



**Intuity™**

Release 3.0

Planning for Migrations and Upgrades

585-310-651  
Comcode 107583460  
Issue 2  
September 1995

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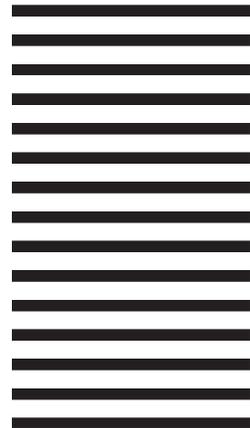


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## About This Document

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### Purpose

This document, *Intuity R3.0 Planning for Migrations and Upgrades*, 585-310-651, contains a high-level description of the process needed for migrating to the Intuity system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems. It describes how you can manage the migration and compares the Intuity AUDIX system with the system you are replacing. It compares system capacities, switch connections, subscriber interfaces, and administrative interfaces.

This document also contains information on how to manage an upgrade from the Intuity AUDIX R2.0 or 3.2 system to the Intuity AUDIX R3.3 system.

### Intended Audience

This document is intended for the following:

- AT&T customers who are planning to buy or have bought an Intuity system
- Intuity system administrators, who are responsible for all system level aspects of the Intuity system and dealing with subscribers
- AT&T and AT&T-certified sales and service personnel who must plan for and manage a migration to an Intuity system

**⇒ NOTE:**

Actual procedures for the transfer of data to an Intuity system are contained in *Intuity Upgrade and Migration Procedures*, 585-310-158.

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## Related Resources

In addition to this book, you may need to reference the following books:

<i>Intuity System Description</i>	585-310-211	1
<i>Intuity FAX Messaging Administration</i>	585-310-558	1
<i>Intuity AUDIX R3.3 Administration and Feature Operations</i>	585-310-552	2
<i>Intuity Documentation Guide</i>	585-310-540	3
<i>Intuity New System Planning for Release 3.0</i>	585-310-605	1
<i>Intuity MAP/5 Hardware Installation</i>	585-310-146	1
<i>Intuity Installation Checklist</i>	585-310-161	1
<i>Intuity MAP/40 Hardware Installation</i>	585-310-138	1
<i>Intuity MAP/100 Hardware Installation</i>	585-310-139	1
<i>Intuity Software Installation for Release 3.0</i>	585-310-160	1
<i>Intuity Integration with System 75 and DEFINITY Communications System G1 and G3</i>	585-310-214	3
<i>Intuity Integration with System 85 and DEFINITY Communications System G2</i>	585-310-215	1
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<i>Intuity Call Accounting System User Guide</i>	585-310-728	1
<i>Intuity Call Accounting System Quick Reference</i>	585-310-729	1
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<i>Intuity Intro Voice Response</i>	585-310-718	1
<i>Intuity Platform Administration and Maintenance for Release 3.0</i>	585-310-557	1
<i>Intuity Message Manager Release 2.0 User's Guide</i>	585-310-731	1
<i>AUDIX Administration and Data Acquisition Package</i>	585-302-502	12
<i>Intuity Voice/FAX Messaging User Guide</i>	585-310-733	1
<i>Intuity Voice/FAX Messaging Quick Reference</i>	585-310-734	1
<i>Multiple Personal Greetings Quick Reference</i>	585-300-705	5
<i>Voice Messaging Wallet Card</i>	585-300-704	2
<i>Voice Messaging Outcalling Quick Reference</i>	585-300-706	1

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<i>Voice Messaging Business Card Stickers</i>	585-304-705	2
<i>Intuity AUDIX R3.0 Voice Messaging Subscriber Artwork Package</i>	585-310-735	1
<i>Intuity Upgrade and Migration Procedures</i>	585-310-162	1

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# AUDIX R1-to-Intuity System Migration

# 1

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# AUDIX R1-to-Intuity System Migration

# 1

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When you are replacing an AUDIX R1 system with an Intuity AUDIX system, AT&T supports the transfer of subscriber data if your AUDIX R1 system is one of the following releases:

- R1V5
- R1V6
- R1V7
- R1V8



**NOTE:**

Data from AUDIX releases prior to R1V5 cannot be migrated to the Intuity AUDIX system.

This chapter describes the following:

- The changes in how you administer the AUDIX system and operate its features when you replace your AUDIX R1 system with the Intuity AUDIX system
- How to prepare subscribers for a change from the AUDIX R1 system to the Intuity AUDIX system
- How to complete the migration tasks for which you, the customer, are responsible

In planning the migration to the Intuity AUDIX system, use the worksheets provided in Appendix A.

## **What is the Intuity System**

---

The Intuity system, which runs on a MAP/5, MAP/40, or MAP/100 computer, lets you install and administer one or more voice and fax applications simultaneously on the same computer. The Intuity system is, in effect, an operating system that supports voice/fax applications. Current applications offered with the Intuity system are:

- The Intuity AUDIX system — The approximate equivalent to the AUDIX R1 system
- The Intuity FAX Messaging system — An application for sending, storing, and getting faxes that is totally integrated with the Intuity AUDIX administrative and user interfaces. Intuity FAX Messaging is, in fact, implemented and used as an additional feature of the Intuity AUDIX system.
- The Intuity Intro voice response system — The approximate equivalent to the CONVERSANT<sup>®</sup> Intro system
- The Intuity Call Accounting System — The approximate equivalent to the IS III Call Accounting System
- The System Programming and Maintenance Tool — The equivalent to the Integrated Solutions III SPM, an administrative interface to the MERLIN LEGEND

So that the Intuity system can make the AUDIX system work with other applications on the same machine, you perform many tasks for the AUDIX system actually using Intuity system features that are independent of the AUDIX system features. Thus, many on-going administration, switch integration, and networking tasks you may associate with the AUDIX R1 system are performed in the Intuity system, but not within the AUDIX system itself.

In addition, the other parts of the Intuity system in which you perform AUDIX-related tasks have screens that look and function very differently from the forms in the AUDIX R1 system. See “Administration Tools” later in this chapter for details.

## **Differences Between AUDIX R1 and Intuity**

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There are numerous differences between the AUDIX R1 system and the Intuity AUDIX system. The following sections describe these differences.

### **Capacities**

---

In general, the Intuity AUDIX system exceeds the AUDIX R1 system in all areas of voice messaging capacity. Table 1-1 compares maximum capacities on both products.

**Table 1-1. Capacity Comparison Between AUDIX R1 and Intuity Systems**

Type of Capacity	AUDIX R1 (2 Cabinet)	Intuity AUDIX
Maximum voice ports	32	64* on a MAP/100 42* on a MAP/40 18* on a MAP/5
Maximum hours of storage for recorded voice	474	1280* — MAP/100 without disk mirroring 470* — MAP/100 with mirroring 445* — MAP/40 without disk mirroring 175* — MAP/40 with disk mirroring 205* — MAP/5 (disk mirroring not available)
Maximum local subscribers	4,000	20,000* on a MAP/100 15,800* on a MAP/40 2,400* on a MAP/5
Maximum networked systems	100	500
Maximum network ports	6	12 on a MAP/100 8 on a MAP/40 4 on a MAP/5
Maximum remote subscribers	28,000	500,000 on a MAP/100 200,000 on a MAP/40 with 1000 maximum local subscribers 26,000 on a MAP/5 with 500 maximum local subscribers

\* The use of Intuity FAX Messaging, which is available with the Intuity AUDIX 3.3 system, can also have a significant impact on the number of hours of voice storage available, the number of voice ports needed, and the number subscribers the system can handle. A single standard page of fax requires 20 seconds of mailbox, or disk, space and 40 seconds of voice port usage. A single fine page of fax requires 40 seconds of mailbox space and 70 seconds of voice port usage.

The number of local and remote subscribers that the Intuity AUDIX system can handle depends on the hours of storage, the number of voice ports, and the system usage patterns of subscribers, specifically:

- The average length of a message
- The average number of messages sent per hour
- The average number of messages stored at any given time in a mailbox
- The ratio of networked messages sent to local messages sent

See your sales representative or *Intuity New System Planning for Release 3.0*, 585-310-605, for more information on determining subscriber capacities on the Intuity system.

### **Switch Connections**

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You can connect your Intuity machine to almost all of the same switches to which you can connect your AUDIX R1 system. However, the Intuity AUDIX system connects to one of only three types of data communication hardware:

- Hardware using the BX.25 data communications protocol, specifically data communications interface unit (DCIU), Switch Communications Interface (SCI), Processor Interface (PI), or Packet Gateway (PGATE) hardware
- Switch Integration Device (SID)
- 3A Translator or a 202T modem, Simplified Message Service Interface (SMSI) compatible pieces of hardware

Table 1-2 compares supported switches and data communications hardware on those switches:

**Table 1-2. Switch Connectivity Comparison Between AUDIX R1 and Intuity Systems**

<b>AUDIX R1 Switches</b>	<b>Integration Hardware</b>	<b>Intuity Switches</b>	<b>Integration Hardware</b>
System 75 R1V3 only	SCI,PI	System 75 R1V3 only	SCI,PI
DEFINITY Generic 1	PI	DEFINITY Generic 1	PI
System 85 (R2V2 and later)	DCIU	System 85 R2V4 only	DCIU
DEFINITY Generic 3s	PI	DEFINITY Generic 3s	PI
DEFINITY Generic 3i	PI	DEFINITY Generic 3i	PI
DEFINITY Generic 3r	PGATE	DEFINITY Generic 3r	PGATE
DEFINITY Generic 2.1	DCIU	DEFINITY Generic 2.1	DCIU
DEFINITY Generic 2.2	DCIU	DEFINITY Generic 2.2	DCIU
DEFINITY Generic 3 V2	PI or PGATE	DEFINITY Generic 3 V2	PI or PGATE
DEFINITY Generic 3 V3	PI or PGATE	DEFINITY Generic 3 V3	PI or PGATE
5ESS	Switch Communications Adapter (SCA), Advanced Communications Package (ACP), or 3A SMSI Translator	5ESS	3A SMSI Translator or SMSI with 202T Modem
Northern Telecom DMS100	1x67BC Terminal Card	Northern Telecom DMS100	SMSI with a 202T Modem

**Table 1-2. Switch Connectivity Comparison Between AUDIX R1 and Intuity Systems**

<b>AUDIX R1 Switches</b>	<b>Integration Hardware</b>	<b>Intuity Switches</b>	<b>Integration Hardware</b>
NEC NEAX 2400	No data integration (for AUDIX Standalone only)	NEC NEAX 2400	SIDs
Rolm 8000, 9000, 9751	No data integration (for AUDIX Standalone only)	Rolm 8000, 9000, 9751	SIDs
Northern Telecom SL-1	SDI* with IVMS protocol	Northern Telecom SL-1, Meridian, Meridian SL-1	SIDs

\* Serial Data Interface

## **Intuity Fax Messaging**

The Intuity AUDIX R3.3 system has the Intuity FAX Messaging option. This option lets subscribers receive, send, and store faxes, and attach faxes to voice messages. They can also scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new to unopened to old.

The Intuity AUDIX voice prompts tell subscribers when they have fax messages. Faxes and voice/fax messages have headers just like normal voice-only messages. As with voice-only messages, the prompts also give directions on how to accomplish tasks with fax messages. In short, fax messaging is fully integrated with AUDIX voice messaging.

However, a subscriber doesn't get a fax by listening to it. Instead, the subscriber tells AUDIX to print the fax from his/her mailbox to a fax machine. A subscriber also doesn't verbally record a fax to a mailbox. Instead, the subscriber uses a fax machine.

Fax messaging has the following capabilities:

### **⇒ NOTE:**

This list is intended as an overview. For a more complete description of the fax messaging capabilities, see *Intuity Voice/FAX Messaging User's Guide*, 585-310-726, or *Intuity FAX Messaging Administration*, 585-310-540.

<b>Capability</b>	<b>How It's Done</b>
Send a call answer fax to an AUDIX mailbox	<p>Put the document you want to send in the fax machine. Call the user, record a voice message, and press <b>#</b>. Press <b>5</b> to attach the fax and <b>#</b> to approve. Press <b>START</b> on the fax machine.</p> <p><b>OR</b>, to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's greeting, and press <b>START</b> on the fax machine.</p>
Send a fax to a secondary fax extension	<p>Call the user's secondary fax extension. After the system greeting plays, press <b>START</b> on the fax machine.</p> <p>NOTE: A secondary extension is an extension dedicated to fax reception for a subscriber.</p>
Record and send a fax via AUDIX voice mail	<p>Put the document you want to send in the fax machine. Log in, and press <b>1</b> to record messages. Address and record a message and press <b>#</b>. In the delivery options menu, press <b>5 #</b> to attach a fax. Then press <b>START</b> on the fax machine.</p> <p><b>OR</b>, to send a fax only, put the document you want to send in the fax machine. Log in, and press <b>1</b> to record messages. Press <b>#</b> immediately to send only a fax. Address the fax and press <b># #</b>. Press <b>START</b> on the fax machine.</p>
Print a fax from an AUDIX mailbox	<p>Log in and press <b>2</b> (get messages). Press <b>0</b> to listen to the first voice message, if any. Then press <b>* 1</b> to print the attached fax. Or, if a fax only, press <b>* 1</b>. Then do one of the following:</p> <ul style="list-style-type: none"> <li>— Press <b>#</b> to send fax to default fax machine and continue getting messages.</li> <li>— Enter extension of fax machine and press <b>#</b> to send fax to a non-default fax machine and continue getting messages.</li> <li>— Press <b>* 6</b> to print fax immediately on fax machine attached to phone, and press <b>START</b> on fax machine. This is especially useful for retrieving faxes when you are away from the office.</li> </ul>
Autoprint new faxes	<p>From the Activity Menu, press <b>5 3</b> 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.</p>

Autodelete	From the Activity Menu, press <b>5 3</b> to access the fax options menu to turn on/off autodelete. Autodelete deletes faxes after they have been autoprinted. This saves mailbox space. Private faxes are not deleted.
Define a default fax machine	From the Activity Menu, press <b>5 3 1</b> 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 <b>#</b> 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.
Print all new faxes at once	From the Activity Menu, press <b>7</b> to select autoscan. Then press <b>4</b> to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options <b>1</b> , <b>2</b> , or <b>3</b> ). AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with <b>* 1</b> ) each scanned message after listening to it.

 **NOTE:**

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

### Other Aspects of Fax Messaging

You should be aware of other unique aspects of Intuity AUDIX with Intuity FAX Messaging.

Administer Fax Options Menu	As you may notice from the preceding list of fax capabilities, an additional menu is available for subscribers to set up their mailbox for fax messaging. This Administer Fax Options menu is available by pressing <b>5 3</b> . It contains these options: <ul style="list-style-type: none"><li>■ Turn on/off autoprint,</li><li>■ Turn on/off autodelete</li><li>■ Define a default fax machine for printing.</li></ul>
Guaranteed Fax Delivery	If you administer a fax machine extension as a subscriber, faxes that are sent to the fax machine when it is busy go to the fax machine's AUDIX mailbox. If autoprint is turned on for the mailbox, and the autoprint destination is the same fax machine, AUDIX tries to deliver the fax to the fax machine until it prints.

## **Other Subscriber Features**

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The Intuity AUDIX system differs from AUDIX R1 system in that some subscriber features are:

- New
- Changed

AT&T supports the migration to the Intuity AUDIX system from the following AUDIX releases:

- R1V5
- R1V6
- R1V7
- R1V8

In the descriptions that follow, if a feature difference applies only to specific releases of the AUDIX R1 system, those releases are identified.

## New Subscriber Features

Languages	<p>The Intuity AUDIX 3.3 system offers, as optional purchases, announcement sets in five languages other than U.S. English:</p> <ul style="list-style-type: none"><li>■ Latin Spanish</li><li>■ French Canadian</li><li>■ British English</li><li>■ U.S. English TDD (Telecommunications Device for the Deaf)</li><li>■ U.S. 123 (the prompts identify phone key presses by number only, never by letter)</li></ul> <p>Thus, subscribers can hear system prompts in one of the above languages if more appropriate.</p> <p>You add, change, and delete announcements in these announcement sets just as you would the announcements in the U.S. English terse or custom announcement sets.</p>
Multiple Languages Simultaneously	<p>The Intuity AUDIX system offers the capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice.</p>
End of message warning (new for R1V5 only)	<p>Intuity AUDIX warns a caller when the call is approaching the maximum allowable length for a message.</p>
AMIS analog networking (new for R1V5 and R1V6)	<p>Intuity AUDIX lets a subscriber send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones. AMIS is most useful because it lets subscribers send messages to DEFINITY AUDIX systems and non-AT&amp;T voice messaging systems.</p>
“0” calls to follow coverage (new for R1V5 and R1V6)	<p>With Intuity AUDIX, if a caller presses 0 to get a subscriber's attendant or backup (or some other covering extension), Intuity AUDIX lets the call go to the covering extension's voice mailbox if nobody answers.</p>
Undelete key (new for R1V5 and R1V6)	<p>In the Intuity AUDIX system, a subscriber can press <b>**U</b> to recover a message just deleted.</p>
60-digit outcalling numbers with # as a digit	<p>On the Intuity AUDIX system, a subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) signs within the number, a common requirement for pagers. The AUDIX R1 system allows an outcalling number of only 29 digits and inclusion of a pound sign only at the end of the number.</p>
Dual language greetings	<p>The Intuity AUDIX system with the multilingual feature can allow subscribers to create two personal greetings</p>

Turn off AUDIX Call Answering

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

The subscriber presses **5 7** and **1** to turn off the call answer feature.

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

Intuity Message Manager

Intuity Message Manager is an optional, separately-purchased software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The Intuity AUDIX 3.3 system communicates with Message Manager via a Local Area Network and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager P.C. software is available per subscriber. Message Manager server software on the Intuity AUDIX system is available per system on a right-to-use fee.

 **NOTE:**

The Message Manager feature also requires the purchase and installation of an Ethernet card.

Priority call answer messages  
(new for R1V5 — R1V8.1)

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

Escape from Reply to Sender (new for R1V5 — R1V7)	In the AUDIX R1 system, a subscriber might, while getting messages, press <b>1</b> to immediately respond to a message from an non-subscriber. Since responding via AUDIX to a non-subscriber is not possible, the subscriber could only hang up or return (with <b>* R</b> or <b>* 7</b> ) to the main menu. With the Intuity AUDIX system, a subscriber who inadvertently gets into the Reply to Sender deadend can press <b>#</b> to return to the getting messages
Retention of non-addressed messages	On the AUDIX R1 system, a message that a subscriber recorded would be lost if the subscriber failed to enter an address for the message before entering a new command or the pound sign ( <b>#</b> ). On the Intuity AUDIX system, the subscriber receives a prompt to enter an address after the first failure to enter an address. However, the message is still lost on the second failure.
Reminder during message addressing	On the Intuity AUDIX system, a subscriber who has addressed a message but fails to enter any other touchtones within the next 5 seconds receives a reminder message. This message reminds the subscriber that message addressing is not complete and the message will not be sent as is. On the AUDIX R1 system, a subscriber who stopped addressing without a final approval touchtone heard only silence.

## Subscriber Features That Have Changed

### NOTE:

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

Speech quality is higher	The system prompts sound better. The recorded messages, which are non-transcoded, also sound better.
Press # to approve, not * #.	In most places in the AUDIX R1 system, where subscribers press * # to approve things or finish things, they can just press # in Intuity AUDIX. Pressing * # will still work in Intuity AUDIX, however.
Greater touchtone input time to allow for rotary phone conversion	The Intuity AUDIX system lets the administrator extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.
Sending voice mail is different (R1V5 — R1V7)	<p>When sending voice mail in AUDIX R1, you can select delivery options in several different phases. This includes pressing * <b>M</b> to select the private/priority option before or during addressing.</p> <p>When sending voice mail with Intuity AUDIX, AUDIX automatically places you in a single delivery options menu, from which you can select any and all options or send the message immediately. You always select delivery options from this menu after you finish and approve addressing.</p>
Addressing messages before recording them	<p>A subscriber can have the option of addressing a message before recording it. In this case, after the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees.</p> <p>You must first turn on this capability for the subscriber. Then, the subscriber must also set the option for his/her particular mailbox. The subscriber does this by pressing <b>5 6</b> and then <b>9</b> (for yes).</p> <p>If the subscriber is sending a fax only, the subscriber automatically must address the fax before sending it from the fax machine. The subscriber does not have an option.</p>

Leaving private messages is different

AUDIX R1 lets you make a call answer message private by pressing \* **M** before approving the message

Intuity AUDIX lets you make a call answer message private after approving your message.

You can dial through error prompts

When a subscriber presses an invalid button in AUDIX R1, the subscriber has to listen to the entire error message (shown below) before pressing another button:

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

In Intuity AUDIX, a subscriber gets an immediate beep if he or she presses an invalid button. The subscriber can then dial through the error message (shown below) without listening:

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

## Administration Features

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The Intuity AUDIX system differs from the AUDIX R1 system in that some administration features are:

- New
- Changed
- No longer available

## New Administrative Features

Customizing Screen-Labeled Keys	In the Intuity AUDIX system, you can choose between two screen-labeled key display orders: the order used for the SAT or Manager I or an order unique to the Intuity AUDIX system. Using the SAT order can be very helpful for administrators who also administer the switch.
Multiple Login Levels	The Intuity AUDIX system offers two levels of logins: system administrator ( <i>sa</i> ) and voice messaging administrator ( <i>vm</i> ). The <i>sa</i> login allows access to all customer-administrable parts of the Intuity system. The <i>vm</i> login allows access only to the Intuity AUDIX screens.
Multiple Simultaneous Logins	The Intuity AUDIX system permits up to four administrators to be logged into the system at the same time. AUDIX R1 permits only two simultaneous logins. Capability for two simultaneous logins are available by default. For 3 or 4 logins, you must add an IPC900 multi-port serial port card.
Password Aging (new for R1V5 — R1V8.1)	The Intuity AUDIX system lets you set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.
Fax Capability	<p>You assign, via Class of Service, the ability of subscribers to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. Intuity AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you may want to set up secondary fax extensions for some subscribers so that call answer faxes go directly to their mailboxes instead of ringing their phones. See <i>Intuity FAX Messaging Administration</i>, 585-310-558, for more information.</p>

Address Before Record	The Intuity AUDIX system lets you allow subscribers to address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.
Call Answer Disable	The Intuity AUDIX system lets you allow subscribers, via Class of Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.
Outgoing Print Job Queue	The Intuity AUDIX system lets you monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Intuity screens under the Voice System Administration main menu option.
Advance/Rewind Increment (new for R1V5 and R1V6)	The Intuity AUDIX system lets you set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press <b>6</b> or <b>5</b> respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the Intuity AUDIX system, you must administer LAN access via Intuity TCP/IP networking windows.
Quick Silence Disconnect	In some countries, there is no disconnect signaling. For these countries, the Intuity AUDIX system can be set up to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Print Screens	The Intuity AUDIX system lets you print screens and reports simply by pressing the F6 key.
Change Extensions	The Intuity AUDIX system lets you change subscriber 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 subscriber with the extension 87234 would have new extension 6234. This feature is especially useful when you must change subscriber extension length or dial plans.

## Administrative Features That Have Changed

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

 **NOTE:**

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

Filesystems Administration	In addition, in the Intuity AUDIX system, manual backups/restores are easier to do. They no longer consist of selecting filesystems, as they do in the AUDIX R1 system. Instead, you select the name of the type of data you want for the backup/restore.
System Clock Time	You no longer need to administer filesystems. The Intuity system maintains the filesystems automatically. As a result, many <code>filesystems</code> screens have been eliminated from the system.
System Clock Time	The Intuity system clock time is UNIX system time, not the connected switch's time.
Special Features Traffic Reports	The Intuity system clock time is UNIX system time, not the connected switch's time.
Special Features Traffic Reports	In the Special Features Traffic reports, the Intuity AUDIX system <i>does not</i> display the average number of ports in use nor the highest simultaneous ports assigned. However, the maximum simultaneous ports in use is available in the Load Traffic reports.
Voice port ringing at AUDIX shutdown	When you shutdown the Intuity AUDIX application, but not the whole Intuity system, calls to AUDIX ring but are not answered. If you shutdown the entire Intuity system, calls to AUDIX receive a busy signal. In contrast, a call to an AUDIX R1 system always receives a busy signal during a shutdown.
AMIS multiple callback numbers and private networks (new for R1V5 — R1V7)	The Intuity AUDIX system lets you identify more than one callback number for the system. Thus, a receiving AMIS voice messaging system may be able to respond to Intuity AUDIX messages over a unique callback number. This capability lets you create private AMIS voice messaging networks with non-AT&T voice messaging systems.

### **Administrative Features No Longer Available**

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

## Automated Attendant

---

The Intuity AUDIX system offers additional automated attendant features compared to those of the AUDIX R1 system. They are as follows:

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

## Administration Tools

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To administer the AUDIX R1 system, you use AUDIX screens. AUDIX screens are full screen displays of input fields, traffic data, and/or administrative data. To access these screens, you enter pathnames on a command line.

```

SCSSO STATUS: alarms: A, logins: 1, thresholds: none
PATH: system : appearance
login retries: 3 consecutive invalid login attempts: 18
system guest password: 288 minimum password length: 0
input time limits (seconds), normal: 99 wait (*W): 180
full mailbox timeout (seconds) :5 dial tone detect (y/n)? y
name recorded by subscriber (y/n)? y flash transfer delay (seconds): 2
multiple personal greetings (y/n)? y tone detect interval (1/s): 1

traffic collection (y/n)? y prime time (24 hour clock), start: 0600 end: 1800
end of message warning, active (y/n)? y time (seconds): 15

call transfer out AUDIX feature (y/n)? y enhanced call transfer (y/n)? y
covering extension: transfer access code:
broadcast mailbox extension: 9996

rescheduling increments
incr 1: 0 days 0 hrs 5 min incr 2: 0 days 0 hrs 15 min
incr 3: 0 days 0 hrs 30 min incr 4: 0 days 1 hrs 0 min
incr 5: 0 days 2 hrs 0 min incr 6: 0 days 6 hrs 0 min
incr 7: 1 days 0 hrs 0 min incr 8: 2 days 0 hrs 0 min
incr 9: 7 days 0 hrs 0 min incr10: 14 days 0 hrs 0 min

operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 ETELD 6 CLEAR 7 EXIT 8 ENTER

```

**Figure 1-1. Sample AUDIX R1 System Screen and Pathname**

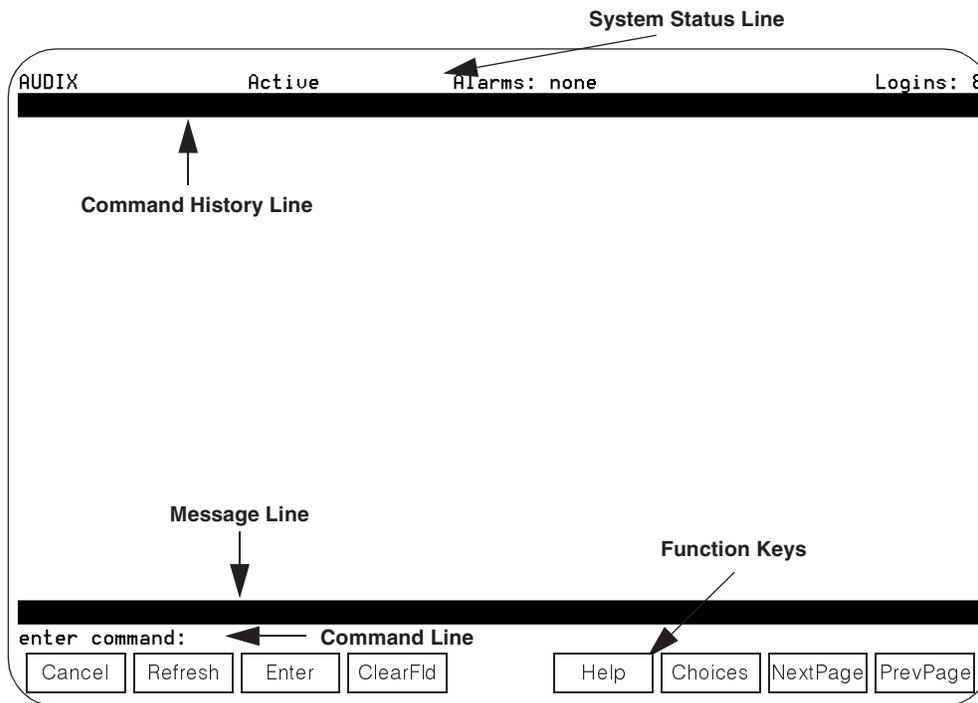
The Intuity system is a hardware/software platform. The AUDIX system is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the Intuity platform as subsystems that are separate from the AUDIX system. As a result,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

- AUDIX voice messaging administration screens that are more similar to those of the DEFINITY AUDIX system than to those of the AUDIX R1 system.
- Menu-driven Intuity system windows for most other administration

### Intuity AUDIX Administration Screens

You administer Intuity AUDIX voice messaging with Intuity AUDIX screens. Intuity AUDIX screens are somewhat similar to AUDIX R1 screens, though they are really like DEFINITY AUDIX screens. However, instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. This manner of selecting screens is similar to that of the System Access Terminal (SAT), Manager 1 tools for AT&T DEFINITY Generic 1/Generic 3 and System 75 switches, or DEFINITY AUDIX.

The following example shows you a blank Intuity AUDIX window.

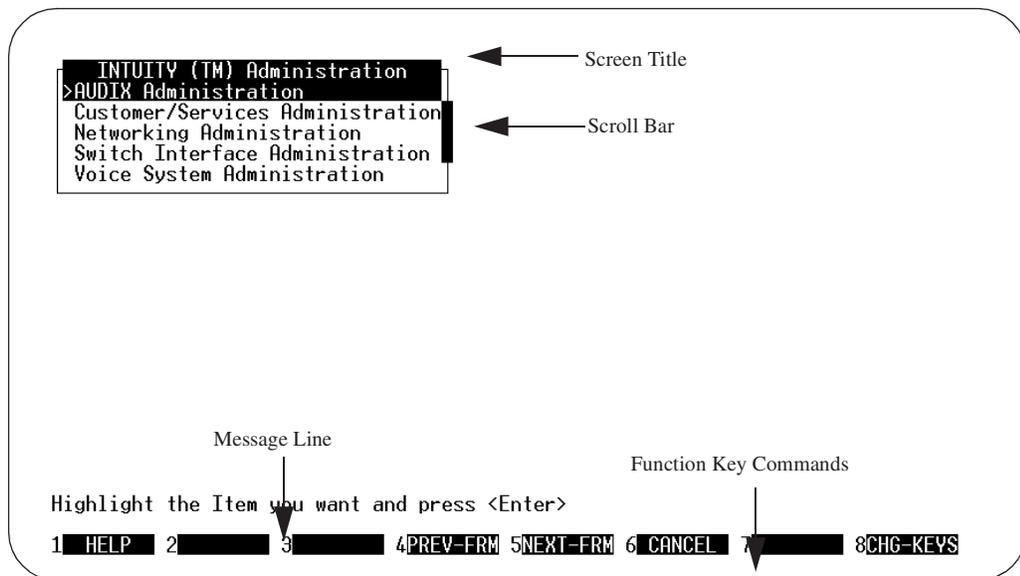


**Figure 1-2. Intuity AUDIX Screen Layout**

For a complete description of how to use Intuity AUDIX screens, refer to *Intuity AUDIX Administration and Feature Operations*, 585-310-552.

### Intuity Windows

All platform, networking, and switch-related information is performed using Intuity windows. The windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press a **(CHOICES)** (F3) key to view and select the valid choices. The following example shows you a typical window.



**Figure 1-3. Intuity Windows Layout**

As you use the Intuity system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window. Read the following list of window components and refer to Figure 1-3 to identify and understand how to use windows.

Window Title	A unique name displayed in a bar at the top of the window that describes the information in the window or the task performed in the window. For example, after you log in to the system, you see the Intuity system Main Menu. The window provides a list of all administration options for the system.
Work Area	The largest part of a window that contains menu options, a list of parameter fields, or display-only information. The work area is dynamic, or changing, and shows only the options available for your configuration. For example, if you do not have the Voice Response feature package, the Intuity system Main Menu does not have an option for Voice Response Administration.
Scroll Bar	A vertical bar on the right side of a window that appears when there is additional information that does not fit in the window. To view the additional information, press <b>(NEXT-PAGE)</b> .
Selection Bar	A horizontal bar located across a menu used to select menu options. To select a menu option, use the arrow keys to move the scroll bar over a selection and press <b>(ENTER)</b> .
Message Line	A text line located above the function key commands that contains a brief instruction or message. For example, when you first access the main menu, you see the message Highlight an item and press <Enter>. Read the message line as you use a window.
Function Key Commands	Boxed words and abbreviations that appear at the bottom of the window. The boxes correspond to the first eight function keys, marked F1 through F8, on your keyboard. By pressing a function key, you perform an action such as Add, Delete, or Save. For example, the Intuity system Main Menu contains a boxed key labeled <b>(HELP)</b> . If you press the key, a help window for the menu appears. When you open a window, a set of function key commands appears automatically. Most windows have a second set of function key labels accessed by pressing <b>(CHG-KEYS)</b> .

For more information on Intuity windows, refer to *Intuity Platform Administration and Maintenance for Release 2.0*, 585-310-554.

## Screens Mapping

In the Intuity AUDIX system, you still perform most of the administration tasks that you performed for AUDIX R1. Many Intuity AUDIX administration screens are similar to those of AUDIX R1. However, many of the screen names have

changed, some AUDIX R1 screens have merged with other screens, and some AUDIX R1 screens have been split into more than one screen. Use Table 1-3 to see how Intuity AUDIX screens relate to AUDIX R1 screens.

**Table 1-3. AUDIX R1/Intuity AUDIX Screens Cross-Reference**

AUDIX R1 Screen	Intuity Screen	Where It Is Described
change extension	Switch Interface Administration	Chap 7, Intuity System Integration with System 75 and DEFINITY Communications System G1 and G3 or Chap 5, Intuity System Integration with System 85 and DEFINITY Communications System G2
COS: default COS: 1-11	COS	Chap. 3, Intuity AUDIX Administration and Feature Operation
filesystem: check	Not applicable	—
filesystem: copy	Backup	Chap. 9, Intuity Platform Administration and Maintenance
filesystem: detail	Backup	same as above
filesystem: file copy	Backup	same as above
filesystem: list	System Verification	Chap. 8, Intuity Platform Admin.
filesystem: mount	Not applicable	Chap. 9, Intuity Platform Admin.
filesystem: unmount	Not applicable	same as above
filesystem: update configuration	Not applicable	same as above
help	Help	Chap. 2, Intuity AUDIX Admin.
identification	Password Administration	Chap. 4, Intuity Platform Admin.
list: attendant	List Attendants	Chap. 5, Intuity AUDIX Admin.
list: cos	List COS	Chap. 3 Intuity AUDIX Admin
list: extension: local	List Extensions	Chap. 4, Intuity AUDIX Admin
list: extension: remote	List Remote Extensions	Chap. 6, Intuity Digital Network Administration
list: machine	List Machines	Chap 6, Intuity Dig. Net. Admin.
list: subscriber	List Subscribers	Chap. 4, Intuity AUDIX Admin.
list: volume names	Not applicable	—
maintenance: active alarm: specification	Alarm Management	Chap. 3, Intuity Platform Admin.
maintenance: audits: fp	Audit Mailbox; Audit Mailing Lists; Maintenance Logs; Audit Names; Audit Networking Data; Audit Subscriber Data; Audit Personal Directories; Audit Voice Files data	Chap. 7, Intuity AUDIX Admin. or Chap. 20, Intuity Platform Admin.

**Table 1-3. AUDIX R1/Intuity AUDIX Screens Cross-Reference — Continued**

<b>AUDIX R1 Screen</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
maintenance: audits: vsp	same as above	same as above
maintenance: datalink: busyout	Diagnose Switch Link	Chap. 17, Intuity Platform Administration and Maintenance
maintenance: datalink: release	Diagnose Switch Link	same as above
maintenance: datalink: test	Diagnose Switch Link	same as above
maintenance: dbp: equip	Install Disk	Chap. 17, Intuity Platform Admin.
maintenance: dbp: read: disk	Not applicable	
maintenance: dbp: read: ram	Not applicable	—
maintenance: dbp: status	Not applicable	—
maintenance: dbp: unequip	Replace Disk	Chap. 17, Intuity Platform Admin.
maintenance: error: display	Alarm Log	Chap. 3, Intuity Platform Admin.
maintenance: error: specification	Alarm Log	Chap. 3, Intuity Platform Admin.
maintenance: nc: test	Alarm Management	Chap. 3, Intuity Platform Admin.
maintenance: network	Remote Connection Test; Channel Internal Loop Around Test; Modem Loop Around Test; Network Loop Around Test; Networking Board Trace; Networking Board Reset	Chap. 7, Intuity Dig. Net. Admin.
maintenance: scpi: fsw	Diagnose Switch Link	Chap. 17, Intuity Platform Administration and Maintenance
maintenance: scpi: init	Diagnose Switch Link	Same as above
maintenance: system: error counters	Status line of AUDIX Administration screens shows some of this information	—
maintenance: system: hardware status	Diagnostics; View Installed Hardware	Chap. 17, Intuity Platform Admin.; Chap. 8, Intuity Platform Admin.
maintenance: system: test call	Diagnose Voice Equipment	Chap. 17, Intuity Platform Admin.
maintenance: system: vintage	View Installed Hardware; View Installed Software	Chap. 8, Intuity Platform Admin.
maintenance: tc: test	Not applicable	—

**Table 1-3. AUDIX R1/Intuity AUDIX Screens Cross-Reference — Continued**

<b>AUDIX R1 Screen</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
maintenance: td-bus: reset	Not applicable	—
maintenance: td-bus: status	Not applicable	—
maintenance: td-bus: test	Not applicable	—
maintenance: tdbi: test	Not applicable	—
maintenance: vb: channel status	System Monitor	Chap. 8, Intuity Platform Admin.
maintenance: vb: init	Not applicable	—
maintenance: vb: status	Not applicable	—
maintenance: vpc: test	Diagnose Voice Equipment	Chap. 17, Intuity Platform Admin.
maintenance: vpt: test	Diagnose Voice Equipment	same as above
maintenance: vsp: busyout	Diagnose Voice Equipment	same as above
maintenance: vsp: equipage	Diagnose Voice Equipment	same as above
shutdown	Shutdown Voice System; Stop Voice System	Chap. 19, Intuity Platform Admin.
startup	Start Voice System	same as above
subscriber: deletion	Subscriber	Chap. 4, Intuity AUDIX Admin.
subscriber: local	Subscriber	same as above
subscriber: remote	Remote Subscriber	Chap. 9, Intuity Dig.Net. Admin.
switch time zone	Set Date and Time	Chap. 4, Intuity Platform Admin.
system: activity log: display	Activity Log Report	Chap. 7, Intuity AUDIX Admin.
system: activity log: specification	Activity Log Report	same as above
system: announcement: detail	Announcement; Fragment	Chap 8, Intuity AUDIX Admin.
system: announcement: filesystems	Annc-set; System Parameters Features (page 2); Announcement	same as above
system: appearance	System Parameters Features (pages 1 and 2)	Chap. 3, Intuity AUDIX Admin.
system: attendant	Subscriber (page 3)	Chap. 5, Intuity AUDIX Admin.
system: cdr	None	—
system: clock	Set Date and Time	Chap.4, Intuity Platform Admin.

**Table 1-3. AUDIX R1/Intuity AUDIX Screens Cross-Reference — Continued**

<b>AUDIX R1 Screen</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
system: filesystems	Backup	Chap. 9, Intuity Platform Admin.
system: limits	System Parameters Limits	Chap. 3, Intuity AUDIX Admin.
system: log: display	Administration Log (page 2)	Chap. 7, Intuity AUDIX Admin.
system: log: specification	Administration Log (page 1)	same as above
system: outcalling	System Parameters Outcalling	Chap. 3, Intuity AUDIX Admin.
system: sending restrictions	System Parameters Sending Restrictions	same as above
system: thresholds	System Parameters Thresholds	same as above
system: translation: address	Machine Profiles	Chap. 6, Intuity Dig. Net. Admin.; Chap. 5, AMIS Analog Networking
system: translation: alarm resolution	Alarm Report	Chap. 3, Intuity Platform Admin.
system: translation: analog network	System Parameters Analog-Network	Chap. 5, AMIS Analog Networking
system: translation: machine: adjunct	Not applicable	—
system: translation: machine: audix/amis/call delivery	Machine Profile; Digital Network Machine Administration; AMIS Analog Machine Administration; Remote Machines List	Chap. 6, Intuity Dig. Net. Admin.; Chap. 5, AMIS Analog Networking
system: translation: network port	Local Machine Administration; DCP Channel Configuration; RS232 Channel Configuration	Chap. 6, Intuity Dig. Net. Admin.
system: translation: remote updates	Get Remote Updates	Chap. 9, Intuity Dig. Net. Admin.
system: translation: switch connection	Switch Interface Administration	Chap. 5 or 7, Intuity Integration with Switch
system: translation: voice port	Voice Equipment Administration	Chap. 8, Intuity Platform Admin.
traffic: community: day	Community Daily Traffic Report	Chap. 6, Intuity AUDIX Admin.
traffic: community: hour	Community Hourly Traffic Report	same as above
traffic: feature: day	Feature Daily Traffic Report	same as above
traffic: feature: hour	Feature Hourly Traffic Report	same as above
traffic: load: day	Load Day Traffic Report	same as above

**Table 1-3. AUDIX R1/Intuity AUDIX Screens Cross-Reference — Continued**

<b>AUDIX R1 Screen</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
traffic: load: hour	Load Hour Traffic Report	same as above
traffic: network load: day	Network Load Day Report	same as above
traffic: network load: hour	Network Load Hour Report	same as above
traffic: remote messages: day	Remote Messages Daily Traffic Report	same as above
traffic: remote messages: month	Remote Messages Monthly Traffic Report	same as above
traffic: special features: day	Special Features Daily Traffic Report	same as above
traffic: special features: hour	Special Features Hourly Traffic Report	same as above
traffic: subscriber: day	Subscriber Daily Traffic Report	same as above
traffic: subscriber: month	Subscriber Monthly Traffic Report	same as above

## Overview of Migration Process

---

Some tasks to replace your AUDIX R1 system with an Intuity system are your responsibility as an Intuity system customer. These tasks are described later in this chapter. However, it is important to understand how these tasks coincide with the tasks your service technicians perform in the overall migration process. Therefore, this section describes the overall migration process. In addition, this section describes what data the Intuity system can pull from the AUDIX R1 system and what data you must reenter on the Intuity system.

You can migrate subscriber data using one of three processes:

- The standard process, which replaces your AUDIX R1 system but also allows you to keep your AUDIX R1 system available for subscribers to access old messages
- The enhanced migration process with the standard process, which allows you to also migrate mailing lists and subscriber voice data (messages, greetings, and names).
- The tandem process, which leaves your AUDIX R1 up and running and moves a subset of your subscribers to the Intuity AUDIX system.



**NOTE:**

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



**NOTE:**

Depending on the process and type of data you've selected to migrate (as is involved with an enhanced process), system down time for the migration is increased.

### Standard Process

---

The standard process to replace an AUDIX R1 system with an Intuity system is shown in Figure 1-4.

The standard process is intended to totally replace the AUDIX R1 system with an Intuity AUDIX system. However, you have the option of leaving the AUDIX R1 system attached to switch voice ports so that subscribers can continue to access their AUDIX R1 mailboxes for old messages. You may also choose to use the AUDIX R1 system as a standalone AUDIX. In this case, your switch and AUDIX R1 system must be readministered.

The standard process assumes the following:

- You want to keep the same phone number for subscribers to call to get their messages. For example, if subscribers called 84000 to access the AUDIX R1 system, they would continue to call 84000, but would instead access the Intuity AUDIX system.

- You want to temporarily keep your AUDIX R1 system available for subscribers to access old messages
- You want to minimize the number of voice ports you purchase for your switch. That is, instead of buying additional voice ports to which you attach your Intuity AUDIX system, you will use most of the existing AUDIX R1 voice ports for the Intuity AUDIX system and use a few ports temporarily for subscriber access to old AUDIX R1 messages

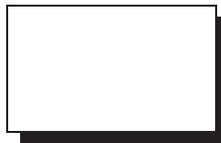
Figure 1-4 shows the following two tasks on the switch. If you **do not** wish to leave your AUDIX R1 system connected to the switch, your service technician may skip these steps and simply remove the voice port cables of your AUDIX R1 system and replace them with Intuity AUDIX cables.

- Create new voice ports
- Create a new split/hunt group with the new voice ports

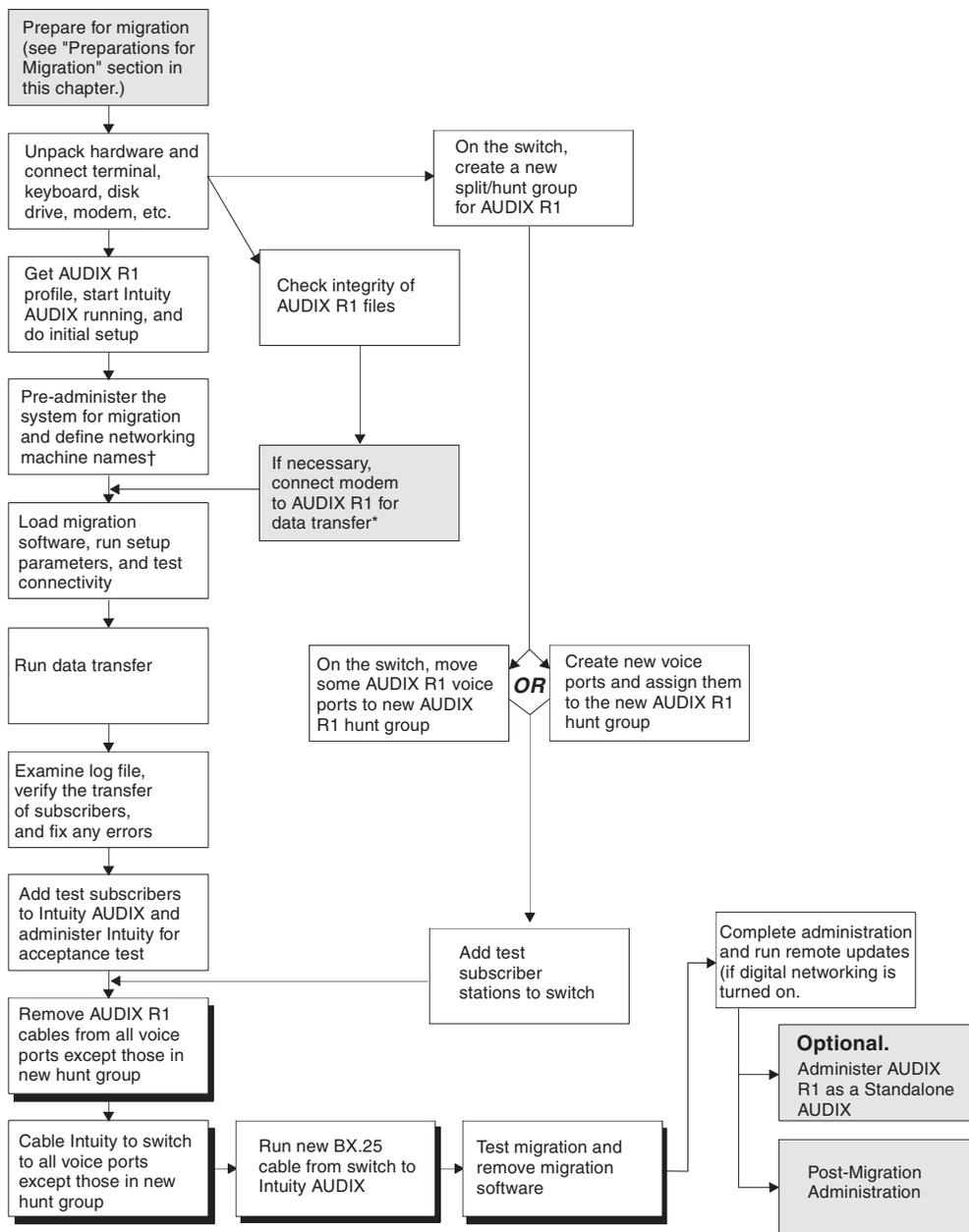
Note that, in Figure 1-4, tasks for which a customer is responsible appear in shaded boxes.



All other tasks are the responsibility of Intuity service technicians. Figure 1-4 also shows four shadowed boxes that appear as follows:



These boxes indicate the tasks during which subscribers have no voice messaging service, either from the AUDIX R1 system or the Intuity AUDIX system.



\* This connection requires additional hardware between the switch and the AUDIX R1 system. In addition, the modem must be Hayes-compatible. See *AUDIX Installation*, 585-305-105.

† Network machine names are defined in this step for standard migrations if AMIS voice ids are administered. If there is digital networking without an AMIS network, place this step after the "Run new BX.25 cable..." step. This step is in the correct place for enhanced migrations.

Figure 1-4. Diagram of Steps in Standard Migration Process

### **Enhanced Process**

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The enhanced process extends the standard process. It lets you migrate additional data not migrated in the standard process.

The enhanced process assumes you have completed the standard process.

### **Tandem Process**

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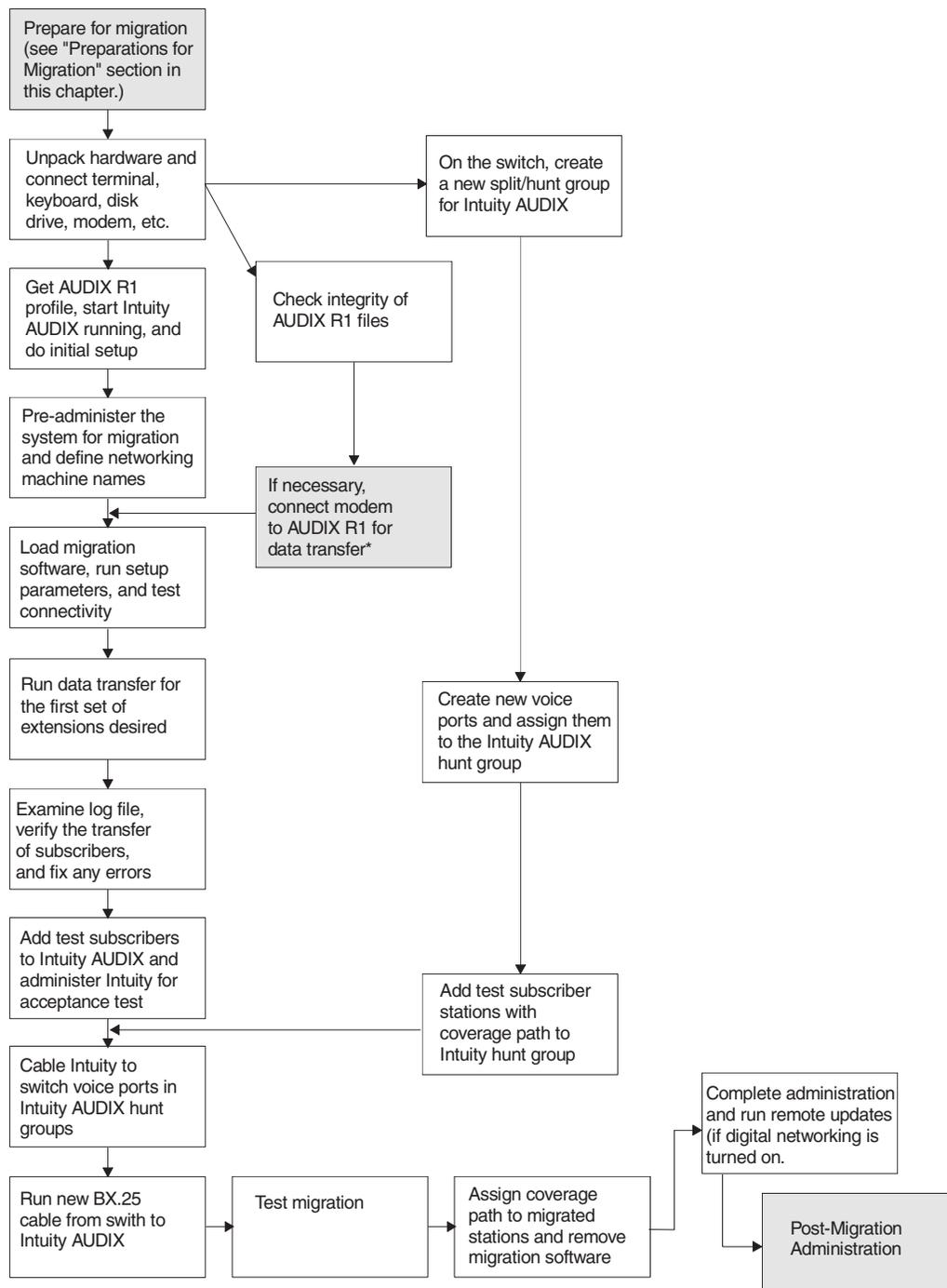
The tandem migration process, which is available only if you have a System 85, Generic 2, or Generic 3R switch, activates the Intuity AUDIX system on your switch *in addition to* your AUDIX R1.

 **NOTE:**

This process is not recommended unless you need more than 64 ports for your AUDIX. Voice messaging between networked AUDIX systems, even if on the same switch, requires significantly greater processing time when compared to a single AUDIX system on a switch.

This process requires that you change, using the switch Station screen, the coverage path of each individual subscriber you want to move to the Intuity AUDIX system. It also requires that you specify a subset of subscribers to be migrated to the Intuity AUDIX system.

Note also that, in Figure 1-5, tasks for which a customer is responsible appear in shaded boxes. All other tasks are the responsibility of Intuity service technicians.



\* This connection requires additional hardware between the switch and the AUDIX R1 system. In addition, the modem must be Hayes-compatible. See *AUDIX Installation*, 585-305-105.

Figure 1-5. Diagram of Steps in Tandem Migration Process

## Data That Can Be Migrated Automatically

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### Standard and Tandem Migrations

The Intuity migration program transfers some data automatically from AUDIX R1 to the Intuity AUDIX system. Transferred data includes:

- Subscriber data (as administered in the Subscriber screen)
  - This includes data from all fields except the following fields:
    - Password
    - Locked?
      - This is changed to *no* by default.
    - User ID
    - Text service machine
- AMIS networked remote subscriber data (as administered in the Remote Subscriber screen)
  - This includes data from all fields except the following fields:
    - Voiced name
    - Non-administered type
- Class of Service data (as administered in the COS screen)
  - This includes data from all fields **except** the Name field.

The Intuity system **does not** transfer any other data from AUDIX R1. Some examples that do not transfer are:

- Subscriber's password
- Subscriber's incoming and outgoing messages\*
- Subscriber's personal greetings
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Subscriber's mailing lists, personal directories, outcalling status
- Subscriber's recorded names
- Remote machine profiles
- All other system administration data

---

\* Subscriber's incoming and outgoing messages; personal greetings; bulletin board announcements; mailing lists, personal directories and outcalling status; and recorded names can be migrated in an enhanced process.

Therefore, all other data must be rerecorded or re-entered. Your installer re-administers remote machine profiles from design engineering specifications, and system administration data from customer supplied worksheets. Re-entering or rerecording other non-migrated items are your responsibility as a migration customer.

## Enhanced Migrations

In addition to the data transferred in a standard migration, the enhanced migration transfers the following data:

- Voice data
  - Subscribers' incoming messages without header information
  - Subscribers' personal greetings  
(Subscribers must activate their greetings on the Intuity AUDIX system after the migration.)
- Bulletin board announcements
- Automated attendant greetings
- Subscribers' mailing lists
- Subscribers' recorded names

The enhanced migration software **does not** transfer the following data from AUDIX R1:

- Subscribers' passwords
- Customized announcements
- Remote machine profiles
- Filed messages
- All other system administration data
- Automated attendant menus

This data must still be rerecorded or re-entered as previously described.

## Preparations for Migration

---

Once you have decided to purchase the Intuity system as a whole or partial replacement of an AUDIX R1 system, you should begin to prepare for the migration. This section identifies recommended preparations for a migration from an AUDIX R1 system to an Intuity AUDIX system.

Enhanced migration process information is integrated in this section with standard and tandem information that previously appeared in the Intuity R2.0 version of this manual. Information is organized as follows:

- Plan for the Enhanced Migration
  - Determine Time and Scenario to Migrate Data
- Distribute Information to Subscribers
  - Standard or Tandem Migration Only.  
This section includes information about passwords and feature differences. The next Standard with Enhanced Migration section has similar information.
  - Standard with Enhanced Migration
  - Fax Prefixes and Transfer into AUDIX for all Migration Processes
  - AUDIX Server ID for Message Manager for all Migration Processes

### Task 1: Plan for the Enhanced Migration

---

If you are doing an enhanced migration, you must decide how to best meet your subscribers' needs. Consider the following criteria:

- Time
- Data
- Migration Scenario

### Determine Time and Scenario to Migrate Data

Conduct a random sampling of subscribers (30 is recommended) to determine average number of mailing lists and mailing list sizes. You may also want to determine subscribers' average number and length of messages. Use these numbers with the Enhanced Migration Time Estimate Worksheet in Appendix A to determine migration time for mailing lists and voice data (messages, greetings, and names).

**⇒ NOTE:**

You may also use the example values in the worksheet to determine migration time estimates.

Determine with these subscribers what data to migrate. Be sure they understand that multiple greetings require a great deal of time to migrate. You may want to emphasize alternatives:

- Not to migrate greetings
- Disable multiple greetings and only migrate one greeting per subscriber
- Migrate with greetings. Have subscribers delete any unnecessary greetings.

Discuss with your subscribers the length of migrations and the pros and cons of including specific voice data and, or mailing list options.

**⇒ NOTE:**

In the following scenario the enhanced migration software requires that all AUDIX R1 subscriber passwords be changed to a single password. Do not tell subscribers this password. In this way, subscribers can't log into their or other subscribers' AUDIX R1 mailboxes. If any subscriber is logged into their mailbox when the enhanced migration software accesses the subscriber's mailbox that subscriber's data will not be migrated.

Scenario	Procedure
	<p>1. Perform the standard migration.</p> <p>2. Perform the enhanced migration.</p> <p>3. Subscribers begin using the Intuity system.</p> <p>Benefits/Disadvantages: During the standard migration phase, subscribers still have access to the AUDIX R1 system. They are out of voice messaging service during the enhanced migration phase, a period that may last a few hours to 3 days.</p> <p>To ensure that subscribers don't log into their mailboxes during the enhanced migration process you can place the AUDIX R1 system in standalone mode. Or, you may simply request that subscribers refrain from accessing their mail boxes if you are confident that they will refrain.</p>

## Task 2: Distribute Information to Subscribers

---

### Standard (without Enhanced) or Tandem Migration

**One month in advance** of the Intuity installation, send a broadcast message that tells your subscribers about the upcoming change of their voice messaging system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:

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

 **NOTE:**

In a tandem migration you should also be sure remote subscribers know that their mailing lists may no longer be correct for subscribers on the Intuity machine and that Intuity AUDIX system subscribers may need to be reentered into their mailing lists.

Appendix B contains the handout, "The New AUDIX System Is Coming." Photocopy and distribute this handout as is or change it and then distribute it.

 **NOTE:**

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their Intuity AUDIX system.

### Passwords

 **NOTE:**

Warn subscribers about the loss of their passwords and tell them what the new default password will be. The default password is the same for all subscribers. For security purposes, you may or may not want this publicized for subscribers to get them to change their mailbox passwords more quickly.

### Feature Differences

Subscribers also need to know what Intuity AUDIX subscriber features operate differently from those on the AUDIX R1 system. **This is very important.** Subscribers may become extremely confused and dissatisfied with their voice messaging system if they do not recognize in advance what the Intuity AUDIX differences are.

Appendix B contains the handout, "The New AUDIX Voice Messaging: IT'S DIFFERENT." You may wish to photocopy and distribute this handout as is or change it and then distribute it.

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change and the need to read their handouts about the changes.

### Standard with Enhanced Migration

**One month in advance** of the Intuity installation, send a broadcast message that tells your subscribers about the upcoming change of their voice messaging system. Tell them to perform the following items to make the change of systems less disruptive:

- Delete any unnecessary messages, mailing lists, and personal greetings.
- Resend to themselves filed messages contained in their outgoing mailbox that they really want, since these will not otherwise be migrated.
- Tell subscribers how long their AUDIX system will be unavailable.

In addition, tell subscribers to avoid the following items until the enhanced migration is done:

- Recreate mailing lists during a migration.
- Sending voice mail to remote networked machines during a standard migration with the AUDIX R1 up and active.

### Passwords

#### NOTE:

Warn subscribers about the loss of their passwords and tell them what the new default password will be. The default password is the same for all subscribers. For security purposes, you may or may not want this publicized for subscribers to get them to change their mailbox passwords more quickly.

### Feature Differences

Subscribers also need to know what Intuity AUDIX subscriber features operate differently from those on the AUDIX R1 system. **This is very important.** Subscribers may become extremely confused and dissatisfied with their voice messaging system if they do not recognize in advance what the Intuity AUDIX differences are.

Appendix B contains the handout, "The New AUDIX Voice Messaging: IT'S DIFFERENT." You may wish to photocopy and distribute this handout as is or change it and then distribute it.

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change and the need to read their handouts about the changes.

### **Fax Prefixes and Transfer into AUDIX for All Migration Processes**

Make sure your subscribers know, by memo or by broadcast message, what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). **This is important.** Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

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

### **AUDIX Server ID for Message Manager for All Migration Processes**

For any migration, subscribers who receive Intuity Message Manager R2.0 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 R2.0 with fax.

### **Task 3: Collect Records of the AUDIX R1 Configuration**

---

Instead of replanning your system from scratch, gather as much information as possible about your AUDIX R1 configuration. Then reenter that configuration into the Intuity AUDIX system. This section describes what information you must gather for the services technician performing the migration.

### **Print Administration Screens**

You can gather much information simply by printing out administration screens. To print out administration screens, do the following:

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

You may connect any of the following printers:

- AT&T 570 series of terminals
- AT&T 593
- AT&T 595
- NCR 6417

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

2. Access the desired administration screen and data.
3. Press the keys appropriate to your terminal to print the screen.

**For a 4410, 4425, or 610 terminal:**

- a. Press **CONTROL** + **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **PRINT-SCRN** (F3) to print the screen.  
The data appearing on the screen prints out.
- c. Display any additional pages of the screen and repeat steps a and b.
- d. Press **CONTROL** + **F6** to return the screen-labeled keys to their original state.

**For a 715 terminal:**

- a. Press **PRINT-SCRN** to print the screen.  
The data appearing on the screen prints out.
- b. Display any additional pages of the screen and repeat step a.

**For a 513 terminal:**

- a. Press **F10** to display the first layer of screen-labeled keys for the terminal.
- b. Press **LCLPRT** (F1) to display the screen-labeled print keys.
- c. Press **PRINT-SCRN** (F7) to print the screen.
- d. Press **F10** and **F5** to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat steps a through d.

Perform screen prints of the following administration screens:

- COS:default and COS:1-11
- system:activity log: specification
- system: announcement: detail
- system: announcement: filesystems
- system: appearance
- system: attendant
- system: limits



**NOTE:**

Values from this screen are very important for the technician to know.

- system: outcalling



**NOTE:**

Values from this screen are very important for the technician to know.

- system: sending restrictions
- system: thresholds
- system: translation: analog network
- system: translation: machine: audix/amis/call delivery
- list: subscriber
- list: extension: remote

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

### **Print Administration Screens for Enhanced Migrations**

Perform screen prints of the following administration screens for the enhanced migration of mailing lists:

- traffic: feature: day
- list: machines

### **Transcribe Auto-Attendant Greetings and Custom Fragments (Standard Migration Only)**

You cannot print out auto-attendant greetings or customized fragment text. As a result, if you do not already have a written record of your attendant greetings or custom fragments, you should transcribe these greetings and fragments before you replace your AUDIX R1 with the Intuity AUDIX system.

#### **Greetings**

To transcribe auto-attendant greetings, you simply listen to the greetings and write them down. To listen to an auto-attendant greeting:

- Log in on your telephone to the subscriber mailbox identified as the auto-attendant
- Press **3** to administer greetings
- Follow the prompts to listen to the greeting

To determine the nested attendants an auto-attendant may have, access the `system:attendant` screen for the auto-attendant. The screen shows the

destinations available. The comment field should identify the options that lead to nested attendants.

Use the worksheet in Appendix A to write down your auto-attendant greetings.

### **Fragments**

You should already have a written record of the customized fragments you have recorded. If you do not, do the following:

1. Access the `system: announcement: detail` form and display fragment-by-fragment the fragments in AUDIX R1. The `modified` field tells you whether or not a fragment has been changed.
2. For any fragment with a modified status, write down the fragment's number in the worksheet in Appendix A.
3. Use your touch-tone telephone to log into AUDIX. Log in with the system administrator extension.
4. Using Activity Menu option 9, press **1** and follow the voice prompts to listen to the fragments.
5. Write down the text in the worksheet in Appendix A.



#### **NOTE:**

Many fragments and announcements in the Intuity AUDIX system are very similar to those of AUDIX R1. However, not every fragment in AUDIX R1 corresponds to a like-numbered fragment in the Intuity AUDIX system nor is the text of like-numbered fragments always the same.

For example, in the AUDIX R1 system, fragment number 50 is *Call answering message*. In the Intuity AUDIX system, fragment number 50 is *Call*. Therefore, you should check your customized fragments and announcements against the list of fragments/announcements in *Intuity AUDIX AUDIX Administration and Feature Operations*, 585-310-552.

### **Task 4: Schedule Updates of Remote Networked Machines**

---

Perform remote updates of networked machines before migrating mailing lists. It's recommended that AUDIX R1 networking ports are busied out during the migration so that the remote machines won't perform incoming updates.

Make administrators aware that the technician needs a customer contact for each remote network location.

Tell administrators of networked machines the date and time you plan to replace AUDIX R1 with the Intuity AUDIX system. Moving subscribers to the Intuity AUDIX system may cause the other machines to have inaccurate remote subscriber data. Therefore, administrators on each AUDIX machine networked to the AUDIX you are replacing may need to change the machine ID and the machine dial string to match the Intuity AUDIX system. Also, the machine type must be identified as Intuity AUDIX, not AUDIX R1 after the migration.

Administrators of digitally networked machines must also run a remote update against the Intuity AUDIX system if the machine ID or dial string changes. So that the Intuity AUDIX system is not overburdened by multiple simultaneous remote updates, schedule remote updates with these machines.

Use the worksheet in Appendix A to create a schedule of remote updates. AT&T Enhanced Services is available for assistance if you have any questions.

### **Back Up Data (Strongly Recommended)**

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AUDIX automatically backs up pertinent filesystems on a regular basis. However, you should back up system data immediately before activating your Intuity system. Such a backup provides a single unified record of your system prior to its replacement with the Intuity system. If, for some reason, you want to reactivate your AUDIX R1, you will have system data that is as up-to-date as possible.

See your *AUDIX Administration* and *AUDIX Forms Reference* documents for information on how to back up data.

### **Post-Migration Administration**

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Once your services technician has completed the data transfer, switch administration, and acceptance testing of the system, you must complete startup administration of the Intuity system. If you wish to stay with a configuration that is the same as or similar to the configuration of AUDIX R1, you should reenter the data you gathered in preparation for the migration. This section identifies the appropriate steps for completing a migration from the AUDIX R1 system to the Intuity AUDIX system.

**Table 1-4. Tasks to Complete a Migration**

Task	Description
Task 1: Review the list of transferred subscribers	<p>Compare subscribers on the Intuity AUDIX system with subscribers on the AUDIX R1 system to ensure that subscribers were transferred. To display the list of subscribers on the AUDIX R1 system, log into AUDIX R1 and enter <code>list: subscriber</code> at the command line.</p> <p>To display the list of subscribers on the Intuity AUDIX system, log into the Intuity system with the <code>sa</code> (system administrator) login, select <code>AUDIX Administration</code> from the Main Menu, and enter <code>list subscribers</code> at the command line.</p> <p>If the AUDIX R1 and Intuity machines are in the same room and close enough together, you can compare the lists of subscribers directly from the terminal screens. If the machines are not close together, print out segments of the AUDIX R1 list using the print screen keys (see “Print Key Administration Screens” earlier in this chapter for instructions).</p> <p>Note any incomplete or missing records on the Intuity AUDIX system.</p>
Task 2: Add subscribers who did not transfer	<p>Add to the Intuity system any subscribers whose records were either missing or incomplete in the Intuity AUDIX subscriber list. See Chapter 4, in the <i>Intuity AUDIX Administration and Feature Operations</i>, 585-310-552, document for information on adding subscribers.</p>
Task 3: Recreate auto-attendants	<p>Recreate the automated attendants/bulletin boards in the Intuity AUDIX system by identifying the auto-attendant subscriber type on Page 2 of the subscriber screen and entering the definitions in Page 3. You should then rerecord the greetings for the auto-attendant mailbox(es) via your touch-tone telephone. See Chapter 5 in the <i>Intuity AUDIX Administration and Feature Operations</i>, 585-310-552 document for information on automated attendants and bulletin boards.</p>

**⇒ NOTE:**

You may want to rethink the way you have auto-attendants set up since the Intuity AUDIX R3.3 system allows scheduling of holiday and business/non-business hour attendants.

**Table 1-4. Tasks to Complete a Migration — *Continued***

Task	Description
Task 4: Administer custom announcements	Create any custom announcement sets you had on AUDIX R1 and/or change the announcements in the standard or a custom announcement set. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552, for more information.
Task 5: Re-record custom fragments	In the Intuity system, define the target announcement set as the administrative set. Then, using your telephone, log into the Intuity AUDIX system as administrator, select option 9 and record your fragments. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310- 552, for more information
	For the fragment text, refer to either Table 1-4 “Custom Fragment Numbers and Text” you compiled before the migration or the ongoing written record, if any, you kept for AUDIX R1. Be careful to match your custom fragments to the fragments listed in Chapter 8 of the <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552 document. Your fragments may no longer be appropriate to the standard fragments and announcements in the Intuity AUDIX system.
Task 6: (For Tandem Only) Assign New Coverage Path to Subscribers	If you wish to keep the AUDIX R1 system in use as a tandem AUDIX, you must change the coverage path for each subscriber station you want to move to the Intuity AUDIX system. See the appropriate Intuity Integration with Switch document for more information. In addition, you should delete subscribers from the Intuity system who may have transferred to the system during the data transfer but stay on the AUDIX R1 system.

**Table 1-4. Tasks to Complete a Migration — Continued**

Task	Description
Task 7: Administer remote networked machines for the new machine (for tandem migration only)	<p>You, or remote administrators, may need to administer AUDIX machines networked to the AUDIX R1 you just replaced. Specifically, you may need to:</p> <ul style="list-style-type: none"> <li>■ Change the machine name and dial string to match the Intuity AUDIX system</li> <li>■ Run remote updates against the Intuity AUDIX system using the command <b>get remote update machine-name</b> to automatically collect subscribers</li> <li>■ Re-record the Intuity machine name</li> <li>■ Be sure the voice IDs on the networked machines match up</li> <li>■ Delete the old AUDIX R1 machine(s), if necessary. This is necessary if two or more AUDIX R1s are combined into the Intuity AUDIX system or you chose a new name/dial string for the Intuity system.</li> <li>■ Notify subscribers that mailing lists that include remote subscribers on the Intuity system may need to be changed.</li> </ul> <p>See <i>AUDIX Networking</i> or <i>AMIS Analog Networking</i> for more information.</p>
Task 8: Re-administer DCS on remote switches (tandem migration only)	<p>On remote DCS switches, readminister the extension number for the AUDIX hunt group, if necessary, and the hunt group number or machine number, if necessary, in the coverage path for subscribers. See the appropriate Intuity Integration with Switch document for more information.</p>

**Table 1-4. Tasks to Complete a Migration — Continued**

Task	Description
Task 9: (Optional) Administer AUDIX R1 as an AUDIX Standalone System	If you wish to keep AUDIX R1 in use as an AUDIX Standalone system, you must, at a minimum, administer voice ports and hunt groups for the AUDIX. See <i>Switch Administration for AUDIX Voice Messaging</i> for more information.
Task 10: Optional Implementation	If you purchased Intuity Message Manager for your system, you may need to administer the number of Message Manager connections for the Intuity AUDIX system, as well as activate Message Manager for subscribers. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552, and <i>Intuity Platform Administration and Maintenance for Release 3.0</i> for more information.
	If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552 for more information
	If you purchased FAX Messaging, you may need to:
	<ul style="list-style-type: none"> <li>■ Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing Intuity screens: the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens</li> <li>■ Administer the outcalling feature to accommodate fax printing (necessary since Intuity FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)</li> <li>■ Enable subscribers for fax messaging, including: <ul style="list-style-type: none"> <li>— Increasing mailbox size to at least 4,800 seconds (or double the time allotted for voice messages, whichever is greater)</li> <li>— Increasing maximum message length to at least 1,200 seconds</li> </ul> </li> <li>■ Set up secondary fax extensions for selected subscribers (optional)</li> <li>■ Set up a guaranteed fax mailbox for appropriate fax machines</li> <li>■ Distribute Intuity Message Manager 2.0 software and documentation to selected subscribers (optional)</li> <li>■ Identify appropriate remote digital network machines as fax-enabled</li> <li>■ Call administrators of remote digital networked machines and tell them to identify you as fax-enabled</li> <li>■ Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code</li> <li>■ Perform acceptance testing by fax-enabling two subscribers, sending a fax, then retrieving it using *1*6.</li> </ul>

## **Post-Migration Administration - Enhanced**

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If you are doing an enhanced migration, you still perform these post-migration tasks (standard) prior to starting the enhanced migration. The following are previously described in Table 1-4:

- Review the list of transferred subscribers
- Add subscribers who did not transfer
- Recreate auto-attendants
- Administer custom announcements
- Re-record custom fragments
- Administer AUDIX R1 as an AUDIX Standalone System (Optional)
- Optional implementation

## Migrating Multiple Systems to the Intuity System

In most cases, a customer can migrate data from more than one AT&T voice messaging system (AUDIX R1, DEFINITY AUDIX, and AUDIX Voice Power systems) to the Intuity system. The *exception* is: a customer **cannot** migrate more than one DEFINITY AUDIX to a single Intuity system.

**⇒ NOTE:**

For related information on migrating mailing lists and voice data, refer to the following section, Enhanced Process for Migrating Multiple Systems to Intuity.

Use the following rules to help you migrate data from more than one system onto the Intuity system:

- You can migrate data from multiple AUDIX R1 systems to an Intuity system
- You can migrate data from multiple AUDIX Voice Power systems to an Intuity system.
- You can migrate data from combinations of AUDIX R1, AUDIX Voice Power, and DEFINITY AUDIX systems.
- You must migrate data from a DEFINITY AUDIX system *before* you migrate data from an AUDIX R1 or AUDIX Voice Power system.
- You perform each migration as if it were a single migration. You simply do one migration, then start the next. However, you perform the switch-related tasks only once.

In addition, the data that is migrated remains the same. That is, data is migrated as shown in Table 1-5.

**Table 1-5. Migrated Data**

System	Migrated Data
DEFINITY AUDIX systems	Voice data, subscriber data, and most system data
AUDIX Voice Power systems	Subscriber data
AUDIX R1 systems	Local and remote subscriber data

- The extension length on each machine you are migrating should be identical to that of every other machine.
- Administrators at remote machines will need to add the name of the Intuity system to the network. Administrators will also need to delete the names of systems that have migrated to the Intuity system. Likewise, they will need to run a get remote update on the Intuity machine to capture the subscribers migrated to the Intuity system.

- Subscribers you are migrating may have names or extensions that are identical to those of subscribers already migrated. When this situation happens, the subscribers are not added to the database and are flagged in the logfile.



**CAUTION:**

*Migrating DEFINITY AUDIX data will overwrite any existing data on the Intuity system, including any data previously migrated.*

### **Enhanced Process for Migrating Multiple Systems to Intuity**

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A customer can use an enhanced process to migrate mailing lists and voice data (messages, names and greetings) from more than one AT&T voice messaging system to Intuity given certain constraints. If you're migrating mailing lists from a networked AUDIX R1 it's recommended that no subscriber data is on the Intuity before the migration.

Because you can migrate the mailing lists from only one networked AUDIX R1 you may decide to choose to migrate the machine containing the larger or more critical set of mailing lists. Inform subscribers from any other migrated AUDIX R1s that they must reinput their mailing lists.

In a non-networked environment (digital or analog), the migration of multiple systems to Intuity is not a problem. To insure that mailing lists and voice data from initially migrated systems is not overwritten, perform complete standard and enhanced migration tasks for a system before starting successive systems.

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# DEFINITY AUDIX-to-Intuity Migration

# 2

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## DEFINITY AUDIX-to-Intuity Migration

# 2

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When you are replacing a DEFINITY AUDIX system with an Intuity system, AT&T supports the transfer of most data if your DEFINITY AUDIX system is one of the following releases:

- R1.0
- R2.0
- R3.0
- R3.1

This chapter describes the following:

- The changes in how you administer AUDIX system and operate its features when you replace your DEFINITY AUDIX system with the Intuity AUDIX system
- How to prepare subscribers for a change from the DEFINITY AUDIX system to the Intuity AUDIX system
- How to complete the migration tasks for which you, the customer, are responsible.

In planning the migration to the Intuity system, use the worksheets provided in Appendix A.

## **What Is the Intuity System**

---

The Intuity system, which runs on a MAP/5, MAP/40, or MAP/100 computer, lets you install and administer one or more voice and fax applications simultaneously on the same computer. The Intuity system is, in effect, an operating system that supports voice/fax applications. Current applications offered with the Intuity system are:

- The Intuity AUDIX system — The approximate equivalent to the DEFINITY AUDIX 3.1 system, plus digital networking
- The Intuity FAX Messaging system — An application for sending, storing, and getting faxes that is totally integrated with the Intuity AUDIX administrative and user interfaces. Intuity FAX Messaging is, in fact, implemented and used as an additional feature of the Intuity AUDIX system.
- Intuity Voice Response — The approximate equivalent to the CONVERSANT<sup>®</sup> Intro system
- The Intuity Call Accounting System — The approximate equivalent to the IS III Call Accounting System
- The System Programming and Maintenance Tool — The equivalent to the Integrated Solutions III SPM, an administrative interface to the MERLIN LEGEND.

So that the Intuity system can make the AUDIX system work with other applications on the same machine, you perform many tasks for the AUDIX system actually using Intuity system features that are independent of the AUDIX system features. Thus, many on-going administration, switch integration, and networking tasks you may associate with the DEFINITY AUDIX system are performed in the Intuity system, but not within the AUDIX application itself.

In addition, the other parts of the Intuity system in which you perform AUDIX-related tasks have screens that look and function very differently from the screens in the AUDIX system. See “Administration Tools” later in this chapter for details.

## **Differences Between the DEFINITY AUDIX and Intuity AUDIX Systems**

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There are differences between the DEFINITY AUDIX system and the Intuity AUDIX system. The following sections describe these differences.

## Capacities

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In general, the Intuity AUDIX system exceeds the DEFINITY AUDIX system in all areas of voice messaging capacity. Table 2-1 compares maximum capacities on both products.

**Table 2-1. Capacity Comparison Between the DEFINITY AUDIX and Intuity Systems**

Type of Capacity	DEFINITY AUDIX System	Intuity AUDIX system
Maximum voice ports	16 (with control link)	64* on a MAP/100 42* on a MAP/40 18* on a MAP/5
Maximum hours of storage for recorded voice	40	1280* — MAP/100 without disk mirroring 470* — MAP/100 with mirroring 445* — MAP/40 without disk mirroring 175* — MAP/40 with disk mirroring 205* — MAP/5 (disk mirroring not available)
Maximum local subscribers	2,000	20,000* on a MAP/100 15,800* on a MAP/40 2,400* on a MAP/5
Maximum networked systems	500	500
Maximum digital network ports	—	12 on a MAP/100 8 on a MAP/40 4 on a MAP/5
Maximum remote subscribers	500,000†	500,000 on a MAP/100 200,000 on a MAP/40 with 1000 maximum local subscribers 26,000 on a MAP/5 with 500 maximum local subscribers

\* The use of Intuity FAX Messaging, which is available with the Intuity AUDIX 3.3 system, can also have a significant impact on the number of hours of voice storage available, the number voice ports needed, and the number subscribers the system can handle. A single standard page of fax requires 20 seconds of mailbox, or disk, space and 40 seconds of voice port usage. A single fine page of fax requires 40 seconds of mailbox space and 70 seconds of voice port usage.

† AMIS analog networking only

The number of local and remote subscribers that the Intuity AUDIX system can handle depends on the hours of storage, the number of voice ports, and the system usage patterns of subscribers, specifically:

- The average length of a message.
- The average number of messages sent per hour
- The average number of messages stored at any given time in a mailbox
- The ratio of networked messages sent to local messages sent.

See your sales representative or *Intuity New System Planning for Release 3.0*, 585-310-604, for more information on determining subscriber capacities on the Intuity system.

## Switch Connections

Unlike the DEFINITY AUDIX system, the Intuity AUDIX system is *not* inserted within the cabinet of your switch. The Intuity AUDIX system runs on a separate MAP/5, MAP/40, or MAP/100 computer that is connected to your switch. You can connect your Intuity machine to all of the same switches to which you can connect the DEFINITY AUDIX system. However, the Intuity AUDIX system connects to many other switches. The Intuity system uses one of three types of data communication hardware:

- Hardware using the BX.25 data communications protocol, specifically data communications interface unit (DCIU), Switch Communications Interface (SCI), Processor Interface (PI), or Packet Gateway (PGATE) hardware
- Switch Integration Device (SID)
- 3A Translator or a 202T modem, a Simplified Message Service Interface (SMSI) compatible piece of hardware

Table 2-2 compares supported switches and data communications hardware on those switches:

**Table 2-2. Switch Connectivity Comparison Between the DEFINITY AUDIX and Intuity Systems**

DEFINITY AUDIX Switches	Integration Hardware (Control Link)	Intuity Switches	Integration Hardware
System 75 R1V3 or XE	SCI,PI	System 75 R1V3 only	SCI,PI
DEFINITY Generic 1	PI	DEFINITY Generic 1	PI
DEFINITY Generic 3s	PI	DEFINITY Generic 3s	PI
DEFINITY Generic 3i	PI	DEFINITY Generic 3i	PI
DEFINITY Generic 3r	PGATE	DEFINITY Generic 3r	PGATE

**Table 2-2. Switch Connectivity Comparison Between the DEFINITY AUDIX and Intuity Systems — Continued**

<b>DEFINITY AUDIX Switches</b>	<b>Integration Hardware (Control Link)</b>	<b>Intuity Switches</b>	<b>Integration Hardware</b>
DEFINITY Generic 3 V2	PI or PGATE	DEFINITY Generic 3 V2	PI or PGATE
DEFINITY Generic 3 V3	PI or PGATE	DEFINITY Generic 3 V3	PI or PGATE
—	—	System 85 R2V4 only	DCIU
—	—	DEFINITY Generic 2.1	DCIU
—	—	DEFINITY Generic 2.2	DCIU
—	—	5ESS	3A SMSI Translator or SMSI with 202T Modem
—	—	Northern Telecom DMS100	SMSI with a 202T Modem
—	—	NEC NEAX 2400	SIDs
—	—	RoIm 8000, 9000, 9751	SIDs
—	—	Northern Telecom SL-1, Meridian, Meridian SL-1	SIDs

The DEFINITY AUDIX system running in Digital Port Emulation (DP) mode does not require data communications hardware on the switch. Therefore, if you have been using DPE mode on your DEFINITY AUDIX system, you may need to have data communication hardware installed on your switch when you replace the DEFINITY AUDIX system with the Intuity AUDIX system.

### **Intuity Fax Messaging**

The Intuity AUDIX R3.3 system has the Intuity FAX Messaging option. This option lets subscribers receive, send, and store faxes, and attach faxes to voice messages. They can also scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new to unopened to old.

The Intuity AUDIX voice prompts tell subscribers when they have fax messages. Faxes and voice/fax messages have headers just like normal voice-only messages. As with voice-only messages, the prompts also give directions on how to accomplish tasks with fax messages. In short, fax messaging is fully integrated with AUDIX voice messaging.

However, a subscriber doesn't get a fax by listening to it. Instead, the subscriber tells AUDIX to print the fax from his/her mailbox to a fax machine. A subscriber

also doesn't verbally record a fax to a mailbox. Instead, the subscriber uses a fax machine.

Fax messaging has the following capabilities:

 **NOTE:**

This list is intended as an overview. For a more complete description of the fax messaging capabilities, see *Intuity Voice/FAX Messaging User's Guide*, 585-310-726, or *Intuity FAX Messaging Administration*, 585-310-540.

<b>Capability</b>	<b>How It's Done</b>
Send a call answer fax to an AUDIX mailbox	<p>Put the document you want to send in the fax machine. Call the user, record a voice message, and press <b>#</b>. Press <b>5</b> to attach the fax and <b>#</b> to approve. Press <b>START</b> on the fax machine.</p> <p><b>OR</b>, to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's greeting, and press <b>START</b> on the fax machine.</p>
Record and send a fax via AUDIX voice mail	<p>Put the document you want to send in the fax machine. Log in, and press <b>1</b> to record messages. Address and record a message and press <b>#</b>. In the delivery options menu, press <b>5 #</b> to attach a fax. Then press <b>START</b> on the fax machine.</p> <p><b>OR</b>, to send a fax only, put the document you want to send in the fax machine. Log in, and press <b>1</b> to record messages. Press <b>#</b> immediately to send only a fax. Address the fax and press <b># #</b>. Press <b>START</b> on the fax machine.</p>
Print a fax from an AUDIX mailbox	<p>Log in and press <b>2</b> (get messages). Press <b>0</b> to listen to the first voice message, if any. Then press <b>* 1</b> to print the attached fax. Or, if a fax only, press <b>* 1</b>. Then do one of the following:</p> <ul style="list-style-type: none"> <li>— Press <b>#</b> to send fax to default fax machine and continue getting messages.</li> <li>— Enter extension of fax machine and press <b>#</b> to send fax to a non-default fax machine and continue getting messages.</li> <li>— Press <b>* 6</b> to print fax immediately on fax machine attached to phone, and press <b>START</b> on fax machine. This is especially useful for retrieving faxes when you are away from the office.</li> </ul>

Autoprint new faxes	From the Activity Menu, press <b>5 3</b> 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.
Autodelete	From the Activity Menu, press <b>5 3</b> to access the fax options menu to turn on/off autodelete. Autodelete deletes faxes after they have been autoprinted. This saves mailbox space. Private faxes are not deleted.
Define a default fax machine	From the Activity Menu, press <b>5 3 1</b> 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 <b>#</b> 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.
Print all new faxes at once	From the Activity Menu, press <b>7</b> to select autoscan. Then press <b>4</b> to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options <b>1</b> , <b>2</b> , or <b>3</b> ). AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with <b>* 1</b> ) each scanned message after listening to it.
	 <b>NOTE:</b> When printing faxes manually or with autoscan, the Fax Print Options menu ( <b>#</b> for default fax machine, extension and <b>#</b> for non-default fax machine, or <b>* M</b> for current fax machine) is always the final part of the procedure.
Send a fax to a secondary fax extension	Call the user's secondary fax extension. After the system greeting plays, press <b>START</b> on the fax machine.

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

## Other Aspects of Fax Messaging

You should be aware of other unique aspects of Intuity AUDIX with Intuity FAX Messaging.

### Administer Fax Options Menu

As you may notice from the preceding list of fax capabilities, an additional menu is available for subscribers to set up their mailbox for fax messaging. This Administer Fax Options menu is available by pressing **5 3**. It contains these options:

- Turn on/off autoprint,
- Turn on/off autodelete
- Define a default fax machine for printing.

### Guaranteed Fax Delivery

If you administer a fax machine extension as a subscriber, faxes that are sent to the fax machine when it is busy go to the fax machine's AUDIX mailbox. If autoprint is turned on for the mailbox, and the autoprint destination is the same fax machine, AUDIX tries to deliver the fax to the fax machine until it prints.

## Other New Subscriber Features

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In the descriptions that follow, if a feature difference applies only to specific releases of the DEFINITY AUDIX system, those releases are identified.

Languages  
(new for DEFINITY  
AUDIX 1.0 system only.  
See "Subscriber  
Features No Longer  
Available")

The Intuity AUDIX R3.3 system offers announcement sets in five languages other than U.S. English:

- Latin Spanish
- Canadian French
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (the prompts identify phone key presses by number only, never by letter)

Thus, subscribers can hear system prompts in their native language — if their language is one of the above.

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

**Multiple Languages  
Simultaneously**  
(new for DEFINITY  
AUDIX 1.0 and 2.0)

The Intuity AUDIX system offers the capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice.

Undelete key  
(new for DEFINITY  
AUDIX 1.0 and 2.0)

In the Intuity AUDIX system, a subscriber can press **\*\*U** to recover a message just deleted.

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

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

Dual language greetings  
(new for DEFINITY  
AUDIX 2.0)

The Intuity AUDIX system with the multilingual feature can allow subscribers to create two personal greetings

Intuity Message Manager  
(new for DEFINITY  
AUDIX 1.0 — 3.0)

Intuity Message Manager is a software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The Intuity AUDIX system communicates with Message Manager via a Local Area Network and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager P.C. software is available per subscriber. Message Manager server software on the Intuity AUDIX system is available per system on a right-to-use fee.

Turn off AUDIX Call Answering

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

The subscriber presses **5 7** and **1** to turn off the call answer feature.

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

Addressing messages before recording them

A subscriber can have the option of addressing a message before recording it. In this case, after the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees.

You must first turn on this capability for the subscriber. Then, the subscriber must also set the option for his/her particular mailbox. The subscriber does this by pressing **5 6** and then **9** (for yes).

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

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

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

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

In the DEFINITY AUDIX R1.0 and 2.0 systems, a subscriber might, while getting messages, press **1** to immediately respond to a message from a non-subscriber. Since responding via AUDIX to a non-subscriber is not possible, the subscriber could only hang up or return (with **\* R** or **\* 7**) to the main menu. With the Intuity AUDIX system, a subscriber who inadvertently gets into the Reply to Sender deadend can press **#** to return to the getting messages

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

On the DEFINITY AUDIX R1.0, 2.0, and 3.0 systems, a message that a subscriber recorded would be lost if the subscriber failed to enter an address for the message before entering a new command or the pound sign (#). On the Intuity AUDIX system, the subscriber receives a prompt to enter an address after the first failure to enter an address. However, the message is still lost on the second failure.

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

On the Intuity AUDIX system, a subscriber who has addressed a message but fails to enter any other touchtones within the next 5 seconds receives a reminder message. This message reminds the subscriber that message addressing is not complete and the message will not be sent as is. On the DEFINITY AUDIX R1.0, 2.0, and 3.0 systems, a subscriber who stopped addressing without a final approval touchtone heard only silence.

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

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

“0” calls to follow coverage (new for DEFINITY AUDIX 1.0 and 2.0 only)

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

 **NOTE:**

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

 **NOTE:**

Capability for two simultaneous administration logins are available by default. For 3 or 4 logins, you must add an IPC900 serial ports card to your MAP computer.

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

On the Intuity AUDIX system, a subscriber can leave a call answer message and then press \*R to get the AUDIX login prompt. From the prompt, the subscriber can log into the subscriber's mailbox.

Greater touchtone input time to allow for rotary phone conversion

The Intuity AUDIX system lets the administrator extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.

### Subscriber Features No Longer Available

Call Screening

The Intuity AUDIX system does not allow subscribers to screen calls. The DEFINITY AUDIX system in DPE mode allows call screening.

### Administration Features

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

- New
- Changed
- No longer available

## New Features

Customizing Screen-Labeled Keys	In the Intuity AUDIX system, you can choose between two screen-labeled key display orders: the order used for the System Access Terminal (SAT) or Manager I or an order unique to the Intuity AUDIX system. Using the SAT order can be very helpful for administrators who also administer the System 75, G1, or G3 switch.
Multiple Login Levels	The Intuity AUDIX system offers two levels of logins: system administrator ( <i>sa</i> ) and voice messaging administrator ( <i>vm</i> ). The <i>sa</i> login allows access to all customer-administrable parts of the Intuity system. The <i>vm</i> login allows access only to the Intuity AUDIX screens.
Multiple Simultaneous Logins	The Intuity AUDIX system permits up to four administrators to be logged into the system at the same time. The DEFINITY AUDIX system permits only two simultaneous logins.
	<b>⇒ NOTE:</b> Capability for two simultaneous administration logins are available by default. For 3 or 4 logins, you must add an IPC900 serial ports card to your MAP computer.
Disk Mirroring	The Intuity AUDIX system permits the storage of duplicated data on a second disk. In this way, you have an extra safeguard against losing data in case of a disk crash.
Fax Capability	<p>You assign, via Class of Service, the ability of subscribers to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. Intuity AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you may want to set up secondary fax extensions for some subscribers so that call answer faxes go directly to their mailboxes instead of ringing their phones. See <i>Intuity FAX Messaging Administration</i>, 585-310-558, for more information.</p>
Address Before Record	The Intuity AUDIX system lets you allow subscribers to address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.

Call Answer Disable	The Intuity AUDIX system lets you allow subscribers, via Class of Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.
Outgoing Print Job Queue	The Intuity AUDIX system lets you monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Intuity screens under the Voice System Administration main menu option.
Password Aging (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	The Intuity AUDIX system lets you set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.
Advance/Rewind Increment (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	The Intuity AUDIX system lets you set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press <b>[6]</b> or <b>[5]</b> respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the Intuity AUDIX system, you must administer LAN access via Intuity TCP/IP networking windows.
Quick Silence Disconnect (new for DEFINITY AUDIX 1.0, 2.0, and 3.0)	In some countries, there is no disconnect signaling. For these countries, the Intuity AUDIX system can be set up to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Print Screens	The Intuity AUDIX system lets you print screens and reports simply by pressing the F9 key.
Change Extensions	The Intuity AUDIX system lets you change subscriber 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 subscriber with the extension 87234 would have new extension 6234. This feature is especially useful when you must change subscriber extension length or dial plans.

## Administrative Features That Have Changed

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

### **NOTE:**

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

**System clock time** The Intuity system clock time is UNIX time, not the connected switch's time.

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

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

## Administrative Features No Longer Available

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

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

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

## **Administrative Tools**

To administer the DEFINITY AUDIX system, you use AUDIX screens. AUDIX screens are full screen displays of input fields, traffic data, and/or administrative data. To access these screens, you enter pathnames on a command line.

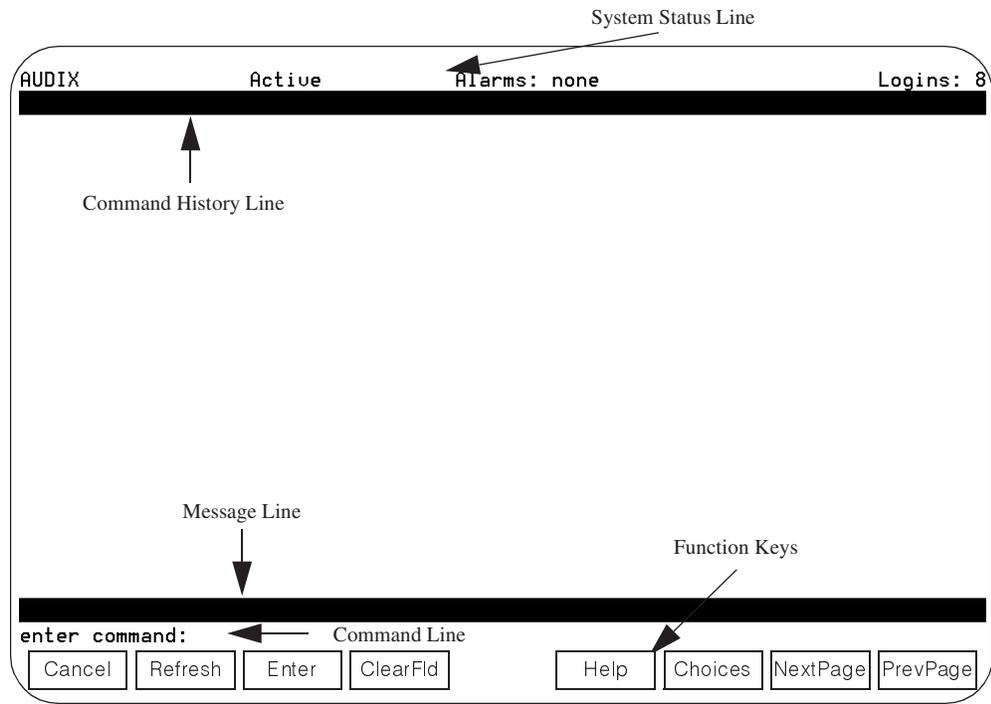
The Intuity system is a hardware/software platform. The AUDIX system is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the Intuity platform as subsystems that are separate from the AUDIX system. As a result,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

- AUDIX-like screens (for the AUDIX feature package)
- Menu-driven Intuity windows for most other administration

### **Intuity AUDIX Administration Screens**

You administer the Intuity AUDIX voice messaging system with Intuity AUDIX administration screens. Intuity AUDIX administration screens are identical to DEFINITY AUDIX screens. To access them, you enter a verb and object at the command line. This manner of selecting screens is also similar to that of the System Access Terminal (SAT) or Manager 1 tools for AT&T DEFINITY Generic 1/Generic 3 and System 75 switches.

The following example shows you a blank Intuity AUDIX window.

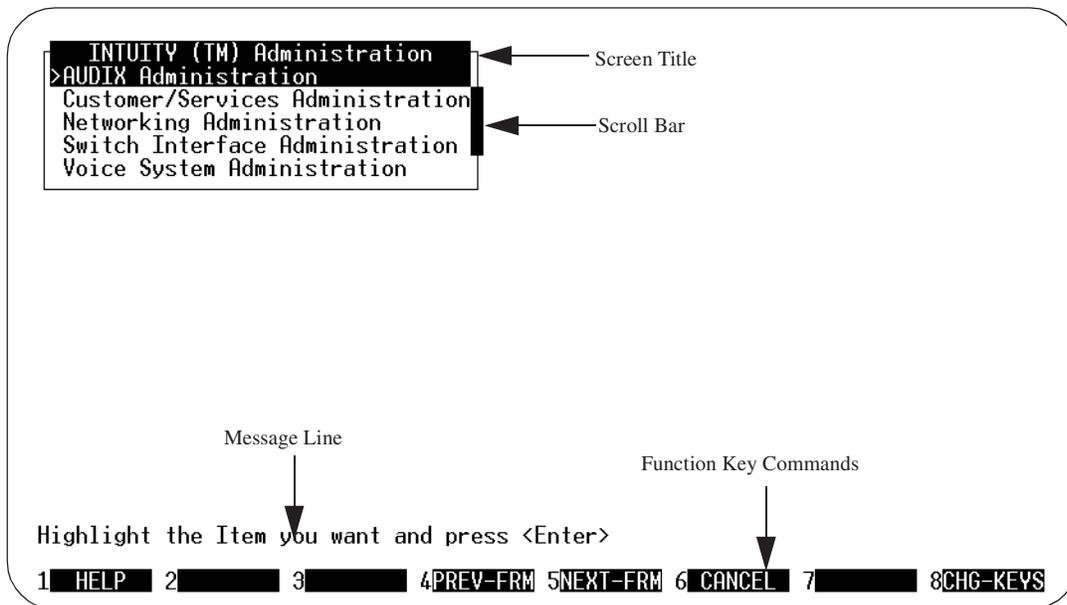


**Figure 2-1. Intuity AUDIX Administration Screen Layout**

For a complete description of how to use Intuity AUDIX screens, refer to *Intuity AUDIX R3.3 Administration and Feature Operations*, 585-310-552.

### Intuity Windows

All platform, networking, and switch-related information is performed using Intuity windows. The windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press a **(CHOICES)** (F3) key to view and select the valid choices. The following example shows you a typical window.



**Figure 2-2. Intuity Windows Layout**

As you use the Intuity system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window. Read the following list of window components and refer to Figure 2-2. to identify and understand how to use windows.

**Window Title** A unique name displayed in a bar at the top of the window that describes the information in the window or the task performed in the window. For example, after you log in to the system, you see the Intuity system Main Menu. The window provides a list of all administration options for the system.

<b>Work Area</b>	The largest part of a window that contains menu options, a list of parameter fields, or display-only information. The work area is dynamic, or changing, and shows only the options available for your configuration. For example, if you do not have the Voice Response feature package, the Intuity system Main Menu does not have an option for Voice Response Administration.
<b>Scroll Bar</b>	A vertical bar on the right side of a window that appears when there is additional information that does not fit in the window. To view the additional information, press <b>(NEXT-PAGE)</b> .
<b>Selection Bar</b>	A horizontal bar located across a menu used to select menu options. To select a menu option, use the arrow keys to move the scroll bar over a selection and press <b>(ENTER)</b> .
<b>Message Line</b>	A text line located above the function key commands that contains a brief instruction or message. For example, when you first access the main menu, you see the message <b>Highlight an item and press &lt;Enter&gt;</b> . Read the message line as you use a window.
<b>Function Key Commands</b>	Boxed words and abbreviations that appear at the bottom of the window. The boxes correspond to the first eight function keys, marked F1 through F8, on your keyboard. By pressing a function key, you perform an action such as Add, Delete, or Save. For example, the Intuity system Main Menu contains a boxed key labeled <b>(HELP)</b> . If you press the key, a help window for the menu appears. When you open a window, a set of function key commands appears automatically. Most windows have a second set of function key labels accessed by pressing <b>(CHG-KEYS)</b> .

For more information on Intuity windows, refer to *Intuity Platform Administration and Maintenance for Release 2.0*, 585-310-554.

## Screens Mapping

For the Intuity AUDIX system, you must still perform most of the administration tasks associated with the DEFINITY AUDIX system. As a result, many Intuity AUDIX administration screens are similar to those of the DEFINITY AUDIX system. However, many of the screen names have changed, some DEFINITY

AUDIX screens have merged with other screens, and some DEFINITY AUDIX screens have been split into more than one form. Use Table 2-3 to see how Intuity AUDIX screens relate to DEFINITY AUDIX screens.

**Table 2-3. DEFINITY AUDIX/Intuity AUDIX Screens Cross-Reference**

<b>DEFINITY AUDIX Form</b>	<b>Verb(s)</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
activity log	display	Activity Log Report	Chap. 7, <i>Intuity AUDIX Administration and Feature Operations</i>
address-ranges	list	Machine Profiles	Chap. 6, <i>Intuity Digital Networking Administration</i> or Chap. 5, <i>AMIS Analog Networking</i>
administration log	display	Administration Log (page 2)	Chap. 7, Intuity AUDIX Admin.
alarm-origination	enable/disable	Alarm Management	Chap. 3, <i>Intuity Platform Administration and Maintenance</i>
alarm-origination	status	Alarm Management	Chap. 3, Intuity Platform Admin.
alarm-origination	test	Alarm Management	Chap. 3, Intuity Platform Admin.
alarms	display	Alarm Report	Chap. 3, Intuity Platform Admin.
annc-set	add/remove	Announcement Set	Chap 8, Intuity AUDIX Admin.
annc-set	copy	Copy Announcement Set	Chap 8, Intuity AUDIX Admin.
annc-sets	list	Announcement Sets	Chap 8, Intuity AUDIX Admin.
announcement	change/display/remove	Announcement	Chap 8, Intuity AUDIX Admin.
announcement	copy	Copy Announcement	Chap 8, Intuity AUDIX Admin.
announcements	save	Backup	Chap. 9, Intuity Platform Admin.
attendants	list	List Attendants	Chap. 5, Intuity AUDIX Admin.
audit	status	Status Audit (from AUDIX administration screen command line)	Chap. 7, Intuity AUDIX Admin.
backups	display/restore	Backup	Chap. 9, Intuity Platform Admin.
board	test	Switch Interface Diagnostics;Diagnose Voice Equipment;Networking Board Trace	Chap. 7, Intuity Integration with Switch; Chap. 19, Intuity Platform Admin.;Chap. 7, <i>Intuity Digital Networking Administration</i>
configuration	list	View Installed Hardware	Chap. 8, Intuity Platform Admin.
cos	change/display	COS	Chap. 3, <i>Intuity AUDIX Administration</i>
cos	list	List COS	Chap. 3 Intuity AUDIX Admin
extensions	list	List Extensions	Chap. 4, Intuity AUDIX Admin
fragment	display/remove	Fragment	Chap 8, Intuity AUDIX Admin.
fragment	copy	Copy Fragment	Chap 8, Intuity AUDIX Admin.
help		Help	Chap. 2, Intuity AUDIX Admin

**Table 2-3. DEFINITY AUDIX/Intuity AUDIX Screens Cross-Reference — Continued**

<b>DEFINITY AUDIX Form</b>	<b>Verb(s)</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
machine	add/change/display/remove	Machine Profiles	Chap. 6, <i>Intuity Digital Networking Administration</i> or Chapt. 5, <i>AMIS Analog Networking</i>
machines	list	List Machines	Chap 6, Intuity Dig. Net. Admin.
mailboxes	audit	Audit Mailboxes	Chap. 7, Intuity AUDIX Admin. or Chap. 20, Intuity Platform Admin.
mailing-lists	audit	Audit Mailing Lists	same as above
measurements community day	list	Community Daily Traffic Report	Chap. 6, Intuity AUDIX Admin.
measurements community hour	list	Community Hourly Traffic Report	same as above
measurements feature day	list	Feature Daily Traffic Report	same as above
measurements feature hour	list	Feature Hourly Traffic Report	same as above
measurements load day	list	Load Day Traffic Report	same as above
measurements load hour		Load Hour Traffic Report	same as above
measurements remote-messages day	list	Remote Messages Daily Traffic Report	Chap 10, Intuity Dig. Net. Admin.
measurements remote-messages month	list	Remote Messages Monthly Traffic Report	Chap 10, Intuity Dig. Net. Admin.
measurements special-features day	list	Special Features Daily Traffic Report	Chap. 6, Intuity AUDIX Admin.
measurements special-features hour	list	Special Features Hourly Traffic Report	Chap. 6, Intuity AUDIX Admin.
measurements subscriber day	list	Subscriber Daily Traffic Report	Chap. 6, Intuity AUDIX Admin.
measurements subscriber month	list	Subscriber Monthly Traffic Report	Chap. 6, Intuity AUDIX Admin.
names	audit	Audit Names	Chap. 7, Intuity AUDIX Admin. or Chap. 20, Intuity Platform Admin.
network-data	audit	Audit Network-Data	same as above
nightly	save	Not applicable because the Intuity system saves data automatically without administration	—
password	change	Password Administration	Chap. 4, Intuity Platform Admin.
personal-directories	audit	Audit Personal Directories	Chap. 7, Intuity AUDIX Admin. or Chap. 20, Intuity Platform Admin.

**Table 2-3. DEFINITY AUDIX/Intuity AUDIX Screens Cross-Reference — Continued**

<b>DEFINITY AUDIX Form</b>	<b>Verb(s)</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
port	busyout/release	Diagnose Voice Equipment	Chap. 19, Intuity Platform Admin.
port	test	Diagnose Voice Equipment	Chap. 19, Intuity Platform Admin.
remote-extension	list	List Remote Extensions	Chap. 6, <i>Intuity Digital Networking Administration</i>
remote-subscriber	add/change/display/remove	Remote Subscriber	Chap. 6, Intuity Dig.Net. Admin.
subscriber	add/change/display/remove	Subscriber	Chap. 4, Intuity AUDIX Admin.
subscriber-data	audit	Audit Subscriber Data	Chap. 7, Intuity AUDIX Admin. or Chap. 20, Intuity Platform Admin.
subscribers	list	List Subscribers	Chap. 4, Intuity AUDIX Admin.
switch-link	change/display	Switch Interface Administration	Chap. 7, Intuity Integration with Switch
switch-link	busyout/release	Status Switch Link	Chap. 6 or 7, <i>Intuity Integration with Switch X</i> , where Switch X is System 75/Generic 1/Generic 3 or System 85/Generic 2
switch-link	status	Status Switch Link	same as above
switch-link	test	Status Switch Link	same as above
switch-names (DP mode)	audit	Not applicable	
switch-time-zone	change/display	Set UNIX Time Zone	Chap. 4, Intuity Platform Admin.
switch-translations	audit	Diagnose Switch Link	Chap. 6 or 7, Intuity Integration with Switch
system oa&m	reset	Not applicable	—
system reboot	reset	Shutdown Voice System	Chap.21, Intuity Platform Admin.
system shutdown	reset	Shutdown Voice System	Chap.21, Intuity Platform Admin.
system-parameters activity log	change/display	system parameters activity log	Chap. 7, Intuity AUDIX Admin.
system-parameters analog network	change/display	System Parameters Analog-Network	Chap.5, AMIS Analog Networking
system-parameters features	change/display	System Parameters Features	Chap. 3, Intuity AUDIX Admin.
system-parameters limits	change/display	System Parameters Limits	Chap. 3, Intuity AUDIX Admin.
system-parameters outcalling	change/display	System Parameters Outcalling	Chap. 3, Intuity AUDIX Admin.
system-parameters password	change	Password Administration	Chap. 4, Intuity Platform Admin.
system-parameters sending-restrictions	change/display	System Parameters Sending Restrictions	Chap. 3, Intuity AUDIX Admin.
system-parameters thresholds	change/display	System Parameters Thresholds	same as above



## Migration from CL Mode

---

The process to replace a DEFINITY AUDIX system in CL mode with the Intuity system is shown in Figure 2-3. This process is intended to totally replace the DEFINITY AUDIX system with an Intuity AUDIX system. However, you have the option of leaving the DEFINITY AUDIX system attached to the switch as a second voice messaging system.

Figure 2-3 shows the following eight tasks:

- Check integrity of DEFINITY AUDIX files
- Administer AMIS and digital networks — Intuity system
- Administer AMIS and digital networks — switch
- Create new voice ports
- Run voice port cables between Intuity IVC6 card(s) to new switch ports
- Test voice ports with ChanTran
- Replace DEFINITY AUDIX voice ports
- Have IDI connected

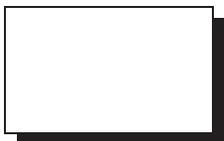
These tasks may be performed in parallel with other migration tasks and are therefore not included in a direct sequence with the other tasks.

Note that, in Figure 2-3, tasks for which a customer is responsible appear in shaded boxes.

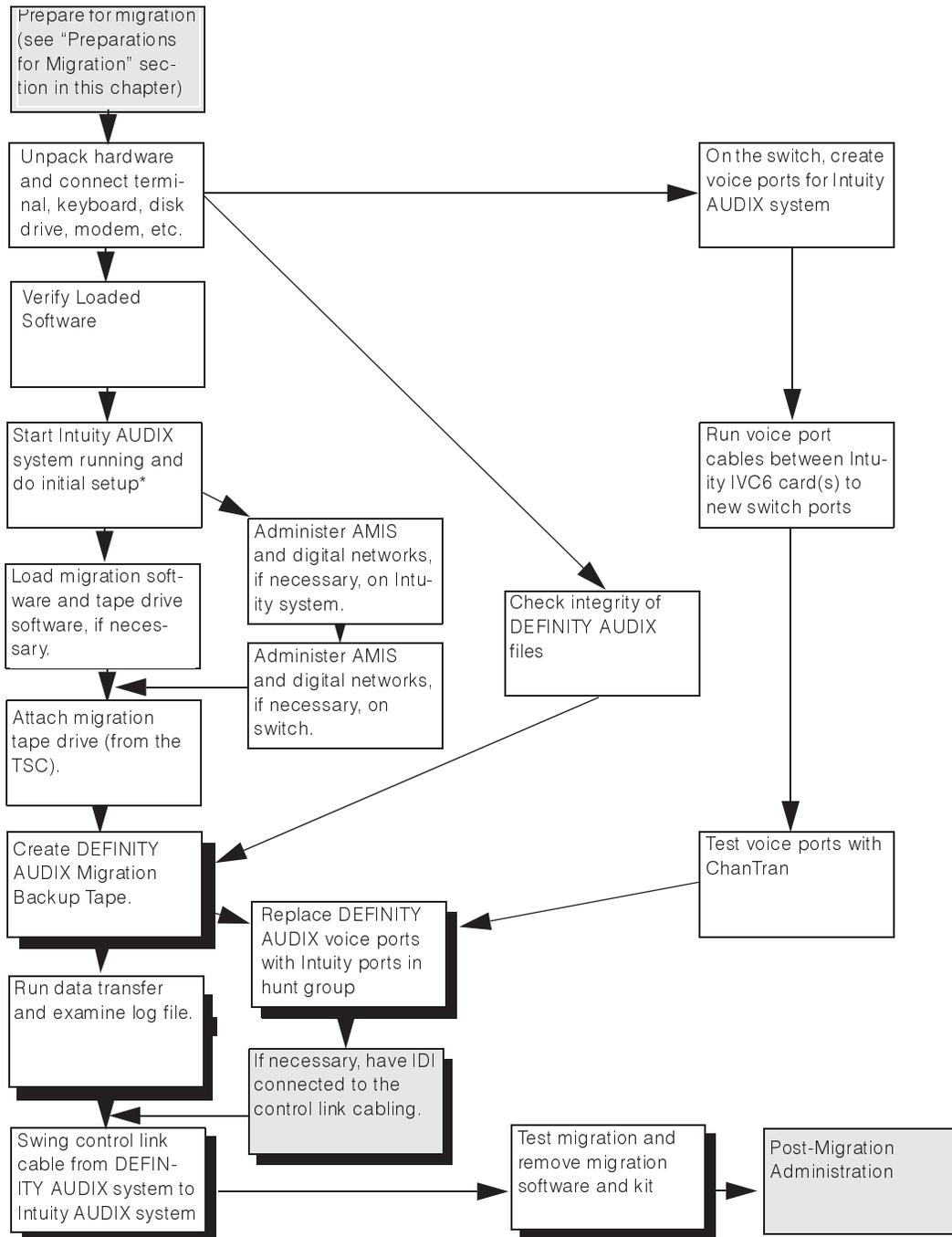


All other tasks are the responsibility of Intuity service technicians as part of your purchase of the Intuity system.

Figure 2-3 also shows four boxes that appear as follows:



These boxes indicate the tasks during which subscribers have no voice messaging service, either from the DEFINITY AUDIX system or the Intuity AUDIX system.



\* Initial setup includes tasks on the Intuity system such as setting the date/time, administering modems/terminals/printers, administering voice ports, administering the switch interface, and language packages.

**Figure 2-3. Diagram of Steps in the Migration Process (from Control Link)**

### **Migration from DP Mode**

---

The process to replace a DEFINITY AUDIX system in DP mode with the Intuity system is shown in Figure 2-4. This process is intended to totally replace the DEFINITY AUDIX system with an Intuity AUDIX system.

Figure 2-4 shows the following nine tasks:

- Check integrity of DEFINITY AUDIX files
- Administer AMIS and digital networks — Intuity system
- Administer AMIS and digital networks — switch
- Install PI or PGATE board
- Create new voice ports
- Administer data link
- Run voice port cables between Intuity IVC6 card(s) to new switch ports
- Test voice ports with ChanTran
- Replace DEFINITY AUDIX voice ports

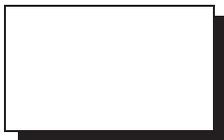
These tasks may be performed in parallel with other migration tasks and are therefore not included in a direct sequence with the other tasks.

Note that, in Figure 2-4, tasks for which a customer is responsible appear in shaded boxes.

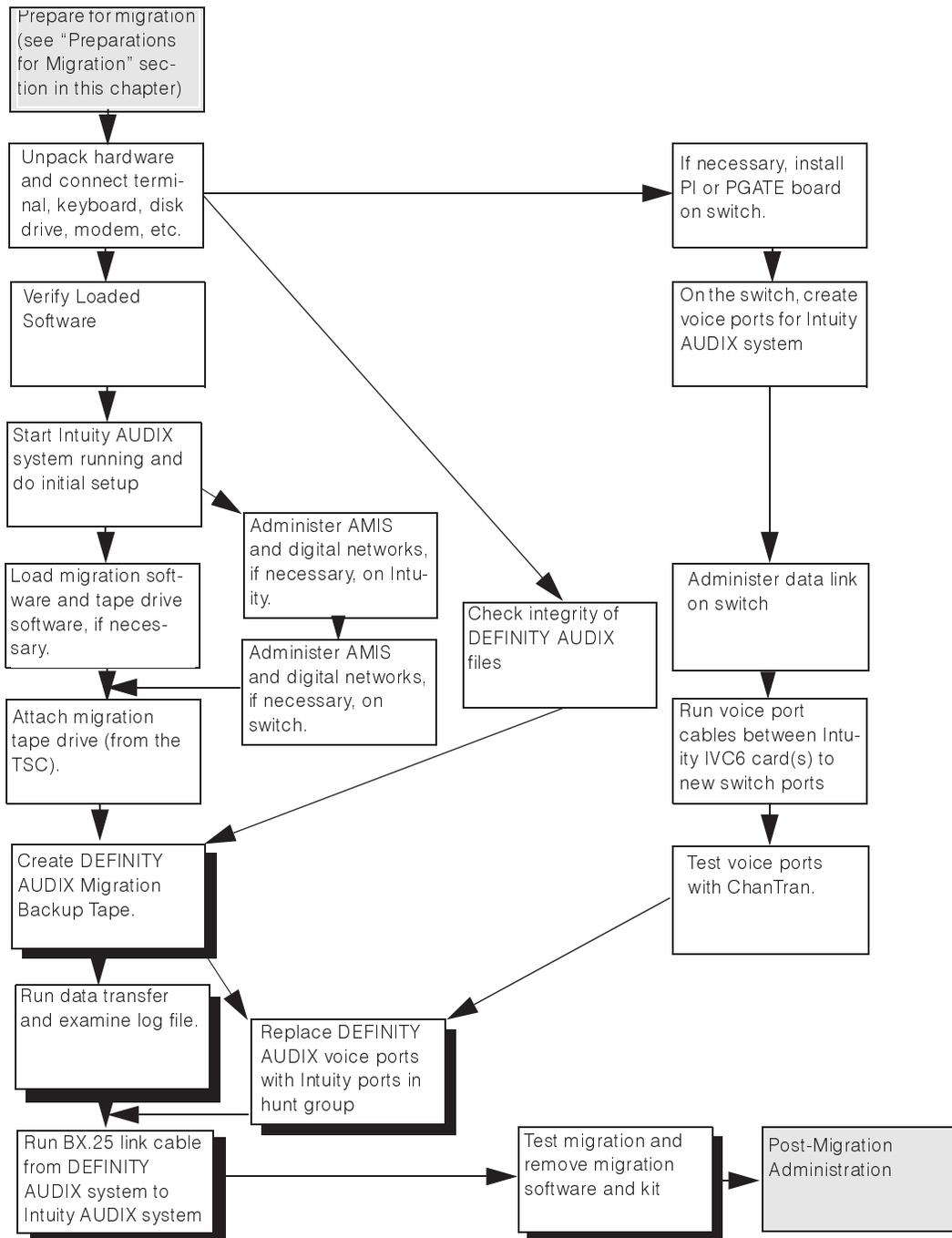


All other tasks are the responsibility of Intuity service technicians as part of your purchase of the Intuity system.

Figure 2-4 also shows three boxes that appear as follows:



These boxes indicate the tasks during which subscribers have no voice messaging service, either from the DEFINITY AUDIX system or the Intuity AUDIX system.



\* Initial setup includes tasks on the Intuity system such as setting the date/time, administering modems/terminals/printers, administering voice ports, administering the switch interface, and language packages.

**Figure 2-4. Diagram of Steps in the Migration Process (from DP mode)**

## Data That Can Be Migrated Automatically

The Intuity migration program transfers most data automatically from the DEFINITY AUDIX system to the Intuity AUDIX system. Transferred data includes:

- Subscriber data (as administered in the Subscriber form)



**NOTE:**

This includes the subscribers' passwords.

- Remote subscriber data (as administered in the Remote Subscriber form)
- Class of Service data (as administered in the COS form)
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data
- Automated attendants
- Bulletin boards
- Recorded messages
- Greetings
- Voiced names
- Mailing lists
- Auto-attendant greetings
- Personal directories

Upon successful completion of the data transfer, the customer is responsible for manually reentering any remaining data into the Intuity system.

The Intuity system **does not** transfer the following data from the DEFINITY AUDIX system:

- Traffic report data
- ADAP data (however, ADAP report data remains on your ADAP PC for continued use, unless you begin using the Intuity AUDIX R3.3 release of ADAP)
- Customized announcements
- Switch time zone and clock data
- Activity log and administration log data
- Alarm data

- Switch administration data
- Error and event data
- Login data
- Message waiting indications (new messages that are transferred to the Intuity system will not light subscriber message waiting lamps)

## **Preparations for Migration**

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Once you have decided to purchase the Intuity system as a whole or partial replacement of a DEFINITY AUDIX system, you should begin to prepare for the migration. This section identifies recommended preparations for a migration from the DEFINITY AUDIX system to the Intuity AUDIX system.

### **Task 1: Distribute Information to Subscribers**

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**One month in advance** of the Intuity installation, send a broadcast message that tells your subscribers about the upcoming change of voice system.

 **NOTE:**

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new Intuity AUDIX system.

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change. Also tell them to check their mailbox for new messages, since the message waiting indicator may not be lit.

 **NOTE:**

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

### **Fax Prefixes and Transfer into AUDIX**

Make sure your subscribers know, by memo or by broadcast message, what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). **This is important.** Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

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

## AUDIX Server ID for Message Manager

Subscribers who receive Intuity Message Manager R2.0 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 R2.0 with fax.

## Task 2: Collect Hardcopies of DEFINITY AUDIX Data

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Since the migration to the Intuity system will not carry over certain types of data, you may wish to collect hardcopies of this data. You can do this simply by printing out administration screens. To print out administration screens, do the following:

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

You may connect any of the following printers:

- 593
- 595
- 6417
- 570 series of terminals

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

2. Access the desired administration screen and data.
3. Press the keys appropriate to your terminal to print the screen.

### For a 4410, 4425, or 610 terminal:

- a. Press **CONTROL** + **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **PRINT-SCRN** (F3) to print the screen.  
The data appearing on the screen prints out.
- c. Display any additional pages of the screen and repeat steps a and b.
- d. Press **CONTROL** + **F6** to return the screen-labeled keys to their original state.

### For a 715 terminal:

- a. Press **PRINT-SCRN** to print the screen.  
The data appearing on the screen prints out.
- b. Display any additional pages of the screen and repeat step a.

**For a 513 terminal:**

- a. Press **(F10)** to display the first layer of screen-labeled keys for the terminal.
- b. Press **(LCLPRT)** (F1) to display the screen-labeled print keys.
- c. Press **(PRINT-SCRN)** (F7) to print the screen.
- d. Press **(F10)** and **(F5)** to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat steps a through d.

Perform screen prints of the following items, if desired:

- Traffic reports
- Administration log
- Alarm log

**Task 3: Administer Remote Networked Machines**

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

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

See *AMIS Analog Networking* for more information.

## Post-Migration Administration

Once your services technician has completed the data transfer, switch administration, and acceptance testing of the system, you must complete startup administration of the Intuity system. If you wish to stay with a configuration that is the same as or similar to the configuration of the DEFINITY AUDIX system, you should reenter the data you gathered in preparation for the migration. This section identifies recommended steps for completing a migration from the DEFINITY AUDIX system to the Intuity AUDIX system.

**Table 2-4. Tasks to Complete a Migration**

Task	Description
<b>Task 1: Review the List of Transferred Subscribers</b>	<p>Compare subscribers on the Intuity AUDIX system with subscribers on the DEFINITY AUDIX system to ensure that most (at least 90%), if not all, subscribers were transferred.</p> <p>To display the list of subscribers on the DEFINITY AUDIX system, log into the DEFINITY AUDIX system and enter <code>list subscribers</code> at the command line.</p> <p>To display the list of subscribers on the Intuity AUDIX system, log into the Intuity system with the <code>sa</code> (system administrator) login, select <code>AUDIX Administration</code> from the Main Menu, and enter <code>list subscribers</code> at the command line.</p> <p>If the DEFINITY AUDIX and Intuity machines are in the same room and close enough together, you can compare the lists of subscriber directly from the terminal screens. If the machines are not close together, print out segments of the DEFINITY AUDIX list using the print screen keys (see “Print Key Administration screens” earlier in this chapter for instructions).</p> <p>Note any incomplete or missing records on the Intuity AUDIX system.</p>

**Table 2-4. Tasks to Complete a Migration**

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Task	Description
<b>Task 2: Add subscribers who did not transfer</b>	Add to the Intuity system any subscribers whose records were either missing or incomplete in the Intuity AUDIX subscriber list. See Chapter 4, in the <i>Intuity AUDIX Administration and Feature Operations</i> document for information on adding subscribers.
<b>Task 3: Re-enter networking address ranges, if necessary</b>	If your DEFINITY AUDIX system did not have networking, but your Intuity system does have AMIS or digital networking, you must re-enter the networking address ranges entered by installation technicians. This task is necessary because the data transfer erases any address ranges that exist on the Intuity system. Use the Machine Profile screen.

**Table 2-4. Tasks to Complete a Migration**

Task	Description
<b>Task 4: Administer New Features</b>	<p data-bbox="459 390 1195 447">New features that may require additional administration are as follows:</p> <p data-bbox="459 468 688 495"><b>Message Manager</b></p> <p data-bbox="459 516 1260 684">If you purchased Intuity Message Manager for your system, you may need to administer Message Manager connections for the Intuity AUDIX system, as well as activate Message Manager for subscribers. See <i>Intuity AUDIX R3.3 Administration and Feature Operations</i>, 585-310-552, and <i>Intuity Platform Administration and Maintenance</i>, 585-310-557.</p> <p data-bbox="459 705 599 732"><b>Languages</b></p> <p data-bbox="459 753 1252 869">If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See <i>Intuity AUDIX Administration and Feature Operations</i>, 585-310-552 for more information</p> <p data-bbox="459 890 656 917"><b>FAX Messaging</b></p> <p data-bbox="459 938 1073 966">If you purchased FAX Messaging, you may need to:</p> <ul data-bbox="459 987 1260 1734" style="list-style-type: none"> <li data-bbox="459 987 1260 1102">■ Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing Intuity screens: the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens</li> <li data-bbox="459 1123 1260 1207">■ Administer the outcalling feature to accommodate fax printing (necessary since Intuity FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)</li> <li data-bbox="459 1228 1260 1375">■ Enable subscribers for fax messaging, including: <ul style="list-style-type: none"> <li data-bbox="500 1270 1260 1333">— Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)</li> <li data-bbox="500 1354 1260 1375">— Increasing maximum message length to 1200 seconds</li> </ul> </li> <li data-bbox="459 1396 1260 1459">■ Set up secondary fax extensions for selected subscribers (optional)</li> <li data-bbox="459 1480 1260 1507">■ Set up a guaranteed fax mailbox for appropriate fax machines</li> <li data-bbox="459 1528 1260 1581">■ Distribute Intuity Message Manager 2.0 software and documentation to selected subscribers (optional)</li> <li data-bbox="459 1602 1260 1654">■ Identify appropriate remote digital network machines as fax-enabled</li> <li data-bbox="459 1675 1260 1734">■ Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.</li> </ul>

## Migrating Multiple Systems to the Intuity System

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In most cases, a customer can migrate data from more than one AT&T voice messaging system (AUDIX R1, DEFINITY AUDIX, and AUDIX Voice Power systems) to the Intuity system. The *exception* is: a customer *cannot* migrate more than one DEFINITY AUDIX to a single Intuity system.

Use the following rules to help you migrate data from more than one system onto the Intuity system:

- You can migrate data from multiple AUDIX R1 systems to an Intuity system
- You can migrate data from multiple AUDIX Voice Power systems to an Intuity system.
- You can migrate data from combinations of AUDIX R1, AUDIX Voice Power, and DEFINITY AUDIX systems.
- You must migrate data from a DEFINITY AUDIX system *before* you migrate data from an AUDIX R1 or AUDIX Voice Power system.
- You perform each migration as if it were a single migration. You simply do one migration, then start the next. However, you perform the switch-related tasks only once.

In addition, the data that is migrated remains the same. That is, data is migrated as shown in Table 2-5.

**Table 2-5. Migrated Data**

<b>System</b>	<b>Migrated Data</b>
DEFINITY AUDIX systems	Voice data, subscriber data, and most system data
AUDIX Voice Power systems	Subscriber data
AUDIX R1 systems	Local and remote subscriber data

- The extension length on each machine you are migrating should be identical to that of every other machine.
- Administrators at remote machines will need to add the name of the Intuity system to the network. Administrators will also need to delete the names of systems that have migrated to the Intuity system. Likewise, they will need to run a get remote update on the Intuity machine to capture the subscribers migrated to the Intuity system.

- Subscribers you are migrating may have names or extensions that are identical to those of subscribers already migrated. When this situation happens, the subscribers are not added to the database and are flagged in the logfile.



**CAUTION:**

*Migrating DEFINITY AUDIX data will overwrite any existing data on the Intuity system, including any data previously migrated.*

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# AUDIX Voice Power-to-Intuity Migration

# 3

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## AUDIX Voice Power-to-Intuity Migration

# 3

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When you are replacing an AUDIX Voice Power system with an Intuity system, AT&T supports the one-time transfer of subscriber data if your AUDIX Voice Power system is one of the following releases:

- R2.0
- R2.1
- R2.1.1
- R3.0

This chapter describes the following:

- The changes in how you administer voice messaging and operate its features when you replace your AUDIX Voice Power system with the Intuity AUDIX system
- How to prepare subscribers for a change from the AUDIX Voice Power system to the Intuity AUDIX system
- How to complete the migration tasks for which you, the customer, are responsible

In planning the migration to the Intuity system, use the worksheets provided in Appendix A.

## **What Is the Intuity System**

---

The Intuity system, which runs on a MAP/5, MAP/40, or MAP/100 computer, lets you install and administer one or more voice applications simultaneously on the same computer. The Intuity system is, in effect, an operating system that supports voice applications. Current applications offered with the Intuity system are:

- The Intuity AUDIX R3.2 system — A voice messaging system (see the feature descriptions that follow)
- The Intuity FAX Messaging system — An application for sending, storing, and getting faxes that is totally integrated with the Intuity AUDIX administrative and user interfaces. Intuity FAX Messaging is, in fact, implemented and used as an additional feature of the Intuity AUDIX system.
- The Intuity Intro voice response system — The approximate equivalent to the CONVERSANT<sup>®</sup> Intro system
- The Intuity Call Accounting System — The approximate equivalent to the IS III Call Accounting System
- The System Programming and Maintenance Tool — The equivalent to the Integrated Solutions III SPM, an administrative interface to the MERLIN LEGEND

So that the Intuity system can make the AUDIX system work with other applications on the same machine, you perform many tasks for the AUDIX system actually using Intuity system features that are independent of the AUDIX system features. Thus, many on-going administration, switch integration, and networking tasks you may associate with the AUDIX Voice Power system are performed in the Intuity system, not within the AUDIX system itself.

In addition, the other parts of the Intuity system in which you perform AUDIX-related tasks have screens that look and function very differently from the screens in the AUDIX Voice Power system. See “Administration Tools” later in this chapter for details.

## **Differences Between AUDIX Voice Power and the Intuity System**

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There are numerous differences between the AUDIX Voice Power system and the Intuity AUDIX system. The following sections describe these differences.

## Capacities

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The Intuity AUDIX system exceeds the AUDIX Voice Power system in all areas of voice messaging capacity. Table 3-1 compares maximum capacities on both products.

**Table 3-1. Capacity Comparison Between AUDIX Voice Power and Intuity Systems**

Type of Capacity	AUDIX Voice Power	Intuity AUDIX
Maximum voice ports (channels)	12	64* on a MAP/100 42* on a MAP/40 18* on a MAP/5
Maximum hours of storage for recorded voice	70	1280* — MAP/100 without disk mirroring 470* — MAP/100 with mirroring 445* — MAP/40 without disk mirroring 175* — MAP/40 with disk mirroring 205* — MAP/5 (disk mirroring not available)
Maximum local subscribers	300	20,000* on a MAP/100 15,800* on a MAP/40 2,400* on a MAP/5

\* The use of Intuity FAX Messaging, which is available with the Intuity AUDIX 3.3 system, can also have a significant impact on the number of hours of voice storage available, the number voice ports needed, and the number subscribers the system can handle. A single standard page of fax requires 20 seconds of mailbox, or disk, space and 40 seconds of voice port usage. A single fine page of fax requires 40 seconds of mailbox space and 70 seconds of voice port usage.

The number of local and remote subscribers that the Intuity AUDIX system can handle depends on the hours of storage, the number of voice ports, and the system usage patterns of subscribers, specifically:

- The average length of a message
- The average number of messages sent per hour
- The average number of messages stored at any given time in a mailbox
- The ratio of networked messages sent to local messages sent

See your sales representative or *Intuity New System Planning for Release 2.0*, 585-310-604, for more information on determining subscriber capacities on the Intuity system.

## **Switch Connections**

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You can connect your Intuity machine to almost all of the same switches to which you can connect your AUDIX Voice Power system. However, the Intuity AUDIX system differs in the type of data communications hardware it uses. Specifically, it connects to one of three types of data communication hardware:

- Hardware using the BX.25 data communications protocol, specifically data communications interface unit (DCIU), Switch Communications Interface (SCI), Processor Interface (PI), or Packet Gateway (PGATE) hardware.
- Switch Integration Device (SID)
- 3A Translator or a 202T modem, an Simplified Message Service Interface (SMSI) compatible piece of hardware

Table 3-2 compares supported switches and data communications hardware on those switches:

**Table 3-2. Switch Connectivity Comparison Between AUDIX Voice Power and Intuity Systems**

<b>AUDIX Voice Power Switches</b>	<b>Integration Hardware</b>	<b>Intuity Switches</b>	<b>Integration Hardware</b>
System 75 (all releases)	DCP	System 75 R1V3	SCI,PI
DEFINITY Generic 1	DCP	DEFINITY Generic 1	PI
DEFINITY Generic 3s	DCP	DEFINITY Generic 3s	PI
DEFINITY Generic 3i	DCP	DEFINITY Generic 3i	PI
DEFINITY Generic 3r	DCP	DEFINITY Generic 3r	PGATE
DEFINITY Generic 3 V2	DCP	DEFINITY Generic 3 V2	PI or PGATE
DEFINITY Generic 3 V3	DCP	DEFINITY Generic 3 V3	PI or PGATE
NEC NEAX 2400	SIDs	NEC NEAX 2400	SIDs
Rolm 8000, 9000, 9751	SIDs	Rolm 8000, 9000, 9751	SIDs
Northern Telecom SL-1	SIDs	Northern Telecom SL-1	SIDs
System 25	Mode Codes	—	—
MERLIN LEGEND	Mode Codes	MERLIN LEGEND	Mode Codes  Additional hardware not required. Uses IVC6 ports.
Mitel SX 200D	SIDs	—	—
—	—	Northern Telecom DMS100	SMSI with 202T modem
—	—	System 85 R2V4 only	DCIU
—	—	DEFINITY Generic 2.1	DCIU
—	—	DEFINITY Generic 2.2	DCIU
—	—	5ESS	3A SMSI Translator; SMSI with 202T modem

Because the AUDIX Voice Power and Intuity systems may differ in the data communications hardware they use, you may have to purchase additional hardware for your switch.

## Intuity Fax Messaging

The Intuity AUDIX R3.3 system has the Intuity FAX Messaging option. This option lets subscribers receive, send, and store faxes, and attach faxes to voice messages. They can also scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new to unopened to old.

The Intuity AUDIX voice prompts tell subscribers when they have fax messages. Faxes and voice/fax messages have headers just like normal voice-only messages. As with voice-only messages, the prompts also give directions on how to accomplish tasks with fax messages. In short, fax messaging is fully integrated with AUDIX voice messaging.

However, a subscriber doesn't get a fax by listening to it. Instead, the subscriber tells AUDIX to print the fax from his/her mailbox to a fax machine. A subscriber also doesn't verbally record a fax to a mailbox. Instead, the subscriber uses a fax machine.

Fax messaging has the following capabilities:

### **NOTE:**

This list is intended as an overview. For a more complete description of the fax messaging capabilities, see *Intuity Voice/FAX Messaging User's Guide*, 585-310-726, or *Intuity FAX Messaging Administration*, 585-310-540

<b>Capability</b>	<b>How It's Done</b>
Send a call answer 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 <b>5</b> to attach the fax and <b>#</b> to approve. Press <b>START</b> on the fax machine.  <b>OR</b> , to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's greeting, and press <b>START</b> on the fax machine.
Send a fax to a secondary fax extension	Call the user's secondary fax extension. After the system greeting plays, press <b>START</b> on the fax machine.  NOTE: A secondary extension is an extension dedicated to fax reception for a subscriber.

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 **# #**. Press **START** on the fax machine.

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

Autoprint new faxes

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.

Autodelete	From the Activity Menu, press <b>5 3</b> to access the fax options menu to turn on/off autodelete. Autodelete deletes faxes after they have been autoprinted. This saves mailbox space. Private faxes are not deleted.
Define a default fax machine	From the Activity Menu, press <b>5 3 1</b> 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 <b>#</b> 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.
Print all new faxes at once	From the Activity Menu, press <b>7</b> to select autoscan. Then press <b>4</b> to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options <b>1, 2, or 3</b> ). AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with <b>* 1</b> ) each scanned message after listening to it.

 **NOTE:**

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

## Other Aspects of Fax Messaging

You should be aware of other unique aspects of Intuity AUDIX with Intuity FAX Messaging.

Administer Fax Options Menu	As you may notice from the preceding list of fax capabilities, an additional menu is available for subscribers to set up their mailbox for fax messaging. This Administer Fax Options menu is available by pressing <b>5 3</b> . It contains these options: <ul style="list-style-type: none"><li>■ Turn on/off autoprint,</li><li>■ Turn on/off autodelete</li><li>■ Define a default fax machine for printing.</li></ul>
Guaranteed Fax Delivery	If you administer a fax machine extension as a subscriber, faxes that are sent to the fax machine when it is busy go to the fax machine's AUDIX mailbox. If autoprint is turned on for the mailbox, and the autoprint destination is the same fax machine, AUDIX tries to deliver the fax to the fax machine until it prints.

## Other Subscriber Features

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The Intuity AUDIX system differs from the AUDIX Voice Power system in that some subscriber features are:

- New
- Changed
- No longer available

AT&T supports the migration to the Intuity AUDIX system from the following AUDIX Voice Power releases:

- R2.0
- R2.1
- R2.1.1
- R3.0

In the descriptions that follow, if a feature difference applies only to specific releases of the AUDIX Voice Power system, those releases are identified.

## New Subscriber Features

AMIS analog networking	Intuity AUDIX lets a subscriber send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones. AMIS is most useful because it lets subscribers send messages to non-AT&T voice messaging systems.
Automatic message scan	Allows subscribers to scan all message headers and/or messages at the touch of two buttons. This feature is available via Activity Menu option 7.
Call sender as reply	Allows subscribers to call the sender of a voice mail message immediately after listening to the message. They simply press <b>1 0</b> to call the sender.
Delivery scheduling	Allows subscribers to schedule delivery of messages for specific days and times. The option to schedule delivery of a message occurs immediately after addressing the message.
Digital networking	Allows a subscriber to send messages to subscribers on remote systems that are part of a digital network of AUDIX R1 or Intuity AUDIX machines. Digital networking is especially useful because it allows subscriber inter-machine messaging that is almost identical to messaging between subscribers on the same machine.

Directory assistance	Provides a system directory so subscribers can access other subscriber's names and numbers quickly. This feature is available by pressing <b>** N</b> or <b>** 6</b> .
End of message warning	Intuity AUDIX warns a caller when the call is approaching the maximum allowable length for a message.
Turn off AUDIX Call Answering	<p>When a subscriber is on vacation or away from his/her office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, AUDIX answers, if the system greeting is active, and tells the caller that the subscriber's mailbox is not accepting messages. If the subscriber turns off call answering and he/she uses a personal greeting, the subscriber should mention in the greeting that messages are not being accepted.</p> <p>The subscriber presses <b>5 7</b> and <b>1</b> to turn off the call answer feature.</p> <p>This capability helps prevent a subscriber's mailbox from filling up with messages and saves disk space on the system. However, turning off the call answer feature <i>does not</i> turn off the AUDIX voice mail feature. Thus, a subscriber's mailbox continues to accept voice mail messages that other subscribers send.</p>
Guest password	Allows callers to access a subscriber's mailbox directly to leave a message. With this feature, callers dial the Intuity system number, enter a subscriber's extension and the guest password, and leave a message.
"0" calls to follow coverage	With Intuity AUDIX, if a caller presses <b>0</b> to get a subscriber's personal operator or backup (or some other covering extension), Intuity AUDIX lets the call go to the covering extension's voice mailbox if nobody answers.

Languages	<p>The Intuity AUDIX system offers announcement sets (prompts) in five languages other than U.S. English:</p> <ul style="list-style-type: none"><li>■ Latin Spanish</li><li>■ French Canadian</li><li>■ British English</li><li>■ U.S. English TDD (Telecommunications Device for the Deaf)</li><li>■ U.S. 123 (the prompts identify phone key presses by number only, never by letter)</li></ul> <p>Thus, subscribers can hear system prompts in one of the above languages if more appropriate.</p> <p>You add, change, and delete announcements in these announcement sets just as you would the announcements in the terse or custom announcement sets in U.S. English.</p>
Multiple Languages Simultaneously	<p>The Intuity AUDIX system offers the capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice.</p>
Leave word calling	<p>Allows a caller on the same switch to leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.</p>
Undelete key	<p>In the Intuity AUDIX system, a subscriber can press <b>**U</b> to recover a message just deleted.</p>
Dual language greetings	<p>The Intuity AUDIX system with the multilingual feature can allow subscribers to create two personal greetings</p>
Intuity Message Manager	<p>Intuity Message Manager is a software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The Intuity AUDIX system communicates with Message Manager via a Local Area Network and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager P.C. software is available per subscriber. Message Manager server software on the Intuity AUDIX system is available per system on a right-to-use fee.</p>
Priority call answer messages	<p>When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message. (This capability is turned on or off system-wide.)</p>

Login announcement	Enables administrators and users with login announcement privileges to create a special announcement that all subscribers hear when they log on to the system. The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until the announcement is removed.
Loudness controls	Allows subscribers to increase the volume of messages they are reviewing by pressing <b>4</b> or to decrease the volume of messages by pressing <b>7</b> .
Online help	Easily obtained information about how to use the system. To get help, you just press <b>* H</b> or <b>* 4</b> .
Outgoing/filed message storage	Allows subscribers to save messages they create so they can send them again or keep a record of what they said. Also, allows subscribers to check the status of messages sent. Status categories include <i>filed</i> , <i>non-deliverable</i> , <i>undelivered</i> , <i>delivered</i> , and <i>accessed</i> .
Personal directory	Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.
Priority messages	Allows subscribers who have permission to send priority messages, which are specially marked and preferentially presented to recipients.
Private messages	Allows subscribers or callers to designate a message they create as <i>private</i> , which prevents it from being forwarded.
Priority outcalling	An option to the Outcalling feature that allows subscribers to be notified by an outcall only when they have new <i>priority</i> messages.
Relogin	Allows subscribers to log into Intuity AUDIX more than once on a single call. This feature lets two or more subscribers share a single long-distance or pay phone call to get their mail messages. This feature is available by pressing <b>* R</b> .
Shared extension	Allows each of several subscribers who share one extension to have a private voice mailbox.
Speed up/slow down controls	Allows subscribers to increase the speed of messages they are reviewing by pressing <b>9</b> or to decrease the speed of messages by pressing <b>8</b> .
Untouched message	Allows subscribers to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from <i>new</i> or <i>unopened</i> to <i>old</i> .

## Subscriber Features That Have Changed

Alternate personal greetings	The AUDIX Voice Power system lets you create two alternate personal greeting, either of which you can activate. The Intuity AUDIX system allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls or one of three call types: internal/external, busy/no answer, or out-of-hours.
Speech quality is higher	The system prompts sound better. The recorded messages subscribers receive also sound better.
Press # to approve, not * #.	In most places in the AUDIX Voice Power system, where subscribers press * # to approve things or finish things, they can just press # in the Intuity AUDIX system. Pressing * # will still work in the Intuity AUDIX system, however.
Sending voice mail is different	When sending voice mail in the AUDIX Voice Power system, you address your message and then send it.  After addressing voice mail with the Intuity AUDIX system, the AUDIX system automatically places you in a delivery options menu, from which you can select any and all options (private, priority, scheduled) or send the message immediately. You always select delivery options from this menu after you finish and approve addressing.
Addressing messages before recording them	A subscriber can have the option of addressing a message before recording it. In this case, after the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees.  You must first turn on this capability for the subscriber. Then, the subscriber must also set the option for his/her particular mailbox. The subscriber does this by pressing <b>5 6</b> and then <b>9</b> (for yes).  If the subscriber is sending a fax only, the subscriber automatically must address the fax before sending it from the fax machine. The subscriber does not have an option.

You can dial through error prompts

When a subscriber presses an invalid button in AUDIX Voice Power, the subscriber has to listen to the entire error message (shown below) before pressing another button:

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

In Intuity AUDIX, a subscriber gets an immediate beep if he or she presses an invalid button. The subscriber can then dial through the error message (shown below) without listening:

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

Name recording is different

The AUDIX Voice Power system allows subscribers to record their name as a mailbox identification via Activity Menu option 3. The Intuity AUDIX system allows subscriber name recording via Activity Menu option 5.

### Subscriber Features No Longer Available

General mailbox is unavailable

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

Name voiceback when transferring is unavailable

When you press \* **T** to transfer to a subscriber's extension, you hear the subscriber's name after entering the extension. In the Intuity system, you do not hear the name of the subscriber you are transferring to.

Automatic notification of undelivered messages is unavailable

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

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

### **Automated Attendant**

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The Intuity AUDIX system differs from the AUDIX Voice Power system in the way automated attendants are administered and the capabilities the automated attendants offer.

The AUDIX Voice Power and Intuity AUDIX automated attendants have capabilities that compare as follows:

**Table 3-3. Automated Attendant Capabilities Comparison**

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

The AUDIX Voice Power and Intuity AUDIX automated attendants are administered in ways that compare as follows:

**Table 3-4. Automated Attendant Administration Comparison**

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

### **Information Service**

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The AUDIX Voice Power Information Service has an equivalent feature called Bulletin Board in the Intuity AUDIX system. In the Intuity AUDIX system, you identify a subscriber mailbox as a bulletin board (using the Subscriber screen) and then record informational messages as personal greetings for the mailbox.

### **Message Drop Service**

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No equivalent to the Message Drop Service exists in the Intuity AUDIX system. However, an attendant with the sole purpose of collecting messages may be created.

## **Administration Features**

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The Intuity AUDIX system differs from the AUDIX Voice Power system in that some administration features are:

- New
- Changed
- No longer available

## **New Administrative Features**

Customizing function keys	In the Intuity AUDIX system, you can choose between two function key display orders: the order used for the System Access Terminal (SAT) or Manager I or an order unique to the Intuity AUDIX system. Using the SAT order can be very helpful for administrators who also administer the System 75, Generic 1, or Generic 3 switch.
Multiple login levels	The Intuity AUDIX system offers two levels of logins: system administrator ( <i>sa</i> ) and voice messaging administrator ( <i>vm</i> ). The <i>sa</i> login allows access to all customer-administrable parts of the Intuity system. The <i>vm</i> login allows access only to the Intuity AUDIX screens.
Multiple Simultaneous Logins	The Intuity AUDIX system permits up to four administrators to be logged into the administration screens at the same time. AUDIX Voice Power permits only two simultaneous logins. Capability for two simultaneous logins are available by default. For 3 or 4 logins, you must add an IPC900 multiport serial card.
ADAP	The AUDIX Administration and Data Acquisition Package provides direct access to the system database through a PC interface, from which many additional traffic and usage reports can be generated.
Windowing Between Switch and AUDIX Interfaces (System 75, G1, and G3 only)	The Intuity AUDIX system lets you simultaneously log into the Intuity system and the switch by using the windowing capabilities of a 715 terminal.
Alarm notification	The Intuity AUDIX system displays an alarm code on the status line at the top of the screen. When a code appears, you know there is a problem somewhere that needs attention.
Message sending restrictions	The Intuity AUDIX system allows the system administrator to avoid abuse or misuse of voice mail by restricting who certain subscribers can send messages to. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.

Networking, AMIS and digital	Both AMIS and digital networking require extensive administration effort. A large portion of the Intuity screens are devoted to the networking features.
Fax Capability	<p>You assign, via Class of Service, the ability of subscribers to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. Intuity AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you may want to set up secondary fax extensions for some subscribers so that call answer faxes go directly to their mailboxes instead of ringing their phones. See <i>Intuity FAX Messaging Administration</i>, 585-310-558, for more information.</p>
Address Before Record	The Intuity AUDIX system lets you allow subscribers to address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.
Call Answer Disable	The Intuity AUDIX system lets you allow subscribers, via Class of Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.
Outgoing Print Job Queue	The Intuity AUDIX system lets you monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Intuity screens under the Voice System Administration main menu option.
Password Aging	The Intuity AUDIX system lets you set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.
Advance/Rewind Increment	The Intuity AUDIX system lets you set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press <b>[6]</b> or <b>[5]</b> respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the Intuity AUDIX system, you must administer LAN access via Intuity TCP/IP networking windows.

Quick Silence Disconnect	In some countries, there is no disconnect signaling. For these countries, the Intuity AUDIX system can be set up to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).
Print Screens	The Intuity AUDIX system lets you print screens and reports simply by pressing the F9 key.
Change Extensions	The Intuity AUDIX system lets you change subscriber 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 subscriber with the extension 87234 would have new extension 6234. This feature is especially useful when you must change subscriber extension length or dial plans.

## Administrative Features That Have Changed

The Look and Operation of the Screens      The Intuity AUDIX system differs *significantly* from the AUDIX Voice Power system in how screens (windows) are designed and how you use them. See the next section "Administration Tools."

Backup and Restore      The Intuity AUDIX system backs up system data automatically every night, though you can also run backups manually whenever you want. If you choose not to rotate your tapes every night, the Intuity AUDIX system overwrites the data saved the previous night.

Customizing Prompts      The AUDIX Voice Power system lets you change the following system prompts:

- Voice mail greeting
- Message drop greeting and good-bye
- Call answer good-bye
- General mailbox greeting
- Information service announcement
- Automated attendant touch-tone gate prompt
- Automated attendant good-bye

The Intuity AUDIX system lets you change any and all prompts (announcements) throughout the system. You may also create a custom announcement set and replace the standard set that comes with the system.

To customize announcements, you must use a number of announcement and fragment screens. In addition, you must coordinate their use with your use of the telephone. See Chapter 8 in *Intuity AUDIX R3.2 Administration and Feature Operations*, 585-310-552

Customizing Class of Service for the system      The AUDIX Voice Power system has 8 default classes of service. These classes of service can only be changed per subscriber. The Intuity AUDIX system has 12 default classes of service, all of which may be changed system-wide. You can also change class of service per subscriber.

## Administrative Features No Longer Available

Printing Traffic Reports

Most screens of the Intuity system *do not* have a print function key to print reports. However, you can print the screens of a report using the print keys available with your terminal.

## Administration Tools

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To administer the AUDIX Voice Power system, you use AUDIX Voice Power windows. AVP windows are menu-driven. That is, you display AVP menus by selecting options from one or more menus.

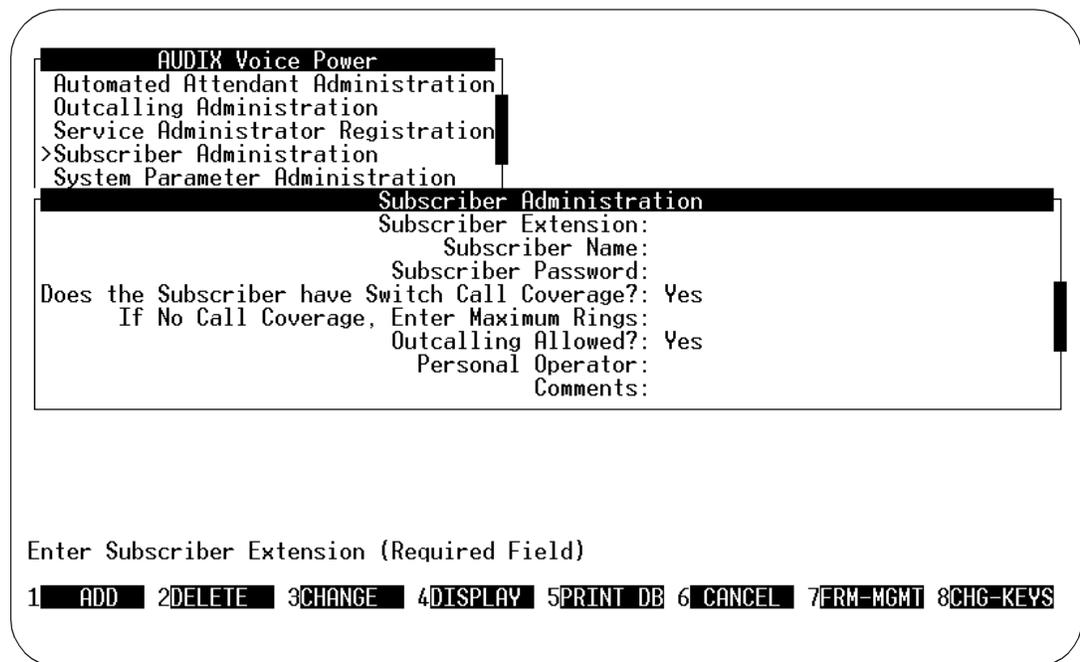


Figure 3-1. Sample AUDIX Voice Power Screen

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

- Intuity AUDIX administration screens that are similar to those of the DEFINITY AUDIX system.
- Menu-driven Intuity windows that operate in a way that is identical to that of AUDIX Voice Power.

### Intuity AUDIX Administration Screens

You administer Intuity AUDIX Voice Messaging with Intuity AUDIX screens. Intuity AUDIX screens are somewhat similar to AUDIX R1 screens, though they are really like DEFINITY AUDIX screens. However, instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. This manner of selecting screens is similar to that of the System Access Terminal (SAT) or Manager 1 tools for AT&T DEFINITY Generic 1/Generic 3 and System 75 switches.

The following example shows you a blank Intuity AUDIX administration screen.

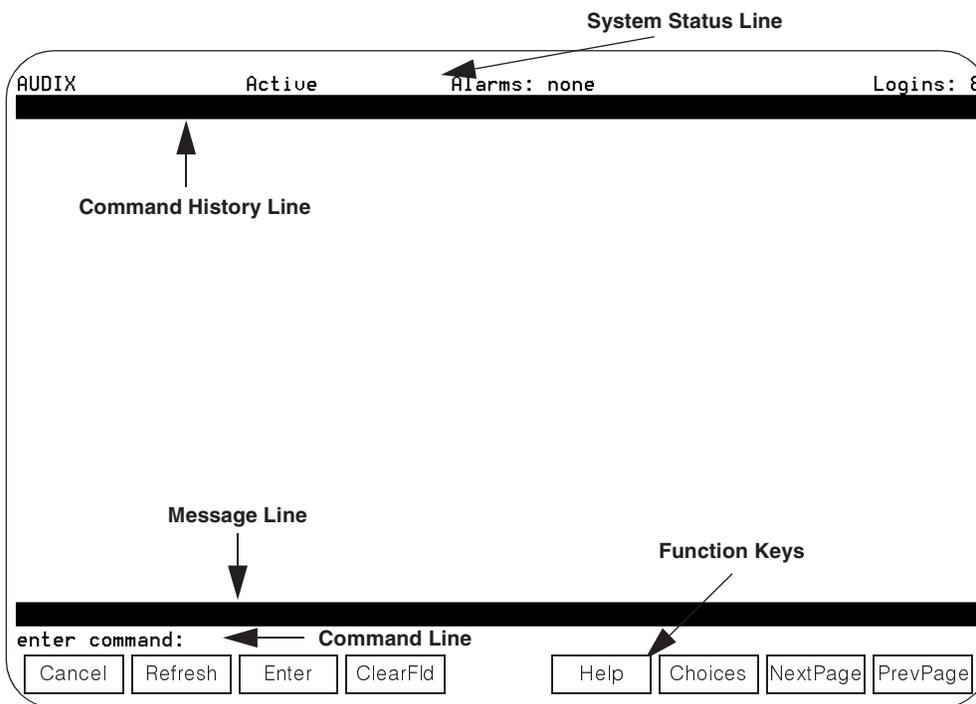


Figure 3-2. Intuity AUDIX screen Layout

Each component of an AUDIX Administration screen is described below:

<b>Screen Component</b>	<b>Description</b>
Status Line	Displays the Invoice system status, including the following: <ul style="list-style-type: none"><li>■ The name of the machine you are logged onto</li><li>■ <b>Active</b>: Indicates that voice mail is in service</li><li>■ <b>Alarms</b>: w (Warning); M (Major); m (Minor); A (Administrative); none</li><li>■ <b>Logins</b>: n, where <i>n</i> is the number of terminals currently logged into the system</li></ul>
Command History Line	Displays the command being executed and the number of pages for that screen.
Message Line	Displays brief messages or instructions.
Function Keys	Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is performed when you press the corresponding function key, as described in the following section, "Function Keys."

## **Entering Commands**

---

To display AUDIX administration screens, type a command on the command line and execute the command. You execute a command in one of the following ways:

- Press **ENTER**
- Press **ENTER** (F3)

## Command Syntax

Commands have the following syntax:

*verb object qualifier*

Each part of the command syntax is described below:

Command Part	Description
verb	Single word that indicates the type of action to be performed on the specified screen. Required.  Example: <b>add</b>
object	One or more (hyphenated) words that identify the screen to be acted on. May be required.  Example: <b>add subscriber</b>
qualifier	A value (e.g., extension number, date, machine name) that further identifies what is to be acted on. May be required.  Example: <b>add subscriber 12345</b>

Most commands can be executed with a *vm* (voice messaging administrator) login ID. A few commands require the *sa* (system administrator) login ID. For a complete description of AUDIX administration screens and commands, see *Intuity AUDIX Administration and Feature Operations*, 585-310-552.

## Filling in Fields

Once a command is executed, the corresponding screen is displayed, as shown in the following sample screen. For this screen, the **add subscriber** command was executed. This screen allows you to fill in fields to enter information about subscribers.

The screenshot shows a terminal window titled "AUDIX" with the command "add subscriber" entered. The status bar at the top indicates "Active", "Alarms: Mm", and "Logins: 6". The main title is "SUBSCRIBER". The form contains the following fields:

Name: █	Locked? n
Extension: _____	Password: _____
COS: class00	Miscellaneous: _____
Switch Number: _____	Covering Extension: _____
Community ID: _____	Broadcast Mailbox? _

Below the form, a prompt reads "Press [ENTER] to execute or press [CANCEL] to abort" followed by "enter command: add subscriber". At the bottom, there are buttons for "Cancel", "Refresh", "Enter", "ClearFld", "Help", "Choices", "NextPage", and "PrevPage".

**Figure 3-3. Sample Intuity AUDIX Administration Screen**

For a complete description of how to use Intuity AUDIX screens, refer to *Intuity AUDIX R3.2 Administration*, 585-310-552.

## Intuity Windows

All platform, networking, and switch-related information is performed using Intuity windows. The windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press a **(CHOICES)** (F6) key to view and select the valid choices. The following example shows you a typical window.

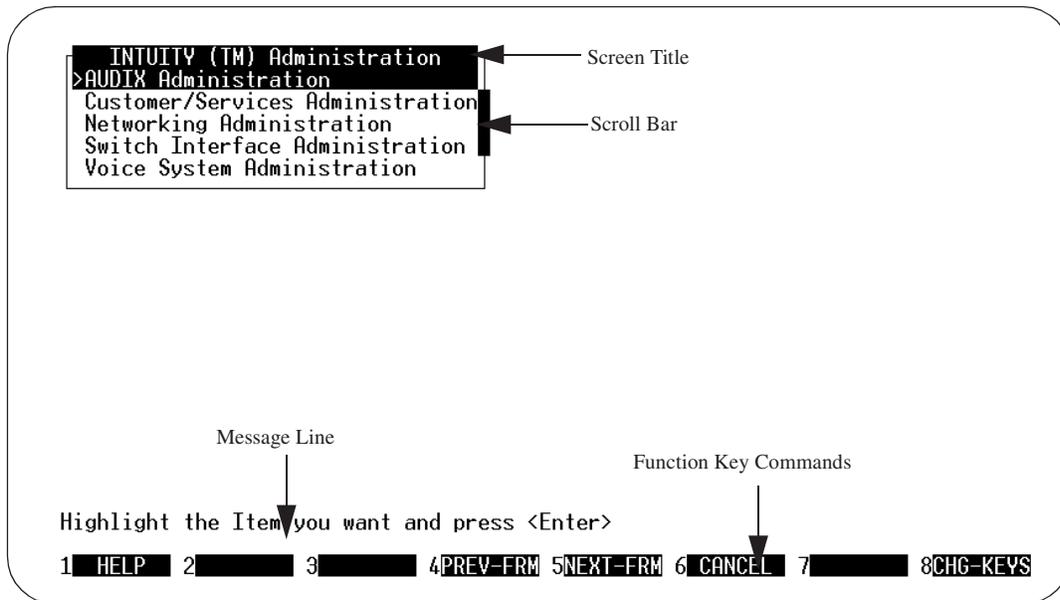


Figure 3-4. Intuity Windows Layout

For more information on Intuity windows, refer to *Intuity Platform Administration and Maintenance for Release 2.0*, 585-310-554.

### Screens Mapping

In the Intuity system, most administration screens differ considerably in name and field labels from the windows you used in AUDIX Voice Power. However, you still perform many rough equivalents of the administration tasks you associated with AUDIX Voice Power.

Use Table 3-5 to see how Intuity screens relate to AUDIX Voice Power screens. In the table, AUDIX Voice Power menu options appear in **bold**, while administration windows are listed in normal typeface. Intuity AUDIX administration screens are listed in the table with (AUDIX) appearing after the name. Intuity screens (those screens accessed via Voice Power-like menus) are listed with (Intuity) after the name. If an AUDIX Voice Power window does not have a rough equivalent in the Intuity system, the Intuity side of the table will show dashes (—)

**Table 3-5. AUDIX Voice Power/Intuity Screens Cross-Reference**

<b>AUDIX Voice Power Menu/Window</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
<i>Application Package Administration-AUDIX Voice Power Menu</i>		
Automated Attendant Administration Menu		
Holiday Administration	Holiday Schedule	Chap. 5, Intuity AUDIX Admin.
Service Hour Administration	Business Schedule	Chap. 5, Intuity AUDIX Admin.
View Day Service	Subscriber (AUDIX); List Attendants (AUDIX); Routing Table Administration; Auto-Attendant Schedule	Chap. 5, Intuity AUDIX Admin.
View Night Service	Subscribe (AUDIX); List Attendants (AUDIX); Routing Table Administration; Auto-Attendant Schedule	Chap. 5, Intuity AUDIX Admin.
Workspace Administration Menu		
Edit Workspace	Subscriber — Page 3 (AUDIX)	Chap. 5, Intuity AUDIX Admin.
Install Workspace	Not applicable	—
Verify Workspace	Not applicable	—
Copy Day or Night Service to Workspace	List Auto-attendant Menu Tree	Chap. 5, Intuity AUDIX Admin.
Outcalling Administration	System Parameters Outcalling (AUDIX)	Chap. 3, Intuity AUDIX Admin.
Service Administrator Registration	Not applicable	—

**Table 3-5. AUDIX Voice Power/Intuity Screens Cross-Reference — Continued**

<b>AUDIX Voice Power Menu/Window</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
Subscriber Administration	Subscriber, Pages 1 and 2 (AUDIX); Class of Service (AUDIX); List COS (AUDIX); List Extensions (AUDIX); List Subscribers (AUDIX)	Chap. 4, Intuity AUDIX Admin.
Voice System Parameter Administration	System Parameters Features (AUDIX); System Parameters Limits (AUDIX); System Parameters Thresholds (AUDIX)	Chap. 3, Intuity AUDIX Admin.
Configuration Management Menu		
<i>System Control Menu</i>		
Diagnose Equipment	Diagnose Voice Equipment (Intuity)	Chap. 19, <i>Intuity Platform Administration and Maintenance</i>
Report Voice System Status	Verify System Status (Intuity)	Chap. 8, Intuity Platform Admin.
Shutdown System	Shutdown Voice System (Intuity)	Chap. 21, Intuity Platform Admin.
Start Voice System	Start Voice System (Intuity)	Chap. 21, Intuity Platform Admin.
Stop Voice System	Stop Voice System (Intuity)	Chap. 21, Intuity Platform Admin.
Voice Equipment	Voice Equipment Administration (Intuity)	Chap. 8, Intuity Platform Admin.
Change Status of Voice	Assign Service to Called Number (Intuity)	Chap. 8, Intuity Platform Admin.
Reports Administration Menu		
AUDIX Voice Power Reports Menu		

**Table 3-5. AUDIX Voice Power/Intuity Screens Cross-Reference — Continued**

<b>AUDIX Voice Power Menu/Window</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
Phone Line Usage Report	Feature Daily Traffic (AUDIX); Feature Hourly Traffic (AUDIX); Load Daily Traffic (AUDIX); Load Hourly Traffic (AUDIX)	Chap. 6, Intuity AUDIX Admin.
Mailbox Usage Report	Subscriber Daily Traffic (AUDIX); Subscriber Monthly Traffic (AUDIX)	Chap. 6, Intuity AUDIX Admin.
Subscribers Over Mailbox Limit Report	None	—
Most Recent Audit	Alarm Log (Intuity)	Chap. 3, Intuity Platform Admin.
System Reports Menu		
Event Log Report	Administrator's Log (Intuity); Alarm Log (Intuity); Activity Log (AUDIX)	Chap. 3, Intuity Platform Admin.; Chapter 7, Intuity AUDIX Admin.
Switch Interface Administration	Switch Interface Administration (Intuity)	Chap 7, <i>Intuity System Integration with System 75 and DEFINITY Communications System G1 and G3</i> or Chap 5, <i>Intuity System Integration with System 85 and DEFINITY Communications System G2</i>
System Monitor (Voice Channel Monitor)	System Monitor (Intuity)	Chap. 8, Intuity Platform Admin.
AT&T FACE System Administration Menu		
Backup to Removable Media Menu	Backup (Intuity)	Chap. 9, Intuity Platform Admin.
Change Password	Password Administration (Intuity)	Chap. 4, Intuity Platform Admin.
Change Date and Time	Set Date and Time (Intuity)	Chap. 4, Intuity Platform Admin.

**Table 3-5. AUDIX Voice Power/Intuity Screens Cross-Reference — Continued**

<b>AUDIX Voice Power Menu/Window</b>	<b>Intuity Screen</b>	<b>Where It Is Described</b>
Disk Operations Menu		
Format Floppy Disk	Format UNIX Floppy (Intuity)	Chap. 19, Intuity Platform Admin.
Peripherals Setup Menu		
Enable/Disable Second Serial Port	Install Modem/Terminal Software (Intuity); Remove Modem/Terminal Software (Intuity)	Chap. 19, Intuity Platform Admin.
<i>Printer Setup Menu</i>	Install Printer Software (Intuity); Remove Printer Software (Intuity)	Chap. 19, Intuity Platform Admin.
Second Hard Disk Setup	Add Disk (Intuity); Replace Disk (Intuity)	Chap. 22, Intuity Platform Admin.
Serial Ports Setup	Install Modem/Terminal Software (Intuity); Remove Modem/Terminal Software (Intuity)	Chap. 19, Intuity Platform Admin.
Restore from Removable Media Menu	Restore (Intuity)	Chap. 9, Intuity Platform Admin.
Software Setup Menu		
Display Installed Software	View Installed Software (Intuity)	Chap. 8, Intuity Platform Admin.
Install UNIX System Application	Software Install (Intuity)	App. A, Software Installation
Remove Installed Software	Software Remove (Intuity)	App. A, Software Installation

## **Overview of Migration Process**

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Some tasks to replace your AUDIX Voice Power system with an Intuity system are your responsibility as an Intuity system customer. These tasks are described later in this chapter. However, it is important to understand how these tasks coincide with the tasks your service technicians perform in the overall migration process. Therefore, this section describes the overall migration process. In addition, this section describes what data the Intuity system can pull from the AUDIX Voice Power system and what data you must reenter on the Intuity system.

The standard process assumes the following:

- You want to keep the same phone number for subscribers to call to get their messages. For example, if subscribers called 84000 to access the AUDIX Voice Power system, they would continue to call 84000, but would instead access the Intuity AUDIX system.
- You want to temporarily keep your AUDIX Voice Power system available for subscribers to access old messages

The tasks for a migration differ somewhat, depending on if your switch is a MERLIN LEGEND or a System 75 or DEFINITY G1/G3 switch.

### **System 75 and DEFINITY G1/G3 Switches**

---

Figure 3-5 shows the following seven tasks, six of which are performed on the System 75 and DEFINITY switches:

- Check integrity of AUDIX Voice Power files
- Install PI or PGATE board
- Create new voice ports
- Create AUDIX Voice Power migration backup floppy
- Run voice port cables between Intuity IVC6 card(s) to new switch ports
- Add test subscriber stations to switch
- Administer data link
- Run BX.25 link cable from switch to Intuity system

These tasks may be performed in parallel with other migration tasks and are therefore not included in a direct sequence with the other tasks.

Note that, in Figure 3-5, tasks for which a customer is responsible appear in shaded boxes.



All other tasks are the responsibility of Intuity service technicians. Figure 3-5 also shows three shadowed boxes that appear as follows:



These boxes indicate the tasks during which subscribers have no voice messaging service, either from the AUDIX Voice Power system or the Intuity AUDIX system.

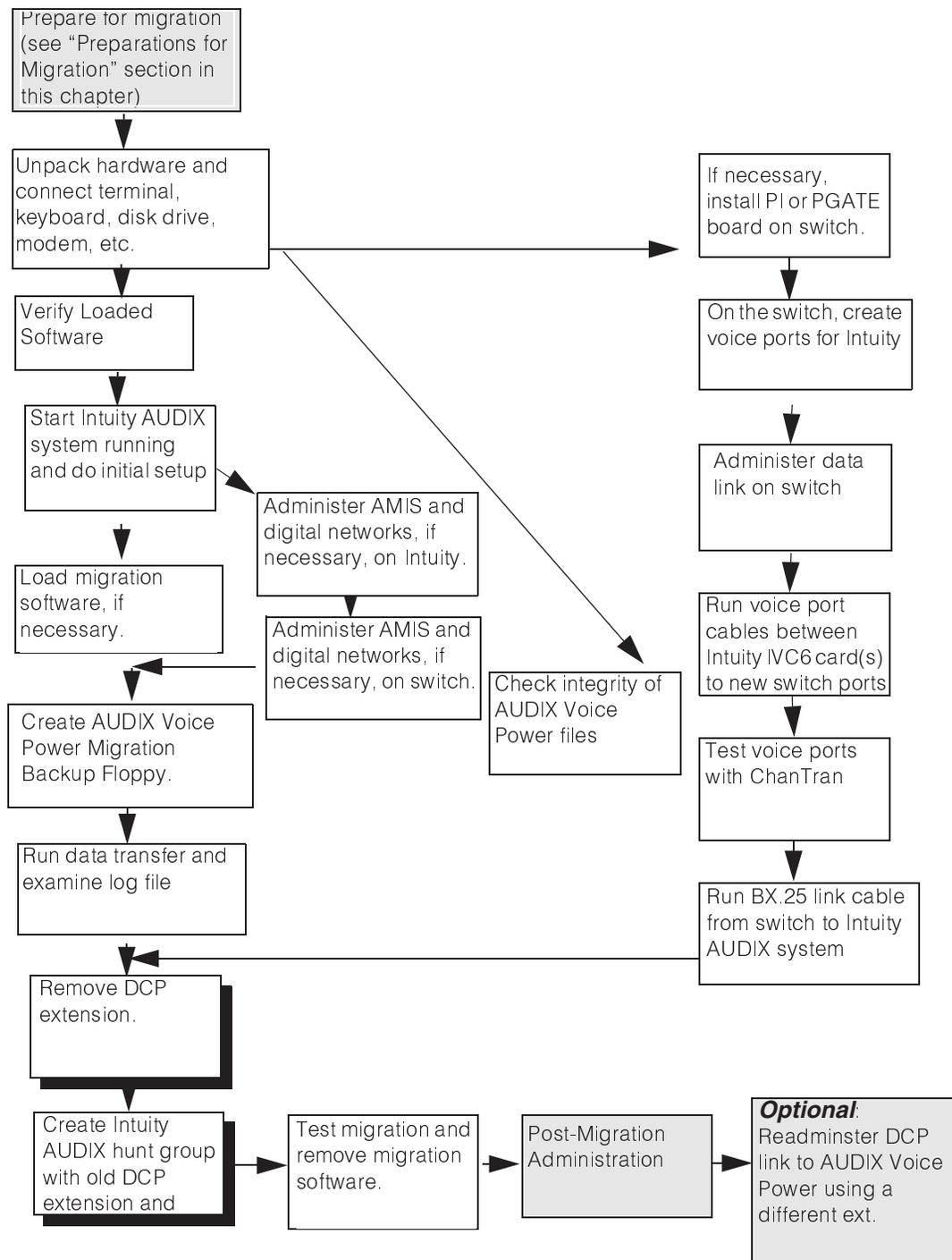


Figure 3-5. Diagram of Steps in Migration (with Sys. 75/85 and DEFINITY)

## MERLIN LEGEND Switches

---

Figure 3-6 shows the following six tasks, four of which are on the MERLIN LEGEND switches:

- Create Intuity AUDIX calling group
- Run voice port cables from Intuity IVC6 cards to switch ports
- Create test coverage group with 2 test stations
- Assign Intuity AUDIX calling group to test coverage group
- Check integrity of AUDIX Voice Power files
- Administer and test automated attendant(s)



**NOTE:**

This task can be quite time-consuming. It, therefore, will require special arrangements, such that if a services technician or system consultant does not perform the task, he/she will need to return to the site later to complete the migration.

These tasks may be performed in parallel with other migration tasks and are therefore not included in a direct sequence with the other tasks.

Note that, in Figure 3-6, tasks for which a customer is responsible appear in shaded boxes.



All other tasks are the responsibility of Intuity service technicians. Figure 3-6 also shows two shadowed boxes that appear as follows:



These boxes indicate the tasks during which subscribers have no voice messaging service, either from the AUDIX Voice Power system or the Intuity AUDIX system.

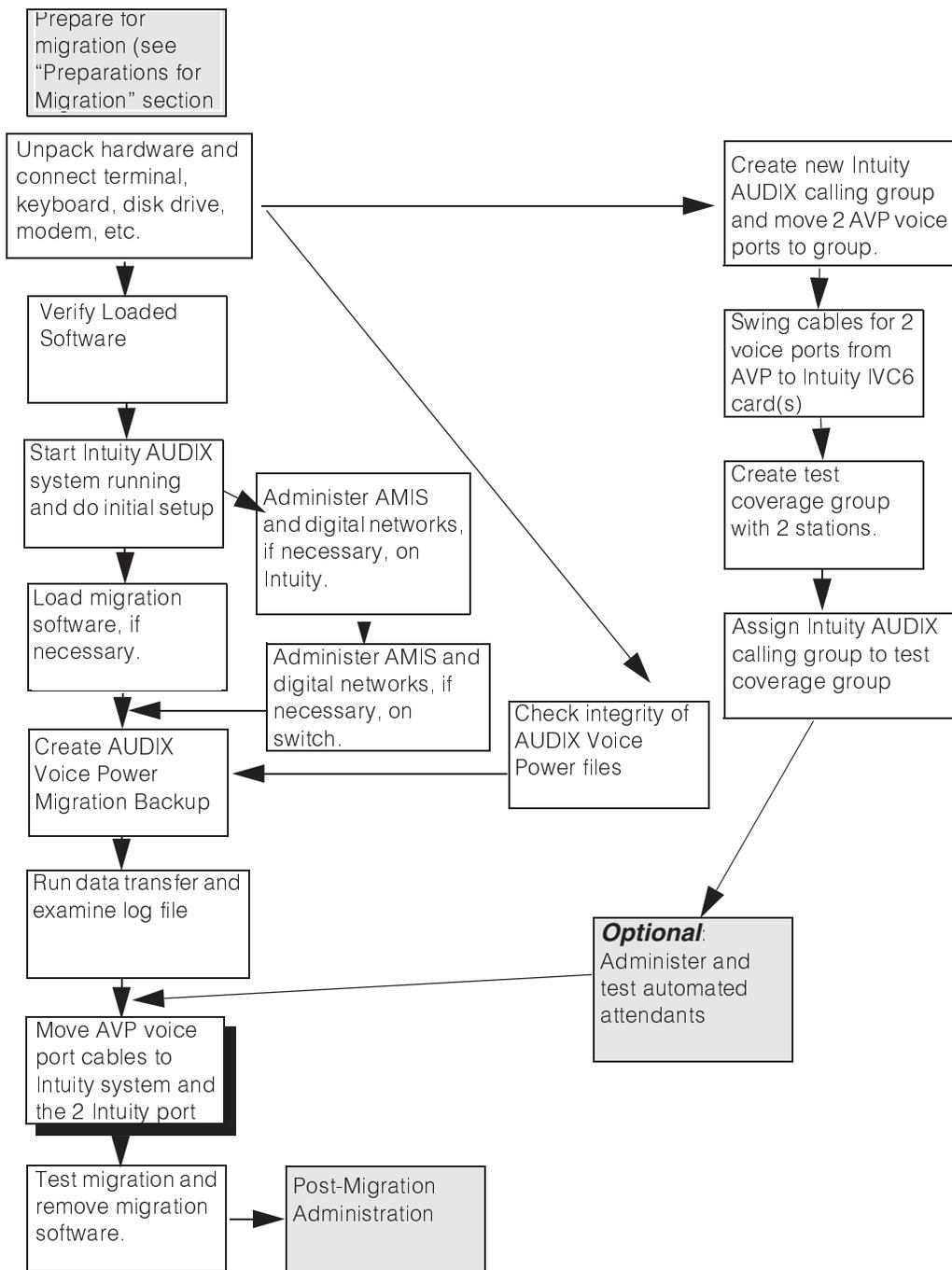


Figure 3-6. Diagram of Steps in Migration (with MERLIN LEGEND)

### Data That Can Be Migrated Automatically

The Intuity migration program transfers *only* subscriber data automatically from AUDIX Voice Power to the Intuity AUDIX system. The data from the Subscriber Administration screen that transfers is as follows:

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

Additional data for subscribers must be administered later, although Intuity system defaults exists.

The success of the transfer is measured by the number of subscribers migrated (as displayed in the count in the List Subscribers screen of the data transfer) and the number of logfile errors displayed.

The Intuity system **does not** transfer any other data from AUDIX Voice Power. Some examples of data that does not transfer are:

- Passwords
- Subscriber's incoming and outgoing messages
- Subscriber's personal greetings
- Voice mail prompts
- Call answer prompts
- Information service prompts
- Message drop prompts
- Automated attendant prompts
- Automated attendant menus
- Subscriber's mailing lists
- Subscriber's recorded names
- All other system administration data

Therefore, this data must be rerecorded or re-entered.

## Preparations for Migration

---

Once you have decided to purchase the Intuity system as a whole or partial replacement of an AUDIX Voice Power system, you should begin to prepare for the migration. This section identifies recommended preparations for a migration from an AUDIX Voice Power system to an Intuity AUDIX system.

### Task 1: Distribute Information to Subscribers

---

**One month in advance** of the Intuity installation, send a broadcast message that tells your subscribers about the upcoming change of their voice messaging system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:

- Mailing lists
- Important messages in their mailboxes
- Personal greetings — if any

Appendix B contains the handout, “The New AUDIX System Is Coming.” Photocopy and distribute this handout as is or change it and then distribute it.

#### **NOTE:**

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new Intuity AUDIX system.

### Passwords

Warn subscribers about the loss of their passwords and tell them what the new default password will be. Also tell them that the default password is known by all other subscribers. Therefore, each subscriber should change the password for his or her mailbox **as soon as possible**.

### Feature Differences

Subscribers also need to know what Intuity AUDIX subscriber features operate differently from those on AUDIX Voice Power. **This is very important.** Subscribers may become extremely confused and dissatisfied with their voice messaging system if they do not recognize in advance what the Intuity AUDIX differences are.

Appendix B contains the handout, “The New AUDIX Voice Messaging: IT'S DIFFERENT.” You may wish to photocopy and distribute this handout as is or change it and then distribute it.

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change and the need to read their handouts about the changes.

 **NOTE:**

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

### **Fax Prefixes and Transfer into AUDIX**

Make sure your subscribers know, by memo or by broadcast message, what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). **This is important.** Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

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

To handle fax-tone calls on MERLIN LEGEND switches, you must first administer a special automated attendant for subscribers. Go to page 3 of the Subscriber screen and set up an autoattendant with the following characteristics:

- The button matching the first digit of the subscribers' dial plan must be set as **e** (for entering an extension).
- The button's treatment must be **call-answer**.
- The timeout of the attendant should be set to the extension of a generic mailbox, with the treatment still **call-answer**.

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

### **AUDIX Server ID for Message Manager**

Subscribers who receive Intuity Message Manager R2.0 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 R2.0 with fax.

## **Task 2: Collect Records of the AUDIX Voice Power Configuration**

---

This section describes what information you must gather to give to the technician who performs the upgrade. This information will also help you reconstruct your configuration into the Intuity AUDIX system.

### **Print or Write Down Information in Administration Screens**

You can gather much information simply by printing out or writing down the information in administration screens.

The following administration screens contain information you should keep a hardcopy record of:

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

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

### **Transcribe Prompts**

You cannot print out recorded prompts. As a result, if you do not already have a written record of your customized prompts, you should transcribe them before you replace your AUDIX Voice Power with the Intuity AUDIX system.

To transcribe prompts, you simply listen to the prompts and write them down. To listen to a prompt:

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

To transcribe the general mailbox greeting, log into extension 9999, press **3**, and follow the prompts.

Use the worksheet in Appendix A to write down your prompts.

### **Task 3: Back Up Data (Strongly Recommended)**

Back up system data immediately before activating your Intuity system. Such a backup provides a single unified record of your system prior to its replacement with the Intuity system. If, for some reason, you want to reactivate your AUDIX Voice Power, you will have system data that is as up-to-date as possible.

See your *AUDIX Voice Power R2.1.1 System Manager's Guide*, 585-310-520, or *AUDIX Voice Power R3.0 Maintenance*, 585-310-113, documents for information on how to back up data.



**CAUTION:**

*Do not use this system backup data for migrating data to your new Intuity system.*

### **Post-Migration Administration**

Once your services technician has completed the data transfer, switch administration, and acceptance testing of the system, you must complete startup administration of the Intuity system. If you wish to stay with a configuration that is the same as or similar to the configuration of AUDIX Voice Power, you should reenter the data you gathered in preparation for the migration. This section identifies recommended steps for completing a migration from AUDIX Voice Power to the Intuity AUDIX system.

**Table 3-6. Tasks to Complete a Migration**

Task	Description
Task 1: Review the list of transferred subscribers	<p data-bbox="623 447 1411 531">Compare subscribers on the Intuity AUDIX system with subscribers on the AUDIX Voice Power system to ensure that subscribers were transferred.</p> <p data-bbox="623 600 1341 684">To display the list of subscribers on the AUDIX Voice Power system, log into the AUDIX Voice Power system and pick the following sequence of menu options:</p> <ul data-bbox="623 753 1086 926" style="list-style-type: none"> <li>■ Voice System Administration</li> <li>■ Application Package Administration</li> <li>■ AUDIX Voice Power</li> <li>■ Subscriber Administration</li> </ul> <p data-bbox="623 995 1349 1052">At the Subscriber Administration screen, press <code>CHG-KEYS</code> (F8), then <code>DB-MGMT</code> (F3), and finally select the <code>Display</code> option.</p> <p data-bbox="623 1121 1398 1234">To display the list of subscribers on the Intuity AUDIX system, log into the Intuity system with the <code>sa</code> (system administrator) login, select <code>AUDIX Administration</code> from the Main Menu, and enter <code>list subscribers</code> at the command line.</p> <p data-bbox="623 1304 1365 1388">If the AUDIX Voice Power and Intuity machines are in the same room and close enough together, you can compare the lists of subscriber directly from the terminal screens.</p> <p data-bbox="623 1457 1346 1514">Note any incomplete or missing records on the Intuity AUDIX system.</p>
Task 2: Add subscribers who did not transfer	<p data-bbox="623 1539 1382 1648">Add to the Intuity system any subscribers whose records were either missing or incomplete in the Intuity AUDIX subscriber list. See Chapter 4, in the <i>Intuity AUDIX Administration</i> document for information on adding subscribers.</p>

**Table 3-6. Tasks to Complete a Migration — Continued**

Task	Description
Task 3: Administer system parameters	Change the default system parameters of the Intuity AUDIX system to the parameters displayed in the printouts of your AUDIX Voice Power configuration. The Intuity system requires a number of additional parameters for system administration. See Chapter 3 in the <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552, document for information on changing parameters.
Task 4: Recreate auto-attendants	Recreate the automated attendants and bulletin boards (information service) in the Intuity AUDIX system by identifying the auto-attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then rerecord the greetings for the auto-attendant mailbox(es) via your touch-tone phone. See Chapter 5 in the <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552, document for information on automated attendants and bulletin boards.
Task 5: Administer custom announcements	<p>Create any custom announcements you had on the AUDIX Voice Power system. To do this, you should create a custom announcement set first and then make changes.</p> <p>Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Intuity system. See <i>Intuity AUDIX Administration and Feature Operations</i>, 585-310-552 for more information.</p>
Task 6: Administer Message Manager	If you purchased Intuity Message Manager for our system, you may need to administer Message Manager connections for the Intuity AUDIX system, as well as activate Message Manager for subscribers. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552, and <i>Intuity Platform Administration and Maintenance for Release 3.0</i> for more information.
Task 7: Administer multiple languages	If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See <i>Intuity AUDIX Administration and Feature Operations</i> , 585-310-552 for more information.

**Table 3-6. Tasks to Complete a Migration — Continued**

Task	Description
Task 8: Administer fax messaging	<p>If you purchased FAX Messaging, you may need to:</p> <ul style="list-style-type: none"> <li>■ Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing Intuity screens: the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens</li> <li>■ Administer the outcalling feature to accommodate fax printing (necessary since Intuity FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)</li> <li>■ Enable subscribers for fax messaging, including: <ul style="list-style-type: none"> <li>— Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)</li> <li>— Increasing maximum message length to at least 2400 seconds</li> </ul> </li> <li>■ Set up secondary fax extensions for selected subscribers (optional)</li> <li>■ Set up a guaranteed fax mailbox for appropriate fax machines</li> <li>■ Distribute Intuity Message Manager 2.0 software and documentation to selected subscribers (optional)</li> <li>■ Identify appropriate remote digital network machines as fax-enabled</li> <li>■ Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.</li> </ul>

### **Readminister AUDIX Voice Power DCP Connection**

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

## Migrating Multiple Systems to the Intuity System

In most cases, a customer can migrate data from more than one AT&T voice messaging system (AUDIX R1, DEFINITY AUDIX, and AUDIX Voice Power systems) to the Intuity system. The *exception* is: a customer *cannot* migrate more than one DEFINITY AUDIX to a single Intuity system.

Use the following rules to help you migrate data from more than one system onto the Intuity system:

- You can migrate data from multiple AUDIX R1 systems to an Intuity system
- You can migrate data from multiple AUDIX Voice Power systems to an Intuity system.
- You can migrate data from combinations of AUDIX R1, AUDIX Voice Power, and DEFINITY AUDIX systems.
- You must migrate data from a DEFINITY AUDIX system *before* you migrate data from an AUDIX R1 or AUDIX Voice Power system.
- You perform each migration as if it were a single migration. You simply do one migration, then start the next. However, you perform the switch-related tasks only once.

In addition, the data that is migrated remains the same. That is, data is migrated as shown in Table 3-7.

**Table 3-7. Migrated Data**

<b>System</b>	<b>Migrated Data</b>
DEFINITY AUDIX systems	Voice data, subscriber data, and most system data
AUDIX Voice Power systems	Subscriber data
AUDIX R1 systems	Local and remote subscriber data

- The extension length on each machine you are migrating should be identical to that of every other machine.
- Administrators at remote machines will need to add the name of the Intuity system to the network. Administrators will also need to delete the names of systems that have migrated to the Intuity system. Likewise, they will need to run a get remote update on the Intuity machine to capture the subscribers migrated to the Intuity system.

- Subscribers you are migrating may have names or extensions that are identical to those of subscribers already migrated. When this situation happens, the subscribers are not added to the database and are flagged in the logfile.



**CAUTION:**

*Migrating DEFINITY AUDIX data will overwrite any existing data on the Intuity system, including any data previously migrated.*



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# Intuity AUDIX R2.0-to-Intuity AUDIX 3.3 Upgrade

# 4

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## **Intuity AUDIX R2.0-to-Intuity AUDIX 3.3 Upgrade**

# **4**

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This chapter describes the following:

- The differences between the Intuity AUDIX R2.0 and R3.3 systems
- How to prepare subscribers for a change from the Intuity AUDIX R2.0 system to the Intuity AUDIX R3.3 system. This includes giving them a contact and phone number to call for help.
- How to complete the upgrade tasks for which you, the customer, are responsible.

### **Differences Between the Intuity AUDIX R2.0 and Intuity AUDIX R3.3 Systems**

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There are differences between the Intuity AUDIX R2.0 system and the Intuity AUDIX R3.3 system. The following sections describe these differences.

## Capacities

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Capacities for Intuity AUDIX R3.3 differ from those of Intuity AUDIX R2.0 in the following ways.

### Disk Space

The total available voice storage on Intuity AUDIX R3.3 is greater than that of Intuity AUDIX R2.0. The maximum voice storage capacities are as follows:

**Table 4-1. Maximum Disk Capacity**

Computer	Intuity AUDIX R2.0	Intuity AUDIX R3.3
MAP/5	80 hours	205 hours
MAP/40	360 hours 140 with mirroring	445 hours 175 with mirroring
MAP/100	1060 hours 360 with mirroring	1280 hours 470 with mirroring

 **NOTE:**

These maximums vary greatly according to the number and size of disks installed in the system.

### Additional Requirements for R3.3 System Software

Intuity AUDIX R3.3 system software requires more disk space than Intuity AUDIX R2.0 software. If enough disk space (as hours of unpurchased hours of speech) is available on the R2.0 system, that disk space is used for the additional system software required for the R3.3 system. Disk space required for the additional Intuity AUDIX R3.3 software is as follows:

MAP/5	20 hours
MAP/40	20 hours
MAP/100	22 hours

As a result of this added disk space requirement, the hours of speech currently purchased for the R2.0 system must be compared to the maximum hours of speech available on the system (via the Feature Options screen). If the difference between current hours and maximum available hours is greater than the hours listed above, no additional disks are required for the new software. If the difference is less than the hours listed above, then a disk must be added prior to upgrading the software.

### **Fax Messaging Disk Requirements**

A system with fax messaging normally uses more disk space than one with voice messaging only. One page of standard resolution fax material requires approximately 20 seconds of voice storage. One page of fine resolution fax material requires approximately 40 seconds of voice storage. A rule of thumb is to *increase by 30%* the purchased hours of storage when adding fax messaging to an Intuity AUDIX system for all subscribers. However, for a more precise method of determining additional disk requirements for fax messaging, see the Fax Hours of Speech Worksheet in Appendix A.

Your Intuity AUDIX R2.0 system may actually have enough currently-purchased disk space to accommodate a 30% increase of disk usage by fax messaging. To check if this is true, see the Load Daily Traffic report in the Intuity AUDIX system. This report displays voice text used and voice text free space as blocks of disk space. If the voice text used is *less* than 60% of the sum of voice text used and voice text free space, your R2.0 system probably has enough purchased hours of speech to handle the addition of fax messaging.

### **Voice Ports**

Intuity FAX Messaging uses the same voice ports that Intuity AUDIX uses. One page of standard resolution fax material requires approximately 40 seconds of voice port usage. One page of fine resolution fax material requires approximately 70 seconds of voice port usage. As a rule of thumb, add 50 percent more voice ports to your system if all subscribers will use fax messaging.

#### **⇒ NOTE:**

Seconds of voice port usage for a page of fax is the actual time required to record or send the page. Seconds of *disk storage* for a page of fax (as described in the previous section) is calculated differently and requires fewer equivalent seconds of voice storage.

Your Intuity AUDIX R2.0 system may actually have enough currently-purchased ports to accommodate a 50% increase of port usage by fax messaging. To check if this is true, do the following:

1. Check the Feature Options screen for the currently-purchased number of voice ports.
2. Check the Feature Daily Traffic report for the system's maximum average ports in use. Increase this number by 50%.
3. Using the values from steps 1 and 2 and the Intuity AUDIX Port Capacity in Erlangs table in Appendix A, determine the grade of service (GOS) your system would give. If the GOS is .05 or less, you do not need to enable or

buy more voice ports. If the GOS is more than .05, search the .05 GOS column in the table for a value approximate to the value you found in step 2. Then find the associated number of ports. This is the number of ports you will need.

For a more precise method of determining additional disk requirements for fax messaging, see the Fax Voice Ports Worksheet in Appendix A.

**⇒ NOTE:**

Intuity FAX Messaging uses outgoing ports to enable subscribers to print or send faxes. Thus, the AMIS Analog Networking and Outcalling features, which also use outgoing ports, may be adversely affected by fax printing. You may therefore want to consider increasing the number of maximum simultaneous outgoing ports. In addition, you may also want to increase the total number of voice ports simply to accommodate increased outgoing port usage.

## RAM

A MAP/5 computer must have a minimum of 24 Mb of RAM to run Intuity AUDIX R3.3 voice/fax messaging. Since a MAP/5 needs only 20 Mb of RAM for Intuity AUDIX R2.0 systems, an additional 4 Mb of RAM will be needed for the upgrade to Intuity AUDIX R3.3 messaging.

A MAP/40 computer must have a minimum of 48 Mb of RAM to run Intuity AUDIX R3.3 voice/fax messaging. Since a MAP/40 needs only 32 Mb of RAM for Intuity AUDIX R2.0 systems, an additional 16 Mb of RAM will be needed for the upgrade to Intuity AUDIX R3.3 messaging.

RAM requirements for a MAP/100 are the same for Intuity AUDIX R3.3 messaging and Intuity AUDIX R2.0 messaging.

## Custom Announcements

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Intuity AUDIX R3.3 standard announcements differ from those of the Intuity AUDIX R2.0 system. Therefore, custom announcements you created in your Intuity AUDIX R2.0 system may not fit the Intuity AUDIX R3.3 announcement set. As a result, **your custom announcements and fragments are not carried over as part of the offer for upgrading from R2.0 to R3.3 Intuity AUDIX.**

Instead, you are responsible for reinstating your custom announcements and fragments. See "Preparations for Upgrade" later in this chapter.

## ADAP

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The AUDIX Data Acquisition Package (ADAP) is not included automatically with your upgrade. You must specifically ask your sales representative for the Intuity AUDIX 3.3 ADAP software when ordering the upgrade. ADAP for the Intuity AUDIX 3.2 system will not work with the Intuity AUDIX 3.3 system. Therefore, if you want to run ADAP reports with the Intuity AUDIX 3.3 system, ask for the new ADAP.

## Intuity Fax Messaging

The Intuity AUDIX R3.3 system has the Intuity FAX Messaging option. This option lets subscribers receive, send, and store faxes, and attach faxes to voice messages. They can also scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new to unopened to old.

The Intuity AUDIX voice prompts tell subscribers when they have fax messages. Faxes and voice/fax messages have headers just like normal voice-only messages. As with voice-only messages, the prompts also give directions on how to accomplish tasks with fax messages. In short, fax messaging is fully integrated with AUDIX voice messaging.

However, a subscriber doesn't get a fax by listening to it. Instead, the subscriber tells AUDIX to print the fax from his/her mailbox to a fax machine. A subscriber also doesn't verbally record a fax to a mailbox. Instead, the subscriber uses a fax machine.

Fax messaging has the following capabilities:

### **NOTE:**

This list is intended as an overview. For a more complete description of the fax messaging capabilities, see *Intuity Voice/FAX Messaging User's Guide*, 585-310-726, or *Intuity FAX Messaging Administration*, 585-310-540.

### **Capability**

### **How It's Done**

Send a call answer 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 greeting, and press **START** on the fax machine.

Send a fax to a secondary fax extension

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

### **NOTE:**

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

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 **# #**. Press **START** on the fax machine.

Print a fax from an AUDIX 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 extension of fax machine and press **#** to send fax to a non-default fax machine and continue getting messages.
- Press **\* 6** to print fax immediately on fax machine attached to phone from which you are calling, and press **START** on fax machine. This is especially useful for retrieving faxes when you are away from the office.

Autoprint new faxes

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.

Autodelete	From the Activity Menu, press <b>5 3</b> to access the fax options menu to turn on/off autodelete. Autodelete deletes faxes after they have been autoprinted. This saves mailbox space. Private faxes are not deleted.
Define a default fax machine	From the Activity Menu, press <b>5 3 1</b> 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 <b>#</b> 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.
Print all new faxes at once	From the Activity Menu, press <b>7</b> to select autoscan. Then press <b>4</b> to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options <b>1</b> , <b>2</b> , or <b>3</b> ), AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with <b>* 1</b> ) each scanned message after listening to it.

 **NOTE:**

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

## Other Aspects of Fax Messaging

You should be aware of other unique aspects of Intuity AUDIX with Intuity FAX Messaging.

### Administer Fax Options Menu

As you may notice from the preceding list of fax capabilities, an additional menu is available for subscribers to set up their mailbox for fax messaging. This Administer Fax Options menu is available by pressing **5 3**. It contains these options:

- Turn on/off autoprint,
- Turn on/off autodelete
- Define a default fax machine for printing.

### Guaranteed Fax Delivery

If you administer a fax machine extension as a subscriber, faxes that are sent to the fax machine when it is busy go to the fax machine's AUDIX mailbox. If autoprint is turned on for the mailbox, and the autoprint destination is the same fax machine, AUDIX tries to deliver the fax to the fax machine until it prints.

## Other Subscriber Features

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The Intuity AUDIX 3.3 system differs from the Intuity AUDIX 2.0 system in that some subscriber features are:

- New
- Changed

## New Subscriber Features/Enhancements

### Multiple Languages Simultaneously

The Intuity AUDIX R3.3 system offers the capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice. Only one language could be active system-wide on Intuity AUDIX R2.0.

Additional languages available on Intuity AUDIX 3.3 are:

- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (the prompts identify phone key presses by number only, never by letter)

Each language is purchased separately.

### Undelete key

In the Intuity AUDIX R3.3 system, a subscriber can press \* \* **U** to recover a message just deleted.

### 60-digit outcalling numbers with # as a digit

On the Intuity AUDIX R3.3 system, a subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) signs within the number, a common requirement for pagers. Intuity AUDIX R2.0 allows an outcalling number of only 29 digits and inclusion of a pound sign only at the end of the number.

### Dual language greetings

The Intuity AUDIX 3.3 system with the multilingual feature can allow subscribers to create two personal greetings

### Turn off AUDIX Call Answering

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

The subscriber presses **5 7** and **1** to turn off the call answer feature.

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

Intuity Message Manager Intuity Message Manager is an optional, separately-purchased software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The Intuity AUDIX 3.3 system communicates with Message Manager via a Local Area Network and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager P.C. software is available per subscriber. Message Manager server software on the Intuity AUDIX system is available per system on a right-to-use fee.

 **NOTE:**

The Message Manager feature also requires the purchase and installation of an Ethernet card.

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

Escape from Reply to Sender In the Intuity AUDIX R2.0 system, a subscriber might, while getting messages, press **1** to immediately respond to a message from a non-subscriber. Since responding via AUDIX to a non-subscriber is not possible, the subscriber could only hang up or return (with **\*R** or **\*7**) to the main menu. With the Intuity AUDIX R3.3 system, a subscriber who inadvertently gets into the Reply to Sender deadend can press **#** to return to the getting messages

## Subscriber Features/Enhancements That Have Changed

Addressing messages before recording them	<p>A subscriber can have the option of addressing a message before recording it. In this case, after the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees.</p> <p>You must first turn on this capability for the subscriber. Then, the subscriber must also set the option for his/her particular mailbox. The subscriber does this by pressing <b>5 6</b> and then <b>9</b> (for yes).</p> <p>If the subscriber is sending a fax only, the subscriber automatically must address the fax before sending it from the fax machine. The subscriber does not have an option.</p>
Greater touchtone input time to allow for rotary phone conversion	<p>The Intuity AUDIX 3.3 system lets the administrator extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.</p>
Retention of non-addressed messages	<p>On the Intuity AUDIX 2.0 system, a message that a subscriber recorded would be lost if the subscriber failed to enter an address for the message before entering a new command or the pound sign (<b>#</b>). On the Intuity AUDIX 3.3 system, the subscriber receives a prompt to enter an address after the first failure to enter an address. However, the message is still lost on the second failure.</p>
Reminder during message addressing	<p>On the Intuity AUDIX 3.3 system, a subscriber who has entered an address for a message and then fails to enter any other touchtones within the next 5 seconds receives a reminder message. This message reminds the subscriber to enter another address or to press <b>#</b> to send the message. On the Intuity AUDIX 2.0 system, a subscriber who stopped addressing without a final approval touchtone heard only silence.</p>

## **Administration Features**

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The Intuity AUDIX 3.3 system differs from the Intuity AUDIX 2.0 system in that some administration features are new.

Fax Capability	<p>You assign, via Class of Service, the ability of subscribers to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. Intuity AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you may want to set up secondary fax extensions for some subscribers so that call answer faxes go directly to their mailboxes instead of ringing their phones. See <i>Intuity FAX Messaging Administration</i>, 585-310-558, for more information.</p>
Address Before Record	<p>The Intuity AUDIX system lets you allow subscribers to address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.</p>
Call Answer Disable	<p>The Intuity AUDIX system lets you allow subscribers, via Class of Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.</p>
Outgoing Print Job Queue	<p>The Intuity AUDIX system lets you monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Intuity screens under the Voice System Administration main menu option.</p>
Print Screens	<p>The Intuity AUDIX system lets you print screens and reports simply by pressing the F9 key.</p>
Change Extensions	<p>The Intuity AUDIX system lets you change subscriber 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 subscriber with the extension 87234 would have new extension 6234. This feature is especially useful when you must change subscriber extension length or dial plans.</p>

Password Aging	The Intuity AUDIX system lets you set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.
Advance/Rewind Increment	The Intuity AUDIX system lets you set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press <b>[6]</b> or <b>[5]</b> respectively). The increment can be 4 or 10 seconds.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the Intuity AUDIX system, you must administer LAN access via Intuity TCP/IP networking windows.

## **Automated Attendant**

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The Intuity AUDIX R3.3 system offers additional automated attendant features compared to those of the Intuity AUDIX R2.0 system. They are as follows:

**Table 4-2. Automated Attendant Enhancements**

Holiday schedule	The Intuity AUDIX 3.3 system lets you define holidays and assign specific automated attendants to operate on those holidays.
Business week schedule	The Intuity AUDIX 3.3 system lets you define business hours and assign specific automated attendants to operate at during business hours and other attendants for non-business hours.
Verification of complete automated attendant definition	The Intuity AUDIX system offers a verification utility that checks for missing elements of an automated attendant. This ensures that the automated attendant will handle calls properly.

## New Screens

The Intuity AUDIX 3.3 system offers Message Manager support and some new automated attendant scheduling enhancements. As a result, you may need to use the following new screens in the Intuity AUDIX system and Intuity platform software.

**Table 4-3. New Intuity AUDIX Screens/Windows**

Verb(s)	Intuity Screen	Where It Is Described
display/change	Auto-Attendant Routing Business Schedules	Chap. 5, <i>Intuity AUDIX Administration and Feature Operations</i>
display/change	Auto-Attendant Routing Holiday Schedules	Chap. 5, Intuity AUDIX Admin.
display/change	Auto-Attendant Routing Table	Chap. 5, Intuity AUDIX Admin.
list	Auto-Attendant Menu Tree	Chap. 5, Intuity AUDIX Admin.
change	Extensions	Chap. 3, Intuity AUDIX Admin.
display/change	System Parameters IMAPI Options	Chap. 3, Intuity AUDIX Admin.
display/change	Switch Time Zone	Chap. 3, Intuity AUDIX Admin.
display	TCP/IP Administration	Chap. 8, <i>Intuity Platform Administration and Maintenance for Release 3.0</i>
add/remove	Ethernet Board Configuration	Chap. 19, Intuity Platform Admin.
copy	Packet Statistics	Chap. 19, Intuity Platform Admin.
list	Send and Receive Test Packets	Chap. 19, Intuity Platform Admin.
—	Print Job Queue Selection	Chap. 7, <i>Intuity Platform Admin.</i>
—	Outgoing Print Job Queue	Chap. 7, Intuity Platform Admin.

## Preparations for Upgrade

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Once you have decided to purchase the Intuity AUDIX 3.3 system as a replacement of an Intuity AUDIX 2.0 system, you should begin to prepare for the upgrade. This section identifies recommended preparations for an upgrade from the Intuity AUDIX 2.0 system to the Intuity AUDIX 3.3 system.

### **Task 1: Identify Slot for Ethernet Card (Only If Message Manager Is Purchased)**

---

An Ethernet card is necessary for LAN connections to support Intuity Message Manager. You should check your system's configuration for the optimum card slot in which to put the card and inform your project manager or installer. See Chapter 4, "Configuring the System," in *Intuity MAP/5 Hardware Installation*, 585-310-146, *Intuity MAP/40 Hardware Installation*, 585-310-138, or *Intuity MAP/100 Hardware Installation*, 585-310-139, for guidelines on slot allocation.

### **Task 2: Distribute Information to Subscribers**

---

**One week in advance** of the Intuity AUDIX upgrade, send a broadcast message that tells your subscribers about the upcoming change of voice system. Also, ask them to delete all unneeded messages and greetings. (This will make the upgrade go faster.)

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change. Ask them again to delete unneeded messages and greetings.

Appendix B contains the handout, "The New AUDIX Voice Messaging: IT'S DIFFERENT." You may wish to photocopy and distribute this handout as is or change it and then distribute it.

#### **NOTE:**

You may want to include in your broadcast message information regarding any subscriber interface changes the upgrade causes. Features that are new include the undelete feature with **\* \* U**, the multilanguage capability, outcalling to pagers with 60 digits, fax messaging, addressing messages before recording them, and the dual language greeting capability.

### **Fax Prefixes and Transfer into AUDIX**

Make sure your subscribers know, by memo or by broadcast message, what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). **This is important.** Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

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

### **Attendant Transfers of Faxes for Subscribers**

If a system attendant typically handles calls to subscribers, you can specify a general fax mailbox to which the attendant can transfer fax-tone calls. Such a mailbox is necessary because the attendant will not know for whom a fax is being sent.

For this setup, you can also turn on the autoprinting feature for the mailbox so all faxes are automatically printed. The attendant can then sort incoming faxes by simply looking at them.

### **AUDIX Server ID for Message Manager**

Subscribers who receive Intuity Message Manager R2.0 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 R2.0 with fax.

### **Task 3: Plan to Reinstate Custom Announcements and Fragments**

---

**Custom announcements are not included as part of the upgrade offer.** This means that after the upgrade, you will have to reinstate any custom announcements or fragments you had in Intuity AUDIX 3.2. Therefore, do the following prior to the upgrade.

 **NOTE:**

See the section, "Post-Upgrade Administration," for information on how to reinstate your custom announcements.

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

If you have not already done so, make a list of announcements and fragments you have customized or recorded. This list will help you identify announcements and/or fragments you want to reinstate. How you actually reinstate your custom announcements/fragments depends on two things:

- How applicable they might be for Intuity AUDIX 3.3
- Whether you created a custom announcement set and then customized announcements and fragments in it (recommended) or if you customized the original standard announcement set package

To determine whether you have a customized or a standard set, check the System Parameters Features screen, Page 3, for the name of your active announcement set. If your announcement set has one of the following names, it is a standard announcement package:

- standard
- british

- lat-span
- french-c

If your active announcement set is not one of the above sets, you have a custom announcement set. Make a backup copy (with a new name) of this set to ensure the set does not get damaged during the upgrade.

**⇒ NOTE:**

Your custom announcement/fragments may no longer be applicable after the upgrade because new announcements and fragments are added, changed, or reserved when an Intuity AUDIX 3.3 system replaces an Intuity AUDIX 3.2 system.

### **Schedule Enhanced Services Help (If Desired)**

Your Enhanced Services group, for a fee, can reinstate your custom announcements from the Intuity AUDIX R3.2 system to your Intuity AUDIX R3.3 system. If you choose to use Enhanced Services for this task, you should schedule their help in reinstating

## **Post-Upgrade Administration**

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### **Task 1: Administer Fax Messaging**

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Intuity FAX Messaging is requires significant amounts of administration. To set up fax messaging, you must:

- Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing Intuity screens: the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens
- Administer the outcalling feature to accommodate fax printing (necessary since Intuity FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)
- Enable subscribers for fax messaging, including:
  - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
  - Increasing maximum message length to at least 1200 seconds
- Set up secondary fax extensions for selected subscribers (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines
- Distribute Intuity Message Manager 2.0 software and documentation to selected subscribers (optional)

- Identify appropriate remote digital network machines as fax-enabled
- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.

For more information, see *Intuity FAX Messaging Administration*, 585-310-558.

## **Task 2: Reinstate Custom Announcements or Fragments**

---

Once your services technician has completed the data transfer, switch administration, and acceptance testing of the system, you may want to reinstate any customized announcements your system had prior to the upgrade. This section identifies recommended steps for doing this.

### **If Custom Announcement Set in R2.0 System Was Used**

1. Check Table 4-4.
2. Compare the numbers of any custom announcements or fragments you used in the Intuity AUDIX 2.0 system with those listed in Table 4-4.
3. Do either a or b:
  - a. If you find no matches between the numbers of your 2.0 custom announcements/fragments and the changed numbers of the 3.3 standard set, you can customize your 3.3 announcements in the same way you customized your 2.0 announcements. Ask your sales representative or Enhanced Services group about moving your custom announcements and fragments to the 3.3 announcement set (**available on a time-and-materials basis**) 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 Intuity AUDIX system. To do this, you must know the exact name of the 2.0 custom announcement set. You should also add a 3.3 custom announcement set and make the changes to it, *not* to the original announcement set.

- b. If your 2.0 system had custom announcements or fragments whose numbers match numbers of standard announcements or fragments that have changed for the 3.3 system, you should check the text of the 3.3 announcements/fragments with those of the 2.0 system. You will likely find that your custom 2.0 announcements/fragments will not fit in the 3.3 announcement set. You will therefore have to examine the 3.3 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 Intuity AUDIX 2.0 system. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.
5. Define the target announcement set as the administrative set. Then, using your telephone, log into the Intuity AUDIX system as administrator, select option 9 and record your fragments. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.

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 the Announcement and Fragment Changes table. Your fragments may no longer be appropriate to the standard fragments and announcements in the Intuity system.

6. Delete any custom 2.0 announcement sets that remained after the upgrade.

### **If Announcements in Original R2.0 Announcement Package Were Customized**

If the announcement set that contains your customized announcements or fragments is the original standard set installed on your system, the upgrade software identifies and generates a list of any announcements or fragments that you have customized and saves your custom fragment recordings in a special file. Your services technician can provide you with the list of custom announcements/fragments.

#### **NOTE:**

You cannot, on your own, access the list of custom announcements and fragments identified by the upgrade software.

1. Look at Table 4-4. Compare the numbers of any custom announcements or fragments you used in the Intuity AUDIX 2.0 system with those listed in Table 4-4.
2. Do either a or b:
  - a. If you find no matches between the numbers of your 2.0 custom announcements/fragments and the changed numbers of the 3.3 standard set, you can customize your 3.3 announcements in the same way you customized your 2.0 announcements. Ask your sales representative or Enhanced Services group about moving your custom announcements and fragments to the 3.3 announcement set (**available on a time-and-materials basis**) or continue with step 3.
  - b. If your 2.0 system had custom announcements or fragments whose numbers match numbers of standard announcements or fragments that have changed for the 3.3 system, you should check the text of the 3.3 announcements/fragments with those of the 2.0

system. You will likely find that your custom 2.0 announcements/fragments will not fit in the 3.3 announcement set. You will therefore have to examine the 3.3 standard announcements and fragments for the appropriate new areas for customization. Continue with step 3.

3. Create any custom announcement sets you had on the Intuity AUDIX 2.0 system. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.
4. Define the target announcement set as the administrative set. Then, using your telephone, log into the Intuity AUDIX system as administrator, select option 9 and record your fragments. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.

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 the Announcement and Fragment Changes table. Your fragments may no longer be appropriate to the standard fragments and announcements in the Intuity AUDIX 3.3 system.

5. Delete any custom 2.0 announcement sets that remained after the upgrade.

The following list of announcements and fragments applies also to U.S. English TDD and U.S. English 1-2-3.

**Table 4-4. Changes to the U.S. English Announcement Set**

Announcements			Fragments		
New	Modified	Reserved	New	Modified	Reserved
978 979 980 981	34,62,68,85,101	1067-	988, 989, 990, 991,	900	996,997,1001
982 983 984 985	,123,126,128,16	1098,1101-	992, 993, 994, 995,		,
986 987 988 989	8,169,170,183,1	1104,1106-	996, 997, 998, 999,		1213-
990 991 992 993	84,185,192,269-	1117	1000, 1001, 1002, 1003,		1284,1286,12
994 995 996 997	272,289,290,29		1004, 1005, 1006, 1008,		87,1296-
998 999 1000 1001	1,292,355-		1009, 1010, 1011, 1012,		1316
1002 1003 1004 1005	358,489-		1013, 1014, 1015, 1016,		
1006 1007 1008 1009	492,570,620,62		1017, 1018, 1019, 1020,		
1010 1011 1012 1013	2,663-666,676-		1021, 1022, 1023, 1024,		
1014 1015 1016 1017	679,718,808-		1025, 1026, 1027, 1028,		
1018 1019 1020 1021	812,880,881,94		1029, 1030, 1031, 1032,		
1022 1023 1024 1025	3,961		1033, 1034, 1035, 1036		
1026 1027 1028 1029			1037, 1038, 1039, 1040		
1030 1031 1032 1033			1041, 1042, 1043, 1044,		
1034 1035 1036 1037			1045, 1046, 1047, 1048,		
1038 1039 1105,1112,			1049, 1050, 1051, 1052,		
1121-1166,1167 1168			1053, 1054, 1055, 1056,		
1169 1170 1171 1172			1057, 1058, 1059, 1060,		
1173 1174 1175 1176			1061, 1062, 1063, 1064,		
1177 1178 1179 1180			1065, 1066, 1067, 1068,		
1181 1182 1183 1184			1069, 1070, 1071, 1072,		
1185			1073, 1074, 1075, 1076,		
			1077, 1078, 1079, 1080,		
			1081, 1082, 1083, 1084,		
			1085, 1086, 1087, 1088,		
			1089, 1090, 1091, 1092,		
			1093, 1094, 1095, 1096,		
			1097, 1098, 1099, 1100,		
			1101, 1102, 1103, 1104,		
			1105, 1106, 1107, 1108,		
			1109, 1110, 1111, 1112,		
			1113, 1114, 1115, 1116,		
			1117, 1118, 1119, 1120,		
			1121, 1122, 1123, 1124,		
			1125, 1126, 1127, 1128,		
			1129, 1130, 1131, 1132,		
			1133, 1134, 1135, 1136,		
			1137, 1138, 1139, 1140,		
			1141, 1142, 1143, 1144,		
			1145, 1146, 1147, 1148,		
			1149, 1150, 1151, 1152,		
			1153, 1154, 1155, 1156,		
			1157, 1158, 1159, 1160,		
			1161, 1162, 1163, 1164,		
			1165, 1166, 1167, 1168,		
			1169, 1305,1400-		
			1420,1430-1434,1436-		
			1471		

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## **Intuity AUDIX R3.2-to-Intuity AUDIX 3.3 Upgrade**

# **5**

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When you are upgrading from an Intuity AUDIX R3.2 system to an Intuity AUDIX R3.3 system, AT&T supports the transfer of data.

This chapter describes the following:

- The differences between the Intuity AUDIX R3.2 and R3.3 systems
- How to prepare subscribers for a change from the Intuity AUDIX R3.2 system to the Intuity AUDIX R3.3 system. This includes giving them a contact and phone number to call for help.
- How to complete the upgrade tasks for which you, the customer, are responsible.

### **Differences Between the Intuity AUDIX R3.2 and Intuity AUDIX R3.3 Systems**

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There are differences between the Intuity AUDIX R3.2 system and the Intuity AUDIX R3.3 system. The following sections describe these differences.

#### **Capacities**

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Capacities for Intuity AUDIX R3.3 differ from those of Intuity AUDIX R3.2 in the following ways.

## Disk Space

The total available voice storage on Intuity AUDIX R3.3 is greater than that of Intuity AUDIX R3.2. The maximum voice storage capacities are as follows :

**Table 5-1. Maximum Disk Capacity**

<b>Computer</b>	<b>Intuity AUDIX R3.2</b>	<b>Intuity AUDIX R3.3</b>
MAP/5	80 hours	205 hours
MAP/40	360 hours 140 with mirroring	445 hours 175 with mirroring
MAP/100	1060 hours 360 with mirroring	1280 hours 470 with mirroring

**⇒ NOTE:**

These maximums vary greatly according to the number and size of disks installed in the system.

### Additional Requirements for R3.3 System Software

Intuity AUDIX R3.3 system software requires more disk space than Intuity AUDIX R3.2 software. If enough disk space (as hours of unpurchased hours of speech) is available on the R3.2 system, that disk space is used for the additional system software required for the R3.3 system. Disk space required for the additional Intuity AUDIX R3.3 software is as follows.:

<b>MAP/5</b>	<b>20 hours</b>
<b>MAP/40</b>	<b>20 hours</b>
<b>MAP/100</b>	<b>22 hours</b>

As a result of this added disk space requirement, the hours of speech currently purchased for the R3.2 system must be compared to the maximum hours of speech available on the system (via the Feature Options screen). If the difference between current hours and maximum available hours is greater than the hours listed above, no additional disks are required. If the difference is less than the hours listed above, then a disk must be added prior to upgrading the software.

## Fax Messaging Disk Requirements

A system with fax messaging normally uses more disk space than one with voice messaging only. One page of standard resolution fax material requires approximately 20 seconds of voice storage. One page of fine resolution fax material requires approximately 40 seconds of voice storage. A rule of thumb is to *increase by 30%* the purchased hours of storage when adding fax messaging to an Intuity AUDIX system for all subscribers. However, for a more precise method of determining additional disk requirements for fax messaging, see the Fax Hours of Speech Worksheet in Appendix A.

Your Intuity AUDIX R3.2 system may actually have enough currently-purchased disk space to accommodate a 30% increase of disk usage by fax messaging. To check if this is true, see the Load Daily Traffic report in the Intuity AUDIX system. This report displays voice text used and voice text free space as blocks of disk space. If the voice text used is *less* than 60% of the sum of voice text used and voice text free space, your R3.2 system probably has enough purchased hours of speech to handle the addition of fax messaging.

## Voice Ports

Intuity FAX Messaging uses the same voice ports that Intuity AUDIX uses. One page of standard resolution fax material requires approximately 40 seconds of voice port usage. One page of fine resolution fax material requires approximately 70 seconds of voice port usage. As a rule of thumb, add 50 percent more voice ports to your system if all subscribers will use fax messaging.

### NOTE:

Seconds of voice port usage for a page of fax is the actual time required to record or send the page. Seconds of *disk storage* for a page of fax (as described in the previous section) is calculated differently and requires fewer equivalent seconds of voice storage.

Your Intuity AUDIX R3.2 system may actually have enough currently-purchased ports to accommodate a 50% increase of port usage by fax messaging. To check if this is true, do the following:

1. Check the Feature Options screen for the currently-purchased number of voice ports.
2. Check the Feature Daily Traffic report for the system's maximum average ports in use. Increase this number by 50%.
3. Using the values from steps 1 and 2 and the Intuity AUDIX Port Capacity in Erlangs table in Appendix A, determine the grade of service (GOS) your system would give. If the GOS is .05 or less, you do not need to enable or buy more voice ports. If the GOS is more than .05, search the .05 GOS column in the table for a value approximate to the value you found in step 2. Then find the associated number of ports. This is the number of ports you will need.

For a more precise method of determining additional disk requirements for fax messaging, see the Fax Voice Ports Worksheet in Appendix A.

**⇒ NOTE:**

Intuity FAX Messaging uses outgoing ports to enable subscribers to print or send faxes. Thus, the AMIS Analog Networking and Outcalling features, which also use outgoing ports, may be adversely affected by fax printing. You may therefore want to consider increasing the number of maximum simultaneous outgoing ports. In addition, you may also want to increase the total number of voice ports simply to accommodate increased outgoing port usage.

## RAM

A MAP/5 computer must have a minimum of 24 Mb of RAM to run Intuity AUDIX R3.3 voice/fax messaging. Since a MAP/5 needs only 20 Mb of RAM for Intuity AUDIX R3.2 systems, an additional 4 Mb of RAM will be needed for the upgrade to Intuity AUDIX R3.3 messaging.

A MAP/40 computer must have a minimum of 48 Mb of RAM to run Intuity AUDIX R3.3 voice/fax messaging. Since a MAP/40 needs only 32 Mb of RAM for Intuity AUDIX R3.2 systems, an additional 16 Mb of RAM will be needed for the upgrade to Intuity AUDIX R3.3 messaging.

RAM requirements for a MAP/100 are the same for Intuity AUDIX R3.3 messaging and Intuity AUDIX R3.2 messaging.

## Custom Announcements

---

Intuity AUDIX R3.3 standard announcements differ from those of the Intuity AUDIX R3.2 system. Therefore, custom announcements you created in your Intuity AUDIX R3.2 system may not fit the Intuity AUDIX R3.3 announcement set. As a result, **your custom announcements and fragments are not carried over as part of the offer for upgrading from R3.2 to R3.3 Intuity AUDIX.**

Instead, you are responsible for reinstating your custom announcements and fragments. See "Preparations for Upgrade" later in this chapter.

## ADAP

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The AUDIX Data Acquisition Package (ADAP) is not included automatically with your upgrade. You must specifically ask your sales representative for the Intuity AUDIX 3.3 ADAP software when ordering the upgrade. ADAP for the Intuity AUDIX 3.2 system will not work with the Intuity AUDIX 3.3 system. Therefore, if you want to run ADAP reports with the Intuity AUDIX 3.3 system, ask for the new ADAP.

## Intuity Fax Messaging

The Intuity AUDIX R3.3 system has the Intuity FAX Messaging option. This option lets subscribers receive, send, and store faxes, and attach faxes to voice messages. They can also scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new to unopened to old.

The Intuity AUDIX voice prompts tell subscribers when they have fax messages. Faxes and voice/fax messages have headers just like normal voice-only messages. As with voice-only messages, the prompts also give directions on how to accomplish tasks with fax messages. In short, fax messaging is fully integrated with AUDIX voice messaging.

However, a subscriber doesn't get a fax by listening to it. Instead, the subscriber tells AUDIX to print the fax from his/her mailbox to a fax machine. A subscriber also doesn't verbally record a fax to a mailbox. Instead, the subscriber uses a fax machine.

Fax messaging has the following capabilities:

 **NOTE:**

This list is intended as an overview. For a more complete description of the FAX Messaging capabilities, see *Intuity Voice/FAX Messaging User's Guide*, 585-310-726, or *Intuity FAX Messaging Administration*, 585-310-540.

### **Capability**

### **How It's Done**

Send a call answer 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 greeting, and press **START** on the fax machine.

Send a fax to a secondary fax extension

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

 **NOTE:**

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

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 **# #**. Press **START** on the fax machine.

Print a fax from an AUDIX 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 extension of fax machine and press **#** to send fax to a non-default fax machine and continue getting messages.
- Press **\* 6** to print fax immediately on fax machine attached to phone from which you are calling, and press **START** on fax machine. This is especially useful for retrieving faxes when you are away from the office.

Autoprint new faxes

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.

Autodelete	From the Activity Menu, press <b>5 3</b> to access the fax options menu to turn on/off autodelete. Autodelete deletes faxes after they have been autoprinted. This saves mailbox space. Private faxes are not deleted.
Define a default fax machine	From the Activity Menu, press <b>5 3 1</b> 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 <b>#</b> 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.
Print all new faxes at once	From the Activity Menu, press <b>7</b> to select autoscan. Then press <b>4</b> to print all new faxes in your mailbox. Also, when you scan messages normally (with autoscan options <b>1, 2, or 3</b> ), AUDIX tells you when the message is a fax or has a fax attached to it. You can then manually print (with <b>* 1</b> ) each scanned message after listening to it.

 **NOTE:**

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

## Other Aspects of FAX Messaging

Administer Fax Options Menu	As you may notice from the preceding list of fax capabilities, an additional menu is available for subscribers to set up their mailbox for fax messaging. This Administer Fax Options menu is available by pressing <b>5 3</b> . It contains these options: <ul style="list-style-type: none"><li>■ Turn on/off autoprint</li><li>■ Turn on/off autodelete</li><li>■ Define a default fax machine for printing.</li></ul>
Guaranteed Fax Delivery	If you administer a fax machine extension as a subscriber, faxes that are sent to the fax machine when it is busy go to the fax machine's AUDIX mailbox. If autoprint is turned on for the mailbox, and the autoprint destination is the same fax machine, AUDIX tries to deliver the fax to the fax machine until it prints.

## **Other Subscriber Features**

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The Intuity AUDIX 3.3 system differs from the Intuity AUDIX 3.2 system in that some subscriber features are:

- New
- Changed

## **New Subscriber Features/Enhancements**

Turn off AUDIX Call Answering

When a subscriber is on vacation or away from his/her office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, AUDIX answers and tells the caller that the subscriber's mailbox is not accepting messages. The subscriber presses **5 7** and **1** to turn off the call answer feature.

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

Fax messaging on Intuity Message Manager

Subscribers who have Intuity Message Manager R2.0 can manipulate fax messages just as they do voice messages. See *Intuity Message Manager R2.0 User Guide*.

## **Subscriber Features/Enhancements That Have Changed**

Addressing messages before recording them

A subscriber can have the option of addressing a message before recording it. In this case, after the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees.

You must first turn on this capability for the subscriber. Then, the subscriber must also set the option for his/her particular mailbox. The subscriber does this by pressing **5 6** and then **9** (for yes).

If the subscriber is enabled for fax messaging, the subscriber automatically must address messages before recording them. The subscriber does not have an option.

## **Administration Features**

---

The Intuity AUDIX 3.3 system differs from the Intuity AUDIX 3.2 system in that some administration features are new.

Fax Capability	<p>You assign, via Class of Service, the ability of subscribers to send, receive, and store faxes in their mailboxes. You must also create at least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions. Intuity AUDIX uses the dummy call delivery machine for the delivery of faxes to fax machines and/or for printing.</p> <p>You may also want to assign an AUDIX mailbox to each local fax machine to support the guaranteed fax capability. Lastly, you may want to set up secondary fax extensions for some subscribers so that call answer faxes go directly to their mailboxes instead of ringing their phones. See <i>Intuity FAX Messaging Administration</i>, 585-310-558, for more information.</p>
Address Before Record	<p>The Intuity AUDIX system lets you allow subscribers to address messages before recording them. You turn on or turn off this capability for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.</p>
Call Answer Disable	<p>The Intuity AUDIX system lets you allow subscribers, via Class of Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.</p>
Outgoing Print Job Queue	<p>The Intuity AUDIX system lets you monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available in the Intuity screens under the Voice System Administration main menu option.</p>
Print Screens	<p>The Intuity AUDIX system lets you print screens and reports simply by pressing the F9 key.</p>
Change Extensions	<p>The Intuity AUDIX system lets you change subscriber 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 subscriber with the extension 87234 would have new extension 6234. This feature is especially useful when you must change subscriber extension length or dial plans.</p>

## New Screens

If you have fax messaging, you may need to use the following new screens in the Intuity AUDIX and platform software..

**Table 5-2. New Intuity Screens**

Verb(s)	Intuity Screen	Where It Is Described
	Print Job Queue Selection	Chap. 7, <i>Intuity Platform Administration and Maintenance for Release 3.0</i>
—	Outgoing Print Job Queue	Chap. 7, <i>Intuity Platform Administration and Maintenance for Release 3.0</i>
change	Extensions	Chap. 3, <i>Intuity AUDIX R3.3 Administration and Feature Operations</i>

## Preparations for Upgrade

Once you have decided to purchase the Intuity AUDIX 3.3 system as a replacement of an Intuity AUDIX 3.2 system, you should begin to prepare for the upgrade. This section identifies recommended preparations for an upgrade from the Intuity AUDIX 3.2 system to the Intuity AUDIX 3.3 system.

### Task 1: Identify Slot for Ethernet Card (Only If Message Manager Is Purchased)

An Ethernet card is necessary for LAN connections to support Intuity Message Manager. You should check your system's configuration for the optimum card slot in which to put the card and inform your project manager or installer. See Chapter 4, "Configuring the System," in *Intuity MAP/5 Hardware Installation*, 585-310-146, *Intuity MAP/40 Hardware Installation*, 585-310-138, or *Intuity MAP/100 Hardware Installation*, 585-310-139, for guidelines on slot allocation.

### Task 2: Distribute Information to Subscribers

**One week in advance** of the Intuity AUDIX upgrade, send a broadcast message that tells your subscribers about the upcoming change of voice system. Also, ask them to delete all unneeded messages and greetings. (This will make the upgrade go faster.)

**The day before the Intuity AUDIX system becomes active and the morning the Intuity AUDIX system becomes active**, send another broadcast message telling subscribers of the impending change. Ask them again to delete unneeded messages and greetings.

Appendix B contains the handout, "The New AUDIX Voice Messaging: IT'S DIFFERENT." You may wish to photocopy and distribute this handout as is or change it and then distribute it.

 **NOTE:**

You may want to include in your broadcast message information regarding any subscriber interface changes the upgrade causes. Features that are new include fax messaging, addressing messages before recording them, and turning off AUDIX call answering.

### **Fax Prefixes and Transfer into AUDIX**

Make sure your subscribers know, by memo or by broadcast message, what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). **This is important.** Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

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

### **Attendant Transfers of Faxes for Subscribers**

If a (human) system attendant typically handles all incoming calls, it may be difficult for that attendant to determine where to route an incoming fax call. This situation can be modified in several different ways.

When the business' main number is required to accept fax calls:

1. If a subscriber is expecting a fax, have the subscriber inform the attendant that a fax is expected. When the fax call arrives the attendant can simply transfer the call directly to the subscriber's mailbox (using Transfer to AUDIX or Direct Voice Mail, or a similar switch feature.)
2. If the attendant receives an un-anticipated fax call, there are several options:
  - a. Transfer the call directly to a fax machine.
  - b. Transfer the call directly to a general fax mailbox.
    1. If the attendant is using Intuity Message Manager, the fax can be previewed on their PC screen and sent directly to the proper recipient's mailbox.
    2. The mailbox can be set so that all faxes are printed automatically. The attendant can then sort incoming faxes by simply looking at them.

If the business also has a special fax number that fax number can ring into a special automated attendant. The automated attendant allows the fax sender to specify the receiving subscriber's extension, which is sometimes called secondary addressing. If no secondary address is specified, the call will be

handled as above; it can go directly to a fax machine or to a general fax mailbox for later sorting/printing.

### **Transfers on MERLIN LEGEND**

If subscribers have DID extensions on a MERLIN LEGEND switch, you have two basic options for helping subscribers handle fax-tone calls:

**Automated Attendant.** You can administer a special automated attendant for subscribers. Go to page 3 of the Subscriber screen and set up an autoattendant with the following characteristics:

- The button(s) matching the first digit of the subscribers' dial plan must be set as **e** (for entering an extension).
- The button's treatment must be **call-answer**.
- The timeout of the attendant should be set to the extension of a generic mailbox, with the treatment still **call-answer**.

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

**Secondary Fax Mailboxes.** For each subscriber, you can specify a secondary fax extension on the Intuity AUDIX system. Upon receiving a fax-tone call, the subscriber can then press TRANSFER, enter the secondary fax extension, and, when the system greeting answers, press TRANSFER again to transfer the call to the subscriber's mailbox.

#### **⇒ NOTE:**

The secondary fax extension actually puts faxes into the subscriber's *primary* mailbox. In this scenario, the extension can be a "soft" extension that does not have an equipment location and does not have an associated DID number.

### **AUDIX Server ID for Message Manager**

Subscribers who receive Intuity Message Manager R2.0 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 R2.0 with fax.

### **Task 3: Plan to Reinstate Custom Announcements and Fragments**

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**Custom announcements are not included as part of the upgrade offer.** This means that after the upgrade, you will have to reinstate any custom announcements or fragments you had in Intuity AUDIX 3.2. Therefore, do the following prior to the upgrade.

 **NOTE:**

See the section, "Post-Upgrade Administration," for information on how to reinstate your custom announcements.

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

If you have not already done so, make a list of announcements and fragments you have customized or recorded. This list will help you identify announcements and/or fragments you want to reinstate. How you actually reinstate your custom announcements/fragments depends on two things:

- How applicable they might be for Intuity AUDIX 3.3
- Whether you created a custom announcement set and then customized announcements and fragments in it (recommended) or if you customized the original standard announcement set package

To determine whether you have a customized or a standard set, check the System Parameters Features screen, Page 3, for the name of your system announcement set. If your announcement set has one of the following names, it is a standard announcement package:

- us-eng
- us-123
- tdd
- british
- lat-span
- french-c

Check each Class of Service for the names of the login, primary, and secondary announcement sets. If your active announcement set(s) are not one of the above sets, you have custom announcement sets. Make a backup copy (with a new name) of your custom set(s) to prevent damage during the upgrade.

 **NOTE:**

Your custom announcement/fragments may no longer be applicable after the upgrade because new announcements and fragments are added, changed, or reserved when an Intuity AUDIX 3.3 system replaces an Intuity AUDIX 3.2 system.

## Schedule Enhanced Services Help (If Desired)

Your Enhanced Services group, for a fee, can reinstate your custom announcements from the Intuity AUDIX R3.2 system to your Intuity AUDIX R3.3 system. If you choose to use Enhanced Services for this task, you should schedule their help in reinstating

## Post-Upgrade Administration

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### Task 1: Administer Fax Messaging, If Purchased

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Intuity FAX Messaging is requires significant amounts of administration. To set up fax messaging, you must:

- Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing Intuity screens: the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens
- Administer the outcalling feature to accomodate fax printing (necessary since Intuity FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)
- Enable subscribers for fax messaging, including:
  - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
  - Increasing maximum message length to 1200 seconds
- Set up secondary fax extensions for selected subscribers (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines
- Distribute Intuity Message Manager 2.0 software and documentation to selected subscribers (optional)
- Identify appropriate remote digital network machines as fax-enabled
- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.



**NOTE:**

For MERLIN LEGEND systems, each subscriber should know how to transfer fax-only calls to his or her AUDIX mailbox.

For more information, see *Intuity FAX Messaging Administration*, 585-310-558.

## Task 2: Reinstate Custom Announcements or Fragments

---

Once your services technician has completed the data transfer, switch administration, and acceptance testing of the system, you may want to reinstate any customized announcements your system had prior to the upgrade. This section identifies recommended steps for doing this.

 **NOTE:**

These steps apply for each language package you had on your Intuity AUDIX 3.2 system.

### If Any Custom Announcement Sets in R3.2 System Were Used

1. Check Table 5-4.
2. Compare the numbers of any custom announcements or fragments you used in the Intuity AUDIX 3.2 system with those listed in Table 5-4.
3. Do either a or b:
  - a. If you find no matches between the numbers of your 3.2 custom announcements/fragments and the changed numbers of the 3.3 standard set, you can customize your 3.3 announcements in the same way you customized your 3.2 announcements. Ask your sales representative or Enhanced Services group about moving your custom announcements and fragments to the 3.3 announcement set (**available on a time-and-materials basis**) 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 Intuity AUDIX system. To do this, you must know the exact name of the 3.2 custom announcement set. You should also add a 3.3 custom announcement set and make the changes to it, *not* to the original announcement set.

- b. If your 3.2 system had custom announcements or fragments whose numbers match numbers of standard announcements or fragments that have changed for the 3.3 system, you should check the text of the 3.3 announcements/fragments with those of the 3.2 system. You will likely find that your custom 3.2 announcements/fragments will not fit in the 3.3 announcement set. You will therefore have to examine the 3.3 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 Intuity AUDIX 3.2 system. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.
5. Define the target announcement set as the administrative set. Then, using your telephone, log into the Intuity AUDIX system as administrator, select option 9 and record your fragments. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.

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 the Announcement and Fragment Changes table. Your fragments may no longer be appropriate to the standard fragments and announcements in the Intuity system.

6. Delete any custom 3.2 announcement sets that remained after the upgrade.

### **If Announcements in Original R3.2 Announcement Package Were Customized**

1. Look at Table 5-4. Compare the numbers of any custom announcements or fragments you used in the Intuity AUDIX 3.2 system with those listed in Table 5-4.
2. Do either a or b:
  - a. If you find no matches between the numbers of your 3.2 custom announcements/fragments and the changed numbers of the 3.3 standard set, you can customize your 3.3 announcements in the same way you customized your 3.2 announcements. Ask your sales representative or Enhanced Services group about moving your custom announcements and fragments to the 3.3 announcement set (**available on a time-and-materials basis**) or continue with step 3.
  - b. If your 3.2 system had custom announcements or fragments whose numbers match numbers of standard announcements or fragments that have changed for the 3.3 system, you should check the text of the 3.3 announcements/fragments with those of the 3.2 system. You will likely find that your custom 3.2 announcements/fragments will not fit in the 3.3 announcement set. You will therefore have to examine the 3.3 standard announcements and fragments for the appropriate new areas for customization. Continue with step 3.
3. Create any custom announcement sets you had on the Intuity AUDIX 3.2 system. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.

4. Define the target announcement set as the administrative set. Then, using your telephone, log into the Intuity AUDIX system as administrator, select option 9 and record your fragments. See *Intuity AUDIX Administration and Feature Operations*, 585-310-552, for more information.

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 the Announcement and Fragment Changes table. Your fragments may no longer be appropriate to the standard fragments and announcements in the Intuity AUDIX 3.3 system.

5. Delete any custom 3.2 announcement sets that remained after the upgrade.

The following list of announcements and fragments applies also to U.S. English TDD and U.S. English 1-2-3.

**Table 5-3. Changed Announcements and Fragments**

Announcements		Fragments	
New	Modified	New	Modified
978 979 980 981	49 68 73 76	988, 989, 990, 991,	916
982 983 984 985	77 86 101 113	992, 993, 994, 995,	
986 987 988 989	114 115 119 120	996, 997, 998, 999,	
990 991 992 993	121 125 127 129	1000, 1001, 1002, 1003,	
994 995 996 997	154 159 165 166	1004, 1005, 1006, 1008,	
998 999 1000 1001	183 184 185 190	1009, 1010, 1011, 1012,	
1002 1003 1004 1005	192 235 236 254	1013, 1014, 1015, 1016,	
1006 1007 1008 1009	269 270 271 272	1017, 1018, 1019, 1020,	
1010 1011 1012 1013	273 276 279 285	1021, 1022, 1023, 1024,	
1014 1015 1016 1017	289 290 291 292	1025, 1026, 1027, 1028,	
1018 1019 1020 1021	297 310 342 343	1029, 1030, 1031, 1032,	
1022 1023 1024 1025	344 345 346 355	1033, 1034, 1035, 1036	
1026 1027 1028 1029	356 357 358 504	1037, 1038, 1039, 1040	
1030 1031 1032 1033	507 508 527 530	1041, 1042, 1043, 1044,	
1034 1035 1036 1037	663 664 665 666	1045, 1046, 1047, 1048,	
1038 1039 1167 1168	668 669 670 671	1049, 1050, 1051, 1052,	
1169 1170 1171 1172	673 675 676 677	1053, 1054, 1055, 1056,	
1173 1174 1175 1176	678 679 755 756	1057, 1058, 1059, 1060,	
1177 1178 1179 1180	767 808 809 810	1061, 1062, 1063, 1064,	
1181 1182 1183 1184	811 837 838 840	1065, 1066, 1067, 1068,	
1185	841 892 907 920	1069, 1070, 1071, 1072,	
	921 928 929 943	1073, 1074, 1075, 1076,	
	961 1150 1151 1157	1077, 1078, 1079, 1080,	
	1158 1159	1081, 1082, 1083, 1084,	
		1085, 1086, 1087, 1088,	
		1089, 1090, 1091, 1092,	
		1093, 1094, 1095, 1096,	
		1097, 1098, 1099, 1100,	
		1101, 1102, 1103, 1104,	
		1105, 1106, 1107, 1108,	
		1109, 1110, 1111, 1112,	
		1113, 1114, 1115, 1116,	
		1117, 1118, 1119, 1120,	
		1121, 1122, 1123, 1124,	
		1125, 1126, 1127, 1128,	
		1129, 1130, 1131, 1132,	
		1133, 1134, 1135, 1136,	
		1137, 1138, 1139, 1140,	
		1141, 1142, 1143, 1144,	
		1145, 1146, 1147, 1148,	
		1149, 1150, 1151, 1152,	
		1153, 1154, 1155, 1156,	
		1157, 1158, 1159, 1160,	
		1161, 1162, 1163, 1164,	
		1165, 1166, 1167, 1168,	
		1169,	

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## Migrations and Upgrades Worksheets



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Use the worksheets in this section to plan for the migration of your current voice messaging system to an Intuity AUDIX system.

# AUDIX R1-to-Intuity System Migration Worksheets

## AUDIX R1-to-Intuity System General Planning Worksheet

Use the following worksheet to help your sales representative and service organization plan for your migration from the AUDIX R1 system to the Intuity system.

**Table A-1. AUDIX R1-to-Intuity System Planning Worksheet**

Version of current AUDIX R1 system (R1V5, R1V6, R1V7, R1V8)?	
Current Switch Type (System 75, 85, Generic 1, 2, 3s, 3i, 3r, 5ESS, DMS100, NEAX 2400, Rolm 8000, 9000, 9751, SL-1) and Version (R1V3, R2V3, R2V4, 2.1, 2.2, G3V1, G3V2, G3V3, etc.)	
Current data communications hardware (SCI, PI, DCIU, PGATE, 202T modem, 3A SMSI Translator, SID)	
Current number of voice ports	
Hours of speech available on current system	
Current add-on options: AMIS Networking, Digital Networking, ADAP, Call Detail Recording	
Current number of networking ports (if any)	
Current number of subscribers	
Type and baud rate of modem connected to system *	
Phone number of AUDIX R1 system (This is the phone number that can be used for the ADAP connection to do remote maintenance.)	

**Table A-1. AUDIX R1-to-Intuity System Planning Worksheet — Continued**

Is there already an Isolating Data Interface (IDI) or MPDM? <sup>†</sup>	
Phone number for the maintenance port of the Intuity system?	
<p>Are printouts of the following AUDIX R1 screens available to show current configuration?</p> <ul style="list-style-type: none"> <li>■ COS:default and COS:1-11</li> <li>■ system:activity log: specification</li> <li>■ system: announcement: detail</li> <li>■ system: announcement: filesystems</li> <li>■ system: appearance</li> <li>■ system: attendant</li> <li>■ system: limits</li> <li>■ system: outcalling</li> <li>■ system: sending restrictions</li> <li>■ system: thresholds</li> <li>■ system: translation: analog network</li> <li>■ system: translation: machine: audix/amis/call delivery</li> <li>■ list: subscriber</li> <li>■ list: extension: remote</li> </ul>	

\*A Hayes-compatible modem must be connected to the AUDIX R1 system for a data transfer to the Intuity system. If the customer does not have a modem connected, the field technician will temporarily install a modem for a charge based on time and materials.

†The customer may be able reuse these with the Intuity system.

---

## AUDIX R1 Automated Attendant Greetings

Use the following worksheet to write down your auto-attendant greetings.

**Table A-2. AUDIX R1 Automated Attendant Greetings Worksheet**

<b>Attendant Extension</b>	<b>Nested Attendant Extensions</b>	<b>Greeting for Attendant</b>





**Time Estimates for Enhanced Migrations**

The length of time that it will take to migrate voice data and mailing lists depends on the type and amount of data that will need to be migrated. Use the following worksheet to estimate the time needed to complete a migration.

**Table A-5. Enhanced Migration Time Estimate Worksheet**

<p>1. If migrating mailing lists, access the Traffic: Feature: Day screen on the AUDIX R1 machine (Figure A-1). Enter the number of local subscribers, remote subscribers and non-administered remote subscribers. Make a note of those numbers here.</p>	<p>_____ (local)                  _____ (remote,                  non-admin. remote)</p>
<p>2. Find the number of blocks in the Voice Text Used Field of the Traffic: Load: Day Screen on the AUDIX R1 machine (Figure A-2). * Multiply this number by 8. Enter the product here.</p>	<p>_____</p>
<p>3. Multiply the number of ports to be used for the migration on the AUDIX R1 by 3660. Enter the product here. (The total number of ports that can be used for the migration is 16. The more ports that are available, the faster the migration occurs.)</p>	<p>_____</p>
<p>4. Divide the amount calculated in step 2 by the amount calculated in step 3. This gives a rough estimate of the amount of time it takes to migrate voice data in hours. However, it does not include the necessary overhead time needed to complete the migration.</p>	<p>_____</p>

\* When using the number in the Voice Text Used field, you may want to keep track of this number over a period of time, perhaps a week and use the highest volume number noted.

```

PERFS1 STATUS:  alarms: MmWA, logins: 1, thresholds: none
PATH: traffic : feature : day
starting date (mmddy):      ending time (hhmm):
      (TO SELECT TRAFFIC TYPE ENTER AN x THEN PRESS ENTER)
traffic type, session: _ message: _

max average number of ports in use:
subscribers, local:          remote:          non administered remote:

          VOICE MAIL
successful logins, external:          internal:
failed logins,   external:          internal:
session usage (seconds) :

          CALL ANSWER
completed calls,  external:          internal:
abandoned calls, external:          internal:
session usage (seconds) :

          (PRESS ENTER FOR NEXT DAY'S TRAFFIC)

```

Figure A-1. Traffic:Feature:Day Screen

```

PATH: traffic : load : day
starting date (mmddy): 020995 ending time: 14:52
      (PRESS ENTER TO DISPLAY TRAFFIC)
total subscriber threshold exceptions
  lists: 0 list space: 0 message space, lower: 0 upper: 0
total subscribers over threshold: 0
deliveries rescheduled: 0 maximum simultaneous ports: 0
voice text used: 14637 voice text free space: 6863

port usage data (seconds)
  1- 8: 0 0 0 0 0 0 0 0
  9-16: 0 0 0 0 0 0 0 0
  17-24: 0 0 0 0 0 0 0 0
  25-32: 0 0 0 0 0 0 0 0

port peg count data (number of calls)
  1- 8: 0 0 0 0 0 0 0 0
  9-16: 0 0 0 0 0 0 0 0
  17-24: 0 0 0 0 0 0 0 0
  25-32: 0 0 0 0 0 0 0 0
      (PRESS ENTER FOR NEXT DAY'S TRAFFIC)

operation confirmed
6863 03;Heduled:

```

Figure A-2. Traffic:Load:Day Screen

General overhead time will need to be taken into consideration when calculating a time estimate. Use the following steps 5 and 6 for general overhead estimates:

5. If migrating names and messages enter 20 min. for subscriber class of service parameters set-up and restore functions. \_\_\_\_\_

6. If migrating mailing lists, enter 20 min. for ADAP connection and extraction from AUDIX R1.\* \_\_\_\_\_

Use the following steps 7 through 9 to calculate per subscriber overhead time estimates:

7. If migrating names, multiply the number of subscribers by 30 seconds (default) for recording. Enter the product here. \_\_\_\_\_

---

\* In order to determine mailing list migration time estimates, it's also necessary to include estimated time for the remote update of digitally networked machines. Refer to step 14 at the end of this procedure.

8. If migrating messages, multiply the number of subscribers by 30 seconds (default). Enter the product here. \_\_\_\_\_

9. If migrating greetings, calculate 9a., 9b., or 9c.

a. If single greeting is enabled multiply 5 seconds by the number of subscribers. Enter the product here. a. \_\_\_\_\_



**NOTE:**

In the following steps b. and c. you may want to conduct a survey to estimate the number of subscribers with recorded multiple greetings.)

b. If multiple greetings are enabled but no greetings are recorded multiply 10 seconds by the number of subscribers. Enter the product here. b. \_\_\_\_\_

c. If multiple greetings are enabled and greetings are recorded multiply 60 seconds by the number of subscribers. Enter the product here. c. \_\_\_\_\_

Use the following steps 10 through 13 to calculate the total estimated amount of time for an enhanced migration:

10. If migrating mailing lists, perform the following:

a. Multiply the total number of local, remote, and non-administered remote subscribers from Line 1 by the number of lists per subscriber. (The average is 1.2.) Enter the product here.\* a. \_\_\_\_\_

b. Divide the total no. of lists above by 10 (average no. of lists transferred per min.) Enter the approximate number of minutes for transfer of the lists from the AUDIX R1. b. \_\_\_\_\_

c. Divide the total number of subscribers by 25 for an approximate amount of time to extract subscriber file data. Enter the amount here (in minutes). c. \_\_\_\_\_

d. Add 10b. to 10c. Enter the sum here. d. \_\_\_\_\_



**NOTE:**

You should add to 10d. an estimate for conversion of mailing lists, an additional 20 mins. to 1 hr., for large customers.

e. Add Line 6 to 10d. Divide by 60 for mailing list migration time in hours. If applicable, add Line 14c. Enter the amount here. e. \_\_\_\_\_ hr.

\* If you are migrating remote subscribers (both digital and AMIS pre-administered subscribers), you will need to add 1.5 seconds per remote subscriber per machine to your estimates.

11. Complete the following for name and message migration:	
a. Multiply step 4 (number of hours of voice data) by 60 ; this equals the voice minutes. Enter the product here.	a. _____
b. Enter the step 3 product here (no. of channel minutes).	b. _____
c. Calculate in minutes the sum of steps 7 and 8. Enter the amount for this subscriber overhead here.	c. _____
d. Add steps a and c for the amount of time for voice migration.	d. _____
e. Divide the step d amount by step b for the total amount of time, in hours, for voice migration for all channels.*	e. _____ hr.
12. Complete the following for password conversion on the AUDIX R1:†	
a. Multiply Line 1 by .15; this equals the amount of time, in minutes, for password conversion.	a. _____
b. Divide the amount in 12a by 60; this equals the total amount of time, in hours, for password conversion.	b. _____ hr.
13. Complete the following for the total estimated amount of time for this enhanced migration.	
a. Total Lines 10e, 11e, and 12b, and add to Lines 9a., 9b., or 9c.	a. _____ hr.
<p><b>⇒ NOTE:</b>                  Divide Lines 9a, 9b, or 9c by 3,600 seconds before adding to the Lines 10e, 11e, and 12b hourly total.</p>	

\* You may want to add additional overhead time for migration start-up and wind down. Not all channels are running during these stages.

† Password conversion is used to globally change the passwords for enhanced migration access

---

14. Perform the following to estimate the remote update time of digitally networked machines:

- a. Access the List:Machine screen on the AUDIX R1 and list digitally networked machines (DCP and RS-232 connection types). VEX, AUDIX R1, and Definity AUDIX digitally networked machines are administered as part of the standard migration. Ignore machines with AMIS type connections. a. \_\_\_\_\_
- b. Either estimate the number of local subscribers for each machine or access the Traffic:Feature:Day screen for this information. b. \_\_\_\_\_
- c. Multiply 6 seconds by the number of subscribers for each machine. Add the total amount and divide by 3,600. This is the time, in hours, to run the remote update. c. \_\_\_\_\_ hr.

## **DEFINITY AUDIX-to-Intuity System Migration Worksheets**

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### **DEFINITY AUDIX-to-Intuity System General Planning Worksheet**

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Use the following worksheet to help your sales representative and service organization plan for your migration from the AUDIX R1 system to the Intuity system.

**Table A-6. DEFINITY AUDIX-to-Intuity System Planning Worksheet**

<b>Version of current DEFINITY AUDIX system (R1.0, R2.0, R3.0)?</b>	
Current Switch Type (System 75, Generic 1, 3s, 3i, 3r) and Version (R1V3, R1V4, G3V1, G3V2, G3V3, etc.)	
Current data communications hardware (SCI, PI, PGATE)	
Control link or digital port emulation	
Current number of voice ports	
Hours of speech available on current system	
Current add-on options: AMIS Networking, ADAP, Multi-Language Feature, Language Announcement Sets	
Current number of outcalling (AMIS) ports (if any)	
Current number of subscribers	
Type of modem connected to system	
Phone number of DEFINITY AUDIX system	
Is there already an Isolating Data Interface (IDI)?*	
Phone number for Intuity system?	

\*The customer may be able reuse these with the Intuity system.

---

## **AUDIX Voice Power-to-Intuity Migration Worksheets**

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### **AUDIX Voice Power-to-Intuity System General Planning Worksheet**

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Use the following worksheet to help your sales representative and service organization plan for your migration from the AUDIX Voice Power system to the Intuity system.

**Table A-7. AUDIX Voice Power-to-Intuity System Planning Worksheet**

Version of current AUDIX Voice Power system (R2.0, R2.1.1, R3.0)?	
Current Switch Type (System 75, Generic 1, 3s, 3i, 3r, NEAX 2400, Rolm 8000, 9000, 9751, SL-1, System 25, Merlin Legend, Mitel SX 200D) and Version (R1V3, G3V1, G3V2, G3V3, etc.)	
Current data communications hardware (DCP, SID)	
Current number of voice ports	
Hours of speech available on current system	
Current number of subscribers	
Type of modem connected to system	
Phone number of AUDIX Voice Power system	
Phone number for Intuity system?	

**AUDIX Voice Power Automated Attendant  
Menus Worksheet**

---

Use the following worksheet to write down your auto-attendant prompts.

**Table A-8. AUDIX Voice Power Automated Attendant Menus Worksheet**

Day/Night Service: _____		Attendant Menu ## _____
Attendant Menu Options	Announcement Number	Attendant Prompts

---

## AUDIX Voice Power Custom MessagesWorksheet

---

Use the following worksheet to write down your custom messages.

**Table A-9. AUDIX Voice Power Custom Messages**

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

## **Intuity AUDIX Upgrade Worksheets**

### **Upgrade Planning Worksheet**

Use the following worksheet to compile data necessary to plan the upgrade.

**Table A-10. Intuity System Planning Worksheet**

Version of current Intuity AUDIX system (R2.0, R3.2)?	
Current Switch Type (System 75, Generic 1, 3s, 3i, 3r) and Version (R1V3, R1V4, G3V1, G3V2, G3V3, etc.)	
Current MAP computer (MAP/5, MAP/40, MAP/100)	
Current RAM	
Current disk(s) size	
Current number of voice ports	
Hours of speech available on current system	
Current add-on options: AMIS Networking, ADAP, Multi-Language Feature, Language Announcement Sets	
Current number of outcalling (AMIS) ports (if any)	
Current number of subscribers	
Type of modem connected to system	
Phone number of Intuity AUDIX system	
Is there already an Isolating Data Interface (IDI)?*	
Phone number for Intuity system?	

\* The customer may be able reuse these with the Intuity system.

---

## **FAX Hours of Speech Worksheet**

---

Use the following worksheet to determine the amount of disk you require to add fax messaging to your system.:

1. Specify as a decimal the percentage of faxes that will have fine resolution.	_____
2. Find the percentage of standard resolution faxes by subtracting the decimal in Line 1 from 1. Enter the remaining decimal.	_____
3. Multiply Line 1 by 40 (seconds per page). Enter the product here.	_____
4. Multiply Line 2 by 20 (seconds per page). Enter the product here.	_____
5. Add Lines 3 and 4, and enter the sum here. This is the average seconds per fax page.	_____
6. Specify the average number of pages of a fax. (Recommended number is 3)	_____
7. Multiply Line 6 by Line 5, and enter the product here. This is the average seconds per fax sent.	_____
8. Specify the average number of faxes sent per day by a subscriber. Enter the number as a decimal (e.g. .25 means subscribers send one fax every four days. 1.5 means subscribers send 1 and 1/2 faxes per day. 1.25 is considered extremely heavy use.)	_____
9. Multiply Line 7 by Line 8. Enter the product here. This is the average seconds of fax sent by subscriber per day.	_____
10. Specify the number of subscribers who will use fax messaging.	_____
11. Multiply Line 9 by Line 10. Enter the product here. This is the total seconds of fax sent per day by all subscribers.	_____
12. Divide Line 11 by 3600 (seconds per hour). Enter the quotient here. This is the total hours of storage required.	_____

### **Fax Voice Ports Worksheet**

---

Use the following worksheet to determine the number of voice ports you require to add fax messaging to your system.

1. Specify as a decimal the percentage of faxes that will have fine resolution.	_____
2. Find the percentage of standard resolution faxes by subtracting the decimal in Line 1 from 1. Enter the remaining decimal.	_____
3. Multiply Line 1 by 70 (seconds per page). Enter the product here.	_____
4. Multiply Line 2 by 40 (seconds per page). Enter the product here.	_____
5. Add Lines 3 and 4, and enter the sum here. This is the average port seconds per fax page.	_____
6. Specify the average number of pages of a fax. (Recommended number is 3)	_____
7. Multiply Line 6 by Line 5, and enter the product here. This is the average port seconds per fax sent.	_____
8. Specify the average number of faxes sent per day by a subscriber. Enter the number as a decimal (e.g. .25 means subscribers send one fax every four days. 1.5 means subscribers send 1 and 1/2 faxes per day. 1.25 is considered extremely heavy use.)	_____
9. Multiply Line 7 by Line 8. Enter the product here. This is the average seconds of fax sent by subscriber per day.	_____
10. Specify the number of subscribers who will use fax messaging.	_____
11. Multiply Line 9 by Line 10. Enter the product here. This is the total seconds of fax sent per day by all subscribers.	_____
12. Specify the fraction of daily fax traffic that occurs during the busiest hour of the day.	_____
13. Multiply Line 11 by Line 12. This is the seconds of port usage in the busiest hour of the day.	_____
14. Divide Line 13 by 3600 (seconds per hour). Enter the quotient here. This is the average ports in use for fax messaging.	_____

## **Intuity AUDIX Port Capacity Table**

To determine the number of voice ports required to handle the addition of fax messaging, use the following steps in conjunction with Table A-4.

1. Obtain the Maximum Average Ports in Use for the current system from the Feature Day Traffic report.
2. Add the average ports in use for fax messaging found from the Fax/Voice Ports Worksheet.
3. Choose the column from Table A-5 that corresponds to the desired GOS during the busy hour (.05 is recommended).
4. Look down the column for the first number greater than or equal to the total from step 2.
5. Look to the left for the number of ports required to support this amount of traffic. If the number of ports is greater than the number of ports you currently have in your system, you should purchase additional ports.

**Table A-4. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS**

<b>Intuity AUDIX Port Capacities</b>								
<b>Ports</b>	<b>.01</b>	<b>.02</b>	<b>.03</b>	<b>.04</b>	<b>.05</b>	<b>.06</b>	<b>.08</b>	<b>.10</b>
2	0.16	0.23	0.29	0.33	0.38	0.41	0.48	0.54
3	0.47	0.61	0.71	0.79	0.86	0.92	1.03	1.12
4	0.89	1.09	1.22	1.34	1.43	1.51	1.65	1.78
5	1.38	1.64	1.81	1.94	2.07	2.17	2.35	2.49
6	1.92	2.24	2.44	2.60	2.74	2.86	3.06	3.22
7	2.51	2.86	3.11	3.31	3.44	3.58	3.81	4.00
8	3.14	3.53	3.81	4.00	4.17	4.33	4.58	4.78
9	3.78	4.22	4.53	4.75	4.94	5.08	5.36	5.58
10	4.44	4.92	5.25	5.50	5.69	5.89	6.17	6.42
11	5.14	5.67	6.00	6.28	6.50	6.67	6.97	7.25
12	5.83	6.39	6.78	7.06	7.28	7.47	7.81	8.08
13	6.56	7.17	7.56	7.83	8.08	8.31	8.64	8.92
14	7.31	7.92	8.33	8.64	8.92	9.14	9.50	9.78
15	8.03	8.69	9.14	9.47	9.72	9.97	10.33	10.64

**Table A-4. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — Continued**

<b>Intuity AUDIX Port Capacities</b>								
<b>Ports</b>	<b>.01</b>	<b>.02</b>	<b>.03</b>	<b>.04</b>	<b>.05</b>	<b>.06</b>	<b>.08</b>	<b>.10</b>
16	8.81	9.50	9.94	10.28	10.56	10.81	11.19	11.53
17	9.56	10.29	10.76	11.12	11.41	11.65	12.06	12.39
18	10.34	11.09	11.58	11.95	12.25	12.51	12.93	13.27
19	11.12	11.91	12.41	12.79	13.10	13.37	13.80	14.16
20	11.91	12.72	13.25	13.64	13.96	14.23	14.68	15.05
21	12.71	13.55	14.09	14.49	14.82	15.10	15.56	15.94
22	13.51	14.38	14.93	15.35	15.69	15.98	16.45	16.84
23	14.32	15.21	15.78	16.21	16.56	16.85	17.34	17.73
24	15.14	16.05	16.64	17.08	17.44	17.74	18.23	18.64
25	15.96	16.90	17.50	17.95	18.31	18.62	19.13	19.54
26	16.78	17.75	18.36	18.82	19.20	19.51	20.03	20.45
27	17.61	18.60	19.23	19.70	20.08	20.40	20.93	21.36
28	18.44	19.46	20.10	20.58	20.97	21.30	21.84	22.28
29	19.28	20.32	20.97	21.46	21.86	22.20	22.75	23.19
30	20.12	21.18	21.85	22.35	22.76	23.10	23.66	24.11
31	20.97	22.05	22.73	23.24	23.65	24.00	24.57	25.03
32	21.82	22.92	23.61	24.13	24.55	24.90	25.48	25.95
33	22.67	23.79	24.50	25.02	25.45	25.81	26.40	26.87
34	23.53	24.66	25.38	25.92	26.35	26.72	27.32	27.80
35	24.38	25.54	26.27	26.82	27.26	27.63	28.24	28.72
36	25.25	26.42	27.17	27.72	28.17	28.54	29.16	29.66
37	26.11	27.31	28.06	28.63	29.08	29.46	30.08	30.59
38	26.98	28.19	28.96	29.53	29.99	30.38	31.01	31.52
39	27.84	29.08	29.86	30.44	30.90	31.29	31.93	32.45
40	28.72	29.97	30.76	31.34	31.82	32.21	32.86	33.38
41	29.59	30.86	31.66	32.26	32.73	33.13	33.79	34.32

**Table A-4. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — *Continued***

<b>Intuity AUDIX Port Capacities</b>								
<b>Ports</b>	<b>.01</b>	<b>.02</b>	<b>.03</b>	<b>.04</b>	<b>.05</b>	<b>.06</b>	<b>.08</b>	<b>.10</b>
42	30.47	31.76	32.57	33.16	33.65	34.06	34.72	35.25
43	31.35	32.65	33.47	34.08	34.57	34.98	35.65	36.19
44	32.23	33.55	34.38	34.99	35.49	35.91	36.59	37.13
45	33.11	34.45	35.29	35.91	36.41	36.83	37.52	38.07
46	33.99	35.35	36.20	36.83	37.33	37.76	38.45	39.01
47	34.88	36.25	37.11	37.75	38.26	38.69	39.39	39.96
48	35.77	37.16	38.02	38.67	39.19	39.62	40.33	40.90
49	36.66	38.06	38.94	39.59	40.11	40.55	41.27	41.84
50	37.55	38.97	39.85	40.51	41.04	41.48	42.21	42.79
51	38.44	39.88	40.77	41.44	41.97	42.42	43.15	43.73
52	39.33	40.79	41.69	42.36	42.90	43.35	44.09	44.68
53	40.23	41.70	42.61	43.29	43.83	44.29	45.03	45.63
54	41.13	42.61	43.53	44.22	44.77	45.23	45.98	46.58
55	42.03	43.52	44.45	45.15	45.70	46.17	46.92	47.53
56	42.93	44.44	45.38	46.08	46.64	47.10	47.86	48.48
57	43.83	45.35	46.30	47.01	47.57	48.04	48.81	49.43
58	44.73	46.27	47.23	47.94	48.51	48.98	49.76	50.38
59	45.64	47.19	48.16	48.87	49.44	49.92	50.70	51.33
60	46.54	48.11	49.09	49.81	50.38	50.86	51.65	52.28
61	47.45	49.03	50.01	50.74	51.32	51.81	52.60	53.24
62	48.36	49.95	50.94	51.67	52.26	52.75	53.55	54.19
63	49.27	50.87	51.87	52.61	53.20	53.70	54.50	55.15
64	50.18	51.79	52.80	53.55	54.14	54.64	55.45	56.10

---

## Subscriber Handouts

# B

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Use the handouts in this section to inform your voice messaging subscribers of the migration to the Intuity AUDIX system or the upgrade from the Intuity AUDIX 2.0 or 3.2 system to the Intuity AUDIX 3.3 system.





# AT&T The New AUDIX<sup>®</sup> System Is Coming Soon

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

the same     different, with the number \_\_\_\_\_.

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

the same     not available     different, with the number \_\_\_\_\_.

Your mailbox extension stays the same.

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

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

**⇒ NOTE:**

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

## So, before the new system is installed:

### Review your messages and write down the contents.

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

**NOTE:**

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

## The New AUDIX® System is Coming Soon

---

### Review your personal directory and write down the items

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

### Review your mailing lists and write them down

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

### Review your personal greetings and write them down

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

## After the new system is installed

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

### Change the password immediately

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

### Record your name, if necessary

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

### Readminister the following, if necessary:

- Mailing lists
- Personal directory abbreviations
- Personal greetings

#### **NOTE:**

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



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

Your AUDIX R1 voice messaging system will change on \_\_\_\_\_ at \_\_\_\_\_. The new Intuity AUDIX system is faster and easier to use, although it works pretty much the same way as the old AUDIX works.

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

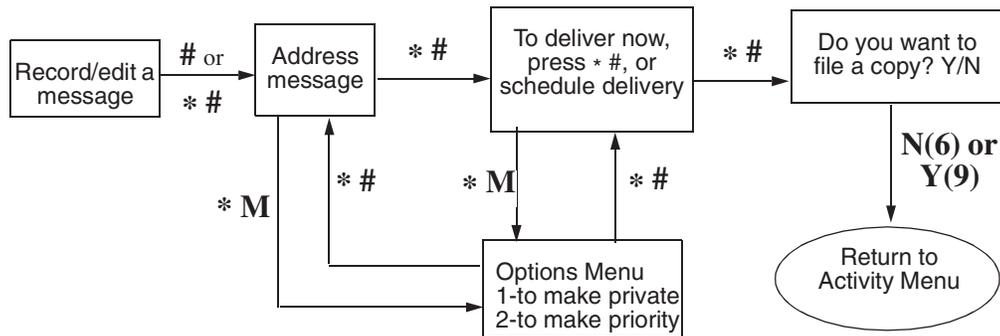
## Here's what's different:

### Press # to approve, not \* #

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

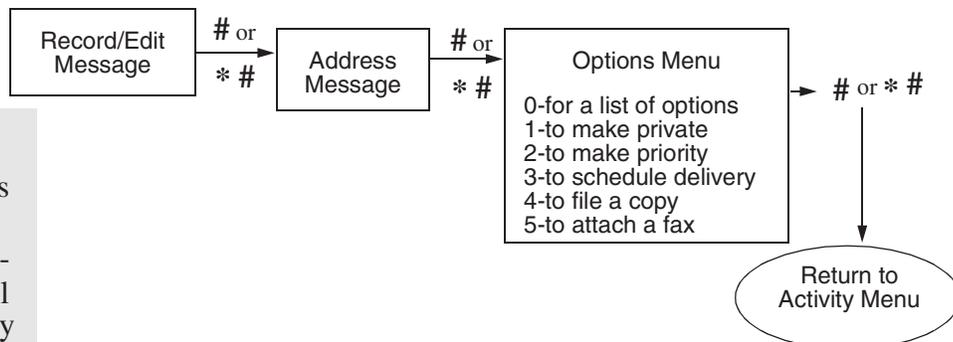
### Sending voice mail is different

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



**Figure 1:** Old AUDIX Voice Messaging Delivery Sequence

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



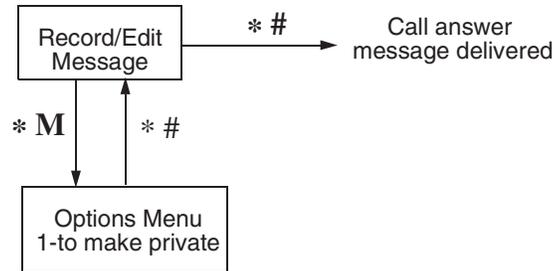
**NOTE:**

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

**Figure 2:** NewAUDIX Voice Messaging Delivery Sequence

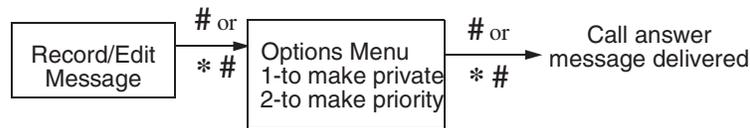
## Leaving Private (and Now Priority!) Messages is Different

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



**Figure 3:** Old AUDIX Sequence for Private Call Answer Messages

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



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

### Dialing Through Error Prompts

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

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

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

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

### Multiple languages are available

- If available on your company's system, the new AUDIX offers the following languages, in addition to U.S. English:

- U.S. English TDD (Telecommunications for the Deaf)
- Latin Spanish
- French Canadian
- British English
- English 123 (system will say *Press \* 3*, not *Press \* D.*)

**NOTE:**

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

- If administered so, your mailbox may have two languages — a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

### Create dual language greetings

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

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

### Outcalling phone numbers can have more digits and include #

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

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

### You can receive, send, and store faxes

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

#### **NOTE:**

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

## The New AUDIX® System: IT'S DIFFERENT

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- To be able to use fax messaging effectively, you need the following items:
  - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are:
    - \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, in-house system)
    - \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, local area)
    - \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, long-distance)
  - The Transfer into Mailbox code (a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:
    - If you answer your phone and hear fax tone because someone is sending you a fax.
    - If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is \_\_\_\_\_.

\_\_\_ Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

### 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 your 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. Press #, 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 # #. Press **START** on the fax machine.

#### **NOTE:**

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

### To print a fax from your mailbox

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

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

### To turn on auto-printing

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

### To turn on autodeletion

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

### To define your default fax machine

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

### To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Press **4** to print all new faxes in your mailbox. Then do one of the following:

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

## Message Manager with Fax is available

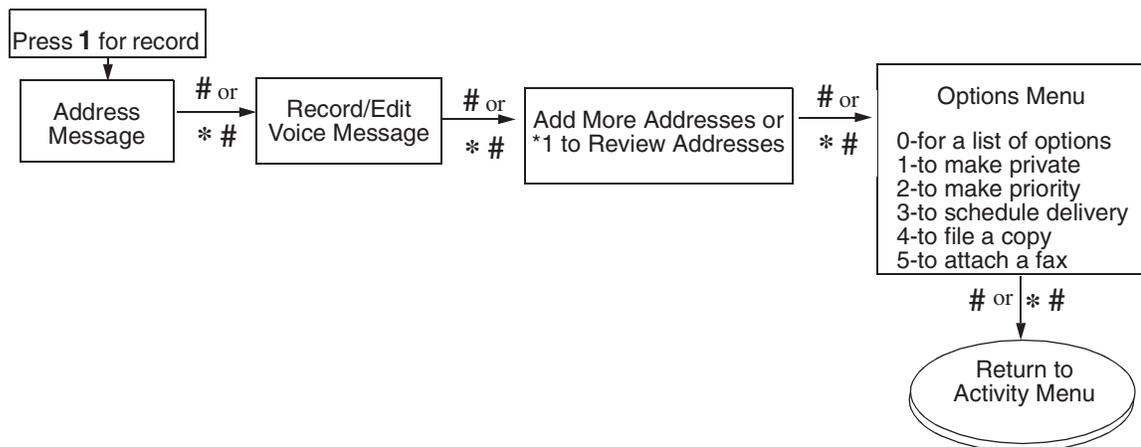
- Your system may have Intuity Message Manager capability. Intuity Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Intuity Message Manager are as follows:
  - View a list of message headers
  - Display fax messages on your P.C.
  - Store voice and fax messages on your P.C.
  - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
  - Type annotations to your messages
  - Move messages around using the click-and-drag method
  - Randomly access your messages

#### NOTE:

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

## Address a message before you record it

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



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

## Turn off call answer when you're gone

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



### NOTE:

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

### NOTE:

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



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# AT&T The New AUDIX<sup>®</sup> System Is Coming Soon

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

the same     different, with the number \_\_\_\_\_.

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

the same     not available     different, with the number \_\_\_\_\_.

Your mailbox extension stays the same.

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

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

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

## So, before the new system is installed:

### Review your messages and write down the contents

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

#### NOTE:

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

## The New AUDIX® System is Coming Soon

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### Review your mailing lists and write them down

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

### Review your personal greetings and write them down

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

## After the new system is installed

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

### Change the password immediately

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

### Record your name

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

### Readminister the following, if necessary:

- Mailing lists
- Personal greetings

#### **NOTE:**

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



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

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

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

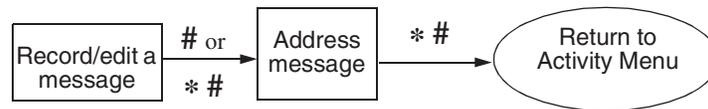
## Here's what's different:

### Press # to approve, not \* #

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

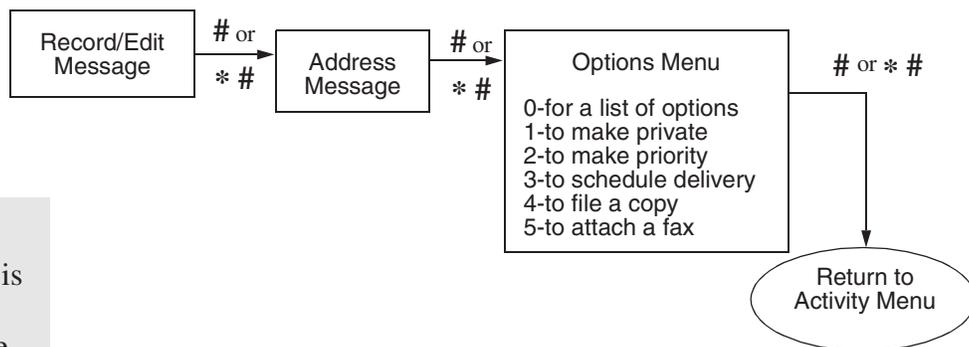
### Sending voice mail is different

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



**Figure 1:** Old AUDIX Voice Messaging Delivery Sequence

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



**NOTE:**

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

**Figure 2:** NewAUDIX Voice Messaging Delivery Sequence

### Name Recording is Different

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

### Dialing Through Error Prompts is Available

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

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

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

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

### Administering Personal Greetings is Different

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

### General Mailbox is No Longer Available

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

#### NOTE:

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

### Automatic Notification of Undelivered Messages is No Longer Available

- The old AUDIX notified you when a message you sent could not be delivered due to the receiver's mailbox being full. You could then resend the message by pressing **1 5**.

- The new AUDIX does not notify you automatically (unless the system has tried the maximum number of times to send the message). You can, however, check the status of outgoing messages by selecting option **4** from the Activity Menu.

### Multiple languages are available

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

### Create dual language greetings

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

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

### Outcalling phone numbers can have more digits and include #

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

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

#### **NOTE:**

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

## You can receive, send, and store faxes

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

- To be able to use fax messaging effectively, you need the following items:

- The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are:

\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, in-house system)

\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, local area)

\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, long-distance)

- The Transfer into Mailbox code (a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:
  - If you answer your phone and hear fax tone because someone is sending you a fax.
  - If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is \_\_\_\_\_.

\_\_\_ Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

### NOTE:

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

### To send a fax to an AUDIX mailbox

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

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

### To send a fax to a secondary FAX extension

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

**NOTE:** A secondary extension is an extension dedicated to fax reception for your mailbox.

### 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. Press **#**, 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 **# #**. 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 part of the voice message, if any. Then press **\* 1** to print the attached fax. Or, if a fax only message, press **\* 1**. Then do one of the following:

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

### To turn on auto-printing

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

### To turn on autodeletion

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

### To define your default fax machine

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

### To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Press **4** to print all new faxes in your mailbox. Then do one of the following:

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

#### **NOTE:**

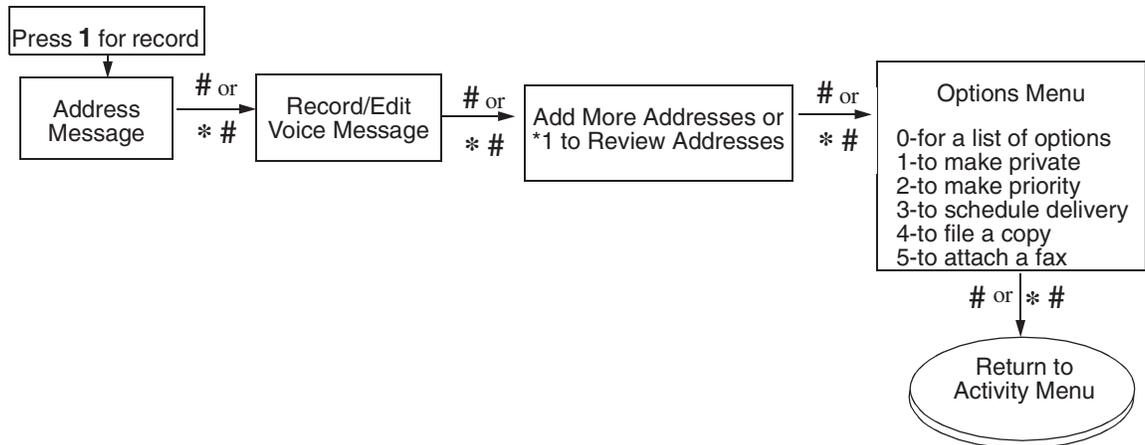
This handout is for users of AUDIX Voice Power who will now use Intuity AUDIX.

## Message Manager with Fax is available

- Your system may have Intuity Message Manager capability. Intuity Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Intuity Message Manager are as follows:
  - View a list of message headers
  - Display fax messages on your P.C.
  - Store voice and fax 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

## Address a message before you record it

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



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

**NOTE:**

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

## Turn off call answer when you're gone

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



### NOTE:

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

### NOTE:

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





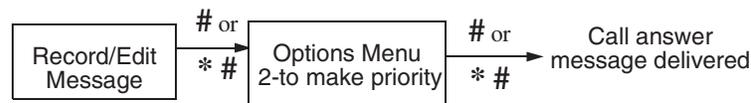
# AT&T The New AUDIX<sup>®</sup> System: IT'S DIFFERENT

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 listed below.

## Here's what's different:

### Create priority call answer messages

- If administered for this feature, the new AUDIX lets you leave priority call answer messages. Thus, when you call a subscriber and get the subscriber's AUDIX mailbox, you can record your message, approve it with #, and then give the message a priority designation. When the subscriber retrieves your message, the message will appear at the head of the message queue and will be identified as a priority message.



**Figure 1:** New AUDIX Sequence for Priority Call Answer Messages

### Undelete (\* \* U) is Available

- In the new AUDIX, you can press \* \* U to recover the message you just deleted (though you can't recover multiple deleted messages).

### Multiple languages are available

- If available on your company's system, the new AUDIX offers the following languages, in addition to U.S. English:

- U.S. English TDD (Telecommunications for the Deaf)
- Latin Spanish
- French Canadian
- British English
- English 123 (system will say *Press \* 3*, not *Press \* D*.)

- If administered so, your mailbox may have two languages — a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

**NOTE:**

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

## Create dual language greetings

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

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

## Mail

### You Can Now “Escape” from Responding to Voice

- After listening to a message and pressing **1** to respond, you can now return to the current message without responding by pressing **#**. This escape key is handy when you change your mind about responding or you discover you can't respond because the call came from outside of AUDIX.

### Outcalling phone numbers can have more digits and include #

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

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

### You can receive, send, and store faxes

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

#### **NOTE:**

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

- To be able to use fax messaging effectively, you need the following items:
  - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, in-house system)  
\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, local area)  
\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, long-distance)
  - The Transfer into Mailbox code (a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:
    - If you answer your phone and hear fax tone because someone is sending you a fax.
    - If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

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### 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 your mailbox.

### 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. Press #, 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 # #. Press **START** on the fax machine.

#### NOTE:

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

### To print a fax from your mailbox

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

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

### To turn on auto-printing

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

### To turn on autodeletion

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

### To define your default fax machine

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

### To print all new faxes at once

From the Activity Menu, press **7** to select autoscan. Press **4** to print all new faxes in your mailbox. Then do one of the following:

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

## Message Manager with Fax is available

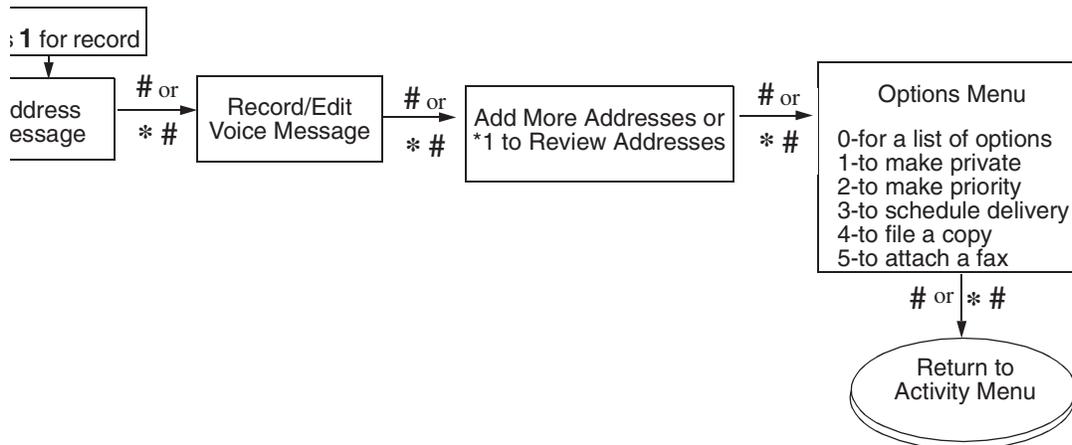
- Your system may have Intuity Message Manager capability. Intuity Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Intuity Message Manager are as follows:
  - View a list of message headers
  - View fax messages
  - Store voice and fax messages on your P.C.
  - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
  - Type annotations to your messages
  - Move messages around using the click-and-drag method
  - Randomly access your messages

#### NOTE:

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

### Address a message before you record it

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



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

### Turn off call answer when you're gone

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

⇒ **NOTE:**  
With call answer turned off, you can still receive voice mail.

#### **NOTE:**

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDiX 3.3.





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

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 listed below.

## You can receive, send, and store faxes

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

— The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, in-house system)

\_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, local area)  
 \_\_\_\_\_ (prefix) and \_\_\_\_\_ (digits required, long-distance)

— The Transfer into Mailbox code(a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:

- If you answer your phone and hear fax tone because someone is sending you a fax.
- If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

\_\_\_ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is \_\_\_\_\_.

\_\_\_ Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

**NOTE:**  
This handout is for users of Intuity AUDIX 3.2 and DEFINITY AUDIX who will now use Intuity AUDIX 3.3.

## The New AUDIX® System: IT'S DIFFERENT

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### 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 your mailbox.

### 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. Press #, 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 # #. 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 part of the voice message, if any. Then press \* **1** to print the attached fax. Or, if a fax only message, press \* **1**. Then do one of the following:

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

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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.

#### NOTE:

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## The New AUDIX® System: IT'S DIFFERENT

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### **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.

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From the Activity Menu, press **7** to select autoscan. Press **4** to print all new faxes in your mailbox. Then do one of the following:

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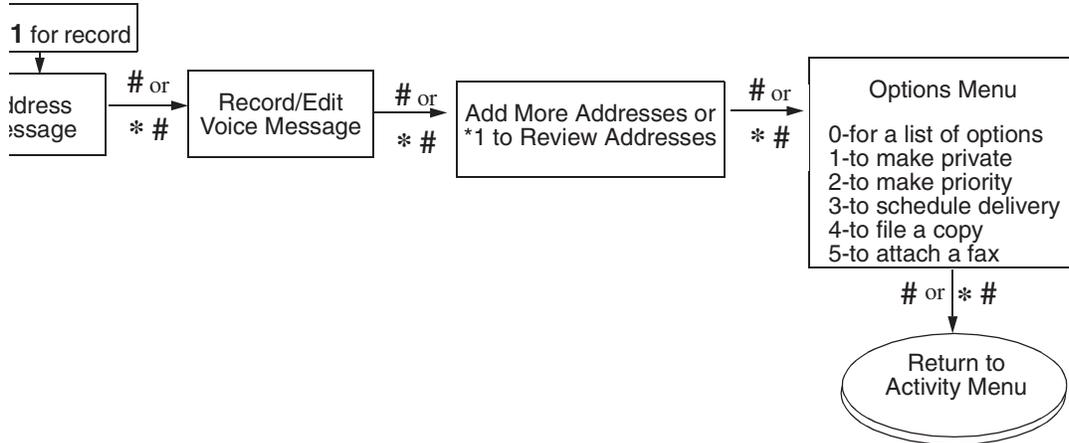
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- If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



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

**NOTE:**  
This handout is for users of Intuity AUDIX 3.2 and DEFINITY AUDIX who will now use Intuity AUDIX 3.3.

## 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 and DEFINITY AUDIX who will now use Intuity AUDIX 3.3.



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