AT&T

INTUITY Release 3.0
Planning for Upgrades

Graphics ©

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About This Book

This document, *Intuity Release 3.0 Upgrade Planning*, contains a high-level description of the preadministration and post administration tasks needed for upgrading the INTUITY system.

Intended Audience

This document is intended for the following:

- AT&T customers who are planning to upgrade an INTUITY system

- INTUITY system administrators, who are responsible for all system level aspects of the INTUITY system and dealing with subscribers

  ⇒ **NOTE:**
  Actual technical procedures for the upgrade of an INTUITY system are contained in *INTUITY Upgrade Procedures* book.

Related Resources

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

Document	Document Number	Issue
INTUITY™ MAP/5 Hardware Installation	585-310-146	2
INTUITY™ MAP/40 Hardware Installation	585-310-138	2
INTUITY™ MAP/100 Hardware Installation	585-310-139	2
INTUITY™ Software Installation for Release 3.0	585-310-160	2
INTUITY™ Release 3.0 Upgrade Procedures	585-310-164	2
INTUITY™ Platform Administration and Maintenance for Release 3.0	585-310-557	2
INTUITY™ AUDIX® Release 3.3 Administration and Feature Operations	585-310-552	3
INTUITY™ FAX Messaging Administration and Addenda	585-310-558	1
INTUITY™ AUDIX® Digital Networking Administration	585-310-533	2
AMIS Analog Networking	585-300-512	6
INTUITY™ Lodging Administration and Feature Operations	585-310-559	1
INTUITY™ Lodging Property Management System Specifications	585-310-234	1
INTUITY™ Call Accounting System User Guide	585-310-728	1
INTUITY™ Intro Voice Response and Addenda	585-310-716	1
AUDIX® Administration and Data Acquisition Package	585-310-502	
INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3	585-310-214	4
INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2	585-310-215	2
INTUITY™ Integration with MERLIN LEGEND® Communications System	585-310-231	2
INTUITY™ Integration with the 5ESS® Switch	585-310-219	2

Document	Document Number	Issue
INTUITY™ Integration with DMS-100	585-310-223	2
INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1	585-310-221	2
INTUITY™ Integration with Mitel™	585-310-222	2
INTUITY™ Integration with NEC® NEAX™	585-310-216	2
INTUITY™ Integration with ROLM™ 8000, 9000, 9571	585-310-220	2

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INTUITY RELEASE 3.0 Upgrade Preadministration

1

Overview

This chapter identifies the pre-administration tasks that the customer is responsible for completing when upgrading to INTUITY Release 3.0.

Task 1 - Determine the Amount of Disk Space

INTUITY Release 3.0 system software requires more disk space. If enough disk space is available on your current INTUITY system, this disk space is used for the additional system software required for the INTUITY Release 3.0 system. If enough disk space is not available, you must add a disk before the upgrade software can be installed. Table 1-1 shows the maximum voice storage capacities.

Table 1-1. Maximum Disk Capacity

Computer	INTUITY Release 1.0 and INTUITY Release 2.0 (hours)	INTUITY Release 3.0 (hours)
MAP/5	80 without mirroring	205 without mirroring
MAP/40	360 without mirroring 140 with mirroring	445 without mirroring 175 with mirroring
MAP/100	1060 without mirroring 360 with mirroring	1280 without mirroring 470 with mirroring

NOTE:
   These maximums vary according to the size of disks installed in the system.

To determine whether additional disk space is needed, from the INTUITY Administration menu, select:

> Customer/Services Administration

> Feature Options

The system responds with the Feature Options screen (Figure 1-1).

```
                  Feature Options (Read Only)
               Feature Option            Current     Maximum

AMIS Analog Networking                   OFF         N/A
Fax                                      OFF         N/A
High speed digital ports                 0           12
Low speed digital ports                  0           12
Max Number of IMAPI Sessions             0           32
Multilingual                             OFF         N/A
SCSI Disk Mirroring                      OFF         N/A
TCP/IP Administration                    OFF         N/A
hours_of_speech                          5           170
voice_ports                              6           6
```

Figure 1-1.   Feature Options Screen

INTUITY Release 3.0 requires 20 hours of disk space for MAP/5 and MAP/40 systems and 22 hours of disk space for MAP/100 systems. Subtract the current hours of speech from the maximum hours of speech displayed on the Feature Options screen. If the difference is greater than the disk space needed for your system, no additional disk space is required. If the difference is less than the disk space needed for your system, you will need to purchase additional disk space.

Disk Requirements for INTUITY FAX Messaging

A system with fax messaging uses more disk space than one with voice messaging only. You will need an additional 30 percent of storage hours when adding fax messaging to an INTUITY system for all subscribers.

➡ NOTE:
Refer to the "FAX Hours of Speech Worksheet" in Appendix B for a precise method of determining additional disk requirements for fax messaging.

Your current system may have enough disk space to accommodate a the increase of disk space usage by fax messaging. From the INTUITY Administration menu, select:

> AUDIX Administration

The system responds with the AUDIX Administration screen (Figure 1-2).

Figure 1-2.   AUDIX Administration Screen

Enter `list measurements load day`. The system responds with the Load Daily Traffic screen (Figure 1-3).


```
AUDIX            Active           Alarms: MewA                    Logins: 1
list measurements load day                                        Page 1
                          LOAD DAILY TRAFFIC

                  Date : 08/30/95              Ending Time: 12:19

TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS
                   Lists: 0              List Space: 0
         Message Space, Lower: 0              Upper: 0
Subscribers Over Threshold: 0


     Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 0

           Voice Text Used: 5820      Voice Text Free Space: 4134



Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements load day
```

Figure 1-3.   Load Daily Traffic Screen

This screen displays `voice text used` and `voice text free space` as blocks of disk space. If the number in the `voice text used` field is *less* than 60 percent of the sum of `voice text used` and `voice text free space` fields, your current INTUITY system has enough hours of speech to handle the addition of fax messaging.

Task 2 - Determine the Number of Voice Ports

INTUITY AUDIX and INTUITY FAX Messaging use the same voice ports. You will need 50 percent more voice ports for your INTUITY system if all subscribers will use fax messaging.

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

Your current INTUITY system may have enough ports to accommodate the increase of port usage by fax messaging. To make this determination:

1. Make a note of the number in the current `voice ports` field on the Feature Options screen (Figure 1-1).

    > **NOTE:**
    > Seconds of voice port usage for a page of fax is the actual time required to record or send the page. Seconds of *disk storage* for a fax page requires fewer equivalent seconds of voice storage.

2. Enter `list measurements feature day` at the AUDIX Administration menu prompt.

The system responds with the Feature Daily Traffic screen (Figure 1-4).


```
AUDIX              Active          Alarms: MswA                    Logins: 1
list measurements feature day                                         Page 1
                          FEATURE DAILY TRAFFIC

   Date : 08/30/95                         Ending Time : 12:40

Maximum Average Ports in Use: 0.0

SUBSCRIBERS
   Local: 0          Remote: 0        Non Administered Remote: 0


                         VOICE MAIL
Successful Logins, External: 0                       Internal: 0
Failed Logins,     External: 0                       Internal: 0
Session Usage (Seconds)    : 0


                         CALL ANSWER
Completed Calls,   External: 0                       Internal: 0
Abandoned Calls,   External: 0                       Internal: 0
Session Usage (Seconds)    : 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day
```

Figure 1-4. Feature Daily Traffic Screen

3. Make a note of the number in the `Maximum Average Ports in Use` field. Increase this number by 50 percent, and make a note of this number.

4. Using the values from Steps 1 and 3 and the INTUITY Port Capacity in Erlangs table in Appendix A, determine the Grade of Service (GOS) your system would give. If the GOS is .05 or less, you do not need additional voice ports. If the GOS is more than .05, search the .05 GOS column in the table for a value approximate to the value you found in Step 2 and find the associated number of ports. This is the number of ports you will need.

> **NOTE:**
> For a more precise method of determining additional disk requirements for fax messaging, see the "FAX Voice Ports Worksheet" in Appendix B.

Task 3 - **Verify the Amount of Memory**

INTUITY Release 3.0 requires that additional memory be added to the INTUITY System.

MAP/5

A MAP/5 computer must have a minimum of 24 Mbyte of memory to run INTUITY Release 3.0 voice/fax messaging. Thus, an additional 4 Mbyte of memory will be needed for the upgrade to INTUITY Release 3.0.

MAP/40

A MAP/40 computer must have a minimum of 48 Mbyte of memory to run INTUITY Release 3.0 voice/fax messaging. Thus, an additional 16 Mbyte of memory will be needed for the upgrade to INTUITY Release 3.0.

MAP/100

Memory requirements for a MAP/100 computer are unchanged for INTUITY Release 3.0.

➡ NOTE:

Your service technician will install the appropriate amount of memory to your INTUITY system when they complete the upgrade.

Task 4 - Identify the Slot for the Ethernet Card

An Ethernet card is necessary for LAN connections to support INTUITY Message Manager. You should check your system's configuration for the optimum card slot in which to put the card and inform your project manager or installer. See "Configuring the System," in the appropriate hardware installation book for guidelines on slot allocation.

Task 5 - Distribute Information to Subscribers

Information should be provided to the subscribers one week prior to and one day prior to the scheduled upgrade.

One Week in Advance

1. Send a broadcast message that tells your subscribers about the upcoming change of voice system.

2. Ask subscribers to delete all unneeded messages and greetings.

One Day in Advance

1. Send a broadcast message telling subscribers of the next day impending change.

2. Remind them again to delete unneeded messages and greetings.

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

   If you will be using INTUITY FAX messaging, notify subscribers of what the dial prefix(es) are for fax print destinations. Also tell subscribers how many additional digits after the prefix the destination should be (for example, a 3 as a print prefix followed by a 5-digit extension or a 7-digit phone number). Your should also tell subscribers to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone.

   ⇒ **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.

3. If a system attendant typically handles calls to subscribers, you should specify a general fax mailbox to which the attendant can transfer fax-tone calls. Such a mailbox is necessary because the attendant will not know for whom a fax is being sent. For this setup, you can also turn on the auto-printing feature for the mailbox so all faxes are automatically printed. The attendant can then sort incoming faxes by simply looking at them.

4. Subscribers who receive INTUITY Message Manager software should know that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing Message Manager with fax.

Task 6 - Plan to Reinstate Custom Announcements and Fragments

Custom announcements are not included as part of the INTUITY *Release 3.0 upgrade offer.* After the upgrade, you will have to reinstate any custom announcements or fragments. To facilitate this, complete the following prior to the upgrade.

> **NOTE:**
> See the section "Post-Upgrade Administration'' for information on how to reinstate your custom announcements.

Collect Paper Copies of Custom Announcements and Fragments

> **NOTE:**
> Your custom announcement/fragments may no longer be applicable because new announcements and fragments are added, changed, or reserved when an INTUITY Release 3.0 system replaces a previous INTUITY system.

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

- How applicable they might be for INTUITY Release 3.0

- Whether you created a custom announcement set and then customized announcements and fragments in it (recommended) or if you customized the original standard announcement set package

Determine the Type of Announcement Set

To determine whether you have a customized or a standard set, check the System Parameters Features screen for the name of your active announcement set.   The following are standard announcement packages:

— standard

— us-eng

— us-123

— tdd

— british

— lat-span

— french-c

If your active announcement set is not one of the above, you have a cus-
tom announcement set. Make a back-up copy (with a new name) of this
set in case it is damaged during the upgrade.

➡ **NOTE:**

Your Enhanced Services group can copy your custom
announcements from the previous INTUITY system on to your INTUITY
Release 3.0 system. If you choose to use Enhanced Services for this
task, you should schedule their help in reinstating

INTUITY RELEASE 3.0 Upgrade Post-Administration

2

Overview

This chapter identifies the post-administration tasks that the customer is responsible for completing when upgrading to INTUITY Release 3.0.

Task 1 - Administer Fax Messaging

- Create and administer at least one fax call delivery machine (for printing to fax machines). You do this using three existing INTUITY screens: Machine Profile, AMIS Analog Administration, and System Parameters Analog Network.

- Administer the outcalling feature to accommodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature).

- Enable subscribers for fax messaging, including:

  — Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)

  — Increasing maximum message length to at least 1200 seconds

- Set up secondary fax extensions for selected subscribers (optional).

- Set up a guaranteed fax mailbox for appropriate fax machines.

- Distribute INTUITY Message Manager software and documentation to selected subscribers (optional).

- Identify appropriate remote digital network machines as fax-enabled.

- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.

  > **NOTE:**
  > For more information, see INTUITY *FAX Messaging Administration*.

Task 2 - Reinstate Custom Announcements or Fragments

This task describes how to use a customized announcement set from a previous INTUITY release for INTUITY Release 3.0.

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

1. Complete one of the following sub-tasks based on the release from which you are upgrading:

a. If you are upgrading from INTUITY Release 1.0, compare the numbers of customized announcements or fragments listed in Table 2-1.

Table 2-1.   Changes Since INTUITY Release 1.0 to the U.S. English Announcement Set

Announcements			Fragments		
New	**Modified**	**Reserved**	**New**	**Modified**	**Reserved**
978 - 1000	34 62 68 85	1067 1068	988 - 999	900	996 997 1001
1001 - 1039	101 123	1069 1070	1000 - 1006		1213 - 1284
1105 1112	126 128	1071 1072	1008 - 1099		1286 1287
1121 - 1185	168 169	1073 1074	1100 - 1169		1296 - 1316
	170 183	1075 1076	1305		
	184 185	1077 1078	1400 - 1420		
	192 269	1079 1080	1430 - 1434		
	270 271	1081 1082	1436 - 1471		
	272 289	1083 1084			
	290 291	1085 1086			
	292 355	1087 1088			
	356 357	1089 1090			
	358 489	1091 1092			
	490 491	1093 1094			
	492 570	1095 1096			
	620 622	1097 1098			
	663 664	1101 1102			
	665 666	1103 1104			
	676 677	1106 1107			
	678 679	1108 1109			
	718 808	1110 1111			
	809 819	1112 1113			
	811 812	1114 1115			
	880 881	1116 1117			
	943 961				

b. If you are upgrading from INTUITY Release 2.0, compare the numbers of customized announcements or fragments with those listed in Table 2-1.

Table 2-2.   Changes Since INTUITY Release 2.0 to the U.S. English Announcement Set

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

2. If you find no matches between the numbers of your custom announcements/fragments and the numbers in Table 2-1 or Table 2-2, you can customize your announcements in the same way you customized your previous release announcements. Ask your sales representative or Enhanced Services group about moving your custom announcements and fragments to the INTUITY Release 3.0 announcement set or continue with Step 4.

⇒ **NOTE:**
You can also move these custom announcements and fragments using the copy announcement and copy fragment commands of the INTUITY system. You must know the exact name of your current custom announcement set. You should also add an INTUITY Release 3.0 custom announcement set and make the changes to it, *not* to the original announcement set.

3. If your previous system had custom announcements/fragments whose numbers match numbers listed in Table 2-1 or Table 2-2, you should check the text of the INTUITY Release 3.0 announcements/fragments with those of your previous system. You will likely find that your previous custom announcements/fragments will not fit in the INTUITY Release 3.0 announcement set. You will therefore have to examine the INTUITY Release 3.0 standard announcements and fragments for the appropriate new areas for customization. Continue with Step 4.

4. Create any custom announcement sets you had on the previous system. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations* (585-310-552) for more information.

5. Define the target announcement set as the administrative set. Then, using your telephone, log on to 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.

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

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

INTUITY Release 3.0 Enhancements

A
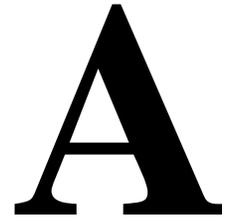
Overview

This appendix provides information on the system enhancements in INTUITY Release 3.0.

Subscriber Features

This section describes the subscriber features in INTUITY Release 3.0.

INTUITY Release 1.0

The following subscriber features were added or enhanced when upgrading to INTUITY Release 3.0 from INTUITY Release 1.0:

■ Multiple Languages Simultaneously

Capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice. Added the following languages:

— U.S. English TDD (Telecommunications Device for the Deaf)

— U.S. 123 (the prompts identify phone key presses by number only)

■ Undelete key

Subscriber can press ∗ ∗ **U** to recover a message just deleted.

■ 60 digit outcalling numbers

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

Multilingual feature allows subscribers to create two personal greetings.

■ Turn off AUDIX Call Answering

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

■ INTUITY Message Manager

INTUITY Message Manager is an optional, separately-purchased software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY Release 3.0 system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager software is available per subscriber. Message Manager server software on the INTUITY system is available per system on a right-to-use fee.

> ➡ **NOTE:**
> The Message Manager package also requires the purchase and installation of an Ethernet card.

■ INTUITY FAX Messaging

Fax messaging is fully integrated with AUDIX voice messaging. It allows subscribers to receive, send, store faxes, and attach faxes to voice messages. They can also scan, delete, skip, forward (including forward to a mailing list), and respond to faxes. They can also make them priority or private. Faxes can change categories from new to unopened to old.

> ➡ **NOTE:**
> For a complete description of the fax messaging capabilities, see *INTUITY Voice/FAX Messaging User's Guide* or *INTUITY FAX Messaging Administration.*Other Aspects of Fax Messaging

■ 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

Subscribers can press **#** to return to the getting messages after responding to a message from a non-subscriber.

■ Addressing messages before recording them

Subscribers have the option of addressing a message before recording it. After the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees. If the subscriber is sending a fax only, the subscriber must automatically address the fax before sending it from the fax machine.

■ Greater touch tone input time

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-touch-tone converter on AUDIX systems accepting calls from rotary phone users.

■ Retention of non-addressed messages

Subscribers now receives a prompt to enter an address after the first failure to enter an address. However, the message will be lost on the second failure.

■ Reminder during message addressing

Subscribers who has entered an address for a message and then fail to enter any other touch-tones within the next 5 seconds receives a reminder message. This message reminds the subscriber to enter another address or to press **#** to send the message.

INTUITY **Release 2.0**

The following subscriber features were added or enhanced when upgrading to INTUITY Release 3.0 from INTUITY Release 2.0:

■ Turn off AUDIX Call Answering

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

■ INTUITY FAX Messaging

Fax messaging is fully integrated with AUDIX voice messaging. It allows subscribers to receive, send, store faxes, and attach faxes to voice messages. They can also scan, delete, skip, forward (including forward to a mailing list), and respond to faxes. They can also make them priority or private. Faxes can change categories from new to unopened to old.

⟹ NOTE:
For a complete description of the fax messaging capabilities, see INTUITY *Voice/FAX Messaging User's Guide* or INTUITY *FAX Messaging Administration*. Other Aspects of Fax Messaging

■ Fax Messaging on INTUITY Message Manager

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

■ Addressing messages before recording them

Subscribers have the option of addressing a message before recording it. After the message is recorded and approved, the subscriber has the option to review the addresses already entered and add more addressees. If the subscriber is sending a fax only, the subscriber must automatically address the fax before sending it from the fax machine.

Administration Features

The following administration features were added in INTUITY Release 3.0.

- Fax Capability

  The INTUITY Release 3.0 system, via Class of Service, allows subscribers to send, receive, and store faxes in their mailboxes. At least one call delivery machine (via the Machine Profile, AMIS Analog Administration, and System Parameters Analog Network screens) that consists of one or a range of possible fax machine extensions is created. INTUITY AUDIX uses the call delivery machine for the delivery of faxes to fax machines and/or for printing.

  > ➡ **NOTE:**
  > See *INTUITY FAX Messaging Administration* for more information.

- Address Before Record

  Subscribers may address messages before recording them. This capability can be set up for the whole system. If this capability is turned on, subscribers can then individually set their mailboxes so they can address messages before recording them.

- Call Answer Disable

  Subscribers, via Class of Service, can turn off their mailboxes from call answer messages. This capability can be set up for the whole system. 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

  Subscribers can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available through the `Voice System Administration` menu option.

- Print Screens

  Subscribers can print screens and reports by pressing F9.

- Change Extensions

  System Administrator can change subscriber extensions in blocks of extensions. For example, you can tell the INTUITY system to change extensions 87000 through 87999 to 6000 to 6999. In this case, a subscriber with the extension 87234 would have new extension 6234.

  > ➡ **NOTE:**
  > This feature is especially useful when you must change subscriber extension length or dial plans.

■ Password Aging

System 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

Subscribers can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press ⬚6 or ⬚5 respectively). The increment can be 4 or 10 seconds.

■ TCP/IP LAN Access for Message Manager

Because the Message Manager feature requires LAN access to the INTUITY system, LAN access must be administered via INTUITY TCP/IP networking windows.

Automated Attendant

The INTUITY Release 3.0 system offers the following additional automated attendant features:

- Holiday schedule

  The INTUITY Release 3.0 system allows the definition of holidays and the assigning of specific automated attendants to operate on those holidays.

- Business week schedule

  The INTUITY Release 3.0 system allows the definition of business hours and the assigning of specific automated attendants to operate at during business hours and other attendants for non-business hours.

- Verification of complete automated attendant definition

  The INTUITY Release 3.0 system offers a verification utility that checks for missing elements of an automated attendant. This ensures that the automated attendant will handle calls properly.

New INTUITY Screens

Screens were added as part of the upgrade for the INTUITY Release 3.0 system.

INTUITY Release 1.0

Table A-1 lists screens which have been added since INTUITY Release 1.0.:

Table A-1. New INTUITY Release 3.0 Screens

Screen Name/Function	Where It Is Described
Auto-Attendant Routing Business Schedules	Chapter 5, in *INTUITY AUDIX Administration and Feature Operations*
Auto-Attendant Routing Holiday Schedules	Chapter 5, in *INTUITY AUDIX Administration and Feature Operations*
Auto-Attendant Routing Table	Chapter 5, in *INTUITY AUDIX Administration and Feature Operations*
Auto-Attendant Menu	Chapter 5, in *INTUITY AUDIX Administration and Feature Operations*
Extensions	Chapter 3, in *INTUITY AUDIX Administration and Feature Operations*
System Parameters IMAPI Options	Chapter 3, in *INTUITY AUDIX Administration and Feature Operations*
Switch Time Zone	.Chapter 3, in *INTUITY AUDIX Administration and Feature Operations*
TCP/IP Administration	Chapter 8, *INTUITY Platform Administration and Maintenance for Release 3.0*
Ethernet Board Configuration	Chapter 19, *INTUITY Platform Administration and Maintenance for Release 3.0*
Packet Statistics	Chapter 19, *INTUITY Platform Administration and Maintenance for Release 3.0*
Send and Receive Test Packets	Chapter 19, *INTUITY Platform Administration and Maintenance for Release 3.0*
Print Job Queue Selection	Chapter 7, *INTUITY Platform Administration and Maintenance for Release 3.0*
Outgoing Print Job Queue	Chapter 7, *INTUITY Platform Administration and Maintenance for Release 3.0*
Extensions	Chapter 3, in *INTUITY AUDIX Administration and Feature Operations*

INTUITY Release 2.0

Table A-2 lists screens which have been added since INTUITY Release 2.0.:

Table A-2. New INTUITY Release 3.0 Screens

Screen Name/Function	Where It Is Described
Print Job Queue Selection	Chapter 7, *INTUITY Platform Administration and Maintenance for Release 3.0*
Outgoing Print Job Queue	Chapter 7, *INTUITY Platform Administration and Maintenance for Release 3.0*
Extensions	Chapter 3, in *INTUITY AUDIX Administration and Feature Operations*

Enhancements Specific to Upgrading from INTUITY Release 1.0

The following enhancements are provided when upgrading from INTUITY Release 1.0 to INTUITY Release 3.0:

AUDIX Data Acquisition Package (ADAP)

The AUDIX Data Acquisition Package (ADAP) is not included automatically with your upgrade. You must specifically ask your sales representative for the INTUITY Release 3.0 ADAP software when ordering the upgrade. ADAP for the INTUITY Release 1.0 system will **NOT** work with the INTUITY Release 3.0 system.

MERLIN LEGEND Switch Connections

When upgrading from INTUITY Release 1.0, the INTUITY Release 3.0 system offers the connection to the MERLIN LEGEND switch (R2.1 and R3.0). This connection uses:

- Standard IVC6 card voice ports and 885A translator for voice and data transmission

- Mode codes or a stream of touch tones that the MERLIN LEGEND switch and the INTUITY system use to send information back and forth. This information includes call type, calling party, called party and on/off signals for message waiting lamps.

INTUITY Upgrade Planning Worksheets

B

Overview

This appendix contains worksheets to be used by the customer when planning to upgrade their current INTUITY system to a new version of the INTUITY system.

Upgrade Planning Worksheet

Use Table B-1 to compile data necessary to plan the upgrade.

Table B-1. INTUITY Upgrade Planning Worksheet

Information Needed	Result
Current version release of INTUITY: ■ R1.0 ■ R2.0 ■ R3.0	
Current type of switch: ■ System 75 ■ Generic 1, 3s, 3i, or 3r	
Current switch version: ■ R1V3 or R1V4 ■ G3V1, G3V2, or G3V3	
Current MAP computer: ■ MAP/5 ■ MAP/40 ■ MAP/100)	
Current RAM	
Current disk(s) size	
Current number of voice ports	
Hours of speech available on current system	
Current add-ons: ■ AMIS Networking ■ ADAP ■ Multi-Language Feature ■ Language Announcement Sets	
Current number of outcalling (AMIS) ports	
Current number of subscribers	
Type of modem connected to system	
INTUITY system telephone number	
Is there already an Isolating Data Interface (IDI)?	

FAX Hours of Speech Worksheet

Use Table B-2 to determine the amount of disk you will require to add fax messaging to your system.

Table B-2.   FAX Hours of Speech Worksheet

Line	Task	Result
1.	Specify (as a decimal) the percentage of faxes that will have fine resolution.	
2.	Find the percentage of standard resolution faxes: ■ Subtract the decimal amount of Line 1 from the number 1.	
3.	Multiply Line 1 by 40 (seconds per page).	
4.	Multiply Line 2 by 20 (seconds per page).	
5.	Find the average seconds per face pate: ■ Add Lines 3 and 4	
6.	Specify the average number of pages of a fax. ➡ **NOTE:** Recommended number is 3	
7.	Find the average seconds per fax sent: ■ Multiply Line 6 by Line 5	
8.	Specify (as a decimal) the average number of faxes sent per day by a subscriber. For example, .25 indicates that subscribers send one fax every four days or 1.5 means subscribers send 1 and 1/2 faxes per day.	
9.	Find the average seconds of fax sent by subscriber per day: ■ Multiply Line 7 by Line 8	
10.	Specify the number of subscribers who will use fax messaging.	
11.	Find the total seconds of fax sent per day by all subscribers: ■ Multiply Line 9 by Line 10	
12.	Find the total hours of storage required: ■ Divide Line 11 by 3600 (seconds per hour)	

FAX Voice Ports Worksheet

Use Table B-3 to determine the number of voice ports you will require to add fax messaging to your system.

Table B-3.   FAX Voice Ports Worksheet

Line	Task	Result
1.	Specify (as a decimal) the percentage of faxes that will have fine resolution.	
2.	Find the percentage of standard resolution faxes: ■ Subtract the decimal amount from Line 1 from the number 1	
3.	Multiply Line 1 by 70 (seconds per page).	
4.	Multiply Line 2 by 40 (seconds per page).	
5.	Find the average port seconds per fax page: ■ Add Lines 3 and 4	
6.	Specify the average number of pages of a fax: ➡ **NOTE:** Recommended number is 3.	
7.	Find the average port seconds per fax sent: ■ Multiply Line 6 by Line 5	
8.	Specify the average number of faxes (as a decimal) sent per day by a subscriber. For example, .25 means subscribers send one fax every four days or 1.5 means subscribers send 1 and 1/2 faxes per day.	
9.	Find the average seconds of fax sent by subscriber per day: ■ Multiply Line 7 by Line 8	
10.	Specify the number of subscribers who will use fax messaging.	
11.	Find the total seconds of fax sent per day by all subscribers: ■ Multiply Line 9 by Line 10	

Table B-3. **FAX Voice Ports Worksheet**

Line	Task	Result
1.	Specify (as a decimal) the percentage of faxes that will have fine resolution.	
12.	Specify the fraction of daily fax traffic that occurs during the busiest hour of the day.	
13.	Find the seconds of port usage in the busiest hour of the day: ■ Multiply Line 11 by Line 12	
14.	Find the average ports in use for fax messaging: ■ Divide Line 13 by 3600 (seconds per hour)	

INTUITY **Port Capacity Worksheet**

To determinie the number of voice ports required to handle the addition of fax messaging, use the following steps in conjunction with Table B-4.

1. Obtain the Maximum Average Ports in Use for the current system from the Feature Day Traffic report.

2. Add the average ports in use for fax messaging found from the Fax/Voice Ports Worksheet.

3. Choose the column from Table B-4 that corresponds to the desired GOS during the busy hour (.05 is recommended).

4. Look down the column for the first number greater than or equal to the total from step 2.

5. Look to the left for the number of ports required to support this amount of traffic. If the number of ports is greater than the number of ports you currently have in your system, you should purchase additional ports.

Table B-4. **Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS**

Intuity AUDIX Port Capacities

Ports	.01	.02	.03	.04	.05	.06	.08	.10
2	0.16	0.23	0.29	0.33	0.38	0.41	0.48	0.54
3	0.47	0.61	0.71	0.79	0.86	0.92	1.03	1.12
4	0.89	1.09	1.22	1.34	1.43	1.51	1.65	1.78
5	1.38	1.64	1.81	1.94	2.07	2.17	2.35	2.49
6	1.92	2.24	2.44	2.60	2.74	2.86	3.06	3.22
7	2.51	2.86	3.11	3.31	3.44	3.58	3.81	4.00
8	3.14	3.53	3.81	4.00	4.17	4.33	4.58	4.78
9	3.78	4.22	4.53	4.75	4.94	5.08	5.36	5.58
10	4.44	4.92	5.25	5.50	5.69	5.89	6.17	6.42
11	5.14	5.67	6.00	6.28	6.50	6.67	6.97	7.25
12	5.83	6.39	6.78	7.06	7.28	7.47	7.81	8.08
13	6.56	7.17	7.56	7.83	8.08	8.31	8.64	8.92
14	7.31	7.92	8.33	8.64	8.92	9.14	9.50	9.78
15	8.03	8.69	9.14	9.47	9.72	9.97	10.33	10.64
16	8.81	9.50	9.94	10.28	10.56	10.81	11.19	11.53
17	9.56	10.29	10.76	11.12	11.41	11.65	12.06	12.39
18	10.34	11.09	11.58	11.95	12.25	12.51	12.93	13.27
19	11.12	11.91	12.41	12.79	13.10	13.37	13.80	14.16
20	11.91	12.72	13.25	13.64	13.96	14.23	14.68	15.05
21	12.71	13.55	14.09	14.49	14.82	15.10	15.56	15.94
22	13.51	14.38	14.93	15.35	15.69	15.98	16.45	16.84
23	14.32	15.21	15.78	16.21	16.56	16.85	17.34	17.73
24	15.14	16.05	16.64	17.08	17.44	17.74	18.23	18.64
25	15.96	16.90	17.50	17.95	18.31	18.62	19.13	19.54
26	16.78	17.75	18.36	18.82	19.20	19.51	20.03	20.45
27	17.61	18.60	19.23	19.70	20.08	20.40	20.93	21.36
28	18.44	19.46	20.10	20.58	20.97	21.30	21.84	22.28
29	19.28	20.32	20.97	21.46	21.86	22.20	22.75	23.19

Table B-4.   Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — *Continued*

Intuity AUDIX Port Capacities

Ports	.01	.02	.03	.04	.05	.06	.08	.10
30	20.12	21.18	21.85	22.35	22.76	23.10	23.66	24.11
31	20.97	22.05	22.73	23.24	23.65	24.00	24.57	25.03
32	21.82	22.92	23.61	24.13	24.55	24.90	25.48	25.95
33	22.67	23.79	24.50	25.02	25.45	25.81	26.40	26.87
34	23.53	24.66	25.38	25.92	26.35	26.72	27.32	27.80
35	24.38	25.54	26.27	26.82	27.26	27.63	28.24	28.72
36	25.25	26.42	27.17	27.72	28.17	28.54	29.16	29.66
37	26.11	27.31	28.06	28.63	29.08	29.46	30.08	30.59
38	26.98	28.19	28.96	29.53	29.99	30.38	31.01	31.52
39	27.84	29.08	29.86	30.44	30.90	31.29	31.93	32.45
40	28.72	29.97	30.76	31.34	31.82	32.21	32.86	33.38
41	29.59	30.86	31.66	32.26	32.73	33.13	33.79	34.32
42	30.47	31.76	32.57	33.16	33.65	34.06	34.72	35.25
43	31.35	32.65	33.47	34.08	34.57	34.98	35.65	36.19
44	32.23	33.55	34.38	34.99	35.49	35.91	36.59	37.13
45	33.11	34.45	35.29	35.91	36.41	36.83	37.52	38.07
46	33.99	35.35	36.20	36.83	37.33	37.76	38.45	39.01
47	34.88	36.25	37.11	37.75	38.26	38.69	39.39	39.96
48	35.77	37.16	38.02	38.67	39.19	39.62	40.33	40.90
49	36.66	38.06	38.94	39.59	40.11	40.55	41.27	41.84
50	37.55	38.97	39.85	40.51	41.04	41.48	42.21	42.79
51	38.44	39.88	40.77	41.44	41.97	42.42	43.15	43.73
52	39.33	40.79	41.69	42.36	42.90	43.35	44.09	44.68
53	40.23	41.70	42.61	43.29	43.83	44.29	45.03	45.63
54	41.13	42.61	43.53	44.22	44.77	45.23	45.98	46.58
55	42.03	43.52	44.45	45.15	45.70	46.17	46.92	47.53
56	42.93	44.44	45.38	46.08	46.64	47.10	47.86	48.48
57	43.83	45.35	46.30	47.01	47.57	48.04	48.81	49.43
58	44.73	46.27	47.23	47.94	48.51	48.98	49.76	50.38
59	45.64	47.19	48.16	48.87	49.44	49.92	50.70	51.33

Table B-4. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — *Continued*

Intuity AUDIX Port Capacities

Ports	.01	.02	.03	.04	.05	.06	.08	.10
60	46.54	48.11	49.09	49.81	50.38	50.86	51.65	52.28
61	47.45	49.03	50.01	50.74	51.32	51.81	52.60	53.24
62	48.36	49.95	50.94	51.67	52.26	52.75	53.55	54.19
63	49.27	50.87	51.87	52.61	53.20	53.70	54.50	55.15
64	50.18	51.79	52.80	53.55	54.14	54.64	55.45	56.10

Subscriber Handout

C

Overview

Use the handout in this appendix to inform your voice messaging subscribers of the upgrade to the INTUITY system.

The New INTUITY AUDIX System: What'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.

Create Priority Call Answer Messages

If administered for this feature, the new AUDIX lets you leave priority call answer messages, see Figure C-1. Thus, when you call a subscriber and get the subscriber's AUDIX mailbox, you can record your message, approve it with #, and then give the message a priority designation. When the subscriber retrieves your message, the message will appear at the head of the message queue and will be identified as a priority message.
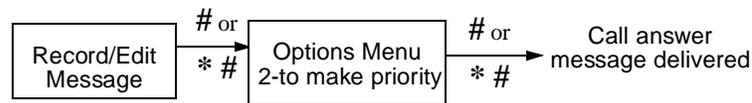

Figure C-1.   New AUDIX Sequence for Priority Call Answer Messages

Undelete

In the new AUDIX, you can press **∗ ∗ U** to recover the message you just deleted.

⇒ **NOTE:**
You can not recover multiple deleted messages.

NOTE:

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

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.

Responding to Voice Mail Escape

After listening to a message and pressing 1 to respond, you can now return to the current message without responding by pressing #. This escape key is handy when you change your mind about responding or you discover you can't respond because the call came from outside of AUDIX.

Outcalling

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 handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

➡ 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 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 Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

The following fax capabilites are available:

Table 0-1.

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. **N**OTE: 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:

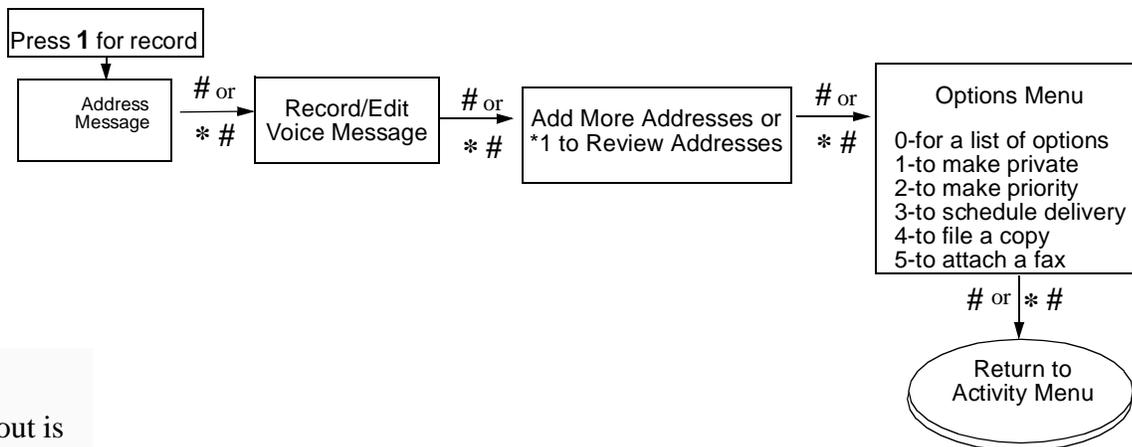This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

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

- View fax messages

- Store voice and fax messages on your P.C.

- Administer features like personal greetings and outcalling by entering text in fields on the 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 in Figure C-2.

Figure C-2.   Address Message Before Recording It

NOTE:

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

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 AUDIX system.

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

➤ **NOTE:**
With call answer turned off, you can still receive voice mail.

NOTE:

This handout is for users of Intuity AUDIX 2.0 who will now use Intuity AUDIX 3.3.

Your AUDIX voice messaging system will change on _____ at ____ _____. The new AUDIX works pretty much the same way as the old AUDIX works, except for the changes listed below.

You can receive, send, and store faxes

- If FAX Messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
- However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. You don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
- To be able to use fax messaging effectively, you need the following items:

    — The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: _____ (prefix) and _____ (digits required, in-house system)

    _____ (prefix) and _____ (digits required, local area)
    _____ (prefix) and _____ (digits required, long-distance)

    — The Transfer into Mailbox code(a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:

    • If you answer your phone and hear fax tone because someone is sending you a fax.

    • If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

    For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

    ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

    ___ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

    The Transfer into Mailbox code (or secondary fax extension, if applicable) is _ _____.

    ___ Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

NOTE:
This handout is for users of Intuity AUDIX 3.2 who will now use Intuity 3.3.

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.
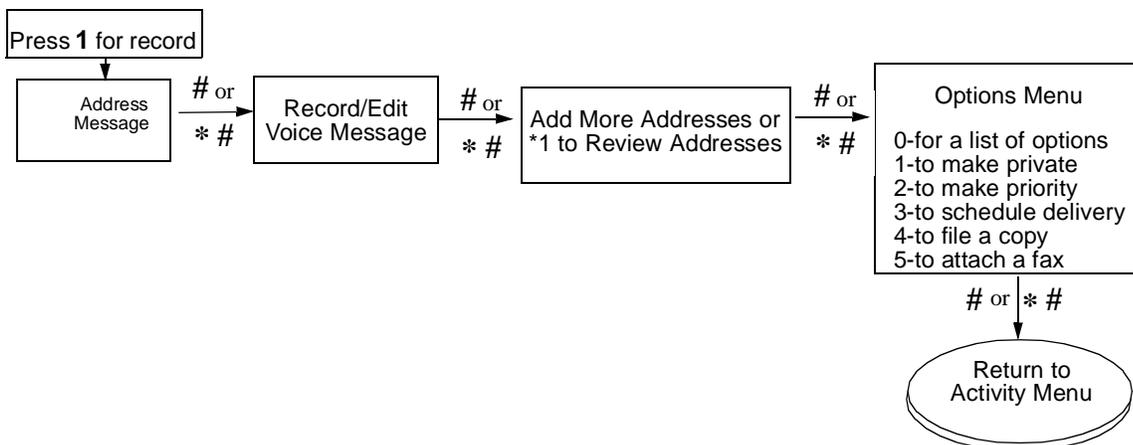
To turn on auto-printing	From the Activity Menu, press **5 3** to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.
To turn on autodele-tion	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.

NOTE:
This handout is for users of Intuity AUDIX 3.2 who will now use Intuity 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 Intuity AUDIX 3.2 who will now use Intuity 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
  - 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:

Press **1** for record

Address Message	# or *# →	Record/Edit Voice Message	# or *# →	Add More Addresses or *1 to Review Addresses	# or *# →	Options Menu

Options Menu
0-for a list of options
1-to make private
2-to make priority
3-to schedule delivery
4-to file a copy
5-to attach a fax

or *#

Return to Activity Menu

- You have to turn on the ''address before recording'' option by selecting Activity Menu option **5**, then selecting **6**, ''Administer Addressing Options.''

NOTE:
This handout is for users of Intuity AUDIX 3.2 who will now use Intuity 3.3.

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option **5**, then select **7**, "Administer Call Answer Options."

> **NOTE:**
> With call answer turned off, you can still receive voice mail.

NOTE:
This handout is for users of Intuity AUDIX 3.2 who will now use Intuity 3.3.

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