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AUDIX Voice Power
System Manager's Guide

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■ It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against interference when operated in a commercial environment.

■ Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

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Introduction

AUDIX Voice Power is a software application that provides business-oriented, computerized voice services in support of a telephone system. AUDIX Voice Power is based on the Integrated Voice Power System software that runs on the AT&T 6386 Work Group System (WGS) family of computers.

AUDIX Voice Power interfaces with a local, customer owned telephone system and processes voice messages and controls announcements that are stored on disk memory. (Analog voice messages are converted to digital signals and stored on the hard disk of the computer.) It also provides administrative management of the voice messaging system.

AUDIX Voice Power uses voice prompts and announcements to guide callers in sending and retrieving voice messages through the use of touch-tone buttons on the caller's telephone. AUDIX Voice Power can be used as a personal answering service, a messenger to individuals or groups, an office receptionist, an information service, and a message drop service.

Targeted Audience

This manual is for the System Manager and members of the AT&T initial implementation team. The information is organized to help the System Manager in performing day-to-day management and operation of the system. Each feature of AUDIX Voice Power is described along with information on administration and daily operation.

Special appendices are provided to assist the implementation team with the specific task of initial system implementation. An emphasis is placed on planning before implementing. Basic information is offered about connections to, and administration of, specific switches as they are affected by the AUDIX Voice Power system. Each switch, however, requires detailed installation and administrative functions. This System Manager's Guide is not intended to replace the documents that accompany the supported switches.

If you have questions or problems with AUDIX Voice Power that this guide does not resolve, you should call for assistance. If you have a system 25 switch, call the AT&T National Systems Assistance Center (NSAC) Hotline at 1-800-628-2888. If you have a System 75 or DEFINITY® switch, call the National Systems Support Center (NSSC) at 1-800-922-0354.

Initial Implementation Team

The initial implementation of an AUDIX Voice Power system involves setting up both AUDIX Voice Power and the telephone switch. Some of the AUDIX Voice Power parameters depend on which particular switch is being used and on whether or not the switch and AUDIX Voice Power are integrated.

A separate appendix for each supported switch is provided for the implementation team to use. The implementation team should read Chapter 1 first, then the appendix for the switch being used, and finally Chapters 2, 3, and 4. The implementation tasks are as follows:

1   Verify the AUDIX Voice Power hardware and software installation.

2   Test the connections between the switch and AUDIX Voice Power.

3   Set the switch interface parameters in AUDIX Voice Power.

4   Help the customer plan a system that is realistic in terms of the customer's business and in terms of the capabilities of both AUDIX Voice Power and the switch.

5   Enter system-wide parameters in AUDIX Voice Power.

6   Assist the customer in entering the AUDIX Voice Power information and administering the voice prompts.

7   Assist the customer in administering the switch to work with AUDIX Voice Power.

AUDIX Voice Power Services

AUDIX Voice Power is easy to operate. Internal and external callers receive spoken prompts to guide them in making choices by pressing the appropriate touch-tone button on the telephone. (Rotary telephones are supported on a limited basis.)

AUDIX Voice Power includes the following services:

■ **Call Answer Service**

When the extension originally called is busy, or there is no answer, the Call Answer service allows the caller to leave a message, transfer to another extension, or transfer to an attendant. The person called (subscriber) may provide a personal greeting to callers or select a standard system greeting. The subscriber may set a password to prevent unauthorized access to messages, and may record a name to be used (rather than the extension number) with the standard system greeting. Messages can be picked up from the office or from an outside telephone.

The Outcalling feature allows AUDIX Voice Power to call a subscriber when a new message arrives. The subscriber can specify the telephone or pager number to be called.

■ **Voice Mail Service**

The Voice Mail service allows subscribers to send messages to other individuals in the system, to forward messages received with comments, and to reply to messages received. Subscribers can create and edit group lists and send messages to one or more groups.

The Voice Mail service also allows the System Manager to send broadcast messages to everyone on the system.

■ **Automated Attendant Service**

The Automated Attendant directs callers through a series of menu selections to reach a desired department, extension, or attendant. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to connect to their desired destination. If there is no answer, or the desired extension is busy, the caller may leave a message or transfer to an attendant.

Automated Attendant may operate in the *gate* or *no-gate* mode. In the gate mode, the caller is prompted to press button **[1]** on the telephone to continue to the main menu. If button **[1]** tone is not received within a specific, user definable interval, the call is transferred to an attendant. In the no-gate mode, the caller hears the main menu. If no touch-tone response is received by the end of the last menu repetition, the caller is transferred to an attendant. (The number of times the menu repeats is user definable.)

The Automated Attendant service has separate menus for day and night service, and may have multilevel submenus. A custom list of holidays may be defined. The night service will be provided on holidays, regardless of the day of week.

■ **Information Service**

Information Service is a customer-oriented, call-in information facility. The caller hears a prerecorded, informational message and is then disconnected.

■ **Message Drop Service**

Message Drop is an answering service that presents a message to the caller and then allows the caller to "drop off" a return message. It can be used to "drop" orders or requests for service, or to report status or sales information. (Callers cannot direct their messages to specific extensions.)

Telephone Switch Interface

Switches that can support AUDIX Voice Power include:

■ System 25 R3

■ System 75 R1V1-R1V3

■ DEFINITY Generic 1

Signaling information from AUDIX Voice Power to the telephone switch is provided over analog voice channels. This includes switchhook flashing to transfer calls, and in-band tone signaling to control message waiting lights.

AUDIX Voice Power can operate in either *stand-alone* or *integrated* mode. In both modes, spoken information is transmitted over analog voice channels. Which mode your system operates in will be determined when you purchase the system. The hardware and software requirements are different for the two modes on some switches.

Stand-alone Mode

In the stand-alone mode, the interface between the telephone switch and AUDIX Voice Power does not include identification of the caller or called person. As a result, a caller who reaches the answering service is requested to reenter the extension number of the person called because this information is not obtained from the switch. Also, it is necessary to enter an extension number when logging in to AUDIX Voice Power, because the extension called from is not obtained from the switch.

Integrated Mode

In the integrated mode, identification of the caller and called person is sent from the switch. As a result, callers do not have to enter extension numbers upon reaching the Call Answer service, and are not required to use extension numbers when logging in to AUDIX Voice Power unless they are calling from outside the system.

Basic Telephone Switch Administration

For AUDIX Voice Power to work properly with the telephone switch, certain features must be present and enabled at the switch:

■ Station lines must be compatible with industry standard tip/ring analog telephones (AT&T 2500 or equivalent).

■ The switch must recognize a 500 millisecond on-hook interval (switchhook flash) as a request to transfer a call. After a switchhook flash AUDIX Voice Power will send the digits of the selected extension using touch-tone signaling.

■ Each analog voice channel on the Integrated Voice Power (IVP4) boards must be associated with an extension number or hunt group (DGC group on System 25) administered on the switch. The switch is responsible for transferring the calls to AUDIX Voice Power as part of a coverage path when no answer or busy is detected.

■ An AUDIX Voice Power service may have one or several channels assigned. The number of channels assigned determines the number of simultaneous uses that can be made of that service. It is not necessary to use all AUDIX Voice Power services. If no channels are assigned for direct use for retrieving messages (Voice Mail service), an indirect login for retrieving messages can be made through either the Call Answer or the Automated Attendant service.

Hardware and Software Components

A basic understanding of the hardware and software components is needed to administer AUDIX Voice Power.

Hardware Configuration

The AUDIX Voice Power hardware consists of:

AT&T 6386 WGS computer with keyboard and monitor. The following processors can be used:

— 6386 WGS— 16 or **20** MHz processor, desktop configuration

— 6386E WGS–20 MHz processor, floor model

— 6386SX WGS–16 MHz processor, small footprint desktop configuration

— 6386/25 WGS—25 MHz processor, desktop configuration

— 6386E/33 WGS–33 MHz processor, floor model

Hard disk for storage of data and digitally encoded voice messages and system prompts. The following capacities are available on hard disk:

Disk Size	Storage Hours
68 MB	**4.5**
80 M B	**6.2**
135 MB	**14.0**
300 MB	**37.5**

■ Special circuit boards (Integrated Voice Power boards) containing interface hardware for analog voice channels. Each Integrated Voice Power board provides four analog voice channels. A maximum of three boards (12 channels) can be included in the system.

■ For System 75 only, a special circuit board (Digital Communications Protocol [DCP] or PC-PBX board) containing interface hardware for a digital signaling channel. The System 75 also requires a port on a TN-754 board at the switch. If no existing port is available, an additional TN-754 board must be installed in the switch.

- Floppy diskette drive or cartridge tape drive for loading the system software and making backup copies of files.

  ► Note

  The cartridge tape drive is optional and is not compatible with the DCP board. ◄

- Optional AT&T 470/47 1, 570/571, or 580/581 printer for reports.

- Optional AT&T 2224-CEO modem for remote support.

  ► Note

  This modern is not compatible with System 25 IS-II installations. ◄

The model (processing speed) of the computer, number of analog voice channels, size of subscriber mailboxes, and the size of the hard disk control the maximum practical number of users of the system.

A fully configured system can accommodate. a maximum of 300 subscribers with private mailboxes. The maximum size of mailboxes can be specified by the System Manager to hold from up to one minute to up to ninety-nine minutes of voice messages.

Average AUDIX Voice Power usage will support:

- 8 ports: 100 users

- 12 ports: 300 users (medium use)

Software Configuration

The software configuration has four major components:

- **UNIX® Operating System**

  The UNIX Operating System provides multitasking, file access, external communication, and interprocess communication facilities to the application software. It includes the Framed Access Command Environment (FACE) that allows system administration to be done by selecting choices from menus and filling in blanks on forms.

- **Integrated Voice Power Software**

  The Integrated Voice Power Software provides device drivers for communications with the analog voice channels on the Integrated Voice Power circuit boards.

- **AUDIX Voice Power Software**

  The AUDIX Voice Power Software is the application package that provides the AUDIX Voice Power services.

- **Switch Interface Software**

  The Switch Interface Software provides device drivers for communications along the digital signaling path. Different versions are available for use with in-band tone signaling on the analog voice channel (System 25) and out-of-band signaling on a separate digital channel (System 75).

About this Guide

The information in this manual is organized to help the System Manager in performing day-to-day management and operation of the AUDIX Voice Power system. Each feature of AUDIX Voice Power is described and information on administration and daily operation is provided.

Basic information is offered about connections to, and administration of, supported switches as they are affected by the AUDIX Voice Power system. Each switch, however, requires detailed installation and administrative functions. This System Manager's Guide is not intended to replace the documents that accompany your switch. Appendices B and C discuss the switch-specific tasks and sequences of tasks to be followed for initial implementation.

This guide is divided into the following chapters and appendices:

- **Chapter 1: Introduction** presents an overview of AUDIX Voice Power including features and basic components.

- **Chapter 2: System Planning** describes how to plan your system. It includes instructions for filling out the necessary forms for setting up AUDIX Voice Power services, and a discussion of the administration requirements for the telephone switch.

- **Chapter 3: Administering AUDIX Voice Power** explains how to enter the data from the forms to administer system-wide features when setting up your AUDIX Voice Power system. It describes system-wide tasks, with related menus and windows, required to administer the system.

- **Chapter 4: Voice Administration** explains how to enter the voice phrases for AUDIX Voice Power services and is segmented according to specific tasks.

- **Chapter 5: System Operations** describes operational procedures that need to be performed on a regular basis.

- **Chapter 6: Generating Reports** explains how to generate reports on telephone and message space usage, as well as all other system reports.

- **Chapter 7: Troubleshooting** explains general problem resolution.

- **Appendix A: User Interface Information** explains how to use menus and windows, describes function keys and their use, and gives general information that is particularly helpful to the novice system user.

■ **Appendix B: Initial Implementation for System 25** provides specific instructions for initial system implementation with a System 25 switch.

■ **Appendix C: Initial Implementation for System 75** provides specific instructions for initial system implementation with a System 75 switch.

■ **Appendix D: Error Messages** gives a full listing of system error messages together with suggested responses.

■ **Appendix E: AUDIX Voice Power Forms** contains copies of the forms you need to use for planning and ongoing administration of your AUDIX Voice Power system.

■ **Glossary**

Conventions Used in this Guide

The following conventions are used in this guide:

- Commands and text you should type appear **in this style of type** .

- Values, instructions, and prompts that appear on the screen are in this style of type .

- Key names that are always located on the keyboard in the same place appear in smooth-cornered boxes, as in **[Enter]** .

- Touch-tone keys on the telephone set keypad are enclosed in squares, such as **[3]** and **[#]** .

- Functions keys (keys that start with an F, followed by a number), appear in boxes with the current meaning following in parentheses such as **[F8] (SAVE).**

  The current meanings of the function keys are shown by labels at the bottom of the screen. On the screen diagrams in this manual, each label box may contain two labels (top and bottom). On the actual screen, either the top set of labels or the bottom set of labels will show, not both. On the screen diagrams, the top label is the meaning of the function key when the screen first appears. These meanings have been selected to be the most useful for that screen. The bottom label is the meaning of the function key after the **[F8] (CHG-KEYS)** key has been pressed. (Pressing **[F8] (CHG-KEYS)** again restores the top labels.) A typical set of key labels on a screen diagram might be:

SCREEN 1-1 Typical Function Key Labels

Any Screen Information

HELP	CHOICES	SAVE			CANCEL	DEFINE	CHG-KEYS
LST-MENU	LST-ANNS		DEL-MENU	SPCH-ADM		FRM-MGMT	CHG-KEYS

Related Documents

If your AUDIX Voice Power is installed with Integrated Solution II (IS-II) on the System 25 switch, you **must** use the *AT&T Integrated Solution H Administration Guide, Release* 2.0, (Dec. No. 999-500-358) that came with your system before referring to this document.

You also need to be familiar with the appropriate administration manual for your switch:

■ **System** 25
  AT&T System 25 R3 *Administration Manual*
  (Doc. No. 555-540-500)
  AT&T System 25 R3 Advanced Administration Software User Guide
  (UNIX-6386)
  (Doc. No. 555-540-716)

■ **System** 75
  System 75 Implementation Manual Release 1 Version 1
  (Doc. No. 555-200-650, Issue 1)
  System 75 implementation Manual Release 1 Version 2
  (Doc. No. 555-200-651, Issue 3)
  System 75 Implementation Manual Release 1 Version 3
  (Doc. No. 555-200-652, Issue 3)

■ DEFINITY
  AT&T DEFINITY 75/85 Communications System Generic 1 and System 75 and System 75 XE Administration and Management Reports
  (Doc. No. 555.200-500, Issue 4)

Introduction to System Planning

This chapter describes the planning process in which you determine how your AUDIX Voice Power system should be configured to meet your company's voice telecommunications needs. Prior to planning your system, you should become familiar with the system's hardware, features, and operation. We suggest that you read this entire guide (except Appendices B, C and D) before beginning.

Use this chapter to help you fill out the forms that will describe your unique AUDIX Voice Power system. To complete the planning process, you will need:

■   information about the AUDIX Voice Power system your company has ordered

■   direction from your management about communication needs and restrictions

■   knowledge of the requirements of individuals and groups in your company who will be using AUDIX Voice Power

Regardless of the switch you use in your system, you should use the forms that accompany this manual. AUDIX Voice Power forms are in Appendix E and may be copied for use in system planning. When the planning for your system is completed, you may begin the implementation of the plan.

Gather the forms that you have filled out and use their content as input in conjunction with the procedures in chapters 3 and 4 of this guide to implement your system. The completed forms should be stored safely for ongoing administration.

Planning AUDIX Voice Power

Assigning Services to Channels

Each AUDIX Voice Power system has from four to twelve analog voice channels to which specific services must be assigned. When a call is received from the switch, the channel upon which it appears determines what service is provided to the call. The number of channels with the same service assignment determines how many simultaneous calls can be processed by that service.

Before assigning channels, take the following factors into account:

■ All channels must be assigned a service. A service must be assigned to channel 0 or the message waiting lights may not operate properly. If a call reaches a channel that has not been assigned a service, one or more error messages will result.

■ There is only one Information Service announcement, no matter how many channels it is assigned to. Unless you expect very high traffic, start by assigning it to one channel, and then assign it to other channels as the need arises. If you do not plan to use the Information Service, do not assign it to any channel.

■ There is only one Message Drop Service, no matter how many channels it is assigned to. Unless you expect very high traffic, start by assigning it to one channel, and then assign it to other channels as the need arises. If you do not plan to use the Message Drop Service, do not assign it to any channel.

■ The System 25 sends mode codes allowing more than one service on a channel. This is possible because internal, external, and coverage calls have different requirements. When the type of call is known, the type of processing needed is also known; therefore, the service assignment can be changed automatically.

The following table shows the combinations of services that can be provided on a channel with the System 25.

Assigned Service	Actual Service		
	Internal Call	External Call	Coverage Call
Auto Attendant	Voice Mail	Attendant	Call Answer
Call Answer	Voice Mail	Voice Mail	Call Answer
Voice Mail	Voice Mail	Voice Mail	Call Answer
Message Drop	Message Drop	Message Drop	Message Drop
Information	Information	Information	Information

Thus, for a System 25, the highest level service used (Automated Attendant, Call Answer, or Voice Mail in that order) should be assigned to all channels except those used by Message Drop or Information Service.

■ Subscribers can reach Voice Mail from Call Answer or Automated Attendant by dialing [*] [R]. For configurations other than the System 25, if there are not enough channels to dedicate some to Voice Mail, the available channels can be divided between Call Answer and Automated Attendant.

▶ **Note**
On integrated System 75 configurations, if Call Answer or Voice Mail is assigned to a channel, direct calls get Voice Mail while coverage calls get Call Answer. ◄

In addition to the type of service assigned to each channel, it is necessary to know the extension number assigned to each channel at the switch. The extension numbers can be obtained from your Switch Administrator and should be filled in for you on FORM A when the connections are tested during initial implementation. Add the type of service and extension number for each channel on FORM A.

During initial implementation, your AT&T initial implementation team will enter this data into the AUDIX Voice Power system. If you need to change these assignments after the initial implementation, please consult the appendix for the type of telephone switch that you have.

<div align="center">

FORM A

Channel Assignments

Channel	Service Type	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

</div>

System Parameters

Certain parameters control overall system performance. These parameters must be initially set for each system, and are infrequently changed. The values for these parameters are collected on FORM C and are described in three groups according to their usage.

- **Voice Mail Parameters** affect all services. You will determine the correct values to use according to the requirements for your business.

- **Automated Attendant Parameters** affect the Automated Attendant service. You will determine the correct values to use according to the requirements for your business.

- **Message Waiting Lamp Parameters** affect message waiting light updates. The AT&T Service Technician will supply the correct values to be used with your telephone switch during initial implementation. These values should not be changed.

FORM C

System Parameter Administration

Voice Mail Parameters

System Operator Extension   _____

Mail Box Size   _____

Pause for Touch Tone Input   _____

Maximum Extension Length   _____

Maximum Message Length   _____

Automated Attendant Parameters

Touch-tone Gate Active?   _____

Auto Attendant Menu Plays   _____

Transfer to Subscriber Only?   _____

Extension With Automated Attendant Coverage   _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Message Waiting Lamp Parameters

Code to Light   _____

Code to Extinguish   _____

Refresh?   _____

Voice Mail Parameters

Voice Mail parameters affect all services. The following parameters are provided:

- **System Operator Extension** specifies an extension where callers are transferred if they do not have a touch-tone telephone set, or where callers are transferred if they press **[0]** while in Call Answer service and the subscriber called does not have a personal operator. Enter a valid extension number.

- **Mail Box Size** specifies the maximum amount of voice storage time (in minutes) for each mailbox. All subscribers have the same mailbox size. Enter from 1 to 99 minutes. The recommended initial size is 5 minutes.   The maximum message length parameter should be shorter for small mailboxes.

- **Pause for Touch-Tone Input** specifies the number of seconds that the system will wait for touch-tone input. This time is used at the Automated Attendant gate, between repetitions and at the end of the last repetition of the Automated Attendant main menu, in the Call Answering service and at all other places where touch tone input is expected. Enter 4 to 9 seconds. The recommended initial value is 4 seconds.

- **Maximum Extension Length** specifies the maximum number of digits in a valid extension number. Enter the number of digits in the range 1 to 6.

- **Maximum Message Length** specifies the maximum length of an individual message. (This prevents long periods of noise if the caller has put the call on hold with music or if a call disconnect is not recognized.) Values of 30 to 360 seconds are valid. An initial value of 120 seconds is recommended.

Automated Attendant Parameters

Automated Attendant parameters affect the Automated Attendant. The following parameters are provided:

- **Touch-Tone Gate Active?** specifies whether or not the gate mode will be used. In the gate mode, the Automated Attendant requests the caller to press the **[1]** button before proceeding. If the tone for the **[1]** button is not received within the necessary time, the caller is assumed to be calling from a rotary dial telephone and is transferred to the operator immediately. If an operator is not defined for the system, the caller will hear: **Please call again from a touch-tone phone.**   followed by the good-bye message (a customizable message) and the call will be disconnected.

  If the gate is not used, the Automated Attendant main menu is played immediately.

  ▶ **Note**
  If the gate is used, the gate message should include a greeting message to the caller. If the gate is not used, the opening of the Automated Attendant main menu should greet the caller.   ◀

  Enter either y for yes (gate mode) or n for no (no-gate mode).

- **Automated Attendant Menu Plays** specifies the number of times the caller hears the Automated Attendant main menu before the call is transferred to the attendant's extension. Enter 1 to 9 plays. An initial value of 3 plays is recommended.

- **Transfer to Subscriber Only?** specifies whether calls may be transferred to AUDIX Voice Power subscribers only, or to any valid extension. Enter y for yes (subscribers only) or **n** for no (any extension).

  ▶ **Note**
  When transferring to a non-subscriber extension, AUDIX Voice Power listens for ringing or a busy and then transfers immediately. If neither ringing or busy is detected, the transfer fails. ◀

- **Extensions with Automated Attendant Coverage** is used only with the attendant backup feature on the System 25. See *Assigning Automated Attendant Coverage to Attendant Backup Feature* in Appendix B. If this feature is used, enter the extension of the principal owner of the trunks. For the System 75, leave these fields blank.

Message Waiting Lamp Parameters

Message Waiting Lamp parameters affect only the operation of message waiting lights. Your AT&T Service Technician will provide the correct values to be used with your telephone switch.

If you do not want message waiting light updating, please inform your AT&T Service Technician of this fact during initial implementation.

Entering System Parameters

During initial implementation, your AT&T initial implementation team will enter the system parameters into the AUDIX Voice Power system. If it is necessary to change these assignments after the initial implementation, please consult the appropriate appendix for the type of telephone switch you have.

Subscriber Administration

Each person who will be allowed to use the Call Answer or Voice Mail features is a subscriber who must be identified to the AUDIX Voice Power system. These subscribers should be listed on FORM D.

In addition to normal subscribers, you may want to include the following as subscribers for administrative convenience:

- Any extension that will receive a call by a transfer from the Automated Attendant service, particularly if you plan to allow transfer of calls to subscribers only.

- Any extension that uses the Automated Attendant service for call coverage if they do not have switch call coverage.

- On display phones, the message waiting light may be implemented as a call from the extension assigned to channel 0. Attempting to return a call to this extension may be blocked. If you have display phones, assign the name "Get Voice Mail" to the extension assigned to channel 0.

FORM D							
Subscriber Administration							
Ext	**Name**	**Password**	**Switch CC**	**Max Rings**	**out Call**	**Pers Oper**	**Comments**

The contents of each field should be:

Ext is the extension number assigned. It must be unique. No two subscribers can have the same extension number.

- **Name** contains the name of the person to whom the extension is assigned. This field is optional for System 25. For System 75, the name must exactly match (including punctuation and case) the name entered for the subscriber on System 75.

- **Password** can be any combination of up to 9 dialable digits. The asterisk **(*)** and pound sign **(#)** should not be used. Initially, for a new subscriber, it should be either **[0]** , for no password required, or **[9]** , which can be used temporarily until the user assigns a new password.

- **Switch CC** stands for "Switch Call Coverage". yes indicates that this subscriber receives call coverage from the switch. In this case, AUDIX Voice Power completes the call transfer to this subscriber immediately.   NO indicates that AUDIX Voice Power should count the ring cycles until the maximum rings are reached and then provide call coverage for this subscriber.

  ▶ Note
  If the subscriber has switch call coverage, AUDIX Voice Power transfers the call immediately. Otherwise, if AUDIX Voice Power receives a busy indication, it provides call coverage immediately. ◄

- **Max Rings** indicates the number of rings AUDIX Voice Power should wait before providing call coverage on an unsuccessful call transfer from Automated Attendant, Voice Mail or Call Answer. The maximum number of rings is between 1 and 9. If the maximum ring count is set to 0, no transfer is attempted to the subscriber.

  ▶ Note
  If the subscriber has switch call coverage, this field is not checked. ◄

- **Out Call** indicates whether the subscriber is allowed to use the Outcalling feature if it is enabled on a system-wide basis. Specify y for yes or n for no.

- **Personal Operator** is the extension to which a call is transferred when the caller presses **[0]** instead of leaving a message while in Call Answer service.   If no personal operator is specified, the call is transferred to the system operator.

- **Comments** is an optional field.   It may contain up to 30 characters.

Service Administrator Registration

An Administrator assigned to each of the five services has the authority to change the voice prompts and control other service variables. In most cases, there will be a single person assigned as the Administrator for all services. Initially a single person should be assigned as the administrator for all services to ensure that the voice system prompts are set up consistently.

The Service Administrators must be registered with AUDIX Voice Power so that the system can identify them as authorized to make changes. These Administrators should be listed on FORM E. It is not necessary to register an Administrator for a service that is not used.

<table>
<tr><td colspan="3" align="center">FORM E

Service Administrator Registration</td></tr>
<tr><th>Service</th><th>Administrator's Name</th><th>Extension</th></tr>
<tr><td>Automated Attendant</td><td></td><td></td></tr>
<tr><td>Call Answer</td><td></td><td></td></tr>
<tr><td>Information Service</td><td></td><td></td></tr>
<tr><td>Message Drop</td><td></td><td></td></tr>
<tr><td>Voice Mail</td><td></td><td></td></tr>
</table>

The contents of each field should be:

■ **Administrator's Name** is the name of the Service Administrator. Any character string can be used.

■ **Extension is** the extension that will be allowed to perform service administration. The extension *must have been previously registered as a subscriber.*

Outcalling Administration

Outcalling is an optional feature that allows subscribers to request that AUDIX Voice Power call to inform them when new messages are received. The feature is controlled on both a system-wide basis and on an individual subscriber basis.

The Outcalling service parameters specify how the outcalling will operate on a system-wide basis. You should write their values on FORM F.

FORM F	
Outcalling Administration	
Is outcalling active?	
Start Time	
End Time	
Retry Interval	
Initial Delay	
Maximum Number of Attempts	
Maximum Simultaneous Ports	
Maximum Number of Digits	

The contents of each field should be:

■ **Is outcalling active?** controls outcalling on a system-wide basis. Specify yes if outcalling is allowed to those subscribers who also have yes specified in their individual records (see *Subscriber Administration).* Specific **no** if outcalling is not permitted on a system-wide basis.

■ **Start Time** and **End Time** are the starting and ending times when outcalling is allowed. Generally, outcalling will be restricted to business hours. Specify the time followed by **am or pm.**

For outcalling to be active 24 hours, specify l2:oo **am** to **12:00 am.**

If the individual subscriber has the outcalling feature enabled, the subscriber can request that outcalling only be done during the hours specified, or on a 24 hour basis.

■ **Retry Interval** is the time in minutes between outcall tries until the subscriber has been reached and has either logged in or acknowledged the outcall. Enter the number of minutes from 1 to 99.

■ **Initial Delay** is the time in minutes after receiving a call before the first outcall attempt is made. Enter the number of minutes from 1 to 99.

■ **Maximum Number of Attempts** is the maximum number of attempts that will be made to reach the subscriber. An attempt is successful when the subscriber answers the call and either logs in or acknowledges the call. An attempt is unsuccessful if the call is not answered, or if the call is hung up without the subscriber either logging in or acknowledging the call. Enter the number of attempts from 1 to 9.

■ **Maximum Simultaneous Ports** is the maximum number of analog voice channels that can be used simultaneously for outcalling. This prevents degrading other services when there are a large number of outcalls. Valid entries are from 1 to the number of ports in the system excluding those used for Information Service or Message Drop (maximum 12).

■ **Maximum Number of Digits** is the maximum number of digits allowed in the outcalling number. This can be used to restrict the outcalling to extensions or local numbers. A higher value will allow long distance calls and pager calls. Enter the number of digits from 2 to 29.

Automated Attendant Administration

The Automated Attendant provides a spoken menu of selections that a caller can activate by pressing buttons on his or her touch-tone telephone.

Setting up the Automated Attendant requires careful planning.

- There are separate day and night services.

- The day and night services may each have multiple levels of selection, i.e., one (or more) of the selections on a menu can result in another lower level menu rather than in a call transfer.

- In addition to separate menus, hours of operation may be specified for day and night service for each day of the week.

- Holidays may be specified. (None are assumed.) On holidays, night service is provided around the clock regardless of the day of week.

- A spoken script must be created for each menu and announcement.

You will need to plan carefully and write all this administrative information on FORM G, FORM H and FORM 1. You should write voice menus and announcements on FORM J and FORM K.

Holiday Administration

Write each holiday on FORM G. Keep the following in mind:

- On holidays, night service is provided around the clock regardless of the day of the week.

- No holidays are assumed. The original list of holidays has none listed.

  You can have up to 40 holidays listed. Use more than one form if necessary.

- You can list holidays up to ten years in advance.

- Holidays do not automatically repeat. You must list each holiday for each year. The system automatically deletes the date for a past holiday to remind you to administer the holiday for the next year. Since there is no change function, you must remove the past holiday and then add it again for the next year.

FORM G

Holiday Administration

Date	Description

The contents of each field should be:

- **Date** is the date of the holiday in the format mm/dd/yy.
- **Description** is the name of the holiday.

Hours of Operation

Next, specify the day and night hours of operation on FORM H.

■ For each day of the week, you can specify the hours of operation of either the day service or the night service. The remaining hours of that day of the week will have the service that you did not specify. For example, to specify day service during normal business hours on Monday, specify: **Mon Day 9:00 am 5:00 pm.**   In this example, from midnight to 9:00 a.m. and from 5:00 p.m. to midnight, night service will be provided.

■ On holidays, night service is provided around the clock, regardless of the day of the week.

FORM H Service Hour Administration			
D a y	**Service**	**Start Time**	**End Time**
Sun			
Mon			
T u e			
Wed			
Thu			
F r i			
S a t			

The contents of each field should be:

■ **Day** specifies the day of week. (This field will be filled in automatically on the screen.)

■ **Service** specifies whether the hours apply to *day* or *night* service

■ **Start Time** and **End Time** specify the start and end time that apply to the selected service. The remaining hours of the day will apply to the opposite service. (Specify the time followed by **am** or **pm**).

  To specify that the service is to be used for 24 hours, use **12:00 am** start time and **12:00 am** end time.

Menu Definition

Next, define the two sets of menus: one for day service and one for night service, on FORM I. Each service has a main menu and may have submenus at lower levels. A maximum of 99 submenus can be defined for each service.

■ It may be useful to draw an organization-type chart to help keep track of submenus and levels.

■ Be Aware that the using more than 3 menu levels may result in caller frustration.

FORM I

Edit Workspace

Menu Name		Description	
Menu Path			
Touch-Tone	Action	object	Description
0:			
1:			
2: (ABC)			
3: (DEF)			
4: (GH1)			
5: (JKL)			
6: (MNO)			
7: (PRS)			
8: (TUV)			
9: (WXY)			

The contents of each field should be:

Descriptive Items

■ **Menu Name** is the name of the menu you are working on. The highest level menu for each service is always named "main." Subsequent menus are named "menu 1" through " menu99."

■ **Description** is a comments field that should help identify the purpose of the menu. In it, you should also indicate whether this menu is for day service or for night service.

■ **Menu Path** shows the level of the menu by identifying the higher levels in the chain leading to it. Fill it in on the form to help you keep track of where you are. (It is automatically filled in on the screen.)

For the main menu, leave it blank. For the first sublevel, enter " main(digit)" where digit is the digit that is pressed on the telephone when the main menu is heard to access this second level menu. Similarly, for the third level, enter "main(digit)/menuxx(digit)" where xx is the menu number of the preceding sublevel and the digit values show the path to this menu. The digits will not appear when this field is displayed on the screen, but writing them on the form will assist you in planning.

Control Items

■ **Touch-Tone** is the digit that can be pressed on the telephone to cause an action.

— Not all digits need to be used. Pressing unassigned digits will result in an error message and a replay of the menu (if the maximum number of plays has not been previously played) or a transfer to the operator.

— It is recommended that you save "O" for the operator.

— The letters can be used instead of the digits in the voice prompts. This is particularly useful if the letters can be meaningfully assigned. The letters appear on the form, but not on the screen when you enter the data.

— The touch-tone digits are already filled in on the screen when you enter this data and cannot be changed.

■ **Action** indicates the action to be taken when the corresponding button is pressed. The following actions can be used:

Transfer transfers the call to the extension or telephone number given in the corresponding **Object** field. This will usually be a hunt or DGC group number for a department.

Ann plays the announcement whose identifier (ann##) is given in the corresponding **Object** field. After the announcement is played, the caller is disconnected.

Menu continues with the submenu whose identifier (menu##) is given in the corresponding **Object** field.

Prompt causes the Automated Attendant to request that the caller enter an extension number to be transferred to. Prompt cannot be used on the same menu with Ext. Prompt does not have a corresponding **Object.**

Ext is used to directly dial (without a prompt) any extension beginning with the digit in the touch-tone column. Ext cannot be used on the same menu with Prompt. Ext does not have a corresponding **Object.**

■ **Object** indicates which extension, telephone number, announcement, or menu is to be used for the specified action. An announcement has a name of the form " ann##" where ## is 1 to 99. A submenu has a name of the form " menu##" where ## is 1 to 99.

If the action is "transfer," either an extension or a telephone number (up to 16 digits) can be specified. For a telephone number, a maximum of 16 characters can be used from the following:

Character	Meaning
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, #, *	**Touch-Tone digits zero through nine, # and ***
A, B , C , D	**Auxiliary Touch-Tones A through D**
P	**Pause of 1.5 seconds**
(,), - and space	**May be included to improve readability**

■ **Description** is used to describe the action being taken, e.g., which department is being transferred to, the purpose of a submenu, or the general content of an announcement.

Voice Menus and Announcements

Finally, after all menus are defined, use FORM J to write out the voice prompts for each menu. Then write any announcements on FORM K.

- If the touch-tone gate is used, the caller will hear the touch-tone gate message before the main menu. (The touch-tone gate message is discussed in the Customizing Voice Prompts section of this chapter.) If the touch-tone gate is not used, the first thing the caller will hear is the main menu. Therefore, when the touch-tone gate is not used, the opening statement of the main menu should identify your company and greet the caller.

- Start each menu with an opening statement explaining the menu. The main menu opening statement might identify the company while a submenu opening statement might identify the department.

- The order in which the menu presents choices is arbitrary, but it is usually easier for the caller if numbered choices are presented in sequence.

- Present the choice before indicating the digit (or letter). It is easier for the caller than remembering each digit while he or she waits to find out what it is for. For example, say, "for the sales department, press 1 now," rather than saying, "press 1 for the sales department."

- Reserve the digit 0 for the operator or attendant. It should come at the end of the menu rather than at the beginning.

- The closing statement should be used to help the caller who is confused.

- FORM J contains examples at the bottom.

FORM J	
Voice Menu	
D/N Service	**Menu ##**
Type/Digit	**Script**
Opening	
1	
2 (ABC)	
3 (DEF)	
4 (GHI)	
5 (JKL)	
6 (MNO)	
7 (PRS)	
8 (TUV)	
9 (WXY)	
0	
Closing	
Type	**Sample**
Opening	Thank you for calling the XYZ Company.
Digit(l)	For the Sales Department, press 1 now.
Ext	For an extension beginning with 4, dial the extension now.
Oper(0)	Press 0 if you want to speak with the operator.
Closing An Operator will Anwser.	For all other calls, remain on the line.

The contents of each field should be:

- **D/N Service** indicates whether this menu belongs to the day service or the night service.

- **Menu ##** is the menu number (or "main") within the day service or night service set.

- **Type/Digit** is the type of script in the next column or the digit associated with the script in the next column. This column is preprinted on the form in the suggested order. You may change the order if your application requires it.

  Script is the message associated with the type or digit in the first column. This is what the caller will actually hear.

  Type and Sample at the bottom of the form are to help you in writing your scripts.

```
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│                          FORM  K                              │
│                                                               │
│              Automated  Attendant  Announcements              │
│ ═════════════════════════════════════════════════════════════│
│  DIN  Service                  Menu  ##       Ann  ##         │
│ ─────────────────────────────────────────────────────────────│
│  Announcement:                                                │
│ ─────────────────────────────────────────────────────────────│
│                                                               │
│ ─────────────────────────────────────────────────────────────│
│                                                               │
│ ━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━│
│                                                               │
│ ─────────────────────────────────────────────────────────────│
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│ ─────────────────────────────────────────────────────────────│
│                                                               │
│ ─────────────────────────────────────────────────────────────│
│                                                               │
└─────────────────────────────────────────────────────────────┘
```

The contents of each field should be:

- **D/N Service** indicates whether this announcement belongs to the day service or the night service.

- **Menu ##** indicates which menu contains the announcement. It is for your convenience.

- **Ann ##** is the announcement number within the day service or night service set.

- **Announcement.** Write the announcement in the remaining space on the form.

Customizing Voice Prompts

AUDIX Voice Power provides the ability to customize messages and announcements. For the Call Answer and Voice Mail services, you may specify your own custom messages, and whether to use the custom messages or the system default messages. For the Automated Attendant, you may specify the Touch-Tone Gate message and the Good-bye message. For the Information Service and Message Drop Services, you must specify the announcements to be used.

Write your custom messages on FORM L.

FORM L		
Custom Messages		
Place a check next to the custom message you are creating.		
	Call Answer Greeting		Call Answer Gal-Bye
	Voice Mail Greeting		Information Message
	Message Drop Greeting		Message Drop Good-Bye
	Touch-Tone Gate Msg		Automated Attendant Gal-Bye
Message:		

Use one form for each custom message. On the top of the form, check the box for the kind of message you are customizing. Write the new message on the bottom of the form.

The default messages for each service are provided on the back of FORM L and are discussed in the following sections.

Call Answer Service Messages

The Call Answer service has a greeting message and a good-bye message.

The greeting message informs the caller that the call is being answered by AUDIX Voice Power and that the caller may record a message. The standard Call Answer greeting message is:

> Your **call is being answered by AUDIX Voice Power. Using touch tones, please enter the number of the person whom you are calling, followed by a pound sign.** If you **do not have a touch-tone phone, please wait.**

If you have an integrated system, it is not necessary to reenter the number of the person being called. At the least, you should change the message to read:

> Your **call is being answered by AUDIX Voice** Power. **Please leave a message at the tone.**

Individual subscribers may create a personal, customized message and specify that it be used when answering their telephone instead of the message you define.

The Call Answer service good-bye message is heard only if the system or individual Call Answer greeting messages inform the caller how to end, review and approve the message rather than terminating the message by hanging up. (The touch-tone codes for Voice Mail can also be used for Call Answer messages.)

The standard good-bye message is

> **Good-bye.**

If you want to change either of these default messages, write your custom greeting message or good-bye message on FORM L.

Voice Mail Greeting Message

The Voice Mail service has a greeting message that informs the caller that the call has reached AUDIX Voice Power. The standard Voice Mail greeting message is:

> **Welcome to AUDIX Voice Power. Please enter extension and pound sign.**

If you want to change this default message, write your custom greeting message FORM L.

Automated Attendant Messages

The Touch-tone Gate Message (Automated Attendant) is used only when the touch-tone gate is active.

If the touch-tone gate is active, the caller is prompted to press the **[1]** button. If the tone is detected, the main menu for day or night service is played. If the tone is not detected within the specified time, and an operator is available, the call is transferred to the operator; otherwise, the caller is informed that the call cannot be processed.

The standard message is as follows:

> **If you have a touch-tone phone, press 1 now. If you do not have a touch-tone phone, please wait and your call will be transferred to an operator.**

If no system operator has been specified, the following is added:

> **PLease call again from a touch-tone phone.**

Then the Automated Attendant good-bye message is played and the call is disconnected.

When the touch-tone gate message is used, it is followed by the main menu for day or night service.

When the touch-tone gate is not active, the main menu for the day or night service is played immediately.

In the event that there is no selection and an operator is not available, the Automated Attendant good-bye message plays. The standard good-bye message is

Good-bye.

If you want to change either of these default messages, write your custom greeting message or good-bye message on FORM L.

Information Service Announcement

The Information Service enables a business to play a prerecorded message to a variety of callers. Callers hear the recorded announcement, but are not given the opportunity to transfer to another extension or to leave a message.

The default Information Service announcement (which should always be changed) is:

Welcome to AUDIX Voice Power Information Service.

Write your Information Service announcement on FORM L.

Message Drop Messages

The Message Drop service is used to gather information. The caller is expected to leave a message. Callers are not given the opportunity to transfer to another extension or direct a message to a particular individual. The standard Message Drop greeting message is:

Welcome to the AUDIX Voice Power Message Drop Service. Record at the tone.

You should change this message to be meaningful for your business application.

The Message Drop good-bye message may be heard after the caller's message is recorded if the caller has not hung up. The standard Message Drop good-bye message is:

Good-bye.

Write your custom Message Drop greeting message on FORM L. If you wish to change the standard Message Drop good-bye message, write your customized message on FORM L.

Planning on the Switch Side

While planning is highly specific to the telephone switch that is in use, there are some general items that will apply to most or all switches in concept, if not in detail. These items are discussed here even though they may be implemented in dissimilar ways on different switches.

Call Coverage Paths

The Call Answer service provides coverage for calls that are not answered by the subscriber at the called extension. In order to provide this coverage, the switch must direct the call to the Call Answer service when the switch detects that the telephone is busy or the maximum number of rings has occurred. The designation of one or more places to direct a call is known as the call coverage path.

The Call Answer service of AUDIX Voice Power may be the first, second or third point of call coverage, depending upon the capabilities of the switch and the requirements of the business:

- If the subscriber's extension is busy or doesn't answer, the call will be transferred to the Call Answer service as the first point of call coverage.

- In some cases, the call will be transferred to a secretary as the first point of call coverage and then to the Call Answer service as the second point of call coverage.

- In other cases; calls may go directly to the Call Answer service without first ringing at the subscriber's extension. In this case, the Call Answer service is the first point of call coverage.

It is necessary to plan the call coverage path for each subscriber. The AUDIX Voice Power System Manager must work closely with the Switch Administrator to coordinate this effort.

Here are some additional planning factors that may be present depending on the particular type of switch that is used:

On single line telephones, a busy signal usually indicates that the call should go directly to the next coverage point. On multiline telephones, a busy signal means that somebody is talking and might be willing to put the current call on hold. As a result, a second call usually rings on a multiline telephone rather than going directly to coverage.

Some telephones and switches have a feature that allows the subscriber to signal that all calls should go directly to coverage and not ring at the actual extension. Use of this feature speeds call answering when the actual extension is unattended because the switch does not wait for a possible answer.

■ Most switches will allow the number of rings before sending calls to coverage to be set. A good value is **2** to **4** rings.

Hunt or DGC Groups

A hunt group assigns a single number that rings at any available extension within the group. On some switches, hunt groups are called Direct Group Calling (DGC) groups.

On nonintegrated switches, and on some integrated switches, depending upon the switch characteristics, it will be necessary or desirable to set up hunt groups for the channels assigned to a single service.

▶ **Note**
On some switches that use the Digital Communications Protocol (DCP), all calls come in on the digital channel and are then transferred by AUDIX Voice Power to an available channel. Hunt groups are not required on these switches.. ◄

If your switch requires hunt groups, you should assign separate hunt groups for the following services (if more than one channel is used):

- Information Service

- Message Drop service

- Automated Attendant

- Call Answer service on nonintegrated configurations

- Voice Mail service on nonintegrated configurations

In some cases, Automated Attendant, Call Answer, and Voice Mail may share channels on an integrated configuration. In those cases, assign a hunt group only to the highest level service (Automated Attendant or Call Answer).

For more information on this subject, refer to the appropriate appendix for your switch.

Miscellaneous Items

Class of Restriction

If your switch has provisions for Class of Restriction (COR), it is desirable to establish the following conditions:

■ The Voice Mail and Call Answer channels should be restricted-so that they cannot call themselves.

■ The DCP extension (if any) should be restricted so that it cannot call itself or subscribers.

■ Subscribers should be restricted so that they cannot call Call Answer ports.

■ Any other Class of Restriction groups should be restricted so that they cannot call Call Answer or Voice Mail ports.

Attendant Backup Coverage

If your switch allows incoming trunks to be assigned to extensions as well as operator consoles, you can arrange for the Automated Attendant to provide backup coverage for your operator consoles when the operators are busy or not available. See the appropriate appendix for your switch to determine if this feature is available.

Directed Night Service

The Automated Attendant can also be used for night service. Your switch must be directed to ring the hunt or DGC group for the Automated Attendant. See the appropriate appendix for your switch to determine if this feature is available.

Entering AUDIX Voice Power Data

This chapter describes the procedures used to enter data from the forms completed in Chapter 2, *System Planning.* If you have not yet completed the system planning forms, return to Chapter 2 for comprehensive instructions. Have your completed forms ready as you proceed through this chapter.

You will be using your keyboard to fill in forms displayed in windows on the screen. If you are not familiar with keyboard operations and windows, refer to Appendix A, *Using the System* for basic instructions.

Logging In

Before you can enter data, you must log in and move to the AUDIX Voice Power menu. The procedures for reaching this menu are slightly different for System 25 with Integrated Solution II (IS-II), than for all other configurations.

Logging In from IS-II

To log in from IS-II, follow these steps:

1 At the login prompt, type is and press **[Enter].**

2 If a password has been administered, at the password prompt, type your password and press **[Enter].** (For security reasons, your password does not appear on the screen as you type it in.)

 — The AT&T Integrated Solution main menu appears.

 ► **Note**
 If no password has been administered, a password will not be requested. The AT&T Integrated Solution main menu will appear immediately. ◄

3 At the AT&T Integrated Solutions main menu, move the cursor to AUDIX Voice Power (AVP) and press **[Enter].**

— The AUDIX Voice Power menu appears.

Logging In from Other Configurations

To log in from a non-IS-11 configuration, follow these steps:

1 At the login prompt, type audix and press **[Enter].**

2 At the password prompt, type your password and press **[Enter].**
(For security reasons, your password does not appear on the screen as you type it in.)

— The User Login menu appears.

3 At the User Login menu, move the cursor to **Voice System Administration** , and press **[Enter].**

— The Voice System Administration menu appears.

4 At the Voice System Administration menu, move the cursor to Application Package Administration and press **[Enter].**

— The Application Package Administration menu appears.

5 At the Application Package Administration menu, move the cursor to AUDIX Voice power and press **[Enter].**

— The AUDIX Voice Power menu appears.

The AUDIX Voice Power Menu

When the AUDIX Voice Power main menu appears, the cursor will be at Automated Attendant Administration, and you will need to press the ⬇ key to select the function that you want to administer.

SCREEN 3-I AUDIX Voice Power Menu
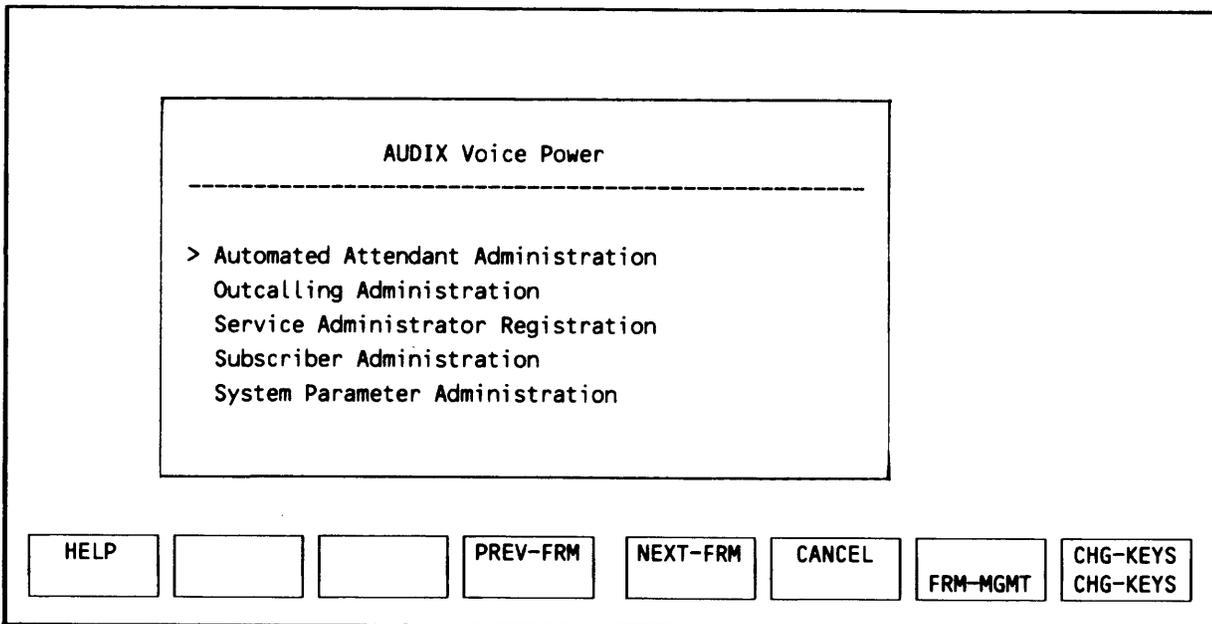
```
                        AUDIX Voice Power
        ----------------------------------------------------------

      > Automated Attendant Administration
        Outcalling Administration
        Service Administrator Registration
        Subscriber Administration
        System Parameter Administration
```

HELP			PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS CHG-KEYS

If you are administering your system for the first time, go to the next section, "System Parameter Administration", and continue through this chapter in the order in which it is written.

If you are updating the system, go directly to the procedure that you need. ◄

System Parameter Administration

Before you can perform ongoing administration functions for your AUDIX Voice Power system, you must administer the system parameters. Once these parameters are set, you will most likely not have to change them.

1 At the AUDIX Voice Power menu, move the cursor to system Parameter Administration and press **[Enter].**

— The System Parameter Administration form appears.

SCREEN 3-2 System Parameter Administration Form

```
                    System Parameter Administration
         ------------------------ ------ _____ _____ _____ ____


                         Voice Mail Parameters
                    System Operator Extension: _____
                                Mail Box Size: _____
                    Pause for Touch Tone Input: _____
                    Maximum Extension Length: _____
                      Maximum Message Length: _____


                    Automated Attendant Parameters
                       Touch-tone Gate Active?: ___
                    Auto Attendant Menu Plays:
                    Transfer to Subscriber Only?: ___
         Extension With Automated Attendant Coverage:

                    _____

                    Message Waiting Lamp Parameters
                                Code to Light: _____
                           Code to Extinguish: _____
                                     Refresh?: ___
```

| HELP | CHOICES | SAVE | PREV-FRM | NEXT-FRM | CANCEL | FRM-MGMT | CHG-KEYS |
| | | | | | | | CHG-KEYS |

2 Using FORM C that you completed in Chapter 2, type in the information requested on this screen. Press **[Enter]** after completing each field.

3 When you have entered all the information, press **[F3] (SAVE)** to save the parameters.

— A window appears informing you that the system parameters have been updated.

4 Press any key to continue.

— You return to the AUDIX Voice Power menu.

Updating System Parameters

If it is necessary to update system parameters, use the above procedure. The new values will replace the old values. Be sure to record the new values on FORM C.

Subscriber Administration

Information must be entered into the system for each subscriber.
You recorded this information on FORM D.

Initial Implementation:

Follow these steps to add subscribers during initial system implementation:

1 At the AUDIX Voice Power menu. move the cursor to
Subscriber Administration and press **[Enter].**

— The Subscriber Administration form appears.

SCREEN 3-3 Subscriber Administration form

```
                        Subscriber Administration
    ---------------------------------------------------------------------


                          Subscriber Extension:     _____
                              Subscriber Name:       _____
                          Subscriber Password:       _____
    Does the Subscriber Have Switch Call Coverage?:  _____
        If No Call Coverage, Enter Maximum Rings:    _____
                          Outcalling Allowed?:       ___
                            Personal Operator:       _____
                                    Comments:        _____
```

| ADD | DELETE | CHANGE | DISPLAY | PRINT DB | CANCEL | FRM-MGMT | CHG-KEYS |
| HELP | CHOICES | | PREV-FRM | NEXT-FRM | CANCEL | FRM-MGMT | CHG-KEYS |

2 Copy the information from one line of FORM D to the Subscriber Administration form, pressing **[Enter]** after each field.

3 When you are finished with each line on FORM D, press **[F1] (ADD)** to save that subscriber's information.

   – A window appears confirming that the new subscriber was added to the database.

4 Press any key to continue.

   – An empty Subscriber Administration form appears.

5 Repeat the above process until you have completed a screen for each subscriber listed on FORM D.

6 Press **[F6] (CANCEL)** to return to the AUDIX Voice Power menu.

Updating Subscribers

The following section discusses various procedures that you will perform to update the subscriber database. These procedures include:

■ Adding new subscribers to the database

■ Changing subscriber information

■ Removing subscribers from the database

■ Printing the subscriber database

Adding a New Subscriber

To add a new subscriber, follow these steps:

1 Write the information for the new subscriber on FORM D.

2 At the AUDIX Voice Power menu, move the cursor to
Subscriber Administration and press **[Enter].**

— The Subscriber Administration form appears.

3 Type in the new subscriber information from FORM D, pressing **[Enter]**
after each field.

4 When you are finished entering the subscriber information,
press **[F1] (ADD).**

– A window appears confirming that the new subscriber was added to
the subscriber database.

5 Press any key to continue.

— An empty Subscriber Administration form appears.

6 Continue to complete a Subscriber Administration form for each
subscriber that you want to add, using steps 3 through 5.

7 After you have added the last subscriber, press **[F6] (CANCEL)** to return
to the AUDIX Voice Power menu.

Changing a Subscriber Record

At some time, you may need to change information in a subscriber's record, For example, if a subscriber has a new secretary with a different extension, you will have to access that subscriber's record' and change the personal ' operator extension. To change the information in a subscriber's record, follow these steps:

1 At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **[Enter].**

— The Subscriber Administration form appears.

2 Type in the extension number of the subscriber that you want to update.

3 Press **[F4] (DISPLAY)** to display the subscriber information associated with the specified extension number.

— AUDIX fills in the remainder of the Subscriber Administration screen with the associated subscriber data.

4 Type in your changes to the subscriber record and press **[F3] (CHANGE)** to change the subscriber record.

— A window appears confirming that the change has been made.

5 Press any key to continue.

— An empty Subscriber Administration form appears.

6 Repeat steps 2 through 5 until all changes have been made.

7 Press **[F6] (CANCEL)** to return to the AUDIX Voice Power menu.

► Note

You cannot change the extension number of a subscriber because the extension number is used to access the records. If a subscriber moves to a new extension, you must remove the subscriber at the old extension and then add the subscriber at the new extension, rather than just change the extension number. ◄

Deleting a Subscriber

To remove a subscriber, follow these steps:

1 At the AUDIX Voice Power menu, move the cursor to **Subscriber Administration** and press **[Enter].**

— The Subscriber Administration form appears.

2 Type in the extension number of the subscriber that you want to remove.

3 Press **[F4] (DISPLAY)** to display the subscriber information associated with the specified extension number.

  — AUDIX fills in the remainder of the Subscriber Administration screen with the associated subscriber data.

4 If this is the correct subscriber record, press **[F2] (DELETE)** to remove the subscriber. If this is not the correct subscriber, return to step 2.

  — AUDIX Voice Power prompts you to type y to confirm the deletion, or n to cancel it.

5 If you made a mistake and realize at this point that you entered the wrong extension number, type n to cancel and return to step 2.

6 If this is the correct subscriber, press **y** to confirm the deletion.

  — A window appears to confirm that the subscriber has been deleted.

  Press any key to continue.

  — An empty Subscriber Administration form appears.

  ▶ **Note**
  If you already deleted the wrong extension, you must reenter all the information and press **[[F1] (ADD).** ◀

8 Press **[F8] (CANCEL)** to return to the AUDIX Voice Power menu.

Printing the Subscriber List

If you have a printer connected to your system, you can print a list of the current subscriber database. Use this printout when you are administering the system. Whenever you add a subscriber, remove a subscriber, or change subscriber information, print the new subscriber list for your records. Always work from the latest subscriber database. To print the subscriber database, perform the following steps:

1 Make sure that the printer is connected to your computer and turned on.

2 At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **[Enter]**

  — The Subscriber Administration form appears.

3 Press **[F5] (PRINT-DB)** to print the current subscriber database.

Service Administrator Registration

Voice prompts may be customized for your system. To prevent unauthorized modification of voice prompts, Service Administrators are registered. The data is compiled on FORM E. To enter the data from FORM E, follow these steps:

1 At the AUDIX Voice Power menu, move the cursor to Service Administator Registration and press **[Enter]** .

   — The Service Administrator Registration form appears.

SCREEN 3-4 **Service Administrator Registration Form**

```
                    Service Administrator Registration
    ----------------------------------------------------------------

        Service              Administrator's Name      Extension

    Automated Attendant      _____     _____
    Call Answer              _____     _____
    Information Service      _____     _____
    Message Drop             _____     _____
    Voice Mail               _____     _____
```

```
┌──────┐ ┌─────────┐ ┌────────┐ ┌──────────┐ ┌──────────┐ ┌────────┐ ┌──────────┐ ┌──────────┐
│ HELP │ │ CHOICES │ │  SAVE  │ │ PREV-FRM │ │ NEXT-FRM │ │ CANCEL │ │          │ │ CHG-KEYS │
└──────┘ └─────────┘ └────────┘ └──────────┘ └──────────┘ └────────┘ │ FRM-MGMT │ │ CHG-KEYS │
                                                                      └──────────┘ └──────────┘
```

2 Using your completed FORM E, type in the name and extension number
of the subscriber(s) assigned as administrator for each of the services.
Press **[Enter]** after each field.

3 when you are finished, press **[F3] (SAVE)** to save the information.

— A window appears to inform you that the information
has been saved.

4 Press any key to continue.

— You return to the AUDIX Voice Power menu.

Updating Service Administrator Registration

To update Service Administrator information, use the preceding procedure.
The new information will replace the old information.

Outcalling Administration

Parameters that control Outcalling must be set during initial implementation. They are changed infrequently. The information is collected on FORM F. To set the outcalling parameters, follow these steps:

1 At the AUDIX Voice Power menu, move the cursor to Outcalling Administration and press **[Enter].**

— The Outcalling Administration form appears.

SCREEN 3-5 Outcalling Administration Form

```
                        Outcalling  Administration
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -


                        Is  outcalling  active?:  ___

                                     Start  Time:  _____
                                       End Time:  _____
                                 Retry  Interval:
                                   Initial  DeLay:
                      Maximum Number of Attempts:
                      Maximum  Simultaneous  Ports:
                      Maximum Number of Digits:




    [HELP]   [CHOICES]   [SAVE]   [PREV-FRM]   [NEXT-FRM]   [CANCEL]   [FRM-MGMT]   [CHG-KEYS]
                                                                                   [CHG-KEYS]
```

2 Using your completed FORM F, type in the information for each item and press **[Enter]** after each field.

3 When you are finished, press **[F3] (SAVE)** to save your information.

— A window appears to inform you that the information has been saved.

4 Press any key to continue.

— You return to the AUDIX Voice Power menu.

Updating Outcalling Parameters

To update outcalling parameters, use the preceding procedure. The new parameter values will replace the previous parameter values.

Automated Attendant Administration

Be sure to completely plan the Automated Attendant using FORM G, FORM H, FORM I, FORM J and FORM K before entering any data. To enter the data for the Automated Attendant, follow these steps:

1   At the AUDIX Voice Power menu, move the cursor to **Automated Attendant Administration** and press **[Enter].**

–   The Automated Attendant Administration menu appears.

SCREEN 3-6 Automated Attendant Administration Menu
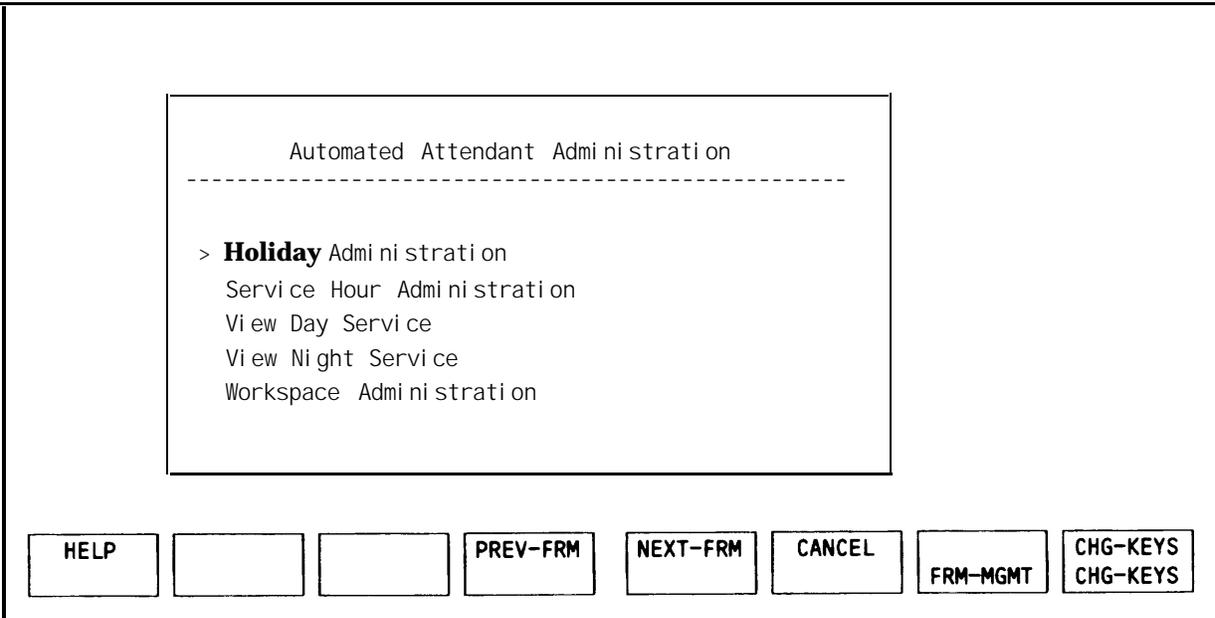
```
                Automated Attendant Administration
       ----------------------------------------------------

       >  Holiday Administration
          Service Hour Administration
          View Day Service
          View Night Service
          Workspace Administration




    HELP              PREV-FRM    NEXT-FRM    CANCEL              CHG-KEYS
                                                        FRM-MGMT   CHG-KEYS
```

2 Move the cursor to the function for which YOU want to enter information or need to view and press **[Enter]** to select that function.

► **Note**

If you are administering your system for the first time, go to the next section, "Holiday Administration", and continue through the Automated Attendant sections in the order in which they are written.

If you are updating the system, go directly to the procedure that you need. ◄

Holiday Administration

Holiday Administration information is contained on FORM G. To enter the data, follow these steps:

1 At the Automated Attendant Administration menu, move the cursor to **Holiday Administration.**

2 Press **[Enter].**

— The Holiday Administration window appears.

If you have already assigned holidays, they will be listed on this screen. Initially, no holidays appear on this screen. Past holidays have blank dates.

SCREEN 3-7 Holiday Administration Window


```
                    Holiday  Administration
          _____  _____  _____  _____  _____

     > Date                    Description
```

| HELP | REMOVE | ADD | PREV-FRM | NEXT-FRM | CANCEL | FRM-MGMT | CHG-KEYS CHG-KEYS |

lf you are administering this function for the first time, go to the next page. To remeve a holiday, skip to the section titled "Removing Holidays".

Adding Holidays

1 Press **[Enter] (ADD)** to add a holiday.

— The Add a Holiday Form appears.

SCREEN 3-8 Add a Holiday Form

```
┌──────────────────────────────────────────────────────────────┐
│                                                                │
│        ┌─────────────────────────────────────────┐            │
│        │              Add a Holiday              │            │
│        │   ─────────────────  ─────────  ──────   │            │
│        │        mm/dd/yy         Description       │            │
│        │   Date:  __/ __ / _     _____  │            │
│        │                                           │            │
│        └─────────────────────────────────────────┘            │
│                                                                │
│  ┌──────┐ ┌──────┐ ┌──────┐ ┌────────┐ ┌────────┐ ┌────────┐ ┌────────┐ ┌────────┐ │
│  │ HELP │ │      │ │ SAVE │ │PREV-FRM│ │NEXT-FRM│ │ CANCEL │ │FRM_MGMT│ │CHG-KEYS│ │
│  │      │ │      │ │      │ │        │ │        │ │        │ │        │ │CHG-KEYS│ │
│  └──────┘ └──────┘ └──────┘ └────────┘ └────────┘ └────────┘ └────────┘ └────────┘ │
└──────────────────────────────────────────────────────────────┘
```

2 Referring to your completed FORM G, type in the month, day and year (in numbers), and describe what holiday that date represents.

3 Press **[Enter]** after each field.

4 When you are finished, press **[Enter] (SAVE)** to add each holiday.

— A window appears to inform you that the information has been saved.

5 Press any key to continue.

6 Repeat steps 1 through 5 to add more holidays.

7 Press **[F6] (CANCEL)** to return to the Automated Attendant
Administration menu.

► **N o t e**

■ You can't add holidays with dates that are past.

■ You can add holidays only ten years into the future.

■ You can have a maximum of 40 holidays in the system at a time. ◄

Removing Holidays

1 At the Holiday Administration menu, move the cursor to the holiday
that you want to remove and press **[F2] (REMOVE).**

— A window appears to inform you that the holiday has been removed.

2 Press any key to continue.

3 Repeat steps 1 and 2 to remove any additional holidays.

4 Press **[F6] (CANCEL)** to return to the Automated Attendant
Administration menu.

Service Hour Administration

Service hour administration information is contained on FORM H. To set service hour parameters, follow these steps:

1 At the Automated Attendant Administration menu, move the cursor to Service Hour Administration and press **[Enter]** .

  — The Service Hour Administration form appears. The first time it appears, it will show the default settings.

SCREEN 3-9 Service Hour Administration Form

```
                    Service Hour Administration


              Service        Start Time       End Time

       Sun:    Day            12:00 AM         12:00 AM
       Mon:    Day            12:00 AM         12:00 AM
       Tue:    Day            12:00 AM         12:00 AM
       Wed:    Day            12:00 AM         12:00 AM
       Thu:    Day            12:00 AM         12:00 AM
       Fri:    Day            12:00 AM         12:00 AM
       Sat:    Day            12:00 AM         12:00 AM



   HELP    CHOICES    SAVE    PREV-FRM   NEXT-FRM   CANCEL               CHG-KEYS
                                                            FRM-MGMT     CHG-KEYS
```

2 Using the data from your completed FORM H, type over the Service, *Start Time* and *End Time* information, pressing **[Enter]** after each field. (Just press **[Enter]** to skip over a field without changing it.)

3 When you are finished, press **[F3] (SAVE)** to save your work.

— A window appears to inform you that the information has been saved.

4 Press any key to continue.

— You return to the Automated Attendant Administration menu.

Updating Service Hour Parameters

To update the service hours, use the preceding procedure. The new parameters will replace the previous parameters.

View Day Service

To review the day service of the Automated Attendant, use
View Day Service. You cannot make any changes to this screen since it is a
vlewing screen only. If you want to make changes to day service, go to the
Workspace Administration menu and follow the instructions in the
Workspace Administration section later in this chapter.

1 At the Automated Attendant Administration menu, move the cursor to
View Day Service , and press **[Enter].**

SCREEN 3-10 View Day Service Window

```
                         View Day Service
          --------------------------------------------------------
          Menu Name: main  Description: Automated Attendant Main Menu
          Menu Path: _____
          Touch-Tone   Action      Object        Description
               0:     _____    _____      _____
               1:     _____    _____      _____
               2:     _____    _____      _____
               3:     _____    _____      _____
               4:     _____    _____      _____
               5:     _____    _____      _____
               6:     _____    _____      _____
               7:     _____    _____      _____
               8:     _____    _____      _____
               9:     _____    _____      _____
```

| HELP | | | PREV-FRM | NEXT-FRM | CANCEL | SHOW | CHG-KEYS |
| LST-MENU | LST-ANNS | | | | | FRM-MGMT | CHG-KEYS |

2 Press **[F8] (CHG-KEYS)** to list menus or announcements.

    a Press **[F1] (LST-MENU)** to display a list of all of the day service menus defined.

    b Press **[F2] (LST-ANNS)** to display a list of all of the day service announcements defined.

3 Press **[F7] (SHOW)** while the cursor is anywhere on the line containing a menu number to open that menu in a new window.

4 Press **[F6] (CANCEL)** repeatedly to back up one menu level until you reach the main menu and then once more to return to the Automated Attendant Administration menu.

View Night Service

To review the night service of the Automated Attendant, use
View Night Service. You cannot make any changes to this screen since it is
a viewing screen only. If you want to make changes to night service, go to
the **Workspace Administration** menu and follow the instructions in the
Workspace Administration section later in this chapter.

1 At the Automated Attendant Administration menu, move the cursor to
View Night Service , and press **[Enter].**

SCREEN 3-11 View Night Service Window

```
                       View Night Service
        _____

        Menu Name: main Description: Automated Attendant Main Menu
        Menu Pat h: _____

        Touch-Tone   Action      Object        Description
              0 :   _____    _____      _____
              1 :   _____    _____      _____
              2 :   _____    _____      _____
              3 :   _____    _____      _____
              4 :   _____    _____      _____
              5 :   _____    _____      _____
              6 :   _____    _____      _____
              7 :   _____    _____      _____
              8 :   _____    _____      _____
              9 :   _____    _____      _____
```

HELP LST-MENU	LST-ANNS		PREV-FRM	NEXT-FRM	CANCEL	SHOW FRM-MGMT	CHG-KEYS CHG-KEYS

2   Press **[F8] (CHG-KEYS)** to list menus or announcements.

    a Press **[F2] (LST-MENU)** to display a list of all of the night service
       menus defined.

    b Press **[F2] (LST-ANNS)** to display a list of all of the night service
       announcements defined.

3   Press **[F7] (SHOW)** while the cursor is anywhere on the line containing
    a menu number to open that menu in a new window.

4   Press **[F6] (CANCEL)** repeatedly to back up one menu level until you
    reach the main menu and then once more 'to return to the
    Automated Attendant Administration menu.

Workspace Administration

The workspace is used to create, modify, verify and install menus for day
and night services for Automated Attendant. If you are administering your
system for the first time, or after installing a new day or night service, you
will work with an empty Edit Workspace form. If you have already
installed day or night service for Automated Attendant, you will need to
copy the existing service to the workspace before making changes unless you
wish to start over.

When the menus have been completed in the workspace, you will need to
administer the corresponding voice prompts and announcements before the
menus may be verified and then installed for day or night service.
Instructions for administering voice prompts and announcements are
presented in Chapter 4, *Voice Administration.*

⚠ CAUTION

Make sure that you copy the day or night service menus to the
Edit Workspace area if you want to make any changes. If you make
entries in the workspace *without copying* the existing service and
then install the workspace, you will lose all the information that was
previously assigned to the service.

To reach the Workspace Administration menu, follow these steps:

1 At the Automated Attendant Administration menu, move the cursor to **Workspace Administration** and press **[Enter]** .

— The Workspace Administration menu appears.

SCREEN 3-I 2 Workspace Administration Menu

```
                    Workspace Administration

        Edit Workspace
        Install Workspace
        Verify Workspace
      > Copy Day or Night Service to Workspace
```

HELP					CANCEL	FRM-MGMT	CHG-KEYS
							CHG-KEYS

Copying Day or Night Service to the Workspace

If you are updating an existing service, first copy the existing service
to the workspace. To copy day or night service to the workspace, follow
these steps:

1 At the Workspace Administration menu, move the cursor to
Copy Day or Night Service to Workspace and press **[Enter]** .

 — The Copy Into Workspace form appears asking which service
   to copy.

2 Specify the service to be copied and press **[Enter]** to perform the copy.

 — A window appears asking you to confirm the copy operation.

3 Type **y** to confirm the copy operation.

 — The selected service is copied to the workspace. A window appears
   to inform you the copy was successful.

4 Press any key to continue.

 — The Workspace Administration Menu appears.

Editing the Workspace

The **Edit Workspace** option allows you to create a set of menus for Automated Attendant. If you are making changes to existing service menus, be sure you copy the existing information before working in this area.

> ⚠️ **CAUTION**
>
> If you do not work from a *copy* of your existing Day or Night Service, you will lose all the information that you had previously set up for day or night service when you install the new workspace.

The menus for Automated Attendant service are prepared on FORM I. To edit the workspace, follow these steps:

1 At the Workspace Administration menu, move the cursor to **Edit Workspace** , and press **[Enter].**

— The Edit Workspace form appears.

SCREEN 3-13 Edit Workspace Form

```
                    Edit Workspace
   -----------------------------------------------
 Menu Name: _____     Description: _____
 Menu Path: _____
 Touch-Tone   Action      Object        Description
        0:    _____    _____     _____
        1:    _____    _____     _____
        2:    _____    _____     _____
        3:    _____    _____     _____
        4:    _____    _____     _____
        5:    _____    _____     _____
        6:    _____    _____     _____
        7:    _____    _____     _____
        8:    _____    _____     _____
        9:    _____    _____     _____
```

HELP	CHOICES	SAVE			CANCEL	DEFINE	CHG-KEYS
LST-MENU	LST-ANNS		DEL-MENU	SPCH-ADM		FRM-MGMT	CHG-KEYS

2   Copy the information from FORM I to the edit workspace, being careful to replicate the information on the screen exactly as you have entered it on the form(s). Press **[Enter]** after each field.

> ► **Note**
> Be sure to keep track of anything you create or change on FORM I. Also, keep several extra *blank* copies of this form for future additions or changes. ◄

3   To display menus or announcements, press **[F8] (CHG-KEYS):**

   a Press **[F1] (LST-MENU)** to display the list of all menus defined.

   b Press **[F2] (LST-ANNS)** to display the list of all announcements defined.

4   Press **[F7] (DEFINE)** while the cursor is anywhere on the line containing **a** submenu number to open a new form to define that submenu, or to open new form containing the existing submenu.

5   To delete an existing submenu, while in the window for that submenu, press **[F8] (CHG-KEYS)** to display the alternate key labels and then press **[F4] (DEL-MENU).**

> ► **Note**
> You can only delete the current submenu (the window you are working in), and only if there are no submenus defined below it. Deleting the menu does not delete the associated speech.   ◄

6   When you are finished, press **[F3] (SAVE)** to save your work. SAVE returns you to the previous level.

> ► **Note**
> You may not save the current level if a menu or announcement action does not have a valid "menuxx" or "annxx" object.
>
> You may return to the previous level without saving the current level by pressing **[F6] (CANCEL).** CANCEL does not delete the associated speech. ◄

7   Press **[F6] (CANCEL)** repeatedly to back up to a previous menu level until you reach the main menu and then once more to return to the Workspace Administration menu.

Verifying the Workspace

Verification of the workspace checks that all information entered is self-consistent and consistent with other known data. It will indicate an error if a submenu is undefined or if any speech is unrecorded. Speech recording is discussed in Chapter 4, *Voice Administration.* To verify the workspace, follow these steps:

1 At the Workspace Administration menu, move the cursor to **Verify Workspace** and press **[Enter]** .

— The system notifies you if there are any problems with the workspace you created, or tells you that the workspace may be installed "as is. "

2 Press any key to continue.

— You return to the Workspace Administration menu.

Installing the Workspace

When the set of menus in the workspace has been completed, it can be installed as either day or night service. Installation includes verification, so it is not necessary to separately verify the workspace. TO install the workspace, follow these steps:

1 At the Workspace Administration menu, move the cursor to **Install Workspace** and press **[Enter]** .

— The Install Workspace menu appears.

SCREEN 3-14 Install Workspace Menu

```
                    Install Workspace


        Install as Day
        Install as Night
```
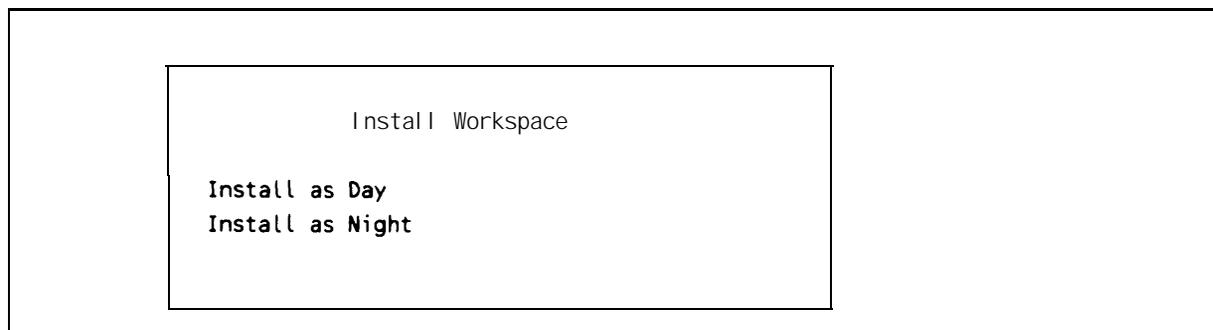
2 Select the appropriate option and press **[Enter]** .

— You are asked to confirm your selection.

3 Type **y** .

— You are asked if you want to remove unused speech from the workspace before installing. (Unused speech corresponds to deleted or canceled menus and announcements.)

► **Note**
You may want to keep unused speech for another time.◄

4 Type **y** .

— A window appears informing you either that the installation was successful, or that it was unsuccessful and gives a reason.

5 Press any key to continue.

— If the installation was successful, you return to the Workspace Administration menu. If the installation was unsuccessful, you return to the Edit Workspace form.

6 After a successful installation, it is a good idea to go to the View Day Service or Night Service window and check to be sure that your information is properly installed.

► **Note**
The workspace becomes empty after it has been installed as either the day service or the night service. ◄

Administering Voice Prompts and Announcements

The spoken menus and announcements are recorded while in the edit workspace by pressing the **[F5] (SPCH-ADM)** function key. You must be logged in to Voice Mail service and must be the Automated Attendant Administrator at the time. You then use the keyboard to select each menu or announcement and use the telephone to record them. This subject is covered in detail in Chapter 4, *Voice Administration.*

Custom Voice Prompts

Many of the voice prompts in the AUDIX Voice Power system can be customized. Some of them must be customized. This chapter describes the procedures used to enter custom prompts from the forms completed in Chapter 2, *System Planning.* If you have not completed the *system planning* forms, return to Chapter 2 for comprehensive instructions.

Logging In to the Voice System

For security purposes, only a Service Administrator can change the voice prompts for each service. The Service Administrator must be registered as explained in Chapter 2. The Service Administrator can only change the prompts of the service(s) for which he or she is registered.

All voice prompts are administered from the Voice Mail service. To access the Service Administration menu, follow these steps:

1 Dial the AUDIX Voice Power number and wait for the system to answer.

2 If you reach the Call Answer service or the Automated Attendant, you have an indirect login. Press **[*] [R]** to reach the Voice Mail service.

— The standard system greeting for the Voice Mail service is: "Welcome to AUDIX Voice Power." It is followed by a request to enter your extension number. If you have previously recorded and selected a custom Voice Mail greeting message, you will hear that message instead.

3 Enter your own extension number followed by **[#]** .

— You are asked to enter your password.

4 Enter your password followed by **[#]** .

— You have now accessed AUDIX Voice Power and will hear the Activity menu.

[1]	*Record Messages:*
[2]	*Get Messages:*
[3]	*Administer Name or Greeting:*
[5]	*Administer Lists and Password:*
[6]	*Administer Outcalling:*
[*] [R]	*Transfer to Another Extension:*

5 Press **[9]** At any time during the Activity Menu for the Service Administration menu.

— There will be no spoken prompt for the Service Administration menu.

You can access the Service Administration menu only if you are registered as a Service Administrator. You will hear only the part of the Service Administration menu that applies to the services for which you are the registered Service Administrator.

[1]	*Administer Voice Mail Prompts*
[2]	*Administer Call Answer Prompts*
[3]	*Administer Automated Attendant Prompts*
[4]	*Administer Message Drop Prompts*
[5]	*Administer Information Service Prompts*
[*] [R]	*Return to Voice Mail Activity Menu*

Voice Mail Service Administration

To administer the AUDIX Voice Power Voice Mail Service, follow
these steps:

1 At the Service Administration menu, press **[1]** .

  — AUDIX Voice Power presents the Administer Voice Mail
    Greeting menu.

  [1]   *Record Voice Mail greeting*

  [0]   *Listen to Voice Mail greeting*

  [*] [#] *Select system or custom greeting*

  [*] [R] *Return to Voice Mail Activity Menu*

Listening to the Voice Mail Greeting Message

To listen to the Voice Mail greeting message, press **[0]** at the
Administer Voice Mail Greeting menu.

Recording a Custom Voice Mail Greeting Message

To record a custom Voice Mail greeting message, follow these steps:

1 At the Administer Voice Mail Greeting menu, press **[1]** .

2 At the prompt, speak your greeting, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

  ■ Press **[*] [#]** to approve your greeting.

  ■ Press **[*] [D]** to delete your greeting.

  ■ Press **[2] [3]** to play back your greeting.

  ■ Press **[2] [1]** to rerecord your greeting.

5 After approving your greeting, press **[Y]** to select your custom greeting,
   or press **[N]** to select the system greeting.

Selecting the Voice Mail Greeting Message

To select the standard system greeting message or a previously recorded custom greeting message, follow these steps:

1 At the Administer Voice Mail Greeting menu, press **[*] [#].**

2 At the prompt, press **[Y]** to select your custom greeting, or press **[N]** to select the system greeting.

Call Answer Service Administration

To administer the AUDIX Voice Power Call Answer Service, follow these steps:

1 At the Service Administration menu, press **[2]** .

— AUDIX Voice Power presents the Call Answer Administration menu.

[1] *Administer Call Answer Greeting*

[2] *Administer Call Answer Good-bye Message*

[*] [R] *Return to Voice* Mail *Activity Menu*

Administration of Call Answer Greeting Message

To administer the Call Answer greeting message, follow these steps:

1 At the Call Answer Administration menu press **[1]** to administer the Call Answer greeting.

— AUDIX Voice Power presents the Administer Call Answer greeting menu.

[1] *Record Call Answer greeting*

[0] *Listen to Call Answer greeting*

[*] [#] *Select system or custom greeting*

[*] [R] *Return to Voice Mail Activity Menu*

Listening to the Call Answer Greeting Message

To listen to the Call Answer greeting message, **press [0]** at the Call Answer Greeting menu.

Recording a Custom Call Answer Greeting Message
To record a custom greeting message, follow these steps:

1 At the Administer Call Answer Greeting menu, press **[1]** .

2 At the prompt, speak your greeting, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

- **Press** [*] [#] approve your greeting.
- **Press** [*] [D] delete your greeting.
- **Press** [2] [3] play back your greeting.
- **Press** [2] [1] rerecord your greeting.

5 After approving your greeting, press **[Y]** to select your custom greeting, or press **[N]** to select the system greeting.

Selecting the Call Answer Greeting Message
To select the standard system greeting or a previously recorded custom greeting, follow these steps:

1 At the Administer Call Answer Greeting menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom greeting, or press **[N]** to select the system greeting.

Administration of Call Answer Good-bye Message

To administer the Call Answer good-bye message, follow these steps:

1 At the Call Answer Administration menu, press **[2]** to administer the Call Answer good-bye message.

— AUDIX Voice Power presents the Administer Call Answer Good-bye menu.

[1] *Record Call Answer good-bye message*

[0] *Listen to Call Answer good--bye message*

[*] [#] *Select system or custom good-bye message*

[*] [R] *Return to Voice Mail Activity Menu*

Listening to the Call Answer Good-bye Message

To listen to the Call Answer good-bye message, press **[0]** at the Administer Call Answer Good-bye menu.

Recording a Custom Call Answer Good-bye Message

To record a custom good-bye message, follow these steps:

1 At the Administer Call Answer Good-bye menu, press **[1]** .

2 At the prompt, speak your good-bye message, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

■ Press **[*] [#]** to approve your good-bye message.

■ Press **[*] [D]** to delete your good-bye message.

■ Press **[2] [3]** to play back your good-bye message.

■ Press **[2] [1]** to rerecord your good-bye message.

5 After approving your good-bye message, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Selecting the Call Answer Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1 At the Administer Call Answer Good-bye menu, press **[*] [#].**

2 At the prompt, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Message Drop Administration

To administer the AUDIX Voice Power Message Drop Service, follow these steps:

1 At the Service Administration menu, press **[4]** .

— AUDIX Voice Power presents the Message Drop Administration menu.

[1]   *Administer Message Drop Greeting*

[*] [#]   *Administer Message Drop Good-bye Message*

[*] [R]   *Return to Voice Mail Activity* Menu

Administration of Message Drop Greeting Message

To administer the Message Drop greeting message, follow these steps:

1 At the Message Drop Administration menu, press **[1]** to administer the Message Drop greeting.

— AUDIX Voice Power presents the Administer Message Drop Greeting menu.

[1]   *Record Message Drop greeting*

[0]   *Listen to Message Drop greeting*

[*] [#]   *Select* System or *custom greeting*

[*] [R]   *Return to Voice Mail Activity Menu*

Listening to the Message Drop Greeting Message

To listen to the Message Drop greeting message, press **[0]** at the Administer Message Drop Greeting menu.

Recording a Custom Message Drop Greeting Message

To record a custom greeting, follow these steps:

1 At the Administer Message Drop Greeting menu, press **[1]** .

2 At the prompt, speak your greeting, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

- Press [*] [#] to approve your greeting.

- Press [*] [D] to delete your greeting.

- Press [2] [3] to play back your greeting.

- Press [2] [1] to rerecord your greeting.

5 After approving your greeting, press **[Y]** to select your custom greeting, or press **[N]** to select the system greeting.

Selecting the Message Drop Greeting Message

To select the standard system greeting or a previously recorded custom greeting, follow these steps:

1 At the Administer Message Drop Greeting menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom greeting, or select the system greeting.

Administration of Message Drop Good-bye Message

To administer the Message Drop good-bye message, follow these steps:

1 At the Message Drop Administration menu, press **[2]** to administer the Message Drop good-bye message.

— AUDIX Voice Power presents the Administer Message Drop Good-bye menu.

[1] *Record Message Drop good-bye message*

[0] *Listen to Message Drop good-bye message*

[*] [#] *Select system or custom good-bye message*

[*] [R] *Return to Voice Mail Activity Menu*

Listening to the Message Drop Good-bye Message

To listen to the Message Drop good-bye message, press **[0]** at the Administer Message Drop Good-bye menu.

Recording a Custom Message Drop Good-bye Message

To record a custom good-bye message, follow these steps:

1 At the Administer Message Drop Good-bye menu, press **[1]** .

2 At the prompt, speak your good-bye message, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

- Press **[*] [#]** to approve your good-bye message.

- Press **[*] [D]** to delete your good-bye message.

- Press **[2] [3]** to play back your good-bye message.

- Press **[2] [1]** to rerecord your good-bye message.

5 After approving your good-bye message, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Selecting the Message Drop Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1 At the Administer Message Drop Good-bye menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Information Service Administration

To administer the AUDIX Voice Power Information Service, follow these steps:

1 At the Service Administration menu, press **[5]** .

— AUDIX Voice Power presents the Administer Information Service Announcement menu.

[1]   *Record Information Service announcement*

[0]   *Listen to Information Service announcement*

[*] [#] *Select system or custom announcement*

[*] [R] *Return to Voice Mail Activity Menu*

Listen to the Information Service Announcement

To listen to the Information Service Announcement, press **[0]** at the Administer Information Service Announcement menu.

Recording a Custom Information Service Announcement

To record a custom announcement, follow these steps:

1 At the Administer Information Service Announcement menu, press **[1]** .

2 At the prompt, speak your announcement, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

■ Press **[*] [#]** to approve your announcement.

■ Press **[*] [D]** to delete your announcement.

■ Press **[2] [3]** to play back your announcement.

■ Press **[2] [1]** to rerecord your announcement.

5 After approving your announcement, press **[Y]** to select your custom announcement, or press **[N]** to select the system announcement.

Selecting the Information Service Announcement

To select the standard system announcement or a previously recorded custom announcement, follow these steps:

1 At the Administer Information Service Announcement menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom announcement, or press **[N]** to select the system announcement.

Automated Attendant Gate and
Good-bye Message Administration

To administer the touch-tone gate prompt and the good-bye message of the
AUDIX Voice Power Automated Attendant Service, follow these steps:

1 At the Service Administration menu, press **[3]** .

— AUDIX Voice Power presents the Automated Attendant
Administration menu.

[1]   *Administer Touch-Tone* Gate *Prompt*

[2]   *Administer Automated Attendant Good-bye Message*

[3]   *Administer Day Service Main Menu*

[4]   *Administer Night Service Main Menu*

[5]   *Administer Workspace Menus and Announcements*

[6]   *Administer Selection of Day or Night Service*

[*] [R] *Return to Voice Mail Activity Menu*

►**Note**

Items **3, 4, 5** and **6** are discussed in the section, Automated Attendant
Menus *and* Announcements later in this chapter. ◄

Administration of the Touch-Tone Gate Prompt

To administer the Touch-Tone Gate prompt, follow these steps:

1 At the Automated Attendant Administration menu, press **[1]** to
administer the Touch-Tone Gate prompt.

— AUDIX Voice Power presents the Administer Touch-Tone
Gate Prompt menu.

[1]   *Record Touch-Tone Gate prompt*

[0]   *Listen to Touch-Tone Gate prompt*

[*] [#] *Select system or custom Touch-Tone Gate prompt.*

[*] [R] *Return to Voice Mail Activity Menu*

Listening to the Touch-Tone Gate Prompt

To listen to the Touch-Tone Gate prompt, press **[0]** at the
Administer Touch-Tone Gate Prompt menu.

Recording a Custom Touch-Tone Gate Prompt

To record a custom Touch-Tone Gate prompt, follow these steps:

1 At the Administer Touch-Tone Gate Prompt menu, press **[1]** .

2 At the prompt, speak your Touch-Tone Gate prompt, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

- Press **[*] [#]** *to approve your prompt.*
- Press **[*] [D]** *to delete your prompt.*
- Press **[2] [3]** *to playback your prompt.*
- Press **[2] [1]** *to record your prompt.*

5 After approving your prompt, press **[Y]** to select your cutom prompt, or press **[N]** to select the system prompt.

Selecting the Touch-Tone Gate Prompt

To select the standard system prompt or a previously recorded custom prompt, follow these steps:

1 At the Administer Touch-Tone Gate Prompt menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom prompt, or press **[N]** to select the system prompt.

Administration of Automated Attendant Good-bye Message

To administer the Automated Attendant good-bye message, follow these steps:

1 At the Automated Attendant Administration menu, press **[2]** to administer the Automated Attendant good-bye message.

  — AUDIX Voice Power presents the Administer Automated Attendant Good-bye menu.

    [1]   *Record Automated Attendant good-bye message*

    [0]   *Listen to Automated Attendant good-bye message*

    [*] [#] *Select system or custom good-bye message*

    [*] [R] *Return to Voice Mail Activity Menu*

Listening to the Automated Attendant Good-bye Message

To listen to the Automated Attendant good-bye message, press **[0]** at the Administer Automated Attendant Good-bye menu.

Recording a Custom Automated Attendant Good-bye Message

To record a custom good-bye message, follow these steps:

1 At the Administer Automated Attendant Good-bye menu, press **[1]** .

2 At the prompt, speak your good-bye message, reading it from FORM L.

3 Press **[1]** to stop recording.

4 You may then do one of the following:

- Press **[*] [#]** to approve your good-bye message.

- Press **[*] [D]** todelete your good-bye message.

- Press **[2] [3]** to play back your good-bye message.

- Press **[2] [1]** to rerecord your good-bye message.

5 After approving your good-bye message, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Selecting the Automated Attendant Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1 At the Administer Automated Attendant Good-bye menu, press **[*] [#]** .

2 At the prompt, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Automated Attendant Menus and Announcements

Unlike the other AUDIX Voice Power services, which have only messages that may be administered, the Automated Attendant has four additional features that may be administered.

- **Day Service main menu**

  The day service main menu is normally recorded during the administration of the workspace menus and announcements. You may change it directly when necessary.

- **Night Service main menu**

  The night service main menu is normally recorded during the administration of the workspace menus and announcements. You may change it directly when necessary.

- **Selection of Day or Night Service**

  Normally controlled by the administration of service hours. If you change this directly, it will stay changed until the next scheduled change.

- **Workspace menus and announcements**

The first three items are provided for emergency use. A good example is a snow day. In this case, the administrator might call in and change the main menus to say: "We are closed today because-of the snow emergency, please call tomorrow. " Similarly, selection of the night service might be appropriate under these conditions.

▶ **N o t e**

Even though the main menu prompt has been changed, the actual main menu has not been changed. Thus, 'a caller who was-familiar with the button presses could still use them although they are not announced. ◀

As these items are intended for emergency use, no forms have been provided for their use. It is recommended that any special announcements be written out before recording them. If you change the main menu for day or night service, you will have to rerecord it to return to the previous version. It is a good idea to write down the old menu before recording the new one.

The fourth item, administration of workspace menus and announcements, is used to record all menus and announcements used by the Automated Attendant Service under normal circumstances. The menus to be recorded are written on FORM J and the announcements to be recorded are written on FORM K.

An additional item, *Remote Voice Administration,* is discussed separately at the end of this chapter.

Changing the Day Service Main Menu

To administer the Day Service main menu, follow these steps:

1 At the Service Administration menu, press **[3]** .

— AUDIX Voice Power presents the Automated Attendant Administration menu.

[1]   *Administer Touch-Tone Gate Prompt*

[2]   *Administer Automated Attendant Good-by Message*

[3]   *Administer Day Service Main Menu*

[4]   *Administer Night Service Main Menu*

[5]   *Adrninister Workspace Menus and Announcements*

[6]   *Administer Selection of Day or Night Service*

[*] [R]   *Return to Voice Mail Activity Menu*

    ► **N o t e**

Items **1** and **2** are discussed under Automated Attendant *Gate and Good-bye Message* Administration earlier in this chapter.   ◄

Administration of the Day Service Main Menu

To administer the Day Service main menu, follow these steps:

1 At the Automated Attendant Administration menu, press **[3]** to administer the Day Service main menu.

— AUDIX Voice Power presents the Administer Day Service Main Menu menu.

[1]   *Record Day Service Main Menu*

[0]   *Listen to Day Service Main Menu*

[*] [R]   *Return to Voice Mail Activity Menu*

Listening to the Day Service Main Menu

To listen to the Day Service main menu, press **[0]** at the Administer Day Service Main Menu menu.

Recording the Day Service Main Menu

To record the Day Service main menu, follow these steps:

1   At the Administer Day Service Main Menu menu, press **[1]** .

2   At the prompt, speak your Day Service main menu, reading it from a convenient form.

3   Press **[3]** to stop recording.

4   You may then do one of the following:

■ Press **[*] [#]** to approve your menu.

■ Press **[*] [D]** to delete your menu.

■ Press **[2] [3]** to play back your menu.

■ Press **[2] [1]** to rerecord your menu.

► **Note**

If you change the Day Service main menu while the Day Service is being updated in the workspace, the changed main menu will be lost when the workspace is installed. ◄

Changing the Night Service Main Menu

To administer the Night Service main menu, follow these steps:

1 At the Service Administration menu, press **[3]** .

 – AUDIX Voice Power presents the Automated Attendant
Administration menu.

[1]   *Administer Touch-Tone Gate Prompt*

[2]   *Administer Automated Attendant Good-bye Message*

[3]   *Administer Day Service Main Menu*

[4]   *Administer Night Service Main Menu*

[5]   *Administer Workspace Menus and Announcements*

[6]   *Administer Selection of Day or Night Service*

[*] [R] *Return to Voice Mail Activity Menu*

► |**Note**

Items 1 and 2 are discussed under *Automated Attendant Gate and Good-bye Message Administration* earlier in this chapter. ◄

Administration of the Night Service Main Menu

To administer the Night Service main menu, follow these steps:

1 At the Automated Attendant Administration menu, press **[4]** to administer the Night Service main menu.

— AUDIX Voice Power presents the Administer Night Service Main Menu menu.

[1]   *Record Night Service Main Menu*

[0]   *Listen to Night Service Main Menu*

[*] [R] *Ret urn to Voice Mail Activity Menu*

Listening to the Night Service Main Menu

To listen to the Night Service main menu, press **[0]** at the Administer Night Service Main Menu menu.

Recording the Night Service Main Menu

To record the Night Service main menu, follow these steps:

1 At the Administer Night Service Main Menu menu, press **[1]** .

2 At the prompt, speak your Night Service main menu, reading it from a convenient form.

3 Press **[3]** to stop recording.

4 You may then do one of the following:

- Press **[*] [#]** to approve your menu.

- Press **[*] [D]** to delete your menu.

- Press **[2] [3]** to play back your menu.

- Press **[1] [1]** to rerecord your menu.

► **N o t e**

If you change the Day Service main menu while the Day Service is being updated in the workspace, the changed main menu will be lost when the workspace is installed. ◄

Selecting Day or Night Service

To select Day or Night Service, follow these steps:

1 At the Service Administration menu, press **[3]** .

– AUDIX Voice Power presents the Automated Attendant Administration menu.

[1] *Adminster Touch-Tone Gate Prompt*

[2] *Administer Automated Attendant Good-bye Message*

[3] *Administer Day Service Main Menu*

[4] *Administer Night Serviice Main Menu*

[5] *Administer Workspace Menus and Announcements*

[6] *Administer Selection of Day or Night Service*

[*] [R] *Return to Voice Mail Activity Menu*

> ► **N o t e**
>
> Items 1 and 2 are discussed under *Automated Attendant Gate and Good-bye Message Administration* earlier in this chapter.

2 At the Administer Automated Attendant menu, press **[6]** .

– AUDIX Voice Power announces which service is currently in effect and then presents the Select Day or Night Service Menu.

[1] *Change from one service to the other*

[*] [R] *Return to Voice Mail Actitity Menu*

3 If you wish to change to the other service, press **[1]** , otherwise, press **[*] [R]** or hang up to leave the original service in effect.

— If you pressed **[1]** , AUDIX Voice Power requests that you confirm by pressing **[Y]** .

4 Press **[4]** to confirm the change or press **[N]** to leave the original service in effect.

► **N o t e**

Changing the service generally results in the new service remaining in effect until the next scheduled service change or until any change is made to the administered service hours. If a change is made on a holiday, the holiday is effectively canceled and is then treated as the day-of-week. ◄

Administering Workspace Menus and Announcements

Recording the workspace menus and announcements is the most complicated of the administrative tasks for the Automated Attendant because it involves the use of both the computer and the telephone at the same time. The computer is used to select the menu or announcement within the workspace that is to be recorded. The telephone is used for the actual recording.

Refer to Chapter **4,** *Administering AUDIX Voice Power* for information on the computer procedures. Refer to earlier parts of this chapter for information on the telephone procedures. To record the Automated Attendant menus and announcements, follow these steps for both the day and night services.

1 On the computer, at the AUDIX Voice Power menu, move the cursor to **Automated Attendant Administration** and press **[Enter].**

— The Automated Attendant Administration menu appears.

2 At the Automated Attendant Administration menu, move the cursor to **Workspace Administration** and press **[Enter]** .

— The Workspace Administration menu appears.

SCREEN 4-1 Workspace Administration Menu

```
                  Workspace Administration

        Edit Workspace
        Install Workspace
        Verify Workspace
     >  Copy Day or Night Service to Workspace
```
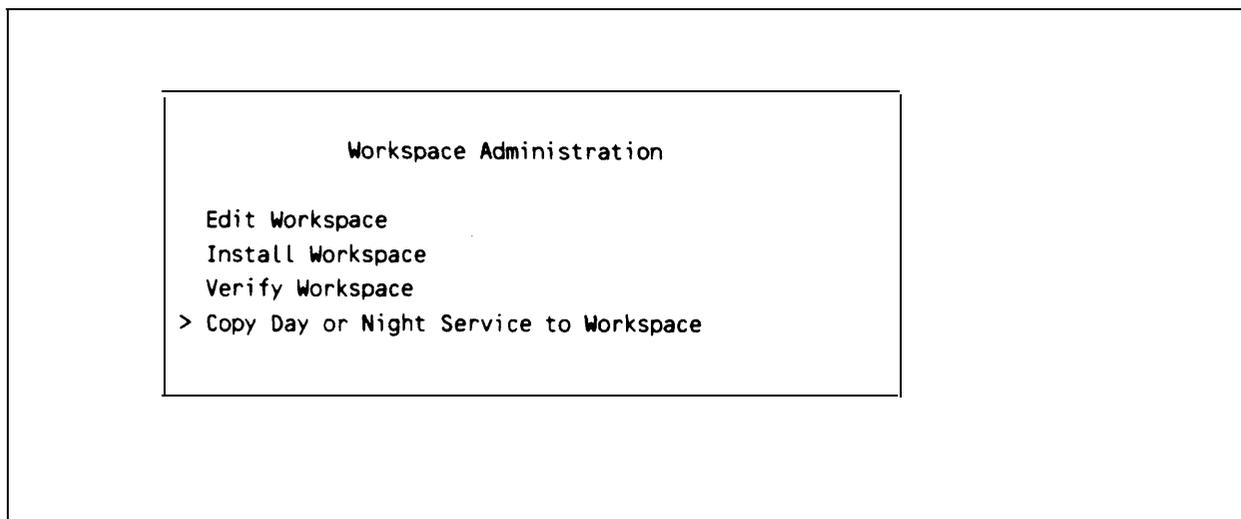
3 If it is necessary to change the day or night service menus or announcements:

   a At the Workspace Administration menu, move the cursor to **Copy Day or Night Service to Workspace** and press **[Enter]** .

   — The Copy Into Workspace menu will appear asking which service to copy.

   b Specify the service to be copied and press **[Enter]** to perform the copy.

   — You will be asked to confirm the copy.

   c Type **y** and press **[Enter]** .

   – The selected service will be copied to the workspace. A screen will appear informing you that the copy was successful.

   d Press any key to continue.

   — You will return to the Workspace Administration menu.

4 At the Workspace Administration menu, move the cursor to **Edit Workspace** and press **[Enter]** .

   — The Edit Workspace form appears.

SCREEN 4-2 Edit Workspace Form

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                           │
│        ┌──────────────────────────────────────────────────────┐          │
│        │                   Edit   Workspace                    │          │
│        │ --------------------------------------------------    │          │
│        │                                                       │          │
│        │                                                       │          │
│        │ Menu Name: _____    Description: _____             │          │
│        │ Menu  Path: _____         │          │
│        │ Touch-Tone   Action    Object       Description       │          │
│        │     0:      _____    _____    _____      │          │
│        │     1:      _____    _____    _____      │          │
│        │     2:      _____    _____    _____      │          │
│        │     3:      _____    _____    _____      │          │
│        │     4:      _____    _____    _____      │          │
│        │     5:      _____    _____    _____      │          │
│        │     6:      _____    _____    _____      │          │
│        │     7:      _____    _____    _____      │          │
│        │     8:      _____    _____    _____      │          │
│        │     9:      _____    _____    _____      │          │
│        │                                                       │          │
│        └──────────────────────────────────────────────────────┘          │
│  ┌──────┐ ┌───────┐ ┌──────┐         ┌────────┐ ┌──────┐ ┌───────┐ ┌────────┐│
│  │ HELP │ │CHOICES│ │ SAVE │         │        │ │CANCEL│ │DEFINE │ │CHG-KEYS││
│  │LST-  │ │LST-   │ │      │ ┌───────┐│        │ │      │ │FRM-   │ │CHG-KEYS││
│  │MENU  │ │ANNS   │ │      │ │DEL-   ││SPCH-ADM│ │      │ │MGMT   │ │        ││
│  └──────┘ └───────┘ └──────┘ │MENU   │└────────┘ └──────┘ └───────┘ └────────┘│
│                              └───────┘                                     │
└─────────────────────────────────────────────────────────────────────────┘
```

5 Press **[5] (CHG-KEYS)** to access the alternate function keys.

— The alternate function keys will be displayed.

6 Press **[6] (SPCH-ADM).**

— A window will open listing this menu and all of the announcements used on this menu. The names of menus and announcements that have not yet been recorded will be proceeded by an asterisk **[*]** .

7 Dial the AUDIX Voice Power system and log in. You must log in as the registered administrator for the Automated Attendant.

8 Press **[9]** At any time during the Activity Menu for the Service Administration menu.

— There will be no spoken prompt for the Service Administration menu.

You will hear only the part of the Service Administration menu that applies to the services for which you are the registered Service Administrator.

[1]   *Administer Voice Mail Prompts*

[2]   *Administer Call Answer Prompts*

[3]   *Administer Automated Attendant Prompts*

[4]   *Administer Message Drop Prompts*

[5]   *Administer Information Service Prompts*

[*] [R] *Return to Voice Mail Activity Menu*

9 At the Service Administration menu, press **[3]** .

— AUDIX Voice Power presents the Automated Attendant Administration menu.

[1]   *Administer Touch-Tone Gate Prompt*

[2]   *Administer Automated Attendant Good-bye message*

[3]   *Administer Day Service Main Menu*

[4]   *Administer Night Service Main Menu*

[5]   *Administer Workspace Menus and Announcements*

[6]   *Administer Selection of Day or Night Service*

[*] [R] *Return to Voice Mail Activity Menu*

10 At the Automated Attendant Administration menu, press **[5]** .

— AUDIX Voice Power presents the Workspace Menu and Announcement Administration menu.

Move cursor to menu or announcement to be administered and press the Record or Listen function key.

Return to Voice Mail Activity Menu

11 At the computer, move the cursor to any of the menus or announcements listed and press **[F2] (RECORD)** or **[F3] (LISTEN)** .

— You will record or listen to the selected menu or announcement.

12 To record a menu or announcement, follow these steps:

a At the prompt, speak your menu or announcement, reading it from FORM-J (menu) or FORM K (announcement).

b Press **[1]** to stop recording.

c You may then do one of the following:

- Press **[*] [#]** approve your menu or announcement.
- Press **[*] [D]** delete your menu or announcement.
- Press **[2] [3]** play back your menu or announcement.
- Press **[2] [1]** rerecord your menu or announcement.

d After approving your menu or announcement, you will be prompted to select another menu or announcement by moving the cursor and pressing **[F2] (RECORD)** or **[F3] (LISTEN)** . Continue recording menus and announcements until all have been recorded. Remember that an asterisk **(*)** will appear at the beginning of any menu or announcement name that has not yet been recorded. The asterisk in front of the menu or announcement name will disappear in the Speech Administration window as soon as you record the menu or announcement, but will remain in the Edit Workspace form until you close the Speech Administration window by pressing **[F6] (CANCEL)** when you are done.

▶ **N o t e**

You must work down the menu tree, visiting all levels and recording all menus and announcements. Start by recording the script for the main menu and any announcements that are referred to by the main menu. Then proceed to each submenu in turn, working down the hierarchy. ◀

e When you have finished recording, press **[*] [R]** to return to the Voice Mail Activity Menu, or hang up.

13 At the computer, press **[F6] (CANCEL)** repeatedly until you reach the Workspace Administration Menu.

14 At the Workspace Administration menu, move the cursor to **Install Workspace** and press **[Enter]** .

   — The Install Workspace menu appears.

SCREEN 4-3 Install Workspace Menu

```
                    Install Workspace

    > Install as Day
      Install as Night
```
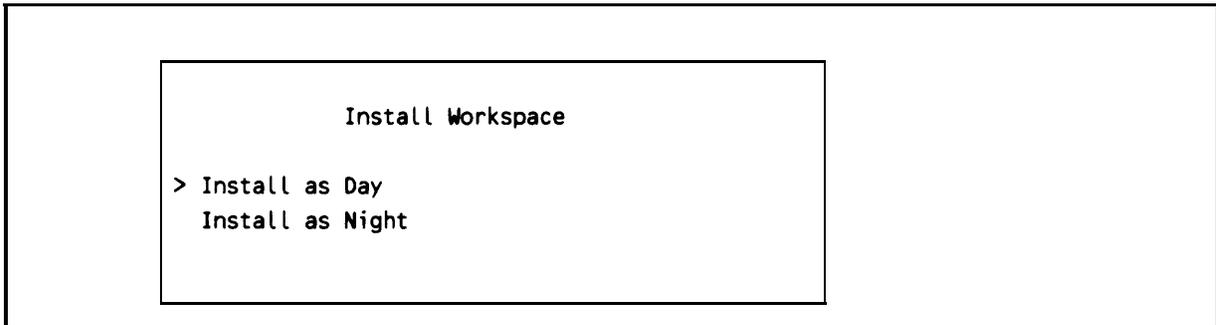
15 Select day or night and press **[Enter]** .

   — You will be asked to confirm your choice.

16 Type **y.**

   — You will be asked if you want to remove unused speech from the workspace before installing.

17 Type **y.**

   — A window appears informing you either that the installation was successful, or that it was unsuccessful and gives a reason.

18 Press any key to continue.

   — If the installation was successful, you will return to the Workspace Administration menu.

   If the installation was unsuccessful, you will return to the Edit Workspace form. Define any undefined menus and record speech for unrecorded menus or announcements. Then try installing again.

19 After a successful installation, it is a good idea to go to the
View Day Service or Night Service window and check to be sure that
your information is properly installed.

> ► **Note**
> The workspace becomes empty after it has been installed as either the
> day service or the night service. ◄

20 Repeat the above steps for the other service.

Remote Voice Administration

AUDIX Voice Power also provides the ability to administer all of the workspace menus and announcements from the telephone without simultaneously using the keyboard. While this feature appears simpler to use that the previously described method of administering the menus and announcements, it does not have any of the built-in checks, and is therefore more likely to result in an incorrectly administered system unless your planning is superb.

To use the remote administration feature, follow these steps:

1 At the Service Administration menu, press **[3]** .

— AUDIX Voice Power presents the Automated Attendant Administration menu.

[1]   *Administer Touch-Tone Gate Prompt*

[2]   *Administer Automated Attendant Good-bye Message*

[3]   *Administer Day Service Main Menu*

[4]   *Administer Night Service Main Menu*

[5]   *Administer Workspace Menus and Announcements*

[6]   *Administer Selection of Day or Night Service*

[*] [R] *Return to Voice Mail Activity Menu*

2 Press **[9]** At any time during the Automated Attendant Administration menu for the Remote Workspace Menu and Announcement Administration menu.

— There will be no spoken prompt for the Remote Workspace Menu and Announcement Administration menu.

You can access the Remote Workspace Menu and Announcement Administration menu only if you are registered as the Automated Attendant Service Administrator.

[1]   *Record/Listen to Workspace Menus*

[2]   *Record/Listen to Workspace Announcements*

[*] [R] *Return to Voice Mail Activity Menu*

3 At the Remote Workspace Menu and Announcement Administration menu, press **[1]** or **[2]** depending on whether you want to administer menus or announcements.

— AUDIX Voice Power presents the Remote Workspace Menu Administration menu or the Remote Workspace Announcement Administration menu.

[1] *Record Workspace Menu (Announcement) prompts*

[0] *Listen to Workspace Menu (Announcement) prompts*

[*] [R] *Return to Voice Mail Activity Menu*

4 When either **[1]** for record or **[0]** for listen is selected, you will be prompted to enter the menu (announcement) number followed by a pound sign. (Use zero for the main menu.)

5 You will then hear the menu (announcement) or be asked to record at the tone.

6 Terminate recording by pressing **[1]** .

7 You must then approve, delete, rerecord or review your menu (announcement).

8 After listening to or recording a menu (announcement), you will return to the Remote Workspace Menu (Announcement) Administration menu so that you can listen to or record another menu (announcement).

9 When you are finished recording all menus and announcements, press **[*] [R]** to return to the Activity Menu.

10 After the menus and announcements have been recorded in the workspace, you must install the workspace as either the day or night service. See instructions in Chapter 3.

Introduction

This chapter discusses procedures that you will use to operate and maintain AUDIX Voice Power on a regular basis. These procedures include:

■ System Management

— Retrieving messages from the Message Drop service

— Broadcasting messages

■ System Operation

— **Starting the voice system**

The voice system starts automatically when the UNIX system boots. At other times, you must specifically start the voice system.

— **Stopping the voice system**

There are specific steps that you should follow to stop the voice system in order to properly save any administered information and to avoid cutting off calls in progress.

— **Displaying the System Status report**

The System Status report tells you whether the system is running or stopped.

— **Resetting the voice system**

You may need to reset the voice system to recover from certain errors.

— **Shutting down the UNIX System**

There are specific steps that you should follow in shutting down the UNIX System in order to avoid damaging the files.

— **Rebooting the UNIX System**

You may need to reboot the UNIX System to recover from certain errors.

— **Displaying the System Monitor**

The System Monitor shows the activity and service status of each voice channel.

— **Changing the service state of voice channels**

After recovering from errors, you may need to place voice channels back in service. For testing, you may wish to manually place voice channels out of service.

■ System Backup

— **Backing up the system**

You should back up the administrative and speech files on a regular basis so that you have current information in case of a system failure.

— **Restoring backed up files**

In case of system failure, you will follow the restore procedures using the backup files you created.

System Management Operations

System management operations include:

■ Retrieving messages from the Message Drop service

■ Broadcasting messages

Retrieving Messages
from the Message Drop Service

To collect the messages left in the Message Drop service, follow these steps:

1   Call the Message Drop service.

2   While the Message Drop greeting is playing, press **[9]** .

3   Enter your extension and password. You must be the registered administrator for the Message Drop service or you will be disconnected,

4   The system will announce the number of messages stored.

Each message consists of a header and a body. The header tells when the message arrived and, if it's from another AUDIX Voice Power subscriber, who it's from. The body is the actual message left by the caller.

5   Press **[2]** .

—   AUDIX Voice Power plays the header of the first message.

6   You may use the following commands:

Play   Press **[0]** to play the current message.

Pause   Press **[3]** .

Resume   Press **[3]** again.

Back up   Press **[5]** one or more times to back up the message by **4** seconds for each press.

Forward Press **[6]** one or more times to move the message forward by 4 seconds for each press.

Rewind Press **[2]** to rewind to the beginning of the current message. Press **[2]** again to rewind to the beginning of the previous message.

Skip Press **[#]** to skip to the beginning of the next message. Press **[#]** again to continue skipping messages.

Delete Press **[*] [D]** to delete the current message and skip to the beginning of the next message.

► **N o t e**

If more than 250 messages have accumulated, a warning message will be sent to the Message Drop administrator. Additional warning messages will be sent when the accumulated number of messages reaches 500, 1000 and 2000. ◄

Broadcasting Messages

The Voice Mail Administrator may send a broadcast message to all subscribers on the system. To send a broadcast message, follow these steps:

1. Log in to AUDIX Voice Power.

2. At the Activity Menu, press **[1]** , *Record Messages.*

3. Speak your message.

4. Press **[1]** to end recording.

5. You may then do one of the following:

   - Press **[*] [#]** to approve your message and proceed to addressing the message.

   - Press **[*] [D]** to delete your message.

   - Press **[2} [3]** to rerecord your message.

   - review (rewind and play) your message. After reviewing, you must approve, delete, or rerecord your message, or review it again.

6. After you have approved your message, AUDIX Voice Power will ask you to enter an address.

7. Enter **[*] [M]** .

   If you are not the Voice Mail Administrator, or if you have already entered other address information, you will receive an error message.

8. If you are the Voice Mail Administrator, AUDIX Voice Power will ask you to verify that the message is to be sent as a broadcast by pressing **[Y] [N]** .

9. Press **[Y]** to send the message as a broadcast.

   ▶ **Note**
   A broadcast message will not cause a message waiting lamp to be lit and it will not cause Outcalling to be performed. A broadcast message cannot be forwarded. ◄

Operating AUDIX Voice Power

The procedures described in this chapter for operating AUDIX Voice Power
are identical for all configurations, except that on a System 25 with **IS**-**II,**
the path taken to reach the Configuration Management menu is
slightly different.

Reaching the Configuration Management Menu
On System 25 with IS-II

To reach the Configuration Management menu on System 25 with **IS**-**II,**
follow these steps:

1 At the login prompt, type   is and press **[Enter]** .

2 If a password has been administered, at the password prompt, type your
password and press **[Enter]** . (For security reasons, your password does not
appear on the screen as you type it in.)

  — The AT&T Integrated Solution main menu appears.

  ▶ **Note**
  If no password has been administered, a password will not be requested.
  The AT&T Integrated Solution main menu will appear immediately.   ◀

3 At the AT&T Integrated Solution menu, move the cursor to
User Maintenance and press **[Enter]** .

  — The User Maintenance menu appears.

4 At the User Maintenance menu, move the cursor to Voice System
Administration and press **[Enter]** .

  — The Voice System Administration menu appears.

5 At the Voice System Administration menu, move the cursor to Configuration Management and press **[Enter]** .

— The Configuration Management menu appears.

6 Continue with the instructions that follow for the specific operation required.

Reaching the Configuration Management Menu Under All Other Configurations ˉ

To reach the Configuration Management menu under all configurations other than System 25 with **IS**-**II,** follow these steps:

1 Log in to the system as root.

2 At the # prompt, type **cvis_menu** and press **[Enter].**

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter].**

— The Configuration Management menu appears.

4 Continue with the instructions below for the specific operation required.

Starting the Voice System

The voice system starts automatically when the UNIX system boots.
If you stop the voice system, you must restart it with this procedure.

► **Note**

If you stop the voice system, wait at least 30 seconds for all processes to complete before restarting it. ◄

To start the voice system, follow these steps:

1 At the Configuration Management menu, move the cursor to
System Control and press **[Enter]** .

— The System Control menu appears.

2 At the System Control Menu, move the cursor to **Start Voice System**
and press **[Enter]** .

‒ The voice system starts. A number of messages will appear on the
screen. If there are any problems with the Voice Mail database,
a message will display telling the Administrator to examine the
Most Recent Audit report.

3 When prompted, press **[Enter]** to return to the System Control Menu.

Stopping the Voice System

There are specific steps you should follow to stop the voice system in order to properly save any administered information and to avoid cutting off calls in process.

To stop the voice system, follow these steps:

1 At the Configuration Management menu, move the cursor to System Control and press **[Enter]** .

— The System Control menu appears.

2 At the System Control menu, move the cursor to **Stop Voice System** and press **[Enter]** .

— The Specify Wait Time form appears.

3 If the default of 180 seconds for graceful shutdown is not acceptable, enter a new number of seconds from 60 to 600.

4 Press **[F3] (SAVE).**

– The system will stop answering calls immediately, but will allow the specified amount of wait time for completion of calls already in progress. A number of messages will appear on the screen.

5 When prompted, press **[Enter]** to continue.

6 Press **[F6] (CANCEL)** to return to the System Control menu.

Displaying the System Status

The System Status report tells you whether the system is running or stopped. To display the System Status report, follow these steps:

1 At the Configuration Management menu, move the cursor to System control and press **[Enter]** .

 — The System Control menu appears.

2 At the System Control menu, move the cursor to **Report Voice System Status** and press **[Enter]** .

 — The **Status of Voice System report** appears. If the voice system us up, it will say:

   Voice System is up and running at run Level 4.

   If the voice system is stopped, it will say:

   Voice system is down and stopped with run Level 2.

3 Press **[F6]** (CANCEL) to return to the System Control menu.

Resetting the Voice System

You may need to reset the voice system to recover from certain errors.
To reset the voice system, follow these steps:

1 Follow the procedure above for stopping the voice system.

2 Wait at least 30 seconds for all processes to complete.

3 Follow the procedure above for starting the voice system.

Shutting Down the UNIX System

There are specific steps you should follow in shutting down the
UNIX system in order to avoid damaging the files. Shutting down the
UNIX system without stopping the voice system will result in terminating
any calls in process rather than allowing them to complete. It is
recommended that the voice system be stopped before shutting down the
UNIX system.

To shut down the UNIX system, follow these steps:

1   At the Configuration Management menu, move the cursor to
    system Control and press **[Enter]** .

    — The System Control menu appears.

2   At the System Control menu, move the cursor to **Stop Voice System**
    and press **[Enter]** .

    — The Specify Wait Time form appears.

3   If the default of 180 seconds for graceful shutdown is not acceptable,
    enter a new number of seconds from 60 to 600.

4   Press **[F3] (SAVE).**

    — The system will stop answering calls immediately, but will allow the
      specified amount of wait time for completion of calls already in
      progress.

5   Press **[5]** to   continue.

6   Press **[F6] (CANCEL)** to return to the System Control menu.

7   At the System Control Menu, move the cursor to **Shutdown System** and
    press **[Enter]** .

    — The Wait Time form appears.

8   If the default of 60 seconds for graceful shutdown is not acceptable,
    enter a new number of seconds from 1 to **60.**

9 Press **[F3] (SAVE).**

— The system will broadcast a shutdown message immediately, but will allow the specified amount of wait time for any users to log off. Since there are no other users, a minimum wait time can be specified.

After the wait time, the following prompt appears:

Do YOU want to continue (y or n)?

10 Type **y** and press **[Enter]** .

— More messages appear, the last of which is:

Reboot the system now.

11 Shut the power OFF.

Rebooting the UNIX System

You may need to reboot the UNIX System to recover from certain errors.
To reboot the system, follow these steps:

1 At the Configuration Management menu, move the cursor to
System Control and press **[Enter]** .

— The System Control menu appears.

2 At the System Control menu, move the cursor to **Stop Voice System**
and press **[Enter]** .

— The Specify Wait Time form appears.

3 If the default of 180 seconds for graceful shutdown is not acceptable,
enter a new number of seconds from 60 to 600.

4 Press **[F3] (SAVE).**

— The system will stop answering calls immediately, but will allow the
specified amount of wait time for completion of calls already
in progress.

5 Press **[Enter]** to continue.

6 Press **[F6] (CANCEL)** to return to the System Control menu.

7 At the System Control Menu, move the cursor to **Shutdown System** and
press **[Enter].**

— The Wait Time form appears.

8 If the default of 60 seconds for graceful shutdown is not acceptable,
enter a new number of seconds from 1 to 60.

9 Press **[F3] (SAVE).**

— The system will broadcast a shutdown message immediately, but will
allow the specified amount of wait time for any users to log off.
Since there are no other users, a minimum wait time can
be specified.

After the wait time, the following prompt appears:

Do you want to continue (y or n)?

10 Type y and press **[Enter]**

— More messages appear, the last of which is:

Reboot the system now.

11 Press the reset button on the computer.

— The UNIX system will boot. The voice system will restart automatically.

Displaying the System Monitor

The System Monitor shows the activity and service status of each voice channel. There are two ways to reach the System Monitor:

■ The System Monitor is listed on the Voice System Administration menu.

■ The System Monitor is listed on the Command Menu that appears when the **[F7] (CMD-MENU)** key is pressed. The **[F7] (CMD-MENU)** key is available on many of the system operation menus, but not on the system administration menus.

The System Monitor maintains an up-to-date listing of the following information:

■ **Channel** means the voice channel **(0** to **11).**

■ **Calls Today** is the number of calls serviced on this channel since midnight.

■ **Voice Service** is the service currently in use on the channel.

■ **Service Status** is the service status of the channel. The following service states are possible:

   — **On hook** means the channel is on hook.

   — **Offhook** means the channel is off hook.

   — **DIP** <**0-34**> means that a Data Interface Process (DIP) is processing a transaction on the channel.

   — **Talking** means the channel is playing speech.

   — **Collect** means the channel is collecting caller input.

   — **CCA** means the channel is classifying the call.

   — **Transfer** means the channel is transferring the call.

   — **Coding** means the channel is encoding voice.

   — **Dialing** means the channel is dialing digits.

   — **Pending** means the channel is in a transitory state.

   — **Diagnose** means the channel is being diagnosed.

   — **MANOOS** means the channel has been put manually out of service.

   — **FOOS** means the channel has been forced out of service by the software.

— **Nonex** means the channel is non-existent.

— **Broken** means the channel is broken.

— **Initing** means the channel is being initialized at system start up.

— **Inserv** means the channel is in service.

— **UNKNOWN** means that there has been a breakdown in communicant ion between the channel and the voice system.

■ **Caller Input** is the touch-tone digits input by the last or current caller serviced on this channel.

■ **Dialed Digits** is the digits dialed on this channel by AUDIX Voice Power to service the last or current caller.

Changing the Refresh Rate

By default, the System Monitor refreshes every five seconds. To change the refresh rate, follow these steps:

1 Press **[F6] (CHG-KEYS)** to activate the alternate keys.

2 Press **[CGH-RATE]** .

— The Change Refresh Rate window opens.

3 Enter a new refresh rate from 1 to 3C seconds.

4 Press **[f3] (SAVE)** to activate the new refresh rate.

Changing the State of Voice Channels

After recovering from errors, you may need to place voice channels back in service. For testing, you may wish to place voice channels manually out of service. To change the state of a voice channel, follow these steps:

1 At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter]** .

— The Voice Equipment window appears.

2 Press the **[F8] (CHG-KEYS)** function key.

3 Press the **[F2] (CHGSTATE)** function key.

— A window opens requesting the identification of the equipment whose state is to be changed and the new state it is to assume.

4 Press the **[F2] (CHOICES)** function key.

— A menu of choices is displayed.

5 Select either **INSERV** (in service) or **MANOOS** (manual out of service) from the menu and press **[Enter]** .

— The selection is entered in the new state field,

6 Press **[Enter]** to move to the *Equipment* field.

7 Press the **[F2] (CHOICES)** function key.

— A menu of choices is displayed.

8 Select Channel from the menu and press **[Enter].**

9 Press **[Enter]** to get to the *Equipment Number* field.

10 Enter the channel number or a range of channels to change state and press **[Enter].**

— The cursor moves to the *Change Immediately?* field.

11 Type y or n and press the **[F3] (SAVE)** function key.

— The service state of the specified channel is changed. A Command Output window displays showing the result of the change state command.

12 Press **[F6] (CANCEL)** to return to the Voice Equipment window.

Backing Up and Restoring Files

You should back up the administrative and speech files on a regular basis, so that you have current information in case of a system failure. In case of system failure, you will follow the restore procedures using the backup files that you created.

It is important to back up the administrative and speech files together. One without the other cannot be used to restore the system.

Backing up should be done only during periods when there are very few incoming calls. If possible, put the channels in the MANOOS state before backing up and restore then afterwards.

You will need either a cartridge tape or formatted diskettes for backup. It is suggested that you have at least 20 formatted diskettes available before beginning backup.

▶ **Note**
If you are using AUDIX Voice Power on System 25 with Integrated Solution II, consult the *AT&'T System 25 Integrated Solution II Administration Guide* for procedures on backing Up AUDIX Voice Power. ◀

Backing Up Administrative Files

The selective personal backup is used to back up administrative files. Follow these steps:

1 Log in to the system as root.

2 At the # prompt, type **face** and press **[Enter]** .

— The **AT&T FACE** menu appears.

3 At the **AT&T FACE** menu, move the cursor to system Administration and press **[Enter]** .

— The **system Administration** menu appears.

4 At the **System Administration** menu, move the cursor to **Backup to Removable Media** and press **[Enter]** .

— The Backup to **Removable Media** menu appears.

5 At the **Backup to Removable Media** menu, move the cursor to **personal Backup** and press **[Enter]** .

— The Personal Backup menu appears.

6 At the **personal Backup** menu, move the cursor to **Selective Backup of Files Under** / and press **[Enter]** .

— If you have more than one floppy disk drive, or if you have a cartridge tape drive, the **Select Removable Medium** menu appears. Make your choice and press **[Enter]** .

The Selective **Backup of files Under /** screen appears.

7 Enter the names of the following directories. Separate the names with a space.

/usr/vmdb
/usr/ocdb
/avp/data
/gendb

8 Press **[F3]** **(SAVE).**

— The system calculates the number of diskettes required and the amount of time the backup will take.

9 When prom ted, insert the tape cartridge or the first formatted diskette and press **[Enter]** .

— The backup begins.

10 When the backup is complete, remove the last diskette or the tape cartridge and press **[Enter]** .

— The system returns to the **Backup to Removable Media** menu.

11 Press **[F6] (CANCEL)** repeatedly to return to the **AT&T FACE** menu.

12 At the **AT&T FACE** menu, move the cursor to Exit and press **[Enter]** to return to the **Console Login** prompt.

Backing Up Speech Files

The selective speech backup is used to backup the speech files. Follow these steps:

1 Log in to the system as *root.*

2 At the # prompt, type **face** and press **[Enter]** .

— The **AT&T Face** , menu appears.

3 At the **At&T Face** menu cursor to **System Administration** and press **[Enter]** .

— The **System Administration** menu appears.

4 At the **System Administration** menu, move the cursor to **Backup to Removable Media** and press **[Enter].**

— The **Backup to Removable Media** menu appears.

5 At the **Backup to Removable Media** menu, move the cursor to **Speech Backup** and press **[Enter]** .

— The **Speech Backup** menu appears.

6 At the **Speech Backup** menu, move the cursor to **Selective Backup of TaLkfiles/Phrases** and press **[Enter]** .

— The **Selective Backup of Speech Files** screen appears.

7 Enter the following names. The exact format to use is:

```
talkfile  46  phrase  all
talkfile  47  phrase  all
```

8 Press **[F3] (SAVE).**

— If you have more than one floppy diskette drive, or if you have a cartridge tape drive, the **Select Removable Medium** menu appears. Make your choice and press **[Enter]** .

The system calculates the number of diskettes required and the amount of time the backup will take.

9 When prom ted, insert the cartridge tape or the first formatted diskette and press **[Enter]** .

— The backup begins.

10 When the backup is complete, remove the last diskette or the cartridge tape and press **[Enter]** .

— The system returns to the Speech Backup menu.

11 Press **[F6] (CANCEL)** repeatedly to return to the AT&T FACE menu.

12 At the AT&T FACE menu, move the cursor to **Exit** and press **[Enter]** to return to the **console Log** in prompt.

Restoring Administrative Files

The voice system should be running before restoring files. Both the administrative files and the speech files must be restored together. You cannot restore the system without both.

To restore the administrative files, follow these steps:

1 At the **Console Login prompt,** log in as *root.*

2 At the # prompt, type **face** and press **[Enter]** .

— The **AT&T Face** appears.

3 At the **AT&T Face** menu, move the cursor to **System Administration** and press **[Enter]** .

— The System Administration menu appears.

4 At the **System Administration** menu, move the cursor to **Restore from Removable Media** and press **[Enter]** .

— The **Restore from Removable Media** menu appears.

5 At the **Restore from Removable Media** move the cursor to **personal Restore** and press **[Enter]** .

— The **personal Restore** menu appears.

6 On the **Personal Restore** menu, move the cursor to **Restore Files** and press **[Enter].**

— If you have more than one floppy diskette drive or a cartridge tape drive, the **Select Removable Media** menu appears. Make your choice and press [Enter].

The Disk Restore form appears asking if existing files on disk should be overwritten with files being restored.

7 Type yes and press **[Enter].**

8 Press **[F3] (SAVE)** .

— A restore confirmation message appears telling you to insert the diskette or tape containing the files that you want to restore.

9 Insert the diskette or tape and press **[Enter]** .

— After the restore starts, the following message displays:

Restore in progress.

10 When the system informs you that it has completed the restore, remove the cartridge tape or the last diskette and press **[Enter].**

11 Press **[F6] (CANCEL)** repeatedly to return to the **AT&T FACE** menu.

12 At the **AT&T FACE** menu, move the cursor to Exit and press **[Enter]** to return to the console Login prompt.

Restoring Speech Files

To restore speech files, follow these steps:

1 At the Console Login prompt, log in as *root.*

2 At the # prompt, type **face** and press **[Enter]** .

   — T h e **AT&T FACE** menu appears.

3 At the **AT&T FACE** menu, move the cursor to **System Administration**
   and press [**Enter]** .

   — The System Administration menu appears.

4 At the **System Administration** menu, move the cursor to
   Restore from Removable Media and press **[Enter]** .

   — The Restore from **Removable Media** menu appears.

5 At the Restore from **Removable Media** menu, move the cursor to
   Speech Restore and press **[Enter]** .

   — The Speech Restore menu appears.

6 At the Speech Restore menu, move the cursor to Restore All
   Talkfiles and Phrases and press **[Enter]** .

   — If you have more than one floppy disk drive or a cartridge tape drive,
      the **Select Removable Media** menu appears. Make your choice and
      press **[Enter]** .

      A restore confirmation message appears telling you to insert the
      diskette or tape containing files you want to restore.

7 Insert the diskette or tape and press **[Enter]** .

   — After the restore starts, the following message displays:

              Restoring speech.

8 When the system informs you that it has completed the restore, remove
   cartridge tape or the last diskette and press **[Enter]** .

9 Press **[F6] (CANCEL)** repeatedly to return to the AT&T FACE menu.

10 At the **AT&T FACE** menu, move the cursor to Exit and press **[Enter]** to
   return to the console Login prompt.

Generating Reports

AUDIX Voice Power gathers various records regarding the following:

■ Phone line usage

■ Subscribers about to run out of space in their mailboxes

■ Mailbox usage

■ Most recent audit

The Reports Administration window is where you can access system or AUDIX Voice Power reports.

It is recommended that you generate and monitor these administrative reports on a regular basis. This helps to ensure that the system is running properly and helps to avoid problems in the future.

Reaching the Reports Administration Menu on System 25 with IS-II

To reach the Reports Administration menu on System 25 with IS-II, follow these steps:

1   At the AT&T Integrated Solution menu, move the cursor to **User Maintenance** and press **[Enter]** .

    — The User Maintenance menu appears.

2   At the User Maintenance menu, move the cursor to **Voice System Administration** and press **[Enter]** .

    — The Voice System Administration menu appears.

3   At the Voice System Administration menu, move the cursor to **Reports Administration** and **press [Enter]** .

    — The Reports Administration menu appears.

4   Continue with the instructions that follow for the specific operation required.

Reaching the Reports Administration Menu Under All Other Configurations

To reach the Reports Administration menu under all configurations other than System 25 with IS-II, follow these steps:

1 Log in to the system as *audix* .

— The User Login menu appears.

2 At the User Login menu, move the cursor to **Voice System** Administration and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to Reports Administration and press **[Enter]** .

— The Reports Administration menu appears.

4 Continue with the instructions that follow for the specific operation required.

Accessing AUDIX Voice Power Reports

From the Reports Administration menu, you can either generate
"AUDIX Voice Power Reports" or "System Reports."

1   At the Reports Administration menu, move the cursor to
AUDIX Voice Power Reports and press **[Enter]** .

    — The AUDIX Voice Power Reports window appears.

2   From the AUDIX Voice Power Reports window. highlight the desired
report and then press **[Enter]** to display the desired report. Alternately,
YOU may press **[F8] (CHG-KEYS)** to display the alternate key labels, and
then press **[F7] (DISPLAY)** to bring up the specified report.

AUDIX Voice Power Reports focus on how much space is currently
available on the system, how much space the various subscribers are using,
and the current status and recent usage of the system's phone lines.

Phone Line Usage Report

The Phone Line Usage Report provides you with information regarding
AUDIX Voice Power service activity for every channel, during a particular
time period. Only the services that have experienced any activity during
the time period are displayed. For example, if no calls were made to the
Voice Mail service, no information would appear for this service.

If information is not relevant to one of the AUDIX Voice Power services,
a blank appears in that row of information.

The following information describes the various components of this window:

- **Starting Date & Time** is the date and time when the the **[ResetLog]**
  function key was last pressed.

- **Ending Date & Time** is the current date and time

- **Channel** is the channel for which information is being displayed

- **Calls** is the total number of calls for each AUDIX Voice Power service

- **Abandoned** is the number of times the user disconnected the call;
  no action was taken

- **Holding Time** is the average length of calls in seconds

- **Occupancy** (%) is the percentage of available time that the service
  was in use

- **Messages Sent** is the number of Voice Mail messages sent

- **Messages Read** is the number of Voice Mail messages that were read; applies only to Voice Mail and Message Drop services

- **Messages Deleted** is the number of Voice Mail messages that were deleted; applies only to Voice Mail and Message Drop services

- **Transfers Cmplt** is the number of user-requested transfers that were completed

- **Transfers Busy/NA** is the number of transfers that were either busy or not answered

- **Transfers Incmplt** is the number of incomplete transfers

- **Attendant Cmplt** is the number of forced transfers to a human attendant that were completed

- **Attendant Busy/NA** is the number of transfers to a human attendant that were either busy or not answered

- **Attendant Incmplt** is the number of incomplete transfers to a human attendant

- **MWL Updates** is the number of Message Waiting Lamp updates

- **Logins** is the number of times subscribers have logged into the Voice Mail service

- **Outcalls** is the number of outcalls made

- **Bad Switch Info** is the number of times bad information was received from the switch

A "grand total" of all the channels that have had activity is displayed at the end of the Phone Line Usage report. This provides you with a summary of all the channels and their activity. (The "Holding Time" and "Occupancy" columns are averages.)

Reset Log Option
To restart the call information gathering process, press **[F8] (CHG-KEYS)** to display the alternate key labels. Then press the **[ResetLog]** function key.

Phone Line Usage Print Option
To obtain a complete printout of the Phone Line Usage report, make sure that the Voice System has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **[F8] (CHG-KEYS)** to display the alternate key labels. Then press the **[Print]** function key.

Mailbox Usage Report

The Mailbox Usage report provides information on the number of messages and the disk space usage (in seconds) for each subscriber on the system. Subscribers who have exceeded two-thirds of the time limit (given in seconds) designated to them for message storage are indicated with a "WARNING" note. An "OVER" mark is placed by subscribers who have gone past the allotted limit for storage.

The Mailbox Space Usage report also shows the number of Message Drop messages and the number of seconds used by the messages. A space limit does not exist for Message Drop messages. The system will continue to collect these messages as long as there is ample space available on the disk. The system will send warning messages to the Message Drop service administrator when 250, 500, 1000 and 2000 messages have accumulated.

In addition, the total amount of disk space available for speech and the amount currently free for speech is displayed in the Mailbox Usage report, along with the percentage of space that is free.

Mailbox Usage Print Option

To obtain a complete printout of the Mailbox Space Usage report, make sure that the Voice System has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **[F8] (CHG-KEYS)** to display the alternate key labels. Then press the **[Print]** function key.

Subscribers Over Mailbox Limit Report

The Subscribers Over Mailbox Limit report provides information on those subscribers who have exceeded their message space limit. Subscribers who have reached their message limit hear a warning message whenever they dial into the Voice Mail service.

Subscribers Over Mailbox Limit Report Print Option

To obtain a complete printout of the Subscribers Over Mailbox Limit report, make sure that the Voice System has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **[F8]** (CHG-KEYS) to display the alternate key labels. Then press the **[Print]** function key.

Most Recent Audit Report

The Most Recent Audit report lists any errors found while verifying the speech files during system startup. (It also lists status information reported during the audit process.) Both the Message Speech File (talkfile 46) and the Custom Prompt and Automated Attendant Speech File (talkfile 47) are audited.

Most Recent Audit Report Print Option

To obtain a complete printout of the Most Recent Audit report, make sure that the Voice System has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press [F8] **(CHG-KEYS)** to display the alternate key labels. Then press the **[Print]** function key.

Accessing System Reports

The only "System Report" currently available is the Event Log report. From the Reports Administration menu window, highlight **System Reports** and press **[Enter]** to open the System Reports window. Then press **[Enter]** to get to the Event Log report.

Event Log Report

Through the Event Log Report, you can access error data from the Voice System. A record of system error messages is displayed, with the priority status of the error. Approximately 500 records are maintained in the Voice System.

To display the report, press **[Enter]** or press **[F8] (CHG-KEYS)** to display the alternate key labels and then press the **[DISPLAY]** function key.

The report displayed is based on the last set of options saved to the Voice System. Refer to the information under *Event Log Report Options* later in this chapter for more information on how to establish option settings.

Information displayed in the Event Log Report window includes:

■ **Priority** is the urgency of the error messages. The urgency of the message is specified with one of the following definitions in the message:

— CRITICAL means that the error is interrupting service, so immediate action is essential.

— MAJOR means that this is a potentially serious problem and should be fixed soon, even though it is not interrupting service at this moment.

— INFORM (informational) means that no immediate action is necessary, but the system's condition should be monitored.

— STATUS (status) means that this is not an error and no action is necessary. This is to inform you of a change of state within the system.

■ **Time** is the date and time when error message was generated.

■ **Sender** is the originating software process; messages are divided into subgroups according to the software process which outputs the messages:

— Transaction State Machine (TSM) Process controls transactions via script execution and commands—messages 400499.

— Voice Response Output Process (VROP) manages speech database and downloads speech data to the IVP4 board—messages 500599.

— Error Tracker (ET) Process provides error history-messages 600699.

— Maintenance (MTC) Process runs temporary diagnostics— messages 700799.

— Tip/Ring Interface Process (TRIP) provides interface to IVP4 board–messages 20002099.

— Voice Mail Database Interface Process (DIP2) interface process for voice mail database—messages 50005099.

— Message Delivery Process (DIP21) delivers voice mail— messages 50005099.

— Administration Process (UNKNOWN) provides user interface for administration—messages 51005149.

— DCP Communications Process (DIP27) interface process for DCP board–messages 51505199.

— Reports Process (DIP3) collects data for reports—messages 52005249.

— Outcalling Data Interface Process (DIP31) manages outcalling for new voice mail—messages 52505299.

— Switch Information Data Interface Process (DIP24) provides information to scripts for switch integration—messages 54005499.

■ **Message Identification** is the number given to each error message.

Many error messages exist on the Voice System to help you identify problems. To obtain additional informational text on any of the error messages, press **[F8] (CHG-KEYS)** and then press **[EXPLAIN]** . When the Explain form appears, enter the message identification number you want to have explained and press **[SAVE].** The Explanation of Event Message text window appears with an explanation regarding the message specified. Press **[F6] (CANCEL)** twice to return to the Event Log Report window.

■ **Target** is currently not used by the Voice System.

Event Log Report Options

With the **[OPTIONS]** key in the Event Log Report window, you can specify the system error messages that you want to include in the event log report. Press **[F8] (CHG-KEYS)** to display the alternate key labels. Then press the **[OPTIONS]** function key to display the Options for Event Log Report window. This window contains the following fields:

- **Number of Event Messages** limits the number of event messages to be searched. If the "all" value is used, the Voice System searches through all event messages. No limit is placed on what is to be searched when "all" is used in this field, but only about 500 messages are kept on the system.

- **Date** enables you to obtain event messages for a particular date. For example, entering "02/05" limits the search to event messages that occurred on February 5.

  Use the format "mm/old" for month and day. If the date field is left blank, the "all" value is used.

- **Message Priority** tells the Voice System that you want to see only event messages with a particular priority status. If the field is left blank, the "all" value is used. Priorities are:

  - Critical

  - Major

  - Informational

  - Status

  Type in the desired message priority or press the **[F2]** (CHOICES) key to make a selection from the Choices for Message Priority menu window.

■ **Message Source** indicates what specific source should be searched for error messages. Type in the desired message source or press **[F2] (CHOICES)** to make a selection from the Choices for Message Source window. If this field is left blank, the "all" value is used.

Below is a listing of the various message sources:

— All—for all sources

— TSM—Transaction State Machine

— MTC—Maintenance

— TRIP—Tip/Ring Input Process

— VROP—Voice Response Output Process

— DIO—Disk Input and Output Process

— ET—Error Tracker

— DIP2—Voice Mail Database Interface Process

— DIP3—Reports Data Interface Process

— DIP27-DCP Communications Process

— DIP24—Switch Information Data Interface Process

— UNKNOWN—Administrative Process

— DIP21—Message Delivery Process

— DIP31—Outcalling Data Interface Process

After you have filled in the Options for Event Log Report window, press **[F3] (SAVE)** to complete the form and save it to memory. The Voice System returns to the previously displayed event log report. You must press **[F8](CHG-KEYS)** to display the alternate key labels, and then the **[DISPLAY]** function key to bring up the new event log report specified by your options.

Event Log Print Option

To obtain a complete printout of the event log report, make sure that the Voice System has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **[F8] (CHG-KEYS)** to display the alternate key labels. Then press the **[PRINT]** function key. The version that is printed will be based on the current set of options specified for the event log report.

Troubleshooting

Troubleshooting is limited to two areas:

■ **Hardware verification**

Hardware tests are limited to the Power-On Self Test (POST), the system diagnostics provided on the Customer Test diskette, and diagnostics for additional boards that have been installed as part of the software packages.

You cannot fix hardware problems yourself, but identifying them may be helpful so that the service personnel can bring appropriate materials.

■ **Application operation problems**

When the system does not operate as anticipated, there may be problems in the administration of the application or in the administration of the switch.

If the application problem is described in the troubleshooting tables, you may be able to fix the problem by taking the action indicated.

Hardware Verification

System Module Verification

When the Power-On Self Test (POST) is initiated on booting the system, two columns of information appear on the screen. The left-hand column identifies the item being tested; the right-hand column indicates "PASS, " "FAIL," or the amount of memory allocated.

If any item has "FAIL" in the right-hand column, report this information when making a service call.

Use the Customer Test diskette that is provided with the system to fully diagnose any problems. To run the Customer Test diagnostics, follow these steps:

1 Insert the Customer Test disk supplied with the system into disk drive A.

2 Boot the system by turning power ON or by pressing the "Reset" button.

   — The system boots from the Customer Test disk and displays the Customer Test introduction screen.

3 Press **[Enter]** to continue.

   — The Customer Test main menu appears.

4 Depending on the processor you are using, select either **System Checkout** or **Test All Modules** by using the ⬇ key .

> ► **Note**
> If **Test All Modules** appears on the main menu, **Customization Screen** will also appear. The interactive mode must be set to on on the **Customization Screen** before selecting **Test All Modules** for the speaker test, floppy disk drive test, keystrokes and typematic tests, and mouse tests to be performed. If the *inteactive mode* is *off,* these tests will not be performed. ◄

5 Press **[Enter]** .

6 Follow the directions on the screen to run the diagnostics.

Circuit Board Diagnostics

Diagnostics for the IVP4 boards can be run to determine whether everything is connected properly and that there is a dial tone. To run the IVP4 board diagnostics, follow these steps:

1 Log in to the system and proceed to the **Configuration Management** window. (See Chapter 5, *System Operation* if you need instructions.)

2 Move the cursor to **System Control** and press **[Enter]** .

The **System control** window is displayed.

3 Move the cursor to **Diagnose Equipment** and press **[Enter]** .

The **Diagnose Equipment** window is displayed.

4 Fill in the fields as follows:

— **Equipment:** card

— **Equipment Number:** all

— **Diagnose Immediately? yes**

5 Press **[F3] (SAVE)** to begin execution.

The system searches for dial tones (Loop Current) on the boards and then informs you if each IVP4 board passes the test. If any IVP4 board fails, check to see if it is seated properly. If that does not fix the problem, you will have to replace the board. If dial tones are not found, check the Tip/Ring connections.

The diagnostic checks for up to eight boards (0-7). If an IVP4 board is not present the system responds:

```
Can't Diagnose Card x, It is not present.
```

When a board passes, the system responds:

```
Diag TR x, Passed.
```

Application Operation Problems

This section will assist you in identifying and locating problems that occur with the application rather than with the hardware. If a symptom in the "Trouble Indication" column occurs, check the solution given in the "User Response" column.

If problems continue, contact a field service representative for assistance.

Trouble Indication	User Response
During installation of the AUDIX VP package, you are prompted for a login for the voice administrator; however, one has not been created.	Stop the installation process by pressing the **[Delete]** key and create a login for the voice administrator.
Message Waiting Lamp will not turn on or off.	Check the PBX administration of the Message Waiting Lamp for that extension to verify that it was enabled. Also, make sure the Message Waiting Lamp fields in the **System Parameter Administration** window are correctly filled in. For System 75, also check that a service has been assigned to channel O and that channel O is in an "in service" state.
Messages cannot be left because mailboxes are full.	Message Space Usage reports should be performed regularly. Check for subscribers who are approaching or exceeding the message space limit. Have subscribers delete old messages regularly. Also, make sure the Message Drop service is checked and cleared on a regular basis.

(continued)

Trouble Indication	User Response
System is not performing call transfers properly.	Check to see if the user is transferring to a valid extension. Make sure the person being transferred to is registered on the system. If not, check to see whether the system is administered to allow transfers to nonregistered numbers.

If the problem regards transferring to an operator, check to see if an operator has been defined on the system. |
| Caller hears a ring, but receives no answer. | Check to see if the telephone line is properly connected to the channel.

In addition, make sure service has been assigned to the channel and that it is in the INSERV state. If it is in the facility-out-of-service (FOOS) state, change it to the manual-out-of-service (MANOOS) state. Diagnose the IVP4 card and then change it to the INSERV state.

Also, check the PBX administration of that channel.

For System 75, make sure that channel to phone mapping has been done correctly. |

(continued)

Trouble Indication	User Response
User's messages appear to be truncated. System terminates recording of name or greeting and message before user is finished.	A portion of the speech in the message being spoken by the user or played back by the system is simulating a touch tone. The false touch tone stops the playback or recording which is in progress. If recording of a name or greeting still causes a problem after several attempts, try using a different telephone or have someone else record your name or greeting. You can also try using a different telephone to retrieve your messages.
Unable to log in to the Voice Mail service.	Check to see if the password being used is correct. Verify that the individual logging in is registered on the system.
Unable to leave messages.	Check to see if there is space available in the user's mailbox. If not, have the user clean up the mailbox. Also check to see if there is space available on the disk. Run the Space Usage Report and page down to the last page to determine the space left on the disk.
Occasional busy signals received when attempting to call into the Voice Mail service.	Maintenance is in the process of diagnosing equipment or all lines are currently in use. Please wait.

(continued)

Trouble Indication	User Response
Constantly receiving a busy signal when attempting to call into the Voice Mail service.	The switch interface software is not loaded or incorrectly loaded. The second serial port is not disabled. For the System 75, the DCP Board or TN-754 board is bad.
Service hour administration does not work properly.	The system date or time has been changed. Use the date command to verify and if necessary correct the system date and time. Then reset the voice system by stopping and restarting it.
Outcalls not being made reliably.	The system date or time has been changed. Outcalls will work properly for messages left after the date or time change. Outcalls for messages left before the date or time change have the previous time stamp and may not work properly.
Indication that maximum simultaneous ports exceed the number of ports available when changing the outcalling parameters.	Check that the total number of Voice Mail, Call Answer, and Automated Attendant ports is greater than or equal to the number of simultaneous ports requested. If not, lower the number of simultaneous ports. During system startup, this may occur if ports are still being initialized. Wait a few minutes and try again.
Many subscribers get messages about multiple logins to their mailboxes.	Stop and restart the voice system.

User Interface Information

Accessing Windows

Windows are the medium through which you exchange information with AUDIX Voice Power. This involves activities such as filling out forms or selecting items from a menu.

Since the work area may contain more than one window at the same time, each window is boxed, so that it is clear as to what information each window contains. At any given time, only one of the windows in the work area is designated the active window. It is usually the most recently opened window.

Also, a scroll bar exists in most windows. Located on the right side of the window, the scroll bar may contain an upward pointing arrowhead and a downward pointing arrowhead. These characters indicate whether there is additional data below or above that which is currently displayed.

The downward pointing arrowhead means you can use the cursor movement keys to view information below the present screen display. The upward pointing arrowhead means the cursor movement keys can be used to view information above the current screen display.

Types of Windows

Windows can be grouped into three types, based on the kind of information they contain and the way that it is presented. However, there are differences in the way you maneuver through a form window compared to the way you move through a menu window.

The three window types are menu, text, and form.

- Menu *windows* contain sets of items, one of which you choose.
  To choose an item, select it and then press **[Enter]** . There are typically
  two ways to select an item:

  — Use your keyboard's cursor movement keys to move the select bar.

  — Type the first character(s) of the item.

- Text *windows* provide you with information or instructions too long to fit
  in the message line near the bottom of the screen.

- *Form windows* are used widely throughout AUDIX Voice Power.
  They are similar to paper forms and provide assorted information, all
  related to a single subject. The typical form contains prompts describing
  the information to be provided, and "blanks" where the information is
  to be filled in.

On-line Help

Most windows have a companion text window available that contains
helpful reference information. AUDIX Voice Power help windows are not
designed to be a substitute for any of the documentation that accompanies
the system. They indicate your activity options for a given window and
briefly describe each of the options.

Moving Within a Window

There are several ways to maneuver through the various AUDIX Voice
Power windows. The following information reviews the different ways to
move about in the windows.

Cursor Movement

The most commonly used cursor movement keys are presented here. There
is generally more than one way to accomplish the same cursor movement.
When that is the case, the alternatives are shown separated by commas.

Type of Movement	Key(s)
Next line in menu, list or text	⬇
Previous line in menu, list or text	⬆
Next blank in a form	⬇ , Tab , Enter
Previous blank in a form	⬆ , Shift - Tab
Next character within a form blank	→
Previous character within a form blank	←
Delete character to the left of the cursor	BackSpace
Delete character above the cursor	Del , Delete

► **N o t e**

■ In a menu or list window, press **[Home]** to move to the top or **[End]** to move to the bottom.

■ In a form window, press ⬇ to "wrap" from the last blank to the first (or ⬆ to wrap from first to last). ◄

Menu Selection Alternatives

1 Select the desired menu item using one of the following:

- Use cursor movement keys. Menu windows contain a "rollover" feature. When the cursor reaches the last item of the menu, press the [↓] key to return to the first menu item. If the cursor is located at the first menu item, press the [↑] key to move to the last menu item.

- Type the first letter(s) of the item. As soon as you type a single letter, the first item beginning with that letter is selected. If more than one item begins with the same letter, then type as many letters as necessary to uniquely identify the desired item.

  If you type a legal character and want to "backup" to type the first letter of a different item, then you must press the **[Backspace]** key a sufficient number of times to return the cursor to the beginning of the line. If no match is found, AUDIX Voice Power sounds a "beep."

2 Press **[Enter]** .

Form Fill-in Alternatives

■ Where a fixed number of choices is available:

Begin to type the entry. As soon as a sufficient number of characters has been typed to uniquely identify which entry is desired, the remainder of the entry is automatically filled in without having to type the rest. As soon as a sufficient number of characters have been typed to identify the entry as invalid, AUDIX Voice Power sounds a "beep" and removes the invalid character.

▶ **Note**

On some forms, you must type the entire entry. ◀

Move the cursor to another blank, or close the window to complete the entry.

■ Where an unlimited number of choices is available:

Move to the desired form blank and type the entry. Move the cursor to another blank, or close the window to complete the entry.

■ CHOICES window selections:

Press the **[F2] (CHOICES)** function key for assistance with item selection (function keys are described later in this section). A menu window opens, containing the choices available. Selection then follows the standard menu window procedure described above. Move the cursor to another blank, or close the window to complete the entry.

The contents of the **CHOICES** menu vary depending on the situation. When there are a limited number of choices, the menu contains all valid choices. When there are many valid choices, the menu will contain a subset of the most commonly used choices. When there are unlimited choices, the menu may not display.

Function Keys

Function keys are the means by which you command AUDIX Voice Power to perform some function within the active window. Function keys are typically found in a row across the top of your keyboard. Some keyboards arrange them in two columns down the left-hand side. Your keyboard has anywhere from eight to twelve function keys. AUDIX Voice Power uses the first eight keys, typically labeled "F1" through "F8."

The bottom line of every screen has boxes showing the commands which are at your disposal at any given moment.

AUDIX Voice Power sounds a "beep" when you press an undefined key. The message line either informs you if you have pressed an undefined function key, or continues to show the last message.

■ The function key commands displayed on the screen apply only to the active window.

■ Most windows use more commands than there are function keys. Therefore they make use of two sets of function keys. The set of **standard** function keys includes commands commonly' used in most windows.

The set of **alternate** function keys usually includes commands which are unique to that window.

■ Function key **[F8]** , labeled **CHG-KEYS,** acts as a "toggle" to switch the displayed function keys from one set of commands to the other.

■ The function keys that you see when a window first opens are not necessarily the standard ones. They are the keys that are expected to be the most useful for that window.

Standard Function Keys

The following table shows the standard set of function keys. The standard commands for keys **[F3]** and **[F2]** vary depending on the type of window. Also, a given window may not require every command from the standard set. Unused commands have blank screen labels.

Function Key	Type of Window		
	Menu	Form	Text
F1	HELP	HELP	HELP
F2		CHOICES	PREV-PAGE
F3		SAVE	NEXT-PAGE
F4	PREV-FRM	PREV-FRM	PREV-FRM
F5	NEXT-FRM	NEXT-FRM	NEXT-FRM
F6	CANCEL	CANCEL	CANCEL
F7	CMD-MENU	CMD-MENU	CMD-MENU
F7	FRM-MGMT	FRM-MGMT	FRM-MGMT
F8	CHG-KEYS	CHG-KEYS	**CHG-KEYS**

Below are descriptions of the standard function keys. In the case of keys **[F2]** and **[F3]** , where the standard function varies by window type, each function is shown with its window type in parentheses. In the case of key **[F7]** , the function is **CMD-MENU** when in system operation screens and **FRM-MGMT** when in system administration screens.

F1 HELP   Displays window-specific information to assist you with the active window.

F2 (menu)   Not used.

F2 CHOICES (form)   Open a menu window containing choices to fill in the current field.

F2 PREVPAGE (text)	Scroll backward through text that is too long to fit within the window.
F3 (menu)	Not used.
F3 SAVE (form)	Preserve all changes made so far in the window.
F3 NEXTPAGE (text)	Scroll forward through text that is too long to fit within the window.
F4 PREV-FRM	Moves cursor back to the previous frame.
F5 NEXT-FRM	Moves cursor forward from frame to frame.
F6 CANCEL	Close the active window and cancel any additions, deletions, or changes made since the last **[SAVE]** was performed.

► **Notes**

■ If there is an activity in progress, such as backing up files, **[CANCEL]** does not interrupt the operation.

■ When working in the edit workspace during Automated Attendant administration, the CANCEL key us used to close submenu windows and return to a higher level. In this case, changes are saved. ◄

F7 CMD-MENU	Displays the command menu. This key appears during operation procedures.
F7 FRM-MGMT	Displays the frame management menu. This key appears during administrate ion procedures.
F8 CHG-KEYS	Toggles the function keys from standard to alternate, or vice versa.

Frame Management

AUDIX Voice Power gives you the opportunity to manipulate various screen features. This is done through the *Frame Management* menu window. Press **[F7] (FRM-MGMT)** to call up a four-item menu window which enables you to execute the following activities:

- List open windows

- Move active window

- Reshape window

- Refresh window

List Open Windows

1 From the Frame Management window, select "list" and press **[Enter].**

- — The Open Frames menu window appears with a listing of all the currently opened windows on the screen.

2 Select any of the listed windows and press **[Enter]** .

- — The selected window becomes the active window, closing all the previously opened windows.

3 Press **[F6] (CANCEL)** to close the Open Frames window and return to the previously opened window.

Move Active Window

Use this procedure to move the active window to another location on the screen.

1 From the Frame Management window, select "move" and press **[Enter]** .

- — The previously opened window disappears and is replaced by a four-cornered outline of the window. The cursor is blinks on the top-left comer of the window outline.

2 Use the cursor movement keys to position the blinking cursor where you want the window to be moved.

3 Press **[Enter]** to reposition the window.

Reshape Window

Use this procedure to reshape the active window.

1 From the Frame Management window, select "reshape" and press **[Enter]** .

— A blinking cursor appears on the top-left comer of the window.

2 Use the cursor movement keys to position top-left comer and press **[Enter]**).

3 Now use the cursor movement keys to position and resize the bottom-right comer and press **[Enter]** .

— The reshaping of a window is only a temporary state. Once you have closed the reshaped window, the window returns to its original location assigned by AT&T FACE.

Refresh Window

Use this procedure to clear and redraw the entire screen.

1 From the Frame Management window, select "refresh" and press **[Enter].**

— Any extraneous information is cleared from the screen and the screen is redrawn.

Command Menu Procedures

The **[CMD-MENU]** function key enables you to access a variety of Voice System procedures. This key appears on the standard function key set during system operation. Press **[F7] (CMD-MENU)** to display the following two-item menu window:

> **System Monitor**
>
> **Exit**

System Monitor is used to verify that each incoming telephone line and its associated Integrated Voice Power board is functional. Through the System Monitor component, you are able to see the Voice Channel Monitor display.

Exit immediately returns you to the screen in use before you pressed the **[F7] (CMD-MENU)** key.

Initial Implementation for System 25

This appendix contains specific instructions for the initial implementation of AUDIX Voice Power with the System 25. Initial implementation involves the following tasks:

■ Verifying AUDIX Voice Power hardware and software installation

■ Testing the connections between the switch and AUDIX Voice Power

■ Setting the switch interface parameters for AUDIX Voice Power

■ Assisting customer implementation planning for AUDIX Voice Power and for the System 25

■ Assigning AUDIX Voice Power services to channels

■ Setting AUDIX Voice Power system parameters

■ Assisting the customer in entering the AUDIX Voice Power control information and administering the AUDIX Voice Power prompts

■ Assisting the customer in administering the System 25 to work with AUDIX Voice Power

Each of these tasks is described in detail below. Special information that will be necessary or helpful for the completion of each task is also provided.

Verifying Hardware and Software Installation

Before you can implement the initial AUDIX Voice Power system, the necessary hardware and software components must already have been installed.

Hardware Components

The AUDIX Voice Power hardware consists of:

■ AT&T 6386 WGS computer with keyboard and monitor. The following processors can be used:

— 6386 WGS—16 or 20 MHz processor, desktop configuration

— 6386E WGS–20 MHz processor, floor model

— 6386SX WGS–16 MHz processor, small footprint desktop configurate ion

— 6386/25 WGS—25 MHz processor, desktop configuration

— 6386E/33 WGS–33 MHz processor, floor model

■ Hard disk for storage of data and digitally encoded voice messages. The following capacities are available on hard disks:

— 68 MB

— 80 MB

— 135 MB

— 300 MB

■ Special circuit boards (Integrated Voice Power boards) containing interface hardware for analog voice channels. Each Integrated Voice Power board provides four analog voice channels. A maximum of three boards (12 channels) can be included in the system.

■ Floppy disk drive for loading the system software and making backup copies of files.

■ Optional cartridge tape drive for making backup copies of files.

■ Optional AT&T 470/471, 570/571, or 580/581 printer for reports.

Verifying Hardware Installation

To verify the hardware installation, use the *setup* program to verify the size of the hard disk and and ensure that the COM2 port is disabled. Then physically inspect the system module to verify that the IVP4 boards have been installed.

To run the *setup* program, follow these steps:

1   If the system is running, shut it down and do not reboot it.

2   Insert the Customer Test disk supplied with the system into disk drive A.

3   Boot the system by turning power ON or by pressing the **[RESET]** button if the computer is already on.

   The system boots from the Customer Test disk and displays the Customer Test introduction screen.

4   Press **[Enter]** to continue.

   The Customer Test main menu appears.

5 Use the ⬇ key to move the highlight to **Setup Utility** and press **[Enter]**.

Setup displays the current settings for the system on a scrollable menu (6386SX, 6386/25 and 6386E/33) or on two pages (6386, 6386E). The settings (except for date, time, floppy disk drive, and hard disk drive) should be similar to the following:

```
System Date                11-27-98 Mon
System Time                10:52:59
Base Memory Size           W  KB
Base Memory Configuration  ALL Enabled
Extended Memory            3072 KB
FLoppy Drive A:            3.5 inch, 1.44 MB
FLoppy Drive B:            Not Present
Hard Disk #1               ESDI -142 MB
Hard Disk #2               Not Present
80387 Numeric Coprocessor  Not Present
3167 Numeric Coprocessor   Not Present
Video DispLay              EGA or VGA
Keyboard                   Present
System Serial Port #1      Enabled as Com 1
System Serial Port #2      Disabled
ROM BIOS Map Address       1 MB only
Speaker:                   On
Redirect Com 1:            Disabled
Redirect Corn 2:           Disabled
CPU Speed                  Fast
Shadow RAM Control         Disabled
Cache Control              Enabled
Power-on Memory Test       On
Parallel Port              Enabled as LPT1
```

6 Examine the entry for Hard Disk #1. It should tell you the size of the hard disk installed.

7 Examine the entry for System Serial Port #2. It should read "Disabled",

8 If it is necessary to change the entry for System Serial Port #2, use the ⬆ and ⬇ keys to position the cursor on that line. Then press **[Enter]** .

A menu will appear.

Select "Disabled," and press **[Enter]** .

9 Press the **[Enter]** key to exit from the SETUP program.

Next, look at the back of the system module. You should see one to three IVP4 cards. Each IVP4 card has two six-position modular jacks. The top jack is marked " 1-2" and the bottom jack is marked "3-4." Modular cords should run from each jack to:

■ wall jacks if the wiring is two pairs per jack

■ correspondingly marked jacks on a type 884A adapter ("1-2" and "3-4")

There should then be modular cords from the remaining four jacks ("A," "B," " C," and "D") on the 884A adapter to wall jacks wired one pair per jack.

Verifying Software Installation

To verify software installation on the System 25 under IS-II, refer to the *AT&T Integrated Solution Installation and Maintenance Guide.*

To verify the software components for the System 25 without IS-II , follow these steps:

1 If the system is running, shut it down and reboot it.

2 Log in as root (if not already logged in).

3 At the # prompt, type **uname –a** and press **[Enter]** .

The system should display the following message:

uni x uni x **3.2 2.2 ¡386**

If the system does not display this message, an incorrect version of the UNIX operating system may be installed, or the UNIX operating system may not be installed at all. Refer to the *AT&T AUDIX Voice Power Installation and Maintenance Guide* for further information.

4 At the # prompt, type **displaypkg** and press **[Enter]** .

A listing of all software packages installed will be displayed in alphabetical order. The packages listed below must be present.

- AUDIX Voice Power Application Software, Release 2.0

- AUDIX Voice Power File System Modification Software

- FACE HELP Package

- FACE Package

- FMLI Package

- Integrated Voice Power System Software, Release 1.1

If AUDIX Voice Power will be integrated with the System 25, the following software package must also be listed:

- AUDIX Voice Power Switch Interface Software R2.O for S25 PBX

If any of the above software packages are not listed, they have not been properly installed. Refer to the *AT&T AUDIX Voice Power Instalation* and *Maintenance Guide* for further information.

Testing Extensions and Connections

The switch administrator should have assigned analog lines and extensions for each AUDIX Voice Power channel. This procedure verifies that connections can be established over each circuit.

Before proceeding, record the extension numbers that the switch administrator has assigned to each channel on FORM A.

FORM A

Channel Assignments

Channel	Service	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Assign Information Service for Testing

For testing purposes, the Information Service will be assigned to all channels.

Reaching the Configuration Management Menu on System 25 with IS-II

To reach the Configuration Management menu on System 25 with IS-II, follow these steps:

1 At the AT&T Integrated Solutions menu, move the cursor to `User Maintenance` and press **[Enter]** .

    — The User Maintenance menu appears,

2 At the User Maintenance menu, move the cursor to **Voice System Administration** and press **[Enter]** .

    — The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter].**

    — The Configuration Management menu appears.

4 Continue with *Entering the Channel Assignments* below.

Reaching the Configuration Management Menu Under All Other Configurations

To reach the **Configuration Management** menu on a System 25 without IS-II, follow these steps:

1 Log in to the system as *audix.*

    — The User Login menu appears.

2 At the User Login menu, move the cursor to **Voice System Administration** and press **[Enter]** .

    — The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to `Configuration Management` and press (').

    — The Configuration Management menu appears.

4 Continue with *Entering the Channel Assignments* below.

Entering the Channel Assignments

To enter the channel assignments, follow these steps:

1   At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter]** .

   —   The Voice Equipment window appears.

2   Press **[F8] (CHG-KEYS).**

3   Press **[F3] (ASSIGN).**

   —   The Assign Service to Voice Channels window appears.

   a   Move the cursor to the **Service** field.

   b   Press **[F2] (CHOICES).**

      —   The Service Choices window appears.

   c   Move the cursor to **Information Service** and press **[Enter].**

      —   The service is filled in, the Service Choices window closes.

   d   Move the cursor to the **Channels** field. Type **all** and press **[F3] (SAVE).**

      —   The information is entered, the Assign Service to Voice Channels window closes, and a **Command Output** screen appears. Press **[F6] (CANCEL)** to close the Command Output window and return to the Voice Equipment window.

Place all Channels In Service

In the Voice Equipment window, all channels should show the INSERV status. If any of the channels do not show the INSERV state, follow these steps:

1 From the Voice Equipment window, press **[F8] (CHG-KEYS)** to display the alternate key labels.

2 Press the **[CHGSTATE]** function key.

The Change State of Voice Equipment window appears.

3 In the **New State** field, enter **inserv** or **i** and press **[Enter]** .

4 In the **Equipment** field, enter **card** or **c** and press **[Enter]** .

5 In the **Equipment Number** field, enter **all** and press **[Enter]** .

6 In the **Change** Immediately? field, enter yes or y and press **[F3] (SAVE)** ·

An information widow appears to inform you that the state has been changed.

7 Press **[F6] (CANCEL)** to continue.

The Voice Equipment

8 Verify that all channels now show the INSERV status.

9 Press **[F6] (CANCEL)** twice to return to the Voice System Administration menu.

Verifying Extensions

To verifiy the extensions assigned to AUDIX Voice Power channels, follow these steps:

1 At the Voice Service Administration menu, select **System Monitor** and press **[Enter]** .

The System Monitor window appears.

2 Dial an extension connected to one of the AUDIX Voice Power analog channels.

3 Watch the System Monitor window to see which channel answers the call.

4 Verify that the extension you dialed corresponds to the channel that answered. (If a different channel answered, record the change on FORM A.)

5 Repeat steps 2 through 4 until all extensions have been verified.

If the extension assignments do not match those already recorded on FORM A, you may either change the connections between the IVP4 boards and the wall outlet jacks, or you may notify the switch administrator of the changed assignments. The optimum course of action depends on whether the switch administrator has already made use of the extension assignments for the rest of the administration that must be done on the switch side.

Switch Interface Administration Parameters

Some specific parameters are necessary to tell AUDIX Voice Power how to communicate with the telephone switch. For convenience, these parameters are collected on FORM B and explained below.

FORM B	
Switch Interface Administration	
Switchhook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

The contents of each field should be:

■ **Switchhook Flash Duration** specifies the on-hook duration in milliseconds that the switch recognizes as a transfer request. The range is 300 to 1550 milliseconds. For System 25, specify 700 milliseconds.

■ **Wink Disconnect Interval** specifies the on-hook duration in milliseconds that the switch recognizes as a disconnect request. The range is 300 to 800 milliseconds. For System 25, specify 300 milliseconds.

■ **Signaling Type** specifies whether touch-tone (TT) or dial-pulse (DP) signaling is used. For System 25, specify TT.

To enter the switch interface parameters, you must open the `Switch Interface Administration` form.

Reaching the Switch Interface Administration Form on System 25 with IS-II

To reach the Switch Interface Administration form on System 25 with IS-II, follow these steps:

1 At the AT&T Integrated Solution menu, move the cursor to **User Maintenance** and press **[Enter]** .

— The User Maintenance menu appears.

2 At the User Maintenance menu, move the cursor to **Voice System Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Switch Interface Administration** and press **[Enter]** .

— The Switch Interface Administration form appears.

4 Continue with *Entering the Switch Interface* Parameters below.

Reaching the Switch Interface Administration Form Under AH Other Configurations

To reach the Switch Interface Administration form on System 25 without IS-II, follow these steps:

1 Log in to the system as audix.

— The User Login menu appears.

2 At the User Login menu, move the cursor to **Voice System Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Switch Interface Administration** and press **[Enter].**

— The Switch Interface Administration form appears.

4 Continue with Entering *the Switch lnterface Parameters* below.

Entering the Switch Interface Parameters

To enter the switch interface parameters, follow these steps:

1 At the Swi tchhook **Flash Duration field,** enter the number from FORM B, and press **[Enter]** .

— The cursor will move to the Wink Disconnect Interval field.

2 Enter the number from FORM B and press **[Enter].**

— The cursor will move to the Type of Signaling field.

3 Enter the value from FORM B.

4 Press **[F3] (SAVE).**

— The Switch Interface Administration window will close and the cursor will return to the Voice System Administration Window.

5 Press **[F6] (CANCEL)** repeatedly until you return to the AUDIX Voice Power menu.

Changing Switch Interface Parameters

The switch interface parameters should not be changed from the values specified above unless authorized by the AT&T Service Technician. If for some reason they must be changed, use the above procedure again. The new values will replace the old values.

Assisting Customer Planning

At this point, you have verified the AUDIX Voice Power hardware and software installation, tested the connections between the switch and AUDIX Voice Power, and set the switch interface parameters for AUDIX Voice Power.

The next task is the most critical task to the overall customer satisfaction with AUDIX Voice Power. You must help the customer plan a system that is realistic in terms of the customer's business and in terms of the capabilities of both AUDIX Voice Power and the switch.

Begin by reviewing the remainder of this appendix so that you are familiar with the peculiarities of the switch as they relate to AUDIX Voice Power. Then review *Chapter 1, Introduction* and *Chapter 2, System Planning* so that you are thoroughly familiar with the features of AUDIX Voice Power and how to specify them on the forms provided in Appendix E.

Provide the customer with a partially filled-in copy of FORM A showing the channel numbers and the extensions that you have verified ring on each channel. Inform the customer than you have already set the switch interface parameters shown on FORM B. Inquire whether the customer wants to use message waiting lights, or not, as you will need this information for the Message Waiting Lamp Parameters when you set the System Parameters later.

Next, assist the customer in planning the AUDIX Voice Power System and the corresponding switch administration, and transferring this plan to paper on the forms.

After the system is completely planned, you will enter some of the system-wide parameters that seldom change, and you will assist the customer in entering the AUDIX Voice Power control information and administering the voice prompts.

Finally, after AUDIX Voice Power is ready, you will assist the customer in administering the switch to work with it.

Now, review this Appendix, Chapter 1, and Chapter 2. Then, assist the customer in planning the system.

Assigning Services to Channels

When the customer has completed FORM A and you have reviewed it, you must enter the service assignment information into AUDIX Voice Power.

Reaching the Configuration Management Menu on System 25 with IS-II

To reach the Configuration Management menu on System 25 with IS-II, follow these steps:

1 At the AT&T Integrated Solutions menu, move the cursor to **User Maintenance** and press **[Enter]** .

— The User Maintenance menu appears.

2 At the User Maintenance menu, move the cursor to **Voice System Administration** and press **[Enter].**

— The Voice System Administration menu appears,

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter]** .

— The Configuration Management menu appears.

4 Continue with *Entering the Channel Assignments* below.

Reaching the Configuration Management Menu Under All Other Configurations

To reach the Configuration Management menu on System 25 without IS-II, follow these steps:

1 Log in to the system as *audix.*

— The User Login menu appears.

2 At the User Login menu, move the cursor to **Voice System Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter]** .

— The Configuration Management menu appears.

4 Continue with Entering *the Channel Assignments* below.

Entering the Channel Assignments

To enter the channel assignments, follow these steps:

1 At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter].**

— The Voice Equipment window appears.

2 Press **[F8]** **(CHG-KEYS).**

3 Press **[F3]** (ASSIGN).

— The Assign Service to Voice Channels window appears.

a At the **Service** field, press **[F2]** **(CHOICES).**

— The Service Choices window appears.

b Move the cursor to the desired service and press **[Enter]** .

— The service is filled in and the Service Choices window closes.

c Move the cursor to the **Channels** field. Enter a channel number from 0 to 11, a range of channel numbers with the starting and ending channel numbers separated by a dash, or a comma separated list of channel numbers and/or ranges.

d Press **[F3] (SAVE).**

— The information is entered, the Assign Service to Voice Channels window closes, and a **Command Output** screen appears. Press **[F6] (CANCEL)** to close the Command Output window and return to the Voice Equipment window.

e Reopen the **Assign Service to Voice Channels** window by pressing **[F8] (CHG-KEYS)** and then **[F3] (ASSIGN)** and repeat steps a through d until services have been assigned to all voice channels.

4 To return to the AUDIX Voice Power window, press **[F6] (CANCEL)** repeatedly until the AUDIX Voice Power menu appears.

Changing Service Assignments

To change service assignments, use the above procedure. The new assignments will replace the old assignments. To unassign a channel, press **[F8] (CHG-CNDS)** and then press the **[UNASSIGN]** function key. Enter the channel number(s) to be unassigned, and press **[F3] (SAVE).** Channels should be unassigned only at the recommendation of the AT&T Service Technician.

System Parameters

After the customer has determined the first two groups of system parameters (Voice Mail and Automated Attendant parameters) and entered them on FORM C, you must review them. Then you must add the Message Waiting Lamp parameters to the third section of FORM C and enter the parameters into the AUDIX Voice Power system.

The only information you will need from the customer is whether or not the message waiting lights are to be used.

FORM C

System Parameter Administration

Voice Mail Parameters

System Operator Extension _____

Mail Box Size _____
Pause for Touch Tone Input _____
Maximum Extension Length _____
Maximum Message Length _____

Automated Attendant Parameters

Touch-tone Gate Active? _____
Auto Attendant Menu Plays _____
Transfer to Subscriber Only? _____
Extension With Automated Attendant Coverage _____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Message Waiting Lamp Parameters

Code to Light _____
Code to Extinguish _____
Refresh? _____

Message Waiting Lamp Parameters

Message Waiting Lamp parameters affect only the operation of message waiting lights. The values to be specified depend on the telephone switch being used. The following parameters are available:

■ **Code to Light** specifies the internal code that AUDIX Voice Power sends to the switch to light the message waiting light. Enter up to three characters including digits 0 through 9, asterisk (*) and pound sign (#). For System 25, enter **#90** or leave the field blank if message waiting lights will not be used.

■ **Code to Extinguish** specifies the internal code that AUDIX Voice Power sends to the switch to extinguish the message waiting light. Enter up to three characters including digits 0 through 9, asterisk (*) and pound sign (#). For System 25, enter **#91** or leave the field blank if message waiting lights will not be used.

■ **Refresh** indicates whether you wish to have message waiting lights refreshed at predetermined intervals. For System 25, enter **y** or **n** .

Entering System Parameters

To enter the system parameters, follow the instructions in Chapter 3.

Data Entry and Voice Prompt Administration

The rest of the system control information is written on forms **D** through **L**. Review this information carefully with the customer, then follow the instructions in Chapter 3 to enter the data from forms **D** through I and the instructions in Chapter 4 to administer the voice prompts on forms **J**, **K** and **L**.

System 25 Implementation

The information in this section is intended to help you and the System 25 administrator work together to administer the System 25 and meet the specific requirements on the System 25 for your AUDIX Voice Power system. To complete these tasks, you will need to access information regarding System 25 administration, and use the accompanying forms for the switch.

Blank System 25 forms are in the binder, *AT&T System 25 R3 Administration Records.* Blank AUDIX Voice Power forms are in Appendix E of this guide.

AUDIX Voice Power Checklist
Use the following checklist to verify that initial switch administration for AUDIX Voice Power is complete.

1 Create DGC Groups and assign VMS ports to the groups. (Forms and instructions are in the *AT&T System 25 R3 lmplementation Manual and Records* Binder, Doc. No. *555-540-650.)*

2 Under System Wide Feature/Dial Plan, at the prompt **Send Special Disconnect ##99** , answer "No". (Forms and instructions are in the *AT&T System 25 R3 Implementation Manual* and *Records Binder,* Doc. No. *555-540-0650.)*

3 Complete VMS Ports Translation listed under Auxiliary Equipment for Basic Administration or Advanced Administration Software. (Forms and instructions are in the *AT&T System 25 R3 Implementation Manual and Records Binder,* Doc. No. *555-540-650.)*

4 Test the circuits to be sure that direct calls and coverage go to the intended AUDIX Voice Power channels by checking which extension rings.

5 Assign Call Coverage to stations. (Forms and instructions are in the *AT&T System 25 R3 Implementation Manual and Records Binder, Doc. No. 555-0540-650.)*

6 Assign trunks to DGC Groups. (Forms and instructions are in the *AT&T System 25 R3 Implementation Manual and Records Binder, Doc. No. 555-540-650.)*

VMS Ports

Each System 25 port that is to be connected to an AUDIX Voice Power channel must be administered as a Voice Message Service (VMS) port.

Before assigning VMS-type ports, complete the Auxiliary Equipment Options - III (Station Interface Only) Form in the *AT&T System* 25113 *Implementation Manual and Records Binder,* Doc. No. **555-540-650.)**

Administering DGC Groups, Call Coverage, and Trunks on System 25

Direct Group Calling Groups

To answer trunks or to provide Call Coverage, VMS ports must be members of DGC Groups. VMS ports are set as follows:

For Basic Administration:

- At DGC = assign the DGC group number (from 1 - 32).

- At Action = enter 1.

- At Data = enter the DGC access code. Action 11 lists the extensions already assigned, and Action 13 deletes an extension. Use Action 12 to add an extension and Action 14 to enter the Display id for the DGC group name.

► Note

You cannot have a combination of different types of VMS ports in a DGC Group. Message Drop and Information Service ports must be in a different DGC group from each other and from Automated Attendant, Call Answer, and Voice Mail ports which may be in the same group. ◄

For Advanced Administration Software:

- From Groups, **select Direct Group Calling** . (Use the ⬇ key to move to the desired selection.) Enter the access number and press **[F3]** to Submit.

- To add a member, press **[Enter]** at **Access Number** , enter the extension, and press **[F3]** .

Special Disconnect

The AUDIX Voice Power ports do not use the ##99 disconnect mode code. When administering either Basic Administration or Advanced Administration Software, under System-Wide Features, go to the Dial Plan section and enter no to the question **Send special disconnect code ##99 to VMS port** .

Call Coverage

If you plan to use the AUDIX Voice Power Call Answer service to provide coverage for AUDIX Voice Power subscribers, you must administer System 25 accordingly.

■ **DGC Call Coverage Receiver Groups**

For any VMS port to provide Call Coverage, the VMS port must be put into a DGC group. This DGC group will be used to receive Call Coverage calls. When you administer each individual telephone, assign this DGC group to provide coverage for that telephone. Move to the System 25 Administration Menu and proceed as follows:

For Basic Administration:

— PDC = enter the PDC for which you are assigning coverage.

— Action = 7

— Data = DGC Group Coverage number plus " 100. "

For Advanced Administration Software:

— Under Class of Service for each telephone, in the Group Coverage Number field, enter the DGC group number plus " 100. "

■ **Call Coverage Ringing Options**

System 25 provides the following ways to administer call coverage ringing options.

— *System-Wide Basis:* Coverage ringing may be turned off on internal calls on a system-wide basis. For AUDIX Voice Power this option must be turned on.

— *Station Class of Service:* The sending extension has two options: to *send* ringing to the coverage station when there is no answer, and to send ringing to the coverage station when this extension busy. The preferred option for a multiline telephone is "yes" to send ringing on no answer and "no" to send ringing when busy.

■ **Assigning Automated Attendant Coverage to Attendant Backup Feature**

You can assign Automated Attendant Service to provide backup coverage for up to ten System 25 Attendant Console (DTAC or SLAC) lines by using the "Extension with Attendant Coverage" fields on the AUDIX Voice Power System Parameter Administration form. Set up Attendant Consoles as follows:

1 Assign trunks to ring the DTAC extension (under "Voice Station Administration" in System 25) as Personal Line Buttons. For SLAC Consoles, assign trunks (under "Trunk Administration" in System 25) to ring in the SLAC queue.

2 Assign the trunks to ring as Personal Line Buttons on another extension (which must be a physical port). This second extension will be the Principal Owner of the trunks.

3 Under "Class of Service" for the Principal Owner, set coverage to be provided by the DGC group containing the AUDIX Voice Power ports.

4 On FORM C, enter the Principal Owner extension in at least one of the "Extension with Automated Attendant Coverage" fields.

You *can* use the SLAC or DTAC extension as the Attendant's Extension on the System Parameter Administration form.

Directed Night Service

If System 25 Night Service is to be directed to an AUDIX Voice Power channel, the trunks should be directed to ring the extension for that channel or the DGC group the channel is in.

■ Trunk Administration

For Basic Administration:

Go to Menu 1, Action = 1, and assign Data = trunk port number Action = 3, and assign Data a trunk class of service with Night Service. The default is 8; however, you can assign any class from 8 through 15, depending on how you want Night Service set up.

For Advanced Administration Software:

Under Class of Service, in the field "Night Service Trunk" press the Spacebar until "yes" is displayed. Press **[F3]** to Submit.

- **Assigning Night Service**
  Directed Night Service can be set up in one of two ways. Night Service can be directed to individual stations using VMS Port Administration. Another option, which is new in System 25 R3 is to direct Night Service trunks to DGC groups. Following are the procedures for each method.

- **DGC Directed Night Service**

  For Basic Administration:

  – Select Menu 6, DGC. Action 51 lists the trunks already assigned and Action 53 deletes trunks. Use Action 52 to add a trunk.

  For Advanced Administration Software:

  – From the **Main Menu,** select **Groups.**

  – From the **Groups Menu,** select **Direct Group Calling.**

  – From **Direct Group Calling,** the DGC Group screen is displayed. Move the cursor to the DGC group that will provide **Night Service** and press **[Enter]** . The list of group members is displayed.

  – At the **Group Members** screen, press **[F7]** for the next entry. Enter the trunk number ID and press **[F7]** twice to Submit.

  - **Directed Night Service to a VMS Port**
    In **Basic Administration,** under Menu 1 - Port, press **[Enter]** . For Action = 1, Data = the C/SS/PP number of the VMS port; Action 51 lists the trunks already assigned, and Action 53 deletes trunks. Use Action 52 to add a trunk.

  For **Advanced Administration Software,** to direct **Night Service** to an individual station:

  - From the **Auxiliary Equipment Menu,** press the ⬆ key once. The cursor will move to the **Voice Messaging System.** Press **[Enter]** .

  - Select the port you want to assign and press **[Enter]** .

  - Press the ⬆ key once to highlight the last option, **Direct Night Service Trunks** and press **[Enter]** .

  - At the **TAAS Night Service Trunk** list screen, enter the trunk number **ID** and press **[F3]** to Submit.

Voice Mail Via Remote Access

If you do not have DID (Direct Inward Dial) service and do not have any trunks assigned to ring in VMS DGC groups (discussed earlier), registered AUDIX Voice Power subscribers calling from outside the organization can still access Voice Mail through the System 25 Remote Access feature.

■ Remote Access Administration

Set up a Remote Access trunk following the procedures behind the tabs for "System" and "Trunks" in the System 25 documentation.

■ Accessing Voice Mail

After a Remote Access trunk has been administered, employees can reach Voice Mail using the following procedure:

1 Dial the Remote Access trunk number.

2 Follow the organization's procedure to reach dial tone in Remote Access (with or without a barrier code).

3 At the dial tone, dial the DGC Group Access Code for VMS. This code transfers the caller to the Voice Mail Service.

Trunk-to-Trunk Transfers

For trunk-to-trunk transfers (transferring outside the switch through Automated Attendant), the incoming call has to be on a ground-start, loop-start, DID, or tie-trunk. This means that the trunk on the System 25 with DGC coverage to the AUDIX Voice Power services has to be administered as one of the above.

If loop-start trunks are to be used for trunk-to-trunk transfers, they have to be administered that way by answering **yes** to the option **Allow LS trunk** to **call out?** under the **S25 Dial Plan Administration** screen.

Testing Applications

After AUDIX Voice Power administration is complete, you can test the applications as follows:

■ Call a busy extension to verify that it receives the correct Call Answer service.

■ Call Automated Attendant by dialing outside and in again on the various trunks.

■ Dial the DGC access code or extension number to test Voice Mail.

Initial Implementation
for System 75

This appendix contains specific instructions for the initial implementation of AUDIX Voice Power with the System 75. Initial implementation involves the following tasks:

■ Verifying AUDIX Voice Power hardware and software installation

■ Testing the connections between the switch and AUDIX Voice Power

■ Setting the switch interface parameters for AUDIX Voice Power

■ Assisting customer implementation planning for AUDIX Voice Power and for the System 75

■ Assigning AUDIX Voice Power services to channels

■ Setting AUDIX Voice Power system parameters

■ Assisting the customer in entering the AUDIX Voice Power control information and administering the AUDIX Voice Power prompts

■ Assisting the customer in administering the System 75 to work with AUDIX Voice Power

Each of these tasks is described in detail below. Special information that will be necessary or helpful for the completion of each task is also provided.

Verifying Hardware and Software Installation

Before you can implement the initial AUDIX Voice Power system, the necessary hardware and software components must already have been installed.

Hardware Components

The AUDIX Voice Power hardware consists of:

- AT&T 6386 WGS computer with keyboard and monitor. The following processors can be used:

    — 6386 WGS—16 or 20 MHz processor, desktop configuration

    — 6386E WGS–20 MHz processor, floor model

    — 6386SX WGS–16 MHz processor, small footprint desktop configuration

    — 6386/25 WGS—25 MHz processor, desktop configuration

    — 6386E/33 WGS–33 MHz processor, floor model

- Hard disk for storage of data and digitally encoded voice messages. The following capacities are available on hard disks:

    —   68 MB

    —   80 MB

    — 135   MB

    — 300   MB

- Special circuit boards (Integrated Voice Power boards) containing interface hardware for analog voice channels. Each Integrated Voice Power board provides four analog voice channels. A maximum of three boards (12 channels) can be included in the system.

- Special circuit board (Digital Communication Protocol board) containing interface hardware for a digital signaling channel. The System 75 also requires a port on a TN-754 board at the switch. If no existing port is available, an additional TN-754 board must be installed in the switch.

- Floppy disk drive for loading the system software and making backup copies of files.

- Optional AT&T 470/4'71, 5'70/5'71, or 580/581 printer for reports.

Verifying Hardware Installation

To verify the hardware installation, use the *setup* program to verify the size of the hard disk and and ensure that the COM2 port is disabled. Then physically inspect the system module to verify that the IVP4 boards have been installed.

To run the *setup* program, follow these steps:

1   If the system is running, shut it down and *do not* reboot it.

2   Insert the Customer Test disk supplied with the system into disk drive A.

3   Boot the system by turning power ON or by pressing the **[Reset]** button if the computer is already on.

    The system boots from the Customer Test disk and displays the Customer Test introduction screen.

4   Press **[Enter]** to continue.

    The Customer Test main menu appears.

5 Use the ⬇ key to move the highlight to **Setup Utility** and press **[Enter]** .

Setup displays the current settings for the system on a scrollable menu (6386SX, 6386125 and 6386E/33) or on two pages (6386, 6386E). The settings (except for date, time, floppy disk drive, and hard disk drive) should be similar to the following;

System Date	11-27-98 Mon
System Time	10:52:59
Base Memory Size	640 KB
Base Memory Configuration	All Enabled
Extended Memory	3072 KB
Floppy Drive A:	3.5 inch, 1.44 MB
Floppy Drive B:	Not Present
Hard Disk #1	ESDI -142 MB
Hard Disk #2	Not Present
80387 Numeric Coprocessor	Not Present
3167 Numeric Coprocessor	Not Present
Video Display	EGA or VGA
Keyboard	Present
System Serial Port #1	Enabled as Com 1
System Serial Port #2	Disabled
ROM BIOS Map Address	1 MB only
Speaker:	on
Redirect Com 1:	Disabled
Redirect Com 2:	Disabled
CPU Speed	Fast
Shadow RAM Control	Disabled
Cache Control	Enabled
Power-on Memory Test	On
Parallel Port	Enabled as LPT1

6 Examine the entry for Hard Disk #1. It should tell you the size of the hard disk installed.

7 Examine the entry for System Serial Port #2. It should read "Disabled."

8 If it is necessary to change the entry for System Serial Port #2, use the ⬆ and ⬇ keys to position the cursor on that line. Then press **[Enter]** .

A menu will appear.

Select "Disabled," and press **[Enter]** .

9 Press the **[Esc]** key to exit from the SETUP program.

Next, look at the back of the system module. You should see one to three IVP4 cards. Each IVP4 card has two 6-position modular jacks. The top jack is marked "1-2" and the bottom jack is marked "3-4." Modular cords should run from each jack to:

■ wall outlet jacks if the wiring is two pairs per jack

■ correspondingly marked jacks on a type 884A adapter ("1-2" and "3-4")

There should then be modular cords from the remaining four jacks "A," "B," "C" and "D") on the 884A adapter to wall outlet jacks wired one pair per jack,

Finally, look at the back of the system module for a DCP card. The DCP card has three 6-posit ion modular jacks. The top jack is marked "PHONE", the middle jack is marked "LINE" and the bottom jack is marked "OTHER." A modular cord should connect the middle jack to a wall outlet jack.

Verifying Software Installation

To verify the software components, follow these steps:

1 If the system is running, shut it down and reboot it.

2 Login as *root* (if not already logged in).

3 At the # prompt, type `uname -a` and press **[Enter]** .

The system should display the following message:

```
            unix unix 3.2 2.2 ¡386
```

If the system does not display this message, an incorrect version of the **UNIX** operating system may be installed, or the UNIX operating system may not be installed at all. Refer to the *AT&T AUDIX Voice Power Installation and Maintenance Guide* for further information.

4 At the # prompt, type **displaypkg** and press **[Enter]** .

A listing of all software packages installed will be displayed in alphabetical order. The packages listed below must be present.

- AUDIX Voice Power Application Software, Release 2.0
- AUDIX Voice Power File System Modification Software
- FACE HELP Package
- FACE Package
- FMLI Package
- Integrated Voice Power System Software, Release 1.1

If AUDIX Voice Power will be integrated with the System 75, the following software package must also be listed:

- AUDIX Voice Power Switch Interface Software R2.O for S75 PBX and DEFINITY G1 PBX

If any of the above software packages are not listed, they have not been properly installed. Refer to the *AT&T AUDIX Voice Power Installation and Maintenance Guide* for further information.

Test Extensions and Connections

The switch administrator should have assigned analog lines and extensions for each AUDIX Voice Power channel. This procedure verifies that connections can be established over each circuit.

Before proceeding, record the extension numbers that the switch administrator has assigned to each channel on FORM A.

FORM A

Channel Assignments

Channel	Service	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Assign Information Service for Testing

For testing purposes, the Information Service will be assigned to all channels. Follow these steps:

1 Log in to the system as *audix.*

— The User Login menu appears.

2 At the User Login menu, move the cursor to **Voice System Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter]** .

— The Configuration Management menu appears.

4 At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter]** .

— The Voice Equipment window appears.

5 Press **[F8] (CHG-KEYS).**

6 Press **[F3J (ASSIGN).**

— The Assign Service to Voice Channels window appears.

a Move the cursor to the **Service** field.

b Press **[F2]** (CHOICES).

— The Service Choices window appears.

c Move the cursor to **Information Service** and press **[Enter]** .

— The service is filled in and the Service Choices window closes.

d Move the cursor to the **Channels** field. Type **all** and press **[F3] (SAVE).**

— The information is entered, the Assign Service to Voice Channels window closes, and a **command Output** screen appears. Press **[F6] (CANCEL)** to close the Command Output window and return to the Voice Equipment window.

Place all Channels In Service

In the Voice Equipment window, all channels should show the INSERV status. If any of the channels do not show the INSERV state, follow these steps:

1 From the Voice Equipment window, press **[F8] (CHG-KEYS)** to display the alternate key labels.

2 Press the **[CHGSTATE]** function key.

The Change State of Voice Equipment window appears.

3 In the **New State** field, enter **inserv** or i and press **[Enter]** .

4 In the **Equipment** field, enter **card** or c and press **[Enter]** .

5 In the **Equipment Number** field, enter **all** and press **[Enter]** .

6 In the **Change Immediately?** field, enter yes or **y** and press **[F3] (SAVE).**

An information widow appears to inform you that the state has been changed.

7 Press **[F6] (CANCEL)** to continue.

The Voice Equipment window reappears.

8 Verify that all channel now show the ISERV status.

9 Press **[F6] (CANCEL)** twice to return to the Voice System Administration menu.

Verifying Extensions

To verify the extensions assigned to AUDIX Voice Power channels, follow these stem:

1 At the Voice Service Administration menu, select **System Monitor** and press **[Enter]** .

The System Monitor window appears.

2 Dial an extension connected to one of the AUDIX Voice Power analog channels.

3 Watch the System Monitor window to see which channel answers the call.

4 Verify that the extension you dialed corresponds to the channel that answered. (If a different channel answered, record the change on FORM A.)

5 Repeat steps 2 through 4 until all extensions have been verified.

6 Press **{F6] (CANCEL)** to return to the Voice System Administration menu.

If the extension assignments do not match those already recorded on FORM A, you may either change the connections between the IVP4 boards and the wall outlet jacks, or you may notify the switch administrator of the changed assignments. The optimum course of action depends on whether the switch administrator has already made use of the extension assignments for the rest of the administration that must be done on the switch side.

Mapping the Phone Extensions to Channels

For the System 75, the phone extensions must be mapped to the channels. The testing you performed previously has determined this mapping, and the mapping has been entered on FORM A. To enter this mapping into the AUDIX Voice Power system, follow these steps:

1   At the Voice System Administration menu, move the cursor to Configuration Management and press **[Enter]** .

    — The Configuration Management menu appears.

2   At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter]** .

    — The Voice Equipment window appears.

3   At the Voice Equipment window, press **[F8] (CHG-KEYS).**

4   Press **[F3] (ASSIGN)** .

    — The Assign Service to Voice Channels window appears.

5   At the Assign Service to Voice Channels window, press **[F8] (CHG-KEYS)** .

6   Press **[F3] (PHONE).**

    —   The Phone to Channel Mapping window appears.

    a   Move the cursor to the Phone field.

    b   Type the extension number and press **[Enter]** .

        – The cursor moves to the **Channel** field.

    c   Enter a channel number from 0 to 11 and press **[Enter]** .

    d   Press **[F3] (SAVE).**

        – The information is entered, the Phone to Channel Mapping window closes, and a **Confirmation** screen appears. Press **[Enter]** to close the Confirmation window and return to the Phone to Channel Mapping window.

    e   Repeat steps a through d until extension numbers have been assigned to all the voice channels.

    f   Press **[F6] (CANCEL)** repeatedly to return to the Voice System Administration menu.

Switch Interface Administration Parameters

Some specific parameters are necessary to tell AUDIX Voice Power how to communicate with the telephone switch. For convenience, these parameters are collected on FORM B and explained below.

FORM B	
Switch Interface Administration	
Switchhook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

The contents of each field should be:

■ **Switchhook Flash Duration** specifies the on-hook duration in milliseconds that the switch recognizes as a transfer request. The range is 300 to 1550 milliseconds. For the System 75, specify 600 milliseconds.

■ Wink Disconnect Interval specifies the on-hook duration in milliseconds that the switch recognizes as a disconnect request. The range is 300 to 800 milliseconds. For the System 75, specify 300 milliseconds.

■ Signaling Type specifies whether touch-tone (TT) or dial-pulse (DP). signaling is used. For the System 75, specify TT.

To enter the switch interface parameters, follow these steps:

1 Log in to the system as *audix.*

— The User Login menu appears.

2 At the User Login menu, move the cursor to Voice System **Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to switch Interface **Administration** and press **[Enter]** .

— The Switch Interface Administration form appears.

4 Move the cursor to the **Switchhook FLash Duration** field, enter the number from FORM B, and press **[Enter]**.

— The cursor will move to the Wink Disconnect Interval field.

5 Enter the number from FORM B and press **[Enter]**.

— The cursor will move to the Signaling Type field.

6 Enter the value from FORM B.

7 Press **[F3]** **(SAVE).**

— The Switch Interface Administration window will close and the cursor will return to the Voice System Administration Window.

8 Press **[F6] (CANCEL)** repeatedly until you return to the AUDIX Voice Power menu.

Changing Switch Interface Parameters

The switch interface parameters should not be changed from the values specified above unless authorized by the AT&T Service Technician. If for some reason they must be changed, use the above procedure again. The new values will replace the old values.

Assisting Customer Planning

At this point, you have verified the AUDIX Voice Power hardware and software installation, tested the connections between the switch and AUDIX Voice Power, and set the switch interface parameters for AUDIX Voice Power.

The next task is the most critical task to the overall customer satisfaction with AUDIX Voice Power. You must help the customer plan a system that is realistic in terms of the customer's business and in terms of the capabilities of both AUDIX Voice Power and the switch.

Begin by reviewing the remainder of this appendix so that you are familiar with the peculiarities of the switch as they relate to AUDIX Voice Power. Then review Chapter 1, *Introduction* and Chapter 2, *System Planning* so that you are thoroughly familiar with the features of AUDIX Voice Power and how to specify them on the forms provided in Appendix E.

Provide the customer with a partially filled-in copy of FORM A showing the channel numbers and the extensions that you have verified ring on each channel. Inform the customer than you have already set the switch interface parameters shown on FORM B. Inquire whether the customer wants to use message waiting lights, or not, as you will need this information for the Message Waiting Lamp Parameters when you set the System Parameters later.

Next, assist the customer in planning the AUDIX Voice Power System and the corresponding switch administrate ion, and transferring this plan to paper on the forms.

After the system is completely planned, you will enter some of the system-wide parameters that seldom change, and you will assist the customer in entering the AUDIX Voice Power control information and administering the voice prompts.

Finally, after AUDIX Voice Power is ready, you will assist the customer in administering the switch to work with it.

Now, review this Appendix, Chapter 1, and Chapter 2. Then, assist the customer in planning the system.

Assigning Services to Channels

When the customer has completed FORM A and you have reviewed it, you must enter the service assignment information into AUDIX Voice Power. To enter this information, follow these steps:

1 Log in to the system as *audix.*

— The User Login menu appears.

2 At the User Login menu, move the cursor to voice System **Administration** and press **[Enter]** .

— The Voice System Administration menu appears.

3 At the Voice System Administration menu, move the cursor to **Configuration Management** and press **[Enter]** .

— The Configuration Management menu appears.

4 At the Configuration Management menu, move the cursor to **Voice Equipment** and press **[Enter]** .

— The Voice Equipment window appears.

5 Press **[F8] (CHG-KEYS).**

6 Press **[F3] (ASSIGN).**

– The Assign Service to Voice Channels window appears.

a At the `Service` field, press **[F3] (CHOICES).**

— The Service Choices window appears.

b Move the cursor to the desired service and press **[Enter] .**

— The service is filled in and the Service Choices window closes.

c Move the cursor `to` the **Channels** field. Enter a channel number from 0 to 11, a range of channel numbers with the starting and ending channel numbers separated by a dash, or a comma separated list of channel numbers and/or ranges.

d Press **[F3] (SAVE).**

> — The information is entered, the Assign Service to Voice Channels window closes, and a **Command Output** screen appears. Press **[F6] (CANCEL)** to close the Command Output window and return to the Voice Equipment window.

e Reopen the **Assign Service to Voice Channels** window by pressing **[F8] (CHG-KEYS)** and then pressing **[F3] (ASSIGN)** and repeat steps a through d until services have been assigned to all voice channels.

7 To return to the AUDIX Voice Power window, press **[F8] (CANCEL)** repeatedly until the AUDIX Voice Power menu appears.

Changing Service Assignments

To change service assignments, use the above procedure. The new assignments will replace the old assignments. To unasign a channel, press **[F8] (CHG-KEYS)** and then press the **[UNASIGN]** function key, enter the channel number(s) to be unassigned, and press the **[F3] (SAVE)** key. Channels should be unassigned only at the recommendation of the AT&T Service Technician.

System Parameters

After the customer has determined the first two groups of system parameters (Voice Mail and Automated Attendant parameters) and entered them on FORM C, you must review them. Then you must add the Message Waiting Lamp parameters to the third section of FORM C and enter the parameters into the AUDIX Voice Power system.

You will need two pieces of information from the customer:

■ whether or not the message waiting lights are to be used

■ the System 75 message waiting lamp codes if they have been changed from the default.

> ► **Note**
>
> The codes used by the System 75 to activate the Message Waiting Lamp (MWL) should be verified by logging into the System 75 switch and entering **display feature-access-codes** on the command line. Page 2 of the *Feature* Access Code form lists the codes needed to activate the MWL. The codes shown below are the default values. If different values are found in the *Feature Access Code* form, use those values instead. ◄

```
┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│                            FORM C                                 │
│                                                                   │
│                  System Parameter Administration                  │
│                                                                   │
├───────────────────────────────────────────────────────────────────┤
│                       Voice Mail Parameters                       │
│                                                                   │
│              System Operator Extension   _____         │
│                         Mail Box Size   _____          │
│              Pause for Touch Tone Input   _____        │
│             Maximum Extension Length   _____           │
│              Maximum Message Length   _____            │
│                                                                   │
├───────────────────────────────────────────────────────────────────┤
│                   Automated Attendant Parameters                  │
│                                                                   │
│                   Touch-tone Gate Active?                         │
│                  Auto Attendant Menu Plays   _____     │
│                 Transfer to Subscriber Only?   _____   │
│   Extension With Automated Attendant Coverage   _____  │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                               _____    │
│                                                                   │
├───────────────────────────────────────────────────────────────────┤
│                   Message Waiting Lamp Parameters                 │
│                                                                   │
│                          Code to Light   _____         │
│                      Code to Extinguish   _____        │
│                            Refresh?   _____            │
│                                                                   │
└─────────────────────────────────────────────────────────────────┘
```

Message Waiting Lamp Parameters

Message Waiting Lamp parameters affect only the operation of message
waiting lights. The following parameters are available:

■ **Code to Light** specifies the internal code that AUDIX Voice Power
sends to the switch to light the message waiting light. Enter up to three
characters including digits O through 9, asterisk (*) and pound sign (#).
For System 75, unless a different value has been found on the Feature
Access Code form, enter *4 or leave the field blank if message waiting
lights will not be used.

- **Code to Extinguish** specifies the internal code that AUDIX Voice Power sends to the switch to extinguish the message waiting light. Enter up to three characters including digits 0 through 9, asterisk (*) and pound sign (#). For System 75, unless a different value has been found on the *Feature Access Code* form, enter **#4** or leave the field blank if message waiting lights will not be used.

- **Refresh** indicates whether you wish to have message waiting lights refreshed at predetermined intervals. For System 75, enter y if message waiting lights are used, or n if message waiting lights will not be used.

Entering System Parameters

To enter the system parameters, follow the instructions in Chapter 3.

Data Entry and Voice Prompt Administration

The rest of the system control information is written on forms **D** through **L.** Review this information carefully with the customer, then follow the instructions in Chapter 3 to enter the data from forms **D** through I and the instructions in Chapter 4 to administer the voice prompts on forms **J, K** and **L.**

System 75 Implementation

The information in this section is intended to help you and the System 75 administrator work together to administer the System 75 and meet the specific requirements on the System 75 for your AUDIX Voice Power system. To complete these tasks, you will need to access information regarding System 75 administrate ion, and use the accompanying forms for the switch.

AUDIX Voice Power is designed to operate with a System 75/DEFINITY Generic 1 Private Branch Exchange (PBX) using analog lines. To integrate the PBX with AUDIX Voice Power, the PBX also requires a connection from a System 75 TN-754 board to the AUDIX Voice Power DCP board.

▶ Note

Before beginning the System 75 administration, verify the System 75 Software Release. If the System 75 is software release R1V3, verify that 'the 1.7 maintenance tape has been installed along with the hard patch 7.3.

If the PBX is a DEFINITY Generic 1, verify that the 1.8 maintenance tape has been installed along with the hard patch 8.3.

If you have an RIV3 or G 1 and you do not have the proper software release and patch, DO NOT proceed with System 75 Administration. Instead, ask your AT&T representative to contact the AT&T Technical Response Center at (303) 671-4120 to obtain the correct System 75 maintenance release and hard patch. Once these have been installed, you may proceed with the System 75 administration. ◄

AUDIX Voice Power Checklist

When administering the System '75, you will perform the following tasks:

■ Configure Class of Restrictions (CORs)

■ Verify Analog channels for connection to AUDIX Voice Power

■ Verify DCP Extension (Integrated only)

- Administer Hunt groups for multiple channels of the same service

   Services that may require hunt groups are:

   — Automated Attendant

   — Information Service

   — Message Drop Service

   — Call Answer on nonintegrated configurations

   — Voice Mail on nonintegrated configurations

- Administer Call Coverage Paths

- Perform Subscriber Administration

- Verify trunk name administration

Class of Restrictions (Integrated)

Figure C-1 depicts the Class of Restriction (COR) form. As an example, the following CORs have been configured. These CORs will not actually be assigned to extensions until later.

To simplify the COR administration, use the same CORs shown below.

- COR 1 - Subscribers

- COR 8 - Voice Mail and Call Answer channels

- COR 16 - DCP (PC/PBX) connection extension

CORs are assigned so that the following can be accomplished:

- Subscribers can call the extension numbers assigned to:

   — Information Service

   — Automated Attendant

   — Message Drop

   — DCP (PB/PBX connection)

   — Call Answer on nonintegrated configurations

   — Voice Mail on nonintegrated configurations

■ The DCP can call:

— Call Answer extension numbers

— Voice Mail extension numbers

The Voice Mail/Call Answer channels should be restricted so that they cannot call themselves. On the System 75 SAT, type **change cor 8.** Use the **[Enter]** key to tab to 8 and change **y** to n .

The DCP extension should be restricted so that it cannot call itself or subscriber extensions. On the System 75 SAT, type **change cor 16.** Use the **[Enter]** key to tab to 1 and 16, changing **y** to **n** .

Finally, the subscriber extensions should be restricted so that they cannot call the Voice Mail/Call Answer ports directly. On the System 75 SAT, type **change cor 1.** (See Figure C-1.) Use the **[Enter]** key to tab to 8 and change **y** to **n** .

► **Note**

Any other CORs that have been administered on your System 75 need to be changed so that they cannot call the Voice Mail/Call Answer channels directly ◄

FIGURE C-1 Class of Restriction Forms

Class of Restriction

COR Number: 16   FOL: 7

APLT? y   Calling Party Restrictions: NONE

Patitioned Group Number: 1   Called Party Restrictions: NONE

Service Observing? n   Forced Entry of Account Codes? n

Priority Queueing? n

CALLING PERMISSION (Enter "y" to grant permission to call specified COR)

0? **y**	8? y	16?n	24? y	32? y	40? y	48? y	56? y
1?n	9? y	17?y	25? y	33? y	41?y	49? *y*	57? y
2? y	10 ? y	18?y	26? y	34? y	42? y	50? y	58? y
3? y	11 ? y	19?y	27? y	35? y	43? y	51? y	59?y
4? y	12? y	20? y	28? y	36? y	44? y	52? y	60? y
5? y	13? y	21?y	29? y	37? y	45? y	53? y	61?y
6? y	14 ? y	22? y	30? y	38? y	46? y	54? y	62? y
7? y	15 ? y	23? y	31?y	39? y	47? y	55? y	63? y

Verifying Analog Channel Administration

Verify the following fields using the "display station" command on the System 75. (See Figure C-2.) If any discrepancies are found, use the "change station" command and the following procedures to make the appropriate changes:

1 Enter extension.

2 Enter type as **2500.**

3 Enter name.

4 Enter COR.

> ► |**Note**
> The Voice Mail/Call Answer COR is 8. For all other services, the COR is 1. ◄

5 Enter LWC Activation as yes .

6 Enter LWC Reception according to the following table:

Release	Setting
R1V1	y
R1V2	yes
R1V3	ap-spe
G1	msa-spe

7 Enter call waiting indication as n .

8 Enter Att call waiting indication as n.

Leave the remaining fields at default values. Repeat this procedure for each extension assigned to an AUDIX Voice Power analog channel.

FIGURE C-2 Display Station Form (Voice Power Channel 1)

STATION

Extension: 5111   BCC: 0
Type: 2500   Lock Messages: n   COR: 8   Room:
Port: A0701   Security code: COS: 1   Jack:
Name: VPL   Coverage Path: Tests? y   Cable:

FEATURE OPTIONS

LWC Reception? msa-spe   headset? n   Coverage Msg Retrieval? y
LWC Activation? y   Auto Answer? n   Data Restriction? n
Redirect Modification?   Call Waiting Indication? n
Off Premise Station? n   Att.Call Waiting Indication? n
Balance Network? n   Distinctive Audible Alert? y
Switchhook Flash? y   Message Waiting Indicator?

ABBREVIATED DIALING

List1:—   List 2:_____   List3: _____

HOT LINE DESTINATION
Abbreviated Dialing List Number (From above 1,2, or 3) ____

                                         Dial Code: ___

Verifying DCP Extensions

To integrate the System 75 to AUDIX Voice Power, a digital station must be configured. See Figure C-3.

Use the following procedures to verify the DCP extension:

1 Check the station digital set in the System 75 using the "display station" command.

2 Confirm that the station type is PC and that set is **7404D** .

> ► **Note**
> If your System 75 is a R1V1 software vintage, the station type should be assigned as a **7405D** set.   ◄

3 Verify that the COR is 16.

4 Confirm that "Restrict last call appearance" is **y.**

5 Check that all 10 button assignments are **call-appr** .

6 Verify that Button 1 is normal under display assignments or feature button assignments.

7 Confirm that there is a the data module for the PC/PBX connection.

This data module is actually a dummy extension that will not be used for AUDIX Voice Power. When assigning this extension, it is recommended that you select an obscure extension that will not be needed in the future, but which is valid number in the System 75 dial plan.

If any of these parameters have been set incorrectly, use the "Change Station" command on the System 75 and set the parameters as shown.

FIGURE C-3 System 75 Display Station Command Form for DCP Link

STATION

Page 1 of 4

Extension: 5120
  Type: PC
  Port B0403
  Name: Data Link / DCP

Bee: 0
Lock Messages: n
Security Code:
Coverage Path:

COR: 16
COS.

Room:
Jack: —
Cable:

FEATURE OPTIONS

LWC Reception? msa-spe Headset? n   Coverage Msg Retrieval? y
LWC Activation? y   Auto Answer? n Data Restriction? n
Redirect Modification? y   Idle Apperance Performance? n
PCOL/TRG Call alerting? n
Data Module? y   Restrict Last Appearance? y
Display Module? y

ABBREVIATED DIALING

List1:____   List2: ____   List3: ____

BUTTON ASSIGNMENTS
1: Call-appr   6: call-appr
2: Call-appr   7: call-appr
3: Call-appr   8: call-appr
4: Call-appr   9: call-appr
5: call-appr   10: call-appr

DISPLAY BUTTON ASSIGNMENTS

Page 3 of 4

1: normal
3: ____
4:____
5 :

STATION   Page 4 of 4

DATA MODULE
  Data Extension 5121   BOC: 2
    Name: dm for pc/pbx   COR: 16 COS: 1

ABBREVIATED DIALING
List:____

HOT LINE DESTINATION

    Abbreviated Dialing Dial Code (From above list) _
ASSIGNED MEMBERS
  Ext Name   Ext Name
  1 ___ :   3: ____
  2 ____ :   4: ____

Hunt Groups

Hunt groups should be created when more than one extension number is assigned to the same AUDIX Voice Power service. This allows the subscribers to call a single number, and the group extension to access the service (Figures C-4 and C-5).

In the stand-alone mode, hunt groups can be used for all services. The Call Answer hunt group number will be assigned as a coverage point in the coverage path for AUDIX Voice Power subscribers to provide the AUDIX Voice Power Call Answer service.

In the integrated mode, hunt groups can be used for all services except Voice Mail and Call Answer. Hunt groups are not used for these two services because the integration process automatically transfers calls to the Voice Mail and Call Answer analog channels.

Creating Hunt Groups

To create a hunt group, use the System 75 "add hunt-group" command and:

1 Assign a group number between 1-100.

2 Assign a group extension. This extension must be a valid extension in the System 75 dial plan and in most applications should be a DID number.

3 Enter the extensions of the analog channels that you will be assigning as members of the hunt group on page 2 of the hunt group form.

FIGURE C-4 Hunt Group Form (Page 1)

```
                          HUNT GROUP              Page 1 of 6


Group Number: 7
Group Name: vs hunt group    Group Extension: 5110        Group Type: ucd
Security Code: _____          Coverage Path: _____           COR: 1
Question? y                   Message Center: _____          ACD? n
ISDN Call Disp: _____        Night Service Destination _____


    Queue Length: 2                  Call Warning Port: _____
    Calls Warning Threshold: ___     Time Warning Port: _____
    Time Warning Threshold: ___      First Announcement Delay (sec): ___
    First Announcement
    Extension: ___
```

FIGURE C-5 Hunt Group Form (Page 2)

HUNT GROUP

Group Number: 7   Group Extension: 5110   Group Type: ucd

Group Number Assignments:

Ext Name	Ext	Name	Ext	Name
1: 5111 vp1	14: ____		27: ____	
2: 5112 vp2	15: ____		28: ____	
3: ____	16: ____		29: ____	
4: ____	17: ____		30: ____	
5: ____	18: ____		31: ____	
6: ____	19: ____		32: ____	
7: ____	20: ____		33: ____	
8: ____	21: ____		34: ____	
9: ____	22: ____		35: ____	
10: ____	23: ____		36: ____	
11: ____	24: ____		37: ____	
12: ____	25: ____		38: ____	
13 ____	26: ____		39: ____	
			40: ____	

Call Coverage Paths

AUDIX Voice Power can be administered as the first, second, or third point of call coverage. See Figure C-6.

In the stand-alone mode, the Call Answer hunt group number would be used as the coverage point. In the integrated mode, the DCP extension number should be used as the coverage point.

Creating Coverage Paths

Use the "add coverage path" command. Inside and outside calls should be administered identically. Typically, the number of rings assigned should be between 2 and 4.

Changing Coverage Paths

Use the "change coverage path" to make the appropriate changes.

FIGURE C-6 Call Coverage Form

```
                        COVERAGE  PATH                    Page 1 of 1


              Coverage Path Number: 6
                    Next Path Number: ____        Linkage: —   —

         COVERAGE CRITERIA

             Station/Group  Status        Inside Call         Outside Call

                  Active?                      n                   n

                  Busy?                        Y                   Y

                  Don't Answer?                Y                   Y

                  All?                         n                   n

                  SAC/Go to Cover?             Y                   Y

         COVERAGE POINTS


                  Point 1: h7                        Point 3: ____


                  Point 2: ____
```

Subscriber Administration

Administer each subscriber on the System 75 who will be a subscriber on the AUDIX Voice Power using the "change station" command and assign each station's parameters as follows (see Figure C-7):

1 Verify that the "Name" field exactly matches the name recorded on FORM D.

2 Assign the coverage path number (for stand-alone, the Call Answer hunt group; for integrated, the DCP extension) as the coverage point.

3 Assign COR 1.

4 Enter LWC Reception according to the following table:

Release	Setting
R1V1	y
R1V2	yes
R1V3	ap-spe
G1	msa-spe

> ⚠ **WARNING**
> **DO NOT ASSIGN AS audix.**

5 Assign LWC activation as y .

6 For single line analog stations, set the Message Waiting Indicator to either **yes** or **Led** .

FIGURE C-7 Station Form for AUDIX Voice Power Subscriber

STATION

Extension: 4488   Bee: 0

Type: 2500   Lock Messages: n   COR: 1   Room: ____

Port: A0906   Security Code : ____   COS: 1   Jack : ____

Name: A. Subscriber   Coverage Path :6   Tests? y   C a b l e___:

FEATURE OPTIONS
LWC Reception? msa-spe   Headset? n   Coverage Msg Restrival? y

LWC Activation? n   Auto Ans? n   Data Restriction? n

Redirect Notification? y   Call Waiting Indication? y

Off Premise Station? n   Att Call Waiting Indication? y

R Release Network? n   Distinctive Audible Alert? y

Switchhook Flash? y   Message Waiting Indicator? led

ABBREVIATED DIALING

List1: ____   List2: ____   List3: ____

HOT LINE DESTINATION
Abbreviated Dialing List Number (From above 1,2, or 3:)   ____
Dial Code: ____

Trunk Administration

Administer all trunks that call into AUDIX Voice Power with the name
OUTSIDE CALL .

Ambiguous Extensions

An ambiguous extension must not be used for the DCP or for any of the
channels assigned to AUDIX Voice Power. An ambiguous extension is one
that is shorter than the maximum length and also starts with a digit that
could be part of a longer extension under the System 75 dial plan.

Error Messages

Introduction to System Messages

System messages are logged automatically in an error log when problems or potential problems occur within the AUDIX Voice Power system. The system administrator can access the error log by selecting Event Log Report from the **system Report** menu.   When an error message is read from the error log, refer to this section to determine the action you should take.
If the action requires that you to contact a field service representative, this means:

■ for System 25, call the National Systems Assistance Center (NSAC) at
    1-800-628-2888.

■ for System 75, call the National Systems Support Center (NSSC) at
    1-800-922-0354.

Messages call attention to the following types of conditions:

■ Software   failures

■ Hardware failures at the board level

■ Diagnostic test results (when initiated by the error tracker software)

■ Alarm   conditions

■ System restart conditions.

Sometimes, messages require corrective action. Usually, the only action required is to report the condition to the National Systems Support Center or National Systems Assistance Center. The urgency of the message is specified with one of the following definitions in the message:

■ **Critical** means that the error is interrupting service, so immediate action is essential.

■ **Major** means that this is a potentially serious problem and should be fixed soon even though it is not interrupting service at this moment.

■ **Informational** means that no immediate action is necessary, but you should be aware of the system's condition.

■ **Status** means that this is not an error and no action is necessary. This is to inform you of a change of state within the system.

The messages are divided into subgroups according to the software process which outputs the messages:

■ Speech Processing Library **(SPPLIB)—messages 100–299**

■ Transaction State Machine **(TSM)** Process—controls transactions via script execution and commands—messages **400—499**

■ Voice Response Output Process **(VROP)—manages** speech data base and downloads speech data to VRU—messages **500–599**

■ Error Tracker **(ET)** Process—provides error history—messages **600—699**

■ Maintenance **(MTC)** Process—runs temporary diagnostics— messages **700—799**

■ Data Base Initialization **(DBINIT)—messages 1700–1799**

■ Tip/Ring Interface Process **(TRIP)—messages 2000–2099**

■ User Applications **(APP)—messages 5000** and up.

  – Voice Mail Database Interface Process **(D1P2)—messages 5000–5099**

  – Message Delivery Process **(D1P21)—messages 5000–5099**

  – Administration Process–messages **5100–5149**

  – DCP Communication Process **(D1P27)—messages 5150–5199**

  – Reports Process **(D1P3)—messages 5200–5249**

  – Outcalling Data Interface Process **(D1P31)—messages 5250–5299**

  – Switch Information Data Interface Process **(DIP24)—messages 5400–5499**

System Message Format

When a system message is generated for the first time within an hour, it has the following format:

> **<priority> <msg_ id> <text> <time>**

The following is a sample message:

> **CRITICAL 904 (CS C FUSE) Cabinet Fuse Blown 15:30**

If a system message is generated repeatedly within a short time (typically, within a few minutes), the following message format is used to avoid flooding the errors file with duplicate messages:

> **<priority> <# instances> <msg_id> <mnemonic> <time>**

The following is a sample message:

> **CRITICAL 40 instances of 904 (CS C FUSE) by 15:31**

The first, tenth, twentieth, fortieth, eightieth, and so on messages are written to the errors file. A message that occurs a large number of times indicates a significant problem that should be dealt with as soon as possible.

In this section, the system messages are listed in a slightly different format than they are written to the errors file. The messages listed here include additional information to help you understand the message and take the proper corrective action.

The system messages in this section begin with a message identification (msg_id) nrnber. Following the msg_id number is the message mnemonic. The mnemonic is useful when identifying an error message for the National service representatives.   If the message pertains to a hardware unit, the mnemonic is followed by the unit type in parentheses.

The message priority level (critical, major, informational, and status) follows the mnemonic. A brief description of the message is displayed immediately following the message priority.

Any variable fields within the message are shown enclosed within angle brackets (< >) and appear as actual strings or integers on the monitor or printer.

The following example illustrates the format of a typical system message as listed in this section:

311 (INITASH) (TR) , MAJOR
 Initialization Error on Channel: <channe> TR: <integer>

In the preceding example, the msg_id is 311. The mnemonic is **lNITASH** and the associated hardware device is **TR.** The message priority is MAJOR. This means some corrective action is required. The description of the error message follows for the **TR <integer>.** In this string, the **<integer>** signifies the board number.

Using the Explain Command

An *explain* command is available for you to find out the problem specified by an error message. This command uses the error number to provide the user with information about how to respond to the error message.

To use the *explain* command:

1 Open the **Voice System Administration** menu.

2 Move the cursor to **Reports Adrninistration** and press **[Enter]** .

— The **Reports Administration** menu is displayed.

3 Move the cursor to **System Reports** and press **[Enter]** .

— The **System Reports** menu is displayed.

4 Press **[Enter]** to display the **Event Log Report.**

5 Press **[F8] (CHG-KEYS)** to show the alternate keys.

6 Press the **[EXPLAIN]** key.

— An Explanation form window is displayed.

7 Type the error message code that you want explained and press **[Enter]** .

— An Explanation **of Event** message appears.

For example, to get an explanation for message 401,

> **401 (TSH RCV) , CRITICAL**
> **TSM: Cannot Receive Msg: ret = <integer> errno = <integer>**

type **401** and press **[SAVE]** .

The system responds with an explanation similar to the explanation in this document:

> **The message for error code 401 is:**
>
> **TSM failed to receive a message from another process. The value of the errno indicates the reason for the error. Contact the NSSC for assistance.**

8 To return to the Voice Power System menu interface, press **[F6] (CANCEL)** repeatedly.

System Message Listings

The messages are arranged in numerical order by msg_ids. They are organized in subgroups according to the software process that outputs the message. Each message appears in bold type.

Following each message is a short explanation of the message and the recommended corrective action. A similar explanation appears when you use the explain command. If no corrective action is provided, the message is either informational or is corrected automatically by the Voice Power System.

Some of the corrective actions must be performed by a system administrator or a field service representative. These messages are identified whenever possible.

When a corrective action requires you to contact AT&T, in most cases you will need to talk to a software support individual because there may be a problem with the software or the way that you have your system set up. If a corrective action requires you to shut down, restart, and diagnose the system, etc., refer to the procedures provided in other sections of this guide.

Speech Processing Library (SPPLIB)

108 (SPP__NOSAVE), MAJOR
Cannot Save Shared Memory (<integer>) During <string> To Disk

The Voice Power System is attempting to save recent changes entered into the configuration. The update was not completed successfully.

- Check the permissions on the directories and files in the path /gendb/shmem/*.

- Ensure that the root file system is not out of free space.

- Possible damaged file system (use fsck when the system is at single user level).

- Possible disk or disk controller problems.

109 (VROP__GSEMA), MAJOR
Cannot Get VROPQ Semaphore To Lock It

An administrative command could not access a control semaphore. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon.

- Try stopping the Voice Power System and then restarting it. If this is unsuccessful, a reboot of the processor will correct the problem.

110 (VROP__LSEMA), MAJOR
Cannot Lock VROPQ Semaphore But lt Should Be Available

An administrative command was unable to lock a semaphore that was allocated to it. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon.

- Try stopping the Voice Power System and then restarting it. If this is unsuccessful, a reboot of the processor will correct the problem.

Transaction State Machine (TSM) Process

401 (TSM__RCV), CRITICAL
TSM: Cannot Receive Msg ret = < integer>, errno = < integer>

TSM failed to receive a message from another process. The value of the ermo indicates the reason for the error.

■ Contact the NSSC or NSAC for assistance.

402 (TSM__SND), CRITICAL
TSM: Cannot Send Msg to < integer>: ret = < integer>
errno = < integer> mcont = < integer>

TSM failed to send a message to another process. The value of the ermo indicates the reason for the error.

■ Contact the NSSC or NSAC for assistance.

403 (TSM__ASS), MAJOR
TSM: Cannot get script name for channel < channel>: ret = < integer>

TSM was unable to find the specified script corresponding to a Channel.

■ Return to the Configuration Screen to check that a service is assigned to the channel.

404 (TSM_TRAN), MAJOR
TSM: Cannot load script < string> for channel < channel>

TSM failed to load the specified script from disk. This message occurs if TSM encountered an error while opening or reading the script file.

■ Reload application software if error persists. Ensure that:

— The assembled script file (.T file) is in directory /vs/trans.

— The assembled script file (.T file) is in the proper format, that is, it is the output produced by the tas assembler.

405 (TSM__NOSLOT), MAJOR
TSM: No Slot Available for Script < string>

■ Contact the NSSC or NSAC for assistance.

406 (TSM--NOSCRIPT), MAJOR
TSM: Cannot Find Script < string>; errno = < integer>

TSM failed to open the specified script file. This occurs if the script file does not exist. The value of the ermo indicates the cause of the error.

■ Ensure that the script file (.T file) is in directory /vs/trans.

■ Script needs to be assigned.

■ Look up the value of ermo in Intro(2), Introduction to Section 2 in the UNIX Programmer Reference Manual.

407 (TSM--BADSCR1PT), MAJOR
TSM: Script < string> has Bad Format

The format of the script file (.T file) is invalid. This can occur if the file is not the output of the tas assembler.

■ Ensure that the script file (.T file) is the output of the tas assembler.

■ Reload the application software if error persists.

408 (TSM__SCRD), MAJOR
TSM: Read Error on Script < string>

A read error occurred while TSM was reading the script file from disk.

■ Hang up the telephone and try again several times.

■ You have UNIX system disk problems. Reboot the system, then reload the software.

409 (TSM__MTSCRIPT), MAJOR
TSM: No Data in Script < string>

The specified script has no instructions.

■ Reload the application software if error persists.

410 (TSM__SHMFAIL), CRITICAL
TSM: Shared Memory failure: < string>, errno < integer>

TSM failed to attach a shared memory segment. This error can only be seen at initialization. The ermo indicates the reason for the error.

■ Contact the NSSC or NSAC for assistance.

411 (TSM__PC__FAIL), MAJOR
TSM: Script on Channel < channel> Failing PC at Instruction < integer>

The program counter (PC) value is invalid. The PC value is too small or too large. This may be caused by an invalid location or the program size has exceeded the maximum allowable limit.

■ Contact the provider of the application software that includes the script assigned to (Channel).

412 (TSM__TSTART), MAJOR
TSM: Cannot Start Transaction on channel < channel>: < string>

The script was loaded into memory, but cannot start execution because the initial program counter (PC) value is incorrect.

413 (TSM__NO__SCPT__P), MAJOR
TSM: Cannot open script environment param file:
ret = < integer> errno = < integer>

TSM failed to open the script environment parameters file.
The value of the errno indicates the reason for the error.

■ Ensure that the file "script_param" exists in "/gendb/data."

This error message is for an unsupported software feature. It should
not appear normally. If it appears, it does not have serious
implications. For further information, contact the NSSC or NSAC.

414 (TSM__SEP_READ), MAJOR
TSM:Cannot read script envimmnt params: ret= < integer>
errno = < integer> rec = < integer>

TSM failed to read the script environment parameters file.
The value of the ermo indicates the reason for the error.

■ Remove the file "script_param" from in "/gendb/data" and
    recreate it again.

This error message is for an unsupported software feature. It should
not appear normally. If it appears, it does not have serious
implications. For further information, contact the NSSC or NSAC.

415 (TSM__INIT__FAIL), CRITICAL
TSM: Initialization Failure

TSM process cannot be started due to some initialization failure.

■ Stop the system, then restart it.

■ If the failure persists, contact the NSSC or NSAC.

416 (TSM__lNVLD__MSG), INFORM
TSM: Ignored Message from < integer>, content < integer>, than < channel>: < string>

TSM did not process a message because it was inappropriate. The message originator, message content, channel number, and reason for not processing are specified. TSM will continue execution after reporting the error.

■ This error does not have serious implication, but it should be reported to the NSSC or NSAC.

417 (TSM__NOSPACE), MAJOR
TSM: No space for < string>, errno < integer>

TSM failed to allocate more space.

■ Ensure that the script is not bigger than the maximum allowed limit.

418 (TSM__TR__CMD), MAJOR
TSM: TR Device Driver Command (< string>) Failure: than <channel>, board < device>

TSM failed to execute a TR UNIX system driver command. The command name and the ermo is specified.

■ Contact your field service representative for assistance.

419 (TSM__TR___CMD), MAJOR
TSM: TR Device Driver Command (< string>) Failure: than < channel>, board < device>

TSM failed to execute a TR UNIX system driver command. The command name and the ermo is specified.

■ Contact the NSSC or NSAC for assistance.

Voice Response Output Process (VROP)

549 (VROP__RESIZESP), MAJOR

> ⚠️ **WARNING**
> You may need to increase the number of speech buffers (nbufs)
> defined in the file /vs/data/spchconfig.

550 (VROP__BADACT), MAJOR
VROP Activity list is corrupted

The activity list data structure in the VROP process is corrupted.

■ Restart the Voice System if this error continues.

551 (VROP__LRULIST), MAJOR
VROP speech buffer lru data structure is corrupted

The speech buffer data structures are corrupted.

■ Restart the Voice System if this error continues.

552 (VROP__SBM__ERR), INFORM
VROP speech buffer usage count error

The speech buffer usage count has been corrupted.

■ No harmful consequences should ensue, but restarting the
Voice System should correct the error.

553 (VROP__USAGE__CNT), MAJOR
VROP in-use speech buffer in the speech buffer free list

The speech buffer data structures are corrupted.

■ Restart the Voice System if this error continues.

571 (VROP__CONFIG), MAJOR
VROP Config file < string> is incorrect

A line in the spchconfig file is invalid.

■ Edit the file /vs/data/spchconfig and fix the line indicated.
   The file should contain a line of the form:

```
nbufs  40
```

This line tells the Voice System how many speech buffers to
allocate in memory. The number of speech buffers should be a
minimum of 2.5 times the number of equipped voice channels.
A default value will be used if no valid value can be found. The
Voice System will need to be restarted after the file is fixed.

572 (VROP__HWERR), MAJOR
Hardware Error on device < device>, than < channel>

A hardware error on the indicated Voice System board has occurred.

■ Run diagnostics on the indicated board.

573 (VROP__NOSPACE), CRITICAL
No space available in file system < string>

No free space is available in the indicated speech file system.

■ Remove any unneeded phrases.

■ It is possible that the speech file system is corrupted. Run audit if
   you suspect file system corruption.

574 (VROP__BADFS), MAJOR
Error occurred on file system < string>: (run audit when convenient)

A file system error has occurred on the indicated speech file system.

■ Run audit when convenient.

575 (VROP__UNIXFIO), MAJOR
Error occurred accessing UNIX file <string >

An error occurred accessing the indicated UNIX system file. This could be caused by a disk error or by a corrupted UNIX file system,

■ Reboot the UNIX system if you suspect a corrupted UNIX file system.

577 (VROP__NONEX), MAJOR
Attempt to use non-existent phrase < integer> in talk file <integer>

A script attempted to access the nonexistent phrase indicated.

■ Review your applications and obtain and install a replacement phrase.

578 (VROP__SHMERR), MAJOR
VROP: error using shared memory region < integer>

An error occurred accessing a shared memory region used to access speech phrases.

■ Rebooting the system may be required to correct the problem.

579 (VROP__MSGERR), MAJOR
VROP: error using UNIX messages: < string> (target < integer>)

An error occurred accessing a UNIX system message queue.

■ Restart the system to correct the problem.

580 (VROP__UNIXOPEN), INFORM
Error occurred opening UNIX system file < string>

An error occurred when attempting to open the indicated UNIX system file.

■ Perhaps the file can be obtained from a recent backup.

581 (VROP__TIMEOUT), lNFORM
VROP: Timeout detected: action < integer>

A timeout error occurred. These can occur because of other errors in the system or because of excessive system load.

■ Restart or reboot the system if these errors continue.

582 (VROP__NOACT), MAJOR
VROP: no activity lists are available

The activity list, a data structure used to keep track of speech commands in progress, has been exhausted causing some play or record operation to fail.

■ Restart the Voice System if these errors continue.

583 (VROP__BADTAG), INFORM
VROP: Invalid tag: action < integer>: event < integer>:
act2 < integer>: type < integer>

A software error occurred. These can be associated with timeouts if the system is experiencing excessive load.

■ Restart the system if the errors continue.

584 (VROP__NOSPCHBLK), MAJOR
VROP: no speech buffer blocks available; resizing of spchconfig recommended

No speech buffer blocks are available in shared memory.

■ Resize the nbufs parameter in the file /vs/data/spchconfig.

585 (VROP__BADCODE), MAJOR
VROP: Software Error detected: action < integer>, type < integer>

A software error was detected.

■ Restart the Voice System if the errors continue and contact the NSSC or NSAC for assistance.

586 (VROP__BADPHR), MAJOR
VROP: phrase < integer> in talk file < integer> is bad

The indicated speech phrase is corrupted.

- Run audit when convenient. The phrase will need to be recovered from a speech file system backup.

588 (VROP__NOTIMELIST), INFORM
VROP: no timeout lists are available

The timeout list data structure is exhausted. There are no direct harmful consequences, but the error may be an indication of system problems.

- Restart the system if the error continues.

589 (VROP__NODIRSLOT), MAJOR
VROP: no directory entry available in file system <string>

The speech file system directory entries have been exhausted. No more phrases can be created until the situation is corrected.

- Remove any unneeded phrases and run audit when convenient.

590 (VROP__BADFREE), MAJOR
Free list is corrupted on file system c string>

The speech block free list is corrupted on the indicated file system.

- Run audit as soon as possible to correct.

591 (VROP__PLAY__TMOUT), MAJOR
Play request is not serviced fast enough

A request to play phrases has not been serviced fast enough. The system load is excessive.

- Attempt to reduce the load on the system to prevent poor service to customers.

592 (VROP__CODE__TMOUT), MAJOR
Coding request is not serviced fast enough

A request to record a phrase has not been serviced fast enough.
The system load is excessive.

■ Attempt to reduce the load on the system to prevent poor service
  to customers.

593 (VROP__FSOPEN), INFORM
Error opening file system < string>

The system could not open the indicated speech file system.
This can be caused by a disk error or by some system error.

■ Run audit, reboot the system or replace the bad disk if necessary.

594 (VROP__FSIO), MAJOR
Access error to file system < string>: called from < integer>

An error occurred accessing the indicated speech file system.
This can be caused by a disk error or by some system error.

■ Run audit, reboot the system or replace the bad disk if necessary.

595 (VROP__BADCMD), lNFORM
Unrecognized command received

An unrecognized command has been received by the VROP process.

■ Inform the NSSC or NSAC.

596 (VROP__DIORESPAWN), lNFORM
D1O process respawned

The DIO process died and respawned.

■ Inform the NSSC or NSAC and restart the system if the error
  continues.

597 (VROP__TROPEN), MAJOR
Error opening TR device driver

The VROP process failed when opening the IVP (TR) driver. No speech can be played or recorded on the IVP4 boards until the condition is corrected.

■ Reboot the UNIX system to correct the problem.

Error Tracker (ET) Process

601 (SHMEM__SHOW), STATUS
Showing State of ET Shmem (ETCOUNTS)

The user asked the Error Tracker (ET) to display the state of its shared memory (presumably for debugging purposes). This should not occur spontaneous y.

- If it appears without being requested, inform the NSSC or NSAC. No need for immediate action.

602 (READ__DB), STATUS
Change to Error Rules Rcved by ET

ET just reread its error rules file because it changed. Informational Message–no action is required because this is seen only during system development and startup.

603 (ET__ATT), INFORM
Unexpected EOF on Error Rules File after < integer> Lines

There is an error in the rules file. This message should only be seen during system development and startup.

- Correct and recompile the rules file (run 'mkerr').

604 (ET__BAD__MSG), INFORM
Invalid msg_id (< integer>) Received from < string>

ET received a message it does not understand.

- Call the NSSC or NSAC for assistance when convenient.

605 (ET__CKSHMEM), MAJOR
ET has Tried to Check/Reinit its SHMEM (ETCOUNTS)

ET tried to check/reinitialize its shared memory. If this message occurs continuously without a user's request, ET will not work properly until this is fixed.

■ Try stopping and restarting the system.

■ If this message persists, call the NSSC or NSAC for assistance.

606 (ET__ESLOT), INFORM
ET Discarded Msg of Type < integer>: Error Count Array Full

A software error exists or ET is getting an extreme number of messages.

■ Call the NSSC or NSAC for assistance when convenient.

607 (ET__MSGRCV), CRITICAL
ET Not Read Msg: errno = c integer>, rc = c integer>

Something is wrong with the interprocess communication.
ET cannot receive messages.

■ Try stopping and restarting the system.

■ Call the NSSC or NSAC for assistance.

608 (ET__MSGSND), CRITICAL
ET Not Send Msg to < string>: errno = < integer>, rc = < integer>

Something is wrong with the interprocess communication.
ET cannot send a message to the specified process.

■ Try stopping and restarting the system.

■ Call the NSSC or NSAC for assistance.

609 (ET__NO__ATT), MAJOR
Cannot Open ATT Error Rules File (vs/data/errors)

- Check to see that the file /vs/data/errors exists and check its permissions.

610 (ET__NOQ), CRITICAL
ET Cannot Open its Message Queue

Something is wrong with the interprocess communication.
ET cannot open its message queue.

- Try stopping and restarting the system.

- Call the NSSC or NSAC for assistance.

611 (ET__NORULES), MAJOR
ET Cannot Access Error Rules File (< string>)

ET cannot access the specified error rules file. ET will not work
- properly until this problem is fixed.

- Call the NSSC or NSAC for assistance.

612 (ET__NOSHMEM), CRITICAL
ET Cannot Attach SHMEM <string>

ET is having problems with its shared memory. ET will not work
properly until this problem is fixed.

- Try stopping and restarting the system.

- Call the NSSC or NSAC for assistance.

613 (ET__NO__VAR), INFORM
Cannot Open VAR Error Rules File (gendb/data/errors)

Informational message unless there is supposed to be a VAR error file. The application-specific error rules file is missing.

■ Contact the provider of the application software package that is installed.

616 (ET__SHMIT), INFORM
ET Shared Memory (SHMEM ETCOUNTS) Init

ET initialized its shared memory. Informational message—no action required.

617 (ET__SHOWER), STATUS
ET Printing Rules as Requested

This should not appear unless the user asks ET to print its rule file. Informational message–no action required.

618 (ET__VAR), INFORM
Unexpected EOF on VAR Err Rules File after < integer> Lines

■ There is an error in the VAR rules file.

■ Contact the provider(s) of the application packages that are installed.

620 (ET__DEBUG), STATUS
ET Verbose Mode for Debugging Toggled

This message should not appear unless the user sends the MSG to ET.

■ If the verbose mode appeared unexpectedly, report this to the NSSC or NSAC.

621 (ET__FLOOD), INFORM
\<string\>

This message is printed as a result of the flood control being turned
on to prevent messages from flooding the screen or the
ET history file.

622 (ET__URS), CRITICAL
User Ordered ET to RESTART System

The user ordered ET to restart the system.

623 (ET__URB), CRITICAL
User Ordered ET to REBOOT System

The user ordered ET to restart the system.

624 (ET__WIPE), INFORM
ET Removed Defunct Process \<string\> (\< integer\>) from Bulletin Board

ET removed a defunct process or an invalid process entry it found in
the bulletin board.

■ This message should be reported to the NSSC or NSAC.

626 (ET__STUCK), MAJOR
ET Noticed \< string\> (\< integer\>) to be Stuck

ET noticed that the specified process was hung. This error message
will continue to appear until something is done about the process'
bulletin board entry.

■ Stopping and restarting the system should clear the
   bulletin board.

■ This message should be reported to the NSSC or NSAC.

627 (ET_BAD_ARGS), INFORM
Invld channel(< integer >)/brd(< integer >) for msgid(< integer >) Recvd from < string>

ET received a message with bad arguments (i.e., invalid board number, invalid channel number for the given board number, etc.).

■ This message should be reported to the NSSC or NSAC.

628 (ET_NEW_PID), MAJOR
ET Noticed PID for < string> changed: < integer> to <integer>; Proc probably respawned

ET noticed the process id for a given process to have changed, which indicates that the process probably died and respawned.

■ This message should be reported to the NSSC or NSAC.

651 (ET_DYKE), STATUS
ET turned flood control < string> as requested

The user ordered ET to turn its flood control on or off via the "etset" command.

652 (ET_NEWS), STATUS
ET set summary to c string> as requested

The user ordered ET to set the summary to be displayed only when it receives new error messages since it last displayed the summary or all the time regardless of whether it receives any new messages.
The user made the request via the "etset" command.

653 (ET_PRIORITY), STATUS
ET set summary priority to < string> as requested

The user ordered ET to set its summary priority level to the specified level via the "etset" command.

654 (ET__SUMSHOW), STATUS
ET showed summary settings as requested

> The user ordered ET to display its current summary settings.
> The user made the request via the "etset" command.

655 (ET__SUMTIME), STATUS
ET set summary interval to < integer> minutes as requested

> The user ordered ET to set its summary interval for the time between
> the display of summary messages to the specified number of minutes
> via the "etset" command.

Maintenance (MTC) Process

700 (STA__CHAN), STATUS
MTC reports channel < channel> is now in state < integer>.

> Maintenance reports: the permanent state of a channel has changed.

701 (STA__CARD), STATUS
MTC reports card < device> is now in state < integer>.

> Maintenance reports: the permanent state of a card has changed.

710 (INV__RQST), lNFORM
MTC received invalid request, morig = < integer>, mcont = < integer>, reqst = < integer>.

> Maintenance received an invalid request message. The message has been ignored.   This is an indication of software problems.
>
> ■ If this error persists, try stopping and restarting the Voice System.

711 (lNV__TSMR), INFORM
MTC received invalid tsmr, state= < integer>, mcont = < integer>.

> Maintenance received an invalid response from TSM. The response has been ignored. This is an indication of software problems.
>
> ■ If this error persists, try stopping and restarting the Voice System.

712 (lNV__MESG), lNFORM
MTC received invalid message, state= < integer>, morig = < integer>, mcont = < integer>.

> Maintenance received an invalid message while interacting with TSM. The message has been ignored. This is an indication of software problems.
>
> ■ If this error persists, try stopping and restarting the Voice System.

713 (RLS__FAIL), MAJOR

Maintenance cannot acquire a device from TSM. This is an indication of software problems.

■ If this error persists, try stopping and restarting the voice system.

714 (RCVE__MSG), CRITICAL
MTC cannot receive a message, return= < integer>, errno = < integer>, < string>.

Maintenance cannot receive messages. This is an indication of system problems.

■ Try stopping and restarting the Voice System or rebooting the system.

715 (SEND__MSG), CRITICAL
MTC cannot send a message, return= <integer>, errno = <integer >.

Maintenance cannot send messages. This is an indication of system problems.

■ Try stopping and restarting the Voice System or rebooting the system.

716 (UNK__TYPE), MAJOR
MTC detected an invalid type (< integer>), on card < device>.

Maintenance detected an invalid device type in shared memory. This is an indication of system problems.

■ Try stopping and restarting the Voice System or rebooting the system.

717 (SYS__FAIL), MAJOR
MTC cannot \<string> for card < device>, return= < integer>,
errno = < integer>.

Maintenance failed a system call. This is an indication of system problems.

■ Try stopping and restarting the Voice System or rebooting the system.

718 (NO__CLOCK), MAJOR
MTC cannot find clock on card < device>.

Maintenance detected no clock on a system-master board. This is an indication of hardware problems. The board may need to be replaced.

■ Try removing the device from service and rebooting the system+ If the device passes initial boot diagnostics, you may then restore the device.

722 (GET__SEMA), MAJOR
MTC cannot acquire the semaphore.

Maintenance cannot create the semaphore. This is an indication of system problems.

■ Try stopping and restarting the Voice System or rebooting the system.

723 (SET__SEMA), MAJOR
MTC cannot set the semaphore.

Maintenance cannot lock the semaphore. This is an indication of software problems.

■ Try stopping and restarting the Voice System or rebooting the system.

724 (SHM_-FAIL), CRITICAL
MTC cannot attach the < string> area.

Maintenance cannot attach shared memory. This is an indication of software problems.

■ Try stopping and restarting the Voice System or rebooting the system.

725 (SHM__INVD), CRITICAL
MTC detects a invalid < string> area.

Maintenance detected invalid shared memory. This is an indication of software problems.

■ Try stopping and restarting the Voice System or rebooting the system.

726 (OPN__FAIL), CRITICAL
MTC cannot perform a < string>.

Maintenance cannot open the tip/ring driver. This is an indication of software problems.

■ Try stopping and restarting the Voice System or rebooting the system.

727 (CLR__SEMA), MAJOR
MTC cannot clear the semaphore.

Maintenance cannot unlock the semaphore. This is an indication of software problems.

■ Try stopping and restarting the Voice System or rebooting the system.

740 (DG__START), STATUS
MTC reports diag started on (< string>) card <device>.

Maintenance reports: diagnostics have started on a hardware card.

741 (DG__RESLT), STATUS
MTC reports diag results on card < device>, return= < integer>,
errno = < integer>, < string>.

Maintenance reports: diagnostic results.

742 (DG__PASSD), STATUS
MTC reports diag passed on (< string>) card < device>.

Maintenance reports: diagnostics have passed on a hardware card.

750 (DG__FAILD), STATUS
MTC reports diag failed on card < device>, because < string>.

Maintenance reports: diagnostics have failed on a hardware card.
This is an indication of hardware problems. The board may need to
be replaced.

■ Try removing the device from service, and rebooting the system.
   If the device passes initial boot diagnostics, you may then restore
   the device.

Data Base Initialization (DBINIT)

1701 (NO _DBFILE), MAJOR
NO < string> SHMEM File.

The system is unable to initialize its shared memory properly.

■ Call the NSSC or NSAC.

Tip/Ring Interface Process (TRIP)

2000 (TRIP__OPEN), CRITICAL
TRIP: Tip/Ring Driver Open Failure, Reason c integer>

The Tip/Ring Input Process is unable to access any of the tip/ring boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer Reference Manual

- Ensure that only a single copy of the voice software is operational.

- Attempt a software restart.

- Make sure that the generic software has been properly installed.

- Attempt to reboot the system.

- As a last resort reload the generic software.

2001 (TRIP__DTBL), CRITICAL
d Memory (devtbl) Attach Failure, Reason < integer>

This error indicates that the Voice System initialization failed; probably dbinit did not run or did not complete successfully.
The reason number is explained in Introduction to Section 2 of the UNIX Programmer Reference Manual.

- Try stopping the Voice System and then starting it again.

2002 (TRIP_-EVNT), CRITICAL
TRIP: Tip/Ring Event Receipt Failure, Reason <integer >

The tip/ring boards in the system have become inaccessible.

- Attempt a software restart (stop the system, then restart it).

2003 (TRIP__PRTY)(tr), MAJOR
TRIP: TDM Parity Error Detected On Channel <channel>
And Time Slot < integer>

This error should not be generated.

■ Call the NSSC or NSAC.

2004 (TRIP__OVFL)(tr), MAJOR
TRIP: Tip/Ring Event Lost, Base < device>, lines < integer>

Too many simultaneous events have occurred on the indicated boards for the Voice System to process. DATA HAS BEEN LOST, affecting service to callers on one or more channels. System load may be too heavy.

■ If error continues, reboot the system.

2005 (TRIP__SBRK)(tr), MAJOR
TRIP: Break in < string> detected on channel < channel>

A gap has been detected during a coding or voice output session. Either the customer-coded voice is incomplete or the voice that the customer heard contained inappropriate silence.

This condition typically is related to excessive load on the system controller. This error typically appears at the same time as errors 591 **(VROP__PLAY__TMOUNT) or 592 (VROP__CODE__TMOUNT).** These indicate the same condition.

2009 (TRIP__CLIP), STATUS

This error indicates that the output signal level on a Tip/Ring Channel approached the level deemed too loud for the Telephone Network by the FCC. The output signal was thus interrupted until the output signal level dropped below the threshold of noncompliance.

User Applications (APP)

Voice Mail Database Dip Error Messages

5000 (VMD__SYSERR), MAJOR
< string> FAILED for < string>, erron: < integer>

The Voice Mail Database DIP encountered a system error while trying to access a database file. The value of ermo indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

- Ensure that the / and /usr file systems are not out of free space.

- There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

- Contact your field service representative for assistance.

5001 (VMD__ENOENT), MAJOR
< string> is missing

A file is missing from the Voice Mail Database.

- Contact your field service representative for assistance.

5002 (VMD__MWLUNEX), INFORM
bad MWL event: < string>

The Voice Mail Database DIP received an unexpected message concerning Message Waiting Lamp updates. For example, if the DIP has requested a particular channel for MWL updates, it does not expect to receive notice from TSM that some other channel has been granted to it.

- If this message persists, contact your field service representative.

5003 (VMD__BADFORM), MAJOR
< string> is badly formatted < string>

A Voice Mail Database file is not formatted properly. A possible software or file system problem may exist.

■ Contact your field service representative for assistance.

5004 (VMD__OUTERR), INFORM
asked to logout < string> -- already logged out

A script requested that the Voice Mail Database DIP log out a subscriber who was not currently logged in.

■ If this message persists, contact your field service representative.

5005 (VMD__SCRERR), MAJOR
script error on channel < integer>: < string>

The Voice Mail Database DIP has received bad input data from a script.

■ If this message persists, contact your field service representative.

5006 (VMD__MWLLIST), INFORM
MWL list problem: < string>

The Voice Mail Database DIP encountered a problem while trying to change its list of Message Waiting Lamp update requests. Therefore, a Message Waiting Lamp will not be updated properly.

■ If this message persists, contact your field service representative.

5007 (VMD__REFERR), INFORM
MWL refresh problem: < string>

The Voice Mail Database DIP encountered a problem while trying to refresh Message Waiting Lamps.

5008 (VMD__MSGERR), MAJOR
< string> failed: ret code < integer>, errno < integer>

The Voice Mail Database DIP encountered a problem while trying to send or receive an interprocess communication message. The value of ermo indicates the error reason.

■ Contact your field service representative for assistance.

5009 (VMD__PHRDEL), INFORM
cannot remove phrase < integer> due to overflow

The Voice Mail Database DIP was not able to ask VROP to delete a phrase from the speech database. The DIP's phrase removal list has overflowed.

■ An audit of the Voice Mail Database may help resolve the problem.

■ If this message persists, contact your field service representative.

5010 (VMD_-REQERR), MAJOR
Failure for request <integer > (from < string>): < integer>

The Voice Mail Database DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

■ Contact your field service representative for assistance.

5011 (VMD__MSGSRC), INFORM
message received from unexpected source: < integer>

The Voice Mail Database DIP received a message from an unrecognized process.

■ If this problem persists, contact your field service representative.

5012 (VMD__STARTUP), CRITICAL
startup failed

The Voice Mail Database DIP could not start up properly.

■ Contact your field service representative for assistance.

5013 (VMD__MSGUNEX), INFORM
unrecognized message: < integer>

The Voice Mail Database DIP received a message that it does not recognize.

■ If this problem persists, contact your field service representative.

5014 (VMD __UNKCALL), INFORM
unknown < string> extension < string> from integrated switch

The Voice Mail Database DIP was given an extension for the call__answer or voice_mail service that it could not find in the database. This message is printed only when such extension was determined through integration with the switch. The probable explanation for the message is that the called person (in the case of call__answer) or the caller (in the case of voice__mail) is not properly registered as a subscriber on the AUDIX Voice Power system.

■ Verify the presence of the extension.

■ If this problem persists, contact your field service representative.

5015 (VMD__ADMERR), MAJOR
admin process error: < string>

The Voice Mail Database DIP has received bad input data from an AUDIX Voice Power Administration window.

■ If this problem persists, contact your field service representative.

5016 (VMD__VROPERR), MAJOR
VROP problem: < string>

There was a failure for a request made to VROP by the Voice Mail Database DIP. VROP encountered a failure while attempting to service the request or it may not have responded to the request.

■ If this problem persists, contact your field service representative.

5017 (VMD__ MDWARN), MAJOR
couldn't send MD warning: < string>

The Voice Mail Database DIP was unable to send a Voice Mail message to the Message Drop Administrator. The purpose of the message was to warn the administrator that the Message Drop mailbox contains a large number of mail messages.

■ Make sure that a Message Drop Administrator has been designated. This can be done through the Service Administrator Registration window.

■ Also, the Message Drop Administrator should listen to and delete most or all of the Message Drop messages.

5018 (VMD__SHMFAIL), MAJOR
problem with shmem: < string>

The Voice Mail Database DIP was unable to attach a shared memory segment.

■ Contact your field service representative for assistance.

5019 (VMD__MWLUP), inform
MWL update failed: < string>

The Voice Mail Database DIP has been notified of a failed attempt to light or extinguish a message waiting lamp. The DIP will initiate another attempt to update the lamp.

■ If this message occurs frequently, contact your field service representative for assistance.

Administration Error Messages

5100 (ADM_SYSERR) MAJOR
< string> system call failed for < string>, errno is < integer>

The Administration process encountered a system error while trying to access a file. The value of ermo indicates the error reason.

- Check to make sure the file or directory named in the error message is not corrupted or missing.

- Ensure that the / and /usr file systems are not out of free space.

- There may be a damaged file system (use fsck when the system is at single user level) or a disk/disk controller problem.

- Contact your field service representative for assistance.

5101 (ADM_MSGERR) MAJOR
< string> failed with return code < integer> and errno < integer>

The Administration process encountered a problem while trying to send or receive an interprocess communication message. The value of ermo indicates the error reason.

- Contact your field service representative for assistance.

DCP Communications Process Error Messages

5150 (DCP__SYSERR) MAJOR
< string> FAILED for < string>, errno: < integer>

The DCP communications process encountered a system error while trying to access a file. The value of ermo indicates the error reason.

■ Check the file or directory named in the error message. It may be corrupted.

■ Ensure that the ∕ and ∕usr file systems are not out of free space.

■ There may be a damaged file system (use fsck when the system is at single user level) or disk∕disk controller problem.

■ Contact your field service representative for assistance.

5151 (DCP__ENOENT) MAJOR
< string> is missing

The DCP communications process attempted to access a nonexistent file.

■ Contact your field service representative for assistance.

5152 (DCP__BADFORM) MAJOR
< string> badly formatted < string>

The DCP communications process could not use a file because it was not formatted correctly. A software problem or a file system problem may exist.

■ Contact your field service representative for assistance.

5153 (DCP__STARTUP) CRITIC
startup failed

The DCP communications process could not start up properly.

■ Contact your field service representative for assistance.

5154 (DCP__BADNAME) INFORM
" < string> " not found in the manes to exts table

A name which was received over the DCP link could not be found in the Voice Mail Database. The name may not have been administered correctly via the Subscriber Administration window.

■ If this problem persists, contact your field service representative.

5155 (DCP__BADTABLE) MAJOR
FAILURE building names to exts table

The DCP communications process could not construct a table for mapping names to extensions. Thus it cannot translate names to extensions properly.

■ Contact your field service representative for assistance.

5156 (DCP__SHMFAIL) MAJOR
problem with shmem: < string>

The DCP communications process was unable to attach a shared memory segment.

■ Contact your field service representative for assistance.

5157 (DCP__GETSCR) MAJOR
getscript failed for channel < integer>, returned < integer>

The DCP communications process could not obtain the name of the script assigned to a channel.

■ Contact your field service representative for assistance.

5158 (DCP__DCPIFAIL) MAJOR
< string> FAILED, ret is < integer>, ermo is < integer>

A failure occurred in the interface between the DCP communications process and the DCP link.

■ Contact your field service representative for assistance.

5159 (DCP__MSGERR) MAJOR
< string> failed: ret code < integer>, ermo < integer>

The DCP communications process encountered a problem while trying to send or receive an interprocess communication message. The value of ermo indicates the error reason.

■ Contact your field service representative for assistance.

5160 (DCP__MSGSRC) INFORM
message received from unexpected source: < integer>

The DCP communications process received a message from an unrecognized process.

■ If this problem persists, contact your field service representative.

5161 (DCP__MSGUNEX) INFORM
unrecognized message: < integer>

The DCP communications process received a message that it does not recognize.

■ If this problem persists, contact your field service representative.

5162 (DCP__BADBUF) INFORM
bad DCP buffer: <string >

The DCP communications process received a bad display buffer from the DCP link.

■ If this problem persists, contact your field service representative.

5163 (DCP__DCPIPROB) INFORM
< string> failed, ret is < integer>, errno is < integer>

A problem occurred in the interface between the DCP communications process and the DCP link.

■ If this problem occurs frequently, contact your field service representative.

Reports Error Messages

5200 (RPT__SYSERR) MAJOR
< string> system call failed for < string>, errno is < integer>

The Reports DIP encountered a system error while trying to access a file. The value of ermo indicates the error reason.

■ Check to make sure the file or directory named in the error message is not corrupted or missing.

■ Ensure that the / and /usr file systems are not out of free space.

■ There may be a damaged file system (use fsck when the system is at single user level) or a disk/disk controller problem.

■ Contact your field service representative for assistance.

5201 (RPT__MSGERR) MAJOR
< string> failed with return code < integer> and errno < integer>

The Reports DIP encountered a problem while trying to send or receive an interprocess communication message. The value of ermo indicates the error reason.

■ Contact your field service representative for assistance.

5202 (RPT--MSGSRC) INFORM
message received from unexpected source: < integer>

The Reports DIP received a message from an unrecognized process.

■ If this problem persists, contact your field service representative.

5203 (RPT--MSGUNEX) INFORM
unrecognized message: < integer>

The Reports DIP received a message that it does not recognize.

■ If this problem persists, contact your field service representative.

Outcalling Error Messages

5250 (OC_SYSERR) MAJOR
< string> FAILED for < string>, errno: < integer>

The Outcalling DIP encountered a system error. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

- Ensure that the / and /usr file systems are not out of free space.

- There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

- Contact your field service representative for assistance.

5251 (OC_ENOENT) MAJOR
< string> is missing

A file is missing from the Voice Mail Database.

- Contact your field service representative for assistance.

5252 (OC_BADFORM) MAJOR
< string> is badly formatted < string>

This message indicates that a Voice Mail Database file is not formatted correctly. A software problem or a file system problem may exist.

- Contact your field service representative for assistance.

5253 (OC_SCRERR) MAJOR
script error on channel < integer>: < string>

The Outcalling DIP has received bad input data from a script.

- If this message persists, contact your field service representative.

5254 (OC__MSGERR) MAJOR
< string> failed: ret code < integer>, errno < integer>

The Outcalling DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

■ Contact your field service representative for assistance.

5255 (OC__REQERR) MAJOR
failure for request < integer> (from < string>): < integer>

The Outcalling DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

■ Contact your field service representative for assistance.

5256 (OC__MSGSRC) INFORM
message received from unexpected source: < integer>

The Outcalling DIP received a message from an unrecognized process.

■ If this problem persists, contact your field service representative.

5257 (OC__STARTUP) CRITICAL
startup failed

The Outcalling DI P could not start up properly.

■ Contact your field service representative for assistance.

5258 (OC__MSGUNEX) INFORM
unrecognized message: < integer>

The Outcalling DIP received a message that it does not recognize.

■ If this problem persists, contact your field service representative.

5259 (OC__BADEXT) INFORM
ext < string> is not valid (received from VM DIP)

The Outcalling DIP received an invalid extension in an interprocess communication message from the Voice Mail Database DIP.

■ If this problem persists, contact your field service representative.

5260 (OC__GETSCR) MAJOR
getscript failed for than <integer>, returned < integer>

The Outcalling DIP could not obtain the name of the script assigned to a channel.

■ Contact your field service representative for assistance.

5261 (OC__SHMFAIL) MAJOR
Problem with shmem: c string>

The Outcalling DIP was unable to attach a shared memory segment.

■ Contact your field service representative for assistance.

5262 (OC__UNEX) INFORM
bad OC event: < string>

The Outcalling DIP received an unexpected message concerning the state of an outcall. For example, if the DIP has requested a particular channel for an outcall, it does not expect to receive notice from TSM that some other channel has been granted to it.

■ If this message persists, contact your field service representative.

5263 (OC__LONGNBR) INFORM
OC nbr (< string>) for < string> is too long

The Outcalling DIP has detected that a subscriber's outcalling number is longer than is allowed. This is probably a result of a decrease in the Maximum Number of Digits allowed for outcalling numbers. This parameter is controlled via the Outcalling Administration window.

Switch Information Data Interface Process

5400 (CREAT__SHM_FL), MAJOR
< string>

The Switch Information DIP has attempted to create an area of shared memory but could not do so.

- Stop the system and restart it using the stop__vs and start__vs commands.

- If the problem continues, shut the system down via the shutdown command and reboot the system.

- If the problem persists, contact your field service representative.

5401 (AT__SHM_FL), MAJOR
< string>

The Switch Information DIP has attempted to attach to an area of shared memory but could not do so.

- Stop the system and restart it using the stop__vs and start__vs commands.

- If the problem continues, shut the system down via the shutdown command and reboot the system.

- If the problem persists, contact your field service representative.

5404 (MSG__RECV__ERR), MAJOR
< string>

The Switch Information DIP encountered a problem while trying to receive an interprocess communication message. The value of errno indicates the reason for the error.

■ Contact your field service representative for assistance.

5405 (MSG__SEND__ERR), MAJOR
< string>

The Switch Information DIP encountered a problem while trying to send an interprocess communication message. The value of errno indicates the reason for the error.

■ Contact your field service representative for assistance.

AUDIX Voice Power Forms

You should consult Chapter 2, *System* Planning, in order to complete the information required on the forms included in this section. Make several copies of each form before you start using them, and keep an ample supply of the blank forms on hand. Always keep accurate and updated copies of the completed forms in case you have to reconstruct data.

FORM A

Channel Assignments

Channel	Service Type	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
1 1		

FORM B

Switch Interface Administration

Switchhook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

FORM C

System Parameter Administration

Voice Mail Parameters

System Operator Extension _____

Mail Box Size _____

Pause for Touch-Tone Input _____

Maximum Extension Length _____

Maximum Message Length _____

Automated Attendant Parameters

Touch-Tone Gate Active? _____

Auto Attendant Menu Plays _____

Transfer to Subscriber Only? _____

Extension With Attendant Coverage _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Message Waiting Lamp Parameters

Code to Light _____

Code to Extinguish _____

Refresh? _____

FORM

Subscriber Administration

Ext	Name	Password	CC	Max Rings	Out Call	Pers Oper	Comments

FORM E

Service Administrator Registration

Service	Administrator's Name	Extension
Automated Attendant		
Call Answer		
Information Service		
Message Drop		
Voice Mail		

FORM F

Outcalling Administration

Is outcalling active?	
Start Time	
End Time	
Retry Interval	
Initial Delay	
Maximum Number of Attempts	
Maximum Simultaneous Ports	
Maximum Number of Digits	

FORM G

Holiday Administration

Date	Description

FORM H

Service Hour Administration

Day	Service	Start Time	End Time
Sun			
Mon			
Tue			
Wed			
Thu			
Fri			
Sat			

FORM I

Edit Workspace

Menu Name		Description	

Menu Path

Touch-Tone	Action	Object	Description
0:			
1:			
2: (ABC)			
3: (DEF)			
4: (GHI)			
5: UKL)			
6: (MNO)			
7: (PRS)			
8: (TUV)			
9: (WXY)			

FORM J	
Speech Menu	
D/N Service	**Menu ##**
Type/Digit	**Script**
Opening	
1	
2 (ABC)	
3 (DEF)	
4 (GHI)	
5 (JKL)	
6 (MNO)	
7 (PRS)	
8 (TUV)	
9 (WXY)	
0	
Closing	
Type	**Sample**
Opening	Thank you for calling the XYZ Company.
Digit(1)	For the Sales Department, press 1 now.
Ext	For an extension beginning with 4, dial the extension now.
Oper(0)	Press O if you want to speak with the operator.
Closing	For all other calls, remain on the line. An operator will answer.

FORM K

Automated Attendant Announcements

D/N Service   **Menu ##**   **Ann ##**

Announcement:

FORM L

Custom Messages

Place a check next to the custom message you are creating.

	Call Answer Greeting		Call Answer Good-Bye
	Voice Mail Greeting		Information Message
	Message Drop Greeting		Message Drop Good-Bye
	Touch-Tone Gate Msg		Automated Attendant Good-Bye

Message:

Standard System Messages
listed on the other side

Standard System Messages

■ **Call Answer Greeting Message:**

> **Your call is being answered by AUDIX Voice Power. Using touch-tones, please enter the number of the person you are calling, followed by a pound sign. If you do not have a touch-tone phone, please wait.**

If you have unintegrated system, you should change the above message to:

> **Your call is being answered by AUDIX Voice Power. Please Leave a message at the tone.**

■ **Call Answer Good-bye Message:**

> **Good-bye.**

■ **Voice Mail Greeting Message:**

> **Welcome to AUDIX Voice Power. Please enter extension and pound sign.**

■ **Information Message:**

> **WeLcome to AUDIX Voice Power Information Service.**

■ **Message Drop Greeting Message:**

> **Welcome to the AUDIX Voice Power Message Drop Service. Record at the tone.**

■ **Message Drop Grood-bye Message**

> Good-bye.

■ **Touch-Tone Gate Message:**

> **If you have a touch-tone phone, press one now. If you do not have a touch-tone phone, please wait and you will be transferred to an operator.**

If a system operator is not defined, the following is added:

> **Please call again from a touch-tone phone.**

and the Automated Attendant good-bye message is played.

■ **Automated Attendant Good-Bye Message:**

> Good-bye.

► Note

There is no Automated Attendant greeting message. Instead:

■ If the touch-tone gate is active, record the welcome message as part of the Touch-Tone Gate Message.

■ If the gate is nonactive, record the welcome message at the start of the main menu. ◄

Glossary

abandoned call	A call that is placed, but the caller hangs up before performing an action or pressing a valid touch tone.
AT&T 6386 WGS processor	The computer on which AUDIX Voice Power is installed and administered.
AUDIX Voice Power	A feature of your telephone system that acts as a receptionist, messenger, and answering machine.
Automated Attendant Service	An AUDIX Voice Power service that acts as an office receptionist for your organization by automatically answering and directing incoming calls.
busy tone	Repeating on/off tone that indicates that the dialed number is busy.
Call Answer Service	An AUDIX Voice Power service that allows callers to leave a message when the intended recipient is unable to accept the call.
channel	A communications path for transmitting voice and data.
communications system	See switch.
coverage	Feature that transfers calls to another individual or group when the person dialed is not available.
dial pad	The group of keys located on a touch-tone telephone for the numbers 0 through 9 and the special characters " ✳ " and " # ".

dial tone	A continuous, steady tone indicating that the telephone is ready to be used for dialing.
error message	A response from a program indicating that an input error has been made, a problem has arisen, or something unexpected has happened that requires attention.
event	An action occurring on an, active Voice Power channel. Events include message recording, message playback, changes in passwords or greetings, transfers, and coverage.
extension	The number that is assigned to an individual, and is normally associated with a telephone at that person's desk.
fast busy tone (reorder tone)	A fast, repeating on/off tone indicating that the dialed number or access code was busy, misdialed, or restricted.
field	A section of a form where information is to be added, changed, or deleted.
form	A window where information is to be added, changed, or deleted.
hunt group	A group of telephones to which incoming calls are directed.
Information Service	An AUDIX Voice Power service that plays prerecorded bulletins to callers.
IVP4 Card	Four-channel Integrated Voice Power Card.
jack	A receptacle for the modular plug of the telephone line.
mailbox	The repository for Voice Mail messages. (There is a mailbox for Message Drop users, and each subscriber has a mailbox.)

menu	See options.
Message Drop Service	An AUDIX Voice Power service allowing callers to leave messages in a common mailbox.
message time limit	The length of time that the System Manager has established as the maximum length for messages going to subscribers' mailboxes.
message waiting lamp	In some communications systems, a lamp on the telephone that is automatically turned on when the subscriber has a message.
off-hook	A telephone is off-hook when either the handset has been removed from its cradle (releasing the switchhook button) or the speaker/speakerphone is turned on.
on-hook	A telephone is on-hook when the handset is in its cradle (holding down the switchhook) and the speaker/speakerphone is turned off.
operator	The individual who answers and directs incoming calls for your organization.
options	The selections offered in a recorded message, menu, or on-screen form.
outside line	A trunk line connected to the Central Office or other switching system. Outside lines are used to receive calls from or dial out to people not connected to your communications system.
password	A number (or series of numbers) entered on the dial pad that allows an individual to retrieve messages, record a name or a message, or change a password, etc. Passwords provide security for private mailboxes.
personal greeting	The subscriber-created message that callers hear when the person dialed is unable to answer a call.

port	The interface circuit between the switch and AUDIX Voice Power, or any other peripheral equipment.
prompts	Recorded messages that instruct a caller to enter information by pressing touch tones.
ringback tone	Repeating on/off tone indicating the number you dialed is ringing.
rotary dial telephone	A telephone that sends electronic pulses (rather than tones) over a telephone line.
screen	The visual portion of your computer monitor.
standard system greeting	The message that callers hear if a custom or personal greeting has not been recorded.
subscriber	Someone who is registered by the System Manager to use AUDIX Voice Power.
switch	The mechanism that controls information sent to and received by communications lines.
switch administrator	The person in charge of setting up and running the switch communications system.
switch call coverage	Feature that transfers calls to another individual or group when the person dialed is not available.
switchhook	Button or buttons held down by the handset when the voice terminal is not in use. (See *also* on-hook *and* off-hook.)
system manager	Person responsible for assigning features and overseeing AUDIX Voice Power operations.
touch tones	The buttons (0-9, *, and #) on a touch-tone telephone.

Touch-Tone gate   An administerable portion of the Automated
                          Attendant Service. If this feature is turned on,
                          callers are asked to press a digit on their
                          touch-tone phone. If AUDIX Voice Power
                          receives no touch tones
                          at this point, the call is transferred to an
                          attendant.

touch-tone telephone A telephone with a dial pad designed to send
                          tones over the phone line.

trunk   The communications channel between two
                          switching systems. (See also outside line.)

voice mail messages   Messages sent and retrieved using telephones and
                          AUDIX Voice Power.

Voice Mail Service   An AUDIX Voice Power service allowing
                          messages to be sent and/or retrieved via a
                          telephone.

window   A portion of the screen that serves as a workspace
                          for providing information about specific aspects of
                          an application.

Index

Documentation Update
999-500-353-A

AUDIX Voice Power
System Manager's Guide, Rel 2.0
999-500-353

Instructions

1   Read this booklet carefully.

2   Mark short corrections and additions in the original document.

3   For longer corrections and additions, make a reference in the original document to the page of this booklet containing the correction or addition.

4   Place this booklet in the pocket inside the front cover of the original document for future reference.

Page 1-2:

In the first paragraph, replace the last sentence with the following:

> If you have a System 75 or DEFINITY® switch, call the
> AT&T National Customer Support Center (NCSC) AUDIX Hotline at
> 1-800-56-AUDIX.

Page 1-8:

Add the following to the first note on the page:

> This means that the tape drive cannot be used in a System 75 or
> DEFINITY integrated mode configuration.

Change the last sentence in the second paragraph following the note to read as follows:

> The maximum size of mailboxes can be specified by the System
> Manager to hold from up to one minute to up to ninety-nine minutes of
> voice messages, depending on disk size.

Page 2-3:

In the first bullet item, replace the second sentence with the following:

> Channel 0 must be assigned the Call Answer, Voice Mail, or
> Automated Attendant service or the message waiting lights will not
> work.

Page 4-28:

Change item 12a to read as follows:

> **a** Press ❑ to begin recording. Speak your menu or announcement,
> reading it from FORM J (menu) or FORM K (announcement).

Page 5-22:

Replace step 12 and add step 13 as follows:

12 At the AT&T FACE menu, move the cursor to Exit and press [Enter].

— A Confirm Exit screen will appear.

13 Press [F3] (CONT) to return to the Console Login prompt.

Page 5-24:

Replace step 12 and add step 13 as follows:

12 At the AT&T FACE menu, move the cursor to Exit and press [Enter].

— A Confirm Exit screen will appear.

13 Press [F3] (CONT) to return to the Console Login prompt.

Page 5-26:

Replace step 12 and add step 13 as follows:

12 At the AT&T FACE menu, move the cursor to Exit and press [Enter].

— A Confirm Exit screen will appear.

13 Press [F3] (CONT) to return to the Console Login prompt.

Page 5-27:

Replace step 10 and add step 11 as follows:

> 10 At the **AT&T FACE** menu, move the cursor to **Exit** and press [Enter].
>
> — A confirm Exit screen will appear.
>
> 11 Press [F3] (CONT) to return to the **Console Login** prompt.

Page 6-7:

Under "Event Log Report," change the second paragraph to read as follows:

> To display the report, press [F8] (CHG-KEYS) to display the alternate key labels and then press the [F1] (DISPLAY) function key.

Page 6-8:

Under the first bullet item, the range of message numbers should be separated by a dash in each case:

> **400-499**
> **500-599**
> **600-699**
> **700-799**
> **2000-2099**
> **5000-5099**
> **5000-5099**
> **5100-5149**
> **5150-5199**
> **5200-5249**
> **5250-5299**
> **5400-5499**

Page 7-4:

In the middle box, on the user response side, replace the second paragraph with the following:

> For System 75 or DEFINITY, also check that either the Automated Attendant, Voice Mail, or Call Answer service has been assigned to channel 0, and that channel 0 is in an "in service" state.

Page B-2:

Add the following at the bottom of the page:

> ■ Optional AT&T 2224-CEO modem for remote support (not compatible with System 25 IS-II)

Page B-5:

Under "Verifying Software Installation," delete step 1 and renumber the following steps.

Page B-6:

Delete the second bullet item. The AUDIX Voice Power File System Modification Software does not appear in the list.

Page B-13:

Under "Entering the Switch Interface Parameters," change step 4 to read as follows:

> **4** Press [F3] (SAVE).
>
> — The Switch Interface Administration window will close and a message will appear asking the user to stop and restart the system for the changes to take effect.

Page B-23:

Change the second sentence under "Special Disconnect" to read:

> When using Advanced Administration Software, under System-Wide Features, go to the Dial Plan section and enter **no** to the question Send special disconnect code ##99 to VMS port? When using Basic Administration Software, select Menu=4, Action=96, and enter Data=l.

Page B-24:

Under "Directed Night Service,'' first bullet item, "For Basic Administration," the first sentence should read:

> Go to Menu 1, Port=, and assign trunk port number, Action=3, and assign Data a trunk class of service with Night Service.

Page B-25:

Under the third bullet item, change "For Action = 1, Data = the C/SS/PP" to "For Port =, enter the C/SS/PP."

Page C-2:

Add the following at the bottom of the page:

■ Optional AT&T 2224-CEO modem for remote support.

Page C-5:

Under "Verifying Software Installation," delete step 1 and renumber the following steps.

Page C-6:

Delete the second bullet item. The AUDIX Voice Power File System Modification Software does not appear in the list.

Page C-12:

Under "Entering the Switch Interface Parameters," change step 7 to read as follows:

7 Press **[F3]** (SAVE).

— The Switch Interface Administration window will close and a message will appear asking the user to stop and restart the system for the changes to take effect.

Appendix D:

Replace all references to the National Systems Support Center (NSSC) with National Customer Support Center (NCSC).

Page D-1:

Replace the second bullet item with the following:

■ For System 75 or DEFINITY, call the National Customer Support Center (NCSC) AUDIX Hotline at 1-800-56-AUDIX.