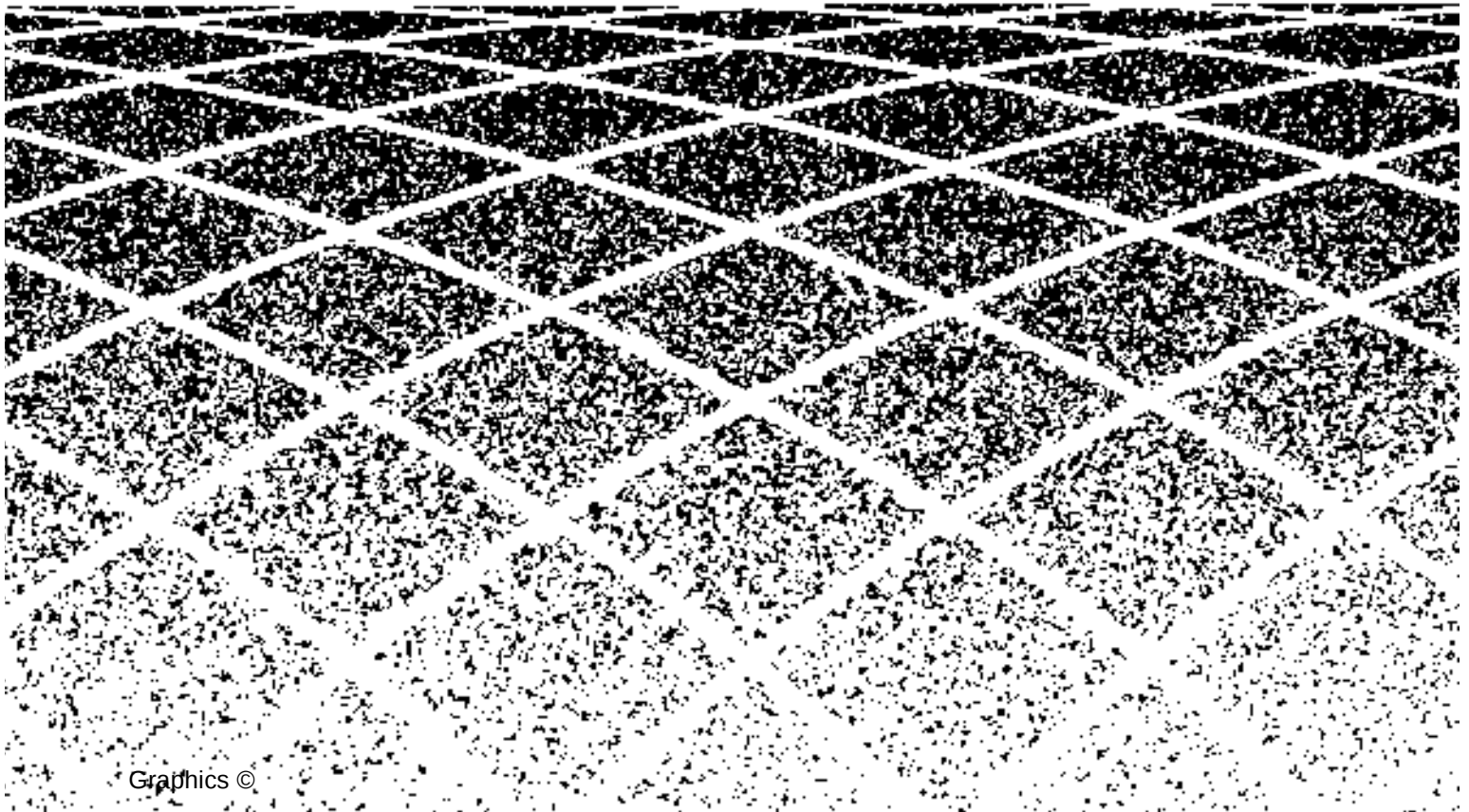




585-310-652  
Issue 1  
December, 1995

# **INTUITY Release 3.0**

## **Planning for Migrations**





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# Contents

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## Table of Contents

i

---

### About This Book

xi

- Overview xi
- Intended Audience xii
- Related Resources xiii
- Trademarks and Service Marks xiv
- How to Make Comments About This Book xv

---

## 1

### Planning for an AUDIX R1 Migration

1-1

- Overview 1-1
- Comparison of AUDIX R1 and Intuity 1-2
  - Capacities 1-2
  - Switch Connections 1-3
  - Intuity Subscriber Features 1-4
  - Intuity Administration Features 1-7
    - AUDIX R1 Administrative Features Not Available 1-9
  - Intuity Automated Attendant 1-10
  - Intuity Administration Tools 1-10
    - AUDIX Voice Messaging Administration Screens 1-11
  - Intuity System Windows 1-12
  - Screen Cross-Reference 1-13
  - AUDIX R1 Screens Without an Intuity Cross-Reference Screen 1-24
- Migration Processes Overview 1-25
  - Standard Subscriber Migration 1-25
    - Automatically Migrated Data 1-26
    - Data Not Migrated 1-26
  - Tandem Subscriber Migration 1-27
    - Automatically Migrated Data 1-27
    - Data Not Migrated 1-28

---

## Contents

|                                                  |      |
|--------------------------------------------------|------|
| Enhanced Migration                               | 1-28 |
| Automatically Migrated Data                      | 1-28 |
| Data Not Migrated                                | 1-29 |
| ■ Preparations for Migration                     | 1-30 |
| Standard Subscriber Migration                    | 1-30 |
| One Month in Advance                             | 1-30 |
| One Day in Advance                               | 1-31 |
| Tandem Subscriber Migration                      | 1-34 |
| One Month in Advance                             | 1-34 |
| One Day in Advance                               | 1-35 |
| Enhanced Migration                               | 1-37 |
| One Month in Advance                             | 1-37 |
| One Day in Advance                               | 1-38 |
| Schedule Updates of Remote Networked<br>Machines | 1-39 |
| ■ Post-Migration Administration                  | 1-40 |
| Standard Subscriber Migration                    | 1-40 |
| Tandem Subscriber Migration                      | 1-41 |

---

|          |                                                |            |
|----------|------------------------------------------------|------------|
| <b>2</b> | <b>Planning for a DEFINITY AUDIX Migration</b> | <b>2-1</b> |
| ■        | Overview                                       | 2-1        |
| ■        | Comparison of DEFINITY AUDIX and Intuity       | 2-2        |
|          | Capacities                                     | 2-2        |
|          | Switch Connections                             | 2-3        |
|          | Intuity Subscriber Features                    | 2-4        |
|          | DEFINITY AUDIX Subscriber Features             |            |
|          | Not Available                                  | 2-6        |
|          | Intuity Administration Features                | 2-7        |
|          | DEFINITY AUDIX Administrative Features         |            |
|          | Not Available                                  | 2-9        |
|          | Intuity Administration Tools                   | 2-9        |
|          | AUDIX Voice Messaging Administration           |            |
|          | Screens                                        | 2-10       |
|          | Intuity System Windows                         | 2-11       |
|          | Screen Cross-Reference                         | 2-12       |

---

## Contents

|                                                                     |      |
|---------------------------------------------------------------------|------|
| DEFINITY AUDIX Screens Without an Intuity<br>Cross-Reference Screen | 2-24 |
| ■ Migration Processes Overview                                      | 2-25 |
| Migration from CL Mode                                              | 2-25 |
| Automatically Migrated Data                                         | 2-25 |
| Data Not Migrated                                                   | 2-26 |
| Migration from DP Mode                                              | 2-27 |
| Automatically Migrated Data                                         | 2-27 |
| Data Not Migrated                                                   | 2-28 |
| ■ Preparations for Migration                                        | 2-29 |
| DEFINITY AUDIX in CL or DP Mode                                     | 2-29 |
| One Month in Advance                                                | 2-29 |
| One Day in Advance                                                  | 2-30 |
| ■ Post-Migration Administration                                     | 2-32 |
| DEFINITY AUDIX in CL or DP Mode                                     | 2-32 |

---

## 3 Planning for an AUDIX Voice Power Migration 3-1

|                                                                        |      |
|------------------------------------------------------------------------|------|
| ■ Overview                                                             | 3-1  |
| ■ Comparison of AUDIX Voice Power and Intuity                          | 3-2  |
| Capacities                                                             | 3-2  |
| Switch Connections                                                     | 3-3  |
| Intuity Subscriber Features                                            | 3-4  |
| AUDIX Voice Power Subscriber Features                                  |      |
| Not Available                                                          | 3-8  |
| Automated Attendant                                                    | 3-9  |
| Intuity Administration Features                                        | 3-11 |
| Intuity Administration Tools                                           | 3-13 |
| Intuity System Windows                                                 | 3-15 |
| ■ Screens Mapping                                                      | 3-16 |
| Screen Cross-Reference                                                 | 3-16 |
| AUDIX Voice Power Screens Without an Intuity<br>Cross-Reference Screen | 3-20 |
| ■ Migration Processes Overview                                         | 3-21 |
| Automatically Migrated Data                                            | 3-21 |

---

## Contents

|                                                       |      |
|-------------------------------------------------------|------|
| Data Not Migrated                                     | 3-21 |
| ■ Preparations for Migration                          | 3-23 |
| One Month in Advance                                  | 3-23 |
| One Day In Advance                                    | 3-24 |
| The Day on Which the Intuity System<br>Becomes Active | 3-25 |
| ■ Post-Migration Administration                       | 3-26 |
| Readminister AUDIX Voice Power Connection             | 3-28 |

---

|          |                                                                                                              |            |
|----------|--------------------------------------------------------------------------------------------------------------|------------|
| <b>4</b> | <b>Planning for an AUDIX Voice Power on MERLIN LEGEND<br/>(IS II or IS III) Migration</b>                    | <b>4-1</b> |
| ■        | Overview                                                                                                     | 4-1        |
| ■        | Comparison of AUDIX Voice Power<br>on MERLIN LEGEND (IS II or IS III) and Intuity                            | 4-2        |
|          | Capacities                                                                                                   | 4-2        |
|          | Switch Connections                                                                                           | 4-2        |
|          | Intuity Subscriber Features                                                                                  | 4-4        |
|          | AUDIX Voice Power on MERLIN LEGEND<br>(IS II or IS III) Subscriber Features<br>Not Available                 | 4-8        |
|          | Automated Attendant                                                                                          | 4-9        |
|          | Information Service                                                                                          | 4-10       |
|          | Message Drop Service                                                                                         | 4-10       |
|          | Intuity Administration Features                                                                              | 4-11       |
|          | Intuity Administration Tools                                                                                 | 4-13       |
|          | Intuity System Windows                                                                                       | 4-15       |
| ■        | Screens Mapping                                                                                              | 4-16       |
|          | Screen Cross-Reference                                                                                       | 4-16       |
|          | AUDIX Voice Power on MERLIN LEGEND<br>(IS II or IS III) Screens Without an Intuity<br>Cross-Reference Screen | 4-20       |
| ■        | Migration Processes Overview                                                                                 | 4-21       |
|          | Automatically Migrated Data                                                                                  | 4-21       |
|          | Data Not Migrated                                                                                            | 4-21       |
| ■        | Preparations for Migration                                                                                   | 4-23       |

---

## Contents

|                                                                                     |      |
|-------------------------------------------------------------------------------------|------|
| One Month in Advance                                                                | 4-23 |
| One Day In Advance                                                                  | 4-24 |
| The Day on Which the Intuity System<br>Becomes Active                               | 4-25 |
| ■ Post-Migration Administration                                                     | 4-27 |
| Readminister AUDIX Voice Power on<br>MERLIN LEGEND (IS II or IS III) DCP Connection | 4-29 |

---

|          |                                                                |      |
|----------|----------------------------------------------------------------|------|
| <b>5</b> | <b>Planning for an AUDIX Voice Power<br/>Lodging Migration</b> | 5-1  |
| ■        | Overview                                                       | 5-1  |
| ■        | Comparison of AUDIX Voice Power<br>Lodging and Intuity         | 5-2  |
|          | Capacities                                                     | 5-2  |
|          | Features                                                       | 5-2  |
|          | Intuity Administration Tools                                   | 5-4  |
|          | Intuity System Windows                                         | 5-5  |
|          | Screen Cross-Reference                                         | 5-6  |
| ■        | Migration Process Overview                                     | 5-11 |
| ■        | Preparations for Migration                                     | 5-12 |
|          | The Day on Which the Intuity System<br>Becomes Active          | 5-12 |
| ■        | Post-Migration Administration                                  | 5-13 |

---

|          |                                                     |     |
|----------|-----------------------------------------------------|-----|
| <b>A</b> | <b>Migration Worksheets</b>                         | A-1 |
| ■        | Overview                                            | A-1 |
| ■        | AUDIX R1 Migration Worksheets                       | A-2 |
|          | AUDIX R1 Informational Worksheet                    | A-2 |
|          | AUDIX R1 Automated Attendant Greetings<br>Worksheet | A-5 |
|          | AUDIX R1 Customized Announcements Worksheet         | A-6 |
|          | AUDIX R1 Updating Networking Machines<br>Worksheet  | A-7 |

---

## Contents

|                                                                                         |      |
|-----------------------------------------------------------------------------------------|------|
| Enhanced AUDIX R1 Migration - Time Estimate Worksheet                                   | A-8  |
| ■ DEFINITY AUDIX Migration Worksheets                                                   | A-12 |
| DEFINITY AUDIX Informational Worksheet                                                  | A-12 |
| ■ AUDIX Voice Power Migration Worksheets                                                | A-14 |
| AUDIX Voice Power Informational Worksheet                                               | A-14 |
| AUDIX Voice Power Automated Attendant Worksheet                                         | A-15 |
| AUDIX Voice Power Customized Announcements Worksheet                                    | A-16 |
| ■ AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Worksheets                       | A-17 |
| AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Informational Worksheet            | A-17 |
| AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Automated Attendant Worksheet      | A-19 |
| AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Customized Announcements Worksheet | A-20 |

---

|          |                                                   |     |
|----------|---------------------------------------------------|-----|
| <b>B</b> | <b>Subscriber Handouts</b>                        | B-1 |
| ■        | Overview                                          | B-1 |
| ■        | The New Intuity AUDIX® System Is Coming           | B-2 |
|          | Before Your New Intuity AUDIX System is Installed | B-3 |
|          | Review Your Messages                              | B-3 |
|          | Review Your Personal Directory                    | B-3 |
|          | Review Your Mailing Lists                         | B-3 |
|          | Review Your Personal Greetings                    | B-3 |
|          | After Your New Intuity AUDIX System is Installed  | B-3 |
|          | Change Your Password Immediately                  | B-3 |
|          | Record Your Name (If Necessary)                   | B-3 |
|          | Readminister Custom Items                         | B-3 |
| ■        | The New Intuity AUDIX System:                     |     |
|          | What's Different                                  | B-4 |
|          | Press # to Approve                                | B-4 |
|          | Sending Voice Mail                                | B-4 |

---

## Contents

|                                        |      |
|----------------------------------------|------|
| Leaving Private and Priority Messages  | B-5  |
| Dialing Through Error Prompts          | B-6  |
| Multiple Languages are Available       | B-6  |
| Create Dual Language Greetings         | B-7  |
| Outcalling Includes More Digits        | B-7  |
| Receive/Send/Store Faxes               | B-7  |
| Message Manager with Fax               | B-9  |
| Address a Message Before You Record It | B-10 |
| Turn Off Call Answer                   | B-10 |

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**IN**

**Index**

IN-1

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# Contents

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## About This Book

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### Overview

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

- AUDIX R1
- DEFINITY AUDIX
- AUDIX Voice Power
- AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)
- AUDIX Voice Power Lodging

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

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## Intended Audience

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This document is intended for the following audiences:

- AT&T customers who have bought an INTUITY system
- INTUITY system administrators, who are responsible for all system level aspects of the INTUITY system
- 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 Release 3.0 Migration Procedures*, 585-310-233.

## Related Resources

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

| <b>Document</b>                                                                                        | <b>Document Number</b> | <b>Issue</b> |
|--------------------------------------------------------------------------------------------------------|------------------------|--------------|
| <i>INTUITY™ MAP/5 Hardware Installation</i>                                                            | 585-310-146            | 2            |
| <i>INTUITY™ MAP/40 Hardware Installation</i>                                                           | 585-310-138            | 2            |
| <i>INTUITY™ MAP/100 Hardware Installation</i>                                                          | 585-310-139            | 2            |
| <i>INTUITY™ Software Installation for Release 3.0</i>                                                  | 585-310-160            | 2            |
| <i>INTUITY™ Release 3.0 Migration Procedures</i>                                                       | 585-310-233            | 2            |
| <i>INTUITY™ Platform Administration and Maintenance for Release 3.0</i>                                | 585-310-557            | 2            |
| <i>INTUITY™ AUDIX® Release 3.3 Administration and Feature Operations</i>                               | 585-310-552            | 3            |
| <i>INTUITY™ AUDIX® Digital Networking Administration</i>                                               | 585-310-533            | 2            |
| <i>AMIS Analog Networking</i>                                                                          | 585-300-512            | 6            |
| <i>INTUITY™ Lodging Administration and Feature Operations</i>                                          | 585-310-559            | 1            |
| <i>INTUITY™ Lodging Property Management System Specifications</i>                                      | 585-310-234            | 1            |
| <i>INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3</i> | 585-310-214            | 4            |
| <i>INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2</i>               | 585-310-215            | 2            |
| <i>INTUITY™ Integration with MERLIN LEGEND® Communications System</i>                                  | 585-310-231            | 2            |
| <i>INTUITY™ Integration with the 5ESS® Switch</i>                                                      | 585-310-219            | 2            |
| <i>INTUITY™ Integration with DMS-100</i>                                                               | 585-310-223            | 2            |
| <i>INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1</i>                  | 585-310-221            | 2            |
| <i>INTUITY™ Integration with Mitel™</i>                                                                | 585-310-222            | 2            |
| <i>INTUITY™ Integration with NEC® NEAX™</i>                                                            | 585-310-216            | 2            |
| <i>INTUITY™ Integration with ROLM™ 8000, 9000, 9571</i>                                                | 585-310-220            | 2            |

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## Trademarks and Service Marks

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The following trademarked products are mentioned in the books in the INTUITY library:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of AT&T.
- BT-542B™ is a trademark of BusLogic Inc.
- COMSPHERE® is a registered trademark of AT&T Paradyne Corp.
- CONVERSANT® is a registered trademark of AT&T.
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# Planning for an AUDIX R1 Migration

# 1

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## Overview

---

This chapter provides:

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

When you are migrating an AUDIX R1 system to an INTUITY system, AT&T supports the transfer of subscriber data for the following AUDIX R1 releases:

- R1V5
- R1V6
- R1V7
- R1V8

---

## **Comparison of AUDIX R1 and INTUITY**

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

### **Capacities**

---

The INTUITY system exceeds the AUDIX R1 system in voice messaging capacity. Table 1-1 compares the maximum capacities of both systems.

**Table 1-1. Maximum Capacity of AUDIX R1 and INTUITY**

| <b>Capacity</b>                | <b>AUDIX R1<br/>(tower)</b> | <b>INTUITY</b>                                                                                                                                                                         |
|--------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice ports <sup>1</sup>       | 32                          | 64 on a MAP/100<br>42 on a MAP/40<br>18 on a MAP/5                                                                                                                                     |
| Voice storage hours            | 474                         | 1280 on MAP/100 (without mirroring)<br>470 on MAP/100 (with mirroring)<br>445 on MAP/40 (without mirroring)<br>175 on MAP/40 (with mirroring)<br>205 on MAP/5 (no mirroring available) |
| Local subscribers <sup>2</sup> | 4,000                       | 20,000 on MAP/100<br>15,800 on MAP/40<br>2,400 on MAP/5                                                                                                                                |
| Networked systems              | 100                         | 500                                                                                                                                                                                    |
| Network ports                  | 6                           | 12 on MAP/100<br>8 on MAP/40<br>4 on MAP/5                                                                                                                                             |
| Remote subscribers             | 28,000                      | 500,000 on MAP/100<br>200,000 on MAP/40 (1000 local subscribers)<br>26,000 on MAP/5 (500 local subscribers)                                                                            |

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

## Switch Connections

You can connect the INTUITY machine to the most of the same AUDIX R1 switches. Table 1-2 lists the supported switches and data communications hardware for the systems:

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

| Switches                   | Integration Hardware                                                                              |                                            |
|----------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------|
|                            | AUDIX R1                                                                                          | INTUITY                                    |
| System 75 R1V3 only        | SCI,PI                                                                                            | SCI,PI                                     |
| DEFINITY Generic 1         | PI                                                                                                | PI                                         |
| System 85 (R2V2 and later) | DCIU                                                                                              | N/A                                        |
| System 85 (R2V4 only)      | N/A                                                                                               | DCIU                                       |
| DEFINITY Generic 3s        | PI                                                                                                | PI                                         |
| DEFINITY Generic 3i        | PI                                                                                                | PI                                         |
| DEFINITY Generic 3r        | PGATE                                                                                             | PGATE                                      |
| DEFINITY Generic 2.1       | DCIU                                                                                              | DCIU                                       |
| DEFINITY Generic 2.2       | DCIU                                                                                              | DCIU                                       |
| DEFINITY Generic 3 V2      | PI or PGATE                                                                                       | PI or PGATE                                |
| DEFINITY Generic 3 V3      | PI or PGATE                                                                                       | PI or PGATE                                |
| 5ESS                       | Switch Communications Adapter (SCA), Advanced Communications Package (ACP), or 3A SMSI Translator | 3A SMSI Translator or SMSI with 202T Modem |
| Northern Telecom DMS100    | 1x67BC Terminal Card                                                                              | SMSI with a 202T Modem                     |
| NEC NEAX 2400              | N/A                                                                                               | SIDs                                       |
| NEC NEAX 2400              | N/A                                                                                               | NEC NEAX 2400                              |
| Rolm 8000, 9000, 9751      | N/A                                                                                               | Rolm 8000, 9000, 9751                      |

---

**Table 1-2. Switch and Integration Hardware Comparison of AUDIX R1 and INTUITY Systems — *Continued***

| <b>Switches</b>         | <b>Integration Hardware</b>                    |                      |
|-------------------------|------------------------------------------------|----------------------|
|                         | <b>AUDIX R1</b>                                | <b>INTUITY</b>       |
| Northern Telecom SL-1   | Serial Data Interface (SDI) with IVMS protocol | SIDs                 |
| Meridian, Meridian SL-1 | N/A                                            | SIDs                 |
| MERLIN LEGEND           | N/A                                            | N/A; uses IVC6 ports |

### **INTUITY Subscriber Features**

---

The INTUITY system offers additional or different subscriber features to those which you had with your AUDIX R1 system.

- **INTUITY FAX Messaging**

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

- **Languages**

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)

- **Simultaneous Announcement Sets**

Nine announcement sets can be simultaneously-active.

- **End of message warning**

Caller is warned when the call is approaching the maximum allowable length for a message.

- **AMIS analog networking**

Subscriber can send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones.

- "0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.
- Undelete key

Subscriber can press    to recover a message just deleted.
- 60-digit outcalling numbers with # as a digit

Subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) sign within the number, a common requirement for pagers.
- Dual language greetings

Subscribers can create two multi-lingual personal greetings.
- Turn off Call Answering

When a subscriber is on vacation or away from the 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, the system tells the caller that the subscriber's mailbox is not accepting messages.
- INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

 **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.

 **NOTE:**  
This capability is turned on or off system-wide.
- Escape from Reply-to-Sender

Subscriber who inadvertently gets into the Reply-to-Sender dead-end (replying to a non-subscriber) can press # to return to the getting messages.

- 
- Retention of non-addressed messages

Subscriber receives a prompt to enter an address after the first failure to enter an address.



**NOTE:**

The message is lost on the second failure.

- Reminder during message addressing

Subscriber who has addressed a message but fails to enter any other touch-tones 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.

- Speech quality is higher

System prompts and recorded messages sound better.

- Greater touchtone input time to allow for rotary phone conversion

Administrator can extend the length of time (up to 12 seconds) the system will wait for touch-tone 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

INTUITY automatically places the subscriber in a single delivery options menu, from which they can select any or all options or send the message immediately.

- Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.



**NOTE:**

If the subscriber is sending a fax only, they must address the fax before sending it.

- Leaving private messages

Subscriber can make a call answer message private after approving the message.

- Dial through error prompts

Subscriber gets an immediate beep if an invalid button is pressed. The subscriber can then dial through the error message without listening to it.

## **INTUITY Administration Features**

---

The INTUITY system offers additional or different administration features to those of the AUDIX R1 system.

- Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.



**NOTE:**

Using the SAT order can be very helpful for administrators who also administer the switch.

- Multiple login levels

Two levels of logins are available:

- system administrator (*sa*)
- voice messaging administrator (*vm*).



**NOTE:**

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

- Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.



**NOTE:**

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

- Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

- Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

- Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

---

- **Disable Call Answer**

Administrator can 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**

Administrator can monitor fax print jobs via the **Outgoing Print Job Queue** screen. This screen is available through the AUDIX Administration menu.

- **Advance/rewind increment**

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

- **TCP/IP LAN access**

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

- **Quick silence disconnect**

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

- **Print screens**

Administrator can print screens and reports by pressing the **(F6)** key.

- **Change extensions**

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

- **Back-ups**

System data is automatically backed-up every night.



**NOTE:**

Back-ups can be made manually whenever you want. Manual back-ups/restores are easier to do. They do not consist of selecting file systems, as they do in the AUDIX R1 system.

- **File systems administration**

Administrator no longer needs to administer file systems. The INTUITY system maintains the file systems automatically.

- System clock

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

- Special features traffic reports

INTUITY system *does not* display the average number of ports in use nor the highest simultaneous ports assigned on the Special Features Traffic reports. However, the maximum simultaneous ports in use is available in the Load Traffic reports.

- Voice port ringing at AUDIX shutdown

When the INTUITY AUDIX application is shutdown, but does not include the whole INTUITY system, calls to AUDIX ring but are not answered. If the entire INTUITY system is shutdown, calls to AUDIX receive a busy signal.

- AMIS multiple callback numbers and private networks

Administrator can 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 call-back number. This capability lets you create private AMIS voice messaging networks with non-AT&T voice messaging systems.

### **AUDIX R1 Administrative Features Not Available**

The following administrative features associated with the AUDIX R1 system are not available on the INTUITY system.

- ADAP PC2AUDIX

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

- Call detail recording

The INTUITY system *does not* offer the Call Detail Recording (CDR) feature.

- Exceeded thresholds in the status line

The INTUITY system *does not* have the thresholds field that appears in the status line of the AUDIX R1 system. However, the alarms field on the INTUITY status line registers a warning when a threshold is exceeded and INTUITY records each event in the Administration Log.

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## **INTUITY Automated Attendant**

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

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

## **INTUITY Administration Tools**

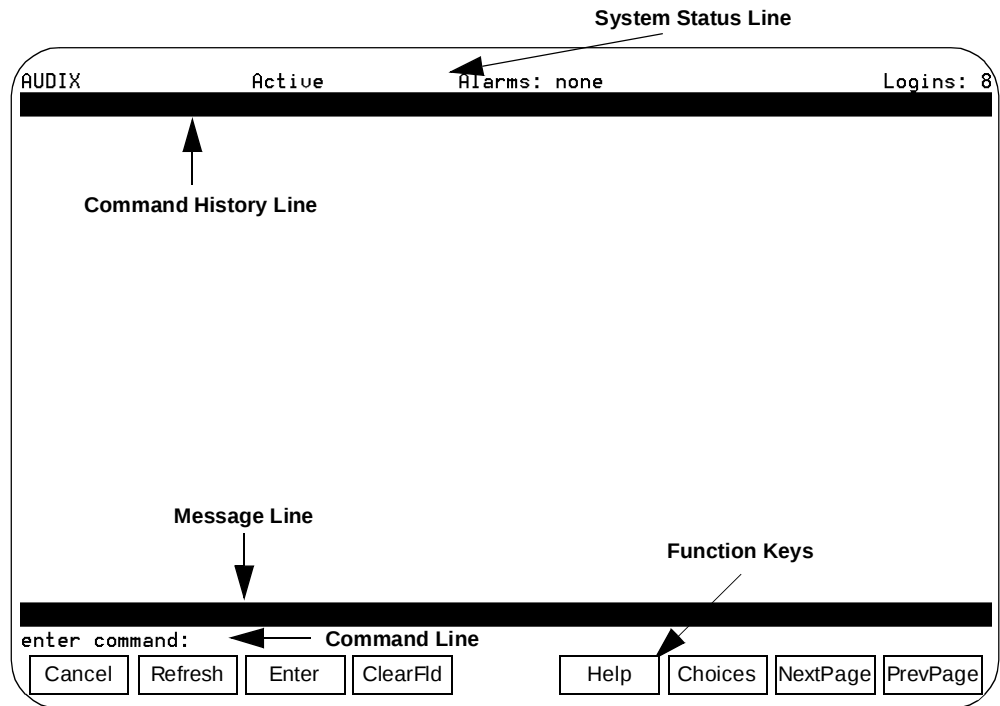
---

The INTUITY system is a hardware/software platform. INTUITY AUDIX 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 AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

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

### AUDIX Voice Messaging Administration Screens

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



**Figure 1-1. INTUITY AUDIX Screen Layout**

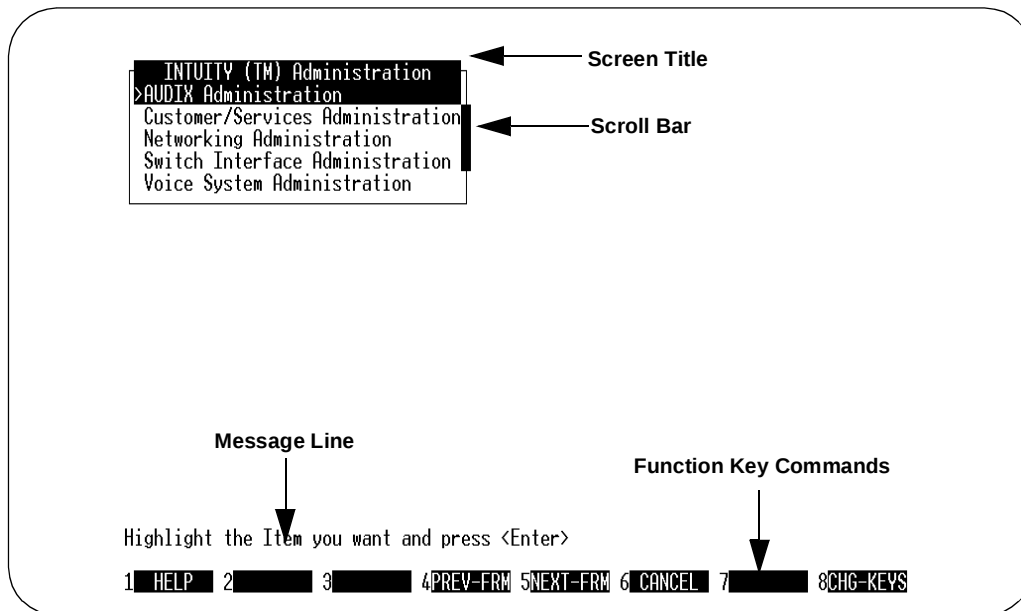
---

## INTUITY System Windows

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

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**Figure 1-2. 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.

### Screen Cross-Reference

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

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

| <b>AUDIX R1</b>         | <b>INTUITY</b>                  | <b>Reference</b>                                                                                                                                                                                                             |
|-------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| change extension        | Switch Interface Administration | <i>INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3, 585-310-214</i><br><br><i>INTUITY Integration with System 85 and DEFINITY Communications System Generic 2, 585-310-215</i> |
| COS:default<br>COS:1-11 | COS                             | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                                                                          |
| filesystem:copy         | Backup                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0 585-310-557</i>                                                                                                                                           |
| filesystem:detail       | Backup                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, (585-310-557)</i>                                                                                                                                        |
| filesystem:file copy    | Backup                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                                                                          |

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

| <b>AUDIX R1</b>       | <b>INTUITY</b>          | <b>Reference</b>                                                                    |
|-----------------------|-------------------------|-------------------------------------------------------------------------------------|
| filesystem:list       | System Verification     | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| help                  | Help                    | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| identification        | Password Administration | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| list:attendant        | List Attendants         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| list:cos              | List COS                | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| list:extension:local  | List Extensions         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| list:extension:remote | List Remote Extensions  | <i>INTUITY AUDIX Digital Networking, 585-310-553</i>                                |
| list:machine          | List Machines           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| <b>AUDIX R1</b>                           | <b>INTUITY</b>                                                                                                                                                                 | <b>Reference</b>                                                                                                                                                               |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| list:subscriber                           | List Subscribers                                                                                                                                                               | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| maintenance:active<br>alarm:specification | Alarm Management                                                                                                                                                               | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| maintenance:audits:<br>fp                 | Audit Mailbox<br>Audit Mailing Lists<br>Maintenance Logs<br>Audit Networking<br>Data<br>Audit Subscriber<br>Data<br>Audit Personal<br>Directories<br>Audit Voice Files<br>Data | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:audits:<br>vsp                | Audit Mailbox<br>Audit Mailing Lists<br>Maintenance Logs<br>Audit Networking<br>Data<br>Audit Subscriber<br>Data<br>Audit Personal<br>Directories<br>Audit Voice Files<br>Data | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:<br>datalink:busyout          | Diagnose Switch Link                                                                                                                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| maintenance:<br>datalink:release          | Diagnose Switch Link                                                                                                                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |

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

| <b>AUDIX R1</b>                     | <b>INTUITY</b>                                                                                                                                                                          | <b>Reference</b>                                                                                    |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| maintenance:<br>datalink:test       | Diagnose Switch Link                                                                                                                                                                    | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:dbp:<br>equip           | Install Disk                                                                                                                                                                            | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:dbp:<br>unequip         | Replace Disk                                                                                                                                                                            | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:error:<br>display       | Alarm Log                                                                                                                                                                               | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:error:<br>specification | Alarm Log                                                                                                                                                                               | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:nc:test                 | Alarm Management                                                                                                                                                                        | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |
| maintenance:network                 | Remote Connection<br>Test<br>Channel Internal<br>Loop Around Test<br>Modem Loop Around<br>Test<br>Network Loop Around<br>Test<br>Networking Board<br>Trace<br>Networking Board<br>Reset | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                    |

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

| <b>AUDIX R1</b>                        | <b>INTUITY</b>                                           | <b>Reference</b>                                                                    |
|----------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------|
| maintenance:scpi:fs<br>w               | Diagnose Switch Link                                     | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:scpi:<br>init              | Diagnose Switch Link                                     | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:system:<br>hardware status | Diagnostics:View<br>Installed Hardware                   | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:system:<br>test call       | Diagnose Voice<br>Equipment                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:system:<br>vintage         | View Installed<br>Hardware<br>View Installed<br>Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:vb:<br>channel status      | System Monitor                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:vpc:tes<br>t               | Diagnose Voice<br>Equipment                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| maintenance:vpt:tes<br>t               | Diagnose Voice<br>Equipment                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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

| <b>AUDIX R1</b>              | <b>INTUITY</b>                                | <b>Reference</b>                                                                                        |
|------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------|
| maintenance:vsp:<br>busyout  | Diagnose Voice<br>Equipment                   | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |
| maintenance:vsp:<br>equipage | Diagnose Voice<br>Equipment                   | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |
| shutdown                     | Shutdown Voice<br>System<br>Stop Voice System | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |
| startup                      | Start Voice System                            | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |
| subscriber:deletion          | Subscriber                                    | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| subscriber:local             | Subscriber                                    | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| subscriber:remote            | Remote Subscriber                             | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                        |
| switch time zone             | Set Date and Time                             | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |

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

| <b>AUDIX R1</b>                          | <b>INTUITY</b>                                          | <b>Reference</b>                                                                                        |
|------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| system:activity<br>log:<br>display       | Activity Log Report                                     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:activity<br>log:<br>specification | Activity Log Report                                     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:announcement<br>:detail           | Announcement:Fragment                                   | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:announcement<br>:filesystems      | Annc-set:System<br>Parameters Features:<br>Announcement | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:appearance                        | System Parameters<br>Features                           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:attendant                         | Subscriber                                              | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| system:clock                             | Set Date and Time                                       | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>     |

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

| <b>AUDIX R1</b>             | <b>INTUITY</b>                         | <b>Reference</b>                                                                    |
|-----------------------------|----------------------------------------|-------------------------------------------------------------------------------------|
| system:filesystems          | Backup                                 | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| system:limits               | System Parameters Limits               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system:log:display          | Administration Log                     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system:log:specification    | Administration Log                     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system:outcalling           | System Parameters Outcalling           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system:sending restrictions | System Parameters Sending Restrictions | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system:thresholds           | System Parameters Thresholds           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| <b>AUDIX R1</b>                                             | <b>INTUITY</b>                                                                                                                    | <b>Reference</b>                                                                                                           |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| system:translation:<br>address                              | Machine Profiles                                                                                                                  | <i>INTUITY AUDIX<br/>Digital Networking<br/>(585-310-553)</i><br><br><i>AMIS Analog<br/>Networking,<br/>585-300-512</i>    |
| system:translation:<br>alarm resolution                     | Alarm Report                                                                                                                      | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>                        |
| system:translation:<br>analog network                       | System Parameters<br>Analog-Network                                                                                               | <i>AMIS Analog<br/>Networking,<br/>585-300-512</i>                                                                         |
| system:translation:<br>machine:audix/amis/<br>call delivery | Machine Profile;<br>Digital Network<br>Machine<br>Administration<br>AMIS Analog Machine<br>Administration<br>Remote Machines List | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i><br><br><i>AMIS Analog<br/>Networking,<br/>585-300-512</i> |
| system:translation:<br>network port                         | Local Machine<br>Administration<br>DCP Channel<br>Configuration<br>RS232 Channel<br>Configuration                                 | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                                           |
| system:translation:<br>remote updates                       | Get Remote Updates                                                                                                                | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                                           |
| system:translation:<br>switch connection                    | Switch Interface<br>Administration                                                                                                | Appropriate<br>INTUITY switch<br>integration book                                                                          |
| system:translation:<br>voice port                           | Voice Equipment<br>Administration                                                                                                 | <i>INTUITY Platform<br/>Administration<br/>and Maintenance<br/>for Release 3.0,<br/>585-310-557</i>                        |

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

| <b>AUDIX R1</b>          | <b>INTUITY</b>                  | <b>Reference</b>                                                                    |
|--------------------------|---------------------------------|-------------------------------------------------------------------------------------|
| traffic:community:day    | Community Daily Traffic Report  | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:community:hour   | Community Hourly Traffic Report | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:feature:day      | Feature Daily Traffic Report    | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:feature:hour     | Feature Hourly Traffic Report   | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:load:day         | Load Day Traffic Report         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:load:hour        | Load Hour Traffic Report        | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| traffic:network load:day | Network Load Day Report         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| <b>AUDIX R1</b>                  | <b>INTUITY</b>                               | <b>Reference</b>                                                                                        |
|----------------------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------|
| traffic:network<br>load:hour     | Network Load Hour<br>Report                  | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:remote<br>messages:day   | Remote Messages<br>Daily<br>Traffic Report   | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:remote<br>messages:month | Remote Messages<br>Monthly Traffic<br>Report | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:special<br>features:day  | Special Features<br>Daily Traffic Report     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:special<br>features:hour | Special Features<br>Hourly Traffic<br>Report | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:subscriber:<br>day       | Subscriber Daily<br>Traffic Report           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| traffic:subscriber:<br>month     | Subscriber Monthly<br>Traffic Report         | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |

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## **AUDIX R1 Screens Without an INTUITY Cross-Reference Screen**

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The following AUDIX R1 screens have no cross-reference screen in the INTUITY system:

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



**NOTE:**

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

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

## **Migration Processes Overview**

---

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

- **Standard Subscriber Migration**

Replaces your AUDIX R1 system and allows you to keep your AUDIX R1 system available, for a specified time period, so that subscribers can access old messages.

- **Tandem Subscriber Migration**

AUDIX R1 remains up and running and the migration moves a subset of your AUDIX R1 subscribers to the INTUITY system.



**NOTE:**

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

- **Enhanced Migration**

Allows the migration of mailing lists and subscriber voice data.

### **Standard Subscriber Migration**

---

The standard subscriber migration replaces the AUDIX R1 system with an INTUITY system. However, you have the option of leaving the AUDIX R1 system temporarily attached to voice ports so that subscribers can access their AUDIX R1 mailboxes for old messages.

The standard subscriber migration assumes that you want to:

- Keep the same phone number for subscribers to call to get their messages.
- Keep your AUDIX R1 system available for subscribers to access old messages
- Minimize the number of voice ports you purchase for your switch. Instead of buying additional voice ports, to which you attach your INTUITY system, you will use most of the existing AUDIX R1 voice ports and use a few ports temporarily for subscribers to access old AUDIX R1 messages.

---

## Automatically Migrated Data

The standard subscriber migration transfers some data automatically from the AUDIX R1 system to the INTUITY system:

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

## Data Not Migrated

The standard subscriber migration does not transfer:

- Subscriber's password
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data



### NOTE:

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

## **Tandem Subscriber Migration**

---

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



**NOTE:**

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

The tandem migration requires that you change, using the Switch Station screen, the coverage path of each individual subscriber you want to move to the Intuity system. It also requires that you specify a subset of subscribers to be migrated to the INTUITY system.



**NOTE:**

This migration is not recommended unless you need more than 64 ports for your voice messaging between networked INTUITY systems. It requires significantly greater processing time when compared to a single INTUITY system on a switch.

## **Automatically Migrated Data**

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

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

---

## Data Not Migrated

The tandem subscriber migration does not transfer:

- Subscriber's password
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data



### NOTE:

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

## Enhanced Migration

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### CAUTION:

*You must complete a standard subscriber migration from AUDIX R1 to the INTUITY system before you begin the Enhanced AUDIX R1 Migration.*

The enhanced migration consists of the migration of subscriber voice data and mailing lists from an AUDIX R1 system to the INTUITY system.



### NOTE:

All migrated messages become new messages on the INTUITY system.

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

## Automatically Migrated Data

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

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

### **Data Not Migrated**

The enhanced migration does not transfer:

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



**NOTE:**

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

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## Preparations for Migration

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This section identifies recommended preparations for a migration from an AUDIX R1 system to an Intuity AUDIX system.

### Standard Subscriber Migration

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The following outlines the information which should be distributed to your subscribers prior to the migration.

#### One Month in Advance

- Send a broadcast message telling 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

Appendix B contains the handout, "The New INTUITY AUDIX System Is Coming" which may be customized and distributed to your subscribers.

#### NOTE:

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

- 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.
- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging: Subscriber Features" which may be customized and distributed to your subscribers.

- Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.

#### NOTE:

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.

- Send a memo or broadcast message telling subscribers to transfer calls into their INTUITY mailbox when they answer a fax-only call and hear fax tone.
- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

### **One Day in Advance**

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

You may connect any of the following printers:

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



#### **NOTE:**

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

- Perform screen prints of the following AUDIX R1 administration screens:
  - COS:default and COS:1-11
  - system:activity log: specification
  - system: announcement: detail
  - system: announcement: filesystems
  - system: appearance
  - system: attendant
  - system: limits
  - system: outcalling
  - system: sending restrictions
  - system: thresholds
  - system: translation: analog network
  - system: translation: machine: audix/amis/call delivery

- 
- list: subscriber
  - list: extension: remote

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

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

- a. Press **CTRL** **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **F3** (Print Screen) 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 **CTRL** **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 **F1** (LCL Pat) to display the screen-labeled print keys.
- c. Press **F7** (Print Screen) 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.

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

■ **Transcribe Auto-Attendant Greetings**

You cannot print out auto-attendant greetings. As a result, you should transcribe these greetings before you replace your AUDIX R1 system with the INTUITY system.

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

4. To identify what nested attendants an auto-attendant may have, access the `system:attendant` screen for the auto-attendant. The comment field identifies the options that lead to nested attendants.

Use the "Auto-Attendant" worksheet in Appendix A to make note of your auto-attendant greetings.

- **Transcribe Custom Fragments**

You cannot print out customized fragment text. As a result, you should transcribe these fragments before you replace your AUDIX R1 system with the INTUITY system.

1. Access the `system:announcement:detail` screen 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 "Custom Fragments" 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 "Custom Fragments" worksheet in Appendix A.

 **NOTE:**

Many fragments and announcements in the INTUITY system are very similar to those of AUDIX R1 system. However, not every fragment in the AUDIX R1 system corresponds to a like-numbered fragment in the INTUITY system nor is the text of like-numbered fragments always the same. Therefore, you should check your customized fragments and announcements against the list of fragments/announcements in *INTUITY AUDIX Administration and Feature Operations*.

- **Back Up Data**

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

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

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## **Tandem Subscriber Migration**

---

The following outlines the information which should be distributed to your subscribers prior to the migration.

### **One Month in Advance**

- Send a broadcast message telling 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

Appendix B contains the handout, "The New INTUITY AUDIX System Is Coming," which may be customized and distributed to your subscribers.



#### **NOTE:**

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

- 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.
- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging: Subscriber Features" which may be customized and distributed to your subscribers.

- Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.



#### **NOTE:**

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.

- Send a memo or broadcast message telling subscribers to transfer calls into their INTUITY mailbox when they answer a fax-only call and hear fax tone.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

### One Day in Advance

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

You may connect any of the following printers:

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



#### **NOTE:**

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

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

---

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

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

- a. Press **CTRL** **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **F3** (Print Screen) 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 **CTRL** **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 **F1** (LCL Pat) to display the screen-labeled print keys.
- c. Press **F7** (Print Screen) 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.

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

■ **Back Up Data**

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

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

## **Enhanced Migration**

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### **⇒ NOTE:**

You must complete a standard subscriber migration from AUDIX R1 to the INTUITY system before you begin the Enhanced AUDIX R1 Migration.

The following outlines the information which should be distributed to your subscribers prior to the enhanced migration.

### **One Month in Advance**

- Determine what data to migrate:

- mailing lists
- subscriber names
- voice messages
- personal greetings

Use the “Enhanced Migration Time Estimate Worksheet” in Appendix A to determine the amount of time the migration will take.

- Send a broadcast message that tells your subscribers about the upcoming change of their voice messaging system and the amount of time in which they will be without voice messaging service. Tell them to perform the following items to make the change of systems less disruptive:

- Delete any unnecessary messages, mailing lists, and personal greetings.
- Send their filed messages that they really want to themselves, since these will not otherwise be migrated.
- Tell subscribers how long their AUDIX R1 system will be unavailable.

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

- Creating mailing lists during a migration.
- Sending voice mail to remote networked machines

- Warn 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.

- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, “The INTUITY AUDIX Voice Messaging: Subscriber Features” which may be customized and distributed to your subscribers.

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## One Day in Advance

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

You may connect any of the following printers:

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



### NOTE:

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

- Perform screen prints of the following AUDIX R1 administration screens:
  - traffic: feature: day
  - list: machines

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

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

- a. Press **CTRL** **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **F3** (Print Screen) 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 **CTRL** **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 **F1** (LCL Pat) to display the screen-labeled print keys.
- c. Press **F7** (Print Screen) 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.

**Schedule Updates of Remote Networked Machines**

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

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

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

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

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## Post-Migration Administration

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Once the migration, switch administration, and acceptance testing of the system has been completed, you must complete 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 re-enter 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 system.

### Standard Subscriber Migration

---

The following post-migration tasks need to be completed in order to complete the standard subscriber migration from the AUDIX R1 system to the INTUITY system.

- Review the List of Transferred Subscribers

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

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

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 the screens.

Note any incomplete or missing records on the INTUITY system.

- Add Subscribers Who Did Not Migrate

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY system subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552*, for information on adding subscribers.

- Recreate Auto-Attendants

Recreate the automated attendants/bulletin boards in the INTUITY 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 re-record the greetings for the auto-attendant mailbox(es) via your touch-tone telephone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552*, for information on automated attendants and bulletin boards.



**NOTE:**

You may want to examine the way you have auto-attendants set up. The INTUITY system allows the scheduling of holiday and business/non-business hour attendants.

- **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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

- **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 system as administrator, select option **9** and record your fragments. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information

Be careful to match your custom fragments to the fragments listed in the *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, book. Your fragments may no longer be appropriate to the standard fragments and announcements in the INTUITY system.

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

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

## **Tandem Subscriber Migration**

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The following post-migration tasks need to be completed in order to complete the tandem subscriber migration from the AUDIX R1 system to the INTUITY system.

- **Review the List of Transferred Subscribers**

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

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

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 the screens.

Note any incomplete or missing records on the INTUITY system.

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- Add Subscribers Who Did Not Migrate

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY system subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for information on adding subscribers.

- Recreate Auto-Attendants

Recreate the automated attendants/bulletin boards in the INTUITY 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 re-record the greetings for the auto-attendant mailbox(es) via your touch-tone telephone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for information on automated attendants and bulletin boards.



**NOTE:**

You may want to examine the way you have auto-attendants set up. The INTUITY system allows the scheduling of holiday and business/non-business hour attendants.

- 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

- 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 system as administrator, select option 9 and record your fragments. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Be careful to match your custom fragments to the fragments listed in the *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, document. Your fragments may no longer be appropriate to the standard fragments and announcements in the INTUITY system.

- 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 system. See the appropriate *INTUITY Switch Integration* 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.

- Administer remote networked machines for the new machine

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

- Change the machine name and dial string to match the INTUITY system
- Run remote updates against the Intuity system using the command `get remote update machine-name` to automatically collect subscribers
- Re-record the Intuity machine name
- Be sure the voice IDs on the networked machines match up
- Delete the old AUDIX R1 machine(s), if necessary. This is necessary if two or more AUDIX R1s are combined into the INTUITY 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.

See *INTUITY AUDIX Digital Networking*, 585-310-553, or *AMIS Analog Networking*, 585-300-512, for more information.

- Re-administer DCS on remote switches

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

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

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



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# Planning for a DEFINITY AUDIX Migration

# 2

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## Overview

This chapter describes the following:

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

When you are migrating a DEFINITY AUDIX system to an INTUITY system, AT&T supports the transfer of subscriber data for the following releases:

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

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## Comparison of DEFINITY AUDIX and INTUITY

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

### Capacities

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The INTUITY system exceeds the DEFINITY AUDIX system in voice messaging capacity. Table 2-1 compares maximum capacities on both products.

**Table 2-1. Maximum Capacity of DEFINITY AUDIX and INTUITY**

| Capacity                       | DEFINITY AUDIX            | INTUITY                                                                                                                                                                                 |
|--------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice ports <sup>1</sup>       | 16<br>(with control link) | 64 on a MAP/100<br>42 on a MAP/40<br>18 on a MAP/5                                                                                                                                      |
| Voice storage hours            | 40                        | 1280 on MAP/100 (without mirroring)<br>470 on MAP/100 (with mirroring)<br>445 on MAP/40 (without mirroring)<br>175 on MAP/40 (with mirroring)<br>205 on MAP/5 (mirroring not available) |
| Local subscribers <sup>2</sup> | 2,000                     | 20,000 on MAP/100<br>15,800 on MAP/40<br>2,400 on MAP/5                                                                                                                                 |
| Networked systems              | 500                       | 500                                                                                                                                                                                     |
| Digital network ports          | N/A                       | 12 on MAP/100<br>8 on MAP/40<br>4 on MAP/5                                                                                                                                              |
| Remote subscribers             | 500,000                   | 500,000 on MAP/100<br>200,000 on MAP/40 (with 1000 local subscribers)<br>26,000 on MAP/5 (with 500 local subscribers)                                                                   |

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

## Switch Connections

Unlike the DEFINITY AUDIX system, the INTUITY system is *not* inserted within the cabinet of your switch. The INTUITY 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 system connects to many other switches.

Table 2-2 lists the supported switches and data communications hardware for the systems:

**Table 2-2. Switch and Integration Hardware Comparison**

| Switches                                          | Integration Hardware |                                               |
|---------------------------------------------------|----------------------|-----------------------------------------------|
|                                                   | DEFINITY AUDIX       | INTUITY                                       |
| System 75 R1V3 or XE                              | SCI,PI               | N/A                                           |
| System 75 R1V3 only                               | N/A                  | SCI,PI                                        |
| DEFINITY Generic 1                                | PI                   | PI                                            |
| DEFINITY Generic 3s                               | PI                   | PI                                            |
| DEFINITY Generic 3i                               | PI                   | PI                                            |
| DEFINITY Generic 3r                               | PGATE                | PGATE                                         |
| DEFINITY Generic 3 V2                             | PI or PGATE          | PI or PGATE                                   |
| DEFINITY Generic 3 V3                             | PI or PGATE          | PI or PGATE                                   |
| System 85 R2V4 only                               | N/A                  | DCIU                                          |
| DEFINITY Generic 2.1                              | N/A                  | DCIU                                          |
| DEFINITY Generic 2.2                              | N/A                  | DCIU                                          |
| 5ESS                                              | N/A                  | 3A SMSI Translator or<br>SMSI with 202T Modem |
| Northern Telecom<br>DMS100                        | N/A                  | SMSI with a 202T Modem                        |
| NEC NEAX 2400                                     | N/A                  | SIDs                                          |
| Rolm 8000, 9000, 9751                             | N/A                  | SIDs                                          |
| Northern Telecom SL-1,<br>Meridian, Meridian SL-1 | N/A                  | SIDs                                          |

### NOTE:

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 the DP 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 system.

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## INTUITY Subscriber Features

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

- INTUITY FAX Messaging

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

- Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)

- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

- Undelete key

Subscriber can press    to recover a message just deleted.

- 60-digit outcalling numbers with # as a digit

Subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) sign within the number, a common requirement for pagers.

- Dual language greetings

Subscribers can create two multi-lingual personal greetings.

- INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.



**NOTE:**

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

- Turn off Call Answering

When a subscriber is on vacation or away from the 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, the system tells the caller that the subscriber's mailbox is not accepting messages.

- Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.

**⇒ NOTE:**

If the subscriber is sending a fax only, they must address the fax before sending it.

- 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.

**⇒ NOTE:**

This capability is turned on or off system-wide.

- Escape from Reply-to-Sender

Subscriber who inadvertently gets into the Reply-to-Sender dead-end (replying to a non-subscriber) can press # to return to the getting messages.

- Retention of non-addressed messages

Subscriber receives a prompt to enter an address after the first failure to enter an address.

**⇒ NOTE:**

The message is lost on the second failure.

- Reminder during message addressing

Subscriber who has addressed a message but fails to enter any other touch-tones 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.

- 
- Distributed Communications System (DCS) support

The INTUITY 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 system mailbox on another switch.

- "0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.



**NOTE:**

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

- Log into the INTUITY system after leaving a call answer message

On the INTUITY system, a subscriber can leave a call answer message and then press \*R to get the login prompt. From this prompt, the subscriber can log into their mailbox.

- Greater touchtone input time to allow for rotary phone conversion

Administrator can extend the length of time (up to 12 seconds) the system will wait for touch-tone 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.

## **DEFINITY AUDIX Subscriber Features Not Available**

- Call Screening

The INTUITY system does not allow subscribers to screen calls. The DEFINITY AUDIX system in DP mode allowed call screening.

## **INTUITY Administration Features**

---

The INTUITY system offers additional or different administration features to those of the DEFINITY AUDIX system.

- Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.



**NOTE:**

Using the SAT order can be very helpful for administrators who also administer the switch.

- Multiple login levels

Two levels of logins are available:

- system administrator (*sa*)
- voice messaging administrator (*vm*).



**NOTE:**

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

- Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.



**NOTE:**

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

- Disk Mirroring

The INTUITY system allows the storage of duplicated data on a second disk. This becomes a safe-guard against losing data in the event of a disk crash.

- Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

- Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

---

- **Disable Call Answer**

Administrator can 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**

Administrator can monitor fax print jobs via the **Outgoing Print Job Queue** screen. This screen is available through the AUDIX Administration menu.

- **Password aging**

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

- **Advance/rewind increment**

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

- **TCP/IP LAN access**

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

- **Quick silence disconnect**

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

- **Print screens**

Administrator can print screens and reports by pressing the **F6** key.

- **Change extensions**

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

- **Back-up and Restore**

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.

 **NOTE:**

If you do not rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

- System clock

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

- Voice port ringing at AUDIX shutdown

When the INTUITY AUDIX application is shutdown, but does not include the whole INTUITY system, calls to AUDIX ring but are not answered. If the entire INTUITY system is shutdown, calls to AUDIX receive a busy signal.

- AMIS multiple callback numbers and private networks

Administrator can 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 call-back number. This capability lets you create private AMIS voice messaging networks with non-AT&T voice messaging systems.

### **DEFINITY AUDIX Administrative Features Not Available**

The following administrative features associated with the DEFINITY AUDIX system are not available on the INTUITY system.

- ADAP PC2AUDIX

The INTUITY system supports only the command line interface of the AUDIX Administration and Data Acquisition Package (ADAP). The INTUITY 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 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.

### **INTUITY Administration Tools**

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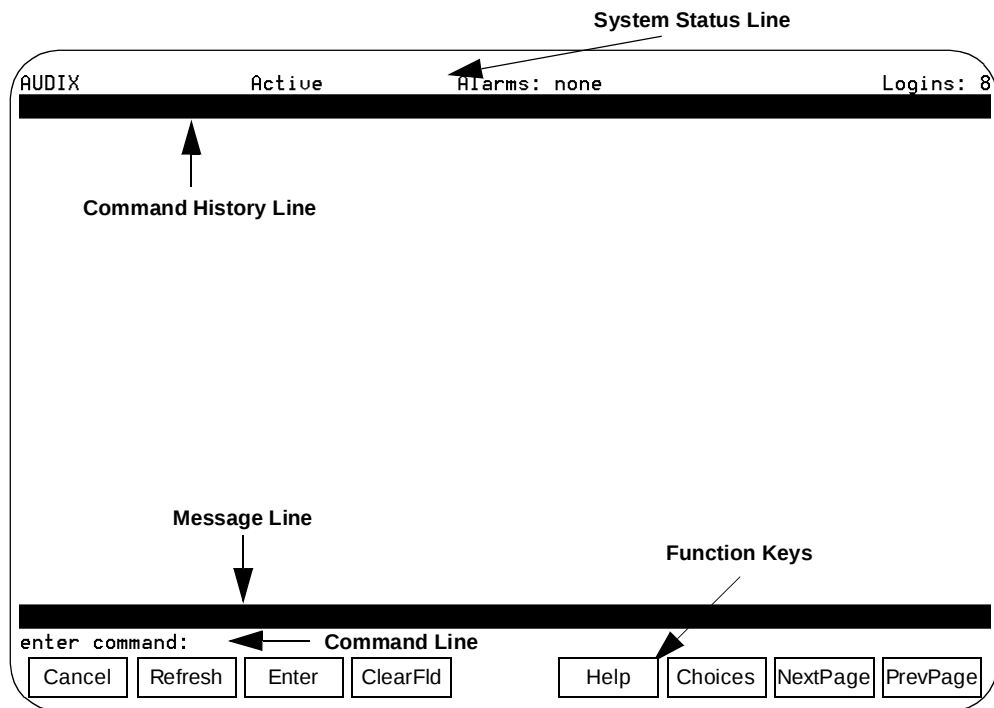
The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now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

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

---

## AUDIX Voice Messaging Administration Screens

Voice messaging is administered using with INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, as in the DEFINITY AUDIX system, you enter a verb and object at the command line. Figure 2-1 shows a layout of an INTUITY AUDIX screen.



---

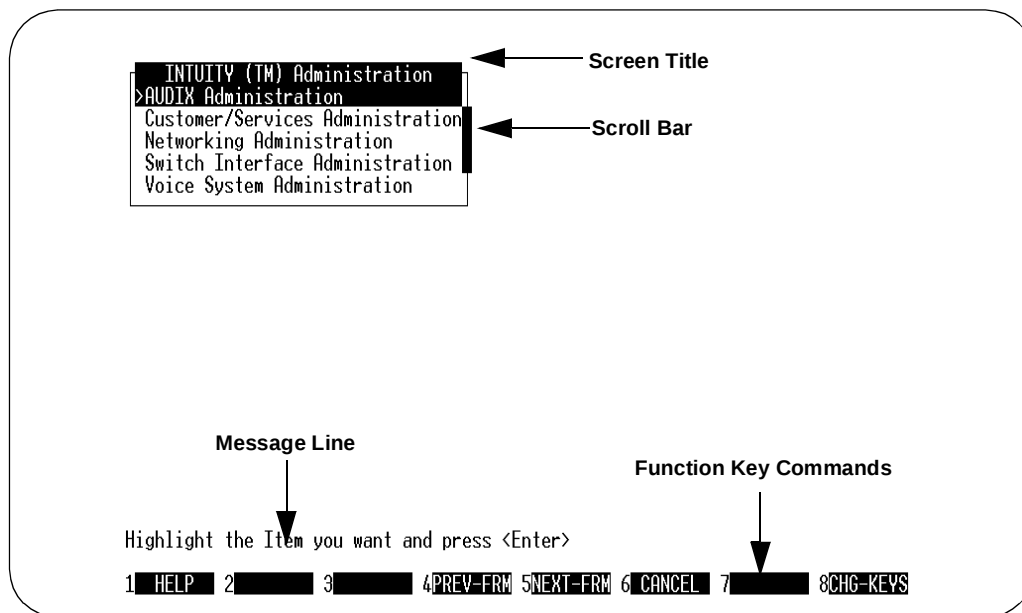
**Figure 2-1. INTUITY AUDIX Screen Layout**

## INTUITY System Windows

All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the (F6) (Choices) key to view and select the valid choices. Figure 2-2 shows an INTUITY system window.

:

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**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.

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## Screen Cross-Reference

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

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

| DEFINITY AUDIX     | Action            | INTUITY             | Reference                                                                                          |
|--------------------|-------------------|---------------------|----------------------------------------------------------------------------------------------------|
| activity log       | display           | Activity Log Report | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                |
| address-ranges     | list              | Machine Profiles    | <i>INTUITY AUDIX Digital Networking, 585-310-553</i><br><i>AMIS Analog Networking, 585-300-512</i> |
| administration log | display           | Administration Log  | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                |
| alarm-origination  | enable<br>disable | Alarm Management    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                |
| alarm-origination  | status            | Alarm Management    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                |

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

| <b>DEFINITY AUDIX</b> | <b>Action</b>               | <b>INTUITY</b>        | <b>Reference</b>                                                                    |
|-----------------------|-----------------------------|-----------------------|-------------------------------------------------------------------------------------|
| alarm-origination     | test                        | Alarm Management      | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| alarms                | display                     | Alarm Report          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| annc - set            | add<br>remove               | Announcement Set      | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| annc - set            | copy                        | Copy Announcement Set | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| annc - sets           | list                        | Announcement Sets     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| announcement          | change<br>display<br>remove | Announcement          | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| announcement          | copy                        | Copy Announcement     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| DEFINITY AUDIX | Action             | INTUITY                                                                            | Reference                                                                                                                                                                                          |
|----------------|--------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| announcements  | save               | Backup                                                                             | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                                                |
| attendants     | list               | List Attendants                                                                    | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                                                |
| audit          | status             | Status Audit                                                                       | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                                                |
| backups        | display<br>restore | Backup                                                                             | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                                                |
| board          | test               | Switch Interface Diagnostics<br>Diagnose Voice Equipment<br>Networking Board Trace | Appropriate INTUITY switch integration book<br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i><br><br><i>INTUITY AUDIX Digital Networking, 585-310-553</i> |
| configuration  | list               | View Installed Hardware                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                                                |

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

| <b>DEFINITY AUDIX</b> | <b>Action</b>      | <b>INTUITY</b>     | <b>Reference</b>                                                                                        |
|-----------------------|--------------------|--------------------|---------------------------------------------------------------------------------------------------------|
| cos                   | change/<br>display | COS                | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| cos                   | list               | List COS           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| extensions            | list               | List<br>Extensions | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| fragment              | display<br>remove  | Fragment           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| fragment              | copy               | Copy Fragment      | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| help                  | N/A                | Help               | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |

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

| DEFINITY AUDIX                | Action                             | INTUITY                        | Reference                                                                                                                                                                      |
|-------------------------------|------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| machine                       | add<br>change<br>display<br>remove | Machine Profiles               | <i>INTUITY AUDIX Digital Networking, 585-310-553</i><br><br><i>AMIS Analog Networking, 585-300-512</i>                                                                         |
| machines                      | list                               | List Machines                  | <i>INTUITY AUDIX Digital Networking, 585-310-553</i>                                                                                                                           |
| mailboxes                     | audit                              | Audit Mailboxes                | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| mailing-lists                 | audit                              | Audit Mailing Lists            | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| measurements<br>community day | list                               | Community Daily Traffic Report | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |

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

| <b>DEFINITY AUDIX</b>                    | <b>Action</b> | <b>INTUITY</b>                                  | <b>Reference</b>                                                                                        |
|------------------------------------------|---------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| measurements<br>community hour           | list          | Community<br>Hourly Traffic<br>Report           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| measurements<br>feature day              | list          | Feature Daily<br>Traffic Report                 | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| measurements<br>feature hour             | list          | Feature Hourly<br>Traffic Report                | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| measurements load<br>day                 | list          | Load Day<br>Traffic Report                      | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| measurements load<br>hour                | N/A           | Load Hour<br>Traffic Report                     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i> |
| measurements<br>remote-messages<br>day   | list          | Remote<br>Messages Daily<br>Traffic Report      | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                        |
| measurements<br>remote-messages<br>month | list          | Remote<br>Messages<br>Monthly<br>Traffic Report | <i>INTUITY AUDIX<br/>Digital<br/>Networking,<br/>585-310-553</i>                                        |

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

| DEFINITY AUDIX                           | Action | INTUITY                                         | Reference                                                                                                                                                                                                              |
|------------------------------------------|--------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| measurements<br>special-features<br>day  | list   | Special<br>Features Daily<br>Traffic Report     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i>                                                                                                                |
| measurements<br>special-features<br>hour | list   | Special<br>Features<br>Hourly Traffic<br>Report | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i>                                                                                                                |
| measurements<br>subscriber day           | list   | Subscriber<br>Daily Traffic<br>Report           | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i>                                                                                                                |
| measurements<br>subscriber month         | list   | Subscriber<br>Monthly<br>Traffic Report         | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i>                                                                                                                |
| names                                    | audit  | Audit Names                                     | <i>INTUITY AUDIX<br/>Release 3.3<br/>Administration<br/>and Feature<br/>Operations,<br/>585-310-552</i><br><br><i>INTUITY Platform<br/>Administration<br/>and<br/>Maintenance<br/>for Release 3.0,<br/>585-310-557</i> |

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

| <b>DEFINITY AUDIX</b> | <b>Action</b>   | <b>INTUITY</b>             | <b>Reference</b>                                                                                                                                                               |
|-----------------------|-----------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| network-data          | audit           | Audit Network-Data         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| password              | change          | Password Administration    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| personal directories  | audit           | Audit Personal Directories | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| port                  | busyout release | Diagnose Voice Equipment   | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| port                  | test            | Diagnose Voice Equipment   | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |

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

| <b>DEFINITY AUDIX</b> | <b>Action</b>                      | <b>INTUITY</b>                  | <b>Reference</b>                                                                                                                                                               |
|-----------------------|------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| remote-extension      | list                               | List Remote Extensions          | <i>INTUITY AUDIX Digital Networking, 585-310-553</i>                                                                                                                           |
| remote-subscriber     | add<br>change<br>display<br>remove | Remote Subscriber               | <i>INTUITY AUDIX Digital Networking, 585-310-553</i>                                                                                                                           |
| subscriber            | add<br>change<br>display<br>remove | Subscriber                      | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| subscriber-data       | audit                              | Audit Subscriber Data           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i><br><br><i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| subscribers           | list                               | List Subscribers                | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| switch-link           | change<br>display                  | Switch Interface Administration | Appropriate INTUITY switch integration book                                                                                                                                    |

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

| DEFINITY AUDIX         | Action             | INTUITY                  | Reference                                                                                                                         |
|------------------------|--------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| switch-link            | busyout<br>release | Status Switch<br>Link    | Appropriate<br>INTUITY switch<br>integration book<br><br>■ System 75/<br>Generic 1/<br>Generic 3<br><br>■ System 85/<br>Generic 2 |
| switch-link            | status             | Status Switch<br>Link    | Appropriate<br>INTUITY switch<br>integration book<br><br>■ System 75/<br>Generic 1/<br>Generic 3<br><br>■ System 85/<br>Generic 2 |
| switch-link            | test               | Status Switch<br>Link    | Appropriate<br>INTUITY switch<br>integration book<br><br>■ System 75/<br>Generic 1/<br>Generic 3<br><br>■ System 85/<br>Generic 2 |
| switch-time-zone       | change<br>display  | Set UNIX Time<br>Zone    | <i>INTUITY Platform<br/>Administration<br/>and<br/>Maintenance<br/>for Release 3.0,<br/>585-310-557</i>                           |
| switch<br>translations | audit              | Diagnose<br>Switch Link  | Appropriate<br>INTUITY switch<br>integration book                                                                                 |
| system reboot          | reset              | Shutdown Voice<br>System | <i>INTUITY Platform<br/>Administration<br/>and<br/>Maintenance<br/>for Release 3.0,<br/>585-310-557</i>                           |

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

| <b>DEFINITY AUDIX</b>                  | <b>Action</b>  | <b>INTUITY</b>                         | <b>Reference</b>                                                                    |
|----------------------------------------|----------------|----------------------------------------|-------------------------------------------------------------------------------------|
| system shutdown                        | reset          | Shutdown Voice System                  | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| system-parameters activity log         | change display | system parameters activity log         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system-parameters analog network       | change display | System Parameters Analog-Network       | <i>AMIS Analog Networking, 585-300-512</i>                                          |
| system-parameters features             | change display | System Parameters Features             | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system-parameters limits               | change display | System Parameters Limits               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system-parameters outcalling           | change display | System Parameters Outcalling           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| system-parameters password             | change         | Password Administration                | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| system-parameters sending restrictions | change display | System Parameters Sending Restrictions | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| <b>DEFINITY AUDIX</b>        | <b>Action</b>   | <b>INTUITY</b>               | <b>Reference</b>                                                                    |
|------------------------------|-----------------|------------------------------|-------------------------------------------------------------------------------------|
| system-parameters thresholds | change display  | System Parameters Thresholds | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| time                         | display set     | Set Date and Time            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| voice                        | save            | Backup                       | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| voice-files                  | audit           | Audit Voice Files            | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| voice-group                  | busyout release | Diagnose Voice Equipment     | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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

| <b>DEFINITY AUDIX</b> | <b>Action</b>  | <b>INTUITY</b>  | <b>Reference</b>                                                                    |
|-----------------------|----------------|-----------------|-------------------------------------------------------------------------------------|
| voice-group           | change display | Voice Equipment | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| voice-group           | status         | System Monitor  | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| weekly                | save           | Backup          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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**DEFINITY AUDIX Screens Without an INTUITY Cross-Reference Screen**

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

- nightly:save
- switch-names (DP mode):audit
- system oa&m:reset
- tape:add
- tape:change
- tape:display
- tape:removed
- tape:status
- tape:test
- test:status

## **Migration Processes Overview**

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This section describes the migration processes and the data that will or will not be migrated from the DEFINITY AUDIX system to the INTUITY system. Depending on the configuration of your DEFINITY AUDIX system, you may use one of two processes:

- Migration from Control Link (CL) mode
- Migration from Digital Port emulation (DP) mode.

### **Migration from CL Mode**

---

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

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

### **Automatically Migrated Data**

The data which will be migrated from the DEFINITY AUDIX system in CL mode to the INTUITY system includes:

- Subscriber data
- Subscribers passwords.
- Remote subscriber data
- Class of Service data
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data

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

### **Data Not Migrated**

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

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



**NOTE:**

New messages that are transferred to the INTUITY system will not light subscriber message waiting lamps.

## **Migration from DP Mode**

---

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

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

## **Automatically Migrated Data**

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

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

---

## Data Not Migrated

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

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



### NOTE:

New messages that are transferred to the INTUITY system will not light subscriber message waiting lamps.

## **Preparations for Migration**

---

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

### **DEFINITY AUDIX in CL or DP Mode**

---

The following outlines the information which should be distributed to your subscribers prior to the migration.

#### **One Month in Advance**

- 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.

- Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.



**NOTE:**

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.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

---

## One Day in Advance

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

### ⇒ NOTE:

You may want to include in your broadcast message information regarding any 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 multi-language capability.

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

You may connect any of the following printers:

- 593
- 595
- 6417
- 570 series of terminals

### ⇒ NOTE:

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

- Perform screen prints of the following items, if desired:
  - Traffic reports
  - Administration log
  - Alarm log

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

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

- a. Press **CTRL** **F4** to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press **F3** (Print Screen) 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 **CTRL** **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 **(F1)** (LCL Pat) to display the screen-labeled print keys.
- c. Press **(F7)** (Print Screen) 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.

■ **Administer Remote Networked Machines**

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

- Change the machine name and dial string to match the INTUITY 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.

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## Post-Migration Administration

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Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up 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 re-enter 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 system.

### DEFINITY AUDIX in CL or DP Mode

---

The following post-migration tasks need to be completed in order to complete the migration from the DEFINITY AUDIX in CL mode or from the DEFINITY AUDIX in DP mode system to the INTUITY system.

- Review the List of Transferred Subscribers

Compare subscribers on the INTUITY system with subscribers on the DEFINITY AUDIX system:

1. Display the list of subscribers on the DEFINITY AUDIX system.
  - a. Log into the DEFINITY AUDIX system
  - b. Enter `list subscribers` at the command line.
2. Display the list of subscribers on the INTUITY system.
  - a. Log into the INTUITY system with the `sa` (system administrator) login
  - b. Select AUDIX Administration from the INTUITY Administration menu
  - c. Enter `list subscribers` at the command line.
3. 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
4. Note any incomplete or missing records on the INTUITY system.

- Add subscribers who did not transfer

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations (585-310-552)* for information on adding subscribers.

- Re-enter networking address ranges

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.

- Administer new features

- INTUITY Message Manager

If you purchased INTUITY Message Manager for your system, you may need to administer Message Manager connections for the INTUITY system, as well as activate Message Manager for subscribers. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations*, 585-310-552 and *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

- Languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations*, 585-310-552, for more information.

- INTUITY FAX Messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
    - Administer the outcalling feature to accommodate fax printing.
    - Enable 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.
    - 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.



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# Planning for an AUDIX Voice Power Migration

# 3

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## Overview

This chapter describes the following:

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

When you are replacing an AUDIX Voice Power system with an INTUITY system, AT&T supports the migration of subscriber data for the following releases:

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

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## Comparison of AUDIX Voice Power and INTUITY

---

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

### Capacities

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

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

| Capacity                       | AUDIX Voice Power | INTUITY                                                                                                                                                                                 |
|--------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice ports <sup>1</sup>       | 12                | 64 on MAP/100<br>42 on MAP/40<br>18 on MAP/5                                                                                                                                            |
| Voice storage hours            | 70                | 1280 on MAP/100 (without mirroring)<br>470 on MAP/100 (with mirroring)<br>445 on MAP/40 (without mirroring)<br>175 on MAP/40 (with mirroring)<br>205 on MAP/5 (mirroring not available) |
| Local subscribers <sup>2</sup> | 300               | 20,000 on MAP/100<br>15,800 on MAP/40<br>2,400 on MAP/5                                                                                                                                 |

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

## Switch Connections

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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 system differs in the type of data communications hardware it uses.

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

**Table 3-2. Switch and Integration Hardware Comparison**

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

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## **INTUITY Subscriber Features**

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

- **INTUITY FAX Messaging**

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.
- **AMIS analog networking**

Subscribers can 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**

Subscribers can scan all message headers and/or messages.
- **Call sender as reply**

Subscribers can call the sender of a voice mail message immediately after listening to the message.
- **Delivery scheduling**

Subscribers can 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**

Subscribers can send messages to subscribers on remote systems that are part of a digital network of 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.
- **End of message warning**

INTUITY warns a caller when the call is approaching the maximum allowable length for a message.
- **Turn off Call Answering**

When a subscriber is on vacation or away from the 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, the system tells the caller that the subscriber's mailbox is not accepting messages.

- Guest password

Callers can 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

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.

- Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)

- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

- Leave word calling

Caller, on the same switch, can leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.

- Undelete key

Subscriber can press    to recover a message just deleted.

- Dual language greetings

Subscribers can create two multi-lingual personal greetings.

- INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

- 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.



**NOTE:**

This capability is turned on or off system-wide.

- 
- Login announcement

Administrators and users, with login announcement privileges, can 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 or decrease the volume of messages they are reviewing.
  - Online help

Subscribers can get easily obtained information about how to use the system on-line.
  - Outgoing/filed message storage

Subscribers can save messages they create so they can send them again or keep a record of what they said. Subscribers can check the status of messages sent. Status categories include *filed*, *non-deliverable*, *undelivered*, *delivered*, and *accessed*.
  - 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

Subscribers, who have permission, can send priority messages, which are specially marked and preferentially presented to recipients.
  - Private message

Subscribers or callers can designate a message they create as *private*, which prevents it from being forwarded.
  - Priority outcalling

Subscribers can be notified by an outcall only when they have new *priority* messages.
  - Relogin

Subscribers can log into INTUITY 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.
  - Shared extension

Subscribers who share one extension can have a private voice mailbox.

- Speed up/slow down controls  
Subscribers can increase or decrease the speed of messages they are reviewing.
  - Untouched message  
Subscribers can listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.
  - Alternate personal greetings  
Subscribers can create two alternate personal greetings, either of which you can activate. The INTUITY 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  
INTUITY system prompts and recorded messages sound better.
  - Press # to approve  
Subscribers can press # on the INTUITY system, and not \* # as with on the AUDIX Voice Power system, to approve or complete tasks.
  - Address messages before recording them  
Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.
-  **NOTE:**  
If the subscriber is sending a fax only, they must address the fax before sending it.
- Dial through error prompts  
When a subscriber presses an invalid button on INTUITY, they will get an immediate beep if they pressed an invalid button. The subscriber can then dial through the error message without listening to it.

---

## **AUDIX Voice Power Subscriber Features Not Available**

- **General mailbox**

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. The INTUITY system has no general mailbox.

- **Name voiceback when transferring**

When a subscriber presses \*T to transfer to another 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**

When a subscriber is getting messages, the AUDIX Voice Power system notifies them when a message sent could not be delivered due to the receiver's mailbox being full. You then have the option of resending the message. In the INTUITY system, you must access the outgoing/filed message option to find out the status of messages sent.

## **Automated Attendant**

---

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

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

| <b>AUDIX Voice Power</b>                                                 | <b>INTUITY</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                                                                                                                                                                             |

---

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

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

| <b>AUDIX Voice Power</b>                                                                                                              | <b>INTUITY</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.                                                                                                                                                                                       |

## **INTUITY Administration Features**

---

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

- Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.



**NOTE:**

Using the SAT order can be very helpful for administrators who also administer the switch.

- Multiple login levels

Two levels of logins are available:

- system administrator (*sa*)
- voice messaging administrator (*vm*).



**NOTE:**

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

- Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.



**NOTE:**

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

- AUDIX Administration and Data Acquisition Package (ADAP)

ADAP 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 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 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 system allows the system administrator to avoid abuse or misuse of voice mail by restricting to whom certain subscribers can send messages. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.

- AMIS and Digital Networking

AMIS and digital networking require extensive administration effort. A large portion of the INTUITY screens are devoted to the networking features.

- Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

- Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

- Disable Call Answer

Administrator can 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

Administrator can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available through the AUDIX Administration menu.

- Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

- Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

- TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

- Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

- Print screens

Administrator can print screens and reports by pressing the **(F6)** key.

- Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

- Back-up and Restore

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.



**NOTE:**

If you do not rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

- Customizing Prompts

The INTUITY 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.

- Customizing Class of Service for the system

The INTUITY system has twelve default classes of service, all of which may be changed system-wide. You can also change class of service per subscriber.

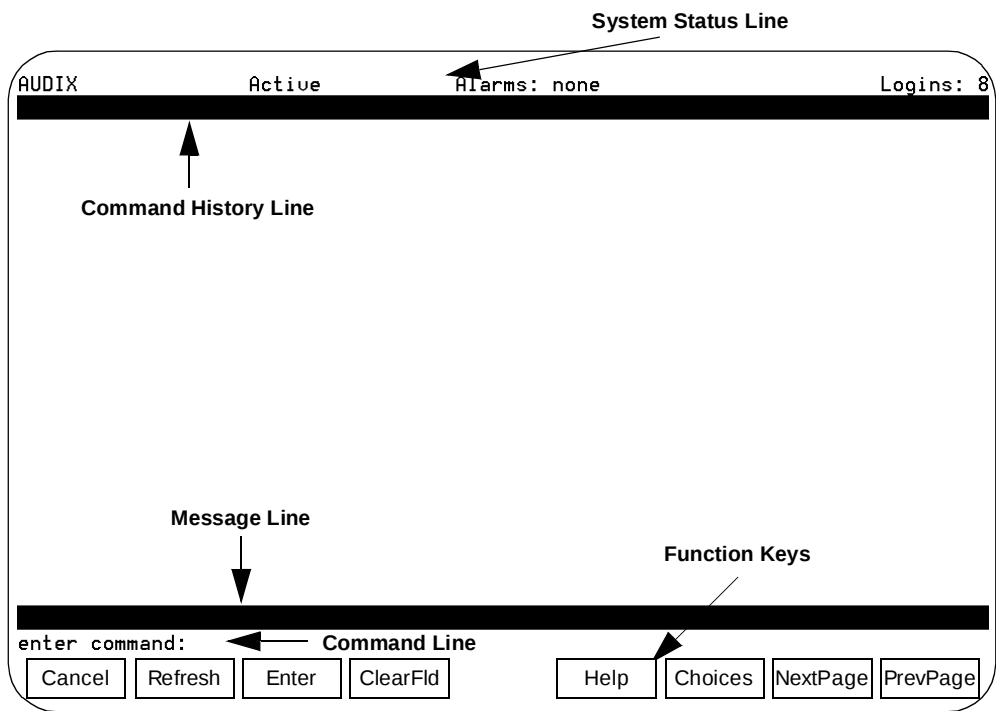
## **INTUITY Administration Tools**

---

The INTUITY system is a hardware/software platform. INTUITY AUDIX 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 AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

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

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

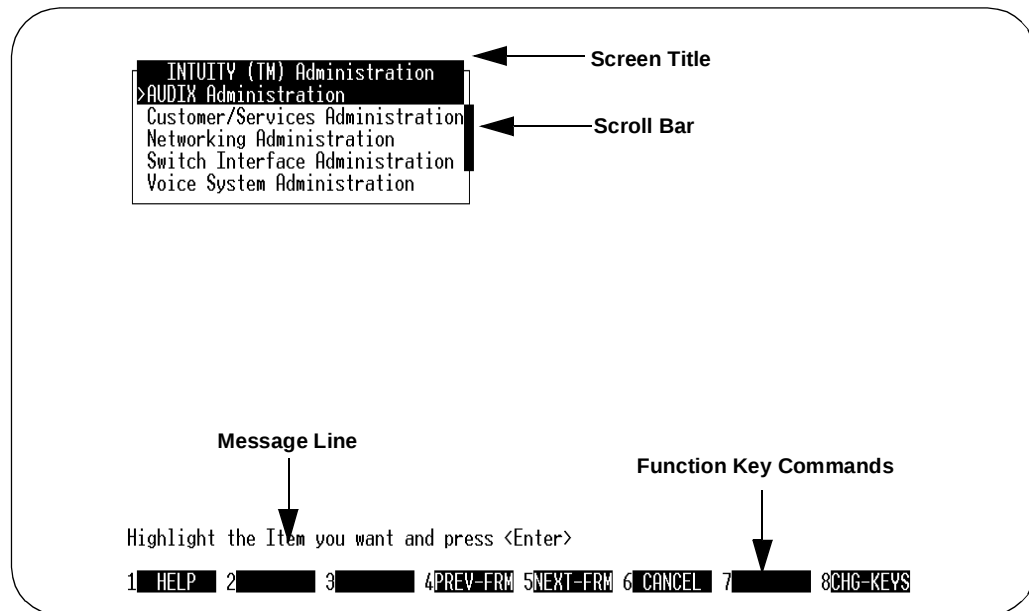


**Figure 3-1. INTUITY AUDIX Screen Layout**

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX Administration*.

## INTUITY System Windows

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



**Figure 3-2. 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.

For more information on INTUITY windows, refer to *INTUITY Platform Administration and Maintenance*.

---

## Screens Mapping

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### Screen Cross-Reference

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

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

| AUDIX Voice Power           | INTUITY                                                                                        | Reference                                                                            |
|-----------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Holiday Administration      | Holiday Schedule                                                                               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>  |
| Service Hour Administration | Business Schedule                                                                              | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>  |
| View Day Service            | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations (585-310-552)</i> |
| View Night Service          | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>  |
| Edit Workspace              | Subscriber                                                                                     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>  |

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

| <b>AUDIX Voice Power</b>               | <b>INTUITY</b>                                                                         | <b>Reference</b>                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Copy Day or Night Service to Workspace | List Auto-attendant Menu                                                               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Outcalling Administration              | System Parameters Outcalling                                                           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Subscriber Administration              | Subscriber Class of Service<br>List COS<br>List Extensions<br>List Subscribers         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Voice System Parameter Administration  | System Parameters Features<br>System Parameters Limits<br>System Parameters Thresholds | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Diagnose Equipment                     | Diagnose Voice Equipment                                                               | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Report Voice System Status             | Verify System Status                                                                   | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Shutdown System                        | Shutdown Voice System                                                                  | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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

| <b>AUDIX Voice Power</b> | <b>INTUITY</b>                                                                               | <b>Reference</b>                                                                                                                                                               |
|--------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start Voice System       | Start Voice System                                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Stop Voice System        | Stop Voice System                                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Change Status of Voice   | Assign Service to Called Number                                                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Phone Line Usage Report  | Feature Daily Traffic<br>Feature Hourly Traffic<br>Load Daily Traffic<br>Load Hourly Traffic | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Mailbox Usage Report     | Subscriber Daily Traffic<br>Subscriber Monthly Traffic                                       | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Most Recent Audit        | Alarm Log                                                                                    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Event Log Report         | Administrator's Log<br>Alarm Log<br>Activity Log                                             | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i><br><br><i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

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

| <b>AUDIX Voice Power</b>          | <b>INTUITY</b>                                                    | <b>Reference</b>                                                                    |
|-----------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Backup to Removable Media Menu    | Backup                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Change Password                   | Password Administration                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Change Date and Time              | Set Date and Time                                                 | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Format Floppy Disk                | Format UNIX Floppy                                                | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Enable/Diable Second Serial Port  | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Second Hard Disk Setup            | Add Disk<br>Replace Disk                                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Serial Ports Setup                | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Restore from Removable Media Menu | Restore                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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

| <b>AUDIX Voice Power</b>        | <b>INTUITY</b>          | <b>Reference</b>                                                                    |
|---------------------------------|-------------------------|-------------------------------------------------------------------------------------|
| Display Installed Software      | View Installed Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Install UNIX System Application | Software Install        | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |
| Remove Installed Software       | Software Remove         | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |

#### **AUDIX Voice Power Screens Without an INTUITY Cross-Reference Screen**

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The following AUDIX Voice Power screens have no cross-reference screen in the INTUITY system:

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

## Migration Processes Overview

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

- You want to have the same phone number for subscribers to call to get their messages on the AUDIX Voice Power.
- You want to temporarily keep your AUDIX Voice Power system available for subscribers to access old messages



### NOTE:

The technician's tasks for a migration differ somewhat, depending on whether your switch is a System 75 or DEFINITY G1/G3 switch. For more information refer to *INTUITY Release 3.0 Migration Procedures, 585-310-233*.

## Automatically Migrated Data

---

The data which will be migrated from the AUDIX Voice Power system to the INTUITY system includes:

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

## Data Not Migrated

---

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

## Preparations for Migration

---

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

### One Month in Advance

---

- Send a broadcast message that tells your subscribers about the upcoming change of voice 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)



**NOTE:**

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

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging System Is Coming." You may photocopy or customize it and distribute it.

- 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*.
- Notify subscribers that INTUITY subscriber features operate differently from those on AUDIX Voice Power.

Appendix B contains the handout, "The New INTUITY AUDIX Voice Messaging." You may photocopy or customize it and distribute it.

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## One Day In Advance

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

### ⇒ NOTE:

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

- Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.

### ⇒ NOTE:

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.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.
- Collect records of the AUDIX Voice Power configuration

You must gather the following information to give to the technician who performs the upgrade. You can gather the information by printing out or writing down the information on 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)

### ⇒ NOTE:

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

1. Log in on your telephone to the appropriate Service Administrator mailbox.
2. Press the appropriate button for the prompts you want to 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].
3. Follow the prompts to listen to the greeting.

- **Transcribe the general mailbox greeting**

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



**NOTE:**

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

### **The Day on Which the INTUITY System Becomes Active**

---

- **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.

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



**CAUTION:**

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

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.

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## Post-Migration Administration

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Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up 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 AUDIX Voice Power system, you should re-enter the data you gathered in preparation for the migration. The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power system to the INTUITY system.

- Review the list of transferred subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX Voice Power system:

1. Display the list of subscribers on the AUDIX Voice Power system.
  - a. Log into the AUDIX Voice Power system.
  - b. Select the following sequence of menu options:
    - Voice System Administration
    - Application Package Administration
    - AUDIX Voice Power
    - Subscriber Administration
  - c. At the Subscriber Administration screen, press **F8** (Change Keys), then **F3**, and finally select the Display option.
2. Display the list of subscribers on the INTUITY system.
  - a. Log into the INTUITY system with the sa (system administrator) login
  - b. Select AUDIX Administration from the INTUITY Administration menu
  - c. Enter `list subscribers` at the command line.
3. 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.

If the machines are not close together, print out segments of the AUDIX Voice Power list using the print screen keys
4. Note any incomplete or missing records on the INTUITY system.

- Add subscribers who did not transfer

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for information on adding subscribers.

- Administer system parameters

Change the default system parameters of the INTUITY 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 document for information on changing parameters

- Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 document for information on automated attendants and bulletin boards.

- Administer custom announcements

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.

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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 for more information.

- 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 and *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557 for more information.

- 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 for more information.

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- Administer fax messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accommodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)
- Enable subscribers for fax messaging, by:
  - 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 2400 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.

### **Readminister AUDIX Voice Power 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.

---

# **Planning for an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Migration**

# **4**

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## **Overview**

This chapter describes the following:

- A comparison between AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Migration tasks for which you, the customer, are responsible for completing

When you are replacing an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system with an INTUITY system, AT&T supports the migration of subscriber data for the following releases:

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

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## Comparison of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY

---

The following sections describe the differences between the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system and the INTUITY system.

### Capacities

---

The INTUITY system exceeds the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system in voice messaging capacity. Table 4-1 compares maximum capacities on both products.

**Table 4-1. Maximum Capacity of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY**

| Capacity                       | AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) | INTUITY                                                                                                                                                                                 |
|--------------------------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice ports <sup>1</sup>       | 12                                                   | 64 on MAP/100<br>42 on MAP/40<br>18 on MAP/5                                                                                                                                            |
| Voice storage hours            | 70                                                   | 1280 on MAP/100 (without mirroring)<br>470 on MAP/100 (with mirroring)<br>445 on MAP/40 (without mirroring)<br>175 on MAP/40 (with mirroring)<br>205 on MAP/5 (mirroring not available) |
| Local subscribers <sup>2</sup> | 300                                                  | 20,000 on MAP/100<br>15,800 on MAP/40<br>2,400 on MAP/5                                                                                                                                 |

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

### Switch Connections

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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 on MERLIN LEGEND (IS II or IS III) system. However, the INTUITY system differs in the type of data communications hardware it uses.

Table 4-2 compares supported switches and data communications hardware on those switches:

**Table 4-2. Switch and Integration Hardware Comparison**

| <b>Switches</b>          | <b>Integration Hardware</b>                                 |                                                                                                                                     |
|--------------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|                          | <b>AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)</b> | <b>INTUITY</b>                                                                                                                      |
| System 25                | Mode Codes                                                  | N/A                                                                                                                                 |
| System 75 (all releases) | DCP                                                         |                                                                                                                                     |
| System 75 R1V3           | N/A                                                         | SCI,PI                                                                                                                              |
| System 85 R2V4 only      | N/A                                                         | DCIU                                                                                                                                |
| DEFINITY Generic 1       | DCP                                                         | PI                                                                                                                                  |
| DEFINITY Generic 2.1     | N/A                                                         | DCIU                                                                                                                                |
| DEFINITY Generic 2.2     | N/A                                                         | DCIU                                                                                                                                |
| DEFINITY Generic 3s      | DCP                                                         | PI                                                                                                                                  |
| DEFINITY Generic 3i      | DCP                                                         | PI                                                                                                                                  |
| DEFINITY Generic 3r      | DCP                                                         | PGATE                                                                                                                               |
| DEFINITY Generic 3 V2    | DCP                                                         | PI or PGATE                                                                                                                         |
| DEFINITY Generic 3 V3    | DCP                                                         | PI or PGATE                                                                                                                         |
| NEC NEAX 2400            | SIDs                                                        | SIDs                                                                                                                                |
| Rolm 8000, 9000, 9751    | SIDs                                                        | SIDs                                                                                                                                |
| Northern Telecom SL-1    | SIDs                                                        | SIDs                                                                                                                                |
| Northern Telecom DMS100  | N/A                                                         | SMSI with 202T modem                                                                                                                |
| MERLIN LEGEND            | Mode Codes                                                  | Mode Codes<br> <b>NOTE:</b><br>Uses IVC6 ports |
| Mitel SX 200D            | SIDs                                                        | N/A                                                                                                                                 |
| 5ESS                     | N/A                                                         | 3A SMSI Translator; SMSI with 202T modem                                                                                            |

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## **INTUITY Subscriber Features**

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

- **INTUITY FAX Messaging**

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.
- **AMIS analog networking**

Subscribers can 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**

Subscribers can scan all message headers and/or messages.
- **Call sender as reply**

Subscribers can call the sender of a voice mail message immediately after listening to the message.
- **Delivery scheduling**

Subscribers can 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**

Subscribers can send messages to subscribers on remote systems that are part of a digital network of 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.
- **End of message warning**

INTUITY warns a caller when the call is approaching the maximum allowable length for a message.
- **Turn off Call Answering**

When a subscriber is on vacation or away from the 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, the system tells the caller that the subscriber's mailbox is not accepting messages.

- Guest password

Callers can 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

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.

- Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)

- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

- Leave word calling

Caller, on the same switch, can leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.

- Undelete key

Subscriber can press    to recover a message just deleted.

- Dual language greetings

Subscribers can create two multi-lingual personal greetings.

- INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

- 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.



**NOTE:**

This capability is turned on or off system-wide.

- 
- Login announcement

Administrators and users, with login announcement privileges, can 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 or decrease the volume of messages they are reviewing.
  - Online help

Subscribers can get easily obtained information about how to use the system on-line.
  - Outgoing/filed message storage

Subscribers can save messages they create so they can send them again or keep a record of what they said. Subscribers can check the status of messages sent. Status categories include *filed*, *non-deliverable*, *undelivered*, *delivered*, and *accessed*.
  - 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

Subscribers, who have permission, can send priority messages, which are specially marked and preferentially presented to recipients.
  - Private message

Subscribers or callers can designate a message they create as *private*, which prevents it from being forwarded.
  - Priority outcalling

Subscribers can be notified by an outcall only when they have new *priority* messages.
  - Relogin

Subscribers can log into INTUITY 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.
  - Shared extension

Subscribers who share one extension can have a private voice mailbox.

- Speed up/slow down controls  
Subscribers can increase or decrease the speed of messages they are reviewing.
  - Untouched message  
Subscribers can listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.
  - Alternate personal greetings  
Subscribers can create two alternate personal greetings, either of which you can activate. The INTUITY 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  
INTUITY system prompts and recorded messages sound better.
  - Press # to approve  
Subscribers can press # on the INTUITY system, and not \* # as with on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system, to approve or complete tasks.
  - Address messages before recording them  
Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.
-  **NOTE:**  
If the subscriber is sending a fax only, they must address the fax before sending it.
- Dial through error prompts  
When a subscriber presses an invalid button on INTUITY, they will get an immediate beep if they pressed an invalid button. The subscriber can then dial through the error message without listening to it.

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## **AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Subscriber Features Not Available**

- **General mailbox**

In an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) 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. The INTUITY system has no general mailbox.

- **Name voiceback when transferring**

When a subscriber presses \*T to transfer to another 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**

When a subscriber is getting messages, the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system notifies them when a message sent could not be delivered due to the receiver's mailbox being full. You then have the option of resending the message. In the INTUITY system, you must access the outgoing/filed message option to find out the status of messages sent.

### **Automated Attendant**

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The INTUITY system differs from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system in the way automated attendants are administered and the capabilities the automated attendants offer. Table 4-3 shows a comparison between the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and the INTUITY automated attendants.

**Table 4-3. Automated Attendant Capabilities**

| <b>AUDIX Voice Power on<br/>MERLIN LEGEND (IS II or<br/>IS III)</b>      | <b>INTUITY</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                                                                                                                                                                             |

---

Table 4-4 shows a comparison of the administration of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY automated attendants.

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

| <b>AUDIX Voice Power on<br/>MERLIN LEGEND (IS II or IS<br/>III)</b>                                                                   | <b>INTUITY</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**

The AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Information Service has an equivalent feature called Bulletin Board in the INTUITY system. In the INTUITY 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**

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

## **INTUITY Administration Features**

---

The INTUITY system offers additional or different administration features to those of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.

- Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.



**NOTE:**

Using the SAT order can be very helpful for administrators who also administer the switch.

- Multiple login levels

Two levels of logins are available:

- system administrator (*sa*)
- voice messaging administrator (*vm*).



**NOTE:**

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

- Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.



**NOTE:**

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

- AUDIX Administration and Data Acquisition Package (ADAP)

ADAP 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 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 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 system allows the system administrator to avoid abuse or misuse of voice mail by restricting to whom certain subscribers can send messages. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.

- AMIS and Digital Networking

AMIS and digital networking require extensive administration effort. A large portion of the INTUITY screens are devoted to the networking features.

- Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

- Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

- Disable Call Answer

Administrator can 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

Administrator can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available through the AUDIX Administration menu.

- Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

- Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

- TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

- Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

- Print screens

Administrator can print screens and reports by pressing the **F6** key.

- Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

- Back-up and Restore

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.



**NOTE:**

If you do not rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

- Customizing Prompts

The INTUITY 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.

- Customizing Class of Service for the system

The INTUITY system has twelve default classes of service, all of which may be changed system-wide. You can also change class of service per subscriber.

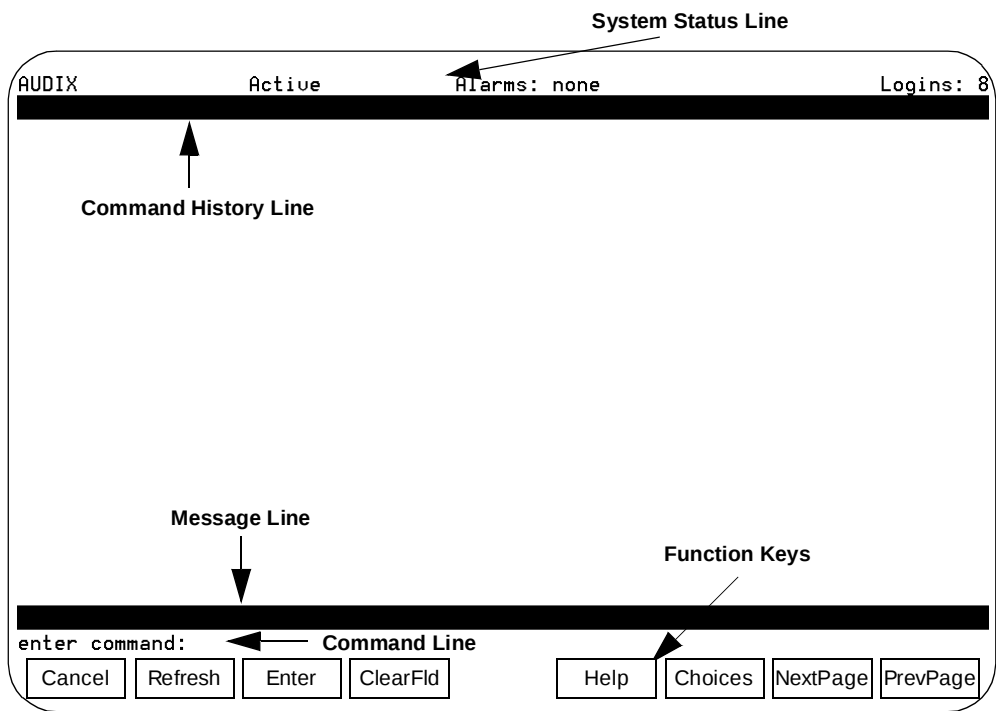
## **INTUITY Administration Tools**

---

The INTUITY system is a hardware/software platform. INTUITY AUDIX 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 AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

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

Voice messaging is administered using INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. Figure 4-1 shows a layout of an INTUITY AUDIX screen.



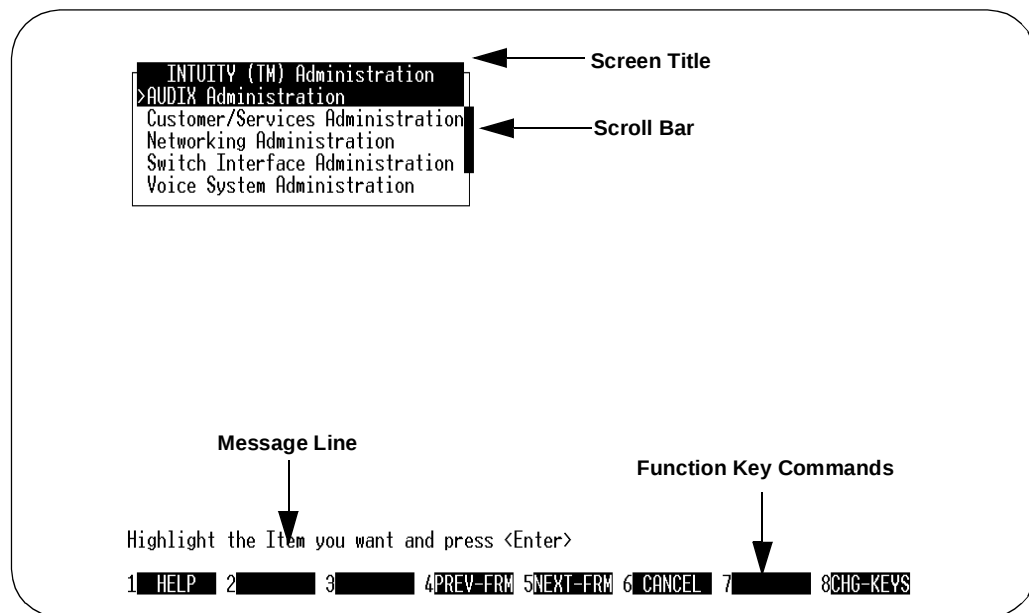
**Figure 4-1. INTUITY AUDIX Screen Layout**

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX Administration*.

## INTUITY System Windows

All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press the **(F6)** (Choices) key to view and select the valid choices. Figure 4-2 shows an INTUITY system window.

---



**Figure 4-2. 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.

For more information on INTUITY windows, refer to *INTUITY Platform Administration and Maintenance*.

---

## Screens Mapping

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### Screen Cross-Reference

---

In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power on MERLIN LEGEND (IS II or IS III). Table 4-5 is a cross-reference of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

**Table 4-5. Screen Cross Reference**

| AUDIX Voice Power           | INTUITY                                                                                        | Reference                                                                           |
|-----------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Holiday Administration      | Holiday Schedule                                                                               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Service Hour Administration | Business Schedule                                                                              | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| View Day Service            | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| View Night Service          | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Edit Workspace              | Subscriber                                                                                     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

**Table 4-5. Screen Cross Reference**

| <b>AUDIX Voice Power</b>               | <b>INTUITY</b>                                                                         | <b>Reference</b>                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Copy Day or Night Service to Workspace | List Auto-attendant Menu                                                               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Outcalling Administration              | System Parameters Outcalling                                                           | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Subscriber Administration              | Subscriber Class of Service<br>List COS<br>List Extensions<br>List Subscribers         | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Voice System Parameter Administration  | System Parameters Features<br>System Parameters Limits<br>System Parameters Thresholds | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Diagnose Equipment                     | Diagnose Voice Equipment                                                               | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Report Voice System Status             | Verify System Status                                                                   | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Shutdown System                        | Shutdown Voice System                                                                  | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

**Table 4-5. Screen Cross Reference**

| <b>AUDIX Voice Power</b> | <b>INTUITY</b>                                                                               | <b>Reference</b>                                                                                                                                                               |
|--------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start Voice System       | Start Voice System                                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Stop Voice System        | Stop Voice System                                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Change Status of Voice   | Assign Service to Called Number                                                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Phone Line Usage Report  | Feature Daily Traffic<br>Feature Hourly Traffic<br>Load Daily Traffic<br>Load Hourly Traffic | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Mailbox Usage Report     | Subscriber Daily Traffic<br>Subscriber Monthly Traffic                                       | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Most Recent Audit        | Alarm Log                                                                                    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Event Log Report         | Administrator's Log<br>Alarm Log<br>Activity Log                                             | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i><br><br><i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

**Table 4-5. Screen Cross Reference**

| <b>AUDIX Voice Power</b>          | <b>INTUITY</b>                                                    | <b>Reference</b>                                                                    |
|-----------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Backup to Removable Media Menu    | Backup                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Change Password                   | Password Administration                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Change Date and Time              | Set Date and Time                                                 | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Format Floppy Disk                | Format UNIX Floppy                                                | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Enable/Diable Second Serial Port  | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Second Hard Disk Setup            | Add Disk<br>Replace Disk                                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Serial Ports Setup                | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Restore from Removable Media Menu | Restore                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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**Table 4-5. Screen Cross Reference**

| <b>AUDIX Voice Power</b>        | <b>INTUITY</b>          | <b>Reference</b>                                                                    |
|---------------------------------|-------------------------|-------------------------------------------------------------------------------------|
| Display Installed Software      | View Installed Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Install UNIX System Application | Software Install        | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |
| Remove Installed Software       | Software Remove         | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |

**AUDIX Voice Power on MERLIN LEGEND  
(IS II or IS III) Screens Without an INTUITY  
Cross-Reference Screen**

---

The following AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) screens have no cross-reference screen in the INTUITY system:

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

## **Migration Processes Overview**

---

This section describes the migration process and the data that will or will not be migrated from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system. The migration process assumes:

- You want to have the same phone number for subscribers to call to get their messages on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III).
- You want to temporarily keep your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system available for subscribers to access old messages



### **NOTE:**

The technician's tasks for a migration differ somewhat, depending on whether your switch is a MERLIN LEGEND or a System 75 or DEFINITY G1/G3 switch. For more information refer to *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

## **Automatically Migrated Data**

---

The data which will be migrated from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system includes:

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

## **Data Not Migrated**

---

The Intuity system *does not* transfer any other data from AUDIX Voice Power on MERLIN LEGEND (IS II or IS III). Some examples 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

## Preparations for Migration

---

This section identifies recommended preparations for a migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system.

### One Month in Advance

---

- Send a broadcast message that tells your subscribers about the upcoming change of voice 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)



**NOTE:**

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

Appendix B contains the handout, "The Voice Messaging System Is Coming." You may photocopy or customize it and distribute it.

- 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*.
- Notify subscribers that INTUITY subscriber features operate differently from those on AUDIX Voice Power on MERLIN LEGEND (IS II or IS III).

Appendix B contains the handout, "The New AUDIX Voice Messaging." You may photocopy or customize it and distribute it.

---

## One Day In Advance

---

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

### ⇒ NOTE:

The AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) broadcast messages will not turn on message waiting lamps. So you may want to send voice mail messages instead.

- Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.

### ⇒ NOTE:

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.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.
- Collect records of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Configuration

You must gather the following information to give to the technician who performs the upgrade. You can gather the information by printing out or writing down the information on 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)

### ⇒ NOTE:

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 on MERLIN LEGEND (IS II or IS III) with the INTUITY system. To transcribe prompts, you simply listen to the prompts and write them down. To listen to a prompt:

1. Log in on your telephone to the appropriate Service Administrator mailbox.
2. Press the appropriate button for the prompts you want to 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].
3. Follow the prompts to listen to the greeting.

- Transcribe the general mailbox greeting

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



**NOTE:**

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

### **The Day on Which the INTUITY System Becomes Active**

---

- 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.

See your *AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) System Manager's Guide* or *AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Maintenance* 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.*

- 
- To handle fax-tone calls on MERLIN LEGEND switches, you must 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.

## **Post-Migration Administration**

---

Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up 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 AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system, you should re-enter the data you gathered in preparation for the migration. The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system.

- Review the list of transferred subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system:

1. Display the list of subscribers on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.
  - a. Log into the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.
  - b. Select the following sequence of menu options:
    - Voice System Administration
    - Application Package Administration
    - AUDIX Voice Power
    - Subscriber Administration
  - c. At the Subscriber Administration screen, press **F8** (Change Keys), then **F3**, and finally select the Display option.
2. Display the list of subscribers on the INTUITY system.
  - a. Log into the INTUITY system with the sa (system administrator) login
  - b. Select AUDIX Administration from the INTUITY Administration menu
  - c. Enter `list subscribers` at the command line.
3. If the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) 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 AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) list using the print screen keys

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

- Add subscribers who did not transfer

---

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552*, for information on adding subscribers.

- Administer system parameters

Change the default system parameters of the INTUITY system to the parameters displayed in the printouts of your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) configuration. The INTUITY system requires a number of additional parameters for system administration. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552*, document for information on changing parameters

- Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY 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 *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552*, document for information on automated attendants and bulletin boards.

- Administer custom announcements

Create any custom announcements you had on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system. To do this, you should create a custom announcement set first and then make changes.

Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Intuity system. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552*, for more information.

- 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 *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552* and *INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557* for more information.

- 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 *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552* for more information.

- Administer fax messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accomodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature).
- Enable subscribers for fax messaging, by:
  - 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 2400 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.

**Readminister AUDIX Voice Power on  
MERLIN LEGEND (IS II or IS III) DCP  
Connection**

---

If you wish to keep AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) available so subscribers can get old messages, you must readminister the DCP connection for the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) sytem using a new extension number. See *AUDIX Voice Power Switch Integration to System 75, DEFINITY Generic 1 and DEFINITY Generic 3* for more information.



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## **Planning for an AUDIX Voice Power Lodging Migration**

# **5**

---

### **Overview**

---

This chapter describes the following:

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

When you are replacing an AUDIX Voice Power Lodging system with an INTUITY system, AT&T supports the migration for the following releases:

- R1.1
- R3.0

---

## Comparison of AUDIX Voice Power Lodging and INTUITY

---

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

### Capacities

---

The INTUITY system exceeds the AUDIX Voice Power Lodging system in voice messaging capacity. Table 5-1 compares maximum capacities on both products.

**Table 5-1. Maximum Capacity of AUDIX Voice Power Lodging and INTUITY**

| Capacity            | AUDIX Voice Power Lodging | INTUITY                                                                                                                                                                   |
|---------------------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Voice ports         | 12                        | 64 on MAP/100<br>42 on MAP/40<br>18 on MAP/5                                                                                                                              |
| Voice storage hours | 70                        | 1280 on MAP/100<br>(without mirroring)<br>470 on MAP/100<br>(with mirroring)<br>445 on MAP/40<br>(without mirroring)<br>175 on MAP/40<br>(with mirroring)<br>205 on MAP/5 |

---

### Features

---

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

- Improved platform  
The new platform allows an increase in the number of voice ports and the amount of voice storage.
- Automatic nightly back-up  
The INTUITY system provides an automatic nightly back-up.
- Multi-lingual capabilities  
Voice mail retrieval instructions are played in the guest's chosen language.
- Voice prompts

Most voice prompts are capable of being customized. The administrator can record their preferred prompts to over-ride the system prompts.

- Text or FAX notification

Guest will be notified when calling into voice mail that they have a text or FAX message.

- Voice mail deletion

Deleted voice mail messages are not removed from the system for 24 hours. Guests may restore their deleted messages with the help of the administrator.

- Broadcast Messages

Broadcast messages can be sent to all guests.

- Automatic alarm origination

The INTUITY system provides automatic alarm origination.

- Universal voice ports

Each port on the INTUITY system is capable of providing AUDIX or Lodging service.

- Same switch interface

AUDIX Voice Power Lodging uses the same switch interface as AUDIX. No special switch integration software or hardware is needed.

- Voice mail

Voice mail can be provided for guests with extensions on different switches if the the switches are networked.

- Improved message recording quality

All messages are recorded in high quality Code Excited Linear Prediction (CELP) coding style.

- Quick access to messages

Guests have quick access to all new messages in their mailboxes. The number of messages are indicated as soon as they call-in and new messages are played before old messages.

- Last-in/First-out or First-in/First-out order

The INTUITY system can be administered to play voice mail in Last-in/First-out or First-in/First-out order.

- Do-Not-Disturb greeting

A Do-No-Disturb greeting is played when someone calls a guest who does not wish to be disturbed.

- System activity reports

System activity reports for the last 30 days are saved and can be accessed by the administrator.

---

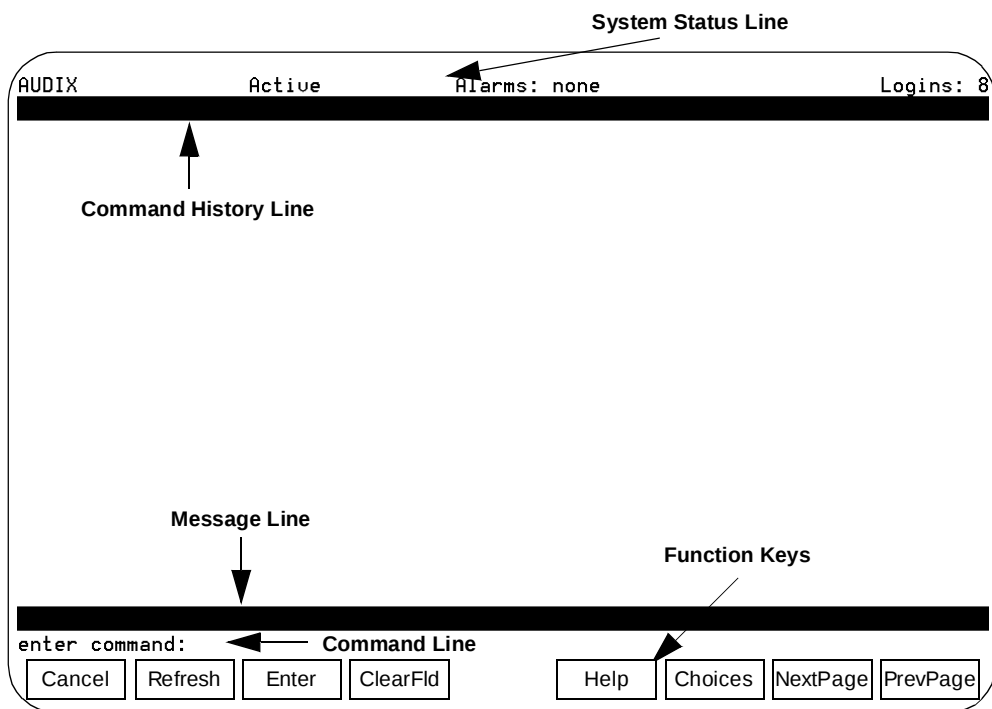
## INTUITY Administration Tools

---

The INTUITY system is a hardware/software platform. INTUITY AUDIX 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 AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

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

Voice messaging is administered using INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. Figure 5-1 shows a layout of an INTUITY AUDIX screen.



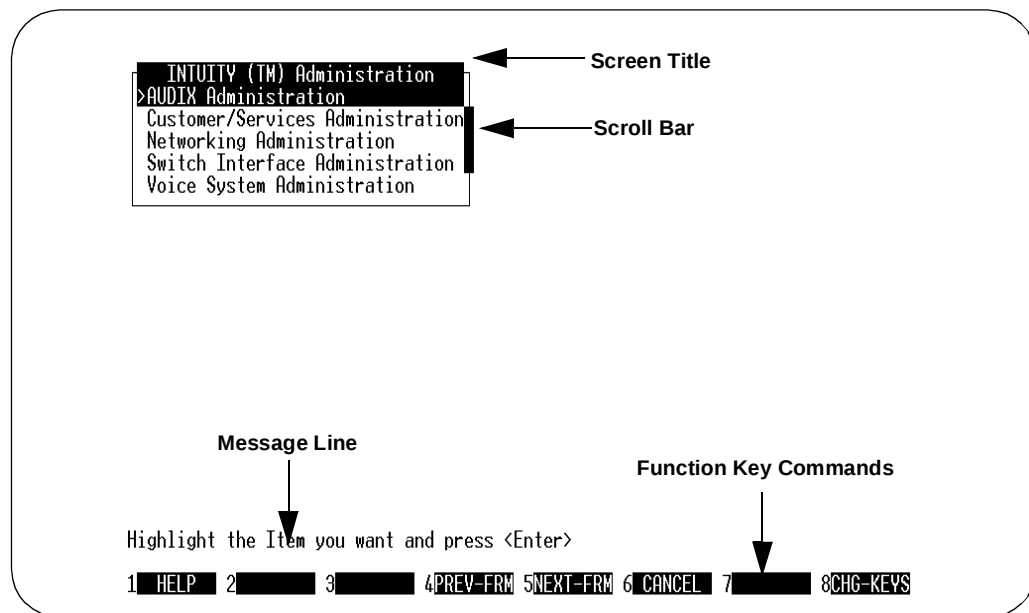
---

**Figure 5-1. INTUITY AUDIX Screen Layout**

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX Release 3.3 Administration and Features Operations*, 585-310-552.

## INTUITY System Windows

All platform and networking related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing **(ENTER)**. When you are required to enter information in a field on a window, you can press the **(F6)** (Choices) key to view and select the valid choices. Figure 5-2 shows an INTUITY system window.



**Figure 5-2. Intuity Windows Layout**

As you use the INTUITY system's maintenance and networking 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.

For more information on INTUITY windows, refer to *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

---

## Screen Cross-Reference

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In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power Lodging. Table 5-2 is a cross-reference of AUDIX Voice Power Lodging screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

**Table 5-2. Screen Cross Reference**

| <b>AUDIX Voice Power</b>               | <b>INTUITY</b>                                                                                 | <b>Reference</b>                                                                    |
|----------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Holiday Administration                 | Holiday Schedule                                                                               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Service Hour Administration            | Business Schedule                                                                              | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| View Day Service                       | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| View Night Service                     | Subscriber<br>List Attendants<br>Routing Table<br>Administration<br>Auto-Attendant<br>Schedule | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Edit Workspace                         | Subscriber                                                                                     | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Copy Day or Night Service to Workspace | List Auto-attendant Menu                                                                       | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |

**Table 5-2. Screen Cross Reference**

| <b>AUDIX Voice Power</b>              | <b>INTUITY</b>                                                                                  | <b>Reference</b>                                                                    |
|---------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Outcalling Administration             | System Parameters<br>Outcalling                                                                 | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Subscriber Administration             | Subscriber<br>Class of Service<br>List COS<br>List Extensions<br>List Subscribers               | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Voice System Parameter Administration | System Parameters<br>Features<br>System Parameters<br>Limits<br>System Parameters<br>Thresholds | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Diagnose Equipment                    | Diagnose Voice<br>Equipment                                                                     | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Report Voice System Status            | Verify System Status                                                                            | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Shutdown System                       | Shutdown Voice System                                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Start Voice System                    | Start Voice System                                                                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Stop Voice System                     | Stop Voice System                                                                               | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

**Table 5-2. Screen Cross Reference**

| <b>AUDIX Voice Power</b>       | <b>INTUITY</b>                                                                               | <b>Reference</b>                                                                                                                                                               |
|--------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Change Status of Voice         | Assign Service to Called Number                                                              | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Phone Line Usage Report        | Feature Daily Traffic<br>Feature Hourly Traffic<br>Load Daily Traffic<br>Load Hourly Traffic | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Mailbox Usage Report           | Subscriber Daily Traffic<br>Subscriber Monthly Traffic                                       | <i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i>                                                                                            |
| Most Recent Audit              | Alarm Log                                                                                    | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Event Log Report               | Administrator's Log<br>Alarm Log<br>Activity Log                                             | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i><br><br><i>INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552</i> |
| Backup to Removable Media Menu | Backup                                                                                       | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |
| Change Password                | Password Administration                                                                      | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i>                                                                                            |

**Table 5-2. Screen Cross Reference**

| <b>AUDIX Voice Power</b>          | <b>INTUITY</b>                                                    | <b>Reference</b>                                                                    |
|-----------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Change Date and Time              | Set Date and Time                                                 | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Format Floppy Disk                | Format UNIX Floppy                                                | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Enable/Diable Second Serial Port  | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Second Hard Disk Setup            | Add Disk<br>Replace Disk                                          | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Serial Ports Setup                | Install Modem/Terminal Software<br>Remove Modem/Terminal Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Restore from Removable Media Menu | Restore                                                           | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |

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**Table 5-2. Screen Cross Reference**

| <b>AUDIX Voice Power</b>        | <b>INTUITY</b>          | <b>Reference</b>                                                                    |
|---------------------------------|-------------------------|-------------------------------------------------------------------------------------|
| Display Installed Software      | View Installed Software | <i>INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557</i> |
| Install UNIX System Application | Software Install        | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |
| Remove Installed Software       | Software Remove         | <i>INTUITY Software Installation for Release 3.0, 585-310-160</i>                   |

## Migration Process Overview

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This data that can be migrated from the AUDIX Voice Power Lodging system to the INTUITY system includes:

- System files
- Custom prompts
- Guest database
- Guest speech files



**NOTE:**

For more information refer to *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

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## **Preparations for Migration**

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

### **The Day on Which the INTUITY System Becomes Active**

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- Messages

If the guest database and guest speech files are not to be migrated, guests should be asked to verify that they have reviewed their messages in their mailboxes prior to the time at which the migration will begin. They should be told that any messages contained in their mailboxes will not be migrated.

## Post-Migration Administration

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The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power Lodging system to the INTUITY system.

- Administer system parameters

Change the default system parameters of the INTUITY system to the parameters of your AUDIX Voice Power Lodging configuration. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, document for information on changing parameters

- Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY 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 re-record the greetings for the auto-attendant mailbox(es) via your touch-tone phone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, document for information on automated attendants and bulletin boards.

- Administer custom announcements

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.

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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

- 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 *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

- Administer fax messaging

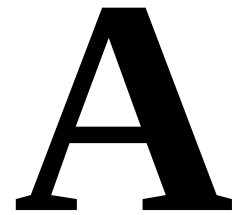
If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accommodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)

- 
- Enable subscribers for fax messaging, by:
    - 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 2400 seconds
  - Set up secondary fax extensions for selected subscribers (optional)
  - Set up a guaranteed fax mailbox for appropriate fax machines

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## Migration Worksheets



### Overview

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

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## AUDIX R1 Migration Worksheets

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

### AUDIX R1 Informational Worksheet

---

Table A-1 helps you obtain the information needed from the AUDIX R1 system.

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

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

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

| <b>AUDIX R1 Information Needed</b>                                                                                                                                                                      | <b>Response</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Type of data communications hardware: <ul style="list-style-type: none"><li>■ SCI</li><li>■ PI</li><li>■ DCIU</li><li>■ PGATE</li><li>■ 202T modem</li><li>■ 3A SMSI Translator</li><li>■ SID</li></ul> |                 |
| Number of voice ports                                                                                                                                                                                   |                 |
| Hours of speech available                                                                                                                                                                               |                 |
| Current add-ons: <ul style="list-style-type: none"><li>■ Networking (AMIS or Digital)</li><li>■ ADAP</li><li>■ Call Detail Recording</li></ul>                                                          |                 |
| Number of networking ports                                                                                                                                                                              |                 |
| Number of subscribers                                                                                                                                                                                   |                 |
| Type of modem and baud rate <sup>1</sup>                                                                                                                                                                |                 |
| AUDIX R1 system telephone number                                                                                                                                                                        |                 |

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

| <b>AUDIX R1 Information Needed</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Response</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Is there an Isolating Data Interface (IDI) or MPDM? <sup>2</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |
| Maintenance port telephone number for the INTUITY system                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |
| Printouts of these AUDIX R1 screens: <ul style="list-style-type: none"><li>■ COS:default</li><li>■ COS:1-11</li><li>■ system:activity<br/>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<br/>network</li><li>■ system:translation:<br/>machine:audix/ amis/call<br/>delivery</li><li>■ list:subscriber</li><li>■ list:extension:remote</li></ul> |                 |

- 
1. 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.
  2. You may be able reuse these with the INTUITY system.
-

## **AUDIX R1 Automated Attendant Greetings Worksheet**

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Table A-2 is used to write down your AUDIX R1 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> |
|----------------------------|------------------------------------|-------------------------------|
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |
|                            |                                    |                               |

## AUDIX R1 Customized Announcements Worksheet

Table A-3 is used to write down your customized announcement fragments.

**Table A-3. AUDIX R1 Customized Announcements Worksheet**

[illegible]



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## Enhanced AUDIX R1 Migration - Time Estimate Worksheet

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The length of time that it will take to migrate voice data and mailing lists depends on the type and amount of data that will need to be migrated. Table A-5 is used to estimate the time needed to complete a migration.

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

| <b>Task Number</b> | <b>Task</b>                                                                                                                                                                                                                                        | <b>Result</b> |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 1.                 | Access the Traffic:Feature:Day screen on the AUDIX R1 machine. Add the number of local subscribers, remote subscribers and non-administered remote subscribers.                                                                                    | _____         |
| 2.                 | Access the Traffic:Load:Day screen on the AUDIX R1 machine. Find the number of blocks in the Voice Text Used field. <sup>1</sup> Multiply this number by 8.                                                                                        | _____         |
| 3.                 | Multiply the number of ports to be used for the migration on the AUDIX R1 by 60.                                                                                                                                                                   | _____         |
|                    |  <b>NOTE:</b><br>The total number of ports that can be used for the migration is 16. If you are planning on migrating names, a maximum of 12 ports can be used. |               |
| 4.                 | Divide the amount calculated in task 2 by the amount calculated in task 3.                                                                                                                                                                         | _____         |
| 5.                 | If migrating names and messages, enter 20 for subscriber class-of-service parameters set-up and restore functions.                                                                                                                                 | _____         |
| 6.                 | If migrating mailing lists, enter 20 for ADAP connection and extraction from the AUDIX R1 machine.                                                                                                                                                 | _____         |
| 7.                 | If migrating names, multiply the number of subscribers (task 1) by 30.                                                                                                                                                                             | _____         |
| 8.                 | If migrating messages, multiply the number of subscribers (task 1) by 30.                                                                                                                                                                          | _____         |

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

| <b>Task Number</b> | <b>Task</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Result</b>                                                                                           |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| 9.                 | <p>If migrating greetings:</p> <p>a. If single greeting is enabled, multiply 5 seconds by the number of subscribers (task 1)</p> <p>b. If multiple greetings are enabled but no greetings are recorded, multiply 10 seconds by the number of subscribers (task 1)</p> <p>c. If multiple greetings are enabled and greetings are recorded, multiply 60 seconds by the number of subscribers (task 1)</p>                                                                                                                                          | <p>_____</p> <p>_____</p> <p>_____</p>                                                                  |
| 10.                | <p>If migrating mailing lists:</p> <p>a. Multiply the total number of subscribers (task 1) by 1.2.<sup>2</sup></p> <p>b. Divide the total above by 10.</p> <p>c. Divide the total number of subscribers (task 1) by 25.</p> <p>d. Add 10b. to 10c.</p> <p>e. Add 20 to the sum of 10d.</p> <p> <b>NOTE:</b><br/>You can up to 60 minutes for large customers.</p> <p>f. Add Line 6 to 10d.</p> <p>g. Divide by 60.</p> <p>h. If applicable, add Line 14c.</p> | <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
| 11.                | <p>Complete the following for name and message migration:</p> <p>a. Multiply task 4 by 60.</p> <p>b. Enter the result of task 3.</p> <p>c. Add tasks 7 and 8.</p> <p>d. Add steps 11a and 11c.</p> <p>e. Divide step 11d by step 11b.<sup>3</sup></p>                                                                                                                                                                                                                                                                                            | <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>                                        |

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

| <b>Task Number</b> | <b>Task</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Result</b>                                       |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 12.                | <p>Complete the following for password conversion on the AUDIX R1:<sup>4</sup></p> <p>a. Multiply task 1 by .15.</p> <p>b. Divide step 12a by 60.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>_____</p> <p>_____</p>                           |
| 13.                | <p>Complete the following for the total estimated amount of time for this enhanced migration:</p> <p>a. Add steps 10e, 11e, and 12b.</p> <p>b. Add step 13 a to step 9a., 9b, or 9c.</p> <p><b>⇒ NOTE:</b><br/>Divide step 9a, 9b, or 9c by 3,600 before adding to the step 13a.</p>                                                                                                                                                                                                                                                                                                                                                                                                       | <p>_____</p> <p>_____</p>                           |
| 14.                | <p>Perform the following to estimate the remote update time of digitally networked machines:</p> <p>a. Access the List:Machine screen on the AUDIX R1 and list digitally networked machines (DCP and RS-232 connection types).</p> <p><b>⇒ NOTE:</b><br/>VEX, AUDIX R1, and Definity AUDIX digitally networked machines are administered as part of the standard migration. Ignore machines with AMIS type connections.</p> <p>b. Access the Traffic:Feature:Day screen for an estimate of the number of local subscribers for each machine.</p> <p>c. Multiply 6 by the number of subscribers for each machine.</p> <p>d. Add the total amounts for each machine and divide by 3,600.</p> | <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> |

1. 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.
2. 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.

3. You may want to add additional overhead time for migration start-up and wind down. Not all channels are running during these stages.
  4. Password conversion is used to globally change the passwords for enhanced migration access
-

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## DEFINITY AUDIX Migration Worksheets

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

### DEFINITY AUDIX Informational Worksheet

---

Table A-6 helps you obtain the information needed from the DEFINITY AUDIX system.

**Table A-6. DEFINITY AUDIX Informational Worksheet**

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

**Table A-6. DEFINITY AUDIX Informational Worksheet — *Continued***

| <b>DEFINITY AUDIX Information Needed</b>                         | <b>Response</b> |
|------------------------------------------------------------------|-----------------|
| DEFINITY AUDIX system telephone number                           |                 |
| Is there already an Isolating Data Interface (IDI)? <sup>1</sup> |                 |
| INTUITY system telephone number                                  |                 |

---

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

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## AUDIX Voice Power Migration Worksheets

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

### AUDIX Voice Power Informational Worksheet

Table A-7 helps you obtain information needed from the AUDIX Voice Power system.

**Table A-7. AUDIX Voice Power Informational Worksheet**

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

**Table A-7. AUDIX Voice Power Informational Worksheet**

|                                           |  |
|-------------------------------------------|--|
| Type of modem                             |  |
| AUDIX Voice Power system telephone number |  |
| INTUITY system telephone number           |  |

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## **AUDIX Voice Power Automated Attendant Worksheet**

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Table A-8 is used to write down your auto-attendant prompts.

**Table A-8. AUDIX Voice Power Automated Attendant Worksheet**

| <b>Day/Night Service</b>          |                                | <b>Attendant Menu Number</b> |
|-----------------------------------|--------------------------------|------------------------------|
| <b>Attendant Menu<br/>Options</b> | <b>Announcement<br/>Number</b> | <b>Attendant Prompts</b>     |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |
|                                   |                                |                              |

**AUDIX Voice Power Customized  
Announcements  
Worksheet**

---

Table A-9 is used to write down your customized announcement messages.

**Table A-9. AUDIX Voice Power Custom Messages**

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

---

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

---

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

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

---

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

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

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

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

|                                           |  |
|-------------------------------------------|--|
| Number of subscribers                     |  |
| Type of modem                             |  |
| AUDIX Voice Power system telephone number |  |
| INTUITY system telephone number           |  |

---

**AUDIX Voice Power on MERLIN LEGEND  
(IS II or IS III) Automated Attendant Worksheet**

---

Table A-8 is used to write down your auto-attendant prompts.

**Table A-11. AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)  
Automated Attendant Worksheet**

| Day/Night Service      |                     | Attendant Menu Number |
|------------------------|---------------------|-----------------------|
| Attendant Menu Options | Announcement Number | Attendant Prompts     |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |
|                        |                     |                       |

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

---

Table A-9 is used to write down your customized announcement messages.

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

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



---

## **Subscriber Handouts**

# **B**

---

### **Overview**

Use the handouts in this appendix to inform your voice messaging subscribers of the migration to the INTUITY system.



## **The New INTUITY AUDIX® System Is Coming**

Your previous 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; the new number is \_\_\_\_\_.

Your previous 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; the new number is \_\_\_\_\_.

### **⇒ NOTE:**

Your mailbox extension stays the same.

After the new system is working, items from your old mailbox will be moved to your new mailbox as follows (marked with X):

| <b>Items From the Old System</b>              | <b>Moved to New System</b> | <b>Available Immediately</b> | <b>Available as of _____</b> |
|-----------------------------------------------|----------------------------|------------------------------|------------------------------|
| Password                                      |                            |                              |                              |
| Stored incoming messages (new, unopened, old) | <b>X</b>                   |                              |                              |
| Outgoing/filed messages                       |                            |                              |                              |
| Personal directory entries                    |                            |                              |                              |
| Mailing lists                                 | <b>X</b>                   |                              |                              |
| Personal greetings                            | <b>X</b>                   |                              |                              |

### **⇒ 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.

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

## **Before Your New INTUITY AUDIX System is Installed**

You should complete the following before the INTUITY AUDIX system is installed:

### **Review Your Messages**

Write down any pertinent information, including caller's name, time and date of the message, phone number, and contents of the message.

### **Review Your Personal Directory**

Write down each numeric abbreviation and the associated name.

### **Review Your Mailing Lists**

Write down each extension in the list.

### **Review Your Personal Greetings**

Write down the number and the contents of each greeting.

## **After Your New INTUITY AUDIX System is Installed**

Log into the new INTUITY AUDIX 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 Your 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 Custom Items**

Readminister the following:

- Mailing lists
- Personal directory abbreviations
- Personal greetings

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



## The New INTUITY AUDIX System: What's Different

The following items are different in your new system:

### Press # to Approve

In most places where you used to press \* # to approve things or finish things, now only press #.

### Sending Voice Mail

When sending voice mail using your previous system (Figure B-1), you could select delivery options in several different phases. This included pressing \* M to select the private/priority option before or during addressing.

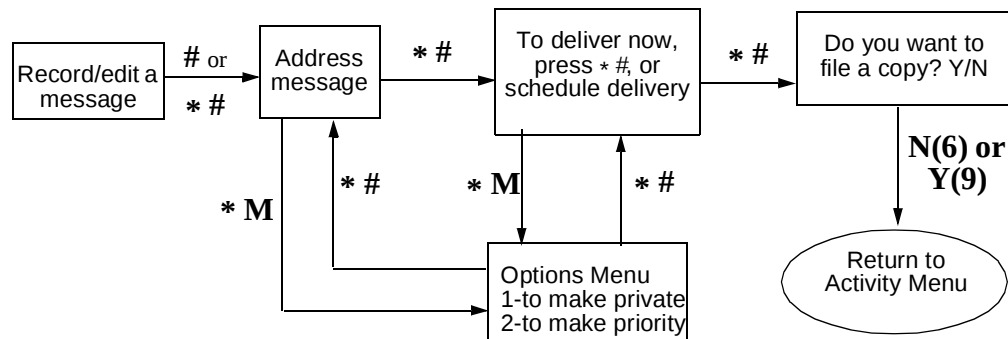
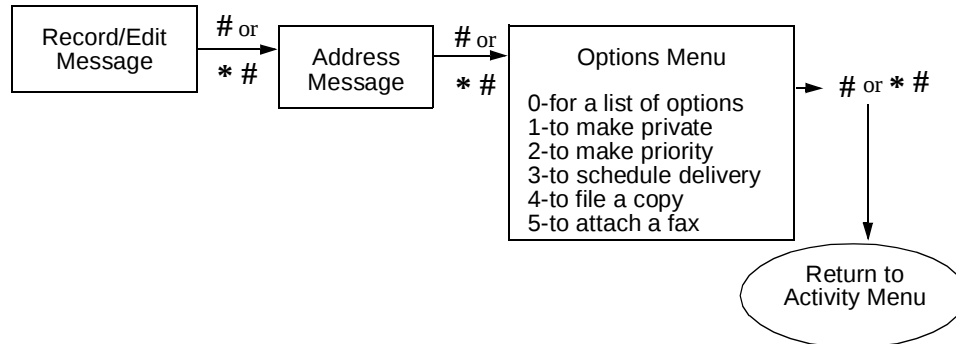


Figure B-1. Previous Voice Messaging Delivery Sequence

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

When sending voice mail with the new INTUITY AUDIX (Figure B-2), you are automatically placed 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.

---



---

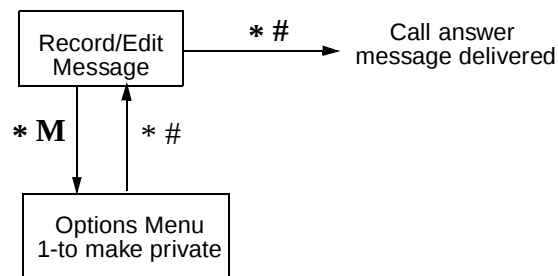
Figure B-2. New INTUITY AUDIX Voice Messaging Delivery Sequence

### **Leaving Private and Priority Messages**

---

The previous system let you make a call answer message private by pressing \* M before approving the message (Figure B-3).

---



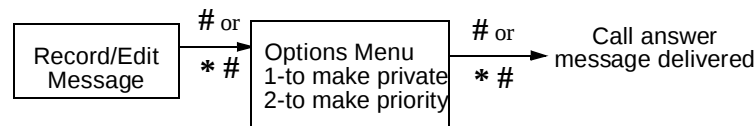
---

Figure B-3. Previous System Sequence for Private Call Answer Messages

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

The new INTUITY AUDIX lets you make a call answer message private, and priority, after approving your message (Figure B-4).

---



---

Figure B-4. New INTUITY AUDIX Sequence for Private / Priority Call Answer Messages

### **Dialing Through Error Prompts**

---

When you pressed an invalid button in the old system, 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 INTUITY 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 INTUITY 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  
AUDIX  
R1V5-R1V8 who  
will now use  
Intuity AUDIX.

## Create Dual Language Greetings

---

If your mailbox has been administered for a primary and secondary language, the new INTUITY 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 Includes More Digits

---

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.

## Receive/Send/Store Faxes

---

If fax messaging is turned on, the new INTUITY 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 INTUITY 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)

### NOTE:

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

- 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.

Refer to the table below for easy reference of the Fax capabilities.

|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To send a fax to an AUDIX mailbox</b>             | 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 # to approve. Press <b>START</b> on the fax machine.<br><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 mailbox greeting, and press <b>START</b> on the fax machine.                                                                                                                                                                                                                                                                                                                                                                     |
| <b>To send a fax to a secondary FAX extension</b>    | Call the user's secondary fax extension. After the AUDIX greeting plays, press <b>START</b> on the fax machine.<br><b>NOTE:</b> A secondary extension is an extension dedicated to fax reception for your subscriber.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>To record and send a fax via AUDIX voice mail</b> | 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 #. In the delivery options menu, press <b>5</b> to attach a fax. Press #, then press <b>START</b> on the fax machine.<br><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 # immediately to send only a fax. Address the fax and press # #. Press <b>START</b> on the fax machine.                                                                                                                                                                                                                                            |
| <b>To print a fax from your mailbox</b>              | Log in and press <b>2</b> (get messages). Press <b>0</b> to listen to part of the voice message, if any. Then press * <b>1</b> to print the attached fax. Or, if a fax only message, press * <b>1</b> . Then do one of the following: <ul style="list-style-type: none"> <li>— Press # to send fax to your administered default fax machine and continue getting messages.</li> <li>— 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.</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> |

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

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To turn on auto-printing</b>           | 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.                                                                                                                                                                                                                                                                                                                                           |
| <b>To turn on autodeletion</b>            | From the Activity Menu, press <b>5 3</b> 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.                                                                                                                                                                                                                                                                                                                                                     |
| <b>To define your default fax machine</b> | 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 number, including prefix, if any, you simply press <b>#</b> when you want to manually print faxes. It also is the place where auto-printed faxes are printed. You can change this extension at times when you're not near your normal fax machine.                                                                                                                                                                                                             |
| <b>To print all new faxes at once</b>     | From the Activity Menu, press <b>7</b> to select autoscan. Press <b>4</b> to print all new faxes in your mailbox. Then do one of the following:<br>— Press <b>#</b> to send fax to your administered default fax machine and continue getting messages.<br>— Enter fax print prefix (if any), the extension of fax machine and press <b>#</b> to send fax to a non-default fax machine and continue getting messages.<br>— 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. |

### **Message Manager with Fax**

---

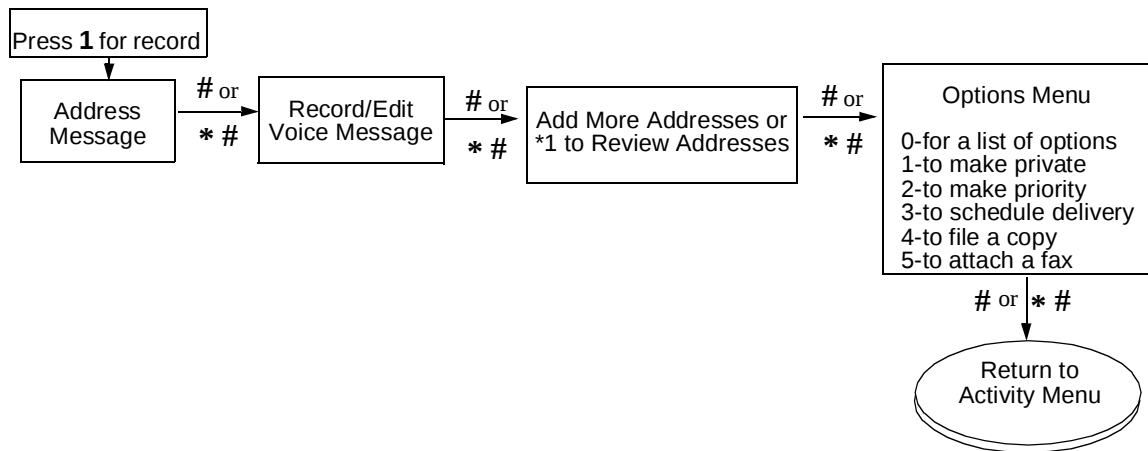
Your system may have INTUITY Message Manager capability. INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. 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 INTUITY AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as in Figure B-5:



**Figure B-5. Addressing a Message Before Your Record It**

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

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 system.

To turn off call answer, select Activity menu option 5, then select 7, "Administer Call Answer Options."

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

### ➡ NOTE:

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



---

# AT&T The New AUDIX<sup>®</sup> System Is Coming Soon

---

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.

### 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!!**

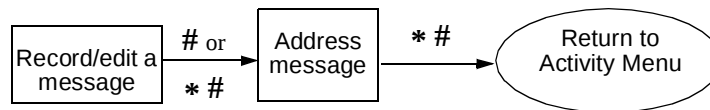
## Here's what's different:

### 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?

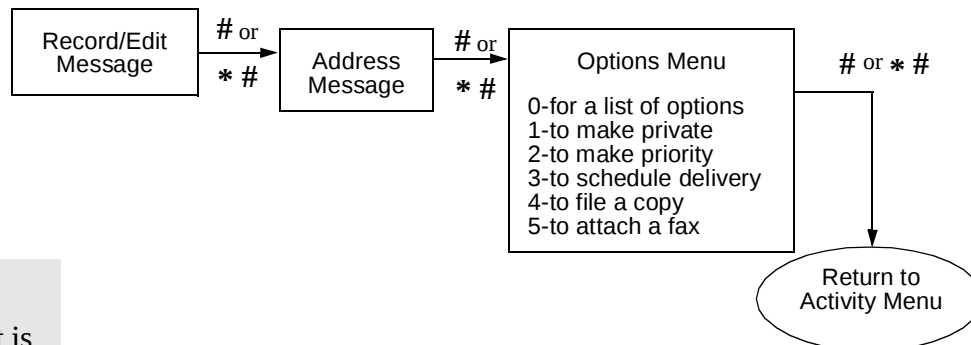
### Sending voice mail is different

- 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.

## The New AUDIX® System: IT'S DIFFERENT

---

### To send a fax to an AUDIX mailbox

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

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

### To send a fax to a secondary FAX extension

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

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

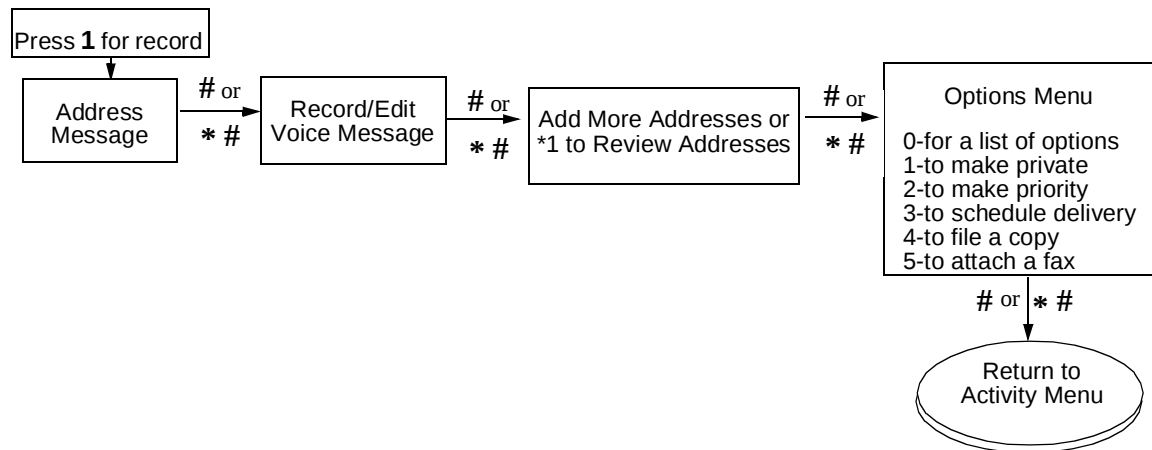
This handout is for users of AUDIX Voice Power who will now use Intuity AUDIX.

### 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® 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  
DEFINITY  
AUDIX who  
will now use  
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.

### 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.

#### NOTE:

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

### **To turn on autodeletion**

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

### **To define your default fax machine**

From the Activity Menu, press **5 3 1** to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's 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:**

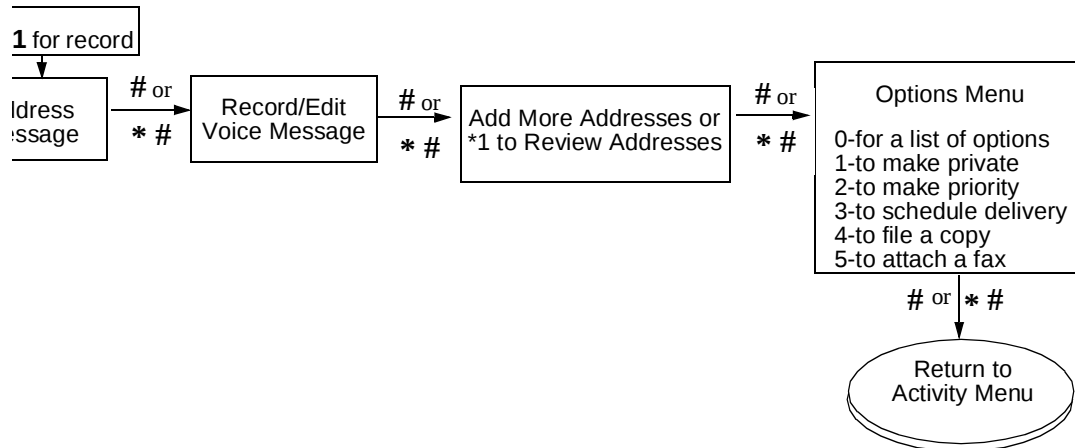
This handout is for users of DEFINITY AUDIX who will now use AUDIX 3.3.

### 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
  - Store voice messages on your P.C.
  - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
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  - 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 DEFINITY AUDIX who will now use 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 DEFINITY AUDIX who will now use AUDIX 3.3.

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# Index

---

## Numerics

3A SMSI Translator, 1-3, 2-3, 3-3, 4-3  
5ESS, 2-3, 3-3, 4-3

---

## A

ADAP, 1-9, 2-9, 3-11, 4-11  
ADAP PC2AUDIX, 1-9, 2-9  
Address before record, 1-6, 2-5, 3-7, 4-7  
Administration feature comparison  
    AUDIX Voice Power, 3-11, 4-11  
Advanced Communications Package (ACP), 1-3  
Alarm notification, 3-11, 4-11  
AMIS analog networking, 1-4, 3-4, 4-4  
Approval of messages  
    AUDIX Voice Power, 3-7, 4-7  
Attendant scheduling, 3-9, 4-9  
AUDIX R1  
    Completion of migration, 1-40  
    Hours of storage comparison, 1-2  
    Maximum subscribers comparison, 1-2  
    Migration process, 1-25  
    Networking capacity comparison, 1-2  
    Preparation for migration, 1-30  
    Switch connectivity comparison, 1-3  
    Voice ports comparison, 1-2  
AUDIX Voice Power  
    Administration feature comparison, 3-11, 4-11  
    Automated attendant, 3-9, 4-9  
    Switch Connectivity Comparison, 3-3, 4-3  
    Voice ports comparison, 3-2, 4-2, 5-2  
Automated attendant  
    AUDIX Voice Power, 3-9, 4-9  
Automatic message scan, 3-4, 4-4

---

## C

Call answer disable, 1-5, 1-8, 2-5, 2-8, 3-4, 3-12, 4-4, 4-12  
Call detail recording, 1-9  
Call screening, 2-6  
Call sender as reply, 3-4, 4-4  
Capacity comparison  
    AUDIX R1, 1-2  
Changing extensions, 1-8, 2-8, 3-13, 4-13  
Control link mode, 2-25  
Customizing prompts, 3-13, 4-13

---

## D

DCIU connection, 1-3, 2-3, 3-3, 4-3  
DCP connections, 3-3, 4-3  
DCS, 2-6  
DEFINITY AUDIX  
    Control link mode migration, 2-25  
    Migration completion, 2-32  
    Migration process, DP mode, 2-27  
    Networking comparison, 2-2  
    Voice port comparison, 2-2  
DEFINITY Generic 1, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 2.1, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 2.2, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 3 V2, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 3 V3, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 3i, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 3r, 1-3, 2-3, 3-3, 4-3  
DEFINITY Generic 3s, 1-3, 2-3, 3-3, 4-3  
Delivery scheduling, 3-4, 4-4  
Digital networking, 3-4, 4-4  
Digital Port Emulation, 2-3  
Digital port emulation mode, 2-27  
Directory assistance, 3-4, 4-4  
Disable call answer, 1-5, 2-5, 3-4, 4-4

---

## E

End of message warning, 1-4, 3-4, 4-4  
Enhanced AUDIX R1 Migrations  
    Time Estimates, A-8  
Extensions  
    changing, 1-8, 2-8, 3-13, 4-13

---

## F

Fax messaging  
    administration, 1-7, 2-7, 3-12, 4-12  
    Message Manager, 1-5, 2-4, 3-5, 4-5  
    print prefix, 1-30, 1-34, 2-29, 3-24, 4-24  
    print queue report, 1-8, 2-8, 3-12, 4-12  
Fax recognition, 3-9, 4-9  
Filesystems, 1-8  
Function keys, 1-7, 2-7, 3-11, 4-11

---

## G

General mailbox, 3-8, 4-8  
Guest password, 3-5, 4-5

---

## H

Holiday attendant scheduling, 3-9, 4-9

---

## I

Information service, 4-10  
Intuity Message Manager, 1-5, 2-4, 3-5, 4-5  
Intuity windows, 1-12, 2-11, 3-15, 4-15, 5-5

---

## L

Leave word calling, 3-5, 4-5  
Login announcement, 3-6, 4-6  
Logins, 1-7, 2-7, 3-11, 4-11  
Logins comparison, 1-7, 2-7, 3-11, 4-11  
Loudness controls, 3-6, 4-6

---

## M

MERLIN LEGEND, 4-3  
MERLIN LEGEND AUDIX Voice Power  
    IS II, 3-1, 4-1, 5-1  
    IS III, 4-1  
Message drop service, 4-10  
Message Manager, 1-5, 2-4, 3-5, 4-5  
Message sending restrictions, 3-12, 4-12  
Migration completion  
    AUDIX R1, 1-40  
    DEFINITY AUDIX, 2-32, 3-26, 4-27  
Migration preparation  
    AUDIX R1, 1-30  
    AUDIX Voice Power, 3-23, 4-23, 5-12  
Migrations  
    AUDIX Voice Power, 3-1, 4-1, 5-1  
    Enhanced AUDIX R1 Migration  
        Time Estimates, A-8  
Mitel SX 200D, 3-3, 4-3

---

## N

NEC NEAX 2400, 2-3, 3-3, 4-3  
Nested attendants, 3-9, 4-9  
Networking comparison  
    AUDIX R1, 1-4  
    DEFINITY AUDIX, 2-2  
Night attendant, 3-9, 4-9

Northern Telecom DMS100, 1-3, 2-3, 3-3, 4-3  
Northern Telecom SL-1, 2-3, 3-3, 4-3

---

## O

O calls to follow coverage, 1-5, 2-6, 3-5, 4-5  
Online help, 3-6, 4-6  
Outgoing/filed message storage, 3-6, 4-6

---

## P

Personal directory, 3-6, 4-6  
PGATE connection, 1-3, 2-3, 3-3, 4-3  
PI connection, 1-3, 2-3  
Print a fax  
    prefix, 1-30, 1-34, 2-29, 3-24, 4-24  
Print queue report, 1-8, 2-8, 3-12, 4-12  
Print screen, 1-8, 2-8, 3-13, 4-13  
Priority messages, 3-6, 4-6  
Priority outcalling, 3-6, 4-6  
Private messages, 3-6, 4-6  
Prompts, customizing, 3-13, 4-13

---

## R

Relogin, 3-6, 4-6  
Rolm 8000, 9000, 9751, 2-3, 3-3, 4-3

---

## S

SCI connection, 1-3, 2-3, 3-3, 4-3  
Screens mapping  
    AUDIX Voice Power, 3-16, 4-16  
Screens mapping DEFINITY AUDIX, 2-12, 3-16, 4-16, 5-6  
Shared extension, 3-6, 4-6  
SIDs, 2-3, 3-3, 4-3  
Speed up/slow down controls, 3-7, 4-7  
Subscriber data, 2-26, 2-27  
Subscribers, maximum comparison  
    AUDIX R1, 1-2  
    AUDIX Voice Power, 3-2, 4-2  
    DEFINITY AUDIX, 2-2  
Switch Communications Adapter (SCA), 1-3  
Switch connectivity comparison  
    AUDIX R1, 1-3  
    AUDIX Voice Power, 3-3, 4-3  
    DEFINITY AUDIX, 2-3  
Switch Interface Device, 3-3, 4-3  
System 25, 3-3, 4-3  
System 75 R1V3, 1-3, 2-3

System 85 R2V4, 2-3, 3-3, 4-3

---

## **T**

Temporary closure message, 3-9, 4-9

Thresholds, 1-9, 2-9

Traffic Reports, 1-9

---

## **U**

Undelivered message notification, 3-8, 4-8

---

## **V**

Voice ports

AUDIX R1 comparison, 1-2

Voice ports comparison

AUDIX R1, 1-2

DEFINITY AUDIX, 2-2

---

## **W**

Windowing, 3-11, 4-11

