Lucent Technologies
Bell Labs Innovations

INTUITY™ Messaging Solutions
Release 4
Change Description and Upgrade Planning

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- Answered by the attendant
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About This Book
Purpose

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About This Book

Purpose

This book, *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) to the Lucent INTUITY Messaging Solutions R4

- a Lucent INTUITY R4 model MAP/40 to a Lucent INTUITY R4 model MAP/40P
- Lucent INTUITY R4.2 to an incremental load, such as R4.3.

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 book is intended for:

- 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 its users

> **NOTE:**
> Technical procedures for the upgrade of a Lucent INTUITY system can be obtained in book *Lucent INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168.*

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Release History

This is the third 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 4.2 to Release 4.3.

- 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/5P 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 Release 4 system.

- Glossary

  This section 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.

To Locate Other Specific Topics

This book includes an alphabetical index at the end for quick access to specific topics.

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Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The words "subscriber" and "user" are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word "user" is the preferred term in the text; however, "subscriber" appears on most of the screens and is the command word you must type at the command line, for example, **change subscriber "Jane Doe".**

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as

    Type **y** to continue.

- The word "enter" means to type a value and then press ENTER. For example, an instruction to type the letter "y" and press ENTER is shown as

    Enter **y** to continue.

- The word "select" means to move the cursor to the desired menu item and then press ENTER. For example, an instruction to move the cursor to the Start Test option on the Network Loop-Around Test screen and then press ENTER is shown as

    Select Start Test.

- The Lucent INTUITY system displays *windows, screens,* and *menus.* Windows show and request system information (Figure 1 and Figure 2, respectively). Screens request that you enter a command at the enter command: prompt (Figure 3). This input is either a value or other specific information you must input through a field (Figure 2) or a command you must enter from the enter command: prompt (Figure 3). "Menus" (Figure 4) present options from which you can choose to view another menu, or a screen or window.

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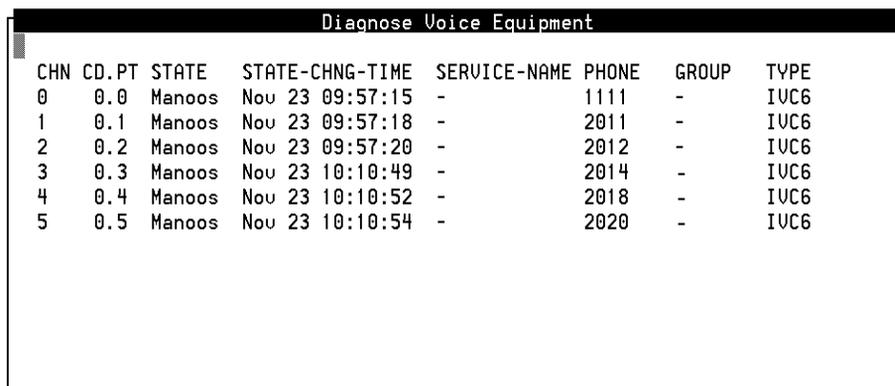
```
                    Diagnose Voice Equipment

 CHN CD.PT STATE    STATE-CHNG-TIME  SERVICE-NAME PHONE    GROUP    TYPE
 0    0.0  Manoos  Nov 23 09:57:15  -            1111     -        IVC6
 1    0.1  Manoos  Nov 23 09:57:18  -            2011     -        IVC6
 2    0.2  Manoos  Nov 23 09:57:20  -            2012     -        IVC6
 3    0.3  Manoos  Nov 23 10:10:49  -            2014     -        IVC6
 4    0.4  Manoos  Nov 23 10:10:52  -            2018     -        IVC6
 5    0.5  Manoos  Nov 23 10:10:54  -            2020     -        IVC6
```

Figure 1. **Example of a Lucent INTUITY Window**
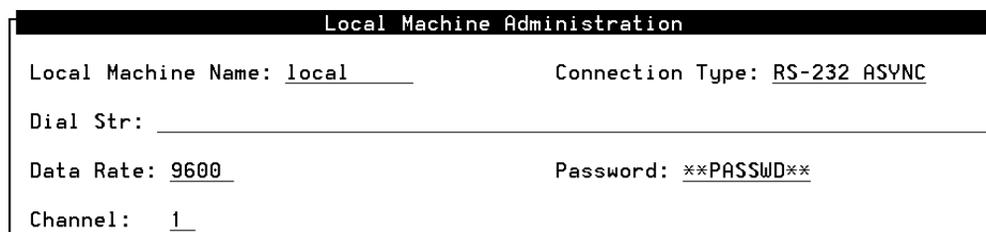
```
                    Local Machine Administration

 Local Machine Name: local_____        Connection Type: RS-232 ASYNC

 Dial Str: _____

 Data Rate: 9600_                      Password: **PASSWD**

 Channel:    1_
```

Figure 2. **Example of a Lucent INTUITY Window**

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```
                  Active          Alarms:                      Logins: 2
change machine                                              Page 1 of 2
                         MACHINE PROFILE

Machine Name: cbveitt      Type: local          Location: local

 Voiced Name? ▓                            Extension Length: 4
    Voice ID: 0                            Default Community: 1

ADDRESS RANGES
    Prefix                  Start Ext.   End Ext.       Warnings
 1: _____    0000         9999
 2: _____    _____     _____
 3: _____    _____     _____
 4: _____    _____     _____
 5: _____    _____     _____
 6: _____    _____     _____
 7: _____    _____     _____
 8: _____    _____     _____
 9: _____    _____     _____
10: _____    _____     _____


███████████████████████████████████████████████████████

enter command: change machine
```

Figure 3.   Example of a Lucent INTUITY Screen with a Command Line

```
        Networking Administration
       ▷Local Machine Administration
        Remote Machine Administration
        Networking Channel Administration
        Networking Traffic
```

Figure 4.   Example of a Lucent INTUITY Menu

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Keyboard and Telephone Keypad Representations

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

Press (ENTER).

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

Press (ALT–D).

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

Press (ALT–D) 1 .

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

Press (F3) (Save).

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

Press 1 to record a message.

Screen Displays

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

Example 1:

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

Example 2:

The system displays the message Alarm Form Update was successful.

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

Start at the INTUITY Main Menu and select:

> Customer/Services Administration
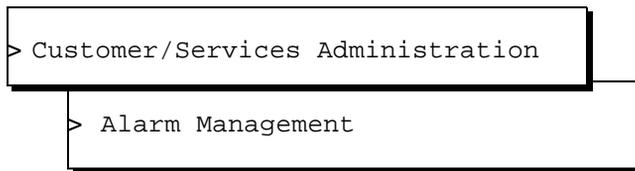
> Alarm Management

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

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

Data Entry Conventions

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

Example 1:

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

Example 2:

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

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

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

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Safety and Security Alert Labels

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

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

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

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

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

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Related Resources

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

Documentation

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

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

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

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

Technical Assistance

The following resources are available for technical assistance with Lucent Technologies products and services:

- Within the United States

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    — For systems integrated with any other switch, call 1-800-242-2121.

- Within Canada

    — For all systems, call 1-800-242-1234.

- Within any other country

    — For all systems, call your local distributor.

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Overview

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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.

  ⇒ **NOTE:**
  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. (See Chapter 3, "Lucent INTUITY Release 4 Platform Upgrades".)

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

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1 Lucent INTUITY Release 4 System Upgrades
Purpose

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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 consist of the on-site technical personnel installing application software and making any necessary hardware changes. This type of upgrade is 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.

$\Rightarrow$ NOTE:

Although 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

$\Rightarrow$ NOTE:

A planning checklist is included 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 following tasks the customer must complete prior to the actual upgrade:

- Pre-Upgrade Analysis
- System Upgrade Issues
- Types of System Upgrades
- Planning the Transfer Type for the System Upgrade

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- LAN Cards

- Site Planning

- Distribute Information to Users

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

Consider the following issues 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.

- The Lucent INTUITY module Interactive Voice Response (IVR) must be removed before upgrading a system to INTUITY AUDIX R4. IVR 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 before starting the system upgrade.

- During a system upgrade, the voice system is taken out of service for some portion of the data transfer. How long the system is out of service depends on the type (in-service or out-of-service) and size of the data transfer, the amount of data to be transferred, and whether a LAN card must be installed. The downtime affects 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 is 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 shutting down both the existing and replacement systems' voice services 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.

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

	Hours of Downtime		Hours of Technician Time	
	Maximum	**Minimum**	**Maximum**	**Minimum**
MAP/5P	6.2	1.7	12.6	4.8
MAP/40 or MAP/40P	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.

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System Upgrades

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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.

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

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

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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

Choosing an in-service or out-of-service data transfer depends on such factors as:

- ■ Acceptable downtime

- ■ System size

- ■ Transfer data amount

The in-service data transfer is designed primarily for large systems with significant amounts of data[2] (for example, a MAP/100 with 200+ hours of data). The out-of-service data transfer can 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

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

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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 installs 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 unpacks and assembles 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, locate the new Release 4 system to swing the cables from the existing system 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.

$\Longrightarrow$ **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 do not receive all the required documentation and software.

Space Requirements

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

Table 1-5 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%.

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

Equipment	Weight (lb.)	Height (in.)	Width (in.)	Depth (in.)
MAP/40	52	17.7	7.0 (12.6 with base)	21
MAP/40P				
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.

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Power Requirements

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

Table 1-6.　Power Requirements for Release 4 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.

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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/40P 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.

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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

$\Longrightarrow$ **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.

$\Longrightarrow$ **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"

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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", 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.

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- 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

- Re-instating Custom Announcements or Fragments

- Administering Lodging

➡ 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".

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

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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

$\Longrightarrow$ **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

$\Longrightarrow$ **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 is capable of interacting 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.

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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.

$\Longrightarrow$ **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.

$\Longrightarrow$ **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.

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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, 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, 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.

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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. 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.

Administering Lodging

Lucent INTUITY Lodging is a telephone system-integrated application. This means that when the PBX, switch, or server transfers a call to Lucent INTUITY Lodging, the telephone system interface also sends along the following call information:

- If the call is covered or direct

- The extension from which the call is coming

- The called extension

Using this information, Lucent INTUITY Lodging either takes a message (coverage) or retrieves messages (direct).

Basic Switch, PBX, or Server Administration

For Lucent INTUITY Lodging to work properly with the switch, PBX, or server certain features must be present and enabled on the system.

- Station lines must be compatible with industry standard Tip/Ring analog phones

- Each analog voice channel on the Tip/Ring circuit cards must be associated with an extension and hunt group number administered on the system.

For more detailed information, see:

- *Lucent INTUITY™ Messaging Solutions Release 4 Switch Integration with Digital Station Interfaces,* 585-310-251

- *Lucent INTUITY™ Messaging Solutions Release 4 Inband and Serial Switch Integration,* 585-310-252

- *Lucent INTUITY™ Messaging Solutions Release 4 Centrex Switch Integration,* 585-310-253

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

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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" of this book.	
4.	Account representative informs the customer of pre-sales software results and issues	"System Upgrade Issues" 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		

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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'' of this book.	
13.	One week before upgrade, customer distributes information on upgrade to users	''Distribute Information to Users'' 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'' of this book.	

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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*	
19.	Customer administers lodging	"Integration of AUDIX with Lodging" in *Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564*	

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Lucent INTUITY Release 4 Software Upgrades

<div style="text-align: right; font-size: 4em; font-weight: bold;">2</div>

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. 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.

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Software Upgrades

A software upgrade increments an existing Lucent INTUITY R4 system to the latest version of the R4 software, for example, from Release 4.2 to Release 4.3.

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

- Planning for a Software Upgrade

- Software Upgrade Issues

- Site Planning

- 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 customer's platform (that is, a MAP/40, MAP/40P, or MAP/100), the amount of user data and activity, the number of components that to be upgraded, and 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 technician can expect to spend at the customer's site.

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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.

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Lucent INTUITY Release 4 Platform Upgrades

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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 mode. *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.

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Platform Upgrades

Upgrading a Lucent INTUITY R4 involves the following processes:

- Planning for an R4 Platform Upgrade
- Planning for an R4 Platform Upgrade

Planning for an R4 Platform Upgrade

A platform upgrade advances an existing Lucent INTUITY R4 platform model to a larger-capacity model.

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/40 platform upgrade; the time required to perform the upgrade, and determining if additional memory (RAM) must be purchased.

Since the 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 Lucent personnel time involved.

Table 3-1. 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.

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Site Planning

If installing additional memory or IVC6 voice cards to upgrade the Lucent INTUITY R4 platform, the only site planning is for the technician to observe proper electrostatic discharge precautions when installing the SIMMs. The customer does not have any site considerations for which to plan, as there is no computer exchange involved.

Performing the R4 Platform Upgrade

Lucent personnel run platform upgrade software that reconfigures software and platform components.

Depending on the memory configuration of the existing MAP/40 machine, the technician can install additional SIMMs to provide the memory required by the new 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 is unavailable to users and callers.

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Lucent INTUITY Release 4 Enhancements

A
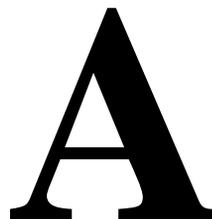
Overview

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.

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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 <u>Lucent INTUITY™ Multimedia Messaging User's Guide, 585-310-748</u> or <u>Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564</u>.

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.

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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.

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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.

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.

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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 $\boxed{*}$ $\boxed{T}$ Transfers	The system administrator can administer the system so users cannot transfer from the AUDIX system to certain specific extensions or ranges of extensions.

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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 F9. (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)

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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.

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

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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.

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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.

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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.

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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.

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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	

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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*

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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	

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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*

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New/Changed Lucent Intuity Screens

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INTUITY Messaging Solutions Release 4
Change Description and Upgrade Planning *585-310-607*

Issue 3
October 1997

B User Handouts

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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 Release 4 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 B-9 and "Message Manager with Fax and – now – Text Messaging is available'' on page B-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 _____ .
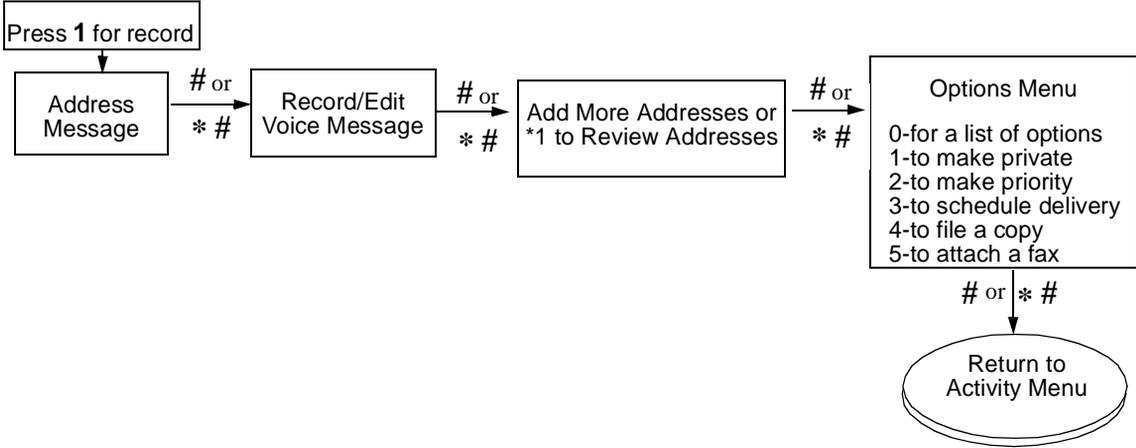
NOTE:

This handout is for users of INTUITY AUDIX 3.2 who will now use INTUITY AUDIX R4.

The New AUDIX® System: IT'S DIFFERENT

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.

NOTE:

This handout is for users of INTUITY AUDIX 3.2 who will now use INTUITY AUDIX R4.

To print all new faxes at once

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

_____ **Message Manager with Fax and Text Messaging is available**

- Lucent INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage voice, fax, and e-mail messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Lucent INTUITY Message Manager are as follows:

    - View a list of message headers
    - Listen to voice messages using your P.C.
    - View faxes and text messages
    - Create and send text messages to other AUDIX and Message Manager users
    - Store voice, fax, and text messages on your P.C.
    - Administer features like personal greetings and outcalling by entering text
      in fields on the P.C. screen
    - Type annotations to your messages
    - Move messages around using the click-and-drag method
    - Randomly access your messages

_____ **You can receive and store e-mail from Message Manager**

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

_____ **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.

NOTE:

This handout is for users of INTUITY AUDIX 3.2 who will now use INTUITY AUDIX R4.

The New AUDIX® System: IT'S DIFFERENT

_____ **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 3.2 who will now use INTUITY AUDIX R4.

_____ **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 R4.

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 com-
  mands/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 tele-
  phone.

NOTE:

This handout is for users of INTUITY AUDIX 3.3 who will now use INTUITY AUDIX R4.

_____ **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 R4.

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5ESS Switch
A central office switch manufactured by Lucent Technologies 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).

ACA
See *automatic circuit assurance*.

ACD
See *automatic call distribution*.

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

ADAP
See *administration and data acquisition package*.

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

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

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.

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

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

American wire gauge (AWG)
A standard measuring gauge for nonferrous conductors.

AMIS
See *Audio Messaging Interchange Specification*.

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

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

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

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

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

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

API
See *application programming interface.*

application
A computer software program.

application identifer
A two-letter code used in the administrator's log to identify the application or subsystem for which an alarm is being generated. There are 11 application identifiers as follows: CA (Call Accounting), EL (Enhanced List), LF (Lodging Fax), LG (Lucent INTUITY Lodging), ML (MERLIN LEGEND), MT (Maintenance), NW (Digital Networking), SW (Switch Integration), VM (Voice Messaging), VP (Voice Processing), and VR (Voice Response).

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.

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ASP
advanced signal processor

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 Technologies.

Audio Information Exchange (AUDIX)
A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

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

AUDIX
See *Audio Information Exchange*.

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

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

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

automatic circuit assurance (ACA)
A feature of the switch that keeps records of both very long and very short calls and notifies the attendant when these calls exceed a certain parameter. The logic is that many very short calls or one very long one may suggest a trunk that is hung, broken, or out of order. The attendant can then physically dial into the trunk to check it.

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automatic message scan

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

autoprint

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

autoscan

See *automatic message scan*.

AWG

See *American wire gauge.*

B

background testing

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

backplane

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

backup

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

basic input/output system (BIOS)

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

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 synchronous communications (BSC)

A character-oriented synchronous link protocol.

BIOS

See *basic input/output system*.

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.

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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.

BRI
> See *basic rate interface*.

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

BSC
> See *binary synchronous communications*.

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

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

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

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

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

C

CA
> Call accounting system application identifer. See *application identifier*.

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.

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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 classification analysis (CCA)
  A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls.

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 can be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call data handler process (CDH)
  A software process that accumulates generic call statistics and application events.

call detail recording (CDR)
  A switch feature that uses software and hardware to record call data. See also *call detail recording utility*.

call detail recording utility (CDRU)
  Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices. See also *call detail recording*.

call delivery
  See *message delivery*.

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

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

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

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

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

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

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

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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 accouting system*.

CCA
See *call classification analysis.*

CDH
See *call data handler process*.

CDR
See *call detail recording*.

CDRU
See *call detail recording utility (CDRU).*

CED tone
See *called tone*.

CELP
See *code excited linear prediction*.

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

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

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

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

class of restriction (COR)
A feature that allows up to 64 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also *class of service*.

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). See also *class of restriction*.

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

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

CMS
See *call management system*.

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CNG tone
See *calling tone*.

CO
See *central office*.

COR
See *class of restriction*.

COS
See *class of service*.

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 Technologies. Each com-code is a 9-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-key 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 sys-tem operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS
See *class of service*.

coverage path
The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is auto-matically 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.

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CPU
 See *central processing unit*.

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

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

CSI
 See *called subscriber information*.

CTS
 See *clear to send*.

D

DAC
 See *dial access code*.

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

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

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

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

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

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

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

DBP
 See *data base processor*.

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DCE
See *data communications equipment*.

DCIU
See *data communications interface unit*.

DCP
See *digital communications protocol*.

DCS
See *distributed communications system*.

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-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*.

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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 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 $\boxed{*}$ $\boxed{*}$ $\boxed{N}$ at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal

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

distributed communications system (DCS)

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

distribution list

See *mailing list*.

DMA

See *direct memory access*.

DNIS

See *dialed number identification service*.

domain

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

DSP

See *digital signal processor*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTMF

See *dual tone multifrequency*.

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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*.

ELA

See *Enhanced-List Application*.

electronic mail

See *e-mail*.

electrostatic discharge (ESD)

The discharge of a static charge on a surface or body through a conductive path to ground, ESD can damage integrated circuits.

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 files 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-List Application (ELA)

An INTUITY AUDIX option that facilitates message delivery to large numbers of recipients. There can be up to 100 enhanced lists per system, each of which can contain up to 1500 addresses.

enhanced serial data interface (ESDI)

A software-controlled and hardware-controlled method used to store data on magnetic peripherals.

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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 within the system 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*.

ESDI
> See *enhanced serial data interface*.

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

facilities restriction level (FRL)
> A value that determines which types of calls the users of a switch are allowed to make.

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 nodepoint 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.

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

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

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

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

filename
Alphanumeric characters used to identify a particular file.

file redundancy
See *mirroring*.

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

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

F key
See *function key*.

FNPAC
See *foreign numbering-plan area code*.

FOOS
See *facility out-of-service*.

foreign exchange (FX)
A central office (CO) other than the one providing local access to the public telephone network.

foreign numbering-plan area code (FNPAC)
An area code other than the local area code that must be dialed to call outside the local geographical area.

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.

FRL
See *facilities restriction level*.

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.

FX
See *foreign exchange*.

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G

Generic 1, 2, or 3
  Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

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

GOS
  See *grade of service*.

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

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

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

H

hard disk drive
  A high-capacity data-storage and data-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*.

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.

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

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See INTUITY *messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

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

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

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

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

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

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

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

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

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

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

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

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

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

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

J

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

K

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").

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LAN
See *local area network*.

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

LCD
See *liquid crystal display*.

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

LED
See *light emitting diode*.

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

light emitting diode (LED)
A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)
The 10-character alphanumeric display that shows the status of the system, including alarms.

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

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

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

local installation
A switch, adjunct, or peripheral device 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

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LWC
    See *leave word calling*.

M

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

mailbox
    A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing out-going 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*.

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

MAP
    See *multi-application platform*.

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

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

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.

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message categories

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

message component

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

message delivery

An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See INTUITY *Message Manager*.

message waiting indicator (MWI)

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

message waiting lamp (MWL)

See *message-waiting indicator*.

migration

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

minor alarm

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

mirroring

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

ML

MERLIN LEGEND application identifer. See *application identifier*.

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 can connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

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MPDM

See *modular processor data module*.

MT

Maintenance application identifer. See *application identifier*.

MTBF

See *mean time between failures*.

multi-application platform (MAP)

The computer hardware platform used by the Lucent INTUITY system.

multilingual feature

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

MWI

See *message waiting indicator*.

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.

NPA

See *numbering plan area*.

NT

Networking application identifer. See *application identifier*.

MWL

See *message waiting lamp*.

numbering plan area

Formal name for 3-digit telephone area codes in North America. Within an area code, no two telephone lines may have the same 7-digit phone number. The code is often designated as *NXX*, to indicate the three digits.

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O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

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

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

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

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

OS
See *operating system*.

OSI
See *open systems interconnection*.

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

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

P

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

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

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

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PBX
　　See *private branch exchange*.

PC
　　See *power converter*.

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

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*.

PI
　　See *processor interface*.

PIB
　　See *processor interface*.

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

PMS
　　See *property management system*.

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

POST
　　See *power-on self test*.

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

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

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

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

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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*.

property management system (PMS)
A product used by lodging establishments to automate the management of guest records, reservations, room assignments, and billing. In an integrated PMS environment, special software links the PMS to the Lucent INTUITY Lodging system so that both systems share a common set of messages and commands.

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 tone signals. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM
See *random access memory*.

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

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

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reboot
See *boot*.

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

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

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

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

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

remote terminal
A terminal connected to a computer over a telephone line.

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

REN
See *ringer equivalence number*.

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

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

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

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the $\boxed{*}$ $\boxed{R}$ (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.

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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 Technologies personnel can update RTU parameters either at the customer's site or remotely via a modem.

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

ROM
See *read-only memory.*

RS-232
See *EIA interface.*

RTS
See *request to send*.

RUK
See *reusable upgrade kit.*

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 system interface.*

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

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

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

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

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

simplified message service interface (SMSI)
Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

simplified message desk interface (SMDI)
Also known as station message desk interface. Type of data link from the central office that contains information and instructions for the Lucent INTUITY system. With SMDI, the caller need not re-enter the called number once the call terminates to the Lucent INTUITY system. See also *simplified message service interface*.

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.

SMDI
See *station message desk interfac*e.

SMDR
See *station message detail recording*.

SMSI
See *simplified message service interface*.

SP
signal processor

SSP
scaleable signal processor

station message desk interface (SMDI)
See *simplified message desk interface*.

station message detail recording
See *call detail recording (CDR)*.

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.

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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
  Switch integration application identifer. See *application identifier*.

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 that 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 75
  An advanced digital switch manufactured by Lucent Technologies that supports up to 800 lines for voice and data communications.

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System 85

An advanced digital switch manufactured by Lucent Technologies that supports up to 3000 lines for voice and data communications.

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*.

TDD

See *telecommunications device for the deaf*.

TDM

See *time division multiplexing*.

telecommunications device for the deaf (TDD)

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

terminal

See *display terminal*.

terminal type

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

terminating resistor

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

time division multiplexing (TDM)

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

tip/ring

A term used to denote the analog telecommunications interface.

tone generator

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

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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.

TTS
  Text-to-Speech

U

UCD
  See *uniform call distribution*.

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

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

unequipped
  See *equipped/unequipped*.

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

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

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

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

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

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

UPS
    See *uninterruptable power supply.*

U. S. 123
    An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "*Press star three,*" instead of, *"Press star D.*"

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

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

V

vector
    A customized program in the switch for processing incoming calls.

VM
    Voice messaging application identifier. See *application identifier*.

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.

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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.

VP

Voice platform application identifier. See *application identifier*.

VR

Voice response application identifier. See *application identifier*.

W

WAN

See *wide area network*.

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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INTUITY **Messaging Solutions Release 4, Phase 2 Books Guidebuilder is cancelled until later in 1997**

Current as of January 22, 1997 - KC .

Title, Document No.	Comcode	Issue No.	Brief Description
General Information			
Lucent INTUITY™ Messaging Solutions Release 4 System Description, 585-310-235	107731606	1	Contains a comprehensive description of the Lucent INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities.
Lucent INTUITY™ Messaging Solutions Release 4 Documentation Guide, 585-310-016	107889222	2	Describes each of the Release 4 books including content and audience. Previous release document sets are listed in descending order after the Relase 4 section. Ordering information and a description of how the books have changed from previous releases are also included.
GBCS Product Security Handbook, 555-025-600	107852469	5	Discusses security risks and measures you can take to help prevent external tele-communication fraud. It includes specific information on the Lucent INTUITY messaging system and other Lucent products

Title, Document No.	Comcode	Issue No.	Brief Description
Planning			
Lucent INTUITY™ Messaging Solutions Release 4 Planning for Migrations, 585-310-606	107889230	2	Contains a high-level description of the process needed for migrating from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power on MERLIN LEGEND (IS II or III) systems to the Lucent INTUITY Messaging Solutions R4 system. It describes how users can manage the migration and compares the INTUITY AUDIX system with the voice messaging system being replaced.
Lucent INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning, 585-310-607	107889248	2	Contains a high-level description of the process for upgrading from the INTUITY AUDIX R2.0 and R3.0 systems to the Lucent INTUITY Messaging Solutions R4 system. It describes how users can manage the upgrade and identifies feature differences between releases.

Title, Document No.	Comcode	Issue No.	Brief Description
Installation			
Lucent INTUITY™ Messaging Solutions Release 4 Migration Procedures, 585-310-167	107889255	2	Contains the procedures and checklists needed for migrating to Lucent INTUITY R4 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. It includes migration error codes and procedures and checklists for migration processes.
Lucent INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168	107889263	2	Contains the procedures and a checklist necessary to upgrade from Lucent INTUITY R2 to Lucent INTUITYR4 or from Lucent INTUITY R3 to Lucent INTUITY R4. Also contains procedures for performing a software upgrade from R4.0 to R4.n and procedures for performing a /40s to /40 platform upgrade.
Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation, 585-310-169	107889271	2	Contains complete instructions for hardware and software installation, initial administration, and acceptance testing of a new Lucent INTUITY system. The book also include complete switch integration instructions for the System 75, System 85, and MERLIN LEGEND switches.
Lucent INTUITY™ Messaging Solutions Release 4 System Installation Worksheets, 585-310-170	107731671	1	An online Microsoft word document consisting of 45 worksheets located on the Lucent Technologies BCS IntraWorks home page. These can be used by project managers or account reps to provide customer specific information to the installer.
Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173	107889289	2	Same as the MAP/40 install except with specific information for the MAP/100. Both books also include: appendices containing an installation checklist, an overview of the user interface, installation troubleshooting, and supplemental information on switch preadministration, connectivity, and pinouts.

Title, Document No.	Comcode	Issue No.	Brief Description
Maintenance			
Lucent INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171	107889297	2	Contains information for troubleshooting and diagnosing problems associated with the MAP/40 and MAP/40s hardware. It includes component replacement procedures and common system procedures as well as installation procedures for software and RFUs. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.
Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174	107889305	2	Contains the same type of information as the MAP/40 book only the information is specific to the MAP/100.
Switch Integration			
Lucent INTUITY™ Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3, 585-310-214	107643355	4	This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent INTUITY system; configuration descriptions and diagrams.
Lucent INTUITY™ Integration with System 85 and DEFINITY Communications System Generic 2, 585-310-215	107643306	2	Contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with a Lucent INTUITY system. It includes planning, installation, and administration information
Lucent INTUITY™ Integration with MERLIN LEGEND Communications System, 585-310-231	107643199	2	Contains the procedures needed to administer a MERLIN LEGEND switch to work with a Lucent INTUITY system. It includes an overview of the integration process, prerequisite information, administration planning information, software installation procedures.and procedures for using MERLIN LEGEND SPM with the Lucent INTUITY system.
Lucent INTUITY™ Integration with the 5ESS Switch, 585-310-219	107156671	1	Includes an overview of the integration process, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Lucent INTUITY system, alarms, and installing 5ESS switch software package on a Lucent INTUITY system.

Title, Document No.	Comcode	Issue No.	Brief Description
Lucent INTUITY™ Integration with DMS-100, 585-310-223	107156689	1	Includes an overview of the integration process, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Lucent INTUITY system, alarms, and installing DMS-100 switch software package on a Lucent INTUITY system.
Lucent INTUITY™ Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1, 585-310-221	107697237	2	Includes prerequisite information, switch integration device (SID) basics, installation and administration planning information, hardware and software installation procedures, Lucent INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.
Lucent INTUITY™ Integration with Mitel, 585-310-222	107662967	2	Contains the procedures needed to administer a Mitel SX-2000 Digital, SX-100, and SX-200 switch to work with a Lucent INTUITY system. Includes the same information as described for the DMS-100.
Lucent INTUITY™ Integration with NEC NEAX, 585-310-216	107643280	2	Contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with a Lucent INTUITY system. Includes the same information as described for the DMS-100..
Lucent INTUITY™ Integration with ROLM 8000, 9000, 9571, 585-310-220	107643272	2	Contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX to work with a Lucent INTUITY system. Contains the same information as described for the DMS-100.

System Administration			
Lucent INTUITY™ Messaging Solutions Release 4 Administration, 585-310-564	107889313	2	Contains system functionality overviews, planning considerations, and recommendations and instructions for administering AUDIX, fax mail, e-mail, ELA, the Lucent INTUITY platform, and integrating with Lotus Notes/cc:mail. It includes procedures for the administration of system features, users, automated attendants and bulletin boards, fax print destinations, trusted servers, and the Applications Programming Interface for Message Manager

Title, Document No.	Comcode	Issue No.	Brief Description
Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages, 585-310-566	107889321	2	Describes how to use alarm and activity logs as well as listing alarms that the customer or installer can address. These listings include procedures on how to fix the problems that generated the alarms.
AUDIX Administration and Data Acquisition Package, 585-302-502	107764938	13	Describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system.
Lucent INTUITY™ Call Accounting System User Guide, 585-310-728	107380610	1	Contains the procedures needed to administer, install, and maintain a call accounting system.
Lucent INTUITY™ Call Accounting System Quick Reference, 585-310-729	107380628	1	A foldout card which contains an abbreviated view of CAS commands. Designed for the experienced CAS user.
Lucent INTUITY™ Messaging Solutions Digital Networking, 585-310-567	107889339	2	Contains a description of digital networking, explains the different types of networking, provides procedures for administering networking and remote users, describes the traffic reports, and provides troubleshooting procedures for INTUITY AUDIX Release 3 and Release 4. Switch administration procedures and planning worksheets also are included.
AMIS Analog Networking, 585-300-512	107643330	6	Includes an overview and feature description, and procedures for administering AMIS Analog Networking on INTUITY AUDIX R2, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2, R3, R3.1, and R3.2 systems.
System Use/Subscriber			
Lucent INTUITY™ Messaging Solutions Release 4 User-Handout Artwork, 585-310-744	107731739	1	This package contains camera-ready artwork from several user documents. Customers may use this artwork to customize and print their own version of each document.

Title, Document No.	Comcode	Issue No.	Brief Description
Lucent INTUITY™ Messaging Solutions Release 4 Guidebuilder, 585-310-745 **(On Delay)**	107731812	1	Guidebuilder is a software product that customers use to print custom documents for end users. It allows customers to include in the documents only those INTUITY AUDIX features that have been purchased or turned on. It also allows customers to incorporate customer-specific codes such as network prefixes, fax print prefixes, and system telephone numbers.
A Portable Guide to Voice Messaging, 585-300-701	107395352	3	This pocket-sized book provides the user with concise yet comprehensive task-oriented information for using the voice mail and call answer features of INTUITY AUDIX and DEFINITY AUDIX.
Lucent INTUITY™ Multimedia Messaging User's Guide, 585-310-748	107899354	2	This book provides the user with concise yet comprehensive task-oriented information for using the voice mail, call answer, and multimedia features of INTUITY AUDIX.
Voice Messaging Quick Reference, 585-300-702	106710148	3	Summarizes the most commonly used subscriber features for INTUITY AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick-reference guides.
Lucent INTUITY™ Multimedia Messaging Quick Reference, 585-310-751	107731796	1	Summarizes the most commonly- used user features, *including multimedia features*, for INTUITY AUDIX. One package includes 150 quick-reference guides
Voice Messaging Wallet Card, 585-300-704	106710163	2	Contains a summary of commands and a memory jogger for the user's entry-level menu of task choices. One package includes 150 wallet cards.
Multiple Personal Greetings Quick Reference, 585-300-705	107419251	5	Summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick- reference guides
Voice Messaging Outcalling Quick Reference, 585-300-706	107307365	1	Summarizes the use of the outcalling feature. One package includes 150 quick-reference guides.
Lucent INTUITY™ Message Manager Release 4 User Guide, 585-310-743	107723843	1	This book provides the user with concise yet comprehensive task-oriented information for using Message Manager Release 4.0.