Lucent Technologies
Bell Labs Innovations

INTUITY™ Messaging Solutions
Release 4
Change Description and
Upgrade Planning

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

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About This Book

Overview

This document, *Lucent INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning, 585-310-607,* contains a high-level description of the process for upgrading from:

- an INTUITY AUDIX Release 2 (R2) or Release 3 (R3) system to the Lucent INTUITY Messaging Solutions R4 system

- a Lucent INTUITY R4 model MAP/40s to a Lucent INTUITY R4 model MAP/40

- Lucent INTUITY R4.0 to an incremental load, such as R4.1.

Purpose

The purpose of this book is to provide the planning considerations and tasks that must be accomplished to ensure a smooth implementation of an upgrade.

Intended Audience

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 book, *Lucent INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168*.

Release History

This is the second release of this book.

How to Use This Book

This book is organized as follows:

- Chapter 1, "Lucent INTUITY Release 4 System Upgrades"

  This chapter discusses planning for a system upgrade. A system upgrade replaces a Lucent INTUITY Release 2 of Release 3 system with a Release 4. This involves replacing the R2 or R3 computer with a new computer and transferring all customer data to the new computer.

- Chapter 2, "Lucent INTUITY Release 4 Software Upgrades"

  This chapter discusses upgrading an existing Lucent INTUITY R4 system software to the current version of the software, for example, from Release 4.0 to Release 4.1.

- Chapter 3, "Lucent INTUITY Release 4 Platform Upgrades"

  This chapter discusses planning for a platform upgrade. A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model, for example, from a MAP/40s to a MAP/40.

- Appendix A, "Lucent INTUITY Release 4 Enhancements"

  This appendix lists the enhancements in the new release, including, user feature differences, administrative feature differences, and new and changed screens.

- Appendix B, "User Handouts"

  This appendix includes the handouts that you can use 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.

- Abbreviations and Glossary

  These sections provides a list of abbreviations and acronyms used in Lucent INTUITY system documentation and provides definitions of terms used within Lucent INTUITY system documentation, respectively.

- Index

  The Index provides an alphabetical listing of principal subjects covered in this book.

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Related Resources

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

Documentation

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

- Lucent *Lucent INTUITY™ Messaging Solutions Release 4 System Description, 585-310-235*, for a complete description of the INTUITY product and features

- Lucent Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564, for a complete description of administering the Lucent INTUITY product and features

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

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Lucent INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning, 585-310-607

Lucent INTUITY Release 4 System Upgrades

1

Overview

There are three types of upgrades available with a Lucent INTUITY R4 system:

- System Upgrades

  A system upgrade replaces a Lucent INTUITY Release 2 of Release 3 system with a Release 4. This involves replacing the R2 or R3 computer with a new computer and transferring all customer data to the new computer. *This chapter discusses system upgrades.*

- Software Upgrade

  A software upgrade increments an existing Lucent INTUITY R4 system to the current version of the software, for example, from Release 4.0 to Release 4.1. (See Chapter 2, "Lucent INTUITY Release 4 Software Upgrades".)

- Platform Upgrade

  A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model, for example, from a MAP/40s to a MAP/40. (See Chapter 3, "Lucent INTUITY Release 4 Platform Upgrades".)

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

Purpose

This chapter provides a basis for customers and account representatives to plan for a system upgrade. It identifies the features that require administration before and following the upgrade and identifies the steps that the customer is responsible for completing when upgrading to Lucent INTUITY Release 4.

System Upgrades

Upgrades of a Lucent INTUITY Release 2 (R2) or Release 3 (R3) system consisted of the technicians installing application software and making any necessary hardware changes. This type of upgrade was called an *in-place upgrade*.

A *system upgrade* to a Lucent INTUITY R4 system involves replacing the entire computer and copying customer data from the R2 or R3 existing platform to the replacement R4 platform. The replacement platform is powered up and placed in service. The existing platform is then returned to the factory for refurbishing.

> ⇒ **NOTE:**
> Though the Lucent INTUITY R4 System is a "new" system, the platform may contain some refurbished components. Therefore, it is referred to as a *replacement system* rather than a new system.

Upgrading an INTUITY AUDIX R2 or R3 system to an R4 system includes the following processes:

- Planning for a System Upgrade

- Connecting the Two Lucent INTUITY Systems

- Running the system upgrade

- Establishing the INTUITY AUDIX R4 system

> ⇒ **NOTE:**
> A planning checklist is included on page 1-19 to assist you in the planning process.

The following sections discuss these topics.

Planning for a System Upgrade

This section provides an overview of the system upgrade process and details the tasks the customer must complete prior to the actual upgrade. This section describes:

- Pre-Upgrade Analysis

- System Upgrade Issues (see page 1-3)

- Types of System Upgrades (see page 1-4)

- Planning the Transfer Type for the System Upgrade (see page 1-6)

- LAN Cards (see page 1-7)

- Site Planning (see page 1-7)

- Distribute Information to Users (see page 1-11)

Pre-Upgrade Analysis

Before a customer purchases a Lucent INTUITY R4 system upgrade, the Multimedia Messaging Implementation and Support Center (MMISC), formerly known as the AUDIX Upgrade Control Center (AUCC), runs a pre-sales software package remotely on the customer's system to determine upgrade feasibility and potential issues to consider. 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.

System Upgrade Issues

Several issues should be considered when planning a system upgrade to Lucent INTUITY R4.

- If the system is an INTUITY AUDIX Release 1, it cannot be upgraded directly to INTUITY AUDIX R4, but must first be upgraded to INTUITY AUDIX 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 INTUITY AUDIX R4. IVR is not compatible with INTUITY AUDIX R4.

- If the system contains the Lucent INTUITY Lodging package, this package must be removed before a system can be upgraded to INTUITY AUDIX R4. Lucent INTUITY Lodging is not compatible with INTUITY AUDIX R4.

- If the system is out of disk space and cannot support another hard disk, some information may have to be removed or additional hardware may need to be purchased. The pre-sales software package determines if the platform can support another hard disk.

- The traffic data and Activity Log data *are not transferred* during an upgrade. If you use traffic data on a regular basis, run the appropriate traffic reports immediately prior to the start of the system upgrade.

■ During a system upgrade, the voice system 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 begin on page 1-4.) The downtime will affect the:

— Amount of time the technician is scheduled to be on site for the upgrade

— Advance instructions for the end users

— Amount of time the system administrator will be involved in the upgrade

Types of System Upgrades

The data can be transferred from the existing system to the replacement system while the existing system is:

■ Out-of-service

■ 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 the upgrade package transfers all data files. 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 be reflect the exact time it takes to upgrade an individual system.*

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

	Hours of Downtime		Hours of Technician Time	
	Maximum	**Minimum**	**Maximum**	**Minimum**
MAP/5	6.2	1.7	12.6	4.8
MAP/40	8.5	2.0	14.8	5
MAP/100	18.8	3.5	25.1	6.5

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

An *in-service data transfer* is conducted with the Lucent INTUITY R2 or R3 system[1] available to callers and users during most of the upgrade process. As in the out-of-service upgrade, the upgrade package copies and translates the data from the Lucent INTUITY R2 or R3 system to the Lucent INTUITY R4 system. However, most of the data transfer occurs while the Lucent INTUITY R2 or R3 system is processing calls. File transfers are moderated so that effect on the Lucent INTUITY R2 or R3 system performance and the customer's LAN is minimized.

The in-service data transfer can be conducted on the customer's LAN or through a direct connection between the Lucent INTUITY R2 or R3 system and the Lucent INTUITY R4 system.

> **NOTE:**
> Because of the amount of traffic produced by the Lucent INTUITY R2 or R3 system on the customer's LAN, the LAN service will be slightly degraded during the upgrade.

The in-service data transfer allows the customer to maintain service on the Lucent INTUITY R2 or R3 system for most of the data transfer. However, at some point the Lucent INTUITY R2 or R3 system will have to be shut down to complete the upgrade.

> **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 1-2 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 an individual 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 makes a return 'visit' to complete the upgrade later.

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1.   The in-service offer is only available for the MAP/100 platform.

Table 1-2.   In-Service Upgrade Time Estimates

	Hours of Downtime		Hours of Technician Time	
	Maximum	**Minimum**	**Maximum**	**Minimum**
MAP/100				
■ 1st visit	1.7	0.0	5.6	1.8
■ 2nd visit	8.2	2.4	9.2	3.9
■ Total	9.9	2.4	14.8	5.7

Planning the Transfer Type for the System Upgrade

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

■   How much downtime is acceptable

■   How large the system is

■   How much data must be transferred

The in-service data transfer is designed primarily for large systems with significant amounts of data[2] (for instance, a MAP/100 with 200+ hours of data). The out-of-service data transfer might require twice the downtime for a system this size as the in-service data transfer. Table 1-3 lists the estimated decrease in system downtime for systems of various sizes:

Table 1-3.   Estimated In-Service Upgrade Downtime Savings

Hours of Stored Messages:	Hours of Downtime Saved (over an Out-of-Service Upgrade)
250	2
500	4.5
750	7.25
1,000	10

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2.   The in-service offer is only available for the MAP/100 platform.

LAN Cards

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 the customer's 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 of Downtime in Table 1-1 and Table 1-2. The replacement system comes with a LAN card installed.

Site Planning

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

You should provide an area with adequate space and power supply for the replacement system. The replacement system should be assembled close enough so that the video cables that run from each system to the monitor, can connect to both systems. Typically, video cables are 10 feet long. In that case, the new and existing systems can be no more than 20 feet apart. Additionally, the new Release 4 system must be located so that the cables from the existing system can be swung to the new system once the in-service or out-of-service upgrade 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 the RUK.

> **NOTE:**
> Check the contents of the Reusable Upgrade Kit (RUK). Call the remote maintenance center at least 48 hours prior to the in-service or out-of-service upgrade if you haven't received all the required documentation and software.

Space Requirements

Table 1-4 on page 1-8 lists the approximate weight, size, and depth of the primary MAP/40s and MAP/40 hardware components.

Table 1-5 on page 1-8 lists the approximate weight, size, and depth of the primary MAP/100 hardware components.

Note that the weight listed in both tables includes only the basic chassis, hard disk, floppy disk, streaming tape drive, the Pentium CPU, and circuit cards. Depending on additional hardware, such as hard disk drives or circuit cards, the actual weight of an individual machine can increase 10 – 20%.

Table 1-**4.   Space Requirements for Release 4 MAP/40s and MAP/40 Platform**

Equipment	Weight (lb.)	Height (in.)	Width (in.)	Depth (in.)
MAP/40s or MAP/40	52	17.7	7.0 (12.6 with base)	21
Monitor	15	13.5	13	14.5
Keyboard	5	2.5	19	8
Printer	20	5	16	11

Table 1-**5.   Space Requirements for Release 4 MAP/100 Platform**

Equipment	Weight (lb.)	Height (in.)	Width (in.)	Depth (in.)
MAP/100	135[1]	24	19.5	21
Monitor	15	13.5	13	14.5
Keyboard	5	2.5	19	8
Printer	20	5	16	11

1.   The actual weight can be more, depending on the purchase of optional hardware components, such as additional hard disk drives or circuit cards.

Power Requirements

Table 1-6 lists the power requirements for the MAP/40 or MAP/40s platform.
Table 1-7 lists the power requirements for the MAP/100 platform.

Table 1-6. Power Requirements for Release 4 MAP/40s and MAP/40 Platform

Attribute	MAP/40/s	Printer	Monitor
Volts AC (VAC)	90–130 or 200–250	115 +/- 5%	110–240
Hertz (Hz)	47–63	50–60	50–87
Phase	Single	Single	Single
Amps (RMS)	8	2	1
Input cords	NEMA[1] 5–15P plug; 3 m (9 ft) long	NEMA 5–15P plug; 2 m (6 ft) long	Included with monitor; 1 m (3 ft) long
Unit input receptacles	IEC-320 inlet	IEC-320 inlet	N/A

1. National Electrical Manufacturer's Association.

Table 1-7. Power Requirements for Release 4 MAP/100 Platform

Attribute	MAP/100	Printer	Monitor
Volts AC (VAC)	90–130 or 200–250	115 +/- 5%	110–240
Hertz (Hz)	47–63	50–60	50–87
Phase	Single	Single	Single
Amps (RMS)	8	2	1
Input cords	NEMA[1] 5–15P plug; 3 m (9 ft) long	NEMA 5–15P plug; 2 m (6 ft) long	Included with monitor; 1 m (3 ft) long
Unit input receptacles	IEC-320 inlet	IEC-320 inlet	N/A

1. National Electrical Manufacturer's Association.

In addition to the above power requirements, you must also:

- Locate each unit and printer within 6 feet of its power receptacle

- Keep the communication cables separate from the power cables

- Install communication and power cables in accordance with National Electrical Codes (NEC)

- Use the AC power output receptacle on the back of the unit for a video monitor only. Never plug any other device into this receptacle

⚠ CAUTION:
Use only shielded cables and equipment in conjunction with the MAP/40 or MAP/40s to maintain safe levels of electromagnetic compatibility.

IP Addresses for In-Service Data Transfer

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.

Custom Announcements and Fragments

Custom announcements are transferred but not may not be activated during the upgrade. The system administrator may have to reinstate custom announcements. This is done as part of the upgrade procedure. Depending on the complexity and number of customized fragments, this could add an additional 30 minutes to the time required to perform the system upgrade. Contact your account representative for help determining whether customized announcements are a factor in your upgrade.

➡ 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.

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.

Make a list of announcements you have customized or recorded. Note how you customized each fragment, for example, whether you re-recorded a fragment, replaced a fragment with silence or a 'blank', etc. 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

➡ NOTE:

Your Professional Services group can help in re-instating 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.

See *Lucent INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168*' for information on how to reinstate your custom announcements.

General

The traffic data and Activity Log data are not transferred during an upgrade. If you use traffic data on a regular basis, run the appropriate traffic reports immediately prior to the start of the system upgrade.

Distribute Information to Users

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

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

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 R2 or R3 system to an R4 system, 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" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*.

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.

Connecting the Two Lucent INTUITY Systems

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.

The in-service data transfer can be conducted on the customer's LAN or through a direct connection between the Lucent INTUITY R2 or R3 system and the Lucent INTUITY R4 system.

The coaxial cable and connectors are included in the RUK.

Running an In-Service or Out-of-Service Upgrade

As discussed under "Types of System Upgrades" on page 1-4, a system upgrade can be run with the customer's system *in-service* or *out-of-service*. Once the two Lucent INTUITY systems are connected, the upgrade software is invoked.

The system upgrade software conducts a "sanity" check that compares the features activate in both Lucent INTUITY systems. The sanity check also verifies that the features on both systems have the same configuration.

The data transfer then begins. The Lucent technician monitors this process until it is determined that the transfer is complete, or – in the case of an in-service upgrade – that sufficient passes have been made of the R2 or R3 system to ensure all required data have transferred.

Once the customer data have been copied from the R2 or R3 system to the R4 system, the R4 system must be established as a working system. The following steps must be taken:

■ The systems must be rearranged so that the R4 system is in the appropriate spot, as designated by the customer.

■ The cables that were connecting the R2 or R3 system must be attached to the Release 4 system.

■ The appropriate passwords must be assigned to the Release 4 system.

■ The upgrade software package must be removed.

■ The Release 4 system must be backed up.

The technician also performs some verification procedures to ensure the R4 system is active and performing as designed.

Post-Upgrade Administration

After the system upgrade completes, there are some administrative details that must be addressed. These include:

■ Administering Fax Messaging

■ Administering E-Mail (see page 1-14)

■ Re-instating Custom Announcements or Fragments (see page 1-16)

➡ NOTE:
This section describes administration that may or may not need to be performed and is included for planning purposes only. For procedural information on INTUITY AUDIX R4 administration, see *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*.

Administering Fax Messaging

If you are upgrading from Lucent INTUITY R2 to Lucent INTUITY R4, fax messaging may need to be administered. If you are upgrading from Lucent INTUITY R3, you probably already have fax messaging administered. If fax messaging is already administered, skip this section and proceed to "Administering E-Mail" on page 1-14.

See Appendix A, "Lucent INTUITY Release 4 Enhancements" for information on the changes from Lucent INTUITY R2 or R3 to Lucent INTUITY R4.

Administering the INTUITY AUDIX Application for Fax

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

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

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

Guaranteed fax can be administered:

- As a secondary extension
- As a Lucent INTUITY user

> **NOTE:**
> For more information on Lucent INTUITY FAX messaging, see Chapter 5, "Fax Messaging Administration," in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*.

Administering E-Mail

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 — a windows-based PC interface designed to let users on AUDIX systems send voice, text, file attachments, and fax messages to another's on the same or on a networked AUDIX system. For more information, see Chapter 7, "Integration of AUDIX with INTUITY Message Manager," in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*.
- 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 sychronizer.

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," in Lucent *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*.

Administering the Lucent INTUITY Platform for Integration with E-Mail

To administer e-mail, you must set up:

- A trusted server, including:

    — Defining a trusted server to the Lucent INTUITY server

    — Setting the IMAPI password (optional task, but recommended)

- The number of simultaneous IMAPI sessions available for trusted servers

- Text-to-speech parameters (text-to-speech is an optional feature)

- Remote networked machines to receive e-mail

Administering Users for Integration with 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 Lucent INTUITY™ Multimedia Messaging User's Guide, 585-310-748, before administering your system.

Re-instating 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, 585-310-564*.

➡ **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 1-8.

Table 1-8. Changes Since Lucent INTUITY Release 2 to the U.S. English Announcement Set

Announcements			Fragments		
New	Modified	Reserved	New	Modified	Reserved
978 - 1000 1001 - 1039 1167 - 1185 2000 - 2102	49 68 73 76 77 86 101 113 114 115 119 120 121 125 127 129 154 159 165 166 183 184 185 190 192 235 236 254 269 270 271 272 273 276 279 285 289 290 291 292 297 310 342 343 344 345 346 355 356 357 358 504 507 508 527 530 663 664 665 666 668 669 670 671 673 675 676 677 678 679 755 756 767 808 809 810 811 837 838 840 841 892 907 920 921 928 929 943 961 1150 1151 1157 1158 1159	988 - 1000 1001 - 1006 1008 - 1100 1101 - 1169	916 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	

b. If you are upgrading from Lucent INTUITY Release 3, compare the numbers of custom announcements or fragments with those listed in Table 1-8.

Table 1-9. 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 1-8 or Table 1-8, 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 1-8 or Table 1-8, 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 1-8 or Table 1-8. 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.

Planning Checklist

Table 1-10 is a checklist of steps that should be performed before and after an upgrade begins.

➡ **NOTE:**
The shaded tasks apply to custom announcements. If your system contains custom announcements, you should perform these tasks. If your system does not contain custom announcements, skip these tasks.

Table 1-10.   Upgrade Planning Checklist

Task	Description	Reference	4
Pre-Implementation			
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-Upgrade Analysis" on page 1-3 of this book.	
4.	Account representative informs the customer of pre-sales software results and issues	"System Upgrade Issues" on page 1-3 of this book.	
5.	MMISC sends customer pre-implementation package		
6.	Upgrade contract is signed		
Implementation			
7.	MMISC sales side begins coordination and scheduling of upgrade, including: — Customer notification and coordination — Shipment of documentation — Coordination of on-site personnel — Verification of remote access line for replacement system — Shipment of reusable upgrade kit (RUK) to technician		

Continued on next page

Table 1-10.   Upgrade Planning Checklist — *Continued*

Task	Description	Reference	4
Upgrade Pre-Administration			
8.	Customer collects paper copies of custom announcements	Chapter 11, "Customizing Announcements" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*	
9.	Customer determines the type of announcement set		
10.	Customer make a back-up copy of the custom announcements		
11.	Customer contacts Professional Services group to schedule help with reinstating custom announcements		
12.	Customer plans for replacement system site near existing system ⚠ **WARNING:** *The traffic data and Activity Log data are not transferred during an upgrade. If you use traffic data on a regular basis, run the appropriate traffic reports immediately prior to the start of the system upgrade.*	"Site Planning" on page 1-7 of this book.	
13.	One week before upgrade, customer distributes information on upgrade to users	"Distribute Information to Users" on page 1-11 of this book.	
14.	Two days before upgrade, customer calls remote maintenance center to ensure receipt of all required documentation and software.		
15.	One day before upgrade, customer distributes information on upgrade to users	"Distribute Information to Users" on page 1-11 of this book.	

Table 1-10.   Upgrade Planning Checklist — *Continued*

Task	Description	Reference	4
Upgrade Post-Administration			
16.	Customer administers fax messaging ➭ **NOTE:** This task is necessary only if fax messaging is replaced with this upgrade	Chapter 4, "Fax Messaging Administration" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*	
17.	Customer reinstates custom announcements or fragments	Chapter 11, "Customizing Announcements" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*	
18.	Customer administers electronic mail	Chapter 5, "Integration of AUDIX with Electronic Mail Systems" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*	

Lucent INTUITY Release 4 Software Upgrades

2

Overview

There are three types of upgrades available with a Lucent INTUITY R4 system:

- System Upgrades

  A system upgrade replaces a Lucent INTUITY Release 2 of Release 3 system with a Release 4. This involves replacing the R2 or R3 computer with a new computer and transferring all customer data to the new computer. (See Chapter 1, "Lucent INTUITY Release 4 System Upgrades".).

- Software Upgrade

  A software upgrade increments an existing Lucent INTUITY R4 system to the current version of the software, for example, from Release 4.0 to Release 4.1. *This chapter discusses software upgrades*.

- Platform Upgrade

  A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model, for example, from a MAP/40s to a MAP/40. (See Chapter 3, "Lucent INTUITY Release 4 Platform Upgrades".)

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

Purpose

This chapter provides a basis for customers and account representatives to plan for a software upgrade.

Software Upgrades

A software upgrade increments an existing Lucent INTUITY R4 system to the latest version of the R4 software, for example, from Release 4.0 to Release 4.1.

A software upgrade of a Lucent INTUITY R4 system involves the following processes:

- Planning for a Software Upgrade
- Software Upgrade Issues (see page 2-3)
- Site Planning (see page 2-3)
- Running the Software Upgrade

Planning for a Software Upgrade

The software upgrade starts with a full system backup. Typically, the customer's system administrator completes this just before the technician arrives to perform upgrade.

The upgrade program itself consists of a maximum of three tapes that upgrade various software and platform components on the customer's R4 system. Not all tapes are used in every case. The remote maintenance center accesses the customer's system remotely and determines what tapes to ship to the customer's site.

Depending on the customer's site configuration and existing or requested options, there could be several more tapes to install, including:

- Switch integration software
- Remote Field Update (RFU)
- INTUNIX
- System Programming Maintenance (SPM)
- Call Accounting System (CAS)

Again, only those tapes the customer's system requires are shipped.

The length of time for a software upgrade depends on the platform the customer has (that is, a MAP/40s, MAP/40, or MAP/100), the amount of user data and activity, the number of components that must be upgraded, and on additional, optional components, such as mirrored disks. Table 2-1 shows the estimated time that the customers system will be unavailable to callers and users, and how long a technican can expect to spend at the customer's site.

Table 2-1. Software Upgrade Time Estimates

	Hours of Downtime		Hours of Technician Time	
	Maximum	**Minimum**	**Maximum**	**Minimum**
All Platforms	1.5	0.5	4[1]	2

1. *A* software upgrade can take more than 4 hours, if the customer has a large system such as a mirrored MAP/100 with a substantial amount of user data or if the technician encounters a problem during the course of the upgrade.

Software Upgrade Issues

A software upgrade is typically performed after business hours. Any implications to the technician, such as access to the customer's site, should be communicated to the account representative.

Site Planning

The customer's site must contain an area with adequate space to install any additional hardware components, if additional components are included as a part of the upgrade. Beyond that, the customer does not have any site considerations to plan for, as there is no computer exchange involved.

Lucent INTUITY Release 4 Platform Upgrades

3

Overview

There are three types of upgrades available with a Lucent INTUITY R4 system:

- System Upgrades

  A system upgrade replaces a Lucent INTUITY Release 2 of Release 3 system with a Release 4. This involves replacing the R2 or R3 computer with a new computer and transferring all customer data to the new computer. (See Chapter 1, "Lucent INTUITY Release 4 System Upgrades".)

- Software Upgrades

  A software upgrade increments an existing Lucent INTUITY R4 system to the current version of the software, for example, from Release 4.0 to Release 4.1. (See Chapter 2, "Lucent INTUITY Release 4 Software Upgrades".)

- Platform Upgrades

  A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model, for example, from a MAP/40s to a MAP/40. *This chapter discusses platform upgrades*.

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

Purpose

This chapter provides a basis for customers and account representatives to plan for a platform upgrade.

Platform Upgrades

At press time, only the Lucent INTUITY R4 model MAP/40s to R4 model MAP/40 platform upgrade was available. Further development is underway to support upgrading from other R4 platform models. Check with your account representative for the availability.

Upgrading a Lucent INTUITY R4 MAP/40s to a R4 MAP/40 involves the following processes:

- Planning for an R4 MAP/40s to an R4 MAP/40 Platform Upgrade
- Performing the R4 MAP/40s to R4 MAP/40 Platform Upgrade (see page 3-3)

Planning for an R4 MAP/40s to an R4 MAP/40 Platform Upgrade

A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model, for example, from a MAP/40s to a MAP/40.

Planning a platform upgrade involves both the customer, the Lucent account representative, and — possibly — the remote maintenance center.

Platform Upgrade Issues

There are two issues for a Lucent INTUITY R4 MAP/40s to a R4 MAP/40 platform upgrade; the time required to perform the upgrade, and determining if additional memory (RAM) must be purchased.

Since the MAP/40s to MAP/40 platform upgrade does not involve replacing the computer, the time required to perform the upgrade is minimal. Table 3-1 shows the estimated hours of system downtime and technician time involved.

Table 3-1.   MAP/40s to MAP/40 Platform Upgrade Time Estimates

	Hours of Downtime		Hours of Technician Time	
	Maximum	Minimum	Maximum	Minimum
If no additional RAM required	0.5	0.5	0.5	0.5
If additional RAM required	1.5	1	1.5	1

The customer's system administrator can easily access the RAM currently installed by accessing the View Installed Hardware window (select Customer/Services Administration and then System Verification). If there is less than 64 Mbytes of RAM listed, the customer must purchase additional memory (SIMM) before the platform can be upgraded.

Site Planning

If additional memory or IVC6 voice cards must be installed to upgrade the Lucent INTUITY R4 MAP/40s platform to a R4 MAP/40, the only site 'planning' is for the technician to observe proper electrostatic discharge precautions when installing the SIMMs. Beyond that, the customer does not have any site considerations to plan for, as there is no computer exchange involved.

Performing the R4 MAP/40s to R4 MAP/40 Platform Upgrade

A Lucent technican runs platform upgrade software that reconfigures some MAP/40s software and platform components to conform with the requirements for a MAP/40 platform.

Depending on the memory configuration of the existing MAP/40s machine, the technician may install additional SIMMs to provide the memory required by the MAP/40 platform. Also, depending on the customer configuration, additional IVC6 voice cards may have to be installed.

During the platform upgrade, the R4 system will be unavailable to users and callers.

Lucent INTUITY Release 4 Enhancements

A

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

This section describes the new and changed user features in Lucent INTUITY Release 4 compared to Lucent INTUITY Release 3.2 or Release 3.3.

End User Features (Compared to an AUDIX 3.2 System)

Turn off AUDIX Call Answering	Users can turn off the call answer feature of the AUDIX system so that AUDIX answers their telephones for them. If the system greeting is active, AUDIX tells the caller that the user is not accepting messages. This capability helps prevent mailboxes 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. Users can receive, send, and store faxes, and attach faxes to voice messages. They can also scan, delete, skip, forward (including forward to a mailing list), and respond to faxes. They can also designate such messages as *priority* or *private*. As with voice messages, the category by which a fax is designated will change to reflect its status, that is, from *new* to *unopened* to *old*.

> ⮕ **NOTE:**
> For a complete description of the fax messaging capabilities, see *Lucent INTUITY™ Multimedia Messaging User's Guide, 585-310-748* or *Lucent 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, users have the option to review the addresses already entered and add more addressees. If users are sending a fax only, they must automatically address the fax before sending it from the fax machine.
Fax/Text Messaging on Lucent INTUITY Message Manager	Users who have INTUITY Message Manager R4.0 can manipulate fax, file attachments, and text messages just as they do voice messages. See *Lucent INTUITY™ Message Manager Release 4 User Guide, 585-310-743* for more information.

Send and Receive Messages from E-mail Users	An INTUITY R4 system lets users create voice and fax messages and address them to supported integrated e-mail users (such as Lotus Notes users). The user does this simply by addressing by the e-mail user's name. However, the system administrator must define the e-mail users in the system.
	An INTUITY R4 system also allows users to receive messages containing voice, fax, e-mail text, and attached binary (software) files.
Integration of AUDIX and E-mail Mailboxes	If the customer has purchased the Integrated Messaging feature, users can access and manage all incoming messages (voice, fax, e-mail, and file attachments) from their PC e-mail mailbox, AUDIX mailbox, or both. Thus, a message in a user's AUDIX mailbox will also appear in the user's e-mail mailbox, and vice versa.
	Users can also set options on their PCs such that only the message headers are copied from one mailbox system to the other or that the entire message will reside in both systems.
	A user cannot create an e-mail text message with a telephone, but can create a voice or fax message and send it to an e-mail recipient. Additionally, as noted above, AUDIX users can use their telephones to forward an e-mail message in their AUDIX mailboxes to an e-mail recipient.
Listen to Text Messages	If the customer has purchased the Text-to-Speech option, users can listen to a voiced rendering of text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager.
Print Text Messages	Users can print text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager. Users print text messages in the same way they print faxes.
Address Messages to Enhanced Lists (up to 1500 members per list)	Users can address and send a message to a large mailing list that can contain up to 1500 users. Users previously could send messages to a single list of up to 250 users.
	The system administrator creates each enhanced list and assigns an extension to it. Users can then address a message to the list by simply entering the list's extension as they would any other user's extension.

Compliance with Password Guidelines

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 Allowed ⁎ T̄ Transfers

The system administrator can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.

End User Features (Compared to an AUDIX 3.3 System)

Send and Receive Messages from E-mail Users

An INTUITY R4 system lets users create voice and fax messages and address them to supported integrated e-mail users (such as Lotus Notes users). The user does this simply by addressing by the e-mail user's name. However, the system administrator must define the e-mail users in the system.

An INTUITY R4 system also allows users to receive messages containing voice, fax, e-mail text, and attached binary (software) files.

Integration of AUDIX and E-mail Mailboxes

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

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

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

Listen to Text Messages

If the customer has purchased the Text-to-Speech option, users can listen to a voiced rendering of text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager.

Print Text Messages	Users can print text messages sent from a supported integrated e-mail system (such as Lotus Notes) and/or Message Manager. Users print text messages in the same way they print faxes.
Address Messages to Enhanced Lists (up to 1500 members per list)	Users can address and send a message to a large mailing list that can contain up to 1500 users. Users previously could send messages to a single list of up to 250 users. The system administrator creates each enhanced list and assigns an extension to it. Users can then address a message to the list by simply entering the list's extension as they would any other user's extension.
Compliance with Password Guidelines	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 Allowed ✳ T Transfers	The system administrator can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.

Administrative and System Features

The system administrator can use the advanced administrative features of a Lucent INTUITY R4 system to expand user function and capability and to enhance system security.

Address Before Record	Users can address messages before recording them. The system administrator can turn this capability on or off 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.
Call Answer Disable	Users can set their mailboxes so that they do not receive call answer messages. Thus, when s/he is gone for a period of time and does not want callers to leave call answer messages, the user can turn off this feature for his/her mailbox. The system administrator can turn this capability on/off for groups of users or for the entire system via Class of Service.
Outgoing Print Job Queue	The system administrator can monitor fax print jobs via the Outgoing Print Job Queue window. This window is available under the Voice System Administration main menu option.
Print Screens	The system administrator can print screens and reports simply by pressing ⒡⑨. (A system printer must be available and enabled.)
Change Extensions	The system administrator can change user extensions in blocks of extensions. For example, you can 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 if a customer must change user extension length or dial plans.
User Password Aging	The system administrator can set a length of time after which a user's password expires. The user is then obliged to change the password.
Administrator Password Aging	The system administrator can and should set up an interval for administrator password expirations. This password aging ensures that all administrators change passwords on the system periodically. Password aging applies to both **sa** and **vm** passwords.
Compliance with Password Guidelines	The system prevents the following types of passwords: ■ The same number as the administrator's extension (for example, extension 34555 and password 34555) ■ Repeated digits (for example, 77777) ■ Consecutive digits (for example, 12345)

Advance/Rewind Increment	The system administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press 6 or 5 respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access	Several optional applications, including ELA, e-mail, and Message Manager require LAN access to the INTUITY AUDIX system. The system administrator must administer LAN access via INTUITY TCP/IP networking windows.
Restrictions on Call Transfers Allowed	The system administrator can define specific extensions or ranges of extensions to which users may transfer from an AUDIX mailbox by using the Add Allowed Transfer Numbers and Add Denied Transfer Numbers windows.
Voice Equipment Administration	The windows used to administer channels have changed. The new windows affect the way extensions, groups, and services are assigned to channels, and the way channels are renumbered and busied out.
Fax Capability[1]	The system administrator can assign, via Class of Service, the ability of users to send, receive, and store faxes in their mailboxes. At least one call delivery machine (fax machine) must be created that consists of one or a range of possible fax machine extensions. INTUITY AUDIX uses the 'dummy' call delivery machine for printing to fax machines.
	Guaranteed fax capability may also be supported by assigning an AUDIX mailbox to each local fax machine. Customers can also set up secondary fax extensions for some users so that call answer faxes go directly to their mailboxes instead of ringing their telephones. See *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564,* for more information.
TCP/IP Networking[1]	TCP/IP networking, a new variety of digital networking, allows the use of a TCP/IP LAN for sending messages between INTUITY AUDIX systems. The system administrator must administer the local machine and any networked machines and remote users using TCP/IP Networking windows and AUDIX administration.

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

Integration with Electronic Mail Systems [1]	The system administrator can assign to users integrated e-mail and AUDIX mailbox capabilities as following:

- Defining the number of e-mail systems that can simultaneously log into the AUDIX system (on the System Parameters IMAPI Options screen).

- Defining the integration software of each e-mail system as a trusted server (on the Trusted Server Profile screen)

- Setting up remote networked INTUITY AUDIX R4 systems to receive e-mail (in the Digital Network Machine Administration window).

- Define local and remote e-mail users (on the Subscriber, Class of Service, and Remote Subscriber screens).

Text-to-Speech [1]	If this capability is purchased, the system administrator can define, via the System Parameters Features screen, whether the system should convert text and e-mail messages and/or message headers to speech. Text-to-speech conversion allows users to listen to a voiced rendering of an e-mail message.
Enhanced List Administration [1]	The system administrator can define lists of up to 1500 recipients by selecting the Edit Lists and Member List options under the Enhanced-List Administration choice on the Main Menu. The system administrator can create up to 100 ELA lists, for a total distribution capability of nearly 150,000 message recipients.

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

Administration Features

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)

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

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

Fax Capability	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.
	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 Lucent *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564,* for more information.
Address Before Record	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.
Call Answer Disable	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.
Outgoing Print Job Queue	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.
Print Screens	You can print screens and reports simply by pressing the F9 key.
Change Extensions	You can change user extensions in blocks of extensions. For example, you can tell INTUITY AUDIX to change extensions 87000 through 87999 to 6000 to 6999. In this case, a user with the extension 87234 would have new extension 6234. This feature is especially useful when you must change user extension length or dial plans.

Password Aging	You can set a length of time after which a user's password expires. The user is then forced to change the password.
Advance/Rewind Increment	You can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press ⑥ or ⑤ respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the INTUITY AUDIX system, you must administer LAN access via Lucent INTUITY TCP/IP networking windows. 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 **sa** and **vm** passwords.
TCP/IP Networking Administration	TCP/IP networking, a new variety of digital networking, allows the use of a TCP/IP LAN for sending messages between INTUITY AUDIX systems. You must administer 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: Define the number of e-mail systems that you will integrate with your AUDIX system. Do this on the System Parameters IMAPI Options screen. Define the integration software of each e-mail system as a trusted server. Do this on the Trusted Server Profile screen. Set up remote networked INTUITY AUDIX R4 systems to receive e-mail. Do this on the Digital Network Machine Administration window. Define local and remote e-mail users. Do this on the Subscriber, Class of Service, and Remote Subscriber screens.

Text-to-Speech Administration	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-1 lists screens which have been added since INTUITY AUDIX R3.2.

Table A-1.   New Lucent INTUITY Release 4 Screens

Screen Name/Function	Where It Is Described
Print Job Queue Selection	Chapter 8, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Outgoing Print Job Queue	
Change Extensions	Chapter 3, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
IMAPI-Password	Chapter 5, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Trusted Server Profile	
Remote Subscriber (e-mail user only)	
List Remote Text Addresses	
List Trusted Servers	
Assign/Change Password Aging	Chapter 1, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Add Allowed Transfer Numbers	Chapter 3, in Lucent *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Delete Allowed Transfer Numbers	
Display Allowed Transfer Numbers	
Add Denied Transfer Numbers	
Delete Denied Transfer Numbers	
Display Denied Transfer Numbers	
Assign Number Service	Chapter 9, *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Display Number Services	
Unassign Number Service	

Continued on next page

Table A-1.   New Lucent INTUITY Release 4 Screens

Screen Name/Function	Where It Is Described
Voice Port Loop Around Test	Chapter 2, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564* or Lucent *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173*
Edit List	Chapter 3, in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*
Members List	

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

Table 0-1.   Screens Changed for INTUITY AUDIX Release 4

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

Upgrading from INTUITY AUDIX Release 3.3

Table 0-2 lists screens which have been added since INTUITY AUDIX R3.3:

Table 0-2.   New INTUITY Release 4 Screens

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

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

Table 0-3.   Screens Changed for INTUITY AUDIX Release 4

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

User Handouts

B

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.

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 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 is turned on, people can dial your telephone 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.
- If your site has Message Manager or a supported e-mail application, you can view faxes received in your AUDIX mailbox on your PC. (``` *Receive and store e-mail text messages from Lotus Notes* on page -9 and *Message Manager with Fax and – now – Text Messaging is available* on page -9)
- 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 telephone 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 telephone 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 telephone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

      ___ Press **TRANSFER** on your telephone, 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 telephone, 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 telephone.

_____ 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 attached software 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 an enhanced list (up to 1500 users)

- You can address and send a message to an enhanced 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 enhanced 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:

```
Press 1 for record
        │
        ▼
┌─────────────┐  # or   ┌─────────────┐  # or   ┌──────────────────────┐  # or   ┌──────────────────────────┐
│  Address    │ ──────▶ │ Record/Edit │ ──────▶ │ Add More Addresses or│ ──────▶ │      Options Menu        │
│  Message    │   * #   │Voice Message│   * #   │ *1 to Review Addresses│   * #   │                          │
└─────────────┘         └─────────────┘         └──────────────────────┘         │ 0-for a list of options  │
                                                                                  │ 1-to make private        │
                                                                                  │ 2-to make priority       │
                                                                                  │ 3-to schedule delivery   │
                                                                                  │ 4-to file a copy         │
                                                                                  │ 5-to attach a fax        │
                                                                                  └──────────────────────────┘
                                                                                         │  # or  * #
                                                                                         ▼
                                                                                  ⭕ Return to
                                                                                     Activity Menu
```
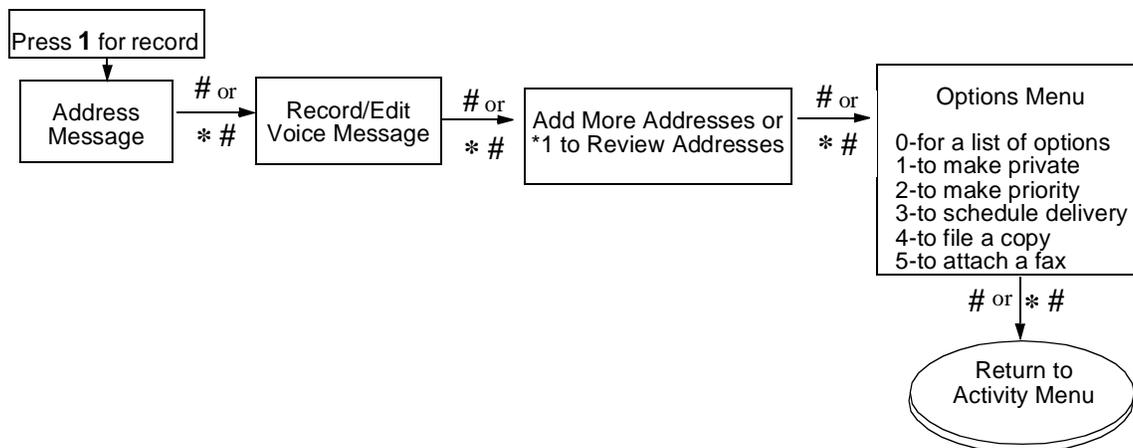
- You have to turn on the ''address before recording'' option by selecting Activity Menu option **5**, then selecting **6**, ''Administer Addressing Options.''

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.

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, text messages using written message headers and graphical commands/menus. Some of the things you can do on your PC 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

The difference between a text message created in Message Manager and a text message created in Lotus Notes is that Message Manager text messages can only be sent/received within networked AUDIX machines, while a Lotus Notes e-mail text message can be sent/received anywhere a gateway is administered, for example, to an internet web site.

_____ Receive and store text messages from Message Manager

- Your system lets you receive, store, listen to, and print out text messages sent from Message Manager. You listen to a text message the same way you listen to voice messages — by pressing **0**. You print out text messages 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 a text message to another user, you must use Message Manager

_____ Receive and store e-mail text messages 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. You can't create an e-mail message with your telephone.

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.

_____ Synchronize your AUDIX and Lotus mailboxes

- If you have joined Lotus and AUDIX mailboxes, you can have all messages — voice, fax, e-mail, and attached software 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 an enhanced list (up to 1500 users)

- You can address and send a message to an enhanced 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 enhanced 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.

Abbreviations

A

AAR
automatic alternate routing

AC
alternating current

ACA
automatic circuit assurance

ACD
automatic call distribution

ADAP
administration and data acquisition package

ADU
asynchronous data unit

ALT
assemble load and test

AMIS
Audio Messaging Interchange Specification

API
application programming interface

ARS
automatic route selection

ASCII
American Standard Code for Information Exchange

AUCC
AUDIX Upgrade Control Center (see *MMISC*)

AUDIX
Audio Information Exchange

AWG
American wire gauge

B

BCS
Business Communications Systems

BIOS
basic input/output system

bit
binary digit

bps
bits per second

BRI
basic rate interface

BSC
binary synchronous communications

BTU
British thermal unit

C

CAS
call accounting system

CCA
call classification analysis

CDH
call data handler process

CDR
call detail recording

CED
called tone

CELP
code excited linear prediction

CICS
customer information control system

CMS
call management system

CNG
calling tone

CO
central office

COIN
central office implemented network

COM1
serial communications port 1

COM2
serial communications port 2

COR
class of restriction

COS
class of service

CPE
customer premise equipment

CPU
central processing unit

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DBP
database processor

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSR
data set ready

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ELA
Enhanced List Application

E-MAIL
electronic mail

ESD
electrostatic discharge

ESS
electronic switching system

F

FAX
facsimile

F key
function key

FIFO
first-in first-out

FNPA
foreign numbering plan area

FOOS
facility out of service

FRL
facilities restriction level

FX
foreign exchange

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G

Gbyte
gigabyte (1 billion bytes)

GOS
grade of service

H

HW
hardware

Hz
hertz

I

I/O
input/output

IDI
isolating data interface

IMAPI
Lucent INTUITY Messaging Application Programming
Interface

INADS
initialization and administration system

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

K

Kbps
kilobits per second

Kbyte
kilobyte (1024 bytes)

KHz
kilohertz

L

LAN
local area network

LCD
liquid crystal display

LED
light-emitting diode

LIFO
last-in first-out

LWC
leave word calling

M

MAP
multi-application platform

MANOOS
manually out of service

Mbyte
megabyte (one million bytes)

MHz
megahertz

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

modem
modulator/demodulator

MPDM
modular processor data module

ms
milliseconds

MT
maintenance (Lucent INTUITY software component)

MTBF
mean time between failures

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NLM
network loadable module

NPA
numbering plan area

NW
INTUITY AUDIX Digital Networking

O

OA&M
operations, administration, and maintenance

OR&M
offer realization and management

OS
operating system

OSI
open systems interconnection

P

PBX
private branch exchange

PC
personal computer
power converter

PDM
processor data module

PEC
price element code

PI
processor interface

PIB
processor interface board

POST
power-on self test

R

RAM
random-access memory

REN
ringer equivalence number

ROM
read-only memory

RTS
request to send

RTU
right to use

RUK
reusable upgrade kit

S

SAT
system access terminal

SCA
switch communications adapter

SCSI
small computer systems interface

SID
switch integration device

SIMM
single in-line memory module

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SMDR
station message detail recording

SMSI
simplified message service interface

SPM
system programming maintenance

SW
software
switch integration (Lucent INTUITY software component)

T

TAC
trunk access code

TCP/IP
Transmission Control Protocol/Internet Program

TDD
telecommunications device for the deaf

TDM
time division multiplex

TOS
Telephony OneStop™ (developed by Lotus Development Corporation)

T/R
tip/ring

TRIP
tip/ring input process

TSC
Technical Services Center

U

UCD
uniform call distribution

UCL
unrestricted call list

UPS
uninterruptable power supply

V

VEX
Voice Exchange

VM
INTUITY AUDIX Voice Messaging

VNI
virtual nodepoint identifier

VP
voice platform (Lucent INTUITY software component)

VROP
voice response output process

W

WAN
wide area network

WATS
wide area telephone service

WCR
world class routing

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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 (ACD)*.

activity menu

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

ADAP

See *administration and data acquisition package (ADAP)*.

address

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

adjunct

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

administration

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

administration and data acquisition package (ADAP)

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

ADU

See *asynchronous data unit (ADU)*.

alarm log

A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

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

alphanumeric

Consisting of alphabetic and numeric symbols or punctuation marks.

ALT

See *assemble, load, and test (ALT)*.

American wire gauge (AWG)

A standard measuring gauge for nonferrous conductors.

AMIS

See *Audio Messaging Interchange Specification (AMIS)*.

AMIS prefix

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

ampere (amp)

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

analog networking

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

analog signal

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

announcement

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

announcement fragment

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

antistatic

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

API

See *application programming interface (API)*.

application

A computer software program.

application programming interface (API)

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

assemble, load, and test (ALT)

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

asynchronous communication

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

asynchronous data unit (ADU)

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

asynchronous transmission

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

attendant console

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

Audio Messaging Interchange Specification (AMIS)

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

Audio Information Exchange (AUDIX)

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

audit

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

AUDIX

See *Audio Information Exchange (AUDIX)*.

autodelete

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

automated attendant

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

automatic call distribution (ACD)

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

automatic message scan

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

autoprint

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

autoscan

See *automatic message scan*.

AWG

See *American wire gauge (AWG)*.

B

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

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

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

basic input/output system (BIOS)
A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

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

baud rate
Transmission signaling speed.

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

basic rate access
See *basic rate interface*.

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

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

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system (BIOS)*.

bit
See *binary digit (bit)*.

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

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

boot

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

boot filesystem

The filesystem from which the system loads its initial programs.

bps

See *bits per second*.

BRI

See *basic rate interface (BRI)*.

broadcast messaging

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

BSC

See *binary synchronous communications (BSC)*.

buffer

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

bulletin board

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

bundling

Combining several calls and handling them as a single call. See also *automatic message scan*.

bus

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

busy-out/release

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

byte

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

C

call accounting system (CAS)
A software device that monitors and records information about a calling system.

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

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

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

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

call delivery
See *message delivery*.

call-distribution group
The set of analog port cards on the switch that connects switch users to the Lucent Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution (ACD)* and *uniform call distribution (UCD)*.

call management system (CMS)
An inbound call distribution and management reporting package.

called tone (CED tone)
The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)
The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)
The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring
A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage
An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS
See *call accounting system (CAS)*.

CED tone
See *called tone (CED tone)*.

CELP
See *code excited linear prediction (CELP)*.

central office (CO)
An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
The component of the computer that manipulates data and processes instructions coming from software.

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

channel capacity
A measure of the maximum bit rate through a channel.

class of service (COS)
The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For example a user's PC running Message Manager is the client. See also *server*.

CMS
See *call management system (CMS)*.

CNG tone
See *calling tone (CNG tone)*.

CO
See *central office (CO)*.

code excited linear prediction (CELP)
An analog-to-digital voice coding scheme.

collocated
A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct

Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

A numbering system for telecommunications equipment used by Lucent. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

community

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See *class of service (COS)*.

coverage path

The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU

See *central processing unit (CPU)*.

cross connect

Distribution-system equipment used to terminate and administer communication circuits.

cross connection

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI

See *called subscriber information (CSI)*.

CTS

See *clear to send (CTS)*.

D

DAC

See *dial access code (DAC)*.

data base

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

data base processor (DBP)

A element of a computer or other information handling system that creates, changes, retrieves, or otherwise manipulates information in a data base.

data communications equipment (DCE)

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

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set

Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See *data base processor (DBP)*.

DCE

See *data communications equipment (DCE)*.

DCIU

See *data communications interface unit (DCIU)*.

DCP

See *digital communications protocol (DCP)*.

DCS

See *distributed communications system (DCS)*.

debug

See *troubleshooting*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

default community

A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number

The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message

A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial access code (DAC)

A feature available with some switching systems that permits dialoing a special number to access a long distance number.

dial-ahead/dial-through

The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string

A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID

See *direct inward dialing (DID)*.

digital

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital communications protocol (DCP)

A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring messages between messaging systems in a digital format. See also *INTUITY AUDIX Digital Networking*.

digital signal processor (DSP)

A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch

See *dual in-line package (DIP) switch*.

direct inward dialing (DID)

The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing ✳ ✳ N at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See *mailing list*.

DMA

See *direct memory access (DMA)*.

DNIS

See *dialed number identification service (*DNIS_SVC)*.

domain

An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

DSP

See *digital signal processor (DSP)*.

DSU

See *data service unit (DSU)*.

DTE

See *data terminal equipment (DTE)*.

DTMF

See *dual tone multifrequency (DTMF)*.

dual in-line package (DIP) switch

A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings
> The capability of INTUITY AUDIX users to create personal greetings in two different languages—one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)
> A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface
> A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

electrostatic discharge (ESD)
> Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail
> See *e-mail*.

e-mail
> The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled
> The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint
> See *fax endpoint*.

enhanced call transfer
> An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface
> A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
> The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/ disabled*.

error message
> A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses ⊞.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge (ESD)*.

event

An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facility out-of-service (FOOS)

State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

fax

See *facsimile*.

fax addressing prefix

Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field

An area on a screen, menu, or report where information can be typed or displayed.

FIFO

See *first-in/first-out (FIFO)*.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See *mirroring*.

file system

A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)

A method of processing telephone calls or data in which the first call (or data) to be received is the first call (or data) to be processed.

F key

See *function key (F key)*.

FOOS

See *facility out-of-service (FOOS)*.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

G

Generic 1, 2, or 3

Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape

A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS

See *grade of service (GOS)*.

grade of service (GOS)

A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax

A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password

A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing HELP or CTRL ? on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press ✳ H on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

host switch

The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group

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

Hz

See *hertz (Hz)*.

I

I/O

Input/output.

IDI

See *isolating data interface (IDI)*.

IMAPI

See *Lucent INTUITY messaging application programming interface (IMAPI)*.

INADS

See *initialization and administration system (INADS)*.

information service
    See *bulletin board*.

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

initialization and administration system (INADS)
    A computer-aided maintenance system used by remote technicians to track alarms.

initialize
    To start up the system for the first time.

input
    A signal fed into a circuit or channel.

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

integrated voice processing CELP (IVC6) card
    A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
    The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal mail messaging
    Software (Lucent INTUITY Message Manager) on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
    Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
    A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
    A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

Lucent INTUITY messaging application programming interface (IMAPI)
    A software function-call interface that allows INTUITY AUDIX to interact with INTUITY Message Manager.

I/O address
    input/output address.

IRQ
    See *interrupt request (IRQ)*.

ISDN
See *integrated services digital network (ISDN)*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card*.

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

Kbps
Kilobits per second; one thousand bits per second.

Kbyte
Kilobytes per second; 1024 thousand bytes per second.

L

label
The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN
See *local area network (LAN)*.

last-in/first-out (LIFO)
A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD
See *liquid crystal display (LCD)*.

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED

See *light emitting diode (LED)*.

LIFO

See *last-in/first-out (LIFO)*.

light emitting diode (LED)

A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows the status of the system, including alarms.

load

The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)

A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local AUDIX machine

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation

A switch, adjunct, or peripheral installed physically near the host switch or system. See also *collocated*.

local network

An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login

A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also *password*.

login announcement

A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes

Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC

See *leave word calling (LWC)*.

M

magnetic peripherals

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox

A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list

A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Lucent INTUITY software that affects at least one fourth of the Lucent INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS

See *manually out-of-service (MANOOS)*.

manually out-of-service (MANOOS)

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

MAP

See *multi-application platform (MAP)*.

mean time between failures (MTBF)

The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type

The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

memory

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree

The way in which nested automated attendants are set up.

message categories

Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component

A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery

An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is

an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See *INTUITY Message Manager*.

message-waiting indicator (MWI)

An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)

See *message-waiting indicator (MWI)*.

migration

An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring

A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

mode code

A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM

See *modular processor data module (MPDM)*.

MTBF

See *mean time between failures (MTBF)*.

multi-application platform (MAP)

The computer hardware platform used by the Lucent INTUITY system.

multilingual feature

A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI
See *message-waiting indicator (MWI)*.

MWL
See *message waiting lamp (MWL)*.

N

networking
See *INTUITY AUDIX Digital Networking*.

networking prefix
A set of digits that identifies a Lucent INTUITY machine.

night attendant
The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message
A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

on-line help
A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)
An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)
The set of software programs that runs the hardware and interprets software commands.

option
A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS
See *operating system (OS)*.

OSI
See *open systems interconnection (OSI)*.

outcalling
A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox
A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission
The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password
1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login*.

password aging
An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX
See *private branch exchange (PBX)*.

PC
See *power converter*.

PDM (processor data module)
See *modular processor data module (MPDM)*.

PEC
See *price element code (PEC)*.

peripheral device
Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory
An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension
See *secondary extension*.

pinouts
The signal description per pin number for a particular connector.

port
A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST

See *power on self test (POST)*.

power converter

A device for changing AC to DC and vice versa.

power on self test (POST)

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

price element code (PEC)

priority call answer

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses ②️ after recording.

priority messaging

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)

An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list

A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging

A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)

See *modular processor data module (MPDM)*.

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key

See *function key (F key)*.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter

A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM

See *random access memory (RAM)*.

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance

The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance*.

remote terminal

A terminal connected to a computer over a telephone line.

remote users

INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN

See *ringer equivalence number (REN)*.

reply loop escape
An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender
An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)
One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the ⁕ R (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time
The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)
A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee
A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)
A number required in the United States for registering your telephone equipment with a service provider.

ROM
See *read-only memory (ROM)*.

RS-232
See *EIA interface.*

RTS
See *request to send (RTS).*

S

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

SCSI

See *small computer systems interface (SCSI)*.

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See *switch integration device (SID)*.

SIMM

See *single in-line memory module (SIMM)*.

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

single in-line memory module (SIMM)

A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI

See *simplified message service interface (SMSI)*.

subscriber

A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge

A sudden rise and fall of voltage in an electrical circuit.

surge protector

A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW

See *switch integration*.

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration

Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)

A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network

Two or more interconnected switching systems.

synchronized mailbox

A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer

The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration
   See *configuration*.

T

T.30
   The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge
   One or more spare removable cartridges required to back up system information.

tape drive
   The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP
   See *transmission control protocol/internet protocol (TCP/IP)*.

TDD
   See *telecommunications device for the deaf (TDD)*.

TDM
   See *time division multiplexing (TDM)*.

telecommunications device for the deaf (TDD)
   A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal
   See *display terminal*.

terminal type
   A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor
   A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)
   A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring
   A term used to denote the analog telecommunications interface.

tone generator
   A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic
   The flow of attempts, calls, and messages across a telecommunications network.

translations
Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)
A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R
See *tip/ring*.

troubleshooting
The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server
A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

U

UCD
See *uniform call distribution (UCD)*.

Undelete
An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing ⊞ Ⓤ.

undelivered message
A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

Unequipped
See *equipped/unequipped*.

unfinished message
A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)
The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply (UPS)
An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system
A multi-user, multi-tasking computer operating system.

upgrade
An installation that moves a Lucent INTUITY system to a newer release.

untouched message

An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the ⊛ ⊛ Ⓗ (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS

See *uninterruptable power supply (UPS)*.

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "Press star three," instead of, "Press star D."

user interface

The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with INTUITY Message Manager.

user population

A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See *voice message*.

voice mailbox

See *mailbox*.

voice message

Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing

1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

volt

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

W

WAN

See *wide area network (WAN)*.

watt

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

wide area network (WAN)

A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window

That portion of the Lucent INTUITY user interface through which you can view system information or status.

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