

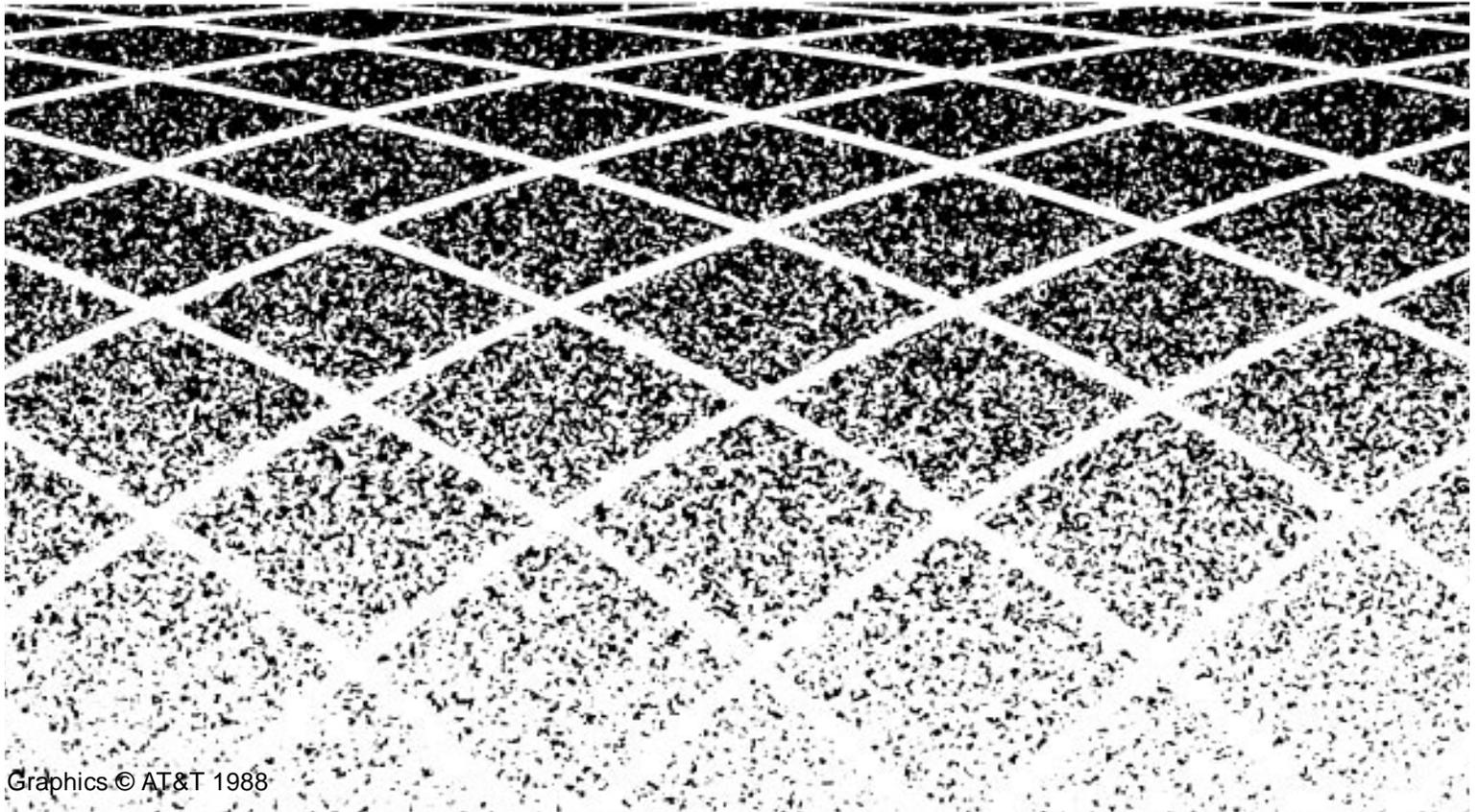


585-310-607

Issue 1

July 1996

**INTUITY**  
**Messaging Solutions**  
**Release 4.0**  
**Change Description and**  
**Upgrade Planning**





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## About This Book

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### **Purpose**

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This document, *Lucent INTUITY Messaging Solutions Release 4.0 Change Description and Upgrade Planning*, contains a high-level description of the preadministration and post administration planning needed for upgrading the Lucent INTUITY system.

### **Intended Audience**

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This document is intended for the following:

- Customers who are planning to upgrade an Lucent INTUITY system
- Lucent INTUITY system administrators, who are responsible for all system level aspects of the Lucent INTUITY system and dealing with users

**⇒ NOTE:**

Actual technical procedures for the upgrade of a Lucent INTUITY system are contained in *Lucent INTUITY Messaging Solutions Release 4.0 Upgrade Procedures* book.

### **Trademarks and Service Marks**

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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 Paradyne Corp.
- CONVERSANT® Voice Information System is a registered trademark of Lucent Technologies™.
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- Netware® Loadable Module™ is a registered trademark of Novell, Inc.
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- 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.
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- 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**

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

### **Documentation**

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 **NOTE:**

The *Lucent INTUITY Messaging Solutions Release 4.0 Documentation Guide*, 585-310-540, contains a detailed description of all books included in the Release 4.0 Lucent 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 book in conjunction with this planning book:

- *Lucent INTUITY Messaging Solutions Release 4.0 Administration*, 585-310-564, for a complete description of the Intuity product and features

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

## **How to Comment on This Book**

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

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

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Denver, Colorado 80234

Please include the title and order number of this book.

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# Lucent INTUITY Release 4 Upgrade Preadministration

# 1

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## Overview

This chapter provides an overview of the upgrade process and identifies the pre-administration tasks that the customer is responsible for completing when upgrading to Lucent INTUITY Release 4.

## Pre-Planning Analysis

Before you purchase an upgrade to Lucent INTUITY Release 4, the Multimedia Messaging Implementation and Sales Center (MMISC), formerly known as the AUDIX Upgrade Control Center (AUCC), runs a pre-sales software package remotely on your system to determine if it can be upgraded. This software package detects and displays:

- Hardware and software configuration
- Current languages installed
- Feature option information
- Basic system measurements on port usage, disk usage, and number of users

Once an upgrade is determined to be feasible, this information is used in building the replacement system.

## **Upgrade Pre-Planning Issues**

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Several issues impact whether your system can be upgraded to Lucent INTUITY Release 4.1

- If the system is a Lucent INTUITY Release 1, it cannot be upgraded directly to INTUITY Release 4, but must first be upgraded to INTUITY Release 2.
- If the system contains the Lucent INTUITY module Interactive Voice Response (IVR), this module must be removed before a system can be upgraded to Lucent INTUITY Release 4. IVR is not compatible with Lucent INTUITY Release 4.
- If the system contains the Lucent INTUITY Lodging package, this package must be removed before a system can be upgraded to Lucent INTUITY Release 4. Lucent INTUITY Lodging is not compatible with Lucent INTUITY Release 4.
- If the system is out of space but cannot support another hard disk, the upgrade will be impacted. The pre-sales software package determines if the platform can support another hard disk. If the system cannot support another hard disk, some information may have to be removed.
- If the system is upgraded, it will have to be taken out of service for some portion of the data transfer. How long the system will be out of service depends on the type of data transfer (in-service or out-of-service), the amount of data to be transferred, and whether a LAN card must be installed. Downtime estimates are in the sections following. The downtime will affect the:
  - Amount of time the technician is scheduled to be on site for the upgrade
  - Advance instructions for the users
  - Amount of time the system administrator will be involved in the upgrade

## **Types of Upgrades**

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Upgrades of the Lucent INTUITY Release 2 and 3 Systems have consisted of the technicians installing application software and making any necessary hardware changes. This type of upgrade is called an “in-place” upgrade.

The Lucent INTUITY Release 4 upgrade is a “platform” upgrade. This platform upgrade includes shipping a replacement Lucent INTUITY Release 4 System to the customer site and copying customer data from the existing platform (containing Release 2 or 3) to the replacement platform (Release 4). The replacement platform is powered up and placed in service. The existing platform is returned to the factory for refurbishing.

**⇒ NOTE:**

Though the Lucent INTUITY Release 4 System is a “new” system, the platform may contain some refurbished components. Therefore, in this document, it is referred to as a replacement system rather than a new system.

The data can be transferred from the existing system to the replacement system while the existing system is out-of-service or in-service.

### **Out-of-Service Data Transfer**

An out-of-service data transfer is the quickest type of upgrade. However, it requires that both the existing and replacement systems’ voice services be shut down while all data files are transferred. Service is restored on the replacement system after the transfer is complete.

Table 1-1 shows estimates of the time required for the out-of-service data transfer, depending on the amount of data to be transferred. These are estimates only and may not reflect the exact time it takes to upgrade your system.

**Table 1-1. Out-of-Service Upgrade Time Estimates**

	<b>Downtime</b>	
	<b>Maximum Hours</b>	<b>Minimum Hours</b>
MAP/5	6.2	1.7
MAP/40	8.5	2.0
MAP/100	18.8	3.5

The out-of-service data transfer requires a direct connection or a dedicated local area network (LAN). This direct connection is a coaxial cable connecting the two systems.

## **In-Service Data Transfer**

The in-service data transfer requires more time than the out-of-service data transfer. However, most of the data transfer occurs when the existing system is still in-service taking calls. File transfers are moderated so that the affects on the performance of your existing system and LAN are minimized. The in-service data transfer can take place over an existing LAN or a direct connection.

### **⇒ NOTE:**

An in-service data transfer may have trouble keeping up with replacement messages on a high-traffic system. The in-service data transfer should be run during periods of low system traffic

The in-service data transfer requires the involvement of the LAN system administrator. The LAN system administrator must

- Assess the impact of the data transfer on the existing LAN traffic
- Provide IP addresses for the replacement and existing platforms as needed
- Administer the LAN to provide connectivity between the LANs as needed

Table 1-1 shows estimates of the time required for the in-service data transfer. These are estimates only and may not reflect the exact time it takes to upgrade your system.

**⇒ NOTE:**

Because of the additional time required for an in-service upgrade, the technician normally leaves the site after the upgrade is begun and returns to complete the upgrade later.

**Table 1-2. In-Service Upgrade Time Estimates**

	Downtime	
	Maximum Hours	Minimum Hours
MAP/5 (visit 1)	1.7	0.0
MAP/5 (visit 2)	2.8	1.5
MAP/5 (total)	4.5	1.5
MAP/40 (visit 1)	1.7	0.0
MAP/40 (visit 2)	3.2	1.6
MAP/40 (total)	4.9	1.6
MAP/100 (visit 1)	1.7	0.0
MAP/100 (visit 2)	6.2	2.4
MAP/100 (total)	7.9	2.4

**Selecting the Transfer Type**

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Whether you should choose an in-service or out-of-service data transfer depends on such factors as:

- How much downtime is acceptable
- How large your system is
- How much voice data must be transferred

The in-service data transfer is designed primarily for the large systems with lots of voice data (for instance, a MAP/100 with 200 hours of voice data). The out-of-service data transfer might require twice the downtime for a system this size as the in-service data transfer. For smaller systems, the difference in downtime is less of a factor.

## Installing a LAN Card

All upgrades require a LAN card in the existing system. This allows the existing system to talk to the replacement system. The pre-sales software package will detect a LAN card if one is installed.

If your existing system does not contain a LAN card, the technician will install one on the day of the upgrade. The technician must shut down the system to install the LAN card. This time is included under Maximum Hours in Table 1-1. The replacement system comes with a LAN card installed.

## Planning Checklist

Table 1-3 is a checklist of steps that should be performed before and after an upgrade begins. The tasks that are shaded apply to custom announcements. If your system contains custom announcements, you should perform these tasks. If your system does not contain custom announcements, you can skip these tasks.

**Table 1-3. Upgrade Planning Checklist**

<b>Task</b>	<b>Description</b>	<b>Reference</b>	<b>✓</b>
<b>Pre-Implementation</b>			
1.	Account representative contacts customer, customer indicates interest in upgrade		
2.	Account representative completes needs assessment		
3.	MMISC dials up customer and downloads/executes pre-sales software	"Pre-Planning Analysis" in Chapter 1, "Lucent INTUITY Release 4 Upgrade Preadministration" of <i>Lucent INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning</i> , 585-310-607	

*Continued on next page*

**Table 1-3. Upgrade Planning Checklist — Continued**

<b>Task</b>	<b>Description</b>	<b>Reference</b>	<b>✓</b>
4.	Account representative informs the customer of pre-sales software results and issues	“Upgrade Pre-Planning Issues” in in Chapter 1, “Lucent INTUITY Release 4 Upgrade Preadministration” of <i>Lucent INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning</i> , 585-310-607	
5.	MMISC sends customer pre-implementation package		
6.	Upgrade contract is signed		
<b>Implementation</b>			
7.	MMISC sales side begins coordination and scheduling of upgrade, including: <ul style="list-style-type: none"> <li>— Customer notification and coordination</li> <li>— Shipment of documentation</li> <li>— Coordination of on-site personnel</li> <li>— Verification of remote access line for replacement system</li> <li>— Shipment of reusable upgrade kit (RUK) to technician</li> </ul>		
<b>Upgrade Preadministration</b>			
8.	Customer collects paper copies of custom announcements	“Plan to Reinstate Custom Announcements and Fragments” in Chapter 11, “Customizing Announcements” of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504,	

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**Table 1-3. Upgrade Planning Checklist — Continued**

<b>Task</b>	<b>Description</b>	<b>Reference</b>	<b>✓</b>
9.	Customer determines the type of announcement set	“Plan to Reinstate Custom Announcements and Fragments” in Chapter 11, “Customizing Announcements” of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504,	
10.	Customer make a back-up copy of the custom announcements	“Plan to Reinstate Custom Announcements and Fragments” in Chapter 11, “Customizing Announcements” of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504,	
11.	Customer contacts Professional Services group to schedule help with reinstating custom announcements	“Plan to Reinstate Custom Announcements and Fragments” in Chapter 11, “Customizing Announcements” of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504,	
12.	Customer plans for replacement system site near existing system	“Site Planning” in Chapter 1, “Lucent INTUITY Release 4 Upgrade Preadministration” of <i>Lucent INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning</i> , 585-310-607	

*Continued on next page*

**Table 1-3. Upgrade Planning Checklist — *Continued***

<b>Task</b>	<b>Description</b>	<b>Reference</b>	<b>✓</b>
13.	One week before upgrade, customer distributes information on upgrade to users	“Distribute Information to Users” in Chapter 1, “Lucent INTUITY Release 4 Upgrade Preadministration” of <i>Lucent INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning</i> , 585-310-607	
14.	One day before upgrade, customer distributes information on upgrade to users	“Distribute Information to Users” in Chapter 1, “Lucent INTUITY Release 4 Upgrade Preadministration” of <i>Lucent INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning</i> , 585-310-607	

*Continued on next page*

**Table 1-3. Upgrade Planning Checklist — *Continued***

Task	Description	Reference	✓
<b>Upgrade Post-Administration</b>			
15.	Customer administers fax messaging  <b>⇒ NOTE:</b> This task necessary only if fax messaging is replacement with this upgrade	Chapter 4, "Fax Messaging Administration" of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504	
16.	Customer reinstates custom announcements or fragments	"Reinstating Custom Announcements or Fragments" in Chapter 11, "Customizing Announcements" of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504	
17.	Customer administers electronic mail	"Administering Electronic Mail" in Chapter 5, "Integration of AUDIX with Electronic Mail Systems" of <i>Lucent INTUITY Messaging Solutions Release 4 Administration</i> , 585-310-504,	

## **Site Planning**

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The replacement Lucent INTUITY Release 4 system is shipped to the site prior to the upgrade. The technician will unpack and assemble it the day of the upgrade.

## **System Setup**

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You should provide an area with adequate space and power supply for the replacement system. The replacement system should be assembled close enough to the existing system so that the cables attached to the existing system can be swung to the replacement system once the data transfer is complete.

Your existing monitor will be connected to both systems with an A/B switchbox that the technician brings to the site as part of a reusable upgrade kit (RUK). The RUK also includes a LAN card, cables, and connectors.

## **IP Addresses for In-Service Data Transfer**

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If your system is to remain in-service during the data transfer, the technician must assign a temporary IP address to the replacement system that is compatible with your LAN. Your system administrator must provide the temporary IP address for the in-service upgrade.

## **Distribute Information to Users**

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Certain information about the upgrade should be provided to the users at one week and one day prior to the scheduled upgrade.

### **One Week in Advance**

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1. Send a broadcast message that tells your users about the upcoming change of the voice system.
2. Ask users to delete all unneeded messages and greetings. This reduces the amount of time required to transfer files.

### **One Day in Advance**

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1. Send a broadcast message telling users of the impending change.



**NOTE:**

You may want to distribute paper copies of the user interface changes the upgrade causes. For more information on the changes from Release 2 or Release 3 to Release 4, see:

- Appendix A, "Lucent Intuity Release 4 Enhancements"
  - Appendix B, "User Handouts"
2. Remind users again to delete unneeded messages and greetings.
  3. If you will be using Lucent INTUITY Fax messaging for the first time, notify users of what the dial prefix(es) are for fax print destinations. For more information on fax messaging see Chapter 4, "Fax Messaging Administration" of *Lucent INTUITY Messaging Solutions Release 4, Administration*, 585-310-504.
  4. Users who receive Lucent INTUITY Message Manager software should know that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing Message Manager with fax.

## **Plan to Reinstate Custom Announcements and Fragments**

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Custom announcements are transferred but may not be activated during the upgrade. You may have to reinstate custom announcements. To facilitate this, complete the following prior to the upgrade.

**⇒ NOTE:**

See “Lucent INTUITY Release 4 Upgrade Post-Administration” for information on how to reinstate your custom announcements.

### **Collect Paper Copies of Custom Announcements**

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**⇒ NOTE:**

Your custom announcements may no longer be applicable because new announcements are added, changed, or reserved when a Lucent INTUITY Release 4 system replaces a previous Lucent INTUITY system.

Make a list of announcements you have customized or recorded. This list will help you identify announcements you want to reinstate. How you actually reinstate your custom announcements depends on two things:

- How applicable they might be for Lucent INTUITY Release 4
- Whether you created a custom announcement set and then customized announcements in it (recommended) or if you customized the original standard announcement set package

### **Determine the Type of Announcement Set**

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Contact your account representative for help determining whether customized announcements are a factor in your upgrade.

To find the name of your active announcement set, check the System Parameters Features screen. If your active announcement set is a custom announcement set, make a back-up copy (with a new name) of this set in case it is damaged during the upgrade.

**⇒ NOTE:**

Your Professional Services group can help in reinstating custom announcements. If you choose to use Professional Services for this task, you should schedule their help in advance. Ask your account representative for help in scheduling their services.



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# Lucent INTUITY Release 4 Upgrade Post-Administration

# 2

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## Overview

This chapter identifies the features that require administration following the upgrade. It also identifies the steps that the customer is responsible for completing when upgrading to Lucent INTUITY Release 4.

For detailed administration information, see *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.

## **Administering Fax Messaging**

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If you are upgrading from Lucent INTUITY Release 2 to Lucent INTUITY Release 4, fax messaging may need to be administered. If you are upgrading from Lucent INTUITY Release 3, you probably already have fax messaging administered. If fax messaging is already administered, skip this section and proceed to "Administering E-Mail".

See Appendix A, "Lucent Intuity Release 4 Enhancements" for information on the changes from Release 2 or Release 3 to Release 4.

## **Administering the INTUITY AUDIX Application for Fax**

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To administer the fax feature, you need to administer the INTUITY AUDIX system for fax send-and-receive capabilities using the AUDIX administration screens. This involves:

- Confirming that fax and AMIS are turned on
- Enabling AMIS analog networking
- Administering outcalling
- Enabling additional ports for fax call-delivery traffic

## **Administering the Lucent INTUITY Platform for Fax**

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Once you have administered the INTUITY AUDIX system for fax, you must administer the Lucent INTUITY platform. This involves:

- Preparing and administering a fax call-delivery machine
- Administering the fax print destination prefix (optional)
- Enabling fax for remote digital machines (if you use digital networking)

## **Administering Users for Fax**

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Fax can be administered:

- Per user
- For a Class of Service

### **⇒ NOTE:**

You can also administer a separate, secondary fax extension for frequent fax users.

## **Administering Guaranteed Fax**

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Guaranteed fax can be administered:

- As a secondary extension
- As a Lucent INTUITY user

**⇒ NOTE:**

For more information on AUDIX 4 fax messaging, see Chapter 5, "Fax Messaging Administration," of *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.

## **Administering E-Mail**

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INTUITY AUDIX Release 4 includes the capability to interact with two types of multimedia messaging systems. These systems are purchased and administered, separately.

- Lucent INTUITY Message Manager — designed to let users on AUDIX systems send voice, text, file attachments, and fax messages to one another. For more information, see Chapter 7, "Integration of AUDIX with INTUITY Message Manager," of *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.
- The synchronized e-mail system — allows the exchange of voice, text, file attachments, and fax messages with AUDIX users and with users outside of the AUDIX system.

The two messaging systems are linked together with a mailbox synchronizer to allow message headers (and, optionally, the body of the message) to be replicated in each system's mailbox. This cross domain delivery is done through the application software that resides on a trusted server known as a synchronizer.

This server uses a special privileged version of the Lucent INTUITY Messaging Applications Programming Interface (IMAPI) to access INTUITY AUDIX mailboxes.

**⇒ NOTE:**

For more information on AUDIX 4 e-mail, see Chapter 6, "Integration of AUDIX with Electronic Mail Systems," of *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.

## **Administering the Lucent INTUITY Platform for E-Mail**

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To administer e-mail, you must set up

- The number of simultaneous trusted server sessions
- A trusted server
  - Define a trusted server to the Lucent INTUITY server
  - Set the IMAPI password (optional task, but recommended)

- Text-to-speech parameters (text-to-speech is an optional feature)
- Remote networked machines to receive e-mail

## **Administering Users for Integrated E-Mail**

Users can be administered for integrated e-mail one of two ways

- On a user-by-user basis
- By defining a Class of Service (COS). Defining a COS is less time-consuming if you have a large number of users to administer.

### **⇒ NOTE:**

Remote users must also be defined.

The users also have feature options that they choose in both their PC and telephone interfaces to customize message handling functions. *These options have implications that are important for you to understand.* If you have not done so already, read the system administrator's guide to the synchronized e-mail system and "Joined Telephone and E-Mail Mailboxes" in the *Lucent Intuity Multimedia Messaging User's Guide*, 585-310-748, before administering your system.

## **Reinstating Custom Announcements or Fragments**

This section describes how to use a custom announcement set from a previous Lucent INTUITY release for Lucent INTUITY Release 4. For more detailed information, see Chapter 11, "Customizing Announcements" of *Lucent INTUITY Messaging Solutions Release 4, Administration*, 585-310-504.

### **⇒ NOTE:**

The upgrade software identifies and generates a list of any announcements that you have customized and saves your custom fragment recordings in a special file. You cannot access the list of custom announcements identified by the upgrade software. Your services technician can provide you with the list of custom announcements.

1. Complete either step a or step b based on the release from which you are upgrading:
  - a. If you are upgrading from Lucent INTUITY Release 2, compare the numbers of customized announcements or fragments listed in Table 2-1.

**Table 2-1. Changes Since Lucent INTUITY Release 2 to the U.S. English Announcement Set**

Announcements			Fragments		
New	Modified	Reserved	New	Modified	Reserved
978 - 1000	49 68 73 76 77	988 - 1000	916	157 388	
1001 - 1039	86 101 113 114	1001 - 1006	2001 - 2058	973 1017	
1167 - 1185	115 119 120 121	1008 - 1100		1034 1048	
2000 - 2102	125 127 129 154	1101 - 1169		1052 1061	
	159 165 166 183			1073 1075	
	184 185 190 192			1079 1080	
	235 236 254 269			1083 1085	
	270 271 272 273			1086 1087	
	276 279 285 289			1089 1091	
	290 291 292 297			1092 1093	
	310 342 343 344			1094 1095	
	345 346 355 356			1096 1102	
	357 358 504 507			1014 1134	
	508 527 530 663			1135 1143	
	664 665 666 668			1144	
	669 670 671 673				
	675 676 677 678				
	679 755 756 767				
	808 809 810 811				
	837 838 840 841				
	892 907 920 921				
	928 929 943 961				
	1150 1151 1157				
	1158 1159				

- b. If you are upgrading from Lucent INTUITY Release 3, compare the numbers of custom announcements or fragments with those listed in Table 2-1.

**Table 2-2. Changes Since Lucent INTUITY Release 3 to the U.S. English Announcement Set**

Announcements			Fragments		
New	Modified	Reserved	New	Modified	Reserved
2000 - 2102		988 - 1000 1001 - 1006 1008 - 1100 1101 - 1169	2001 - 2058	157 388 973 1017 1034 1048 1052 1061 1073 1075 1079 1080 1083 1085 1086 1087 1089 1091 1092 1093 1094 1095 1096 1102 1014 1134 1135 1143 1144	

2. If you find no matches between the numbers of your custom announcements/fragments and the numbers in Table 2-1 or Table 2-1, you can customize your announcements in the same way you customized them for the previous release. Ask your sales representative or Professional Services group about moving your custom announcements and fragments to the Lucent INTUITY Release 4 announcement set or continue with Step 4.

**⇒ NOTE:**

You can also move these custom announcements and fragments using the **copy announcement** and **copy fragment** commands of the Lucent INTUITY system. You must know the exact name of your current custom announcement set. You should also add a Lucent INTUITY Release 4 custom announcement set and make the changes to it, *not* to the original announcement set.

3. If your previous system had custom announcements/fragments whose numbers match numbers listed in Table 2-1 or Table 2-1, you should check the text of the Lucent INTUITY Release 4 announcements/fragments with those of your previous system. You will likely find that your previous custom announcements/fragments will not fit in the Lucent INTUITY Release 4 announcement set. You will therefore have to examine the Lucent INTUITY Release 4 standard announcements and fragments for the appropriate new areas for customization. Continue with Step 4.
4. Create any custom announcement sets you had on the previous system.
5. Define the target announcement set as the administrative set. Then, using your telephone, log in to the Lucent INTUITY system as administrator, select option 9 and record your fragments.

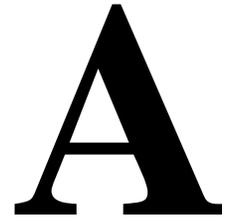
For the fragment text, refer to the list of fragments you compiled before the upgrade. Be careful to match your custom fragments to the fragments listed in Table 2-1 or Table 2-1. Your fragments may no longer be appropriate to the standard fragments and announcements in the Lucent INTUITY system.

6. Delete any previous custom announcement sets that remained after the upgrade.



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## **Lucent INTUITY Release 4 Enhancements**



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### **Overview**

When upgrading from INTUITY AUDIX Release 3.2 or 3.3 to INTUITY AUDIX Release 4, you should be aware of the enhancements in the new release. These enhancements include:

- User feature differences
- Administrative feature differences
- New and changed screens

### **Purpose**

This appendix provides information on the system enhancements in INTUITY AUDIX Release 4.

## User Features

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This section describes the new and changed user features in Lucent INTUITY Release 4 compared to earlier releases.

### INTUITY AUDIX Release 3.2

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The following user features are added or enhanced when upgrading to Lucent INTUITY Release 4 from Lucent INTUITY Release 3.2:

- Turn off AUDIX Call Answering

User can turn off the call answer feature of the AUDIX system. Thus, when the user does not answer his/her phone, AUDIX answers. If the system greeting is active, AUDIX tells the caller that the user's mailbox is not accepting messages. This capability helps prevent a user's mailbox from filling up with messages and saves disk space on the system.

- Lucent INTUITY Fax Messaging

Fax messaging is fully integrated with AUDIX voice messaging. It allows users to receive, send, 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 make them priority or private. Faxes can change categories from new to unopened to old.

 **NOTE:**

For a complete description of the fax messaging capabilities, see *Intuity Multimedia Messaging User's Guide, 585-310-748*, or *Intuity Messaging Solutions Release 4 Administration, 585-310-564*.

- Addressing messages before recording them

Users have 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 addressees. If the user is sending a fax only, the user must automatically address the fax before sending it from the fax machine.

- Fax/Text Messaging on Lucent INTUITY Message Manager

Users who have Lucent INTUITY Message Manager R4 can manipulate fax, text, and binary messages just as they do voice messages. See *Lucent INTUITY Message Manager R2.0 User Guide*.

- Send messages to and receive messages from e-mail users, including attached binary files

The system lets a user record voice 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. A user 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, your system lets a user access and manage all incoming messages (voice, fax, e-mail, and binary files) from either their e-mail mailbox, 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.

A user can also copy headers only from one mailbox to the other so the user is notified that he/she has messages in the other mailbox.

However, to create and send an e-mail message to an e-mail user, an AUDIX user must use the e-mail system or Message Manager. A user cannot create an e-mail message with a phone.

- 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)

A user can address and send a message to a large mailing list that may 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:

- 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.

### **INTUITY AUDIX Release 3.3**

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The following user features are added or enhanced when upgrading to Lucent INTUITY Release 4 from Lucent INTUITY Release 3.3:

- Send messages to and receive messages from e-mail users, including attached binary files  

The system lets a user record voice 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. A user 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, your system lets a user access and manage all incoming messages (voice, fax, e-mail, and binary files) from either their e-mail mailbox, 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.

A user can also copy headers only from one mailbox to the other so the user is notified that he/she has messages in the other mailbox.

However, to create and send an e-mail message to an e-mail user, an AUDIX user must use the e-mail system or Message Manager. A user cannot create an e-mail message with a phone.
- 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)  

A user can address and send a message to a large mailing list that may 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:

- 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.

## **Administration Features**

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A variety of new administration features are available in your Lucent INTUITY R4 system. However, they vary according to the system from which you are upgrading.

### **AUDIX Data Acquisition Package (ADAP)**

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The AUDIX Data Acquisition Package (ADAP) is not included automatically with your upgrade. You must specifically ask your sales representative for the Lucent INTUITY Release 4 ADAP software when ordering the upgrade. ADAP for the Lucent INTUITY Release 3.2 or 3.3 system will **NOT** work with the Lucent INTUITY Release 4 system.

## **From INTUITY AUDIX R3.2 to INTUITY AUDIX R4**

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Compared to an INTUITY AUDIX 3.2 system, the INTUITY AUDIX 4 system offers some new administration features.

Fax Capability	<p>You assign, via Class of Service, the ability of 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 printing to fax machines.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you 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 phones. See <i>Intuity Messaging Solutions Release 4 Administration</i>, 585-310-564, for more information.</p>
Address Before Record	<p>Users can address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, users can then individually set their mailboxes so they can address messages before recording them.</p>
Call Answer Disable	<p>Users can turn off their mailboxes from receiving call answer messages. Thus, when a user is gone for a period of time and does not want callers to leave call answer messages, the user can turn off his or her mailbox. You turn on or turn off this capability via Class of Service.</p>
Outgoing Print Job Queue	<p>You can monitor fax print jobs via the Outgoing Print Job Queue window. This window is available under the Voice System Administration main menu option.</p>
Print Screens	<p>You can print screens and reports simply by pressing the F9 key.</p>
Change Extensions	<p>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.</p>
Password Aging	<p>You can set a length of time after which a user's password expires. The user is then forced to change the password.</p>

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 <b>[6]</b> or <b>[5]</b> 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. Use the TCP/IP Administration, Ethernet Board Configuration, Network Interface Types, Networking Channel Administration, and TCP/IP Channel Configuration windows
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 <b>sa</b> and <b>vm</b> 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 your local machine, networked machines, and remote users. Use the TCP/IP Administration, Ethernet Board Configuration, Network Interface Types, Networking Channel Administration, and TCP/IP Channel Configuration windows, as well as the Machine Profile and Remote Subscriber screens.
Integrated Messaging Administration	You assign to users, via the Class of Service screen, integrated e-mail and AUDIX mailbox capabilities. You must also do the following: <ul style="list-style-type: none"><li>■ Define the number of e-mail systems that you will integrate with your AUDIX system. Do this on the System Parameters IMAPI Options screen.</li><li>■ Define the integration software of each e-mail system as a trusted server. Do this on the Trusted Server Profile screen.</li><li>■ Set up remote networked INTUITY AUDIX R4 systems to receive e-mail. Do this on the Digital Network Machine Administration window.</li><li>■ Define local and remote e-mail users. Do this on the Subscriber, Class of Service, and Remote Subscriber screens.</li></ul>
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 user may transfer to from an AUDIX mailbox. Do this using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.
Voice Equipment Administration	The windows you use to administer channels have changed. The new windows affect the way you assign extensions to channels, assign services to channels, busy out channels, assign groups to channels, and renumber channels.

## **New/Changed Lucent INTUITY Screens**

Screens were added and changed as part of the upgrade to the INTUITY AUDIX Release 4 system. Refer to the appropriate subsection for your old system — INTUITY AUDIX R3.2 or R3.3 — to see what screens have been added or changed.

### **Upgrading from INTUITY AUDIX Release 3.2**

Table A-3 lists screens which have been added since INTUITY AUDIX R3.2.

**Table A-1. New Lucent INTUITY Release 4 Screens**

<b>Screen Name/Function</b>	<b>Where It Is Described</b>
Print Job Queue Selection	Chapter 8, <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Outgoing Print Job Queue	Chapter 8, <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Change Extensions	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
IMAPI-Password	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Trusted Server Profile	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Remote Subscriber (e-mail user only)	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
List Remote Text Addresses	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
List Trusted Servers	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Assign/Change Password Aging	Chapter 1, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Add Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Delete Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Display Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Add Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564
Delete Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration</i> , 585-310-564

***Continued on next page***

**Table A-1. New Lucent INTUITY Release 4 Screens**

<b>Screen Name/Function</b>	<b>Where It Is Described</b>
Display Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Assign Number Service	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Display Number Services	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Unassign Number Service	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Voice Port Loop Around Test	Chapter 2, in <i>Intuity Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation, 585-310-169</i> or <i>Intuity Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173</i>
Edit List	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Members List	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>

Some screens/windows are different in the INTUITY AUDIX R4 system. These screens are as follows:

**Table A-2. Screens Changed for INTUITY AUDIX Release 4**

<b>Screen Name/Function</b>	<b>Where It Is Described</b>
System Parameters IMAPI Options	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Voice Equipment	Chapter 9, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Digital Network Machine Administration	Chapter 4, <i>Intuity Messaging Solutions Release 4 Digital Networking, 585-310-567</i>
Remote Subscriber	Chapter 5, <i>Intuity Messaging Solutions Release 4 Digital Networking, 585-310-567</i>
System Parameters Features, Pages 1 and 2	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Class of Service	Chapter 7, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Subscriber, Page 2	Chapter 7, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Feature Options	Chapter 8, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>

### Upgrading from INTUITY AUDIX Release 3.3

Table A-3 lists screens which have been added since INTUITY AUDIX R3.3:

**Table A-3. New INTUITY Release 4 Screens**

<b>Screen Name/Function</b>	<b>Where It Is Described</b>
IMAPI-Password	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Trusted Server Profile	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Remote Subscriber (e-mail user only)	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
List Remote Text Addresses	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
List Trusted Servers	Chapter 5, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Assign/Change Password Aging	Chapter 1, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Add Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Delete Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Display Allowed Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Add Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Delete Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Display Denied Transfer Numbers	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Assign Number Service	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Display Number Services	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Unassign Number Service	Chapter 9, <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Voice Port Loop Around Test	Chapter 2, in <i>Intuity Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation, 585-310-169</i> or <i>Intuity Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173</i>
Edit List	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Members List	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>

Some screens/windows are different in the INTUITY AUDIX Release 4 system. These screens are as follows.

**Table A-4. Screens Changed for INTUITY AUDIX Release 4**

<b>Screen Name/Function</b>	<b>Where It Is Described</b>
System Parameters IMAPI Options	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Voice Equipment	Chapter 9, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Digital Network Machine Administration	Chapter 4, <i>Intuity Messaging Solutions Release 4 Digital Networking, 585-310-567</i>
Remote Subscriber	Chapter 5, <i>Intuity Messaging Solutions Release 4 Digital Networking, 585-310-567</i>
System Parameters Features, Pages 1 and 2	Chapter 3, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Class of Service	Chapter 7, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Subscriber, Page 2	Chapter 7, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>
Feature Options	Chapter 8, in <i>Intuity Messaging Solutions Release 4 Administration, 585-310-564</i>

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## **User Handouts**

# **B**

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Use the handouts in this section to inform your voice messaging users of the upgrade from the INTUITY AUDIX 3.2 or 3.3 system to the INTUITY AUDIX 4.0 system.\*





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# AT&T The New AUDIX<sup>®</sup> System: IT'S DIFFERENT

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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

- The new AUDIX lets you receive and store fax mail. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), and respond to them. 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.
  - In addition, if fax creation is turned on, you can send faxes, attach faxes to voice messages, and make them priority or private. However, you don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
  - Also when fax creation is turned on, people can dial your phone number to send you faxes. In this case, when you don't answer, AUDIX answers the call, accepts the fax, and stores it in your mailbox.
  - 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 INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.

### 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 autoprinting

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 INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.

## 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 Lotus Notes

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

## Send voice messages to Lotus users

- Your system lets you record voice messages and address them to Lotus Notes and cc: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 INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.

## \_\_\_\_\_ Synchronize your AUDIX and Lotus mailboxes

- If you have joined Lotus and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and binary files — copied from your AUDIX mailbox to the Lotus 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 Lotus 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 Lotus 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)

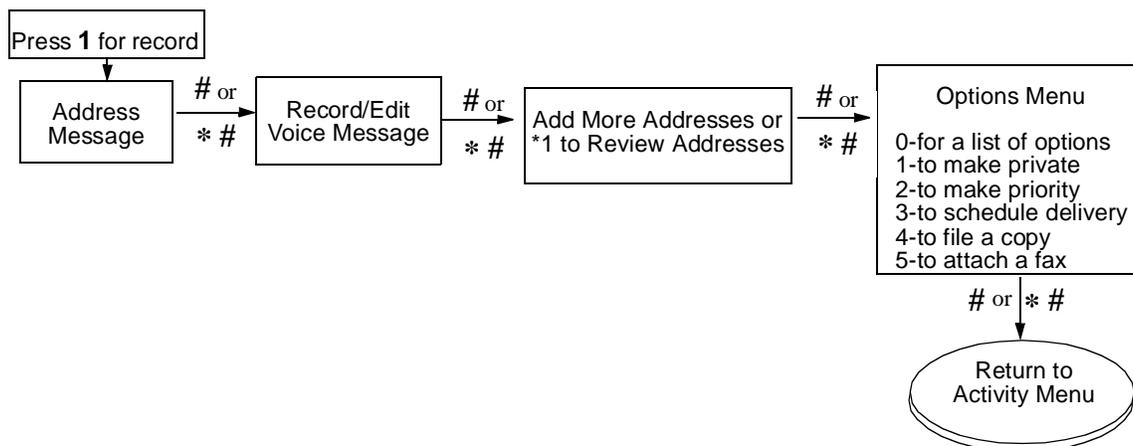
- You can address and send a message to a large mailing list that may contain up to 1500 users. You previously could send messages to a single list of up to 250 users.
- Your system administrator creates each large list and assigns an extension to it. You then address a message to the list by simply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

**NOTE:**

This handout is for users of INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.

## 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 INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.

**NOTE:**

This handout is for users of INTUITY AUDIX 3.2 who will now use INTUITY AUDIX 4.0.



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# AT&T The New AUDIX<sup>®</sup> System: IT'S DIFFERENT

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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.

---

## Message Manager with Fax and, now, 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, now, 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

---

## 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

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## Receive and store e-mail from Lotus Notes

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

### NOTE:

This handout is for users of INTUITY AUDIX 3.3 who will now use INTUITY AUDIX 4.0.

## Send voice messages to Lotus users

- Your system lets you record voice messages and address them to Lotus Notes and cc: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.

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- If you have joined Lotus and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and binary files — copied from your AUDIX mailbox to the Lotus 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 Lotus mailbox also.
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  - 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 Lotus mailbox.
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## \_\_\_\_\_ 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 INTUITY AUDIX 3.3 who will now use INTUITY AUDIX 4.0.

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# Abbreviations

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## 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

**AUDIX**

Audio Information Exchange

**AWG**

American wire gauge

---

## B

**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

**CPU**

central processing unit

## Abbreviations

---

**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

**ESD**  
electrostatic discharge

**ESS**  
electronic switching system

---

### F

**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

**BCS**  
Business Communications Systems

**GOS**  
grade of service

---

### H

**Hz**  
hertz

---

## I

### I/O

input/output

### IDI

isolating data interface

### IMAPI

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 Sales Center

### modem

modulator/demodulator

### MPDM

modular processor data module

### ms

millisecond

### MT

maintenance (INTUITY software component)

### MTBF

mean time between failures

### MWI

message-waiting indicator

### MWL

message-waiting lamp

---

## N

### NPA

numbering plan area

### NW

INTUITY AUDIX Digital Networking

---

## O

### OA&M

operations, administration, and maintenance

## Abbreviations

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**OS**  
operating system

**OSI**  
open systems interconnection

---

## P

**PBX**  
private branch exchange

**PC**  
power converter or personal computer

**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

**SW**  
switch integration (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

**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

### VM

INTUITY AUDIX Voice Messaging

### VNI

virtual nodepoint identifier

### VP

voice platform (INTUITY software component)

### VROP

voice response output process

---

## W

### WAN

wide area network

### WATS

wide area telephone service

### WCR

world class routing



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# 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*.

### **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*.

### **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  \*  A (Address) command.

### **adjunct**

A separate system closely integrated with a switch, such as an 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*.

### **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*.

**American wire gauge (AWG)**

A standard measuring gauge for nonferrous conductors.

**AMIS**

See *Audio Messaging Interchange Specification*.

**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*.

**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*.

**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*.

## 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*.

### **bit**

See *binary digit*.

### **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*.

**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*.

**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* and *uniform call distribution*.

### **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*.

**CED tone**

See *called tone*.

**CELP**

See *code excited linear prediction*.

**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.

**CICS**

See *customer information control system*.

**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 Lucent INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

**CMS**

See *call management system*.

**CNG tone**

See *calling tone*.

**CO**

See *central office*.

**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*.

**coverage path**

The sequence of alternate destinations to which a call to a user on an 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*.

**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*.

**CTS**

See *clear to send*.

## D

### DAC

See *dial access code*.

### database

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

### data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

### data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between 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 Lucent 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*.

### DCE

See *data communications equipment*.

### DCIU

See *data communications interface unit*.

### DCP

See *digital communications protocol*.

### DCS

See *distributed communications system*.

**debug**

See *troubleshoot*.

**dedicated line**

A communications path that does not go through a switch. A dedicated (hard-wired) path 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-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*.

**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**

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 switch*.

**direct inward dialing**

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. An 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*.

**DNIS**

See *dialed number identification service*.

**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*.

**DSU**

See *data service unit*.

**DTE**

See *data terminal equipment*.

**DTMF**

See *dual tone multifrequency*.

**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*.

**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**

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*.

**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*.

**FOOS**

See *facility out-of-service*.

**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*.

**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.

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## 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*.

---

## I

### **I/O**

Input/output.

### **IDI**

See *isolating data interface*.

### **IMAPI**

See *INTUITY messaging application programming interface*.

### **INADS**

See *initialization and administration system*.

### **information service**

See *bulletin board*.

**initialization**

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

**initialization and administration system (INADS)**

A computer-aided maintenance system used by remote technicians to track alarms.

**initialize**

To start up the system for the first time.

**input**

A signal fed into a circuit or channel.

**integrated services digital network (ISDN)**

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

**integrated voice processing CELP (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 e-mail**

Software 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.

**INTUITY messaging application programming interface (IMAPI)**

A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

**I/O address**

input/output address.

**IRQ**

See *interrupt request*.

**ISDN**

See *integrated services digital network*.

**isolating data interface (IDI)**

A synchronous, full duplex data device used for cable connections between 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.

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**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*.

**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*.

**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*.

**LIFO**

See *last-in/first-out*.

**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 Lucent 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*.

---

**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 INTUITY ports in service. Often a major alarm indicates that service is affected.

**MANOOS**

See *manually out-of-service*.

**manually out-of-service**

State of operation during which a unit has been intentionally taken out of service.

**MAP**

See *multi-application platform*.

**mean time between failures**

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*.

**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*.

**MTBF**

See *mean time between failures*.

**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*.

**MWL**

See *message waiting lamp*.

---

## 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.

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## 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*.

**OSI**

See *open systems interconnection*.

**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*.

### **PC**

See *power converter*.

### **PDM (processor data module)**

See *modular processor data module (MPDM)*.

### **PEC**

See *price element code*.

### **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.

### **PMS**

See *property management system*.

### **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*.

### **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.

**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*.

**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*.

**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*.

**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*.

**RS-232**

See *EIA interface*.

**RTS**

See *request to send*.

---

**S**

**SCA**

See *switch communications adapter*.

**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 system interface*.

**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 Lucent 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*.

**SIMM**

See *single in-line memory module*.

**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*.

**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 program*.

**TDD**

See *telecommunications device for the deaf*.

**TDM**

See *time division multiplexing*.

**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*.

### Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing [\*][U].

### 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*.

### 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 Lucent 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*.

**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.

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