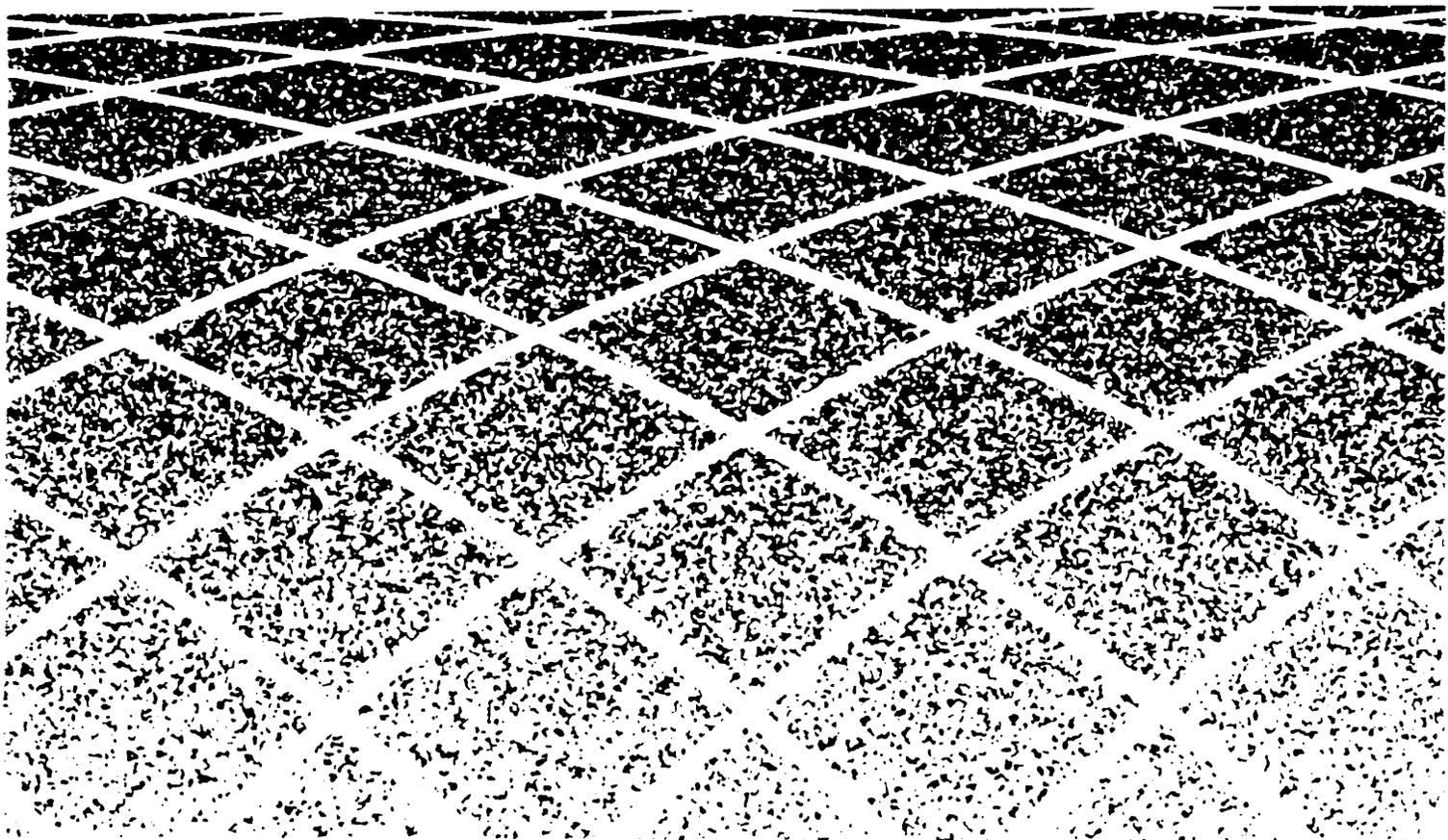




585-310-901  
Issue 1, December 1991

AUDIX™ Voice Power  
Release 2.1.1  
Planning Guide and Forms



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or

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If ordering for an Integrated Solution II environment, order  
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# About This Guide

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## Purpose and Scope

The information in this guide is intended to help the System Manager plan and administer the AUDIX™ Voice Power system. 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.
- **Appendix A: AUDIX Voice Power Forms** contains blank copies of the forms you need to use for planning and ongoing administration of your AUDIX Voice Power system.
- **Glossary**

## Intended Audience

This guide is for the System Manager. The information is organized to help the System Manager plan and administer the system. Each feature of AUDIX Voice Power is described along with information on administration and planning.

An emphasis is placed on planning before implementing. Basic information is offered about connections to, and administration of, telephone switches as they are affected by the AUDIX Voice Power system. The switch itself, however, requires detailed installation and administrative functions. This Planning Guide is not intended to replace the documents that accompany the supported switches.

## Assistance

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If you have questions or problems with AUDIX Voice Power, please try to resolve them by using this guide and the other AUDIX Voice Power documents. If you are still unable to resolve the problem, contact your AT&T Account Team Representative or AT&T Authorized Dealer for additional assistance.

## How to Use This Guide

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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.

The System Manager and the implementation team should read this entire document. The implementation tasks are as follows:

1. Plan a system that is realistic in terms of the business needs and in terms of the capabilities of both AUDIX Voice Power and the switch. (See Chapter 2.)
2. Fill out all necessary planning forms.
3. Test the connections between the switch and AUDIX Voice Power. (See the *AT&T AUDIX™ Voice Power Switch Notes* for your telephone system.)
4. Set the switch interface parameters in AUDIX Voice Power. (See the *AT&T AUD/X™ Voice Power Switch Notes* for your telephone system.)
5. Enter system-wide parameters in AUDIX Voice Power. (See the *AT&T AUD/X™ Voice Power System Manager's Guide*, Chapter 3.)
6. Enter the AUDIX Voice Power information and administer the voice prompts. (See the *AT&T AUD/X™ Voice Power System Manager's Guide*, Chapters 3 and 4.)
7. Administer the switch to work with AUDIX Voice Power. (See the *AT&T AUD/X™ Voice Power Switch Notes* for your telephone system.)

The accomplishment of some of these tasks will require that the implementation team be familiar with the contents of the *AT&T AUDIX™ Voice Power Switch Notes* for your telephone system, and the *AT&T AUD/X™ Voice Power System Manager's Guide*.

## **Conventions Used in This Guide**

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The following conventions are used in this guide:

- Touch-Tone keys on the telephone set keypad are enclosed in squares, such as **3** and **#** .
- Commands and text you should type appear *in this type* .
- Values, instructions, and prompts that appear on the screen are in this style of type.

## **Related Documents**

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If working in an non-integrated Solution II environment, you need to be familiar with the following documents:

- *AT&T AUDIX™ Voice Power User's Guide*  
(Document No. 585-310-521 )
- *AT&T AUDIX™ Voice Power System Manager's Guide*  
(Document No. 585-310-520)
- *AT&T AUDIX™ Voice Power Switch Notes*  
(Separate documents are provided for each supported telephone system. For integrated configurations, a copy of the appropriate document will be provided with the switch integration software. For non-integrated configurations, your Account Representative will order the appropriate document for your telephone system.)

If working in an Integrated Solution II environment, you need to be familiar with the following documents:

- *AT&T AUDIX™ Voice Power User's Guide*  
(Document No. 555-600-724)
- *AT&T AUDIX™ Voice Power System Manager's Guide*  
(Document No. 555-600-723)
- *AT&T AUDIX™ Voice Power Switch Notes*  
(A copy of the appropriate document will be provided with the switch integration software.)

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# Introduction

# 1

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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 80386 microprocessor-based 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.

## **Initial Implementation Team**

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AUDIX Voice Power is easy to set up and maintain. The forms and procedures are logical and straightforward. The hardest part of the initial implementation is deciding how to use the capabilities of AUDIX Voice Power to meet your company's business needs and objectives. Once you know what you want AUDIX Voice Power to do, it's easy to tell AUDIX Voice Power how to do it.

In many cases, you already know what AUDIX Voice Power can do and have some idea of how to use it within your company—that's why you bought AUDIX Voice Power. It is a good idea to put together an *initial implementation team* so that a specific person has responsibility for each of the details necessary for a clean and easy implementation.

The initial implementation team is responsible for:

- Determining how AUDIX Voice Power will be used to meet your company's business needs and objectives
- Administering the AUDIX Voice Power system
- Administering the telephone system or providing the necessary information to the Switch Administrator
- Arranging training for the system users

## Initial Implementation Tasks

The implementation tasks are described below. Your AT&T Account Team Representative or AT&T Authorized Dealer should assign a team member to be responsible for each task. Check with your Account Team to be sure these tasks have been done.

1. Select a planning team and assign tasks
2. Schedule planning tasks
3. Gather data and configure system
4. Develop the Equipment Room floor plan
  - Access
  - Electrical
  - Air conditioning and humidity
5. Develop and schedule an end-user training program
6. Determine supplies required
7. Determine switch requirements
8. Verify with your AT&T Account Team Representative or AT&T Authorized Dealer that the following orders have been placed:
  - End-user documents
  - End-user training
  - Switch administration service,
  - Remote maintenance line
  - Wiring and installation of training telephones
9. Conduct training for end-users

## AUDIX Voice Power Services

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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 buttons 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.

■ **Voice Mail Service**

The Voice Mail Service enables subscribers to send messages to other subscribers, listen to received messages, forward messages received with comments attached, and reply to messages. Subscribers can create and edit group lists and send messages to one or more groups.

The subscriber may set up a password to help protect against unauthorized access to messages. Messages can be picked up from the office or from an outside telephone.

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

The Voice Mail Service also enables 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.

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. Night Service will be provided on holidays, regardless of the day of the 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 System Interface

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There are several telephone systems that can support AUDIX Voice Power. Each switch has its own particular features and requirements. This switch-specific information is discussed in the *AT&T AUDIX™ Voice Power Switch Notes* document for that telephone system. The discussion in this planning guide is general, and applies to all systems.

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 lamps.

AUDIX Voice Power can operate in either *non-integrated* 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.

### Non-Integrated Mode

In the non-integrated 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 Call Answer Service is requested to reenter the extension number of the person called because this information is not obtained from the switch. Also, it is always necessary to enter an extension number when logging in to the AUDIX Voice Power Mail Service because the extension in use 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 if they are calling from their own extension.

## Basic Telephone System Administration

For AUDIX Voice Power to work properly with the telephone system, 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 administered on the switch. The switch is responsible for transferring the calls to AUDIX Voice Power as part of a coverage path when there is no answer or a busy signal is detected.

## **Hardware and Software Components**

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

### **Hardware Configuration for a Non-Integrated Solution II Environment**

The AUDIX Voice Power hardware consists of:

AT&T 6386 WorkGroup System (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
- 6386/SX WGS — 16 MHz processor, small footprint desktop configuration
- 6386/25 WGS — 25 MHz processor, desktop configuration
- 6386E/33 WGS— 33 MHz processor, floor model
- 80386SX-based computer — 20 MHz processor, small footprint desktop configuration, with the keyboard and monitor

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

<b>Disk Size</b>	<b>Storage Hours</b>
68 MB	4.3
80 MB	6.1
100 MB*	10.9
135 MB	13.8
200 MB *	23.0
300 MB	36.1
300 MB (dual)	72.2

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\* Only available with the 80386SX-based, 20 MHz processor.

- Special circuit boards (IVP4 boards) containing interface hardware for analog voice channels. Each IVP4 board provides four analog voice channels. A maximum of three boards (12 channels) can be included in the system.
- A special circuit board containing interface hardware for the telephone system *may* be necessary for *integrated* systems.
  - For switches that use in-band Dual Tone Modulated Frequency (Touch-Tone) signaling, special hardware is not usually necessary.
  - For switches that use the AT&T Digital Communications Protocol (DCP), a DCP (or PC/PBX) board is necessary. The telephone system must also have an available digital port.

Please see the *Switch Notes* for your switch to determine exact requirements.

- Floppy disk drive for loading the system software and making backup copies of files
- Optional AT&T 470/471 or 570/571 printer for printing reports
- A remote access facility that may be provided by a modem built into the switch for this purpose, or by an external modem. Please see the *Switch Notes* for your switch to determine exact requirements.
- Optional cartridge tape drive if you do not have a DCP board

The model (processing speed) of the computer, the number of analog voice channels, the 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 each subscriber's mailbox can be specified by the System Manager to hold from 1 minute to 99 minutes of voice messages.

## Hardware Configuration for an Integrated Solution II Environment

The AUDIX Voice Power hardware consists of:

- 80386SX microprocessor-based computer with keyboard and monitor, The following processors can be used:
  - AT&T Master Controller II — 16 MHz processor, small footprint desktop configuration
  - AT&T Master Controller II+ — 20 MHz processor, small footprint desktop configuration
- 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
80 MB	4
100 MB	8
200 MB	12

- Special circuit boards (IVP4 boards) containing interface hardware for analog voice channels. Each IVP4 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 AT&T 473/474 or 570/571 printer for printing reports
- A remote access facility that may be provided by a modem built into the switch for this purpose, or by an external modem. Please see the *Switch Notes* for your switch to determine exact requirements.
- A cartridge tape drive for making backup copies of files

The model (processing speed) of the computer, the number of analog voice channels, the 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 each subscriber's mailbox can be specified by the System Manager to hold from 1 minute to 99 minutes of voice messages.

## 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 one of the following interfaces:

- On systems where a separate processor is used exclusively for AUDIX Voice Power, the Framed Access Command Environment (FACE) allows system administration to be done by selecting choices from menus and filling in blanks on forms. This is commonly the case on larger telephone systems.
- On systems where a single processor is used for switch administration and also for applications packages such as AUDIX Voice Power, the Integrated Solution II environment allows both switch administration and application administration to be done by selecting choices from menus and filling in blanks on forms. This is commonly the case on smaller telephone systems.

### ■ Integrated Voice Power System Software

The Integrated Voice Power System Software provides software for communications with the analog voice channels on the IVP4 circuit boards.

### ■ AUDIX Voice Power Application Software

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

### ■ Switch integration Software

The Switch Integration Software provides software for communication of caller identification and call type from the switch to AUDIX Voice Power. This software is not provided for non-integrated operation.

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 before beginning the planning process.

*Use this chapter to help you fill out the forms in Appendix A to describe your unique AUDIX Voice Power system.*

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

To complete the planning process, you 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

Complete the blank forms and use their content as input in conjunction with the procedures in Chapters 3 and 4 of the *AT&T AUDIX™ Voice Power System Manager's Guide* to implement your system. The completed forms should be stored safely for ongoing administration.

## **Planning on the Switch Side**

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Some of the functions that make up the complete system are implemented on the switch. The planning that will be needed on the switch side is discussed in general terms here, and in more specific terms in the *Switch Notes* for your telephone system.

### **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 second point of call coverage.
- In some cases, the call will be transferred to a secretary as the second point of call coverage and then to the Call Answer Service as the third 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.

You must 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 telephone and switch that are used:

- On single-line telephones, a busy signal usually indicates that the call should go directly to the first coverage point. On multi-line 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 multi-line 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 allow you to set the number of rings at which AUDIX Voice Power sends calls to coverage. A good value is two to four rings.

## Hunt Groups

A hunt group assigns a single number that rings at any available extension within the group.

On non-integrated switches, and on some integrated switches, depending upon the switch and the service being used, it is necessary or desirable to set up hunt groups for the channels assigned to a single service.



### NOTE:

On integrated switches that use 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 for Call Answer and Voice Mail. Hunt groups are required for Automated Attendant, Message Drop Service, and information Service. See your *Switch Notes* for more information on this subject.

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 Service
- Call Answer Service on non-integrated configurations
- Voice Mail Service on non-integrated configurations

In some cases, Automated Attendant, Call Answer, and Voice Mail may share channels on an integrated configuration.

For more information on this subject, see your *Switch Notes*.

## Miscellaneous Items

### Class of Restriction

If your switch has provisions for Class of Restriction (COR), you should 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 COR 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.

### Directed Night Service

The Automated Attendant can also be used for Night Service. Your switch must be directed to ring the hunt group for the Automated Attendant.

## **Planning AUDIX Voice Power**

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### **New Features for Release 2.1.1**

The new features of Release 2.1.1 are described here for easy review by System Managers who are currently using Release 2.0.

#### **Day and Night Touch-Tone Gate**

The Automated Attendant now has separate Touch-Tone Gates and prompts for Day and Night Service. This allows different prompts in those situations where an attendant is available during the day, but not at night.

#### **Automated Attendant Time-Out Actions**

The action to be taken when a caller does not press a button within the time-out period can now be specified. It can be separately specified for Day and Night Service as well. The choices are:

- transfer to the attendant
- leave a message in the general mailbox
- disconnect after playing the good-bye message

#### **Temporary Closure**

The Temporary Closure feature provides a special Temporary Closure Message that can be followed by either the day or night Automated Attendant Service, a disconnect, or an opportunity to leave a message in the general mailbox. You can record and select the Temporary Closure Message remotely so you can use it for special circumstances such as days when the roads are impassable.

#### **Fax Transfer**

The Fax Transfer feature of Automated Attendant recognizes the Fax calling (CNG) tone of certain autodialing Fax machines and automatically transfers to a specified extension that is equipped to receive Fax messages.

#### **Move Subscriber**

The Move Subscriber feature allows the System Manager to assign a new extension to a subscriber by copying the subscriber information rather than by deleting the subscriber at the old extension and then reentering the same information at the new extension.

#### **Class of Service**

The Class of Service parameter provides a shortcut for Subscriber Administration by setting four individual parameters simultaneously. It also helps ensure reasonable combinations of parameters.

### **Individual Mailbox Size**

The time available for leaving messages can be set on an individual basis for each subscriber. When the time limit is exceeded, additional Call Answer messages can be optionally directed to the general mailbox on a system-wide basis.

### **Subscriber Recorded Name Administration**

Since callers can address messages by name instead of by extension, all users should have a name recorded so that the caller will hear the name as confirmation rather than the extension number. Subscriber Recorded Name Administration allows the Voice Mail Service Administrator to record multiple user names easily without having to log on as each user.

### **Subscriber Name Addressing Identifier**

Each subscriber record may include a string of characters that is used to identify that subscriber when voice mail messages are addressed to the subscriber by name.

### **New Features Available to Callers**

**Addressing Messages by Name** In those places where callers previously dialed an extension number to transfer a call or address a message, they can now dial a name instead. Whenever an extension number or name is required, AUDIX Voice Power will ask for either an extension number or a name, depending upon the mode. If the caller is prompted for an extension and would prefer to enter a name, he or she can press **\*A** to change from extension mode to name mode. If the caller is prompted for a name and would prefer to enter an extension, he or she can press **\*A** to change from name mode to extension mode. In either case, the caller presses **#** to indicate the end of input.

When dialing a name, the caller uses **7** (PRS) to represent "Q" and uses **9** (WXY) to represent "Z." The caller need not dial the complete name, but must dial at least one letter.

If more than one name is found that matches the letters the caller has dialed, AUDIX Voice Power will recite the names found and ask the caller to press a button from **1** to **5** to select the appropriate name. If more than five names are found, AUDIX Voice Power will request that the caller press **#** to get additional names after each group of five. When the correct name has been found, AUDIX Voice Power uses the corresponding extension to transfer the call or address the message.

If the caller presses an incorrect letter or digit, he or she can cancel the input and start over by pressing **\*D** at any time.

**Alternate Call Answer Greetings** Subscribers have two personal greetings instead of one. They can use their primary personal greeting for a general message that doesn't change from day-to-day, and their alternate personal greeting when the primary personal greeting is not appropriate. Subscribers can select either personal greeting or the system greeting for AUDIX Voice Power to use when answering their telephone.

**Overflow to General Mailbox** If a subscriber's mailbox becomes full, there is a system-wide option that sends new Call Answer messages to the general mailbox instead of to the subscriber's personal mailbox. If your system uses this option, callers will be asked to indicate who they are calling as part of the message, so that the owner of the general mailbox can forward any overflow messages to the subscribers.

If subscribers have frequent mailbox overflow, either they need a bigger mailbox, or they are not deleting messages on a timely basis.

The general mailbox can also be used as an option for temporary closure, for Automated Attendant time-outs, and, on non-integrated systems, for Call Answer time-outs.

**Use of Maintenance Mailbox** A special maintenance mailbox is provided for reporting problems with AUDIX Voice Power. The number of this mailbox is 9998. To report a problem, a subscriber sends voice mail to the maintenance extension.

## Assigning Services to Channels

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Each AUDIX Voice Power system has from four to twelve analog voice channels to which specific services must be assigned. When AUDIX Voice Power receives a call from the switch, the channel upon which it appears determines what service AUDIX Voice Power provides for 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:**

- There is only one Information Service announcement, no matter to how many channels it is assigned. 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.

If you are using the Automated Attendant Service, the Automated Attendant Announcement feature should be used instead of the Information Service.

The Automated Attendant Announcement feature can provide more than one announcement. Use Automated Attendant announcements instead of Information Service for better channel utilization when both types of service are needed.

- There is only one Message Drop Service, no matter to how many channels it is assigned. 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.

If you are using the Automated Attendant Service, the Automated Attendant Transfer feature should be used instead of the Message Drop Service. The Automated Attendant Transfer feature can transfer calls to one or more dummy extensions (no physical telephone) whose call coverage provides separate mailboxes for dropped messages. Use Automated Attendant Transfer instead of Message Drop Service for better channel utilization when both types of service are needed.

- On integrated systems, the information passed from the switch to AUDIX Voice Power can be used to determine which service is provided. Thus, a channel can actually be shared by more than one service. Please see Chapter 2 in your *Switch Notes* to determine the level of channel sharing that may be available on your system.
- In non-integrated systems, you always get the service assigned to that channel.

In addition to the type of service assigned to each channel, you must 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 on FORM A when the connections are tested, Add the type of service for each channel on FORM A.

During initial implementation, this data should be entered into the AUDIX Voice Power system.

---

FORM A

Channel Assignments

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

### Entering Channel Assignments

Instructions for entering channel assignments into the AUDIX Voice Power system are in the *Switch Notes* for your telephone system.

## Switch Interface Parameters

---

The switch interface parameters are specific for each switch with which AUDIX Voice Power can work. The specific values to be used for your switch are discussed in the *Switch Notes* for your switch.



### NOTE

The switch interface parameters are entered on FORM B which is included in Appendix A of this *Planning Guide*.

---

#### FORM B

##### Switch Interface Administration

Switchhook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

## 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 determine the correct values to use according to the requirements for your business.
- **Automated Attendant Parameters** affect the Automated Attendant Service. You determine the correct values to use according to the requirements for your business.
- **Message Waiting Lamp Parameters** affect message waiting lamp updates. See the *Switch Notes* for your telephone system to determine the correct values to be used for your switch.

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FORM C

System Parameter Administration

---

Voice Mail Parameters

System Operator Extension: \_\_\_\_\_

Pause for Touch-Tone Input: \_\_\_\_\_sec

Maximum Extension Length: \_\_\_\_\_

Transfer to Subscribers Only?: \_\_\_\_\_

System Mode of Addressing: \_\_\_\_\_

Maximum Message Length: \_\_\_\_\_sec

General Mailbox Owner Extension: \_\_\_\_\_

Enable General Mailbox for Call Answer?: \_\_\_\_\_

Allow Voice Mail/Call Answer Transfers?: \_\_\_\_\_

---

Automated Attendant Parameters

Touch-Tone Gate Active?: Day:\_\_\_\_ Night: \_

Auto Attendant Time-out Action: Day:\_\_\_\_ Night: \_

Auto Attendant Menu Plays: \_\_\_\_\_

Fax Transfer Number: \_\_\_\_\_

Present Options Before Leaving Message: \_\_\_\_\_

---

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 to the Automated Attendant Service are transferred if they do not have a Touch-Tone telephone set, or where callers are transferred if they press **0** while in Automated Attendant or Call Answer Service and the subscriber called does not have a personal operator. Enter a valid extension number.

 **NOTE:**

Your particular telephone switch may require you to follow certain guidelines for this parameter. Refer to Chapter 2 of the *Switch Notes* for your switch for additional information.

- **Pause for Touch-Tone Input** specifies the number of seconds that the system should wait for Touch-Tone input. This wait occurs at the Automated Attendant gate, between repetitions and at the end of the last repetition of the Automated Attendant main menu, in the Call Answer Service, and at all other places where Touch-Tone input is expected. Enter 4 to 9 seconds. The default value is 7 seconds.
- **Maximum Extension Length** specifies the maximum number of digits in a valid extension number. Enter the number of digits. The maximum length available for an extension is six digits. The default value is 4 digits.
- **Transfer to Subscribers 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). For improved security, it is recommended that you leave this setting at the default setting **yes**.

 **NOTE:**

When transferring to a non-subscriber extension, AUDIX Voice Power listens for ringing or speech and then transfers immediately. If neither ringing nor speech is detected, the system will inform the caller that the transfer was unsuccessful.

- **System Mode of Addressing** defines the initial mode (name or extension) of dialing for Automated Attendant and Call Answer. Enter **e** for extension or **n** for name. The default value is `extension`.
- **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 and is the default value used if no value is specified.

- **General Mailbox Owner Extension** is the extension of the owner of the general mailbox. The owner must be a registered subscriber with a different extension than the general mailbox (9999). The owner's message waiting lamp will be lit whenever there is mail in the general mailbox.
- **Enable General Mailbox for Call Answer** determines whether overflow mail will be sent to the general mailbox. Enter **y** for yes (overflow on) or **n** for no (overflow off). The default value is **no** (overflow off).
- **Allow Voice Mail/Call Answer Transfers** determines whether transfers will be allowed from Voice Mail or Call Answer. Enter **y** for yes or **n** for no. The default value is **yes**.

## Automated Attendant Parameters

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

- **Touch-Tone Gate Active?** specifies whether or not AUDIX Voice Power uses the Touch-Tone Gate. In the gate mode, the Automated Attendant asks the caller to press **1** before proceeding. If the tone for **1** is not received within the necessary time, AUDIX Voice Power assumes the call is from a rotary dial telephone and the Automated Attendant time-out action is taken. The caller may be transferred to an operator (Transfer option), be disconnected after hearing the good-bye message (Disconnect option), or be able to leave a message in the general mailbox (Message option).

If you do not use the gate, the Automated Attendant main menu plays immediately.

The use of the gate may be specified for both Day and Night service. There are separate gate messages for Day and Night service. The default is **n** for no for each gate.

### NOTE:

If you use the gate, the gate message should include a greeting message to the caller. If you do not use the gate, 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 Time-out Action** specifies the action to be taken any time there is a Touch-Tone time-out in the Automated Attendant. There are separate time-out actions for Day and Night service. Valid choices are:
  - Transfer: transfer to operator after time-out
  - Message: leave message in general mailbox after time-out
  - Disconnect: disconnect after playing the good-bye message

The default is **Transfer** for both Day and Night Service.

- **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 a digit, 1 to 9, to specify the number of plays. An initial value of 3 plays is recommended. The default is 2.

This parameter is only effective when the Touch-Tone Gate is turned off, and it only affects the number of times the main menu plays. Submenus always play three times regardless of the value of this parameter. When the Touch-Tone Gate is turned on, the main menu and all submenus play three times.

- **Fax Transfer Number** specifies the number to which AUDIX Voice Power should transfer Fax calls when the Automated Attendant detects the Fax CNG tone. If you do not specify a number, the Automated Attendant does not recognize Fax calls.
- **Present Options Before Leaving Message** specifies whether or not the menu options are presented before the caller hears the greeting of the called party and is allowed to leave a message. Enter either *y* for yes or *n* for no. The default is *yes*.

### ⇒ NOTE:

These menu options are To leave a message, press **1**  
or To return to the main menu, press **\*#**.

## Message Waiting Lamp Parameters

Message Waiting Lamp parameters affect only the operation of message waiting lamps. Consult the *Switch Notes* for your telephone system for the correct values to be used for your switch.

## Entering System Parameters

Instructions for entering system parameters into the AUDIX Voice Power system are in Chapter 3 of the *AT&T AUDIX™ Voice Power System Manager's Guide*.

## Subscriber Administration

---

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

### ⇒ NOTE:

For AUDIX Voice Power to transfer to a hunt group, the hunt group must be identified to the AUDIX Voice Power system as a subscriber and listed on FORM D.

In addition to normal subscribers, for administrative convenience you may want to include as a subscriber 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.

FORM D	
Subscriber Administration	
Extension:	<input style="width: 90%;" type="text"/>
Name:	<input style="width: 95%;" type="text"/>
Password:	<input style="width: 80%;" type="text"/>
Name Addressing Identifier:	<input style="width: 95%;" type="text"/>
Mode of Addressing:	<input style="width: 80%;" type="text"/>
Mailbox Size:	<input style="width: 80%;" type="text"/> min
Personal Operator:	<input style="width: 60%;" type="text"/>
Comments:	<input style="width: 95%;" type="text"/>
Class of Service Parameters	
Class of Service:	<input style="width: 40%;" type="text"/>
Custom Class of Service Parameters	
Does Subscriber have Switch Call Coverage?:	<input style="width: 40%;" type="text"/>
If No Call Coverage, Enter Maximum Rings:	<input style="width: 30%;" type="text"/>
Coverage Service:	<input style="width: 95%;" type="text"/>
Outcalling Allowed?:	<input style="width: 40%;" type="text"/>

The contents of the subscriber identification fields should be as follows:

- **Extension** is the extension number assigned to the subscriber. 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. For telephone systems that provide caller identification by name rather than extension number, the name must exactly match (including punctuation and case) the name entered for the subscriber on the telephone system.

- **Password** can be any combination of up to nine dialable digits. The asterisk (\*) and pound sign (#) should not be used. The asterisk (\*) indicates that no password is required. The pound sign (#) indicates that access is denied.

Initially, for a new subscriber, the password should be either 00, for no password required; the same number as the extension number; or 99, any of which can be used temporarily until the user assigns a new password.

- **Name Addressing Identifier** is the alphabetic string that will be used to identify this subscriber for name addressing. In most cases, it will be the same as the subscriber's last name. It may be up to 20 letters long.

**NOTE:**

The administration screen corresponding to FORM D will show a field named `TT Equivalent of Name Addressing Identifier` immediately below this field. This is a display-only field so no space is provided on the form.

- **Mode of Addressing** defines the initial mode (name or extension) of dialing for Voice Mail for this subscriber. Enter e for extension or n for name.
- **Mailbox Size** is the maximum size of the mailbox in minutes. The mailbox maximum size can be from 1 minute to 99 minutes or "unlimited."
- **Personal Operator** is the extension to which a call is transferred when the caller presses 00 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.

The contents of the Class of Service Parameters fields should be as follows:

- **Class of Service** is a shortcut for specifying the following four parameters. Each of the eight available classes of service gives a combination of the four parameters that will be useful in many applications.

**NOTE:**

You may specify either the Class of Service parameter or the other four parameters. If you fill in Class of Service, the other parameters will be filled in automatically with the numbers that match that Class of Service. If you fill in any of the four parameters, you must fill in all four and the Class of Service will change to "custom."

The predefine Class of Service values are:

Class	Switch call Coverage	Maximum Rings	Coverage Service	Outcalling
1	Y	n/a	CA	Y
2	Y	n/a	CA	N
3	N	3	CA	Y
4	N	3	CA	N
5	N	0	CA	Y
6	N	0	CA	N
7	Y	n/a	AA	Y
8	Y	n/a	AA	N

- **Switch Call Coverage** indicates whether this subscriber receives call coverage from the switch. When the subscriber has switch call coverage, AUDIX Voice Power completes the call transfer to this subscriber immediately. When the subscriber does not have switch call coverage, AUDIX Voice Power will count the ring cycles until the maximum rings are reached and then provide the specified coverage service for this subscriber.
- **Maximum Rings** indicates the number of rings AUDIX Voice Power should wait before providing the specified coverage service on an unsuccessful call transfer from Automated Attendant, Voice Mail, or Call Answer. The maximum number of rings is between 0 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 used by AUDIX Voice Power.

- **Coverage Service** indicates whether AUDIX Voice Power should provide Call Answer or Automated Attendant Service when it receives a coverage call for this extension.  
In general, Call Answer is provided for most subscribers. Automated Attendant is used for attendant backup, Directed Night Service, and other special applications.
- **Outcalling Allowed** 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.

## Entering Subscriber Information

Instructions for entering subscriber information are in Chapter 3 of the *AT&T AUDIX™ Voice Power System Manager's Guide*.

## 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.

---

FORM E

Service Administrator Registration

Service	Administrator's Name	Extension
Automated Attendant		
Call Answer		
Information Service		
Message Drop		
Voice Mail		

The contents of each field should be as follows:

- **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.



**NOTE:**

The extension must have been previously registered as a subscriber.

### Entering Service Administrator Information

Instructions for entering Service Administrator information are in Chapter 3 of the *AT& T AUDIX™ Voice Power System Manager's Guide*.

## 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 parameters specify how the outcalling will operate on a system-wide basis. You should write these parameters 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 as follows:

- **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*). Specify *no* if outcalling is not permitted on a system-wide basis. The default is *yes*.
- **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*. The default start time is 8:00 am. The default end time is 5:00 pm.

For outcalling to be active 24 hours, specify 12:00 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 Internal** 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. The default is 10 minutes between outcall tries.

- **Initial Delay** is the time in minutes after receiving a call before the first outcall attempt is made. Enter the number of minutes from 0 to 99. The default is 10 minutes.
- **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 by pressing **[\*] [#]**. An attempt is unsuccessful if the call is not answered, or if the call is terminated without the subscriber either logging in or acknowledging the call. Enter the number of attempts from 1 to 99. The default is 5 attempts.
- **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). The default is 2.
- **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. The default is 29.

### Entering Outcalling Information

Instructions for entering Outcalling information are in Chapter 3 of the *AT&T AUDIX™ Voice Power System Manager's Guide*.

### 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. (For example, 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 the 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 I. 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.
- 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 as follows:

- **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 am and from 5:00 pm to midnight, Night Service will be provided.
- On holidays, Night Service is provided around the clock, regardless of the day of the week.
- Please see Chapter 2 of your *Switch Notes* for your specific switch for exceptions to the hours of operation.

---

FORM H

**Service Hour Administration**

Day	Service	Start Time	End Time
Sun			
Mon			
Tue			
Wed			
Thu			
Fri			
Sat			

The contents of each field should be as follows:

- **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 **a** 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 1. 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 using more than three menu levels may result in caller frustration.
- One copy of FORM I should be completed for each menu being defined.

FORM I			
Edit Workspace			
Menu Name	Description		
<b>Menu Path</b>			
Touch-Tone	Action	Object	Description
1			
2 (ABC)			
3 (DEF)			
4 (GHI)			
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0			

The contents of each field should be as follows:

### Descriptive Items

- **Menu Name** is the name of the menu on which you are working. The highest-level menu for each service is always named “main.” Subsequent menus are named “menu1” through “menu99.” AUDIX Voice Power automatically fills in this item.
- **Description** is a comments field that should help identify the purpose of the menu. AUDIX Voice Power automatically fills in this item on the screen from the Touch-Tone description at the higher-level menu.
- **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. AUDIX Voice Power automatically fills in this item on the screen.

For the main menu, leave the menu path blank. For the first sublevel, enter *main (digit)* where *digit* is the digit that the caller presses on the telephone when the main menu plays 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 do appear when this field is displayed on the screen, but writing them on the form can assist you in planning.

### Control Items

- **Touch-Tone** is the digit the caller presses on the telephone to cause an action.
  - Not all digits need to be used. If callers press unassigned digits, this 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,
  - You should save “0” for a transfer to the operator.
  - Letters can be used instead of 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.
  - 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 <code>Object</code> field. This will usually be a hunt or Direct Group Calling (DGC) group number for a department.
Ann	plays the announcement whose identifier ( <code>ann##</code> ) is given in the corresponding <code>Object</code> field. After the announcement is played, the caller is disconnected.
Menu	continues with the submenu whose identifier ( <code>menu##</code> ) is given in the corresponding <code>Object</code> field.
Prompt	causes the Automated Attendant to request that the caller enter an extension number or name to which the call should be transferred. <i>Prompt</i> cannot be used on the same menu with <i>Ext</i> . <i>Prompt</i> does not have a corresponding <code>Object</code> .



**NOTE:**

Pressing `#` at any time has the same effect as the *Prompt* action. However, the action of pressing `#` can be used on the same menu with *Ext*.

Ext	is used to directly dial (without a prompt) any extension beginning with the digit in the Touch-Tone column. <i>Ext</i> cannot be used on the same menu with <i>Prompt</i> . <i>Ext</i> does not have a corresponding <code>Object</code> .
-----	---

- **Object** indicates which extension, telephone number, announcement, or menu is to be used for the specified action. An announcement has a name in 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,” you can specify either an extension or a telephone number (up to 16 digits), For a telephone number, you can use a maximum of 16 characters from the following:

Character	Meaning
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, #, *	Touch-Tone digits 0 through 9, #, 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 (for example, 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 in the *Planning Guide* to write out the voice prompts for each menu. Then write any announcements on FORM K in the *Planning Guide*.

- If the Touch-Tone Gate is turned on, the caller will hear the Touch-Tone Gate message before the main menu. (The Touch-Tone Gate message is discussed in *Customizing Voice Prompts*.) 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 you use on the menu to present choices is arbitrary, but it is usually easier for the caller if you present numbered choices 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 each digit represents. For example, say, "For the sales department, press 1 now," rather than saying, "Press 1 for the sales department."

Include a prompt telling the caller how to change the default addressing mode at the Automated Attendant. If asked to enter an extension, the caller can press **\*** **A** to change to the name-addressing mode. The caller then enters the name followed by **#** . If asked for a name, the caller can press **\*** **A** to change to the extension-addressing mode. The caller then enters the extension followed by **#** .

You may wish to tell callers they can transfer at any time by pressing **#** . Once **#** is pressed, the caller is prompted for an extension number or name, depending on how the addressing mode is set.

If the caller presses **\*** **0** while a menu is playing, the caller is sent to the previous menu. If the caller presses **\*** **M** while a menu is playing, the caller is sent to the main menu. These keys will not work while an announcement is playing.

Reserve the digit 0 for a transfer to 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 of Script	Script
Opening	
1	
2 (ABC)	
3 (DEF)	
4 (GHI)	
5 (JKL)	
6 (MNO)	
7 (PRS)	
8 (TUV)	
9 (WXY)	
0	
Closing	
Type of Script	Sample Script
Opening	Thank you for calling the XYZ Company.
1 Sales	For the Sales Department, press 1 now.
4 Ext	For an extension beginning with 4, dial the extension now.
0 Operator	Press 0 if you wish to speak with the operator.
Closing	For all other calls, remain on the line. An operator will answer.

The contents of each field should be as follows:

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

---

**FORM K**

**Automated Attendant Announcements**

D/N Service	Menu ###	Ann ###
Announcement:		

The contents of each field should be as follows:

- **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** is the message that the caller will actually hear. Write the announcement in the remaining space on the form.

### Entering Automated Attendant Information

Instructions for entering the Automated Attendant information are in Chapter 3 of the *AT&T AUDIX™ Voice Power System Manager's Guide*.

## 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.

---

### FORM L

#### Custom Messages

---

Place a check next to the custom message you are creating.

<input type="checkbox"/>	Call Answer Greeting	<input type="checkbox"/>	Call Answer Good-bye
<input type="checkbox"/>	Voice Mail Greeting	<input type="checkbox"/>	Information Service Message
<input type="checkbox"/>	Message Drop Greeting	<input type="checkbox"/>	Message Drop Good-bye
<input type="checkbox"/>	Touch-Tone Gate Msg (Day)	<input type="checkbox"/>	Touch-Tone Gate Msg (Night)
<input type="checkbox"/>	Automated Attendant Good-bye	<input type="checkbox"/>	

Message:

---

---

---

---

---

---

---

---

---

---

Use one FORM L for each custom message. On the top of the form, check the box for the kind of message you are customizing. Write the custom 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 default 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 for an integrated system is:

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

- For non-integrated systems, the caller must reenter the number of the person being called. A different standard Call Answer Greeting Message is used. The standard Call Answer Greeting Message for a non-integrated system 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 .

- Individual subscribers may create a personal, customized message and specify that it be used when AUDIX Voice Power answers their telephone instead of the standard or custom message you define.
- Most callers end their messages by hanging up. Unless you (or individual subscribers) provide a new custom greeting telling callers how to end, review, and approve the message rather than hanging up, the Call Answer Service Good-bye Message will not be heard. (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 on FORM L.

## Automated Attendant Messages

The Touch-Tone Gate Message (Automated Attendant) is used only when the Touch-Tone Gate is active. During Day Service hours, the Day Touch-Tone Gate Message is used. During Night Service hours, the Night Touch-Tone Gate Message is used.

If the Touch-Tone Gate is active, AUDIX Voice Power prompts the caller to press the **1** button. If the tone is detected, the main menu for Day or Night Service plays. If the tone is not detected within the specified time, the Automated Attendant Time-out Action is taken. There are separate time-out actions for Day and Night Service. The possible actions are:

- Transfer: transfer to operator after time-out
- Message: Leave message in general mailbox after time-out
- Disconnect: Disconnect after playing the good-bye message

The standard message is as follows:

If you have a Touch-Tone phone, press 1 now.

When the Touch-Tone Gate Message is active, the main menu for Day or Night Service plays after the Touch-Tone Gate Message.

When the Touch-Tone Gate is not active, the main menu for the Day or Night Service plays immediately.

In the event that there is no selection, the disconnect time-out action that was specified will be taken. When the action specified is disconnect, the Automated Attendant Good-Bye Message plays. The standard good-bye message is:

Good-bye.

If you want to change any of these default messages, write your Touch-Tone Gate 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 is:

Welcome to AUDIX Voice Power Information Service .



### NOTE

The default Information Service announcement should always be changed to a custom announcement.

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 to 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 so that it is meaningful for your business application.

The Message Drop Good-bye Message plays 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 also wish to change the standard Message Drop Good-bye Message, write your customized message on FORM L .

## General Mailbox Greeting

AUDIX Voice Power provides a special system greeting for the General Mailbox. This text is tailored for subscribers with Call Answer Service where callers know whom they are trying to reach. The standard General Mailbox Greeting Message is:

You will now be able to leave a message in a general mailbox. You can press 0 to speak to an operator at any time. If you know the intended recipient of your message, be sure to include their name in your message. This will enable the system administrator to forward your message to them. Please wait for the tone to begin recording.

You should change this message so that it is meaningful for your business application. The greeting should be modified if you plan to use the General Mailbox primarily for Automated Attendant time-outs where callers may not know to whom they wish to talk. The greeting should also be modified if no system operator is defined.

Because it is a mailbox greeting rather than a system message, you do not need to write out the General Mailbox Greeting on FORM L. However, if you wish to use FORM L for ease of administration and to keep a record of the customized greeting, indicate on the top of the form that this is the General Mailbox Greeting. Write the new message in the bottom of the form.



### NOTE,

If you use FORM L for the General Mailbox Greeting, be sure to follow the appropriate instructions in Chapter 4 of the *AT&T AUDIX™ Voice Power System Manager's Guide*. There is a different procedure required for recording a General Mailbox Greeting than is used to record the custom messages.

## Recording Customized Messages

Instructions for recording customized messages are in Chapter 4 of the *AT&T AUDIX™ Voice Power System Manager's Guide*.

---

## AUDIX Voice Power Forms



You should consult Chapter 2, *System Planning*, 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		
11		



---

FORM B

Switch Interface Administration

---

Switchhook Flash Duration	
Wink Disconnect Interval	
Signaling Type	



---

FORM C

System Parameter Administration

---

Voice Mail Parameters

System Operator Extension:	_____
Pause for Touch-Tone Input:	____ sec
Maximum Extension Length:	____
Transfer to Subscribers Only?:	_____
System Mode of Addressing:	_____
Maximum Message Length:	____ sec
General Mailbox Owner Extension:	_____
Enable General Mailbox for Call Answer?:	_____
Allow Voice Mail/Call Answer Transfers?:	_____

---

Automated Attendant Parameters

Touch-Tone Gate Active?:	Day: _ Night: _
Auto Attendant Time-out Action:	Day: _ Night: _
Auto Attendant Menu Plays:	
Fax Transfer Number:	_____
Present Options Before Leaving Message:	_____

---

Message Waiting Lamp Parameters

Code to Light: \_\_\_\_ Code to Extinguish: \_ Refresh?: \_

---



---

FORM D

Subscriber Administration

---

Extension:	_____
Name:	_____
Password:	_____
Name Addressing Identifier:	_____
Mode of Addressing:	_____
Mailbox Size:	_____ min
Personal Operator:	_____
Comments:	_____

---

Class of Service Parameters

Class of Service:	_____
-------------------	-------

---

Custom Class of Service Parameters

Does Subscriber have Switch Call Coverage?:	_____
If No Call Coverage, Enter Maximum Rings:	_____
Coverage Service:	_____
Outcalling Allowed?:	_____

---



---

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 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
1			
2 (ABC)			
3 (DEF)			
4 (GHI)			
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0			



FORM J

Voice Menu

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









## Standard System Messages

---

### ■ Call Answer Greeting Message:

Integrated system:

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

Non-integrated system:

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.

### ■ 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 Good-bye Message: Good-bye.

### ■ Touch-Tone Gate Message:

If you have a Touch-Tone phone, press 1 now.

### ■ 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 greeting message as part of the Touch-Tone Gate Message.
- If the gate is nonactive, record the greeting 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 button.

### **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.

### **Call Distribution Group (CDG)**

See **hunt group**.

### **calling group**

See **hunt group**.

### **channel**

A communications path for transmitting voice and data.

### **CNG tone**

A tone emitted by certain autodialing Fax machines to allow automatic switching of incoming Fax calls to a Fax machine.

### **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.

### **Direct Group Calling (DGC)**

See **hunt group**.

### **dummy extension**

An extension that does not have a physical set connected to it and has the number of rings set to zero.

### **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.

### **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 screen where information is to be added, changed, or deleted.

**hunt group**

A preset group of telephones to which incoming calls are directed. If the first hunt group telephone to which a call is routed is busy, the call routes to the next available telephone in the group.

**Information Service**

An AUDIX Voice Power service that plays prerecorded bulletins to callers.

**IVP4 Board**

A four-channel Integrated Voice Power board.

**jack**

A receptacle for the modular plug of the telephone line.

**mailbox**

The repository for Voice Mail, Call Answer, or Message Drop messages.

**maximum message length**

The length of time that the System Manager has established as the maximum length for messages going to subscribers' mailboxes.

**menu**

A list of options.

**Message Drop Service**

An AUDIX Voice Power service allowing callers to leave messages in a common mailbox.

**message waiting lamp**

In some communications systems, a light on the telephone that is automatically turned on when the subscriber has a message.

**name addressing**

Specifying the recipient of a voice, message by dialing the letters of the recipient's name instead of the extension number.

**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 to dial out to people not connected to your communications system.

**password**

A number (or series of numbers) entered on the dialpad 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 connection 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.

**Service Administrator**

The person in charge of each of the AUDIX Voice Power services.

**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 device 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 telephone 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 through 9, \*, and # on a Touch-Tone telephone.

**Touch-Tone Gate**

An administrable 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 dialpad 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.

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