

Lucent Technologies
Bell Labs Innovations



INTUITY™ Messaging Solutions
Release 4
Planning for Migrations

585-310-606
Comcode 107889230
Issue 2
January 1997

Notice

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

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Corporate Security

Whether or not immediate support is required, all toll fraud incidents involving Lucent products or services should be reported to Lucent Corporate Security at 1 800 821-8235. In addition to recording the incident, Lucent Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Federal Communications Commission Statement

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with noncertified peripherals is likely to result in interference to radio and television reception..

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Trademarks

See the section titled "About This Book".

Ordering Information

Call: Lucent Technologies Publications Center
Voice 1 800 457-1235 International Voice 317 361-5353
Fax 1 800 457-1764 International Fax 317 361-5355

Write: Lucent Technologies Publications Center
P.O. Box 4100
Crawfordsville, IN 47933

Order: Document No. 585-310-606
Comcode 107889230
Issue 2, January 1997

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

Warranty

Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that XXX equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

Contents

Contents	iii
About This Book	viii
■ Purpose	viii
■ Intended Audiences	viii
■ Release History	ix
■ How to Use This Book	ix
■ Conventions Used in This Book	x
Keyboard and Telephone Keypad Representations	xii
Screen Displays	xiii
Data Entry Conventions	xiii
Safety and Security Alert Labels	xiv
■ Trademarks and Service Marks	xiv
■ Related Resources	xvi
Documentation	xvi
Training	xvi
■ How to Comment on This Book	xvii
1 Planning for an AUDIX R1 Migration	1-1
■ Overview	1-1
■ Purpose	1-1
■ Migration Processes Overview	1-2
■ Standard User Migration	1-2
Automatically Migrated Data	1-3
Data Not Migrated	1-3
Preparation for Migration	1-4
One Month in Advance	1-4
One Day in Advance	1-5
Post-Migration Administration	1-8
■ Enhanced Migration	1-10
Automatically Migrated Data	1-10
Data Not Migrated	1-10
Preparation for Migration	1-11
One Month in Advance	1-11
One Day in Advance	1-12

<u>Schedule Updates of Remote Networked Machines</u>	1-13
<u>Post-Migration Administration</u>	1-14
■ <u>Tandem User Migration</u>	1-14
<u>Automatically Migrated Data</u>	1-15
<u>Data Not Migrated</u>	1-15
<u>Preparation for Migration</u>	1-15
<u>One Month in Advance</u>	1-15
<u>One Day in Advance</u>	1-17
<u>Post-Migration Administration</u>	1-19
■ <u>Comparison of AUDIX R1 and Lucent INTUITY</u>	1-23
<u>Capacities</u>	1-23
<u>Switch Connections</u>	1-24
<u>Lucent INTUITY User Features</u>	1-25
<u>New User Features</u>	1-25
<u>Changed User Features</u>	1-28
<u>Lucent INTUITY Administration Features</u>	1-29
<u>New Administrative Features</u>	1-30
<u>Changed Administrative Features</u>	1-33
<u>Administrative Features No Longer Available</u>	1-34
<u>INTUITY AUDIX Automated Attendant</u>	1-34
<u>Lucent INTUITY Administrative Tools</u>	1-34
<u>AUDIX Messaging Administration Screens</u>	1-35
<u>Lucent INTUITY System Windows</u>	1-36
<u>Screen Cross-Reference</u>	1-36
<u>AUDIX R1 Screens without a Corresponding Lucent INTUITY Screen</u>	1-44
2 <u>Planning for a DEFINITY AUDIX Migration</u>	2-1
■ <u>Overview</u>	2-1
■ <u>Purpose</u>	2-1
■ <u>Migration Processes Overview</u>	2-2
<u>Migration from CL Mode</u>	2-2
<u>Automatically Migrated Data</u>	2-2
<u>Data Not Migrated</u>	2-3
<u>Migration from DP Mode</u>	2-4
<u>Automatically Migrated Data</u>	2-4

<u>Data Not Migrated</u>	2-5
■ <u>Preparations for Migration</u>	2-6
<u>DEFINITY AUDIX in CL or DP Mode</u>	2-6
<u>One Month in Advance</u>	2-6
<u>One Day in Advance</u>	2-7
■ <u>Post-Migration Administration</u>	2-9
<u>DEFINITY AUDIX in CL or DP Mode</u>	2-9
■ <u>Comparison of DEFINITY AUDIX and Lucent INTUITY</u>	2-11
<u>Capacities</u>	2-11
<u>Switch Connections</u>	2-12
<u>Lucent Intuity User Features</u>	2-14
<u>User Features No Longer Available</u>	2-18
<u>Administration Features</u>	2-18
<u>New Features</u>	2-19
<u>Administrative Features That Have Changed</u>	2-23
<u>Administrative Features No Longer Available</u>	2-23
<u>Lucent Intuity Administration Tools</u>	2-24
<u>Administration from Lucent INTUITY Windows</u>	2-24
<u>Administration from AUDIX Screens</u>	2-25
<u>Screen Cross-Reference</u>	2-26
<u>DEFINITY AUDIX Screens without a Corresponding Lucent Intuity Screen</u>	2-31
<u>3 Planning for an AUDIX Voice Power Migration</u>	3-1
■ <u>Overview</u>	3-1
■ <u>Purpose</u>	3-1
■ <u>Migration Processes Overview</u>	3-2
<u>Automatically Migrated Data</u>	3-2
<u>Data Not Migrated</u>	3-2
■ <u>Preparations for Migration</u>	3-3
<u>One Month in Advance</u>	3-3
<u>One Day In Advance</u>	3-4
<u>The Day on Which the Lucent INTUITY System Becomes Active</u>	3-5
■ <u>Post-Migration Administration</u>	3-6
<u>Readminister AUDIX Voice Power Connection</u>	3-8

- [Comparison of AUDIX Voice Power and Lucent INTUITY](#) 3-9
 - [Capacities](#) 3-9
 - [Switch Connections](#) 3-10
 - [Lucent Intuity User Features](#) 3-11
 - [New User Features](#) 3-11
 - [Changed User Features](#) 3-16
 - [User Features No Longer Available](#) 3-17
 - [Automated Attendant](#) 3-18
 - [Lucent Intuity Administration Features](#) 3-19
 - [New Administrative Features](#) 3-19
 - [Changed Administrative Features](#) 3-22
 - [Lucent Intuity Administration Tools](#) 3-23
 - [AUDIX Messaging Administration Screens](#) 3-23
 - [Lucent Intuity System Windows](#) 3-24
 - [Screen Cross-Reference](#) 3-24
 - [AUDIX Voice Power Screens without a Corresponding Lucent Intuity Screen](#) 3-28

A **Migration Worksheets** **A-1**

- [Overview](#) A-1
- [AUDIX R1 Migration Worksheets](#) A-2
 - [AUDIX R1 Informational Worksheet](#) A-2
 - [AUDIX R1 Automated Attendant Greetings Worksheet](#) A-5
 - [AUDIX R1 Customized Announcements Worksheet](#) A-6
 - [AUDIX R1 Updating Networking Machines Worksheet](#) A-7
 - [Enhanced AUDIX R1 Migration - Time Estimate Worksheet](#) A-8
- [DEFINITY AUDIX Migration Worksheets](#) A-12
 - [DEFINITY AUDIX Informational Worksheet](#) A-12
- [AUDIX Voice Power Migration Worksheets](#) A-14
 - [AUDIX Voice Power Informational Worksheet](#) A-14
 - [AUDIX Voice Power Automated Attendant Worksheet](#) A-16
 - [AUDIX Voice Power Customized Announcements Worksheet](#) A-17

■ AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Worksheets	A-18
AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Informational Worksheet	A-18
AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Automated Attendant Worksheet	A-20
AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Customized Announcements Worksheet	A-21
B User Handouts	B-1
ABB Abbreviations	ABB-1
GL Glossary	GL-1
IN Index	IN-1

About This Book

Purpose

This book provides a description of the preparations and post-administration necessary when migrating to the Lucent INTUITY system from one of the following systems:

- AUDIX R1
- DEFINITY AUDIX
- AUDIX Voice Power

It also provides a comparison between the Lucent INTUITY system and the system you are replacing.

Intended Audiences

This book is intended primarily for customers and their system administrators. Secondary audiences include:

- Technical Service Center (TSC)
- Sales and Technical Resource Center (STRC)
- Provisioning project managers
- Helpline personnel
- Remote customer service support personnel
- Training

Release History

This is the first release of this book.

How to Use This Book

This book presents the planning required for a migration to Lucent INTUITY Release 4 and is organized as follows:

- [Chapter 1, “Planning for an AUDIX R1 Migration”](#)
Chapter 1 contains guidelines to prepare users for a migration from AUDIX R1 to the Lucent INTUITY Release 4 system. Chapter 1 contains a listing of migration tasks for which you, the customer, are responsible for completing and compares AUDIX R1 features and Lucent INTUITY Release 4 system features.
- [Chapter 2, “Planning for a DEFINITY AUDIX Migration”](#)
Chapter 2 contains guidelines to prepare users for a migration from DEFINITY AUDIX to the Lucent INTUITY Release 4 system. Chapter 2 contains a listing of migration tasks for which you, the customer, are responsible for completing and compares DEFINITY AUDIX features and Lucent INTUITY Release 4 system features.
- [Chapter 3, “Planning for an AUDIX Voice Power Migration”](#)
Chapter 3 contains guidelines to prepare users for a migration from AUDIX Voice Power to the Lucent INTUITY Release 4 system. Chapter 3 contains a listing of migration tasks for which you, the customer, are responsible for completing and compares AUDIX Voice Power features and Lucent INTUITY Release 4 system features.
- [Appendix A, “Migration Worksheets”](#)
Appendix A contains worksheets you need to complete during the planning phase of the migration from your current voice messaging system to a Lucent INTUITY Release 4 system.
- [Appendix B, “User Handouts”](#)
Appendix B contains handouts to inform your voice messaging users of the migration to the INTUITY AUDIX Release 4 system.
- [Abbreviations](#) and [Glossary](#)
These sections lists abbreviations and acronyms used in Lucent INTUITY system documentation and defines the terms and acronyms used in Lucent INTUITY system documentation, respectively.
- [Index](#)
An alphabetized list which provides a cross reference of specific terms used in the book and the page numbers on which they are mentioned.

Conventions Used in This Book

The following conventions are used in Lucent INTUITY documentation:

- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.
- The system displays *windows*, *screens*, and *menus*. “Windows” show system information (Figure 1). “Screens” request user input. This input is either a value or other specific information you must type into a field (Figure 3) or a command you must enter from the `enter` command: prompt (Figure 3).

“Menus” (Figure 4) present options from which you can choose to view another menu, screen, or window.

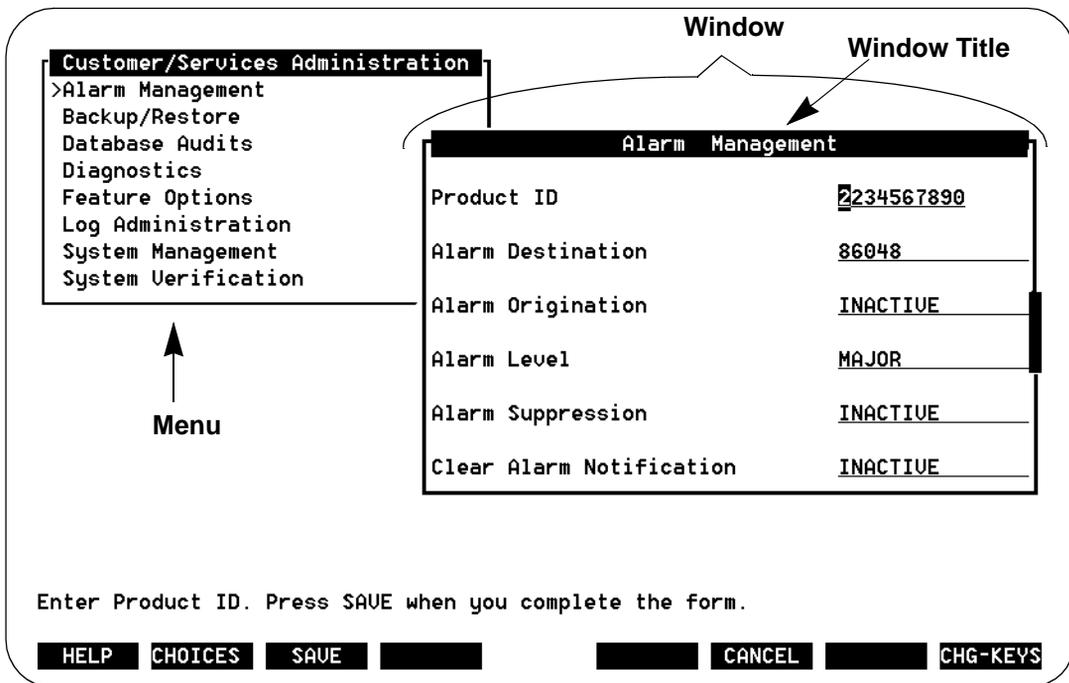


Figure 1. Example of an INTUITY Window

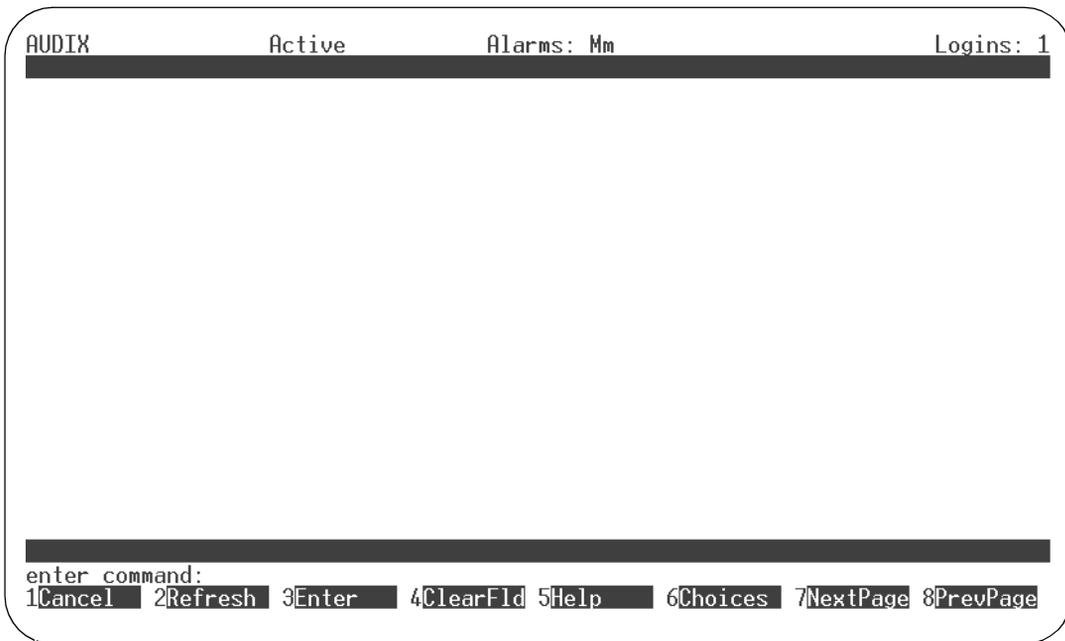


Figure 2. Example of an INTUITY Screen

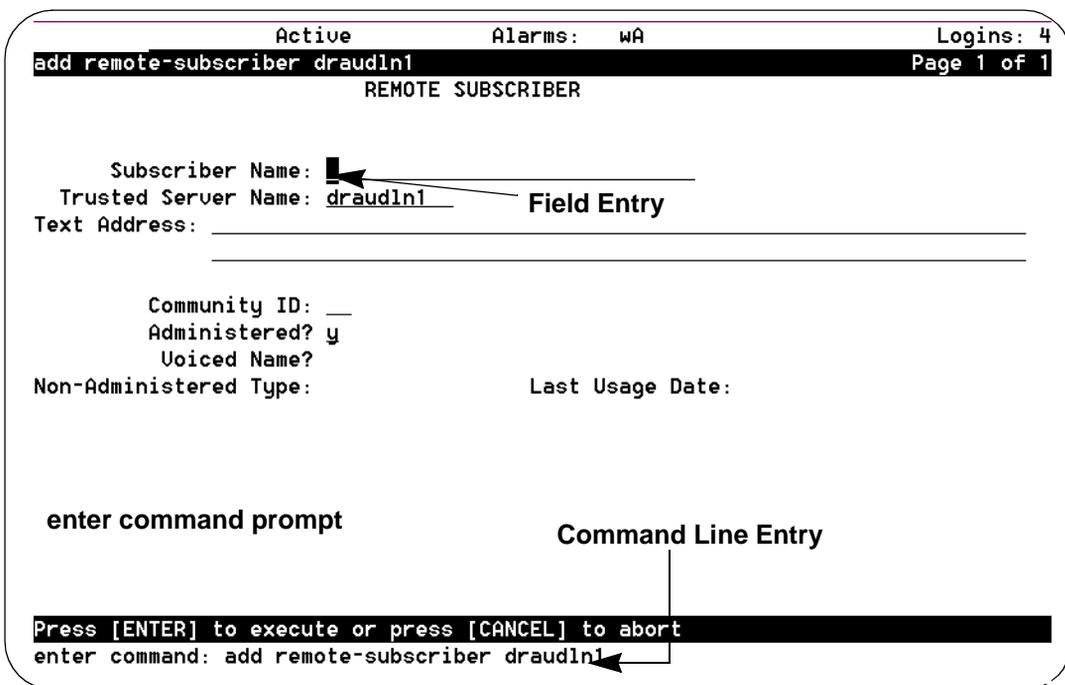


Figure 3. Example of an INTUITY Screen with an Entry in a Field and in the Command Line

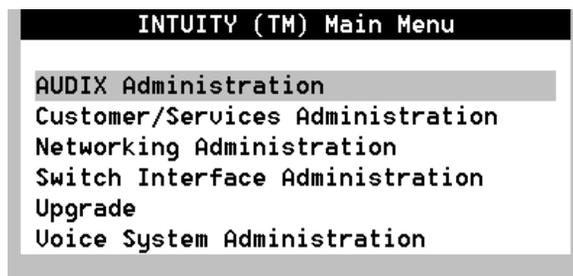


Figure 4. Example of a Lucent INTUITY Menu

Keyboard and Telephone Keypad Representations

- Keys that you press on your *terminal or PC keyboard* are represented as rounded boxes. For example, an instruction to press the enter key is shown as

Press .

- Two keys that you press at the same time on your *terminal or PC keyboard* (that is, you press and hold down the first key and then press the second key) are represented as a series inside a rounded box. For example, an instruction to press and hold while typing the letter “d” is shown as

Press .

- A combination keystroke is a series of keystrokes that combines the two key function described above plus a third key, that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold while typing the letter “d” and then typing the number “1” is shown as

Press + .

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as rounded boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press (Save).

- Keys that you press on your *telephone keypad* are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

Press to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `Courier` type, as shown in the following examples:

Example 1:

Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports:` field.

Example 2:

The system displays the message:

`Alarm Form Update was successful.`

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

Start at the Lucent INTUITY Main Menu and select:

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Lucent INTUITY Main Menu and select the line item `Customer/Service Administration`. From the `Customer/Service Administration` menu that then displays, you would select the line item `Alarm Management`.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same in all cases.

Data Entry Conventions

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter command:` prompt.

Example 2:

Type **high** or **low** in the `Speed:` field.

- Command variables are shown in **bold type** when they are part of what you must type in and *regular italic type* when they are not, for example:

Enter **ch ma** *machine_name*, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, instances of toll fraud, or breaches of security:

 **CAUTION:**

Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.

 **WARNING:**

Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.

 **DANGER:**

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

 **SECURITY ALERT:**

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

Trademarks and Service Marks

The following trademarked products are mentioned in books in the Lucent INTUITY document set:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of Lucent Technologies™.
- cc:Mail® is a registered trademark of cc:Mail, a subsidiary of Lotus Development Corporation.
- COMSPHERE® is a registered trademark of Lucent Technologies™ Paradyne Corp.
- CONVERSANT® Voice Information System is a registered trademark of Lucent Technologies™.
- DEFINITY® is a registered trademark of Lucent Technologies™.
- DMS-100™ is a trademark of Northern Telecom Limited.
- Dterm™ is a trademark of NEC Telephones, Inc.
- Equinox™ is a trademark of Equinox Systems, Inc.

- 5ESS® is a registered trademark of Lucent Technologies™.
- INTUITY™ is a trademark of Lucent Technologies™.
- Lotus Notes® is a registered trademark of Lotus Development Corporation.
- MEGAPORT™ is a trademark of Equinox Systems, Inc.
- MEGAPLEX™ is a trademark of Equinox Systems, Inc.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of Lucent Technologies™.
- Microcom Networking Protocol® is a registered trademark of Microcom, Inc.
- Microsoft® is a registered trademark of Microsoft Corporation.
- MS® is a registered trademark of Microsoft Corporation.
- MS-DOS® is a registered trademark of Microsoft Corporation.
- Mitel™ is a trademark of Mitel Corporation.
- NEAX™ is a trademark of NEC Telephone, Inc.
- NEC® is a registered trademark of NEC Telephone, Inc.
- Netware® is a registered trademark of Novell, Inc.
- Netware® Loadable Module™ is a registered trademark of Novell, Inc.
- Northern Telecom® is a registered trademark of Northern Telecom Limited.
- Novell® is a registered trademark of Novell, Inc.
- Paradyne® is a registered trademark of Lucent Technologies™.
- Phillips® is a registered trademark of Phillips Screw Company.
- Rolm® is a registered trademark of International Business Machines.
- SL-1™ is a trademark of Northern Telecom Limited.
- softFAX® is a registered trademark of VOXEM, Inc.
- SUPERSET™ is a trademark of Mitel Corporation.
- SX-100™ is a trademark of Mitel Corporation.
- SX-200™ is a trademark of Mitel Corporation.
- SX-2000™ is a trademark of Mitel Corporation.
- Telephony OneStop™ is a trademark of Lotus Development Corporation.
- TMI™ is a trademark of Texas Micro Systems, Inc.
- UNIX® is a registered trademark of UNIX Systems Laboratories, Inc.
- Voice Bridge® is a registered trademark of Voice Technologies Group, Inc.

- VOXEM® is a registered trademark of VOXEM, Inc.
- VT100™ is a trademark of Digital Equipment Corporation.
- Windows™ is a trademark of Microsoft Corporation.

Related Resources

This section describes additional documentation and training available for you to learn more about installation of the Lucent INTUITY product.

Documentation



NOTE:

The [Lucent INTUITY™ Messaging Solutions Release 4 Documentation Guide, 585-310-016](#), contains a detailed description of all books included in the Release 4 INTUITY documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining a Lucent INTUITY system.

It is suggested that you obtain and use the following books in conjunction with this planning book:

- [Lucent INTUITY™ Messaging Solutions Release 4 System Description, 585-310-235](#), for a complete description of the INTUITY product and features
- [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for the procedures for administering the Lucent INTUITY product and features

See the inside front cover for information on how to order Lucent INTUITY documentation.

Training

For more information on Lucent INTUITY training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent Technologies: (904) 636-3261
- Lucent Technologies customers and all others: (800) 255-8988

How to Comment on This Book

We are always interested in your suggestions for improving this book. Please complete and return the reader comment card located behind the title page.

If the reader comment card has been removed, send your comments to:

Lucent Technologies
Product Documentation
Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

Alternatively, you can fax your comments to:

Lucent INTUITY Writing Team
(303) 538-1741

Please be sure to mention the name and document number of this book.

[Lucent INTUITY™ Messaging Solutions Release 4 Planning for Migrations,
585-310-606](#)

Planning for an AUDIX R1 Migration

1

Overview

This chapter provides:

- Guidelines to prepare users for the migration to the Lucent INTUITY system
- Migration tasks for which you, the customer, are responsible for completing
- A comparison between AUDIX R1 features and Lucent INTUITY system features

With an AUDIX R1 to Lucent INTUITY migration, you can transfer user data for the following AUDIX R1 releases:

- R1V5
- R1V6
- R1V7
- R1V8

Purpose

Migrating from AUDIX R1 to Lucent INTUITY requires planning. This chapter details the planning required to make the migration go smoothly.

Migration Processes Overview

You can migrate user data, voice data, and mailing lists using one of these three processes:

- Standard user migration
Replaces your AUDIX R1 system. The AUDIX R1 system is available for a specified time period so that users can access existing messages, then is taken out of service. See below, this page.
- Enhanced migration
Allows the migration of mailing lists and user voice data after a standard migration. See [page 1-10](#).
- Tandem user migration
Both the AUDIX R1 and Lucent INTUITY systems are used. Part of the AUDIX R1 users are moved to the Lucent INTUITY system, which then is used for service to all users. See [page 1-14](#).



NOTE:

The tandem migration is available only if you have a System 85, Generic 2 or System 75, Generic 3r switch. These switches allow a BX.25 data link with more than one AUDIX hunt group.

Standard User Migration

The standard user migration replaces the AUDIX R1 system with an Lucent INTUITY system. It assumes that you want to:

- Keep the same telephone number for users to call to get their messages.
- Keep your AUDIX R1 system temporarily available for users to access old messages
- Minimize the number of voice ports you purchase for your switch. The existing AUDIX R1 voice ports are re-used by the Lucent INTUITY. However, a few ports remain connected to the AUDIX R1 until a temporary period has expired and users have reviewed their messages. The ports are then connected to the Lucent INTUITY.

Automatically Migrated Data

The standard user migration transfers some administered data automatically from the AUDIX R1 system to the Lucent INTUITY system:

- User data, *excluding*:
 - Password
 - Locked designation
 - User ID
 - Text service machine
- AMIS networked remote user data, *excluding*:
 - Voiced name
 - Nonadministered type
- Class of service data, *excluding*:
 - Name

Data Not Migrated

The standard user migration does not transfer:

- Voice data
 - Users' incoming messages (without header information)
 - Users' personal greetings
- Users' mailing lists
- Users' recorded names
- Names
- Users' passwords
- Voice messages
- Filed messages
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data

NOTE:

Your installer readministers remote machine profiles from design engineering specifications and system administration data from customer supplied worksheets. You must re-enter or re-record all other nonmigrated items.

If names, greetings, and voice messages must also be migrated, see the section [“Enhanced Migration” on page 1-10](#).

Preparation for Migration

Take the following steps prior to the migration.

One Month in Advance

- Send a broadcast message to your users about the upcoming change in their voice messaging system. Tell users to make written, detailed lists of the following items so the change of systems is less disruptive:
 - Personal directories
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings

NOTE:

Make the system administrator a single point of contact for user's questions about their new Lucent INTUITY system.

- Warn users about the loss of their passwords and give them the new default password. The default password is the same for all users. Check the restrictions on [page 1-27](#) before selecting a default password.
- Inform users that Lucent INTUITY user features operate differently than user features on the AUDIX R1 system.

[Appendix B, “User Handouts”](#) contains the handout, “The New INTUITY AUDIX System Is Coming”. Customize this handout and distribute it to your users.

- Send a memo or broadcast message to tell users the dial prefix(es) for fax print destinations and the number of additional digits after the prefix.

NOTE:

Users cannot print or send taxes without a fax prefix and precise number of digits for fax printing. See [“Fax capability” on page 1-30](#) for administration information.

- Send a memo or broadcast message telling users to transfer calls into their Lucent INTUITY mailbox when they answer a fax-only call and hear fax tone.
- Send a memo or broadcast message to Lucent INTUITY Message Manager users that the AUDIX Server ID and mailbox extension on their login screen are also used while installing Lucent INTUITY Message Manager with fax.

- Review the set of system management tools you use on the AUDIX R1. These tools may include ADAP, CAS, Hacker Tracker, or others. Contact your Lucent Technologies representative to order upgrades for the Lucent INTUITY as required.
- Check the emulation package. Some AUDIX R1 emulation packages may not work with the Lucent INTUITY.



NOTE:

It is recommended that you use the Terranova emulation package (4410, 4425, and 513 emulations).

One Day in Advance

- Send a broadcast message telling users of the impending voice messaging change and the need to read the user handouts regarding these changes.
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- 570 series of terminals
- 593
- 595
- NCR 6417



NOTE:

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

- Print out the following AUDIX R1 administration screens:
 - COS: default and COS: 1-11
 - system: activity log: specification
 - system: announcement: detail
 - system: announcement: filesystems
 - system: appearance
 - system: attendant
 - system: limits
 - system: outcalling
 - system: sending restrictions
 - system: thresholds
 - system: translation: analog network

- system:translation machine:audix/amis/call delivery
- list:subscriber
- list:extension:remote

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

1. Press **CTRL** **F4** to display the screen-labeled print keys.
The screen-labeled print keys appear.
2. Press **F3** (Print Screen) to print the screen.
The data appearing on the screen prints out.
3. Display any additional pages of the screen and repeat Step 2.
4. Press **CTRL** **F6** to return the screen-labeled keys to their original state.

For a 715 terminal:

1. Press **PRINT-SCRN** to print the screen.
The data appearing on the screen prints out.
2. Display any additional pages of the screen and repeat Step 1.

For a 513 terminal:

1. Press **F10** to display the first layer of screen-labeled keys for the terminal.
2. Press **LCL PRT** (F1) to display the screen-labeled print keys.
3. Press **PRINT-SCRN** (F7) to print the screen.
4. Display any additional pages of the screen and repeat Step 3.
5. Press **F10** **F5** to return the screen-labeled keys to their original state.

In addition, you may want to print out the activity log and traffic reports. Since this data does not migrate, you may want to keep a hard copy record of report data.

- Transcribe Automated Attendant Greetings



CAUTION:

You cannot print out automated attendant greetings. Listen to and transcribe these greetings before replacing your AUDIX R1 system with the Lucent INTUITY system.

1. Use your telephone to log in to the user mailbox identified as the automated attendant (auto-attendant).
2. Press **[3]** to administer greetings.
3. Follow the prompts to listen to the greeting.

To identify the nested menus for the auto-attendant, access the system:attendant screen. The `comment` field identifies the options that lead to the nested menus.

Use the [“AUDIX R1 Automated Attendant Greetings Worksheet”](#) in [Appendix A, “Migration Worksheets”](#) to list your auto-attendant greetings.

- Transcribe Custom Fragments



CAUTION:

You cannot print customized fragment text. Listen to and transcribe these fragments before replacing the AUDIX R1 system with the Lucent INTUITY system.

1. Access the System:Announcement:Detail screen and display every language fragment in the AUDIX R1. The `modified` field tells you whether or not a fragment has been changed.
2. Write down the number of any fragment with a modified status on the [“AUDIX R1 Customized Announcements Worksheet”](#) in [Appendix A, “Migration Worksheets”](#).
3. Use your touch-tone telephone to log onto AUDIX. Use the system administrator extension.
4. Using Activity Menu option 9, press **[1]** and follow the voice prompts to listen to the fragments.
5. Write down the text of the fragments on the worksheet used in Step 2.



NOTE:

Many differences exist in fragments and announcements between the two systems, both in text and numbering. Therefore, you should compare your customized fragments and announcements to the list found in [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#).

- Request Transfer Security Activation

Contact the Remote Maintenance Center to schedule the activation of the Transfer Restriction - digits option. This must be completed by a Lucent Technologies support representative.

- Translate the DCS Network

Before migrating the user data, the DCS information must be translated on the Lucent INTUITY system.

- Back Up Data

Although the AUDIX R1 automatically backs up pertinent filesystems on a regular basis, you should back up all data on the AUDIX R1 prior to the migration. This backup provides a single, unified record of your AUDIX R1 system prior to its replacement.

See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), and *AUDIX Forms Reference* documentation for information on how to back up data.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, complete the administration of the Lucent INTUITY system. To use the same or similar configuration as that of the AUDIX R1, review or re-enter the data you gathered in preparation for the migration to the Lucent INTUITY system.

Perform the following post-migration tasks to complete the standard user migration from the AUDIX R1 system to the Lucent INTUITY system.

- Review the list of transferred users

Compare users on the Lucent INTUITY system with users on the AUDIX R1 system to ensure that users were migrated.

1. To display the list of users on the AUDIX R1 system, log in to AUDIX R1 and enter **list: subscriber** at the command line.
2. To display the list of users on the Lucent INTUITY system, log in to the Lucent INTUITY system with the `as` (system administrator) login, select `AUDIX Administration` from the Lucent INTUITY Administration menu, and enter **list subscribers** at the command line.

If the AUDIX R1 and Lucent INTUITY machines are in the same room and close enough together, you can compare the lists of users directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the Lucent INTUITY system.

- Add users who did not migrate

Add any users whose records were either missing or incomplete in the Lucent INTUITY system user list. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for information on adding users.

- Recreate automated attendants

Recreate the automated attendants/bulletin boards in the Lucent INTUITY system by identifying the automated attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You

should then re-record the greetings for the automated attendant mailbox(es) via your touch-tone telephone. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for information on automated attendants and bulletin boards.

 NOTE:

You may want to examine the way you have automated attendants set up. The Lucent INTUITY system allows the scheduling of holiday, business, and nonplussing hours attendants.

■ Administer custom announcements

Create any custom announcement sets you had on AUDIX R1 and/or change the announcements in the standard or in a custom announcement set. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

■ Re-record custom fragments

In the Lucent INTUITY system, define the target announcement set as the administrative set. Then, using your touch-tone telephone, log in to the Lucent INTUITY system as administrator, select option 9, and record your fragments. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

Be careful to match your custom fragments to the fragments listed in [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#). Your fragments may no longer be appropriate to the standard fragments and announcements in the Lucent INTUITY system.

■ Administer AUDIX R1 as a stand-alone system (optional)

You may want to keep your AUDIX R1 in use as a stand-alone system to allow you to access headers of messages, file cabinet data, and other information. To keep the AUDIX R1 in use, you must administer the voice ports and hunt groups on the AUDIX R1. See “Switch Administration for AUDIX Voice Messaging” in your AUDIX R1 administration book for more information.

Enhanced Migration

CAUTION:

As of the printing date, parts of the Enhanced Migration procedure were on quality hold. Please check with your Lucent support representative before planning to follow this procedure.

The enhanced migration transfers user voice data and mailing lists from one AUDIX R1 system to one Lucent INTUITY system.

CAUTION:

You must complete a standard user migration from AUDIX R1 to the Lucent INTUITY system before you begin the enhanced migration.

Once migration is complete, the Lucent INTUITY system replaces the AUDIX R1 system. The AUDIX R1 may be left connected temporarily so that users can listen to any messages stored by the AUDIX R1 before the Lucent INTUITY system was placed into service. This allows them to verify that the messages were migrated and to obtain header information for the migrated messages. However, even if the AUDIX R1 is left in service, the Lucent INTUITY system provides service for all *new* messages.

NOTE:

All migrated messages become new messages on the Lucent INTUITY system.

Automatically Migrated Data

The enhanced migration transfers some data automatically from the AUDIX R1 system to the Lucent INTUITY system:

- Voice data
 - Users' incoming messages (without header information)
 - Users' personal greetings
- Users' mailing lists
- Users' recorded names

Data Not Migrated

The enhanced migration does not transfer:

- Users' passwords
- Customized announcements
- Remote machine profiles

- Filed messages
- All other system administration data
- Automated attendant menus



NOTE:

You must re-enter or re-record all non-migrated items on the Lucent INTUITY system.

Preparation for Migration

The following outlines the information which you should distribute to your users prior to the enhanced migration.

One Month in Advance

- Determine what data to migrate:
 - Mailing lists
 - User names
 - Voice messages
 - Personal greetings

Use the [“Enhanced AUDIX R1 Migration - Time Estimate Worksheet”](#) in [Appendix A, “Migration Worksheets”](#) to determine the amount of time the migration will take.

- Send a broadcast message that tells your users about the upcoming change of their voice messaging system and the amount of time that they will not have voice messaging service. Tell them to do the following to make the change of systems less disruptive:
 - Delete any unnecessary messages, mailing lists, and personal greetings
 - Send their filed messages that they really want to themselves, since these will not otherwise be migrated

Tell users to avoid the following items until the enhanced migration is complete:

- Creating mailing lists during a migration
- Sending voice mail to remote networked machines
- Warn users about the loss of their passwords and give them the new default password. The default password is the same for all users. Check the restrictions on [page 1-27](#) before selecting a default password.
- Inform users that Lucent INTUITY user features operate differently than user features on the AUDIX R1 system.

[Appendix B, "User Handouts"](#) contains the handout, "The New INTUITY AUDIX System Is Coming". Customize this handout and distribute it to your users.

One Day in Advance

- Send a broadcast message telling users of the impending voice messaging change and the need to read their handouts regarding these changes.

Tell them to do the following to make the change of systems less disruptive:

- Delete any unnecessary messages, mailing lists, and personal greetings
- Send their filed messages that they really want to themselves, since these will not otherwise be migrated

Tell users to avoid the following items until the enhanced migration is complete:

- Creating mailing lists during a migration
- Sending voice mail to remote networked machines
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- 570 series of terminals
- 593
- 595
- NCR 6417

NOTE:

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

- Print out the following AUDIX R1 administration screens:
 - traffic: feature: day
 - list: machines

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

1. Press to display the screen-labeled print keys.

The screen-labeled print keys appear.

2. Press **F3** (Print Screen) to print the screen.
The data appearing on the screen prints out.
3. Display any additional pages of the screen and repeat Step 2.
4. Press **CTRL F6** to return the screen-labeled keys to their original state.

For a 715 terminal:

1. Press **PRINT-SCRN** to print the screen.
The data appearing on the screen prints out.
2. Display any additional pages of the screen and repeat Step 1.

For a 513 terminal:

1. Press **F10** to display the first layer of screen-labeled keys for the terminal.
2. Press **LCLPRT F1** to display the screen-labeled print keys.
3. Press **PRINT-SCRN F7** to print the screen.
4. Display any additional pages of the screen and repeat Step 3.
5. Press **F10 F5** to return the screen-labeled keys to their original state.

Schedule Updates of Remote Networked Machines

Remote updates of networked machines should be deferred until the migration of mailing lists is complete. It is recommended that AUDIX R1 networking ports be busied out during the migration so that the remote machines will not perform incoming updates.

Notify administrators of networked machines of the date and time you plan to replace the AUDIX R1 system with the Lucent INTUITY system. Moving users to the Lucent INTUITY system may cause the other machines to have inaccurate remote user data. So, after the migration, administrators on each machine that was networked to the replaced AUDIX R1 must change the:

- a. machine ID to match the Lucent INTUITY system
- b. machine dial string to match the Lucent INTUITY system.
- c. machine type to Lucent INTUITY from AUDIX R1.

Administrators of digitally networked machines must also run a remote update against the Lucent INTUITY system if the machine ID or dial string changes. So

that the Lucent INTUITY system is not overburdened by multiple simultaneous remote updates, schedule remote updates with these machines.

Use the [“AUDIX R1 Updating Networking Machines Worksheet”](#) worksheet in [Appendix A, “Migration Worksheets”](#) to create a schedule of remote updates. Call Lucent Technologies Professional Services for assistance if you have any questions.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, you must complete administration of the Lucent INTUITY system.

The following task completes the enhanced user migration from the AUDIX R1 system to the Lucent INTUITY system.

- Check the View Migration Log window for migration errors

The enhanced migration software keeps track of any errors that occur during the migration. For example, if a message is not successfully migrated, it will be listed in the migration log along with the user's number.

1. Ask the migration technician to print the migration log from the View Migration Log window or allow you to view the window.
2. Contact any users who are listed in the View Migration Log window, and let them know that they should check their messages.

Tandem User Migration

The tandem user migration activates the Lucent INTUITY system on your switch *in addition to* your AUDIX R1.

NOTE:

This migration is available only if you have a System 85, Generic 2 or System 75 Generic 3R switch.

The tandem migration requires that you:

- change, using the Switch Station screen, the coverage path of each individual user you want to move to the Lucent INTUITY system.
- specify a subset of users to be migrated to the Lucent INTUITY system.

NOTE:

The tandem user migration is not recommended unless you need more than 64 ports for your voice messaging between networked Lucent INTUITY systems. It requires significantly greater processing time than a single Lucent INTUITY system on a switch.

Automatically Migrated Data

The tandem user migration transfers some data automatically from the AUDIX R1 system to the Lucent INTUITY system:

- User data, *excluding*:
 - Password
 - Locked designation
 - User ID
 - Text service machine
- AMIS networked remote user data, *excluding*:
 - Voiced name
 - Nonadministered type
- Class of Service data, *excluding*:
 - Name

Data Not Migrated

The tandem user migration does not transfer:

- Users' passwords
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data



NOTE:

These items must be re-recorded or re-entered on the Lucent INTUITY system.

Preparation for Migration

Follow the steps below prior to the migration.

One Month in Advance

- Select the subset of users who will be transferred to the Lucent INTUITY system. Create an AUDIX mailing list for your messages that includes only these users.
- Send a broadcast message to your users about the upcoming change in their voice messaging system. Tell users to make written, detailed lists of the following items so the change of systems is less disruptive:

- Personal directories
- Mailing lists
- Important messages in their mailboxes
- Personal greetings



NOTE:

Make the system administrator a single point of contact for user's questions about their new Lucent INTUITY system.

- Warn users about the loss of their passwords and tell them what the new default password will be. The default password is the same for all users. Check the restrictions on [page 1-27](#) before selecting a default password.
- Inform users that Lucent INTUITY user features operate differently than user features on the AUDIX R1 system.

[Appendix B, "User Handouts"](#) contains the handout, "The New INTUITY AUDIX System Is Coming". Customize this handout and distribute it to your users.

- Send a memo or broadcast message to tell users the dial prefix(es) for fax print destinations and the number of additional digits after the prefix.



NOTE:

Users cannot print or send faxes without a fax prefix and precise number of digits for fax printing. See ["Fax capability" on page 1-30](#) for administration information.

- Send a memo or broadcast message telling users to transfer calls into their Lucent INTUITY mailbox when they answer a fax-only call and hear fax tone.
- Send a memo or broadcast message to INTUITY Message Manager users that the AUDIX Server ID and mailbox extension on their login screen are also used while installing INTUITY Message Manager with fax.
- Review the set of system management tools you use on the AUDIX R1. These tools may include ADAP, CAS, Hacker Tracker, or others. Contact your Lucent Technologies representative to order upgrades for the Lucent INTUITY as required.
- Check the emulation package. Some AUDIX R1 emulation packages may not work with the Lucent INTUITY.



NOTE:

It is recommended that you use the Terranova emulation package (4410, 4425, and 513 emulations).

One Day in Advance

- Send a broadcast message telling users of the impending voice messaging change and the need to read their user handouts regarding these changes.
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- 570 series of terminals
- 593
- 595
- NCR 6417



NOTE:

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

- Print out the following AUDIX R1 administration screens:
 - COS:default and COS:1-11
 - system:activity log: specification
 - system: announcement: detail
 - system: announcement: filesystems
 - system: appearance
 - system: attendant
 - system: limits
 - system: outcalling
 - system: sending restrictions
 - system: thresholds
 - system: translation: analog network
 - system: translation: machine: audix/amis/call delivery
 - list: subscriber
 - list: extension: remote

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

1. Press **CTRL** **F4** to display the screen-labeled print keys.
The screen-labeled print keys appear.
2. Press **F3** (Print Screen) to print the screen.
The data appearing on the screen prints out.
3. Display any additional pages of the screen and repeat Step 2.
4. Press **CTRL** **F6** to return the screen-labeled keys to their original state.

For a 715 terminal:

1. Press **PRINT-SCRN** to print the screen.
The data appearing on the screen prints out.
2. Display any additional pages of the screen and repeat Step 1.

For a 513 terminal:

1. Press **F10** to display the first layer of screen-labeled keys for the terminal.
2. Press **LCL PRT** (F1) to display the screen-labeled print keys.
3. Press **PRINT-SCRN** (F7) to print the screen.
4. Display any additional pages of the screen and repeat Step 3.
5. Press **F10** **F5** to return the screen-labeled keys to their original state.

In addition, you may want to print out the activity log and traffic reports. Since this data does not migrate, you may want to keep a hard copy record of report data.

- Transcribe Automated Attendant Greetings



CAUTION:

You cannot print out automated attendant greetings. Listen to and transcribe these greetings before replacing your AUDIX R1 system with the Lucent INTUITY system.

1. Use your telephone to log in to the user mailbox identified as the automated attendant.
2. Press **3** to administer greetings.

3. Follow the prompts to listen to the greeting.

To identify the nested menus for the auto-attendant, access the system:attendant screen. The `comment` field identifies the options that lead to the nested menus.

Use the “[AUDIX Voice Power Automated Attendant Worksheet](#)” in [Appendix A, “Migration Worksheets”](#) to list your auto-attendant greetings.

- Transcribe Custom Fragments

The transcribing of custom fragments does not apply for the tandem user.

- Request Transfer Security Activation

Contact the Remote Maintenance Center to schedule the activation of the Transfer Restriction - digits option. This must be completed by a Lucent Technologies support representative.

- Translate the DCS Network

Before migrating the user data, the DCS information must be translated on the Lucent INTUITY system.

- Back Up Data

Although the AUDIX R1 automatically backs up pertinent filesystems on a regular basis, you should back up all data on the AUDIX R1 prior to the migration. This backup provides a single, unified record of your AUDIX R1 system prior to its replacement.

See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), and *AUDIX Forms Reference* documentation for information on how to back up data.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, complete the administration of the Lucent INTUITY system. To use the same or similar configuration as that of the AUDIX R1, review or re-enter the data you gathered in preparation for the migration to the Lucent INTUITY system.

The following tasks complete the tandem user migration from the AUDIX R1 system to the Lucent INTUITY system.

- Review the list of transferred users

Compare users on the Lucent INTUITY system with users on the AUDIX R1 system to ensure that users were migrated.

1. To display the list of users on the AUDIX R1 system, log in to AUDIX R1 and enter **list: subscriber** at the command line.
2. To display the list of users on the Lucent INTUITY system, log in to the Lucent INTUITY system with the *sa* (system administrator) login, select **AUDIX Administration** from the Lucent INTUITY Administration menu, and enter **list subscribers** at the command line.

If the AUDIX R1 and Lucent INTUITY machines are in the same room and close enough together, you can compare the lists of users directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the Lucent INTUITY system.

- Add users who did not migrate

Print the Lucent INTUITY system user list. Add or update any users whose records are either missing or incomplete. See *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for information on adding users.

- Recreate automated attendants

Recreate the automated attendants/bulletin boards in the Lucent INTUITY system by identifying the automated attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then re-record the greetings for the automated attendant mailbox(es) via your touch-tone telephone. See *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for information on automated attendants and bulletin boards.

 **NOTE:**

You may want to examine the way you have automated attendants set up. The Lucent INTUITY system allows the scheduling of holiday, business, and nonbusiness hours attendants.

- Administer custom announcements

Create any custom announcement sets you had on the AUDIX R1 and/or change the announcements in the standard or a custom announcement set. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

- Re-record custom fragments

In the Lucent INTUITY system, define the target announcement set as the administrative set. Then, using your touch-tone telephone, log into the Lucent INTUITY system as administrator, select option **9**, and record your fragments. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

Be careful to match your custom fragments to the fragments listed in [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), document. Your fragments may no longer be appropriate to the standard fragments and announcements in the Lucent INTUITY system.

- Assign a new coverage path to users

If you want to keep the AUDIX R1 system in use as a tandem AUDIX, you must change the coverage path for each user station you want to move to the Lucent INTUITY system. See the appropriate INTUITY Switch Integration document for more information. In addition, you should delete users from the Lucent INTUITY system who may have transferred to the system during the data transfer but stay on the AUDIX R1 system.

- Administer remote networked machines for the new machine

You or your remote administrators may need to administer the Lucent INTUITY machines networked to the AUDIX R1 you just replaced. Specifically, you may need to:

- Change the machine name and dial string to match the Lucent INTUITY system.
- Run remote updates against the Lucent INTUITY system using the command **get remote update machine-name** to automatically collect users.
- Re-record the Lucent INTUITY machine name.
- Be sure the voice IDs on the networked machines match up.
- Delete the old AUDIX R1 machine(s), if necessary. This is necessary if two or more AUDIX R1s are combined into the Lucent INTUITY system or you chose a new name/dial string for the Lucent INTUITY system.
- Notify users that mailing lists that include remote users on the Lucent INTUITY system may need to be changed.

See [Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567](#), or [AMIS Analog Networking, 585-300-512](#), for more information.

- Readminister DCS on remote switches

On remote DCS switches, readminister the extension number for the AUDIX hunt group, if necessary, and the hunt group number or machine number, if necessary, in the coverage path for users. See the appropriate Lucent INTUITY Switch Integration document for more information.

- Administer the AUDIX R1 as a stand-alone system (optional)

If you want to keep your AUDIX R1 in use as a stand-alone system, you must administer the voice ports and hunt groups on the AUDIX R1. See “Switch Administration for AUDIX Voice Messaging” for more information.

Comparison of AUDIX R1 and Lucent INTUITY

The following sections describe the differences between the AUDIX R1 system and the Lucent INTUITY system.

Capacities

The Lucent INTUITY system exceeds the AUDIX R1 system in voice messaging capacity. [Table 1-1](#) compares the maximum capacities of both systems.

Table 1-1. Maximum Capacities of AUDIX R1 and Lucent INTUITY

Capacity	AUDIX R1 (tower)	Lucent INTUITY
Voice ports ¹	32	<ul style="list-style-type: none"> ■ 64 on a MAP/100 ■ 42 on a MAP/40 ■ 18 on a MAP/40s
Voice storage hours	474	<ul style="list-style-type: none"> ■ 1255 on a MAP/100 (without mirroring) ■ 445 on a MAP/100 (with mirroring) ■ 425 on a MAP/40 and MAP/40s (without mirroring) ■ 155 on a MAP/40 and MAP/40s (with mirroring)
Local users ²	4,000	<ul style="list-style-type: none"> ■ 20,000 on a MAP/100 ■ 15,800 on a MAP/40 or MAP/40s
Networked systems	100	500
Network ports	6	<ul style="list-style-type: none"> ■ 12 on a MAP/100(maximum of 12 high/4, low/4 TCP/IP) ■ 12 on a MAP/40 (maximum of 8 high/4, low/4 TCP/IP) ■ 8 on a MAP/40s (maximum of 4 high/4, low/4 TCP/IP)
Remote users	28,000	500,000 on a MAP/100 200,000 on a MAP/40 or MAP/40s (1000 local users)

1. Lucent INTUITY Fax and Integrated E-mail Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of users the Lucent INTUITY system can accommodate.
2. The number of local and remote users that the Lucent INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

You can connect the Lucent INTUITY machine to the most of the same AUDIX R1 switches. [Table 1-2](#) lists the supported switches and data communications hardware for the systems.

Table 1-2. Switch and Integration Hardware Comparison of AUDIX R1 and Lucent INTUITY Systems

Switch	Integration Hardware	
	AUDIX R1	Lucent INTUITY
DEFINITY Generic 1	PI	PI
DEFINITY Generic 3s	PI	PI
DEFINITY Generic 3i	PI	PI
DEFINITY Generic 3r	PGATE	PGATE
DEFINITY Generic 2.1	DCIU	DCIU
DEFINITY Generic 2.2	DCIU	DCIU
DEFINITY Generic 3 V2	PI or PGATE	PI or PGATE
DEFINITY Generic 3 V3	PI or PGATE	PI or PGATE
5ESS	Switch Communications Adapter (SCA), Advanced Communications Package (ACP), or 3A SMSI Translator	3A SMSI translator or SMSI with 202T modem
NEC NEAX 2400	N/A	SID
Northern Telecom DMS100	1x67BC Terminal Card	SMSI with a 202T modem
Northern Telecom SL-1	N/A	SID
Meridian, Meridian SL-1	N/A	SID
MERLIN LEGEND	N/A	N/A; uses IVC6 ports
Mitel SX 200D	N/A	SID
Rolm 8000, 9000, 9751	N/A	Rolm 8000, 9000, 9751
System 75 R1V3 only	SCI, PI	SCI, PI
System 85 (R2V2 and later)	DCIU	N/A
System 85 (R2V4 only)	N/A	DCIU

Lucent INTUITY User Features

The Lucent INTUITY system offers additional user features or features that are different from those you had with your AUDIX R1 system.

New User Features

Fax messaging	Users can receive, send, and store faxes, and attach faxes to voice messages. Users can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.
Languages	<p>The INTUITY AUDIX system offers, optional announcement sets in two languages other than U.S. English:</p> <ul style="list-style-type: none">■ U.S. English TDD (Telecommunications Device for the Deaf)■ U.S. 123 (the prompts identify telephone key presses by number only, rather than letter) <p>You add, change, and delete announcements in these announcement sets just as you would the announcements in the U.S. English terse or custom announcement sets.</p>
Multiple languages simultaneously	Up to nine announcement sets can be active simultaneously. More than one language can be active at one time and users can work in AUDIX in the language of their choice.
End-of-message warning (new for R1V5)	INTUITY AUDIX warns a caller when the call is approaching the maximum allowable length for a message.
AMIS analog networking (new for R1V5 and R1V6)	INTUITY AUDIX lets a user send messages to users on remote systems that also have AMIS and to non-user telephones. AMIS analog networking lets users send messages to DEFINITY AUDIX systems and non-Lucent Technologies voice messaging systems.
"0" calls to follow coverage (new for R1V5 and R1V6)	If a caller presses [0] to get a user's attendant, backup (or some other covering extension), INTUITY AUDIX sends the call to the covering extension's voice mailbox if nobody answers.
Undelete key (new for R1V5 and R1V6)	Users can press [*] [*] U to recover a message just deleted.
60-digit outcalling numbers with # as a digit	Users can set up the outcalling feature with an outcalling number of up to 60 digits. Users can also include pound signs (#) within the number, which is a common requirement for pagers. The AUDIX R1 system allows an outcalling number of only 29 digits and inclusion of a pound sign (#) only at the end of the number.

Dual language greetings	The INTUITY AUDIX system with the multilingual feature allows users to create two personal greetings, each in a different language
Turn off AUDIX Call Answering	<p>When a user is on the telephone or away from the office for an extended period of time, the user can turn off the call answering feature of the AUDIX system. Thus, when the user does not answer the telephone, AUDIX answers if the system greeting is active and tells the caller that the user's mailbox is not accepting messages. If the user turns off call answering and uses a personal greeting, the user should mention in the greeting that messages are not being accepted.</p> <p>The user presses 5 7 and 1 to turn off the call answering feature.</p> <p>This feature helps prevent a user's mailbox from filling up with messages and saves disk space on the system. However, turning off the call answer feature <i>does not</i> turn off the AUDIX voice mail feature. Thus, a user's mailbox continues to accept voice mail messages that other users send.</p>
Lucent INTUITY Message Manager	<p>Lucent INTUITY Message Manager is an optional software package that is loaded on to a personal computer (PC). It allows a user to access, store, and manage AUDIX and fax messages using a graphical user interface. The INTUITY AUDIX system communicates with Message Manager via a local area network (LAN) and coordinates Message Manager activity with the user's voice terminal. Message Manager PC software is available per user. Message Manager server software on the INTUITY AUDIX system is available per system for a right-to-use fee.</p> <p> NOTE: The Message Manager feature also requires the purchase and installation of an Ethernet circuit card.</p>
Priority call answer messages (new for R1V5 - R1V8.1)	When leaving a call answer message in a user's mailbox, a caller can designate the message to be a priority message. (This capability is turned on or off system-wide.)
Escape from Reply to Sender (new for R1V5 - R1V7)	In the AUDIX R1 system, a user might, while getting messages, press 1 to immediately respond to a message from a non-user. Since it is not possible to respond via AUDIX to a non-user, the user could only hang up or return (with * R or * 7) to the main menu. With the INTUITY AUDIX system, a user who inadvertently gets into Reply to Sender can press # to return to the getting messages

1 Planning for an AUDIX R1 Migration
Comparison of AUDIX R1 and Lucent INTUITY

Retention of non-addressed messages	On the AUDIX R1 system, a message that a user recorded is lost if the user fails to enter an address for the message before entering a new command. On the INTUITY AUDIX system, the user receives a prompt to enter an address after the first failure to do so. However, the message is still lost on the second failure.
Reminder during message addressing	A user who addresses a message but fails to enter any other touchtones within the next 5 seconds receives a reminder. This reminder tells the user that message addressing is not complete and the message will not be sent as is. On the AUDIX R1 system, a user who stops addressing without a final approval touchtone does not receive this message.
Send messages to and receive messages from e-mail users, including attached binary files	The system lets users record voice messages and address them to supported integrated e-mail users (such as Lotus Notes users). Users do this simply by addressing by the e-mail user's name. Users can do this only if you have defined the e-mail user(s) in the system.
Integrate AUDIX and e-mail mailboxes	If your system has integrated messaging, users can access and manage all incoming messages (voice, fax, e-mail, and binary files) from either their e-mail or AUDIX mailbox, or both. Thus, a voice message in a user's voice mailbox might also appear in the user's Lotus mailbox. E-mail in the user's Lotus mailbox might also appear in the user's voice mailbox.
Listen to e-mail/text messages	If your system has the text-to-speech option, users can listen to e-mail messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager.
Print e-mail/text messages	Users can print e-mail sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager. Users print e-mail in the same way they print faxes.
Address messages to enhanced lists (up to 1500 users)	Users can address and send a message to a large mailing list that can contain up to 1500 users. Users previously could send messages to a single list of up to 250 users. You create each large list and assign an extension to it. Users can then address a message to the list by simply entering the list's extension as they would any other user's extension.
Restrictions on password conventions	The system prevents a user from using the following types of passwords: <ul style="list-style-type: none">— The same number as the user's extension (for example, extension 34555 and password 34555)— Repeated digits (for example, 77777)— Consecutive digits (for example, 12345)
Restrictions on transfers	You can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.

Changed User Features



NOTE:

The changes listed below *do not* represent changes for the AUDIX R1V8 Standard system.

Improved speech quality	The system prompts sound better. The recorded messages, which are non-transcoded, also sound better.
Press <input type="button" value="#"/> to approve, not <input type="button" value="*"/> <input type="button" value="#"/>	The requirement for AUDIX R1 users to press <input type="button" value="*"/> <input type="button" value="#"/> to approve messages has changed. They can now press only <input type="button" value="#"/> , although pressing <input type="button" value="*"/> <input type="button" value="#"/> still works.
Greater touchtone input time	The INTUITY AUDIX system lets you extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary telephone users.
A single delivery options menu for sending voice mail (R1V5 - R1V7)	<p>When sending voice mail in AUDIX R1, users can select delivery options in several different phases. This includes pressing <input type="button" value="*"/> M to select the private/priority option before or during addressing.</p> <p>When sending voice mail with INTUITY AUDIX, AUDIX automatically places users in a single delivery options menu. The user can use this menu to select any and all options after finishing and approving addressing.</p>

Additional options for addressing messages

A user has the option of addressing a message before recording it. After the message is recorded and approved, the user has the option to review the addresses already entered and add more.

You must first turn on this capability for the users. Then, the users must also set the option for their particular mailbox. The users do this by pressing [5] [6] and then [9] (for yes).

If the user is sending a fax only, the user must address the fax before sending it from the fax machine. The user does not have an option.

Leaving private messages is different

AUDIX R1 lets the user make a call answer message private by pressing [*] **M** before approving the message

INTUITY AUDIX lets the user make a call answer message private by pressing [*] **M** after approving the message.

The ability to dial through error prompts

When a user presses an invalid button in AUDIX R1, the user must listen to the following error message in its entirety before pressing another button:

“Entry not understood. Try again after the tone”
<beep>.

In INTUITY AUDIX, a user who presses an invalid button gets an immediate beep. The user can then dial through the error message (shown below) without listening:

<beep> “Invalid entry. For help, press [*] **H**.”

Lucent INTUITY Administration Features

The Lucent INTUITY system offers additional administration features or features that are different from those of the AUDIX R1 system.

New Administrative Features

Customizing screen-labeled keys	<p>You can choose between two screen-labeled key display orders:</p> <ul style="list-style-type: none">■ The order used for the system access terminal (SAT) or Manager I■ An order unique to the INTUITY AUDIX system <p>Using the SAT order can be helpful for administrators who also administer the switch.</p>
Multiple login levels	<p>The INTUITY AUDIX system offers two levels of logins:</p> <ul style="list-style-type: none">■ System administrator (sa) which allows access to all customer-administrable parts of the Lucent INTUITY system■ Voice messaging administrator (vm) which allows access only to the INTUITY AUDIX screens
Multiple simultaneous logins	<p>The INTUITY AUDIX system permits up to four administrators to be logged into the system at the same time. AUDIX R1 permits only two simultaneous logins. For three or four logins on the AUDIX R1, you must add an IPC900 multi-port serial port card.</p>
Windowing between switch and AUDIX interfaces (System 75, G1, and G3 only)	<p>You can log onto the Lucent INTUITY system and the switch simultaneously by using the windowing capabilities of a 715 terminal.</p>
Password aging (new for R1V5 - R1V8.1)	<p>You can set a length of time after which a user's password expires. The user must then change the password.</p>
Fax capability	<p>You can assign, via Class of Service, the capability for users to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. INTUITY AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, the administrator may want to set up secondary fax extensions for some users so that call answer faxes go directly to their mailboxes instead of ringing their telephones. See Chapter 4, "Fax Messaging Administration," Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564, for more information.</p>

Address before record	You can allow users to address messages before recording them. You turn this capability on or off for the whole system. With this capability on, users can individually set their mailboxes so they can address messages before recording them.
Call answer disable	You can allow users, via class of service, to turn off their mailboxes from accepting call answer messages. Thus, when a user does not want callers to leave call answer messages, the user can turn off his or her mailbox.
Outgoing print job queue	You can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Lucent INTUITY screens under the Voice System Administration main menu option.
Advance/rewind increment (new for R1V5 and R1V6)	You can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press [6] or [5] , respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN access for Message Manager	Because the Message Manager feature requires LAN access to the INTUITY AUDIX system, you must administer LAN access via Lucent INTUITY TCP/IP networking windows.
Quick silence disconnect	In some countries, there is no disconnect signaling. For these countries, You can set up the INTUITY AUDIX system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Print screens	To print screens and reports, press the F9 key.
Change extensions	You can change user extensions in blocks of extensions. For example, you can tell INTUITY AUDIX to change extensions 87000 through 87999 to 6000 through 6999. In this case, a user with the extension 87234 will have new extension 6234. This feature is especially useful when you must change user extension length or dial plans.
Administrator password aging	You can and should set up an interval for administrator password expirations. This password aging ensures that you or other administrators change passwords on the system periodically. Password aging applies to both sa and vm passwords.
TCP/IP networking administration	TCP/IP networking, a new variety of digital networking, allows the use of a TCP/IP LAN for sending messages between INTUITY AUDIX systems. You must administer the local machine, networked machines, and remote users.

Integrated messaging administration	<p>You assign to users, via the Class of Service screen, integrated e-mail and AUDIX mailbox capabilities. You must also do the following:</p> <ul style="list-style-type: none">■ Define the number of e-mail systems that will be integrated with the AUDIX system. Do this on the System Parameters IMAPI Options screen.■ Define the integration software of each e-mail system as a trusted server. Do this on the Trusted Server Profile screen.■ Set up remote networked INTUITY AUDIX R4.0 systems to receive e-mail. Do this on the Digital Network Machine Administration window.■ Define local and remote e-mail users. Do this on the Subscriber, Class of Service, and Remote Subscriber screens.
Text-to-speech administration	<p>You define, via the System Parameters Features screen, whether the system should convert text and e-mail messages and/or message headers to speech. Text-to-speech conversion allows users to listen to e-mail.</p>
Enhanced list administration	<p>You define enhanced lists using the Edit Lists and Member List windows.</p>
Transfer number administration	<p>You can define specific extensions or ranges of extensions that a user may transfer to from an AUDIX mailbox. Do this using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.</p>

Changed Administrative Features

- | | |
|---------------------------------------|---|
| The look and operation of the screens | The INTUITY AUDIX system differs <i>significantly</i> from the AUDIX R1 system in how screens (forms) are designed and how you use them. See the next section "Administration Tools." |
| Backup and restore | The INTUITY AUDIX system backs up system data automatically every night, though you can also run backups manually whenever you want. |

NOTE:

If you choose not to rotate your tapes every night, the INTUITY AUDIX system overwrites the data saved the previous night.

In addition manual backups and restores no longer consist of selecting filesystems, as they do in the AUDIX R1 system. Instead, you select the name of the type of data you want for the backup and restore.

- | | |
|---|--|
| Filesystems administration | The Lucent INTUITY system maintains the filesystems automatically. As a result, many filesystem administration screens have been eliminated. |
| System clock time | The Lucent INTUITY system clock time is UNIX system time, rather than the connected switch. |
| Special features traffic reports | In the Special Features Traffic reports, the INTUITY AUDIX system <i>does not</i> display the average number of ports in use or the highest simultaneous ports assigned. However, the maximum simultaneous ports in use is available in the Load Traffic reports. |
| Voice port ringing at AUDIX shutdown | If the administrator shuts down the INTUITY AUDIX application, but not the whole Lucent INTUITY system, calls to AUDIX ring but are not answered. If the administrator shuts down the entire Lucent INTUITY system, calls to AUDIX receive a busy signal. In contrast, a call to an AUDIX R1 system always receives a busy signal during a shutdown. |
| AMIS multiple callback numbers and private networks (new for R1V5 — R1V7) | You can identify more than one callback number for the system. Thus, a receiving AMIS voice messaging system may be able to respond to INTUITY AUDIX messages over a unique call-back number. This capability lets you create private AMIS voice-messaging networks with non-Lucent voice-messaging systems. |

Administrative Features No Longer Available

ADAP PC2AUDIX	The INTUITY AUDIX system supports only the command line interface of the AUDIX Administration and Data Acquisition Package (ADAP). It does not support the PC2AUDIX application of ADAP. If you are a heavy user of ADAP reports, additional work may be necessary for you to produce reports similar to those you used for AUDIX R1.
Call detail recording	The INTUITY AUDIX system does not offer the Call Detail Recording (CDR) feature.
Exceeded thresholds in the status line	The INTUITY AUDIX system does not have the thresholds field that appears in the status line of the AUDIX R1 system. However, the <code>Alarms</code> field on the INTUITY AUDIX status line registers a warning when a threshold is exceeded and Lucent INTUITY records each event in the Administration Log.

INTUITY AUDIX Automated Attendant

The INTUITY AUDIX system offers the following additional automated attendant features compared to those of the AUDIX R1 system.

Holiday schedule	You can define holidays and assign specific automated attendants to operate on those holidays.
Business week schedule	You can define business hours and assign specific automated attendants to operate during business hours and other attendants for non-business hours.
Verification of complete automated attendant definition	The INTUITY AUDIX system offers a verification utility that checks for missing elements of an automated attendant. This ensures that the automated attendant will handle calls properly.

Lucent INTUITY Administrative Tools

The Lucent INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance, networking, and switch integration tasks related to AUDIX have been incorporated on the Lucent INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use two administrative interfaces to administer the AUDIX system:

- AUDIX messaging administration screens
- Menu-driven Lucent INTUITY system windows for most other administration

AUDIX Messaging Administration Screens

Voice messaging is administered using Lucent INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, as in the AUDIX R1 system, you enter a verb and object at the command line. [Figure 1-1](#) shows a layout of an INTUITY AUDIX screen.

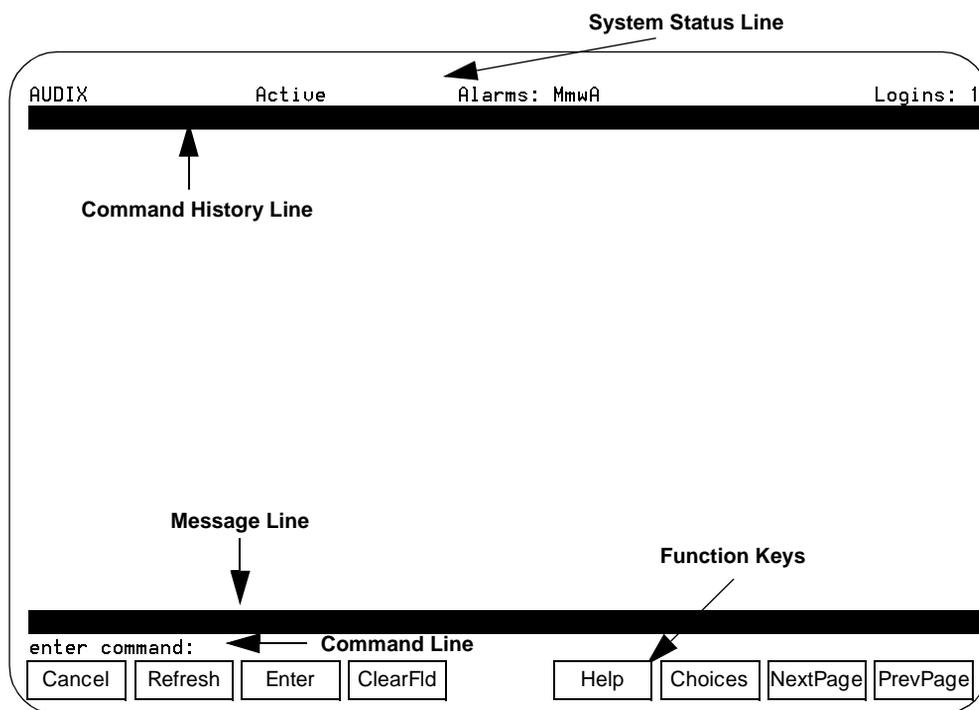


Figure 1-1. INTUITY AUDIX Administration Screen Layout

Lucent INTUITY System Windows

You perform all platform, networking, and switch-related information using Lucent INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press the **(CHOICES)** (F6) key to view and select the valid choices. [Figure 1-2](#) shows a Lucent INTUITY system window.

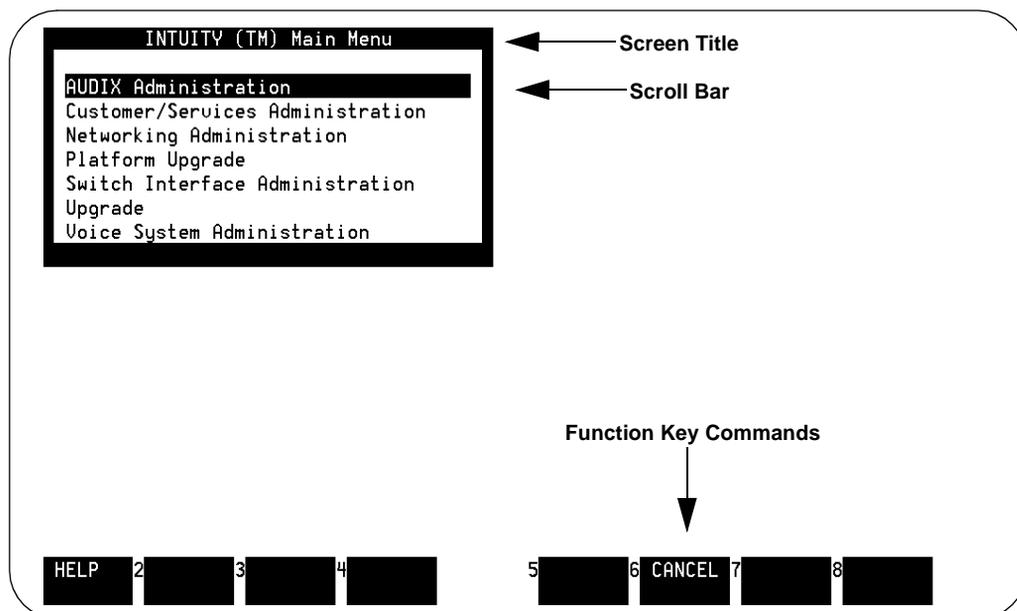


Figure 1-2. Lucent INTUITY Windows Layout

As you use the Lucent INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

Screen Cross-Reference

In the Lucent INTUITY system, you still perform most of the administration tasks that you performed for AUDIX R1. [Table 1-3](#) is a cross-reference of AUDIX R1 screens and their associated Lucent INTUITY screens. The Lucent INTUITY screens are described in the documentation listed for reference.

Table 1-3. Screen Cross-Reference

AUDIX R1	Lucent INTUITY	Reference
change extension	Switch Interface Administration	Lucent INTUITY switch integration book
COS:default COS:1-11	COS	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
filesystem:copy	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
filesystem:detail	Backup	
filesystem:file copy	Backup	
filesystem:list	View Installed Software	Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
help	Help	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
identification	Password Administration	
list:attendant	List Attendants	Chapter 10, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
list:cos	List COS	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
list:extension:local	List Extensions	
list:extension:remote	List Remote Extensions	Chapter 5, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
list:machine	List Machines	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
list:subscriber	List Subscribers	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
maintenance:active alarm:specification	Alarm Management	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566

Continued on next page

Table 1-3. Screen Cross-Reference — Continued

AUDIX R1	Lucent INTUITY	Reference
maintenance:audits:fp	Audit Mailbox Audit Mailing Lists Maintenance Logs Audit Networking Data Audit Subscriber Data Audit Personal Directories Audit Voice Files Data	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
maintenance:audits:vsp	Audit Mailbox Audit Mailing Lists Maintenance Logs Audit Networking Data Audit Subscriber Data Audit Personal Directories Audit Voice Files Data	
maintenance: datalink:busyout	Diagnose Switch Link	
maintenance: datalink:release	Diagnose Switch Link	
maintenance: datalink:test	Diagnose Switch Link	
maintenance:dbp:equip	Install Disk	Chapter 6, Chapter 2, Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or INTUITY Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
maintenance:dbp: unequip	Replace Disk	
maintenance:error: display	Alarm Log	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566
maintenance:error: specification	Alarm Log	
maintenance:nc:test	Alarm Management	

Continued on next page

Table 1-3. Screen Cross-Reference — Continued

AUDIX R1	Lucent INTUITY	Reference
maintenance:network	Remote Connection Test Channel Internal Loop Around Test Modem Loop Around Test Network Loop Around Test Networking Board Trace Networking Board Reset	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
maintenance:scpi: fsw	Diagnose Switch Link	
maintenance:scpi: init	Diagnose Switch Link	
maintenance:system: hardware status	View Installed Hardware	
maintenance:system: test call	Diagnose Voice Equipment	
maintenance:system: vintage	View Installed Hardware View Installed Software	Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
maintenance:vb: channel status	System Monitor	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
maintenance:vpc: test	Diagnose Voice Equipment	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
maintenance:vpt: test	Diagnose Voice Equipment	
maintenance:vsp: busyout	Diagnose Voice Equipment	
maintenance:vsp: equipage	Diagnose Voice Equipment	

Continued on next page

Table 1-3. Screen Cross-Reference — Continued

AUDIX R1	Lucent INTUITY	Reference
shutdown	Shutdown Voice System Stop Voice System	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174 Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
startup	Start Voice System	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
subscriber:deletion	Subscriber	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
subscriber:local	Subscriber	
subscriber:remote	Remote Subscriber	Chapter 5, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
switch time zone	UNIX Date and Time	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:activity log: display	Activity Log Report	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:activity log: specification	Activity Log Report	
system:announcement:d etail	Announcement:Fragmen t	Chapter 11, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:announcement:fi lesystems	Annc-set:System Parameters Features: Announcement	
system:appearance	System Parameters Features	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:attendant	Subscriber	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564

Continued on next page

Table 1-3. Screen Cross-Reference — Continued

AUDIX R1	Lucent INTUITY	Reference
system:clock	UNIX Date and Time	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:filesystems	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:limits	System Parameters Limits	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:log:display	Administration Log	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566
system:log:specification	Administration Log	
system:outcalling	System Parameters Outcalling	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system:sending restrictions	System Parameters Sending Restrictions	
system:thresholds	System Parameters Thresholds	
system:translation:address	Machine Profiles	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567 Chapter 5, AMIS Analog Networking, 585-300-512
system:translation:alarm resolution	Alarm Report	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566
system:translation:analog network	System Parameters Analog-Network	Chapter 5, AMIS Analog Networking, 585-300-512
system:translation:machine:audix/amis/call delivery	Machine Profile; Digital Network Machine Administration AMIS Analog Machine Administration Remote Machines List	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567 Chapter 5, AMIS Analog Networking, 585-300-512

Continued on next page

Table 1-3. Screen Cross-Reference — Continued

AUDIX R1	Lucent INTUITY	Reference
system:translation: network port	Local Machine Administration DCP Channel Configuration RS232 Channel Configuration	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
system:translation: remote updates	Get Remote Updates	Chapter 5, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
system:translation: switch connection	Switch Interface Administration	Appropriate Lucent INTUITY switch integration book
system:translation: voice port	Voice Equipment Administration	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
traffic:community: day	Community Daily Traffic Report	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
traffic:community: hour	Community Hourly Traffic Report	
traffic:feature:day	Feature Daily Traffic Report	
traffic:feature: hour	Feature Hourly Traffic Report	
traffic:load:day	Load Day Traffic Report	
traffic:load:hour	Load Hour Traffic Report	
traffic:network load:day	Network Load Day Report	
traffic:network load:hour	Network Load Hour Report	
traffic:remote messages:day	Remote Messages Daily Traffic Report	
traffic:remote messages:month	Remote Messages Monthly Traffic Report	
traffic:special features:day	Special Features Daily Traffic Report	

Continued on next page

Table 1-3. Screen Cross-Reference — *Continued*

AUDIX R1	Lucent INTUITY	Reference
traffic:special features:hour	Special Features Hourly Traffic Report	Chapter 8, <u>Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564</u>
traffic:subscriber:day	Subscriber Daily Traffic Report	
traffic:subscriber: month	Subscriber Monthly Traffic Report	

AUDIX R1 Screens without a Corresponding Lucent INTUITY Screen

The following AUDIX R1 screens have no corresponding screen in the Lucent INTUITY system:

- filesystem:check
- filesystem:mount
- filesystem:unmount
- filesystem:update configuration
- list:volume names
- maintenance:dbp:read:disk
- maintenance:dbp:read:ram
- maintenance:dbp:status
- maintenance:system:error counters



NOTE:

The status line on the AUDIX Administration screens show some of the error information.

- maintenance:tc:test
- maintenance:td-bus:reset
- maintenance:td-bus:status
- maintenance:td-bus:test
- maintenance:tdbi:test
- maintenance:vb:init
- system:cdr
- maintenance:vb:status
- system:translation:machine:adjunct

Planning for a DEFINITY AUDIX Migration

2

Overview

This chapter provides the following:

- Guidelines to prepare users for the migration to the Lucent INTUITY system
- Migration tasks for which you, the customer, are responsible for completing
- A comparison between DEFINITY AUDIX features and Lucent INTUITY system features

When you are migrating a DEFINITY AUDIX system to an Lucent INTUITY system, Lucent supports the transfer of user data for the following releases:

- R 1.0
- R 2.0
- R 3.0
- R 3.1

Purpose

Migrating from DEFINITY AUDIX to Lucent INTUITY requires planning. This chapter details the planning required to make the migration go smoothly.

Migration Processes Overview

This section describes the migration processes and whether data is migrated from the DEFINITY AUDIX system to the Lucent INTUITY system. Depending on the configuration of your DEFINITY AUDIX system, you may use one of two processes:

- Migration from control link (CL) mode
- Migration from digital port (DP) emulation mode.

Migration from CL Mode

The DEFINITY AUDIX system in CL mode is replaced by the Lucent INTUITY system. However, you have the option of leaving the DEFINITY AUDIX system attached to the switch as a second voice messaging system. The replacement of the DEFINITY AUDIX system includes:

- Checking the integrity of DEFINITY AUDIX files
- Administering AMIS and digital networks on the Lucent INTUITY system
- Administering AMIS and digital networks on the switch
- Creating new voice ports
- Running voice port cables between Lucent INTUITY IVC6 card(s) to new switch ports
- Testing voice ports with ChanTran
- Replacing DEFINITY AUDIX voice ports
- Having IDI connected

Automatically Migrated Data

The data that is migrated from the DEFINITY AUDIX system in CL mode to the Lucent INTUITY system includes:

- User data
- Users' passwords.
- Remote user data
- Class of Service data
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data

- Automated attendants
- Bulletin boards
- Recorded messages
- Greetings
- Voiced names
- Mailing lists
- Automated attendant greetings
- Personal directories

Data Not Migrated

The Lucent INTUITY system *does not* transfer the following data from the DEFINITY AUDIX system in CL mode:

- Traffic report data
- ADAP data
- Customized announcements
- Switch time zone and clock data
- Activity log and administration log data
- Alarm data
- Switch administration data
- Error and event data
- Login data
- Message waiting indications



NOTE:

New messages that are transferred to the Lucent INTUITY system not activate user message waiting indicators.

Migration from DP Mode

The DEFINITY AUDIX system in DP mode will be completely replaced by the Lucent INTUITY system. The replacement of the DEFINITY AUDIX system includes:

- Checking the integrity of DEFINITY AUDIX files
- Administering AMIS and digital networks on the Lucent INTUITY system
- Administering AMIS and digital networks on the switch
- Installing a PI or PGATE circuit card
- Creating new voice ports
- Administering the data link
- Running voice port cables between Lucent INTUITY IVC6 card(s) to new switch ports
- Testing voice ports with ChanTran
- Replacing DEFINITY AUDIX voice ports

Automatically Migrated Data

The data that will be migrated from the DEFINITY AUDIX system in DP mode to the Lucent INTUITY system includes:

- User data
- Users' passwords.
- Remote user data
- Class of Service data
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data
- Automated attendants
- Bulletin boards
- Recorded messages
- Greetings
- Voiced names
- Mailing lists
- Automated attendant greetings
- Personal directories

Data Not Migrated

The Lucent INTUITY system *does not* transfer the following data from the DEFINITY AUDIX system in DP mode:

- Traffic report data
- ADAP data
- Customized announcements
- Switch time zone and clock data
- Activity log and administration log data
- Alarm data
- Switch administration data
- Error and event data
- Login data
- Message waiting indications



NOTE:

New messages that are transferred to the Lucent INTUITY system do not activate user message waiting indicators.

Preparations for Migration

This section identifies recommended preparations for a migration from the DEFINITY AUDIX system to the Lucent INTUITY system.

DEFINITY AUDIX in CL or DP Mode

The following outlines the information which you should distribute to your users prior to the migration.

One Month in Advance

- Send a broadcast message that tells your users about the upcoming change of voice system.



NOTE:

Make the system administrator a single point of contact for user's questions about their new Lucent INTUITY system.

- Send a memo or broadcast message to tell users the dial prefix(es) for fax print destinations and the number of additional digits after the prefix.



NOTE:

Users cannot print or send faxes without a fax prefix and precise number of digits for fax printing. See ["Fax Messaging" on page 2-14](#) for administration information.

Your memo or broadcast message should also tell users to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone. On DEFINITY switches, they can do this with the Transfer into AUDIX feature.

- Send a memo or broadcast message to Lucent INTUITY Message Manager users that the AUDIX Server ID and mailbox extension on their login screen are also used while installing Lucent INTUITY Message Manager with fax.

One Day in Advance

- Send a broadcast message telling users of the impending change. Ask them to check their mailbox for new messages, since the message waiting indicator may not be lit.



NOTE:

You may want to include in your broadcast message information regarding any user interface changes the migration causes. Features that may be new or may be eliminated include call screening, "O calls to follow coverage," relogin with * R or * 7 and multi-language capability.

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

You may connect any of the following printers:

- 593
- 595
- 6417
- 570 series of terminals



NOTE:

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

- Print out the following screens, if desired:
 - Traffic reports
 - Administration log
 - Alarm log

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

1. Press CTRL F4 to display the screen-labeled print keys.
The screen-labeled print keys appear.
2. Press F3 (Print Screen) to print the screen.
The data appearing on the screen prints out.
3. Display any additional pages of the screen and repeat Step 2.
4. Press CTRL F6 to return the screen-labeled keys to their original state.

For a 715 terminal:

1. Press **(PRINT-SCRN)** to print the screen.
The data appearing on the screen prints out.
2. Display any additional pages of the screen and repeat Step 1.

For a 513 terminal:

1. Press **(F10)** to display the first layer of screen-labeled keys for the terminal.
2. Press **(LCLPRT)** (F1) to display the screen-labeled print keys.
3. Press **(PRINT-SCRN)** (F7) to print the screen.
4. Display any additional pages of the screen and repeat Step 3.
5. Press **(F10)** **(F5)** to return the screen-labeled keys to their original state.

■ Administer Remote Networked Machines

You or the DEFINITY AUDIX remote administrators may need to administer AUDIX machines networked via AMIS to the DEFINITY AUDIX system you just replaced. You may need to:

- Change the machine name and dial string to match the Lucent INTUITY system
- Re-record the Lucent INTUITY machine name
- Delete the old DEFINITY AUDIX name, if necessary. This is necessary if one or more DEFINITY AUDIX systems are combined into the INTUITY AUDIX system or you chose a new name/dial string for the Lucent INTUITY system.
- Notify users that mailing lists that include remote users on the Lucent INTUITY system may need to be changed to match the Lucent INTUITY dial string.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, complete administration of the Lucent INTUITY system. To use the same or similar configuration as that of the DEFINITY AUDIX, review or re-enter the data you gathered in preparation for the migration to the Lucent INTUITY system.

This section identifies the steps for completing a migration from the DEFINITY AUDIX system to the Lucent INTUITY system.

DEFINITY AUDIX in CL or DP Mode

Complete the following tasks whether you migrated from the DEFINITY AUDIX in CL mode or from the DEFINITY AUDIX in DP mode system to the Lucent INTUITY system.

- Review the list of transferred users

Compare users on the Lucent INTUITY system with users on the DEFINITY AUDIX system:

1. To display the list of users on the DEFINITY AUDIX system, log in to DEFINITY AUDIX and enter **list: subscriber** at the command line.
2. To display the list of users on the Lucent INTUITY system, log in to the Lucent INTUITY system with the `sa` (system administrator) login, select `AUDIX Administration` from the Lucent INTUITY Administration menu, and enter **list subscribers** at the command line.

If the DEFINITY AUDIX and Lucent INTUITY machines are in the same room and close enough together, you can compare the lists of users directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the Lucent INTUITY system.

- Add users who did not migrate

Add to the Lucent INTUITY system any users whose records were either missing or incomplete in the Lucent INTUITY system user list. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for information on adding users.

- Re-enter networking address ranges

If your DEFINITY AUDIX system did not have networking, but your Lucent INTUITY system does have AMIS or digital networking, you must re-enter the networking address ranges entered by installation technicians. This is necessary because the data transfer erases any address ranges that exist on the Lucent INTUITY system.

- Administer new features

- Lucent INTUITY Message Manager

If you purchased Lucent INTUITY Message Manager for your system, you may need to administer its connections to the Lucent INTUITY system, as well as activate Message Manager for users. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#).

- Languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for users and automated attendants. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

- Lucent INTUITY FAX messaging

If you purchased fax messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines)
- Administer the outcalling feature to accommodate fax printing
- Enable users for fax messaging, including:
 - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
 - Increasing maximum message length to 1200 seconds
- Set up secondary fax extensions for selected users (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines
- Identify appropriate remote digital network machines as fax-enabled
- Ensure that fax-enabled users know the appropriate fax print prefix and the Transfer-into-AUDIX feature code

Comparison of DEFINITY AUDIX and Lucent INTUITY

The following sections describe the differences between the DEFINITY AUDIX system and the Lucent INTUITY system.

Capacities

The Lucent INTUITY system exceeds the DEFINITY AUDIX system in voice messaging capacity. [Table 2-1](#) compares maximum capacities of both products.

Table 2-1. Maximum Capacities of DEFINITY AUDIX and Lucent INTUITY

Capacity	AUDIX R1 (tower)	Lucent INTUITY Release 4
Voice ports ¹	32	<ul style="list-style-type: none"> ■ 64 on a MAP/100 ■ 42 on a MAP/40 ■ 18 on a MAP/40s
Voice storage hours	474	<ul style="list-style-type: none"> ■ 1255 on a MAP/100 (without mirroring) ■ 445 on a MAP/100 (with mirroring) ■ 425 on a MAP/40 and MAP/40s (without mirroring) ■ 155 on a MAP/40 and MAP/40s (with mirroring)
Local users ²	4,000	<ul style="list-style-type: none"> ■ 20,000 on a MAP/100 ■ 15,800 on a MAP/40 or MAP/40s
Networked systems	100	485
Network ports	6	<ul style="list-style-type: none"> ■ 12 on a MAP/100 (maximum of 12 high/4, low/4 TCP/IP) ■ 12 on a MAP/40 (maximum of 8 high/4, low/4 TCP/IP) ■ 8 on a MAP/40s (maximum of 4 high/4, low/4 TCP/IP)
Remote users	28,000	500,000 on a MAP/100 200,000 on a MAP/40 or MAP/40s (1,000 local users)

1. Lucent INTUITY FAX and Integrated E-mail Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of users the Lucent INTUITY system can accommodate.
2. The number of local and remote users that the Lucent INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

Unlike the DEFINITY AUDIX system, the Lucent INTUITY system is *not* inserted within the cabinet of your switch. The Lucent INTUITY system runs on a separate, MAP/40, MAP/40s or MAP/100 computer that is connected to your switch. You can connect your Lucent INTUITY machine to all of the same switches to which you can connect the DEFINITY AUDIX system. However, the Lucent INTUITY system also connects to many other switches.

[Table 2-2](#) lists the supported switches and data communications hardware for the system.

Table 2-2. Switch and Integration Hardware Comparison

Switch	Integration Hardware	
	DEFINITY AUDIX ¹	Lucent INTUITY
DEFINITY Generic 1	PI	PI
DEFINITY Generic 3s	PI	PI
DEFINITY Generic 3i	PI	PI
DEFINITY Generic 3r	PGATE	PGATE
DEFINITY Generic 3 V2	PI or PGATE	PI or PGATE
DEFINITY Generic 3 V3	PI or PGATE	PI or PGATE
DEFINITY Generic 2.1	N/A	DCIU
DEFINITY Generic 2.2	N/A	DCIU
5ESS	N/A	3A SMSI translator or SMSI with 202T modem
Mitel SX 200D	N/A	SID
NEC NEAX 2400	N/A	SID
Northern Telecom SL-1, Meridian, Meridian SL-1	N/A	SID
Northern Telecom DMS100	N/A	SMSI with a 202T modem
Rolm 8000, 9000, 9751	N/A	SID
System 75 R1V3 or XE	SCI,PI	N/A
System 75 R1V3 only	N/A	SCI,PI
System 85 R2V4 only	N/A	DCIU

1. The DEFINITY AUDIX system running in Display Set (DEF. AUD. 3.1) or Digital Port Emulation mode (DEF. AUD. 3.0 or earlier) does not require data communications hardware on the switch. Therefore, you may need to have data communication hardware installed on your switch when you replace the DEFINITY AUDIX system with the Lucent Intuity system.

Lucent INTUITY User Features

The Lucent INTUITY system offers additional or different user features to those you had with your DEFINITY AUDIX system.

Fax Messaging

Fax messaging is fully integrated with AUDIX voice messaging. Users can receive, send, and store faxes, and attach faxes to voice messages. They can also scan, delete, skip, forward (including forward to a mailing list), and respond to faxes. They can also designate such messages as *priority* or *private*. As with voice messages, the category by which a fax is designated will change to reflect its status, that is, from *new* to *unopened* to *old*.

Languages

(new for DEFINITY AUDIX 1.0 system only. See [“User Features No Longer Available”](#) below)

The INTUITY AUDIX system announcement set can be replaced or augmented with one of an ever-expanding number of options, including non-English languages and Telecommunications Device for the Deaf (TDD). Lucent account representatives have the most recent list.

You add, change, and delete these announcement sets just as you would the terse or standard announcement sets.

Multiple languages simultaneously
(new for DEFINITY AUDIX 1.0 and 2.0)

Up to nine announcement sets can be active simultaneously. More than one language can be active at one time and users can work in AUDIX in the language of their choice.

Undelete key
(new for DEFINITY AUDIX 1.0 and 2.0)

In the INTUITY AUDIX system, a user can press *** * U** to recover a message just deleted.

60-digit outcalling numbers with # as a digit
(new for DEFINITY AUDIX 1.0 - 3.0)

On the INTUITY AUDIX system, a user can set up the outcalling feature with an outcalling number of up to 60 digits. The user can also include pound (#) signs within the number, which is a common requirement for pagers. The DEFINITY AUDIX system allows an outcalling number of only 29 digits and inclusion of a pound sign only at the end of the number.

Dual language greetings
(new for DEFINITY AUDIX 2.0)

The INTUITY AUDIX system with the multilingual feature can allow users to create two personal greetings

Lucent INTUITY Message Manager
(new for DEFINITY AUDIX 1.0 - 3.0)

Lucent INTUITY Message Manager is an optional software package that is loaded on to a personal computer (PC). It allows a user to access, store, and manage AUDIX and fax messages using a graphical user interface. The INTUITY AUDIX system communicates with Message Manager via a local area network (LAN) and coordinates Message Manager activity with the user's voice terminal. Message Manager PC software is available per user.

Message Manager server software on the INTUITY AUDIX system is available per system for a right-to-use fee.

Turn off AUDIX Call Answering

When a user is on the telephone or away from the office for an extended period of time, the user can turn off the call answering feature of the AUDIX system. Thus, when the user does not answer the telephone, AUDIX answers if the system greeting is active and tells the caller that the user's mailbox is not accepting messages. If the user turns off call answering and uses a personal greeting, the user should mention in the greeting that messages are not being accepted.

The user presses **5** **7** and **1** to turn off the call answering feature.

This feature helps prevent a user's mailbox from filling up with messages and saves disk space on the system. However, turning off the call answer feature *does not* turn off the AUDIX voice mail feature. Thus, a user's mailbox continues to accept voice mail messages that other users send.

Addressing messages before recording them

A user has the option of addressing a message before recording it. After the message is recorded and approved, the user has the option to review the addresses already entered and add more.

You must first turn on this capability for the users. Then, the users must also set the option for their particular mailbox. The users do this by pressing **5** **6** and then **9** (for yes).

If the user is sending a fax only, the user must address the fax before sending it from the fax machine. The user does not have an option.

Priority call answer messages
(new for DEFINITY AUDIX 1.0 - 3.0)

When leaving a call answer message in a user's mailbox, a caller can designate the message to be a priority message. (This capability is turned on or off system-wide.)

Escape from Reply to Sender
(new for DEFINITY AUDIX 1.0 and 2.0)

In the DEFINITY AUDIX R1 and 2 systems, a user might, while getting messages, press **1** to immediately respond to a message from a non-user. Since it is not possible to respond via AUDIX to a non-user, the user could only hang up or return (with *** R** or *** 7**) to the main menu. With the INTUITY AUDIX system, a user who inadvertently gets into Reply to Sender can press **#** to return to the getting messages

Retention of non-addressed messages
(new for DEFINITY AUDIX 1.0 - 3.0)

On the DEFINITY AUDIX R1, 2, and 3 systems, a message that a user records is lost if the user fails to enter an address for the message before entering a new command. On the INTUITY AUDIX system, the user receives a prompt to enter an address after the first failure to do so. However, the message is still lost on the second failure.

Reminder during message addressing
(new for DEFINITY AUDIX 1.0 - 3.0)

A user who addresses a message but fails to enter any other touchtones within the next 5 seconds receives a reminder. This reminder tells the user that message addressing is not complete and the message will not be sent as is. On the DEFINITY AUDIX R1, 2, and 3 systems, a user who stops addressing without a final approval touchtone does not receive this message.

Distributed Communications System (DCS) support
(new for DEFINITY AUDIX 1.0 system only)

The INTUITY AUDIX system supports users on more than one switch when the switches are connected in a DCS switch network. Therefore, a user can send voice mail to and leave call answer messages for a user on another switch by entering extensions based on a joint dial plan. In addition, a user with a telephone on one switch can have an INTUITY AUDIX mailbox on another switch.

"0" calls to follow coverage
(new for DEFINITY AUDIX 1 and 2 only)

With the INTUITY AUDIX system, if a caller presses **0** to get a user's secretary (or covering extension), the INTUITY AUDIX system lets the call go to the secretary's voice mailbox.

 **NOTE:**

This capability was available in DP mode in the DEFINITY AUDIX system and is available in both DP and CL modes in the DEFINITY AUDIX 3.0 system.

Log into AUDIX system after leaving a call answer message
(new for DEFINITY AUDIX 1.0 system only)

On the INTUITY AUDIX system, a user can leave a call answer message and then press *** R** to get the AUDIX login prompt. From the prompt, the user can log in to his or her mailbox.

Greater touch tone input time to allow for rotary telephone conversion	The INTUITY AUDIX system lets the administrator extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary telephone users.
Send and Receive Messages from E-mail Users	<p>An INTUITY AUDIX system lets users create voice and fax messages and address them to supported integrated e-mail users (such as Lotus Notes users). The user does this simply by addressing by the e-mail user's name. However, the system administrator must define the e-mail users in the system.</p> <p>An INTUITY AUDIX system also allows users to receive messages containing voice, fax, e-mail text, and attached binary (software) files.</p>
Integration of AUDIX and E-mail Mailboxes	<p>If the customer has purchased the Integrated Messaging feature, users can access and manage all incoming messages (voice, fax, e-mail, and file attachments) from their PC e-mail mailbox, AUDIX mailbox, or both. Thus, a message in a user's AUDIX mailbox will also appear in the user's e-mail mailbox, and vice versa.</p> <p>Users can also set options on their PCs such that only the message headers are copied from one mailbox system to the other or that the entire message will reside in both systems.</p> <p>A user cannot create an e-mail text message with a telephone, but can create a voice or fax message and send it to an e-mail recipient. Additionally, as noted above, AUDIX users can use their telephones to forward an e-mail message in their AUDIX mailboxes to an e-mail recipient.</p>
Listen to Text Messages	If the customer has purchased the Text-to-Speech option, users can listen to a voiced rendering of text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager.
Print Text Messages	Users can print text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager. Users print text messages in the same way they print faxes.

Address Messages to Enhanced Lists (up to 1500 members per list)	<p>Users can address and send a message to a large mailing list that can contain up to 1500 users. Users previously could send messages to a single list of up to 250 users.</p> <p>The system administrator creates each enhanced list and assigns an extension to it. Users can then address a message to the list by simply entering the list's extension as they would any other user's extension.</p>
Compliance with Password Guidelines	<p>The system prevents a user from using the following types of passwords:</p> <ul style="list-style-type: none">■ The same number as the user's extension (for example, extension 34555 and password 34555)■ Repeated digits (for example, 77777)■ Consecutive digits (for example, 12345)
Restrictions on Allowed <input type="checkbox"/> <input type="checkbox"/> Transfers	<p>The system administrator can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.</p>

User Features No Longer Available

Call Screening	<p>The INTUITY AUDIX system does not allow users to screen calls. The DEFINITY AUDIX system in DPE mode allows call screening.</p>
----------------	--

Administration Features

The INTUITY AUDIX system differs from the DEFINITY AUDIX system in that some administration features are:

- New
- Changed
- No longer available

New Features

Customizing screen-labeled keys	<p>You can choose between two screen-labeled key display orders:</p> <ul style="list-style-type: none">■ The order used for the system access terminal (SAT) or Manager I■ An order unique to the INTUITY AUDIX system <p>Using the SAT order can be helpful for administrators who also administer the switch.</p>
Multiple login levels	<p>The INTUITY AUDIX system offers two levels of logins:</p> <ul style="list-style-type: none">■ System administrator (sa) which allows access to all customer-administrable parts of the Lucent INTUITY system■ Voice messaging administrator (vm) which allows access only to the INTUITY AUDIX screens
Multiple simultaneous logins	<p>The INTUITY AUDIX system permits up to four administrators to be logged into the system at the same time. The DEFINITY AUDIX system permits only two simultaneous logins.</p> <p> NOTE: Capability for two simultaneous administration logins are available by default. For 3 or 4 logins, you must add an IPC900 serial ports card to your MAP computer.</p>
Disk mirroring	<p>The INTUITY AUDIX system permits the storage of duplicated data on a second disk. In this way, you have a safeguard against losing data in case of a disk crash.</p>
Address before record	<p>You can allow users to address messages before recording them. The administrator turns this capability on or off for the whole system. With this capability on, users can individually set their mailboxes so they can address messages before recording them.</p>
Call answer disable	<p>You can allow users, via class of service, to turn off their mailboxes from accepting call answer messages. Thus, when a user does not want callers to leave call answer messages, the user can turn off his or her mailbox.</p>
Outgoing print job queue	<p>You can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Lucent INTUITY screens under the Voice System Administration main menu option.</p>

User Password Aging	The system administrator can set a length of time after which a user's password expires. The user is then obliged to change the password.
Administrator Password Aging	The system administrator can and should set up an interval for administrator password expirations. This password aging ensures that all administrators change passwords on the system periodically. Password aging applies to both sa and vm passwords.
Compliance with Password Guidelines	The system prevents the following types of passwords: <ul style="list-style-type: none">■ The same number as the administrator's extension (for example, extension 34555 and password 34555)■ Repeated digits (for example, 77777)■ Consecutive digits (for example, 12345)
Advance/Rewind Increment (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	The system administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press [6] or [5] respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access	Several optional applications, including ELA, e-mail, and Message Manager require LAN access to the INTUITY AUDIX system. The system administrator must administer LAN access via INTUITY TCP/IP networking windows.
Restrictions on Call Transfers Allowed	The system administrator can define specific extensions or ranges of extensions to which users may transfer from an AUDIX mailbox by using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.
Voice Equipment Administration	The windows used to administer channels have changed. The new windows affect the way extensions, groups, and services are assigned to channels, and the way channels are renumbered and busied out.
Password aging (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	You can set a length of time after which a user's password expires. The user is then forced to change the password.
Quick silence disconnect (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	In some countries, there is no disconnect signaling. The INTUITY AUDIX system can be set up to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Print screens	The INTUITY AUDIX system lets you print screens and reports simply by pressing the F9 key.

Change extensions	You can change user extensions in blocks of extensions. For example, you can tell INTUITY AUDIX to change extensions 87000 through 87999 to 6000 to 6999. In this case, a user with the extension 87234 would have new extension 6234. This feature is especially useful when you must change user extension length or dial plans.
Administrator password aging	You can and should set up an interval for administrator password expirations. This password aging ensures that you or other administrators change passwords on the system periodically. Password aging applies to both sa and vm passwords.
Transfer number administration	You can define specific extensions or ranges of extensions that users may transfer to from an AUDIX mailbox. Do this using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.
Fax Capability ¹	<p>The system administrator can assign, via Class of Service, the ability of users to send, receive, and store faxes in their mailboxes. At least one call delivery machine (fax machine) must be created that consists of one or a range of possible fax machine extensions. INTUITY AUDIX uses the 'dummy' call delivery machine for printing to fax machines.</p> <p>Guaranteed fax capability may also be supported by assigning an AUDIX mailbox to each local fax machine. Customers can also set up secondary fax extensions for some users so that call answer faxes go directly to their mailboxes instead of ringing their telephones. See Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564, for more information.</p>
TCP/IP Networking ¹	TCP/IP networking, a new variety of digital networking, allows the use of a TCP/IP LAN for sending messages between INTUITY AUDIX systems. The system administrator must administer the local machine and any networked machines and remote users using TCP/IP Networking windows and AUDIX administration.

1. This is an optional feature that incurs an additional Right-to-Use (RTU) fee.

Integration with Electronic Mail Systems ¹	<p>The system administrator can assign to users integrated e-mail and AUDIX mailbox capabilities as following:</p> <ul style="list-style-type: none">■ Defining the number of e-mail systems that can simultaneously log into the AUDIX system (on the System Parameters IMAPI Options screen).■ Defining the integration software of each e-mail system as a trusted server (on the Trusted Server Profile screen)■ Setting up remote networked INTUITY AUDIX R4 systems to receive e-mail (in the Digital Network Machine Administration window).■ Define local and remote e-mail users (on the Subscriber, Class of Service, and Remote Subscriber screens).
Text-to-Speech ¹	<p>If this capability is purchased, the system administrator can define, via the System Parameters Features screen, whether the system should convert text and e-mail messages and/or message headers to speech. Text-to-speech conversion allows users to listen to a voiced rendering of an e-mail message.</p>
Enhanced List Administration ¹	<p>The system administrator can define lists of up to 1500 recipients by selecting the Edit Lists and Member List options under the Enhanced-List Administration choice on the Main Menu. The system administrator can create up to 100 ELA lists, for a total distribution capability of nearly 150,000 message recipients.</p>

1. This is an optional feature that incurs an additional Right-to-Use (RTU) fee.

Administrative Features That Have Changed

Backup and Restore Like the DEFINITY AUDIX system, the INTUITY AUDIX system backs up data automatically and also lets you back up data on demand. However, the INTUITY AUDIX system lets you select the type of data you want for the backup/restore, and unlike the DEFINITY AUDIX system, you can back up voice messages and greetings.

NOTE:

If you choose not to rotate your tapes every night, the INTUITY AUDIX system overwrites the data saved the previous night.

System clock time The Lucent INTUITY system clock time is UNIX time, not the connected switch's time.

Voice port ringing at AUDIX shutdown If you shut down the INTUITY AUDIX application but not the whole Lucent INTUITY system, calls to AUDIX ring but are not answered. If you shutdown the entire Lucent INTUITY system, calls to AUDIX receive a busy signal. In contrast, a call to a DEFINITY AUDIX system always receives a busy signal during a shutdown.

AMIS multiple callback numbers and private networks (new for DEFINITY AUDIX 1.0 and 2.0) The INTUITY AUDIX system lets you identify more than one callback number for the system. Thus, a receiving AMIS voice messaging system may be able to respond to INTUITY AUDIX messages over a unique callback number. This capability lets you create private AMIS voice messaging networks with non-Lucent voice messaging systems.

Administrative Features No Longer Available

ADAP PC2AUDIX The INTUITY AUDIX system supports only the command line interface of the AUDIX Administration and Data Acquisition Package (ADAP). It does not support the PC2AUDIX part of ADAP.

If you are a heavy user of ADAP reports, additional work may be necessary for you to produce reports similar to those you used for the DEFINITY AUDIX system.

Exceeded thresholds in the status line The INTUITY AUDIX system does not have the thresholds field that appears in the status line of the DEFINITY AUDIX system. However, the `Alarms` field on the INTUITY AUDIX status line registers a warning when a threshold is exceeded and Lucent INTUITY records the event in the Administration Log.

Lucent INTUITY Administration Tools

Most Lucent INTUITY platform administration tasks are performed using windows accessed by selecting options from the Lucent INTUITY Main Menu. Through the Lucent INTUITY windows the customer's system administrator can:

- View information, enter information, access "pop-up" menus, select an option to display another window or menu, or select available system options
- Display more than one screen or menu concurrently, although only the last window displayed is active
- Cancel the active window to return to the previous menu or window
- Use function keys to perform commands
- Access on-line system help and field help for data entry fields in the window

Administration from Lucent INTUITY Windows

[Figure 2-1](#) shows a sample window and menu.

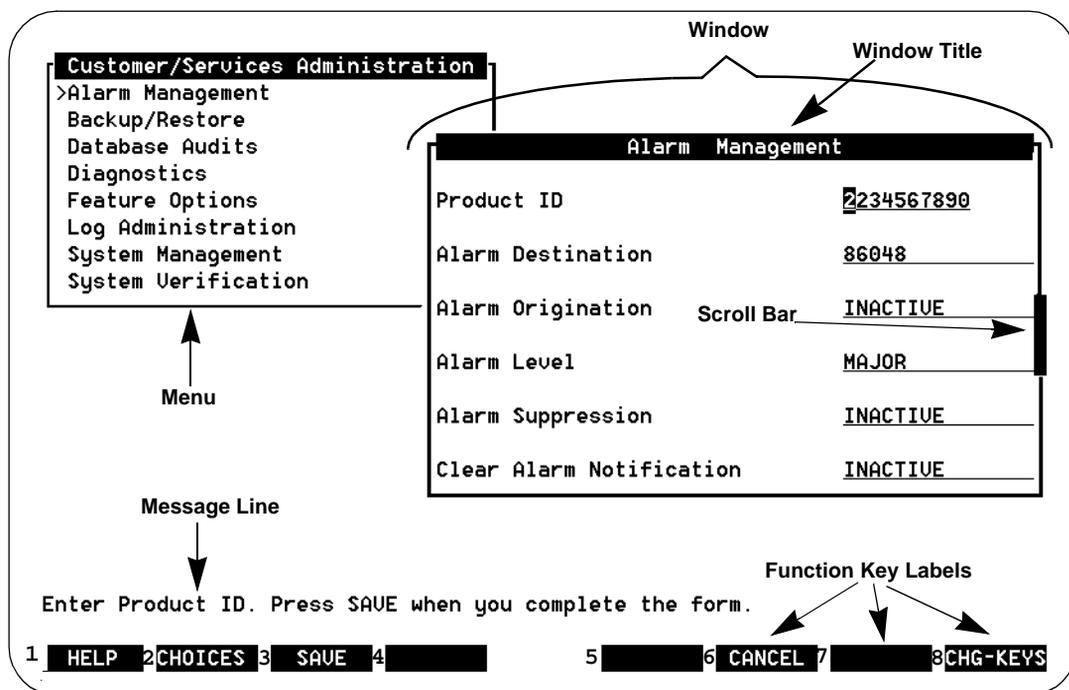


Figure 2-1. Sample Lucent INTUITY Administration Menu and Window

As you use the Lucent INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

Administration from AUDIX Screens

The customer's system administrator administers most aspects of AUDIX messaging using AUDIX administration screens. When the customer first accesses the AUDIX administration screens, a blank screen displays. From this screen, the customer enters commands that cause the system to display other screens, such as Machine Profile, Subscriber, and Class of Service screens. These screens allow the system administrator to enter or view information, or select available system options.

Each screen has a name, which is part of the command that is used to display that screen. As with the administration windows, on-line system help and field help for data entry fields is available.

[Figure 2-2](#) shows a sample screen.

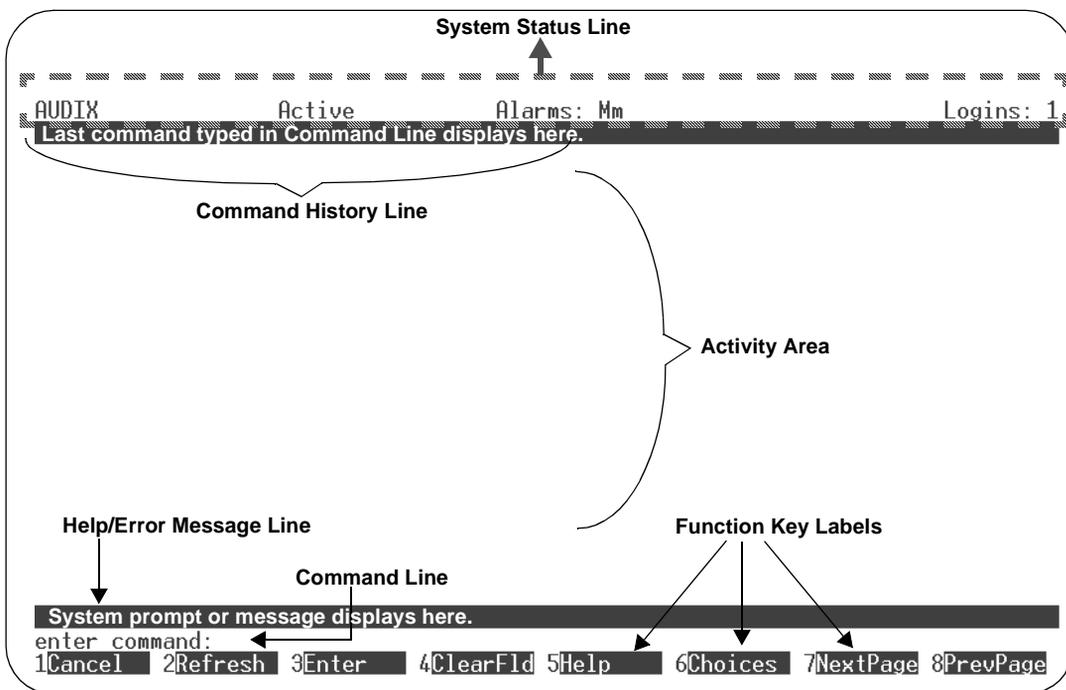


Figure 2-2. Sample AUDIX Administration Screen

Screen Cross-Reference

In the Lucent INTUITY system, you still perform most of the administration tasks that you performed for DEFINITY AUDIX. [Table 2-3](#) is a cross-reference of DEFINITY AUDIX screens and their associated Lucent INTUITY screens. The Lucent INTUITY screens are described in the documentation listed for reference.

Table 2-3. Screen Cross-Reference

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
activity log	display	Activity Log Report	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
address-ranges	list	Machine Profiles	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567 Chapter 5, AMIS Analog Networking, 585-300-512
administration log	display	Administration Log	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566
alarm-origination	enable disable	Alarm Management	
alarm-origination	status	Alarm Management	
alarm-origination	test	Alarm Management	
alarms	display	Alarm Report	
annc-set	add remove	Announcement Set	Chapter 11, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
annc-set	copy	Copy Announcement Set	
annc-sets	list	Announcement Sets	
announcement	change display remove	Announcement	
announcement	copy	Copy Announcement	
announcements	save	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
attendants	list	List Attendants	Chapter 10, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564

Continued on next page

Table 2-3. Screen Cross-Reference — *Continued*

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
audit	status	Status Audit	Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
backups	display restore	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
board	test	Switch Interface Diagnostics Diagnose Voice Equipment Networking Board Trace	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
configuration	list	View Installed Hardware	Chapter 5, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
cos	change/dis play	COS	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
cos	list	List COS	
extensions	list	List Extensions	
fragment	display remove	Fragment	Chapter 11, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
fragment	copy	Copy Fragment	
help	N/A	Help	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
machine	add change display remove	Machine Profiles	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567 Chapter 5, AMIS Analog Networking, 585-300-512

Continued on next page

Table 2-3. Screen Cross-Reference — *Continued*

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
machines	list	List Machines	Chapter 4, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
mailboxes	audit	Audit Mailboxes	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
mailing-lists	audit	Audit Mailing Lists	
measurements community day	list	Community Daily Traffic Report	Chapter 11, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
measurements community hour	list	Community Hourly Traffic Report	
measurements feature day	list	Feature Daily Traffic Report	
measurements feature hour	list	Feature Hourly Traffic Report	
measurements load day	list	Load Day Traffic Report	
measurements load hour	N/A	Load Hour Traffic Report	
measurements remote-messages day	list	Remote Messages Daily Traffic Report	
measurements remote-messages month	list	Remote Messages Monthly Traffic Report	
measurements special-features day	list	Special Features Daily Traffic Report	
measurements special-features hour	list	Special Features Hourly Traffic Report	
measurements subscriber day	list	Subscriber Daily Traffic Report	
measurements subscriber month	list	Subscriber Monthly Traffic Report	

Continued on next page

Table 2-3. Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
names	audit	Audit Names	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
network-data	audit	Audit Network-Data	
password	change	Password Administration	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
personal directories	audit	Audit Personal Directories	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
port	busyout release	Diagnose Voice Equipment	
port	test	Diagnose Voice Equipment	
remote-extension	list	List Remote Extensions	Chapter 5, Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567
remote-subscriber	add change display remove	Remote Subscriber	
subscriber	add change display remove	Subscriber	Chapter 7, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
subscriber-data	audit	Audit Subscriber Data	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
subscribers	list	List Subscribers	
switch-link	change display	Switch Interface Administration	Lucent INTUITY switch integration book

Continued on next page

Table 2-3. Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
switch-link	busyout release	Status Switch Link	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
switch-link	status	Status Switch Link	
switch-link	test	Status Switch Link	
switch-time-zone	change display	Set UNIX Time Zone	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
switch translations	audit	Diagnose Switch Link	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
system reboot	reset	Shutdown Voice System	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
system shutdown	reset	Shutdown Voice System	
system-parameters activity log	change display	System Parameters Activity Log	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system-parameters analog network	change display	System Parameters Analog-Network	Chapter 5, AMIS Analog Networking, 585-300-512
system-parameters features	change display	System Parameters Features	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system-parameters limits	change display	System Parameters Limits	
system-parameters outcalling	change display	System Parameters Outcalling	
system-parameters password	change	Password Administration	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564

Continued on next page

Table 2-3. Screen Cross-Reference — *Continued*

DEFINITY AUDIX	Action	Lucent INTUITY	Reference
system-parameters sending restrictions	change display	System Parameters Sending Restrictions	Chapter 3, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
system-parameters thresholds	change display	System Parameters Thresholds	
time	display set	Set Date and Time	Chapter 1, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
voice	save	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
voice-files	audit	Audit Voice Files	Chapter 2, Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171 or Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174
voice-group	busyout release	Diagnose Voice Equipment	
voice-group	change display	Voice Equipment	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
voice-group	status	System Monitor	Chapter 8, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564
weekly	save	Backup	Chapter 9, Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564

DEFINITY AUDIX Screens without a Corresponding Lucent INTUITY Screen

The following DEFINITY AUDIX screens have no cross-reference screen in the Lucent INTUITY system:

- nightly:save
- switch-names (DP mode):audit
- system oa&m:reset
- tape:add

2 Planning for a DEFINITY AUDIX Migration
Comparison of DEFINITY AUDIX and Lucent INTUITY

Page 2-32

- tape:change
- tape:display
- tape:removed
- tape:status
- tape:test
- test:status

Planning for an AUDIX Voice Power Migration

3

Overview

This chapter provides the following:

- Guidelines to prepare users for the migration to the Lucent INTUITY system
- Migration tasks for which you, the customer, are responsible for completing
- A comparison between AUDIX Voice Power features and Lucent INTUITY system features

With an AUDIX Voice Power to a Lucent INTUITY migration, you can transfer user data for the following releases:

- R 2.0
- R 2.1
- R 2.1.1
- R 3.0

Purpose

Migrating from AUDIX Voice Power to Lucent INTUITY requires planning. This chapter details the planning that is required to make the migration go smoothly.

Migration Processes Overview

This section describes the migration process and the data that will or will not be migrated from the AUDIX Voice Power system to the Lucent INTUITY system. The migration process assumes you want to:

- Have the same telephone number for users to call to get their messages on the AUDIX Voice Power
- Temporarily keep your AUDIX Voice Power system available for users to access old messages



NOTE:

The technician's tasks for a migration differ somewhat, depending on whether your switch is a System 75 or DEFINITY G1/G3 switch. For more information refer to [Lucent INTUITY™ Messaging Solutions Release 4 Migration Procedures, 585-310-167](#).

Automatically Migrated Data

The data that will migrate from the AUDIX Voice Power system to the Lucent INTUITY system includes:

- Extension
- Name
- Mode of addressing
- Mailbox size (by COS)
- Personal operator
- Coverage service (call answer only)
- Outcalling allowed

Data Not Migrated

The Lucent INTUITY system *does not* transfer any other data from AUDIX Voice Power. Some examples are:

- User's passwords
- User's incoming and outgoing messages
- User's personal greetings
- Voice mail prompts
- Call answer prompts
- Information service prompts
- Message drop prompts
- Automated attendant prompts

- Automated attendant menus
- User's mailing lists
- User's recorded names
- All other system administration data

Preparations for Migration

This section identifies recommended preparations for a migration from the AUDIX Voice Power system to the Lucent INTUITY system.

One Month in Advance

- Send a broadcast message to your users about the upcoming change in their voice messaging system. Tell users to make written, detailed lists of the following items so the change of systems is less disruptive:
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings

NOTE:

Make the system administrator a single point of contact for user's questions about their new Lucent INTUITY system.

- Warn users about the loss of their passwords and give them the new default password. The default password is the same for all users. Check the restrictions on [page 3-15](#) before selecting a default password.
- Inform users that Lucent INTUITY user features operate differently than user features on the AUDIX Voice Power system.

[Appendix B, "User Handouts"](#) contains the handout, "The New INTUITY AUDIX System Is Coming". Customize this handout and distribute it to your users.

One Day In Advance

- Send a broadcast message telling users of the impending voice messaging change and the need to read their handouts about the changes.



NOTE:

The AUDIX Voice Power broadcast messages will not turn on message waiting lamps. So you may want to send voice mail messages instead.

- Send a memo or broadcast message to tell users the dial prefix(es) for fax print destinations and the number of additional digits after the prefix.



NOTE:

Users cannot print or send faxes without a fax prefix and precise number of digits after the prefix for fax printing. See [“Fax Capability” on page 3-20](#) for administration information.

Send a memo or broadcast message to tell users to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone. On DEFINITY switches, they can do this with the Transfer into AUDIX feature.

- Send a memo or broadcast message to Lucent INTUITY Message Manager users that the AUDIX Server ID and mailbox extension on their login screen are also used while installing Lucent INTUITY Message Manager with fax.
- Collect records of the AUDIX Voice Power configuration

Gather the following information for the technician who performs the upgrade. You can gather the information by printing out administration screens or writing down the displayed information. The following screens contain information you should keep a hardcopy record of:

- Voice System Parameter Administration
- Outcalling Administration
- View Day Service (all menus)
- View Night Service (all menus)



NOTE:

In addition, you may want to print out the traffic reports. This data does not transfer. You may therefore want to keep a hardcopy record of report data.

- **Transcribe prompts**

You cannot print out recorded prompts. So, if you do not already have a written record of your customized prompts, listen to and transcribe them before you replace your AUDIX Voice Power system with the Lucent INTUITY system. To listen to a prompt:

1. Log in on your telephone to the appropriate Service Administrator mailbox.
2. Press the appropriate button for the prompts you want to hear:
 - For the voice mail greeting, press [1].
 - For the call answer prompts, press [2].
 - For the automated attendant prompts, press [3].
 - For the message drop prompts, press [4].
 - For the information service prompts, press [5].
 - For recorded user names, press [6].
3. Follow the prompts to listen to the greeting.

Log into extension 9999, press [3], and follow the prompts.



NOTE:

Use the worksheet in [Appendix A, "Migration Worksheets"](#) to write down your prompts.

The Day on Which the Lucent INTUITY System Becomes Active

- **Back up data (strongly recommended)**

Back up AUDIX Voice Power system data immediately before activating your Lucent INTUITY system. Such a backup provides a single unified record of your system prior to its replacement with the Lucent INTUITY system.

See your *AUDIX Voice Power System Manager's Guide* or *AUDIX Voice Power Maintenance* documents for information on how to back up data.



CAUTION:

Do not use this system backup data for migrating data to your new Lucent INTUITY system.

- To handle fax-tone calls on MERLIN LEGEND switches, you must administer a special automated attendant for users. Go to page 3 of the Subscriber screen and set up an auto-attendant with the following characteristics:
 - The button matching the first digit of the user's dial plan must be set as e (for entering an extension).
 - The button's treatment must be `call-answer`.
 - The timeout of the attendant should be set to the extension of a generic mailbox, with the treatment `call-answer`.

With this auto-attendant setup, a user can press TRANSFER and the autoattendant extension to transfer fax-tone calls to the autoattendant. At the attendant prompts, the user can then enter his or her mailbox extension and press `#`, then press TRANSFER again. The call will go to the user's mailbox.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, complete the administration of the Lucent INTUITY system. To use the same or similar configuration as that of the AUDIX Voice Power system, review or re-enter the data you gathered in preparation for the migration to the Lucent INTUITY system.

This section identifies the steps for completing a migration from the AUDIX Voice Power system to the Lucent INTUITY system.

- Review the list of transferred users

Compare users on the Lucent INTUITY system with users on the AUDIX Voice Power system:

1. Display the list of users on the AUDIX Voice Power system.
 - a. Log into the AUDIX Voice Power system.
 - b. Select

```
> Voice System Administration
```

```
> Application Package Administration
```

```
> AUDIX Voice Power
```

```
>Subscriber Administration
```

- c. At the Subscriber Administration screen, press `(CHG-KEYS)` (F8), then `(#)`, and finally select the `Display` option.

2. To display the list of users on the Lucent INTUITY system, log in to the Lucent INTUITY system with the `sa` (system administrator) login, select `AUDIX Administration` from the Lucent INTUITY Administration menu, and enter **list subscribers** at the command line.

If the AUDIX R1 and Lucent INTUITY machines are in the same room and close enough together, you can compare the lists of users directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the Lucent INTUITY system.

- Add users who did not migrate

Add to the Lucent INTUITY system any users whose records were either missing or incomplete in the Lucent INTUITY system user list. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for information on adding users.

- Administer system parameters

Change the default system parameters of the Lucent INTUITY system to the parameters displayed in the printouts of your AUDIX Voice Power configuration. The Lucent INTUITY system requires a number of additional parameters for system administration. See Chapter 3, [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), document for information on changing parameters

- Recreate automated attendants

Recreate the automated attendants/bulletin boards in the Lucent INTUITY system by identifying the automated attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then re-record the greetings for the automated attendant mailbox(es) via your touch-tone telephone. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for information on automated attendants and bulletin boards.

 NOTE:

You may want to examine the way you have automated attendants set up. The Lucent INTUITY system allows the scheduling of holiday, business, and nonbusiness hours attendants.

- Administer custom announcements

Create any custom announcement sets you had on AUDIX Voice Power system. To do this, you should create a custom announcement set first and then make changes.

Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Lucent INTUITY system. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

- Administer Lucent INTUITY Message Manager

If you purchased Lucent INTUITY Message Manager for your system, you may need to administer connections for the Lucent INTUITY system, as well as activate the software for users. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#).

- Administer multiple languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for users and automated attendants. See [Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564](#), for more information.

- Administer fax messaging

If you purchased fax messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines)
- Administer the outcalling feature to accommodate fax printing
- Enable users for fax messaging, including:
 - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
 - Increasing maximum message length to 1200 seconds
- Set up secondary fax extensions for selected users (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines
- Identify appropriate remote digital network machines as fax-enabled
- Ensure that fax-enabled users know the appropriate fax print prefix and the Transfer-into-AUDIX feature code

Readminister AUDIX Voice Power Connection

If you want to keep AUDIX Voice Power available so users can get old messages, you must readminister the DCP connection for the AUDIX Voice Power system using a new extension number. See *AUDIX Voice Power Switch Integration to System 75, DEFINITY Generic 1 and DEFINITY Generic 3* for more information.

Comparison of AUDIX Voice Power and Lucent INTUITY

The following sections describe the differences between the AUDIX Voice Power system and the Lucent INTUITY system.

Capacities

The Lucent INTUITY system exceeds the AUDIX Voice Power system in voice messaging capacity. [Table 3-1](#) compares maximum capacities on both products.

Table 3-1. Maximum Capacity of AUDIX Voice Power and Lucent INTUITY

Capacity	AUDIX Voice Power	Lucent INTUITY Release 4
Voice ports ¹	12	<ul style="list-style-type: none"> ■ 64 on a MAP/100 ■ 42 on a MAP/40 ■ 18 on a MAP/40s
Voice storage hours	70	<ul style="list-style-type: none"> ■ 1255 on a MAP/100 (without mirroring) ■ 445 on a MAP/100 (with mirroring) ■ 425 on a MAP/40 and MAP/40s (without mirroring) ■ 155 on a MAP/40 and MAP/40s (with mirroring)
Local users ²	300	<ul style="list-style-type: none"> ■ 20,000 on a MAP/100 ■ 15,800 on a MAP/40 or MAP/40s

-
1. Fax Messaging and Integrated E-mail Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of users the Lucent INTUITY system can accommodate.
 2. The number of local and remote users that the Lucent INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.
-

Switch Connections

You can connect your Lucent INTUITY machine to almost all of the same switches to which you can connect your AUDIX Voice Power system. However, the Lucent INTUITY system differs in the type of data communications hardware it uses.

[Table 3-2](#) compares supported switches and data communications hardware on those switches.

Table 3-2. Switch and Integration Hardware Comparison

Switches	Integration Hardware	
	AUDIX Voice Power	Lucent INTUITY
DEFINITY Generic 1	DCP	PI
DEFINITY Generic 2.1	N/A	DCIU
DEFINITY Generic 2.2	N/A	DCIU
DEFINITY Generic 3s	DCP	PI
DEFINITY Generic 3i	DCP	PI
DEFINITY Generic 3r	DCP	PGATE
DEFINITY Generic 3 V2	DCP	PI or PGATE
DEFINITY Generic 3 V3	DCP	PI or PGATE
5ESS	N/A	3A SMSI translator; SMSI with 202T modem
Mitel SX 200D	SID	SID
NEC NEAX 2400	SID	SID
Northern Telecom SL-1	SID	SID
Northern Telecom DMS100	N/A	SMSI with 202T modem
Rolm 8000, 9000, 9751	SID	SID
System 25	Mode Codes	N/A
System 75 (all releases)	DCP	
System 75 R1V3	N/A	SCI,PI
System 85 R2V4 only	N/A	DCIU

Lucent INTUITY User Features

The Lucent INTUITY system offers additional or different user features to those you had with your AUDIX Voice Power system.

New User Features

Fax Messaging	Fax messaging is fully integrated with AUDIX voice messaging. Users can receive, send, and store faxes, and attach faxes to voice messages. They can also scan, delete, skip, forward (including forward to a mailing list), and respond to faxes. They can also designate such messages as <i>priority</i> or <i>private</i> . As with voice messages, the category by which a fax is designated will change to reflect its status, that is, from <i>new</i> to <i>unopened</i> to <i>old</i> .
Languages	<p>The INTUITY AUDIX system announcement set can be replaced or augmented with one of an ever-expanding number of options, including non-English languages and Telecommunications Device for the Deaf (TDD). Lucent account representatives have the most recent list.</p> <p>You add, change, and delete these announcement sets just as you would the terse or standard announcement sets.</p>
Multiple languages simultaneously	Up to nine announcement sets can be active simultaneously. More than one language can be active at one time and users can work in AUDIX in the language of their choice.
Undelete key	In the INTUITY AUDIX system, a user can press <input type="checkbox"/> <input type="checkbox"/> U to recover a message just deleted.
Dual language greetings	The INTUITY AUDIX system with the multilingual feature can allow users to create two personal greetings
Lucent INTUITY Message Manager	<p>Lucent INTUITY Message Manager is an optional software package that is loaded on to a personal computer (PC). It allows a user to access, store, and manage AUDIX and fax messages using a graphical user interface. The INTUITY AUDIX system communicates with Message Manager via a local area network (LAN) and coordinates Message Manager activity with the user's voice terminal. Message Manager PC software is available per user.</p> <p>Message Manager server software on the INTUITY AUDIX system is available per system for a right-to-use fee.</p>

3 Planning for an AUDIX Voice Power Migration
Comparison of AUDIX Voice Power and Lucent INTUITY

Turn off AUDIX Call Answering	<p>When a user is on the telephone or away from the office for an extended period of time, the user can turn off the call answering feature of the AUDIX system. Thus, when the user does not answer the telephone, AUDIX answers if the system greeting is active and tells the caller that the user's mailbox is not accepting messages. If the user turns off call answering and uses a personal greeting, the user should mention in the greeting that messages are not being accepted.</p> <p>The user presses [5] [7] and [1] to turn off the call answering feature.</p> <p>This feature helps prevent a user's mailbox from filling up with messages and saves disk space on the system. However, turning off the call answer feature <i>does not</i> turn off the AUDIX voice mail feature. Thus, a user's mailbox continues to accept voice mail messages that other users send.</p>
AMIS analog networking	<p>INTUITY AUDIX lets a user send messages to users on remote systems that also have AMIS and to non-user telephones. AMIS analog networking lets users send messages to AUDIX Voice Power systems and non-Lucent Technologies voice messaging systems.</p>
Automatic message scan	<p>Users can scan all message headers and/or messages at the touch of two buttons. This feature is available via Activity Menu option 7.</p>
Call sender as reply	<p>Users can call the sender of a voice mail message immediately after listening to the message. They simply press [1] [0] to call the sender.</p>
Delivery scheduling	<p>Users can schedule delivery of messages for specific days and times. The option to schedule delivery of a message occurs immediately after addressing the message.</p>
Digital networking	<p>Users can send messages to users on remote systems that are part of a digital network of AUDIX R1 or INTUITY AUDIX machines. Digital networking is especially useful because it allows user intermachine messaging that is almost identical to messaging between users on the same machine.</p>
Directory assistance	<p>Users can access other user's names and numbers quickly through a system directory. This feature is available by pressing [*] [*] [N] or [*] [*] [6].</p>
End-of-message warning	<p>INTUITY AUDIX warns a caller when the call is approaching the maximum allowable length for a message.</p>

3 Planning for an AUDIX Voice Power Migration
Comparison of AUDIX Voice Power and Lucent INTUITY

Guest password	Callers can access a user's mailbox directly to leave a message. With this feature, callers dial the Lucent INTUITY system number, enter a user's extension and the guest password, and leave a message.
Leave word calling	A caller on the same switch can leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.
Login announcement	Administrators and users with login announcement privileges can create a special announcement that all users hear when they log on to the system. The message cannot be deleted by the users and is repeated each time a user logs on until the announcement is removed.
Loudness controls	Users can increase the volume of messages they are reviewing by pressing [4] or decrease the volume of messages by pressing [7].
Online help	Users can obtain information about how to use the system by pressing [*] [H] or [*] [4] .
Outgoing/queued message storage	Users can save messages they create so they can send them again or keep a record of what they said. Users can also check the status of messages sent. Status categories include <i>queued</i> , <i>undeliverable</i> , <i>undelivered</i> , <i>delivered</i> , and <i>accessed</i> .
Personal directory	Users can create a private list of customized names (aliases) that correspond to other users or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.
Priority messages	Users who have permission can send priority messages, which are specially marked and preferentially presented to recipients.
Private messages	Users or callers can designate a message they create as <i>private</i> , which prevents it from being forwarded.
Priority outcalling	Users can be notified by an outcall only when they have new <i>priority</i> messages. This is an option of the Outcalling feature.
Relogin	Users can log on to INTUITY AUDIX more than once on a single call. This feature lets two or more users share a single long-distance or pay telephone call to get their mail messages. This feature is available by pressing [*] [R].
Shared extension	Users who share one extension can each have a private voice mailbox.

Speed up/slow down controls	Users can increase the speed of messages they are reviewing by pressing [9] or to decrease the speed of messages by pressing [8].
Untouched message	Allows users to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from <i>new</i> or <i>unopened</i> to <i>old</i> .
Priority call answer messages	When leaving a call answer message in a user's mailbox, a caller can designate the message to be a priority message. (This capability is turned on or off system-wide.)
"0" calls to follow coverage	With the INTUITY AUDIX system, if a caller presses [0] to get a user's secretary (or covering extension), the INTUITY AUDIX system lets the call go to the secretary's voice mailbox.



NOTE:

This capability was available in DP mode in the AUDIX Voice Power system and is available in both DP and CL modes in the AUDIX Voice Power system.

Send and Receive Messages from E-mail Users	An INTUITY AUDIX system lets users create voice and fax messages and address them to supported integrated e-mail users (such as Lotus Notes users). The user does this simply by addressing by the e-mail user's name. However, the system administrator must define the e-mail users in the system.
---	--

An INTUITY AUDIX system also allows users to receive messages containing voice, fax, e-mail text, and attached binary (software) files.

Integration of AUDIX and E-mail Mailboxes	If the customer has purchased the Integrated Messaging feature, users can access and manage all incoming messages (voice, fax, e-mail, and file attachments) from their PC e-mail mailbox, AUDIX mailbox, or both. Thus, a message in a user's AUDIX mailbox will also appear in the user's e-mail mailbox, and vice versa.
---	---

Users can also set options on their PCs such that only the message headers are copied from one mailbox system to the other or that the entire message will reside in both systems.

A user cannot create an e-mail text message with a telephone, but can create a voice or fax message and send it to an e-mail recipient. Additionally, as noted above, AUDIX users can use their telephones to forward an e-mail message in their AUDIX mailboxes to an e-mail recipient.

Listen to Text Messages	If the customer has purchased the Text-to-Speech option, users can listen to a voiced rendering of text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager.
Print Text Messages	Users can print text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager. Users print text messages in the same way they print faxes.
Address Messages to Enhanced Lists (up to 1500 members per list)	<p>Users can address and send a message to a large mailing list that can contain up to 1500 users. Users previously could send messages to a single list of up to 250 users.</p> <p>The system administrator creates each enhanced list and assigns an extension to it. Users can then address a message to the list by simply entering the list's extension as they would any other user's extension.</p>
Compliance with Password Guidelines	<p>The system prevents a user from using the following types of passwords:</p> <ul style="list-style-type: none">■ The same number as the user's extension (for example, extension 34555 and password 34555)■ Repeated digits (for example, 77777)■ Consecutive digits (for example, 12345)
Restrictions on Allowed <input type="checkbox"/> <input type="checkbox"/> Transfers	The system administrator can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.

Changed User Features

Alternate personal greetings	The AUDIX Voice Power system allows users to create two alternate personal greeting, either of which can be activated. The INTUITY AUDIX system allows users to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.
Improved speech quality	The system prompts sound better. The recorded messages users receive also sound better.
Press # to approve, not * #	The requirement for AUDIX Voice Power system, users to press * # to approve messages has changed. They can now press only # , although pressing * # still works.
Name recording is different	The AUDIX Voice Power system allows users to record their name as a mailbox identification via Activity Menu option 3. The INTUITY AUDIX system allows user name recording via Activity Menu option 5.
A single delivery options menu for sending voice mail	<p>When sending voice mail in AUDIX Voice Power system, users can select delivery options in several different phases. This includes pressing * M to select the private/priority option before or during addressing.</p> <p>When sending voice mail with INTUITY AUDIX, AUDIX automatically places users in a single delivery options menu. The user can use this menu to select any and all options after finishing and approving addressing.</p>
Addressing messages before recording them	<p>A user has the option of addressing a message before recording it. After the message is recorded and approved, the user has the option to review the addresses already entered and add more.</p> <p>You must first turn on this capability for the users. Then, the users must also set the option for their particular mailbox. The users do this by pressing 5 6 and then 9 (for yes).</p> <p>If the user is sending a fax only, the user must address the fax before sending it from the fax machine. The user does not have an option.</p>

The ability to dial through error prompts

When a user presses an invalid button in AUDIX R1, the user must listen to the following error message in its entirety before pressing another button:

“Entry not understood. Try again after the tone” <beep>.

In INTUITY AUDIX, a user who presses an invalid button gets an immediate beep. The user can then dial through the error message (shown below) without listening:

<beep> “Invalid entry. For help, press **[*] H.**”

User Features No Longer Available

General mailbox

In an AUDIX Voice Power system, if a user’s mailbox is full, the caller can transfer to the general mailbox and leave a message for the user. The administrator of the general mailbox can then transfer the message to the user later.

Name voiceback when transferring

When you press **[*] T** to transfer to a user’s extension, you hear the user’s name after entering the extension. In the Lucent INTUITY system, you do not hear the name of the user you are transferring to.

Automatic notification of undelivered messages

When you are getting messages, the AUDIX Voice Power system notifies you when a message you sent could not be delivered due to the receiver’s mailbox being full. You then have the option of pressing **[1] [5]** to resend the message.

In the Lucent INTUITY system, you must access the outgoing/filed message option (option 5) to find out the status of messages you sent.

Automated Attendant

The Lucent INTUITY system differs from the AUDIX Voice Power system in the way automated attendants are administered and the capabilities the automated attendants offer. [Table 3-3](#) shows a comparison between the AUDIX Voice Power and the Lucent INTUITY automated attendants.

Table 3-3. Automated Attendant Capabilities

AUDIX Voice Power	Lucent INTUITY
Separate night and day attendant main menus using the same telephone number	Unlimited number of attendants using different telephone numbers or up to 25 telephone numbers, each with a scheduled day, night, and alternate attendant main menu.
Nested attendants	Nested attendants
Option for touch-tone gate announcement	Must manually include a touch-tone option in the attendant and include instructions in the attendant prompts
Fax recognition and automatic transfer to a fax machine	No fax recognition or capability to handle faxes
Option for temporary closure message	No temporary closure option, a temporary closure message is possible using the multiple personal greetings feature with an attendant or by creating a temporary closure mailbox and inserting temporary closure as a holiday
Holiday and night attendant scheduling	Holiday and night attendant scheduling
Verification of complete automated attendant menu tree	Verification of complete automated attendant menu tree

Table 3-4 shows a comparison of the administration of the AUDIX Voice Power and Lucent INTUITY automated attendants.

Table 3-4. Automated Attendant Administration

AUDIX Voice Power	Lucent INTUITY
You administer automated attendants using a series of windows and by copying and reinstalling workspace.	You create automated attendants using the Subscriber screen, pages 1, 2, and 3, and possibly the List Attendants and COS screens. You schedule automated attendants using Holiday Schedule, Business Schedule, and Routing Table Administration screens.
You record automated attendant announcements and menus on your telephone while simultaneously selecting these items on your computer.	You record attendant announcements after creating an attendant. The recording is simply assigned as the personal greeting to the specific attendant's mailbox.
After recording attendant menus and announcements, you must reinstall the workspace.	Recordings of attendant menus are in effect immediately after you approve them.

Lucent INTUITY Administration Features

The Lucent INTUITY system offers additional or different administration features to those of the AUDIX Voice Power system.

New Administrative Features

- Customizing function keys You can choose between two screen-labeled key display orders:

 - The order used for the system access terminal (SAT) or Manager I
 - An order unique to the INTUITY AUDIX system

Using the SAT order can be helpful for administrators who also administer the switch.
- Multiple login levels The INTUITY AUDIX system offers two levels of logins:

 - System administrator (sa) which allows access to all customer-administrable parts of the Lucent INTUITY system
 - Voice messaging administrator (vm) which allows access only to the INTUITY AUDIX screens
- Multiple Simultaneous Logins The INTUITY AUDIX system permits up to four administrators to be logged into the system at the same time. AUDIX Voice Power permits only two simultaneous logins. For three or four logins on the AUDIXI Voice Power, you must add an IPC900 multi-port serial port card.

3 Planning for an AUDIX Voice Power Migration
Comparison of AUDIX Voice Power and Lucent INTUITY

ADAP	The AUDIX Administration and Data Acquisition Package provides direct access to the system database through a PC interface, from which many additional traffic and usage reports can be generated.
Windowing Between Switch and AUDIX Interfaces (System 75, G1, and G3 only)	You can log into the Lucent INTUITY system and the switch simultaneously by using the windowing capabilities of a 715 terminal.
Alarm notification	The INTUITY AUDIX system displays an alarm code on the status line at the top of the screen. When a code appears, there is a problem somewhere in the system that needs attention.
Message sending restrictions	The INTUITY AUDIX system allows you to restrict the sending of messages to certain users. This feature can be administered by user or class of service. It does not restrict users from leaving call answer messages.
Networking, AMIS and digital	Both AMIS and digital networking require extensive administration effort. A large portion of the Lucent INTUITY screens are devoted to the networking features.
Fax Capability	<p>You can assign, via Class of Service, the capability for users to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. INTUITY AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, the administrator may want to set up secondary fax extensions for some users so that call answer faxes go directly to their mailboxes instead of ringing their telephones. See Chapter 4, "Fax Messaging Administration," <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i>, 585-310-564, for more information.</p>
Address Before Record	You can allow users to address messages before recording them. You turn this capability on or off for the whole system. With this capability on, users can individually set their mailboxes so they can address messages before recording them.
Call Answer Disable	You can allow users, via class of service, to turn off their mailboxes from accepting call answer messages. Thus, when a user does not want callers to leave call answer messages, the user can turn off his or her mailbox.
Outgoing Print Job Queue	You can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Lucent INTUITY screens under the Voice System Administration main menu option.
Password Aging	The INTUITY AUDIX system lets you set a length of time after which a user's password expires. The user is then forced to change the password.

3 Planning for an AUDIX Voice Power Migration
Comparison of AUDIX Voice Power and Lucent INTUITY

Advance/Rewind Increment	You can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press [6] or [5] , respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the INTUITY AUDIX system, you must administer LAN access via Lucent INTUITY TCP/IP networking windows.
Quick Silence Disconnect	In some countries, there is no disconnect signaling. For these countries, You can set up the INTUITY AUDIX system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Change Extensions	You can change user extensions in blocks of extensions. For example, you can tell INTUITY AUDIX to change extensions 87000 through 87999 to 6000 through 6999. In this case, a user with the extension 87234 will have new extension 6234. This feature is especially useful when you must change user extension length or dial plans.
Administrator Password Aging	You can and should set up an interval for administrator password expirations. This password aging ensures that you or other administrators change passwords on the system periodically. Password aging applies to both sa and vm passwords.
TCP/IP Networking Administration	TCP/IP networking, a new variety of digital networking, allows the use of a TCP/IP LAN for sending messages between INTUITY AUDIX systems. You must administer the local machine, networked machines, and remote users.
Integrated Messaging Administration	<p>You assign to users, via the Class of Service screen, integrated e-mail and AUDIX mailbox capabilities. You must also do the following:</p> <ul style="list-style-type: none">■ Define the number of e-mail systems that you will integrate with your AUDIX system. Do this on the System Parameters IMAPI Options screen.■ Define the integration software of each e-mail system as a trusted server. Do this on the Trusted Server Profile screen.■ Set up remote networked INTUITY AUDIX R4.0 systems to receive e-mail. Do this on the Digital Network Machine Administration window.■ Define local and remote e-mail users. Do this on the Subscriber, Class of Service, and Remote Subscriber screens.

3 Planning for an AUDIX Voice Power Migration
Comparison of AUDIX Voice Power and Lucent INTUITY

Text-to-Speech Administration	You define, via the System Parameters Features screen, whether the system should convert text and e-mail messages and/or message headers to speech. Text-to-speech conversion allows users to listen to e-mail.
Enhanced List Administration	You define enhanced lists using the Edit Lists and Member List windows.
Transfer Number Administration	You can define specific extensions or ranges of extensions that a user may transfer to from an AUDIX mailbox. Do this using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.

Changed Administrative Features

The look and operation of the screens	The INTUITY AUDIX system differs <i>significantly</i> from the AUDIX Voice Power system in how screens (windows) are designed and how you use them. See “Lucent Intuity Administration Tools” below.
Backup and restore	The INTUITY AUDIX system backs up system data automatically every night, though you can also run backups manually whenever you want. If you choose not to rotate your tapes every night, the INTUITY AUDIX system overwrites the data saved the previous night.
Customizing prompts	<p>The AUDIX Voice Power system lets you change the following system prompts:</p> <ul style="list-style-type: none">■ Voice mail greeting■ Message drop greeting and good-bye■ Call answer good-bye■ General mailbox greeting■ Information service announcement■ Automated attendant touch-tone gate prompt■ Automated attendant good-bye <p>The INTUITY AUDIX system lets you change any and all prompts (announcements) throughout the system. You may also create a custom announcement set and replace the standard set that comes with the system.</p> <p>To customize announcements, you must use a number of announcement and fragment screens. In addition, you must coordinate their use with your use of the telephone. See Chapter 11 in <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i>, 585-310-564.</p>
Customizing Class of Service for the system	The AUDIX Voice Power system has eight default classes of service. These classes of service can only be changed per user. The INTUITY AUDIX system has 12 default classes of service, all of which may be changed system-wide. You can also change class of service per user.
Printing screens	The INTUITY AUDIX system lets you print screens and reports simply by pressing [F9] .

Lucent INTUITY Administration Tools

The Lucent INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance, networking, and switch integration tasks related to AUDIX have been incorporated on the Lucent INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use two administrative interfaces to administer the AUDIX system:

- AUDIX messaging administration screens
- Menu-driven Lucent INTUITY system windows for most other administration

AUDIX Messaging Administration Screens

Voice messaging is administered using INTUITY AUDIX screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. [Figure 3-1](#) shows a layout of an INTUITY AUDIX screen.

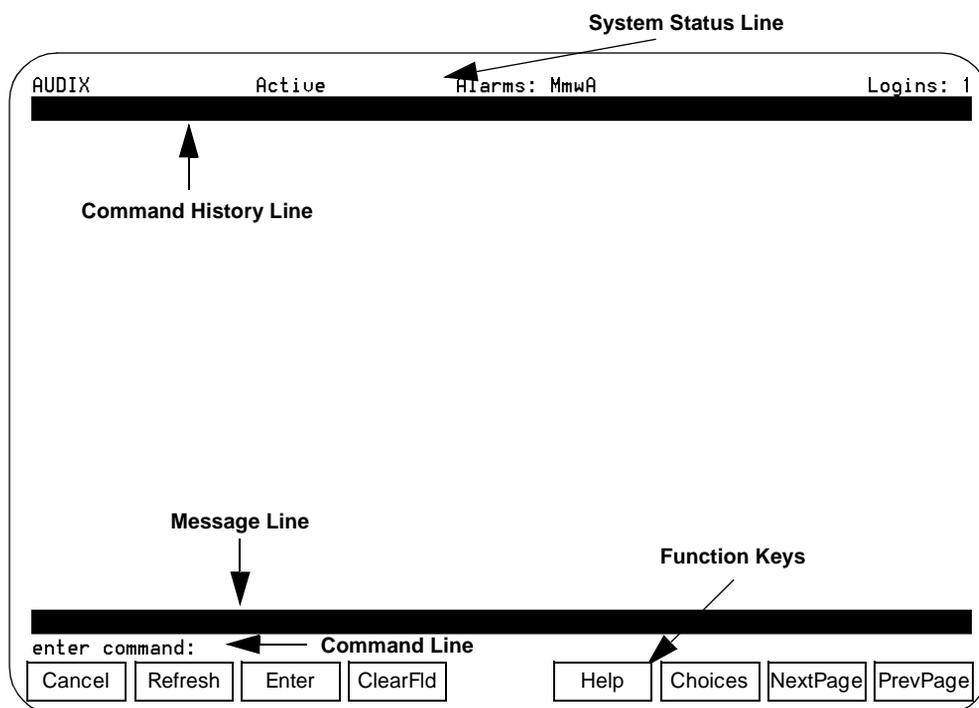


Figure 3-1. INTUITY AUDIX Screen Layout

Lucent INTUITY System Windows

You perform all platform, networking, and switch-related information using Lucent INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press the **(CHOICES)** (F6) key to view and select the valid choices. [Figure 3-2](#) shows an Lucent INTUITY system window.

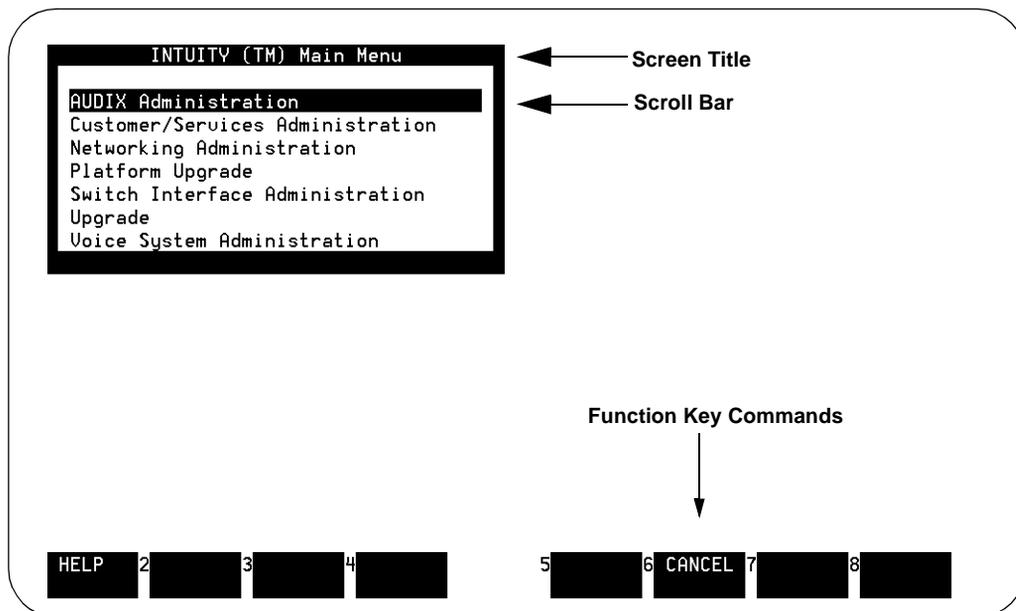


Figure 3-2. Lucent INTUITY Windows Layout

As you use the Lucent INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

Screen Cross-Reference

In the Lucent INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power. [Table 3-5](#) is a cross-reference of AUDIX Voice Power screens and their associated Lucent INTUITY screens. The Lucent INTUITY screens are described in the documentation listed for reference.

Table 3-5. Screen Cross Reference

AUDIX Voice Power	Lucent INTUITY	Reference
Holiday Administration	Holiday Schedule	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Service Hour Administration	Business Schedule	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
View Day Service	Subscriber List Attendants Routing Table Administration Automated Attendant Schedule	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
View Night Service	Subscriber List Attendants Routing Table Administration Automated Attendant Schedule	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Edit Workspace	Subscriber	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Copy Day or Night Service to Workspace	List Auto-attendant Menu	Chapter 10, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Outcalling Administration	System Parameters Outcalling	Chapter 3, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Subscriber Administration	Subscriber Class of Service List COS List Extensions List Subscribers	Chapter 7, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Voice System Parameter Administration	System Parameters Features System Parameters Limits System Parameters Thresholds	Chapter 3, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Diagnose Equipment	Diagnose Voice Equipment	Chapter 2, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174
Report Voice System Status	Verify System Status	Chapter 8, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564

Continued on next page

Table 3-5. Screen Cross Reference — *Continued*

AUDIX Voice Power	Lucent INTUITY	Reference
Shutdown System	Shutdown Voice System	Chapter 3, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174
Start Voice System	Start Voice System	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Stop Voice System	Stop Voice System	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Change Status of Voice	Assign Service to Called Number	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Phone Line Usage Report	Feature Daily Traffic Feature Hourly Traffic Load Daily Traffic Load Hourly Traffic	Chapter 8, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Mailbox Usage Report	Subscriber Daily Traffic Subscriber Monthly Traffic	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Most Recent Audit	Alarm Log	Chapter 1, <i>Lucent INTUITY Messaging Solutions Release 4 Alarm and Log Messages</i> , 585-310-566
Event Log Report	Administrator's Log Alarm Log Activity Log	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Alarm and Log Messages</i> , 585-310-566
Backup to Removable Media Menu	Backup	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Change Password	Password Administration	Chapter 1, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Change Date and Time	UNIX Date and Time	Chapter 1, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564

Continued on next page

Table 3-5. Screen Cross Reference — *Continued*

AUDIX Voice Power	Lucent INTUITY	Reference
Format Floppy Disk	Format UNIX Floppy	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Enable/Diable Second Serial Port	Install Modem/Terminal Software Remove Modem/Terminal Software	Chapter 6, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174
Second Hard Disk Setup	Add Disk Replace Disk	Chapter 6, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174
Serial Ports Setup	Install Modem/Terminal Software Remove Modem/Terminal Software	
Restore from Removable Media Menu	Restore	Chapter 9, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Display Installed Software	View Installed Software	Chapter 8, <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-564
Install UNIX System Application	Software Install	Chapter 11, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174
Remove Installed Software	Software Remove	Chapter 12, <i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance</i> , 585-310-171 or <i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance</i> , 585-310-174

AUDIX Voice Power Screens without a Corresponding Lucent INTUITY Screen

The following AUDIX Voice Power screens have no corresponding screen in the Lucent INTUITY system:

- Install Workspace
- Verify Workspace
- Service Administrator Registration
- Subscribers Over Mailbox Limit Report

Migration Worksheets



Overview

Use the worksheets in this section to plan for the migration of your current voice messaging system to a Lucent INTUITY system.

AUDIX R1 Migration Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX R1 system to the Lucent INTUITY Release 4 system.

AUDIX R1 Informational Worksheet

[Table A-1](#) helps you obtain the information needed from the AUDIX R1 system.

Table A-1. AUDIX R1 Informational Worksheet

AUDIX R1 Information Needed	Response
AUDIX R1 release version: <ul style="list-style-type: none"> ■ R1V5 ■ R1V6 ■ R1V7 ■ R1V8 	
Type of switch: <ul style="list-style-type: none"> ■ System 75 or System 85 ■ Generic 1, 2, 3s, 3i, or 3r ■ 5ESS ■ DMS100 ■ NEAX 2400 ■ Rolm 8000, 9000, 9751, or SL-1 	
Switch release version: <ul style="list-style-type: none"> ■ R1V3, R2V3, or R2V4 ■ 2.1 or 2.2 ■ G3V1, G3V2, or G3V3 	

Continued on next page

Table A-1. AUDIX R1 Informational Worksheet — *Continued*

AUDIX R1 Information Needed	Response
Type of data communications hardware: <ul style="list-style-type: none"> ■ SCI ■ PI ■ DCIU ■ PGATE ■ 202T modem ■ 3A SMSI Translator ■ SID 	
Number of voice ports	
Hours of speech available	
Current add-ons: <ul style="list-style-type: none"> ■ Networking (AMIS or Digital) ■ ADAP ■ Call Detail Recording 	
Number of networking ports	
Number of subscribers	
Type of modem and baud rate ¹	
AUDIX R1 system telephone number	
Is there an Isolating Data Interface (IDI) or MPDM? ²	
Maintenance port telephone number for the Lucent INTUITY system	

Continued on next page

Table A-1. AUDIX R1 Informational Worksheet — *Continued*

AUDIX R1 Information Needed	Response
Printouts of these AUDIX R1 screens: <ul style="list-style-type: none"> ■ COS:default ■ COS:1-11 ■ system:activity log:specification ■ system:announcement:detail ■ system:announcement:filesystems ■ system:appearance ■ system:attendant ■ system:limits ■ system:outcalling ■ system:sending restrictions ■ system:thresholds ■ system:translation:analog network ■ system:translation: machine:audix/ amis/call delivery ■ list:subscriber ■ list:extension:remote 	

1. A Hayes-compatible modem must be connected to the AUDIX R1 system for a data transfer to the Lucent INTUITY system. If the customer does not have a modem connected, the field technician will temporarily install a modem for a charge based on time and materials.
2. You may be able reuse these with the Lucent INTUITY system.

Enhanced AUDIX R1 Migration - Time Estimate Worksheet

The length of time that it will take to migrate voice data and mailing lists depends on the type and amount of data that will need to be migrated. [Table A-5](#) is used to estimate the time needed to complete a migration. Units of time are indicated in seconds (sec), minutes (min), or hours (hrs).

Table A-5. Enhanced AUDIX R1 Migration Time Estimate Worksheet

Step Number	Step	Result
1.	<p><i>If migrating personal greetings:</i></p> <p>a. Access the <code>Traffic:Feature:Day</code> screen on the AUDIX R1 machine. Find the number of local users.</p> <p>b. If single greeting is enabled, multiply .1 minutes (6 seconds) by the number of users (Step 1a).</p> <p>c. If multiple greetings are enabled and greetings are recorded, multiply 1 minute (60 seconds) by the number of users (Step 1a).</p>	<p>_____</p> <p>_____min</p> <p>_____min</p>
2.	<p><i>If migrating messages:</i></p> <p>a. Access the <code>Traffic:Load:Day</code> screen on the AUDIX R1 machine. Find the number of blocks in the <code>Voice Text Used</code> field. Multiply this number by 8. (Each block equals 8 seconds.)</p> <p>b. Divide the seconds of voice data (Step 2a) by 60. This equals the voice minutes.</p>	<p>_____sec</p> <p>_____min</p>
3.	<p>If migrating names:</p> <p>Plan 1 minute per user for user overhead time (recording names). Multiply number of users (Step 1a) by 1 to calculate user overhead time in minutes.</p>	<p>_____min</p>
4.	<p><i>If migrating any voice data:</i></p> <p>Plan 1 minute per user for user overhead time (logging into AUDIX mailbox). Multiply number of users (Step 1a) by 1 to calculate user overhead time in minutes.</p>	<p>_____min</p>
5.	<p>Add the totals from Step 1 through Step 4</p>	<p>_____min</p>

Table A-5. Enhanced AUDIX R1 Migration Time Estimate Worksheet — *Continued*

Step Number	Step	Result
6.	Multiply the number of ports (or channels) to be used for the migration by 60 to convert the steps above from minutes to hours (this is to find the hours per port)  NOTE: The total number of ports that can be used for the migration is 16. If you are planning on migrating names, a maximum of 12 ports can be used.	_____ hrs
7.	Divide the result in Step 5 by the result in Step 6	_____ hrs
8.	<i>If migrating any voice data:</i> a. Divide the total number of users (Step 9a) by 4 (number of passwords migrated per minute); this is the time, in minutes for password conversion. b. Divide the total time, in minutes (Step 8a) by 60; this is the total time, in hours, for password conversion.	_____ min _____ hrs

Continued on next page

Table A-5. Enhanced AUDIX R1 Migration Time Estimate Worksheet — *Continued*

Step Number	Step	Result
9.	<p><i>If migrating mailing lists:</i></p> <p>⇒ NOTE: The migration of mailing lists can be done while AUDIX is in-service and does not add to system downtime. However, it does effect the amount of time the technician is on site.</p> <p>a. Access the <code>Traffic:Feature:Day</code> screen on the AUDIX R1 machine. Add the number of local users, remote users and non-administered remote users.</p> <p>b. Multiply the total number of users (Step 9a) by 1.2. This is the total number of mailing lists.</p> <p>c. Divide the total in Step 9a by 10 (number of minutes to transfer a mailing list).</p> <p>d. Divide the total number of users (Step 9a) by 25 minutes (the time taken for user file data extraction).</p> <p>e. Add Step 9c to 9d.</p> <p>f. Add 20 minutes to the sum of Step 9e. This is the overhead time for data extraction and transfer.</p> <p>g. Divide Step 9e by 60 (to convert minutes to hours).</p> <p>h. If using digitally networked machines, perform Step 10 and add Step 10d here.</p>	<p>_____</p> <p>_____</p> <p>_____min</p> <p>_____min</p> <p>_____min</p> <p>_____min</p> <p>_____hrs</p> <p>_____hrs</p>

Continued on next page

DEFINITY AUDIX Migration Worksheets

Use the following worksheets to help you plan for a migration from the DEFINITY AUDIX system to the Lucent INTUITY system.

DEFINITY AUDIX Informational Worksheet

[Table A-6](#) helps you obtain the information needed from the DEFINITY AUDIX system.

Table A-6. DEFINITY AUDIX Informational Worksheet

DEFINITY AUDIX Information Needed	Response
Type of switch: <ul style="list-style-type: none"> ■ System 75 ■ Generic 1, 3s, 3i, or 3r 	
Switch release version: <ul style="list-style-type: none"> ■ R1V3 or R1V4 ■ G3V1, G3V2, or G3V3 	
Type of data communications hardware: <ul style="list-style-type: none"> ■ SCI ■ PI ■ PGATE 	
Control link or digital port emulation	
Number of voice ports	
Hours of speech available	
Current add-ons: <ul style="list-style-type: none"> ■ AMIS Networking ■ ADAP ■ Multi-Language Feature ■ Language Announcement Sets 	
Number of outcalling (AMIS) ports	
Number of subscribers	

Continued on next page

Table A-6. DEFINITY AUDIX Informational Worksheet — Continued

DEFINITY AUDIX Information Needed	Response
Type of modem connected to DEFINITY AUDIX system	
DEFINITY AUDIX Information Needed	Response
DEFINITY AUDIX system telephone number	
Is there already an Isolating Data Interface (IDI)? ¹	
INTUITY system telephone number	

1. The customer may be able reuse these with the Lucent INTUITY system.

AUDIX Voice Power Migration Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX Voice Power system to the Lucent INTUITY system.

AUDIX Voice Power Informational Worksheet

[Table A-7](#) helps you obtain information needed from the AUDIX Voice Power system.

Table A-7. AUDIX Voice Power Informational Worksheet

AUDIX Voice Power Information Needed	Response
AUDIX Voice Power release version: <ul style="list-style-type: none"> ■ R2.0 ■ R2.1.1 ■ R3.0 	
Type of switch: <ul style="list-style-type: none"> ■ System 75 ■ Generic 1, 3s, 3i, or 3r ■ NEAX 2400 ■ Rolm 8000, 9000, 9751, or SL-1 ■ System 25 ■ Mitel SX 200D 	
Switch release version: <ul style="list-style-type: none"> ■ R1V3 ■ G3V1, G3V2, or G3V3 	
Type of data communications hardware: <ul style="list-style-type: none"> ■ DCP ■ SID 	
Number of voice ports	
Hours of speech available	
Number of subscribers	

Continued on next page

Table A-7. AUDIX Voice Power Informational Worksheet

AUDIX Voice Power Information Needed	Response
Type of modem	
AUDIX Voice Power system telephone number	
Lucent INTUITY system telephone number	

AUDIX Voice Power Customized Announcements Worksheet

[Table A-12](#) is used to write down your customized announcement messages.

Table A-9. AUDIX Voice Power Custom Messages

Message Type	Message
Call Answer Greeting	
Voice Mail Greeting	
Message Drop Greeting	
Touch-tone Gate Msg (Day)	
Automated Attendant Good-bye	
Call Answer Good-bye	
Information Service Message	
Message Drop Good-bye	
Touch-tone Gate Msg (Night)	
General Mailbox Greeting	

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the Lucent INTUITY system.

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Informational Worksheet

[Table A-10](#) helps you obtain the information needed from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.

Table A-10. AUDIX Voice Power on MERLIN LEGEND (IS II of IS III) Informational Worksheet

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Information Needed	Response
AUDIX Voice Power release version: <ul style="list-style-type: none"> ■ R2.0 ■ R2.1.1 ■ R3.0 	
Type of switch: <ul style="list-style-type: none"> ■ System 75 ■ Generic 1, 3s, 3i, or 3r ■ NEAX 2400 ■ Rolm 8000, 9000, 9751, or SL-1 ■ System 25 ■ MERLIN LEGEND ■ Mitel SX 200D 	
Switch release version: <ul style="list-style-type: none"> ■ R1V3 ■ G3V1, G3V2, or G3V3 	
Type of data communications hardware: <ul style="list-style-type: none"> ■ DCP ■ SID 	
Number of voice ports	

Continued on next page

**Table A-10. AUDIX Voice Power on MERLIN LEGEND (IS II of IS III)
Informational Worksheet — *Continued***

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Information Needed	Response
Hours of speech available	
Number of subscribers	
Type of modem	
AUDIX Voice Power system telephone number	
Lucent INTUITY system telephone number	

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Customized Announcements Worksheet

[Table A-12](#) is used to write down your customized announcement messages.

**Table A-12. AUDIX Voice Power on MERLIN LEGEND (IS II of IS III)
Custom Messages**

Message Type	Message
Call Answer Greeting	
Voice Mail Greeting	
Message Drop Greeting	
Touch-tone Gate Msg (Day)	
Automated Attendant Good-bye	
Call Answer Good-bye	
Information Service Message	
Message Drop Good-bye	
Touch-tone Gate Msg (Night)	
General Mailbox Greeting	

User Handouts

B

Use the handouts in this section to inform your voice messaging users of the migration to the INTUITY AUDIX 4 system.



Your AUDIX R1 voice messaging system will be replaced with an INTUITY AUDIX system on _____ at _____. The phone number for the new system will be:

the same different, with the number _____.

Your old AUDIX mailbox will will not be available to listen to old messages, greetings, etc. The old system phone number, if available, will be

the same not available different, with the number _____.

Your mailbox extension stays the same.

After the new system is working, items from your old mailbox will be moved (or not moved) to your new mailbox as follows (marked with X):

Your items from the old system	Will not be moved to your new mailbox	Moved and available immediately	Moved and available as of _____
Password	X		
Stored incoming messages (new, unopened, old)			
Outgoing/ filed messages	X		
Personal directory entries	X		
Mailing lists			
Personal greetings			

⇒ NOTE:

You'll have to reenter and/or rerecord items that are not moved to your new mailbox. However, if your incoming messages will be moved, you can send filed messages to yourself on the old system and the filed messages will be moved to your new mailbox as incoming messages.

So, before the new system is installed:

Review your messages and write down the contents.

NOTE:
This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

- Press **7** and one of the following buttons:
 - 1** to scan incoming headers and messages
 - 2** to scan incoming headers only
 - 3** to scan incoming messages only
- Write down any pertinent information, including caller's name, time and date of the message, phone number, and contents of the message.

The New AUDIX® System is Coming Soon

Review your personal directory and write down the items

1. Press **5 2 2** from the Activity Menu.
2. Press **#** to skip to the next item.
3. Write down each numeric abbreviation and the associated name.

Review your mailing lists and write them down

1. Press **5 1 2** from the Activity Menu.
2. Write down the list ID.
3. Press **0** to begin listening to a list and **#** to skip to each member in the list. Write down each extension in the list.
4. Press **#** when a list is complete to select the next list and return to step 2.

Review your personal greetings and write them down

1. Press **3 2** from the Activity Menu.
2. Press **0** to listen to a greeting and **#** to skip to each successive greeting you have created.
3. Write down the number and the contents of each greeting.

After the new system is installed

Log into the new system using a new default password (you cannot use your old one). The system may require you to record your name and/or change the password. If so, follow the prompts. Otherwise, do the following:

Change the password immediately

1. Press **5 4** from the Activity Menu.
2. Enter the new password (up to 15 digits) and press **#**.
3. Re-enter the new password and press **#**.

Record your name, if necessary

1. Press **5 5** from the Activity Menu.
2. Say your name after the tone, and press **1**.
3. Press **#**.

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX.

Readminister the following, if necessary:

- Mailing lists
- Personal directory abbreviations
- Personal greetings



Your AUDIX R1 voice messaging system will change on _____ at _____ . The new INTUITY AUDIX system is faster and easier to use, although it works pretty much the same way as the old AUDIX works. If you dial ahead in the new AUDIX using the old AUDIX dialing sequences, you may quickly become lost and have to start over. **Read this memo first!! All features that apply to you are marked with an X.**

Here's what's different:

Press # to approve, not * #

- In most places where you used to press * # to approve things or finish things, now just press #. Pressing * # will still work, but why push more buttons than you have to?

Sending voice mail is different

- When sending voice mail with the old AUDIX (see Figure 1), you could select delivery options in several different phases. This included pressing * M to select the private/priority option before or during addressing.

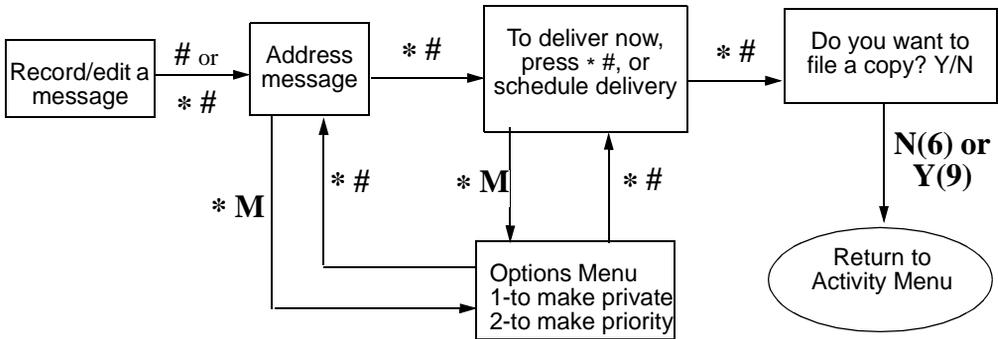
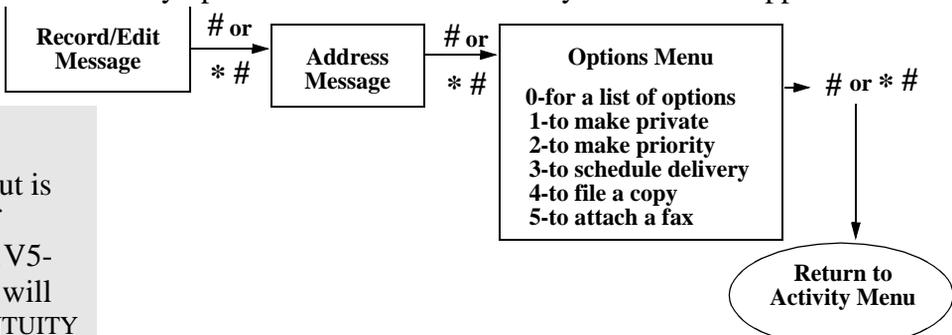


Figure 1: Old AUDIX Voice Messaging Delivery Sequence

- When sending voice mail with the new AUDIX (see Figure 2), AUDIX automatically places you in a single delivery options menu, from which you can select any and all options or send the message immediately. You always select delivery options from this menu **after** you finish and approve addressing.



NOTE:
This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX.

Figure 2: NewAUDIX Voice Messaging Delivery Sequence

Leaving Private (and Now Priority!) Messages is Different

- The old AUDIX let you make a call answer message private by pressing * M before approving the message (see Figure 3).

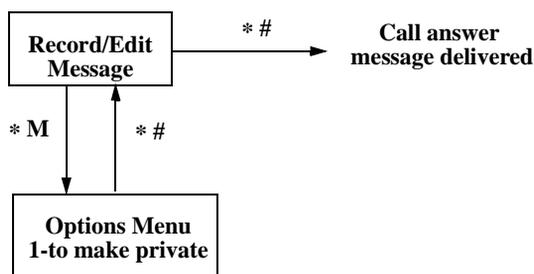


Figure 3: Old AUDIX Sequence for Private Call Answer Messages

- The new AUDIX lets you make a call answer message private (and now priority) **after** approving your message (see Figure 4).

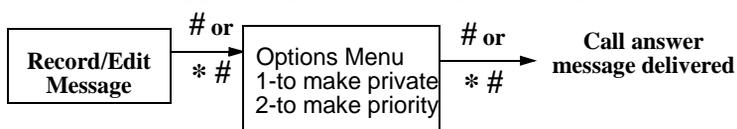


Figure 4: New AUDIX Sequence for Private/Priority Call Answer Messages

Dialing Through Error Prompts

- When you pressed an invalid button in the old AUDIX, you had to listen to the entire error message (shown below) before you could press another button:

Entry not understood. Try again after the tone <beep>.

- In the new AUDIX, you get an immediate beep if you press an invalid button. You can then dial through the error message (shown below) without listening:

*<beep> Invalid entry. For help, press * H.*

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

Multiple languages are available

- If available on your company's system, the new AUDIX offers the following languages, in addition to U.S. English:
 - U.S. English TDD (Telecommunications for the Deaf)
 - English 123 (system will say Press * 3, not Press * D.)
If administered so, your mailbox may have two languages — a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

Create dual language greetings

- If your mailbox has been administered for a primary and secondary language, the new AUDIX may let you create your own personal greetings for each of the two languages assigned to your mailbox. (If applicable, ask your administrator for a handout on dual language greetings.)

Note: This capability, if turned on, replaces the ability to create multiple personal greetings in a single language.

Outcalling phone numbers can have more digits and include

- The outcalling feature, if administered for your system, permits you to use more digits, up to 60, in your outcalling number. In addition, you can include the pound sign (#) anywhere in the number if necessary. This can be especially useful for pagers.

Note: This capability may also be limited by administration on your telecommunications switch.

You can receive, send, and store faxes

- If fax messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
- However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. You don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

The New AUDIX® System: IT'S DIFFERENT

- To be able to use fax messaging effectively, you need the following items:
 - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: _____ (prefix) and _____ (digits required, in-house system)
_____ (prefix) and _____ (digits required, local area)
_____ (prefix) and _____ (digits required, long-distance)
 - The Transfer into Mailbox code. This is necessary for the following reason. If someone sends you a fax directly to your extension, and you pick up your phone to answer, you will hear fax tone. Don't hang up. Instead, do one of the following (marked with an X):
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.
- The Transfer into Mailbox code is _____.

To send a fax to an AUDIX mailbox

Put the document you want to send in the fax machine. Call the user, record a voice message, and press #. Press **5** to attach the fax and # to approve. Press **START** on the fax machine.

OR, to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and press **START** on the fax machine.

To send a fax to a secondary FAX extension

Call the user's secondary fax extension. After the AUDIX greeting plays, press **START** on the fax machine.

NOTE: A secondary extension is an extension dedicated to fax reception for a subscriber.

To record and send a fax via AUDIX voice mail

Put the document you want to send in the fax machine. Log in, and press **1** to record messages. Address and record a message and press #. In the delivery options menu, press **5** to attach a fax. Then press **START** on the fax machine.

OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press **1** to record messages. Press # immediately to send only a fax. Address the fax and press # # immediately. Press **START** on the fax machine.

To print a fax from your mailbox

Log in and press **2** (get messages). Press **0** to listen to the first voice message, if any. Then press * **1** to print the attached fax. Or, if a fax only, press * **1**. Then do one of the following:

- Press # to send fax to default fax machine and continue getting messages.
- Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting messages.
- Press * **6** to print fax immediately on fax machine attached to phone, and press **START** on fax machine. This is especially useful for retrieving faxes when you are away from the office.

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

To turn on auto-printing

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.

To turn on autodeletion

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autodelete. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.

To define your default fax machine

From the Activity Menu, press **5 3 1** to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's extension, you simply press **#** when you want to manually print faxes. It also is the place where autoprinted faxes are printed. You can change this extension at times when you're not near your normal fax machine.

To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Then press **4** to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options **1, 2, or 3**), AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with *** 1**) each scanned message after listening to it.
NOTE: When printing faxes with autoscan, the Fax Print Options menu (**#** for default fax machine, extension and **#** for non-default fax machine, or *** 6** for current fax machine) is always the final part of the procedure.

Message Manager with Fax and Text Messaging is available

- Lucent INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage voice, fax, and e-mail messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Lucent INTUITY Message Manager are as follows:
 - View a list of message headers
 - Listen to voice messages using your P.C.
 - View faxes and text messages
 - Create and send text messages to other AUDIX and Message Manager users
 - Store voice, fax, and text messages on your P.C.
 - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
 - Type annotations to your messages
 - Move messages around using the click-and-drag method
 - Randomly access your messages

You can receive and store e-mail from Message Manager

- Your system lets you receive, store, listen to, and print out e-mail messages sent from Message Manager. You listen to e-mail the same way you listen to voice messages — by pressing **0**. You print out e-mail the same way you print out faxes — by pressing *** 1** to print to a fax machine. You can also forward and respond to e-mail messages as if they were voice messages.
- However, to create and send an e-mail message to another user, you must use Message Manager

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

_____ You can receive and store e-mail from the following e-mail system(s): _____

- If your system has a synchronizer, your system lets you receive, store, listen to, and print out e-mail messages sent from other e-mail systems.
- However, to create and send an e-mail message to an e-mail user, you must use your e-mail system or Message Manager. You can't create an e-mail message with your phone.

_____ Send voice messages to e-mail users

- Your system lets you record voice messages and address them to e-mail users. You do this simply by addressing by the e-mail user's name. You can send messages to e-mail users only if your administrator has defined them in the system.

_____ Synchronize your AUDIX and e-mail mailboxes

- If you have joined e-mail and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and binary files — copied from your AUDIX mailbox to the e-mail mailbox, and vice-versa. Thus, you can access and manage your messages from the mailbox you prefer or the most convenient mailbox. When the status of a message changes in one mailbox, the message's status also changes in the other mailbox. Thus, if you delete a message from your AUDIX mailbox, it's deleted from your e-mail mailbox also.
- You have additional options with joined mailboxes. You can:
 - Copy only headers from one mailbox to the other.
 - Transfer all messages from one mailbox to the second mailbox. You then use the second mailbox exclusively to retrieve and store messages. For example, you can have all AUDIX messages transferred to your Lotus mailbox. With this option, the synchronizer deletes the messages in first mailbox after each transfer of messages.
 - Designate that only new or unopened/unread messages are copied or transferred to the joined mailbox.
 - Designate that a message that expires in AUDIX is also deleted from your e-mail mailbox.
 - Designate that an old/read message in one mailbox is deleted from the joined mailbox.

NOTE:

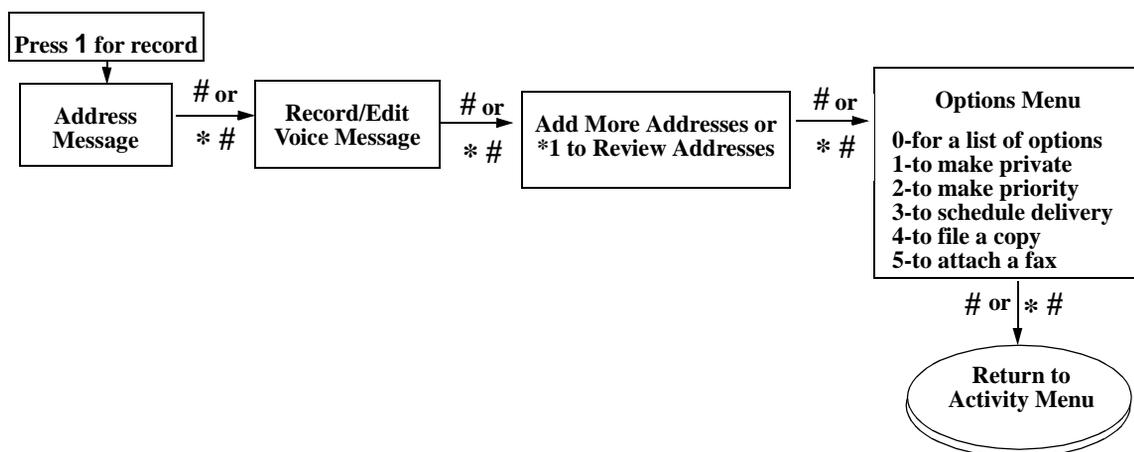
This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

Address a message to a large list (up to 1500 users)

- You can address and send a message to a large mailing list that may contain up to 1500 users. You previously could send messages to a single list of up to 250 users.
- Your system administrator creates each large list and assigns an extension to it. You then address a message to the list by simply entering the list's extension as you would any user's extension.

Address a message before you record it

- If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



- You have to turn on the “address before recording” option by selecting Activity Menu option 5, then selecting 6, “Administer Addressing Options.”

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option 5, then select 7, “Administer Call Answer Options.”



NOTE:

With call answer turned off, you can still receive voice mail.

NOTE:

This handout is for users of AUDIX R1V5-R1V8 who will now use INTUITY AUDIX

NOTE:

This handout is
for users of
AUDIX R1V5-
R1V8 who will
now use INTUITY
AUDIX



Your AUDIX Voice Power voice messaging system will be replaced with an INTUITY AUDIX system on _____ at _____. The phone number for the new system will be:

the same different, with the number _____.

Your old AUDIX mailbox will will not be available to listen to old messages, greetings, etc. The old system phone number, if available, will be

the same not available different, with the number _____.

Your mailbox extension stays the same.

After the new system is installed, you won't have:

- Incoming and outgoing messages from the old system
- Your mailing lists
- Your personal greetings

You'll have to reenter and/or rerecord these items for your new mailbox.

So, before the new system is installed:

Review your messages and write down the contents

1. Press **2** and the following buttons:
 - **0** to listen to messages
 - **#** to skip to the next message
 - *** D** or *** 3** to delete messages
2. Write down any pertinent information, including caller's name, time and date of the message, phone number, and contents of the message.

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

The New AUDIX® System is Coming Soon

Review your mailing lists and write them down

1. Press **5 3** from the Activity Menu.
2. Enter the list ID you want to listen to and press **#**.
3. Press **#** to skip to each successive item in the list.
4. Write down the list ID and each extension in the list.
5. Press **#** when a list is complete to select the next list and return to step 2.

Review your personal greetings and write them down

1. Press **3 1** from the Activity Menu.
2. Press **0** to listen to the primary greeting.
 1. Press **2** .
 2. Press **0** to listen to the alternate greeting.
 3. Write down the number and the contents of each greeting.

After the new system is installed

Log into the new system. The system may require you to record your name and/or change your password. If so, follow the prompts. Otherwise, do the following:

Change the password immediately

1. Press **5 4** from the Activity Menu.
2. Enter the new password (up to 15 digits) and press **#**.
3. Re-enter the new password and press **#**.

Record your name

1. Press **5 5** from the Activity Menu.
2. Say your name after the tone, and press **1**.
3. Press **#** .

Readminister the following, if necessary:

- Mailing lists
- Personal greetings

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX



Your AUDIX Voice Power voice messaging system will change on _____ at _____. The new INTUITY AUDIX system is faster and easier to use, although it works pretty much the same way as the old AUDIX works.

If you dial ahead in the new AUDIX using the old AUDIX dialing sequences, you may quickly become lost and have to start over. **Read this memo first!!**

Here's what's different:

Press # to approve, not *

- In most places where you used to press * # to approve things or finish things, now just press #. Pressing * # will still work, but why push more buttons than you have to?

Sending voice mail is different

- When sending voice mail with the old AUDIX (see Figure 1), you simply addressed your message and sent it.

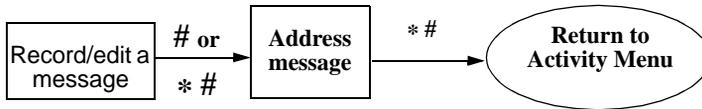
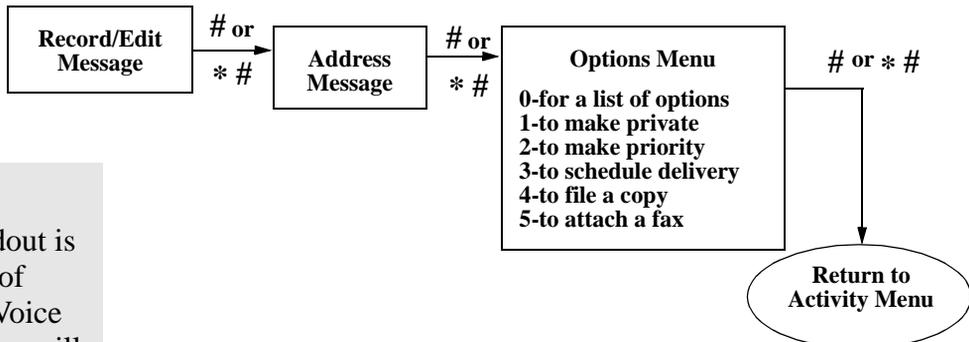


Figure 1: Old AUDIX Voice Messaging Delivery Sequence

- When sending voice mail with the new AUDIX (see Figure 2), AUDIX automatically places you in a single delivery options menu, from which you can select any and all options or send the message immediately by pressing # or * # .



NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

Figure 2: NewAUDIX Voice Messaging Delivery Sequence

Name Recording is Different

- The old AUDIX let you record your name by pressing **3 2 1** and saying your name.
- The new AUDIX lets you record your name by press **5 5** and saying your name.

Dialing Through Error Prompts is Available

- When you pressed an invalid button in the old AUDIX, you had to listen to the entire error message (shown below) before you could press another button:

Entry not understood. Try again after the tone <beep>.

- In the new AUDIX, you get an immediate beep if you press an invalid button. You can then dial through the error message (shown below) without listening:

*<beep> Invalid entry. For help, press * H.*

Administering Personal Greetings is Different

- In the old AUDIX, you could record two alternate personal greetings and manually activate whichever one was appropriate at the time.
- The new AUDIX lets you record up to nine personal greetings. Three of these greetings can be active at the same time, with any particular greeting playing according to the conditions to which you associate it. These conditions can be:
 - You are on the phone
 - You are unavailable
 - It is after normal work hours
 - The call originated from outside your location
 - The call originated from inside your location

General Mailbox is No Longer Available

- If your mailbox was full in the old AUDIX system, the system let callers transfer to the general mailbox to leave messages for you. The administrator could then transfer the messages to you at a later time.
- The new AUDIX does not have this feature. However, the system will tell callers when your mailbox is full and give them options such as transferring with *** T** or **0**. Nevertheless, you should ensure that your mailbox does not fill up.

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

Automatic Notification of Undelivered Messages is No Longer Available

- The old AUDIX notified you when a message you sent could not be delivered due to the receiver's mailbox being full. You could then resend the message by pressing **1 5**.
- The new AUDIX does not notify you automatically (unless the system has tried the maximum number of times to send the message). You can, however, check the status of outgoing messages by selecting option **4** from the Activity Menu.

Multiple languages are available

- If available on your company's system, the new AUDIX offers the following languages, in addition to U.S. English:
 - U.S. English TDD (Telecommunications for the Deaf)
 - English 123 (system will say *Press * 3*, not *Press * D*.)
- If administered so, your mailbox may have two languages — a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

Create dual language greetings

- If your mailbox has been administered for a primary and secondary language, the new AUDIX may let you create your own personal greetings for each of the two languages assigned to your mailbox. (If applicable, ask your administrator for a handout on dual language greetings.)

Note: This capability, if turned on, replaces the ability to create multiple personal greetings in a single language.

Outcalling phone numbers can have more digits and include

- The outcalling feature, if administered for your system, permits you to use more digits, up to 60, in your outcalling number. In addition, you can include the pound sign (#) anywhere in the number if necessary. This can be especially useful for pagers.

Note: This capability may also be limited by administration on your telecommunications switch.

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

You can receive, send, and store faxes

- If FAX Messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
 - However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. You don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
 - To be able to use fax messaging effectively, you need the following items:
 - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are:
 - _____ (prefix) and _____ (digits required, in-house system)
 - _____ (prefix) and _____ (digits required, local area)
 - _____ (prefix) and _____ (digits required, long-distance)
 - The Transfer into Mailbox code. This is necessary for the following reason. If someone sends you a fax directly to your extension, and you pick up your phone to answer, you will hear fax tone. Don't hang up. Instead, do one of the following (marked with an X):
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.
- The Transfer into Mailbox code is _____.

To send a fax to an AUDIX mailbox

Put the document you want to send in the fax machine. Call the user, record a voice message, and press #. Press **5** to attach the fax and # to approve. Press **START** on the fax machine.
OR, to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and press **START** on the fax machine.

To send a fax to a secondary FAX extension

Call the user's secondary fax extension. After the AUDIX greeting plays, press **START** on the fax machine.
NOTE: A secondary extension is an extension dedicated to fax reception for a subscriber.

To record and send a fax via AUDIX voice mail

Put the document you want to send in the fax machine. Log in, and press **1** to record messages. Address and record a message and press #. In the delivery options menu, press **5** to attach a fax. Then press **START** on the fax machine.
OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press **1** to record messages. Press # immediately to send only a fax. Address the fax and press # # immediately. Press **START** on the fax machine.

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

To print a fax from your mailbox

Log in and press **2** (get messages). Press **0** to listen to the first voice message, if any. Then press *** 1** to print the attached fax. Or, if a fax only, press *** 1**. Then do one of the following:

- Press **#** to send fax to default fax machine and continue getting messages.
- Enter fax print prefix (if any), the extension of fax machine and press **#** to send fax to a non-default fax machine and continue getting messages.
- Press *** 6** to print fax immediately on fax machine attached to phone, and press **START** on fax machine. This is especially useful for retrieving faxes when you are away from the office.

To turn on auto-printing

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.

To turn on autodeletion

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autodelete. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.

To define your default fax machine

From the Activity Menu, press **5 3 1** to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's extension, you simply press **#** when you want to manually print faxes. It also is the place where autoprinted faxes are printed. You can change this extension at times when you're not near your normal fax machine.

To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Then press **4** to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options **1**, **2**, or **3**). AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with *** 1**) each scanned message after listening to it.

NOTE: When printing faxes with autoscan, the Fax Print Options menu (**#** for default fax machine, extension and **#** for non-default fax machine, or *** 6** for current fax machine) is always the final part of the procedure.

Message Manager with Fax and Text Messaging is available

- Lucent INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage voice, fax, and e-mail messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Lucent INTUITY Message Manager are as follows:
 - View a list of message headers
 - Listen to voice messages using your P.C.
 - View faxes and text messages
 - Create and send text messages to other AUDIX and Message Manager users
 - Store voice, fax, and text messages on your P.C.
 - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
 - Type annotations to your messages
 - Move messages around using the click-and-drag method
 - Randomly access your messages

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

You can receive and store e-mail from Message Manager

- Your system lets you receive, store, listen to, and print out e-mail messages sent from Message Manager. You listen to e-mail the same way you listen to voice messages — by pressing **0**. You print out e-mail the same way you print out faxes — by pressing *** 1** to print to a fax machine. You can also forward and respond to e-mail messages as if they were voice messages.
- However, to create and send an e-mail message to another user, you must use Message Manager

You can receive and store e-mail from the following e-mail system(s): _____

- If your system has a synchronizer, your system lets you receive, store, listen to, and print out e-mail messages sent from other e-mail systems.
- However, to create and send an e-mail message to an e-mail user, you must use your e-mail system or Message Manager. You can't create an e-mail message with your phone.

Send voice messages to e-mail users

- Your system lets you record voice messages and address them to e-mail users. You do this simply by addressing by the e-mail user's name. You can send messages to e-mail users only if your administrator has defined them in the system.

Synchronize your AUDIX and e-mail mailboxes

- If you have joined e-mail and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and binary files — copied from your AUDIX mailbox to the e-mail mailbox, and vice-versa. Thus, you can access and manage your messages from the mailbox you prefer or the most convenient mailbox. When the status of a message changes in one mailbox, the message's status also changes in the other mailbox. Thus, if you delete a message from your AUDIX mailbox, it's deleted from your e-mail mailbox also.
- You have additional options with joined mailboxes. You can:
 - Copy only headers from one mailbox to the other.
 - Transfer all messages from one mailbox to the second mailbox. You then use the second mailbox exclusively to retrieve and store messages. For example, you can have all AUDIX messages transferred to your Lotus mailbox. With this option, the synchronizer deletes the messages in first mailbox after each transfer of messages.
 - Designate that only new or unopened/unread messages are copied or transferred to the joined mailbox.
 - Designate that a message that expires in AUDIX is also deleted from your e-mail mailbox.

NOTE:

This handout is for users of AUDIX Voice Power who will now use INTUITY AUDIX

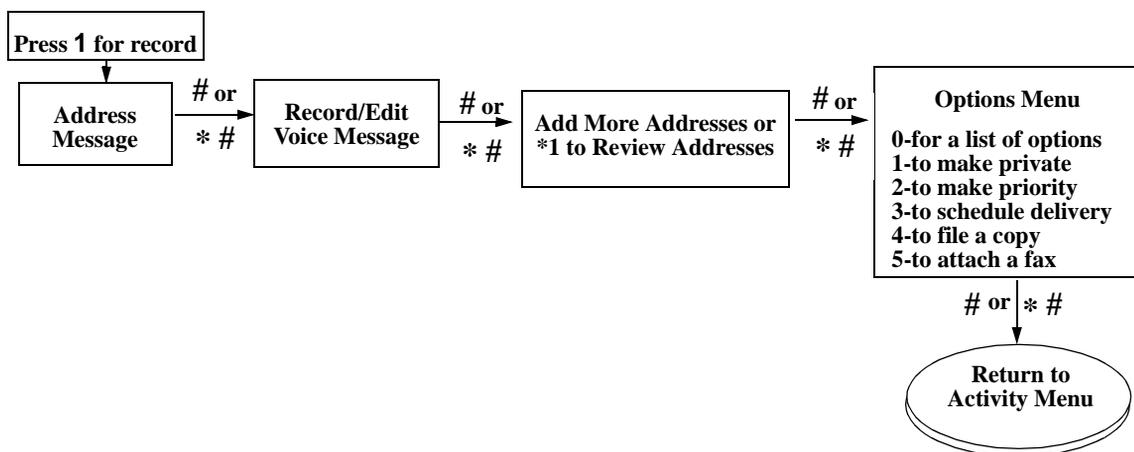
- Designate that an old/read message in one mailbox is deleted from the joined mailbox.

Address a message to a large list (up to 1500 users)

- You can address and send a message to a large mailing list that may contain up to 1500 users. You previously could send messages to a single list of up to 250 users.
- Your system administrator creates each large list and assigns an extension to it. You then address a message to the list by simply entering the list's extension as you would any user's extension.

Address a message before you record it

- If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



- You have to turn on the “address before recording” option by selecting Activity Menu option 5, then selecting 6, “Administer Addressing Options.”

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option 5, then select 7, “Administer Call Answer Options.”



NOTE:

With call answer turned off, you can still receive voice mail.

NOTE:

This handout is
for users of
AUDIX Voice
Power who will
now use INTUITY
AUDIX



Your AUDIX voice messaging system will change on _____ at _____
_____. The new AUDIX works pretty much the same way as the old
AUDIX works, except for the changes (marked with an X) below.

_____ You can receive, send, and store faxes

- If FAX Messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
 - However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. You don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
 - To be able to use fax messaging effectively, you need the following items:
 - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: _____ (prefix) and _____ (digits required, in-house system)
_____ (prefix) and _____ (digits required, local area)
_____ (prefix) and _____ (digits required, long-distance)
 - The Transfer into Mailbox code. This is necessary for the following reason. If someone sends you a fax directly to your extension, and you pick up your phone to answer, you will hear fax tone. Don't hang up. Instead, do one of the following (marked with an X):
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.
 - ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.
- The Transfer into Mailbox code is _____ .

NOTE:
This handout is
for users of
DEFINITY
AUDIX who will
now use INTUITY
AUDIX

To send a fax to an AUDIX mailbox

Put the document you want to send in the fax machine. Call the user, record a voice message, and press #. Press **5** to attach the fax and # to approve. Press **START** on the fax machine.

OR, to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and press **START** on the fax machine.

To send a fax to a secondary FAX extension

Call the user's secondary fax extension. After the AUDIX greeting plays, press **START** on the fax machine.

NOTE: A secondary extension is an extension dedicated to fax reception for a subscriber.

To record and send a fax via AUDIX voice mail

Put the document you want to send in the fax machine. Log in, and press **1** to record messages. Address and record a message and press #. In the delivery options menu, press **5** to attach a fax. Then press **START** on the fax machine.

OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press **1** to record messages. Press # immediately to send only a fax. Address the fax and press ## immediately. Press **START** on the fax machine.

To print a fax from your mailbox

Log in and press **2** (get messages). Press **0** to listen to the first voice message, if any. Then press * **1** to print the attached fax. Or, if a fax only, press * **1**. Then do one of the following:

- Press # to send fax to default fax machine and continue getting messages.
- Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting messages.
- Press * **6** to print fax immediately on fax machine attached to phone, and press **START** on fax machine. This is especially useful for retrieving faxes when you are away from the office.

To turn on auto-printing

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.

To turn on autodeletion

From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autodeletion. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.

To define your default fax machine

From the Activity Menu, press **5 3 1** to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's extension, you simply press # when you want to manually print faxes. It also is the place where autoprinted faxes are printed. You can change this extension at times when you're not near your normal fax machine.

To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Then press **4** to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options **1**, **2**, or **3**). AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with * **1**) each scanned message after listening to it.

NOTE: When printing faxes with autoscan, the Fax Print Options menu (# for default fax machine, extension and # for non-default fax machine, or * **6** for current fax machine) is always the final part of the procedure.

NOTE:

This handout is for users of DEFINITY AUDIX who will now use INTUITY AUDIX

Message Manager with Fax and Text Messaging is available

- Lucent INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage voice, fax, and e-mail messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Lucent INTUITY Message Manager are as follows:
 - View a list of message headers
 - Listen to voice messages using your P.C.
 - View faxes and text messages
 - Create and send text messages to other AUDIX and Message Manager users
 - Store voice, fax, and text messages on your P.C.
 - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
 - Type annotations to your messages
 - Move messages around using the click-and-drag method
 - Randomly access your messages

You can receive and store e-mail from Message Manager

- Your system lets you receive, store, listen to, and print out e-mail messages sent from Message Manager. You listen to e-mail the same way you listen to voice messages — by pressing 0. You print out e-mail the same way you print out faxes — by pressing * 1 to print to a fax machine. You can also forward and respond to e-mail messages as if they were voice messages.
- However, to create and send an e-mail message to another user, you must use Message Manager

You can receive and store e-mail from the following e-mail system(s): _____

- If your system has a synchronizer, your system lets you receive, store, listen to, and print out e-mail messages sent from other e-mail systems.
- However, to create and send an e-mail message to an e-mail user, you must use your e-mail system or Message Manager. You can't create an e-mail message with your phone.

Send voice messages to e-mail users

- Your system lets you record voice messages and address them to e-mail users. You do this simply by addressing by the e-mail user's name. You can send messages to e-mail users only if your administrator has defined them in the system.

NOTE:

This handout is for users of DEFINITY AUDIX who will now use INTUITY AUDIX

Synchronize your AUDIX and e-mail mailboxes

- If you have joined e-mail and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and binary files — copied from your AUDIX mailbox to the e-mail mailbox, and vice-versa. Thus, you can access and manage your messages from the mailbox you prefer or the most convenient mailbox. When the status of a message changes in one mailbox, the message's status also changes in the other mailbox. Thus, if you delete a message from your AUDIX mailbox, it's deleted from your e-mail mailbox also.
- You have additional options with joined mailboxes. You can:
 - Copy only headers from one mailbox to the other.
 - Transfer all messages from one mailbox to the second mailbox. You then use the second mailbox exclusively to retrieve and store messages. For example, you can have all AUDIX messages transferred to your Lotus mailbox. With this option, the synchronizer deletes the messages in first mailbox after each transfer of messages.
 - Designate that only new or unopened/unread messages are copied or transferred to the joined mailbox.
 - Designate that a message that expires in AUDIX is also deleted from your e-mail mailbox.
 - Designate that an old/read message in one mailbox is deleted from the joined mailbox.

Address a message to a large list (up to 1500 users)

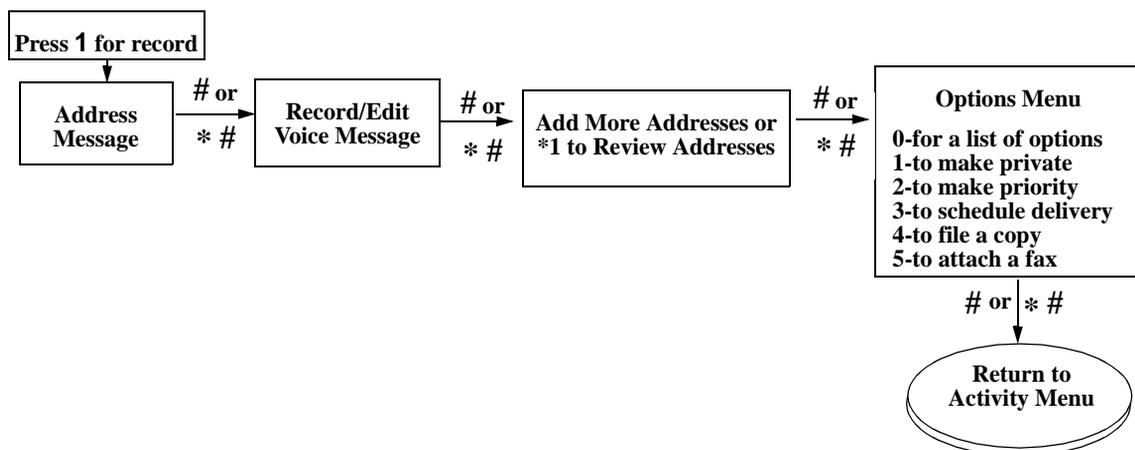
- You can address and send a message to a large mailing list that may contain up to 1500 users. You previously could send messages to a single list of up to 250 users.
- Your system administrator creates each large list and assigns an extension to it. You then address a message to the list by simply entering the list's extension as you would any user's extension.

NOTE:

This handout is for users of DEFINITY AUDIX who will now use INTUITY AUDIX

Address a message before you record it

- If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



- You have to turn on the “address before recording” option by selecting Activity Menu option 5, then selecting 6, “Administer Addressing Options.”

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option 5, then select 7, “Administer Call Answer Options.”



NOTE:

With call answer turned off, you can still receive voice mail.

NOTE:

This handout is for users of DEFINITY AUDIX who will now use INTUITY AUDIX

NOTE:

This handout is
for users of
DEFINITY
AUDIX who will
now use INTUITY
AUDIX

Abbreviations

A

AAR

automatic alternate routing

AC

alternating current

ACA

automatic circuit assurance

ACD

automatic call distribution

ADAP

administration and data acquisition package

ADU

asynchronous data unit

ALT

assemble load and test

AMIS

Audio Messaging Interchange Specification

API

application programming interface

ARS

automatic route selection

ASCII

American Standard Code for Information Exchange

AUCC

AUDIX Upgrade Control Center (see [MMISC](#))

AUDIX

Audio Information Exchange

AWG

American wire gauge

B

BCS

Business Communications Systems

BIOS

basic input/output system

bit

binary digit

- bps**
bits per second
- BRI**
basic rate interface
- BSC**
binary synchronous communications
- BTU**
British thermal unit

C

- CAS**
call accounting system
- CCA**
call classification analysis
- CDH**
call data handler process
- CDR**
call detail recording
- CED**
called tone
- CELP**
code excited linear prediction
- CICS**
customer information control system
- CMS**
call management system
- CNG**
calling tone
- CO**
central office
- COIN**
central office implemented network
- COM1**
serial communications port 1
- COM2**
serial communications port 2
- COR**
class of restriction
- COS**
class of service

CPE
customer premise equipment

CPU
central processing unit

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DBP
database processor

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSR
data set ready

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ELA
Enhanced List Application

E-MAIL
electronic mail

ESD
electrostatic discharge

ESS
electronic switching system

F

FAX
facsimile

F key
function key

FIFO
first-in first-out

FNPA
foreign numbering plan area

FOOS
facility out of service

FRL
facilities restriction level

FX
foreign exchange

G

Gbyte
gigabyte (1 billion bytes)

GOS
grade of service

H

HW
hardware

Hz
hertz

I

I/O
input/output

IDI
isolating data interface

IMAPI
Lucent INTUITY Messaging Application Programming Interface

INADS
initialization and administration system

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

K

Kbps
kilobits per second

Kbyte
kilobyte (1024 bytes)

KHz
kilohertz

L

LAN
local area network

LCD
liquid crystal display

LED
light-emitting diode

LIFO
last-in first-out

LWC
leave word calling

M

MAP
multi-application platform

MANOOS
manually out of service

Mbyte
megabyte (one million bytes)

MHz
megahertz

MMISC
Multimedia Messaging Implementation and Support
Center (formerly the AUCC)

modem
modulator/demodulator

MPDM
modular processor data module

ms
millisecond

MT
maintenance (Lucent INTUITY software component)

MTBF
mean time between failures

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NLM
network loadable module

NPA
numbering plan area

NW

INTUITY AUDIX Digital Networking

O

OA&M

operations, administration, and maintenance

OR&M

offer realization and management

OS

operating system

OSI

open systems interconnection

P

PBX

private branch exchange

PC

personal computer
power converter

PDM

processor data module

PEC

price element code

PI

processor interface

PIB

processor interface board

POST

power-on self test

R

RAM

random-access memory

REN

ringer equivalence number

ROM

read-only memory

RTS

request to send

RTU

right to use

RUK

reusable upgrade kit

S

SAT

system access terminal

SCA

switch communications adapter

SCSI

small computer systems interface

SID

switch integration device

SIMM

single in-line memory module

SMDR

station message detail recording

SMSI

simplified message service interface

SPM

system programming maintenance

SW

software
switch integration (Lucent INTUITY software component)

T

TAC

trunk access code

TCP/IP

Transmission Control Protocol/Internet Program

TDD

telecommunications device for the deaf

TDM

time division multiplex

TOS

Telephony OneStop™ (developed by Lotus
Development Corporation)

T/R

tip/ring

TRIP

tip/ring input process

TSC

Technical Services Center

U

UCD

uniform call distribution

UCL

unrestricted call list

UPS

uninterruptable power supply

V

VEX

Voice Exchange

VM

INTUITY AUDIX Voice Messaging

VNI

virtual nodepoint identifier

VP

voice platform (Lucent INTUITY software component)

VROP

voice response output process

W

WAN

wide area network

WATS

wide area telephone service

WCR

world class routing

Glossary

5ESS Switch

A central office switch manufactured by Lucent that can be integrated with the Lucent INTUITY system.

A

accessed message

A message that was received and scanned (either the entire message or just the header).

ACD

See [automatic call distribution \(ACD\)](#).

activity menu

The list of options spoken to users when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP

See [administration and data acquisition package \(ADAP\)](#).

address

INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the (Address) command.

adjunct

A separate system closely integrated with a switch, such as a Lucent INTUITY system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system user, maintenance, or traffic data from an INTUITY AUDIX system to a personal computer (PC).

ADU

See [asynchronous data unit \(ADU\)](#).

alarm log

A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system.

The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric

Consisting of alphabetic and numeric symbols or punctuation marks.

ALT

See [assemble, load, and test \(ALT\)](#).

American wire gauge (AWG)

A standard measuring gauge for nonferrous conductors.

AMIS

See [Audio Messaging Interchange Specification \(AMIS\)](#).

AMIS prefix

A number added to the destination number to indicate that it is an AMIS analog networking number.

ampere (amp)

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking

A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal

In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement

A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment

A numbered piece of spoken information that makes up a system message or prompt.

antistatic

A treatment for material to prevent the build-up of static electricity.

API

See [application programming interface \(API\)](#).

application

A computer software program.

application programming interface (API)

A set of formalized software calls and routines that an application program can reference to access underlying network services.

assemble, load, and test (ALT)

The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

asynchronous communication

A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than time. See also [synchronous communication](#).

asynchronous data unit (ADU)

An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs for use with the Lucent INTUITY system include Z3A1 or Z3A4.

asynchronous transmission

A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Lucent INTUITY system provides asynchronous EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

attendant console

A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)

An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent.

Audio Information Exchange (AUDIX)

A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See [Audio Information Exchange \(AUDIX\)](#).

autodelete

An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

automated attendant

A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users and users to the system. See also [call-distribution group](#).

automatic message scan

An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY Fax Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint

An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

autoscan

See [automatic message scan](#).

AWG

See [American wire gauge \(AWG\)](#).

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backplane

A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup

A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

basic call transfer

The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access

See *basic rate interface*.

basic rate interface (BRI)

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called *basic rate access*.

binary digit (bit)

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)

A character-oriented synchronous link protocol.

BIOS

See [basic input/output system \(BIOS\)](#).

bit

See [binary digit \(bit\)](#).

bits per second

The number of binary units of information (1s or 0s) that can be transmitted per second. *Mbps* refers to a million bits per second; *Kbps* refers to a thousand bits per second.

body

The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem

The filesystem from which the system loads its initial programs.

bps

See [bits per second](#).

BRI

See [basic rate interface \(BRI\)](#).

broadcast messaging

An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC

See [binary synchronous communications \(BSC\)](#).

buffer

A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board

An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling

Combining several calls and handling them as a single call. See also [automatic message scan](#).

bus

An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release

To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports may be busied out if they appear faulty or when maintenance tests are run.

byte

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

C

call accounting system (CAS)

A software device that monitors and records information about a calling system.

call-answer

An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice

The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number

In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call delivery

See *message delivery*.

call-distribution group

The set of analog port cards on the switch that connects switch users to the Lucent Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also [automatic call distribution \(ACD\)](#) and [uniform call distribution \(UCD\)](#).

call management system (CMS)

An inbound call distribution and management reporting package.

called tone (CED tone)

The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)

The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)

The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS

See [call accounting system \(CAS\)](#).

CED tone

See [called tone \(CED tone\)](#).

CELP

See [code excited linear prediction \(CELP\)](#).

central office (CO)

An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)

The component of the computer that manipulates data and processes instructions coming from software.

channel

A telecommunications transmission path for voice and/or data.

channel capacity

A measure of the maximum bit rate through a channel.

class of service (COS)

The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

clear to send (CTS)

Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client

A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For example a user's PC running Message Manager is the client. See also [server](#).

CMS

See [call management system \(CMS\)](#).

CNG tone

See [calling tone \(CNG tone\)](#).

CO

See [central office \(CO\)](#).

code excited linear prediction (CELP)

An analog-to-digital voice coding scheme.

collocated

A Lucent INTUITY system installed in the same physical location as the host switch. See also [local installation](#).

collocated adjunct

Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

A numbering system for telecommunications equipment used by Lucent. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

community

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also [default community](#).

compound message

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See [class of service \(COS\)](#).

coverage path

The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU

See [central processing unit \(CPU\)](#).

cross connect

Distribution-system equipment used to terminate and administer communication circuits.

cross connection

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI

See [called subscriber information \(CSI\)](#).

CTS

See [clear to send \(CTS\)](#).

D

DAC

See [dial access code \(DAC\)](#).

data base

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data base processor (DBP)

A element of a computer or other information handling system that creates, changes, retrieves, or otherwise manipulates information in a data base.

data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set

Another term for a modem, although a data set usually includes the telephone. See also [modem](#).

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See [data base processor \(DBP\)](#).

DCE

See [data communications equipment \(DCE\)](#).

DCIU

See [data communications interface unit \(DCIU\)](#).

DCP

See [digital communications protocol \(DCP\)](#).

DCS

See [distributed communications system \(DCS\)](#).

debug

See [troubleshooting](#).

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

default community

A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number

The user-administered extension to which autprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message

A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial access code (DAC)

A feature available with some switching systems that permits dialing a special number to access a long distance number.

dial-ahead/dial-through

The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string

A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID

See [direct inward dialing \(DID\)](#).

digital

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital communications protocol (DCP)

A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring messages between messaging systems in a digital format. See also [INTUITY AUDIX Digital Networking](#).

digital signal processor (DSP)

A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch

See [dual in-line package \(DIP\) switch](#).

direct inward dialing (DID)

The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing * N at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See [mailing list](#).

DMA

See [direct memory access \(DMA\)](#).

DNIS

See [dialed number identification service \(*DNIS_SVC\)](#).

domain

An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

DSP

See [digital signal processor \(DSP\)](#).

DSU

See [data service unit \(DSU\)](#).

DTE

See [data terminal equipment \(DTE\)](#).

DTMF

See [dual tone multifrequency \(DTMF\)](#).

dual in-line package (DIP) switch

A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings

The capability of INTUITY AUDIX users to create personal greetings in two different languages—one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)

A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail

See [e-mail](#).

e-mail

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled

The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also [equipped/unequipped](#).

endpoint

See [fax endpoint](#).

enhanced call transfer

An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface

A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped

The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also [enabled/disabled](#).

error message

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses .

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD

See [electrostatic discharge \(ESD\)](#).

event

An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facility out-of-service (FOOS)

State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

fax

See [facsimile](#).

fax addressing prefix

Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field

An area on a screen, menu, or report where information can be typed or displayed.

FIFO

See [first-in/first-out \(FIFO\)](#).

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See [mirroring](#).

file system

A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)

A method of processing telephone calls or data in which the first call (or data) to be received is the first call (or data) to be processed.

F key

See [function key \(F key\)](#).

FOOS

See [facility out-of-service \(FOOS\)](#).

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

G

Generic 1, 2, or 3

Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape

A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS

See [grade of service \(GOS\)](#).

grade of service (GOS)

A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax

A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password

A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing **HELP** or **CTRL ?** on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press *** H** on the telephone keypad to get a list of options. See also [on-line help](#).

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

host switch

The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group

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

Hz

See [hertz \(Hz\)](#).

I

I/O

Input/output.

IDI

See [isolating data interface \(IDI\)](#).

IMAPI

See [Lucent INTUITY messaging application programming interface \(IMAPI\)](#).

INADS

See [initialization and administration system \(INADS\)](#).

information service

See [bulletin board](#).

initialization

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)

A computer-aided maintenance system used by remote technicians to track alarms.

initialize

To start up the system for the first time.

input

A signal fed into a circuit or channel.

integrated services digital network (ISDN)

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card

A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also [user interface](#).

internal mail messaging

Software (Lucent INTUITY Message Manager) on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)

Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking

A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also [digital networking](#).

INTUITY Message Manager

A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

Lucent INTUITY messaging application programming interface (IMAPI)

A software function-call interface that allows INTUITY AUDIX to interact with INTUITY Message Manager.

I/O address

input/output address.

IRQ

See [interrupt request \(IRQ\)](#).

ISDN

See [integrated services digital network \(ISDN\)](#).

isolating data interface (IDI)

A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6

See [integrated voice processing CELP \(IVC6\) card](#).

J

jumper

Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

Kbps

Kilobits per second; one thousand bits per second.

Kbyte

Kilobytes per second; 1024 thousand bytes per second.

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN

See [local area network \(LAN\)](#).

last-in/first-out (LIFO)

A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD

See [liquid crystal display \(LCD\)](#).

leave word calling (LWC)

A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED

See [light emitting diode \(LED\)](#).

LIFO

See [last-in/first-out \(LIFO\)](#).

light emitting diode (LED)

A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows the status of the system, including alarms.

load

The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)

A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local AUDIX machine

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation

A switch, adjunct, or peripheral installed physically near the host switch or system. See also [collocated](#).

local network

An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login

A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also [password](#).

login announcement

A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes

Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC

See [leave word calling \(LWC\)](#).

M

magnetic peripherals

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox

A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list

A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Lucent INTUITY software that affects at least one fourth of the Lucent INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS

See [manually out-of-service \(MANOOS\)](#).

manually out-of-service (MANOOS)

State of operation during which a unit has been intentionally taken out of service.

MAP

See [multi-application platform \(MAP\)](#).

mean time between failures (MTBF)

The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type

The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

memory

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree

The way in which nested automated attendants are set up.

message categories

Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component

A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery

An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See [INTUITY Message Manager](#).

message-waiting indicator (MWI)

An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)

See [message-waiting indicator \(MWI\)](#).

migration

An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring

A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

mode code

A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

modular

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM

See [*modular processor data module \(MPDM\)*](#).

MTBF

See [*mean time between failures \(MTBF\)*](#).

multi-application platform (MAP)

The computer hardware platform used by the Lucent INTUITY system.

multilingual feature

A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI

See [*message-waiting indicator \(MWI\)*](#).

MWL

See [*message waiting lamp \(MWL\)*](#).

N

networking

See [*INTUITY AUDIX Digital Networking*](#).

networking prefix

A set of digits that identifies a Lucent INTUITY machine.

night attendant

The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message

A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

O

off-hook

See [switch hook](#).

on-hook

See [switch hook](#).

on-line help

A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also [help](#).

open systems interconnection (OSI)

An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)

The set of software programs that runs the hardware and interprets software commands.

option

A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS

See [operating system \(OS\)](#).

OSI

See [open systems interconnection \(OSI\)](#).

outcalling

A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox

A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also [login](#).

password aging

An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX

See [private branch exchange \(PBX\)](#).

PC

See [power converter](#).

PDM (processor data module)

See [modular processor data module \(MPDM\)](#).

PEC

See [price element code \(PEC\)](#).

peripheral device

Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory

An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension

See [secondary extension](#).

pinouts

The signal description per pin number for a particular connector.

port

A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST

See [power on self test \(POST\)](#).

power converter

A device for changing AC to DC and vice versa.

power on self test (POST)

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

price element code (PEC)

priority call answer

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses **2** after recording.

priority messaging

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also [priority outcalling](#).

priority outcalling

An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also [priority messaging](#).

private branch exchange (PBX)

An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also [switch](#).

private mailing list

A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging

A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)

See [modular processor data module \(MPDM\)](#).

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key

See [function key \(F key\)](#).

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter

A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM

See [random access memory \(RAM\)](#).

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance

The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also [remote service center](#).

remote network

A network in which the systems are integrated with more than one switch.

remote service center

A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also [remote maintenance](#).

remote terminal

A terminal connected to a computer over a telephone line.

remote users

INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN

See [ringer equivalence number \(REN\)](#).

reply loop escape

An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender

An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)

One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart

1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the *R (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore

The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time

The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)

A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee

A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with a service provider.

ROM

See [read-only memory \(ROM\)](#).

RS-232

See [EIA interface](#).

RTS

See [request to send \(RTS\)](#).

S

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter` command: prompt.

SCSI

See [small computer systems interface \(SCSI\)](#).

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For INTUITY Message Manager, INTUITY AUDIX is the server. See also [client](#).

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See [switch integration device \(SID\)](#).

SIMM

See [single in-line memory module \(SIMM\)](#).

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

single in-line memory module (SIMM)

A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI

See [simplified message service interface \(SMSI\)](#).

subscriber

A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge

A sudden rise and fall of voltage in an electrical circuit.

surge protector

A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW

See [switch integration](#).

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also [private branch exchange \(PBX\)](#).

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration

Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)

A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network

Two or more interconnected switching systems.

synchronized mailbox

A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer

The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also [asynchronous communication](#).

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See [configuration](#).

T

T.30

The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP

See [transmission control protocol/internet protocol \(TCP/IP\)](#).

TDD

See [telecommunications device for the deaf \(TDD\)](#).

TDM

See [time division multiplexing \(TDM\)](#).

telecommunications device for the deaf (TDD)

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal

See [display terminal](#).

terminal type

A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor

A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)

A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)

A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R

See [tip/ring](#).

troubleshooting

The process of locating and correcting errors in computer programs (also called *debugging*) or systems.

trusted server

A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

U

UCD

See [uniform call distribution \(UCD\)](#).

Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing * .

undelivered message

A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

Unequipped

See [equipped/unequipped](#).

unfinished message

A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)

The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also [call-distribution group](#).

uninterruptable power supply (UPS)

An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system

A multi-user, multi-tasking computer operating system.

upgrade

An installation that moves a Lucent INTUITY system to a newer release.

untouched message

An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the * H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS

See [uninterruptable power supply \(UPS\)](#).

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "Press star three," instead of, "Press star D."

user interface

The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with INTUITY Message Manager.

user population

A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See [voice message](#).

voice mailbox

See [mailbox](#).

voice message

Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing

1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

volt

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

W

WAN

See [wide area network \(WAN\)](#).

watt

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

wide area network (WAN)

A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window

That portion of the Lucent INTUITY user interface through which you can view system information or status.

Index

Numerics

- 3A SMSI translator, [1-24](#), [2-13](#), [3-10](#)
- 5ESS, [1-24](#), [2-13](#), [3-10](#)
- 60-digit outcalling numbers, [1-25](#), [2-14](#), [B-7](#)

A

- Abbreviations, [ABB-1](#) to [ABB-9](#)
- ADAP, [1-34](#), [2-23](#), [3-20](#)
- ADAP PC2AUDIX, [1-34](#), [2-23](#)
- address before record, [1-29](#), [1-31](#), [2-15](#), [3-16](#), [B-11](#)
 - administration, [1-31](#), [2-19](#), [3-20](#)
- administration
 - enhanced list, [1-32](#)
 - integrated messaging, [1-32](#), [3-21](#)
 - TCP/IP networking, [1-31](#), [3-21](#)
 - text-to-speech, [1-32](#)
 - transfer number, [1-32](#)
- administration feature comparison
 - AUDIX Voice Power, [3-19](#)
- administration interface changes
 - DEFINITY AUDIX, [2-18](#)
- administration, new features
 - Lucent INTUITY from AUDIX R1, [1-30](#)
 - Lucent INTUITY from AUDIX Voice Power, [3-19](#)
 - Lucent INTUITY from DEFINITY AUDIX, [2-18](#)
- Administrator password aging, [2-20](#)
- administrator password aging, [3-21](#)
- Advance/Rewind increment, [2-20](#)
- Advanced Communications Package (ACP), [1-24](#)
- Aging passwords, [2-20](#)
- alarm notification, [3-20](#)
- AMIS, [3-12](#)
- AMIS analog networking, [1-25](#), [2-8](#), [3-12](#)
- approval of messages, [1-28](#), [3-16](#), [B-5](#)
- attendant scheduling, [3-18](#)
- audiences, primary, [viii](#)
- AUDIX R1, [1-1](#)
 - automated attendant, [1-34](#)
 - comparison to INTUITY, [1-23](#)
 - hours of storage comparison, [1-23](#)
 - maximum users comparison, [1-23](#), [2-11](#)
 - message approval, [1-28](#)
 - migration process, [1-2](#)
 - networking capacity comparison, [1-23](#)
 - O calls to follow coverage, [1-25](#)
 - switch connectivity comparison, [1-24](#)
 - voice ports comparison, [1-23](#)
- AUDIX R1 to Lucent Intuity
 - enhanced migration, [1-10](#)
 - migration preparation, [1-4](#), [1-11](#), [1-15](#)
 - post-migration administration, [1-8](#), [1-14](#), [1-19](#)
 - standard migration, [1-2](#)
 - tandem migration, [1-14](#)

AUDIX Voice Power

- administration feature comparison, [3-19](#)
 - AMIS analog networking, [3-12](#)
 - automated attendant, [3-18](#)
 - hours of storage comparison, [3-9](#)
 - message approval, [3-16](#)
 - switch connectivity comparison, [3-10](#)
 - voice ports comparison, [3-9](#)
- automated attendant, INTUITY, [3-18](#)
automated attendant, Lucent INTUITY, [1-34](#)
automatic message scan, [3-12](#)

B

- backup, [1-33](#), [2-23](#), [3-22](#)

C

- call answer disable, [1-26](#), [1-31](#), [2-15](#), [2-19](#), [3-12](#), [3-20](#), [B-11](#)
Call delivery machine, [2-21](#)
call delivery machine, [1-30](#), [3-20](#)
call detail recording, [1-34](#)
call screening, [2-18](#)
call sender as reply, [3-12](#)
Call transfer
restriction of, feature, [2-18](#), [3-15](#)
restrictions feature, [2-20](#)
- capacity comparison
AUDIX R1 to Lucent INTUITY, [1-23](#)
AUDIX Voice Power to Lucent INTUITY, [3-9](#)
DEFINITY AUDIX to Lucent INTUITY, [2-11](#)
- changing extensions, [1-31](#), [2-21](#), [3-21](#)
control link mode, [2-2](#)
customizing prompts, [3-22](#)

D

- DCIU connection, [1-24](#), [2-13](#), [3-10](#)
DCP connections, [3-10](#)
DCS, [2-16](#)
DEFINITY AUDIX
administration feature comparison, [2-18](#)
administration interface changes, [2-18](#)
comparison to Lucent INTUITY, [2-11](#)
control link mode migration, [2-2](#)
hours of storage comparison, [2-11](#)
migration completion, [2-9](#)
migration process, DP mode, [2-4](#)
networking capacity comparison, [2-11](#)
O calls to follow coverage, [2-16](#)
switch connectivity comparison, [2-12](#)
voice ports comparison, [2-11](#)
- DEFINITY Generic 1, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 2.1, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 2.2, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 3 V2, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 3 V3, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 3i, [1-24](#), [2-13](#), [3-10](#)

DEFINITY Generic 3r, [1-24](#), [2-13](#), [3-10](#)
DEFINITY Generic 3s, [1-24](#), [2-13](#), [3-10](#)
delivery scheduling, [3-12](#)
Digital Networking
 TCP/IP, feature description, [2-21](#)
digital networking, [3-12](#)
Digital Port Emulation, [2-13](#)
digital port emulation mode, [2-4](#)
directory assistance, [3-12](#)
disable call answer, [1-26](#), [2-15](#), [3-12](#), [B-11](#)
disk mirroring, [2-19](#)
document purpose, [viii](#)

E

ELA, see *Enhanced List Application*
E-mail messaging
 administrative features, [2-22](#)
 printing text messages, [2-17](#), [3-15](#)
 send/receive feature, [2-17](#), [3-14](#)
 Text-to-Speech, [2-17](#), [3-15](#)
end of message warning, [1-25](#), [3-12](#)
enhanced AUDIX R1 migrations
 time estimates, [A-8](#)
Enhanced List Application
 administrative features, [2-22](#)
 feature, [2-18](#), [3-15](#)
enhanced migration, [1-10](#)
error prompts, dial through, [1-29](#), [3-17](#), [B-16](#)
extensions
 changing, [1-31](#), [2-21](#), [3-21](#)

F

FAX messaging
 administration, [2-21](#)
fax messaging
 administration, [1-30](#), [3-20](#)
 attaching voice messages, [B-7](#)
 call delivery machine, [1-30](#), [3-20](#)
 Message Manager, [1-26](#)
 print prefix, [1-4](#), [1-16](#), [2-6](#), [3-4](#)
 print queue report, [1-31](#), [2-19](#), [3-20](#)
 printer administration, [1-30](#), [3-20](#)
 receiving, [B-7](#)
 sending, [B-7](#)
 storing, [B-7](#)
fax recognition, [3-18](#)
feature comparison, administration
 AUDIX R1, [1-29](#)
 AUDIX Voice Power, [3-19](#)
 DEFINITY AUDIX, [2-18](#)

Features

- advance/rewind increment, [2-20](#)
- call transfer restrictions, [2-20](#)
- e-mail integration, [2-17](#), [3-14](#)
- e-mail messaging
 - administration, [2-22](#)
 - send/receive with AUDIX, [2-17](#), [3-14](#)
- Enhanced List Application, [2-18](#), [3-15](#)
 - administration, [2-22](#)
- FAX messaging
 - administrative features, [2-21](#)
- password aging, [2-20](#)
- password compliance, [2-18](#), [2-20](#), [3-15](#)
- printing e-mail or Message Manager text messages, [2-17](#), [3-15](#)
- restrictions on call transfers, [2-18](#), [3-15](#)
- TCP/IP LAN, [2-20](#)
- TCP/IP networking, [2-21](#)
- Text-to-Speech, [2-17](#), [3-15](#)
 - Text-to-Speech administration, [2-22](#)
- filesystems, [1-33](#)
- function keys, [1-30](#), [2-19](#), [3-19](#)

G

- general mailbox, [3-17](#)
- Glossary, [GL-1](#) to [GL-30](#)
- greetings, dual language, [1-26](#), [2-14](#), [3-11](#), [B-7](#)
- guest password, [3-13](#)

H

- Help
 - improving the documentation, [xvii](#)
- holiday attendant scheduling, [3-18](#)
- How to comment on this book, [xvii](#)

I

- intended audiences, [viii](#)
- Interfaces
 - INTUITY screens, [2-24](#)
- INTUITY
 - comparison to AUDIX R1, [1-23](#)

L

- languages, available announcement sets, [1-25](#), [B-7](#)
- leave word calling, [3-13](#)
- login announcement, [3-13](#)
- logins, [1-30](#), [2-19](#), [3-19](#)
- logins comparison, [1-30](#)
- loudness controls, [3-13](#)
- Lucent INTUITY administration features, [1-30](#)
- Lucent INTUITY Message Manager, [1-26](#)
- Lucent INTUITY windows, [1-36](#), [3-24](#)

M

- mailing list, large, [1-27](#), [B-11](#)
- Meridian, Meridian SL-1, [1-24](#), [2-13](#)
- MERLIN LEGEND, [1-24](#)
- MERLIN LEGEND AUDIX Voice Power IS II, [3-1](#)
- Message Manager, [1-26](#), [B-9](#)
 - e-mail, [B-9](#)
 - fax messaging, [1-26](#), [B-9](#)
 - printing text messages, [2-17](#), [3-15](#)
 - voice mail, [B-9](#)
- message sending restrictions, [3-20](#)
- Messaging
 - e-mail, [2-17](#), [3-15](#)
 - Enhanced List Application, [2-18](#), [3-15](#)
 - printing text messages, [2-17](#), [3-15](#)
- migration preparation, [1-4](#), [1-11](#), [1-15](#)
 - AUDIX Voice Power, [3-3](#)
- migrations
 - AUDIX Voice Power, [3-1](#)
 - enhanced AUDIX R1 migration, time estimates, [A-8](#)
- Mitel SX 200D, [1-24](#), [2-13](#), [3-10](#)
- multiple languages simultaneously, [1-25](#), [2-14](#), [3-11](#)

N

- name recording, [3-16](#), [B-16](#)
- name voiceback, [3-17](#)
- NEC NEAX 2400, [1-24](#), [2-13](#), [3-10](#)
- nested attendants, [3-18](#)
- Networking
 - TCP/IP
 - feature, [2-21](#)
- networking comparison
 - AUDIX R1, [1-25](#)
 - AUDIX Voice Power, [3-20](#)
- night attendant, [3-18](#)
- Northern Telecom DMS100, [1-24](#), [2-13](#), [3-10](#)
- Northern Telecom SL-1, [1-24](#), [2-13](#), [3-10](#)

O

- O calls to follow coverage, [1-25](#), [2-16](#), [3-14](#)
- online help, [3-13](#)
- outgoing/filed message storage, [3-13](#)

P

- Password
 - aging feature, [2-20](#)
 - compliance guideline feature, [2-18](#), [3-15](#)
 - compliance guidelines feature, [2-20](#)
- password aging, [3-20](#)
- passwords, restrictions, [1-27](#)
- personal directory, [3-13](#)
- personal greetings, administration, [1-26](#), [2-14](#), [3-11](#), [3-16](#), [3-18](#), [B-16](#)

PGATE connection, [1-24](#), [2-13](#), [3-10](#)
PI connection, [1-24](#), [2-13](#)
post-migration administration, [1-8](#), [1-14](#), [1-19](#)
preparation for migration, [1-4](#), [1-11](#), [1-15](#)
print a fax
 prefix, [1-4](#), [1-16](#), [2-6](#), [3-4](#)
print queue report, [1-31](#), [2-19](#), [3-20](#)
print screen, [1-31](#), [2-20](#), [3-22](#)
Printing
 text messages, [2-17](#), [3-15](#)
priority call answer messages, [1-26](#), [2-15](#), [3-14](#)
priority messages, [3-13](#), [B-6](#)
priority outcalling, [3-13](#)
private messages, [1-29](#), [3-13](#), [B-6](#)
prompts, customizing, [3-22](#)

R

relogin, [3-13](#)
resources
 related, [xvi](#)
restore, [1-33](#), [2-23](#), [3-22](#)
Rolm 8000, 9000, 9751, [1-24](#), [2-13](#), [3-10](#)

S

SCI connection, [1-24](#), [2-13](#), [3-10](#)
screen cross reference DEFINITY AUDIX, [2-26](#)
screen cross-reference DEFINITY AUDIX, [3-24](#)
Screens
 INTUITY, [2-24](#)
 layout and components, [2-25](#)
Security
 call transfer restrictions, [2-20](#)
shared extension, [3-13](#)
SIDs, [1-24](#), [2-13](#), [3-10](#)
speed up/slow down controls, [3-14](#)
standard migration, [1-2](#)
Suggestions for improving book?, [xvii](#)
Switch Communications Adapter (SCA), [1-24](#)
switch connectivity comparison
 AUDIX R1, [1-24](#)
 AUDIX Voice Power, [3-10](#)
 DEFINITY AUDIX, [2-13](#)
Switch Interface Device, see SIDs
synchronized mailboxes, [B-10](#)
System 25, [3-10](#)
System 75 (all releases), [3-10](#)
System 75 R1V3, [1-24](#), [2-13](#), [3-10](#)
System 85 R2V2, [1-24](#)
System 85 R2V4, [1-24](#), [2-13](#), [3-10](#)

T

tandem migration, [1-14](#)
TCP/IP
 LAN access feature, [2-20](#)
 networking, [2-21](#)

- temporary closure message, [3-18](#)
- Text-to-Speech
 - administrative features, [2-22](#)
 - feature, [2-17](#), [3-15](#)
- text-to-speech, [1-27](#)
- thresholds, [1-34](#), [2-23](#)
- traffic reports, [1-33](#)
- Transfer
 - restriction on call transfers, [2-18](#), [3-15](#)
 - restrictions on call transfers, [2-20](#)
- Troubleshooting
 - improving the documentation, [xvii](#)

U

- undelete key, [1-25](#), [2-14](#), [3-11](#)
- undelivered message notification, [3-17](#), [B-17](#)
- untouched message, [3-14](#)
- user data, [2-3](#), [2-4](#)
- user features
 - Lucent INTUITY, [1-25](#)
- user handout
 - for AUDIX R1 users, [B-3](#)
 - for AUDIX Voice Power users, [B-13](#)
 - for DEFINITY AUDIX users, [B-23](#)
- users, maximum comparison
 - AUDIX R1, [1-23](#)
 - AUDIX Voice Power, [3-9](#)
 - DEFINITY AUDIX, [2-11](#)

V

- voice mail
 - sending, [B-5](#)
- voice ports
 - AUDIX R1 comparison, [1-23](#)
 - DEFINITY AUDIX comparison, [2-11](#)

W

- windowing, [1-30](#), [3-20](#)
- Windows
 - accessing, [2-24](#)
 - layout and components, [2-24](#)

INTUITY Messaging Solutions Release 4, Phase 2 Books

**NOTE:**

Guidebuilder is cancelled until later in 1997.

Current as of January 22, 1997 - KC

Title, Document No.	Comcode	Issue No.	Brief Description
General Information			
<i>Lucent INTUITY™ Messaging Solutions Release 4 System Description, 585-310-235</i>	107731606	1	Contains a comprehensive description of the Lucent INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities.
<i>Lucent INTUITY™ Messaging Solutions Release 4 Documentation Guide, 585-310-016</i>	107889222	2	Describes each of the Release 4 books including content and audience. Previous release document sets are listed in descending order after the Release 4 section. Ordering information and a description of how the books have changed from previous releases are also included.
<i>GBCS Product Security Handbook, 555-025-600</i>	107852469	5	Discusses security risks and measures you can take to help prevent external tele-communication fraud. It includes specific information on the Lucent INTUITY messaging system and other Lucent products
Planning			
<i>Lucent INTUITY™ Messaging Solutions Release 4 Planning for Migrations, 585-310-606</i>	107889230	2	Contains a high-level description of the process needed for migrating from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power on MERLIN LEGEND (IS II or III) systems to the INTUITY Messaging Solutions R4 system. It describes how users can manage the migration and compares the INTUITY AUDIX system with the voice messaging system being replaced.
<i>Lucent INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning, 585-310-607</i>	107889248	2	Contains a high-level description of the process for upgrading from the INTUITY AUDIX R2.0 and R3.0 systems to the INTUITY Messaging Solutions R4 system. It describes how users can manage the upgrade and identifies feature differences between releases.

Title, Document No.	Comcode	Issue No.	Brief Description
Installation			
<i>Lucent INTUITY™ Messaging Solutions Release 4 Migration Procedures, 585-310-167</i>	107889255	2	Contains the procedures and checklists needed for migrating to Lucent INTUITY R4 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. It includes migration error codes and procedures and checklists for migration processes.
<i>Lucent INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168</i>	107889263	2	Contains the procedures and a checklist necessary to upgrade from Lucent INTUITY R2 to Lucent INTUITYR4 or from Lucent INTUITY R3 to Lucent INTUITY R4. Also contains procedures for performing a software upgrade from R4.0 to R4.n, and procedures for performing a /40s to /40 platform upgrade.
<i>Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation, 585-310-169</i>	107889271	2	Contains complete instructions for hardware and software installation, initial administration, and acceptance testing of a new Lucent INTUITY system. The book also include complete switch integration instructions for the System 75, System 85, and MERLIN LEGEND switches.
<i>Lucent INTUITY™ Messaging Solutions Release 4 System Installation Worksheets, 585-310-170</i>	107731671	1	An online Microsoft word document consisting of 45 worksheets located on the Lucent Technologies BCS IntraWorks home page. These can be used by project managers or account reps to provide customer specific information to the installer.
<i>Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173</i>	107889289	2	Same as the MAP/40 install except with specific information for the MAP/100. Both books also include: appendices containing an installation checklist, an overview of the user interface, installation troubleshooting, and supplemental information on switch preadministration, connectivity, and pinouts.

Title, Document No.	Comcode	Issue No.	Brief Description
Maintenance			
<i>Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171</i>	107889297	2	Contains information for troubleshooting and diagnosing problems associated with the MAP/40 and MAP/40s hardware. It includes component replacement procedures and common system procedures as well as installation procedures for software and RFUs. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.
<i>Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174</i>	107889305	2	Contains the same type of information as the MAP/40 book only the information is specific to the MAP/100.
Switch Integration			
<i>Lucent INTUITY™ Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3, 585-310-214</i>	107643355	4	This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Intuity system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Intuity system; configuration descriptions and diagrams.
<i>Lucent INTUITY™ Integration with System 85 and DEFINITY Communications System Generic 2, 585-310-215</i>	107643306	2	Contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with a Lucent INTUITY system. It includes planning, installation, and administration information
<i>Lucent INTUITY™ Integration with MERLIN LEGEND Communications System, 585-310-231</i>	107643199	2	Contains the procedures needed to administer a MERLIN LEGEND switch to work with a Lucent INTUITY system. It includes an overview of the integration process, prerequisite information, administration planning information, software installation procedures, and procedures for using MERLIN LEGEND SPM with the Lucent INTUITY system.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>Lucent INTUITY™ Integration with the 5ESS Switch, 585-310-219</i>	107156671	1	Includes an overview of the integration process, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Lucent INTUITY system, alarms, and installing 5ESS switch software package on a Lucent INTUITY system.
<i>Lucent INTUITY™ Integration with DMS-100, 585-310-223</i>	107156689	1	Includes an overview of the integration process, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Intuity system, alarms, and installing DMS-100 switch software package on a Lucent INTUITY system.
<i>Lucent INTUITY™ Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1, 585-310-221</i>	107697237	2	Includes prerequisite information, switch integration device (SID) basics, installation and administration planning information, hardware and software installation procedures, Lucent INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.
<i>Lucent INTUITY™ Integration with Mitel, 585-310-222</i>	107662967	2	Contains the procedures needed to administer a Mitel SX-2000 Digital, SX-100, and SX-200 switch to work with a Lucent INTUITY system. Includes the same information as described for the DMS-100.
<i>Lucent INTUITY™ Integration with NEC NEAX, 585-310-216</i>	107643280	2	Contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with a Lucent INTUITY system. Includes the same information as described for the DMS-100..
<i>Lucent INTUITY™ Integration with ROLM 8000, 9000, 9571, 585-310-220</i>	107643272	2	Contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX to work with a Lucent INTUITY system. Contains the same information as described for the DMS-100.

Title, Document No.	Comcode	Issue No.	Brief Description
System Administration			
<i>Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564</i>	107889313	2	Contains system functionality overviews, planning considerations, and recommendations and instructions for administering AUDIX, fax mail, e-mail, ELA, the Lucent INTUITY platform, and integrating with Lotus Notes/cc:mail. It includes procedures for the administration of system features, users, automated attendants and bulletin boards, fax print destinations, trusted servers, and the Applications Programming Interface for Message Manager
<i>Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566</i>	107889321	2	Describes how to use alarm and activity logs as well as listing alarms that the customer or installer can address. These listings include procedures on how to fix the problems that generated the alarms.
<i>AUDIX Administration and Data Acquisition Package, 585-302-502</i>	107764938	13	Describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system.
<i>Lucent INTUITY™ Call Accounting System User Guide, 585-310-728</i>	107380610	1	Contains the procedures needed to administer, install, and maintain a call accounting system.
<i>Lucent INTUITY™ Call Accounting System Quick Reference, 585-310-729</i>	107380628	1	A foldout card which contains an abbreviated view of CAS commands. Designed for the experienced CAS user.
<i>Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567</i>	107889339	2	Contains a description of digital networking, explains the different types of networking, provides procedures for administering networking and remote users, describes the traffic reports, and provides troubleshooting procedures for INTUITY AUDIX Release 3 and Release 4. Switch administration procedures and planning worksheets also are included.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>AMIS Analog Networking, 585-300-512</i>	107643330	6	Includes an overview and feature description, and procedures for administering AMIS Analog Networking on Intuity AUDIX R2, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2, R3, R3.1, and R3.2 systems.
System Use/Subscriber			
<i>Lucent INTUITY™ Messaging Solutions Release 4 User-Handout Artwork, 585-310-744</i>	107731739	1	This package contains camera-ready artwork from several user documents. Customers may use this artwork to customize and print their own version of each document.
<i>Lucent INTUITY™ Messaging Solutions Release 4 Guidebuilder, 585-310-745</i> (On Delay)	107731812	1	Guidebuilder is a software product that customers use to print custom documents for end users. It allows customers to include in the documents only those INTUITY AUDIX features that have been purchased or turned on. It also allows customers to incorporate customer-specific codes such as network prefixes, fax print prefixes, and system telephone numbers.
<i>A Portable Guide to Voice Messaging, 585-300-701</i>	107395352	3	This pocket-sized book provides the user with concise yet comprehensive task-oriented information for using the voice mail and call answer features of INTUITY AUDIX and DEFINITY AUDIX.
<i>Lucent INTUITY™ Multimedia Messaging User's Guide, 585-310-748</i>	107789935 4	2	This book provides the user with concise yet comprehensive task-oriented information for using the voice mail, call answer, and multimedia features of INTUITY AUDIX.
<i>Voice Messaging Quick Reference, 585-300-702</i>	106710148	3	Summarizes the most commonly used subscriber features for INTUITY AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick-reference guides.
<i>Lucent INTUITY™ Multimedia Messaging Quick Reference, 585-310-751</i>	107731796	1	Summarizes the most commonly-used user features, <i>including multimedia features</i> , for INTUITY AUDIX. One package includes 150 quick-reference guides
<i>Voice Messaging Wallet Card, 585-300-704</i>	106710163	2	Contains a summary of commands and a memory jogger for the user's entry-level menu of task choices. One package includes 150 wallet cards.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>Multiple Personal Greetings Quick Reference, 585-300-705</i>	107419251	5	Summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick-reference guides
<i>Voice Messaging Outcalling Quick Reference, 585-300-706</i>	107307365	1	Summarizes the use of the outcalling feature. One package includes 150 quick-reference guides.
<i>Lucent INTUITY™ Message Manager Release 4 User Guide, 585-310-743</i>	107723843	1	This book provides the user with concise yet comprehensive task-oriented information for using Message Manager Release 4.0.

