

**Lucent Technologies**  
Bell Labs Innovations



# **Intuity™ AUDIX® Basic Administration Guide**



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December 1998

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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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EMC Directive 89/336/EEC  
Low-Voltage Directive 73/23/EEC



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

**Comments**

To comment on this document, return the comment card at the back of the document.

**Acknowledgment**

This document was prepared by Product Documentation, Lucent Technologies, Columbus, OH.

# Contents

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Welcome .....	v
Information You'll Find in This Book .....	v
Conventions Used in This Book .....	vi
Typography .....	vi
Terminology .....	vii
Admonishments .....	vii
Notes .....	viii
Tips .....	viii
Trademarks .....	viii
Releases That This Book Covers .....	viii
Telling Us What You Think .....	ix
Viewing This Book on the World Wide Web .....	ix
Ordering More Copies .....	x
Getting More Help .....	x

## Chapter 1     Getting Started

How to Log In to the System .....	1-2
How to Log Out of the System .....	1-3

- How to Log Out as sa . . . . . 1-4
- How to Log Out as vm . . . . . 1-4
- How to Navigate Screens . . . . . 1-4
  - Navigation Keys . . . . . 1-5
  - Function Keys . . . . . 1-6
    - Alternate Function Keys . . . . . 1-6
    - Standard Function Keys . . . . . 1-6
- Types of Fields . . . . . 1-9
  - Display-Only Fields . . . . . 1-9
  - Data-Entry Fields . . . . . 1-9
- How to Change the Date and Time . . . . . 1-10
- Saving Screen Changes . . . . . 1-13

## Chapter 2 Managing Mailboxes

- How to Add a User . . . . . 2-2
- How to Remove a User from the System . . . . . 2-23
  - How to Check for Messages in an Old Mailbox . . . . . 2-23
  - How to Erase Messages in an Old Mailbox . . . . . 2-24
  - How to Remove a User . . . . . 2-25
- How to Change User Information . . . . . 2-26

## Chapter 3 Administering the System

- How to Maintain the System . . . . . 3-2
- How to Send a Broadcast Message . . . . . 3-4
  - How to Set Up a Broadcast Mailbox . . . . . 3-5
  - How to Create a Broadcast Message . . . . . 3-10
- How to Change Class of Service Options . . . . . 3-11
- How to Run an Attended Backup . . . . . 3-30
- How to Shut Down the System . . . . . 3-35
- How to Restart the System . . . . . 3-37

How to Perform a Warm Restart .....3-37  
 How to Perform a Cold Restart .....3-38  
 How to Restart the Voice System .....3-38

## Chapter 4 Exploring Advanced Features

Comparing Bulletin Boards and Automated Attendants .....4-2  
 How a Bulletin Board is Unique .....4-2  
 How an Automated Attendant is Unique .....4-2  
 Bulletin Boards vs. Automated Attendants .....4-3  
 How to Create a Bulletin Board Message.....4-4  
 How to Set Up a Bulletin Board .....4-4  
 How to Record a Bulletin Board Message.....4-9  
 How an Automated Attendant Works.....4-9  
 Designs for an Automated Attendant.....4-10  
 Features for an Automated Attendant .....4-11  
 Modes of Operation.....4-14  
 Primary Mode .....4-14  
 Secondary Mode .....4-15  
 Operational Schedules.....4-15  
 Business Operational Schedule.....4-15  
 Holiday Operational Schedule .....4-15  
 Alternate Operational Schedule .....4-15  
 Routing Table .....4-16  
 MERLIN LEGEND Schedule.....4-16  
 Procedures for Setting Up an Automated Attendant .....4-16

## Chapter 5 Producing Maintenance Reports

How to Produce an Activity Log Report .....5-2  
 How to Set Activity Log Options.....5-2  
 How to Run an Activity Log Report .....5-6

How to Interpret an Activity Log Report . . . . . 5-10

    Received Entries. . . . . 5-11

    Scheduled Entries. . . . . 5-11

How to Produce a System Status Report. . . . . 5-12

    How to Run a System Status Report. . . . . 5-12

    How to Interpret a System Status Report . . . . . 5-13

How to Run a Feature Daily Traffic Report . . . . . 5-19

How to Run a Load Daily Traffic Report . . . . . 5-28

## Chapter 6      Enhancing System Security

Guidelines for Creating Passwords . . . . . 6-2

How to Change the sa Password . . . . . 6-3

How to Change the vm Password . . . . . 6-4

How to Set Administrator Password Aging . . . . . 6-6

How to Change a User’s Password . . . . . 6-9

How to Unlock a User’s Mailbox . . . . . 6-10

Glossary . . . . . GL-1

Index . . . . . IN-1

# Welcome

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This book provides step-by-step instructions for basic administrative tasks for your Intuity AUDIX system.

The procedures in this book are written to help administrators at all levels of experience. If you are a new administrator, this book guides you through the most frequently performed tasks. If you are a more experienced administrator, this book provides you with procedures that you can use as guidelines.

## Information You'll Find in This Book

This book is divided into six chapters.

Chapter 1, “Getting Started,” explains how to log in and log out of the system, how to navigate screens, how to change the date and time, and how to save screen changes.

Chapter 2, “Managing Mailboxes,” explains how to add and remove users, how to erase messages from old mailboxes, and how to change user information.

Chapter 3, “Administering the System,” explains how to maintain the system, how to set up and send broadcast messages, how to change class of service options, how to run an attended backup, and how to shut down and restart the system.

Chapter 4, “Exploring Special Features,” compares an automated attendant and a bulletin board, explains how to set up a bulletin board, and presents an overview of how to set up an automated attendant.

Chapter 5, “Producing Maintenance Reports,” explains how to produce and interpret reports such as an Activity Log report, a System Status report, a Feature Daily Traffic report, and a Load Daily Traffic report.

Chapter 6, “Enhancing System Security,” provides guidelines for creating passwords, and explains how to change the administrator’s sa and vm passwords, how to set administrator password aging, how to change user passwords, and how to unlock mailboxes.

## Conventions Used in This Book

This section explains the conventions that are used in this book.

### Typography

**Tip:** If you have trouble remembering the parts of a command, press F6 (Choices) and the system displays a list of options for that command.

- Commands are shown in their abbreviated version in all cases.
- Commands and text you type in or enter are printed in bold type, for example, **add subscriber**.
- Screen displays are printed in constant width type, for example, `Command Successfully Completed`.
- Variables are printed in italic type, for example, *extension*.

- Names of keys on the computer keyboard are shown in capital letters, for example, ENTER.
- Function keys on your terminal, also known as soft keys, are shown in capital letters, followed by the function of that key in parentheses, for example, F3 (Save).
- Numbers, letters, and symbols on a telephone keypad are shown enclosed in square boxes, for example,  .

## Terminology

- 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 follows:

Enter **y** to continue.

- The word “type” means to press the key or sequence of keys indicated. For example, an instruction to type the letter “y” is shown as follows:

Type **y** to continue.

## Admonishments



### **CAUTION:**

This admonishment calls attention to a situation that could result in harm to software, possible loss of data, or possible service interruptions.



### **SECURITY ALERT:**

This admonishment calls attention to a situation that could result in unauthorized use of a customer’s telecommunications system.

## Notes

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**Note:** This note calls attention to information that supplements the main text or deserves emphasis.

---

## Tips

**Tip:** This tip calls attention to information that you may find helpful.

## Trademarks

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## Releases That This Book Covers

The Intuity AUDIX Basic Instruction Book is suitable for use with any Intuity AUDIX Release 4 or Release 5 system.

Because this book is applicable to several releases, some of the screens you will use will not be exactly the same as those shown in this book. However, the information will generally be similar.

Should you need additional information or a more in-depth discussion of a particular procedure or feature, see the regular set of documentation for your system.

## Telling Us What You Think

Let us know what you like or don't like about this book and how it meets your needs. Your reactions are valuable to us. Although we can't promise that we'll be able to respond personally to all your feedback, we will read each response we receive.

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1. Access the Customer Self-Service Center web site at <http://www.lucent.com/enterprise/selfservice>.
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## Getting More Help

If you need additional help, Table 1 shows what services are available.

---

**Note:** You may need to purchase an extended service agreement to use some of these services. See your Lucent Technologies representative for more information.

---

**Table 1. Available Services**

<b>Service</b>	<b>For Help With</b>	<b>Telephone Number</b>
Intuity Helpline	Feature administration and system applications	1-800-242-2121
Lucent Technologies National Customer Care Center	Maintenance and repair	1-800-242-2121
Lucent Technologies Toll Fraud Intervention	Toll fraud issues	1-800-242-2121
Lucent Technologies Corporate Security	Security issues	1-888-267-7732

Table 2 lists the telephone numbers for Lucent Technologies International Centers of Excellence. These centers can provide help with feature administration, system applications, maintenance, repair, and toll fraud issues for international locations.

**Table 2. Lucent Technologies International Centers of Excellence**

<b>Location</b>	<b>Telephone Number</b>
Australia	612-9352-9151
Bahrain	973-218-266
Budapest	361-345-4334

(Sheet 1 of 2)

**Table 2. Lucent Technologies International Centers of Excellence**

---

<b>Location</b>	<b>Telephone Number</b>
Caribbean/Latin America	3030-8043778
France	332-4153-4382
Hong Kong	852-2506-5352
Japan	813-5798-8800
Russia	709-5974-0133
Singapore	65-872-868
United Kingdom	44-1252-774-889
United States	303-804-3777

**(Sheet 2 of 2)**

# 1

## Getting Started

---

This chapter contains information to help you start working on your system. The following procedures show you how to:

- Log in to the system
- Log out of the system
- Navigate screens
- Change the date and time
- Save screen changes

# How to Log In to the System

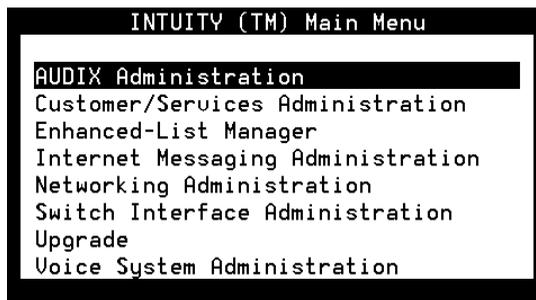
To log in to the system:

1. Turn on your monitor.
2. Enter your administrator's login at the `login:` prompt.
  - If you are the system administrator, enter **sa**
  - If you are the voice messaging administrator, enter **vm**
3. Enter your administrator's password at the `password:` prompt.
4. Enter **at386** at the `terminal type:` prompt.

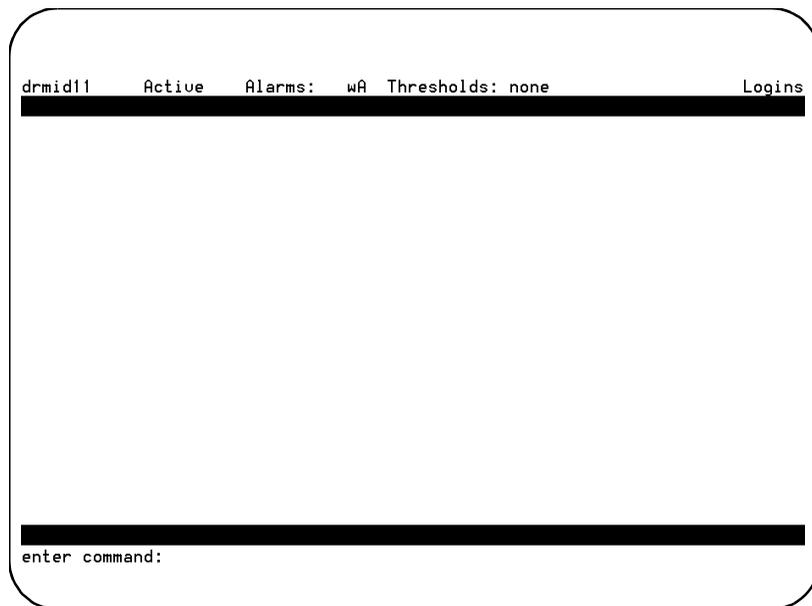
The system displays one of the following:

- If you logged in as `sa`, the system displays the Lucent Intuity main menu (Figure 1-1).

**Figure 1-1. Lucent Intuity Main Menu**



- If you logged in as `vm`, the system displays the AUDIX Command Prompt screen (Figure 1-2).

**Figure 1-2. AUDIX Command Prompt Screen**

You have now logged in to the system.

## How to Log Out of the System

You must log out of the system the same way in which you logged in:

- If you logged in as sa, you must log out as sa.
- If you logged in as vm, you must log out as vm.

## How to Log Out as sa

To log out as sa:

1. Enter **exit** at the `enter command:` prompt on the AUDIX Command Prompt screen.

The system displays the Lucent Intuity main menu (Figure 1-1).

2. Press F6 (Cancel).

The system displays the `login:` prompt.

You have now logged out of the system as sa.

## How to Log Out as vm

To log out as vm:

1. Enter **exit** at the `enter command:` prompt on the AUDIX Command Prompt screen.

The system displays the `login:` prompt.

You have now logged out of the system as vm.

## How to Navigate Screens

To navigate the different screens, use the keys on your keyboard.

There are two types of keys:

- Navigation keys
- Function keys

## Navigation Keys

Table 1-1 shows the keys that are used to move among data-entry fields within a screen.

**Table 1-1. Navigation Keys**

Key	Function
TAB or RETURN or RIGHT ARROW	This moves the cursor to the next field on the current screen in a left-to-right, top-to-bottom order. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field on a screen, this moves the cursor to the first field on the first line of the same screen that contains a field.
LEFT ARROW	This moves to the next field to the left on the current line of the screen. From the first field on a line, this moves to the last field on the first preceding line that contains a field. From the first field on a screen, this moves to the last field on the last line of the same screen that contains a field.
UP ARROW	This moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, this moves to the nearest field on the last line of the current screen that contains a field.
DOWN ARROW	This moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, this moves to the nearest field on the first line of the current screen that contains a field.

(1 of 2)

**Table 1-1. Navigation Keys**

Key	Function
BACKSPACE	This deletes the last changes entered into the field and moves the cursor backwards one position.
HOME	This moves the cursor to the beginning of the first field on the screen.
END	This moves the cursor to the end of the current field.

(2 of 2)

## Function Keys

There are two types of function keys.

### Alternate Function Keys

Some function keys perform actions that are unique to a particular screen.

---

**Note:** To obtain the alternate function of each key, you need to turn the toggle switch on. To activate the toggle switch, enter **toggle function-keys** at the `enter` command prompt.

---

### Standard Function Keys

Most function keys perform standard actions regardless of the screen you are viewing.

Table 1-2 describes the purpose of each standard function key. There is also a description of each function key at the bottom of each screen.

**Table 1-2. Standard Function Keys**

Keypad Command	Function
F1 (Cancel)	This stops the current activity and returns the cursor to the command line. When the cursor is in the command line, F1(Cancel) erases the entire contents of the command line. On a help screen, F1(Cancel) returns to the screen on which the help was requested.
F2 (Refresh)	This redraws or updates the screen.
F3 (Enter)	This submits the information entered on a screen for the action specified on the command line. When the cursor is on the command line, F3 (Enter) requests execution of the command. <b>Note:</b> RETURN has the same effect as F3 (Enter) when the cursor is on the command line. On a screen, RETURN moves the cursor forward from one field to the next.
F4 (Clearfld)	This clears an entire field on a screen or a single keyword from the command line. For example, if the command line contains the command <code>list cos</code> and you press F4 (Clearfld), the command line changes to <code>list</code> .

(1 of 2)

**Table 1-2. Standard Function Keys**

Keypad Command	Function
F5 (Help)	When the cursor is on the command line, pressing this key is identical to typing the help command. That is, it displays a screen explaining all the types of help available in the Intuity AUDIX system. When the cursor is on a screen, this key requests help for the entire screen.
F6 (Choices)	<p>When the cursor is on the command line, this key requests a menu of valid entries for command line keywords. Once this menu is displayed, use the UP ARROW or DOWN ARROW key to select an item from the menu.</p> <p>Pressing F6 (Choices) or RETURN selects the highlighted item from the menu. When the cursor is on a screen, this key requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 (Choices) or RETURN selects the highlighted item from the menu.</p>
F7 (Nextpage)	This moves forward through multiple-page administration screens, reports, or help screens.
F8 (Prevpage)	This moves backward through multiple-page administration screens, reports, or help screens.

(2 of 2)

## Types of Fields

There are two types of fields on AUDIX Administration screens.

### Display-Only Fields

Some AUDIX Administration screens have display-only fields. You cannot enter data into display-only fields.

### Data-Entry Fields

Some AUDIX Administration screens have data-entry fields into which you enter values, such as user extension numbers, machine names, or class of service names.

Data-entry fields have various characteristics or responses, depending on the nature of the field. The following is a short description of some of those characteristics or responses.

- Position of cursor. When a screen is activated, the cursor is initially positioned at the beginning of the first data-entry field.
- Character limitations. The length of a data-entry field corresponds to the maximum number of characters that are allowed for that field.
- Obtaining field information. To obtain more information on a particular field, for example, what information is required, position the cursor in a data-entry field and press F6 (Choices).
- Invalid information. If you type invalid information into a data-entry field, the system displays a help message. This message contains information to clarify the required input.

- Optional data-entry fields. Some data-entry fields are optional. Others require you to enter a value before saving the information to the system data base.
- Missing information. If you try to save information entered on a screen without entering all of the required information, the system displays a help message noting the missing information.
- Clearing field contents. When you type a character into the first position of a field, the system replaces the previous contents of the field with the new characters that are entered into the field.

## How to Change the Date and Time

To change the date and time:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
  System Management
    UNIX Management
      UNIX Date and Time
```

The system displays the Unix Date and Time window (Figure 1-3).

Figure 1-3. UNIX Date and Time Window

```

UNIX Date and Time
Date:          December  8, 1998
Time:          3:56
AM/PM:         PM
Timezone:      US/Eastern
Is Daylight Savings Time used?: YES

```

2. Use the TAB key to move among the fields and change as necessary. Table 1-3 describes the fields on this screen.

Table 1-3. Fields on the Date and Time Window

Field Name	Notes
Date:	<p>Month: Type the first three letters of the current month and press the TAB key.</p> <p>Day: Type a numeric value from 1 to 31 for the current date and press the TAB key.</p> <p>Year: Type the 4-digit number of the current year and press the TAB key.</p>
Time:	<p>Hour: Type a number from 0 to 12 for the current hour and press the TAB key.</p> <p>Minute: Type a number from 00 to 59 for the current minute and press the TAB key.</p>
AM/PM:	Type <b>a</b> for a.m. or <b>p</b> for p.m. and press the TAB key.

(1 of 2)

**Table 1-3. Fields on the Date and Time Window**

Field Name	Notes										
Timezone:	Type in one of the following time zones: <table data-bbox="669 361 1051 534"> <tr> <td><b>Greenwich</b></td> <td><b>Pacific</b></td> </tr> <tr> <td><b>Atlantic</b></td> <td><b>Yukon</b></td> </tr> <tr> <td><b>Eastern</b></td> <td><b>Alaska</b></td> </tr> <tr> <td><b>Central</b></td> <td><b>Bering</b></td> </tr> <tr> <td><b>Mountain</b></td> <td><b>Hawaii</b></td> </tr> </table> <p><b>Note:</b> When you are in the <code>Timezone:</code> field, press F2 (Choices) for more options on international time zones.</p>	<b>Greenwich</b>	<b>Pacific</b>	<b>Atlantic</b>	<b>Yukon</b>	<b>Eastern</b>	<b>Alaska</b>	<b>Central</b>	<b>Bering</b>	<b>Mountain</b>	<b>Hawaii</b>
<b>Greenwich</b>	<b>Pacific</b>										
<b>Atlantic</b>	<b>Yukon</b>										
<b>Eastern</b>	<b>Alaska</b>										
<b>Central</b>	<b>Bering</b>										
<b>Mountain</b>	<b>Hawaii</b>										
Is Daylight Savings Time used?:	Type <b>y</b> or <b>n</b>										

(2 of 2)

3. Press F3 (Save) to save your changes.  
 The system displays a confirmation message.
4. Press F6 (Cancel) repeatedly to return to the Lucent Intuity main menu (Figure 1-1).

---

**Note:** Changes made to the `timezone` field do not take effect until you shut down and restart the Lucent Intuity system. To shut down and restart the system, see “How to Shut Down the System” and “How to Restart the System” in Chapter 3, “Administering the System.”

---

## Saving Screen Changes

While you are working on a screen, it is a good idea to press F3 (Save) to save the changes often. As a minimum, you should save the changes to a screen before you leave it to begin work on another one. Do not wait until the end of the session to save your changes.



# 2

## Managing Mailboxes

---

This chapter contains information to help you manage your mailboxes. The following procedures show you how to:

- Add a user
- Remove a user
- Change user information

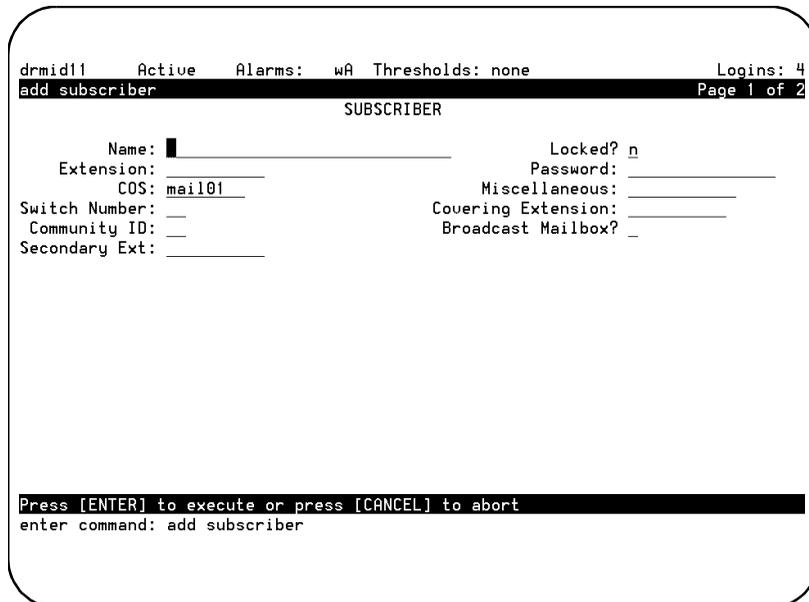
# How to Add a User

To add a user:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:  
  
AUDIX Administration
2. At the enter command: prompt, enter **ad su *name*/*extension*** where *name* is the name of the user and *extension* is the telephone extension of the user you want to add to the system.

The system displays the Subscriber screen, Page 1 (Figure 2-1).

Figure 2-1. Subscriber Screen, Page 1



3. Press F3 (Enter) to save the information.
4. Use the following information to determine your next step.

If...	then go to Step	because...
the default information for the user is acceptable	8	you have now entered a new user.
you need to have information other than the default information for the user,	5	you need to enter personalized information for the user.

5. Complete the fields on this screen using the information provided in Table 2-1.

**Table 2-1. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Name :	A unique name consisting of from 1 to 29 alphabetic characters	Enter a name that is unique. We recommend that you enter the last name first, then a comma, then the first name, for example, <b>Doe, Jane</b> <b>Tip:</b> To avoid the confusion of identical names, add a middle initial, for example, <b>Doe, Jane, L</b>
Locked?	<b>n</b> = no	Skip over this field by pressing the TAB key.

(1 of 5)

**Table 2-1. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Extension:	A 3-digit to 10-digit telephone extension	Enter the user's telephone extension. The extension must be within the range of numbers assigned to your system.  <b>Tip:</b> At the <code>enter command:</code> prompt, enter <b>chamach</b> for a list of available extensions on your system.
Password:	<ul style="list-style-type: none"> <li>■ A number from 1 to 15 digits</li> <li>■ Blank (default)</li> </ul>	Enter the password that the user must have to log in to his or her AUDIX mailbox. If you do not enter a password or if you enter a password that is shorter than the required length as specified on the System-Parameters Features screen, the user must change the password the first time he or she logs in.

(2 of 5)

**Table 2-1. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
COS :	<ul style="list-style-type: none"> <li>■ A unique name consisting of from 1 to 8 alphanumeric characters</li> <li>■ An integer from 0 to 11</li> <li>■ class01 (default)</li> </ul>	<p>Enter the name or number of the class of service (COS) that is to be assigned to the user.</p> <p><b>Tip:</b> Enter the command <b>list cos</b> for a list of all current COS names and numbers.</p>
Miscellaneous :	A unique name consisting of from 1 to 11 alphanumeric characters	Enter additional information about the user that may be helpful to you. This field is for your convenience only and is not used by the AUDIX system.
Switch Number :	<ul style="list-style-type: none"> <li>■ An integer from 0 to 20</li> <li>■ Blank (default)</li> </ul>	Enter the number of the switch on which the user's extension is administered. A 0 (zero) in this field means that the user has an AUDIX mailbox, but does not have an extension on the switch. Mailboxes for shared extensions should also have a 0 (zero) in this field. A blank indicates that the host switch number should be used.

(3 of 5)

**Table 2-1. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Covering Extension:	<ul style="list-style-type: none"> <li>■ A 3-digit to 10-digit telephone extension</li> <li>■ Blank (default)</li> </ul>	Enter the number of the default destination for the Transfer Out of AUDIX feature. If you leave this field blank, the system uses the default covering extension as specified on Page 2 of the System-Parameters Features screen. The extension must be within the range of numbers assigned to your system.
Community ID:	<ul style="list-style-type: none"> <li>■ A number from 1 to 15</li> <li>■ Blank (default)</li> </ul>	Enter the community ID to be assigned to the user. If you leave this field blank, the system uses the default community ID from the Machine screen for the local machine.
Broadcast Mailbox?	<b>n</b> = no	Press the TAB key to move over this field. When adding a user, this field always displays an n.

(4 of 5)

**Table 2-1. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Secondary Ext :	A 3-digit to 10-digit telephone extension	Enter the number of the user's secondary fax extension. This extension must have the same number of digits as the primary extension.

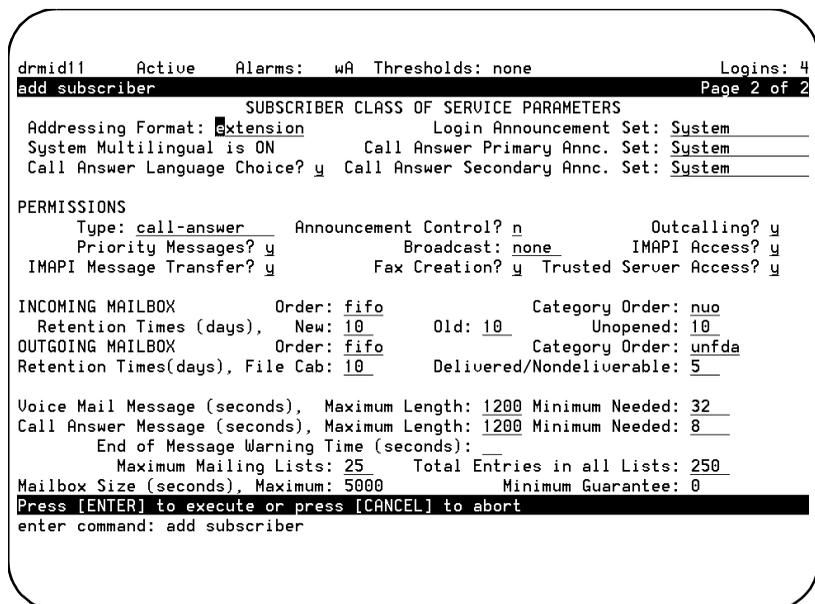
(5 of 5)

6. Press F7 (Next page).

The system displays the Subscriber screen, Page 2 (Figure 2-2).

**Tip:** If you change the contents of any field on Page 2 of the Subscriber screen, the system assigns the name “*custom*” to the COS for the user. That means that from the time of the change onward, the capabilities assigned to the user no longer change if you make a change to any COS formerly associated with the user. You should only make changes to this page if you want a user to have a unique profile. Custom profile pages must be updated individually.

**Figure 2-2. Subscriber Screen, Page 2**



7. Complete the fields on this screen using the information provided in Table 2-2.

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Addressing Format :	<ul style="list-style-type: none"> <li>▪ <b>extension</b></li> <li>▪ <b>name</b></li> </ul>	Indicates the default method of addressing AUDIX messages for a user with this COS.
Login Announcement Set :	A unique name consisting of from 1 to 14 alphabetic characters	<p>Indicates the announcement set that the user hears after she or he logs in. If the Multilingual feature is turned off, this field must either be blank or contain the word <code>System</code>.</p> <p><b>Tip:</b> To see a list of the announcement sets that are installed on your system, enter <b>list annc-sets</b></p> <p><b>Tip:</b> To see which announcement set is assigned to the system set, enter <b>dis sys fea</b></p>
System Multilingual	Display only	Indicates whether the Multilingual feature is on or off.

(1 of 15)

Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Call Answer Primary Annc. Set:	A unique name consisting of from 1 to 14 alphabetic characters	Indicates the announcement set that is to be used for system prompts and for the personal or standard system greeting until the caller switches languages.
Call Answer Language Choice?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	If ON appears in the System Multilingual field, enter <b>y</b> to enable Call Answer language choice. If this feature is enabled, a call is answered in the primary language. The caller is then invited in the secondary language to press <input type="checkbox"/> <input type="checkbox"/> to switch to the secondary language. If ON does not appear in the System Multilingual field, enter <b>n</b>

(2 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Call Answer Secondary Annc. Set:	A unique name consisting of from 1 to 14 alphabetic characters	Indicates the announcement set that is to be used for system prompts and for the personal or standard system greeting until the caller switches languages.

(3 of 15)

Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
PERMISSIONS , Type :	<ul style="list-style-type: none"> <li>■ <b>call-answer</b></li> <li>■ <b>none</b></li> <li>■ <b>auto-attendant</b></li> <li>■ <b>bulletin-board</b></li> </ul>	<p>Enter either:</p> <ul style="list-style-type: none"> <li>■ <b>call-answer</b> Callers have both call answer and mailbox capabilities.</li> <li>■ <b>none</b> Callers have a mailbox, but no call answer capability.</li> </ul> <p>The two other types of permission are:</p> <ul style="list-style-type: none"> <li>■ <b>auto-attendant</b> The mailbox is an automated attendant.</li> <li>■ <b>bulletin-board</b> The mailbox is an information-only recorded announcement.</li> </ul>
Announcement Control?	<ul style="list-style-type: none"> <li>■ <b>y = yes</b></li> <li>■ <b>n = no</b></li> </ul>	<p>Permits a user to record system announcements such as user names and networked system machine names. We recommend that you enter <b>n</b></p>

(4 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Outcalling?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	<p>Enables or disables outcalling. Outcalling alerts a user to new messages by having the system place a call to the user or to a pager.</p> <p><b>Note:</b> You must also set up the Outcalling feature for the system using the System Parameters Outcalling screen. See your administration guide for more information on outcalling.</p>
Priority Messages?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	<p>Permits a user to send priority mail messages to other AUDIX users.</p>

(5 of 15)

Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Broadcast :	<ul style="list-style-type: none"><li>▪ <b>voice</b></li><li>▪ <b>login</b></li><li>▪ <b>both</b></li><li>▪ <b>none</b></li></ul>	<p>Indicates the types of broadcast messages that a user can create:</p> <ul style="list-style-type: none"><li>▪ <b>voice</b> Broadcast voice and fax message permission only</li><li>▪ <b>login</b> Login announcement permission only</li><li>▪ <b>both</b> Broadcast voice, fax message, and login announcement permissions</li><li>▪ <b>none</b> No broadcast message or login announcement permissions</li></ul>

(6 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
IMAPI Access?	<ul style="list-style-type: none"> <li>■ <b>y</b> = yes</li> <li>■ <b>n</b> = no</li> </ul>	<p>Enables client access to the Lucent Intuity Messaging Applications Programming Interface (IMAPI) of the server (perhaps during a LAN session). An IMAPI LAN session is invoked when the AUDIX server needs to communicate with Message Manager, a trusted server, and other systems.</p>
IMAPI Message Transfer?	<ul style="list-style-type: none"> <li>■ <b>y</b> = yes</li> <li>■ <b>n</b> = no</li> </ul>	<p>Enables the Lucent Intuity AUDIX server to transfer voice messages, fax messages, file attachments, and email files over the LAN to a client personal computer. Entering <b>y</b> permits users to download or store their AUDIX messages on their personal computers.</p>

(7 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

<b>Field Name</b>	<b>Valid Input</b>	<b>Notes</b>
Fax Creation?	<ul style="list-style-type: none"><li>▪ <b>y</b> = yes</li><li>▪ <b>n</b> = no</li></ul>	Enables fax message creation for the user.
Trusted Server Access?	<ul style="list-style-type: none"><li>▪ <b>y</b> = yes</li><li>▪ <b>n</b> = no</li></ul>	Permits a trusted server to add messages to and delete messages from this user's mailbox. Set this field to <b>y</b> if you have Internet Messaging.
INCOMING MAILBOX, Order:	<ul style="list-style-type: none"><li>▪ <b>fifo</b> = first in, first out (default)</li><li>▪ <b>lifo</b> = last in, first out</li></ul>	Indicates the order for retrieving incoming mailbox messages for this user.

**(8 of 15)**

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Category Order:	The following three letters in any order: <ul style="list-style-type: none"> <li>▪ <b>n</b> = new</li> <li>▪ <b>u</b> = unopened</li> <li>▪ <b>o</b> = old</li> </ul>	Indicates the order for scanning the incoming categories for messages for a user. <ul style="list-style-type: none"> <li>▪ <b>n</b> (new) Neither the header nor the message body has been read.</li> <li>▪ <b>u</b> (unopened) The header has been read, but not the message body.</li> <li>▪ <b>o</b> (old) The header and the message body have been read.</li> </ul> <p><b>Note:</b> The order <b>oun</b> encourages users to keep messages stored to a minimum by forcing them to scan through old messages first.</p>

(9 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Retention Times, (New Old Unopened) :	A number from 0 to 999	Indicates the number of days that new, old, or unopened messages are retained in this user's incoming mailbox. The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.
OUTGOING MAILBOX, Order :	<ul style="list-style-type: none"> <li>■ <b>fifo</b> = first in, first out (default)</li> <li>■ <b>lifo</b> = last in, first out</li> </ul>	Indicates the order for retaining outgoing mailbox messages for this user.

**(10 of 15)**

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Category Order:	The following letters in any order: <ul style="list-style-type: none"> <li>▪ <b>f</b> = file cabinet</li> <li>▪ <b>u</b> = undelivered</li> <li>▪ <b>n</b> = nondeliverable</li> <li>▪ <b>d</b> = delivered</li> <li>▪ <b>a</b> = accessed</li> </ul>	Indicates the order for scanning the outgoing categories for messages for a user. <ul style="list-style-type: none"> <li>▪ <b>f</b> (file cabinet) Saved copies of created messages</li> <li>▪ <b>u</b> (undelivered) Messages awaiting delivery</li> <li>▪ <b>n</b> (nondeliverable) Unsuccessful message deliveries</li> <li>▪ <b>d</b> (delivered) Notifications of delivered messages</li> <li>▪ <b>a</b> (accessed) Notifications of delivered and accessed messages</li> </ul>

(11 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Retention Times (File Cab and Delivered/Nondeliverable):	A number from 0 to 3999	Enter the number of days that file cabinet messages, delivered messages, or nondeliverable messages are retained in this user's outgoing mailbox.
Voice Mail Message (Seconds), Maximum Length:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 300 (default)</li> </ul>	Enter the maximum duration of voice, fax, and text mail messages that this user can create. If this user is enabled for fax, expand this parameter to 1200 seconds.
Voice Mail Message (Seconds), Minimum Needed:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 32 (default)</li> </ul>	Enter the minimum mailbox space needed to create voice, fax, or text messages. If less than the minimum number of seconds remain in the user's mailbox, a message tells the user that she or he cannot create a new message or reply to an incoming message.

(12 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Call Answer Message (Seconds), Maximum Length:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 120 (default)</li> </ul>	Enter the maximum duration of call-answer messages that this user can receive. If your system has fax messaging, expand this parameter to 1200 seconds.
Call Answer Message (Seconds), Minimum Needed:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 8 (default)</li> </ul>	Enter the minimum mailbox space that must be available for a caller to be able to leave this user a call-answer message. If less than the minimum number of seconds remain in a user's mailbox, a caller hears the "full mailbox" greeting.

(13 of 15)

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
End of Message Warning Time (Seconds):	<ul style="list-style-type: none"> <li>■ 0 (zero)</li> <li>■ A number from 15 to 60</li> </ul>	Enter the number of seconds that a warning messaging plays to indicate the remaining available recording time. The system plays the warning message this number of seconds before the maximum recording time is reached. If you enter a 0 (zero), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System-Parameters Features screen. Otherwise, this value overrides the value on the System-Parameters Features screen.
Maximum Mailing Lists:	<ul style="list-style-type: none"> <li>■ A number from 0 to 999</li> <li>■ 25 (default)</li> </ul>	Enter the maximum number of mailing lists that this user can create.

**(14 of 15)**

**Table 2-2. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Total Entries in all Lists:	A number from 0 to 9999	Enter the maximum total number of mailing list entries that this user can create.
Mailbox Size (Seconds), Maximum:	<ul style="list-style-type: none"> <li>■ A number from 0 to 32767 (just over 9 hours)</li> <li>■ 1200 (20 minutes, default)</li> </ul>	Enter the maximum number of seconds of mailbox space for this user. If this user is enabled for fax, expand this parameter to at least 4800 seconds.
Minimum Guarantee:	<ul style="list-style-type: none"> <li>■ A number from 0 to 9999</li> <li>■ 0 (zero, default)</li> </ul>	Enter the number of seconds of mailbox space that is guaranteed for this user.  <b>Tip:</b> We recommend that no space be guaranteed because some users may never need the reserved space.

**(15 of 15)**

8. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

9. Enter **exit** or another administrative command at the enter command: prompt.

10. Let the user know that AUDIX service is available and if you have assigned a default password, tell the user what it is.

---

**Note:** To complete the procedure of adding a user, the user should record his or her name. Otherwise, a caller or voice mail recipient hears the extension number and not the name of the user. This default occurs automatically if the `Name Record by Subscriber` field is turned on on the `System Perimeters Features` screen.

---

You have now added a user.

## How to Remove a User from the System

Before removing a user from the system, you may want to make sure that there are no messages in that user's mailbox. Unless you or the user erases leftover messages, they can stay in the system.

## How to Check for Messages in an Old Mailbox

There are two ways to see if there are leftover messages in an old mailbox. The first way is to run an Activity Log report for the user whose mailbox you want to check. The second way is to check the message waiting indicator as described in following table:

If you see that the message waiting indicator is...	then there are...	and you should...
lit	leftover messages in the user's mailbox	go into the user's mailbox to erase leftover messages. Perform the "How to Erase Messages in an Old Mailbox," procedure in this chapter before removing this user from the system.
not lit	no leftover messages in the user's mailbox	perform the "How to Remove a User" procedure in this chapter.

## How to Erase Messages in an Old Mailbox

To erase messages in an old mailbox:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:  
  
AUDIX Administration
2. At the `enter` command: prompt, enter **change sub *extension*** where *extension* is the extension number of the user.
3. Change the user's default password.
4. Log in as that user, and delete any leftover messages.

You have now erased messages in an old mailbox.

## How to Remove a User

To remove a user:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:

AUDIX Administration

2. At the `enter command:` prompt, enter **re su *extension*** where *extension* is the extension of the user you want to remove from the system.

The system displays the Subscriber Screen, Page 1 (Figure 2-1).

3. Confirm that this is the user you want to remove.
4. Press F3 (Enter) to remove the user.

If this subscriber has new messages, a warning appears.

5. Press ENTER again to remove this user.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

6. Enter **exit** or another administrative command at the `enter command:` prompt.

You have now removed a user.

## How to Change User Information

You may want to change user information because a user:

- Requests it
- Needs a different extension
- Has changed his or her name

**Tip:** The system automatically updates name changes on mailing lists. For example, if Jane L. Doe is on one or more mailing lists and the administrator changes her name to Jane L. Smith, all lists in the system that contain the name Jane L. Doe are updated automatically to reflect the change.

To change user information:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:  
  
AUDIX Administration
2. At the `enter` command: prompt, enter **ch sub *extension*** where *extension* is the telephone extension of the user whose information you want to change.

The system displays the Subscriber screen, Page 1 (Figure 2-1).

3. Type over any existing information with new information.
4. Press F7 (Nextpage) to move to the Subscriber screen, Page 2 (Figure 2-2).
5. Type over any existing information with new information.
6. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

```
Command Successfully Completed
```

7. Enter **exit** or another administrative command at the enter command: prompt.

You have now changed user information.



# 3

## Administering the System

---

This chapter contains information to help you administer your system. The following procedures show you how to:

- Maintain the system
- Send a broadcast message
- Change class of service options
- Run an attended backup
- Shut down the system
- Restart the system

## How to Maintain the System

Table 3-1 lists ongoing maintenance tasks for the Intuity AUDIX system. Perform these tasks on a regular basis to help keep the system operating properly

**Table 3-1. Ongoing Maintenance Tasks**

Task	Purpose	Procedure
Update the UNIX system clock.	To compensate for the 3-second monthly time loss.	See “How to Change the Date and Time” in Chapter 1, “Getting Started.”
Run traffic reports.	Display AUDIX traffic information to help you troubleshoot and improve system efficiency.	See “How to Run a Load Daily Traffic Report” or “How to Run a Feature Daily Traffic Report” in Chapter 5, “Producing Maintenance Reports.”  See your administration guide for more information on other types of reports.

(1 of 3)

**Table 3-1. Ongoing Maintenance Tasks**

<b>Task</b>	<b>Purpose</b>	<b>Procedure</b>
Administer and check the Activity Log.	Investigate user activity to help to resolve reported problems.	See “How to Produce an Activity Log Report” in Chapter 5, “Producing Maintenance Reports.”
Check the Alarm Log.	Display active or resolved Lucent Intuity system alarms.	See your administration guide for more information on alarm reports.
Check the Administrator’s Log.	Display and investigate alarms that you can resolve.	See your administration guide for more information on the Administrator’s Log.

**(2 of 3)**

**Table 3-1. Ongoing Maintenance Tasks**

Task	Purpose	Procedure
Back up data.	<ul style="list-style-type: none"> <li>■ Store backup system data immediately after a large number of changes or if the automated backup does not run.</li> <li>■ Store voice data that the automated backup may not store.</li> </ul>	<p>See “How to Run an Attended Backup” in Chapter 3, “Administering the System.”</p> <p><b>Tip:</b> In the most recent releases of Intuity AUDIX, full backups are attempted every night. It is only necessary to perform an attended backup if your system’s data does not fit on one tape or cartridge.</p>
Change the backup media.	Preserve the most recent backup of your system data.	Rotate your backup media daily so that you do not back up one night’s data over the previous night’s data.

(3 of 3)

## How to Send a Broadcast Message

A broadcast message is a message that you can send to all subscribers on your system at the same time. These messages are useful for emergency announcements or other important announcements.

You create and send a broadcast message as you do a regular message, except that you don't address it. Instead, you mark the message as broadcast.

The following procedures show you how to:

- Set up a broadcast mailbox
- Create a broadcast message

## How to Set Up a Broadcast Mailbox

To set up a broadcast mailbox:

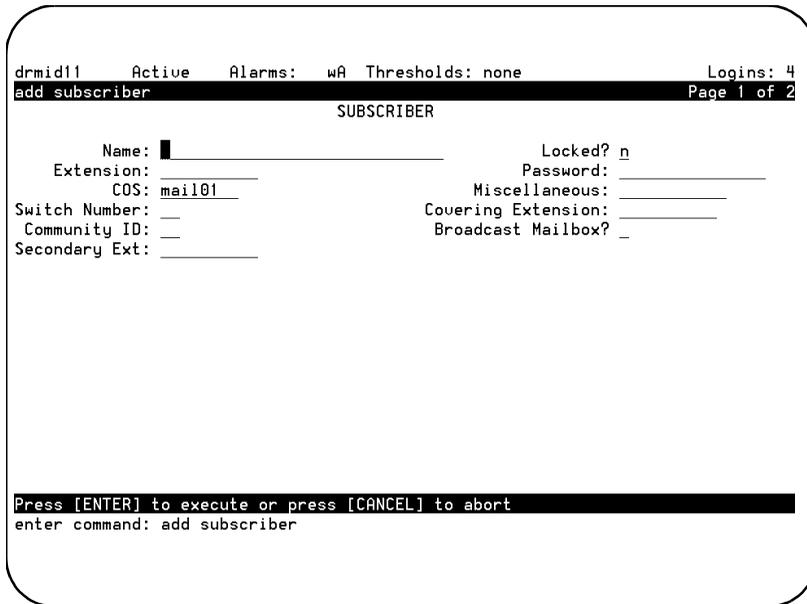
1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

`AUDIX Administration`

2. At the `enter command:` prompt, enter **add sub**

The system displays the Subscriber screen, Page 1 (Figure 3-1).

**Figure 3-1. Subscriber Screen, Page 1**



3. Complete the fields on this screen using the information provided in Table 3-2.

**Table 3-2. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Name :	A unique name consisting of from 1 to 29 alphabetic characters	Enter a name that is unique for this broadcast mailbox. <b>Tip:</b> We recommend that you start this name with a 1 so that users do not accidentally address to it.

(1 of 2)

**Table 3-2. Fields on the Subscriber Screen, Page 1**

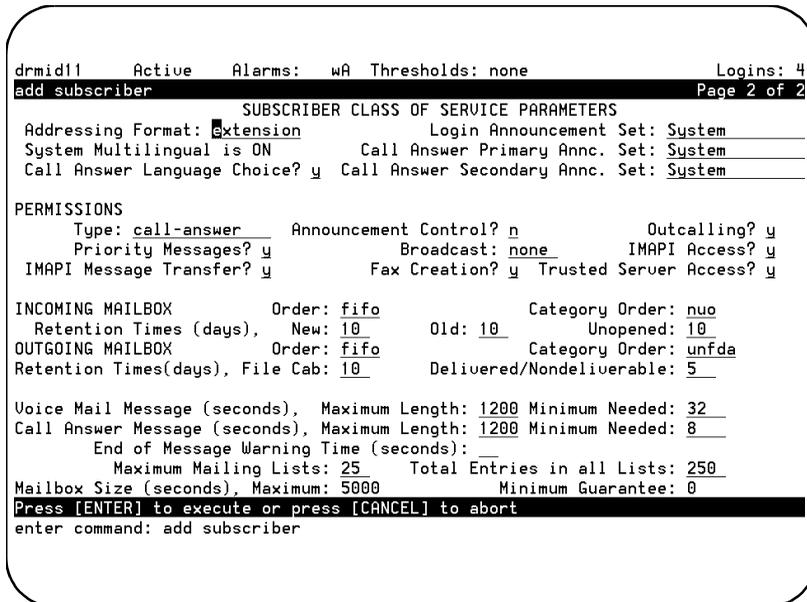
Field Name	Valid Input	Notes
Extension:	A 3-digit to 10-digit telephone extension	Enter an extension that is not administered on the switch.
COS:	<ul style="list-style-type: none"> <li>■ A unique name consisting of from 1 to 8 alphanumeric characters</li> <li>■ An integer from 0 to 11</li> </ul>	Enter the name or number of the COS that is to be assigned to this broadcast mailbox. <b>Tip:</b> To see a list of all current COS names and numbers, enter <b>list cos</b>
Switch Number:	0 (zero)	A 0 (zero) means that the broadcast mailbox has a voice messaging mailbox, but does not have an extension on the switch.
Broadcast Mailbox?	y = yes	A y identifies this as the broadcast mailbox.

**(2 of 2)**

4. Press F7 (Nextpage).

The system displays the Subscriber screen, Page 2 (Figure 3-2).

**Figure 3-2. Subscriber Screen, Page 2**



- Complete the fields on this screen using the information provided in Table 3-3.

**Table 3-3. Subscriber Screen, Page 2**

Field	Valid Input	Notes
Permissions, Type:	None	—
Permissions, Broadcast:	None	—

(1 of 2)

**Table 3-3. Subscriber Screen, Page 2**

<b>Field</b>	<b>Valid Input</b>	<b>Notes</b>
Incoming Mailbox, Retention Times: (New, Old, Unopened)	A number from 0 to 3999	Enter the maximum number of days for which you want a particular message to remain available in the system. Enter the same number of days for New, Old, and Unopened.
Mailbox Size (Seconds), Maximum:	<ul style="list-style-type: none"> <li>■ A number from 0 to 32767 seconds (just over 9 hours)</li> <li>■ 1200 seconds (20 minutes, default)</li> </ul>	Enter the maximum number of seconds of mailbox space that is allowed for each broadcast message.

**(2 of 2)**

6. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

```
Command Successfully Completed
```

7. Enter **exit** or another administrative command at the `enter command:` prompt.

You have now set up a broadcast mailbox.

## How to Create a Broadcast Message

To create a broadcast message:

---

**Note:** In order to send a broadcast message, the sender must be given permission to do so. Change the permission for this feature on the second page of the Subscriber screen by entering **both** or **voice** in the `Broadcast` field.

---

1. Log in to your mailbox using a touchtone telephone.
2. Press `[1]` at the main menu.
3. Record your message at the tone.
4. Press `[#] [#]` to approve the message.
5. Press `[8]` to mark the message as broadcast.
6. (OPTIONAL) You have three optional delivery choices:
  - To make the message a private one, press `[1]`.
  - To schedule delivery, press `[3]`.
  - To file a copy, press `[4]`.
7. (OPTIONAL) Press `[*] [6]` to select from the following additional options:
  - To turn on message notification, press `[1]`.
  - To change message expiration from the 2-day default, press `[2]` and do the following:
    - a. Enter the numbers for the month and day of expiration. For example, enter **1008** for October 8; enter **913** for September 13.

**Tip:** A broadcast message cannot also be a priority message.

- b. Press `#` to save the expiration date or press `2` to start over.
  - c. Press `#` to approve the broadcast options.
8. Press `#` to approve your message.

You have now sent a broadcast message.

## How to Change Class of Service Options

A Class of Service (COS) is a set of messaging capabilities you define and assign to users.

**Tip:** Use the Class of Service screen to define each COS. Use the Subscriber screen to assign a COS to a user.

To change Class of Service options:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:  
  
AUDIX Administration
2. At the `enter command:` prompt, enter one of the following. Base your decision on whether you want to identify the COS by number or by name.
  - **ch cos *cos-number*** where *cos-number* is a unique COS number from 0 to 11.
  - **ch cos *cos-name*** where *cos-name* is a unique COS name you want to administer.

The system displays the Class of Service screen, Page 1 (Figure 3-3).

Figure 3-3. Class of Service Screen, Page 1

```
drmid11 Active Alarms: wA Thresholds: none Logins: 4
change cos 01 Page 1 of 2
CLASS OF SERVICE

Name: class01 COS Number: 1 Modified? y
Addressing Format: extension

System Multilingual is ON Login Announcement Set: System
Call Answer Language Choice? n Call Answer Primary Annc. Set: System
Call Answer Secondary Annc. Set: System

PERMISSIONS
Type: call-answer Announcement Control? n Outcalling? y
Priority Messages? y Broadcast: none IMAPI Access? y
IMAPI Message Transfer? y Fax Creation? y Trusted Server Access? y

enter command: change cos 01
```

3. Complete the fields on this screen using the information provided in Table 3-4.

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Name :	<ul style="list-style-type: none"> <li>■ A unique name consisting of from 1 to 8 alphanumeric characters</li> <li>■ Class00 through class11 (defaults)</li> </ul>	<p>Enter the name of the COS.</p> <p><b>Tip:</b> A descriptive name might be more helpful to you than a number. For example, enter <b>2_lang</b> to indicate a COS that uses multiple languages, or enter <b>email</b> to indicate that this COS is for users who have special permission to access an email server.</p>
COS Number :	Display only	This field shows the number for this COS.
Modified?	Display only	This field shows an n until such time as you modify any fields on the screen. Once you save any changes, this field changes to a y.
Addressing Format :	<ul style="list-style-type: none"> <li>■ <b>extension</b></li> <li>■ <b>name</b></li> </ul>	Enter <b>extension</b> or <b>name</b> to indicate the default way a user with this COS is to address AUDIX messages.

(1 of 10)

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Login Announcement Set :	<ul style="list-style-type: none"> <li>■ A unique name consisting of from 1 to 14 alphabetic character</li> <li>■ <b>System</b> (default)</li> </ul>	<p>Enter the name of announcement set that the system uses when a user logs in. If the Multilingual feature is turned off, this field must either be blank or contain the word <b>System</b>.</p> <p><b>Tip:</b> To see a listing of the announcement sets that are installed on your system, enter <b>list annc sets</b></p> <p><b>Tip:</b> To see which announcement set is assigned to the system set, enter <b>dis sys fea</b></p>
System Multilingual	Display only	This field shows whether the Multilingual feature is on or off.

(2 of 10)

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Call Answer Language Choice?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	<p>If ON appears in the System Multilingual field, enter <b>y</b> to enable Call Answer language choice. If this feature is enabled, a call is answered in the primary language. The caller is then invited in the secondary language to press <b>*1</b> to change to the secondary language. If OFF appears in the System Multilingual field, enter <b>n</b></p>
Call Answer Primary Annc. Set:	A unique name consisting of from 1 to 14 alphabetic characters	Enter the name of the announcement set for system prompts and for the personal or standard system greeting until the caller switches languages.

**(3 of 10)**

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Call Answer Secondary Annc. Set:	A unique name consisting of from 1 to 14 alphabetic characters	Enter the name of the announcement set for system prompts and for the personal or standard system greeting after the caller switches languages.
PERMISSIONS, Type:	<ul style="list-style-type: none"> <li>■ <b>call-answer</b></li> <li>■ <b>none</b></li> <li>■ <b>auto-attendant</b></li> <li>■ <b>bulletin-board</b></li> </ul>	<ul style="list-style-type: none"> <li>■ <b>call-answer</b> Callers have both call answer and mailbox capabilities.</li> <li>■ <b>none</b> Callers have a mailbox, but no call answer capability.</li> <li>■ <b>auto-attendant</b> The mailbox is an automated attendant.</li> <li>■ <b>bulletin-board</b> The mailbox is recorded for an information-only announcement.</li> </ul>

(4 of 10)

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Announcement Control?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	This field permits a user to record system announcements such as user names and networked system machine names.
Outcalling?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	<p>This field enables or disables outcalling. Outcalling alerts a user to new messages by having the system place a call to that user.</p> <p><b>Note:</b> You must also set up the Outcalling feature. See your administration guide for more information on outcalling.</p>
Priority Messages?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	Permits a user to send priority mail messages to other AUDIX users.

**(5 of 10)**

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Broadcast :	<ul style="list-style-type: none"> <li>■ <b>voice</b></li> <li>■ <b>login</b></li> <li>■ <b>both</b></li> <li>■ <b>none</b></li> </ul>	<p>Indicates the types of broadcast messages that a user can create:</p> <ul style="list-style-type: none"> <li>■ <b>voice</b> Broadcast voice and fax message permission</li> <li>■ <b>login</b> Login announcement permission only</li> <li>■ <b>both</b> Broadcast voice, fax message, and login announcement permissions</li> <li>■ <b>none</b> No broadcast message or login announcement permissions</li> </ul>

(6 of 10)

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
IMAPI Access?	<ul style="list-style-type: none"><li>■ <b>y</b> = yes</li><li>■ <b>n</b> = no</li></ul>	Permits the Lucent Intuity Messaging Applications Programming Interface (IMAPI) client access to the server (during a LAN session). An IMAPI LAN session is invoked when the AUDIX server needs to communicate with Message Manager, Internet Messaging, the Enhanced List Application (ELA), a trusted server, or other systems.

**(7 of 10)**

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
IMAPI Message Transfer?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	Enables the Intuity AUDIX server to transfer voice, fax messages, file attachments, and email files over the LAN to a client's personal computer. Entering <b>y</b> allows users to store their AUDIX messages on their personal computers.  <b>Note:</b> If you are using Message Manager or Internet Messaging, enter <b>y</b> in both the IMAPI Access? and IMAPI Message Transfer? fields. If you are not using Message Manager, Internet Messaging, or ELA, enter <b>n</b> in both of these fields.

(8 of 10)

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Fax Creation?	<ul style="list-style-type: none"><li>▪ <b>y</b> = yes</li><li>▪ <b>n</b> = no</li></ul>	<p>Enables fax for this COS. Enter <b>n</b> if you do not want users to create fax messages or if fax was not purchased for your system.</p> <p><b>Note:</b> Administration of the fax option involves much more than setting the COS. If you purchase the Fax Messaging feature, any user can receive a fax. This field only determines whether a user can create a fax message. See your administration guide for more information on fax creation.</p>

**(9 of 10)**

**Table 3-4. Fields on the Class of Service Screen, Page 1**

Field Name	Valid Input	Notes
Trusted Server Access?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no</li> </ul>	<p>Permits a trusted server to add messages to, and delete messages from, the mailbox of a user who is assigned to this COS.</p> <p><b>Note:</b> If this field is set to <b>y</b>, the IMAPI Access? and IMAPI Message Transfer? fields must also be set to <b>y</b></p>

(10 of 10)

4. Press F7 (Nextpage).

The system displays the Class of Service screen, Page 2 (Figure 3-4).

**Figure 3-4. Class of Service Screen, Page 2**

```

drmid11 Active Alarms: wA Thresholds: none Logins: 4
change cos 01 Page 2 of 2
CLASS OF SERVICE

INCOMING MAILBOX Order: fifo Category Order: nuo
Retention Times (days), New: 10 Old: 10 Unopened: 10

OUTGOING MAILBOX Order: fifo Category Order: unfda
Retention Times(days),File Cab: 10 Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 300 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120 Minimum Needed: 8

End of Message Warning Time (seconds):  

Maximum Mailing Lists: 25 Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200 Minimum Guarantee: 0

enter command: change cos 01
    
```

5. Complete the fields on this screen using the information provided in Table 3-5.

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Incoming Mailbox, Order:	<ul style="list-style-type: none"> <li>■ <b>fifo</b> = first in, first out (default)</li> <li>■ <b>lifo</b> = last in, first out</li> </ul>	Indicates the order for retrieving incoming mailbox messages for a user.

(1 of 7)

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Category Order:	<p>The following three letters in any order:</p> <ul style="list-style-type: none"> <li>▪ <b>n</b> = new</li> <li>▪ <b>u</b> = unopened</li> <li>▪ <b>o</b> = old</li> </ul>	<p>Indicates the order for scanning the incoming mailbox message categories for a user.</p> <ul style="list-style-type: none"> <li>▪ <b>n</b> (new) Neither the header nor the message body has been read.</li> <li>▪ <b>u</b> (unopened) The header has been read, but not the message body.</li> <li>▪ <b>o</b> (old) The header and the message body have both been read.</li> </ul> <p><b>Note:</b> The order <b>oun</b> encourages users to keep messages stored to a minimum by forcing them to scan through old messages first.</p>

(2 of 7)

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Retention Times (New, Old, and Unopened) :	<ul style="list-style-type: none"> <li>■ A number from 0 to 999</li> <li>■ 10 (default)</li> </ul>	Indicates the number of days that messages are retained in the incoming mailbox for a user. After the specified period, the system deletes the messages. The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.
Outgoing Mailbox, Order :	<ul style="list-style-type: none"> <li>■ <b>fifo</b> = first in, first out (default)</li> <li>■ <b>lifo</b> = last in, first out</li> </ul>	Indicates the order for retrieving messages from the outgoing mailbox for a user.

**(3 of 7)**

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Category Order:	<p>The following letters in any order:</p> <ul style="list-style-type: none"> <li>▪ <b>f</b> = file cabinet</li> <li>▪ <b>u</b> = undelivered</li> <li>▪ <b>n</b> = nondeliverable</li> <li>▪ <b>d</b> = delivered</li> <li>▪ <b>a</b> = accessed</li> </ul>	<p>Indicates the order for scanning the outgoing mailbox message categories for a user.</p> <ul style="list-style-type: none"> <li>▪ <b>f</b> (file cabinet) Saved copies of created messages</li> <li>▪ <b>u</b> (undelivered) Messages awaiting delivery</li> <li>▪ <b>n</b> (nondeliverable) Unsuccessful message deliveries</li> <li>▪ <b>d</b> (delivered) Notifications of delivered messages</li> <li>▪ <b>a</b> (accessed) Notifications of delivered and accessed messages</li> </ul>
Retention Times (File Cabinet and Delivered/Nondeliverable):	<ul style="list-style-type: none"> <li>▪ A number from 0 to 999</li> <li>▪ 5 (default)</li> </ul>	<p>Indicates the number of days that file cabinet messages, delivered messages, or nondeliverable messages are retained in the outgoing mailbox for a user. After the number of days specified, the system deletes the messages.</p>

(4 of 7)

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Voice Mail Message (Seconds), Maximum Length:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 300 (default)</li> </ul>	Indicates the maximum duration (in seconds) of voice messages or fax mail messages that a user can create. If fax is purchased for this COS, set this parameter to 1200.
Voice Main Message (Seconds), Minimum Needed:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 32 (default)</li> </ul>	Indicates the minimum mailbox space that is needed to create voice messages or fax mail messages. If less than the minimum number of seconds remain in the user's mailbox, a message tells the user that she or he cannot create a new message or reply to an incoming message.
Call Answer Message (Seconds), Maximum Length:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 120 (default)</li> </ul>	Indicates the maximum duration of call answer messages that a user can receive. If the COS for this user is enabled for fax, expand this parameter to 1200 seconds.

(5 of 7)

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Call Answer Message (Seconds), Minimum Needed:	<ul style="list-style-type: none"> <li>■ A number from 0 to 1200</li> <li>■ 8 (default)</li> </ul>	Indicates the minimum mailbox space that is needed to leave a call answer message for a user. If less than the minimum number of seconds remain in a user's mailbox, a caller hears the "full mailbox" greeting.
End of Message Warning Time (Seconds):	<ul style="list-style-type: none"> <li>■ 0 (zero)</li> <li>■ A number from 15 to 60</li> </ul>	Enter the number of seconds that a warning message plays to indicate the remaining available recording time. The system plays the warning message this number of seconds before the maximum recording time is reached. If you enter 0 (zero), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System Parameters Features screen. Otherwise, this value overrides the value on the System-Parameters Features screen.

(6 of 7)

**Table 3-5. Fields on the Class of Service Screen, Page 2**

Field Name	Valid Input	Notes
Maximum Mailing Lists:	<ul style="list-style-type: none"> <li>■ A number from 0 to 999</li> <li>■ 25 (default)</li> </ul>	Indicates the maximum total number of mailing lists that a user can create.
Total Entries in all Lists	<ul style="list-style-type: none"> <li>■ A number from 0 to 9999</li> <li>■ 250 (default)</li> </ul>	Indicates the total number of entries among all mailing lists that the user has created. For example, suppose a user has a COS with 25 as the total entries in all lists. The user has two lists, the first of which has 20 entries. The second list can then only have five entries.
Mailbox Size (Seconds), Maximum:	<ul style="list-style-type: none"> <li>■ A number from 0 to 32,767</li> </ul> <p><b>Tip:</b> 32,767 seconds converts to just over 9 hours.</p> <ul style="list-style-type: none"> <li>■ 1200 (default)</li> </ul>	Indicates the maximum number of seconds of mailbox space for a user. If the COS for this user is enabled for fax, expand this parameter to at least 4,800 seconds.
Minimum Guarantee:	<ul style="list-style-type: none"> <li>■ A number from 0 to 9999</li> <li>■ 0 (default)</li> </ul>	Indicates the number of seconds of mailbox space that is guaranteed for a user.  <b>Tip:</b> We recommend that no space be guaranteed because some users may never need the reserved space.

**(7 of 7)**

6. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

```
Command Successfully Completed
```

7. Enter **exit** or another administrative command at the `enter command:` prompt.

You have now changed Class of Service options.

## How to Run an Attended Backup

To run an attended backup:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration  
Backup/Restore  
Backup
```

The system displays the Backup window (Figure 3-5). The fields displayed on the Backup window are based on the release and configuration of your system. Therefore, the window you see may look different than the one shown here.

Figure 3-5. Backup Window

Backup	
<u>S</u> ystem Data _____	<input checked="" type="checkbox"/> <b>Yes</b>
<u>A</u> UDIX Announcements _____	<input type="checkbox"/> <b>Yes</b>
<u>A</u> UDIX Names _____	<input type="checkbox"/> <b>Yes</b>
<u>G</u> reetings and Messages _____	<input type="checkbox"/> <b>Yes</b>

2. Enter **y** in the fields to be backed up. Table 3-6 describes each field. You can manually back up any combination of the following data types at any time.

Table 3-6. Fields on the Backup Window

Field Name	Notes
System Data	System data is automatically backed up nightly through the unattended backup command. In addition to the unattended backup, you should also back up the system data manually whenever you make extensive changes to the user profiles, or if you also want to back up names, greetings, and messages.
AUDIX Announcements	Announcements are the prompts and phrases that the user of the Intuity AUDIX voice messaging system hears. This data type does not require a backup unless you have customized announcements in the system. If customized announcements are not being used, a backup of announcements already exists on the original factory tape.

(1 of 2)

**Table 3-6. Fields on the Backup Window**

Field Name	Notes
AUDIX Names	The Intuity AUDIX names data type contains voiced subscriber names. Whenever you record additional subscriber names, you should perform an attended backup of this file system.
Greetings and Messages	Intuity AUDIX voice messaging greetings and messages include each subscriber's primary voice greeting, multiple personal greetings, automated attendant menus, bulletin board messages, and messages. Intuity AUDIX voice messages are all of the call answer and voice mail messages that subscribers send and receive every day.

(2 of 2)

3. Enter **n** in all of the other fields.
4. Press F3 (Save).

The system displays a message similar to the following:

**Tip:** The message displayed during the backup procedure window are based on the release and configuration of your system. Therefore, the message you see may be different than the one shown here.

```

backup started

calculating approximate number of tape(s)
required

please wait

the backup will need approximately:

x yyy MB cartridge tape(s)

Verify whole backup tape(s) will double
the amount of backup time.

Do you really want to verify tape(s)?

(Strike y or n)

```

5. Make sure that there are enough backup media to accommodate the backup.
6. If you want to verify the backup media, press **y**. If you do not want to verify the backup media, press **n**

The system displays the following message:

```

please insert a tape into the tape drive
to back up tape 1

press <Enter> when tape is inserted

press <Esc> key to terminate the backup

```

7. Insert the first cartridge into the backup drive.
8. Press F3 (Enter) when the drive is idle.

The system displays a series of messages indicating what is being stored on the backup media.

**Tip:** The Lucent Intuity system verifies a backup media by reading back the entire set of data it has just written on the media. Verifying the backup media increases the total time for backup from 1.5 hours to 3 hours. Verification is not necessary to ensure a good backup.

**Tip:** On releases earlier than Release 5, the light on the 2-GB drive blinks when the tape drive is in use. If the light is not blinking, the tape drive is idle. The light on the 525-MB tape drive is on when there is a tape in the drive. If the light is not on, the tape drive is empty.

9. Use the following information to determine your next step:

If...	then you should...
another backup media is necessary	1. remove the current backup media 2. label the backup media with the current date and type of backup data 3. insert the new media 4. continue with Step 10.
another backup media is not necessary	continue with Step 10.

10. When the backup is complete, the system displays the following message.

```
backup process has been completed  
successfully  
  
press any key to continue
```

- 11. Press F3 (Enter).
- 12. Press F6 (Cancel) repeatedly to return to the Lucent Intuity main menu (Figure 1-1).

You have now performed an attended backup of the system.

---

# How to Shut Down the System

To shut down the system:

1. Make sure that there is no diskette in the disk drive.
2. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
  System Management
    System Control
      Stop Voice System
```

The system displays the Wait Time window (Figure 3-6).

**Figure 3-6. Wait Time Window**



3. Enter a number between 60 and 600 to designate how long the system will wait for calls in progress to finish before stopping the voice system.

4. Press F3 (Save) to save the information.

The system displays the following message:

```
The Voice System is now stopping.  
Initiating request to clear all calls in  
the next X seconds.
```

```
Orderly idling of system succeeded.
```

```
The AUDIX module is being stopped. Please  
wait.
```

```
AUDIX module stopped.
```

After the Voice System has completely stopped, select the 'Start Voice' System choice from the System Control menu to restart the Voice System.

**Tip:** When the voice system is stopped, the user cannot access Intuity AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent Intuity Main menu, but the user cannot select this option. To view the Intuity AUDIX administration screen, the user must restart the voice system. See "How to Restart the Voice System" later in this section for that procedure.

5. Press F3 (Save) to save the information.
6. From the System Control menu, select:

```
Shutdown System
```

The system displays the Wait Time window (Figure 3-7).

**Figure 3-7. Wait Time Window**



7. Enter a number between 0 and 60 to designate how long the system will wait for users to log out before shutting down.

8. Press F3 (Save).

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system displays the following message:

```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your  
computer.
```

You have now shut down the system.

## How to Restart the System

You can restart your system one of two ways:

- You can do a warm restart, which is performed while the computer is on.
- You can do a cold restart, which is performed after the computer has been turned off and then on again.

### How to Perform a Warm Restart

To perform a warm restart:

1. Make sure there is no diskette in the disk drive.
2. Press CONTROL+ALT+DELETE.
3. The system performs a power-on self test. The screen lists various hardware components and the status of the tests

performed on those components. When the restart is complete, the system displays the following prompt:

```
Startup of the Voice System is Complete.
```

```
Console Login:
```

You have now performed a warm restart.

## How to Perform a Cold Restart

To perform a cold restart:

1. Make sure that there is no diskette in the disk drive.
2. Turn off the power by pressing the power button.
3. Wait 30 seconds to allow the drives to come to a complete stop.
4. Turn the power on by pressing the power button.

You have now performed a cold restart.

## How to Restart the Voice System

To restart the voice system:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
System Management
System Control
Start Voice System
```

The system displays the following message:

```
The Voice System is starting
```

```
The Voice System is initializing the  
cards
```

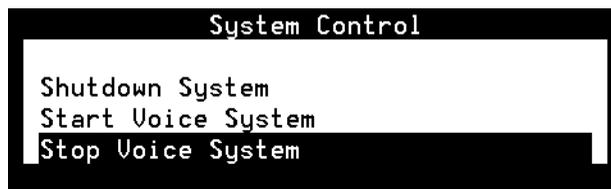
```
Startup of the Voice System is complete
```

```
Hit acknowledge key to continue.
```

2. Press F1 (Acknowledge).

The system displays the System Control menu (Figure 3-8).

**Figure 3-8. System Control Menu**



3. Press F6 (Cancel) repeatedly to return to the Lucent Intuity main menu (Figure 1-1).

You have now restarted the voice system.



# 4

## Exploring Advanced Features

---

This chapter contains information on bulletin boards and automated attendants. The following sections show you how to:

- Compare bulletin boards and automated attendants
- Create a bulletin board message
- Review the process of setting up an automated attendant

## **Comparing Bulletin Boards and Automated Attendants**

Bulletin boards and automated attendants are alike in that they both provide a caller with access to recorded messages. The main difference between a bulletin board and an automated attendant is that a bulletin board does not have an option that allows callers to route to a live attendant or leave a message.

### **How a Bulletin Board is Unique**

A bulletin board is an electronic message system that callers can access to hear messages. Callers dial a bulletin board telephone number and the system answers and presents callers with a recorded message. For example, a caller can dial a local business number for a recorded message describing hours and location.

### **How an Automated Attendant is Unique**

An automated attendant is an interactive telephone answering system. It answers incoming calls with a prerecorded announcement and routes the calls based on the caller's response to menus and prompts.

An automated attendant is set up so that callers hear a menu of options. Callers then press the button on their telephone keypads that corresponds to the menu option they want. The automated attendant then executes the selected option. Callers who do not have touchtone telephones are typically told that they can hold or call another number to speak with a live attendant.

## Bulletin Boards vs. Automated Attendants

Table 4-1 compares the features, options, and applications of a bulletin board and an automated attendant.

**Table 4-1. Bulletin Boards vs. Automated Attendants**

<b>Feature or Application</b>	<b>Bulletin Board</b>	<b>Automated Attendant</b>
Plays a recorded message	Yes	Yes
Has the option to provide different messages	No	Yes
Has the option to provide multiple personal greetings	Yes	Yes
Is administered on the switch	Yes	Yes
Is administered as a regular Intuity AUDIX user	Yes	Yes
Has a reply option	No	Yes
Is interactive	No	Yes
Provides access to a live attendant	No	Yes
Can have a business or holiday operational schedule	No	Yes
Can play a message in several languages	Yes	Yes
Accepts a message from the caller	No	Yes

# How to Create a Bulletin Board Message

Creating a bulletin board message is a two-part process:

- Setting up a bulletin board
- Recording a bulletin board message

## How to Set Up a Bulletin Board

To set up a bulletin board:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

`AUDIX Administration`

2. At the `enter` command prompt, enter **add sub**

The system displays the Subscriber screen, Page 1 (Figure 4-1).

Figure 4-1. Subscriber Screen, Page 1

```

drmid10           Active           Alarms:  wA           Logins:  2
add subscriber                                         Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension           Login Announcement Set: System
System Multilingual is OFF           Call Answer Primary Annc. Set: System
Call Answer Language Choice? n       Call Answer Secondary Annc. Set: System

PERMISSIONS
Type: bulletin-board   Announcement Control? n           Outcalling? n
Priority Messages? n           Broadcast: none           IMAPI Access? y
IMAPI Message Transfer? y       Fax Creation? y           Trusted Server Access? y

INCOMING MAILBOX           Order: fifo           Category Order: nuo
Retention Times (days),   New: 10           Old: 10           Unopened: 10
OUTGOING MAILBOX           Order: fifo           Category Order: unfda
Retention Times(days), File Cab: 10           Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds): _____
Maximum Mailing Lists: 25           Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 7200           Minimum Guarantee: 0
enter command: add subscriber

```

- Complete the fields on this screen using the information provided in Table 4-2. This table contains specific requirements for the bulletin board.

Table 4-2. Fields on the Subscriber Screen, Page 1

Field Name	Valid Input	Notes
Name :	A unique name consisting of from 1 to 29 alphabetic characters	Enter the name of the bulletin board. This name should describe the bulletin board's function.  <b>Tip:</b> Put a 1 in front of the name to prevent users from dialing the bulletin board.

(1 of 2)

**Table 4-2. Fields on the Subscriber Screen, Page 1**

Field Name	Valid Input	Notes
Extension:	A 3-digit to 10-digit telephone extension	Enter an extension for the bulletin board. The extension must be within the range of numbers assigned to your system.
COS:	<ul style="list-style-type: none"> <li>■ A unique name consisting of from 1 to 8 alphanumeric characters</li> <li>■ An integer from 0 to 11</li> </ul>	Enter the Class of Service (COS) name or number you want for this bulletin board.
Switch Number:	An integer from 0 to 20	Enter the number of the switch on which the bulletin board's extension is administered.

**(2 of 2)**

4. Press F7 (Nextpage).

The system displays the Subscriber screen, Page 2 (Figure 4-2).

Figure 4-2. Subscriber Screen, Page 2

```

drmid10      Active      Alarms:  wA      Logins:  2
add subscriber      Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension      Login Announcement Set: System
System Multilingual is OFF      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n      Call Answer Secondary Annc. Set: System

PERMISSIONS
Type: bulletin-board      Announcement Control? n      Outcalling? n
Priority Messages? n      Broadcast: none      IMAPI Access? y
IMAPI Message Transfer? y      Fax Creation? y      Trusted Server Access? y

INCOMING MAILBOX      Order: fifo      Category Order: nuo
Retention Times (days), New: 10      Old: 10      Unopened: 10
OUTGOING MAILBOX      Order: fifo      Category Order: unfda
Retention Times(days), File Cab: 10      Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds):    
Maximum Mailing Lists: 25      Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 7200      Minimum Guarantee: 0
enter command: add subscriber

```

- Complete the fields on this screen using the information provided Table 4-3. This table contains specific requirements for the bulletin board.

Table 4-3. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
PERMISSIONS , Type :	<b>bulletin-board</b>	The mailbox is an information-only recorded announcement.

**Table 4-3. Fields on the Subscriber Screen, Page 2**

Field Name	Valid Input	Notes
Mailbox Size, (Seconds) Maximum:	A number from 0 to 32767  <b>Tip:</b> 32,767 seconds converts to just over 9 hours.	Enter the maximum number of seconds of mailbox space for the bulletin board. Normally you enter a small number since a bulletin board does not receive voice mail, but still needs enough space to record the bulletin board message.

(2 of 2)

6. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

7. Enter **exit** or another administrative command at the enter command: prompt.

You have now set up a bulletin board.

## How to Record a Bulletin Board Message

To record a bulletin board message:

1. Log in to the bulletin board mailbox using a touchtone telephone.
2. Press **[3]** at the main menu.
3. Press a numbered button to specify the greeting number, if the Multiple Personal Greetings feature is active.
4. Press **[1]** to record the bulletin board message.
5. Record your message at the tone.
6. Press **[1]** to stop the recording.
7. (OPTIONAL) You now have four optional choices:
  - Press **[1]** again to record from where you last stopped.
  - Press **[2] [3]** if you want to listen to the recording.
  - Press **[2] [1]** to delete and re-record a message.
  - Press **[\*] [3]** to delete a message.
8. Press **[#]** to approve the message.
9. Press **[9]** to activate the message.

You have now recorded a bulletin board message.

## How an Automated Attendant Works

This section provides information that can help you understand how an automated attendant works. This section contains only an overview of the information that is covered in the complete version of

the administration guide for your system. See that documentation for more information on the following topics presented in this section:

- Designs for an automated attendant
- Procedures for setting up an automated attendant

## Designs for an Automated Attendant

To design an automated attendant to make the most effective use of its capabilities, you must first determine the needs of your business regarding incoming calls. The following are some questions you can ask to determine those needs:

- Will all callers be routed directly to the automated attendant?
- Will certain options of the automated attendant route callers to another automated attendant?
- Are there any special needs the automated attendant must address, such as accommodating hearing-impaired callers?

To assist you with your design needs, this section contains information on the following:

- Features for an automated attendant
- Modes of operation
- Operational schedules
- Other features
  - Rotary telephones
  - Multilingual feature
  - Multiple personal greetings
  - TeleTypewriter (TTY)

## Features for an Automated Attendant

Table 4-4 describes the features available your automated attendant.

**Table 4-4. Automated Attendant Features**

Feature	Description
Main automated attendant	This is the mailbox where the automated attendant telephone extension connects.
Nested automated attendant	This is the second or additional layer of a main automated attendant. For example, a main automated attendant can contain options leading to one or more secondary (nested) automated attendants that play additional submenus of options.
TTY	This is an automated attendant administered with a TTY announcement set that provides service to deaf or hard-of-hearing callers.
Nonresident user extension	This is a main automated attendant that contains options leading to users who have voice mailboxes and call in for messages, but who do not have actual telephone extensions on the switch.
Shared extension	This is a main automated attendant that contains options leading to the mailboxes of two or more people sharing the same telephone.
Options per attendant	An automated attendant can have as many as 10 menu options. These options correspond to the buttons 0 through 9 on a touchtone telephone.

(1 of 4)

**Table 4-4. Automated Attendant Features**

Feature	Description
Automated attendant extension on the switch	If the automated attendant extension is to be called directly, you can administer the switch to route calls to that extension.
COS for automated attendants	If you plan to use a number of automated attendants, you might want to set up a Class of Service with the <code>Permissions, Type:</code> field already set to an automated attendant.
Transfers	This permits callers to transfer from the automated attendant to a specific extension by entering <code>* [8]</code> , the extension number, and the pound sign <code>#</code> .
Transfer by name	This permits callers to transfer to users by spelling out user names. The voiced menu for this type of automated attendant tells the caller to spell the name of the person to whom they want to transfer by pressing the corresponding keys on the telephone keypad.
Direct transfers without <code>* [8]</code>	This permits callers to dial an extension directly from the automated attendant without using <code>* [8]</code> .
Coverage to AUDIX	The automated attendant extension must be administered to cover to the AUDIX extension with Call Coverage, or with Call Forwarding if your switch is a DEFINITY switch. Calls are then sent to the automated attendant mailbox where the menu of options is heard.

(2 of 4)

**Table 4-4. Automated Attendant Features**

<b>Feature</b>	<b>Description</b>
Call routing	Intuity AUDIX provides a conditional routing capability. You can use a routing table to vary the operation of the automated attendant based on as many as four separate business schedules and as many as four separate holiday schedules.
Name attendant	If you design an automated attendant so that callers have the option of leaving messages for multiple AUDIX users, the AUDIX feature of addressing messages by name or extension applies.
Multiple personal greetings feature	You can use the Multiple Personal Greetings feature to customize an automated attendant's spoken personal greeting for calls of various types. For example, the automated attendant can provide either a formal greeting or an informal personal greeting depending on whether the call is external or internal. You can also use the Multiple Personal Greetings feature to have the automated attendant voice a different set of options. For example, the automated attendant can offer a restricted menu of choices to those who call after your business is closed.

**(3 of 4)**

**Table 4-4. Automated Attendant Features**

Feature	Description
Multilingual feature	You can set up a multilingual automated attendant, the first level of which might ask the user to select a language. Subsequent levels implement the automated attendant in the language chosen. You can implement a multilingual automated attendant using multilingual system announcement sets.
Rotary telephone	Automated attendants can work with rotary telephone users if the AUDIX system has an attached pulse-to-tone converter. A pulse-to-tone converter is a box located between the switch and the central office.
Automated attendant fax extension	An automated attendant can be set up to relay faxes to a user's primary or secondary fax extension. The advantage of this arrangement is that you can provide fax delivery for users without paying for additional direct inward dialing lines or personal trunks for fax extensions. The disadvantage is that incoming calls cannot be automatically dialed because the caller must enter the extension of the individual to receive the call or fax.

**(4 of 4)**

**Modes of Operation**

A business can set up an automated attendant to direct calls to either the automated attendant or to the company receptionist. These are called the *primary* and *secondary* modes of operation, respectively.

**Primary Mode**

An automated attendant is set up in primary mode to answer all incoming calls as soon as they come in. The company receptionist

backs up the automated attendant by handling overflow calls and calls from people needing assistance, for example, callers who dial 0 (zero) or callers who have a rotary telephone.

### **Secondary Mode**

An automated attendant is set up in a secondary mode to direct as many calls as possible to the company receptionist. The automated attendant is configured to back up the company receptionist by handling calls that the receptionist is unable to answer.

## **Operational Schedules**

The Intuity AUDIX automated attendant can be designed to answer incoming calls during business hours only, at night only, or on a 24-hour basis, depending upon your business needs.

### **Business Operational Schedule**

The automated attendant can use the Intuity AUDIX weekly business schedule for operation during business hours. It can also rely on the telephone system to indicate when it should operate in a day schedule or a night schedule. Note that some telephone systems (for example, the MERLIN LEGEND system) can provide day or night status to Intuity AUDIX, while other telephone systems (for example, the DEFINITY system) cannot. It makes no difference to the Intuity AUDIX automated attendant whether day or night operation is controlled by the status of the associated telephone system or by the weekly business schedule of the Lucent Intuity system.

### **Holiday Operational Schedule**

The automated attendant can be administered to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules.

### **Alternate Operational Schedule**

The Alternate Service Hours feature permits the automated attendant to play a different menu and handle calls differently at certain times

of the day, for example, during the noon hour, and to accommodate callers from other time zones. The routing table provides a way to do this. This schedule can be used independently of the telephone system's night service status.

### **Routing Table**

The business, holiday, and alternate operational schedules are connected within the routing table. The routing table applies the business, holiday, and alternate schedules to an incoming called number such as an incoming trunk or covered extension.

### **MERLIN LEGEND Schedule**

The MERLIN LEGEND communications system can be administered to change from day schedule operation to night schedule operation either by administering the schedule on the telephone system or by pushing a Night Service button on the attendant console. If the Lucent Intuity automated attendant service schedule is linked to the status of the MERLIN LEGEND, the two are guaranteed to be synchronized. The MERLIN LEGEND telephone system can be programmed to route calls differently when Night Service is in effect. This feature can be used to provide automated attendant service only when the MERLIN LEGEND telephone system is in Night Service mode.

## **Procedures for Setting Up an Automated Attendant**

There are four basic procedures you must follow to set up an automated attendant:

- Enabling call transfers
- Setting up the automated attendant as a user
- Recording greetings for the automated attendant menus
- Testing the automated attendant menu tree

After completing the four basic procedures, you must set up a call routing table. This involves the following four procedures:

- Setting up a business schedule
- Setting up a holiday schedule
- Filling in a routing table
- Testing the menu tree

In addition, there are two procedures you can use to monitor your automated attendant:

- Viewing a list of automated attendants
- Viewing a list of automated attendant schedules

See your administration guide for more information on these procedures.



# 5

## Producing Maintenance Reports

---

This chapter contains information about maintenance reports. These reports display information on user traffic and feature traffic, and help you evaluate system efficiency. This chapter shows you how to produce the following reports:

- Activity Log
- System Status
- Feature Daily Traffic
- Load Daily Traffic

## How to Produce an Activity Log Report

An Activity Log report is a useful tool for investigating problems reported with message delivery and the operation of the message waiting indicator (MWI). Observing the Activity Log report allows you to:

- Obtain a history of the activity on your Lucent Intuity system
- Track a specific user's activity by extension and time
- Resolve some reported problems without the need to call technical support

Producing an Activity Log involves the following three procedures:

- Setting activity log options
- Running an activity log
- Interpreting an activity log

## How to Set Activity Log Options

To set Activity Log options:

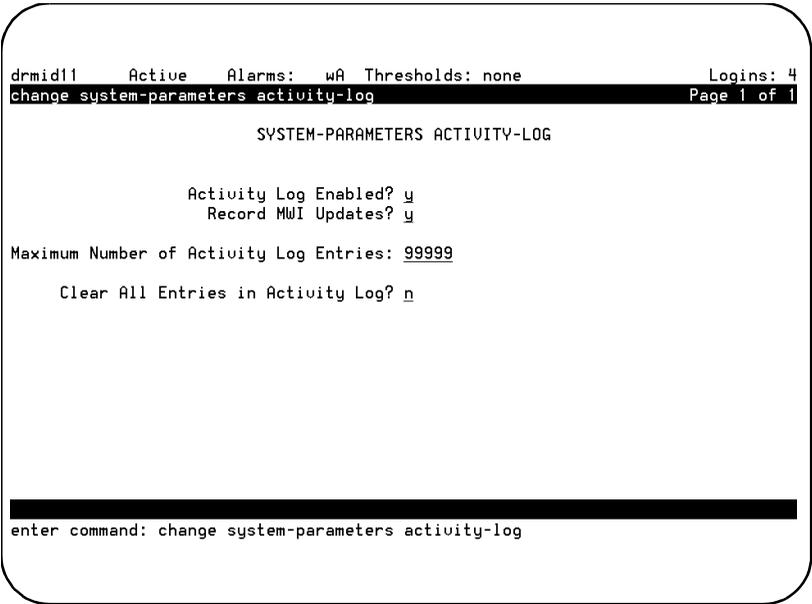
1. Start from the Lucent Intuity main menu (Figure 1-1), and select:

`AUDIX Administration`

2. At the `enter` command: prompt, enter **ch sy ac**

The system displays the System-Parameters Activity-Log screen (Figure 5-1).

**Figure 5-1. System-Parameters Activity-Log Screen**



3. Complete the fields on this screen using the information in Table 5-1.

**Table 5-1. Fields on the System Activity Parameters Screen**

Field Name	Valid Input	Notes
Activity Log Enabled?	<ul style="list-style-type: none"> <li>■ y = yes</li> <li>■ n = no (default)</li> </ul>	Activates the data collection process for the activity log.

(1 of 3)

**Table 5-1. Fields on the System Activity Parameters Screen**

Field Name	Valid Input	Notes
Record MWI Updates?	<ul style="list-style-type: none"> <li>▪ <b>y</b> = yes</li> <li>▪ <b>n</b> = no (default)</li> </ul>	<p>Activates the recording of MWI updates that are sent from the Lucent Intuity system to the switch. (MWI update records are written to the Activity Log file only if both the Activity Log feature and the recording of MWI updates are enabled.)</p> <p><b>Note:</b> Enabling this feature increases the number of records that are written to the activity log. Since the log is a fixed size, you may not be able to go back more than a few days, depending on your system's activity level.</p>

(2 of 3)

**Table 5-1. Fields on the System Activity Parameters Screen**

Field Name	Valid Input	Notes
Maximum Number of Activated Log Entries:	<ul style="list-style-type: none"> <li>■ A number from 1 to 99999</li> <li>■ 10000 (default)</li> </ul>	Indicates the maximum number of records in the activity log file. The system clears the log if this number is less than the number of records currently in the log. The system prompts you to confirm this action before continuing. If you record MWI updates, make this field very large.
Clear All Entries in Activity Log?	<ul style="list-style-type: none"> <li>■ <b>y</b> = yes</li> <li>■ <b>n</b> = no (default)</li> </ul>	Resets the entries in the activity log if set to <b>y</b>

(3 of 3)

4. Press F3 (Save) to save the changes.
5. Enter **exit** or another administrative command at the enter command: prompt.

You have now set Activity Log options.

## How to Run an Activity Log Report

To run an Activity Log report:

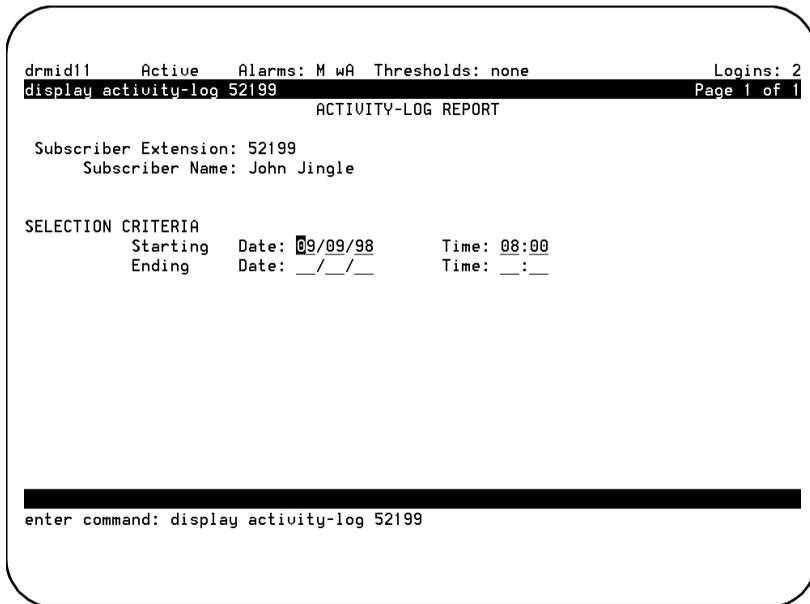
1. Start from the Lucent Intuity main menu (Figure 1-1), and select:

AUDIX Administration

2. At the `enter` command prompt, enter **di ac extension** where *extension* is the 3-digit to 10-digit extension of the user for whom you want to display the log.

The system displays the Activity Log Report Input screen (Figure 5-2).

**Figure 5-2. Activity Log Report Input Screen**



3. Complete the fields on this screen using the information in Table 5-2.

**Table 5-2. Activity Log Report Input Screen**

<b>Field Name</b>	<b>Valid Input</b>	<b>Notes</b>
Subscriber Extension:	Display only	Indicates the extension of the user you entered on the command line.
Subscriber Name:	Display only	Indicates the name of the user you entered on the command line.
Starting Date:	<ul style="list-style-type: none"> <li>■ Blank</li> <li>■ Date (mm/dd/yy)</li> </ul>	Enter the calendar date on which the report begins. If you leave this field blank, the earliest available date for this user is displayed.
Starting Time:	<ul style="list-style-type: none"> <li>■ Blank</li> <li>■ Time (hh:mm)</li> </ul>	Enter the time of day at which the report begins. If you did not specify a starting date, you must leave this field blank.

**(1 of 2)**

**Table 5-2. Activity Log Report Input Screen**

Field Name	Valid Input	Notes
Ending Date:	<ul style="list-style-type: none"> <li>■ Blank</li> <li>■ Date (mm/dd/yy)</li> </ul>	Enter the calendar date on which the report ends. If you leave this field blank, the most recent activity for this user is displayed.
Ending Time:	<ul style="list-style-type: none"> <li>■ Blank</li> <li>■ Time (hh:mm)</li> </ul>	Enter the time of day at which the report ends. If you did not specify an ending date, you must leave this field blank.

**(2 of 2)**

4. Press F3 (Enter) to start the report.

The system gathers the information you specified and displays the Activity Log Report Results screen (Figure 5-3).

---

**Note:** This report can take several minutes to execute depending on the system load and the size of the log file.

---

**Figure 5-3. Activity Log Report Result Screen**

```

drinituit          Active          Alarms: M wA          Logins: 4
display activity-log 80455          Page 1
          ACTIVITY-LOG REPORT
Subscriber Name: Werbelow, Wayne          Extension: 80455
DATE    TIME    ACTIVITY    DESCRIPTION
11/05/98 19:16 received    UM message from 84786
          message counts: new=3, unopened=0, old=50
11/05/98 22:54 received    UM message from 83888
          message counts: new=4, unopened=0, old=50
11/05/98 23:12 log-in      message counts: new=4, unopened=0, old=50
          broadcast=0
11/05/98 23:17 log-off     message counts: new=4, unopened=0, old=50
          broadcast=0
11/06/98 05:41 received    UM message from 0191212487 (lzhub)
          message counts: new=5, unopened=0, old=50
11/06/98 06:11 received    priority UM message from 0191212478 (lzhub)
          message counts: new=6, unopened=0, old=50
11/06/98 07:13 log-in      message counts: new=6, unopened=0, old=50
          broadcast=0
11/06/98 07:18 log-off     message counts: new=6, unopened=0, old=50
          broadcast=0

Press [NextPage], [PreuPage] or [Cancel] to abort
enter command: display activity-log 80455

```

Table 5-3 describes the result fields in the Activity Log report.

**Table 5-3. Fields on the Activity Log Report Result Screen**

Field Name	Description or Procedure
Subscriber Name :	The user name that corresponds to the extension you entered.
Extension :	The user telephone extension that you entered on the command line when you generated the report.
DATE	The dates on which the activity was logged.
TIME	The times during which the activity was logged.

(1 of 2)

**Table 5-3. Fields on the Activity Log Report Result Screen**

Field Name	Description or Procedure
ACTIVITY	An activity identifier for each entry in the Activity Log. The activity identifier is one of the following: <ul style="list-style-type: none"> <li>■ log-in</li> <li>■ canceled</li> <li>■ mwi-on</li> <li>■ log-off</li> <li>■ status</li> <li>■ mwi-off</li> <li>■ received</li> <li>■ reset</li> <li>■ scheduled</li> </ul>
DESCRIPTION	An explanation of the Activity Log entry.

(2 of 2)

You have now run an Activity Log report.

## How to Interpret an Activity Log Report

The Activity Log report shows activity information for a selected user. Events are listed in chronological order beginning with the specified date and time.

There are two kinds of entries:

- Received entries
- Scheduled entries

**Received Entries** A received entry is an entry to the Activity Log that is made each time a message is delivered into a user's mailbox. Note that a message with multiple recipients generates a received entry for each recipient. The message may be one of the following types:

- Voice mail (VM) – includes fax mail messages and email messages
- Priority voice mail
- Call answer (CA)
- Leave word calling (LWC)
- Broadcast message
- Login announcement
- AMIS analog networking message
- Undeliverable message notification

**Scheduled Entries** A scheduled entry is an entry to the Activity Log made each time a message is scheduled for delivery. Only one scheduled entry is made for a message regardless of the number of recipients. The message may be one of the following types:

- Voice mail (VM) — includes fax mail messages and email messages
- Priority voice mail
- Broadcast message
- Login announcement
- Call answer

Call answer messages are scheduled for immediate delivery at the time they are created. Therefore, the scheduled delivery time is not repeated on the display. In addition, if both the calling party and the called party are local users, the display

shows that the calling party scheduled the message for the called party.

## How to Produce a System Status Report

This section contains information on how to:

- Run a system Status report
- Interpret a System Status report

### How to Run a System Status Report

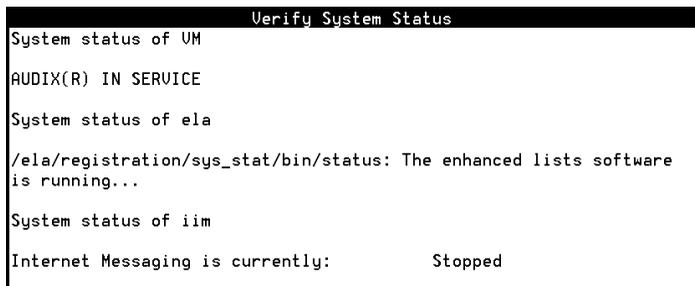
To run a System Status report:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
System Verification
Verify System Status
```

The system takes a few minutes to run checks on the status of the system and then displays the results on the Verify System Status window (Figure 5-4).

**Figure 5-4. Verify System Status Window**



2. Use F2 (Prevpage) and F3 (Nextpage) to page through the report.

---

**Note:** If you want to print this report, press F8 (Chg-keys) and F6 (Print). Press F8 (Chg-keys) when you are finished printing and the system displays the original set of function keys.

---

3. Press F6 (Cancel) to close the report.

You have now run a System Status report.

## How to Interpret a System Status Report

The System Status report displays the following about the Intuity AUDIX system:

- The status of the voice system
- The number of ports purchased
- The number of ports in service
- The status of AMIS analog networking
- The status of TCP/IP networking, if applicable
- The hours of speech purchased
- The hours of speech used

The software on the Intuity AUDIX system is made up of several modules. When you run a System Status report, the system asks each module to report on its status. The information on the Verify System Status window is displayed in two sections, according to the type of module:

- Software status modules are described in Table 5-4.
- Voice ports and speech storage status modules are described in Table 5-5.

---

**Note:** Table 5-4 and Table 5-5 display all modules available. However, depending on the features you've purchased, the modules you see in the Verify System Status window can vary from those shown here.

---

**Table 5-4. Fields on the Verify System Status Window for the Software Modules**

Module Name	Status Being Verified	Results and Information
VM (Intuity AUDIX Voice Messaging)	AUDIX	IN SERVICE/OUT OF SERVICE
mtce (maintenance)	File System Capacity	Passed/Failed
	Process total	Passed/Failed
	IPC queue	Passed/Failed
	System memory usage	Passed/Failed

(1 of 4)

**Table 5-4. Fields on the Verify System Status Window for the Software Modules**

Module Name	Status Being Verified	Results and Information
netw (Intuity AUDIX Digital Networking)	Networking	Up/Down
	Purchased High Speed Networking Ports	Number of ports purchased
	High Speed Networking Ports in Service	Number of ports in service
	Purchased Low Speed Networking Ports	Number of purchased ports
	Low Speed Networking Ports in Service	Number of ports in service
	AMIS Analog Networking	ON/OFF
	Purchased TCP/IP Networking Ports	Number of purchased ports
	TCP/IP Networking Ports in Service	Number of ports in service

(2 of 4)

**Table 5-4. Fields on the Verify System Status Window for the Software Modules**

<b>Module Name</b>	<b>Status Being Verified</b>	<b>Results and Information</b>
vs (voice system)	The Voice System	Up/Down
	Number of Purchased Voice Ports	Number of ports purchased
	Number of Voice Ports in Service	Number of ports in service
	Purchased Hours of Speech	Number of hours purchased
	Used Hours of Speech	Number of hours used
	Potential Hours of Speech	Number of hours remaining

**(3 of 4)**

**Table 5-4. Fields on the Verify System Status Window for the Software Modules**

Module Name	Status Being Verified	Results and Information
CAS (Intuity Call Accounting System)	disk space available	Number indicating disk space available
	disk space used	Number indicating disk space used
	call records stored	Number of records stored
	maximum records	Number of records allowed
	first call record stored	Date of first call
	last call record stored	Date of last call
	call collection	running/not running
	call processing	running/not running
	buffered call data record files	Number of files
	disk space monitoring status	ok/not ok
	i-nodes monitoring status	ok/not ok
	disk space available	Number indicating amount of disk space left unused

(4 of 4)

**Table 5-5. Fields on the Verify System Status Windows for the Voice Ports and Speech Storage Status Modules**

Module Name	Description
Number of Purchased Voice Ports	The number of ports on the Intuity AUDIX system that are activated.
Number of Voice Ports in Service	The number of ports on the Intuity AUDIX system that are actually accepting and processing calls. This number should match the number of purchased ports. If it does not, see your administration guide for more information on accessing voice equipment for the correct procedure.
Purchased Hours of Speech	The number of hours of speech on the Intuity AUDIX system's hard disks that are activated.
Used Hours of Speech	The number of purchased hours of speech that are currently being used on the system to store voice messages and other types of messaging data. This number should be less than 80 percent of the purchased hours of speech. If the value listed in the report is greater than 80 percent of the purchased hours of speech, contact your sales representative to purchase additional hours of speech.
Potential Hours of Speech	The number of hours of speech left on the hard disk that can be purchased and activated. If this number is 0 (zero) and additional hours of speech are needed, another hard disk must be purchased.

# How to Run a Feature Daily Traffic Report

The Feature Daily Traffic report shows traffic information on a feature-by-feature basis. Features are divided into call answer features and messaging features.

To run a Feature Daily Traffic report:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:  
  
`AUDIX Administration`
2. At the `enter command:` prompt, enter **li me f d *mm/dd/yy*** where *mm/dd/yy* is the starting date. This date can be up to 31 days before the current date that you want to use as a starting point for the report. If you do not specify a date, a report for the current day is displayed.

---

**Note:** This report records two screens of traffic information for each day.

---

The system displays the Feature Daily Traffic Report, Page 1 (Figure 5-5).

**Figure 5-5. Feature Daily Traffic Report, Page 1**

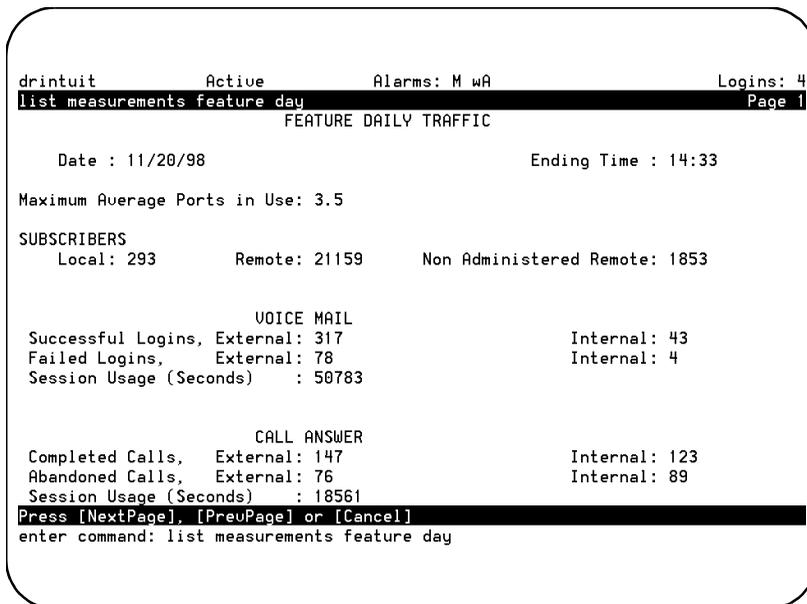


Table 5-6 describes the fields on this screen.

**Table 5-6. Fields on the Feature Daily Traffic Report Screen, Page 1**

Field Name	Description or Procedure
Date:	The starting date for which traffic data was collected for the report. It is the date you entered on the command line, or the current date if you did not specify a date. If you enter a date previous to the current date, each day's record is presented as an additional page (screen). Press F7 (Nextpage) and F8 (Prevpag) to scroll through each daily report record.
Ending Time:	The time at which data collection ended.

(1 of 4)

**Table 5-6. Fields on the Feature Daily Traffic Report Screen, Page 1**

Field Name	Description or Procedure
Maximum Average Ports in Use:	The average number of ports that were in use simultaneously during the busiest hour of the day you selected.
Local:	The total number of local users administered on the Intuity AUDIX system at the end of the day.
Remote:	The total number of remote users administered on the Intuity AUDIX system at the end of the day.
Non Administered Remote:	The total number of users at the end of the day external to the Intuity AUDIX system (not administered) who sent mail to an administered AUDIX user or to whom mail was sent by an administered AUDIX user.
Successful Logins, External/ Internal:	The number of times users calling from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch logged in successfully.

(2 of 4)

**Table 5-6. Fields on the Feature Daily Traffic Report Screen, Page 1**

Field Name	Description or Procedure
Failed Logins, External/Internal:	The number of times users calling from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch were unable to log in successfully during the day reported. This means that the AUDIX system did not permit the caller access to AUDIX operations. This may have been due to an unrecognizable password or login ID (or both), or because the caller hung up before completing the call.
Session Usage (Seconds):	The total number of seconds (across all ports) that the system was used for messaging sessions (including voice/fax/email, call message retrieval, change of passwords and of personal greetings) during the reporting period.
Completed Calls, External/Internal:	The number of call answer telephone calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the reporting period. This number includes the times the AUDIX system answered calls for users, attendants, and bulletin boards.

(3 of 4)

**Table 5-6. Fields on the Feature Daily Traffic Report Screen, Page 1**

<b>Field Name</b>	<b>Description or Procedure</b>
Abandoned Calls, External/Internal:	The number of times a caller hung up after the mailbox greeting started to play but before the beep to leave a message occurred. This number includes the times the AUDIX system answered calls for users, attendants, and bulletin boards.
Session Usage (Seconds):	The total number of seconds (across all ports) that the system was used for call answer sessions.

**(4 of 4)**

3. Press F7 (Nextpage).

The system displays the Feature Daily Traffic Report, Page 2 (Figure 5-6).

**Figure 5-6. Feature Daily Traffic Report, Page 2**

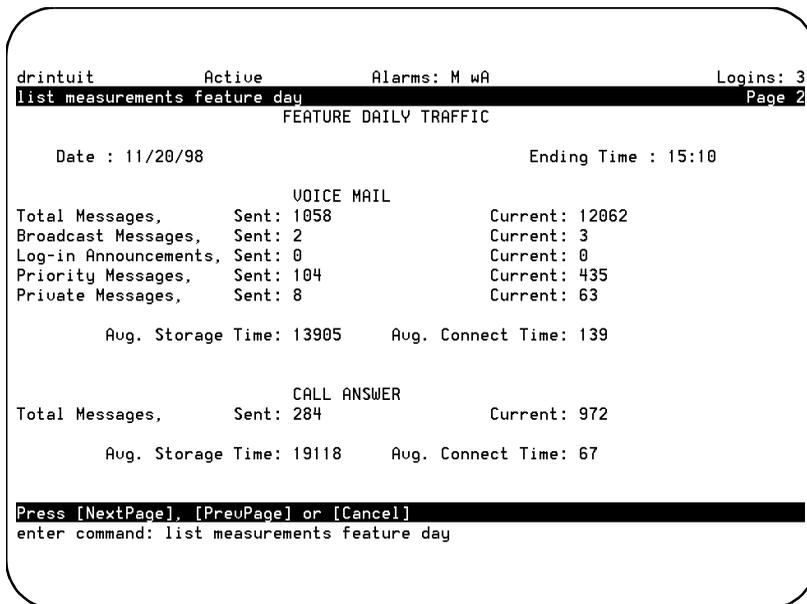


Table 5-7 describes the fields on this screen.

**Table 5-7. Fields on the Feature Daily Traffic Report Screen, Page 2**

Field Name	Description or Procedure
Date :	The starting date for which traffic data was collected for the report. It is the date you entered on the command line, or the current date if you did not specify a date.  If you enter a date previous to the current date, each day's record is presented as an additional page (screen). Press F7 (Nextpage) and F8 (Previage) to scroll through each daily report record.
Ending Time :	The time at which data collecting ended.

(1 of 4)

**Table 5-7. Fields on the Feature Daily Traffic Report Screen, Page 2**

<b>Field Name</b>	<b>Description or Procedure</b>
VOICE MAIL, Total Messages, Sent :	The total number of messages that were sent on the local AUDIX system during the reporting period.
Total Messages, Current :	The total number of messages presently residing on the local AUDIX system. The system normally displays the message: "traffic unavailable" on the first day after being retested.
Broadcast Messages, Sent :	The number of broadcast messages that were sent on the local AUDIX system during the reporting period.
Broadcast Messages, Current :	The number of messages presently residing in the broadcast mailbox on the local AUDIX system that are marked as broadcast messages.
Login Announcements, Sent :	The number of messages sent on the local AUDIX system during the reporting period that were login announcements.
Login Announcements, Current :	The number of messages presently residing in the broadcast mailbox on the local AUDIX system that are marked as login announcements. Since only one login announcement can exist at any one time in the broadcast mailbox, this number is always 0 (zero) or 1.
Priority Messages, Sent :	The number of messages sent on the local AUDIX system during the reporting period that were marked for priority delivery.

**(2 of 4)**

**Table 5-7. Fields on the Feature Daily Traffic Report Screen, Page 2**

<b>Field Name</b>	<b>Description or Procedure</b>
Priority Messages, Current:	The number of messages presently residing on the local AUDIX system that are marked as priority messages.
Private Messages, Sent:	The number of messages sent on the local AUDIX system during the reporting period that were marked for private delivery.
Private Messages, Current:	The number of messages presently residing on the local AUDIX system that are marked for private delivery.
Average Storage Time:	The average duration (in minutes) for the hour being reported that messages remained in mailboxes before they were deleted.
Average Connect Time:	The average duration (in seconds) of calls made by users to access their mailbox during the reporting period.
CALL ANSWER, Total Messages, Sent:	The number of call answer messages recorded by the local machine during the reporting period.
Total Messages, Current:	The number of call answer messages presently stored in the local AUDIX system.
Average Storage Time:	The average duration (in minutes) during the reporting period that call answer messages were stored in mailboxes before they were deleted.

(3 of 4)

**Table 5-7. Fields on the Feature Daily Traffic Report Screen, Page 2**

Field Name	Description or Procedure
Average Connect Time:	The average duration (in seconds) of call answer calls that were made during the reporting period.

**(4 of 4)**

4. Press F1 (Cancel) to return the cursor to the command line.
5. Enter **exit** or another administrative command at the enter command: prompt.

You have now run a Feature Daily Traffic report.

## How to Run a Load Daily Traffic Report

A Load Daily Traffic report shows daily traffic load information for 1 to 32 days.

Traffic load refers to the number of calls handled by each active port during the reporting period. Port-usage measurements indicate how the ports are actually being used.

To run a Load Daily Traffic report:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:

```
AUDIX Administration
```

2. At the `enter command:` prompt, enter **li me l d *mm/dd/yy*** where *mm/dd/yy* is the date that you want as a starting point for the report. This date can be up to 31 days previous to the current date.

---

**Note:** This report records two pages (screens) of traffic information for each day.

---

The system displays the Load Daily Traffic Report, Page 1 (Figure 5-7).

**Figure 5-7. Load Daily Traffic Report, Page 1**

```

drintuit      Active      Alarms: M wA      Logins: 3
list measurements load day      Page 1
LOAD DAILY TRAFFIC
Date : 11/20/98      Ending Time: 15:20
TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS
Lists: 0
Message Space, Lower: 4      List Space: 0
Subscribers Over Threshold: 23      Upper: 0
Deliveries Rescheduled: 0
Maximum Simultaneous Ports: 13
SYSTEM STORAGE      Used (hours)      Free (hours)
Total Storage      :      83.7      61.3
Message Storage    :      59.7
Voiced Name Storage :      13.2      % Remote: 98
Announcement Storage:      10.8
Press [NextPage], [PrevpPage] or [Cancel]
enter command: list measurements load day
    
```

Table 5-8 describes the fields on this screen.

**Table 5-8. Fields on the Load Daily Traffic Report Screen, Page 1**

Field Name	Description or Procedure
Date:	The starting date for which traffic data was collected for the report. It is the date you entered on the command line, or the current date if you did not specify a date. If you enter a date previous to the current date, each day's record is presented as an additional page (screen). Press F7 (Nextpage) and F8 (PrevpPage) to scroll through each daily report record.
Ending Time:	The time at which data collecting ended.

(1 of 3)

**Table 5-8. Fields on the Load Daily Traffic Report Screen, Page 1**

Field Name	Description or Procedure
Lists:	The number of warnings issued to users who exceeded the maximum allowable number of mailing lists during the reporting period.
List Space:	The number of warnings issued to users who exceeded the maximum allowable number of list entries during the reporting period.
Message Space, Lower:	The number of warnings issued to users indicating that they had reached the lower space threshold during the reporting period. This lower threshold is set on the System-Parameters Thresholds screen.
Message:	The number of warnings issued to users indicating that they had reached the upper space threshold during the reporting period. This upper threshold is set on the System-Parameters Thresholds screen.
Subscribers:	The number of users that exceeded one or more of the message-space thresholds during the reporting period.
Deliveries Rescheduled:	The number of message deliveries that could not be completed and were subsequently rescheduled or canceled.
Maximum Simultaneous Ports:	The greatest number of ports that were in use simultaneously during the reporting period.

(2 of 3)

**Table 5-8. Fields on the Load Daily Traffic Report Screen, Page 1**

<b>Field Name</b>	<b>Description or Procedure</b>
Total Storage:	The minimum amount of free space available in all voice text file systems at any time during the reporting period.
Message Storage:	The maximum number of hours in use for all the messages during the reporting period.
Voiced Name Storage:	The maximum number of hours in use for all the names during the reporting period.
% Remote:	The percentage of the name storage used to store remote names.
Announcement Storage:	The maximum number of hours in use for the announcements during the reporting period.

**(3 of 3)**

3. Press F7 (Nextpage).

The system displays the Load Daily Traffic Report, Page 2 (Figure 5-8).

**Figure 5-8. Load Daily Traffic Report, Page 2**

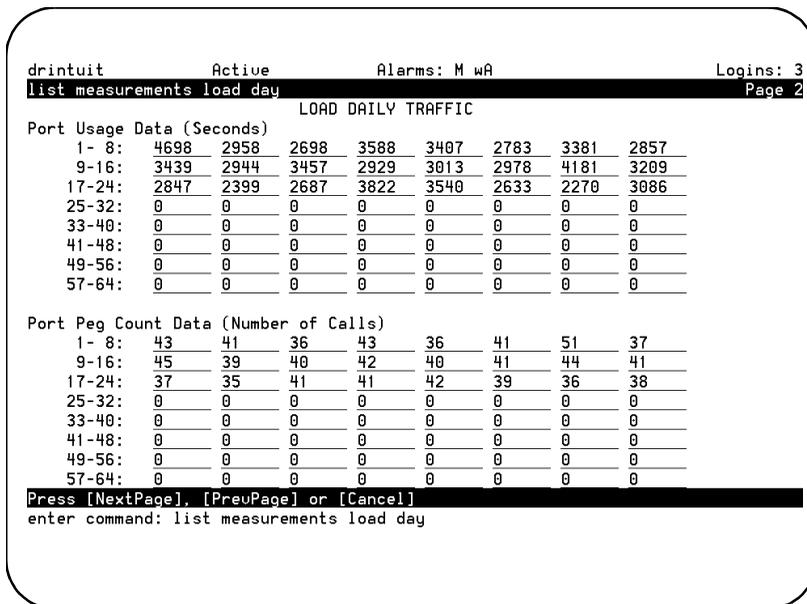


Table 5-9 describes the fields on this screen.

**Table 5-9. Fields on the Daily Load Daily Traffic Report**

Field Name	Description
Port Usage Data (Seconds)	The number of seconds that each port was in use during the reporting period. This report displays 64 port-usage values, corresponding to ports 1 to 64.
Port Peg Count Data (Number of Hours)	The number of calls that each port handled during the reporting period. This report displays 64 peg-count values, corresponding to ports 1 to 64.

4. Press F1 (Cancel) to return the cursor to the command line.
5. Enter **exit** or another administrative command at the `enter`  
`command:` prompt.

You have now run a Load Daily Traffic report.



# 6

## Enhancing System Security

---

This chapter contains the following information to help you maintain a secure system:

- Guidelines for creating passwords
- Procedures that tell you how to:
  - Change the sa password
  - Change the vm password
  - Set administrator password aging
  - Change a user's password
  - Unlock a user's mailbox

## Guidelines for Creating Passwords

Use the following guidelines when creating new passwords:

- Establish a new administration password as soon as the Intuity AUDIX system is installed.
- Change the password at least once per month. You can administer the system to “age” the password and notify you that a new password is required. See “How to Set Administrator Password Aging” later in this chapter for the procedure.
- Do not use fewer than 6 characters or more than 11 characters. Make sure that at least one of these characters is a number and at least two of them are letters.
- Do not use telephone extensions, room numbers, employee identification numbers, social security numbers, birthdays, or any easily guessed numeric or letter combinations. For example, do not use *audix*.
- Do not use a series of ascending or descending digits or letters. For example, do not use *1234* or *abcd*.
- Do not use a series of repeated digits or letters. For example, do not use *9999* or *www*.
- Do not post, share, print, or write down passwords.
- Do not program the password on a function key.

# How to Change the sa Password

Only those logged in as sa can perform this procedure. To change the sa password:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
System Management
Password Administration
Assign/Change Password
```

The system displays the Assign/Change Password window (Figure 6-1).

**Figure 6-1. Assign/Change Password Window**



2. Type **sa** at the login: prompt.
3. Press F3 (Save) to save the information.

The system displays the following message:

```
You are about to change the password for
'sa'.
```

4. Type **y** to confirm that you want to change the password for the sa login.

The system displays the following message:

```
New password:
```

5. Enter a new password. Note that your new password is not visible on the screen.

The system displays the following message:

```
Re-enter new password:
```

6. Enter the new password a second time. Again, note that your new password is not visible on the screen.
7. Press F1 (Acknowledge) to acknowledge your password.
8. Press F6 (Cancel) repeatedly until you return to the Lucent Intuity main menu (Figure 1-1).

You have now changed the sa password.

## How to Change the vm Password

Only those logged in as vm can perform this procedure.

---

**Note:** You can also change the vm password while logged in as sa. To do so, enter **vm** at the login prompt given in Step 2 in the procedure above.

---

To change the vm password:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
AUDIX Administration
```

2. At the `enter command:` prompt, enter **ch p**

The system displays the following message:

```
Old password:
```

**Tip:** If you are changing the password for the first time, type in the default password assigned by the service technician.

3. Enter the old password. Note that your old password is not visible on the screen.

The system displays the following message:

```
New password:
```

4. Enter a new password. Again, note that your new password is not visible on the screen.

The system displays the following message:

```
Re-enter new password:
```

5. Type the new password again and press F3 (Save) to save the information.

The system displays the following message:

```
Password changed.
```

6. Press F1 (Acknowledge) to continue.

7. Press F1 (Cancel).

The system displays the AUDIX Command Prompt screen (Figure 1-2).

8. Enter **exit** or another administrative command at the `enter command: prompt`.

You have now changed the vm password.

## How to Set Administrator Password Aging

The Password Aging feature lets you set a length of time after which the administrator's system password expires and must be changed. Password aging can be applied to both the sa and vm passwords. The aging of administrator passwords is strongly recommended to help maintain a high level of system security.

To set administrator password aging:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:

```
Customer Services/Administration
System Management
Password Administration
Assign/Change Password Aging
```

The system displays the Assign/Change Password Aging window (Figure 6-2).

**Figure 6-2. Assign/Change Password Aging Window**



2. Enter **sa** in the `Login:` field.

The system expands the window and displays the password aging fields (Figure 6-3).

**Figure 6-3. Assign/Change Password Aging Window, Password Aging Fields**

The screenshot shows a terminal window titled "Assign/Change Password Aging". The "Login:" field contains "sa". To the right, there are three columns: "ON/OFF", "Days", and "Days". The "Password Expiration:" field is set to "ON" with a small black square to its right. The "Minimum Age Before Changes:" field is set to "OFF". The "Expiration Warning:" field is set to "OFF".

3. Type **on** or **off** in the `Password Expiration:` field.
  - On indicates that you want the sa password to age.
  - Off indicates that you do not want the sa password to age. If you type **off**, skip to Step 14.
4. Press the TAB key. The cursor moves to the `Days` field.
5. Type a number between 1 and 999 in the `Days` field. This number indicates how many days will elapse before the password expires.
6. Press the TAB key. The cursor moves to the `Minimum Age Before Changes:` field.
7. Type **on** or **off**
  - On indicates that changes cannot be made to a password until the value you specify in the `Minimum Age Before Changes:` `Days` field elapses.
  - Off indicates that the password can be changed as frequently as desired.
8. Press the TAB key. The cursor moves to the `Days` field.
9. Type a number between 1 and 998 in the `Days` field. This number indicates how many days must elapse before the password can be changed again.

10. Press the TAB key. The cursor moves to the `Expiration Warning:` field.
11. Type **on** or **off**
  - **On** indicates that the system will display a message that warns the administrator that the sa password is scheduled to expire. The system begins to display this message according to the value you entered in the `Password Expiration: Days` field.
  - **Off** indicates that the password will expire without warning.
12. Press the TAB key. The cursor moves to the `Days` field.
13. Type a number between 1 and 998 in the `Days` field. This number indicates how many days before the password expires that the system displays a warning message.
14. Press F3 (Save) to save the information.

The system displays the following message:

```
Password aging updated.
```
15. Press F1 (Acknowledge) to acknowledge the message.
16. Press F6 (Cancel) repeatedly until you return to the Lucent Intuity main menu (Figure 1-1).

You have now set administrator password aging.

## How to Change a User's Password

If a user forgets his or her password or wants you to change it, you must reassign a default password to permit the user to again log in to the AUDIX system. The user should then change the default password to a unique, personal password.

To assign a default password:

1. Start at the Lucent Intuity main menu (Figure 1-1), and select:  
  
AUDIX Administration
2. At the `enter command:` prompt, enter `ch su extension` where *extension* is the telephone extension of the user.

The system displays the Subscriber screen, Page 1, (Figure 6-4) containing current user information.

**Figure 6-4. Subscriber Screen, Page 1**

```

drmid11 Active Alarms: wA Thresholds: none Logins: 4
add subscriber Page 1 of 2
SUBSCRIBER

Name: █ Extension: _____ Locked? n
COS: mail01 Password: _____
Switch Number: _____ Miscellaneous: _____
Community ID: _____ Covering Extension: _____
Secondary Ext: _____ Broadcast Mailbox? _

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber

```

**Tip:** We recommend that you enter a password that is shorter than the required length as specified on the System-Parameters Features screen. The user must then change the password to one of the required length the next time he or she logs in.

3. Press the TAB key to move the cursor to the `Password:` field and press F4 (Clear) to clear that field.
4. Type a numeric default password into the `Password:` field.
5. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

```
Command Successfully Completed
```

6. Enter **exit** or another administrative command at the `enter command:` prompt.
7. Let the user know what the new default password is.

You have now helped change a user's password.

## How to Unlock a User's Mailbox

Sometimes a user makes a mistake and types an incorrect password. If this happens three times during the same login attempt, the system hangs up on the user. If the user continues to enter the wrong extension or password, the system locks the user out.

To unlock a user's mailbox:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:  

```
AUDIX Administration
```
2. At the command line, enter **ch su *extension*** where *extension* is the telephone extension of the user.

The system displays the Subscriber screen, Page 1, (Figure 6-4) containing current user information.

3. Press the TAB key to move the cursor to the `Locked?` field and type **n**
4. Press F3 (Enter) to save the information.

The cursor returns to the command line, and the system displays the following message:

```
Command Successfully Completed
```

5. Enter **exit** or another administrative command at the `enter command:` prompt.
6. Let the user know that the mailbox is available.

You have now unlocked a user's mailbox.



# Glossary

---

## A

### **address**

The Intuity AUDIX user's extension and machine. The address indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the **\* [A]** (Address) command.

### **administration**

The process of setting up a system such as a switch or a messaging system to function as desired. Options and defaults are normally set up or translated by the system administrator or service personnel.

### **alphanumeric**

Consisting of alphabetic or numeric symbols.

### **Audio Information Exchange (AUDIX)**

A complete messaging system accessed and operated by touchtone telephones and integrated with a switch.

### **AUDIX**

See *Audio Information Exchange*.

### **automated attendant**

A Lucent Intuity system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

## B

### **backup**

A duplicate copy of files and directories saved on a removable medium such as disk or tape. The backup files can be copied back or restored if the active version is corrupted or lost.

### **boot**

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called reboot.

### **broadcast messaging**

An Intuity AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically and simultaneously.

### **bulletin board**

An Intuity AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called information service.

## C

### **call accounting system (CAS)**

A software device that monitors and records information about a calling system.

### **call answer**

An Intuity AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. Intuity AUDIX users can record a personal greeting for these callers.

### **CAS**

*See call accounting system.*

### **class of service (COS)**

The standard set of Intuity AUDIX features given to users when they are first administered, that is, set up with a voice mailbox.

**command**

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one-key or two-key touchtones that control a mailbox activity or function.

**COS**

See *class of service*.

**D****default**

A value that is automatically supplied by the system if no other value is specified.

**delivered message**

A message that has been successfully transmitted to a recipient's incoming mailbox.

**display terminal**

A data terminal with a screen and a keyboard used for displaying Lucent Intuity screens and performing maintenance or administration activities.

**domain**

An area where data processing resources are under common control. For example, the Intuity AUDIX system is one domain, and an email system is another domain.

**E****ELA**

See *enhanced-list application*.

**email**

The transfer of a wide variety of message types across a computer network (LAN or WAN). Email messages may be text messages containing only ASCII files or may be complex multimedia messages containing embedded voice messages, software files, and images.

**enhanced-list application (ELA)**

An Intuity AUDIX option that facilitates message delivery to large numbers of recipients. There can be up to 100 enhanced lists per system, each of which can contain up to 1500 addresses. The transfer of a wide variety of message types across a computer network

(LAN or WAN). Email messages may be text messages containing only ASCII files or may be complex multimedia messages containing embedded voice messages, software files, and images.

## F

### FIFO

See *first-in/first-out*.

### first-in/first-out (FIFO)

A method of processing telephone calls or data in which the first call or piece of data to be received is the first call or piece of data processed.

## G

## H

### help

A command run by pressing HELP or CTRL+? on a Lucent Intuity display terminal to show the options available at your current screen position. In the Intuity AUDIX system, press  \*  H on the telephone keypad to get a list of options. See also *online help*.

## I

### IMAPI

See *Intuity messaging application programming interface*.

### Intuity messaging application programming interface (IMAPI)

A software function-call interface that allows Intuity AUDIX to interact with Lucent Intuity Message Manager and Internet Messaging.

### Intuity Message Manager

A Windows-based software product that allows Intuity AUDIX users to receive, store, and send their voice or fax messages from a personal computer. The software also enables users to create and send multimedia message that include voice, fax, file attachments, and text.

**J****K****L****LAN**

See *local area network*.

**last-in/first-out (LIFO)**

A method of processing telephone calls or data in which the last call or piece of data is the first call or piece of data processed.

**LIFO**

See *last-in/first-out*.

**local area network (LAN)**

A network of personal computers that communicate with each other and that normally share the resources of one or more servers. Operation of Lucent Intuity Message Manager requires that the Intuity AUDIX system and the users' personal computers be on a LAN.

**login**

A unique code a user must enter to gain approved access to the Lucent Intuity system. See also *password*.

**M****mailbox**

A portion of disk memory allotted to each Lucent Intuity system user for creating and storing outgoing and incoming messages.

**mailing list**

A group of user addresses assigned a list ID# and public or private status. A mailing list can be used to simplify the sending of messages to several users.

**maintenance**

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

**menu**

A list of options displayed on a computer terminal screen or spoken by an automated attendant. Users choose the option that reflects what action they want the system to take.

**menu tree**

The way in which nested automated attendants are set up.

**Message Manager**

See *Intuity Message Manager*.

**message waiting indicator (MWI)**

An indicator that alerts Lucent Intuity users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone.

**multilingual feature**

A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

**MWI**

See *message waiting indicator*.

**N****O****online help**

A Lucent Intuity system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

**P****password**

1. A word or character string recognized automatically by the Lucent Intuity system that allows users to access their mailboxes or system administrators to access the system data base. 2. An alphanumeric string assigned to local and remote networks machines to identify the machines on the network. See also *login*.

**password aging**

An Intuity AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

**Q****R****RAM**

See *random access memory*.

**random access memory (RAM)**

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment. See also *read-only memory (ROM)*.

**read-only memory (ROM)**

A form of computer memory that allows values to be stored only once. After the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions. See also *random access memory (RAM)*.

**reboot**

See *boot*.

**ROM**

See *read-only memory*.

**S****screen**

That portion of the Lucent Intuity user interface through which most administrative tasks are performed. Lucent Intuity screens request user input in the form of a command from the `enter command:` prompt.

**T****tape cartridge**

One or more spare removable cartridges required to back up system information.

**TTY**

See *telecommunications device for the deaf*.

**telecommunications device for the deaf (TTY)**

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TTY allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TTYs. It also allows a deaf person to communicate with the Intuity AUDIX system.

**traffic**

The flow of attempts, calls, and messages across a telecommunications network.

**U****undeliverable message**

A message that has not yet been sent to an Intuity AUDIX user's incoming mailbox. The messages resides in the senders's outgoing mailbox and may be modified or redirected by the sender

**uninterruptable power supply (UPS)**

An auxiliary power unit that provides continuous power in cases where commercial power is lost.

**UPS**

See *uninterruptable power supply*.

**V****W****XYZ**

# Index

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## A

- activity log report input screen, 5-6
- activity log report results screen, 5-9
- activity log reports, 5-2 to 5-12
- adding users, 2-2
- administrator password aging, 6-6
- alternate operational schedule feature, 4-15
- assign/change password aging window, 6-6
- assign/change password window, 6-3
- attended backup, 3-30
- AUDIX Command Prompt Screen, 1-3
- automated attendants
  - bulletin boards vs., 4-3
  - concepts and designs, 4-10
  - feature description, 4-2
  - features, 4-11
  - procedures, 4-16

## B

- backup window, 3-31
- backup, attended, 3-30
- broadcast messages, sending, 3-4
- bulletin boards
  - automated attendants vs., 4-3
  - feature description, 4-2
  - sending messages, 4-4

## C

- call answer feature, 2-9
- changing
  - class of service options, 3-11
  - date, 1-10
  - sa passwords, 6-3
  - time, 1-10
  - user information, 2-26
  - user passwords, 6-9
  - vm passwords, 6-4
- checking for messages, 2-23

class of service options, changing, 3-11

class of service screen

page 1, 3-12

page 2, 3-23

cold restart, 3-38

commands

ad su name/extension, 2-2

add sub, 3-5, 4-4

ch cos cos-name, 3-11

ch cos cos-number, 3-11

ch p, 6-4

ch su extension, 2-26, 6-9 to 6-10

ch sy ac, 5-2

cha mach, 2-4

di ac extension, 5-6

dis sys fea, 2-8, 3-14

li me f d mm/dd/yy, 5-19

li me l d mm/dd/yy, 5-28

li me su day extension, 2-24

list annc-sets, 2-8, 3-14

list cos, 2-5, 3-7

re su extension, 2-25

toggle function-keys, 1-6

## D

data entry fields, 1-9

display only fields, 1-9

## E

erasing messages, 2-24

exiting system, 1-3

## F

feature daily traffic report screen

page 1, 5-20

page 2, 5-24

feature daily traffic reports, 5-19 to 5-27

features

alternate operational schedule, 4-15

automated attendants, 4-2

bulletin boards, 4-2

call answer, 2-9

multilingual, 2-8, 4-10, 4-14

multiple personal greetings, 4-13

outcalling, 2-12

transfer out of AUDIX, 2-6

fields

data entry, 1-9

display only, 1-9

function keys, 1-6

## K

keys

function, 1-6

navigation, 1-5

## L

load daily traffic report screen

page 1, 5-29

page 2, 5-32

load daily traffic reports, 5-28 to 5-33

logging in, 1-2

logging out, 1-4

Lucent Intuity main menu, 1-2

**M**

maintaining the system, 3-2

maintenance tasks, 3-2

menus

    Lucent Intuity main menu, 1-2

    system control menu, 3-39

messages

    checking for, 2-23

    erasing, 2-24

multilingual feature, 2-8, 4-10, 4-14

multiple personal greetings feature, 4-13

**N**

navigating screens, 1-4

navigation keys, 1-5

**O**

outcalling feature, 2-12

**P**

password aging fields, 6-7

password aging, administrator, 6-6

passwords

    aging, 6-6

    changing, 6-3 to 6-4, 6-9

    guidelines, 6-2

**R**

removing users, 2-25

reports

    activity log, 5-2

    feature daily traffic, 5-19

    load daily traffic, 5-28

    system status, 5-12

restarting the system, 3-37

restarting the voice system, 3-38

**S**

sa passwords, changing, 6-3

screens

    activity log report input, 5-6

    activity log report results, 5-9

    AUDIX Command Prompt, 1-3

    class of service

        page 1, 3-12

        page 2, 3-23

    feature daily traffic report

        page 1, 5-20

        page 2, 5-24

    load daily traffic report

        page 1, 5-29

        page 2, 5-32

    navigating, 1-4

    subscriber

        page 1, 2-2, 3-6, 4-5, 6-9

        page 2, 2-7, 3-8, 4-7

    system-parameters activity-log, 5-3

*see also* menus, windows

sending broadcast messages, 3-4

shutting down the system, 3-35

subscriber screen

    page 1, 2-2, 3-6, 4-5, 6-9

    page 2, 2-7, 3-8, 4-7

system control menu, 3-39

system status reports, 5-12 to 5-19

system-parameters activity-log screen, 5-3

## T

transfer out of AUDIX feature, 2-6

## U

UNIX date and time window, 1-11

unlocking user mailboxes, 6-10

user

- adding, 2-2

- information, changing, 2-26

- mailboxes, unlocking, 6-10

- passwords, changing, 6-9

- removing, 2-25

## V

verify system status window, 5-12

vm passwords, changing, 6-4

voice system, restarting, 3-38

## W

wait time window, 3-35 to 3-36

warm restart, 3-37

windows

- assign/change password, 6-3

- assign/change password aging, 6-6

- backup, 3-31

- password aging fields, 6-7

- UNIX date and time, 1-11

- verify system status, 5-12

- wait time, 3-35 to 3-36

- see also* menus, screens