

Lucent Technologies
Bell Labs Innovations



Aria User Interface on Intuity™ Messaging Solutions Administration

Issue 5
May 1999

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Notice

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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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Low Voltage Directive73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above Directives.

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Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

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About this Document

Purpose

This book contains information about the administration of the Aria User Interface on INTUITY™ Messaging Solutions Release 4.4.

This documentation applies to the Multi-Application Platform 40P (MAP/40P), the Multi-Application Platform 5P (MAP5/P), and the Multi-Application Platform 100P (MAP/100P). Use it in addition to the procedures in the following documentation:

- MAP/40P
 - *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564
- MAP/100P
 - *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564
- MAP5/P
 - *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564

Intended Audiences

This documentation is intended primarily for the personnel responsible for the administration of the Aria user interface on the INTUITY Messaging Solutions system.

Release History

This is the first release of this documentation.

How to Use This Documentation

This documentation is organized into the following sections:

- Logging In
- Accessing Screens
- Navigating
- Online Help

Conventions Used

This section describes the conventions used in this documentation.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as
Type **y** to continue.
- The word “enter” means to type a value and then press `ENTER`. For example, an instruction to type the letter “y” and press `ENTER` is shown as
Enter **y** to continue.
- The word “select” means to move the cursor to the desired menu item and then press `ENTER`. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press `ENTER` is shown as
Select Start Test.
- The Lucent INTUITY system displays *windows, screens, and menus*. “Windows” show and request system information. “Screens” request that you enter a command at the `enter command:` prompt. “Menus” present options from which you can choose to view another menu, or a screen or window.
- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.
- Keys that you press on your *terminal or PC* are represented as rounded boxes. For example, an instruction to press the enter key is shown as
Press `ENTER`.

- Two or three keys that you press at the same time on your *terminal* or *PC* (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold `[ALT]` while typing the letter “d” is shown as

Press `[ALT]` `[D]`.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as

Press `[F2]` (Choices).

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

Press `[1]` to record a message.

Screen Displays

NOTE:

The screen displays outlined in this section refer *only* to the INTUITY AUDIX® screens used for the installation of the Aria User Interface software. Administration of the Aria User Interface software is completed via the web-based administration screens. See the help-based documentation associated with these screens for more information.

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

Example 1:

```
Enter the number of ports to be dedicated to  
outbound traffic in the
```

```
Maximum Simultaneous Ports field.
```

Example 2:

```
Alarm Form Update was successful.
```

```
Press <Enter> to continue.
```

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

Start at the Lucent INTUITY Administration menu and select

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Lucent INTUITY Administration menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

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

Other Typography

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

Example 1:

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

Example 2:

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

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

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

Related Resources

This section describes additional documentation and training available for you to learn more about installation of the INTUITY product.

Documentation

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

- *Lucent INTUITY Messaging Solutions Release 4 System Description*, 585-310-235
- *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564

It is suggested that you obtain and use the following book for information on security and toll fraud issues:

- *BCS Products Security Handbook*, 555-025-600

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

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Please be sure to mention the name and order number of this documentation.

Overview

1

What's in This Chapter

The information in this chapter includes an overview of the administration capabilities for the Aria User Interface on Intuity™ Messaging Solutions. The interface includes administration screens for the following:

- Forward Messages
- Interface Style
- Subscriber Mailbox Attributes
- Extended COS Attributes
- System Defaults
- Defining Aria Mailboxes

General Notes and Precautions

The following section describes precautions you should note before using the Aria on Intuity User Interface.



NOTE:

The administration interface described in this document is for the extended attributes and features provided by the Aria on Intuity User Interface. Use the standard Intuity screens for all other administration functions. For Multimedia Automated Attendant administration procedures, See *Lucent Intuity AUDIX® Multimedia Automated Attendant Administration, 585-310-579*.

⇒ NOTE:

The Aria User Interface on Intuity Messaging Solutions Online Help is only available to those who have an online browser.

⇒ NOTE:

Make sure that the TCP/IP networking has been enabled and administered, and a machine name has been defined before you access the Aira on Intuity User Interface. See your system administrator. See *Intuity Messaging Solutions Release 4.0 Administration, 585-310-564* for more TCP/IP administration information.

Fax Administration Notes

The following section describes notes and precautions you should verify before administering fax machine profiles.

⇒ NOTE:

All fax machine profiles to be used for the Aria User Interface on Intuity should be added with a prefix of "32937" (FAXES). See *Intuity Messaging Solutions Release 4.0 Administration, 585-310-564* for more fax administration information.

Logging In

⇒ NOTE:

You can only access the Aria on Intuity User Interface by using a Web browser. Once you have access to a Web browser, type the following URL:

```
http://<machine name>:8080
```

The machine name is the name of the Intuity system you defined during TCP/IP administration.

At the Aria on Intuity Administration Login screen, type the following:

- In the Mailbox number field:
 - If you are a user, type your mailbox number.
 - If you are an administrator, type your login ID.
- In the Password field, type the following:
 - If you are a user or administrator, type your password.

Logging In as a User

If you log in as a user, you have access to these screens:

- Forward Messages
- Interface Style

Logging In as an Administrator

If you log in as an administrator, you have access to these administration screens:

- Subscriber Mailbox Attributes
- Forward Messages
- Extended COS Attributes
- System Defaults
- Defining Aria Mailboxes
- Activate Customized Prompts

Custom Prompt Activation Notes, Precautions, and Procedures

The Aria on Intuity User Interface allows you to re-record specific Aria User Interface prompts by using the Message Manager utility. The following notes, precautions, and procedures apply:

- Make sure that the Aria System Mailbox has been defined in the System Defaults screen.
- Log in to any mailbox using Message Manager.
- Record prompt to be replaced as a new message.
- Add the annotation (subject line) using the specified prompt Id.
- Send the message to the Aria System Mailbox you defined in the System Defaults screen.
- Repeat the above steps for each fragment.
- From the Aria User Interface on Intuity main menu, choose Activate Customized Prompt.

The system automatically updates your prompts and displays the following:

```
Activation successful - X prompt(s) activated
```

Table 1-1. Prompts that can be Customized

Prompt	Prompt Id (Annotation Tag)	When Played
Welcome to Octel Voice Information processing.	1012:1616	On an external call into the system.
Please enter the number of the person you are dialing. If you have a mailbox in the system, please press pound.	1012:1612	
Please enter the number now.	1012:1584	On a timeout after the above prompt.
If you don't have a touch tone phone or you require assistance, please stay on the line.	1012:1592	

Navigating

Click on any of the links to the left of your screen. Typically, when you click on one of these links, the system takes you to a selection screen where it asks you for valid input. For example, if you log in as an administrator, and you click on the Extended COS Attributes link, the system displays the Extended COS Attributes Selection screen.

In this example, you would choose an extended COS level, click Submit, and the system takes you to the Extended COS Attributes screen where you can view and change current settings.

Online Help

Online help is available for each administration screen. A Help button is located at the top of each screen. Click Help, and the system displays the help associated with the screen you are currently viewing.

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