DEFINITY® AUDIX® System
Feature Descriptions

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Comcode 108356080
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About This Document

This document is intended to serve as a technical reference for the planning, administration, and operation stages of the DEFINITY® AUDIX® system. It provides a detailed, layered description of all the system features, and is designed to be used for quick reference as questions arise.

Intended Audiences

This document presents a thorough description of all DEFINITY AUDIX features. It is designed for the following audiences:

- *AUDIX System Administrators* — This document provides details about the DEFINITY AUDIX system's features and references to other resources that help an administrator customize the DEFINITY AUDIX system. Also, basic procedures for using each feature are provided, allowing the administrator to answer subscriber questions on feature use.
- *Lucent Technologies Account Executives, Project Managers, Software Specialists, Software Assistants and Design Specialists* — These experts need to understand all the features and functions of a DEFINITY AUDIX system on a general and technical level, as presented in this document.
- *Telephone company customers or employees, including Local Exchange Carrier (LEC) personnel* — All telephone companies, such as a Regional Bell Operating Company (RBOC) might need this general overview of the DEFINITY AUDIX system on hand.
- *Services support staff* — Remote personnel at the Technical Service Center (TSC) and the Sales Design & Support Center (SDSC) also may find this information useful.

Prerequisite Skills and Knowledge

This document assumes that the reader has a basic understanding of telephony and telecommunications.

How This Document Is Organized

The features listed in this document are presented in alphabetical order by feature name. Each feature section is divided into the following major headings:

- *Description* — Defines the feature and identifies the service it performs for the user or the function it serves for the system.
- *Points to Remember* — Identifies factors to account for when the feature is used.
- *Applications* — Identifies specific customer needs that this DEFINITY AUDIX feature can address.
- *Considerations* — Expands on points to remember where necessary (only present in some features).
- *Requirements* — Identifies hardware, software, and switch items that each feature requires to function properly.
- *Feature Operation* — Lists the common step-by-step procedures needed to use the feature.
- *Interactions with Other Features* — Lists and discusses the interaction between this feature and both switch features and other DEFINITY AUDIX features.

This document is not based on a specific definition of a feature. A subjective estimate was made of the usefulness of each aspect of the DEFINITY AUDIX system to the audiences of this book. Consequently, some feature descriptions are conceptual discussions of broad functions (Voice Mail, Voice Mailbox), while others point out smaller, unique features (Dial Ahead/Through, Priority Outcalling) that might otherwise be overlooked. Some features are thus actually sub-features of others. This inconsistency of scope is minor, well-documented where appropriate, and subordinate to the utility of having all aspects of the system at the fingertips of the reader.

NOTE:
The most important distinction to be made between features is whether they are available in the control link (CL) or display set (DS) modes of switch integration. The vast majority of the features are available in both modes. Those that apply to only one mode are designated as such in the title and header of each feature description.

The following features are available only in CL mode:

- Leave Word Calling
- Transfer Into AUDIX
- Transfer Out of AUDIX — Enhanced

The following features are available only in DS mode:

- Call Screening

- Transfer Into Mailbox
- Transfer Out of AUDIX — Basic

The first page of each feature section provides summary information and includes a table at the bottom of the page for quick reference information. For each feature, this table identifies related features, administration forms used with the feature, the feature's primary function, and user groups most directly concerned with it.

The following table defines the user groups of the features. These group names serve as key words in the quick reference tables on the first page of each feature description. See Appendix A for a summary of each feature and clarification of the abbreviations used in this table.

Table 1. Primary User Groups for Features

Group	Description	Features
Subscriber	Any user on the DEFINITY AUDIX system	Broadcast, Dial A/T, Dial Nam, Dir, INTUITY Msg Mgr, Login, MPG, Nam Rec, Pers Dir, Sec PW
Caller	Any internal or external caller placing a call through a switch that contains a DEFINITY AUDIX system	Call Ans, Escape, Exit, Full MB, Guest, Trans Out. LWC
Sender	A subscriber sending a voice mail message	Addr Nam, AMIS, Del Sched, Mail List, Msg Del, Prior Msg, Priv Msg, Vmail, LWC
Recipient	A subscriber receiving a call answer or voice mail message	AMIS, Auto Scan, Call Scr, MWI, Outcall, Prior Out, Untouch, Vmail
All	Subscribers and outside callers	Auto Att, Bull Brd, Help, Multilingual, Play Rec, Share Ex, TDD, TTY Auto Att, VM Box, Trans In
Sys Adm	One who sets up and fine-tunes an entire DEFINITY AUDIX system or network on-site	Activity, ADAP, Alarm, Auto Back, Announce, Broadcast, COS, Enhanced Disconnect Detect, Login, Msg Send Res, Sys Clock, Traffic

The following table defines the functional groupings of DEFINITY AUDIX features. These group names also serve as key words in the quick reference tables on the first page of each feature description. Again, see Appendix A for a summary of each feature and clarification of the abbreviations.

Table 2. Functional Groups for Features

Function	Description	Features
Access	Security aspects, getting in and out	Escape, Guest, Sec PW, Trans In, Trans Out
Administration	Setting up the DEFINITY AUDIX system and options	Announce, COS, Enh Dis Detect
Directory	Using a personal or system database for calling or routing messages	INTUITY Msg Mgr, Addr Nam, Dial Nam, Dir, Pers Dir
Greetings	Setting up personal greetings	INTUITY Msg Mgr, MPG, Nam Rec, Multilingual
Information	Providing or accessing general or system information	Broadcast, Bull Brd, Help, Login
Maintenance	System upkeep	Activity, Alarm, Auto Back
Message	Sending, receiving, or manipulating messages	INTUITY Msg Mgr, Msg Del, Play Rec, Prior Msg, Priv Msg, Untouch, LWC
Notification	Notifying the subscriber of new messages	INTUITY Msg Mgr, MWI, Outcall, Prior Out
Operation	Basic system operation	Dial Ahead/Through, TDD
Playback	Listening and responding to messages	INTUITY Msg Mgr, Auto Scan, Play Rec, VMBox
Recording	Recording messages	INTUITY Msg Mgr, Call Ans, Call Scr, Play Rec, Vmail
Reports	Accessing system data and generating reports	ADAP, Traffic
Routing	Sending messages to specific locations	AMIS, Auto Att, Full MB, INTUITY Msg Mgr, Mail List, Msg Send Res, Priv Msg, Share Ex, TTY Auto Att
Scheduling	Sending messages at specific times	Del Sched INTUITY Msg Mgr, Sys Clock

How to Use This Document

This document is a reference tool and should be used in conjunction with other DEFINITY AUDIX documents which cover various aspects of DEFINITY AUDIX service or use (see Appendix C for a list of documents).

Before using this document for the first time, do the following:

1. See Table 1 and Table 2 in this preface and review Appendix A to become familiar with the range of features and their functions.
2. Thumb through the document and, using the alphabetical organization, examine the first pages of several feature descriptions. This will give you a conceptual understanding of the quick reference information on each introductory page.
3. Page through several feature descriptions to become familiar with the document's format, depth, and subject matter.

Once you have become familiar with the scope and organization of the document, use the Table of Contents and the Index when you need to see a specific topic.

Conventions Used in This Document

The following typographic conventions are used in this document:

- Rounded boxes represent keyboard keys that you press. For example, an instruction to press the enter, carriage return, or equivalent key is shown in this document as:

  Press ENTER.

- The word *enter* means to type a value and press ENTER. For example, an instruction to type **y** and press ENTER is shown in this document as:

  Enter **y** to continue.

- Two or three keys that you press at the same time (that is, you hold down the first key while pressing the second key and, if appropriate, the third key as well) are shown together in a rounded box and are separated by hyphens. For example, an instruction to press and hold CONTROL while typing the letter d is shown in this document as:

  Press CONTROL D.

- Commands and text you type or enter appear in **bold**.
- Information that is displayed on your terminal screen — including screen displays, field names, prompts, and error messages — is shown in typewriter-style constant-width type. Information that you enter from your keyboard is shown in constant-width bold type. For example:

At the `login:` prompt, enter **audix**

- Variables that the system supplies or that you must supply are shown in italic type. For example, an error message that is displayed on the screen with one of your specific filenames might be shown generically in this document as:

  `The filesystem` *filename* `is out of space.`

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Related Documents

See Appendix C for a description of the DEFINITY AUDIX system documents, which cover planning, installation, administration, and maintenance of a DEFINITY AUDIX system.

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Reader comment cards appear behind the title page of this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a reader comment card.

If the reader comment cards have been removed from this document, please send your comments to:

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Activity Log

Description

The Activity Log feature is an administrative tool for investigating subscriber-reported problems with message-waiting indicators (MWIs) and the delivery of messages. It maintains a history of subscriber activity in the DEFINITY AUDIX system. Since administrators can use the log to track activity by subscriber extension and by specific time, they can often resolve reported problems before filing trouble reports with Lucent.

Who has it:	Normally, only the DEFINITY AUDIX system administrator uses the activity log.
Who controls it:	The system administrator accesses the activity log and specifies data collection through the DEFINITY AUDIX administration terminal.
Who can access it:	Only the system administrator or other authorized users can access the activity log through the administration terminal interface.

Points to Remember

The activity log is administered and accessible through any approved DEFINITY AUDIX administration terminal, Personal Computer (PC), or Work Group Station (WGS).

Administration Screens
Sys-Par Act, Disp Act

Applications

The Activity Log helps system administrators diagnose user-perceived problems such as MWI delays and delayed deliveries due to full mailboxes.

Requirements

The only requirement for this feature is one of the certified administration terminals or a standard PC or WGS running a standard terminal emulation package (such as a 513 Terminal Emulation package). A 570 parallel, 572 serial, or other 473-compatible printer is optional but recommended.

Feature Operation

It is recommended that you enable the Activity Log so you will have the required information at the time problems are reported.

You will use two different screens when working with the Activity Log: the System-Parameters Activity-Log screen and the Display Activity-Log screen.

Setting Up the Activity Log

Use the **change/display system-parameters activity log** command to:

- Enable/disable the Activity Log. The default is n (the Activity Log is disabled).
- Instruct the Activity Log to record MWI updates. The default is n (the Activity Log will *not* record MWI updates).
- Set a maximum number of Activity Log entries. The maximum allowable value is 99,999. The default is 10,000.
- Clear all entries in the Activity Log. The default is n. If you enter y, all entries in the Activity Log will be cleared immediately. However, this value always reverts to n after you exit the screen.

NOTE:
If you instruct the Activity Log to record MWI updates, the number of records generated will increase significantly and could degrade system performance. It is recommended that this field not be enabled on a regular basis, but only as necessary.

Activity Log Operation

Once you have enabled the Activity Log, it records specific activities for each subscriber's mailbox, including:

- Subscriber log-in/log-off — These entries include new, unopened, and old message counts.
- Receipt of a new message — This entry includes new, unopened, and old message counts.
- Scheduled delivery of a message
- Canceled delivery of a scheduled message
- Change in status of a message — The status of a message can change from new to unopened, new to old, unopened to old, and from new, unopened or old to deleted.
- MWI updates (if enabled)
- Resets — A reset entry is made whenever the system date and/or time is changed, either manually or automatically, and includes the previous date and time.

You will use the display activity-log command to designate subscriber, date, and time. The Activity Log will then display activity information for the selected subscriber, starting at the specified date and time. The events are listed in chronological order (oldest first). Press F7 (Next Page) to display the remaining entries.

A *received* entry is made in the Activity Log each time a message is delivered into a subscriber's mailbox. Note that a message with multiple recipients will generate a *received* entry for each recipient. The message may be one of the following:

- Voice mail (VM)
- Priority voice mail
- Call Answer (CA)
- Broadcast voice mail message
- Log-in announcement
- AMIS analog networking message
- Undeliverable message notification

A *scheduled* entry is made in the Activity Log each time a message is scheduled for delivery. A single scheduled entry will be made for a message regardless of the number of recipients. The message may be one of the following:

- Voice mail
- Priority voice mail
- Call Answer

  Since CA messages are scheduled for immediate delivery at the time they are created, the scheduled delivery time is not repeated on the display. In addition:

  — If both the calling party and the called party are local subscribers, the display will show that the calling party scheduled the message for the called party.

  — If the calling party is not a local subscriber, the activity will not be recorded for the calling party.

  — If the called party is not a local subscriber, the local DEFINITY AUDIX system will have no knowledge of the call and the activity will not be recorded.
- Broadcast voice mail message
- Log-in announcement

See *DEFINITY AUDIX System — Screens Reference*, 585-300-213, for a complete description of Activity Log screens.

Interactions with Other Features

This section identifies the interactions of the activity log with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The activity log has no direct interaction with switch features.

Interactions with Other DEFINITY AUDIX Features

The Activity Log can collect data on most DEFINITY AUDIX call answer and voice mail functions. See the previous section, Activity Log Operation, for details.

Address-by-Name

Description

The Address-by-Name feature allows callers to address a message to any subscriber by dialing the subscriber's name instead of the subscriber's extension number. Callers who do not know a subscriber's extension number may select name addressing by pressing * A (for Alternate Addressing Mode) and entering the subscriber's name. The DEFINITY AUDIX system will automatically address the message to that subscriber.

Who has it: The Address-by-Name feature is available to all subscribers of the DEFINITY AUDIX system.

Who controls it: The system administrator assigns each subscriber's default addressing format (either extension number or name) on the Class of Service or Subscriber screens.

Callers also control this feature by pressing * A to toggle between extension number and name addressing.

Who can access it: All subscribers who enter the DEFINITY AUDIX system, using a touch-tone telephone, can access the Address-by-Name feature.

Points to Remember

- When using the Address-by-Name feature, note that the letter *Q* is represented by pressing 7 and *Z* by pressing 9.
- The system administrator should inform subscribers which default addressing format (extension number or name) they have been assigned.
- Address-by-Name only works for recipients who are administered on the DEFINITY AUDIX system, or recipients who are properly linked to the sender via AMIS Analog Networking.
- Address-by-Name works with AMIS messages only for administered recipients on remote systems administered for one-step addressing.

Administration Screens
COS, Subscriber

Applications

Many subscribers simply prefer to address messages to people rather than extension numbers. But this feature can be most convenient when the sender doesn't know (or can't remember) the extension number of an intended message recipient. It is particularly useful when used with the Personal Directory feature, which allows the sender to use abbreviated names.

Requirements

The Address-by-Name feature has no administration requirements. At the request of subscribers who prefer to address-by-name, the administrator can set the default addressing mode to name addressing on page 2 of the Subscriber screen.

Feature Operation

The Address-by-Name feature can be used any time you want to address a message, create a mailing list, or set up a personal directory. The most common use, addressing a message, is described in detail below. To use the feature with the Mailing List or Personal Directory features (assuming your default addressing mode is number addressing), enter * A when first prompted for an address, then enter all addresses by name. You will stay in name addressing mode until you press * A again or until you are finished with the task.

To address a message to a subscriber by name, do the following:

1. Log into the DEFINITY AUDIX system.
2. Record and approve a message normally (see the Voice Mail feature).
3. Press * A to switch to name addressing mode (this assumes your default addressing mode is by extension number).
4. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names). Press #.

   Note that in many cases it is not necessary to enter the entire name; a unique match is all that is required.

5. One of the following will occur:
   - If the system finds a unique match for the letters you entered, the subscriber's name is voiced by the system.
   - If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.
   - If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

   For example, to name-address a message to a subscriber named Jill Wilson, you might press the following sequence of keys:

   * A W I L S O N J #

Interactions with Other Features

This section identifies the interactions of the Address-by-Name feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Address-by-Name feature does not interact with the switch.

Interactions with other DEFINITY AUDIX Features

The Address-by-Name feature interacts with other DEFINITY AUDIX features as follows:

- *Class of Service*: The Address-by-Name feature can be a parameter for differentiating classes of service. The DEFINITY AUDIX system administrator can assign a default addressing format (extension number or name) for each subscriber using the Class of Service screen.
- *Dial-by-Name*: The Dial-by-Name feature is nearly identical to address-by-name, but is used for transferring out of the DEFINITY AUDIX system rather than for addressing messages. Though similar, the features are *not* directly interrelated. For example, if you invoke name addressing for sending a message, then begin a transfer to another extension, the system expects you to enter an extension number unless you press * A (for dialing-by-name) while transferring.
- *Directory*: The system directory stores linked name and extension number information, and this database is searched when subscribers address by either name or extension.
- *INTUITY Message Manager*: Subscribers can use name addressing when using INTUITY Message Manager.

- *Mailing List*: Subscribers can use name addressing when creating or modifying mailing lists. Name addressing mode stays on until the creating/modifying task is complete or until the subscriber turns it off.
- *Online Help*: Voiced help is available at any time by pressing ⊛ H.
- *Personal Directory*: The DEFINITY AUDIX system will first attempt to match the name entered with the subscriber's Personal Directory. If an exact match is not found, the DEFINITY AUDIX system then searches the list of all administered subscribers. Subscribers can use name addressing when creating or modifying their personal directories. Name addressing mode stays on until the creating/modifying task is complete or until the subscriber turns it off.
- *Voice Mail*: The Address-by-Name feature can be used for any voice mail addressing.

Administration and Data Acquisition Package

Description

The AUDIX Administration and Data Acquisition Package (ADAP) is an application installed on a personal computer (PC) connected to a DEFINITY AUDIX system. ADAP provides a vehicle for downloading data from the DEFINITY AUDIX database to the PC for further analysis and for modifying DEFINITY AUDIX subscriber data directly in the DEFINITY AUDIX database without accessing the administrative screens.

ADAP includes two unique user interfaces:

- PC2AUDIX, a nontechnical menu-driven program that downloads data from the DEFINITY AUDIX database to the PC, organizes it in a dBASE III PLUS format, and produces a set of preformatted standardized reports. PC2AUDIX also can be used to back up DEFINITY AUDIX data to a diskette.
- A set of programmer-oriented DOS-level commands that can modify subscriber data directly in the DEFINITY AUDIX database and download selected data from the DEFINITY AUDIX database to the PC. No reporting capability is included; it is left to the customer to develop reporting applications on the PC or to upload the data to a host computer for further analysis.

Points to Remember

- ADAP will run on any Lucent Technologies 6300-compatible or newer model PC. A Lucent Technologies 6286 or 6386 WGS (or compatible) PC is recommended.
- ADAP DOS-level commands require customer-developed software to produce reports. Customer-developed software is *not* supported by Lucent services.
- PC2AUDIX requires dBASE III PLUS software.
- PC2AUDIX provides a scheduling option for retrieving data during off-hours.

Administration Screens
See the ADAP document

Applications

ADAP allows the DEFINITY AUDIX administrator to analyze system usage. The administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary. Even though PC2AUDIX and ADAP DOS-level commands are components of the same package and share some common functionality, they are in many ways unique administrative tools for accessing and analyzing the DEFINITY AUDIX database. ADAP also provides a billing package that allows you to bill customers for DEFINITY AUDIX system use.

PC2AUDIX

PC2AUDIX is a menu-driven application for nonprogrammers that downloads data from the DEFINITY AUDIX database to the PC and produces a set of preformatted, standardized reports with the downloaded information. Reports can be generated directly from the PC2AUDIX menu. PC2AUDIX is useful for monitoring system resources (including port usage and disk space), analyzing traffic patterns, generating billing reports, and archiving traffic data to diskette.

PC2AUDIX requires that the dBASE III PLUS database software program is also installed on the PC. Data retrieved from the DEFINITY AUDIX database by PC2AUDIX is automatically organized in a dBASE III PLUS format.

PC2AUDIX provides the following capabilities through its menu-driven interface:

- Data retrieval — Hourly, daily, and monthly system traffic data can be downloaded to disk files on the PC using PC2AUDIX menu options.
- Traffic reports — Downloaded system traffic data can be formatted in reports that detail average ports in use and peak ports in use by hour for a specified period, file system usage by hour and by day for a specified period, session usage and remote traffic per day for a specified period, and system attendant traffic for a day or a month.
- Customer billing — Downloaded system traffic data can be formatted in reports that provide DEFINITY AUDIX billing detail for individual subscribers and departments (or other coded entities) based on customer-supplied billing criteria.
- Site-specific data — Downloaded system traffic data can be searched and formatted in lists of subscribers with bills over a specified amount, subscribers with usage over or under specified limits, and subscribers with space threshold exceptions.
- Scheduling — PC2AUDIX data retrieval, the process of downloading data from the DEFINITY AUDIX database to the PC, can be queued to run unattended during off-hours using PC2AUDIX menu options. For DEFINITY AUDIX networks, data can be retrieved from remote machines to a single ADAP PC using the scheduling feature.

- Data searches — Downloaded system traffic data can be formatted in reports that list all fields for all local subscribers, list all fields for all remote subscribers, or display individual local or remote subscriber records.
- Data management — Downloaded system traffic data can be selectively backed up from the PC to a diskette, deleted from the fixed disk, or restored to the PC from a backup diskette using PC2AUDIX menu options.

PC2AUDIX includes an online help program that can be invoked interactively at any time during PC2AUDIX operation.

DOS-Level Commands

DOS-level commands are programmer-oriented, UNIX-like commands that can modify subscriber data directly in the DEFINITY AUDIX database and download selected data from the DEFINITY AUDIX database to the PC. Syntax for DOS-level commands is cryptic and therefore use of these commands is not recommended for nonprogrammers.

No reporting capability is included with the DOS-level commands. It is left to the customer to manipulate the data using database manager software on the PC (such as dBASE III PLUS) to create customized reports or to upload the data from the PC to a host computer (such as a mainframe) for further analysis using custom-developed software.

There are three methods for entering DOS-level commands:

- Enter individual commands from the PC keyboard at the DOS prompt. Results are written to standard output in a flat ASCII format on the PC.
- Execute commands from a batch file. If dBASE III PLUS is included in the batch file, retrieved data is automatically converted into a dBASE III PLUS format; otherwise it is written in a flat ASCII format.
- Write applications that use DOS-level commands and database manager software to organize DEFINITY AUDIX database information in customized reports. (PC2AUDIX is an example of an application that uses these DOS-level commands and the dBASE III PLUS database manager software to create reports.)

ADAP DOS-level commands provide the following capabilities:

- Add or delete subscriber records or modify subscriber field values directly in the DEFINITY AUDIX database.
- Download selected COS screens data to the PC.
- Download selected Attendant screens data to the PC.
- Download selected Subscriber screens data to the PC (including the local and remote data).

- Download selected Maintenance screens data to the PC (including alarms and errors).
- Download selected System-Parameters screens data to the PC.
- Download selected Traffic screens data to the PC.
- Download performance statistics data to the PC.

Requirements

The following hardware and software are required to run ADAP:

- A Lucent Technologies 6286 WGS (recommended), Lucent Technologies 6386 WGS, or other compatible PC that can run the MS-DOS 3.1 (or later) operating system. The PC or Work Group System (WGS) must have at least 640 Kbytes of memory before loading ADAP and 357 Kbytes of RAM available after ADAP is loaded. At least a 40-Mbyte hard disk is needed.

  The PC or WGS can be cabled from either COM1 or COM2 directly to a DEFINITY AUDIX administration port or through a modem or Modular Processor Data Module (MPDM) to dial into the DEFINITY AUDIX system at from 1200 to 9600 bps. See *AUDIX Administration and Data Acquisition Package*, 585-302-502, for complete installation instructions and a list of supported modems.
- A 513 terminal emulation package. This is an optional package for ADAP, used only to troubleshoot the connection to the DEFINITY AUDIX system. However, it is required if the ADAP PC is to also serve as an administration terminal capable of logging in to the DEFINITY AUDIX system with the administrative login and displaying the administrative and maintenance screens directly on the PC screen.
- A 570 parallel, 572 serial, or other 473-compatible Lucent Technologies printer. This is optional but recommended.
- The dBASE III PLUS software package (version 1.1 or later) if PC2AUDIX is used. ADAP is not yet compatible with dBASE IV software.

Feature Operation

The ADAP PC, which can serve as the DEFINITY AUDIX administration terminal, can be connected via either the COM1 or COM2 port on the PC to an administration port on the DEFINITY AUDIX system, using either a direct connection or a dial-up modem connection. The ADAP PC also can be used as the administration terminal for the DEFINITY AUDIX system; a terminal emulation package installed on the PC allows the administrator to display the DEFINITY AUDIX administration and maintenance screens on the PC screen.

If PC2AUDIX is used, the administrator simply invokes PC2AUDIX and selects options from the root menu. PC2AUDIX automatically logs in to the DEFINITY

AUDIX system as required during the session in response to menu options that are selected.

There are several important details to remember about using PC2AUDIX:

- Before PC2AUDIX reports can be generated, the report data must be retrieved to the PC using PC2AUDIX menu options.
- Data is not stored indefinitely in the DEFINITY AUDIX database, so it must be retrieved to the PC on a regular basis.
- Data retrieval can be a time-consuming process and should be done during off-hours to free up the administration terminal during daytime hours and to minimize the impact of ADAP operations on DEFINITY AUDIX performance.

The PC2AUDIX scheduling option facilitates this process by allowing up to 100 jobs to be scheduled for off-hours execution. Individual jobs can be scheduled to run at the same time each week, so that ADAP data retrieval is an automatic and regular process.

To use the DOS-level commands, the administrator logs in to the DEFINITY AUDIX system by invoking either the ADAP automatic login command or the ADAP manual login command.

The *AUDIX Administration and Data Acquisition Package*, 585-302-502, document describes how to install ADAP and how to use PC2AUDIX and the ADAP DOS-level commands. ADAP software is shipped on 3.5-inch diskettes.

Interactions with Other Features

This section identifies the interactions of the ADAP feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

ADAP has little direct relation to switch features. Some switch feature settings may affect the traffic data that ADAP accesses, but have no effect on the operation of ADAP itself.

Interactions with Other DEFINITY AUDIX Features

Traffic Reports: ADAP can be used to download data from all traffic screens.

Alarm Origination

Description

The Alarm Origination feature initiates a communication link between the DEFINITY AUDIX system and Lucent Technologies' Operations Support System (OSS) to inform the OSS that an alarm has been activated. The system downloads specific information about the alarm from the alarm log. It provides an efficient means for getting alarms resolved quickly and includes a variety of options that allow the system administrator to customize the type of alarm notification to suit any service agreements.

The call is initiated through a maintenance port on the system and an internal or external modem. The port and modem are also available for remote access by the OSS to resolve alarms. When the alarms are resolved, the system optionally initiates another call to the OSS to transmit an All Clear message.

Alarm origination options are administered for a variety of functional system groups. The system information transmitted in the alarm call is obtained from the alarm log. The log provides information about the success of alarm reports and a mechanism for testing the feature.

Points to Remember

- If the system fails to make the connection because the alarm port is busy, or for any other reason, it will retry periodically.
- Support personnel can temporarily override this feature by suppressing alarms. Suppressed alarms that are not resolved will be sent when the suppressed state is no longer in effect (unless whoever suppressed the alarms logs off).
- Alarm notifications can be set for up to six suggested functional system groups.

Administration Screens
Sys-Par Maint, Alarm

Applications

The primary application of this feature is to speed up the resolution of alarms, which it is estimated to do by at least ten percent. The automatic downloading of alarm logs as they are generated starts the resolution process almost at the instant of failure.

Additionally, this feature provides more opportunity for customers to participate in system maintenance. By defining the types of alarms that originate alarm calls, customers can use in-house specialists to solve specific types of problems. Customers cannot administer this feature directly, but can have it customized by services personnel.

Requirements

Initialization and Administration Software (INADS) database entries must be set up to handle alarms from each remote system.

Feature Operation

Little is required of the system administrator for this feature to operate properly. The initial administration is done by services personnel. The basic feature operation is described in the following section.

Initial Administration

The system is shipped with this feature turned off. When turned on, the feature remains activated through system restarts. In order to activate alarm origination, do the following:

1. Enter at the command line: **change system-parameters maintenance**. This will bring up the System-Parameters Maintenance screen.
2. Enter a Product ID in the appropriate field.
3. Enter a dial string in the appropriate field (This contains the phone number and modem commands for originating the alarm call). Unless you are using an external modem, use the *atdt* prefix in the dial string.

   For example, you could type: **atdt9,13035551213**

   If you are using an external modem, see the modem manual for proper administration.
4. Enter the remote access port to use for originating alarm calls.
5. Enter the baud rate.

6. Enter **y** in the Alarm Origination Active field. If you wish calls to be placed when all alarms have been resolved, enter a **y** in the All Alarms Resolved Notification field.

   NOTE:
   The *all resolved* notification includes *only* those alarms which have been administered to cause an alarm origination call. In other words, active alarms may be outstanding when an All Clear call is placed.

7. Enter the alarm action for each of the eight alarm categories, as well as the failure modes.
8. Use the ENTER key to store the information entered.

Alarm Action

When an alarm is raised, the following happens:

- The action for the group associated with this alarm and severity is checked. If a call should be placed, a timer is set for 5 minutes (to allow the system to resolve the alarm automatically).
- After 5 minutes, if a call is still required, it will be placed.
- If the result of the call is an acknowledgment from INADS, all groups with alarms will be treated as acknowledged, and no further action is needed. Any subsequent alarm(s) raised in any of the already acknowledged categories (of the same or lower level) do not cause another call to be placed.
- If the call fails for any reason, it will be rescheduled and attempted at a later time. Possible reasons for failure include:
  - INADS not prepared for call or having problems
  - Maintenance port already in use
  - Dial string incorrect
  - Modem problems

  Three failures in a row cause the failure modes (from the screen) to be examined and relays to be closed if so administered. Calls will still be attempted as per the retry strategy.

All Clear

If administered, alarm origination will place a call informing INADS that all previously acknowledged alarms have been resolved. No All Clear call will be placed if there are active alarms outstanding in groups that are administered to place calls. For example:

- An alarm is raised for group 1, and a call is placed and acknowledged. The Alarm is subsequently resolved. An *All Clear* call is scheduled. If a new alarm is raised in group 1 before the All Clear call is placed, the All Clear call will be canceled, and no new alarm call will be scheduled. (Unless the new alarm is at a higher severity).
- An alarm is raised for group 1, and a call is placed and acknowledged. An alarm is raised for group 2, and the alarm call is not acknowledged. The Alarm in group 1 is resolved. At this point, all acknowledged alarms have been resolved, but no All Clear call will be placed, because of the active group 2 alarm. If a resolution for the group 2 alarm is received (before or after it is acknowledged) an All Clear call will be placed.

Alarm Suppression

Alarm Origination may be temporarily suppressed by entering the command **disable alarm-origination**. During suppression, no calls (other than test calls) will be attempted, nor will the relays be operated. Alarm origination would typically be suppressed after logging in through the maintenance port so that no outgoing calls are attempted while the port is busy. Alarm or All Clear calls will be delayed until alarm origination is again enabled.

Since the possibility exists that whoever had suppressed alarm origination may fail to re-enable it, it will be automatically re-enabled whenever the login that originally suppressed it logs off.

Alarm Origination Not Active

Even if alarm origination is not active (the feature is turned off as opposed to temporarily suppressed), the relays will still operate. When alarms are raised, the action to take for the particular group (and severity) will be examined. If the action is to close the relays, they will be closed. If the action to take is to call, the failure mode will be examined. If the failure mode indicates the relays should be closed, this will occur immediately. Therefore, turning off the feature will not stop operations of the relays, unless administered otherwise. See *DEFINITY AUDIX System — Maintenance*, 585-300-121, for more information.

Interactions with Other Features

This section identifies the interactions of the Alarm Origination feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Contact Relays: The Alarm Origination feature can be set up to work with switch relays.

Interactions with Other DEFINITY AUDIX Features

The Alarm Origination feature does not interact with other DEFINITY AUDIX features.

AMIS Analog Networking

Description

Audio Messaging Interchange Specification (AMIS) Analog Networking is an optional feature that permits subscribers to exchange voice mail messages with voice mail systems anywhere in the world, provided those systems also have AMIS-analog capabilities (AMIS is an industry-wide standard). Messages also can be exchanged with users on remote systems with AMIS capabilities made by vendors other than Lucent Technologies.

The administrator may administer a set of remote voice messaging systems for two-step (*casual*) addressing (for instance, an entire area code) without administering remote systems individually. If the traffic between the local system and a particular remote system is heavy, however, the administrator may administer the remote system for one-step (*pre-administered*) addressing.

To address a message via AMIS analog two-step addressing, the subscriber must specify both the telephone number of the remote voice mail system and the mailbox ID of the intended recipient. To address a message via AMIS analog one-step addressing, the subscriber need only specify the remote mailbox ID of the intended recipient. Users on remote systems administered for one-step addressing can be administered on the local system via the Subscriber screen, and they may be included in subscribers' mailing lists and personal directories.

The local DEFINITY AUDIX system will transmit messages at specific times set by the DEFINITY AUDIX administrator on the Machine screen. The times specified on this screen *must* be a subset of the outcalling periods administered on the System-Parameters Outcalling screen.

Points to Remember

- Each DEFINITY AUDIX system using AMIS Analog Networking can exchange messages with any voice mail system with AMIS analog capabilities.
- Remote systems can be administered for easy one-step addressing.
- As defined by the AMIS analog specification, messages will be transmitted separately for each remote recipient, even if recipients reside on the same system.
- Messages are *played* by the sending system and *recorded* by the receiving system.
- Because messages are played and transmitted via analog lines, their quality may degrade.

Administration Screens
Sub, Mach, Sys-Par Out

Applications

AMIS Analog Networking is primarily of interest to businesses that use voice messaging systems that do not use Lucent Technologies' proprietary AUDIX software. AMIS Analog Networking allows remote or systems to"talk" to each other using a dial-and-answer system like a telephone call.

Customers whose additional voice messaging systems use AUDIX software may want to use Digital Networking. See the Digital Networking feature for more information about Digital Networking.

Considerations

A primary consideration in AMIS Analog Networking, as with the Outcalling feature, is how often the feature will be used. This type of networking uses voice ports which is an important consideration when planning a system configuration. The considerations for one-step and two-step addressing are discussed below.

AMIS Analog One-Step Addressing

If the traffic between the local system and a particular remote system is heavy, the administrator may administer the remote system for pre-administered addressing. In this case, the administrator must individually administer the remote system rather than including it in a set of administered remote systems.

To address a message via AMIS analog one-step addressing, the subscriber needs to specify only the remote mailbox ID (normally an extension) of the intended recipient. Users on remote systems administered for one-step addressing on the local system also can be administered on the local system via the Remote Subscriber screen. These locally administered, remote users may be included in subscribers' mailing lists (see the Mailing List feature) and personal directories (see the Personal Directory feature). Since they are listed in the system directory, they also can be addressed by name (see the Address-by-Name feature).

AMIS Analog Two-Step Addressing

The administrator may administer a set of remote voice mail systems for casual addressing. A set of systems could, for example, be an entire area code or all local numbers. In this case, individual remote voice mail systems do not need to be administered separately.

To address a message via AMIS analog two-step addressing, the subscriber must specify both the telephone number of the remote voice mail system and the mailbox ID of the intended recipient on the remote system. Users on these remote systems *cannot* be administered on the local system, nor can they be included in subscriber-defined address lists or personal directories.

The AMIS Analog Networking feature is designed to be very similar to the standard Voice Mail and Networking features. However, subscribers who receive AMIS analog messages from remote systems administered for AMIS two-step addressing will notice information included in the header that is not included in standard voice mail messages. This includes a statement that the message is an AMIS analog message and, generally, the complete telephone number of the remote voice mail system (depending on address range) in addition to the mailbox ID of the person who sent the message (the sender's name will not be voiced).

Requirements

The AMIS Analog Networking feature must be activated by Lucent Technologies' remote maintenance personnel. Each remote system, which may be a Lucent Technologies system or another vendor's voice mail system, must have AMIS analog capabilities activated.

Feature Operation

The local system simply calls the remote system and, when the remote system is ready, plays the message. The remote system records the message and puts it in the recipient's mailbox. Since the analog messages are actually played back to the remote system and not transmitted digitally, the remote system will take one minute to record a one minute message, for example. If a message is sent to more than one subscriber on the same remote system, it is played to the remote system multiple times. See *AMIS Analog Networking*, 585-300-512, for the specific procedures required to administer the AMIS Analog Networking feature.

AMIS Two-Step Addressing Procedure

The procedure to send AMIS messages from the local machine to a remote system administered for AMIS two-step addressing is summarized as follows:

1. A local subscriber either creates a voice mail message, forwards a Call Answer or voice mail message, or retrieves a message saved in the outgoing mailbox. Note that AMIS messages designated *private* are not delivered. AMIS messages designated *priority* are delivered, but they appear as regular messages to the remote system.
2. When prompted for the recipient's extension, the subscriber enters the AMIS prefix, if one is administered, followed by the full telephone number of the remote voice mail system (area code or country code plus area code may be necessary), followed by the # key. For more information on prefixes, see Remote Addresses later in this section.

3. When the system recognizes the telephone number as being in the range of AMIS two-step addresses, it prompts the subscriber for the mailbox ID on the remote system. The subscriber enters the mailbox ID (normally an extension) followed by the # key.
4. Subscribers can specify a time when they would like the message delivered, but the message may have to wait in the outcalling queue for the next administered AMIS transmission period.
5. The system attempts to deliver the message during an outcalling period specified on the Machine screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System-Parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the AMIS message, the system uses the *retry intervals* specified on the System-Parameters Features screen.
6. The DEFINITY AUDIX system makes three attempts to deliver the message. If the message is delivered successfully, the system updates the outgoing message status to *delivered*. If all three attempts fail, the system sends a message to the senders, notifying them that the AMIS message was undeliverable.

NOTE:
Name addressing does not work with the AMIS two-step addressing procedure.

AMIS Two-Step Addressing Example

Two people who work for the same company, and who are subscribers on different voice mail systems, might need to exchange voice mail messages. For example, if subscriber L (a subscriber on the local DEFINITY AUDIX system) needs to send a voice mail message to subscriber R (an employee of the same company at a remote site across town from subscriber L), she could do so via two-step AMIS Analog Networking.

Before subscriber L can send an AMIS analog message to subscriber R's voice mailbox, she needs to know the following information:

- The prefix, if assigned on the Machine screen, identifying the range of hunt group numbers for voice mail systems to which subscribers can send two-step AMIS analog messages; assume this prefix has been administered to be 7.
- The hunt group number for subscriber R's voice mail machine (this is the number subscriber R dials to use his voice mail system); assume the hunt group number is 222-5000.
- Subscriber R's mailbox ID (this would normally be subscriber R's extension); assume subscriber R's extension is 1111.

To send subscriber R a message, subscriber L should complete the following steps:

1. Log on to the local DEFINITY AUDIX system and record a message for subscriber R.
2. When the system prompts her for the extension to which she wants to send the message, she should enter the prefix, followed by the hunt-group number of subscriber R's voice mail system, followed by the # key.

   In this example subscriber L would enter **72225000#**.
3. When the local system prompts subscriber L for the mailbox ID to which she wants to send the message, she should enter subscriber R's extension, followed by the # key.

   In this example subscriber L would enter **1111#**.
4. Subscriber L's DEFINITY AUDIX system dials the hunt group for subscriber R's voice mail system.

   In this example the local system would dial 9-222-5000.
5. When the remote system answers the call from the local system, the local system notifies the remote system that it has an AMIS analog message for mailbox 1111.
6. Subscriber L's system plays subscriber L's message to subscriber R's system; meanwhile, subscriber R's system records subscriber L's message.
7. Subscriber R's voice mail system puts subscriber L's message in subscriber R's mailbox and notifies him that he has a message.
8. Subscriber R can then retrieve subscriber L's message as he would any other voice mail message.

NOTE:
For subscriber L to be able to send a voice mail message to subscriber R, the system administrator of the local DEFINITY AUDIX system (on which subscriber L is a subscriber) must have administered that system for two-step AMIS Analog Networking to local numbers. In addition, the system administrator of the remote system (on which subscriber R is a subscriber) must have administered that voice mail system to accept incoming AMIS Analog Messages.

AMIS One-Step Addressing Procedure

The procedure to send AMIS messages from the local machine to a remote machine administered for AMIS one-step addressing is summarized as follows:

1. A local subscriber either creates a voice mail message, forwards a Call Answer or voice mail message, or retrieves a message saved in the outgoing mailbox. Note that AMIS messages designated *private* are not delivered. AMIS messages designated *priority* are delivered, but they are treated as regular messages by the remote system.
2. When prompted for the recipient's extension, the subscriber enters the AMIS prefix, if one is administered, followed by the remote mailbox ID (normally an extension). For more information on prefixes, see Remote Addresses later in this section.
3. Subscribers can specify a time when they would like the message delivered, but the message may have to wait in the outcalling queue for the next administered AMIS transmission period.
4. The system attempts to deliver the message during one of the intervals specified on the Machine screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System-Parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the AMIS message, the system uses the *retry intervals* specified on the System-Parameters Features screen.
5. The system makes three attempts to deliver the message. If the message is delivered successfully, the DEFINITY AUDIX system updates the outgoing message status to *delivered*. If all three attempts fail, the system sends a message to the subscriber notifying her that the AMIS message was undeliverable.

AMIS Analog One-Step Addressing Example

For one-step AMIS Analog Networking, again consider subscriber L (a subscriber on the local DEFINITY AUDIX system) who needs to send a voice mail message to subscriber R (an employee of the same company at a remote site across town from subscriber L). If subscriber R's system is *pre-administered* on subscriber L's system, instead of using the procedure covered previously, she could use one-step addressing to send a message to subscriber R.

Before subscriber L can send an AMIS analog message to subscriber R's voice mailbox, she needs to know the following information:

- The prefix that was assigned to identify subscriber R's voice mail system on the Machine screen; assume this prefix is administered to be 7.
- Subscriber R's mailbox ID (this would normally be subscriber R's extension); assume subscriber R's extension is 1111.

To send subscriber R a message, subscriber L should complete the following steps:

1. Log on to the local DEFINITY AUDIX system and record a message for subscriber R.
2. When the system prompts her for the extension to which she wants to send the message, she should enter the prefix identifying subscriber R's voice mail system, followed by subscriber R's mailbox ID, followed by the # key.

   In this example subscriber L would enter **71111#**.
3. Subscriber L's DEFINITY AUDIX system calls subscriber R's voice mail system by dialing the digits in the Dial String field defined on the Machine screen for subscriber R's voice mail system.
4. When the remote system answers the call from the local system, the local system notifies the remote system that it has an AMIS analog message for mailbox 1111.
5. Subscriber L's system plays subscriber L's message to subscriber R's system; meanwhile, subscriber R's system records subscriber L's message.
6. Subscriber R's voice mail system puts subscriber L's message in subscriber R's mailbox and notifies him that he has a message.
7. Subscriber R can then retrieve subscriber L's message as he would any other voice mail message.

NOTE:
For subscriber L to be able to send a voice mail message to subscriber R, the system administrator of the local DEFINITY AUDIX system (on which subscriber L is a subscriber) must have administered subscriber R's system for one-step AMIS Analog Networking on the local system. In addition, the system administrator of the remote system (on which subscriber R is a subscriber) must have administered that voice mail system to accept incoming AMIS Analog Messages.

Remote Addresses

Addresses for users on remote voice mail systems consist of an optional location prefix and one of the following:

- For AMIS two-step addressing — Remote voice mail system telephone number (entered by subscribers when they are prompted for an extension during addressing) plus remote mailbox ID
- For AMIS one-step addressing — Remote mailbox ID

The prefix consists of 0 to 21 alphanumeric characters. Added to the extension, up to 31 characters can be assigned to an address range.

The prefix, if defined, is a set of digits that identifies a remote voice mail system. The first digit(s) of the Address Range Prefix field defined on the Machine screen must match the AMIS prefix defined on the System-Parameters Analog-Network screen. In addition to the AMIS prefix, the address range prefix may contain, for example, an area code or a country code plus area code. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to address an AMIS message.

In some cases, a prefix may be *required* if remote extensions conflict with the local numbering plan of the host switch.

Prefixes can be defined for remote systems administered for AMIS two-step addressing and AMIS one-step addressing. In implementing the AMIS Analog Networking feature, a number of prefix options could be used to help subscribers distinguish between remote voice mail systems. For example, a prefix could be:

- The same numbers as the country code and area code.
- The same numbers as the area code (NPA) and office code.
- The office code (NNX or NXX) if the remote system shares the same area code.
- An RNX code if the remote system is in a private network.
- An alphanumeric code used as a mnemonic of a location or system.
- All of the above options could be administered to be mapped into a single range of remote AMIS addresses.

The Address-Ranges screen can list all address ranges that have been administered.

NOTE:
In all of the above examples, the prefixes *must* be preceded by the AMIS prefix, if one was defined, on the System-Parameters Analog-Network screen. AMIS Analog Networking address ranges *cannot* overlap with any other address ranges. That includes address ranges used for the Message Delivery feature. In addition, each AMIS two-step and AMIS one-step range must be unique.

AMIS Analog Networking User Groups

For the AMIS Analog Networking feature, users are divided into the following groups:

- Local subscribers — Those subscribers whose mailboxes reside on the local DEFINITY AUDIX system.
- Remote voice mail users — Those users whose mailboxes reside on a remote voice mail system (any system other than the local system). Remote users are further divided as follows:

— Administered remote voice mail users — Those remote users who have been administered on the local DEFINITY AUDIX system via the Remote Subscriber screen. These users can be addressed by name and their names, if recorded, will be voiced back. Only AMIS users whose mailboxes reside on systems administered for AMIS one-step addressing can be administered on the local system.

— Nonadministered remote voice mail users — Remote users who have not been administered on the local DEFINITY AUDIX system. All users of remote systems administered for AMIS two-step addressing are nonadministered remote users. Remote users on systems administered for AMIS one-step addressing may be administered or nonadministered. The system administrator indicates whether local subscribers can send messages to nonadministered recipients of remote systems administered for AMIS one-step addressing via the System-Parameters Features screen. They cannot control this for remote systems administered for AMIS two-step addressing, however. Nonadministered remote voice mail users are still further divided as follows:

- Nonverified nonadministered remote users — Those nonadministered remote users whose locations have not yet been verified. For example, a message has been addressed to a remote AMIS address, but a successful delivery has not yet occurred.
- Verified nonadministered remote subscribers — Those remote users whose location has been verified either because an AMIS message was successfully delivered to them or because they have sent an AMIS message to the local system.

NOTE:
Only administered remote users can be included in mailing lists or addressed by name.

Interactions with Other Features

This section identifies the interactions of the AMIS Analog Networking feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Since the AMIS Analog Networking feature uses analog lines to transmit messages, there are only minor interactions with switch features.

Call Transfer: To avert toll-fraud, the switch might be administered to restrict voice ports for certain calls, which might slow or limit AMIS networking.

Interactions with Other DEFINITY AUDIX Features

The AMIS Analog Networking feature interacts with other DEFINITY AUDIX features as follows:

- *Address-by-Name*: You can use the Address-by-Name feature to address AMIS messages to administered remote users on remote systems administered for one-step addressing.
- *Automated Backup*: This feature automatically creates a backup copy of the directories that have information necessary for the AMIS Analog Networking feature.
- *Call Answer*: Call answer messages can be forwarded to remote voice mail users on remote systems via the AMIS Analog Networking feature.
- *Delivery Scheduling*: Messages can be scheduled for delivery between systems networked via AMIS Analog.
- *Dial-by-Name*: You cannot use the Dial-by-Name feature to transfer across an AMIS network.
- *Directory*: If you are using the Directory feature in an AUDIX network, the only remote AMIS users you will be able to look up will be administered subscribers on systems administered for AMIS one-step addressing. AMIS recipients on remote systems administered for AMIS two-step addressing cannot be included in the Directory.
- *Enhanced Disconnect Detection*: Since AMIS outgoing or incoming network calls are terminated within the protocol, the Enhanced Disconnect Detection feature has no effect on AMIS calls.
- *INTUITY Message Manager*: Subscribers can address an AMIS message using INTUITY Message Manager.
- *Mailing List*: Unadministered and administered remote AMIS recipients on remote systems administered for AMIS one-step addressing may be included on mailing lists. AMIS recipients on remote systems administered

for AMIS two-step addressing cannot be included on mailing lists. Messages addressed to remote recipients will be put in the outcalling queue and delivered during one of the intervals specified on the Machine screen.

- *Message Delivery*: This feature is an extension of the AMIS Analog Networking feature. Rather than sending a message to a remote voice mail system, this feature permits subscribers to send a message to any touch-tone phone (including someone's home).
- *Message Sending Restrictions*: The administrator can administer which subscribers can send AMIS analog messages, and to which remote systems these subscribers can send messages.
- *Multilingual*: If the Multilingual feature is active, AMIS network outcalls will be made using the system announcement set.
- *Outcalling*: The maximum number of outcalling ports, administered via the System-Parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered on the Machine screens for AMIS Analog and Message Delivery messages to be delivered *must* be a subset of the outcalling periods administered via the System-Parameters Outcalling screen or the AMIS analog messages will not be transmitted.
- *Personal Directory*: In one-step addressing only, an alias may be created and assigned to any remote AMIS recipient just as it can be for a local subscriber. If the remote subscriber is nonadministered, however, the alias must initially be assigned using the extension number mode.
- *Priority Message*: Priority messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.
- *Private Message*: You cannot send private messages via the AMIS analog feature. Subscribers who designate AMIS messages as private are notified by the DEFINITY AUDIX system that their message was undeliverable.
- *Security Password*: There is no security password for remote AMIS analog systems.

NOTE:
The system administrator should ensure that all subscribers carefully secure their mailboxes with a good password to prevent unauthorized persons from accessing the system and sending AMIS analog messages.

- *Traffic Reports*: The traffic reports that show the most useful statistics for AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.

- *Voice Mailbox*: Subscribers send AMIS analog messages by logging into their DEFINITY AUDIX mailbox, recording a message and addressing it to someone on a remote AMIS system. Subscribers who receive AMIS messages retrieve these messages in the normal manner. The DEFINITY AUDIX system also uses voice mailboxes to notify local subscribers who attempt to send an AMIS message if their message was undeliverable.

Announcement Sets

Description

A number of announcement sets are available with the DEFINITY AUDIX system, including the following:

- U.S. English
- U.S. English Numeric
- U.S. English TDD
- Arabic Female
- Arabic Male
- British English
- Cantonese
- Croatian
- Czech
- Canadian French
- French
- Italian
- Japanese
- Latin Spanish
- Malay
- Polish
- Castilian Spanish
- Dutch
- German
- Portuguese
- Greek
- Hungarian
- Korean
- Mandarin-Chinese
- Mandarin-Taiwanese
- Russian
- Slovak
- Thai
- Turkish

The Multilingual feature allows multiple announcement sets to be used with the DEFINITY AUDIX system. Subscribers can choose a Login Announcement Set and callers to a subscriber's mailbox can have a choice between two announcement sets. Up to 9 announcement sets may be installed on the DEFINITY AUDIX system at one time as long as enough disk space is available for both the announcement sets and voice text storage. The DEFINITY AUDIX system allows system administrators to customize announcements.

Points to Remember

- The DEFINITY AUDIX system can accommodate multiple announcement sets if the Multilingual feature is activated.
- Announcement fragments should be modified only if absolutely necessary since standard messages and prompts can be destroyed.
- Usually, only the DEFINITY AUDIX system administrator has announcement-control permission which allows access to Activity 9 for recording subscriber's names and customizing announcements.

Administration Screens
COS, Sub, Ann

Applications

A variety of announcement sets are available with the DEFINITY AUDIX system for use in various regions of the world. Each subscriber can have up to three active announcement sets — call answer primary, call answer secondary, and login — as long as the Multilingual feature is turned on for the system and the announcement sets have been assigned to the subscriber on either the Subscriber or the Class of Service screen.

Using multiple announcement sets with the Multilingual feature enables the DEFINITY AUDIX system to be an effective voice messaging tool in areas of the world where two or more languages predominate and in markets where there is a need to offer teletypewriter (TTY) service for hearing-impaired users. The Americans With Disabilities Act encourages employers to make reasonable accommodations for employees with disabilities, including employees who are hearing-impaired.

The system administrator can personalize and customize the DEFINITY AUDIX system as needed. Activity 9 (System Administration) on the DEFINITY AUDIX Activity Menu lets the system administrator perform the following tasks:

- Listen to system announcements.
- Record, change, or listen to announcement fragments (fragments are short sections of DEFINITY AUDIX voice prompts).
- Use a voice terminal to record and listen to subscribers' names. Remote machine names also may be recorded.

Considerations

WARNING:
Incorrect use of the announcement customization capability could be hazardous to the integrity of the DEFINITY AUDIX system announcements. If you decide you must change announcements, you must be extremely careful and precise. If you make a mistake, the resulting announcements could be erroneous and rectifying mistakes could be frustrating and time-consuming. It is strongly recommended that you do not attempt to modify any announcements without the help of your Lucent Technologies software specialist.

Before customizing any announcements, system administrators should become familiar with the composition of each announcement by studying the appropriate announcement customization guide if available. An announcement customization guide is available for each announcement set.

Requirements

There are several requirements for using announcement sets.

- Before installing an additional announcement set, ensure that there is enough disk space for both the announcement set and voice text storage. See *DEFINITY AUDIX System — System Description*, 585-300-214, for estimates of the amount of storage space required by each announcement set. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for instructions on installing an additional announcement set.
- The Multilingual feature must be activated to use multiple announcement sets with the DEFINITY AUDIX system. See the Multilingual feature for more information on using announcement sets in a multilingual environment.
- The DEFINITY AUDIX system administrator must assign announcement-control permission to individual subscribers using the COS or the Subscriber screens. This announcement-control permission can be used to record subscribers' names or customize announcements and should be reserved for system administrators. The Announcement screen enables system administrators to modify announcements.

Feature Operation

Part of DEFINITY AUDIX system administration requires using a voice terminal to record system announcements and subscribers' names (or having the subscribers record their own names using the Name Record By Subscriber feature). The following list identifies the recording activities available:

- The most common task is recording and changing subscribers' names that are voiced by the DEFINITY AUDIX system. Voice mailbox administration requires recording new subscribers' names in the names data filesystem. This allows the DEFINITY AUDIX system to announce the names of called subscribers for Call Answer greetings and the names of subscribers who send or leave messages.

  The name recording should be done in a quiet area using a good voice terminal (always listen to names after voicing them to ensure the recording is clear and correctly pronounced). Names may be a maximum of 8 seconds long.

  NOTE:
  If a subscriber's name is not recorded, only the extension number is voiced.

- If the Automated Attendant or Bulletin Board features are used, a designated speaker (such as the system administrator or other responsible party) must record the announcement or list of menu choices.

  This activity is performed like recording a subscriber's personal greeting (for more information, see Recording a Personal Greeting in the *Multiple Personal Greetings* feature description). If using the Multilingual feature and the Call Answer Language Choice field is set to y (yes), a Dual Language Personal Greeting is recorded instead of a Multiple Personal Greeting.

- Occasionally the system administrator may rerecord DEFINITY AUDIX announcements or fragments. This activity should be performed only when necessary.

This section defines the announcement directory and its operation. For procedures on recording subscriber names and system announcements, see the *DEFINITY AUDIX System — Administration*, 585-300-507, document.

Announcement Directories

System announcements are stored in the announcements directory (**/audix/annc**). Names recorded by the system administrator (or recorded by subscribers) are stored in the names directory (/audix/nm).

NOTE:
Two announcement versions of U.S. English are available: U.S. English and U.S. English Terse. You can activate either U.S. English or U.S. English Terse or create your own set of announcements by copying and modifying the U.S. English or U.S. English Terse sets. Any of the other purchasable announcement sets can be customized after being installed on the DEFINITY AUDIX system.

Changing Announcement Fragments

Announcement fragments are numbered pieces of voice data that are combined in the system to screen the prompts and announcements the system plays for subscribers and callers who access the system. The fragment numbers must be combined in the right order for an announcement to play correctly, and one fragment may affect many announcements. Announcements are handled in the DEFINITY AUDIX system as follows:

- Announcements are composed of one or more fragments.
- Fragments are individually recorded pieces of speech.
- Subscriber and machine names are special announcement fragments.

System announcements are listed by fragment number and text in each of the announcement customization guides listed under *Considerations*. If you need to change an announcement or fragment, you must use the correct fragment number. Before changing a fragment, you should estimate the impact the change will have on other announcements in the system since one fragment can be used in numerous announcements. Fragments should be recorded in a quiet area using a good telephone set.

System administrators should consider the global implications of changing each fragment:

- If the announcement fragments you want to change are not used in other announcements that you do not want to change, you simply can rerecord them using your touch-tone telephone.
- If the announcement fragments you want to change *are* used in other announcements that you do not want to change, you can create new fragments to associate with just the announcements you want to change.

You can add, save, change, remove, or copy announcement sets *or* specific fragments using the Announcement screens. See the *DEFINITY AUDIX System — Screens Reference*, 585-300-213, for more information.

Interactions with Other Features

This section identifies the interactions of the Announcement Sets feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Announcement Sets feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Announcement Sets feature can, in effect, interact with each DEFINITY AUDIX feature.

- *Multilingual*: The Multilingual feature allows each subscriber to use different announcement sets for the Login Announcement Set, the Call Answer Primary Announcement Set, and the Call Answer Secondary Announcement Set
- *TDD*: TDD is one of the purchasable announcement sets available with the DEFINITY AUDIX system.

Automated Attendant

Description

The Automated Attendant feature presents callers with a voiced menu of options, then routes calls according to the keys the caller presses. Calls may be routed to any telephone in the dial plan or directly to a subscriber's voice mailbox, where the caller will hear the subscriber's Call Answer greeting (either personal or system) or a prompt to leave a message for the subscriber. If the caller does not respond to the attendant menu within a specified period of time, the call may be routed to a default extension. This extension can be a secretary or a DEFINITY AUDIX voice mailbox that prompts the caller to leave a message.

The automated attendant also can be administered to route a caller to the voice mailboxes of nonresident subscribers (DEFINITY AUDIX subscribers who do not have an extension on the switch, but do have a DEFINITY AUDIX voice mailbox).This allows remote personnel (such as salespersons) to receive messages from clients and to retrieve those messages from the main office without having an office and telephone on site.

Callers also can be routed to a shared extension, or to the voice mailbox of a specific individual on the shared extension. If three people share a telephone, for example, callers can leave a message for a specific "sharing" user or whomever retrieves messages for the shared extension.

Who controls it: Automated attendants are usually controlled by the DEFINITY AUDIX system administrator.

Who can access it: Anyone who dials the automated attendant phone number will hear the recorded attendant menu (list of choices).

Points to Remember

- Callers who reach an automated attendant must use a touch-tone phone to make menu selections.
- An automated attendant is administered as a special kind of DEFINITY AUDIX subscriber. Each automated attendant counts toward the total number of subscribers on the system.
- More than one automated attendant extension may be assigned per system.
- You can set up Multilingual automated attendants. See the Multilingual feature for more information.
- You can set up special automated attendants that correspond to holidays and special business hours.
- You can set up a TTY Automated Attendant. See the TTY Automated Attendant feature.
- Nonresident subscribers do have a message notification capability: the Outcalling feature.

Administration Screens
COS, Sub, List Att

Applications

This feature is particularly useful in diverse organizations that handle many external calls. Its nearly unlimited routing capabilities have many applications, especially in the service industries. Customers need only specify the nature of their business to have their calls routed to the appropriate representative, voice mailbox, or Bulletin Board. The following sections identify only a few of the applications where an automated attendant can be used.

Freeing Personnel for Other Tasks

While an automated attendant is handling incoming calls, the personnel who would otherwise be needed to answer these calls are available for other tasks. For example, people who call a company's main or directory-listed number hear, instead of a receptionist, a greeting or menu telling them which touch-tone button to press to be directed to the department of their choice. These callers could reach an agent by selecting a menu option or by waiting for the system to automatically transfer them.

In addition to menu choices, each automated attendant menu can be administered to allow callers to transfer to an extension of their choice. This allows the DEFINITY AUDIX system to provide Direct Inward Dialing (DID) service for an entire company.

Businesses that Receive Many Calls

At businesses that typically receive many incoming calls, such as telemarketing groups, many customers may wait for service for long periods of time. Using an automated attendant in this case could increase customer satisfaction and promote sales as follows:

- The switch could be administered to route callers to an automated attendant after waiting a certain length of time or when a certain number of calls are in queue (requires vectoring).
- The attendant menu could give callers the option of leaving a message for a return call, or remaining on hold. If callers elect to leave a message, they could be routed to a general DEFINITY AUDIX voice mailbox with Call Answer permission. After hearing the message, the agent can be prepared with the essential information when making the return call.

Nonresident Subscribers

The Automated Attendant feature can provide nonresident subscribers (DEFINITY AUDIX subscribers who do not have an extension on the switch, but do have a DEFINITY AUDIX voice mailbox — such as salespersons) with the ability to receive messages from clients and to retrieve those messages from any location without having an office and telephone on site.

The nonresident subscriber would need to provide the client with only the telephone number of the automated attendant and the subscriber's voice mailbox number. The client could then dial the number for the automated attendant, listen to the attendant menu, enter the voice mailbox number and hear the greeting for that subscriber. Then the client could either leave a message or transfer to a sales clerk.

Shared Extensions

The Automated Attendant feature can provide voice messaging capabilities for several people who share a single telephone. For example, a university dormitory room has three roommates (Jerry Jones, Don Parker, and Brent Deven) but only one telephone number. By administering that extension as an automated attendant and creating three voice mailbox numbers that do not exist in the switch dial plan, each roommate can have a private mailbox without having a separate telephone. See the Shared Extension feature for more information.

Automated Attendants with Multiple Personal Greetings

An automated attendant that is used with the Multiple Personal Greetings feature can be a very flexible tool. The automated attendant would need to be administered only once on the Subscriber screen, while the Multiple Personal Greetings feature could provide available options depending on the type of call. For example, one automated attendant could voice any of the following greetings depending on whether the call is an internal, external, or out-of-hours call:

- For all internal calls:

  To leave a message for a specific person, enter the extension number. To reach personnel, press one. To reach benefits, press two.

- For all external calls:

  Welcome to Davis Corporation. To reach the personnel department, press one on your touch-tone telephone. To reach the benefits department, press two. To leave a message for a specific person, enter that person's four-digit extension number. For assistance, please wait.

- For all out-of-hours calls:

  Welcome to Davis Corporation. Our normal office hours are 8:00 A.M. to 5:00 P.M. mountain standard time. To leave a message for a specific person, enter that person's four-digit extension number using your touch-tone telephone. If this is an emergency, please press nine.

Automated Attendants with the Multilingual Feature

Multilingual automated attendants can be set up with two or more languages. The first stage of an automated attendant in a multilingual environment might ask the user to select a language, and subsequent stages could implement the Auto-Attendant function in the language chosen.

If using only two languages with the Automated Attendant, the system administrator could set the Call Answer Language Choice field to y (yes) on the Automated Attendant Subscriber or COS screen. The administrator then can record Dual Language Greetings rather than Multiple Personal Greetings. The primary greeting would tell the caller, in the secondary language, to press * 1 to switch to the secondary language.

If using the Multilingual feature with the Multiple Personal Greetings feature, the system administrator would set the Call Answer Language Choice field to n (no) on the Automated Attendant Subscriber or COS screen. Since the administrator records the automated attendants, automated attendants are not limited to only two languages. The automated attendant main menu could direct callers to several languages. For example:

In English,

For English, press 1.

In Canadian French,

For French, press 2 .

In Spanish,

For Spanish, press 3 .

Then for each choice, the administrator would record a nested automated attendant in the appropriate language.

Automated Attendants for Business and Holiday Schedules

You can create up to four automated attendants for varying business schedules and four additional automated attendants for holidays. These features ensure that callers receive accurate automated attendant messages at a variety of times.

First, a caller may be asked to choose from a list of languages. Second, the caller may be asked to choose from a menu of business schedules that may, for example, correspond to time zones they may be calling from. [Check accuracy.]

Holiday schedules, unlike business schedules, are activated automatically. These schedules, once administered, automatically override other automated attendants on the day they are schedules for.

TTY Automated Attendants

The Telecommunications Device for the Deaf (TDD) announcement set enables the system administrator to set up teletypewriter (TTY) automated attendants that provide automated attendant service to hearing-impaired callers. (The TDD announcement set is not required to set up TTY automated attendants; but, it does make it more convenient to build a TTY automated attendant.) See the TTY Automated Attendant feature for complete information on what is required to set up a TTY automated attendant.

Lucent Technologies strongly recommends that TTY automated attendants and voiced automated attendants have separate telephone numbers. The Multilingual feature can be used to administer an automated attendant with nested TDD menus and nested voice menus, but TTY users will see nothing or unreadable characters resulting from voiced prompts or greetings, and hearing users will encounter some TTY messaging noise.

Providing Information to Callers

An automated attendant can be used to route callers to Bulletin Boards that provide them with various types of information. For example, a state's Division of Wildlife could use an automated attendant to route callers to specific Bulletin Boards that contain information on fishing conditions and stocking reports for different regions of the state.

Nesting Attendants

An automated attendant menu selection can lead to another automated attendant (this is called *nesting* automated attendants). In this way a sophisticated hierarchy of information can be presented to callers. The standard DEFINITY AUDIX call-distribution group handles all incoming automated attendant calls, so callers always hear the correct automated attendant greeting.

Security

An automated attendant can also provide security or controlled access to conference bridge sessions, host computer ports, or voice mailboxes. For example, to join conference bridge sessions without manual intervention, a caller dials a number that redirects the call to the DEFINITY AUDIX system. The automated attendant for that number prompts callers for a password. Each number of the password is a menu choice that leads to another (nested) automated attendant, and the last number selects the caller's intended bridge session.

With the DEFINITY AUDIX system's dial ahead capability, the password may be entered all at once (callers do not need to pause between digits). When the final digit is entered, the DEFINITY AUDIX system transfers the call back to the switch and the caller is placed in the intended bridge session. The system administrator can change these nested menus frequently to provide greater security. An incorrect password may route the caller to another automated attendant for error handling and audit tracking of break-in attempts.

Name Addressing

The automated attendant can be administered to use name addressing. For example, the automated attendant could greet callers with the following:

> "Thank you for calling ABC Company."
> "To leave a message for one of our sales agents, please enter his or her name starting with the last name."

To administer name addressing, enter **name** in the Addressing Format field on page 2 of the Subscriber screen. On page 3 of the Subscriber screen, enter **e** in the extension column for buttons 2 through 9. It is recommended that a Timeout Treatment also be administered on page 3 of the Subscriber screen. If the Length of Timeout on Initial Entry field is set to "1" or "0", callers to the automated attendant will be transferred immediately if they do not enter a subscriber's name.

When the DEFINITY AUDIX system finds four or more matches for name addressing, the system requests more digits.

> "Enter more characters followed by the pound sign. If you just completed entering the last name, enter the first name and pound sign."

When three or fewer matches exist, the caller then selects a name from the three or fewer matches. The caller may press * D to delete the previously dialed characters.

Using Rotary Phones with an Automated Attendant

Automated attendants can work with rotary telephone users if the DEFINITY AUDIX system has an attached pulse-to-tone converter. A pulse-to-tone converter is a small box outside the switch between the switch and the central office. Set the Between Digits at Auto-Attendant or Standalone Menu field on the System-Parameters Features screen to between 3 and 12 seconds (5 or 6 seconds is recommended). This sets the delay in seconds before the DEFINITY AUDIX system times out. Determine the best value after actual use.

NOTE:
Customers who have large numbers of subscribers or callers who use rotary-dial telephones may want to set the Between Digits at Auto-Attendant or Standalone Menu field to a higher value to allow rotary-dial users time to enter their selections.

If the caller fails to enter any tones at an automated attendant menu, the DEFINITY AUDIX system uses the timeout treatment administered on the Automated Attendant Subscriber screen. The timeout treatment on the Automated Attendant Subscriber screen should be greater than the Between Digits at Auto-Attendant or Standalone Menu field on the System-Parameters Features screen, or the automated attendant may time out before the first digit can be entered.

If not using a pulse-to-tone converter, leave the Between Digits at Auto-Attendant or Standalone Menu field on the System-Parameters Features screen at the default of 3.

Requirements

The Automated Attendant feature may affect the number of ports that should be installed in the system. Each Automated Attendant menu needs about 10 seconds for all the options to play, and usually another 2 to 7 seconds to transfer the call out of the DEFINITY AUDIX system. This additional port use should be figured into the total number of ports needed when ordering the system.

Feature Operation

Automated attendants are set up as DEFINITY AUDIX subscribers on the Subscriber screen and appear the same as regular subscribers except they are identified as an automated attendant in the Permissions-Type field, and have a third page where the menu choices are defined.

If the automated attendant extension is to be called directly, the attendant's extension must be administered on the switch and forwarded to the DEFINITY AUDIX system. If the attendant will be reached only by other automated attendants, it can be a nonresident subscriber extension administered in the DEFINITY AUDIX system but not on the switch.

The attendant menu that is voiced by the automated attendant is actually the personal greeting for that automated attendant extension. This is convenient because you can easily change the text of the message just as you would any personal greeting. You can also use the Multiple Personal Greetings feature to provide a different menu of options for different types of calls or Dual Language Greetings with the Multilingual feature.

The actions each attendant performs when specific keys are pressed are specified on the last page of the Subscriber screen. Extensions are assigned to keys (0 through 9) and a call-treatment code is assigned to determine if the DEFINITY AUDIX system should transfer the call through the switch to an extension's telephone (treatment transfer) or directly into the extension's voice mailbox to leave a message. If the call is transferred directly to a voice mailbox, the call-treatment code also specifies whether the system Guest Password greeting or the subscriber's Call Answer greeting is played. The system Guest Password greeting is played if the call-treatment is *guest-greeting*. If the call-treatment is *call-answer*, the subscriber's Call Answer greeting is played if one is recorded and active, otherwise the system Call Answer greeting is played.

Transfers from an automated attendant to a nested automated attendant should be given a treatment of call-answer so that callers remain in the DEFINITY AUDIX system and are not transferred through the switch. This makes nesting transparent to the caller since there is no delay between the action selected at the first attendant and the beginning of the selected attendant's voice prompt.

Interactions with Other Features

This section identifies the interactions of the Automated Attendant feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Automated Attendant feature interacts with switch features as follows:

- *Call Coverage*: Check the following list for important Call Coverage feature interactions that may affect the expected performance of the automated attendant:
  - The automated attendant extension should be administered on the switch to redirect calls to another number in case the DEFINITY AUDIX system is busy or is not working (requires vectoring — Generic 3 only). For example, a live agent or other staffed position should be used as a backup if possible.
  - If telephone users on System 75 or DEFINITY Generic 1 switches press 0 for Operator, they go to a human attendant, *not* the DEFINITY AUDIX automated attendant. The 0 button is hard-coded in System 75 and DEFINITY Generic 1 switches to transfer to a live operator or attendant, and cannot currently be reassigned to direct calls to the DEFINITY AUDIX system. The automated attendant is reached by dialing the assigned (nonzero) automated attendant extension number.
  - On most switches, subscribers cannot transfer calls directly *to* an attendant console using either the Transfer Out of AUDIX feature or an automated attendant. Check your switch documentation for restrictions on attendant operation and call transfers.

- *Phantom Extensions*: For System 75 and Generic 1 switches, it is necessary to add a port board for each phantom extension. This is *not* necessary for Generic 3 switches.

NOTE:
See *Installation and Switch Administration for DEFINITY AUDIX System,* 585-300-122, for complete step-by-step instructions for administering a DEFINITY AUDIX automated attendant on a switch. Always see the appropriate switch documentation for switch interactions and procedures.

Interactions with Other DEFINITY AUDIX Features

The Automated Attendant feature interacts with other DEFINITY AUDIX features as follows:

- *ADAP*: The AUDIX Administration and Data Acquisition Package (ADAP) provides the system administrator with the ability to download information on automated attendants to a personal computer (the information is stored in dBASE III PLUS format). All of the information provided on the Subscriber and List Attendants screens can be transferred.
- *Automated Attendant*: The Automated Attendant feature can transfer calls to other automated attendants; this is called nesting automated attendants. The person responsible for administering the automated attendants must ensure that nested attendants cannot become locked into a recursive loop. The only way this situation can occur is if the time-out fields for attendant “A” are administered for the extension of attendant “B” with call-answer or transfer call-treatment, and if the time-out fields for attendant “B” are administered for the extension of attendant “A” with call-answer or transfer call-treatment. To illustrate, if a caller dials attendant “A” and is not using a touch-tone telephone, that caller must wait to be timed-out and transferred to attendant “B”. The caller will hear the attendant menu for “B” and then must wait to be timed-out and transferred back to attendant “A”. This loop will continue until the caller hangs up.
- *Bulletin Board*: The Automated Attendant feature can be used to provide callers with a menu of Bulletin Boards. By pressing the appropriate button on a telephone keypad, the caller can transfer to any of the Bulletin Boards defined on the automated attendant menu. By specifying the appropriate call-treatment (treatment guest-greeting) on the Subscriber screen, the system administrator can allow callers to leave messages in the Bulletin Board’s voice mailbox.
- *Call Answer*: Automated attendants are given auto-attendant Call Answer permission; this is defined on the COS or Subscriber screen. Also, by defining the call-treatment as call-answer, callers are transferred directly to the voice mailbox of the desired extension and hear the appropriate Call Answer greeting (either personal or system).

- *Class of Service*: The COS screen can be used by the system administrator to define an automated attendant (type **auto-attendant** Call Answer permission). This screen can also be used to define an entire class of service for automated attendants.
- *Dial-by-Name*: If call transfer (* T) is administered for an automated attendant (using the Subscriber and System-Parameter Features screens), callers can use the Dial-By-Name feature to transfer to a DEFINITY AUDIX subscriber.
- *Escape to Attendant*: If 0 is administered to transfer the caller to a live attendant, callers can transfer to the attendant simply by pressing 0 .To be consistent with other DEFINITY AUDIX features, we recommend that 0 be reserved as the menu selection to reach a live attendant.
- *Full Mailbox Answer Mode*: If an automated attendant transfers a call to a voice mailbox that is full, the caller will hear the Full Mailbox Answer Mode announcement.
- *Guest Password*: An automated attendant that offers nonresident extensions as choices provides an alternative to the Guest Password feature in that callers can leave messages directly without having to know a Voice Mailbox number (if this is a menu selection) and the Guest Password. The Guest Password greeting "*Please leave a message for <name>*" will be played for the caller if the call-treatment for this extension is defined as guest-greeting on the Subscriber screen. If the call-treatment is defined as call-answer, the caller will hear the subscriber's Call Answer greeting (either personal or system).
- *Message-Waiting Indicator*: The Message-Waiting Indicator (MWI) feature (either the message-waiting lamp or stutter dial-tone) works as follows for nonresident and shared extensions:
  - — Nonresident Extension — Subscribers who do not have a phone set and are assigned a false extension (on the switch) must call the DEFINITY AUDIX system or administer the Outcalling feature to get messages (the MWI feature cannot be activated).
  - — Shared Extensions — The MWI feature on a shared extension will be activated only if a message is left for the extension. Message notification for users who share an extension and have voice mailbox numbers that do not correspond to individual telephones on the switch can only be accomplished using the Outcalling feature.
- *Multilingual*: Multilingual automated attendants can be set up with two or more languages. The first stage of an automated attendant in a multilingual environment might ask the user to select a language, and subsequent stages could implement the Auto-Attendant function in the language chosen. If only two languages are included in the automated attendant, the system administrator can record the menus as the primary and secondary greetings for the automated attendant, Call Answer

Language Choice set to y (yes), rather than recording Multiple Personal Greetings. The primary menu would have to tell the caller, in the alternate language, to press * 1 to hear the menu in the alternate language.

- *Multiple Personal Greetings*: The Multiple Personal Greetings feature can be activated for automated attendants. All of the greetings and call types are available to the attendant. When using this feature with an automated attendant, users *must* have a personal greeting recorded for each call type they have chosen to differentiate. The combination of the Multiple Personal Greetings and Automated Attendant features make the DEFINITY AUDIX system an extremely flexible tool. The Multiple Personal Greetings feature cannot be used if the Call Answer Language Choice is set to y (yes) on the Subscriber or COS screen for the automated attendant.
- *Online Help*: A caller may ask the system to replay the automated attendant menu at any time by pressing * H .
- *Playback and Recording Control*: The Playback and Recording Control features are available when creating an automated attendant menu. These features are also available to callers who have been transferred to a voice mailbox and want to leave a message. Playback commands are not available while listening to the attendant menu (pressing * H will replay the menu).
- *Shared Extension*: The Automated Attendant feature can be used to allow several subscribers to share an extension. The Shared Extension feature is a subfeature of the Automated Attendant feature. The automated attendant menu used for a shared extension can be voiced in multiple languages.
- *TTY Automated Attendant*: The TDD announcement set enables the system administrator to set up TTY automated attendants that provide automated attendant service to hearing-impaired callers.
- *Traffic Reports*: Because automated attendants appear as DEFINITY AUDIX subscribers, their use can be monitored through the Traffic Reports feature using the Subscriber Daily Traffic screen. This information could be especially useful on small systems, where the number of ports dedicated to Automated Attendant may need to be kept at a minimum. The List Attendants screen shows all automated attendants in the system (subscribers with an auto-attendant in the Permission-Type field) and their extension numbers.
- *Transfer Out of AUDIX*: An automated attendant must be administered to accept the * T (Transfer Out of AUDIX feature) command using the Subscriber and System-Parameter Features screens for this type of call transfer to work. The system administrator must activate call transfer (defined on the System-Parameters Features screen) in order to take advantage of the * T command or the transfer call treatment option.
- *Voice Mailbox*: Automated attendants can transfer callers directly to a voice mailbox to leave a call answer message.

Automated Backup

Description

Selected subscriber and system data is automatically backed up nightly to prevent the loss of crucial data in the event of a disk drive failure. The user-recorded names can also be backed up weekly. The weekly backups are enabled or disabled on the System-Parameters Features screen. Nightly and weekly backups can always be run manually via the Save screens. The data is restored via the Backup screen.[1]

Although automated backups save message header information, voice messages themselves are not backed up automatically because typically this data changes constantly and takes up a disproportionate amount of space on the backup disk. Voice messages can, however, be backed up manually. See the Save Voice feature for more information.

The system estimates the number of remaining backups possible on the disk. In DEFINITY AUDIX system Release 4.0, the system can record up to 2 weeks of nightly and weekly backups on one 640 Megabye magneto-optical (MO) disk. Releases earlier than 4.0 can record up to four weeks of nightly and weekly backups on one 160 Megabyte tape.

Release 4.0's MO disk drive will overwrite backups on the MO disk one at a time when the MO disk is full. Releases earlier than 4.0 will overwrite an entire tape once the tape is full, unless the tape is replaced.

In releases earlier than 4.0, the system records a warning message in the administration log if there is room for fewer than four backups on the disk. In Release 4.0, the system will record a similar warning when the system can store fewer than 14 nightly backups and two weekly backups. The system will still overwrite the nightly and weekly backups one at a time, rather than overwriting the whole MO disk. When the system starts this procedure, however, two weeks of nightly and weekly backups will not be available.

1. You must enter **diplay backups** or **restore backups** to display the Backup screen.

Points to Remember

- Automatic backups are also useful for hard disk upgrades.
- The nightly and weekly backups occur after the nightly audits, which begin at 1:00 AM.
- Some non-critical files, including personal directories and mailing lists, are not saved automatically and must be reconstructed after a disk failure.
- Any problems with the backup (such as those caused by a defective MO disk) are recorded on the error log.

Administration Screens
Sys-Par Fea, Add MO-Disk, Save,

Applications

The Automated Backup feature allows recovery of important subscriber and system data in case of a catastrophic data loss (a disk crash). It also is useful for efficient disk upgrades.

Requirements

The system administrator must ensure that a MO disk is installed (and administered via the Add MO-Disk screen) at all times. The disk should be specified as type **backup** on the screen. Weekly backups of the subscribers' recorded names must be enabled via the System-Parameters Features screen.

Feature Operation

After the 1:00 AM nightly audit, subscriber and system data is automatically backed up on an optical disk. Weekly audits, which must be manually enabled, are performed right after the nightly backup early on Sunday mornings. Problems are recorded in the error log.

Manual backups of the same or additional information can be done via the Save screens. The data can be restored via the Backup screens.

For more information about administering automated and manual backups, see *DEFINITY AUDIX System — Administration*, 585-300-507.

Interactions with Other Features

This section identifies the interactions of the Automated Backup feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Automated Backup feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Automated Backup feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: Remote subscriber and machine names are automatically backed up nightly.
- *Automated Attendant:* Automated attendants are not backed up automatically. They must be saved using the Save Voice procedure.
- *Class of Service*: The COS screen data is automatically backed up nightly.
- *Directory*: Directory information is not explicitly backed up automatically, but can be easily reconstructed by the system from the subscriber data.
- *Mailing List*: Personal mailing lists cannot be backed up. They must be restored by subscribers.
- *Message Delivery*: If there are Message Delivery recipients administered on this system, associated remote subscriber names and machine names are automatically backed up nightly.
- *Name Record by Subscriber:* The names that have been recorded by subscribers can be automatically backed up weekly.
- *Personal Greetings:* Personal greetings are not backed up automatically. They must be saved using the Save Voice procedure.
- *Voice Mail:* Voice mail messages are not backed up automatically. They must be saved using the Save Voice procedure.

Automatic Message Scan

Description

The Automatic Message Scan feature allows subscribers to scan all message headers and/or messages at the touch of two buttons. The user simply selects the feature from the activity menu, then selects the mode of automatic scanning: headers only, messages only, or both headers and messages.

Once the scanning begins, it is not necessary to press a button until the playback is complete. Users can, however, press any button normally used for manual message scanning. Once the DEFINITY AUDIX system has completed the task — responding to or deleting a message, for example — it resumes automatic scanning. Users hear all of the normal prompts for tasks that are used in manual scanning mode ("*Rewound*," etc.)

There is a three-second pause between messages and/or headers to allow subscribers to manipulate each message. Also, so that the button-pressing clearly relates to the correct message, the system precedes each message or header with an introduction ("*Next message*"). Just as with manual scanning, if just the headers are scanned, the messages are left in the *unopened* category. Scanned messages are left in the *old* category.

Who has it:	This feature is available to all DEFINITY AUDIX subscribers as a basic option on the activity menu.
Who controls it:	The system administrator can control some aspects of the feature such as rerecording the voice prompts.
Who can access it:	Only subscribers can scan their own messages automatically.

Points to Remember

- Users are not prompted to delete messages as they are played back (as in manual scanning mode), so it's easy to forget to delete them and fill up mailboxes quickly.
- The normal manual scan buttons (0 to replay, * D to delete, etc.) also work in Automatic Message Scan mode.
- The "*Next message*" prompt and message category announcements are nondial-through prompts so the system does not get ahead of the subscriber. However, if a subscriber presses #, * D, or * * H to manipulate a message, the "*Next message*" prompt will not be played.

Administration Screens
N/A

Applications

This is primarily a time-saving feature, but it also eliminates additional button-pushing to get messages. In that respect, it is especially convenient for those using cellular telephones, particularly while driving. It also makes transcription easier in that recording messages via a dictating machine can be done more conveniently.

Requirements

The Automatic Message Scan feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

Automatic Message Scan is a standard option on the Activity Menu. Once accessed, subscribers need only press one button to select how they want the message information presented, then listen to the messages and/or headers. While listening subscribers can press other keys to control the message and header playback.

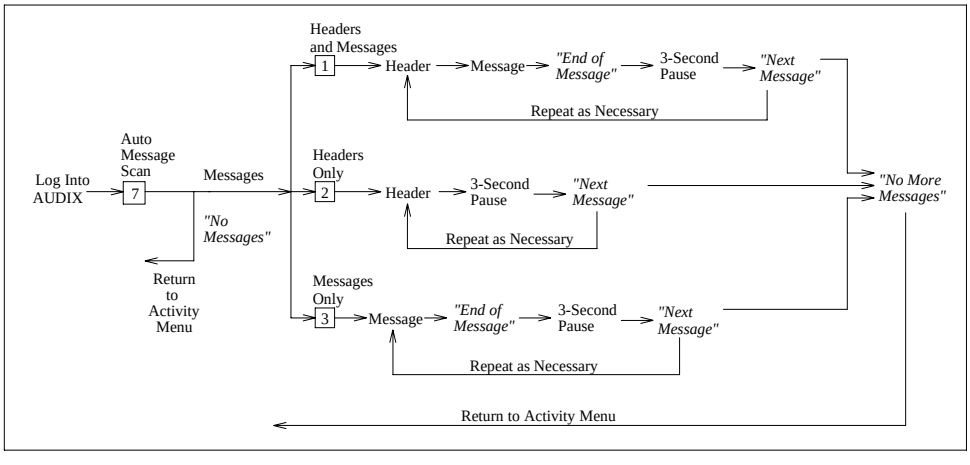

Figure 1. Automatic Message Scan Operation

Note that for each of the following procedures, if subscribers press #, * D, or * * H to manipulate a message they have just scanned, the "*Next message*" prompt will not be played.

Use the Automatic Message Scan feature as follows:

1. Log into the DEFINITY AUDIX system.
2. Press 7 to select Automatic Message Scan.
3. Choose one of the following:

   - Press 1 to listen to headers and messages. The DEFINITY AUDIX system will:

     a. Play each header, then its associated message

     b. Indicate the end of the message

     c. Pause three seconds

     d. Indicate the start of the next header and message

     This is the most verbose option for getting the information. Subscribers may want to use it only when they have a few messages, and need the header information to know the exact time of the call. All *new* messages scanned in this manner will be redefined as *old* messages and will be scanned again when they reach the *old messages* category (unless they delete the message or use the Untouched Message feature).

   - Press 2 to listen to headers only. The DEFINITY AUDIX system will:

     a. Play each header

     b. Pause three seconds

     c. Indicate the start of the next header

     This option is the most expedient when subscribers have many messages, or must otherwise screen them. Just press 0 to listen to any message just after its header is played. All *new* messages scanned in this manner will be redefined as *unopened* messages and will be scanned again when they reach the *unopened message* category (unless they delete or listen to the message or use the Untouched Message feature).

   - Press 3 to listen to messages only. The DEFINITY AUDIX system will:

     a. Play each message

     b. Indicate the end of the message

     c. Pause three seconds

     d. Indicate the start of the next message

     This option is most expedient when subscribers have few messages (or the luxury of listening to them all) and are not immediately interested in when they were delivered or where they originated. All *new* messages scanned in this manner will be

redefined as *old* messages and will be scanned again when they reach the *old message* category (unless they delete the message or use the Untouched Message feature).

The messages are clearly differentiated by voice prompts and a long pause. The prompts and pause allow subscribers time to respond to each message (or use the playback control buttons) and be sure that the response is directed to the appropriate message. When they have scanned all of the messages in one category, the DEFINITY AUDIX system will identify the next category before playing the next message. They can skip messages at any time by pressing # or skip categories by pressing * #.

Interactions with Other Features

This section identifies the interactions of the Automatic Message Scan feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Automatic Message Scan feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Automatic Message Scan feature interacts with other DEFINITY AUDIX features as follows:

- *Broadcast Message*: Broadcast messages can be scanned automatically. However, if subscribers are scanning only messages (not headers), they will not be informed that this is a Broadcast message.
- *Online Help*: Help information is available for this feature, and is similar to that for other options on the Activity Menu.
- *Playback Control*: Subscribers can use the Playback Control procedures to control how the messages are played back.
- *Priority Message*: Priority messages can be scanned automatically. However, if subscribers are scanning only messages (not headers), they will not be informed that this is a Priority message.
- *Private Message*: Private messages can be scanned automatically. However, if subscribers are scanning only messages (not headers), they will not be informed that this is a Private message.
- *Voice Mail*: From the time that the header or message first begins to play, until the voice prompt signaling the next header or message plays, subscribers can use the standard Voice Mail procedures for handling each message (delete, listen to message, reply to sender, etc.).

- *Voice Mailbox*: Messages are put in the *unopened* category if only the headers have been scanned. Messages that have been scanned (and not deleted) are put in the *old* message category.

Broadcast Message

Description

The Broadcast Message feature enables the system administrator and other designated users (broadcasters) to send a voice mail message to all subscribers automatically. The message can also be sent to specific remote subscribers in an AMIS Analog Network (see that feature). The system administrator assigns one broadcast mailbox for holding active Login Announcements and Broadcast Messages.

The message is created as a normal voice message, then assigned broadcast status. The broadcaster may specify the expiration date of the message — the last day the message should be played to the recipients. The broadcaster may also tell the DEFINITY AUDIX system to activate the recipients' message-waiting indicators (MWIs) (message-waiting lamps, outcalling, or other methods of notifying recipients of a new message).

Broadcast Messages are treated as *new* messages in that they are presented with other new messages. Usually they are presented first, unless the recipient's mailbox has been administered to present old messages first.

Who has it:	The system administrator can designate broadcasters to send Broadcast Messages.
Who controls it:	Broadcasters and the system administrator control how and when Broadcast Messages are sent.
Who can access it:	Broadcast Messages are received by all local DEFINITY AUDIX subscribers.

Points to Remember

- If the Broadcast Message is a recipient's only new message, the MWI will be deactivated after the expiration date of the Broadcast Message.
- Broadcast Messages are never automatically rescheduled for future delivery, but become non-deliverable immediately if the first delivery attempt to the special broadcast mailbox fails.
- Recipients can receive Broadcast Messages even if their mailboxes are full, but they must make room in their mailboxes if they want to copy and save the messages.

Administration Screens
Sys-Par Fea, Add MO-Disk, Save,

Applications

This feature is used primarily for keeping subscribers abreast of changes in the system, but can also be used for important company or emergency announcements.

Considerations

Any user with broadcast permission can interact with the system in the announcement set of his/her choice if the Multilingual feature is activated. The broadcaster should consider the appropriateness of broadcasting a unilingual message versus a multilingual message to a multilingual community.

Activating the MWIs can drain the system's resources, particularly if outcalling is used. It will further tax the system by triggering a surge of users retrieving messages. Recipients are automatically notified of Broadcast Messages when they log in. System administrators and broadcasters can minimize potential slow-downs by:

- Limiting the number of broadcasters
- Being conservative with activating message-waiting notification
- Scheduling delivery (and notification) for off-hours

When sending a Broadcast Message through an AMIS network, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The remote recipients can then forward the message through their respective systems, or redesignate the message as broadcast.

Because of their time-dependent nature, and because full mailboxes do not deter delivery, Broadcast Messages should never be nondeliverable. However, if the special broadcast mailbox is full, or already has 16 active Broadcast Messages, the new Broadcast Message would immediately be categorized as *nondeliverable*. The broadcaster would then receive notification that the message was nondeliverable and the message itself would be stored in the outgoing section of the broadcaster's mailbox.

If a Broadcast Message is deleted by the broadcaster, the MWIs for that message will not be deactivated until the nightly system audit has run. Subscribers are told that the broadcaster has deleted the message when they try to listen to it.

Requirements

It is not necessary for recipients to have space available in their mailboxes to receive Broadcast Messages. This is because the Broadcast Message is not actually reproduced and sent to each recipient's mailbox. The DEFINITY AUDIX system conserves resources by placing an electronic pointer in each mailbox

that transparently directs each recipient to a single Broadcast Message. This also allows the message to be efficiently delivered and conveniently deleted. It can be manually deleted from the special broadcast mailbox at any time, or automatically deleted after the specified expiration period has passed.

The system administrator must give selected subscribers permission to send Broadcast Messages (using the Subscriber screen). The administrator must also assign a broadcast mailbox (using the same screen) before using the feature. The special broadcast mailbox is considered a unique type of DEFINITY AUDIX subscriber and cannot receive messages from other subscribers, but this mailbox can store a maximum of 16 Broadcast Messages and one Login Announcement. The system informs broadcasters that Broadcast Messages are *nondeliverable* if the broadcast mailbox is full.

Feature Operation

Broadcasters create, edit, and assign delivery options for messages in the normal way. Making a message broadcast is one of the delivery options available to administrators and broadcasters.

NOTE:
Broadcast messages can be created from any mailbox with broadcast permission. *It is not necessary to log in to the broadcast mailbox to create a broadcast message.*

Broadcaster's Procedures

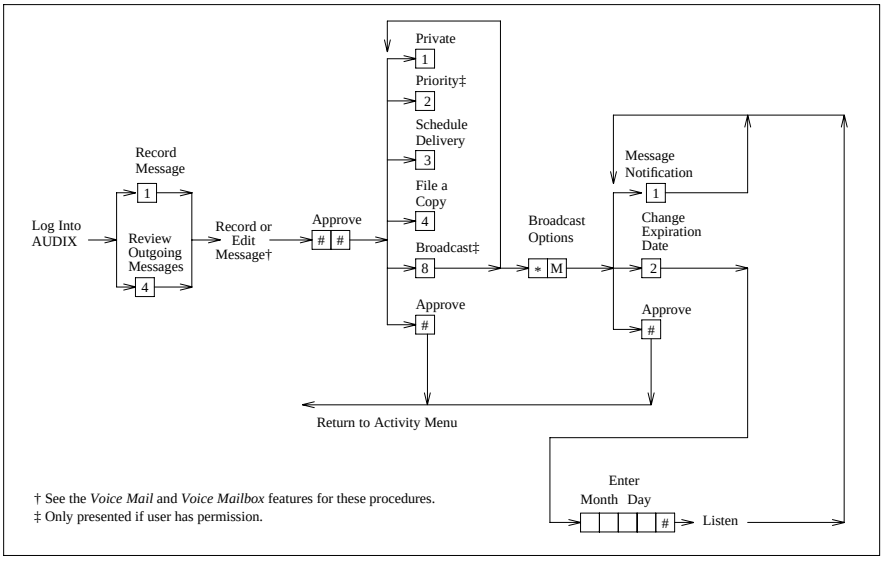

Figure 2. Broadcast Message Operation

Making a Message Broadcast

The procedures for making a message broadcast are summarized below.

1. Log into the DEFINITY AUDIX system.
2. Press 1 or 4 to record or review a message.
3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* section of this manual.
4. Listen to the system recite the delivery options to you. You may have up to six delivery options available after addressing a message, depending on the permissions you have been assigned. If the system recites only the first few options, you probably don't have permission to send a Broadcast Message, and should contact your system administrator. These delivery options are also available for Login Announcements and Priority Messages. See the procedures listed for those features.
5. Press 8 to mark the message as broadcast.
6. Do none, one or all of the following:
   - Press 8 again to remove broadcast status.
   - Press 1 to make the message Private if desired.

- Press 3 to schedule delivery.

  See the Delivery Scheduling feature for more information.

- Press 4 to file a copy of the message in the File Cabinet portion of your mailbox.

  All of these options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. A Broadcast Message can *also* be a Private Message (which simply prohibits the message from being forwarded), but it cannot also be a Login Announcement or Priority Message. See the procedures listed for those features.

7. If you have designated the message as a Broadcast Message, do one of the following:

   - Press # to approve your message status and return to step 2.

     You can always change the status of a message any time before it is sent. (See the Voice Mailbox feature.)

   - Press * M to change the broadcast options.

     Go on to one or both of the following sections (*Turning on Message Notification* and *Changing the Message Expiration Date*).

Turning on Message Notification

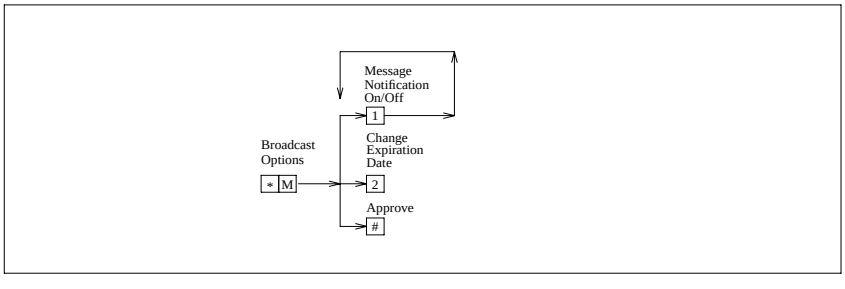

Figure 3. Turning on Message Notification

After following the procedures for making a message broadcast, turn on message notification for the Broadcast Message by following the procedures below.

1. Press 1 to turn on message notification.

NOTE:
Message notification should only be used for Broadcast Messages in emergency situations. The system performance could be impacted (via increased port usage) if many subscribers login to get messages simultaneously.

2. Do one of the following:
   - Press 1 again to turn off message notification and return to step 1.
   - Press 2 to change the message expiration date. Go on to the next section, *Changing the Message Expiration Date*.
   - Press # to approve the option settings and return to step 7 in the previous section, *Making a Message Broadcast*.

Changing the Message Expiration Date

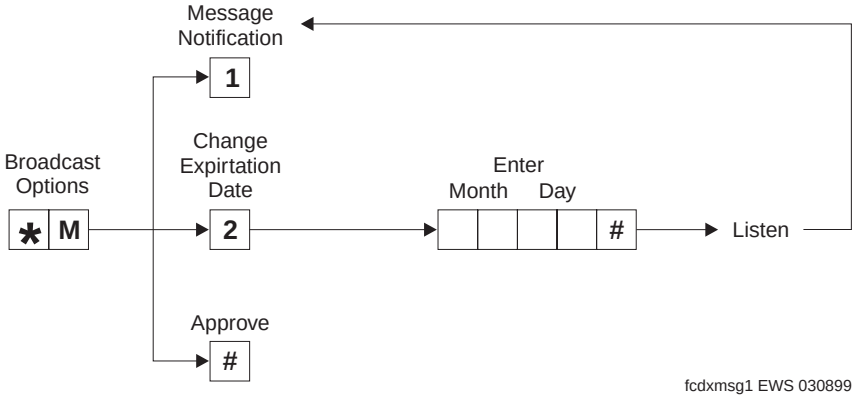

Figure 4. Changing the Message Expiration Date

The DEFINITY AUDIX system normally retains Broadcast Messages for two days after the delivery date. This means recipients can get a Broadcast Message for up to three days (today, tomorrow, and the day after), then the message can no longer be accessed. Often broadcast information is time-dependent, so after following the procedures for making a message broadcast, you can change its expiration date by following the procedures below.

1. Press 2 from the Broadcast Options Menu.
2. Enter numbers for the month and day of expiration. For example, press 1 0 0 8 for October 8th.

   The month can be either one or two digits, while the day requires two digits.

3. Press # to signal that you have entered the expiration date.
4. Listen while the system repeats the date.

   If the date is not correct, press 2 and enter it again.
5. Press # to approve the expiration date and exit the Broadcast Options Menu. Then return to step 6 in the earlier section, *Making a Message Broadcast*.

Making a Message Broadcast in an AUDIX AMIS Analog Network

The procedure for making a message broadcast throughout an AUDIX AMIS Analog Network (*composed of DEFINITY AUDIX Systems or AUDIX systems only*) is summarized below.

1. Create a Broadcast Message using the previous three procedures.
2. Address the message to any additional subscribers on remote DEFINITY AUDIX systems or AUDIX systems (the remote subscribers should be administered to have broadcast permission).
3. When the Broadcast Message arrives in the remote subscribers' mailboxes, those subscribers will need to log in, access the message, and respond to it by either appending or prepending a brief statement. Then, by following the procedure in the previous section, *Making a Message Broadcast*, the message can be broadcast on the remote machines.

Deleting a Broadcast Message

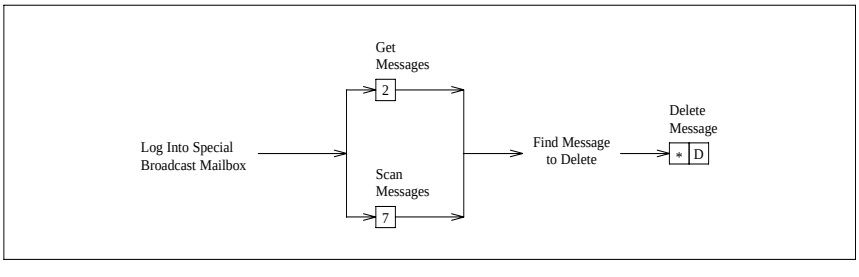

Figure 5. Deleting a Broadcast Message

If a Broadcast Message has become obsolete and you want to purge it to prevent additional subscribers from hearing it, do the following:

1. Log into the special broadcast mailbox.

2. Press 2 or 7 to access the incoming section of the mailbox and find the active Broadcast Message.
3. When you find the Broadcast Message that you want to delete, press * D. You can press * D while listening to the message header, after listening to the header, while listening to the message, or after listening to the message.

Callers who subsequently log into the system will not hear the Broadcast Message. If message-waiting indication was activated for this message, it will take one audit cycle (overnight) to update the MWI feature. If a subscriber whose MWI is on logs into the system prior to the audit, that subscriber will hear a system message stating that the broadcaster has deleted the message.

Recipient's Procedures

The procedures for getting a Broadcast Message are identical to those used for getting other messages (see the Automatic Message Scan and Voice Mailbox features). Broadcast Messages are announced by the DEFINITY AUDIX system as distinct Broadcast types of messages. They are presented as are other new messages, except that they are presented before Priority Messages and other new messages.

Though only one Broadcast Message is created to which all subscribers have access, the recipient's interface is the same as if a copy of the message had been placed in each mailbox. If recipients choose to not delete the message after first hearing it, the system places a copy of the message in those recipient's mailboxes. These individual copies of the Broadcast Message are considered *old* messages, just as are other messages the recipient has heard but not deleted. Also, recipients who listen to the message header, but not the message itself, will have a copy of the message placed in their mailboxes — marked as *unopened*. These copies of the Broadcast Message are not deleted if the broadcaster deletes the message from the broadcast mailbox, nor are they deleted when the expiration date arrives. *They must be deleted by the recipient or by the system according to the recipient's incoming mailbox retention interval.*

Interactions with Other Features

This section identifies the interactions of the Broadcast Message feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Broadcast Message is exclusively a voice mail feature, and has no direct interactions with any switch features unless the MWI feature is activated.

WARNING:
If message notification is turned on for any broadcast message, it may trigger a surge of calls that could tax switch resources.

Interactions with Other DEFINITY AUDIX Features

Broadcast Message is exclusively a voice mail feature, and has no direct interactions with any features related to call answer. It interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking:* When sending a Broadcast Message to AMIS analog addresses, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The message can then be forwarded by the administrators of the remote systems to their local subscribers.
- *Automatic Message Scan:* Broadcast Messages are presented before Priority Messages and other new messages in the *new* message category. They are retrieved and manipulated just as are other new messages.
- *Class of Service*: The system Administrator can assign broadcast permission according to class of service. Care should be taken, however, that not too many broadcasters are assigned, as a proliferation of Broadcast Messages could seriously hamper system performance.
- *Delivery Scheduling*: A Broadcast Message is scheduled for delivery just as is a regular message.
- *Login Announcement*: Broadcast Messages are created and sent in a similar way as Login Announcements. The broadcasters designated by the system administrator often also have permission to send Login Announcements as well. The broadcast mailbox is also used for Login Announcements. A Broadcast Message cannot also be a Login Announcement.

- *Message Delivery*: When sending a Broadcast Message to Message Delivery addresses, it is necessary to send the message as voice mail to each address separately.
- *Message Sending Restrictions*: Sending restrictions do not apply to Broadcast Messages generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the message is treated as regular voice mail in that instance. Sending restrictions also apply when a recipient replies to a Broadcast Message.
- *MWI*: The broadcaster specifies whether message-waiting notification will be activated for a Broadcast Message. If a Broadcast Message is a recipient's only new message, the MWI will be deactivated after the expiration date. On a large system with several thousand subscribers, it may take several hours for all the MWIs to be activated. If a recipient receives a Broadcast Message before the MWI is activated, the notification is canceled.
- *Multilingual*: Any user with broadcast permission can interact with the system in the language of his/her choice. Since broadcast messages are spoken by the broadcaster, the Multilingual feature is not an interaction per se; but, the broadcaster should consider the appropriateness of broadcasting a unilingual message versus a multilingual message to a multilingual community.
- *Name Record by Subscriber*: The special broadcast mailbox cannot have a name recorded for it using this feature.
- *Online Help*: Voice prompts associated with the Message Options and Broadcast Options Menus help the broadcaster in assigning broadcast status to a message.
- *Outcalling*: If a broadcaster requests message-waiting notification, the Broadcast Message will also activate outcalling where possible. The interaction is identical to that of *Message-Waiting Indicator*.
- *Playback and Recording Control*: Broadcast Messages can be controlled during playback and recording just like regular messages.
- *Priority Message*: Broadcast Messages cannot also be Priority Messages. Priority Messages are presented to recipients after Broadcast Messages.
- *Private Message*: Broadcast Messages can also be Private Messages, which prevents them from being forwarded.
- *TDD*: A hearing-impaired user who uses only Teletypewriter (TTY) for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced broadcast message. The system administrator may want to send a TDD message to TTY users informing them of the following:
  - — That they will receive a voiced broadcast message and that they should delete this message
  - — The contents of the broadcast message

- *Traffic Reports*: On the List Measurements Subscriber screen, data is available on the number of Broadcast Messages created per subscriber. On the List Measurements Feature screen, data is available on the number of Broadcast Messages created per system.
- *Untouched Message*: The Untouched Message feature can be used on a Broadcast Message. However, since Broadcast Messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.
- *Voice Mail*: Broadcast Messages are a special type of voice mail presented in the *new* message category and not subject to sending restrictions unless sent to remote machines.
- *Voice Mailbox*: A single broadcast mailbox must be assigned before any Broadcast Messages or Login Announcements can be sent. The broadcast mailbox *cannot* receive voice mail. It is used strictly for saving delivered Broadcast Messages.

Bulletin Board

Description

The Bulletin Board feature (also called Information Service) allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially it is a *listen-only* extension for posting messages. Callers reach a Bulletin Board either by dialing the number directly, or by being forwarded to the Bulletin Board extension from another number or an Automated Attendant.

The DEFINITY AUDIX system simply plays the message, and doesn't prompt the caller for input. The caller is expected to hang up after hearing the message. It is not designed to record any messages from callers because such a capability would require a large, irregularly used mailbox that would waste resources. Because the Bulletin Board extension is set up by the system administrator as a "dummy" subscriber, its mailbox can receive voice mail specifically addressed to that extension.

Who has it:	Normally, DEFINITY AUDIX subscribers do *not* have this form of Call Answer; it is used for nonstaffed extensions. These extensions are assigned Bulletin Board permission by the system administrator.Many Bulletin Boards can be set up per system.
Who controls it:	The system administrator assigns Bulletin Boards on a per-extension basis. They are controlled by whomever knows the password for each extension.
Who can access it:	Any local or outside caller can dial the Bulletin Board number. Callers may not leave a message, however, since it is a listen-only service.

Points to Remember

- Messages can be up to 20 minutes long.
- A Bulletin Board does not require the caller to use a touch-tone telephone, but it can be administered to respond to touch-tone commands such as ⊛ R (Restart) (CL-mode only), ⊛ T (Transfer), or 0 (Escape to Attendant).
- Bulletin Boards are simply Voice Mailboxes with only half the normal Call Answer function: they can greet the caller, but cannot record a message from the caller. Recording information messages is identical to recording Personal Greetings.

Administration Screens
COS, Sub

Applications

Bulletin Board can be used to provide a daily news message, a help service message, directions, or other type of message useful to a large group of people. One common use is to provide information about a tool used frequently by subscribers, such as a mainframe computer or the DEFINITY AUDIX system itself. Another common use is to replace a former employee's voice mailbox with a bulletin board to inform callers of that person's replacement, and/or new number.

If resources permit, many Bulletin Board extensions can be set up, each under a different news category. Project managers might post daily or weekly informal status reports in this way, for example. Such a use allows managers to stay informed without incurring paper clutter or wasting clerical resources. Callers can be directed to various bulletin boards by an automated attendant: *"For fishing conditions at Errelson Reservoir, press 1; for fishing conditions at Lake Webber, Press 2,..."*. (Use the call-answer call-treatment provided by the Automated Attendant for this type of application.)

An Automated Attendant can be used to provide the Bulletin Board message in several languages. The main attendant would tell callers to choose a language. Nested attendants would present the message in the selected language. See the Automated Attendant feature for more information.

By combining the Bulletin Board feature and the Multiple Personal Greetings feature, Bulletin Boards can present different announcements for different call types (internal/external callers and in-hours/out-of-hours callers).

Bulletin Boards can be recorded using the Multilingual feature. The Call Answer Language Choice field can be set to y (yes) on the Subscriber or COS screen. This allows the Bulletin Board message to be recorded in two languages using the Dual Language Personal Greetings capability. The recorded message tells callers, in the alternate language, to press * 1 to listen to the message in the alternate language. If the Call Answer Language Choice field is set to y (yes), the Multiple Personal Greetings feature cannot be used.

Requirements

The Bulletin Board feature requires no special hardware or software. The system must simply accommodate as many extra extensions as will be used for Bulletin Boards. The storage space required for the announcement is nominal. Its administration is similar to that for extensions within a standard class of service.

NOTE:
Bulletin Boards *can* receive Voice Mail addressed directly to their mailboxes. Users should take care not to address messages to Bulletin Board extensions unless someone has been designated to receive them, otherwise the mailboxes will be perpetually full. The system administrator

can control this situation by defining a minimal retention time for all incoming messages to this mailbox.

Bulletin Boards *cannot* receive messages via the Call Answer feature — callers cannot leave messages after listening to the Bulletin Board announcements. Callers may use the Guest Password feature to send voice mail to a Bulletin Board mailbox, however.

Feature Operation

Bulletin Board messages are recorded just as are personal greetings (see the Multiple Personal Greetings feature.) Internal or outside callers reach a Bulletin Board either by dialing the number directly, or by being forwarded to the Bulletin Board extension from another number or an Automated Attendant. Upon answering the call, the DEFINITY AUDIX system immediately plays a pre-recorded message or announcement.

Interactions with Other Features

This section identifies the interactions of the Bulletin Board feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Bulletin Board feature interacts with switch features as follows:

Call Forwarding: The Call Forwarding feature may be used to forward or redirect callers to the Bulletin Board extension (for example, a main number could redirect callers to this message after regular working hours). Call Forwarding must be correctly administered on the switch if it is to be used in conjunction with a Bulletin Board.

Call Coverage: Normally, a Bulletin Board should have a call-coverage path directed to the DEFINITY AUDIX system with zero rings.

Interactions with Other DEFINITY AUDIX Features

The Bulletin Board feature interacts with other DEFINITY AUDIX features as follows:

Automated Attendant: The Automated Attendant feature can be used to redirect callers to a Bulletin Board extension as one of its menu options, it can be used to allow the caller to select one of several languages in which to hear the message, or it can be set to time-out to play a standard Bulletin

Board announcement. Though seldom done, it is possible to administer an automated attendant to direct callers to leave a message for the bulletin board via the Guest Password prompt.

- *Call Answer*: Bulletin Boards have the Personal Greeting portion of the Call Answer feature, but no capability for recording a Call Answer message.
- *Guest Password*: You can access a Bulletin Board mailbox via the guest password to leave a voice mail message. This is a special use of the Bulletin Board, however, as the extension is seldom staffed and its mailbox seldom used. It is also a special use of the Guest Password, as normally the password is used to leave mail only at staffed extensions.
- *INTUITY Message Manager*: The Bulletin Board recording can be made using the INTUITY Message Manager.
- *Multilingual*: The Call Answer Language Choice field can be set to y (yes) for the Multilingual feature. This allows the Bulletin Board message to be recorded in two languages using the Dual Language Personal Greetings capability. The recorded message tells callers, in the alternate language, to press ⊛ 1 to listen to the message in the alternate language.
- *Multiple Personal Greetings*: Because a bulletin board message is a special application of a personal greeting, the Multiple Personal Greetings feature can be used with bulletin boards to expand their versatility. Specifically, each bulletin board can have up to three messages assigned to it: one for internal callers during office hours, one for external callers during office hours, and one for all callers after office hours. As the extension is never staffed, the busy/no answer message assignments don't apply. If no personal greeting is recorded and active for the Bulletin Board extension, callers will hear "*Announcement not recorded. Try again later*." If the Call Answer Language Choice field is set to *y* (yes) on the Subscriber or COS screen, the Dual Language Personal Greetings capability of the Multilingual feature is used instead of the Multiple Personal Greetings feature.
- *Playback and Recording Control*: Callers cannot control the playback of Bulletin Board messages. However, since the Bulletin Board announcement is recorded just as a personal greeting is recorded, you have access to all the options for pausing, rerecording, etc., which help you produce a high quality announcement.
- *Voice Mail*: The Bulletin Board mailbox can receive only prerecorded voice mail specifically addressed to the Bulletin Board extension. It cannot receive Call Answer messages.

Call Answer

Description

The Call Answer feature allows the DEFINITY AUDIX system to answer calls for subscribers who are busy or unavailable. Call Answer works in conjunction with the Call Forwarding and Call Coverage features on the switch.

Who has it:	Only subscribers who have been given Call Answer permission by the system administrator have the Call Answer feature.
Who controls it:	The system administrator assigns Call Answer on a per-subscriber or class of service basis. The switch administrator must set up the call-coverage paths or Message Service System (MSS) for calls to be automatically redirected to the DEFINITY AUDIX system. Subscribers may also use Call Forwarding or other switch features to manually redirect calls to the system.
Who can access it:	Any caller can leave messages through Call Answer. Touch-tone access allows the caller to use basic editing and control options when leaving a message. Only the called subscriber can access Call Answer messages placed in that subscriber's mailbox.

Points to Remember

- Subscribers can "screen" (listen to) Call Answer messages as they are being recorded if the DEFINITY AUDIX system is administered in display set (DS) Mode. The listener can interrupt the DEFINITY AUDIX system to speak to the caller, and press * * X to disconnect the system. (See the Call Screening (DS Mode Only) feature.)
- Either before or after a subscriber leaves a Call Answer message for someone (CL mode only), the subscriber can access his/her own mailbox without hanging up by pressing * R and logging into the DEFINITY AUDIX system.
- If a subscriber's mailbox is full, the caller will be informed that no message can be left and the caller may be provided with several options.

Administration Screens
COS, Sub

Applications

The primary benefit of the Call Answer feature is that if a subscriber is busy or unavailable, the DEFINITY AUDIX system will answer the call and provide the caller with the opportunity to leave a message. Also, depending on switch administration, calls may be redirected to the DEFINITY AUDIX system for any of the following conditions:

- Redirect only internal calls to the DEFINITY AUDIX system
- Redirect external calls to the DEFINITY AUDIX system
- Redirect calls to the DEFINITY AUDIX system while the subscriber's line is busy
- Redirect calls to the DEFINITY AUDIX system if the subscriber doesn't answer
- Redirect all calls to the DEFINITY AUDIX system using Send All Calls or Cover All

Requirements

The switch must be correctly administered to provide Call Forwarding or Call Coverage features for Call Answer to work properly. The Call Forwarding feature on the switch allows subscribers to redirect incoming calls directly to the DEFINITY AUDIX system by supplying the DEFINITY AUDIX extension as the forwarding number. The Call Coverage feature allows the DEFINITY AUDIX system to automatically answer an incoming call when the subscriber is busy or does not answer.

For more information on feature administration for switches, see *Installation and Switch Administration for DEFINITY AUDIX System*, 585-300-122.

Feature Operation

Incoming calls may be redirected to the DEFINITY AUDIX system either by reaching the DEFINITY AUDIX system at the end of a call-coverage path, or by a subscriber or other party forwarding or redirecting calls to the DEFINITY AUDIX system. Because the system answers incoming calls automatically, callers do not need touch-tone capability to reach it. Once accessed, the feature can be manipulated by both callers and subscribers.

Upon answering the call, the DEFINITY AUDIX system voices either a standard system greeting or a subscriber's personal greeting. A tone sounds after either greeting, indicating that recording has begun. The caller has several options for editing the message and ending the call. After receiving a message, the DEFINITY AUDIX system places it in the subscriber's incoming mailbox. The Message-Waiting Indicator (MWI) (message-waiting lamp or stutter dial tone)

and Outcalling features work as usual to notify the subscriber that a new message is present.

Caller Procedures

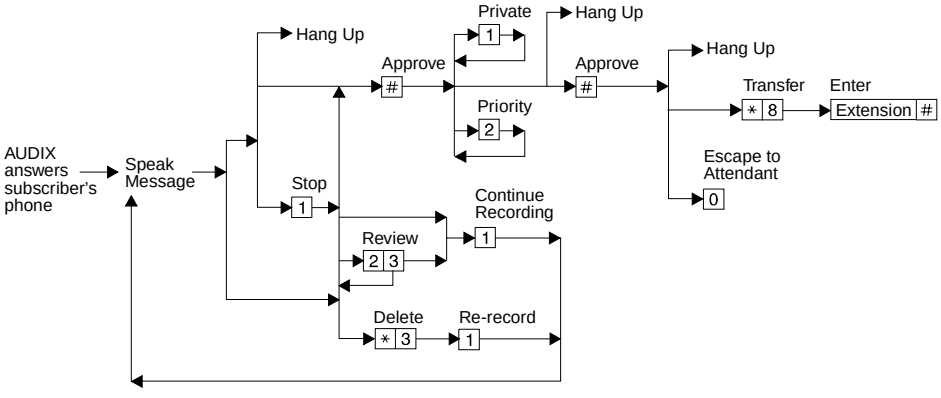

Figure 6. Call Answer Operation

Callers familiar with the DEFINITY AUDIX system can use standard DEFINITY AUDIX touch-tone commands when the Call Answer feature answers the phone. Messages can be recorded, edited, or even deleted. Callers can also prevent the recipient from forwarding their Call Answer messages to other subscribers by using the Private Message feature.

If the Multilingual feature is administered for the subscriber with the Call Answer Language Choice set to *y* (yes) on the Subscriber or COS screen, callers have a choice of two languages in which to hear either the system or personal greeting. The primary greeting tells the caller, in the alternate language, to press * 1 to hear the greeting in the alternate language.

If the system is administered for call transfers, callers may use the Transfer (* T) or Escape to Attendant (0) commands to leave the DEFINITY AUDIX mailbox for another destination before or after leaving a Call Answer message.

NOTE:
The End-of-Message Warning option causes the recording of a Call Answer message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the DEFINITY AUDIX system will interrupt them with a

message stating that they have 15 seconds remaining. The system administrator activates this option and defines the system-wide warning time using the System-Parameters Features screen.

Leaving a Call Answer Message

To leave a Call Answer message, do the following:

1. Speak your message after the DEFINITY AUDIX system answers the phone.
2. Do one of the following:
   - If you are satisfied with your message and do not want to log into the system, transfer to another extension, or make the message private or priority, hang up.
   - To pause, press 1. (Press 1 again to continue recording and return to step 1.)
   - To rewind and replay the message, press 2 3.
   - To delete and rerecord the message, press * D, then press 1 and return to step 1.
   - To rerecord only a portion of your message, do the following:
     - Find the portion of the message you want to edit by pressing 5 to rewind in four-second or 10-second increments and by pressing 6 to forward in four-second or 10-second increments (The system administrator sets the increment value for four seconds or ten seconds on the System-Parameters Features screen).
     - Press 1 *immediately* to begin rerecording the selected portion.
     - Return to step 1.
3. To approve your message, press #.
4. Do one of the following:
   - To make this message private (this is an option that prevents the recipient from forwarding the message to other subscribers), press 1 and repeat this step. By pressing 1 again, you can change this from a private message back to a public message.
   - To make this message priority, press 2. (This is an option if Priority on Call Answer is set to yes on the System-Parameters Features Screen.)
   - Hang up if finished.
   - To transfer to a covering extension, press 0. To transfer to another extension, press * T (Transfer). (See the following section.)

Transferring to Another Extension from Call Answer

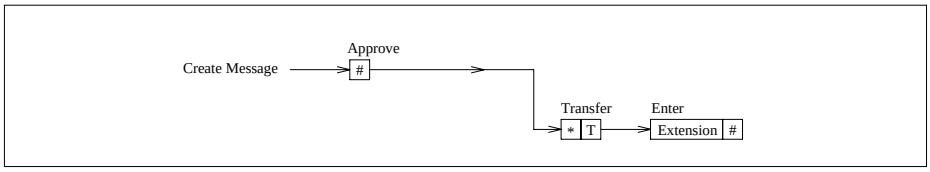

Figure 7. Transferring to Another Extension from Call Answer

When you finish recording a Call Answer message for a DEFINITY AUDIX subscriber, you can transfer to another extension without disconnecting the call by doing the following (this is especially useful for long distance calling):

1. Follow the previous procedure for creating a Call Answer message.
2. After you have approved your message (by pressing #),press * T to transfer out of the DEFINITY AUDIX system.
3. Do one of the following:
   - To transfer by extension number, enter the extension number of the person you want to transfer to, followed by #.
   - To transfer by name, press * A, then enter the name of the person you want to transfer to (last name first), followed by #.A.

Subscriber Procedures

When the system is administered in a call-coverage path, subscribers do not need to manually activate coverage for the system to pick up incoming calls automatically. However, subscribers (or other parties who may pick up a redirected call) can actively send calls to the system as follows:

Call Forwarding: To forward calls to the DEFINITY AUDIX system, a subscriber may press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the DEFINITY AUDIX extension number. Incoming calls are then forwarded directly to the DEFINITY AUDIX system. Call Forwarding may be canceled at a later time (through a feature button or dial access code) to allow the subscriber to receive incoming calls normally. Note that even though the subscriber forwards calls to the DEFINITY AUDIX extension number, the system will answer calls directed to that subscriber in the “Call Answer” mode rather than the “Voice Mail” mode. The DEFINITY AUDIX system is able to recognize forwarded calls.

Go to Cover: This System 75, DEFINITY Generic 1, and DEFINITY Generic 3 switch feature allows a caller to send a call directly to the called party's coverage point (for example, if the caller knows the called party is unavailable). To send a call directly to coverage, press the Go To Cover button on the voice terminal. If the DEFINITY AUDIX system is in the call-coverage path, a message can be left on the system.

Send All Calls: Subscribers may use the Send All Calls (SAC) feature to immediately redirect incoming calls to coverage. SAC must be administered for the subscriber's voice terminal on the switch and the DEFINITY AUDIX system must be in the coverage path. To redirect calls to the system, press a SAC feature button or dial a SAC access code. Calls are immediately sent to coverage. SAC may be activated while the telephone is idle, ringing, or active with another call.

Interactions with Other Features

This section identifies the interactions of the Call Answer feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Call Answer feature interacts with the switch as follows:

Call Forwarding (switch): To forward calls to the DEFINITY AUDIX system, a subscriber may press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the DEFINITY AUDIX extension number. Incoming calls are then forwarded directly to the DEFINITY AUDIX system. Call Forwarding may be canceled at a later time (through a feature button or dial access code) to allow the subscriber to receive incoming calls normally. Note that even though the subscriber forwards calls to the DEFINITY AUDIX extension number, the DEFINITY AUDIX system will answer calls directed to that subscriber in the "Call Answer" mode rather than the "Voice Mail" mode. The DEFINITY AUDIX system is able to recognize forwarded calls.

Go to Cover (switch): This System 75, DEFINITY Generic 1, and DEFINITY Generic 3 switch feature allows a caller to send a call directly to the called party's coverage point (for example, if the caller knows the called party is unavailable). To send a call directly to coverage, press the Go to Cover button on the voice terminal. If the DEFINITY AUDIX system is in the call-coverage path, a message can be left on the system.

Send All Calls (switch): Subscribers may use the Send All Calls (SAC) feature to immediately redirect incoming calls to coverage. SAC must be administered for the subscriber's voice terminal on the switch and the DEFINITY AUDIX system must be in the coverage path. To redirect calls to the DEFINITY AUDIX system, press a SAC feature button or dial a SAC access code. Calls are immediately sent to coverage. SAC may be activated while the telephone is idle, ringing, or active with another call.

- *Call Bridging (switch):* This switch feature allows subscribers to join the call while a caller is leaving a call answer message. (See the Call Screening feature.)

  Call Coverage (switch): The Call Coverage feature allows calls to be redirected to the DEFINITY AUDIX system when the subscriber is busy, does not answer, or uses the Send All Calls switch feature.

  Dual Coverage Paths (System 75, DEFINITY Generic 1, DEFINITY Generic 3 switches): Dual-coverage paths can be assigned. A dual-coverage path can distinguish between internal callers and outside callers. For example, internal callers may be redirected to the DEFINITY AUDIX system and outside callers to a Message Center agent. The switch administrator should assign the DEFINITY AUDIX system as the last point in any path where it is used. See the following Multiple Call-Coverage Paths entry for more information on coverage options.

- *Feature Transparency:* Call coverage and forwarding work transparently for the Call Answer feature.

  Message Center Service (MCS): A Message Center is often administered to receive external calls so outside callers can reach an agent. After regular hours, the MCS agents can use Call Forwarding to redirect external callers to the DEFINITY AUDIX system.

  MWI: The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other MWIs (such as stutter dial tone) should be administered on the switch if appropriate.

  Multiple Call-Coverage Paths (System 75 R1V3 or later, DEFINITY Generic 1, DEFINITY Generic 3 switches): These switches allow up to four linked call-coverage paths to be assigned. Any of these paths may terminate on the DEFINITY AUDIX system. The multiple-coverage path can distinguish between internal callers and outside callers. For example, internal callers may be redirected to the DEFINITY AUDIX system and outside callers to a Message Center agent. A linked path could also provide different coverage for “busy” or “don’t answer” criteria.

  Rotary Phones: The DEFINITY AUDIX system allows callers using rotary phones to leave Call Answer messages. A touch-tone telephone is required, however, to gain access to options that allow the caller to control the process of leaving a message.

  Send All Calls (switch): This switch feature automatically redirects all incoming calls to coverage when activated by the subscriber. See the previous Subscriber Procedures section for details.

- *Uniform Call Distribution (System 75, DEFINITY Generic 1, DEFINITY Generic 3 switches):* Call-coverage software can redirect calls beyond a hunt group. However, if the DEFINITY AUDIX system answers the call, it will never be directed to another coverage point.

Interactions with Other DEFINITY AUDIX Features

The Call Answer feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant:* Automated Attendants can use the Call Answer feature to receive messages from callers. They can be used to provide the Call Answer feature for subscribers who do not have an extension and/or phone set on the switch. They can redirect callers to a mailbox that has a call answer function.
- *Call Screening:* Subscribers who are receiving a call answer message can intercept the caller while the caller is leaving a message. The system must be manually dropped at that point to keep it from recording the ensuing conversation as a call answer message.
- *Full Mailbox Answer Mode:* If a subscriber's mailbox is full, the DEFINITY AUDIX system will answer his/her calls but cannot allow callers to leave a message. Callers are informed that the mailbox is full by a system message and are given other options, such as transferring to another extension.
- *Multilingual:* If the Multilingual feature is activated and the Call Answer Language Choice is set to y (yes) for the called subscriber, the DEFINITY AUDIX system, upon answering a call, voices either a standard system greeting in the subscriber's Call Answer Primary Announcement Set or the subscriber's personal greeting. The system greeting tells the caller, in the secondary language, to press * 1 to switch to the Call Answer Secondary Announcement Set. This is the Dual Language Greetings capability of the Multilingual feature.

  The subscriber also has the option of setting up personalized Dual Language Greetings where the subscriber records a greeting in the primary language and/or one in the secondary language. The primary language greeting should tell the caller, in the secondary language, to press * 1 to hear the greeting in the secondary language. At any time during the call answer session, the caller can press * 1 to switch to the other language.

  If the caller does not switch to the alternate language, system prompts for the call are in the subscriber's designated primary language. If a switch is made to the alternate language, the system prompts for the call are in the subscriber's designated secondary language. If the Call Answer Language Choice is set to y (yes) for the called subscriber, the subscriber records primary and/or secondary personalized Dual Language Greetings rather than Multiple Personal Greetings.

  Multiple Personal Greetings: The subscriber may record a personal greeting (or multiple personal greetings) that the Call Answer feature plays for callers who are redirected to the DEFINITY AUDIX system. The subscriber may then activate the personal greeting, or use the standard system greeting as desired.

- *Private Message:* Callers who reach the DEFINITY AUDIX system via the Call Answer feature can designate their messages as *private*, prohibiting the recipients from forwarding these messages to other subscribers.

  Transfer Into Mailbox: A covering agent such as a secretary can transfer calls into a DEFINITY AUDIX mailbox if the call was redirected to another coverage point. (The covering agent must know the mailbox number and the DEFINITY AUDIX transfer number to complete the transfer.) The Call Answer feature then allows the caller to leave a message for that subscriber.

- *Transfer Out of AUDIX:* Callers can transfer to another extension after leaving a call answer message.

- *Voice Mailbox:* Messages left by callers via the Call Answer feature are placed in the subscriber's incoming mailbox. Only the subscriber can access these messages.

Call Screening (DS Mode Only)

Description

The Call Screening feature allows subscribers with digital telephone sets to intercept calls after they have been forwarded to the Call Answer feature. The subscriber can listen to messages as they are being recorded, and speak to the caller while dropping the DEFINITY AUDIX system from the call.

Points to Remember

- Subscribers screening calls can drop the DEFINITY AUDIX system from the call by using the Exit AUDIX feature (pressing * * X).
- If DEFINITY AUDIX is not dropped from the call, the entire conversation could be recorded as a call answer message. Depending on federal and local laws that may apply, the caller probably must give consent for the conversation to be recorded legally.

  Potentially, a breach of security could occur if the caller *transfers* out of the system after leaving a message. (See the Considerations section of this chapter.)

  The Call Screening feature does not work with analog telephone sets.

Administration Screens
N/A

Applications

The primary application of this feature is that it allows the recipient to be selective about which calls to answer directly, and which to leave to the DEFINITY AUDIX Call Answer feature. It also allows recipients to catch a call late, after it has been forwarded to the DEFINITY AUDIX system. Finally, it is possible, with the caller's consent, for the recipient to record a conversation with the caller.

Considerations

NOTE:
When the recipient interrupts the call answer message in progress, the recording process continues until manually deactivated by the caller or recipient (usually by entering * * X). *The DEFINITY AUDIX System does not sound warning beeps to let the caller know that the conversation is being recorded.* To ensure compliance with any federal, state, or local laws that may apply, the user should immediately inform the caller that the call is being recorded. Any recipient purposely intending to record a conversation in this way should be thoroughly familiar with the legal implications and responsibilities.

If the recipient is recording a conversation, that recording will be limited by the message length set by the system administrator. See the Call Answer feature for more information. The end-of-message warning will tell both caller and recipient when the limit is nearly reached.

WARNING:
If the caller transfers to another extension after leaving a message or having a conversation with the recipient, the recipient screening the call can remain on the line and listen to those subsequent conversations. It is also possible for the recipient to listen to a caller's subsequent DEFINITY AUDIX session. This could be a security problem. On many phone sets, a Conference lamp lets the caller know that someone is still on the line.

Requirements

There are no special requirements for this feature other than those of the DEFINITY AUDIX system itself.

Feature Operation

You need only pick up the telephone receiver, or answer the call by any other means (speaker phone, etc.) any time after the call has been forwarded to the DEFINITY AUDIX system. Then, do one of the following:

- Greet the caller and drop the DEFINITY AUDIX system by pressing * * X. (To delete any partially-completed message the caller might have left, press * D first.)

  NOTE:
  The system makes no distinction between caller and recipient while the call is being screened. Thus, the caller as well as the recipient might enter any of the commands listed here (such as pressing * * X).

- Listen to the message being left and hang up at any time. (The call answer message will be left normally.)
- Inform the caller that the conversation is being recorded. With the caller's consent, carry on the conversation normally. When finished, do one of the following:
  - — Hang up.
  - — Press * T to transfer to another extension. See the Transfer Out of AUDIX — Basic feature for more information.
  - — Press * to make the message private (press 1 again to undo), then hang up or press * T to transfer to another extension. See the Private Message and Transfer Out of AUDIX features for more information.

Interactions with Other Features

This section identifies the interactions of the Call Screening feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Call Screening is just another name for the Call Bridging switch feature. Call screening is also a sub-feature of the Call Answer feature. It interacts with the switch indirectly through that feature (see the Call Answer chapter in this manual).

Interactions with Other DEFINITY AUDIX Features

The Call Screening feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: It is possible to screen calls that are being handled by an automated attendant, if the attendant is set up on a normal extension (not a phantom extension). The same is true of any of the extensions that the attendant may route callers to.
- *Full Mailbox Answer Mode*: If a subscriber's mailbox is full, it is still possible to intercept the caller, but only while the system is voicing alternative actions for the caller (before the caller hangs up or transfers).
- *Multiple Personal Greetings*: The call recipient and the caller may listen to the recipient's greeting and/or interrupt it. The greeting has no bearing on the Call Screening feature.
- *Private Message*: Either callers or call recipients can designate the call answer message as *private*. This blocks the message from being forwarded to other subscribers.
- *Transfer Out of AUDIX*: Callers or recipients can transfer to another extension after leaving a call answer message.
- *Voice Mailbox*: Messages left by callers and recipients during call screening are placed in the recipient's incoming mailbox. Only the recipient can access these messages.

Class of Service

Description

The type of service provided to each subscriber can be defined using a “class of service” (cos). Since there are always groups of subscribers with similar needs (such as large voice mailboxes, long message retention periods, or permission to use features like Outcalling), it is convenient to create unique service classes that can be assigned to the specific groups. These classes of service can be thought of as packaged sets of permissions and preferences that can be assigned to certain subscribers.

Up to 12 custom classes of service may be created. The DEFINITY AUDIX system is shipped with 12 identical COS screens, each filled in with the same default values. The system administrator simply changes those values to create unique classes of service. The screens include a field for naming the classes also.

These classes of service make it easy for the administrator to add a subscriber to the system. The administrator simply specifies the number or name of a class of service on the Subscriber screen.

Points to Remember

- One default class of service is delivered with the system.
- The class names on the screens can be listed using the **display cos** command.
- Whenever the system administrator changes an attribute on a COS screen, all subscribers with that class of service are automatically updated.

Administration Screens
COS, Sub

Applications

The primary purpose of this feature is to make subscriber administration simple. The administrator need only specify *class 1*, for example, instead of specifying all the detailed permissions and preferences that implies for each subscriber.

Requirements

The Class of Service feature has no requirements other than those of the DEFINITY AUDIX system itself. However, if permission is given for specific features (such as Outcalling) using the COS screen, any special requirements for those features must be met.

Feature Operation

Most administrator-assigned service options are entered on the following COS screen.

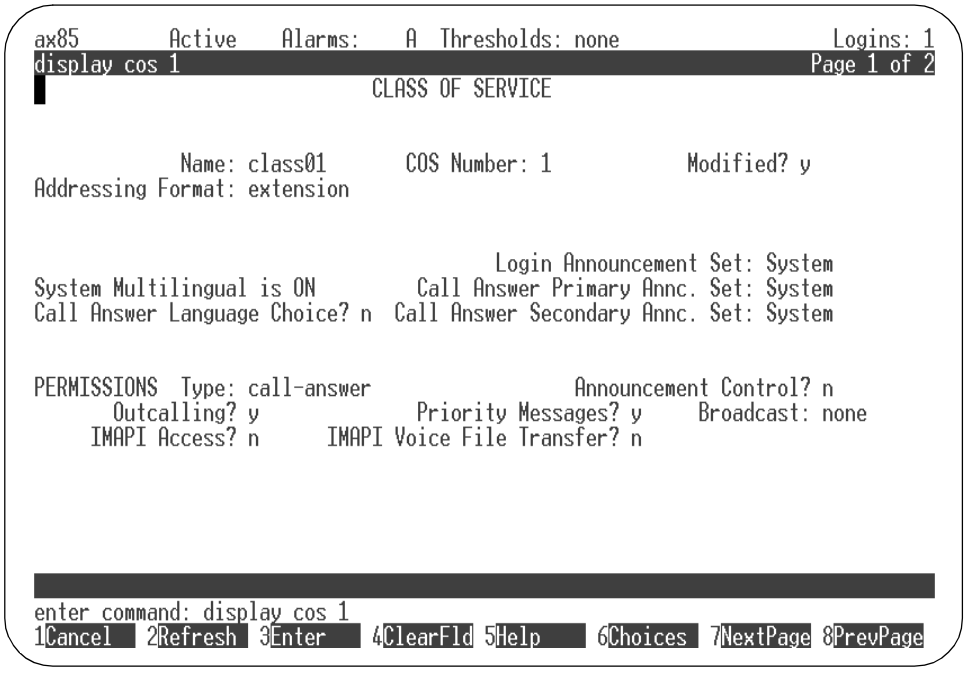

Figure 8. Class of Service Screen (1 of 2)

```
drmfb2      Active    Alarms:  mwA  Thresholds: none                  Logins: 2
change cos 1                                                        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 1
1Cancel  2Refresh  3Enter  4ClearFld  5Help  6Choices  7NextPage  8PrevPage
```

Figure 9. Class of Service Screen (2 of 2)

Once a screen is administered, that class of service may be specified on the Subscriber screen to give the same set of service options to any new DEFINITY AUDIX subscribers who are added. Each of these classes can be identified by either their number or name. See the *DEFINITY AUDIX System — Screens Reference*, 585-300-213, and *DEFINITY AUDIX System — Administration*, 585-300-507, for more information.

Interactions with Other Features

This section identifies the interactions of the Class of Service feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Class of Service feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Class of Service feature interacts with other DEFINITY AUDIX features as follows:

- *Broadcast Message*: Permission to create Broadcast Messages can be granted or denied on a COS screen.
- *Call Answer*: Permission allowing callers to be redirected to the DEFINITY AUDIX system can be granted or denied on a COS screen. The system administrator can define different classes that allow some groups to use the Call Answer feature while restricting other groups from its use.
- *INTUITY Message Manager*: Permission allowing subscribers to use INTUITY Message Manager can be granted or denied on a COS screen.
- *Login Announcement*: Permission to create Login Announcements can be granted or denied on a COS screen.
- *Mailing List*: The total number of mailing lists a subscriber may have (from 0 to 999) and the total number of entries for all lists (from 0 to 9,999) can be defined on a COS screen.
- *Multilingual*: The Call Answer Primary Announcement Set, Call Answer Secondary Announcement Set, Call Answer Language Choice, and Login Announcement Set can be assigned on the COS screen.
- *Outcalling*: Permission to use the Outcalling feature can be granted or denied on a COS screen. The system administrator can set up different COS screens that allow some groups to use the Outcalling feature while restricting other groups from its use.
- *Voice Mail*: The Class of Service feature allows the system administrator to specify the default addressing format for voice mail. Messages may be addressed by either subscriber name or extension (extension addressing is recommended). Subscribers can always switch modes temporarily by using the ⊛ Ⓐ (**Alternate Addressing**) command.
- *Voice Mailbox*: Alterable Voice Mailbox parameters on COS screens are listed below:
  - *Category Order*: Messages in the incoming section of the voice mailbox are divided into the categories *new* (n), *unopened* (u), and *old* (o); they are scanned in the order specified on the COS screen (such as “nuo”). Messages in the outgoing section of the voice mailbox are divided into the categories *delivered* (d), *accessed* (a), *undelivered* (u), *nondeliverable* (n), and *file cabinet* (f); they are also scanned in the order specified on the COS screen (such as “funda”).
  - *Guaranteed Message Space*: Guaranteed message space is an option on the Subscriber and COS screens. A value other than zero causes the specified amount of storage space to be reserved for a

subscriber's voice mailbox. Reserved space might never be used by a subscriber (usually space is allocated automatically as needed). Guaranteed space is *not* recommended.

Maximum Mailbox Size: Define the maximum space allowed for one subscriber's messages. If a voice mailbox reaches the maximum size and messages are not cleaned out, no new messages may be created or received in that voice mailbox. The DEFINITY AUDIX system automatically warns subscribers if they cross a threshold.

— *Message Lengths*: Define the minimum amount of space that must be available before a subscriber can record a new message or before a caller can leave a message in a subscriber's incoming voice mailbox. If the voice mailbox does not have at least this amount of space, a new message cannot be created. Also specify the maximum message length up to 20 minutes (see the System-Parameters Limits screen); this field should never exceed the maximum message length field.

— *Message Order*: The order in which messages in each voice mailbox are scanned: last-in/first-out (lifo), or first-in/first-out (fifo). Lifo (l) means the most recent messages appear first; fifo (f) means the oldest messages appear first.

— *Message Retention Time*: The length of time that messages are stored in the system. Retention times should be long enough for subscribers to be away and still receive their messages upon return, but not so long that disk space is needlessly used up. Thirty days is a good estimate for *new* messages; other messages (*old*, *unopened*, *file cabinet*, etc.) should be saved about ten days.

Delivery Scheduling

Description

The Delivery Scheduling feature allows subscribers to send voice mail messages to other subscribers at a designated time and date. After voice mail messages have been created and addressed, the sender has the option of having the DEFINITY AUDIX system deliver the message immediately or schedule a time and date that the message is to be delivered.

Who has it: This feature is available to all DEFINITY AUDIX subscribers.

Who controls it: Subscribers can control when a message is delivered by entering a specific time and date after addressing the message.

The system administrator uses the Machine and System-Parameters Outcalling screens to identify when messages are transmitted to remote systems via AMIS analog networking.

Who can access it: Subscribers can access and change voice mail messages that are scheduled for delivery at any time before the message is delivered to the recipient(s).

Points to Remember

- Voice mail messages can be scheduled for immediate delivery or for delivery up to one year in the future.
- If the sender specifies only a time and not a date, the message will be delivered at the next occurrence of the specified time.
- If a voice mail message cannot be delivered to a recipient, the sender will be notified and the message will be placed in the *nondeliverable* section of the sender's outgoing voice mailbox.

Administration Screens
Machine

Applications

The Delivery Scheduling feature can be used for several applications. For example, a subscriber can create a voice mail message to remind other subscribers of an upcoming meeting or special event. Subscribers can also send messages to themselves as reminders of special dates such as birthdays, anniversaries, or meetings.

Requirements

The Delivery Scheduling feature has no special requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

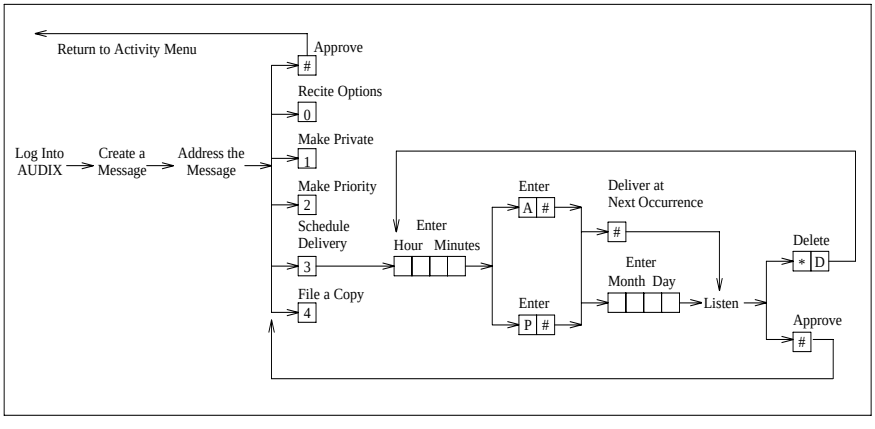

Figure 10. Delivery Scheduling Operation

After you record and address a voice mail message, the DEFINITY AUDIX system recites your delivery options, one of which (option 3) is to schedule delivery for a specific time and date. If you simply press #, the message is delivered immediately. Pressing 3 allows you to schedule delivery. To schedule a voice mail message for delivery, do the following:

1. Log into the DEFINITY AUDIX system.

2. Record or edit and address the message according to the *Recording a New Voice Mail Message, Using/Modifying an Existing Voice Mail Message,* or *Addressing a Voice Mail Message* procedures found in the *Voice Mail* feature description.
3. Do one of the following:
   - Press # to have the message delivered immediately. This places you back at the Activity menu.
   - Press 3 to schedule delivery. Proceed to step 4.
4. Enter the hour of delivery and the minutes. For example, press 2 0 5 for 2:05. The DEFINITY AUDIX system needs either one or two digits for the hour, but always requires two digits for the minutes.
5. Press A for A.M. or P for P.M.
6. Press # to signal that you have entered the delivery time.
7. Do one of the following:
   - To deliver the message at the next occurrence of the time you just entered:
     a. Press #.
     b. Go to step 10.
   - To deliver the message on a later date, enter numbers for the month and day of delivery. For example, press 8 2 9 for August 29th. The month can be either one or two digits, while the day requires two digits.
8. Press # to signal that you have entered the delivery date.
9. Listen while the system repeats the entire schedule. If the schedule is not correct, press * D to delete, and return to step 4.
10. Press # to approve the schedule.
11. Do any combination of the following:
    - To make the message *private*, press 1.
    - To make the message *priority*, press 2.
    - To *reschedule delivery* of the message, press 3 again.
    - To file a copy of the message, press 4.

    All of these delivery options are toggle switches. By pressing each option number key repeatedly, you can turn each option on and off like a light switch.
12. Press # to approve your delivery options and return to the Activity menu.

Interactions with Other Features

This section identifies the interactions of the Delivery Scheduling feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Delivery Scheduling feature has no direct interaction with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Delivery Scheduling feature interacts with other DEFINITY AUDIX features as follows:

- *ADAP*: Voice mail traffic data (including voice mail messages that have been sent using the Delivery Scheduling feature) can be transferred to a personal computer using ADAP. Information (stored in dBASE III PLUS format on the PC) on voice mail includes: subscriber use of voice mail, remote voice mail message use, and the number of voice mail messages created and sent on a daily or hourly basis.
- *INTUITY Message Manager*: Subscribers can schedule delivery of messages using INTUITY Message Manager.
- *Message Waiting Indicator*: New messages (including voice mail messages that have been sent using the Delivery Scheduling feature) light the message-waiting lamp (if available) or activate an audible message-waiting indication.
- *Name Record by Subscriber*: Header information attached to a message (including voice mail messages that have been sent using the Delivery Scheduling feature) can contain the sender's name voiced by the sender.
- *Online Help*: While creating, addressing, and scheduling the delivery of voice mail, the DEFINITY AUDIX system guides the subscriber through each step. However, if the subscriber requires more information, an online help facility is available by pressing ⊛ H. The DEFINITY AUDIX system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.
- *Outcalling*: When a voice mail message has been delivered (including voice mail messages that have been sent using the Delivery Scheduling feature) to a subscriber's mailbox, the Outcalling feature (if activated) will inform the recipient that a new message exists by placing a call to a predefined telephone number or pager.
- *System Clock*: The Delivery Scheduling feature relies on the System Clock feature since the future delivery of voice mail is a time-dependent activity.

- *Traffic Reports*: Subscriber use of voice mail (including voice mail messages that have been sent using the Delivery Scheduling feature) can be monitored and analyzed using the Traffic Reports feature. Specifically, data is gathered on the number of voice mail messages created, the average storage time of a voice mail message, the number of messages rescheduled for delivery, the number of messages sent to remote machines, the average and maximum numbers of ports assigned to voice mail, and the number of voice mail messages and sessions that occurred during prime time and non-prime time.
- *Voice Mail*: After a voice mail message is created and addressed, the sender can use the Delivery Scheduling feature to tell the DEFINITY AUDIX system when to deliver the message.
- *Voice Mailbox*: Voice mail messages are created, addressed and scheduled for delivery in the outgoing section of a subscriber's voice mailbox. Also, messages that are waiting to be sent can be reviewed or edited from the outgoing section of the originator's voice mailbox.

  Messages that have been sent using the Delivery Scheduling feature play out from the incoming section of the recipient's voice mailbox. Message headers indicate the actual delivery time rather than the creation time.

Dial Ahead/Through

Description

The Dial Ahead/Through feature allows subscribers to enter keypad commands through the system voice prompts. It also allows subscribers to "cue up" a series of commands without waiting for each command action to take effect. This feature allows subscribers to perform commonly used tasks by rote, without waiting for instructions or actions by the DEFINITY AUDIX system.

Points to Remember

- Login announcements can be administered to be non-dial-through (see the Login Announcement feature.)

Administration Screens
N/A

Applications

This feature allows experienced users to shorten any task by entering commands (button presses) in series, without waiting for any response from the system. Users can thus develop "fingertip memory" for any task.

Requirements

There are no special requirements for this feature.

Feature Operation

Commonly used tasks are summarized below as command strings. The starting point of each is the Activity Menu.

- Send a message quickly (record, approve, address, approve, send now):

  1 Speak Message # Enter Address # # #

- Record and activate greeting for all calls (greetings, record, greeting number, record, approve, activate):

  3 1 Enter Greeting Number, Speak Greeting # 1

- Create a mailing list (personal options, mailing list, create, ID, make private, enter addresses, approve):

  5 1 1 Enter List ID # 1 Enter Address # (repeat addresses, pressing # after each) #

- Create a personal directory (personal options, personal directory, create, enter address, enter alias, repeat addresses and aliases, approve):

  5 2 1 Enter Address # Enter Alias # (repeat addresses and aliases, pressing # after each) #

- Set up and turn on outcalling (outcalling, change number, turn on, activate for all calls):

  6 1 Enter Number # Y 1

You cannot dial through prompts or messages in the following situations:

- If you misdial while logging in, you cannot begin redialing during the first part of the prompt that asks you to start over. This is because the system must use that time to reset itself.
- Login announcements can be set up as *nondial-through* to ensure that everyone hears the entire announcement. See the Login Announcement feature.

- During some tasks, if the system doesn't understand your entry, you will hear a tone, then an error message. The nondial-through tone allows the system to reset itself.

Interactions with Other Features

This section identifies the interactions of the Dial Ahead/Through feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

This feature is an integral part of the DEFINITY AUDIX system itself and does not interact with the switch.

Interactions with Other DEFINITY AUDIX Features

The Dial Ahead/Through feature works with all DEFINITY AUDIX features. It can be disabled for Login Announcements. See the Login Announcement chapter of this manual.

- *TDD*: If Teletypewriter (TTY) users dial ahead/through prompts, their TTY may be placed in the wrong mode.

Dial-by-Name

Description

The Dial-by-Name feature allows callers to transfer to any DEFINITY AUDIX subscriber by dialing the subscriber's name instead of his/her extension number. Callers who do not know a DEFINITY AUDIX subscriber's extension number may select name addressing by pressing * A (for Alternate Addressing Mode) and entering the subscriber's name. The system will automatically transfer the caller to that subscriber's extension.

Who has it: If call transfer is enabled, the Dial-by-Name feature is available to all subscribers and all callers who enter the DEFINITY AUDIX system.

Who controls it: The system administrator assigns each subscriber's default addressing format (either extension number or name) on the Subscriber or Class of Service screen.

Callers also control this feature by pressing * A to toggle, temporarily, between extension number and name addressing.

Who can access it: All subscribers and callers who enter the DEFINITY AUDIX system using a touch-tone telephone can access the Dial-by-Name feature.

Points to Remember

- When using the Dial-by-Name feature, note that the letter *Q* is represented by the keypad number 7 and *Z* by the keypad number 9.
- The system administrator should inform subscribers as to which default addressing format (extension number or name) they have been assigned.
- If you find yourself using the * A command most of the time, you may want to ask your system administrator to change your default addressing mode.

Administration Screens
COS, SUB, SYS-PAR FEA

Applications

Many subscribers simply prefer to dial names rather than extension numbers. But this feature is also convenient when callers don't know (or can't remember) the extension number(s) of the person they're trying to call. It can be used with the Personal Directory feature, which allows the sender to use abbreviated names. This feature is especially useful for quick calls when away from the office. Also, any caller who has been redirected to the DEFINITY AUDIX system via the Call Answer feature can transfer to any subscriber or extension in the switch's dial plan, depending on the restrictions set by the system administrator. Callers usually transfer by extension number, so the * T (Transfer Out of AUDIX) command uses extension numbers as its default addressing mode. But callers can also transfer to subscribers by dialing the subscriber's name if they press * A after pressing * T.

Requirements

The Dial-by-Name feature has only one requirement; the Transfer Out of AUDIX feature must be administered on the System-Parameters Features screen.

Feature Operation

The Dial-by-Name feature can be used any time you want to transfer out of the system (except during the login sequence and when entering an outcalling number).

To dial a subscriber by name, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press * T to transfer out of the system.
3. Press * A to switch to name addressing mode (this assumes your default addressing mode is by extension number).
4. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names) #.

   Note that in many cases it is not necessary to enter the entire name; a unique match is all that is required.
5. One of the following will occur:
   - If the system finds a unique match for the letters you entered, you will hear, *Please wait,* while the call is transferred.
   - If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

- If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

For example, if a subscriber logs in and listens to his/her new messages, then wants to call another subscriber named John Kane and decides to use the Dial-by-Name feature to place the call, the subscriber would press the following sequence of keys:

[*] [T] [*] [T] [A] [N] [E] [J] [#]

NOTE:
If you are using the Dial-by-Name feature in an AMIS network, simply enter the subscriber's name — the network location prefix is not required. However, because name addressing may not be available for all users in an AMIS network, the system may tell you that no match exists for a name you have entered. You can still send your message by using extension addressing.

Interactions with Other Features

This section identifies the interactions of the Dial-by-Name feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Dial-by-Name feature does not interact with the switch.

Interactions with Other DEFINITY AUDIX Features

The Dial-by-Name feature interacts with other DEFINITY AUDIX features as follows:

- *Call Answer*: Calls routed to the system via the Call Answer feature can use the Dial-by-Name feature to transfer to a third extension either before or after leaving a message.
- *Online Help*: Online help is available at any time (except when entering an outcalling number) by pressing [*] [H].
- *Personal Directory*: The system will first attempt to match the name entered with the subscriber's Personal Directory. If an exact match is not found, the system then searches the list of all administered subscribers.
- *Transfer Out of AUDIX*: The Dial-by-Name feature is actually a subfeature of the Transfer Out of AUDIX feature. This feature must be enabled for dial-by-name to work.

Digital Networking

Description

Digital Networking allows subscribers on local DEFINITY AUDIX systems to exchange voice messages with subscribers on other DEFINITY AUDIX systems, AUDIX R1 systems, INTUITY systems and Interchange systems using many of the same features on their local DEFINITY AUDIX systems. Digitally networked AUDIX systems, or *nodes*, can be colocated or distributed over many locations.

Digital Networking uses Lucent Technologies' proprietary Digital Communications Protocol (DCP) to send messages using the high-quality digital algorithm code-excited linear predication (CELP) to transmit voice messages via AUDIX software.

Using Digital Networking is fast, clear, and efficient, in that it does not compete for use of the voice ports.

Digital Networking is available in DEFINITY AUDIX system releases 3.2 and later.

Points to Remember

- Digital Networking can connect up to 100 AUDIX systems.
- Digital Networking is more secure than AMIS analog networking.
- In DEFINITY AUDIX system Release 4.0, using a low-speed Digital Networking connection will significantly reduce the number of local subscribers, remote subscribers, and remote nodes the system will support.

Administration Screens
Station

Applications

If subscribers are geographically distant, they can still enjoy many of the DEFINITY AUDIX features they share with their other local DEFINITY AUDIX subscribers, such as address- or dial-by-name, private and priority messaging, and broadcast messaging, as if they were colocated.

DEFINITY AUDIX Digital Networking uses Lucent Technologies' DCP to exchange voice messages, subscriber profiles, and message status information with other AUDIX systems. Subscribers on one DEFINITY AUDIX system can address and send messages to and receive messages from any subscriber on other networked systems.

Digital Networking offers several advantages over AMIS Analog Networking, including the following:

- Digital Networking is more secure than AMIS Analog Networking.
- Digital Networking allows subscribers to hear voiced name confirmation when they address messages to subscribers on remote systems.
- Digital Networking allows subscribers to hear the status of their sent messages, such as the date and time the recipient accessed the message.

Requirements

In its maximum configuration, the DEFINITY AUDIX system may connect with up to 100 remote nodes and support up to 2000 local subscribers and 100,000 remote subscribers.[1] The total number of networked systems and local and remote subscribers depends on several factors, including the following:

- The number of networking ports
- The speed of data transport between the systems
- The amount of available storage for remote subscriber data

DEFINITY AUDIX Digital Networking provides both high-speed and low-speed connectivity. The type of data connection you use depends on the facilities at your site and how you plan to connect with remote sites.

High-speed Connectivity

High-speed connectivity is preferred if you have high-speed facilities between locations or heavy traffic between sites. DEFINITY AUDIX Digital Networking provides two high-speed network connection types.

1. These limits are significantly reduced for low-speed Digital Networking for Release 4.0.

The DEFINTIY AUDIX system offers three types of Digital Networking configurations—DCP Mode 1, DCP Mode 2, and DCP Mode 3.

- DCP Mode 1 connections transmit data at 56 Kbps. DCP Mode 1 uses a DS1 facility on the switch or a dedicated facility on a T1 carrier.
- DCP Mode 3 connections transmit data at 64 Kbps. DCP Mode 3 can use a DS1 facility or an Integrated Services Digital Network (ISDN) facility on the switch or a dedicated facility on a T1 carrier.

Low-Speed Connectivity

DEFINITY AUDIX Digital Networking provides one low-speed network connection type. DCP Mode 2 is an asynchronous, 9600 bps connection that uses EIA RS-232 Asynchronous protocol to connect remote AUDIX systems. A DCP Mode 2 connection can be configured in two ways, depending on the port type available on the switch:

- The system can connect to a DCP port on a digital station circuit pack, 7400A data module, a type-approved 9600 bps modem, and an analog port on the switch.
- The system can connect to an Electronic Industries Association (EIA) port on a TN726 circuit pack, an asynchronous data unit (ADU), a modem, and an analog port on the switch.

NOTE:
Because only one Digital Networking port is available on Release 4.0, however, low-speed Digital Networking traffic is limited significantly. For DEFINITY AUDIX system Release 4.0, the following traffic limits apply:

- 10 remote nodes
- 100 local subscribers
- 10,000 remote subscribers

In DEFINITY AUDIX system releases earlier than 4.0, high-speed and low-speed Digital Networking connections have the same traffic limits.

Multistage Dialing

DCP Mode 2 connections that use a modem and a data module use multistage dialing. Multistage dialing permits a DEFINITY AUDIX Digital Networking port to place a call to another DEFINITY AUDIX system in three stages. The DEFINITY AUDIX system dials an AUDIX R1, INTUITY, or Interchange system in two stages.

1. (To a remote DEFINITY AUDIX system only) Call a DCP-to-modem conversion resource.
2. (To any remote AUDIX system) Initiate a second call off premises over analog facilities to a remote modem.

3. (To any remote AUDIX system) Establish the final connection to the remote Digital Networking port.

All systems that network at low speed with a DEFINITY AUDIX system must have multistage dialing capability. The DEFINITY AUDIX system, INTUITY AUDIX system, and AUDIX R1V5 and later systems[2] have multistage dialing.[3] See *DEFINITY AUDIX System — Digital Networking*, 585-300-534, for more information about multistage dialing.

Modem Compatibility

Modem compatibility may be a problem especially when networking with older AUDIX R1 systems that use modem pooling.[4] See *DEFINITY AUDIX System — Digital Networking*, 585-300-534, for more information on modem compatibility.

Mixed High-Speed and Low-Speed Connectivity

The DEFINITY AUDIX system can support all three types of networking connections. The connection types (DCP Mode 1, DCP Mode 2, and DCP Mode 3) are dynamic and can change on a call-by-call basis to different systems for each networking port. For example, you could have a low-speed connection between the DEFINITY AUDIX system and a geographically remote system and a high-speed connection to a system in the same building. See *DEFINITY AUDIX System — Digital Networking,* 585-300-534, for a description and examples of configurations.

Feature Operation

The DEFINITY AUDIX Digital Networking ports emulate the operation of a Digital Terminal Data Module (DTDM) which can be attached to a 7405D digital telephone. The Digital Networking ports appear to be DTDMs to the switch and use the second, previously unused, DCP I-channel. Therefore, Digital Networking does not need to use the voice ports.

NOTE:
Even though Digital Networking traffic does not use the voice ports, using the Digital Networking feature does reduce the maximum number of voice ports that are available for the DEFINITY AUDIX system. Table 3 shows the maximum number of voice ports available for the DEFINITY AUDIX system with and without Digital Networking.

2. TN539B network card required
3. AUDIX R1V8 is recommended when networking a DEFINITY AUDIX system with a non-U.S. AUDIX R1 system.
4. AUDIX R1V8 is recommended when networking a DEFINITY AUDIX system with a non-U.S. AUDIX R1 system.

Table 3. Maximum Number of Voice Ports with and without Digital Networking

DEFINITY AUDIX System	Number of Digital Networking Ports	Maximum Number of Voice Ports
Releases earlier than 4.0	0	16
	2 (Maximum)	12
Release 4.0	0	12
	1 (Maximum)	8

Feature Administration

During installation, a software associate or software specialist will administer the data module screen for a voice port, which is the last page of the Station screen on the switch. To administer one Digital Networking port, the software associate or software specialist will administer the Data Module screen for voice port one. If you want two Digital Networking ports for DEFINITY AUDIX system releases earlier than 4.0,[5] the, software associate or software specialist will administer the Data Module screen for voice port two.

For systems with two Digital Networking ports, the networking ports should be administered in a hunt group on the switch where the group extension is within a Direct Inward Dial (DID) range. In DCP Mode 2 connections with two Digital Networking ports, the administrator should set up additional hunt groups for each pair of data module ports or each pair of ADU ports, as well as one for each pair of modem ports.[6]

For more information about administering the Digital Networking ports, hunt groups for the Digital Networking ports, data modules, ADUs, or modems, see *DEFINITY AUDIX System — Digital Networking,* 585-300-534.

Interactions with Other Features

This section identifies the interactions of the Digital Networking feature with switch features and other DEFINITY AUDIX features.

5. Only one voice port is available for DEFINITY AUDIX system Release 4.0.

6. In areas where DID or Direct Inward/Outward Dial (DIOD) is not available, the administrator may need to dedicate a trunk to this application with one or two members.

Interactions with Switch Features

Digital Networking does not interact directly with features on the switch.

Interactions with Other DEFINITY AUDIX Features

Digital Networking interacts with the following DEFINITY AUDIX system features.

- *Voice Mail*: Subscribers can send Voice Mail messages to subscribers on other voice messaging systems that use AUDIX software using the same extension types (a four- or five-numeral identifier, for example) they use to send messages to local subscribers.
- *Address-by-Name*: Subscribers can use the Address-by-Name feature to address Voice Mail messages to subscribers on remote AUDIX systems.
- *Voice ports*: Although Digital Networking does not use the system's voice ports, using Digital Networking reduces the maximum number of voice ports that are available on the system.
- *Traffic*: For DEFINITY AUDIX system Release 4.0 in DCP Mode 2 connections, the number of local subscribers, remote subscribers, and remote nodes the system supports is reduced by 90 percent.

Interactions with Features on Other AUDIX Systems

Voice messages are transmitted between the DEFINITY AUDIX system and other AUDIX systems in a digital format similar to digital file transfer between two computer systems. There are some considerations, however, when networking with an INTUITY AUDIX system or an AUDIX R1 system.

INTUITY AUDIX System

- *Voice Mail*: The INTUITY AUDIX system and the DEFINITY AUDIX system both use the CELP voice messaging encoding algorithm, so the voice quality of messages sent between the two systems is not degraded.
- *Fax Messaging*: While the INTUITY AUDIX system supports fax messaging, the DEFINITY AUDIX system does not.
- *Text Messaging*: While the INTUITY AUDIX system supports text messaging, the DEFINITY AUDIX system does not.

AUDIX R1 System

The DEFINITY AUDIX system can accommodate messages encoded using the CELP voice messaging encoding algorithm or the sub-band algorithm used on the AUDIX R1 system. CELP voice messaging encoding is a higher quality than sub-band. Because AUDIX R1 uses only sub-band, outgoing messages

transmitted from a DEFINITY AUDIX system to an AUDIX R1 system will be transcoded (converted) from CELP to sub-band format as the message is being sent to the remote system, so the voice quality of the message will be sub-band quality on the AUDIX R1 system.

Incoming messages from an AUDIX R1 system will be stored in the sub-band format in which they are received. A message received from an AUDIX R1 system will be lower voice quality than other messages received on a DEFINITY AUDIX system.

All AUDIX Systems

DEFINITY AUDIX Digital Networking does not support the following:

- Direct RS-232 networking (DCP Mode 2 with a modem/data module arrangement provides indirect RS-232 support.)
- Text Services Interface
- Call Detail Recording

Directory

Description

The DEFINITY AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use this feature at any time to find out the name or extension number of a DEFINITY AUDIX subscriber, or to verify whether the person they are trying to reach is a DEFINITY AUDIX subscriber.

Who controls it: The DEFINITY AUDIX system automatically updates the Directory whenever changes are made using the Subscriber or Remote Subscriber screens. There is no administration necessary for the Directory feature.

Who can access it: Any one who enters the DEFINITY AUDIX system can access the Directory feature.

Points to Remember

- The letter *Q* is represented by keypad number 7.
- The letter *Z* is represented by keypad number 9.
- In an AMIS network, only administered remote subscribers will be listed in the Directory.

Administration Screens
Sub, Remote Sub

Applications

The Directory feature is primarily used to look up subscribers' names and extensions. It can also be used to verify whether a person is a DEFINITY AUDIX subscriber.

Requirements

The Directory feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

The Directory feature is available at any time while accessing the DEFINITY AUDIX system. To use the Directory feature, do the following:

1. Press * * N (for Names and Numbers).
2. Enter the name of the subscriber (last name first) and press #.

   The system announces the subscriber's name and extension number.
3. If the system requests more letters, add them from the point where you left off.

   To find out a name for a specific extension, press * A (for Alternate Addressing) to switch modes, then enter the extension number and press #.
4. To exit the Directory feature, press #.

Interactions with Other Features

This section identifies the interactions of the Directory feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Directory feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Directory feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: Only administered remote subscribers on remote AMIS systems administered for *one-step* addressing are listed in the Directory. If AMIS recipients are listed in the Directory, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before sending them a message or calling them. The administrator can simplify the process by recording the prefix as part of the machine name.
- *INTUITY Message Manager*: Subscribers can access the Directory from their PCs using INTUITY Message Manager.
- *Message Delivery*: Only administered Message Delivery message recipients are listed in the Directory. If Message Delivery recipients are listed in the Directory, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before calling them. The administrator can simplify the process by recording the prefix as part of the machine name.
- *Personal Directory*: When looking up a *name* entered by the subscriber, the system always checks the subscriber's personal directory before checking the system directory.

Enhanced Disconnect Detection

Description

The Enhanced Disconnect Detection feature allows the DEFINITY AUDIX system administrator to administer one or two different mechanisms for detecting disconnects — tone detection and silence detection — when the DEFINITY switch is unable to provide reliable disconnect information to the DEFINITY AUDIX system.

Points to Remember

- When one of the following forms of disconnect signaling is used, the DEFINITY switch disconnects calls and the DEFINITY AUDIX system does not need to detect disconnects: open loop (analog trunks), polarity reversal (analog trunks), and bit oriented signaling (digital trunks).
- The DEFINITY switch does not recognize tone-based disconnect signaling. However, the DEFINITY AUDIX system can be enabled to recognize many forms of tone-based disconnect signaling.
- In some countries, there is no disconnect signaling. For these countries, the DEFINITY AUDIX system can be set up to gracefully handle quiet disconnects.

Administration Screens
Sys-Par Fea

Applications

With the Enhanced Disconnect Detection feature, the system administrator can administer the DEFINITY AUDIX system to detect the following types of disconnects:

- *Tone Based Disconnect*. This type of disconnect signaling may be needed when tones are heard at the end of call answer messages. The Central Office switch sends tones to the DEFINITY switch to indicate a disconnect. Since the DEFINITY switch does not detect the tones as a disconnect, the DEFINITY AUDIX system might append the tones to the end of call answer messages until the maximum message length is reached. When tone detection is administered, the DEFINITY AUDIX system detects the presence of a cadenced tone with frequency content between approximately 350 Hz and 650 Hz and disconnects the call.
- *Quick Silence Disconnect*. This type of disconnect signaling enhances DEFINITY AUDIX operation for calls in which there is no disconnect signaling and the line simply goes silent after the caller hangs up. When Quick Silence Disconnect is administered, the system disconnects as follows:
  - During a call answer recording, immediately upon detecting silence for an administrable period of time.
  - At all other times, immediately after two expirations of the Input Time Limit. The DEFINITY AUDIX system provides a system prompt and a help message after the first expiration. The system says “Goodbye” and disconnects after the second expiration.

  When recording a message in a voice mail session (as opposed to a call answer session), the system does not disconnect upon detecting silence but disconnects after two expirations of the Input Time Limit.

Considerations

Disconnect signaling tones are typically between 350 and 650 Hz. If the Tone Based Disconnect capability is enabled for a system, the DEFINITY AUDIX system monitors every call for the presence of a cadenced regular tone between approximately 350 and 650 Hz. When such a tone is detected and verified with confidence over time, the DEFINITY AUDIX system drops the call and attempts to erase all disconnect tones from the end of the recording.

The following tones may be present during a call answer or voice mail session and should *not* trigger a disconnect:

- DTMF (Dual Tone Multifrequency) touch tones

NOTE:
Customers who have high numbers of callers or subscribers who use rotary-dial telephones should set the Input Time Limit field to a

higher value to allow these users a longer period of time to respond to the system's prompts.

- Periodic Pulse Metering tones (charge tones for pay phones or toll calls)
- Teletypewriter (TTY) Baudot tones
- Fax signaling and data transmission tones
- Modem signaling and data transmission tones
- Call Waiting tones
- Operator intervention tones

All of the above tones, except for the last two, are well outside of the 350 Hz to 650 Hz band. Call Waiting tones should not be a problem since the DEFINITY AUDIX system has no need to subscribe to the Call Waiting service. Also, Call Waiting tones should not trigger the disconnect tone detector. Operator intervention tones may induce a disconnect, but this is expected to be an extremely rare occurrence.

When enabled, Tone Based Disconnect is active for all calls at all times except for outgoing calls such as Outcalling, AMIS Analog Networking, and Message Delivery calls. On outgoing calls, Tone Based Disconnect becomes active only after the answering end enters one or more touch tones.

When Quick Silence Disconnect is enabled, the detection of silence is the only method for recognizing that the caller has disconnected. Therefore, careful thought should be given to the value selected for the Input Timeout Limit field. If the field is too short, users will be irritated by premature disconnects. If the field is too long, the port holding time increases unacceptably. A reasonable Input Timeout Limit is 15 seconds when silence is the only disconnect signal. This gives the user 30 seconds total to make the next selection and does not substantially increase port holding time. When the DEFINITY AUDIX system expects the user to enter touch tones and none is seen, the Input Timeout Limit expires twice before a disconnect occurs.

Requirements

There are no special requirements for this feature.

Feature Operation

The system administrator administers Tone Based Disconnect and Quick Silence Disconnect on the System-Parameters Features screen.

When Tone Based Disconnect is enabled, the DEFINITY AUDIX system detects disconnect tones on a call answer call within the range of 350 Hz to 650 Hz and, when detected, disconnects the calls.

When Quick Silence Disconnect is enabled, the DEFINITY AUDIX system detects silence on a call answer call for an administrable period of 5 seconds to 30 seconds and, when detected, disconnects the call.

Interactions with Other Features

This section identifies the interactions of the Enhanced Disconnect Detection feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Enhanced Disconnect Detection feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Enhanced Disconnect Detection feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS*: AMIS outgoing or incoming network calls are terminated within the protocol. Tone Based Disconnect and Quick Silence Disconnect have no effect on AMIS calls.
- *Message Delivery*: Tone Based Disconnect is not activated until the called party answers and enters one or more touch tones.
- *Outcalling*: Tone Based Disconnect is not activated until the called party answers and enters one or more touch tones.

Escape to Attendant

Description

The Escape to Attendant feature allows DEFINITY AUDIX subscribers to have a personal attendant or operator designated to answer incoming calls. Callers who are transferred to the DEFINITY AUDIX system via the Call Answer feature can immediately redirect the call to reach an attendant or first leave a message and then transfer to an attendant.

Who has it:
If a system-wide covering extension is defined by the system administrator, all subscribers with call answer permission have the Escape to Attendant feature. Otherwise, individuals must have their subscriber profiles administered with a covering extension for this feature to work.

Who controls it:
The system administrator assigns a default covering extension *for the entire DEFINITY AUDIX System,* such as the company operator or main receptionist, using the System-Parameters Features screen.

If a subscriber has a personal covering extension (such as a secretary), the system administrator can administer the Escape to Attendant feature (for this subscriber) to direct calls to this extension using the Subscriber screen.

Who can access it:
If this feature is administered correctly, any caller can press 0 to be transferred to a covering attendant.

Points to Remember

- Subscribers who are administered with this feature may wish to mention the transfer option in their personal greetings to help outside callers who may not be familiar with the DEFINITY AUDIX system.
- The transfer destination should be a staffed position. The caller might become confused if redirected to the mailbox of a covering extension.

Administration Screens
Sub, Sys-Par Fea

Applications

The Escape to Attendant feature is used when a subscriber wants to give callers the option of talking to a live attendant instead of (or in addition to) leaving a message. DEFINITY AUDIX subscribers can also use this feature to transfer to their covering attendants by pressing * 0 any time after logging in.

By combining the Escape to Attendant feature and the Bulletin Board feature, a customer can provide callers with the option of talking to a live attendant after hearing the Bulletin Board information. For example, a theater could provide callers with the evening's presentations, schedules, and prices, then allow the caller to transfer to a box office attendant.

Requirements

The following requirements must be met for the Escape to Attendant feature to work:

- The Call Transfer feature must be active on the System-Parameters Features screen.
- The system-wide covering extension must be assigned on the System-Parameters Features screen, *or* individual subscribers must have call answer permission and the covering extension defined on the Subscriber screen. The latter (individual) covering extension will override the former (system-wide) covering extension if both are defined.

Feature Operation

When the Call Answer feature answers a call for a subscriber, the caller can press 0, either before or after leaving a message, and be transferred to a covering attendant.

Interactions with Other Features

This section identifies the interactions of the Escape to Attendant feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Escape to Attendant feature interacts with the switch as follows:

The *Call Coverage* feature transfers a call to another telephone on the switch. Calls can be redirected to a transfer extension's coverage also.

Interactions with Other DEFINITY AUDIX Features

The Escape to Attendant feature interacts with other DEFINITY AUDIX features as follows:

- *Class of Service*: Subscribers must have call answer permission for the Escape to Attendant feature to work. This permission can be defined on the Class of Service screen.
- *Multiple Personal Greetings*: Subscribers who use this feature may want to mention in their personal greetings that the Escape to Attendant feature is available by pressing 0.
- *Transfer Out of AUDIX — Enhanced:* There are two Transfer Types that apply when the caller presses 0 to escape to the attendant after being forwarded to the DEFINITY AUDIX system:
  - `enhanced_no_cover_0` treats the call as a *redirected* call. The call will not be subject to call coverage or call forwarding as defined for the specified destination extension.
  - `enhanced_cover_0` treats the call as a *direct* call providing call coverage and call forwarding as defined for the destination extension. The "covering person" will not know who the call was initially intended for.
- *Voice Mailbox*: To transfer to a covering attendant, callers can press 0 instead of leaving a call answer message or *after* leaving a call answer message. Pressing 0 terminates the call answer message. Also, subscribers can transfer to their covering attendant any time after logging into the DEFINITY AUDIX system by pressing * 0.

Exit AUDIX

Description

The Exit AUDIX feature allows anyone to terminate a DEFINITY AUDIX session at any time by simply pressing * * X.

This feature is particularly convenient when a caller is using a calling card and needs to make other calls. It also enables subscribers to drop the system from a call after intercepting callers who are leaving call answer messages (see the Call Screening (DS Mode Only) feature.)

Points to Remember

- If a subscriber presses * * X in the middle of an activity, the actions are only saved and carried out if they have first been approved (by pressing #).

Administration Screens
N/A

Applications

There are three primary applications of this feature:

- To drop the system from the line so the caller can make other calls. This is particularly helpful when the caller is using a pay phone and/or calling card to get or leave messages.
- To drop the system from the line when screening calls (listening to callers leave call answer messages). See the Call Screening (DS Mode Only) feature for more information.
- To ensure the system is not recording a conversation after calling a subscriber who has picked up the call after it has been forwarded to the system. See the Call Screening (DS Mode Only) feature for more information.

Requirements

There are no requirements of this feature other than those of the DEFINITY AUDIX system itself.

Feature Operation

Callers or subscribers can enter * * X at any time to disengage the DEFINITY AUDIX system.

Interactions with Other Features

This section identifies the interactions of the Exit AUDIX feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

This feature does not interact with the switch directly.

Interactions with Other DEFINITY AUDIX Features

The Exit AUDIX feature interacts with all other DEFINITY AUDIX features in that it can be invoked at any time to exit the system.

Full Mailbox Answer Mode

Description

The Full Mailbox Answer Mode feature provides the caller with alternative options for completing a call when the recipient's mailbox is full. If the recipient has a personal greeting activated, the caller hears the greeting followed by announcements stating that a message cannot be left and listing other options. If the recipient is using the system greeting, the caller hears only the announcements. If the Multilingual feature is active and Call Answer Language Choice is y (yes) for the subscriber, the caller hears the greeting in the subscriber's primary announcement set.

The caller receives the normal Call Answer options: Transfer, Wait, Help, Exit, and Operator (or covering extension). If the caller doesn't respond within an administered time period, the system forwards the call to (1) the personal covering extension, if there is one, or (2) the system covering extension, if there is one. If neither extension is available, the system plays a message warning the caller to respond or be disconnected. If there is no further response, the system ends the call.

Who has it:	The feature is available to all subscribers with the Call Answer feature.
Who controls it:	The system administrator assigns covering extensions for the entire system or for individual subscribers. Subscribers control whether or not the caller first hears a personal greeting before getting the list of options.
Who can access it:	Anyone can access the feature by dialing an extension that has a full mailbox.

Points to Remember

- Before leaving for an extended period, recipients should set up a covering extension and inform callers of it via the personal greeting.
- If the full mailbox answer is triggered excessively, system administrators should respond by enlarging mailboxes. System administrators should continually tailor mailbox space to subscribers as necessary, using data acquired from ADAP and the admin log.

Administration Screens
Sub, Sys-Par Fea

Applications

This feature is primarily of interest to sales and service organizations that receive many outside calls. It is more cordial than other systems in that the call is answered even if the recipient's mailbox is full. The most common scenario is that of a salesperson on vacation. When the salesperson's mailbox is filled, clients who call that extension are gracefully allowed to complete the call to another extension. The covering extension may even be served by an automated attendant that offers further options to the caller.

Requirements

For the Full Mailbox Answer Mode feature to work fully, offering all options to the caller, the Call Transfer feature must be active on the System-Parameters Features screen. If call transfer is not active, the caller is only offered the exit option.

In order for the caller to be offered the option of transferring to a covering extension, the following requirements must be met:

- The system-wide covering extension must be assigned on the System-Parameters Features screen.
- Individual subscribers must have call answer permission (and, optionally, the covering extension defined) on the Subscriber or Class of Service screen.

Individual covering extensions override the system-wide covering extension. The system-wide covering extension is used when individual covering extensions are not defined.

Feature Operation

The caller's operations are shown in the following figure.

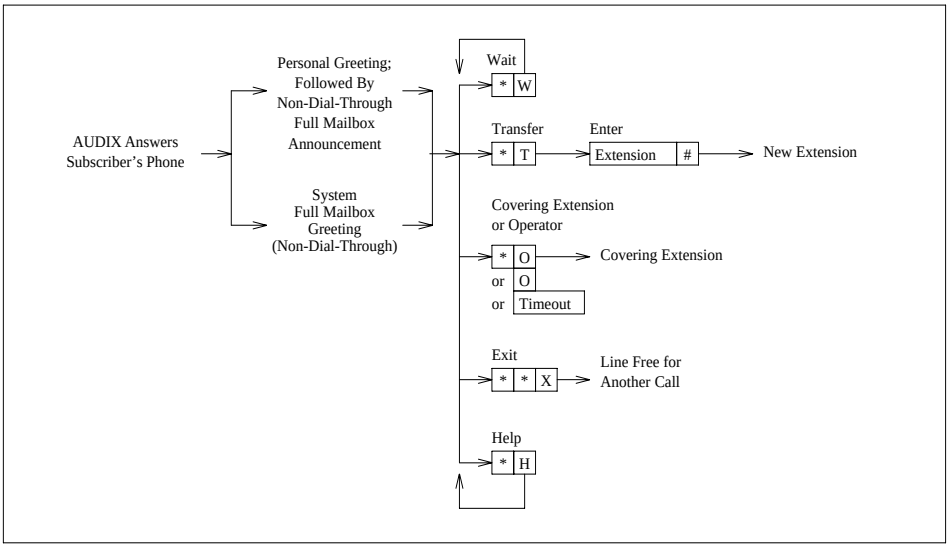

Figure 11. Full Mailbox Answer Mode Operation

No recipient operations are necessary for the Full Mailbox Answer Mode feature. See *DEFINITY AUDIX System — Administration*, 585-300-507, for information on how system administrators assign covering extensions.

Interactions with Other Features

This section identifies the interactions of the Full Mailbox Answer Mode feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Full Mailbox Answer Mode feature is a subfeature of the Call Answer feature. See the Call Answer feature of this manual for its switch interactions.

Interactions with Other DEFINITY AUDIX Features

The Full Mailbox Answer Mode feature interacts with other DEFINITY AUDIX features as follows:

- *Announcement Sets*: System administrators can change the voice prompts that the caller hears in Full Mailbox Answer Mode. If the Multilingual feature is active, these voice prompts may need to be changed in all languages installed on the DEFINITY AUDIX system.
- *Automated Attendant*: Any covering extension can be served by an Automated Attendant, which provides the caller with more transfer options.
- *Bulletin Board*: Any covering extension can also be a Bulletin Board extension.
- *Call Answer*: Full Mailbox Answer Mode is a subfeature of Call Answer, in that it is a situation-specific modification of the basic Call Answer feature. See the Call Answer feature for information on how it interacts with other features.
- *Directory*: The system directory is available to callers who reach a DEFINITY AUDIX mailbox that is in Full Mailbox Answer Mode.
- *Escape to Attendant*: Escape to Attendant is used in Full Mailbox Answering Mode as one of the options offered to a caller ("*Press zero...*").
- *Exit AUDIX*: Exit AUDIX (*) (*) (X)) is used in Full Mailbox Answering Mode as one of the options offered to a caller.
- *Guest Password*: Callers can transfer into the system and leave a message for any subscriber if they know the Guest Password. They cannot leave messages in a full mailbox.
- *Multilingual*: If the Multilingual feature is active and Call Answer Language Choice is y (yes) for the subscriber, the caller hears the greeting in the subscriber's primary announcement set. If the recipient has a Dual Language Personal Greeting activated, callers will hear the personal greeting before getting the Full Mailbox announcements.
- *Multiple Personal Greetings*: If the recipient has a Multiple Personal Greeting activated, callers will hear the standard (normal hours, etc.) personal greeting before getting the Full Mailbox announcements.
- *Name Record By Subscriber*: If the recipient has recorded a name, that recording will be used for the full mailbox announcements.
- *Online Help*: Help (*) (H)) is included in the list of options presented to the caller.
- *Playback and Recording Control*: The playback control buttons can be used on the personal greeting and system announcements played to the caller. The recording control buttons only work for the caller when leaving a message at another extension after transferring.

- *Transfer Out of AUDIX*: Transfer Out of AUDIX (* T) is used in Full Mailbox Answering Mode as one of the options offered to a caller.
- *Traffic Reports*: Callers' use of Full Mailbox Answer Mode can be monitored and analyzed using the Traffic Reports feature. Note that the system administrator will also receive a report in the administration log each time the Full Mailbox Answer Mode feature is used.

Guest Password

Description

The Guest Password feature allows people who are not DEFINITY AUDIX subscribers to access the system by dialing the main DEFINITY AUDIX number, entering a subscriber's extension, and entering the system-wide Guest Password. These callers can leave messages for that subscriber but cannot listen to other messages in the mailbox.

The Guest Password may also be used to leave messages for subscribers who don't have call-coverage to the DEFINITY AUDIX system or to bypass an attendant in a coverage path to record a message for another subscriber.

Who has it: All subscribers who have call answer permission defined in their subscriber profile can receive messages from guests who use the guest password.

Who controls it: The system administrator selects a 1- to 15-digit Guest Password to be used by the entire system. This password is defined on the System-Parameters Features screen. The system administrator must also verify that the Guest Password is not the same as any subscriber's password. For more information on administering a Guest Password, *see DEFINITY AUDIX System — Administration,* 585-300-507.

Who can access it: Normally, the system administrator is the only person who can access or change the Guest Password.

Points to Remember

- There is one Guest Password for the entire DEFINITY AUDIX system.
- Since the Guest Password should be published and readily available to outside users, the system administrator is responsible for notifying Guest-Password users if the password changes.
- The system administrator may wish to initially make the Guest-Password a long number so it does not need to be changed or extended if the minimum password length changes.

Administration Screens
Sys-Par Fea

Applications

Anyone may log into the system using the system-wide Guest Password. This allows people who are not DEFINITY AUDIX subscribers, or other subscribers who wish to bypass normal call coverage (such as a secretary), to leave a message directly in a subscriber's mailbox. These callers cannot access any messages in the called subscriber's mailbox.

Requirements

The following requirements must be met for the Guest Password to work properly:

- The Guest Password must be administered on the System-Parameters Features screen.
- The subscriber data audit (Audit Subscriber-Data screen) must be run after the Guest Password has been defined or changed.
- Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active.
- The caller using the Guest Password must use a touch-tone telephone.

Feature Operation

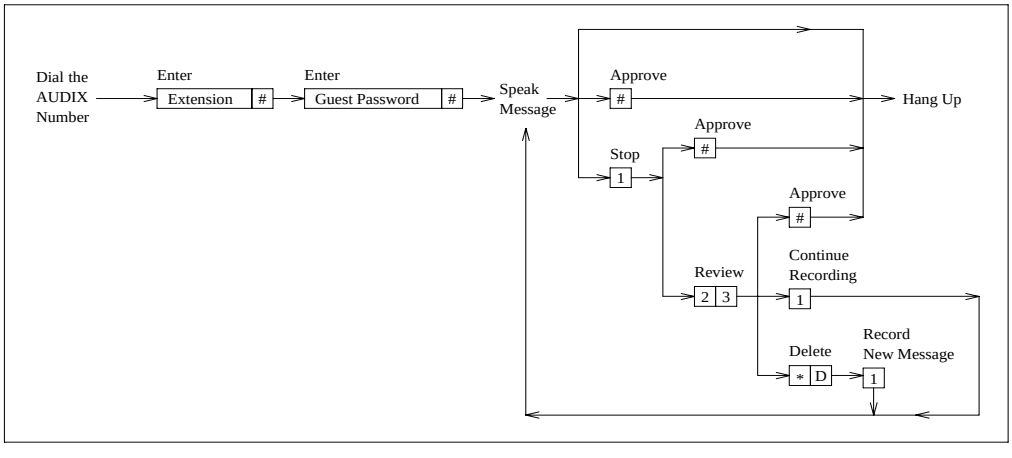

Figure 12. Guest Password Operation

Callers familiar with the DEFINITY AUDIX system can use standard DEFINITY AUDIX touch-tone commands when the Call Answer feature answers. Messages can be recorded, edited, or even deleted.

To access the system using the Guest Password, do the following:

1. Dial the DEFINITY AUDIX extension number using a touch-tone phone.
2. Enter the extension of the subscriber for whom you wish to leave a message and press #.
3. Enter the system-wide Guest Password and press #.

   Unlike other (private) passwords, this number should be given out to anyone who needs to leave messages for subscribers (the DEFINITY AUDIX system provides security for individual subscriber mailboxes).
4. Leave a message for the subscriber. (If you are satisfied with your message and do not want to leave a message for another subscriber or access your own mailbox, you may terminate the call.)
5. Press 1 to stop recording.
6. Press 2 3 to rewind and replay if you want to hear your message before approving it.
7. Take one of the following actions, according to your needs:
   - To add to your message:
     a. Press 1 to continue recording.
     b. Repeat steps 4 through 6.
     c. Go to step 8 when you're satisfied with your message.
   - To edit a portion of the message:
     a. Find the portion of the message you want to edit by pressing 5 to rewind in four-second or ten-second increments and by pressing 6 to forward in four-second or ten-second increments (The system administrator sets the increment value for four seconds or ten seconds on the System-Parameters Features screen).
     b. Press 1 *immediately* to begin rerecording the selected portion.
     c. Repeat steps 4 through 6.
     d. Go to step 8 when you're satisfied with your message.
   - To rerecord the entire message:
     a. Press * D to delete this message.
     b. Press 1 to record a new message.
     c. Repeat steps 4 through 6.
     d. Go to step 8 when you're satisfied with your message.

8. Press # to approve your message.
9. To make this a private message (which prevents the recipient from forwarding it to other subscribers), press 1.
10. Do one of the following:
    - To transfer to another extension, press * T (see the Transfer Out of AUDIX — Basic (DS Mode) feature), or
    - If finished, hang up.

Interactions with Other Features

This section identifies the interactions of the Guest Password feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Guest Password feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Guest Password feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the Class of Service or Subscriber screen. If the call treatment is defined as guest-greeting on the Subscriber screen for an Automated Attendant menu, callers who select these options will hear the Guest Password greeting without having to enter the extension and Guest Password.
- *Bulletin Board*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the Class of Service or Subscriber screen.
- *Call Answer*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the Class of Service or Subscriber screen.
- *Multilingual*: When the Multilingual feature is activated and someone uses the guest password to log into the system, the guest caller hears the * 1 option to switch announcement sets if the subscriber extension used to log into the system has the Call Answer Language Choice (CALC) field set to y. If CALC = y (yes), the primary and secondary announcement sets for the call are the same as those for the subscriber extension used by the

guest to log in. If CALC = n (no), the announcement set used for the call is the primary announcement set for the subscriber extension used by the guest to log in.

- *Security Password*: The system administrator can optionally set a minimum password length for extra security. The Guest Password must adhere to the minimum password length.

  Also, the following restrictions are placed on subscriber passwords and the Guest Password after the subscriber data audit has been run:

  — Subscribers are not allowed to change their personal passwords to be the same as the Guest Password.

  — The system administrator is not allowed to change a subscriber's personal password to be the same as the Guest Password.

  — The system administrator is not allowed to add new subscribers with a personal password that is the same as the Guest Password.

INTUITY Message Manager

Description

INTUITY Message Manager provides DEFINITY AUDIX voice processing features at Personal Computers (PCs) that have IMM client software and local area network (LAN) access to a DEFINITY AUDIX server. This feature requires three distinct components to operate:

- The *AUDIX server software* is purchasable with the DEFINITY AUDIX system as a INTUITY Message Manager Right-to-Use. Also, this feature has DEFINITY AUDIX hardware requirements (see Requirements).
- The *IMM client software* diskettes are separately purchasable and are installed either on each user's PC or on a LAN server.
- The *local area network* is wholly owned and maintained by the customer and must meet certain requirements for INTUITY Message Manager feature to work.

This feature has the following LAN requirements:

Ethernet

The DEFINITY AUDIX server provides a connection point to 10BaseT twisted-pair wiring on an Ethernet network (the cable providing this connection comes with the DEFINITY AUDIX IMM option (purchasable); the customer supplies the 10BaseT wiring.

TCP/IP

INTUITY Message Manager feature requires Windows Sockets access to the Transmission Control Protocol/Internet Protocol (TCP/IP) on each client PC. With a Novell network operating system, TCP/IP can be supplied in one of two ways:

- A TCP/IP protocol stack may be installed on each client PC.
- A Netware Loadable Module (NLM) on the Novell server can provide TCP/IP access to each client PC whenever a session is established.

Points to Remember

- *Network Technology*: Ethernet
- *Network Cabling*: The DEFINITY AUDIX server connects to 10BaseT twisted-pair wiring
- *Protocol*: The DEFINITY AUDIX server uses TCP/IP for communications over the LAN. Each client PC needs Windows Sockets access to TCP/IP to communicate with the server.
- *Architecture*: Client/Server. INTUITY Message Manager client software executes on a PC and interacts with the server software on the DEFINITY AUDIX system.
- IMM client software has a Windows Sockets version 1.1 interface and uses icons, pulldown menus, a tool bar, and mouse point-and-click functionality.

Administration Screens
Sys-Par IMAPI Op, COS, Sub

Applications

Voice processing features available at a subscriber's PC with IMM 1.0 include:

- Looking at up to sixteen message headers at a time and listening to messages in the order you choose. For subscribers who get many messages, this provides an easy way to view and prioritize the messages.
- Recording, addressing, and scheduling messages.
- Replying to messages and forwarding messages.
- Annotating messages with a short subject line.
- Setting up AUDIX mailing lists online with easy text entry and editing. You can see the lists online and print lists on any local or network printer.
- Setting up personal greetings, multiple personal greetings, or multilingual greetings online makes it easier for you to manage and maintain your greetings, and annotating your greetings helps jog your memory.
- Accessing the subscriber directory.
- Administering Outcalling notification online with easy text entry and editing.
- Storing (archiving) voice messages on your PC for a permanent record of voice mail when needed.

Requirements

This feature requires DEFINITY AUDIX server hardware, specific LAN configurations, and client PC hardware and software. See *DEFINITY AUDIX System — System Description,* 585-300-214, for more detailed information on hardware and configurations. This section provides an overview.

DEFINTIY AUDIX System Requirements

This feature requires a TN566B Multifunction Board or later or a TN568 circuit pack for Release 4.0.

Other Requirements

INTUITY Message Manager requires the following:

- INTUITY Message Manager software.
- A 10BaseT connection to the LAN.
- Transmission Control Protocol/Internet Protocol (TCP/IP) between the DEFINITY AUDIX server and the end-users' PCs.

- A standard WIN socket open network programming interface.
- PCs require 486–33 MHz with a maximum of 10 MB of hard disk storage. The tutorial requires an additional 10 MB of disk storage if installed.
- Operating system that vary according to the release:
  - *4.1*: PCs require Windows 3.1
  - *4.3*: Windows for Workgroups 3.11 or later operating system
  - *4.5*: Windows 95 or Windows NT

Prior to activating and installing the LAN options that will allow IMM to work, the LAN administrator must add the AUDIX host name to the network domain name server. This will allow name addressing to the AUDIX system.

Considerations

Any number of DEFINITY AUDIX subscribers can be administered to use INTUITY Message Manager feature either on the Class of Service screen or on Subscriber screen. This feature has the following limitations on its usage:

- Up to 500 TCP/IP sessions can be connected at any one time. This means subscribers have started the client application from their PC. To disconnect a TCP/IP session, subscribers must exit the client application.
- Up to 32 AUDIX login sessions can be in progress at any one time (the number of sessions is administrable in the Maximum Number of Enabled LAN Sessions field on the System-Parameters IMAPI-Options screen). This means subscribers have logged in to their AUDIX mailbox from their PC. The DEFINITY AUDIX server terminates a login session if a session has been inactive for the amount of time set in the LAN Session Timeout field on the System-Parameters IMAPI-Options screen, but the TCP/IP session remains active until the subscriber exits from the client application. If the TCP/IP session is active, an AUDIX login session is established automatically when the client starts using the application again.
- Up to 16 audio sessions (depending on the number of voice ports purchased with your DEFINITY AUDIX system) can be in progress at any one time (one of the AUDIX voice ports is being used). This means a subscriber is logged in to AUDIX (one of the up to 32 login sessions) and an audio session is active (for example, the subscriber is listening to a voice mail message). When the audio session has completed, DEFINITY AUDIX disconnects the voice port and the client application remains one of the up to 32 AUDIX login sessions. The subscriber can disconnect the audio session by hanging up the phone or by clicking on the “off hook” icon.

A subscriber can be logged in either from INTUITY Message Manager or from the AUDIX telephone interface, but not both, at one time.

The following IMM features do not work in Control-Link mode on System 75, DEFINITY Generic 1, and DEFINITY Generic 3 switches prior to G3V2g.04.5.0.099, because the transfer out of outcalling capability is not supported on these switches:

- respond to message sender
- return call
- transfer to another extension

Feature Operation

See *INTUITY Message Manager User's Guide*, 585-310-725, and the online help available with the IMM client software for information on INTUITY Message Manager operation.

Interactions with Other Features

This section identifies the interactions of INTUITY Message Manager with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

INTUITY Message Manager has no interactions with switch features beyond those needed for regular DEFINITY AUDIX voice mail operations.

Interactions with Other DEFINITY AUDIX Features

INTUITY Message Manager feature interacts with other DEFINITY AUDIX features as follows:

- *Address-by-Name*: Subscribers can use name addressing when using INTUITY Message Manager.
- *Delivery Scheduling*: You can schedule delivery of messages with IMM.
- *Directory*: You can access the AUDIX directory using IMM.
- *Exit AUDIX*: You can exit the AUDIX system from IMM if you used IMM to log in to the AUDIX system.
- *Mailing List*: You can set up your mailing lists using IMM.
- *Multilingual*: You can set up your Multilingual greetings using IMM.
- *Multiple Personal Greetings*: You can set up your Multiple Personal Greetings administration using IMM.

- *Outcalling*: You can set up Outcalling administration using IMM. Also, the IMM audio interface uses the Outcalling feature to complete a call to a subscriber's telephone. The number of Outcalling ports may need to be increased to accommodate IMM.
- *Voice Mail*: You can record and address voice mail messages with IMM.
- *Voice Mailbox*: You can view message headers on your IMM screen and play selected messages. You also can reply to and forward messages.

Leave Word Calling (CL Mode Only)

Description

Leave Word Calling (LWC) is a switch feature that allows people within a company to leave a prerecorded message (requesting that their call be returned) by pressing a button on their voice terminal. If the caller does not have a LWC button, the caller can dial the LWC dial access code followed by the destination extension. As integrated with the DEFINITY AUDIX system, LWC does not allow the caller to leave a spoken message, but does identify who called, the time and date of the call, and extension of the caller.

Who has it: All DEFINITY AUDIX subscribers can leave and receive LWC messages as long as LWC is correctly administered on a compatible switch.

Who controls it: The switch administrator assigns LWC for switch users who have the LWC feature button on their voice terminals, or assigns a LWC dial access code for users who do not have this feature button. If the DEFINITY AUDIX system is the primary message service, LWC should be administered on the switch to deliver messages to that system.

Who can access it: Any caller who has LWC permission can use it to leave messages in a DEFINITY AUDIX subscriber's mailbox. Only DEFINITY AUDIX subscribers can access or delete the LWC messages in their Voice Mailboxes.

Points to Remember

- LWC should be used only in systems set up in control link switch integration mode, preferably with the switch administered to send LWC messages to the DEFINITY AUDIX system.
- The Call Answer and Voice Mail DEFINITY AUDIX features largely replace Leave Word Calling. Generally it is more efficient to leave detailed voice (instead of LWC) messages.
- If LWC is set up to deliver messages to the DEFINITY AUDIX system, callers cannot later cancel LWC messages sent to DEFINITY AUDIX subscribers as they can using adjunct processor or switch LWC facilities.
- LWC messages cannot be forwarded.

Administration Screens
N/A

Applications

The LWC feature is the quickest way to ask someone to return your call. It is particularly useful for someone calling many co-workers on the same switch, some of whom are not DEFINITY AUDIX subscribers. (If all recipients of the message are DEFINITY AUDIX subscribers, using a mailing list to distribute a voice message is generally more efficient. See the Mailing List and Voice Mail features.)

Considerations

LWC can be administered or re-administered to store LWC messages on:

- The DEFINITY AUDIX system
- An adjunct processor
- The switch

The first method is generally preferable in that the messaging is integrated; LWC messages are accessed along with other DEFINITY AUDIX messages. A minor drawback is that callers cannot later cancel LWC messages as they can if those messages are stored on the switch or adjunct processor.

If the messages are stored on an adjunct processor, DEFINITY AUDIX subscribers are notified of “new electronic text messages” the next time they log on to the DEFINITY AUDIX system, and must retrieve the LWC messages by accessing a processor terminal or calling a message center.

If the messages are stored on the switch, DEFINITY AUDIX subscribers are notified of “new Leave Word Calling messages” the next time they log on to the DEFINITY AUDIX system, and must retrieve the messages by using their display phone or calling a message center.

In the latter two configurations, two separate messaging systems (DEFINITY AUDIX and LWC) are using the same message-waiting indicators (MWIs). In these setups, system administrators might want to remind users that their MWIs will stay on until *all* (LWC and DEFINITY AUDIX) messages have been retrieved. In most cases, it’s best to have LWC messages delivered to the DEFINITY AUDIX system.

Requirements

The LWC feature is available on all DEFINITY AUDIX systems that are installed using the control link switch integration method. An adjunct processor or extra memory on the switch is not required.

NOTE:
If LWC storage is changed from one source (such as the switch) to leave messages on the DEFINITY AUDIX system, subscribers must first retrieve all LWC messages from the previous service before LWC is administered for the DEFINITY AUDIX system. Otherwise, their message-waiting lamps will always remain lit.

Feature Operation

This section describes how the leave word calling works when the switch is administered to send LWC messages to the DEFINITY AUDIX system.

A user with LWC permission may place the LWC message before, during, or after the call is answered. For example, a LWC message may be left while the called subscriber's phone is ringing, busy, or answered. LWC may also be specified if a call has been routed to coverage or a covering agent. To leave a LWC message on a switch, the caller presses the LWC feature button or dials the LWC dial access code followed by the destination extension. The switch then sends the calling- and called-extension information to the DEFINITY AUDIX system. The DEFINITY AUDIX system generates a voice message from this information, identifying the caller, time, and date of the message. The DEFINITY AUDIX system then places the message in the called subscriber's incoming mailbox. The MWI feature reports that a new message has been received.

The DEFINITY AUDIX Subscriber is notified of "new voice mail messages" the next time the system is accessed. LWC messages are retrieved just as normal messages are retrieved. The DEFINITY AUDIX system identifies the message as "leave word calling" and provides the caller's extension number, the time, and the date of the call. If the call is from another DEFINITY AUDIX subscriber, the DEFINITY AUDIX system also identifies the caller by name. The standard message is "please return the call," followed by the extension number.

After listening to the LWC message, the subscriber can call the originator of the message by pressing 1 0 and the DEFINITY AUDIX System will automatically place the call.

Interactions with Other Features

This section identifies the interactions of the LWC feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The LWC feature interacts with the switch in the following ways:

- *Lucent Technologies 3B2 Messaging Server*: If a DEFINITY AUDIX subscriber is a 3B2 Messaging Server principal, you may wish to administer LWC messages to be routed to the Message Server. LWC should normally be routed to the user's main message service, and that service should be the last point in the subscriber's coverage path.
- *Call Answer*: A caller may place a LWC message instead of recording a voice message if redirected to the DEFINITY AUDIX system by the Call Answer feature. If a caller places a LWC message in addition to a voice message, the called subscriber receives two messages: one LWC message, and one Call Answering message.

  NOTE:
  Usually callers receive a confirmation tone (three short bursts) after placing a LWC message. However, if the Call Answer feature is voicing a greeting or recording a message, no confirmation tone is given, even though LWC still works. Sometimes a brief blank message is recorded during the LWC operation (such as background noise while the LWC button is being pressed).
- *Call Coverage*: A caller may place a LWC message at any point in a call-coverage path. LWC messages for a DEFINITY AUDIX subscriber are redirected to the DEFINITY AUDIX System and placed in the incoming mailbox for the originally called party.
- *Call Forwarding*: LWC messages are not forwarded by the Call Forwarding feature, but remain at the called subscriber's location. If Call Forwarding redirects a call to another node in a DCS Network, LWC cannot be used to leave a message (the LWC message is sent only to the local node). For more information, see Appendix D.
- *DCS Network Transparency*: LWC messages may be generated on the local switch or on a transparent remote switch in a DCS Network. For more information, see Appendix D.
- *LWC Cancel*: Callers may *not* cancel a LWC message which has been redirected to the DEFINITY AUDIX system (unlike PBX AP, 5ESS Switch ACP, or PBX switch LWC).
- *MWI*: The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other MWIs (such as stutter dial tone) should be administered on the switch if appropriate.

Interactions with Other DEFINITY AUDIX Features

The LWC feature interacts with other DEFINITY AUDIX features as follows:

- *Call Answer*: The LWC feature gives internal callers (on the same switch as the called subscriber) an additional call answer option. If the called susbcriber does not answer, the calling subscriber can simply press the LWC button rather than leaving a more involved or complete call answer message.
- *MWI*: On systems installed using the digital port switch integration method, the LWC feature is used by the DEFINITY AUDIX System to activate the MWIs. For these systems, it's best not to enable LWC for any of the users on the switch.
- *Voice Mailbox*: LWC messages are placed in a subscriber's incoming mailbox if LWC is administered through the switch to direct messages to the DEFINITY AUDIX system. Only the subscriber can access or delete these messages.

Login Announcement

Description

The Login Announcement feature enables the system administrator and other designated users (broadcasters) to create a voice mail message that is automatically played to all subscribers every time they log in to the DEFINITY AUDIX system. The announcement can also be sent to designated remote AMIS subscribers. The system administrator assigns one *broadcast mailbox* for holding an active Login Announcement and Broadcast Messages.

The announcement is created as a normal voice message and played to all subscribers. The Login Announcement goes to all subscribers of the system and probably should be recorded in all system languages. The broadcaster optionally specifies the expiration date of the announcement, which is the last day it should be played to recipients.The broadcaster may also tell the DEFINITY AUDIX system to deactivate *dial-through* for the Login Announcement.If dial-through is activated (this is the default mode), the system will respond to keypad commands while the Login Announcement is playing, allowing the recipient to skip the announcement. However, if dial-through capability is not activated, the system will ignore any commands while the announcement is playing.

Login Announcements do not turn on message-waiting indicators (MWIs), so should not be used for emergency announcements.

Who has it:	The system administrator designates who can send Login Announcements.
Who controls it:	Broadcasters and the system administrator control how and when Login Announcements are sent.
Who can access it:	Login Announcements are played to all DEFINITY AUDIX subscribers who log in while the announcements are active.

Points to Remember

- Login Announcements are not placed in recipients' mailboxes. The only way to hear Login Announcements is to log in to the system.
- Recipients cannot delete, save, or manipulate Login Announcements in any way.
- Only one Login Announcement can be active at a time.
- Login Announcements are never rescheduled for future delivery after one delivery attempt.
- Login messages can be created from any mailbox with login announcement permission.
- It is only necessary to access a broadcast mailbox when *deleting* broadcast and login messages.

Administration Screens
COS, Sub

Applications

This feature is used primarily for keeping subscribers abreast of changes in the system. If set as nondial-through, it ensures that anyone logging into the system will hear the announcement. Recipients are not notified of the new announcement, so Login Announcements should not be used for emergencies or where timing is crucial.

Requirements

The system administrator must give selected subscribers permission to send Login Announcements (using the Subscriber screen). The administrator must also assign a broadcast mailbox (using the same screen) before using the feature. The special broadcast mailbox is a unique type of DEFINITY AUDIX subscriber and cannot receive messages from other subscribers, however this mailbox can store a maximum of 16 Broadcast Messages and one Login Announcement. The DEFINITY AUDIX system informs broadcasters that new Login Announcements are *nondeliverable* if the broadcast mailbox already holds a Login Announcement whose expiration date has not yet passed.

Feature Operation

The system conserves resources by using an electronic pointer at the login interface that transparently directs each recipient to a single Login Announcement. This also allows the announcement to be conveniently deleted. It can be manually deleted by the broadcaster at any time, or automatically deleted after the specified expiration date has passed. Login Announcements are always retained in the assigned broadcast mailbox. Login Announcements are *not* automatically rescheduled for another delivery attempt when delivery fails.

Broadcasters create, edit, and optionally address a message in the normal way. After approving the message, they can make it a login announcement by simply pressing 9.

NOTE:
Login Announcements can be created from any mailbox with login announcement permission. *It is not necessary to log in to the broadcast mailbox to create a login announcement or a broadcast message*.

Making a Message a Login Announcement

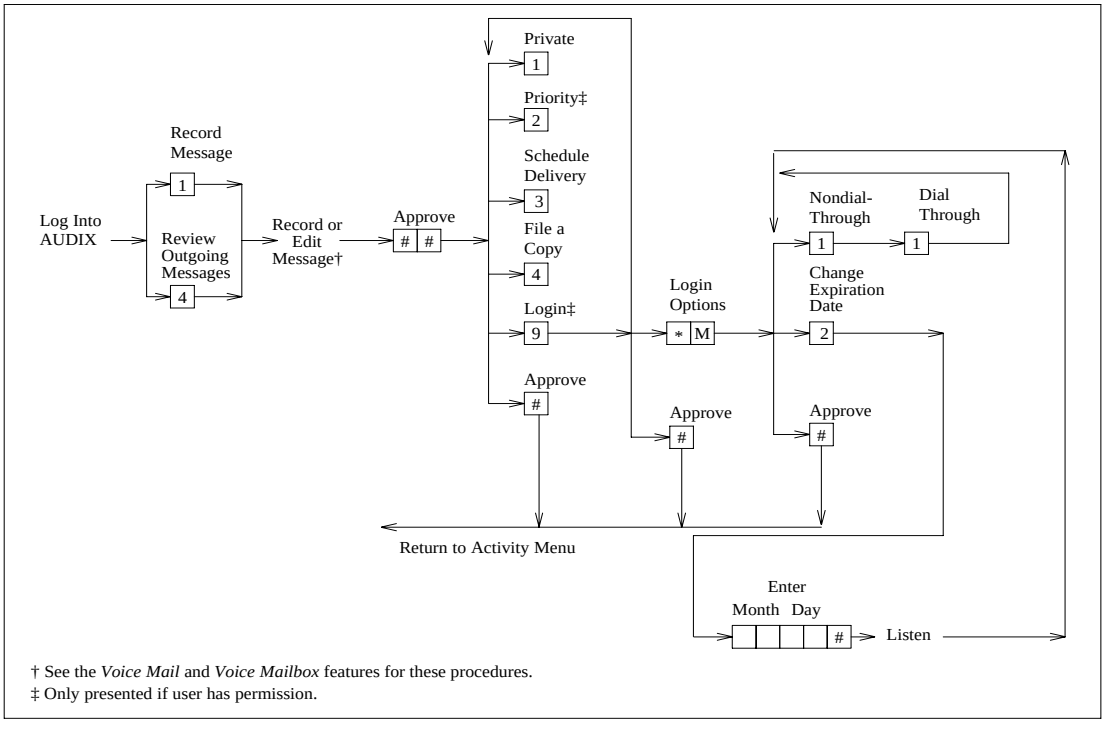

Figure 13. Login Announcement Operation

The procedures for making a message a Login Announcement are summarized below.

1. Log into the DEFINITY AUDIX system.
2. Press 1 or 4 to record or review a message.
3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* feature description.
4. Listen to the system recite the delivery options to you. You may have up to six delivery options available after addressing a message, depending on the permissions you have been assigned. If the system recites only the first few options, you probably don't have permission to send a Login Announcement, and should contact your system administrator. These delivery options are also available for Broadcast Messages and Priority Messages. See the procedures listed for those features.
5. Press 9 to mark the message as a Login Announcement.

6. Do one of the following:
   - Press 9 again to remove login announcement status.
   - Enter one of the following delivery options:
     - — Press 3 to schedule delivery.

       See the Delivery Scheduling Feature for more information.
     - — Press 4 to file a copy of the message in the File Cabinet portion of your mailbox.

   These options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. Other delivery options are available, but a Login Announcement cannot *also* be a private, priority, or broadcast message. See the procedures listed for those features.
7. If you have designated the message as a Login Announcement, do one of the following:
   - Press # to approve your message status and return to the Activity Menu.
   - Press * M to change the login announcement options.

     Go on to one or both of the following sections (*Turning off Dial-Through Capability*, and *Changing the Message Expiration Date*).

Turning Off Dial-Through Capability

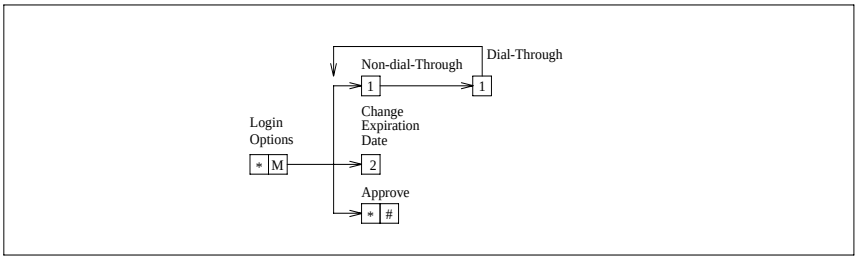

Figure 14. Turning off Dial-Through Capability

After following the procedures for making a Login Announcement, turn off the recipient's ability to dial-through or skip the Login Announcement by following the procedures below.

1. Press 1 to turn off dial-though capability.

   NOTE:
   Turning off this option ensures that every subscriber will hear the entire announcement while logging in.

2. Do one of the following:

   - Press 1 again to turn the dial-through capability on again and return to step 1.
   - Press 2 to change the announcement expiration date. Go on to the next section, *Changing the Message Expiration Date*.
   - Press # to approve the option settings and return to step 4 in the previous section, *Making a Message a Login Announcement*.

Changing the Message Expiration Date

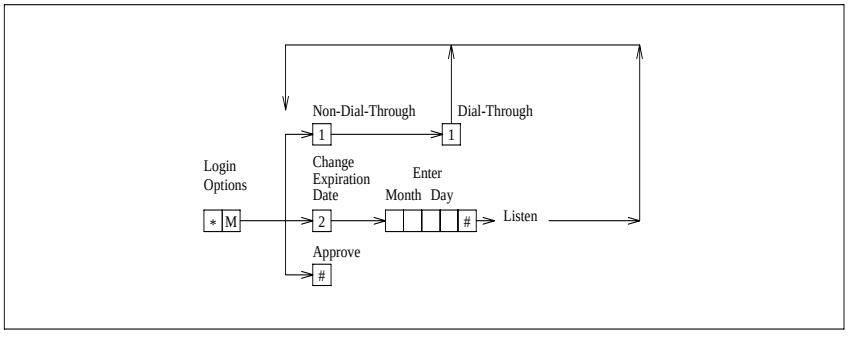

Figure 15. Changing the Message Expiration Date

The DEFINITY AUDIX system normally retains Login Announcements for two days after the delivery date. This means that subscribers will hear the Login Announcement for up to three days (today, tomorrow, and the day after), then the announcement is no longer played. After following the procedures for making a message a Login Announcement, you can change its expiration date by following the procedures below.

1. Press 2 from the Login Options Menu.
2. Enter numbers for the month and day of expiration. For example, press 8 2 9 for August 29th. The month can be either one or two digits, while the day requires two digits.
3. Press # to signal that you have entered the expiration date.
4. Listen while the system repeats the entire schedule.

   If the schedule is not correct, press 2 to enter the date again.
5. Press # to approve the schedule and return to step 4 in the previous section, *Making a Message a Login Announcement*.

Deleting a Login Announcement

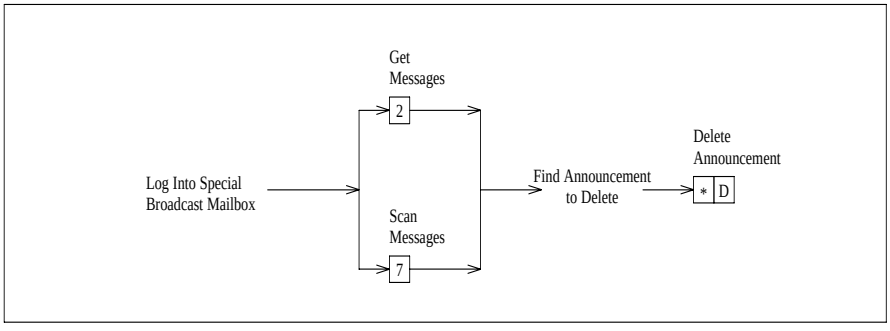

Figure 16. Deleting a Login Announcement

If a Login Announcement has become obsolete and you want to purge it to prevent additional subscribers from hearing it, do the following:

1. Log into the special broadcast mailbox.
2. Press 2 or 7 to access the incoming section of the mailbox and find the active Login Announcement.
3. When you find the Login Announcement, press * D.

   You can press * D while listening to the announcement header, after listening to the header, while listening to the announcement, or after listening to the announcement.

Callers who subsequently log into the system will not hear the Login Announcement.

Interactions with Other Features

This section identifies the interactions of the Login Announcement feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Login Announcement feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

Login Announcement is exclusively a voice mail feature, and has no direct interactions with any features related to call answer. It interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: Login announcement messages can be sent across the analog network, but are not recognized or presented as login announcements. They are simply delivered as normal messages.
- *Broadcast Message*: Login Announcements are created and sent in a similar way as Broadcast Messages. The broadcasters designated by the system administrator often have permission to send both Login Announcements and Broadcast Messages. The broadcast mailbox is also used for Login Announcements. A Login Announcement cannot also be a Broadcast Message.
- *Class of Service*: The system administrator can assign permission to send Login Announcements according to class of service.
- *Delivery Scheduling*: A Login Announcement is scheduled for delivery just as is a regular message.
- *Message Sending Restrictions*: Sending restrictions do not apply to Login Announcements generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the announcement is treated as regular voice mail in that instance.
- *MWI*: Login Announcements do not activate an MWI.
- *Multilingual*: The Login Announcement goes to all subscribers of the system and probably should be recorded in all system languages.
- *Online Help*: Voice prompts associated with the delivery options help the broadcaster in assigning login announcement status to a message.
- *Outcalling*: Login Announcements do not activate the Outcalling feature.
- *Playback and Recording Control*: Login Announcements can be controlled during playback and recording just as regular messages are.

- *Priority Message*: Login Announcements cannot also be Priority Messages.
- *Private Message*: Login Announcements cannot also be Private Messages.
- *TDD*: A hearing-impaired user who uses only a teletypewriter (TTY) for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced login announcement. If there are TTY users on the DEFINITY AUDIX system, it may be a good idea not to use the Login Announcement feature. If a login announcement is going to be used, the system administrator may want to send a TDD message to TTY users informing them of the following:
  - That they will receive a voiced login announcement when they log in and they will have to wait several seconds for a TDD prompt before continuing with their DEFINITY AUDIX session
  - The contents of the login announcement
- *Traffic Reports*: On the subscriber traffic forms, data is available on the number of Login Announcements created per subscriber. On the feature traffic forms, data is available on the number of Login Announcements created per system.
- *Voice Mail*: Login Announcements are a special type of voice mail presented to the recipient during login and not subject to sending restrictions unless sent to remote machines.
- *Voice Mailbox*: A broadcast mailbox must be assigned before any Login Announcements or Broadcast Messages can be sent. Broadcast mailboxes *cannot* receive voice mail. They are used strictly for saving Login Announcements and Broadcast Messages.

Mailing List

Description

Mailing Lists are lists composed of subscribers' addresses (either names or extensions). They are a convenient way to send messages to subscribers who frequently need to receive the same information, such as members of a department or project.

Who has it: All subscribers can create Mailing Lists.

Who controls it: The number of lists and entries (addresses) each subscriber may have is defined by the DEFINITY AUDIX system administrator on the Class of Service or Subscriber screens. The system permits up to 999 lists and 9,999 total entries per subscriber.

Who can access it: Subscribers can make their Mailing Lists *private or public*. A Mailing List with *private* status means other DEFINITY AUDIX subscribers cannot use that list. A *public* list allows other subscribers to use that list to address their messages if they know the owner's extension or name and the list ID. However, only the owner (creator) of the list may change it. The owner may assign or change private or public status when a list is created, reviewed, or modified.

Points to Remember

- No single list can contain more than 250 total entries, including message addresses that contain other lists (the total number of recipients must be 250 or less).
- Individually addressed subscribers may also be added to a message that is addressed with a list (or lists).
- If a message is addressed using multiple lists, subscribers who appear on more than one list will receive only one copy of the message.
- INTUITY Message Manager allows subscribers to set up mailing lists from their PC.

Administration Screens
COS, Sub

Applications

Mailing Lists can be created to include groups of related DEFINITY AUDIX users, such as members of a department, allowing a message to be sent to everyone on the list in one quick step. For example, to inform an entire department about a scheduled meeting, one message can be created, addressed (using a predefined list containing the names or extensions of all members of the department), and the system will transmit a copy to each person on the list at the specified time and date.

Requirements

The Mailing List feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

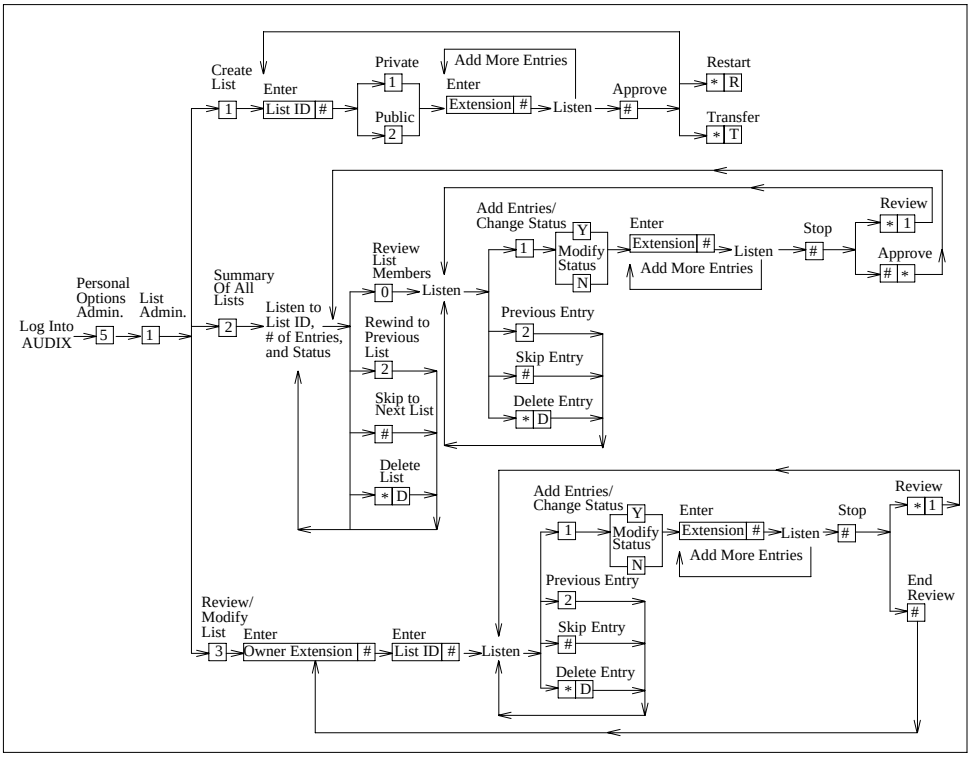

Figure 17. Mailing List Operation

This section instructs the subscriber on how to create, use, review and modify, and scan Mailing Lists.

NOTE:
Subscribers are stored in lists with a unique subscriber ID that never changes. Thus, if the system administrator changes a subscriber's name or extension, there is no impact on any list that subscriber is on. If the administrator deletes a subscriber, that subscriber's ID is "frozen" until the Mailing List and Subscriber Data audits are run. These audits remove deleted subscriber IDs from other subscribers' lists as well. *If the administrator deletes, then adds the same subscriber right away, the addition won't "take." That subscriber will be deleted at the next audit and must be added again later.*

Creating a Mailing List

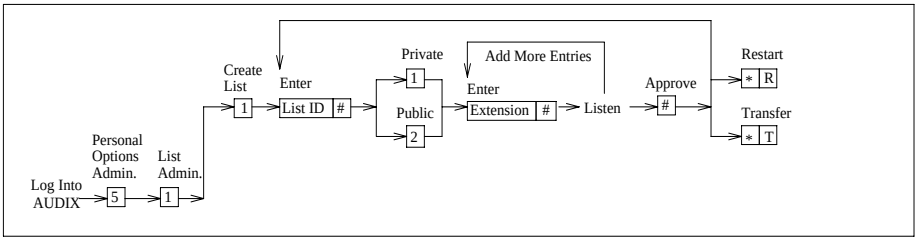

Figure 18. Creating a Mailing List

Creating Mailing Lists is similar to addressing messages. First, you enter a new list name (ID) with which to identify the list in the future. Then, you enter either the extension number, name, or alias for each subscriber you want on the list. You can use names, extension numbers, aliases, and other lists as addresses within the same list.

You can designate your list as either private or public. A private list can be accessed and used only by the creator of the list, while a public list can be accessed and used by other DEFINITY AUDIX subscribers who know the list ID and are on the same DEFINITY AUDIX system. Regardless of whether the list is public or private, however, only the creator of a list can modify or delete it.

To create a Mailing List, do the following:

1. Log into the DEFINITY AUDIX system,.
2. Press 5 to select Personal Options Administration.
3. Press 1 to select the List Administration activity.
4. Press 1 to create a Mailing List.
5. Enter a list ID of up to six letters (or digits) for your list. For example, enter DEPT (3 3 7 8) for a list of your department members.
6. Press # to signal that you have entered the list ID.
7. Press 1 if you want your list to be private, or press 2 if you want to make your list public.
8. Enter the extension number, name, or alias of an individual recipient on your list. The following options are available when adding entries to a list:
   - To switch back and forth between extension and name addressing, press * A.
   - If you want to enter another list as an address, follow steps 3 through 6 under Using a Mailing List to Address a Message found later in this section.

   NOTE:
   If you create a Mailing List by “reading-in” another list, your new list does not remain coupled to the old list. Any changes made to the old list after you have created your new list will not be reflected in your new list.
9. Press # to signal that you have entered the address.
10. Repeat steps 8 and 9 until your Mailing List is complete (you can have as many as 250 recipients on your list).
11. Press # to tell the system that you have finished creating the list.
12. Take one of the following actions, according to your needs:
    - To create another list, repeat steps 5 through 11.
    - To return to the Activity Menu, press * R.
    - To transfer out of the DEFINITY AUDIX system, press * T.
    - Hang up.

Using a Mailing List to Address a Message

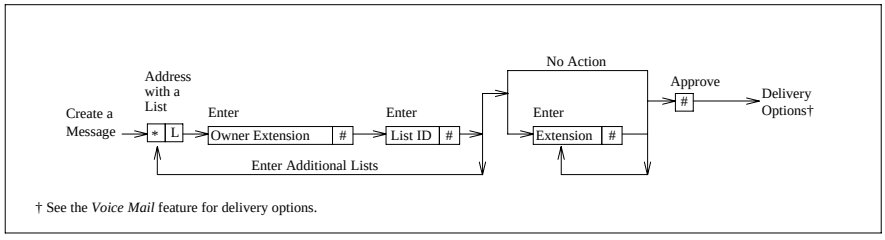

Figure 19. Using a Mailing List to Address a Message

You can use your Mailing Lists in the same way that you use individual addresses. In fact, you can use both lists and individual extensions (or names) in addressing the same message. Any time you address a message, whether you're creating a new message, responding to an incoming message, or resending a file cabinet message or undelivered message, you can address it with a list.

To address a message with a list (after you have created the list or know the ID of someone else's list), do the following:

1. Log in to the DEFINITY AUDIX system.
2. Create a message (see the procedure for Recording a New Voice Mail Message found in the *Voice Mail* feature description) and approve it by pressing #.
3. Press * L to tell the system that you're about to enter a list as the address.
4. Enter the list owner's address and press #. If you own the list, you may simply press #.
5. Enter the list ID.
6. Press # to signal that you have entered the list ID.

   If you want to review the names of the recipients at any time, you can press * 1 to return to the beginning of the list you're using as an address. To add to or delete a name from this list, follow step 9 under Reviewing and Modifying a Mailing List, found later in this section.

7. Take one of the following actions, according to your needs:
   - To address this message using more lists, repeat steps 3 through 6.
   - To send to others not on the list, add the addresses of individual recipients and press # after each entry.
   - To tell the system that you have finished addressing the message, press #.
8. Enter the delivery options as needed.
   1. Do none, one, or a combination of the following:
      - Press 1 to make the message private (see the Private Message feature.)
      - Press 2 to give the message priority status, if you have permission (see the Priority Message feature.)
      - Press 3 to schedule delivery of the message (see the Delivery Scheduling feature.)
      - Press 4 to file a copy of the message (see the Outgoing Mailbox section of the *Voice Mailbox* feature.)
      - Press 8 to make the message a broadcast message, if you have permission (see the Broadcast Message feature.)
      - Press 9 to make the message a login announcement, if you have permission (see the Login Announcement feature.)

      These delivery options are toggle switches, and can be turned on and off like a light switch by repeating each key press.
   2. Press # to approve your selection. (If you have not scheduled delivery, the message will be sent immediately.)

Reviewing and Modifying a Mailing List

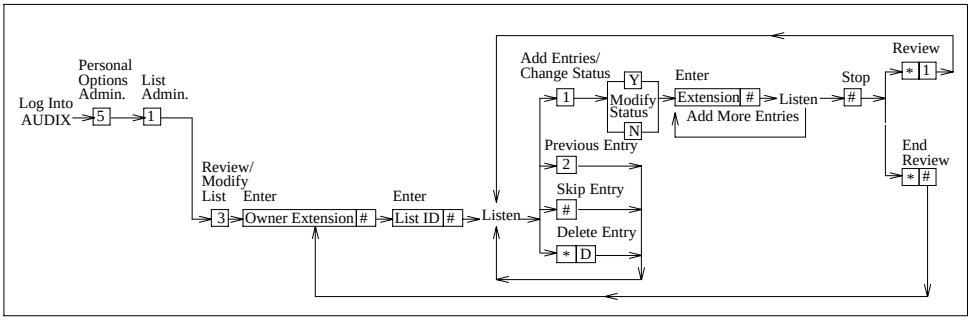

Figure 20. Reviewing and Modifying a Mailing List

After creating and approving a Mailing List, you can return to the List Administration activity at any time to review or modify your list (you can also review public lists created by others). You can modify your own list by adding individual recipients or deleting former recipients. You can also change the status of your list, designating it as either public or private.

To review and/or modify your list, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select Personal Options Administration.
3. Press 1 to select the List Administration activity.
4. Press 3 to review and/or modify your list.
5. Enter the address of the subscriber who owns the list you want to review.
6. Press # to signal that you have entered the address.

   If you own the list, you may omit your extension number or name and simply press #.
7. Enter the list ID.
8. Press # to signal that you have entered the ID.

   The system will tell you how many names are on the list and read the first name to you. At this point, you can skip or delete each name as it is read, or you can add a recipient to the list.
9. Take one of the following actions, according to your needs:

   - To add a name to this list (note that you must own the list):

a. Press 1 to add a name to this list.

b. Press Y (for *yes*) to change the status of your list from its current status (public or private) or press N (for *no*) to leave the status unchanged.

c. Enter the new address.

To switch back and forth between extension, name, or alias addressing, press * A.

d. Press # to signal that you have entered the new address.

e. Repeat steps c and d if you want to add more than one new recipient to this list.

f. Press # to tell the system that you're finished addressing.

- To move backwards to previous entries in this list, simply press 2 each time you want to step backwards one name.
- To review the names in this list:

  a. Listen to the name.

  b. Press # to skip (and retain) the name on the list. Return to step a.

- To delete a name from this list:

  a. Listen to the name.

  b. Press * D to delete the name.

  When you delete a name, the system automatically skips to the next name on the list.

10. Take one of the following actions, according to your needs:
    - To continue reviewing this list after you have modified it, press #.
    - To review this list from the beginning, press * 1.
    - To indicate that you are finished reviewing this list, press #.
    - Hang up.
11. When you have finished reviewing or modifying Mailing Lists, take one of the following actions, according to your needs:
    - To review another list, return to step 5.
    - To return to the Activity Menu, press * R.
    - To transfer out of the DEFINITY AUDIX system, press * T.
    - Hang up.

Scanning a Mailing List Summary

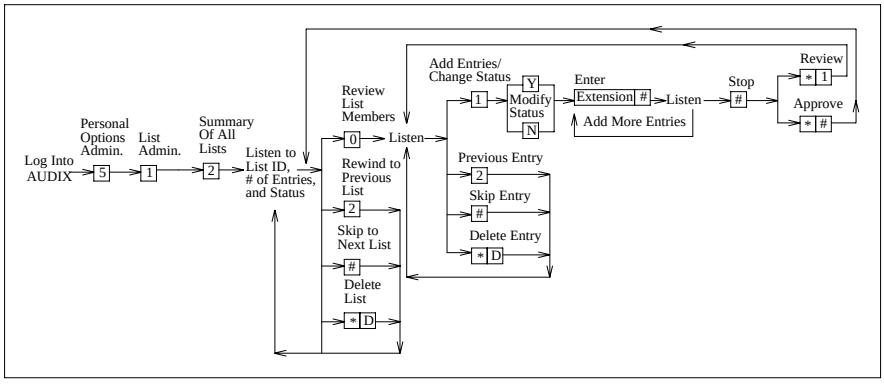

Figure 21. Scanning a Mailing List Summary

If you want an overview of your Mailing Lists, you can ask the DEFINITY AUDIX system to summarize them for you. The system will identify each of the lists that you own, the number of subscribers on the list, and whether the list is public or private. As each list is summarized, you can ask the system to review the recipients on the list, or you can skip to the next list. While scanning your list summary, you can delete existing lists but cannot add new ones.

To hear a summary of all your lists, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select Personal Options Administration.
3. Press 1 to select the List Administration activity.
4. Press 2 to play a summary of your lists.

   The system will identify the list, number of members, and status (public or private).
5. Take one of the following actions, according to your needs:
   - To skip to the next list, press #.
   - To delete the list, press * D.
   - To rewind to the previous list, press 2.
   - To review the members on the list, press 0.

     If you choose to review the members on the list, you can skip, delete, or add members by following step 9 under Reviewing and Modifying a Mailing List, found earlier in this section. When you

finish reviewing or modifying your list, press #; and the system will return you to scanning your lists. Then, to skip to the next list, press #.

After you scan the summary of all of your lists, the system will automatically return you to the Activity Menu. If you want to stop scanning before the system has announced your last list, go on to step 6.

6. Take one of the following actions, according to your needs:
   - To return to the Activity Menu, press * R.
   - To transfer out of the DEFINITY AUDIX system, press * T.
   - Hang up.

Interactions with Other Features

This section identifies the interactions of the Mailing List feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Mailing List feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Mailing List feature interacts with other DEFINITY AUDIX features as follows:

- *Address-by-Name*: When entering addresses into a Mailing List, the creator of the list can use alternate addressing (* A) to identify list entries by name instead of extension.
- *AMIS Analog Networking*: Mailing Lists can consist of users on remote voice mail systems connected to the local system via AMIS Analog Networking, if those subscribers are administered for AMIS one-step addressing. However, public Mailing Lists cannot be shared across more than one system. Also, you might have to use a location prefix to include a remote AMIS user who is on a remote system administered for AMIS one-step addressing (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back.

  Note that messages addressed to subscribers on systems connected via AMIS Analog Networking are queued for delivery at a time specified by the system administrator.

- *INTUITY Message Manager:* Subscribers can create Mailing Lists from their PC using INTUITY Message Manager.
- *Message Delivery*: Mailing Lists can consist of administered or unadministered Message Delivery recipients. However, if you add an unadministered recipient to a mailing list, they will be removed in the weekly audit. The system administrator should administer recipients that need to be permanent members of a list. A location prefix might be needed to include an administered remote recipient (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered recipient is added to a list, his/her name will be voiced back. For unadministered remote recipients, no name will be voiced back — just the address.
- *Message-Waiting Indicator*: When a Mailing List is used to address a Voice Mail message, a message-waiting indicator (MWI) (either the message-waiting lamp or stutter dial tone) informs the recipients that there is a new message in their Voice Mailboxes.
- *Name Record by Subscriber*: When subscribers use this feature to record their names, the recorded names play back as each subscriber is added to the list. Also, the sender's recorded name is used in the header of the message sent to each subscriber on the list.
- *Outcalling*: Messages sent using a Mailing List will activate the Outcalling feature just as a standard Voice Mail or Call Answer message does.
- *Personal Directory*: Entries contained in your Personal Directory can be used as entries in a Mailing List, even if the list is public.
- *Priority Message*: Subscribers who have Priority Message permission can send a Priority Message using the Mailing List feature. All members on the list will receive the message with priority status.
- *Priority Outcalling*: Priority Messages sent using a Mailing List will activate the Priority Outcalling feature just as a standard Voice Mail message activates the Outcalling feature.
- *Private Message*: By making a message *private* when using a Mailing List to send it to subscribers, none of the subscribers on the list will be able to forward the message to other subscribers.
- *Traffic Reports*: The Mailing List feature will generate data that can be monitored using Traffic Reports. Specifically, each member on a Mailing List will be counted as having received a new message on the subscriber traffic screens. Also, the number of messages delivered (shown on the feature traffic screens) will be increased by the number of entries in the list.
- *Voice Mail*: The Mailing List feature is used to route Voice Mail to a defined group of people who require the same information (such as a department or project).

- *Voice Mailbox*: The file cabinet portion of the Voice Mailbox can store a message that is being sent using the Mailing List feature. Also, the incoming portion of the Voice Mailbox of each subscriber on the Mailing List will receive notification of the message.

  Prior to delivery, the sender will find one entry in the *undelivered* section of the outgoing mailbox. The header will say that the message is being sent to "*[name] and [N] others*" (where *[name]* is the first person on the list, and *[N]* is the total number of people the message is being sent to, minus one). As the message is being sent to each recipient, another individual header is placed in the *delivered* category of the sender's outgoing mailbox. Each list member's name will be in a different header.

Message Delivery

Description

Message Delivery is an optional feature that permits subscribers to send DEFINITY AUDIX Voice Mail messages to any touch-tone telephone anywhere in the world (including someone's home). This feature is an extension of the AMIS Analog Networking feature. When the recipient answers, a recording informs the recipient that a message is waiting and that the recipient should press 0 to listen to it. The DEFINITY AUDIX system then plays the message. If the recipient doesn't answer, the system will make a total of six attempts to deliver the message at intervals specified on the System-Parameters Features screen.

The local DEFINITY AUDIX system will transmit messages at specific times set by the system administrator on the Machine screen. The times specified on this screen *must* be a subset of the times administered as outcalling periods on the System-Parameters Outcalling screen. If a range of Message Delivery telephone numbers is administered, individual recipients do not need to be administered on the local system. However, the system administrator can choose to administer any telephone numbers to which Message Delivery traffic is heavy (this simplifies addressing procedures).

If the Multilingual feature is activated, Message Delivery announcements will be in the system announcement set. If the unilingual nature of the announcement is unacceptable, the system administrator may rerecord the announcement in all languages of interest.

Points to Remember

- Each system using Message Delivery can deliver messages to any touch-tone telephone.
- Recipients can be individually administered on the local system making addressing easy.
- Messages are *played* to the recipient; if a recipient is listening to a one minute message, an outcalling port will be busy for at least a minute.
- If a message is sent to a remote recipient and a voice mail system (other than a DEFINITY AUDIX system or AUDIX system) or answering machine picks up the call, the recipient's machine *may* record the message header but not the message body.
- Because messages are transmitted via analog lines, quality may degrade.

Administration Screens
Sys-Par Fea, Machine

Applications

The Message Delivery feature allows DEFINITY AUDIX Voice Mail messages to be sent to *any* touch-tone telephone. The system simply calls recipients, prompts them to press 0 to listen to a message, then plays the message.

If a recipient's number is in a range of administered telephone numbers but their number is not individually administered, local subscribers may have to enter the entire telephone number (depending on administration); area code or country code plus area code may be required. If an individual recipient is administered, subscribers usually need only enter a portion of the recipient's number. See *DEFINITY AUDIX System — Administration*, 585-300-507, for the specific procedures required to administer the Message Delivery feature.

NOTE:
If subscribers send Message Delivery messages to remote recipients and a voice mail system or an answering machine picks up the call (because the recipient did not answer), the recipient's machine *may* record the message header. (This *will not* happen if the remote system is a DEFINITY AUDIX system or an AUDIX system.) If this happens, the machine will not be able to record the message body since it cannot press 0 to have the system play out the message. From the header, the recipient will know either the name or the number of the person who sent the message. Meanwhile, the local DEFINITY AUDIX system will continue to try to send the message (making a total of six attempts) since it did not detect a touch-tone indicating that the intended recipient received the message.

Requirements

To use the Message Delivery feature, the AMIS Analog Networking feature must have been activated by Lucent Technologies remote maintenance personnel. The system administrator must have administered the network connection type on the Machine screen to be *calld*. The administrator must also have administered the system to permit outgoing AMIS Analog Networking calls. Finally, the recipient must have a touch-tone phone.

Feature Operation

The Message Delivery feature is easy to use. Recipients simply press 0 to listen to a message when they answer a call from the DEFINITY AUDIX system. Therefore, recipients *must* have a touch-tone telephone.

Message Transmission

The procedure for sending Message Delivery messages depends on how the recipient to whom a message is to be sent is administered on the local system.

For example, the procedure to send Message Delivery messages from the local machine to a remote recipient would be:

1. A local subscriber either creates a Voice Mail message, forwards a Call Answer or Voice Mail message, or retrieves a message saved in the outgoing mailbox. Note that Message Delivery messages designated private will not be delivered. Message Delivery messages designated priority will be delivered, but they will appear as regular messages to the remote system.
2. When prompted for the recipient's extension, the subscriber enters one of the following:
   - If the recipient's number is in a range of administered numbers but they are not individually administered, enter the full telephone number of the recipient (area code or country code plus area code may be necessary), followed by the # key.
   - If the recipient is individually administered, you need only enter part of the recipient's telephone number, followed by the # key. The number of digits subscribers must enter is defined by the extension length on the Machine screen.
3. The DEFINITY AUDIX system places the message in the Outcalling queue for delivery. The system will attempt to deliver the message during one of the intervals specified on the Machine screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System-Parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the message, the system will use the rescheduling increments specified on the System-Parameters Features screen.
4. The DEFINITY AUDIX system will make six attempts to deliver the message at intervals specified on the System-Parameters Features screen. If the message is delivered successfully, the system will update the outgoing message status to *accessed*. If all six attempts fail, the system will send a message to the subscriber notifying him/her that the Message Delivery was undeliverable.

Address Prefixes

Addresses for Message Delivery message recipients consist of an optional location prefix and a remote recipient's full telephone number or a portion of his/her telephone number (depending on how they are administered on the local system).

The prefix, if defined, is a set of digits that identifies a recipient's telephone number as a Message Delivery number. The address range prefix may contain, for example, an area code or a country code plus area code. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to address a Message Delivery message. The prefix consists of 0 to 21 alphanumeric

characters. Added to the extension, up to 31 characters can be assigned to an address range.

In some cases, a prefix may be *required* if recipients' telephone numbers conflict with the local numbering plan of the host switch.

In implementing the Message Delivery feature, a number of prefix options could be used to help subscribers distinguish between Message Delivery recipients. For example, a prefix could be:

- The same numbers as the country code and area code.
- The same numbers as the area code (NPA) and office code.
- The office code (NNX or NXX) if the recipient shares the same area code as the local system.
- An RNX code if the recipient is in a private network.
- An alphanumeric code used as a mnemonic of a location or person.
- All of the above options could be administered to be mapped into a single range of Message Delivery addresses.

The Address-Ranges screen can list all address ranges that have been administered. Remember, Message Delivery address ranges *cannot* overlap with AUDIX digital networking address ranges or AMIS Analog Networking address ranges.

Message Delivery User Groups

For the Message Delivery feature, users are divided into the following groups:

- Local subscribers — Those subscribers whose mailboxes reside on the local DEFINITY AUDIX system.
- Recipients — Those people who receive Message Delivery messages. Recipients are further divided as follows:
  - Administered recipients — Those remote recipients who have been administered on the local DEFINITY AUDIX system via the Subscriber screen. These recipients can be addressed by name and their names, if recorded, will be voiced back.
  - Nonadministered recipients — Remote recipients who have not been administered on the local DEFINITY AUDIX system.

Interactions with Other Features

This section identifies the interactions of the Message Delivery feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Since the Message Delivery feature (which is an extension of the AMIS Analog Networking feature) uses analog lines to transmit messages, there are no interactions with switch features.

Interactions with Other DEFINITY AUDIX Features

The Message Delivery feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: This feature must be activated by Lucent Technologies' remote maintenance personnel before the Message Delivery feature can be used.
- *Automated Backup*: This feature automatically creates a backup copy of the directories that have information necessary for the Message Delivery feature.
- *Call Answer*: Call answer messages can be forwarded to Message Delivery recipients via the Message Delivery feature.
- *Dial-by-Name*: You can use the Dial-By-Name feature to address Message Delivery messages to remote recipients who have been administered via the Subscriber screen.
- *Directory*: If you are using the Directory feature in an AUDIX network, the only Message Delivery recipients you will be able to look up will be those recipients that have been administered via the Remote Subscriber screen.
- *Enhanced Disconnect Detection*: Tone Based Disconnect is not activated until the called party answers and enters one or more touch tones.
- *INTUITY Message Manager*: Message Delivery messages can be addressed using INTUITY Message Manager.
- *Mailing List*: Message Delivery recipients that are administered via the Subscriber screen may be included on mailing lists. Messages addressed to recipients will be put in the Outcalling queue and delivered during one of the intervals specified on the Machine screen.

  NOTE:
  Message Delivery recipients who are nonadministered remote recipients may be added to mailing lists, but they will be removed by a weekly audit. To add recipients to a list permanently, have the system administrator make them administered remote subscribers via the Subscriber screen.

- *Message Sending Restrictions*: The administrator can administer which subscribers can send Message Delivery messages, and to which remote numbers these subscribers can send messages.

- *Multilingual*: If the Multilingual feature is activated, Message Delivery announcements will be in the system announcement set. If the unilingual nature of this announcement is unacceptable, the system administrator may rerecord the announcement in all languages of interest.
- *Outcalling*: The maximum number of outcalling ports, administered via the System-Parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered on the Machine screen for AMIS Analog or Message Delivery messages to be delivered *must* have been administered as outcalling periods on the System-Parameters Outcalling screen or Message Delivery messages will not be transmitted.
- *Personal Directory*: An alias may be created and assigned to any Message Delivery recipient just as it would be for a local subscriber. However, if the Message Delivery recipient is nonadministered, the alias must initially be assigned using the extension number mode.
- *Priority Message*: Priority messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages when played out.
- *Private Message*: You will not be able to send private messages via the Message Delivery feature. Subscribers who designate Message Delivery messages as private will be notified by the system that their message was undeliverable.
- *Security Password*: There is no security password for Message Delivery recipients.

  NOTE:
  The system administrator should ensure all subscribers carefully secure their mailboxes with a good password to prevent unauthorized users from accessing their system and sending Message Delivery messages.

- *Traffic Reports*: The traffic reports that show the most useful statistics for Message Delivery (combined with AMIS Analog Networking activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic, screens.
- *Voice Mailbox*: The system uses Voice Mailboxes to notify local subscribers who attempt to send a Message Delivery message if their message was undeliverable.

Message Sending Restrictions

Description

The Message Sending Restrictions feature restricts the message routing of various communities of subscribers. Since it regulates voice mail only, subscribers can bypass the restrictions by using the Call Answer feature.

The system administrator sets up a *restriction matrix* which indicates which communities of users can send messages to each other. Each subscriber may be assigned to only one community. A default community is defined so that it is not necessary to administer each subscriber specifically.

If a subscriber in a restricted community tries to send a message to an unauthorized destination, the DEFINITY AUDIX system plays a message explaining the restriction. If there are unauthorized destinations on a restricted sender's mailing list, the system informs the sender that specific messages are nondeliverable because of the restriction. When messages are scheduled for future delivery, the restriction is checked and the sender notified of restrictions when the messages are being addressed *and* at the time of delivery, to allow for changes in the restriction status.

Who has it:	Subscribers may or may not be restricted according to how the feature is administered.
Who controls it:	The system administrator controls the restrictions using the System-Parameters Sending-Restrictions screen.
Who can access it:	Only restricted subscribers are made aware of the feature when they are informed by the system that they cannot address a message to a specific subscriber.

Points to Remember

- Up to 15 communities can be defined for sending restrictions.
- All restrictions pertain to the sending of voice mail. Subscribers are not restricted from calling or leaving Call Answer messages for others.
- After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of replying to the sender via voice mail. They can automatically return the sender's call, however.
- Guests using a guest password cannot be restricted.
- Restrictions can be set up so that subscribers cannot send messages to others within the same community.

Administration Screens
SYS-PAR SEND-RES

Applications

Often, upper management wants to insulate itself from messages sent by those below a certain level of the corporate hierarchy. This feature can be used to force a more efficient lateral routing of messages, or applied creatively to set up specific lines of communication.

Further, the Message Sending Restrictions feature allows the administrator to respond to abuse of the system, restricting those who are sending messages unnecessarily. For example, universities could restrict students from sending messages to professors and administrators. Or, in the transportation and manufacturing industries, restrictions could be defined so that drivers and production-line workers can send messages only to their supervisors — and not to each another.

This feature can also be used to restrict some subscribers from sending AMIS Analog or Message Delivery messages to remote sites.

Requirements

There are no requirements for the Message Sending Restrictions feature other than those of the DEFINITY AUDIX system itself.

Feature Operation

After communities are defined on Subscriber screens, sending restrictions are then implemented by the administrator using the System-Parameters Sending-Restrictions screen. (shown on the following page). At each intersection in the matrix, an “r” indicates a restriction between the associated communities. Any letter can be used to assign the restriction.

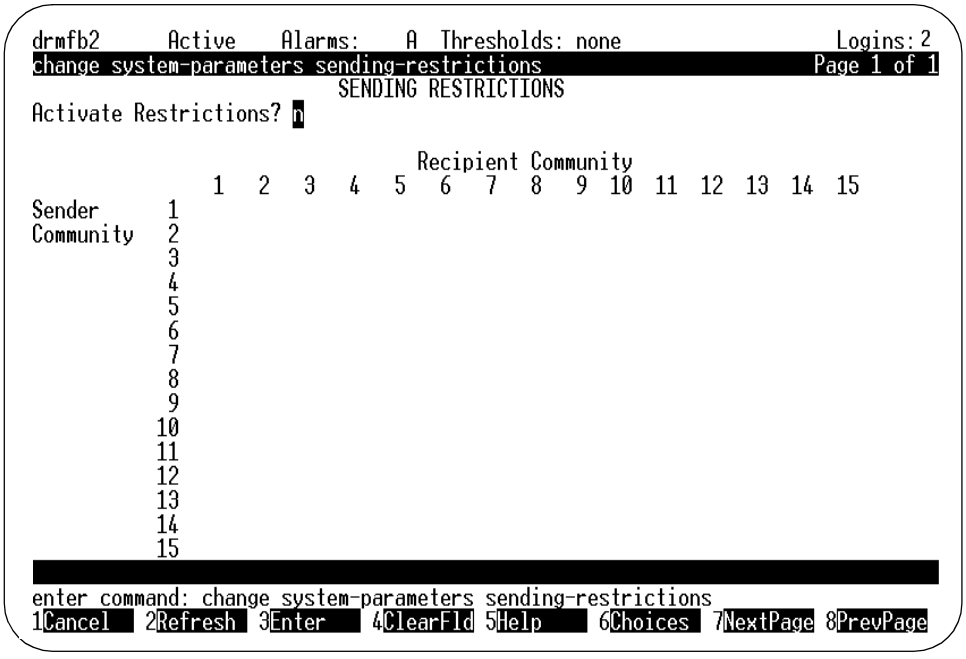

Figure 22. The Message Sending Restriction Matrix

Interactions with Other Features

This section identifies the interactions of the Message Sending Restrictions feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Message Sending Restrictions feature, as a subfeature of Voice Mail, is exclusively a DEFINITY AUDIX feature and has no direct interaction with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Message Sending Restrictions feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: The administrator can administer which subscribers can send AMIS analog messages and to which remote systems these subscribers can send messages.
- *Automated Attendant*: Automated Attendant is a Call Answer feature, and therefore not affected by sending restrictions.
- *Broadcast Message*: Broadcast Messages are not subject to sending restrictions. They are sent to all subscribers.
- *Call Answer*: Call Answer is not affected by sending restrictions and can be used to bypass restrictions if necessary.
- *Delivery Scheduling*: When messages are scheduled for future delivery, the restriction is checked and the sender notified of restrictions when the messages are being addressed *and* at the time of delivery, to allow for changes in the restriction status.
- *Guest Password*: Subscribers who receive messages via the guest password cannot be restricted.
- *Login Announcement*: Login Announcements cannot be restricted.
- *Mailing List*: The DEFINITY AUDIX system checks for sending restrictions while the subscriber is creating a mailing list. A message is played informing the subscriber of restricted destinations, and those destinations are not added to the list. On a networked system, if the remote destination is not defined as part of a remote community on the Subscriber screen, the system uses the default community ID for the remote machine in deciding whether the destination is restricted.
- *Message Delivery*: The administrator can administer which subscribers can send Message Delivery messages and to which numbers these subscribers can send messages.
- *Personal Directory*: The system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function for call transfers, for example.
- *Priority Message*: Message Sending Restrictions apply to Priority Messages.
- *Private Message*: Message Sending Restrictions apply to Private Messages.
- *Traffic Reports*: As with other traffic and system data, Message Sending Restrictions influence the data according to how much they regulate voice mail.

- *Voice Mail*: The Message Sending Restrictions feature works exclusively with Voice Mail, and restricts the sending of messages to certain subscribers.
- *Voice Mailbox*: After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of automatically responding to the sender via voice mail. They can automatically return the sender's call, however. Also, subscribers cannot forward messages to restricted destinations. Messages that are nondeliverable because of message restrictions are kept in the *nondeliverable* category of the outgoing portion of the mailbox. Subscribers also get a system message after logging into the DEFINITY AUDIX system, informing them of the nondeliverable message. This message is sent to the *new* category of the incoming section of the mailbox.

Message-Waiting Indicator

Description

The DEFINITY AUDIX system provides subscribers with two different methods of informing them that new messages exist in their voice mailboxes. The following methods are referred to as the Message-Waiting Indicator (MWI) feature.

For subscribers who have telephones with message-waiting lamps, the lamp lights automatically when new DEFINITY AUDIX messages are received. When the last new message or header in the incoming section of a voice mailbox is heard, the message-waiting lamp goes out. The only exception is when a message is retained in the *new* category using the *Untouched Message* feature (for more information, see the Untouched Message feature). The message-waiting lamp is also used for message services other than the DEFINITY AUDIX system (see the Leave Word Calling (CL Mode Only) feature).

Some voice terminals include display screens that serve as MWIs (see Considerations on the next page).

Points to Remember

- If no MWI is available via the switch, the Outcalling feature can always be used as a substitute (for more information, see the Outcalling feature).
- For systems installed using the digital port switch integration method, the Leave Word Calling (LWC) switch feature must be enabled for DEFINITY AUDIX ports (the LWC feature is used to activate MWIs for those systems).

Administration Screens
N/A

Applications

This feature is used to inform subscribers that new messages exist in their voice mailboxes.

Considerations

DEFINITY AUDIX systems set up in display set (DS) integration mode rely on the Leave Word Calling switch feature to turn on MWIs. Those installed using the control link integration method employ an independent mechanism for controlling the MWIs. *Thus, the following important note applies to DS systems only.*

NOTE:
Telephones with built-in displays indicate when DEFINITY AUDIX messages have been received by displaying “AUDIX”. For a system in DS mode, the number shown next to the AUDIX display does *not* indicate the number of messages waiting. Rather, it indicates the number of times MWI activation requests have been sent by the system. Thus, without telling how many, display phone sets only show that at least one message is waiting. The only advantage of a display set is that it differentiates between DEFINITY AUDIX messages and other types of messages.

DEFINITY AUDIX systems set up in control link (CL) switch integration mode offer fully integrated messaging. This means that messages generated by other messaging systems on the switch are detected by the DEFINITY AUDIX system and presented to the recipient much the same as are voice messages. Systems set up in DS integration mode do *not* offer integrated messaging. *Thus, the following important note applies to systems in DS mode only.*

NOTE:
If LWC is enabled for subscribers, active MWIs may indicate the presence of LWC messages, which cannot be retrieved through the DEFINITY AUDIX system. If a message-waiting lamp remains lit after a subscriber retrieves DEFINITY AUDIX messages, the subscriber must exit the DEFINITY AUDIX system and retrieve the LWC messages by other means. Only then will the MWI be deactivated.

Requirements

For systems in DS mode, Leave Word Calling *must* be enabled for the DEFINITY AUDIX ports, but Lucent Technologies recommends that it *not* be enabled for other stations on the switch. For more information on specific hardware and software requirements for this feature, see *DEFINITY AUDIX System — System Description,* 585-300-214.

Feature Operation

The DEFINITY AUDIX system in DS mode uses the Leave Word Calling switch feature to turn the MWIs on when new messages are received, and turn them off after the messages are accessed. The DEFINITY AUDIX system in CL mode uses a separate, dedicated link for controlling the MWIs.

Interactions with Other Features

This section identifies the interactions of the MWI feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The MWI feature interacts with switch features as follows:

- *Digital Display Module*: For voice terminals with digital display modules, the LWC method of activating MWIs can cause confusion in certain situations (see Considerations above).
- *Leave Word Calling*: Leave Word Calling activates MWIs independently or in conjunction with the DEFINITY AUDIX system. (See Considerations above.)
- *Unified Messaging*: Automatic message-waiting indication is part of Unified Messaging's Integrated Message Notification (IMN) feature. All integrated message services on a switch light the message-waiting lamp on the subscriber's telephone when new messages are received, as long as the telephone has a message-waiting lamp and is administered correctly on the switch.

  Users of electronic mail services such as Lucent Mail, Office TeleSystem mail, and UNIX System mail which are integrated through Unified Messaging can create and send messages using their data terminals or personal computers. When the electronic mail message arrives from any integrated source, the Unified Messaging feature activates the MWI for the called party and tells the switch that there is a text service message. The MWI itself does not indicate the type of new message.

Interactions with Other DEFINITY AUDIX Features

The MWI feature interacts with other DEFINITY AUDIX features as follows:

- *Broadcast Message*: Broadcast Messages activate the MWI as an option. The default mode for Broadcast Messages is to *not* activate the MWI. If the broadcaster chooses to activate the MWIs, however, it could take some time to notify everyone, depending on the number of subscribers and the load on the switch. Therefore, there may be a brief

window of time immediately after sending a Broadcast Message in which subscribers who log in (without their MWI active) find that they actually do have a new Broadcast Message.

- *Call Answer*: Call Answer messages activate MWIs.
- *DCS Networking*: The message-waiting lamp (if available) should indicate new messages on all switches in a DCS Network. For more information, see Appendix D.
- *Outcalling*: The Outcalling feature allows the DEFINITY AUDIX system to call subscribers when they receive new messages. This is especially useful for systems that do not have other MWIs. Subscribers can select the time period during which the system may call them, the number where they can be reached, and whether or not the Outcalling feature is active.
- *Untouched Message*: Subscribers can listen to a message and keep it in the *new* category of the incoming section of their voice mailbox by using the Untouched Message feature. This allows a subscriber (or a secretary) to review new incoming messages and still have the MWI remain active, reminding the subscriber to listen to the message at some future time.
- *Voice Mail*: Voice mail messages activate MWIs.

Multilingual

Description

The Multilingual feature allows subscribers to hear voice prompts from the announcement set of their choice as long as the announcement set has been installed on the system. It also allows call answer users a choice between two languages for greetings and prompts

The called subscriber's chosen *primary* announcement set and *secondary* announcement set determine the languages in which the call answer user can interact with the system. The subscriber's chosen *login* announcement set defines the language in which the subscriber interacts with the system. All three announcement sets — primary, secondary, and login — may be different

The Multilingual feature also provides messaging service to hearing-impaired people on the same system used for hearing people. An announcement set using the tone-based protocol for teletypewriters (TTYs) can be run simultaneously with voiced announcement sets. See the Telecommunications Device for the Deaf (TDD) feature for more information.

Points to Remember

- Different announcement sets (languages) may be installed on the same system, up to a limit of 9, as long as enough disk space is available.
- Subscribers can interact with the DEFINITY AUDIX system in the language of their choice as administered by the system administrator.
- Subscribers may choose the primary and secondary languages in which callers to their mailbox may interact with the system.
- The subscriber can record personalized greetings for the primary and secondary languages chosen.
- Call answer users can be greeted in the primary language, then instructed in the secondary language to enter ⊛ 1 to switch to the secondary language.

Administration Screens
Sys-Par Fea, COS, Sub

Applications

The Multilingual feature has several applications:

- If the Call Answer Language Choice capability is on, call answer users are greeted in the primary language and then instructed in the secondary language to enter * 1 if they prefer to use the secondary language. If they enter * 1, the greeting is replayed in the secondary language. This capability is ideal for regions where two or more languages predominate, and it also enables the DEFINITY AUDIX system to accommodate regional laws requiring that multiple languages be equally available for all users of the system.
- Subscribers can hear voice prompts in a chosen language as long as that language is installed on the DEFINITY AUDIX system and has been administered as the Login Announcement Set for the subscriber. The login announcement set may be different from both the primary announcement set and the secondary announcement set for the subscriber.
- A subscriber can use the Dual Language Greetings capability of the Multilingual feature to record personalized greetings in one or both of the two languages identified as the primary and secondary announcement sets for the subscriber. The primary greeting should tell the caller, in the alternate language, to press * 1 to switch to the alternate language. If Call Answer Language Choice is set to “y” (yes), the subscriber may not use the Multiple Personal Greetings feature but uses the personalized Dual Language Greetings capability instead.
- Hearing-impaired people can use the same DEFINITY AUDIX system as hearing people. An announcement set using the tone-based protocol for TTYs can be used simultaneously with voiced announcement sets. If the called party also receives voice calls, it is recommended that the called party maintain two separate telephone numbers — one for TTY callers and one for non-TTY callers; however, it is possible to serve both TTY users and non-TTY users with one telephone number.
- Multilingual automated attendants can be set up with two or more languages. The first stage of an automated attendant in a multilingual environment might ask the user to select a language, and subsequent stages could implement the auto-attendant function in the language chosen. It is recommended that TTY automated attendants and voiced automated attendants have separate telephone numbers.

Considerations

If the Multilingual feature is activated while the Multiple Personal Greetings feature is off, the personal greeting becomes the subscriber's primary personal greeting if Call Answer Language Choice is set to "y" (yes).

When the following two conditions exist:

- The Multilingual feature is activated with Call Answer Language Choice set to "y" (yes) for a subscriber,
- The Multiple Personal Greetings feature is on and greeting 1 exists and is active for all calls,

all personal greetings are deleted when the next mailbox audit runs except for personal greeting 1 which becomes the subscriber's primary personal greeting. The subscriber should do the following:

- Rerecord this greeting and tell the caller, in the alternate language, to press * 1 to switch to the alternate language and record a secondary personal greeting if desired (the system greeting is used if a personalized greeting is not activated).
- Use the system greetings for the primary and/or the secondary greetings.

If the Multilingual feature is deactivated for a subscriber when Call Answer Language Choice is set to "n" (no), no changes are apparent to the subscriber.

If the Multilingual feature is deactivated and the subscriber has recorded personalized Dual Language Greetings, the primary greeting (greeting 1) immediately becomes the active personal greeting for all calls. The secondary greeting is deleted when the next nightly mailbox audit runs. The subscriber should rerecord the personal greeting, leaving out any reference to pressing * 1 to switch to an alternate language.

Requirements

The Multilingual feature is a purchasable feature that is activated before system cutover or by Lucent Technologies' remote maintenance personnel. The system administrator must identify a system announcement set on the System-Parameters Features screen. If the Multilingual feature is not enabled, all subscribers must use the system announcement set for call answer and login sessions.

Each additional announcement set is purchased separately and is shipped on an magneto-optical (MO) disk[1] which must be installed on the DEFINITY AUDIX system. There must be enough disk space to accommodate each additional

1. Announcement sets are shipped on tape for releases earlier than 4.0

announcement set. See *DEFINITY AUDIX System — System Description*, 585-300-214, for information on announcement sets and disk space. The documentation provided with the announcement set disk will provide an estimate of the number of blocks of storage the announcement set will occupy on the system.

Feature Operation

The Multilingual feature affects the following three areas of the DEFINITY AUDIX user operation:

- Subscriber login
- Call answer sessions
- Administration of personal greetings

Subscriber Login

When the Multilingual feature is active, the DEFINITY AUDIX system plays the initial login prompts for voice mail calls in the system primary announcement set. After the user enters *password*, the announcement set changes to the Login Announcement Set specified for the user if one has been specified, if the Login Announcement Set exists on the system, and if the Multilingual feature is active.

NOTE:
If the system administrator desires the login prompt to be heard in multiple languages, s/he may rerecord the prompt in the desired languages. See the Announcement Customization guide for the announcement set to be customized.

Call Answer

If the Call Answer Language Choice is set to “y” (yes) for the called subscriber, the DEFINITY AUDIX system, upon answering a call, voices either a standard system greeting in the subscriber’s Call Answer Primary Announcement Set or the subscriber’s personal greeting. The system greeting tells the caller, in the secondary language, to press * 1 to switch to the Call Answer Secondary Announcement Set. Recording personal greetings to replace the primary and/or secondary system greetings is described under Personalized Dual Language Greetings.

If the caller does not switch to the alternate language, system prompts for the call are in the subscriber’s designated primary language. If a switch is made to the alternate language, the system prompts for the call are in the subscriber’s designated secondary language.

Personalized Dual Language Greetings

If the Call Answer Language Choice is *yes* for a subscriber, the subscriber can record personalized greetings — one for the Call Answer Primary Announcement Set and one for the Call Answer Secondary Announcement Set. This is part of the Dual Language Greetings capability of the Multilingual feature. The subscriber can record a personal greeting for one announcement set and use the system greeting for the other announcement set or record both primary and secondary personal greetings.

When recording a personal greeting in the primary language, the subscriber should instruct the caller, in the secondary language, to press * 1 to switch to the secondary language. *The Multiple Personal Greetings feature is not available to a subscriber with the Call Answer Language Choice set to "y" (yes).*

The following figure shows the flowchart for administering Personalized Dual Language Greetings.

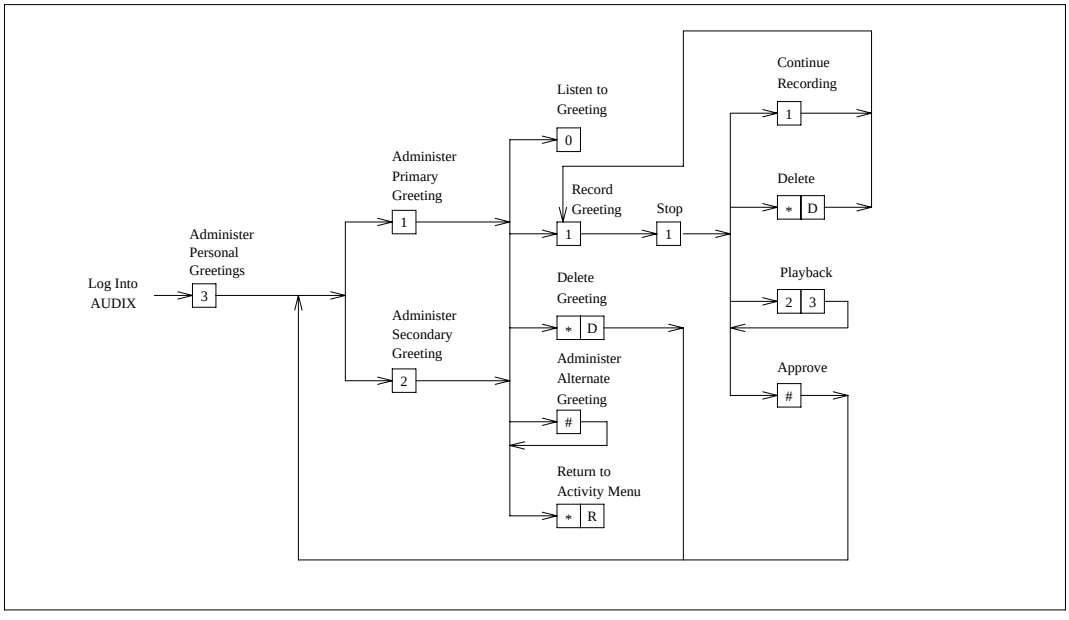

Figure 23. Personalized Dual Language Greetings Administration

Recording and Activating a New Personalized Dual Language Greeting

To record and activate a new personal greeting, do the following:

1. Log in to the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 1 to record a primary greeting, or press 2 to record a secondary greeting.
4. Press 1 to record the greeting.
5. Record your greeting at the tone.
6. Press 1 to stop recording (this is an optional step).
7. Do any combination of the following:
   - To continue recording, press 1.
   - To delete the greeting, press * D.
   - To playback the greeting, press 2 3.
   - To approve the greeting, press #. Once approved, the greeting becomes active. You are returned to the Personal Greeting Administration Menu.

Listening to, Changing, or Deleting a Recorded Personalized Dual Language Greeting

To listen to, change, or delete a personal greeting, do the following:

1. Log in to the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 1 to record a primary greeting, or press 2 to record a secondary greeting.
4. Do one of the following:
   - To play the greeting, press 0 and return to the beginning of this step (step 4). If no personalized greeting is recorded, the system greeting plays.
   - To delete the greeting, press * D. You are returned to the Personal Greeting Administration Menu.
   - To rerecord the greeting, press 1 and go on to step 5.
   - To administer the alternate greeting, press # and return to the beginning of this step for the alternate greeting.
5. Record your greeting at the tone.
6. Press 1 to stop recording (this is an optional step).
7. Do any combination of the following:
   - To continue recording, press 1.
   - To delete the greeting, press * D.

- To playback the greeting, press 2 3.
- To approve the greeting, press #. You are returned to the Personal Greeting Administration Menu.

Interactions with Other Features

This section identifies the interactions of the Multilingual feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Multilingual feature works with the Call Answer (DEFINITY AUDIX) feature. See the Interactions with Other Features section of the *Call Answer* chapter to understand the switch aspects of having calls intercepted by the system.

Interactions with Other DEFINITY AUDIX Features

The Multilingual feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS*: AMIS network outcalls will be made using the system announcement set.
- *Automated Attendant*: The Multilingual feature may be used with the Automated Attendant feature. The first stage of an automated attendant in a multilingual environment might ask the user to select a language. Subsequent stages could implement the automated-attendant function in the language chosen.

  Seamless language prompting can be achieved with automated attendants in a multilingual environment as long as the primary announcement set specified for each automated attendant matches the language of the branch in which each automated attendant resides in the automated-attendant tree.
- *Broadcast Message*: Since it is not necessary to log in to the broadcast mailbox to create a broadcast message, any user with broadcast permission can interact with the system in the announcement set of his/her choice if the Multilingual feature is activated. The broadcaster should consider the appropriateness of broadcasting a unilingual message versus a multilingual message to a multilingual community. TTY users who cannot hear should be notified of the broadcast message.
- *Bulletin Board*: If the DEFINITY AUDIX Subscriber screen for an extension has a PERMISSIONS Type of bulletin-board, the extension retains all of the Multilingual feature capabilities of a call-answer PERMISSIONS Type.
- *Call Answer*: For call answer sessions, the DEFINITY AUDIX system greets a caller with the system greeting for the called subscriber's designated primary announcement set or with the recorded personal greeting associated with the primary announcement set (the primary personal greeting). The system greeting (or the primary personal greeting, if so desired) instructs the caller to enter ★ 1 to switch to the alternate (secondary) language greeting. The instructions to switch are in the

alternate language. If the caller enters * 1, the system plays the secondary system greeting or, if recorded, the secondary personal greeting.

The caller's choice directs system behavior for the call in the following two ways:

- Determining which greeting is played
- Determining which announcement set to use for any system prompts

If the caller does not switch to the alternate language, system prompts for the call will be in the subscriber's designated primary language. If a switch is made to the alternate language, the system prompts for the call will be in the subscriber's designated secondary language.

- *Class of Service*: Fields on the Class of Service (COS) screen specify subscriber-specific announcement set selections for Login Announcement Set, Call Answer Primary Announcement Set, and Call Answer Secondary Announcement Set and whether a Call Answer Language Choice is allowed.
- *Full Mailbox Answer Mode*: If a subscriber's mailbox is full, the caller hears the subscriber's personal greeting or the system greeting followed by the DEFINITY AUDIX announcements stating that a message cannot be left and listing other options. If Call Answer Language Choice is "y" (yes), the caller hears the greeting in the caller's primary announcement set.
- *Guest Password*: When someone uses the guest password to log in to the system, the DEFINITY AUDIX system announces the * 1 option to switch announcement sets if the subscriber extension used to log in to the system has the Call Answer Language Choice (CALC) field set to "y" (yes). If CALC = y (yes), the primary and secondary announcement sets for the call are the same as those for the subscriber extension used by the guest to log in. If CALC = n (no), the announcement set used for the call is the primary announcement set for the subscriber extension used by the guest to log in.
- *INTUITY Message Manager*: Subscribers can set up Multilingual personal greetings (Dual Language Greetings) from their PC using INTUITY Message Manager.
- *Login Announcement*: The Login Announcement goes to all subscribers of the system and probably should be recorded in all system languages. TTY users who cannot hear should be notified that there is a Login Announcement.
- *Message Delivery*: If the Multilingual feature is enabled, Message Delivery announcements will be in the system announcement set. If the unilingual nature of this prompt is unacceptable, the customer may rerecord the prompt in all languages of interest.

- *Multiple Personal Greetings*: The Multiple Personal Greetings feature is not available to subscribers that elect to give callers a choice of languages (Call Answer Language Choice set to “y” (yes)). Subscribers can record primary and/or secondary Dual Language Greetings rather than Multiple Personal Greetings.
- *Outcalling*: The DEFINITY AUDIX system uses the subscriber’s login announcement set when placing an Outcall.
- *Shared Extension*: The Automated Attendant menu used for a shared extension can be voiced in multiple languages.
- *TDD*: A TDD announcement set is available for purchase and can be used with the Multilingual feature as another announcement set on the system. It is recommended, but not necessary, that TTY callers and voice callers use separate telephone numbers.
- *TTY Automated Attendant*: Automated Attendants can be set up for TTY callers. It is recommended, but not necessary, that separate Automated Attendants be set up for TTY callers and for voice callers and that the TDD announcement set be installed on the DEFINITY AUDIX system.
- *Transfer Into AUDIX (CL Mode Only)*: Once an attendant transfers a call to the principal’s mailbox, call treatment proceeds as for normal call coverage to the principal’s mailbox with full Multilingual feature capability.
- *Transfer Into Mailbox (DS Mode Only)*: The DEFINITY AUDIX system answers a transferred call from the AUDIX TRANSFER port in the system announcement set and prompts the caller to enter the number of the desired subscriber mailbox. This feature is typically used by secretaries to transfer the caller into the principal’s mailbox. If all secretaries using this feature can work with the system primary announcement language, then no change is required. Otherwise, the system administrator might rerecord the prompt in all languages of interest.
- *Voice Mail*: If the Multilingual feature is activated, the Login Announcement Set is used for all interactions.
- *Voice Mailbox*: If the Multilingual feature is activated, the Login Announcement Set is used for all interactions.

Multiple Personal Greetings

Description

When the DEFINITY AUDIX System answers calls for subscribers via the Call Answer feature, subscribers can instruct the system to greet their callers with a personal message, as an answering machine does. Subscribers can record up to nine different personal greetings and have the system play a single greeting for all calls or play specific greetings for different types of calls. The system can identify calls (known as *call types*) in the following ways:

- *Internal* and *External* — Calls made from an extension on the same switch versus calls made from a phone outside the switch
- *Busy* and *No Answer* — Calls made to a subscriber's extension while the subscriber is already on the phone versus calls made to a subscriber's extension and the subscriber does not answer
- *Out-of-Hours* — Calls made to a subscriber's extension outside of business hours (these time periods are defined by the system administrator)

Up to three greetings can be active simultaneously. Subscribers can assign greetings to call types in any of the following ways:

- A single greeting for all calls (the default)
- Different greetings for (1) internal and (2) external calls
- Different greetings for (1) busy and (2) no answer calls
- Different greetings for (1) prime-time and (2) out-of-hours calls
- Different greetings for (1) prime-time internal, (2) prime-time external, and (3) out-of-hours calls
- Different greetings for (1) prime-time busy, (2) prime-time no answer, and (3) out-of-hours calls

Points to Remember

- If a subscriber does not record and activate any personal greetings, the system uses the system greeting to answer the subscriber's calls.
- If the Multilingual feature is activated and Call Answer Language Choice is yes on the Subscriber or Class of Service screen for a subscriber, the subscriber records primary and/or secondary personal greetings rather than Multiple Personal Greetings. The two greeting types are mutually exclusive.
- To create one greeting for prime-time callers and one greeting for out-of-hours callers, it is necessary to administer three call types and assign the two prime-time call types to the same greeting.
- The number of greetings administered can seriously impact disk space requirements.
- Subscribers can set up personal greetings using INTUITY Message Manager.

Administration Screens
Sys-Par Fea

Applications

The Multiple Personal Greetings (MPG) feature allows users to create and store up to nine personal greetings and use each as needed. For example, John Endall is a customer support technician who is preparing to go on vacation. He currently has his personal greetings set for internal/external and out-of-hours calls, as follows:

Internal Hi, this is John. I'm probably busy helping a customer right now. If you'd like, leave a message, and I'll get back to you as soon as I can.

External Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. I am currently unable to take your call. If you would like, please leave a message identifying the problem and a phone number where you can be reached, or press zero to transfer to another support technician. Thank you for calling the Customer Support Center, and have a nice day.

Out-of-Hours Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. Our business hours are Monday through Friday, from 9:00 A.M. to 6:00 P.M. mountain standard time. We are not open on weekends. Please leave a message at the tone and I will return your call as soon as possible. Thank you for calling the Customer Support Center.

John has also recorded a personal greeting to be used while he is on vacation. Before he leaves, John instructs the DEFINITY AUDIX system to play the vacation greeting for all calls to his extension. The three personal greetings he uses on a daily basis are saved in his library of nine greetings and can be reinstated upon his return.

Personal greetings are stored in subscriber's mailboxes. If mailbox space is low, the subscriber can delete old or unwanted greetings to free storage space. The system does not renumber the greetings if any are deleted.

If a subscriber keeps a full library of greetings, a good way to keep track of them is to use the *Scan All Greetings* option. This option can be used to play the greetings back in numbered sequence. Subscribers who are traveling might use the scan option to record all the greetings onto a pocket dictaphone. In this way subscribers need not call the system to discover which greetings are active and which are available.

Requirements

The MPG feature has no requirements other than those of the DEFINITY AUDIX system itself. The system is delivered with the MPG feature activated. However, the system administrator can deactivate this feature using the System-Parameters Features screen.

Feature Operation

The MPG feature may be activated or deactivated for the entire system at any time. The DEFINITY AUDIX system is delivered with the feature activated and answers calls using the greeting that is active for each subscriber — either the system greeting or a recorded personal greeting. This feature is simply an *option* for users to apply; they need not ever record or activate a greeting for the system to answer their calls. If subscribers decide to use this feature, they have the option of using it from its simplest screen — one personal greeting for all calls — to differentiating their call types and having up to three different greetings active at one time. If the Multilingual feature is activated and Call Answer Language Choice is yes on the Subscriber or Class of Service screen for a subscriber, the subscriber records primary and/or secondary personal greetings rather than Multiple Personal Greetings. The two greeting types are mutually exclusive.

If the MPG feature is *deactivated*, the system administrator should inform users that their greetings 2 through 9 will be deleted when the nightly mailbox audit is run. Greeting 0 is always the system greeting, and the system assumes that greeting 1 is a standard, nonspecific greeting. If a subscriber has greeting 1 active for all call types when the feature is deactivated, the system will still play that greeting for all calls. If greeting 1 is active only for specific call types, or if it is inactive when the MPG feature is deactivated, the recording will be saved, but the system greeting (0) will be used for all calls.

Although the MPG feature is extremely flexible and allows subscribers to perform the following tasks in almost any order, the easiest way to use this feature is to perform these tasks as follows:

1. Administer call types
2. Record a greeting
3. Activate the greeting

Subscribers are also provided with the ability to scan or listen to their library of personal greetings (up to nine greetings).

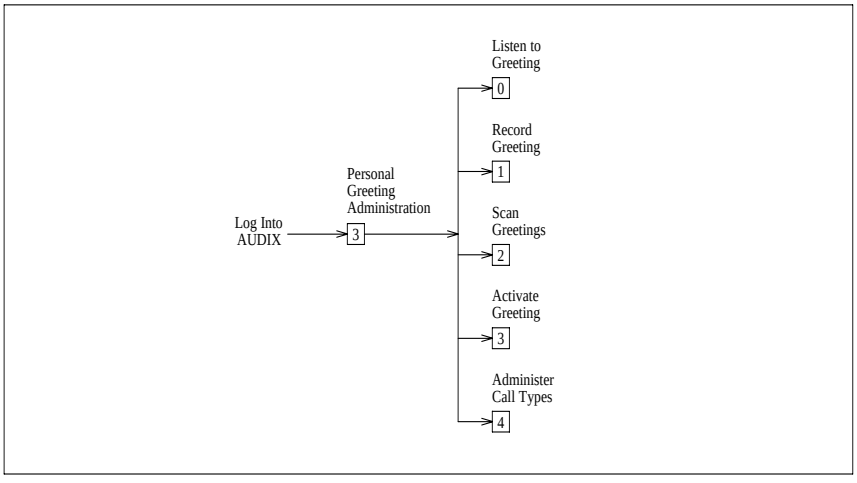

Figure 24. Personal Greeting Administration Menu

Using One Personal Greeting for All Call Types

The DEFINITY AUDIX system comes pre-administered to make it easy for new users to have one personal greeting active for all calls. Users who do not prefer to have the system distinguish between call types can record and activate one personal greeting, quickly and easily.

If you are new to the DEFINITY AUDIX system, or have not previously recorded a personal greeting, the system is using the system greeting for your extension.

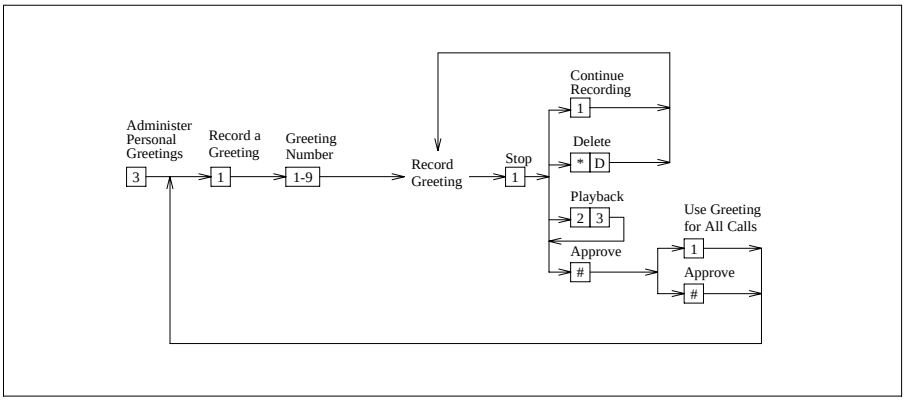

Figure 25. Recording and Activating a Greeting for All Call Types

To record and activate a greeting for all call types, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to Access the Personal Greeting Administration Menu.
3. Press 1 to record a greeting.
4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. Record your greeting at the tone.
6. Press 1 to stop recording (this is an optional step).
7. Do none or any combination of the following:
   - To continue recording, press 1.
   - To delete the greeting, press * D.
   - To playback the greeting, press 2 3.
   - To approve the greeting, press #.
8. Do one of the following:
   - To activate the greeting for all calls, press 1. You will be returned to the Personal Greeting Administration Menu.
   - To save the recorded greeting but not activate it, press #
9. Press # to return to the Activity Menu.

Using Different Personal Greetings for Different Call Types

The MPG feature is a very powerful tool that allows subscribers to instruct the system to play specific greetings to different types of callers. To do this, you must first define the different types of calls you want the system to distinguish between. You must then record the different greetings and activate them.

Although this may seem complicated at first, by organizing what you want to do before starting the following procedures, you can greatly simplify these tasks. First, decide which of the following distinctions you want the system to make when answering your calls:

- *Internal* versus *external* calls
- *Busy* versus *no answer* calls
- *Prime-time* versus *out-of-hours* calls
- *Prime-time/internal* versus *prime-time/external* calls, and *out-of-hours* calls
- *Prime-time/busy* versus *prime-time/no answer* calls, and *out-of-hours* calls

After you have decided which call types you want to use, you should assign a number between 1 and 9 to each type. For example, if you choose to differentiate between internal and external calls, you could identify greeting 2 as your internal personal greeting and greeting 3 as your external personal greeting. You should then consider what message you want to record for each greeting. After recording your greetings, you will need to activate the appropriate ones (a maximum of three greetings may be active at any one time). The system enables you to activate the greeting immediately after you first record it or at a later time.

Initial Call Type Administration

If you are new to MPG, your first task *must* be to administer the types of calls that you want the system to distinguish between.

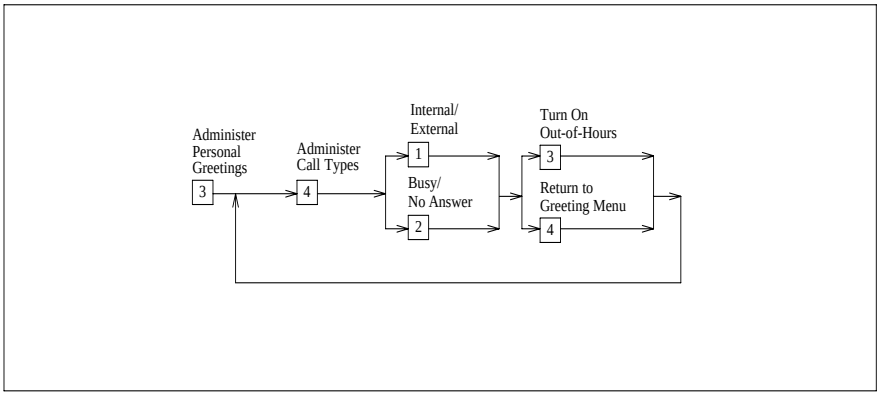

Figure 26. Initial Call Type Administration

If the system is currently answering all calls with a single greeting, use the following procedures to instruct the system to distinguish between different call types:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 4 to administer call types.
4. Do one of the following:
   - Press 1 to distinguish between internal (in-house) and external (outside) calls. These distinctions relate to where the *caller* is calling from.
   - Press 2 to distinguish between busy and no answer calls. These distinctions relate to whether *you* are on the telephone or not at your desk.

NOTE:
The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the system to respond to *both* sets of situations.

5. Do one of the following:

   - To additionally distinguish calls that are made during business hours from those that are made during non-business hours (these time periods are defined by the system administrator), press 3. You will be returned to the Personal Greeting Administration Menu.

     NOTE:
     To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary initially to specify internal/external or busy/no answer call types *and* the out-of-hours call type. When the out-of-hours call type is specified, the other call types (busy/no answer or internal/external) automatically apply only to *prime-time* calls.

   - To approve the internal/external or busy/no answer setting without distinguishing between prime-time and out-of-hours calls, press 4. You will be returned to the Personal Greeting Administration Menu.

6. Press # to return to the Activity Menu.

Recording and Activating a New Personal Greeting

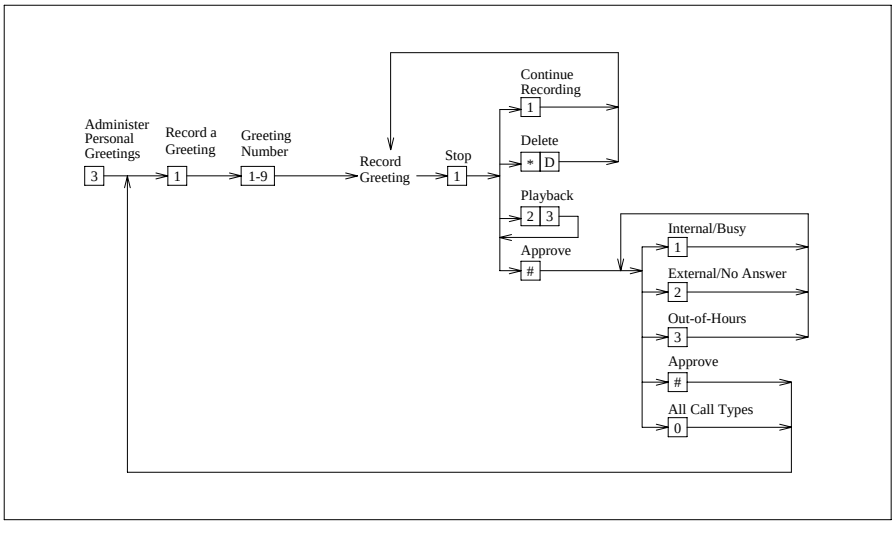

Figure 27. Recording and Activating a New Personal Greeting

To record and activate a new personal greeting for any or every call type, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 1 to record a greeting.
4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. Record your greeting at the tone.
6. Press 1 to stop recording (this is an optional step).
7. Do none or any combination of the following:
   - To continue recording, press 1.
   - To delete the greeting, press * D.
   - To playback the greeting, press 2 3.
   - To approve the greeting, press #. If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, go on to step 8.
8. Listen to the system prompts and select the appropriate call types for this greeting (0 through 3). The prompts will vary depending on which call types you have administered. When you are finished, or if you do not want to activate the greeting, press # and you will be returned to the Personal Greeting Administration Menu.

Modifying Personal Greetings

After you have initially administered call types, recorded greetings, and activated the greetings, you can make changes to them at any time. All subscribers are provided with the ability to change the distinctions the system makes between call types. Subscribers can also rerecord a personal greeting or activate any of their nine possible greetings.

Changing Call Types

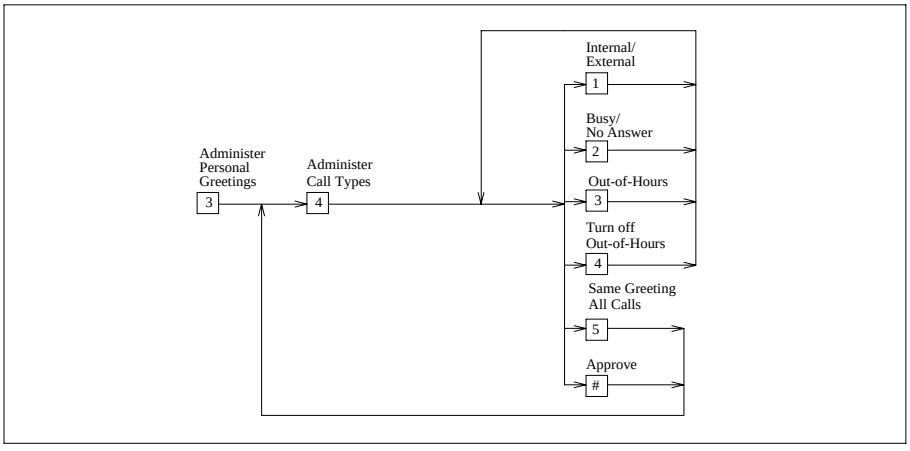

Figure 28. Changing Call Types

NOTE:
The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the system to respond to *both* sets of situations.

If you have already instructed the system to distinguish between specific call types, and you want to change this setup, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 4 to administer call types.
4. Do one of the following (note that the prompts and options will vary depending on your current call type administration):
   - To distinguish between internal (in-house) and external (outside) calls, press 1 and return to the beginning of this step.
   - To distinguish between busy and no answer calls, press 2 and return to the beginning of this step.
   - To distinguish between prime-time and out-of-hours calls, press 3 and return to the beginning of this step.
   - To remove the prime-time and out-of-hours distinction, press 4 and return to the beginning of this step.

- To use the same greeting for all calls, press 5. You will be returned to the Personal Greeting Administration Menu.
- To approve all settings, press #. You will be returned to the Personal Greeting Administration Menu.

5. When finished, press # to return to the Activity Menu.

Changing a Recorded Personal Greeting

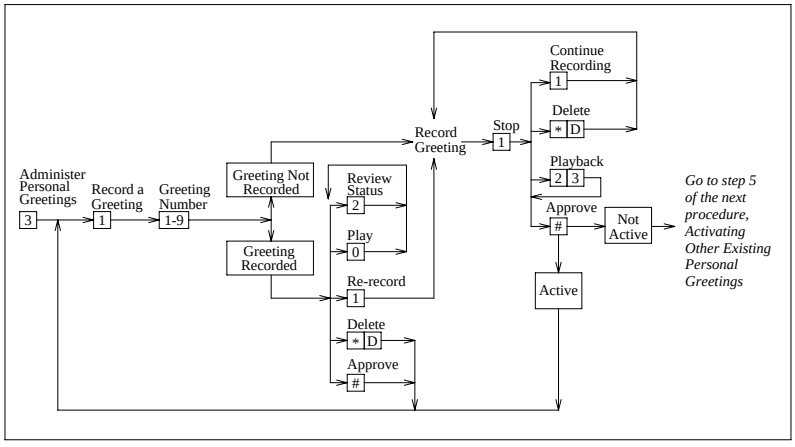

Figure 29. Changing a Recorded Personal Greeting

To record and activate a greeting for any or every call type, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 1 to record a greeting.
4. Identify the personal greeting that you are about to change by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. If the greeting you selected has already been recorded, do one of the following, otherwise, go on to step 6:
   - To find out if the greeting is active, press 2 and return to the beginning of this step.
   - To play the greeting, press 0 and return to the beginning of this step.

- To delete the greeting, press * D. You will be returned to the Personal Greeting Administration Menu.
- To approve the greeting as it is, press #. You will be returned to the Personal Greeting Administration Menu.
- To rerecord the greeting, press 1 and go on to step 6.

6. Record your greeting at the tone.
7. Press 1 to stop recording (this is an optional step).
8. Do none or any combination of the following:
   - To continue recording, press 1.
   - To delete the greeting, press * D.
   - To playback the greeting, press 2 3.
   - To approve the greeting, press #. If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, the system presents further options to make the greeting active for any or every call type (to activate this greeting, go to step 5 of the next procedure, *Activating Other Existing Personal Greetings*).

Activating Other Existing Personal Greetings

Activating a greeting simply involves telling the system the call types for which the greeting should be used. Up to three call types (internal/external/out-of-hours or busy/no answer/out-of-hours) can be active at any one time. When you activate a greeting, the system presents options according to the call types you have administered.

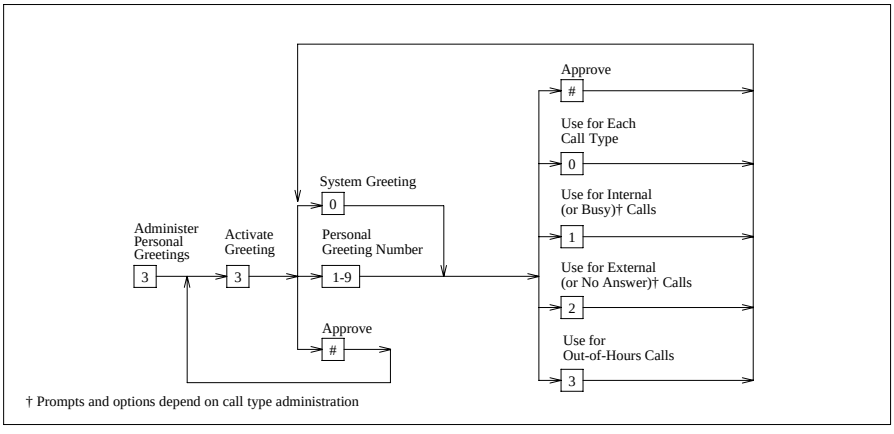

Figure 30. Activating Other Existing Personal Greetings

To activate greetings for different call types, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 3 to activate greetings.
4. Do one of the following:
   - Identify the personal greeting that you want to activate by pressing a number on the telephone keypad (0 through 9). Note that 0 is the standard system greeting. If you enter a number for a greeting not yet recorded, the system will say it is not recorded and ask you to enter another number. After you select a number, proceed to step 5.
   - When finished activating greetings, press # and you will be returned to the Personal Greeting Administration Menu.
5. Do one of the following:
   - To use this greeting for each of your defined call types (all calls), press 0 and return to step 4.
   - To use this greeting for internal (or busy) calls, press 1 and return to step 4. If you selected internal/external when administering call types, this greeting will be used for internal calls. If you selected busy/no answer when administering call types, this greeting will be used for busy calls.

- To use this greeting for external (or no answer) calls, press 2 and return to step 4. If you selected internal/external when administering call types, this greeting will be used for external calls. If you selected busy/no answer when administering call types, this greeting will be used for no answer calls.
- If you selected out-of-hours when administering call types, and want to use the greeting for out-of-hours calls, press 3 and return to step 4.

NOTE:
To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary to assign the same greeting to the two prime-time call types (internal and external *or* busy and no answer).

- To approve all current settings for this greeting, press # and return to step 4.

Scanning and Listening to Personal Greetings

The MPG feature includes two utility options for keeping track of greetings. The options allow you to listen to specific greetings, or scan the status of all greetings. Both provide further options for deleting or rerecording the greeting.

Listening to Specific Personal Greetings

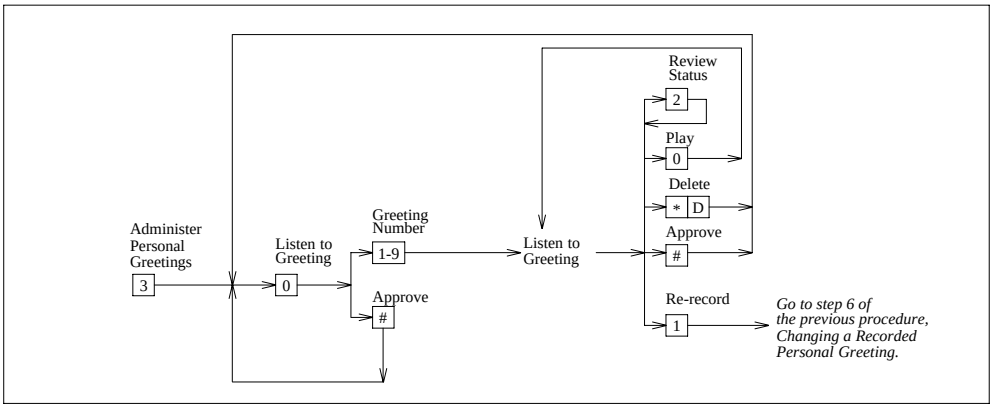

Figure 31. Listening to Specific Personal Greetings

To listen to a specific personal greeting, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 0 to listen to greetings.
4. Do one of the following:
   - Identify the personal greeting that you want to listen to by pressing a number on the telephone keypad (1 through 9). You cannot listen to a system greeting (greeting 0). If the greeting you specify is not recorded, you will be returned to the Personal Greeting Administration Menu.
   - Press # to escape the activity and you will be returned to the Personal Greeting Administration Menu.

5. Listen to the greeting or prompt, then do one of the following:
   - To review the status of the greeting, press 2 and return to the beginning of this step. The status of the greeting indicates whether the greeting is active or inactive. If the greeting is active, the system identifies the call types that the greeting is assigned to.
   - To replay the greeting, press 0 and return to the beginning of this step.
   - To delete the greeting, press * D and you will be returned to the Personal Greeting Administration Menu.
   - To approve the greeting as is, press # and you will be returned to the Personal Greeting Administration Menu.
   - To rerecord the greeting, press 1 and go to step 6 of the previous procedure, Changing a Recorded Personal Greeting.

Scanning All Personal Greetings

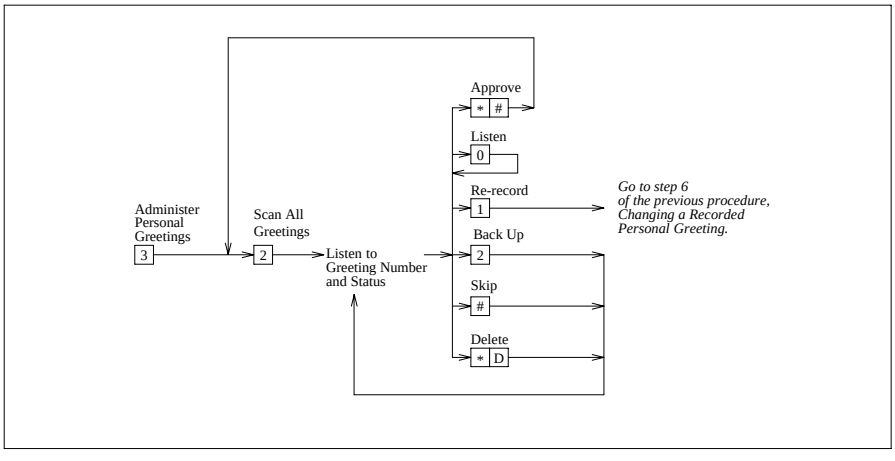

Figure 32. Scanning All Personal Greetings

To scan all your greetings, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 3 to access the Personal Greeting Administration Menu.
3. Press 2 to scan greetings. If no greetings are recorded, you will be returned to the Personal Greeting Administration Menu.

4. Listen to the greeting number and status. The greetings are retrieved in numerical order. The system tells you when you have reached the end of your list of greetings, then automatically returns you to the Personal Greeting Administration Menu. While you are scanning your greetings, you may do any of the following:

   - To stop scanning your greetings, press * # and you will be returned to the Personal Greeting Administration Menu.
   - To listen to the greeting, press 0 and return to the beginning of this step.
   - To rerecord the greeting, press 1 and go to step 6 of the previous procedure, Changing a Recorded Personal Greeting.
   - To back up to the previous greeting, press 2 and return to the beginning of this step.
   - To skip to the next greeting, press # and return to the beginning of this step.
   - To delete the greeting, press * D and return to the beginning of this step.

Interactions with Other Features

This section identifies the interactions of the MPG feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The DEFINITY AUDIX system receives information about call types from the connect message it gets from the switch. For example, if the *number type* on the message indicates a trunk group (T), the call is identified as *external*. If the system receives an extension number, the number is *internal*. Similarly, the busy/no answer information comes from the reason for redirect field of the message.

The MPG feature works with the Call Answer (DEFINITY AUDIX) feature. See the Interactions with Other Features section of the Call Answer chapter to understand the switch aspects of having calls intercepted by the system.

Interactions with Other DEFINITY AUDIX Features

The MPG feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: The MPG feature may be used with the Automated Attendant feature. All of the greetings and call types are available for the attendant mailbox. When using multiple greetings with the Automated Attendant feature, a personal greeting must be set up for each call type that has been administered.
- *Call Answer*: MPG is related to call answer in that call answer uses multiple personal greetings if the MPG feature is active. If the MPG feature is inactive, single greetings can be recorded and used as described in the Call Answer feature description.
- *Announcement Sets*: It is possible for the system administrator to record any of the voice prompts used in this feature.
- *Full Mailbox Answer Mode*: If the full mailbox call answer is triggered, callers hear the appropriate personal greeting before being told that the mailbox is full and being offered other options for completing the call.
- *INTUITY Message Manager*: Subscribers can set up multiple personal greetings using INTUITY Message Manager.
- *Multilingual:* If the Multilingual feature is activated and Call Answer Language Choice is yes on the Subscriber or COS screen for a subscriber, the subscriber records primary and/or secondary personal greetings rather than Multiple Personal Greetings. The two greeting types are mutually exclusive.
- *Name Record by Subscriber*: If subscribers have recorded their own names, the system incorporates that recording in the system greeting.
- *Online Help*: Online help (*H) is available for this feature.
- *Playback and Recording Control*: The standard playback and recording control buttons are active when you are recording multiple personal greetings.

Name Record by Subscriber

Description

The Name Record by Subscriber feature gives the system administrator the option of having all subscribers record their own names. If the feature is activated and a new subscriber logs in, the DEFINITY AUDIX system explains how to record a name and permits no other activity until the name is recorded. The recording is used:

- To voice a name in the system greeting
- To verify a message address to the sender
- To identify the sender of a message to a recipient
- To voice names in the personal and system directories

Subscribers can also access the feature at any time from the subscriber administration menu to rerecord their own names. The system administrator can always rerecord any name.

The administrator can disable the feature at any time and begin recording names for all new subscribers. This does not affect the names already recorded by subscribers. Similarly, turning the feature on does not affect the names already recorded by the system administrator.

Who has it:	All new DEFINITY AUDIX subscribers must initially record their names.
Who controls it:	The system administrator enables and disables the feature using the System-Parameters Features screen.
Who can access it:	All DEFINITY AUDIX subscribers, including those whose names were recorded by the system administrator, have access to rerecord their names.

Points to Remember

- The subscriber has an added responsibility to maintain the name record; updating or changing it as necessary.
- The name record function is not designed to replace personal greetings; the recorded name must be brief.
- If this feature is active, new subscribers cannot proceed after logging in until they have recorded their names or had the system administrator record their names.
- The system audits the recorded names and reports the unrecorded names to the system administrator.
- Subscribers cannot record their names during the periodic audit and backup of names carried out by the system.

Administration Screens
Sys-Par Fea

Applications

The Name Record by Subscriber feature can save the system administrator a great deal of time. Also, some subscribers simply prefer to record their own names to ensure the pronunciation and to add a more personalized tone to their messages.

Since subscribers can record their own names, they can also provide other information at the same time, such as "*John Parrot, on vacation until October 13th*." This information would be played to subscribers who address mail to John Parrot; upon hearing that he is on vacation, the sender may decide not to send him the message.

Considerations

If one individual, such as the system administrator or a professional announcer, has already recorded the names on the system, subscribers should be careful about recording their names themselves. People often don't like the sound of their own voices. As described in the Feature Operation section of this chapter, each subscriber should be warned to play back his or her recording (press 2 3) and make certain it is preferable to the previous recording before approving it. Subscribers can always rerecord their names, but cannot return to the original recording.

Any subscriber who has the Call Answer Primary Announcement Set administered as Telecommunications Device for the Deaf (TDD) on the Subscriber or Class of Service screen should record his/her name using a TTY. Voiced names do not display on a TTY and TTY callers to the subscriber's mailbox would see nothing for a voiced name. TTY users have 12 seconds to type their name when recording their name.

Requirements

There are no requirements for the feature beyond the basic requirements for the DEFINITY AUDIX system itself.

Feature Operation

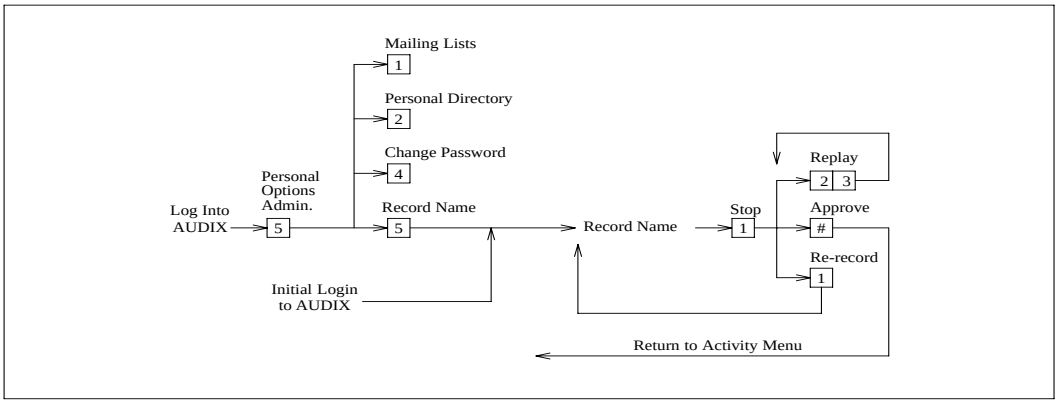

Figure 33. Name Recording Operation

The procedures for recording a name appear below. Because new subscribers must immediately record names while logging into the DEFINITY AUDIX system, their procedures actually begin at step 4.

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select the Personal Options Administration Menu.
3. Press 5 to change your recorded voice name.
4. Speak your name after the tone.
5. Do one of the following:
   - Press 2 3 to replay the name and return to the beginning of this step.
   - Press 1 to rerecord the name and return to step 4.
   - Press # to approve the name recording and return to the subscriber menu.

NOTE:
After rerecording and approving a name, subscribers cannot go back to using a previous version.

Interactions with Other Features

This section identifies the interactions of the Name Record by Subscriber feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Name Record by Subscriber feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Name Record by Subscriber feature interacts with other DEFINITY AUDIX features as follows:

- *Address-by-Name*: Voice verifications of subscribers addressed by name may be subscriber-recorded names.
- *Announcement Sets*: Because the novice user must perform a potentially intimidating DEFINITY AUDIX task immediately, the system administrator may want to modify the wording of voice prompts for this feature. Reassuring words from a familiar voice, offering specific information, may help initiate new employees to the system more smoothly.
- *Automatic Message Scan*: The names voiced in message headers may be subscriber-recorded names.
- *Call Answer*: The names voiced in system greetings may be subscriber-recorded names.
- *Directory*: Voice verifications of dialed extensions or names may be subscriber-recorded names.
- *Login Announcement*: Login announcements are played *before* new subscribers are prompted to record their names.
- *Mailing List*: Voice verifications of addresses may be subscriber-recorded names.
- *Online Help*: Because recording a name may be a user's first encounter with the system, online help for this feature includes very basic explanations.
- *Personal Directory*: Voice verifications of dialed aliases may be subscriber-recorded names.

- *Playback and Recording Control*: The recording control of this feature is more basic than the controls available for other features, such as recording a personal greeting. ⟨*⟩ ⟨D⟩ is unavailable, and there is no pause function.
- *TDD*: Any subscriber who has the Call Answer Primary Announcement Set administered as TDD on the Subscriber or Class of Service screen should record his/her name using a TTY. Voiced names do not display on a TTY and TTY callers to the subscriber's mailbox would see nothing for a voiced name. TTY users have 12 seconds to type their name when recording their name.

Online Help

Description

The DEFINITY AUDIX system provides two online help facilities: one for DEFINITY AUDIX users and one for the system administrator. INTUITY Message Manager (IMM) provides online help on the PC for IMM users. While voice prompts are provided at each step to help phone users select the appropriate keys to perform desired tasks, additional information is available at any time using the Online Help feature. Also, the system provides three levels of on-screen information for system administrators or service technicians working on a DEFINITY AUDIX terminal.

Who has it: Anyone who logs into the system via a phone set, administration terminal, or IMM PC can use online help.

Who controls it: Online help for the AUDIX telephone interface and the administration terminal is controlled by the DEFINITY AUDIX system software.

Online help for IMM users is controlled by the IMM client software.

Who can access it: Anyone who enters the system by telephone can access the Online Help feature by pressing (*) (H).

Anyone who logs into the system via the administration terminal can access the Online Help feature by pressing the HELP or CHOICES keys.

IMM users have several types of help available to them such as online help, screen help, and field help. *INTUITY Message Manager User's Guide*, 585-310-725, describes how to use the various types of online help.

Points to Remember

- If you are using the U.S. English announcement set, the U.S. English Terse version of the announcement set is a quicker, more concise set of online help announcements. Although it is shorter, it does not omit any information. The system administrator chooses which announcement set to use.
- See *INTUITY Message Manager User's Guide*, 585-310-725, for information on how to use the various types of IMM online help

Administration Screens
HELP

Applications

The Online Help feature can be used at any time to aid in the use of the DEFINITY AUDIX system. For example, if a subscriber accidentally presses one or more keys that the system does not accept as commands, the system will inform the subscriber that the entry was invalid. By pressing * H, the subscriber can hear what the current activity is and the options that are available.

The Online Help feature available from the administration terminal provides information on commands, screens, and field options.

Requirements

The Online Help feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

This section describes the use of the users', administration terminal, and IMM online help.

Users' Online Help

All DEFINITY AUDIX users can press * H at any time for a complete list of current options. The system will tell you the current activity, give you a list of options, and tell you how to use each option.

Administration Terminal Online Help

The DEFINITY AUDIX system includes an administration terminal online help facility. This Online Help feature gives an administration terminal user a summary of commands, screens, and field options at the touch of a key. All DEFINITY AUDIX administration and maintenance screens offer three levels of online help to supplement written documentation:

Command Help Whenever your cursor is on the command line of the terminal screen, you can use the Online Help feature to find out the next possible segments (parts) of a screen name by either pressing the CHOICES key or using a CTRL-key sequence. The Online Help feature lists all legal command options available to you at that point in the path. After typing a valid segment (or its unique abbreviation) and pressing ENTER, you can again request help for the next segment.

Screen Help Whenever a screen is displayed, use the HELP key (or equivalent) to show a summary of the screen's purpose, valid commands (such as the **Enter** commands), and other pertinent information. The display-only fields for that screen (if any) are also listed.

Field Help Whenever the cursor is on a data-entry (modifiable) field in a screen, you can use the CHOICES key to show a brief description of that field and list the valid options you may enter. Because the cursor cannot rest on a display-only field, these fields are described in the screen summary.

INTUITY Message Manager Online Help

See *INTUITY Message Manager User's Guide*, 585-310-725, for information on how to use the various types of IMM online help

Interactions with Other Features

This section identifies the interactions of the Online Help feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Online Help feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Online Help feature is available for all of the DEFINITY AUDIX features.

Outcalling

Description

Outcalling allows the DEFINITY AUDIX system to call subscribers and inform them of new messages

Who has it: Only DEFINITY AUDIX subscribers who have been given Outcalling permission by the system administrator can use this feature. The system administrator can activate or deny Outcalling for individuals on the Class of Service or Subscriber screen.

Who controls it: The system administrator defines system-wide Outcalling parameters using the System-Parameters Outcalling screen. These parameters include enabling or disabling Outcalling for the entire system, defining up to three periods per day when Outcalling is activated (or it can be left continuously active), setting the maximum number of digits the system can dial to place an outcall, defining the maximum number of ports that the system can use simultaneously to place outcalls, and defining the retry interval.

Who can access it: If Outcalling is activated for the entire system, any DEFINITY AUDIX subscriber who has permission can use activity 6 on the Activity Menu to instruct the system to place outcalls to them at the phone number they specify.

Points to Remember

- If an outcall is placed to a rotary phone or pager, you will not be able to retrieve your messages. For this reason, assign Outcalling only to touch-tone phones unless you are using this feature for message notification.
- Outcalls are not placed while you are logged on to the system. If you hang up without reviewing your new messages, outcalls will be placed using the current schedule.
- The maximum number of digits subscribers can specify as their outcall number may be limited to prevent subscribers from requesting long-distance calls (the maximum length is 60 digits). Limiting the number of digits may prevent having pagers alerted through Outcalling, however.

Administration Screens
COS, Sub, Sys-Par Out

Applications

This feature is often used on systems that do not have message-waiting lamp capability. It may also be useful for subscribers who work at home or another location, or who wish to be notified promptly of new messages during or after regular working hours. Further, this feature can be used to notify subscribers of new messages by calling their pagers or radio pagers.

Considerations

Outcalling permission should be given with care, because it uses ports and trunk lines that might otherwise be used for standard voice mail and call answer operation. If outcalling is used excessively, or if the system is undersized, it may tax system resources. Because even routine messages trigger outcalls, outcalling can use resources unnecessarily. A good way to make judicious use of outcalling is to use the *Priority Outcalling* feature in conjunction with the *Priority Message* feature.

INTUITY Message Manager (IMM) uses the Outcalling feature to complete a call to a subscriber's telephone; this can cause port contention with other Outcalling calls. The number of Outcalling ports may need to be increased when using IMM.

The DEFINITY AUDIX system, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk.

NOTE:
To minimize the possibility of toll fraud, administrators should turn off outcalling on a per-subscriber basis via the Subscriber or Class of Service screens. The number of digits used for outcalling can also be restricted on a system-wide basis using the System-Parameters Outcalling screen.

For more information on minimizing toll fraud, see *DEFINITY AUDIX System — Administration*, 585-300-507.

Requirements

The system administrator activates the Outcalling feature using the System-Parameters Outcalling screen. The fields on this screen allow the administrator to set certain restrictions on outcalling activity. After outcalling has been activated and administered on the screen, an audit must be run; otherwise, the Outcalling feature will not work. Note that any time the administrator changes the number of ports available for the Outcalling feature, the switch-translations audit must be run to activate those changes.

Systems with Outcalling enabled may require additional voice ports depending on the number of people who use the feature, the length of outcalls, and the frequency of notification attempts. For example, a successful (answered) outcall may take 20 seconds to hang up, while an unsuccessful outcall may take up to one minute for the system to hang up (the system waits for potential input before timing-out and ending the call).

Feature Operation

When subscribers receive new messages and the Outcalling feature is active, the system calls them after the delay specified by the system administrator on the System-Parameters Outcalling screen. The system pauses a few seconds, then plays an Outcalling announcement five times (this is because the system does not know when, or if, the call is answered). A tone plays at the end of the announcement in case another system answers the call (as a result of normal call-coverage). This causes the answering system to hang up without recording a message.

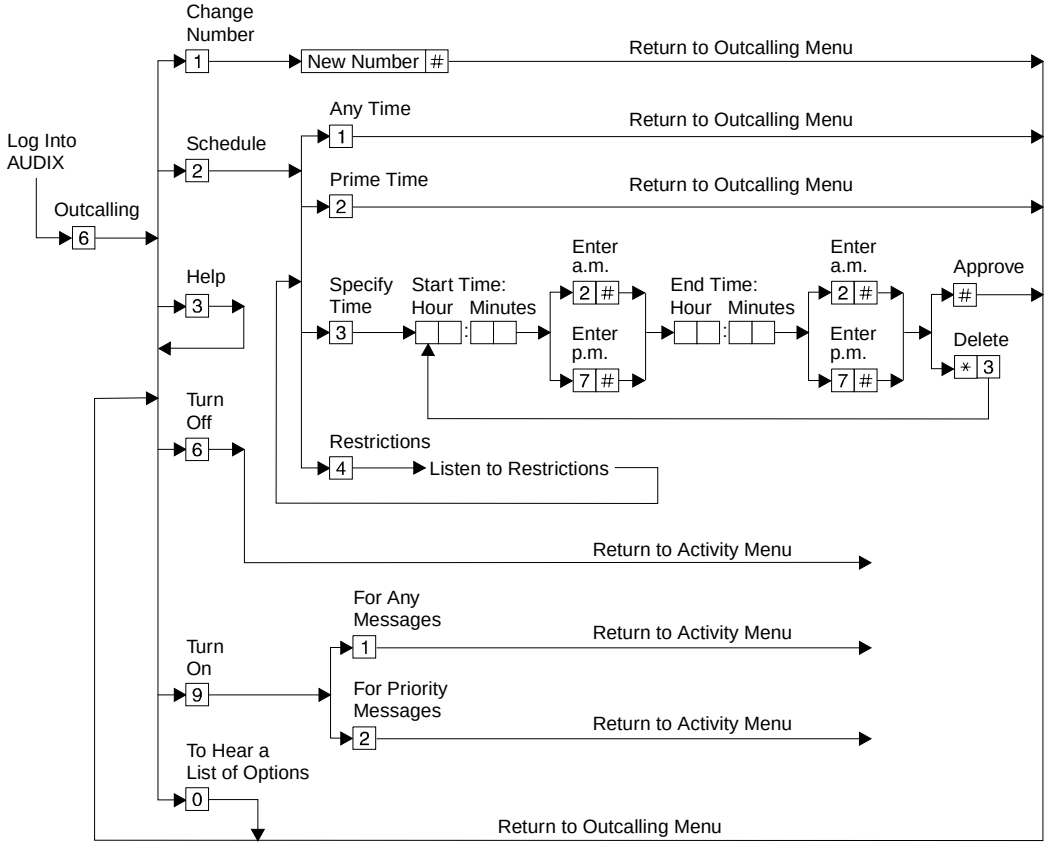

Figure 34. Outcalling Operation

The following sections describe how you can tailor the use of the Outcalling feature to your needs.

The Priority Outcalling feature allows you to administer the system so that you will receive an outcall only when *priority* messages have been delivered to your voice mailbox. For more information, see the Priority Outcalling feature.

Changing the Outcalling Number

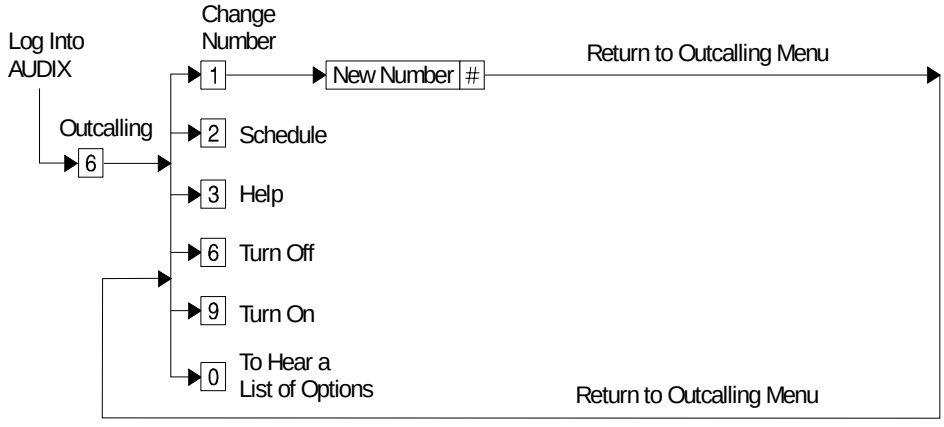

Figure 35. Changing the Outcalling Number

You can change your Outcalling number at any time by following the procedure below:

1. Log in to the DEFINITY AUDIX system.
2. Press 6 to select Outcalling administration.
3. Press 1 to change the Outcalling number.

   The system will pause 1.5 seconds for each * that appears in the Outcalling number string. This is useful when giving the system a pager number or a number for a remote location.
4. Enter the new number (up to 60 characters [depending on administration], including pauses), and then press #.

   - If the system is to place an outcall to a pager, enter the pager number, count the number of seconds of silence before the beeper signals to enter the final, identifying digits, then convert the number of seconds to system pauses. For example, 6 seconds at 1.5 seconds per pause would equal four pauses (do not use a pause as the first entry in your Outcalling number).

- To include a pound sign (#) as the first digit of the number, enter #.
- To include a star (*) as the first digit of the number, enter *.
- If the system is to place an outcall to a pager that requires # signs as part of the digit string other than as the first digit, enter * # (the * tells the system to include # in the number. In this case, the system does not register * as a pause). For example, for the system to reach your pager with an outcall, it may need to dial a 9, wait 1.5 seconds, dial a seven-digit number, then dial # and a three-digit number, followed by a pound. You would enter the following:

  9 * 1 2 3 4 5 6 7 * # 1 2 3 #

- For pagers requiring a pound sign termination, end your digit string with * # #.
- Anything you enter will be interpreted as part of the called number. No global commands such as * D are accepted at this time.
- If a mistake is made while entering the number, press #, then, press 1 again and enter the correct number.

NOTE:
Although pager calls are *not* guaranteed to work with the DEFINITY AUDIX system, there are many brands of pagers that are currently in use with DEFINITY AUDIX systems. The Motorola pager and the Skypager have been tested with the DEFINITY AUDIX system. Subscribers should experiment with the number of pauses needed to make an outcall to a pager.

Scheduling Outcalling

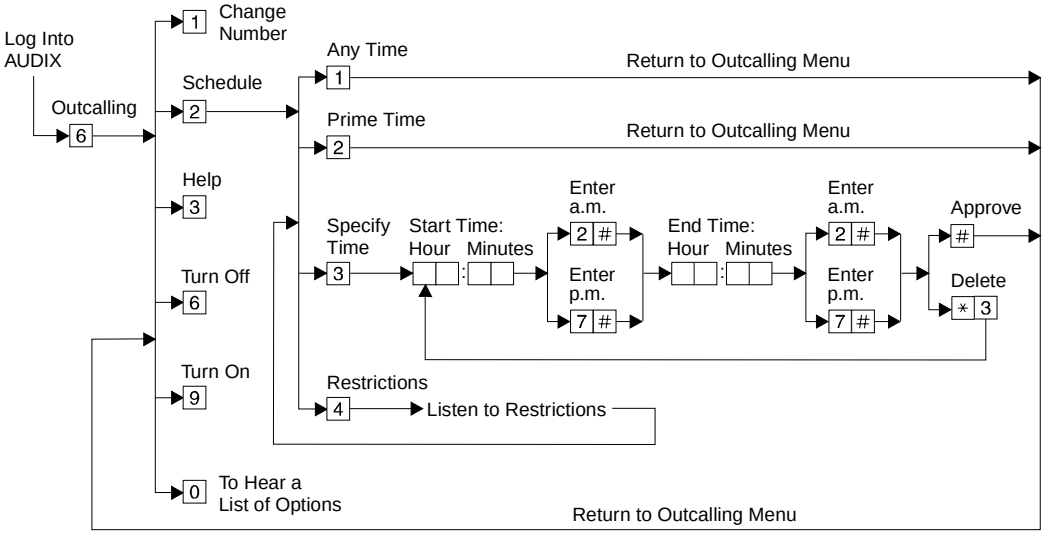

Figure 36. Scheduling Outcalling

To specify a daily time period for the system to place an outcall, do the following:

1. Log in to the DEFINITY AUDIX system.
2. Press 6 to select Outcalling administration.
3. Press 2 to schedule Outcalling.
4. Take one of the following actions:
   - To be called any time (day or night), press 1.
   - To be called during prime time (set by your system administrator), press 2.
   - To listen to the scheduling restrictions indicating when Outcalling is available (set by your system administrator), press 4.
   - To specify a time period for the system to place an outcall,
     a. Press 3 to select a time period for Outcalling to start and end.
     b. Enter the starting hour and minutes (either one or two digits for the hour and two digits for the minutes).

        For example, press 2 0 5 for 2:05.

c. Press A (2) for A.M. or P (7) for P.M., and then press #.

d. Enter the ending hour and minutes.

e. Press A (2) for A.M. or P (7) for P.M., and then press #.

   If the schedule is not correct, press * D to delete, and re-enter the time period.

f. Press # to approve the schedule.

Turning Outcalling On/Off

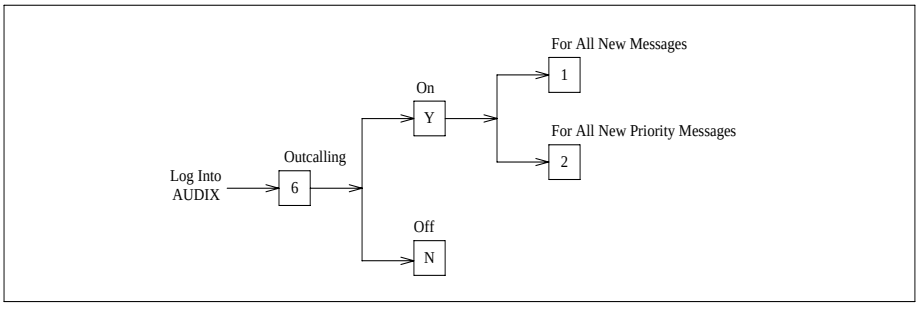

Figure 37. Turning Outcalling On/Off

An Outcalling number is not erased when Outcalling is turned off. Outcalling can always be turned on again to use the original number you set without requiring you to re-enter the number.

1. Log in to the DEFINITY AUDIX system.
2. Press 6 to select Outcalling administration.
3. Press Y (9) to turn Outcalling on, or press N (6) to turn Outcalling off.

   If you turn Outcalling on, you must select either 1 to activate Outcalling for all new messages, or 2 to activate Outcalling for only new Priority messages.

Responding to an Outcall

When an outcall is answered, the system provides the person answering the call with three choices: receive the messages, cancel Outcalling, or disconnect.

- To receive the messages:
  1. Answer the ringing phone.
  2. Log in to the DEFINITY AUDIX system.
  3. Listen to messages.
- To cancel Outcalling:
  1. Answer the ringing phone.
  2. Press * # to cancel the outcall; the system won't call again until there are more new messages.
- To disconnect:

  Hang up without logging in or canceling the outcall; the system will reschedule the outcall for the next administered outcalling interval.

NOTE:
Central Offices can take up to 30 seconds to disconnect the system after an outcall has been placed to a remote location. If the system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing * * X to force the system to hang up. Remote subscribers may wish to end each Outcalling session by pressing * * X.

Interactions with Other Features

This section identifies the interactions of the Outcalling feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Outcalling feature interacts with the switch as follows:

- *Restriction-Code Restriction*: Outcalls can be restricted to specific geographical areas (by area codes) using this switch feature.

Interactions with Other DEFINITY AUDIX Features

The Outcalling feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: The maximum number of outcalling ports, administered via the System-Parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages to be delivered on the Machine screen *must* have been administered as outcalling periods on the System-Parameters Outcalling screen or AMIS analog messages will not be transmitted.
- *Broadcast Message*: The person who creates and sends a Broadcast Message must opt to turn the message notification on for the message to activate the Outcalling feature. If a Broadcast Message is sent without activating the Message-Waiting Indicator (MWI) feature, subscribers will not be notified of the message via Outcalling.
- *Call Answer*: When a new voice mail message is placed in a subscriber's mailbox by the Call Answer feature, and that subscriber has enabled Outcalling, the DEFINITY AUDIX system will place an outcall to the subscriber after the initial delay period (defined by the system administrator).
- *Class of Service*: The Outcalling feature can be activated or denied using the Class of Service screen. The system administrator can define different Class of Service screens that allow some groups to use Outcalling while restricting other groups from its use.
- *Enhanced Disconnect Detection*: Tone Based Disconnect is not activated until the called party answers and enters one or more touch tones.
- *Exit AUDIX*: Remote subscribers may wish to end each outcalling session by pressing ⊛ ⊛ X.
- *INTUITY Message Manager*: Subscribers can set up Outcalling from their PCs using INTUITY Message Manager (IMM). Also, the IMM audio interface uses the Outcalling feature to complete a call to a subscriber's telephone. The number of Outcalling ports may need to be increased when using IMM.
- *Message Delivery*: The maximum number of outcalling ports, administered via the System-Parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages on the Machine screen *must* have been administered as outcalling periods on the System-Parameters Outcalling screen or Message Delivery messages will not be transmitted.
- *Multilingual*: If the Multilingual feature is activated, the DEFINITY AUDIX system uses the subscriber's Login Announcement Set when placing an Outcall.

- *Traffic Reports*: The system administrator should monitor Outcalling with the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.
  - If the maximum number of simultaneous outcalls is often reached, the system administrator may choose to increase the limit for the number of simultaneous outcalls.
  - If many outcalls are not being completed, the system administrator may choose to increase the interval between outcalls. Note that all outcalls to pagers are considered incomplete since the called subscriber cannot login (the pager is simply used for message notification).
  - If many outcalls are rescheduled due to lack of resources, the system administrator may choose to increase the number of voice ports available for Outcalling.

Personal Directory

Description

The Personal Directory feature permits each subscriber to create a private list of customized names. These *aliases* correspond to other subscribers. As with the system directory, the personal directory can be queried by name, or used for addressing messages, transferring calls, and creating mailing lists.

Each alias must be used in name-addressing mode. For greater convenience, users who use the personal directory often should have their default addressing mode set (by the system administrator) to name-addressing instead of extension-addressing. When users refer to other users either by name or alias, the DEFINITY AUDIX system first searches the sender's personal directory, then searches the system directory. The system makes the translation from alias to user as necessary and announces the name and/or number as usual according to application.

Who has it:	All subscribers have access to the personal directory via the Subscriber Administration Menu (option 5 on the Activity Menu).
Who controls it:	Subscribers control their own personal directories: creating them and adding and deleting names from them.
Who can access it:	Only individual subscribers can add or delete entries in their own personal directories. However, callers who reach a subscriber's voice mailbox via the Call Answer feature have access to the subscriber's Personal Directory for use with the * T (Transfer) command.

Points to Remember

- Subscribers are responsible for creating and maintaining their own personal directories.
- Users must be in name addressing mode to use an alias.
- Each personal directory is limited to 25 names (aliases).
- It is possible to assign more than one alias in a personal directory to one name in the system directory.
- Aliases are limited to 10 characters.
- If a subscriber is deleted from the system, the nightly Personal Directory and Mailing List audits removes the subscriber from all other subscribers' Personal Directories.

Administration Screens
N/A

Applications

The personal directory allows subscribers to draw information from the system directory more efficiently. For example, it can be used to avoid spelling out common names that have many nearly identical permutations (Smith, Jones, etc.) in the larger directory. It also provides an abbreviated dialing capability: a user might use the shorter alias *pac* for the name *Lisa Packard*, for example. This can be used creatively for coding aliases according to various work assignments or responsibilities.

Requirements

Personal Directory has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

The directory is created and edited via the Personal Directory Menu. The DEFINITY AUDIX system accesses the Personal Directory each time you enter names when addressing voice mail, creating mailing lists, accessing the Directory feature, or transferring calls.

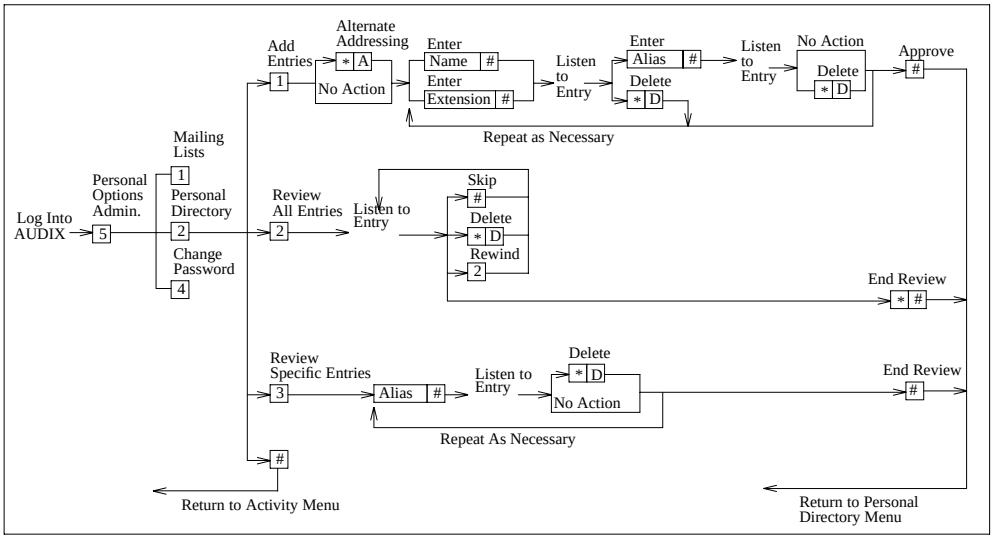

Figure 38. Personal Directory Operation

Add Entries

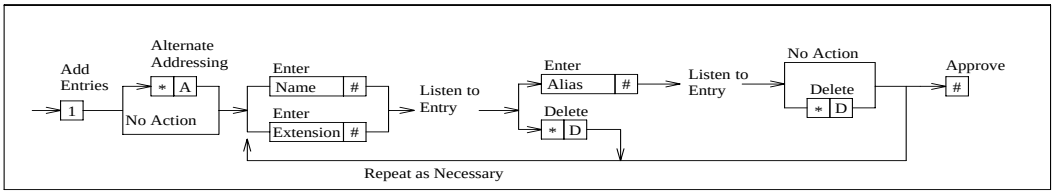

Figure 39. Add Entries

You can create or add entries to your personal directory by following the procedure below:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select the Personal Options Administration Menu.
3. Press 2 to administer your Personal Directory.
4. Press 1 to add entries.
5. Enter a name or extension address (listed in the system directory) and press #.
6. After listening to the system recite the name address of your entry, do one of the following:
   - If the name is incorrect, delete it by pressing * D, and return to step 5.
   - If the name is correct, enter the corresponding alias, and press #.
7. After listening to the system recite your entry, do one of the following:
   - To add other entries, return to step 5.
   - To delete the entry and start over, press * D, and return to step 5.
   - To approve the directory as changed, press # and return to the Personal Directory Menu.

Review All Entries

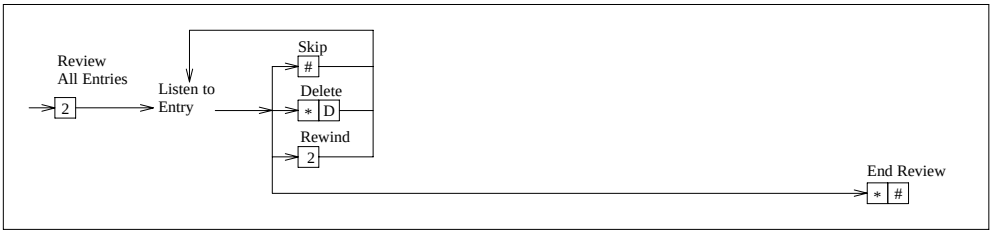

Figure 40. Review All Entries

You can review all entries in your personal directory by following the procedure below:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select the Personal Options Administration Menu.
3. Press 2 to administer your Personal Directory.
4. Press 2 to review all entries.
5. While listening to the system recite an entry, do one of the following:
   - To skip to the next entry, press #.
   - To delete the entry, press * D.
   - To replay the entry, press 2.
   - To end the review of the personal directory, press * #.
6. Repeat step 5 for each entry as necessary.

Review Specific Entries

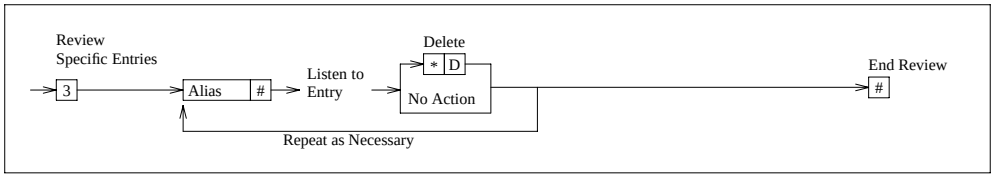

Figure 41. Review Specific Entries

You can review specific entries in your personal directory by following the procedure below:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select the Personal Options Administration Menu.
3. Press 2 to administer your Personal Directory.
4. Press 3 to review specific entries.
5. Enter the first alias you want to review and press #.
6. Listen to the system recite your entry, then do one of the following:
   - To delete the entry, press * D.
   - To review another entry, return to step 5.
   - To end the review of the personal directory, press #.
   - Repeat step 5 for each entry as necessary.

Interactions with Other Features

This section identifies the interactions of the Personal Directory feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Personal Directory feature interacts directly with only one switch feature, *Call Transfer*. When transferring a call, users may enter an alias from the Personal Directory in place of a name.

Interactions with Other DEFINITY AUDIX Features

The Personal Directory feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: An alias may be created and assigned to any remote AMIS recipient (one-step addressing only) just as it would be for a local subscriber. If the remote subscriber is nonadministered, however, the alias must initially be assigned using the extension number mode.
- *Dial-by-Name*: When dialing by name, users can enter aliases from the Personal Directory.
- *Directory*: When looking up a name entered by a subscriber, the system moves on to the system Directory if it first does not find the name in the subscriber's Personal Directory.
- *Mailing List*: When creating a mailing list, subscribers can enter aliases instead of names. They can also use aliases when identifying the owner of a mailing list.
- *Message Delivery*: An alias may be created and assigned to any remote Message Delivery recipient just as it would be for a local subscriber. However, if the remote recipient is nonadministered, the alias must initially be assigned using the extension number mode.
- *Message Sending Restrictions*: The system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function, particularly for call transfers.
- *Name Addressing*: When addressing by name, subscribers can use aliases from the Personal directory.
- *Voice Mailbox*: Personal Directory was originally designed for use with Addressing Messages; this is its primary function. When addressing by name, users can enter aliases from the Personal Directory.

Playback and Recording Control

Description

The Playback and Recording Control features are used by anyone entering the DEFINITY AUDIX system who wants to create, leave, or listen to messages. Using the Playback Control feature, subscribers can listen to their call answer and voice mail messages, then replay the entire message or step backwards or forwards in four-second or ten-second intervals.

Using the Recording Control feature, callers can leave a call answer message for a subscriber, then replay the message and edit it as necessary. Subscribers can create voice mail messages and do the same.

Who has it:

All subscribers can use the Playback Control feature while listening to messages.

The Recording Control feature is available to all callers who want to leave messages (either call answer or voice mail) for DEFINITY AUDIX subscribers.

Who controls it:

Anyone creating, leaving, or listening to a message can control these features.

Who can access it:

The Playback Control feature is used by DEFINITY AUDIX subscribers.

Anyone entering the DEFINITY AUDIX system, either by logging in or being sent to the DEFINITY AUDIX system via call coverage, can access the Recording Control feature.

Points to Remember

- The options available through the Playback Control feature are accessible only while listening to messages.
- The options available through the Recording Control feature are accessible only while creating new messages (this includes non-subscribers leaving a call answer message) or modifying existing messages that are in the outgoing section of the voice mailbox.
- A touch-tone telephone is required to use either of these features.
- Because of Telecommunications Device for the Deaf (TDD) mode synchronization, the step backwards/step forwards capability does not work reliably. Prompts for the TDD announcement set do not reference this capability.

Administration Screens
Sys-Par Fea

Applications

The Playback and Recording Control features can be used in the following ways:

- Playback Control — While listening to a message, a subscriber can replay the message and its header, or just a portion of the message, to verify information left by the caller.
- Recording Control — While creating or modifying an existing message, the caller (or subscriber who is sending a voice mail message) can edit the message to make content changes or to eliminate any mistakes that occurred during its recording.

Requirements

The Playback and Recording Control features have no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

This section describes the use of the Playback and Recording Control features.

Messages can be incrementally rewound or advanced in four-second or ten-second intervals. The increment is administrable on the System-Parameters Features screen.

Playback Control

While you are listening to messages (in either your incoming or outgoing mailbox), you can use any of the following playback commands:

- To rewind the message in four-second or ten-second intervals, press 5. (This is not available to TTY users.)
- To advance through the message in four-second or ten-second intervals, press 6. (This is not available to TTY users.)
- To replay the message header, press 2 3.
- To replay the message only, press 0.
- To temporarily suspend playback, press 3.
- To resume playback, press 3 again.

Recording Control

While you are recording a call answer or voice mail message, you can use any of the following editing commands:

- To temporarily suspend recording:
  1. Press 1 (if you want to pause and collect your thoughts).
  2. Press 1 again to continue recording. The DEFINITY AUDIX system will continue recording without a break in the message.
- To rewind and play back the message:
  1. Press 2 to rewind to the beginning of the message.
  2. Press 3 to play the message. You can also press 5 to rewind the message in four-second or ten-second intervals or 6 to advance through the message in four-second or ten-second intervals.
- To record over a portion of the message:
  1. Press 2 3 to rewind and play back the message.
  2. Press 3 to stop the recording at the appropriate place. You can press 5 to rewind the message in four-second or ten-second intervals or 6 to advance through the message in four-second or ten-second intervals to locate the point that you want to begin rerecording.
  3. Press 1 to continue recording from this point.
- To delete this message and record a new one:
  1. If you are not satisfied with the message you have just recorded and want to rerecord it, press * D to delete the message. Then, press 1 to begin recording a new message.

Interactions with Other Features

This section identifies the interactions of the Playback and Recording Control features with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Playback and Recording Control features have no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Playback Control feature can be used with the following DEFINITY AUDIX features:

- Announcement Sets
- Automatic Message Scan
- Broadcast Message

- Call Answer
- Login Announcement
- Online Help
- Untouched Message
- Voice Mail
- Voice Mailbox

The Recording Control feature can be used with the following DEFINITY AUDIX features:

- Automated Attendant
- Bulletin Board
- Call Answer
- Multiple Personal Greetings
- Name Record By Subscriber
- Voice Mail
- Voice Mailbox
- *TDD*: Because of TDD mode synchronization, the step backwards/step forwards capability does not work reliably. Prompts for the TDD announcement set do not reference this capability.

Priority Message

Description

The Priority Message feature allows some subscribers to send priority voice mail messages that will be specially marked and preferentially presented to recipients. Also, callers can leave priority call answer messages. The DEFINITY AUDIX system treats Priority Messages differently from regular messages in the following ways:

- If scheduled for immediate delivery, Priority Messages are delivered before regular messages.
- Message headers indicate the priority status of messages.
- When retrieved, Priority Messages are presented before other new messages (but after Broadcast Messages).

Subscribers can prioritize messages with the touch of a button, and change them back to regular messages just as easily. If a priority voice mail message is scheduled for future delivery at the same time as a regular message, it will be delivered according to its order in the delivery queue.

Who has it:	Although the system administrator can assign the ability to send priority voice mail messages to each subscriber, generally the feature is reserved for a specific class of service. Any caller leaving a call answer message can make the message priority.
Who controls it:	The system administrator determines who has the ability to leave priority voice mail messages, and assigns it according to class of service and/or subscriber.
Who can access it:	Every subscriber is capable of receiving Priority Messages, which are grouped in a special category.

Points to Remember

- Priority messages are distinct from regular messages only in the header and notification functions.
- A Priority Message can *also* be a Private Message.
- A Priority Message cannot also be a Broadcast Message or Login Announcement.
- This feature includes priority notification via the Priority Outcalling feature. For more information, see the Priority Outcalling feature.

Administration Screens
COS, Sub

Applications

The primary scenario for the Priority Message feature is that of executives sending priority voice mail messages or priority call answer messages to employees who might normally receive many other messages. The executive is assured that the important message will be at the top of the employee's stack of messages.

An additional application may be to assign the feature to employees working on a priority project, so supervisors or coworkers can be kept informed of the project's status more efficiently.

Requirements

The Priority Message feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

Voice mail messages are prioritized or unprioritized via the Message Options Menu. Call answer messages are prioritized or unprioritized via the Delivery Options Menu. Priority Messages are presented to recipients preferentially in the *new* message category.

Voice Mail Sender's Procedures

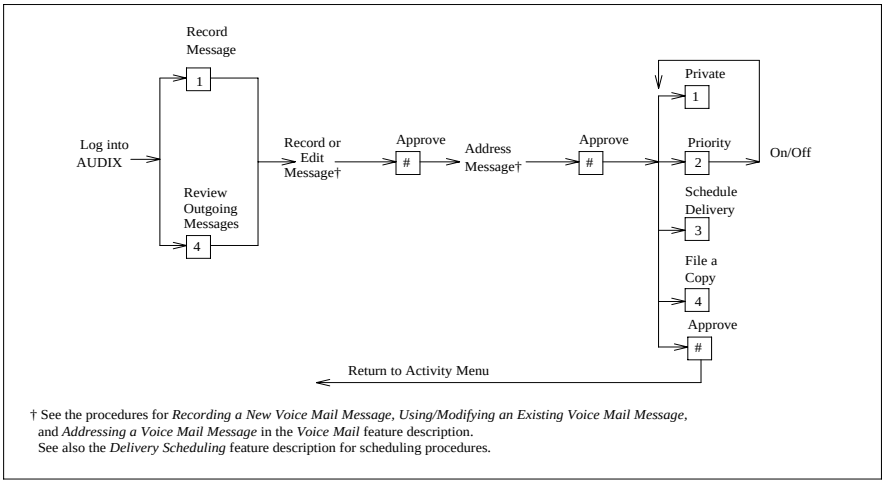

Figure 42. Priority Voice Mail Message Operation

The procedure for prioritizing a voice mail message is summarized below.

1. Log into the DEFINITY AUDIX system.
2. Record or edit and address the message according to the *Recording a New Voice Mail Message, Using/Modifying an Existing Voice Mail Message,* and *Addressing a Voice Mail Message* procedures found in the Voice Mail feature description.
3. Listen to the delivery options recited by the system by pressing 0.

   You may have from three to six delivery options, depending on the types of messages you have permission to create. If you have only three options (Private, Schedule Delivery, and File a Copy), you have not been assigned permission to prioritize messages and should contact your system administrator.
4. Press 2 to mark the message as *priority.*
5. Do any combination of the following:
   - To make the message *private*, press 1.
   - To unprioritize the message, press 2 again.
   - To schedule future delivery of the message, press 3, then enter the delivery time and date as instructed by the voice prompts (see the Delivery Scheduling feature).

- To file a copy of the message, press 4.

All of these delivery options are toggle switches. By pressing each option number key repeatedly, you can turn each option on and off like a light switch. A Priority Message can *also* be a Private Message, but it cannot also be a Login Announcement or Broadcast Message. See the procedures listed for those features.

6. Press # to approve your delivery options and return to the Activity Menu.

Call Answer Caller's Procedures

See the Call Answer feature for the Call Answer Operation diagram. To make a Call Answer message a priority message, do the following:

1. Speak your message after the DEFINITY AUDIX system answers the phone.
2. Edit your message if desired according to the *Leaving a Call Answer Message* procedures found in the Call Answer feature.
3. To approve your message, press #.
4. Do one of the following to make the message private or priority:
   - To make this message private (this is an option that prevents the recipient from forwarding the message to other subscribers), press 1 and repeat this step. By pressing 1 again, you can change this from a private message back to a public message.
   - To make this message priority, press 2. (This is an option if Priority on Call Answer is set to yes on the System-Parameters Features Screen.)
5. Hang up if finished.

Recipient's Procedures

The procedures for getting a Priority Message are identical to those used for getting other messages (see the Automatic Message Scan, Call Answer, and Voice Mail features). Priority Messages are presented in the *new* message category, before other new messages, regardless of when they were received. If you have the Priority Outcalling feature, you can elect to be called by the DEFINITY AUDIX system only when you receive Priority Messages.

Interactions with Other Features

This section identifies the interactions of the Priority Message feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Priority Message feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Priority Message feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: Priority voice mail messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.
- *Broadcast Message*: Broadcast Messages cannot be prioritized. They are a separate class of *new* messages, presented to recipients *before* Priority Messages.
- *Call Answer*: A caller may mark a call answer message as priority.
- *Class of Service*: The Priority Message feature for voice mail can be administered as part of a class of service.
- *Login Announcement*: Login Announcements cannot be prioritized. They are already uniquely prioritized in that they are presented immediately after the recipient logs into the system.
- *Mailing List*: If a priority voice mail message is addressed via a mailing list, each person on the list will receive the message marked with *priority* status.
- *Message Delivery*: Priority voice mail messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages at remote destinations.
- *Message Sending Restrictions*: Senders cannot send priority voice mail messages to those whom they are restricted from sending regular messages.
- *Name Record by Subscriber*: If persons sending or leaving Priority Messages have recorded their names, those recordings will be played back in the message header, just as they are for regular messages.
- *Online Help*: Help messages are available for the Priority Message feature.
- *Outcalling*: Priority Messages trigger outcalls just as do other new messages.

- *Playback and Recording Control*: Priority Messages can be controlled during playback and recording just as regular messages are.
- *Priority Outcalling*: If the Priority Outcalling feature is activated, *only* Priority Messages trigger outcalls.
- *Private Message*: Priority Messages can also be Private Messages. It doesn't matter in what order the status is assigned.
- *Voice Mailbox*: Automatic Reply to Sender — Unless restricted by message sending restrictions, recipients normally can send a voice mail response to the sender of a Priority Message. Note that a message will not keep its priority status when forwarded. The recipient can reprioritize the message when forwarding it, but *only* if the recipient has permission to send Priority Messages.

Priority Outcalling

Description

Priority Outcalling works with the Priority Message feature in that the recipient can elect to be notified by outcalling only when a priority message (voice mail or call answer) has been received. To prevent abuse of the function, priority messages can be sent only by specific subscribers.

As with Outcalling, the feature is turned on from the Outcalling Administration Menu (number 6 on the Activity Menu). The subscriber can elect to be called for *all new priority messages.* If there are new priority messages in the subscriber's mailbox when Priority Outcalling is turned on, an outcall will *not* be placed until another new priority message is received. If a priority message is received during off hours (when the subscriber has specified that outcalls are *not* to be placed), the system waits until the time permitted for outcalling to make the outcall. Before calling, it checks the priority message to see if the subscriber has already logged in and retrieved the message.

Who has it:	Only DEFINITY AUDIX subscribers who have been given Outcalling permission by the system administrator can use Priority Outcalling (see Outcalling).
Who controls it:	The system administrator defines system-wide Outcalling parameters using the System-Parameters Outcalling screen.
Who can access it:	If Outcalling is activated for the entire system, any subscriber who has permission can activate Priority Outcalling.

Points to Remember

- This feature is unnecessary if the Priority Message feature is not used by any senders.
- If there is a message-waiting lamp, it lights normally to indicate new messages are waiting.This is independent of any outcalling setting.
- The system administrator must give individual subscribers permission to use outcalling (and thus, priority outcalling) via the Subscriber and Class of Service screens.
- Subscribers authorized to use this feature can define outcalling intervals, whether they should be called for all messages or just Priority Messages, and whether the feature is active or not.

Administration Screens
COS, Sub, Sys-Par Out

Applications

Outcalling can be a nuisance if the recipient is continually interrupted by message notifications. Priority Outcalling solves the problem by notifying the recipient of priority messages only. It is particularly useful for salespersons who typically receive many messages and must deal with them in order of priority.

Requirements

The system administrator activates Outcalling using the System-Parameters Outcalling screen. The fields on this screen allow the administrator to set certain restrictions on outcalling activity. After outcalling has been activated and administered on the screen, an audit must be run; otherwise, the Outcalling feature will not work. Note that any time the administrator changes the number of ports available for the Outcalling feature, the switch-translations audit must be run to activate those changes.

Feature Operation

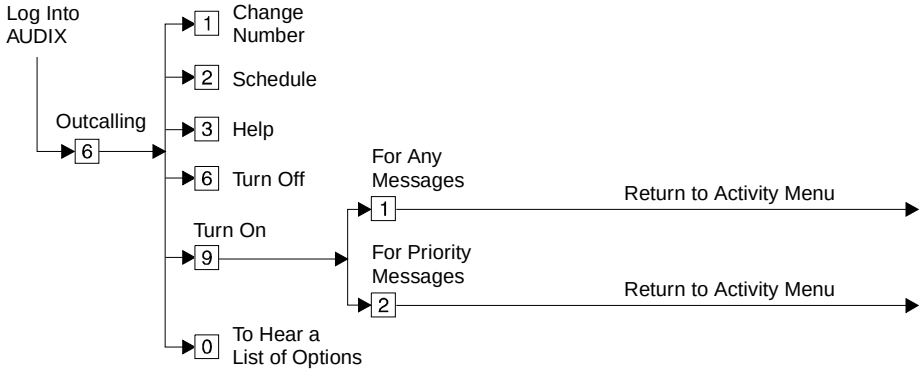

Figure 43. Priority Outcalling Operation

Subscribers can set up Priority Outcalling at any time by following the procedure below:

1. Log into the DEFINITY AUDIX system.
2. Press 6 to select Outcalling administration.
3. Press Y to turn on outcalling.
4. Do one of the following:
   - Press 1 to turn on outcalling for any new messages.

- Press 2 to turn on outcalling for new *priority* messages only.

If Outcalling is already on, you must still press Y before switching to or from Priority Outcalling.

Responding to an Outcall

When an outcall is answered, the system provides the person answering the call with three choices: receive the messages, cancel Outcalling, or disconnect.

- To receive the messages:
  1. Answer the ringing phone.
  2. Log into the DEFINITY AUDIX system.
  3. Listen to messages.
- To cancel Outcalling:
  1. Answer the ringing phone.
  2. Press * # to cancel the outcall; the system won't call again until there are more new messages.
- To disconnect:

  Hang up without logging in or canceling the outcall; the system will reschedule the outcall for the next administered outcalling interval.

NOTE:
Central Offices can take up to 30 seconds to disconnect the system after an outcall has been placed to a remote location. If the system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing * * X to force the system to hang up. Remote subscribers may wish to end each Outcalling session by pressing * * X.

Interactions with Other Features

This section identifies the interactions of the Priority Outcalling feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Priority Outcalling interacts with the switch as follows:

- *Restriction-Code Restriction*: Priority outcalls can be restricted to specific geographical areas (by area codes) using this switch feature.

Interactions with Other DEFINITY AUDIX Features

Priority Outcalling interacts with other DEFINITY AUDIX features as follows:

- *Broadcast Message*: Broadcast Messages cannot be defined as *priority*.
- *Outcalling*: Priority Outcalling is a subfeature of Outcalling in that it allows Outcalling to be turned on only for this special type of *new* message.
- *Priority Message*: If no subscribers are sending priority messages, either because they do not use the feature, or because the system administrator has not assigned anyone that capability, the Priority Outcalling feature will never be used.

Priority Outcalling is a subfeature of Outcalling. See the Outcalling feature for further interactions.

Private Message

Description

The Private Message feature provides subscribers with the ability to prevent a recipient from forwarding a voice mail message to other subscribers.

In addition, people who reach the DEFINITY AUDIX system through the Call Answer feature can also prevent the recipient from forwarding their message by invoking the Private Message feature.

Who has it:	All subscribers and anyone who reaches the system through the Call Answer feature can designate messages as private.
Who controls it:	Only the person who designates the message as private can delete that status. Note that this can be done only *before* the message has been delivered.
Who can access it:	Messages that are designated as private can be accessed only by the subscribers who receive them; they cannot be forwarded to other subscribers.

Points to Remember

- Private messages can also be *priority* messages, or *broadcast* messages. They cannot also be *login announcements*.
- Private messages cannot be sent via AMIS Analog Networking or Message Delivery.
- Only the sender can cancel the Private Message status.

Administration Screens
N/A

Applications

This feature is used to prevent DEFINITY AUDIX subscribers from forwarding particular messages to other subscribers. It can also be used to signal subscribers who use speakerphones that the message contains confidential information and should be listened to using the telephone handset.

Requirements

The Private Message feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

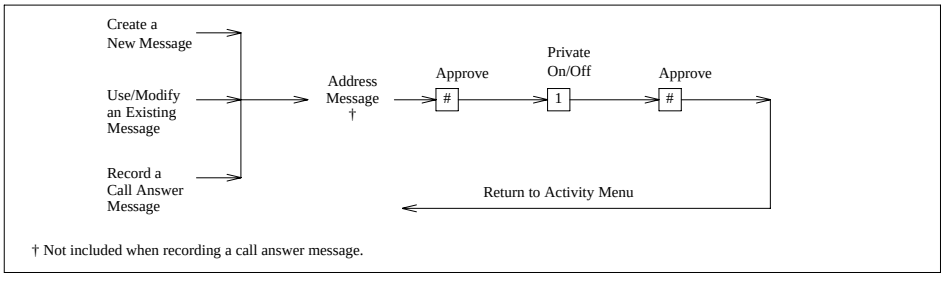

Figure 44. Private Message Operation

You have the option of making a voice mail message *private* after addressing it by simply pressing 1. Callers with touch-tone phones can also prevent recipients from forwarding their Call Answer messages by pressing 1 after approving their message.

The Private Message status can be canceled by the sender by pressing 1 again anytime before it is delivered. If a message is scheduled for future delivery (that is, if it is still in your outgoing mailbox), the Private Message status can be altered at any time before it is delivered. Private messages can also be priority messages.

Interactions with Other Features

This section identifies the interactions of the Private Message feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Private Message feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Private Message feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: You will not be able to send Private Messages with the AMIS Analog Networking feature.
- *Broadcast Message*: Broadcast Messages can also be Private Messages.
- *Call Answer*: Callers can invoke the Private Message feature for their Call Answer messages.
- *Login Announcement*: A Login Announcement cannot also be a Private Message.
- *Mailing List*: A Private Message can be sent using a Mailing List. This prevents all recipients from forwarding the message.
- *Message Delivery*: You will not be able to send Private Messages with the Message Delivery feature.
- *Message Sending Restrictions*: Sending restrictions apply to Private Messages just as they do for regular messages.
- *Online Help*: Help is available at any time by pressing * H.
- *Priority Message*: Priority Messages can also be Private Messages. It does not matter in what order the status is assigned.
- *Voice Mailbox*: If the sender saves a Private Message in the file cabinet and then re-sends the message (from the file cabinet), the message will retain its private status.

Save Voice

Description

The Save Voice feature allows system administrators to manually back up all the voice messages, including personal greetings and automated attendants, on the DEFINITY AUDIX system.

The Save Voice feature allows customers to keep a lasting record of their voice messages. Combined with the system's nightly and weekly automated backups, the Save Voice feature provides additional insurance against system failures.

Points to Remember

- Save Voice is not part of the automated backup regimen.
- System administrators should back up voice messages on a separate magneto-optical (MO) disk from the disks they use for automated backups.
- For systems with voice storage capacities greater than 75 hours, system administrators may need to ask subscribers to delete old or unwanted messages before they can back up the system's voice messages.
- System administrators should schedule the save voice procedure to avoid competition with heavy traffic and the system's automated backups.

Administration Screens
Add MO Disk, Save

Applications

Some customers may want to keep a lasting record of all the voice messages on their DEFINITY AUDIX systems. The Save Voice feature allows system administrators to save the voice messages at intervals customers deem most appropriate for their needs.

NOTE:
Individual subscribers can also keep a lasting record of their voice messages on their personal computers (PCs) using INTUITY Message Manager.

Requirements

To use the Save Voice features, must have a DEFINITY AUDIX system release other than 3.2.

Feature Operation

To run the save voice procedure, you have three options that affect the comprehensiveness of the backup, as well as the system's operations during the backup:

- You may run the voice backup in the system's AUDIX state or the system's operation, administration, and maintenance (OA&M) state.
- You may run the weekly backup in addition to the voice backup.
- You may run the announcements backup in addition to the voice backup.

Important Considerations

Regardless of which options you choose to use during the voice backup, you must remember three important considerations for scheduling the voice backup:

- Run the save voice procedure at times when system traffic is low. Running the procedure when traffic is high may cause inconsistencies in the system's database.
- Schedule the save voice procedure so that it does not interfere with the system's automated backups. If an automated backup interrupts the voice backup, the system will miss the automated backup or the backup will be saved on the disk you want to use for the voice backup. You also may not be able to run the voice backup.
- You must run a manual nightly backup before you run the voice backup. If you do not run the nightly backup, you will not be able to access the voice data you save during the voice backup.

System State

You may run the voice backup while the system is in the AUDIX state or in the OA&M state.

OA&M State

If you run the voice backup while the system is in its OA&M state, you avoid discrepancies in the system's database. While the system is in the OA&M state, however, subscribers and callers cannot access the system.

While the system is in the OA&M state, only system administrators and Lucent Technologies technicians can access the system. Subscribers and callers cannot add or delete messages in the system's database. Running the save voice procedure in the OA&M state ensures that all the voice messages that are saved during the procedure will be accessible once the procedure is complete.

Downtime is the main consideration for running the save voice procedure while the system is in its OA&M state. The save voice procedure may take several hours, during which subscribers and callers will not be able to access the system. To avoid system downtime, run the save voice procedure in the system's AUDIX state.

AUDIX State

If you run the save voice procedure while the system is in its AUDIX state, you avoid long periods of downtime that will result from running the procedure in the system's OA&M state. If the system is in its AUDIX state, however, inconsistencies may occur in the system's database during the backup.

While the system is in the AUDIX state, service to subscribers and callers is not interrupted by the voice backup. If subscribers or callers add or delete messages or change personal greetings, during the voice backup, however, these messages will be inaccessible from the backup disk.

The messages in the database that change during the voice backup will not affect the messages that do not change. However, some inaccessible files will exist in the database, and some files will be missing from the database.

Running the backup when system traffic is low will reduce the number of inconsistencies that occur in the database. To avoid any inconsistencies in the system's database, run the voice backup in the system's AUDIX state.

Other Backups

You must perform a manual nightly backup when you perform a voice backup. You may also run a weekly backup, an announcement backup, or both when you run the voice backup. While the nightly backup is required, the weekly and announcements backups are optional.

The weekly backup saves the system's voiced names. The main reason to perform a manual weekly backup is to back up voiced names.

The announcements backup saves the system's announcement sets. The only reason to perform an announcements backup is to back up customized announcement sets.

Because both the weekly and announcements backups save voice data, each of these backups will add considerably to the time it takes to run the backup and the storage space you will need for the backups. Some customers may need two MO disks to run these backups.

Save Voice Procedure

To back up the system's voice messages, use the following procedure:

1. At the DEFINITY AUDIX administration terminal, log on to the DEFINITY AUDIX system using the cust login and password.

   The system displays a blank DEFINITY AUDIX Administration screer:

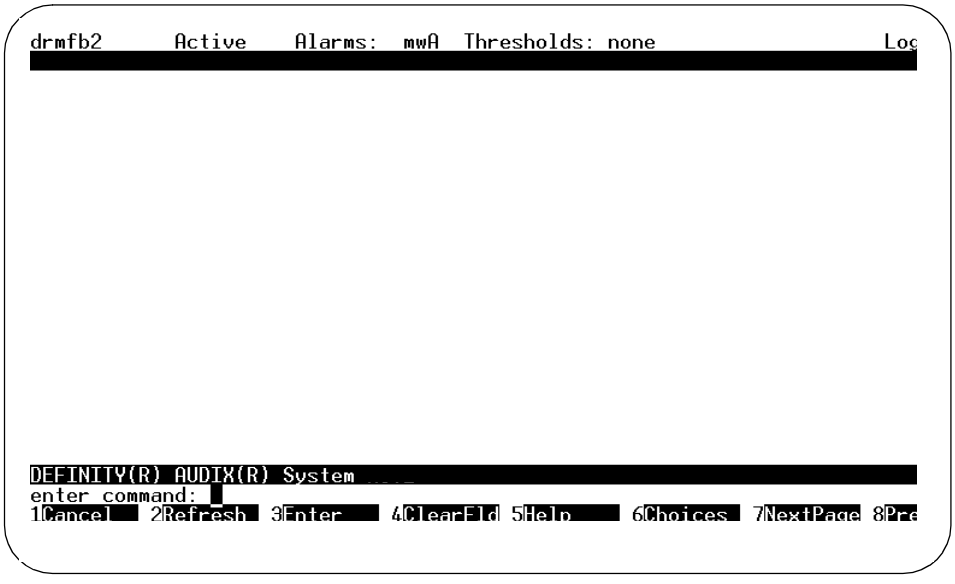

Figure 45. DEFINITY AUDIX Administration Screen

2. To run the save voice procedure in the OA&M state, go to step 3. To run the save voice procedure in the AUDIX state, go to step 6.
3. Enter **reset system oa&m**

   The system displays the Reset System OA&M screen:

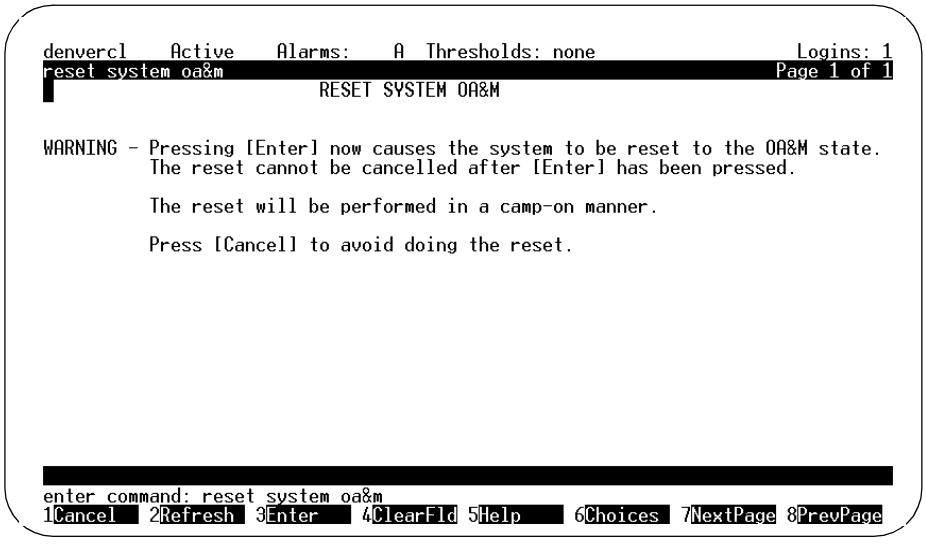

Figure 46. Reset System OA&M Screen

4. Press F3 (Enter).

   The system stops all calls and the cursor returns to the DEFINITY AUDIX login prompt.

5. Log on as cust.
6. Enter **remove mo-disk**
7. Take the MO disk for automated backups out of the MO disk drive.
8. Insert a new MO disk for voice backups.
9. Enter **add mo-disk initialize**
10. Enter a new name for the MO disk in the `Volume Name` field and press F3 (Enter).

    NOTE:
    You may need to use two MO disks during this procedure. Name the first disk "*xyz*1" where *xyz* represents the name you want to use for the backup.

11. Press F3 (Enter) again to confirm. The system will overwrite all contents of the MO disk.

    The system saves the new name and the cursor returns to the command line.

12. To run the save weekly procedure, go to step 13. To run the save announcements procedure, go to step 16. To run the save nightly procedure, skipping the save weekly and save announcements procedures, go to step 18.

> **NOTE:**
> Although the weekly and announcements backups are optional, you *must* run the nightly backup to run the voice backup.

13. Enter **save weekly**

    The system displays the Save Weekly screen:

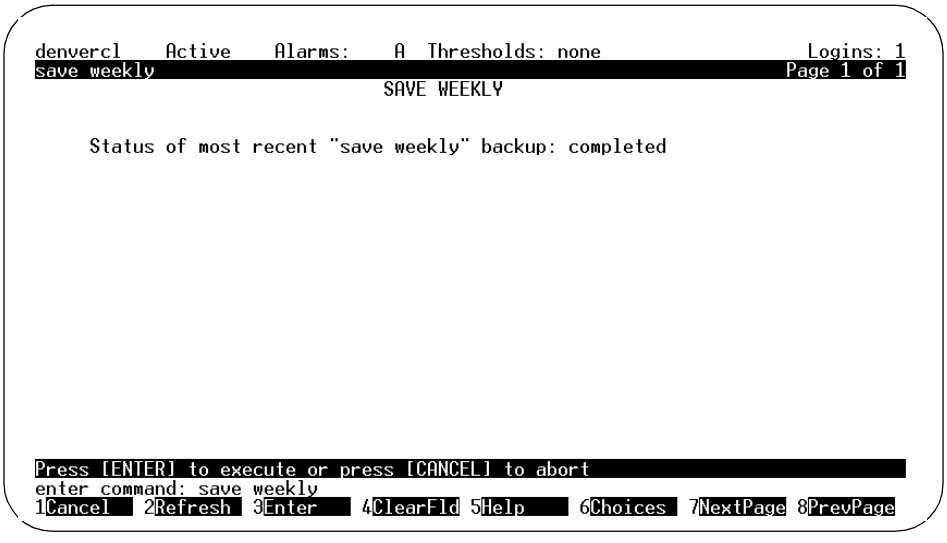

Figure 47. Save Weekly Screen

14. Press F3 (Enter) to run the weekly backup.

    The backup begins and the cursor returns to the command line.

    The nightly backup takes a few minutes to several hours, depending on the number of voiced names saved on the system.

    Check the status of the backup periodically using the **status mo-disk** command. You can also use the **display admin** command to clear the adm “A” on the status line.

15. To run the announcements backup, go to step 16. To run the nightly backup, skipping the announcements backup, go to step 18.

> **NOTE:**
> Your last backup may be the nightly backup or the weekly backup, depending on whether you chose to run the weekly backup.

Although the weekly backup is optional, you *must* run the nightly backup before you run the announcements backup.

16. Enter **save announcements**

    The system displays the Save Announcements screen:

```
status audit
save announcements                                          Page 1 of 1
                              SAVE ANNOUNCEMENTS

         Status of most recent "save announcements" backup: not run




Press [ENTER] to execute or press [CANCEL] to abort
enter command: save announcements
```

Figure 48. Save Announcements Screen

17. Press F3 (Enter) to run the announcement backup.

    The backup begins and the cursor returns to the command line.

    The announcements backup may take a few minutes to several hours, depending on the number of announcement sets the system uses.

    Check the status of the backup periodically using the **status mo-disk** command. You can also use the **display admin** command to clear the adm “A” on the status line.

18. Type **save nightly** and press F3 (Enter).

    NOTE:
    Although the weekly and announcements backups are optional, you *must* run the nightly backup to run the voice backup.

    The system displays the Save Nightly screen:

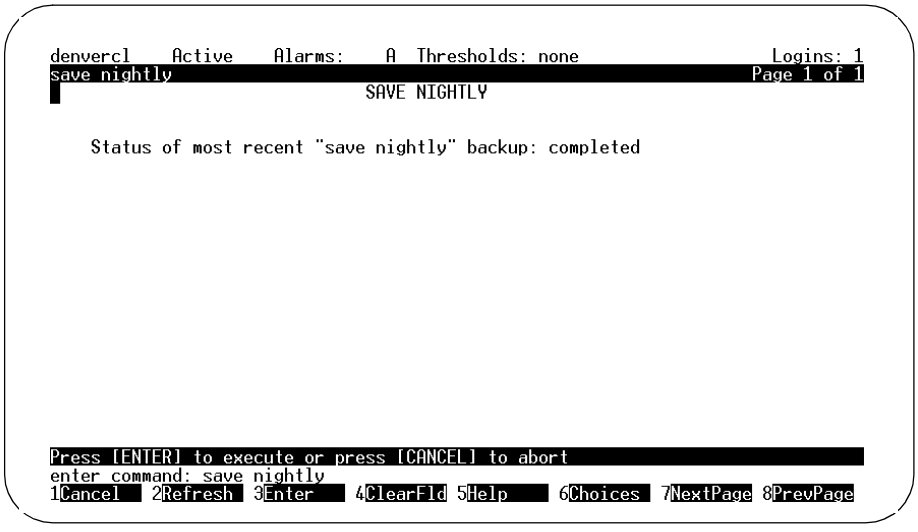

Figure 49. Save Nightly Screen

19. Press F3 (Enter) to run the nightly backup.

    The backup begins and the cursor returns to the command line.

    The nightly backup takes a few minutes to several hours, depending on the size of the files.

    Check the status of the backup periodically using the **status mo-disk** command. You can also use the **display admin** command to clear the adm “A” on the status line.

20. When the nightly backup is complete, enter **save voice**

    The system displays the Save Voice screen:

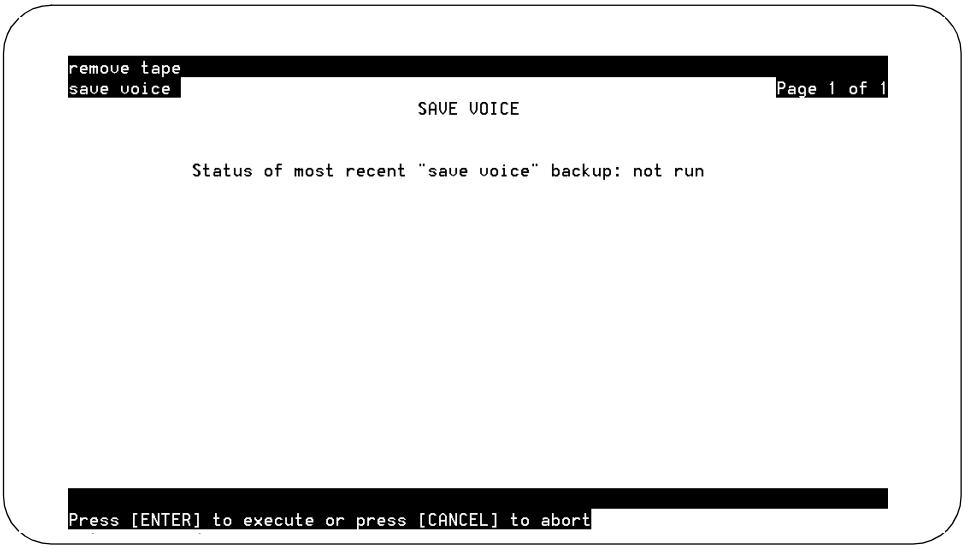

Figure 50. Save Voice Screen

21. Press F3 (Enter) to run the voice backup.

    The backup begins and the cursor returns to the command line.

    The voice backup may take a few minutes to several hours, depending on the total size of the voice files saved on the system.

    Check the status periodically using the **status mo-disk** command or the **display admin** command.

NOTE:
The DEFINITY AUDIX system will asses the storage space that is left on the optical disk before the voice backup begins. If the disk does not have room to store all the voice messages on the system, the system will post an error message within about five minutes.

22. If you receive an error message, go to step 23. If you do not receive an error message, go to step 30.
23. Enter **remove mo-disk**
24. Remove the MO disk you used for the nightly backup and other manual backups.
25. Enter add **mo-disk initialize**
26. Insert a blank MO disk.
27. Enter a new name for the MO disk in the `Volume Name` field and press F3 (Enter).

NOTE:
If you save the system's voice messages on a separate MO disk from the nightly and other backups, you must keep these disks together in storage. Name the second disk so that its name corresponds to first disk. For example, if the name of the first disk is "*xyz*1," name the second disk "*xyz*2."

28. Press F3 (Enter) again to confirm. All contents of the MO disk will be overwritten.

    The system saves the new name and the cursor returns to the command line.

29. Enter **save voice**

    The voice backup may take a few minutes to several hours, depending on the number total size of the voice files saved on the system.

    Check the status periodically using the **status mo-disk** command or the **display admin** command.

NOTE:
If you receive an error message saying that the backup failed, your total voice files are too large to save on a MO disk. Ask subscribers to delete old or unnecessary messages. Then try this procedure again, starting from Step 1.

30. When the system completes the voice backup, enter **remove mo-disk**
31. Remove the MO disk for the voice backup from the MO disk drive.
32. Insert the original MO disk for automated backups.
33. Enter **add mo-disk**

    The system displays the Add MO-Disk screen:

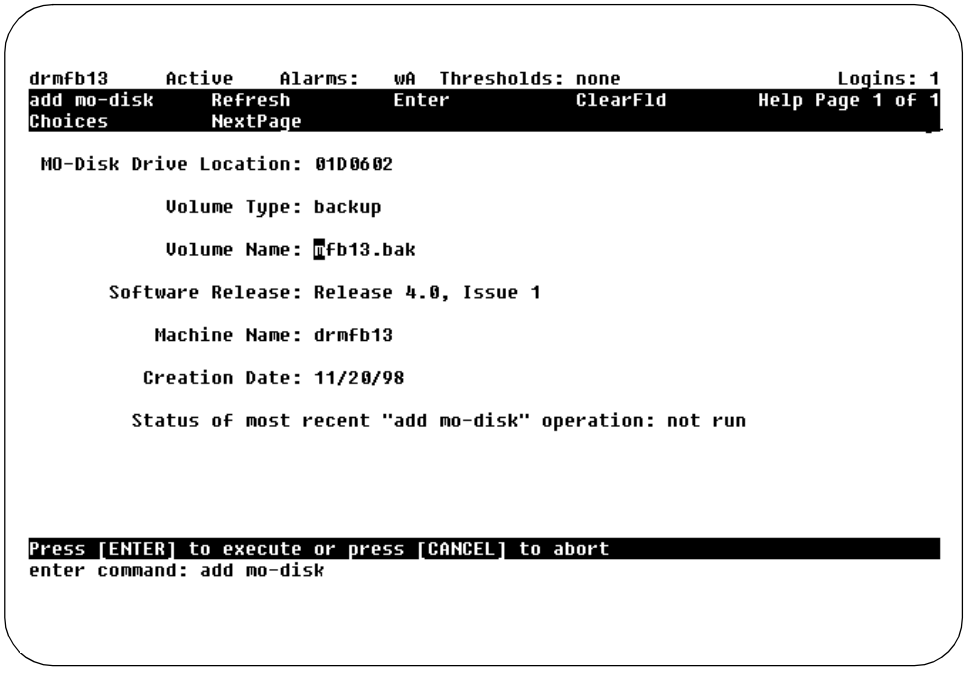

Figure 51. Add MO-Disk Screen

34. Press F3 (Enter).
35. If you are running the save voice procedure in the AUDIX state, the procedure is complete. If you are running the save voice procedure in the OA&M state, go to step 36.
36. Enter **reset system restart** to return the system to its AUDIX state.

Interactions with Other Features

This section identifies the interactions of the Save Voice feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

Save Voice has no direct relation to switch features. While the DEFINITY AUDIX system is in the OA&M state, the system's voice port will busy out on the switch, but when the system administrator resets the system to its AUDIX state, the voice ports will again become available.

Interactions with Other DEFINITY AUDIX Features

The Save Voice feature does not directly interact with specific DEFINITY AUDIX features. However, using the Save Voice feature in the system's OA&M state will render the system inaccessible to subscribers and callers as long as the backup is running.

The Save Voice feature is also affected by the DEFINITY AUDIX system's configuration and use in the following ways:

- Backups may take several minutes to several hours, depending on the amount of data and the length of voice messages on the system.
- One 640 Megabyte MO disk will hold a maximum of 75 hours of voice storage. If your DEFINITY AUDIX system holds more than 75 hours of voice messages, coordinate your voice backups with subscribers. Lucent Technologies recommends that you ask subscribers to delete any unnecessary messages from their voice mailboxes before you run the Save Voice procedure.

Security Password

Description

The Security Password feature prohibits unauthorized access to the DEFINITY AUDIX system. It prevents nonsubscribers from accessing confidential information, messages, and lists. This feature incorporates the following security measures:

- The system automatically disconnects callers who cannot log in after three attempts.
- The system will *lock* a subscriber's voice mailbox if the system limit of consecutive login attempts is reached (this limit is specified on the System-Parameters Features screen). If the limit is exceeded, the system administrator must unlock the mailbox using the Subscriber screen.
- The system administrator can set Password Aging for all passwords on the system which defines the number of days a password is active before a subscriber must enter a new password.

Who has it:	All subscribers have passwords.
Who controls it:	Subscribers create their own passwords, and can change them at any time.
Who can access it:	No one can access a subscriber's password. Passwords are not displayed on any administration screen, and therefore, if forgotten, must be changed by the system administrator.

Points to Remember

- The default system limit for consecutive failed login attempts is 18.
- The maximum password length is 15 digits.
- Passwords should be at least six digits long.
- Subscribers should change their passwords regularly to keep their mailboxes secure. Password Aging forces subscribers to change their password when their current password expires.
- If Password Aging is active, the system administrator can force the expiration of the subscriber's password.
- Break-in attempts are logged and displayed using the Admin Log screen.

Administration Screens
Sys-Par Fea, Admin Log

Applications

The Security Password feature's sole purpose is to limit access to the DEFINITY AUDIX system to authorized personnel.

Requirements

The Security Password feature has no requirements other than those of the DEFINITY AUDIX system itself. Additional security measures are available with the Security Password feature.

- The system administrator can set up Password Aging for the system. Password Aging is administrable on the System-Parameters Features screen. The Password expiration interval specifies the number of days that a subscriber's password is active. When the password expires, the subscriber must enter a new password. The Minimum Age before Changes field allows system administrators to specify the minimum number of days which must pass before subscribers can again change their password after a successful change. This prevents subscribers from changing their password, and then changing it back to its old value right away.
- When Password Aging is active, anytime a system administrator adds a subscriber or changes a subscriber's password, the subscriber must log in with the new, administered password. However, the subscriber is forced to change the password immediately after logging in the first time.
- If Password Aging is active, the system administrator can force the expiration of a subscriber's password by entering "e" in the Password field of the Subscriber screen.
- Whether Password Aging is active or not, the system administrator can optionally set a minimum password length for extra security. If a minimum password length is specified on the System-Parameters Features screen, the system requires all subscribers who have shorter (invalid) passwords to change them the next time they log in. It is a good idea for the system administrator to define a password that is shorter than the minimum password length when first setting up a mailbox for a subscriber. The subscriber will have to change the password the first time he/she logs in.
- If a subscriber fails to enter a valid password three times in a row, the subscriber is disconnected and must dial in again. If an administrable number of failed login attempts occurs, the subscriber is locked out of the system until the administrator can release the login using the Subscriber screen.

Feature Operation

After calling the system and entering an extension, each subscriber must enter their Security Password to access their voice mailbox. This section describes how subscribers can change their passwords and what to do if they forget their password or are locked out of their voice mailbox.

Changing Your Password

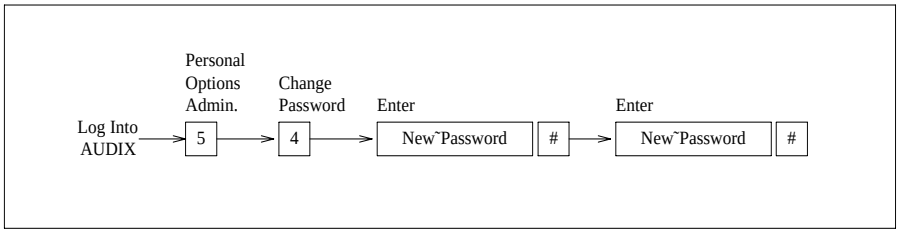

Figure 52. Changing a Security Password

You may change your password as often as you wish. If Password Aging is activated, you will be forced to change your password periodically. To change your password, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 5 to select the Personal Options Administration Menu.
3. Press 4 to change your password.
4. Enter your new password (up to 15 digits, 0 through 9), and press #. Your system administrator determines the number of digits you can use in your password.
5. Enter your new password again, and press #.

Forgetting Passwords or Being Locked Out of Your Mailbox

Occasionally you may forget your password, so you cannot log into the DEFINITY AUDIX system. If you try to log in incorrectly too many times, the system will *lock* your voice mailbox. If either of these situations occur, call your system

administrator. The administrator can unlock your voice mailbox and assign you a new password. After the system administrator changes your password, you should change it again immediately after logging in to the system.

NOTE:
If you find your voice mailbox locked and you did *not* forget your password or try to access your mailbox recently, notify your system administrator immediately. This could mean that someone was trying to break into your mailbox.

Interactions with Other Features

This section identifies the interactions of the Security Password feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Security Password feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Security Password feature interacts with other DEFINITY AUDIX features as follows:

- *Guest Password*: Since the DEFINITY AUDIX guest password should be published and readily available to outside users, the system administrator is responsible for notifying guest-password users if the minimum password length changes. The system administrator may wish to initially make the guest password a long number so it does not need to be changed or extended if the minimum password length changes.
- *Traffic Reports*: The system administrator can use the List Measurement Feature and Admin Log screens to locate failed login attempts. If there are numerous break-in attempts, lower the number of permissible consecutive login failures on the System-Parameters Features screen and administer a minimum password requirement.
- *Voice Mailbox*: Before subscribers are allowed to access their voice mailboxes, they must first enter their security password.

Shared Extension

Description

The Shared Extension feature allows several subscribers to share a voice mailbox on one extension. Callers are prompted to leave a message for a specific individual or a general message for anyone by pressing specific keys.

Points to Remember

- Up to ten subscribers can share the same extension.

Administration Screens
List Att

Applications

The Shared Extension feature can provide voice messaging capabilities for several people who share a single telephone. For example, a university dormitory room has three roommates (Jerry Jones, Don Parker, and Brent Deven) but only one telephone number. By administering that extension as an Automated Attendant and creating three voice mailbox numbers that do not exist in the switch dial plan, each roommate can have a private mailbox without having a separate telephone.

In this scenario, if the Automated Attendant answers the call, the voiced attendant menu could be:

> *You have reached room 125 of Baker Dormitory. To leave a message for Jerry Jones, press one. To leave a message for Don Parker, press two. To leave a message for Brent Deven, press three. If you would like to leave a message for all three roommates, press four.*

By pressing 4, the caller would hear the greeting used for the Guest Password feature and could then leave a message in the voice mailbox of the Automated Attendant, activating the message-waiting lamp. If the caller were to leave a message specifically for one of the roommates, the roommate would have to call the DEFINITY AUDIX system or activate the Outcalling feature to know if a message has been left.

Requirements

See the Automated Attendant feature.

Feature Operation

See the Automated Attendant feature.

Interactions with Other Features

See the Automated Attendant feature for interactions of the Shared Extension feature with switch features and other DEFINITY AUDIX features.

System Clock

Description

The System Clock feature greatly enhances the reliability of the entire system by providing a switch-independent clock with battery backup. As with all voice messaging systems, the DEFINITY AUDIX system is extremely dependent on accurate time keeping in order to put the correct time and date on message headers and to do time-dependent tasks (such as automatic nightly backups). If the clock that the system depends upon is improperly set or malfunctions, messages can be deleted, improperly delivered, or otherwise rendered useless.

Who has it: This is a system administration feature; it is not used by subscribers other than to record the times that messages are created and sent (this is done automatically by the system).

Who controls it: The System Clock is set by the system administrator in military hours using the Set Time screen. The administrator has the option of setting the System Clock manually or synchronizing it with the switch.

Who can access it: Normally, the system administrator is the only person who has access to this feature.

Points to Remember

- A warning alarm occurs if the switch clock and DEFINITY AUDIX System Clock are more than 15 minutes apart or if the System Clock fails.
- If a switch clock board is replaced or set to an incorrect time, the DEFINITY AUDIX system could receive the wrong time if it is synchronized with the switch. Ensure that the switch time is correct if you intend to synchronize it with the DEFINITY AUDIX system.
- The DEFINITY AUDIX system knows about daylight savings time changes and will take care of the one hour time change without intervention from the system administrator.

Administration Screens
Set Time

Applications

The System Clock feature simply adds a reliable buffer to the DEFINITY AUDIX system against inaccurate time keeping. This is important since the clock is used to perform certain time-dependent tasks such as delivering messages at particular times.

Though the switch clock and DEFINITY AUDIX System Clock could be purposely set to different times (for example, one set to daylight savings time and the other not), the utility of this is probably marginal, and far overshadowed by the considerations of reliability and simplicity provided by synchronizing the clocks.

Requirements

NOTE:
It is important that the DEFINITY AUDIX System Clock be accurate; it is less important that it and the switch clock be synchronized.

Feature Operation

The System Clock is located on the TN568 circuit pack for Release 4.0 or the Multifunction Board for releases earlier than 4.0. and normally receives power from the backplane. In case of a system power outage, an on-board battery keeps the clock running until regular power is restored (the clock does not have to be reset after power-up). This lithium battery is soldered to the board and has an approximate 4-year lifespan. The battery does not discharge unless the board is plugged into the backplane.

NOTE:
If the clock resets after a power outage, the battery may be bad and the MFB should be replaced.

If the system ever starts up and no year is set, a major alarm occurs until the clock is set. The system uses its own clock as the master clock, and will not synchronize its time with the switch unless specifically directed to do so by the system administrator (using the Set Time screen).

Interactions with Other Features

This section identifies the interactions of the System Clock feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The System Clock feature interacts with the switch as follows:

- *Switch Clock*: The DEFINITY AUDIX System Clock can be synchronized with the switch clock using the Set Time screen.

Interactions with Other DEFINITY AUDIX Features

The following DEFINITY AUDIX features rely on the System Clock feature for the time-stamping of events and for message header information:

- Administration and Data Acquisition Package
- Automatic Message Scan
- Call Answer
- Traffic Reports
- Untouched Message
- Voice Mail
- Voice Mailbox

The following DEFINITY AUDIX features rely on the System Clock feature for time-dependent activities:

- AMIS Analog Networking
- Automated Backup
- Delivery Scheduling
- Message Delivery
- Multiple Personal Greetings
- Outcalling
- Priority Outcalling

TDD

Description

The Americans With Disabilities Act (ADA) encourages employers to make reasonable accommodations for employees with disabilities, including employees who are hearing-impaired. Hearing-impaired people who are unable to communicate by voice over a telephone typically use a teletypewriter.

The DEFINITY AUDIX system offers the Telecommunications Device for the Deaf (TDD) announcement set for subscribers who use TTYs. The Multilingual feature makes it possible to provide the TDD announcement set on the same DEFINITY AUDIX system as voice announcement sets, satisfying the messaging needs of both groups of users with one system.

Points to Remember

- The TDD announcement set can be installed on the DEFINITY AUDIX system just like any other announcement set.
- The TDD announcement set and a voiced announcement set can be used together with the Multilingual feature, but separate mailboxes are recommended for users who interact with the system by both voice and TTY.
- TTY users have access to most DEFINITY AUDIX capabilities except speed up/slow down and step ahead/step back.
- Vocally recorded messages, announcements, and names do not display on a TTY.
- TTYs that do *not* generate touch-tone signals cannot issue commands to the system. These TTYs must be used in conjunction with a touch-tone telephone.

Administration Screens
COS, Sub

Applications

Use of the TDD announcement set enables employers to comply with the Americans With Disabilities Act (ADA) by making reasonable accommodations for hearing-impaired employees. (Cost-conscious employers should note that a single Multilingual DEFINITY AUDIX system is able to accommodate the needs of voice-mail users who require a spoken announcement set and hearing-impaired users who require a TDD announcement set.) All that a subscriber or caller needs is a standard stand-alone, acoustically-coupled TTY along with a touch-tone telephone. Both the touch-tone keypad and the TTY keyboard are needed for TDD communications with the DEFINITY AUDIX system.

Considerations

There are a number of considerations for using the TDD announcement set with the DEFINITY AUDIX system.

- *Name Record by Subscriber*: Any user who interacts with the DEFINITY AUDIX system primarily using a TTY should record their name using a TTY. TTY users have 12 seconds to type in their name. The system administrator should not voice the names of TTY users.
- *Administrator TTY*: In some situations, the system administrator may need to record greetings, messages, names, and custom announcements for TTY users. To record these, the system administrator needs a TTY; a TTY with a buffer is recommended since the system administrator may need to edit greetings, messages, and announcements before downloading them to the DEFINITY AUDIX system. (See the user's guide that comes with the TTY for instructions on using the TTY.) It also is recommended that the TDD announcement set be running when recording TTY greetings, messages, and announcements.
- *Go Ahead*: A standard abbreviation in TTY communications, known by all experienced TTY users, is *GA*. This stands for "Go Ahead" and means, in essence, "It's your turn to transmit." The GA prompt is part of the DEFINITY AUDIX TDD announcement set and is used in place of the audible tone that follows "record at the tone" in the spoken announcement set.
- *Mode synchronization problems and solutions*: TTYs use the Baudot communications protocol in which the same five-bit code can represent either a letter or a non-alphabetic character, such as a number or figure. (For example, the binary code 00001 is both the letter E and the number 3.) This sharing of five-bit codes is made possible by having two modes, a letters mode and a numbers/figures mode.

  If a receiving TTY is set to letters mode (by receiving the five-bit code 11111), then the TTY assumes all subsequent five-bit character codes received are letters. By contrast, if a receiving TTY is set to numbers/figures mode (by receiving the five-bit code 11011), then the TTY assumes all subsequent five-bit character codes received are numbers

and figures. This is important: when a TTY is not in the same mode as the device that is transmitting to it, the characters that display on the receiving TTY will make no sense to the user.

All DEFINITY AUDIX TDD announcements contain the appropriate mode reset codes to ensure that the receiving TTY stays mode-synchronized with the DEFINITY AUDIX system during announcement playback. It is, however, the user's responsibility to ensure mode synchronization when recording names, greetings, messages, and custom announcements.

- *Mode synchronization when recording greetings, messages, names, and custom announcements*: TTY users should follow these guidelines when recording greetings, messages, names, and custom announcements to keep the receiving TTY in the appropriate mode.

  Some TTYs have both a letters key and a numbers/figures key for switching to the indicated mode. If the first character in your recording is a letter, press the letters key before you type anything else; or, if the first character in your recording is a number or figure, press the numbers/figures key before you type anything else.

  Most TTYs do not have a letters key and a numbers/figures key. If you do not have separate letters and numbers/figures keys, synchronization of modes is more inconvenient but can be accomplished in the following way:

  — If the first character you need to type is a letter, enter a slash (/); then press the space bar a few times before you start typing. This causes the system to reset to letters mode.

  — If the first character you need to type is a number or figure, type **x**; then press the space bar a few times before you start typing. This causes the system to reset to numbers/figures mode.

- *General guidelines on generating greetings and custom announcements*: TTY users need to use both the TTY keyboard and the touch-tone telephone keypad. The instructions contained in customized announcements and mailbox greetings must make it clear which device to use. You might want to use *dial* when the user needs to use the telephone keypad and *type* when the user needs to use the TTY keyboard.

  When using a TTY to type directly to the DEFINITY AUDIX system, the DEFINITY AUDIX system captures and preserves any hesitations in typings, misspellings, and so on. For this reason, it is recommended that system administrators use a TTY with a built-in buffer and completely edit the greeting or announcement before calling the DEFINITY AUDIX system to download the buffer. See your TTY user's guide for instructions on editing and downloading the TTY buffer.

- *Transmission Problems*: If TTY users see what they consider to be more than the normal number of typing errors in information displayed by the DEFINITY AUDIX system, the transmission from the DEFINITY AUDIX system may be too soft. Dial 4 to make the transmission louder.

If the DEFINITY AUDIX system does not pick up the touch-tone key presses, transmission with the DEFINITY AUDIX system may be too loud. Dial 7 to make the transmission softer.

- *Handset Adaptor*: Certain telephone handsets, such as the "R-type" handset used on many Lucent Technologies business telephones, will not work reliably with TTY acoustic couplers that were intended for more traditional types of handsets. The Lucent Technologies Special Needs Center is able to provide adaptors. Contact your Lucent Technologies Account Executive.
- *Correcting inappropriate mode shifts*: A receiving TTY may be placed in the wrong mode under the following circumstances:
  - The TTY user dials ahead or dials through an announcement received from the DEFINITY AUDIX system.
  - A TDD message or greeting received from the DEFINITY AUDIX system was recorded without appropriate reset codes.

  Although this problem can be annoying, resetting the receiving TTY to the correct mode is a fairly straightforward process. On TTYs that have specific mode-reset keys, press the appropriate key. Do the following on TTYs that do not have mode-reset keys:
  - Type any number or figure to shift a TTY that is in letters mode to numbers/figures mode.
  - Type any letter to shift a TTY that is in numbers/figures mode to letters mode.
- *Broadcast Announcement*: A hearing-impaired user who uses only a TTY for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced broadcast message. The system administrator may want to send a TDD message to TTY users informing them of the following:
  - They will receive a voiced broadcast announcement and they should delete this message
  - The contents of the broadcast message

- *Login Announcement*: A hearing-impaired user who uses only TTY for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced login announcement. If there are TTY users on the DEFINITY AUDIX system, it may be a good idea not to use the Login Announcement feature. If a login announcement is going to be used, the system administrator may want to send a TDD message to TTY users informing them of the following:
  - They will receive a voiced login announcement when they log in, and they will have to wait several seconds for a TDD prompt before continuing with their DEFINITY AUDIX session
  - The contents of the login announcement

Requirements

The following are requirements for using the TDD feature:

- The purchasable TDD announcement set must be installed. If the TDD announcement set is used on the same DEFINITY AUDIX system as voice announcement sets, the Multilingual feature must be turned on for the system.
- To record TDD greetings and custom announcements, the system administrator needs a TTY; a TTY with a buffer is recommended since the system administrator may want to edit the greeting before downloading it to the DEFINITY AUDIX system. (See the user's guide that comes with the TTY for instructions on using the TTY.)
- Each subscriber or caller who wishes to communicate with the DEFINITY AUDIX system needs a standard stand-alone, acoustically-coupled TTY and a touch-tone telephone. Devices that bypass the touch-tone keypad, such as computers with nondialing TTY modems, are unable to issue commands to the DEFINITY AUDIX system.
- The TDD announcement set needs to be identified on the Class of Service screen or the Subscriber screen for each TTY user.

Feature Operation

Assign the TDD announcement set to subscribers either on the Class of Service screen or on the Subscriber screen. The TDD announcement set can be the Login Announcement Set, the Call Answer Primary Announcement Set, or the Call Answer Secondary Announcement Set.

Callers who reach the mailbox of a subscriber with only the TDD announcement set active must use a TTY to interact with the DEFINITY AUDIX system. DEFINITY AUDIX feature operation is the same for TTY callers as for speaking callers with minor differences as noted in this feature description.

Login

The DEFINITY AUDIX system hunt group extension answers in the system announcement set, not the TDD announcement set. There are three methods TTY users can use for logging in to the DEFINITY AUDIX system:

- *Wait before entering login sequence*.

  1. Dial the DEFINITY AUDIX hunt group extension number.
  2. Wait about five seconds (long enough for the DEFINITY AUDIX system to answer), then dial your login ID and password.
  3. After you log in, the DEFINITY AUDIX system should switch to the TDD announcement set if TDD is your Login Announcement Set. If there is no response, wait a few more seconds and dial the login ID and password again.
  4. If there is still no response, hang up and try again. If there is still no response, notify the DEFINITY AUDIX system administrator.

- *Watch the LEDs on the TTY*.

  1. Dial the DEFINITY AUDIX hunt group extension number.
  2. When you see what is obviously a voice pattern on the TTY LED (Light Emitting Diode) signal strength indicator, dial your login ID and password. (This LED pattern is closer to steady "on" as opposed to the ringing pattern which is intermittent on/off corresponding to the ringback pattern the TTY is receiving from the handset.)
  3. The DEFINITY AUDIX system should switch to the TDD announcement set if TDD is your Login Announcement Set.

- *Dial your extension*. If the DEFINITY AUDIX system is administered in CL Mode, TTY users can use ⊛ R to log in from a call answer call to their extension if their Login Announcement Set and their Call Answer Primary Announcement Set are TDD.

  1. Dial your personal extension number.
  2. The DEFINITY AUDIX system answers with your mailbox's TDD call answer greeting.
  3. As soon as you see your greeting begin to display on your TTY, you may dial ⊛ R and then log in to the DEFINITY AUDIX system. (Dial ⊛ R, then dial your extension and #, followed by your password and #.)
  4. If your Login Announcement Set is TDD, the login sequence displays in TTY. Complete the login.

Multilingual Feature

There are several considerations when deciding how to administer the Multilingual feature and call coverage for the hearing-impaired TTY user. For example:

- Do you expect the hearing-impaired person to receive voice calls?
- Does the person have sufficient hearing ability to listen to voice messages?
- Is your company able to provide call coverage to a TTY translator service for hearing-impaired users who cannot listen to voice messages?

Subscribers who primarily use the TDD announcement set should record their name using the TTY. If a subscriber needs to receive both TTY and voice calls, it is recommended, but not necessary, that two separate telephone numbers be assigned to the subscriber — one for TTY calls and one for non-TTY calls.

It may be more practical to set the Multilingual feature Call Answer Language Choice field to n (no) on the Subscriber or Class of Service screen unless both the primary and secondary announcement sets are TTY-based (such as U.S. English TTY and another TTY-based language which may be available in the future).

In the example below, Mary Jones has no hearing and does not speak; and her company has an in-house TTY translation service to handle incoming voice calls. The Call Answer Language Choice field is set to n (no) for Mary, and she has one personal greeting which includes both voice and TTY.

The system administrator, or another speaking person, records the first part of Mary's personal greeting which is very short. If the TDD announcement set is the Login Announcement Set for Mary Jones, the greeting prompts are in TDD; in which case, the speaker removes the handset from the TTY acoustic coupler when the GA prompt displays on the TTY, voices the greeting, and then returns the handset to the acoustic coupler either to record the TDD part of the greeting or to wait for more prompts.

The following could be the voice part of a greeting recorded for Mary Jones: "This mailbox belongs to a hearing-impaired user, Mary Jones. To leave a voice message, press zero now."

Pressing zero would send the caller to the extension of a hearing person who can transcribe voice messages to TTY messages and send them to the mailbox of Mary Jones. The transcriber needs to be administered as a covering extension on the Subscriber screen for this arrangement. The second part of Mary's personal greeting is in TDD, recorded by Mary or the person who recorded the voice part of the greeting. The TDD part of the greeting needs to be recorded during the same recording session as the voice part. (In other words, Mary's greeting contains both a voice part and a TDD part. The voice part is first and

very short so that it does not cause a long delay in the TDD greeting seen by the TTY caller. The TDD part immediately follows the voice part.)

The above example illustrates one possible scenario for administering the TTY user. The system administrator should consider the TTY user's needs, the requirements of his or her job, and call coverage capabilities for the TTY user available at your company.

Interactions with Other Features

This section identifies the interactions of the TDD feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The TDD feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The TDD feature interacts with other DEFINITY AUDIX features as follows:

- *Announcement Sets*: TDD is one of the purchasable announcement sets available with the DEFINITY AUDIX system.
- *Broadcast Message*: A hearing-impaired user who uses only a TTY for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced broadcast message. The system administrator may want to send a TDD message to TTY users informing them of the following:
  - They will receive a voiced broadcast message and they should delete this message
  - The contents of the broadcast message
- *Dial-Through*: Dialing ahead or dialing through a prompt may cause the TTY to be placed in the wrong mode. Although this problem can be annoying, resetting the receiving TTY to the correct mode is a fairly straightforward process. On TTYs that have specific mode-reset keys, press the appropriate key. Do the following on TTYs that do not have mode-reset keys:
  - Type any number or figure to shift a TTY that is in letters mode to numbers/figures mode.
  - Type any letter to shift a TTY that is in numbers/figures mode to letters mode.
- *Login Announcement*: A hearing-impaired user who uses only a TTY for communications with the DEFINITY AUDIX system will not see anything on the TTY for a voiced login announcement. If there are TTY users on the

DEFINITY AUDIX system, it may be a good idea not to use the Login Announcement feature. If a login announcement is going to be used, the system administrator may want to send a TDD message to TTY users informing them of the following:

- They will receive a voiced login announcement when they log in and they will have to wait the length of the announcement for a TDD prompt before continuing with their DEFINITY AUDIX session
- The contents of the login announcement

- *Multilingual*:
  - The Multilingual feature must be on if more than one announcement set is being used on the DEFINITY AUDIX system.
  - The TDD announcement set and a voiced announcement set can be used together with the Multilingual feature, but separate mailboxes are recommended, though not required, for TTY and voice calls.
  - When using the Multilingual feature, it is recommended that the Call Answer Language Choice field be set to n (no) for a subscriber unless both the primary and secondary announcement sets are TTY-based (such as U.S. English TDD and another TTY-based language that may be available in the future).
  - TTY users with Call Answer Language Choice set to y (yes) should record a personalized Dual Language Greeting using their TTY for whichever language, primary or secondary, is assigned the TDD announcement set. If a TTY user may receive voice calls, the first part of the primary personal greeting can be voiced. For example, “I am hearing-impaired. Please press 0 now to have a hearing person transcribe a message for me.” This can be followed by the TDD portion of the greeting, for example, “Press *-1 for TDD instructions“.
- *Multiple Personal Greetings*: TTY subscribers with the Multilingual Call Answer Language Choice field set to n (no) should record one or more personal greetings using their TTY. If a TTY user may receive voice calls, the first part of the personal greeting can be voiced. For example, “I am hearing-impaired. Please press 0 now to have a hearing person transcribe a message for me.” This can be followed immediately by the TDD greeting.
- *Name Record by Subscriber*: TDD subscribers who primarily use a TTY should record their name using the TTY.
- *Playback and Recording Control*: Because of potential problems with TTY mode synchronization, the step backwards/step forwards capability does not work reliably. Prompts for the TDD announcement set do not reference this capability.
- *TTY Automated Attendant*: TTY automated attendants can be set up. See the TTY Automated Attendant feature.

Traffic Reports

Description

The Traffic Reports feature collects data on system activities during specified hours, days, and months. These reports indicate how many subscribers are using the DEFINITY AUDIX system, when they use it, and how intensively. The system administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.

Who has it: This is a system administration feature; it is not used by subscribers.

Who controls it: The system administrator defines report criteria using traffic screens (for more information on defining report criteria, see the *DEFINITY AUDIX System Release 4.0 — Screens Reference,* 585-300-213.

Who can access it: Normally, the system administrator is the only person who uses the system Traffic Reports.

Points to Remember

- Traffic data collection is activated using the System-Parameters Features screen.
- Monitoring the failed logins, external field on the List Measurements Feature screen may provide an indication that illegal logins to the system are being attempted. If the number in this field is high, it may indicate that someone outside your system is repeatedly attempting to gain access to the system without having a legitimate login.
- System Clock changes will impact data collection.

Administration Screens
Sys-Par Fea, Traffic

Applications

The Traffic Reports feature is primarily used for the following tasks:

- Evaluating actual system use as compared to projected use
- Predicting future equipment requirements

By generating periodic reports of actual system use, the system administrator can measure port activity and calculate the level of service that subscribers are receiving. This information can be used to determine when upgrades to the system or changes in subscribers' classes of service are required.

Requirements

The Traffic Reports feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

The system administrator must access the traffic screens to display records of traffic data collected over a particular period of time (daily, hourly, or monthly). The administrator retrieves the screens via the administration terminal. For more information on the traffic screens, see *DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213.

Data from all traffic screens can be copied to a personal computer (PC) using ADAP. This data can then be manipulated by dBASE III PLUS programs.

NOTE:
Only the information contained within the fields on each screen is copied to the PC; the screens and field names are not copied (this allows the data to be stored in dBASE III PLUS format).

For more information, see *AUDIX Administration and Data Acquisition Package,* 585-302-502.

Interactions with Other Features

This section identifies the interactions of the Traffic Reports feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

These Traffic Reports are exclusively a DEFINITY AUDIX feature and have no direct interactions with any switch features. However, the system administrator should monitor the number of calls directed to each DEFINITY AUDIX port from the switch using the List Measurements screen. If any port shows zero calls, that port should be checked.

Interactions with Other DEFINITY AUDIX Features

The Traffic Reports feature interacts with other DEFINITY AUDIX features as follows:

- *AMIS Analog Networking*: AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.
- *ADAP*: The system administrator can transfer the data contained in all traffic report screens to a PC using ADAP. The data is stored on the PC in dBASE III PLUS format and can be displayed and manipulated using dBASE III PLUS programs.
- *Automated Attendant*: Because Automated Attendants appear as DEFINITY AUDIX subscribers, their use is monitored through the subscriber traffic screens. This information is especially useful on small systems where the number of ports dedicated to Automated Attendants may need to be kept at a minimum. (The List Attendants screen shows all Automated Attendants in the system and their extensions.)
- *Call Answer*: Statistics that illustrate how subscribers generally use the Call Answer feature are collected using the Special Features Daily Traffic and Special Features Hourly Traffic screens.
- *Message Delivery*: AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.
- *Outcalling*: The system administrator can monitor system resources used by the Outcalling feature with the Special Features Daily Traffic and Special Features Hourly Traffic screens.

- *Voice Mailbox*: Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.

Transfer Into AUDIX (CL Mode Only)

Description

The Transfer Into AUDIX feature allows an attendant to easily transfer a call into the DEFINITY AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach.

Who has it: Covering attendants who are administered before the DEFINITY AUDIX system in a subscriber's call-coverage path can also be administered to provide the Transfer Into AUDIX feature.

Who controls it: The switch administrator assigns a code that enables covering attendants to transfer calls into the DEFINITY AUDIX system.

Points to Remember

- This feature is available only on DEFINITY AUDIX systems set up in control link switch integration mode.

Administration Screens
N/A

Applications

When a caller is transferred to a covering attendant, the caller can request to be sent to the subscriber's voice mailbox. This is usually done if the caller wishes to leave a confidential message.

Requirements

The following requirements are necessary for the Transfer Into AUDIX feature to work properly:

- The switch administrator must assign a Transfer Into AUDIX dial access code. Note that the dial access code should be administered the same for all switches in a DCS Network.
- A covering extension (usually a secretary or receptionist) must be assigned to the subscriber's call-coverage path.
- The DEFINITY AUDIX system must be in the subscriber's call-coverage path for this feature to work.

Feature Operation

The section describes how the Transfer Into AUDIX feature works and provides procedures for using it.

Transfer Into AUDIX Feature

The Transfer Into AUDIX feature may be used whenever a call is placed to a DEFINITY AUDIX subscriber and the call is redirected to a covering attendant. The Call Forwarding, Call Pickup, and Call Coverage switch features can all redirect calls from the DEFINITY AUDIX subscriber's extension to a covering attendant. When a caller reaches a covering attendant, the attendant can redirect the call to the DEFINITY AUDIX system.

NOTE:
This feature resides on the switch, *not* on the DEFINITY AUDIX system. System 75 R1V3 Issue 1.4 and later and DEFINITY Generic G3V2g.04.5.0.099., and later switch software releases support the Transfer Into AUDIX feature.

To transfer a call into the DEFINITY AUDIX system, the covering attendant should do the following:

1. Press either the switchhook, Recall button, or Transfer button (depending on the phone).
2. Enter the local Transfer Into AUDIX dial access code (assigned by the switch administrator for that switch).

3. Press the Recall or Transfer button again, or simply hang up. The call then goes to the originally called subscriber's voice mailbox — with complete caller information — as if the call had not been intercepted. The subscriber's normal Call Answer greeting greets the calling party.

For more information about administering the Transfer Into AUDIX—Enhanced feature, see *DEFINITY AUDIX System — Administration*, 585-300-507, or *DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213.

Interactions with Other Features

This section identifies the interactions of the Transfer Into AUDIX feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Transfer Into AUDIX feature interacts with switch features as follows:

- *Call Conference Into AUDIX*: An attendant in a call-coverage path may be able to conference a call into the DEFINITY AUDIX system by using the Split-A-Call feature (Split or Start button), then dialing the Transfer Into AUDIX dial access code. The attendant can then remain on the call, or press the Release button to drop out of the conferenced call.
- *Call Coverage/Call Forwarding/Call Pickup*: Any of these features can redirect calls from the subscriber's extension to a covering attendant.
- *DCS Transparency*: If one or more DEFINITY AUDIX systems are in a DCS cluster, the Transfer Into AUDIX feature dial access code should be administered the same for all switches in the DCS Network.

Interactions with Other DEFINITY AUDIX Features

The Transfer Into AUDIX feature interacts with other DEFINITY AUDIX features as follows:

- *ADAP*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the appropriate traffic screens. This data can be transferred to a personal computer (in dBASE III PLUS format) using ADAP.
- *Call Answer*: When a caller is transferred to a subscriber's voice mailbox, the Call Answer feature is activated and plays the subscriber's greeting.
- *Full Mailbox Answer Mode*: If a caller is transferred to a subscriber's voice mailbox and the mailbox is full, the caller will hear a message stating that no messages can be left for that subscriber.

- *Multilingual*: If the Multilingual feature is activated for a subscriber and an attendant transfers a call to the subscriber's mailbox, the DEFINITY AUDIX system treats the call as if it were a call answer call and the caller hears whatever greetings are active for the subscriber.
- *Multiple Personal Greetings*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Multiple Personal Greetings feature, the caller will hear the greeting scheduled for this type of call (internal, external, prime-time, out-of-hours, busy, or no answer).
- *Name Record by Subscriber*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Name Record By Subscriber feature, the caller will hear the subscriber voice his/her own name during the greeting.
- *Traffic Reports*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the appropriate traffic screens.
- *Voice Mailbox*: Callers who are transferred into the DEFINITY AUDIX system are sent to the intended subscriber's voice mailbox. If the caller records a Call Answer message for the subscriber, it is stored in the subscriber's voice mailbox.

Transfer Into Mailbox (DS Mode Only)

Description

The Transfer Into Mailbox feature allows an attendant to transfer a call into the DEFINITY AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach.

Who has it: Anyone who is administered to receive calls before the system does in a subscriber's call-coverage path can also be administered to provide the Transfer Into Mailbox feature.

Who controls it: The switch administrator assigns an extension that enables covering attendants to transfer calls into the DEFINITY AUDIX system.

Points to Remember

- Transfers into the DEFINITY AUDIX system are accomplished via a dedicated DEFINITY AUDIX transfer extension.
- Attendants transferring calls into the DEFINITY AUDIX system must know the DEFINITY AUDIX transfer number and the intended recipient's extension.

Administration Screens
N/A

Applications

When a caller is transferred to a covering attendant, the caller can request to be sent to the subscriber's voice mailbox. This is usually done if the caller wishes to leave confidential or technical information.

Requirements

Transfer Into Mailbox uses a transfer port. An extension is designated as the "transfer into AUDIX extension."

NOTE:
This extension must have the name *AUDIX TRANSFER* administered on the switch. It must be administered to be covered unconditionally to the DEFINITY AUDIX hunt group.

Feature Operation

The Transfer Into Mailbox feature is used whenever a call is placed to a DEFINITY AUDIX subscriber and the call is ultimately redirected to a DEFINITY AUDIX mailbox. When a caller is transferred to a covering attendant, such as a secretary, the attendant can redirect the call to the mailbox of the originally called party. Any subscriber can transfer a call to a voice mailbox; it need not be a covering attendant.

The following diagram and procedures describe a common scenario. Phase 1 (steps 1 and 2) is typical, but not necessary

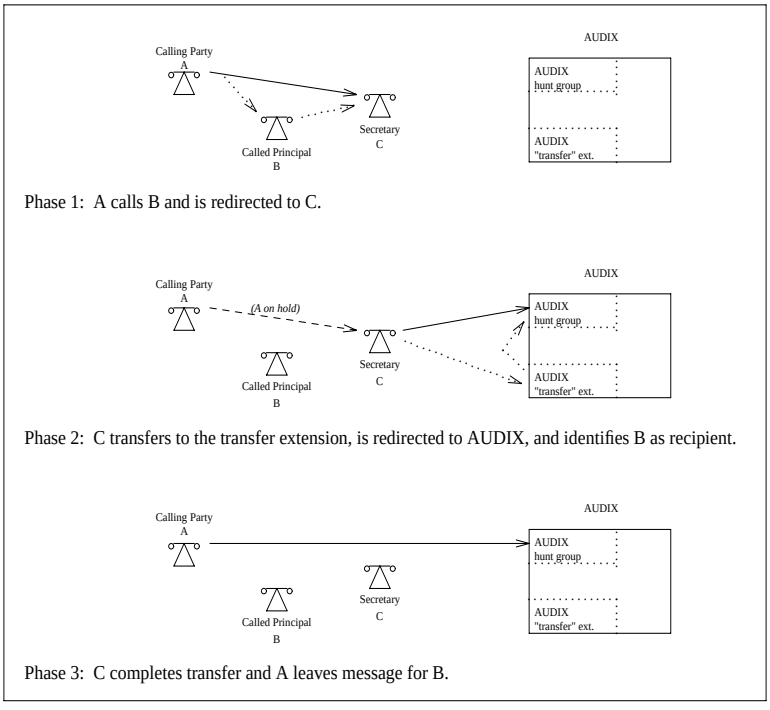

Figure 53. Call Transfer Into Mailbox Example

1. Calling party A calls principal B and is covered or redirected to secretary C.
2. Calling party A indicates a desire to be transferred into DEFINITY AUDIX to leave a message for B.
3. Secretary C initiates a transfer to the DEFINITY AUDIX “transfer extension” which is covered to the DEFINITY AUDIX hunt group.
4. When the DEFINITY AUDIX system sees that the called party is “AUDIX TRANSFER,” the system prompts the caller (C) to enter the desired extension number. C enters B’s extension and completes the transfer.
5. A is connected to the DEFINITY AUDIX system, hears B’s personal greeting and leaves a message for B.

Interactions with Other Features

This section identifies the interactions of the Transfer Into Mailbox feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Transfer Into Mailbox feature interacts with switch features as follows:

- *Call Conference Into AUDIX*: An attendant in a call-coverage path may conference a call into the DEFINITY AUDIX system by using the Split-A-Call feature (Split or Start button), then dialing the DEFINITY AUDIX transfer extension number. The attendant can then remain on the call, or press the Release button to drop out of the conferenced call.
- *Call Coverage/Call Forwarding/Call Pickup*: This feature can redirect calls from the subscriber's extension to a covering attendant.

Interactions with Other DEFINITY AUDIX Features

The Transfer Into Mailbox feature interacts with other DEFINITY AUDIX features as follows:

- *ADAP*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the feature traffic and subscriber traffic screens. This data can be accessed using ADAP.
- *Call Answer*: When a caller is transferred to a subscriber's voice mailbox, the Call Answer feature is activated and plays the subscriber's greeting.
- *Full Mailbox Answer Mode*: If a caller is transferred to a subscriber's voice mailbox and the mailbox is full, the caller will hear a message stating that no messages can be left for that subscriber. The system will then offer other options to the caller.
- *Multilingual*: The DEFINITY AUDIX system answers a transferred call from the AUDIX TRANSFER port in the system announcement set and prompts the caller to enter the extension of the desired subscriber mailbox. If the Multilingual feature is activated and all attendants using this feature can work with the prompt to enter the extension in the system announcement set, then no change is required. Otherwise, the system administrator might rerecord the prompt to enter the extension in all languages of interest.
- *Multiple Personal Greetings*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Multiple Personal Greetings feature, the caller will hear the greeting scheduled for this type of call (internal, external, out-of-hours, busy, or no answer).

- *Name Record by Subscriber*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Name Record By Subscriber feature, the caller will hear the subscriber voice his/her own name during the greeting.
- *Traffic Reports*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the feature traffic and subscriber traffic screens.
- *Voice Mailbox*: Callers who are transferred into the DEFINITY AUDIX system are sent to the intended subscriber's voice mailbox where they can leave a message.

Transfer Out of AUDIX — Basic (DS Mode)

Description

The Transfer Out of AUDIX — Basic feature allows any caller who has reached the system to leave it and transfer to any extension in the switch's dial plan.

Who has it: Any caller who reaches the DEFINITY AUDIX system can transfer out of the system (if activated).

Who controls it: The system administrator activates the Transfer Out of AUDIX feature for the entire system using the System-Parameters Features screen. Transfer restrictions can be set to "digits" or "subscribers."

Points to Remember

- Callers who reach a subscriber's voice mailbox via the Call Answer feature may leave a message for the subscriber first, then transfer to another extension.
- Callers may select name addressing instead of extension numbers to transfer*i* (see the Dial-by-Name feature for more information).
- The caller must use a touch-tone telephone to transfer out unless the caller reaches an Automated Attendant that has been administered to transfer the call after timing-out.
- Valid transfer destinations are extensions on the called switch.

Administration Screens
Sys-Par Fea

Applications

When a caller reaches the DEFINITY AUDIX systemsystem, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls, or when the caller is using a pay phone. Also, anytime after logging in, subscribers can transfer to other subscribers.

Considerations

The DEFINITY AUDIX system, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk.

When setting up the Transfer Out of AUDIX — Basic feature on the System-Parameters Features screen, the system administrator can make the system more secure by setting the transfer restriction field to subscribers. This virtually eliminates the fraudulent use of call transfer since the system will verify that the requested transfer extension is administered.

NOTE:
If the subscribers restriction is used, non-resident subscribers (users with a mailbox but no telephone on the switch) should not be assigned to extension numbers that start with the same digit(s) as the switch trunk access codes (9 for example).

CAUTION:
Activating the Transfer Out of AUDIX — Basic feature can leave your system vulnerable to possible toll fraud. See the BC Systems Products Security Handbook, 555-025-600, for more information on DEFINITY AUDIX security issues.

See *DEFINITY AUDIX System — Administration*, 585-300-507, for more information on minimizing toll fraud.

Requirements

The system administrator must activate the Transfer Out of AUDIX — Basic feature for the entire system using the System-Parameters Features screen.

Feature Operation

In display set (DS) integration mode, the DEFINITY AUDIX system uses the Basic Call Transfer switch feature. Basic Call Transfer uses a switchhook-flash method to send the transfer command over analog voice ports. The DEFINITY AUDIX system goes off-hook, waits for a dial-tone, dials the transfer number, then waits again for the connection to complete. If the called number is busy, callers will hear nothing and must hang up (callers are *not* automatically returned to the system).

NOTE:
On many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX — Basic feature or the Automated Attendant feature. Check your switch documentation for call transfer restrictions.

The Transfer Out of AUDIX — Basic feature is used whenever a subscriber wants to respond to a message by automatically placing a return call or when a call has been redirected to the system via the Call Answer feature. In the latter case, the caller may either leave a message and then transfer to any extension or transfer immediately.

To transfer to another extension while in the DEFINITY AUDIX system, do the following:

1. Press [*] [T] to initiate the transfer.
2. Enter the extension number (or name) you want to transfer to and press [#]. If extension addressing is your default mode, and you want to dial a subscriber by name, press [*] [A] (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press [#]. For example, to reach John Dreyer, the caller would enter [*] [T] [*] [A] [D] [R] [E] [Y] [E] [R] [J] [O] [#].

   The system will ask you to wait while it places the call.

For more information about administering the Transfer Into AUDIX—Basic feature, see *DEFINITY AUDIX System — Administration*, 585-300-507, or *DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213.

Interactions with Other Features

This section identifies the interactions of the Transfer Out of AUDIX — Basic feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Transfer Out of AUDIX — Basic feature interacts with switch features as follows:

- *Basic Call Transfer*: This type of call transfer is used by the DEFINITY AUDIX system in DS mode only. It is not guaranteed to work on multiple switches.
- *Host Computer Access*: Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security with the Transfer Out of AUDIX — Basic feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.

Interactions with Other DEFINITY AUDIX Features

The Transfer Out of AUDIX — Basic feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: The Automated Attendant feature makes use of the Transfer Out of AUDIX — Basic feature to transfer callers based on the menu choice they make.
- *Call Answer*: When a caller is sent to a subscriber's voice mailbox via the Call Answer feature, the caller can transfer to another extension in the switch dial plan using the Transfer Out of AUDIX — Basic feature. If a covering extension is administered for the subscriber or a system default covering extension is defined, the caller who reached the system via the Call Answer feature can transfer to the covering extension by pressing 0.
- *Dial-by-Name*: When transferring out of the system, callers can use the Dial-By-Name feature to transfer to another DEFINITY AUDIX subscriber's extension.
- *Online Help*: Help is available at any time and is accessed by pressing * H.
- *Voice Mailbox*: If a subscriber listens to a message and wants to call the sender, the subscriber can press 1 0 to have the DEFINITY AUDIX system place the call automatically.

Transfer Out of AUDIX — Enhanced (CL Mode)

Description

The Transfer Out of AUDIX — Enhanced feature allows any caller who has reached the DEFINITY AUDIX system to leave it and transfer to any extension in the switch's dial plan.

Who has it: Any caller who reaches the DEFINITY AUDIX system can transfer out of the system (if the feature is activated).

Who controls it: The system administrator activates the Transfer Out of AUDIX feature for the entire system using the System-Parameters Features screen.

Points to Remember

- Callers may select name addressing instead of extension numbers to transfer (see the Dial-by-Name feature for more information).
- To transfer out of the DEFINITY AUDIX system, the caller must use a touch-tone telephone unless the caller reaches an Automated Attendant that has been administered to transfer the call after timing-out.
- Valid transfer destinations could be extensions on a single switch, or multiple switches (for example, in a main/satellite switch setup or in a DCS Network).

Administration Screens
Sys-Par Fea

Applications

When a caller reaches the DEFINITY AUDIX system, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls. Also, anytime after logging in, subscribers can transfer to other subscribers.

NOTE:
Enhanced Call Transfer — as opposed to Basic Call Transfer — is an effective way to prohibit callers from transferring out of the DEFINITY AUDIX system and placing unauthorized long-distance calls from the switch.

Considerations

The DEFINITY AUDIX system, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk. Care also should be taken to prevent outcalls (Outcalling, Call Delivery, or AMIS Analog Networking) from going to unauthorized locations.

CAUTION:
Although the Transfer Out of AUDIX — Enhanced feature was designed to prevent unauthorized long-distance calls from the switch, Lucent Technologies cannot predict potential abuse from hackers. See the BC Systems Products Security Handbook, 555-025-600, for more information on AUDIX security issues.

Requirements

The system administrator must activate the Transfer Out of AUDIX feature for the entire system using the System-Parameters Features screen. There are two Transfer Types for Enhanced Call Transfer that apply when the caller presses 0 to escape to the operator after being forwarded to the DEFINITY AUDIX system:

- `enhanced_no_cover_0` treats the call as a *redirected* call. The call will not be subject to call coverage or call forwarding as defined for the specified destination extension.
- `enhanced_cover_0` treats the call as a *direct* call providing call coverage and call forwarding as defined for the destination extension. The "covering extension" person will *not* see (on the display set) who the call was originally sent to.

Enhanced Call Transfer provides greater security against toll fraud than Basic Call transfer, so the DEFINITY AUDIX system allows only this type of transfer in the CL mode.

Feature Operation

The section describes how the Transfer Out of AUDIX — Enhanced feature works and provides procedures for using it.

With Enhanced Call Transfer, the DEFINITY AUDIX system collects all the relevant data and sends it digitally over the data link to the switch using a transfer message. Since Enhanced Call Transfer allows only transfer requests to valid extensions on the switch, callers attempting to place unauthorized long-distance calls (after transferring out of the DEFINITY AUDIX system) will hear a message stating that the number they dialed is not a valid extension and their transfer request is denied.

Enhanced Call Transfer offers the following features for single-switch environments:

- The transfer is quick.
- If the call fails for some reason (for example, if the called extension is busy or an invalid number is entered), the DEFINITY AUDIX system reports the failure condition to the caller.
- A failed transfer is not abandoned, instead:
  - All callers may request another transfer by pressing * T again.
  - Callers who have been redirected to the DEFINITY AUDIX system through Call Answer and cannot complete a transfer can still leave a message for the called party.
  - Callers who dialed the DEFINITY AUDIX system directly and cannot complete a transfer are returned to the previous DEFINITY AUDIX activity.
- A transfer attempt does *not* return to the DEFINITY AUDIX system under two conditions:
  - A call reaches an unattended phone and no call-coverage is available (the phone rings indefinitely).
  - The system administrator specifies, on a system-wide basis, that calls transferred to the switch by pressing 0 or * 0 are to be treated as *redirected* calls (enhanced_no_cover_0 in the Transfer Type field). This applies when the caller presses 0 or *0 to escape to the operator after being forwarded to the DEFINITY AUDIX system. If the call is redirected, the call will not be subject to call coverage or call forwarding as defined for the specified destination extension. Thus, if the destination extension is unattended (doesn't answer), the phone rings indefinitely. Otherwise, if the destination

extension is busy or forwarded (including Send-All-Calls), the transfer will fail and the switch will reconnect the caller to the DEFINITY AUDIX system. The system then prompts the caller for alternative actions.

With a DCS Network, the DEFINITY AUDIX system does not provide complete DCS transparency for the Transfer Out of AUDIX — Enhanced feature in the following cases:

- If the transfer destination is on a remote DCS Network switch, and if the extension is busy *and* call coverage has not been activated, callers hear a busy tone and are not returned to the DEFINITY AUDIX system.
- If an outgoing trunk is not available from an intermediate remote switch to the destination remote switch, callers hear reorder tone and must end the call.

The Transfer Out of AUDIX — Enhanced feature may be used whenever a subscriber wants to respond to a message by automatically placing a return call or when a call has been redirected to the DEFINITY AUDIX system via the Call Answer feature. In the latter case, the caller may either leave a message and then transfer to another extension or transfer immediately.

To transfer to another extension while in the DEFINITY AUDIX system, do the following:

1. Press ⊛ T to initiate the transfer.
2. Enter the extension number (or name) you want to transfer to and press #.

   If extension addressing is your default mode, and you want to dial a DEFINITY AUDIX subscriber by name, press ⊛ A (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press #. For example, to reach Mary Liza, the caller would enter ⊛ T ⊛ A 5 4 9 2 6 2 7 9 #.

   The DEFINITY AUDIX system asks you to wait while it places the call.

Interactions with Other Features

This section identifies the interactions of the Transfer Out of AUDIX — Enhanced feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Transfer Out of AUDIX — Enhanced feature interacts with switch features as follows:

- *Attendant Console Call Transfers*: On many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX — Enhanced feature or the Automated Attendant feature. Check your switch documentation for call transfer restrictions.
- *Host Computer Access*: Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security with the Transfer Out of AUDIX — Enhanced feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.

Interactions with Other DEFINITY AUDIX Features

The Transfer Out of AUDIX — Enhanced feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: The Automated Attendant feature makes use of the Transfer Out of AUDIX — Enhanced feature to transfer callers based on the menu choice they make.
- *Call Answer*: When a caller is sent to a subscriber's voice mailbox via the Call Answer feature, the caller can transfer to another extension in the switch dial plan using the Transfer Out of AUDIX — Enhanced feature. If a covering extension is administered for the subscriber or a system default covering extension is defined, the caller who reached the DEFINITY AUDIX system via the Call Answer feature can transfer to the covering extension by pressing 0. The "covering extension" person will *not* see (on the display set) who the call was originally sent to.
- *Dial-by-Name*: When transferring out of the DEFINITY AUDIX system, callers can use the Dial-by-Name feature to transfer to another DEFINITY AUDIX subscriber's extension.
- *Online Help*: Help is available at any time and is accessed by pressing * H.
- *Voice Mailbox*: If a subscriber listens to a message and wants to call the sender, the subscriber can press 1 0 to have the DEFINITY AUDIX system place the call automatically.

TTY Automated Attendant

Description

The Telecommunications Device for the Deaf (TDD) announcement set makes it more convenient to set up teletypewriter (TTY) automated attendants that provide automated attendant service to hearing-impaired callers. (The TDD announcement set is not required to set up TTY automated attendants, but it is recommended.) See the Automated Attendant feature for complete information on automated attendants.

Points to Remember

- Instead of recording the automated attendant menu using the telephone, the system administrator types the menu using the TTY keyboard.
- The system administrator needs a stand-alone, acoustically-coupled TTY and the touch-tone keypad to set up TTY automated attendant menus.
- Separate telephone numbers are strongly recommended, but not required, for TTY automated attendants and for voice automated attendants.
- The Multilingual feature can be used to administer an automated attendant with nested TTY menus and nested voice menus; although, TTY users will see nothing or unreadable characters resulting from voiced prompts or greetings, and hearing users will encounter some TTY messaging *noise*.
- The TTY automated attendant can be administered to use name addressing. See the Automated Attendant feature for more information.

Administration Screens
Sub

Applications

The TTY Automated Attendant feature provides automated attendant service to TTY users. All that hearing-impaired callers need are a standard stand-alone, acoustically-coupled TTY along with a touch-tone telephone.

Separate telephone numbers are strongly recommended, but not required, for TTY automated attendants and for voice automated attendants. (Separate voice and TTY automated attendant numbers tend to be more user-friendly.)

Considerations

It is recommended that the TDD announcement set be running when administering the TTY automated attendant menus. If the TDD announcement set is not running, you can put your ear to the handset resting in the TTY acoustic coupler to hear the spoken DEFINITY AUDIX announcements you need to follow while administering the automated attendant menus.

Guidelines for setting up TTY automated attendant menus. There are some guidelines the system administrator should follow when setting up TTY automated attendant menus. TTYs use the Baudot communications protocol in which the same five-bit code can represent either a letter or a non-alphabetic character, such as a number or figure. (For example, the binary code 00001 is both the letter E and the number 3.) This sharing of five-bit codes is made possible by having two modes, a letters mode and a numbers/figures mode.

If a receiving TTY is set to letters mode (by receiving the five-bit code 11111), then the TTY assumes all subsequent five-bit character codes received are letters. By contrast, if a receiving TTY is set to numbers/figures mode (by receiving the five-bit code 11011), then the TTY assumes all subsequent five-bit character codes received are numbers and figures. This is important; when a TTY is not in the same mode as the device that is transmitting to it, the characters that display on the receiving TTY will make no sense to the user.

All DEFINITY AUDIX TDD announcements contain the appropriate mode reset codes to ensure that the receiving TTY stays mode-synchronized with the DEFINITY AUDIX system during announcement playback. It is, however, the system administrator's responsibility to ensure mode synchronization when recording automated attendant menus.

Mode synchronization when recording menus. Some TTYs have both a letters key and a numbers/figures key for switching to the indicated mode. If the first character in an automated attendant menu is a letter, press the letters key before you type anything else; or, if the first character in an automated attendant menu is a number or figure, press the numbers/figures key before you type anything else.

Most TTYs do not have a letters key and a numbers/figures key. If you do not have separate letters and numbers/figures keys, synchronization of modes is less convenient but can be accomplished in the following way:

- If the first character you need to type is a letter, enter a slash (/); then press the space bar a few times before you start typing. This causes the system to reset to letters mode.
- If the first character you need to type is a number or figure, type **x**; then press the space bar a few times before you start typing. This causes the system to reset to numbers/figures mode.

TTY users need to use both the keypad on their touch-tone telephone and the keyboard on the TTY. In menu instructions, make it clear which to use. You might want to use *dial* when the user needs to use the telephone keypad and *type* when the user needs to use the TTY keyboard.

When using a TTY to type directly to the DEFINITY AUDIX system, the DEFINITY AUDIX system captures and preserves any hesitations in typings, misspellings, and so on. For this reason, it is recommended that system administrators use a TTY with a built-in buffer and completely edit the menu before calling the DEFINITY AUDIX system to download the buffer. See your TTY user's guide for instructions on editing and downloading the TTY buffer.

Requirements

The following are requirements for using the TTY Automated Attendant feature:

- It is recommended that the purchasable TDD announcement set be installed. If the TDD announcement set is not installed, you can put your ear to the handset resting in the TTY acoustic coupler to hear the spoken DEFINITY AUDIX announcements you need to follow while administering the automated attendant menus. Without the TTY announcement set, a hearing-impaired person cannot set up automated attendant menus.
- To record automated attendant menus, the system administrator needs a TTY; a TTY with a buffer is recommended since the system administrator may want to edit a menu before downloading it to the DEFINITY AUDIX system. (See the user's guide that came with the TTY for instructions on using the TTY.)
- Each subscriber or caller who wishes to communicate with the TTY automated attendant needs a standard stand-alone, acoustically-coupled TTY and a touch-tone telephone. Devices that bypass the touch-tone telephone, such as computers with nondialing TTY modems, are unable to issue commands to the DEFINITY AUDIX system.
- The TDD announcement set needs to be identified on the Subscriber or Class of Service screen for the automated attendant.

Feature Operation

Assign the TDD announcement set on the automated attendant Subscriber or Class of Service screen, and record a TTY automated attendant menu using a TTY (the menu is actually the personal greeting for the automated attendant extension). Instead of speaking the menu into the telephone, type the menu using the TTY keyboard. See the Automated Attendant feature for more information on automated attendants.

Callers who reach the TTY automated attendant must use a TTY to interact with the automated attendant.

Interactions with Other Features

This section identifies the interactions of the TTY Automated Attendant feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The TTY Automated Attendant feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The TTY Automated Attendant feature interacts with other DEFINITY AUDIX features as follows:

- *Automated Attendant*: The TTY Automated Attendant feature enables the system administrator to set up automated attendants for hearing-impaired callers. Any number of sub-attendants can be administered.
- *Multilingual*: It is recommended, but not required, that TTY automated attendants have a separate telephone number than voice automated attendants (Call Answer Language Choice set to n (no)). Call Answer Language Choice can be set to y (yes) to administer an automated attendant with nested TDD menus and nested voice menus; although, TTY users will see nothing or unreadable characters resulting from voiced prompts or greetings, and hearing users will encounter some TTY messaging *noise*.
- *Multiple Personal Greetings*: TTY automated attendant menus must be recorded with a TTY. TTY automated attendants may take advantage of the Multiple Personal Greetings feature to record different menus for out-of-hours, internal, and external calls. If the Multilingual feature is on and Call Answer Language Choice is y (yes), the system administrator records menus using personalized Dual Language Greetings rather than Multiple Personal Greetings.

Untouched Message

Description

The Untouched Message feature provides subscribers with the ability to scan messages or message headers in the incoming section of the voice mailbox without changing the status of the message from *new* to *old*, or from *new* to *unopened*. If the message is in the *new* category, and this feature is activated, the Message-Waiting Indicator (MWI) (either the message-waiting lamp or stutter dial tone) will remain active.

Who controls it: The Untouched Message feature is controlled by the person listening to the incoming messages.

Who can access it: Anyone accessing messages in the incoming section of a voice mailbox can use the Untouched Message feature.

Points to Remember

- This feature is available only while accessing *new* and *unopened* messages in the incoming section of a subscriber's voice mailbox.
- *Unopened* and *old* messages cannot be changed back to *new* messages using this feature. However, an *unopened* message can retain its status using this feature.

Administration Screens
N/A

Applications

The Untouched Message feature allows a secretary or other agent to review another person's *new* messages (or just the message headers) and leave those messages in the *new* category of the incoming voice mailbox — leaving the MWI active. The secretary can act on information contained in certain messages, while allowing the addressed recipient to review other messages under their original category.

Subscribers can also use this feature on their own messages to remind them to listen to high-priority items again the next time they log in.

Requirements

The Untouched Message feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

At any time while listening to *new* incoming messages, a subscriber may press ⊛ ⊛ H (for Hold) to activate the Untouched Message feature. When activated, the current message will be left in the *new* category and the next message header will be played.

Interactions with Other Features

This section identifies the interactions of the Untouched Message feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Untouched Message feature has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Untouched Message feature interacts with other DEFINITY AUDIX features as follows:

- *Automatic Message Scan*: The Untouched Message feature can be used while automatically scanning messages.

- *Broadcast Message*: The Untouched Message feature can be used on a Broadcast Message. However, since Broadcast Messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.
- *MWI*: If the Untouched Message feature is used for messages in the *new* category of the incoming voice mailbox, the MWI will remain active.
- *Online Help*: Help is available at any time by pressing ⊛ H.
- *Outcalling*: If a message is left in the *new* category in the incoming section of a voice mailbox and the Outcalling feature has been activated, Outcalling will remain active for this message.
- *Voice Mailbox*: The Untouched Message feature is only available for *new* messages in the incoming section of the voice mailbox.

Voice Mail

Description

Voice Mail is like a “verbal letter” that can be sent to one or more of the subscribers on the DEFINITY AUDIX system. The system, in this case, becomes an electronic post office that delivers spoken messages.

Unlike the Call Answer feature (that offers the caller an opportunity to leave a message if the called party is unavailable), subscribers can use the Voice Mail feature to record a message that is delivered directly to the recipient’s Voice Mailbox (much as a note or memo is delivered through company mail). Thus, the Voice Mail feature is a pro-active means of providing information, whereas the Call Answer feature is reactive.

Voice Mail is created, addressed, scheduled for delivery, sent, received, and stored in Voice Mailboxes.

Who has it: All DEFINITY AUDIX subscribers can create, edit, send, and receive Voice Mail messages. Note that these capabilities can be limited via the Message Sending Restrictions and Private Message features.

Who controls it: The system administrator specifies the system-wide message length limit (up to 20 minutes) on the System-Parameters Limits screen. Individual subscribers can have their maximum message lengths altered up to this limit through the Class of Service or Subscriber screens.

Points to Remember

- If a message is created and the subscriber either restarts or disconnects without addressing it to at least one person, the message will *not* be saved.
- In addition to sending *new* Voice Mail messages, subscribers can review, modify, and resend messages that they created previously and then filed in the file cabinet section of their mailboxes.
- To assist in addressing Voice Mail, the system offers the Directory feature that provides subscriber’s names or extensions.
- The maximum Voice Mail message length (including menus or greetings) is 20 minutes.
- Speed and volume controls are available.
- Subscribers can use INTUITY Message Manager to create and transmit voice mail messages using their PC.

Administration Screens
Sys-Par Limits, COS, Sub

Applications

Voice Mail is an invaluable tool in any situation where an easy one-way transfer of information is needed. For example, to inform an entire department about a scheduled meeting, one message can be recorded (including the date, time, location, and agenda of the meeting) and addressed using a Mailing List that contains the names or extensions of all the members of the department. The system will transmit a copy to each person on the list and inform them that the message exists via the Message-Waiting Indicator (MWI) feature.

Requirements

The Voice Mail feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

Voice Mail messages are divided into two parts: the header (equivalent to an envelope), and the message itself (equivalent to a letter), described below.

- The *header* identifies the sender, recipient, type of message (such as Call Answer, or Voice Mail), and the time and date the message was sent or received. The system automatically creates a header for each message scheduled for delivery. If a message is addressed to more than one recipient, the system creates a header for each recipient.
- The *message* is the actual statement recorded by the originator. Only one copy of the message is stored on disk at a time. Many subscribers can receive a copy of the same message by having the system create multiple headers for a single message.

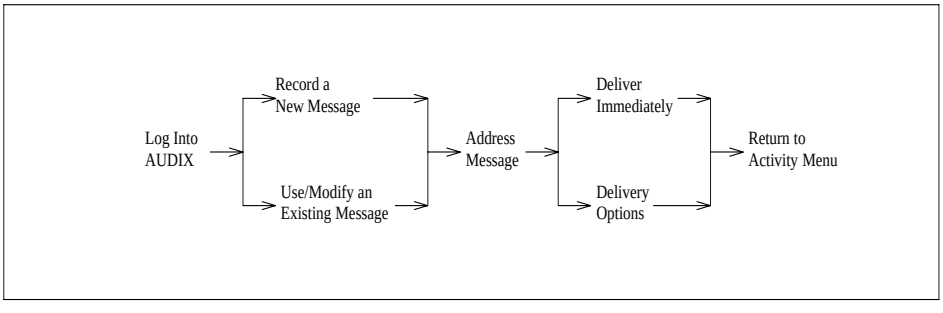

Figure 54. Voice Mail Operation

As a DEFINITY AUDIX subscriber, you can create new messages, change existing messages in the outgoing section of your voice mailbox, or append to existing messages. All recording operations are performed in a similar way: record the message, play it back or change it if desired, and approve it for delivery. The system guides you through the steps with voice prompts. When a step is approved, the system announces the next step in the activity.

NOTE:
The End-of-Message Warning option causes the recording of a Voice Mail message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached, and the message creator is informed that a specific number of seconds remain for recording. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the system will interrupt them with a message stating that they have 15 seconds remaining.

Before a Voice Mail message can be delivered, however, you must address it. You can send a message to one or more recipients; and, if your company has an AMIS network, you can address messages to remote subscribers. Messages are addressed using the name or extension of the intended recipient. Any combination of subscriber names, extension numbers, or Mailing Lists may be used to address a message. Also, a time and date may be specified for future delivery; if neither is specified, the message is sent immediately. In AMIS Analog Networking systems, a message scheduled for immediate delivery is queued for delivery to the remote system at the next scheduled transmission period.

Messages that have been scheduled for delivery but have not yet been sent are called *undelivered* messages. These messages may be accessed and modified under the outgoing section of the Voice Mailbox any time before they are delivered.

NOTE:
Messages that have been created but not addressed to any recipients are deleted. Subscribers are given two opportunities to address a message before it is deleted. If the subscriber enters a # sign without addressing the message after the second prompt for addressing, the message is deleted. The subscriber hears, “No addressees identified. Deleted.”

At the scheduled delivery time, the DEFINITY AUDIX system moves the message from the sender’s Voice Mailbox (outgoing) to the recipient’s Voice Mailbox (incoming). The sender can no longer play, change, or delete a delivered message, although the message header and status may be tracked through the outgoing section of the Voice Mailbox (see the Voice Mailbox feature for more information on tracking the status of a message).

If subscribers want to keep a copy of their messages, they may save a copy in the file cabinet section of the Voice Mailbox before the message is delivered (see the Voice Mailbox feature for more information on filing a copy of a message).

Recording a New Voice Mail Message

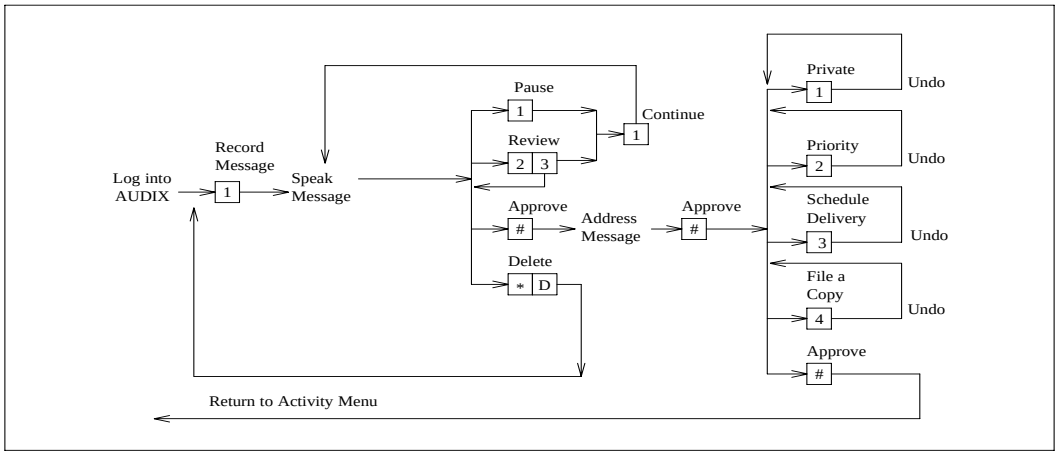

Figure 55. Recording a New Voice Mail Message

To record a Voice Mail message, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 1 to create a Voice Mail message.
3. Speak your message. The following editing commands are available while you are recording the message:
   - To temporarily suspend recording:
     a. Press 1 (if you want to pause and collect your thoughts).
     b. Press 1 again to continue recording. The system will continue recording without a break in the message.
   - To rewind and play back:
     a. Press 2 to rewind to the beginning of the message.
     b. Press 3 to play the message. If you want to continue recording from any particular point, press 1 at that point.
   - To delete this message and record a new one:
     a. If you are not satisfied with the message you have just recorded and want to re-record it, press * D to delete the message. Then, press 1 to begin recording a new message.
4. If you are satisfied with your message and want to approve it, press #.

5. Address the message. See the Addressing a Voice Mail Message procedure in this section to complete this task.
6. Do one of the following:
   - To deliver your message right away without delivery options, press # and go no further.
   - To schedule delivery of your message, or specify other delivery options, do any combination of the following and continue to the next step.
     - To make the message *private* (unforwardable), press 1.
     - To make the message *priority* (so that it is presented to recipients before other messages), press 2.
     - To schedule future delivery of the message, press 3 and follow the prompts for scheduling future delivery, or see the Delivery Scheduling feature.
     - To file a copy of the message, press 4.

     Each of these delivery options is a toggle switch. This means you can turn each option on and off like a light switch by repeatedly pressing its button. The priority option (option 2) may not be available to all subscribers, depending on how the feature is administered (see the Priority Message feature in this manual). Messages can be both private and priority. Two additional options are also available to system administrators or designated *broadcasters*: 8, broadcast, and 9, login announcement. See the Broadcast Message and Login Announcement features in this manual for more information on those delivery options.
7. Press # to approve your options and return to the Activity Menu.

NOTE:
You can create a voice mail message at your PC using INTUITY Message Manager. See the online help for instructions.

Using/Modifying an Existing Voice Mail Message

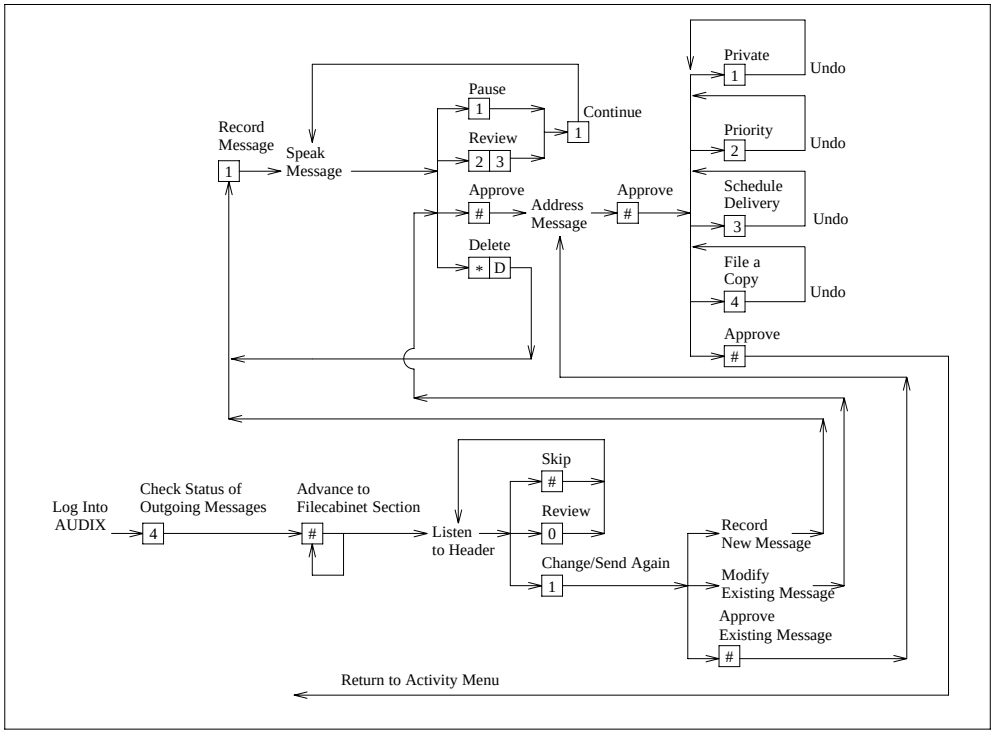

Figure 56. Using/Modifying an Existing Voice Mail Message

To use or modify an existing Voice Mail message (you modify and resend messages stored in the *file cabinet, undelivered,* and *nondeliverable* sections of the outgoing mailbox), do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 4 to access the outgoing section of your Voice Mailbox.
3. Press # as many times as necessary to advance to the file cabinet section of your Voice Mailbox. The system will read the header of the first message in your file cabinet.
4. Take one of the following actions according to your needs:
   - To skip to the next message, press #.
   - To listen to the message, press 0.
   - To change the message or send it again, press 1. Then, take one of the following actions according to your needs:

— *To record an entirely new message,* Go to step 2 of the previous procedure, Recording a New Voice Mail Message.

— *To modify the message,* Press 2 3 to review the message. Then, go to step 2 of the previous procedure, Recording a New Voice Mail Message.

— *To send the message in its current form,* Press #. You must now address the message. See the following section, Addressing a Voice Mail Message, to complete this task.

Addressing a Voice Mail Message

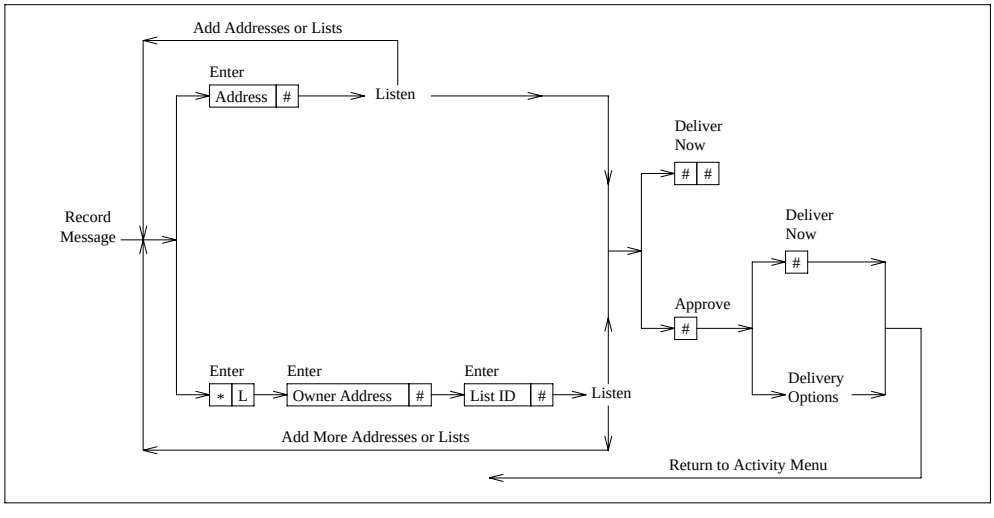

Figure 57. Addressing a Voice Mail Message

You can address Voice Mail by extension number, name, alias, or Mailing List, and you can combine any of these four methods to address one message to several recipients. Addressing by list is explained in detail in the Mailing List section of this manual.

To address a Voice Mail message, do the following:

1. Log into the DEFINITY AUDIX system.
2. Record your message, as described in one of the previous procedures, Recording a New Voice Mail Message or Using/Modifying an Existing Voice Mail Message.

3. After you have approved your message, the system will ask you to enter an address. Your administrator has arranged for the system to ask you either for an extension number or for a name as an address.

   Take one of the following actions according to your needs:

   - To address to individual recipients:

     a. Enter the recipient's address (either name, alias, or extension). You may switch back and forth between name and extension addressing by pressing * A. Note that you must be in name addressing mode to address by aliases.

     b. Press # to signal that you have entered the address.

        The system will voice the recipient's name or extension if no name has been recorded for that subscriber. If you do not press a key within five seconds after pressing the #, you will hear the following dial-through prompt, "Enter address, followed by the pound sign, or if you are finished addressing, press pound; to have system wait, press star-W." If this is not the person you intended the message to be sent to, press * D to delete this address.

     c. If you want to add more addresses, return to step a. If you want to add additional addresses using a Mailing List, see the bullet item below.

   - To address using a Mailing List:

     a. Press * L to indicate that you will be using a list as the address.

     b. Enter the list owner's address and press #. If you own the list, you may simply press #.

     c. Enter the list ID and press #. Press * W if you need to wait.

        If you want to review the names of the recipients on the list, press * 1. You may delete a name from the list by pressing * D after the system voices the name.

     d. If you want to add more lists, return to step a. If you want to add individual recipients, see the above bullet item.

4. Take one of the following actions according to your needs:

   - To review the list of addresses, press * 1.
   - To approve the addresses and deliver the message immediately, press # #. You will be returned to the Activity Menu. If the message was originally in the *file cabinet* section of your mailbox, it will no longer exist there.
   - To approve the addresses:

     a. Press #.

b. You may either deliver the message immediately by pressing # again, or first enter a delivery option as described in step 5 of the previous section, *Recording a Voice Mail Message,* then press # to approve your options.

After you have completed this step, you will be returned to the Activity Menu.

NOTE:
Voice mail messages created at the PC using INTUITY Message Manager can be addressed using INTUITY Message Manager. See the online help for instructions.

Speed and Volume Control

The DEFINITY AUDIX system provides subscribers with the ability to control the speed and volume at which voice prompts and messages are played. The commands shown in the following figure do not change the prompts or messages, only the speed and volume at which you hear them.

After pressing one of the keys shown in the figure several times, the speed or volume stays at the lowest or highest setting.

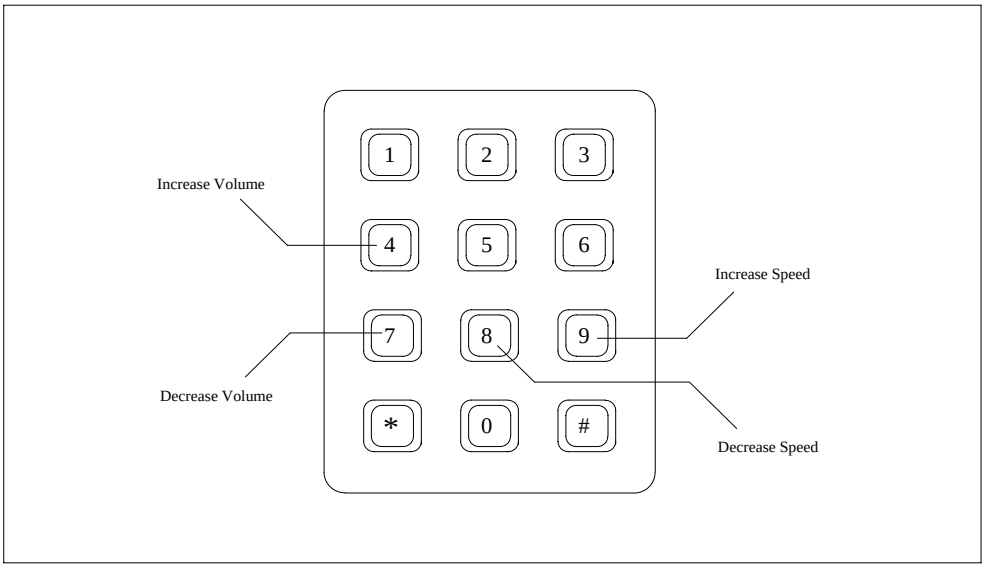

Figure 58. Speed and Volume Control

Nondeliverable Messages

If messages cannot be delivered because of incorrect addresses, nonexistent remote subscribers, or full mailboxes, the originating subscriber will receive a *nondeliverable message* notification. The message will be placed in the *nondeliverable* section of the subscriber's outgoing mailbox.

Interactions with Other Features

This section identifies the interactions of the Voice Mail feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Voice Mail feature is exclusively a DEFINITY AUDIX feature and has no direct interactions with any switch features.

Interactions with Other DEFINITY AUDIX Features

The Voice Mail feature interacts with other DEFINITY AUDIX features in the following ways:

- *ADAP*: Voice Mail traffic data can be transferred to a personal computer (PC) using ADAP. Information (stored in dBASE III PLUS format on the PC) on Voice Mail includes: subscriber use of Voice Mail, remote Voice Mail message use, and the number of Voice Mail messages created and sent (daily or hourly).
- *Delivery Scheduling*: DEFINITY AUDIX subscribers can use the Delivery Scheduling feature to schedule when a Voice Mail message is to be delivered to the intended recipient(s).
- *Directory*: The DEFINITY AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use the * * N (Names and Numbers Directory) command to find out the name or extension number of a DEFINITY AUDIX subscriber to whom they want to send a Voice Mail message. This command can also be used to verify that the person the caller is trying to send a message to is a DEFINITY AUDIX subscriber.
- *INTUITY Message Manager*: Subscribers can create and transmit voice mail messages at their PC using INTUITY Message Manager.
- *Mailing List*: After a Voice Mail message has been created, it can be easily sent to many subscribers using a Mailing List.
- *Message Sending Restrictions*: Subscribers can be categorized as members of specific communities that are allowed to send Voice Mail messages only to other members of that group or to other specific groups.
- *MWI*: New messages light the message-waiting lamp (if available) or activate an audible message-waiting indication. In most cases, when the last new message or header in the incoming mailbox is scanned, the light goes out. The exception is when a message is retained in the new category using the *Untouched Message* feature. An untouched message leaves message-waiting indication active.

- *Multilingual*: If the Multilingual feature is activated, the Login Announcement Set specified on either the Subscriber or Class of Service screen is used for all subscriber prompts.
- *Name Record by Subscriber*: Header information attached to a Voice Mail message can contain the sender's name voiced by the sender instead of the administrator.
- *Online Help*: While creating and addressing Voice Mail, the system guides the subscriber through each step. However, if the subscriber requires more information, an online help facility is available by pressing * H. The system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.
- *Outcalling*: When a Voice Mail message has been delivered to a subscriber's mailbox, the Outcalling feature (if activated) will inform the subscriber that a new message exists by placing a call to a predefined telephone or pager.
- *Playback and Recording Control*: While creating a Voice Mail message, subscribers can use the Playback and Recording Control feature to modify new or existing messages.
- *Priority Message*: Voice Mail messages can be given priority status. These messages will be specially marked and preferentially presented to recipients.
- *Priority Outcalling*: When a priority message has been delivered to a subscriber's mailbox, the Priority Outcalling feature (if activated) will inform the subscriber that a new message exists by placing a call to a predefined telephone or pager.
- *Private Message*: Voice Mail messages can be made private (the recipient will not be allowed to forward the message to other subscribers).
- *Traffic Reports*: Subscriber use of Voice Mail can be monitored and analyzed using the Traffic Reports feature. Specifically, data is gathered on the number of Voice Mail messages created, the average storage time of a Voice Mail message, the number of messages rescheduled for delivery, the number of messages sent to remote systems, and the number of Voice Mail messages and sessions that occurred during prime time and nonprime time.
- *Untouched Message*: The Untouched Message feature provides the ability to listen to a new Voice Mail message (in the incoming section of the Voice Mailbox) and by pressing * * H (Hold) leave the message in the *new* category. Thus, the MWI remains active for this message.
- *Voice Mailbox*: Voice Mail messages are created in the outgoing section of a subscriber's Voice Mailbox. After the message is created, it can be stored in the file cabinet section of the mailbox and sent to other subscribers where it is stored in the incoming section of their mailboxes. If the message cannot be delivered, it will remain in the outgoing section of the sender's mailbox.

Voice Mailbox

Description

A Voice Mailbox is a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other subscribers and call answer messages are received and accessed (the incoming section of the mailbox).

Who has it: All subscribers automatically receive a Voice Mailbox when they are administered on the system.

Who controls it: The system administrator controls specific features for subscribers' mailboxes such as the order that messages play, the length of time messages are stored, and the amount of disk space available.

Who can access it: DEFINITY AUDIX system subscribers control access to their individual mailboxes through a private, user-defined password. Other users or outside callers can leave messages in a subscriber's mailbox, but cannot access or change messages or private mailing lists in that mailbox.

Points to Remember

- Messages and headers stored in a subscriber's Voice Mailbox automatically expire after an interval set by the system administrator.
- Personal greetings (used for Call Answer and Automated Attendant menus) are also stored in subscribers' Voice Mailboxes. There is no expiration time limit for personal greetings.
- Mailing Lists are also stored in subscribers' Voice Mailboxes. There is no expiration time limit for Mailing Lists.
- If a subscriber is low on storage space in his/her Voice Mailbox, a warning message is given when the subscriber logs in to the system.

Administration Screens
N/A

Applications

The Voice Mailbox feature has many applications. A voice mailbox is not only used to create and deliver voice mail messages to other subscribers, but it can also store messages (and other information) as shown in the following list.

- *Attendant Menu:* This is a menu voiced by the system that provides callers with options for call transfers (no expiration).
- *Bulletin Board:* Where messages are posted so that any caller can access them (no expiration).
- *File Cabinet:* Where messages are saved (for reference) by subscribers in the outgoing section of their mailboxes (expiration is set by system administrator under outgoing mailbox).
- *Incoming Mailbox:* Where new messages are received by subscribers and saved messages are stored.
- *Mailing Lists:* These are addresses of regular DEFINITY AUDIX subscribers (no expiration).
- *Personal Greetings:* These are personal messages used for the Call Answer feature (no expiration).
- *Undelivered Messages:* These are messages scheduled for delivery but not yet sent.
- *Nondeliverable Messages:* These are messages that could not be delivered.

Requirements

The Voice Mailbox feature has no requirements other than those of the DEFINITY AUDIX system itself.

Feature Operation

Subscribers access their Voice Mailboxes by logging into the DEFINITY AUDIX system. Subscribers may use a touch-tone voice terminal or telephone (recommended) or a rotary phone if a tone generator is used. Subscribers first dial the main DEFINITY AUDIX number. When the system answers, they enter their extension number and password. The password preserves security for the system and prevents unauthorized access to subscribers' messages.

After a subscriber logs in, the system plays a Login Announcement (if one is active), and then voices the name of the subscriber. The system next reports the number of broadcast, priority, private, and other new messages (if any) that were received. Each message consists of two parts: the header and the message itself (you might think of headers as envelopes that contain your messages).

Your messages will contain the following information:

Header The time and date of delivery and the type of message: Call Answer, AMIS Analog, or Voice Mail. You will also be notified if the message is a private, priority, or broadcast message. If your incoming message is from another DEFINITY AUDIX subscriber, the system will tell you the sender's name and extension number. With Call Answer, the system will tell you the name and extension number of the caller if the caller is a subscriber on your system. If the call is from an internal caller who is *not* a DEFINITY AUDIX subscriber, the system will tell you the extension number of the caller, but not the name.

Message The caller's spoken message or, in the case of a nondeliverable message notification, a standard system message.

Voice Mailboxes are divided into two sections: the incoming mailbox, and the outgoing mailbox.

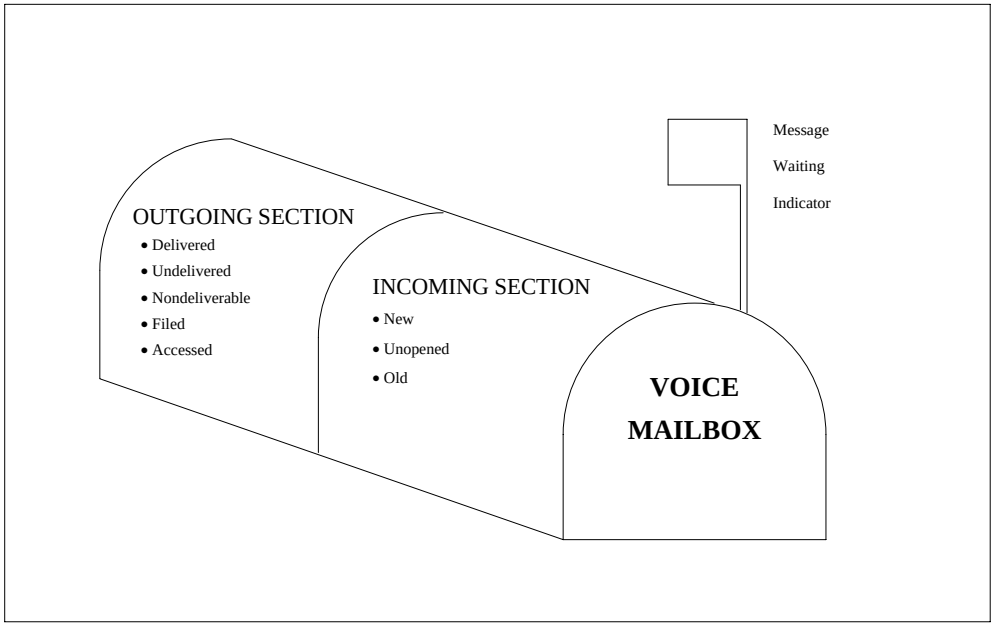

Figure 59. Voice Mailbox Sections

Incoming Mailbox

The incoming section of the mailbox receives messages from DEFINITY AUDIX subscribers, guest-password users, the DEFINITY AUDIX system (nondeliverable message notification), and all callers who are redirected to the system through the Call Answer features. These messages may be saved, deleted, sent back to the sender, or forwarded to another subscriber with a message attached (unless the message has been defined as private).

The DEFINITY AUDIX system separates your incoming mail into three categories: new, unopened, and old. Unless your system administrator has reset the order, you will hear them in the following order:

New Messages	Messages and headers that have not yet been listened to. If you have a message-waiting lamp, it turns off after you have listened to all of your new messages. However, when a message is retained in the *new message* category, using the Untouched Message feature, the message-waiting lamp remains lit.
Unopened Messages	Messages whose headers you have heard, but the message itself you have not yet listened to. The message-waiting lamp does not stay on for an unopened message after you listen to its header.
Old Messages	You can also ask your system administrator to set the order in which your individual messages are heard within the incoming section of your mailbox: either the last message received to be the first one played (lifo) or the first message received to be the first one played (fifo). Note that Broadcast Messages are always played first followed by any Priority Messages that you receive.

Outgoing Mailbox

The outgoing section of a mailbox stores messages created or forwarded by subscribers until they can be delivered to the intended recipient(s). Unless you ask your system administrator to reset the order in which you access your outgoing mailbox categories, you will hear them in the following order:

Filed Messages	Copies of messages that are created to send to other subscribers can be saved in the outgoing section of a mailbox for future reference. These messages may later be accessed, modified, addressed and sent again, or deleted.
Undelivered Messages	Messages that have not yet been sent (for example, those scheduled for delivery at a future time or date). Messages and their addresses may be accessed or changed at any time before delivery.
Nondeliverable Messages	Copies of messages that could not be delivered. The system will attempt to deliver the message up to 10 times (this limit is set by the system administrator on the System-Parameters Features screen before placing the message in this category. Usually this indicates that the intended recipient's incoming mailbox is full. On AMIS networks, this may mean the remote subscriber does not exist (the sender probably misdialed the address) or that there were transmission problems across the analog lines. Messages defined as "nondeliverable" may be rescheduled for delivery with a new address, or altered to allow forwarding if needed.
Delivered Messages	Copies of message headers that have been successfully delivered to a recipient's incoming mailbox but have not yet been listened to.
Accessed Messages	Copies of message headers that have been delivered to a recipient, and the recipient has listened to either the header or the message.

Incoming Mailbox Operation

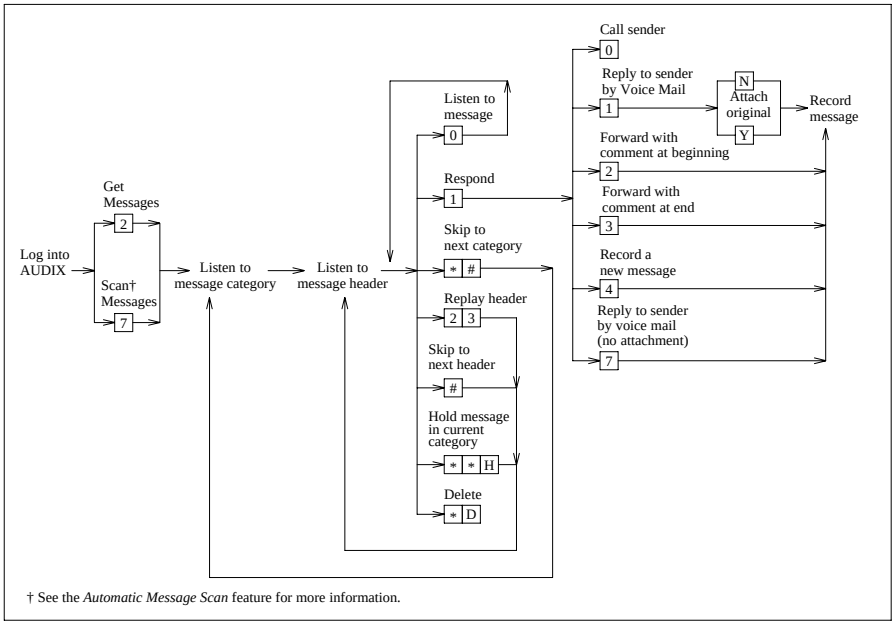

Figure 60. Incoming Mailbox Operation

When a new message arrives in your incoming mailbox, the Message-Waiting Indicator (MWI) feature or the Outcalling feature informs you that the message is present. After you log in and tell the system that you want to listen to your incoming messages, the system will read the header information for the first new message and give you a choice of things to do with the message. For example, you can choose to listen to the message or respond immediately to the message. If you choose to listen to the message, the following options are available to you: replay the message or header; skip to the next message header; skip to the next message category; hold this message in its current category (Untouched Message feature); or delete the message.

If you choose to respond to the message, the following options are available to you: place a return call, automatically, to the sender of the message; reply to the sender via Voice Mail; forward the message to other subscribers; or create a new message for other subscribers.

Listening to Incoming Messages

To listen to your incoming messages, do the following:

1. Log in to the DEFINITY AUDIX system. You will be told the number of new messages you have received.
2. Press 2 to get your incoming messages (or you may press 7 to use the Automatic Message Scan feature). The system will read you the first header (you may dial through the header to access the message).
3. Take one of the following actions according to your needs:

   - To listen to the message:

     a. Press 0. If you want to stop the message momentarily while you take notes, press 3. To continue playback, press 3 again.

     To replay portions of the message, rewind by four-second or ten-second increments by pressing 5 as many times as necessary. Advance by four-second or ten-second increments by pressing 6. (The increment is administrable on the System-Parameters Features screen.) To replay the entire message, press 0.

     b. Go on to step 4.

   - To rewind and replay the header:

     a. Press 2 3. You can rewind more than once to step back more than one header.

     b. Choose an action from step 3.

   - To skip this message and save it until later:

     a. Press #. The system will move the message from the *new* category to the *unopened* category and read the next header.

     b. Choose an action from step 3 for the next header.

   - To skip to the next message category:

     a. Press * #. The system will read the header of the first message in the next category.

     b. Choose an action from step 3 for the next header.

   - To hold this message in the new category and save it until later:

     a. Press * * H. Your message-waiting lamp will stay on and the system will go to the next header.

     b. Choose an action from step 3 for the next header.

4. Take one of the following actions according to your needs:
   - To delete the message after you have listened to it, press * D. The message will be deleted and the system will automatically go to the next header.
   - To undelete the message you just deleted, press * * U. You cannot undelete a message if you have entered any valid actions since you deleted the message other than * H.
   - To hold the new message in its current category after you have listened to it, press * * H. Your message-waiting lamp will stay on and the system will automatically go to the next header.
   - To save the message after you have listened to it, press #. The message will be stored in the *old message* category of your incoming mailbox and the system will automatically go to the next header.
5. Repeat steps 3 and 4 to hear the next message. When you have finished listening to your incoming messages, you will be returned to the Activity Menu.

NOTE:
After you have listened to your new messages, the system will begin reading the unopened and old message headers to you. However, you need not wait until you have new messages to listen to unopened or old messages. You can call the system at any time to listen to any of the messages in your incoming mailbox.

Shortcut

To listen to an incoming message, save it, and skip to the next header, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 2 to get your incoming messages. The system will play the first header.
3. Press 0 to listen to the message.
4. Press # to save this message and skip to the next header.
5. Listen to the next header.

Shortcut To listen to an incoming message, delete it, and automatically skip to the next header, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 2 to get your incoming messages. The system will play the first header.
3. Press 0 to listen to the message.
4. Press * D to delete this message.
5. Listen to the next header.

Responding to a Message

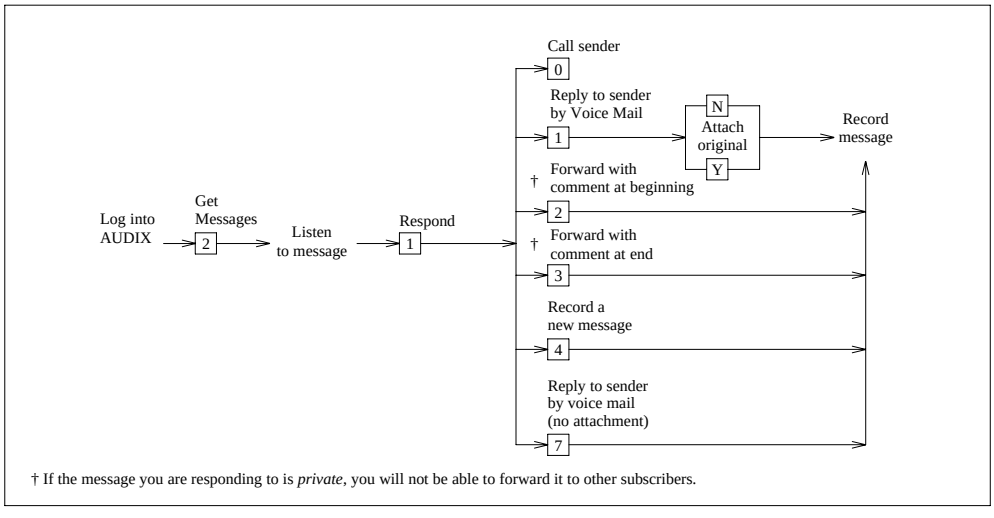

Figure 61. Responding to a Message

If you choose to respond to an incoming message, listen carefully to the message header (the header may contain the name of the caller, just the extension number, or no information about the caller at all) so you can determine the methods of response that are available to you:

- If the system tells you the name of the person who left you a message, you have four choices:
  - Reply to the sender immediately by Voice Mail, using the Automatic Reply feature.
  - Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Transfer out of the system without hanging up, and let the system call the sender automatically.
- If the system tells you only the extension of the caller who left a message, you have three choices:
  - Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Transfer out of the DEFINITY AUDIX system without hanging up, and let the system call the sender immediately.
- If the system tells you neither the name nor the extension of your caller, you have three choices:
  - Add a comment to either the beginning or end of the Call Answer message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Hang up, and then dial the caller's number.

Returning the Call Automatically

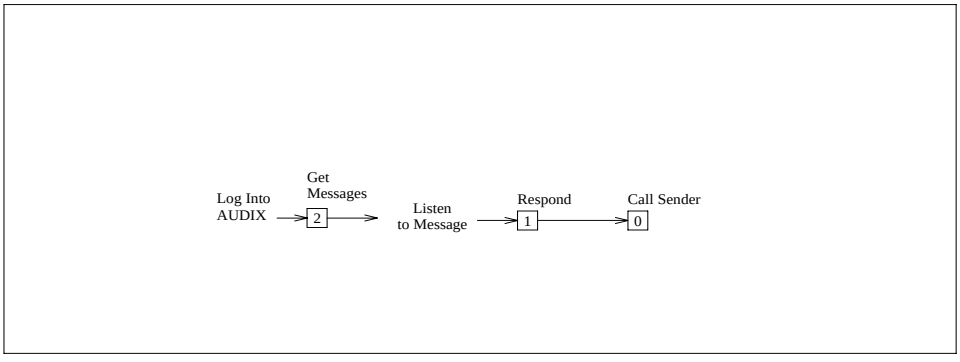

Figure 62. Automatically Returning a Call

When you receive a message from someone within your company and the system tells you the name or extension of the sender, you can transfer out of the system and return the call directly without first hanging up.

To call the sender immediately without first hanging up or returning to the Activity Menu, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the sender's message.
3. Press 1 to respond.
4. Press 0 to call the sender.

   The system will automatically place the call and save the sender's message in the *old message* category.

If you transfer out of a DEFINITY AUDIX system administered in CL mode and then leave a Call Answer message for another DEFINITY AUDIX subscriber, you can return to your own mailbox without hanging up and placing another call. After you have spoken your message, press * R and log in to the DEFINITY AUDIX system again. This feature is not available in display set (DS) integration mode.

Replying to Sender via Voice Mail

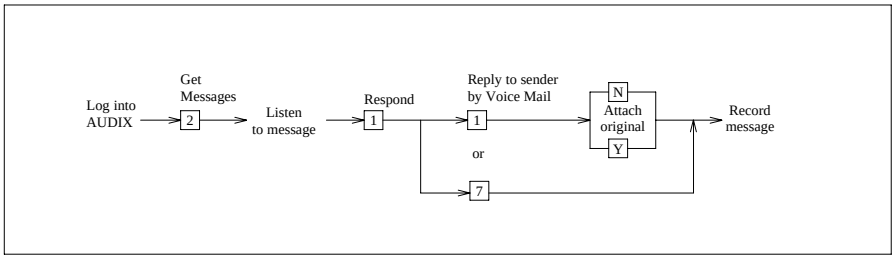

Figure 63. Replying to Sender via Voice Mail

With an integrated system, you can immediately reply to a subscriber who has sent you a Voice Mail or Call Answer message with a Voice Mail message of your own. There is no need to wait until you have heard all of your incoming messages or to return to the Activity Menu.

To reply to a subscriber by Voice Mail, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the incoming message.
3. Press 1 to respond. If you wish to return to getting messages before completing the response action, press #. You will be returned to the same message to which you were responding (step 9 on the next page).
4. Press 1 to reply to the sender via Voice Mail.

   If the original message was a *private* message, you will not be able to forward it to other subscribers.
5. Speak your message.
6. If you are not satisfied with your reply and you want to re-record it, press 2 to rewind (or * D to delete). Then, press 1 to begin recording, and follow steps 5 and 6.
7. Press # to approve your reply. The system automatically addresses your response.
8. Enter any combination of the following:
   - Press 1 to make this a private message.
   - Press 2 to make this a priority message.
   - Press 3 to schedule delivery of this message.
   - Press 4 to file a copy of this message.

- Press # to approve the message (do this last).

9. You are returned to getting messages. Do one of the following:
   - To hear the original message you just replied to, press 0.
   - To delete the message you just replied to, press * D.
   - To skip to the next message, press #.

Shortcut To reply immediately via Voice Mail without attaching a copy of the original message and without replaying your reply, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the message.
3. Press 1 7 to reply without attaching the original message.
4. Speak your message.
5. Press # # to stop recording, approve, and send immediately without filing a copy.

Forwarding Messages with Your Comments

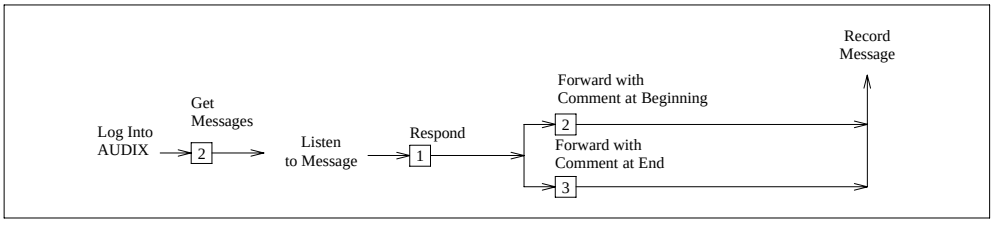

Figure 64. Forwarding Messages with Comments

You can add a comment to the beginning or end of your incoming Voice Mail or Call Answer message and then redirect the combination. However, if the system informs you that the message is private, you cannot forward it.

To add your comments to the beginning or end of an incoming message and forward them, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the incoming header and message.
3. Press 1 to respond. If you wish to return to getting messages before completing the response action, press #. You will be returned to the same message to which you were responding (step 9 on the next page).
4. Take one of the following actions according to your needs:
   - To add your comment to the beginning of the original message, press 2.
   - To add your comment to the end of the message, press 3.
5. Speak your comment.
6. If you are not satisfied with your reply and you want to re-record it, press 2 to rewind (or * D to delete). Then, press 1 to begin recording, and follow steps 5 and 6.
7. Press # to approve your reply. The system automatically addresses your response.
8. Enter any combination of the following:
   - Press 1 to make this a private message.
   - Press 2 to make this a priority message.
   - Press 3 to schedule delivery of this message.
   - Press 4 to file a copy of this message.
   - Press # to approve the message (do this last).
9. You are returned to getting messages. Do one of the following:
   - To hear the original message you just forwarded, press 0.
   - To delete the message you just forwarded, press * D.
   - To skip to the next message, press #

Shortcut To add a comment to the beginning of a message and forward it immediately to one person, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the message.
3. Press 1 2 to begin recording.
4. Speak your comment.
5. Press # to stop recording and approve your comment.
6. Enter the recipient's address.
7. Press # # to approve your address and send immediately.

Creating a New Message for a Third Person

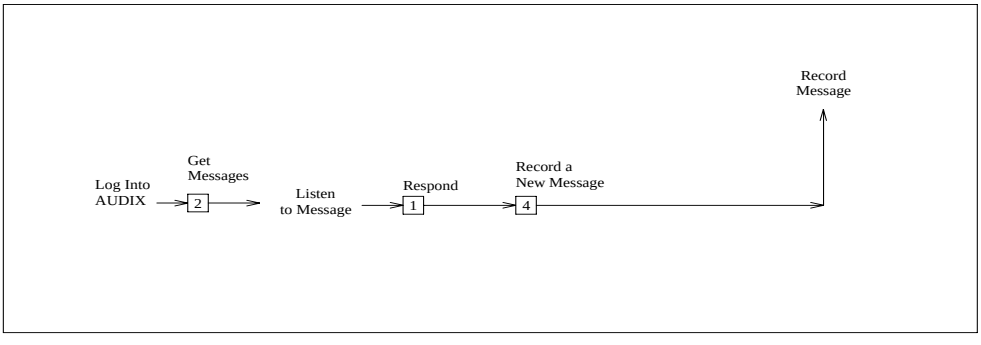

Figure 65. Responding to a Message with a New Message

After you have just listened to an incoming Voice Mail message, you can create a new message and address it to a third person without returning to the Activity Menu.

To create a new message and send it to one or more persons, do the following:

1. Log into the DEFINITY AUDIX system.
2. Listen to the incoming message.
3. Press 1 to respond. If you wish to return to getting messages before completing the response action, press #. You will be returned to the same message to which you were responding (step 12 on the next page).
4. Press 4 to create a new message.

5. Speak your message.
6. If you are not satisfied with the message you have just recorded and you want to rerecord it, press 2 to rewind (or * D to delete). Then, press 1 to begin recording, and follow steps 5 and 6.
7. Press # to approve your message.
8. Enter the new recipient's address and press #. If you do not press a key within five seconds after pressing the pound sign, you will hear the following dial-through prompt, "Enter address, followed by the pound sign, or if you are finished addressing, press pound; to have system wait, press star-W." Press * W if you need to wait. Repeat this step for additional subscribers.
9. Press # to tell the system that you have finished addressing.
10. Press # to schedule immediate delivery, or see the Delivery Scheduling feature for information on scheduling future delivery.
11. You will be returned to receiving your messages.
12. Take one of the following actions according to your needs:
    - To hear the last message: press 0.
    - To delete the message: press * D.
    - To skip to the next message: press #.

Shortcut To create a new message and send it to a single recipient other than the sender of the last message, do the following:

1. Press 1 4 to begin recording.
2. Speak your message.
3. Press # to stop recording and approve your message.
4. Enter the recipient's address.
5. Press # # to approve your address and send immediately.

Restoring a Deleted Message

The Undelete Message feature allows subscribers to restore an incoming message that has just been deleted. Only the last message deleted may be restored.

This feature is available in the *incoming mailbox only.* It may be used at any time during a manual or automatic scan of incoming messages and/or headers. It may also be used at the activity menu if the subscriber has just exited the message-retrieval activity. As long as the subscriber does not enter another voice mailbox activity or perform a call transfer, the Undelete Message command restores the last message deleted.

To restore a message, press * * U. The system restores the last incoming message that was deleted and returns the subscriber to the point in the incoming mailbox where that message's header originally appeared.

For example, a subscriber may delete a *new* message, then complete scanning all the other incoming messages. After returning to the activity menu, either after scanning the last *old* message or by pressing * R (Restart), he or she may press * * U to undelete the message. The subscriber is returned to the header of the restored message in the *new* message category. The message-waiting lamp, if available, lights to show that a new message now exists. The subscriber then can save the message or continue scanning as desired.

The Undelete Message feature does *not* work if the subscriber:

- Is in the process of responding to a message
- Is in the middle of requesting a transfer out of the DEFINITY AUDIX system
- Enters any other valid activity from the activity menu other than pressing * H (Help) or * R (Restart)

Because the Undelete feature works only in the incoming mailbox, it does *not* restore any of the following if deleted:

- Messages in the outgoing mailbox (including file cabinet messages)
- Partial messages during message creation
- Personal greetings

As with other voice mailbox activities, the Undelete Message feature creates an entry in the activity log (if the log is enabled). The traffic reports do not indicate that a message has been deleted if it has been restored.

Outgoing Mailbox Procedures

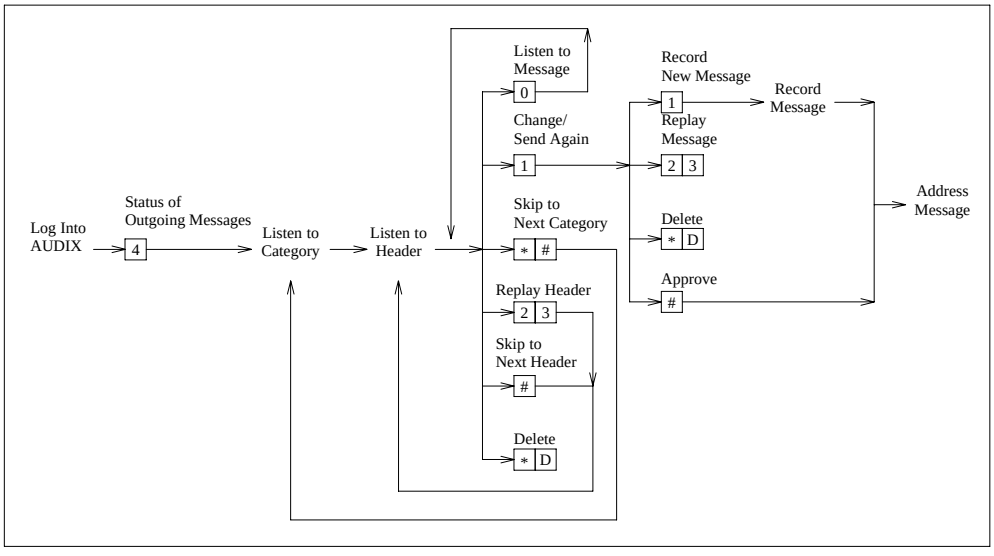

Figure 66. Outgoing Mailbox Operation

After you create, address, and schedule a Voice Mail message for delivery, the system will deposit the message header (and the message itself if it is in the *undelivered, nondeliverable,* or *filed* category) in a section of your mailbox that is reserved for outgoing messages. By reviewing your outgoing messages, you can determine whether your messages have been delivered and also whether the recipients have listened to the headers. You cannot, however, determine what happened to the message after the recipient listened to the header.

While reviewing your outgoing and file cabinet messages, the following options are available to you: listen to or delete *undelivered, nondeliverable,* or *filed* messages; replay a message header; skip to the next message header; or skip to the next message category.

You may also modify or resend *undelivered, nondeliverable,* or *filed* messages.

Reviewing Outgoing and Filed Messages

To review your outgoing and filed messages, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 4 to review the status of your outgoing messages.
3. Take one of the following actions according to your needs:
   - To listen to an undelivered or filed header and message:
     a. Listen to the header.
     b. Press 0 to listen to the message.
   - To review just the headers of any of your outgoing messages (undelivered, nondeliverable, delivered, filed, or accessed):
     a. Listen to the header.
4. Take one of the following actions according to your needs:
   - To skip to the next header, press #.
   - To delete the header (and message, if one is attached), press * D.
   - To skip to the next category of outgoing mail, press * #.

Modifying and Resending Outgoing and Filed Messages

To modify or resend a message that has not yet been delivered, was marked as nondeliverable, or was filed, do the following:

1. Log into the DEFINITY AUDIX system.
2. Press 4 to review the status of your outgoing messages.

   If the message that you want to modify is not the first one that the system presents to you, press # one or more times to skip to the appropriate message. Or, press * # to skip to the appropriate message category.
3. Press 0 to listen to the message.
4. Press 1 to modify or resend the message.
5. Take one of the following actions, according to your needs:
   - To send the message as it already exists:
     a. Press # to keep the message as you originally recorded it.
     b. Go on to step 6.

- To modify the message:
  a. Press 1 to re-record.
  b. Speak your new message.
  c. Press # to approve your recording.
  d. Go on to step 6.

6. Take one of the following actions, according to your needs:
   - To resend to the original recipient, go on to step 7.
   - To resend to a new recipient:
     a. Enter the new recipient's address.
     b. Press # to signal that you have entered the address.
     c. Repeat steps a and b for more than one recipient.
7. Press # # to tell the system that you have finished addressing, and want to send the message immediately. Or, press # to tell the system that you have finished addressing, and then reschedule the message for future delivery (see the Delivery Scheduling feature for more information). The system will then return you to reviewing your outgoing and filed messages.

NOTE:
When you modify and resend a filed message, that message leaves your mailbox unless you file it again after addressing it (press 4).

Interactions with Other Features

This section identifies the interactions of the Voice Mailbox feature with switch features and other DEFINITY AUDIX features.

Interactions with Switch Features

The Voice Mailbox feature interacts with the switch in the following ways:

- *Call Answer*: Messages left by callers through the Call Answer feature are placed in the incoming mailbox. Any internal or outside caller may access the DEFINITY AUDIX system through the Call Answer feature as long as it is correctly administered on the switch and on the DEFINITY AUDIX system. See Appendix D, *DCS Networks*, for DCS Network restrictions.
- *MWI*: The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other MWIs (such as stutter dial tone) should be administered on the switch if appropriate.

- *Transferring Calls*: You can transfer out of a Voice Mailbox to another extension in the switch dial plan. You can also transfer into a DEFINITY AUDIX mailbox if you are redirected to another coverage point (such as a secretary) and that person transfers the call to the system. After leaving a message, you may transfer to another extension.

Interactions with Other DEFINITY AUDIX Features

The Voice Mailbox feature interacts with other DEFINITY AUDIX features in the following ways:

- *ADAP*: Traffic data showing subscriber use of the Voice Mailbox feature can be transferred to a PC. Information (stored in dBASE III PLUS format on the PC) on Voice Mailbox use includes: the number of voice mail messages created and sent on a daily and hourly basis, Automated Attendant mailbox use, and outcalling traffic to inform subscribers that messages exist in their mailboxes.
- *AMIS Analog Networking*: DEFINITY AUDIX subscribers can address Voice Mail messages to subscribers on another voice mail system when AMIS Analog Networking is implemented. Subscribers can even send messages to voice mail systems made by vendors other than Lucent Technologies if the remote system has AMIS capabilities.
- *Automated Attendant*: The Automated Attendant feature can be administered to route callers to the mailboxes of *phantom extensions*.

  Phantom extensions are extension numbers that do not correspond to telephones administered by the switch; they are simply assigned to a voice mailbox.
- *Automatic Message Scan*: This feature allows subscribers to scan all message headers and/or messages in their voice mailboxes. The user simply selects the feature from the activity menu, and selects the mode of automatic scanning: headers only, messages only, or both headers and messages.
- *Bulletin Board*: The Bulletin Board feature is a special type of voice mailbox (listen only) that plays out only prerecorded information. It cannot receive messages via the Call Answer feature.
- *Broadcast Message*: Subscribers are automatically notified of broadcast messages when they log into the system. These messages are treated as *new* messages in that they are presented first with other new messages in the incoming section of the voice mailbox. A broadcast mailbox serves primarily for storing delivered messages.
- *Call Answer*: Messages left by callers via the Call Answer feature are placed in the subscriber's incoming mailbox. Only the subscriber can access these messages.

- *Class of Service*: This feature allows the system administrator to define how a specific group of subscribers' service is controlled. Using the Class of Service screen, the system administrator can specify how a subscriber's incoming and outgoing messages are presented (the last message is the first message read or the last message is the last message read), how a subscriber's incoming and outgoing message categories are presented, the retention time for messages in the mailbox, the maximum length of messages, and the size of subscribers' mailboxes.
- *Directory*: When responding to incoming messages, subscribers can use the Directory feature to find other subscribers' addresses.
- *Delivery Scheduling*: DEFINITY AUDIX subscribers can use the Delivery Scheduling feature to schedule when a voice mail message is to be delivered to the intended recipient's voice mailbox.
- *Full Mailbox Answer Mode*: This feature provides callers with other options for completing a call when the recipient's voice mailbox is full.
- *Guest Password*: Nonsubscribers may leave a message in a subscriber's incoming mailbox by logging in to that extension and supplying a system-wide guest password. Callers may only leave a message for that subscriber, and are prevented from listening to any other messages in that subscriber's mailbox.
- *INTUITY Message Manager*: Subscribers can view message headers and play and respond to messages in their voice mailbox from their PC using INTUITY Message Manager.
- *Mailing List*: Mailing lists are stored in subscribers' voice mailboxes. When using mailing lists, messages that are being sent can be stored in the filed section of the outgoing section of the mailbox. Also, the incoming section of the mailbox of each subscriber on the mailing list will receive a copy of the message.
- *Message Delivery*: DEFINITY AUDIX subscribers can address Voice Mail messages to any touch-tone phone (even someone's home) when the Message Delivery feature is implemented.
- *Message Sending Restrictions:* Messages that are nondeliverable because of message restrictions are kept in the *nondeliverable* category of the outgoing section of the mailbox.
- *MWI*: When a new message is delivered to a subscriber's mailbox, the MWI (either a message-waiting lamp or stutter dial tone) is activated, informing the subscriber that the message exists.

  Also, if a subscriber uses the Untouched Message feature on a new message, the MWI remains active.
- *Multilingual*: If the Multilingual feature is activated, the Login Announcement Set specified on either the Subscriber or Class of Service screen is used for all subscriber prompts.

- *Multiple Personal Greetings*: Subscribers can administer several personal greetings to be presented to callers under differing circumstances. These greetings are stored in the subscriber's mailbox.
- *Name Record by Subscriber*: When a caller reaches a subscriber's mailbox and this feature is administered, the caller will hear the subscriber speak his/her own name during the greeting.
- *Online Help*: Online help is available at any time while subscribers are accessing either the incoming or outgoing sections of their mailboxes by pressing ⊛ H.
- *Outcalling*: If the Outcalling feature is administered, new messages will activate this feature and an outcall will be placed to the designated telephone number.
- *Personal Directory*: When responding to incoming messages, subscribers can use the Personal Directory feature to address a message to the sender.
- *Playback and Recording Control:* This feature is available to all subscribers while accessing the incoming or outgoing sections of their mailboxes.
- *Priority Message*: When subscribers retrieve messages from their incoming mailboxes, priority messages are presented first.
- *Priority Outcalling*: When a priority message is delivered to a subscriber's mailbox and the Priority Outcalling feature is administered, an outcall will be placed to the designated telephone number informing the subscriber that a priority message exists.
- *Private Message*: Private messages that are delivered to subscribers' incoming mailboxes can be listened to only by the subscriber. They cannot be forwarded to other subscribers.
- *Security Password*: Each voice mailbox has a user-defined password to ensure the integrity of the system and to prevent unauthorized access to subscribers' messages.
- *Traffic Reports*: Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the Traffic Feature screens. Statistics that illustrate how a particular subscriber uses the Voice Mailbox feature are collected using the Traffic Subscriber screens.
- *Untouched Message*: While listening to new messages, a subscriber can use the Untouched Message feature to leave a message in the *new message* category. This will leave the MWI active for this message.
- *Voice Mail*: Voice Mail messages are created in the outgoing section of a subscriber's voice mailbox. After the message is created, it can be stored in the filed section of the mailbox and sent to other subscribers where it is stored in the incoming section of their mailboxes.

DEFINITY AUDIX Feature Summary

A

The following table provides a summary of all features contained in this document.

Table 4. DEFINITY AUDIX Feature Summary

Feature	User	Function	Summary
Activity Log (Activity)	Sys Adm	Maintenance	Permits system administrators to investigate reported problems with message-waiting notification and the delivery of messages.
Automated Attendant (Auto Att)	All	Routing	Offers callers a voiced menu of options, then routes calls to various destinations according to the touch-tone keys the caller presses.
Address-by-Name (Addr Nam)	Sender	Directory	Permits subscribers to address voice mail messages by name as well as by extension.
Administration and Data Acquisition Package (ADAP)	Sys Adm	Reports	Provides direct access to the system database through a PC interface, from which traffic and usage reports can be generated.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Alarm Origination (Alarm)	Sys Adm	Maintenance	Calls a remote maintenance center when alarms occur.
AMIS Analog Networking (AMIS)	Sender/ Recipient	Routing	Enables subscribers to exchange voice mail messages with any other voice mail system that has AMIS analog capabilities.
Announcement Sets (Announce)	Sys Adm	Administration	Allows the system administrator to record, change, or listen to announcement fragments (fragments are short sections of voice prompts). Up to 9 announcement sets can be stored on the system at one time for use with the Multilingual feature.
Automated Backup (Auto Back)	Sys Adm	Maintenance	Nightly backup that also monitors the remaining space on a MO disk and informs the system administrator.
Automatic Message Scan (Auto Scan)	Recipient	Playback	Allows subscribers to scan all message headers and/or messages at the touch of two buttons.
Broadcast Message (Broadcast)	Sys Adm/ Subscriber	Information	Enables administrators and users with broadcast privileges to send special messages to all local subscribers simultaneously.
Bulletin Board (Bull Brd)	All	Information	Allows the system administrator to set up a special number that plays a recorded message to callers. It is often used with the Automated Attendant feature.
Call Answer (Call Ans)	Caller	Recording	The basic function of the system answering calls and recording messages for unavailable or busy subscribers.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Call Screening	Recipient	Message	Allows subscribers to listen to or intercept call answer messages as they are being left by callers.
Class of Service (COS)	Sys Adm	Administration	Permits the system administrator to assign up to 12 classes of service, or sets user groups with unique privileges.
Delivery Scheduling (Del Sched)	Sender	Scheduling	Allows subscribers to schedule delivery of messages for specific days and times.
Dial Ahead/Through (Dial A/T)	Subscriber	Operation	Allows subscribers to dial through the system's voice prompts, and queue up a series of commands.
Dial-by-Name (Dial Nam)	Subscriber	Directory	Allows subscribers to dial another subscriber by name rather than extension number.
Digital Networking	Sender/ Recipient	Routing	Enables subscribers to exchange voice mail messages with any other AUDIX voice messaging system that is networked with the DEFINTIY AUDIX system.
Directory (Dir)	Subscriber	Directory	Provides a system directory so subscribers can access other subscriber's names and numbers quickly.
Enhanced Disconnect Detection	Sys Adm	Administration	Allows the administrator to administer one or two different mechanisms for detecting disconnects when the DEFINITY switch is unable to provide reliable disconnect information.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Escape to Attendant (Escape)	Caller	Access	Allows callers to redirect their call from the DEFINITY AUDIX system (in call answer mode) to an administered personal attendant or operator.
Exit AUDIX (Exit)	Caller	Access	Allows callers to disconnect from the system without hanging up; particularly convenient when a caller is using a calling card.
Full Mailbox Answer Mode (Full MB)	Caller	Routing	Provides a caller with options for completing a call when the recipient's mailbox is full.
Guest Password (Guest)	Caller	Access	Allows people who are not DEFINITY AUDIX subscribers to access the system and leave messages for subscribers.
INTUITY Message Manager	Subscriber	PC interface	Provides voice processing features at PCs that have IMM client software and LAN access to the DEFINITY AUDIX server.
Leave Word Calling (LWC)	Caller/Sender	Message	Allows a caller on the same switch to leave or send a standard-format message, usually by the touch of a button, requesting that the called party return the call.
Login Announcement (Login)	Sys Adm/ Subscriber	Information	Enables administrators and users with broadcast privileges to create a special announcement that all subscribers hear when they log on to the system. Subscribers cannot delete the message, and it is repeated each time a subscriber logs on until it is removed.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Mailing List (Mail List)	Sender	Routing	Allows subscribers to create lists for delivering messages to a group of subscribers at once.
Message Delivery (Msg Del)	Sender	Message	Enables subscribers to send voice mail messages to any touch-tone telephone anywhere in the world.
Message Sending Restrictions (Msg Send Res)	Sys Adm	Routing	Allows the system administrator to avoid abuse or misuse of voice mail by restricting who certain subscribers can send messages to. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.
Message-Waiting Indicator (MWI)	Recipient	Notification	Either a message-waiting lamp or stutter dial tone that informs subscribers of new messages.
Multilingual	All	Greetings	Allows subscribers to hear voice prompts from the announcement set of their choice as long as the announcement set has been installed on the system. It also allows call answer users a choice between two languages for greetings and prompts.
Multiple Personal Greetings (MPG)	Subscriber	Greetings	Allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Name Record by Subscriber (Nam Rec)	Subscriber	Greetings	Allows subscribers to record their own names, which are voiced during greetings, addressing and in message headers.
Online Help (Help)	All	Information	Easily obtained information about how to use the system.
Outcalling (Outcall)	Recipient	Notification	Allows the system to call users at a specified number to notify them of new messages. Can be activated for specific time periods.
Personal Directory (Pers Dir)	Subscriber	Directory	Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.
Playback and Recording Control (Play Rec)	All	Playback, Recording	Allows subscribers to listen to call answer and voice mail messages that they create or receive, then replay the entire message or step backwards or forwards in four-second or ten-second intervals.
Priority Message (Prior Msg)	Sender	Message	Allows subscribers who have permission to send priority messages, which are specially marked and preferentially presented to recipients.
Priority Outcalling (Prior Out)	Recipient	Notification	An option to the Outcalling feature that allows subscriber to be notified by an outcall only when they have new *priority* messages.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Private Message (Priv Msg)	Sender	Routing	Allows subscribers or callers to designate a message they create as *private*, which prevents it from being forwarded.
Save Voice	Sys Adm	Maintenance	Allows system administrators to back up voice messages, including greetings and automated attendants, on a MO disk.
Security Password (Sec PW)	Subscriber	Access	Allows subscribers to protect their mailboxes by restricting access.
Shared Extension (Share Ex)	All	Routing	Allows each of several subscribers who share one extension to have a private voice mailbox.
System Clock (Sys Clock)	Sys Adm	Scheduling	A system clock that has backup power for maintaining accurate time records for message headers and delivery scheduling.
TDD	All	Operation	Provides the Telecommunications Device for the Deaf (TDD) announcement set on the same DEFINITY AUDIX system as voice announcement sets, satisfying the messaging needs of both groups of users with one system.
TTY Automated Attendant	All	Routing	Enables the system administrator to set up TTY automated attendants that provide automated attendant service to hearing-impaired callers.

Table 4. DEFINITY AUDIX Feature Summary — *Continued*

Feature	User	Function	Summary
Traffic Reports (Traffic)	Sys Adm	Reports	Allows the system administrator to generate statistics about the number and timing of calls that go through the system.
Transfer Into AUDIX/Mailbox (Trans In)	Subscriber	Access	Allows an attendant to transfer a forwarded or otherwise redirected call into the system, enabling the caller to record a message for the subscriber he/she was trying to reach.
Transfer Out of AUDIX — Basic or Enhanced (Trans Out)	Caller	Access	Allows any caller who has called or been redirected to the DEFINITY AUDIX system to leave the system and transfer to any extension in the switch's dial plan.
Untouched Message (Untouch)	Recipient	Message	Allows subscribers to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.
Voice Mail (Vmail)	Sender/Recipient	Recording	Allows subscribers to record a "verbal letter" that can be sent to one or more subscribers on the DEFINITY AUDIX system.
Voice Mailbox (VMBox)	All	Playback	Provides a storage area (voice mailbox) on disk for each subscriber. The mailbox is divided into incoming and outgoing messages. The incoming section stores call answer and voice mail messages. The outgoing section stores voice mail messages and personal greetings created by the subscriber.

DEFINITY AUDIX Command Summary

B

All AUDIX subscribers can use the commands listed in the following table. Outside callers who reach the system through the Call Answer feature may also use these commands if they are familiar with the system and have a touch-tone telephone. Subscribers with the Call Answer feature may wish to include options such as * T (Transfer) or 0 (Escape to Attendant) in their personal greetings to assist outside callers. These options must be administered on the system to work.

Table 5. AUDIX General Commands

Command	Function	Description
Available at all levels:		
* H	Help	Plays a help menu listing all available options at that point.
* R	Restart	Interrupts what you're doing and returns you to the Activity Menu. In CL-mode, allows subscribers who have reached the DEFINITY AUDIX system through the Call Answer feature to access their own mailboxes by entering the * R command. This is especially useful for long-distance calls.
* W	Wait	Causes the system to pause if you need more time before entering the next command. You can reactivate by pressing * H (for help) or any valid command. This value is set by the system administrator (0 to 999 seconds). If you wait the specified time, the system hangs up.

Table 5. AUDIX General Commands — *Continued*

Command	Function	Description
* T	Transfer	Allows any caller to transfer to another extension in the switch's dial plan by entering the number and pressing #. The default addressing mode for Call Transfer is by extension. To dial an AUDIX subscriber by name, first press * A, then type the name (last name first), and press #. If the system requests more letters, add them at the point where you left off.
* * N	Names or Numbers Directory	Accesses the names-and-numbers directory for all AUDIX subscribers. To find a subscriber's extension, type the name (last-name-first) and press #. The system announces the subscriber's name and extension number. If the system requests more letters, add them from the point where you left off. (For names, the letter Q is on the 7 key, and Z is on the 9 key.) To find out a name for an extension, press * A (for Alternate Addressing) to switch modes, then enter the extension and #. To exit the directory, press #.
Available at all levels:		
* 0	Escape	Transfers out of the system to a pre-administered attendant (such as a secretary). If no attendant is defined, the call will not transfer.
* * X	Exit	Causes the system to hang up without disconnecting, useful if you are using a calling card and wish to make another call.
Available at the Activity Menu:		
* * R	Relogin	Logs off the current session and plays a greeting message, allowing another subscriber to log on after you without redialing.
Available in Call Answer:		
0	Escape	Use this command instead of or after leaving a call answer message to transfer to the called party's secretary or other attendant.
1	Private	After approving your message, press 1 to make the message private. This ensures that the message won't be forwarded.

Table 5. AUDIX General Commands — *Continued*

Command	Function	Description
2	Priority	After approving your message, press 2 to make the message priority.
* 1	Switch Languages	Use this command if the call answer greeting tells you to press * 1 to switch to the alternate language, and you wish to hear the greeting in the alternate language.
* * X	Exit	Causes the system to hang up without disconnecting. This is useful if someone intercepts your call after you start to leave a message, and you want to ensure that the conversation is not being recorded.
Available when listening to or creating messages:		
#	End or Skip	Ends an informational string (such as a name, password, or extension number), or skips over a message or entry.
#	Approve	Ends a function, allowing you to go to the next step.
0	Listen	After the system plays the message header, press 0 to listen to the message. If you are currently listening to the message, you can press 0 to replay the message from the beginning.
2	Rewind	Causes the system to rewind a message or header.
3	Play	Plays the current message or header. For example, if you have just listened to a message and want to hear the header again (from the beginning), simply press 2 (Rewind) and 3 (Play).
Available when listening to or creating messages:		
* D	Delete	Erases a message, header, or entry.
* * U	Undelete	Restores a message, header, or entry immediately after it was erased.

Table 5. AUDIX General Commands — *Continued*

Command	Function	Description
5	Step back	Requests the system to back up in a message in 4-second increments. The system can only rewind messages, not headers. If the message is not open (you've only heard the header), the system plays it back from the beginning.
6	Step forward	Requests the system to skip forward in a message in 4-second increments.
4	Raise volume [1]	Increases volume each time the key is pressed.
7	Lower volume[1.]	Decreases volume each time the key is pressed.
8	Decrease speed[1.]	Decreases speed each time the key is pressed.
9	Increase speed[1.]	Increases speed each time the key is pressed.
Available in Mailboxes:		
* B	Back up	When reviewing several messages or headers in your incoming or outgoing mailboxes, press * B to back up to the previous header/message pair; this function is the same as pressing 2 repeatedly to back up.
* L	Listen	Listen to messages; this is equivalent to the 0 playback command.
* * H	Hold	Save an incoming message in its current category (such as new or unopened).
1-4 8-9	Delivery Options	After addressing a message, you can mark it as *private* by pressing 1, and/or *priority* by pressing 2. You can have the message delivered at a specific time and date by pressing 3. To file a copy of the message, press 4. Those with broadcast permission can make the message *broadcast* by pressing 8, or make it a *login announcement* by pressing 9,

Table 5. AUDIX General Commands — *Continued*

Command	Function	Description
Available for addressing:		
* A	Alternate Addressing	Changes between name and extension addressing. To find out the default format, listen for the system to prompt you for *names* or *extensions.* (For names, the letter Q is on the 7 key, and Z is on the 9 key.)
* L	List	Informs the system that you will be using a list to address the message.

1. Increase/decrease speed or volume affects message prompts and playback only, *not* message recording. After pressing the key several times, the volume or speed stays at the lowest or highest speed or volume.

DCS Networks

C

The Distributed Communications System (DCS) is a service designed to meet the needs of customers with telecommunications requirements that exceed the capacity of a single switch. Using a DCS allows the customer to operate and control a multiple switch network as if it were a single switch.

One or more DEFINITY AUDIX systems operating in CL Mode can be connected to a DCS Network. For example, a single DEFINITY AUDIX system could be connected to Switch 1 (see the figure below) and serve the entire DCS Network with call answer and voice mail functions. More than one DEFINITY AUDIX system (operating in CL Mode) can be connected to the DCS Network depending on the switches used in the network; and the DEFINITY AUDIX systems can exchange messages throughout the DCS Network using AMIS Analog Networking.

NOTE:
AMIS Analog Networking is a separate feature from DCS Networking. AMIS Analog Networking provides subscribers with the ability to send and receive voice mail or forwarded call answer messages to subscribers on different DEFINITY AUDIX systems or to any other voice processing system that also has AMIS capability. DCS Networking is defined in the above paragraph.

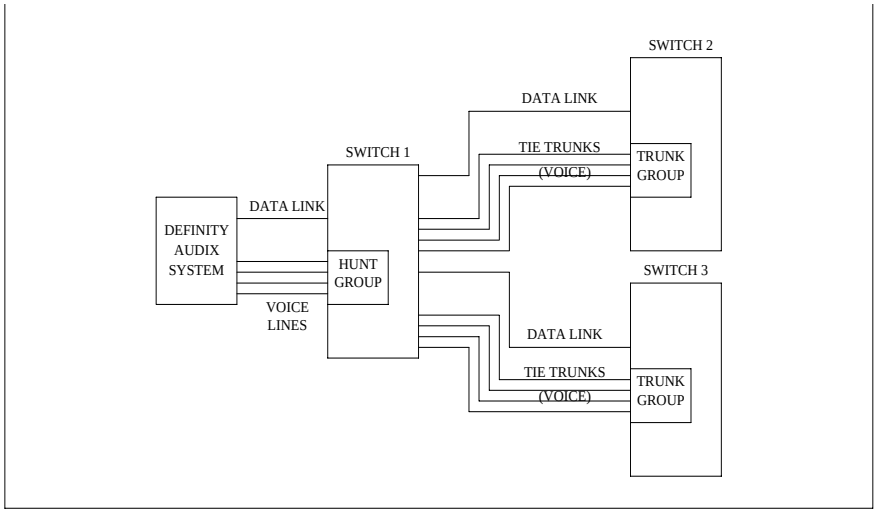

Figure 67. DEFINITY AUDIX System Connection to DCS Network

The following table shows DEFINITY AUDIX feature transparency for different types of switches in a DCS Network. Feature transparency means the feature works the same on the host switches listed in the first column as on the remote switches listed in the second column. The third column lists the numbers of the features available to remote switch users, and the fourth column matches the numbers in the third column with feature names. Terms and functions listed in the table are described afterwards.

Table 6. DEFINITY AUDIX Feature Transparency in a DCS Network

Host Switch	Remote Switch	Features Available to Remote Switch Users	Feature Template
DEFINITY	Generic 3i/r/s	1,2,3,4,5,6,7*,8,9,10	1. Call to Local Hunt Group
Generic 3r	S85 R2V4, G2	1,2,3,4,5,6,7*,8,9,10	
	S85 R2V3	1,2,3,4,5,6,8,9,10	
	S85 R2V2	2,3,5,6,8,9,10	2. Call to Host Hunt Group
	S75 R1V3, Generic 1	1,2,3,4,5,6,7*,8,9,10	
S75 R1V3	Generic 3i/r/s	1,2,3,4,5,6,7*,8,9,10	3. Call Answer Using Call Forwarding
Issue 1.4	S85 R2V4, G2	1,2,3,4,5,6,7*,8,9,10	
or	S85 R2V3	1,2,3,4,5,6,8,9,10	
DEFINITY	S85 R2V2	2,3,5,6,8,9,10	
Generic 1,	S75 R1V3, Generic 1	1,2,3,4,5,6,7*,8,9,10	4. Call Answer Using Call Coverage
Generic 3i/s			
			5. Message-Waiting Lamp
			6. IMN or UM
			7. Transfer Into AUDIX
			8. Transfer Out of AUDIX (Enhanced)
			9. Return the Call Automatically
			10. LWC

* Works only if both the covering party and the principal are on the same remote switch (one that supports Call Transfer Into AUDIX).

1. *Call to Local Hunt Group:* The DEFINITY AUDIX voice ports are arranged in hunt groups on the host switch. The call-distribution feature uses the name Uniform Call Distribution (UCD) on System 75, DEFINITY Generic 1, and DEFINITY Generic 3 switches (administered as hunt groups).

A call to the *local* DEFINITY AUDIX hunt group is considered transparent if DEFINITY AUDIX subscribers on a remote switch can dial the remote switch's (*their* local) DEFINITY AUDIX extension number and be forwarded automatically to the hunt group on the local DEFINITY AUDIX system's *host* switch. For example, if the DEFINITY AUDIX system is physically distant, remote users would *not* have to dial a long-distance number to access the DEFINITY AUDIX system.

2. *Call to Host Hunt Group:* All subscribers should be able to access the DEFINITY AUDIX system by dialing the extension number for the hunt group on the *host* switch. For remote subscribers, however, this may mean a long-distance call.
3. *Call Answer Using Call Forwarding:* All subscribers administered with the Call Answer feature should be able to activate Call Answer by forwarding their calls to the DEFINITY AUDIX extension number on the *host* switch using the call-forwarding features on the switch.
4. *Call Answer Using Call Coverage:* Subscribers administered with the Call Answer feature may have the DEFINITY AUDIX system placed at the end of their call-coverage path. This feature is considered transparent if the call-coverage features for subscribers on a remote switch redirect calls automatically to the hunt group on the DEFINITY AUDIX system's host switch.
5. *Message-Waiting Lamp:* The message-waiting lamp should indicate new messages on all switches in a DCS Network.
6. *IMN or UM:* Integrated Message Notification (IMN) and Unified Messaging (UM) should correctly identify new messages on all switches in a DCS Network.
7. *Transfer Into AUDIX:* Calls may be transferred directly into the DEFINITY AUDIX system using a dial access code. For example, a secretary could transfer a redirected caller to the DEFINITY AUDIX voice mailbox of the originally called subscriber so the caller could leave a detailed message.

NOTE:
The same Transfer Into AUDIX feature access code should be administered for all switches in a DCS Network.

CAUTION:
The Transfer Into AUDIX feature currently works only on a System 75 R1V3 Issue 1.4, System 85 R2V4, Generic 1, Generic 2, Generic 3 or later switches where the called party has the DEFINITY AUDIX System in the coverage path. Both the covering party and the called party must be on the same remote switch (one that supports Call Transfer Into AUDIX) for this feature to work.

8. *Transfer Out of AUDIX (Enhanced):* Callers can transfer out of the DEFINITY AUDIX system using enhanced call transfer. This method of call transfer uses the data link, and is currently available only on System 85 R2V4, System 75 R1V3 Issue 1.4, Generic 1, Generic 2, and Generic 3, or later switch software releases.

9. *Return the Call Automatically (part of Voice Mailbox):* This feature allows a subscriber to place a call to another DEFINITY AUDIX subscriber who left a voice mail message by choosing to respond immediately, then pressing a single key. This part of the Voice Mailbox feature is based on the Transfer Out of AUDIX feature.

10. *LWC:* Subscribers on a switch that offers LWC should be able to place a LWC message to any other switch in a DCS Network. The message may be stored on the DEFINITY AUDIX system, depending on switch administration.

DEFINITY AUDIX Feature History

D

This appendix summarizes the features and commands that were added to each version of the DEFINITY AUDIX system through R4.0[1].

DEFINITY AUDIX R1.0

DEFINITY AUDIX R1.0 software runs only in *digital-port* (DP) switch integration mode. In DP mode, the system can support a maximum of 8 voice ports and 40 hours of storage. The following features were part of this initial release of the DEFINITY AUDIX system software:

- *Activity Log*: The Activity Log is designed to provide system administrators with a tool for investigating user-reported problems.
- *Address-by-Name*: The Address-by-Name feature allows callers to address a message to any subscriber by dialing the subscriber's name instead of the subscriber's extension number.
- *AUDIX Administration and Data Acquisition Package (ADAP)*: Allows a DEFINITY AUDIX system administrator to better manage the system's traffic and storage by transferring the DEFINITY AUDIX system traffic and subscriber data to a Personal Computer (PC). Application programs written in dBASE III PLUS software can convert this data into easily read reports.
- *Alarm Origination*: The Alarm Origination feature initiates a communication link between the DEFINITY AUDIX System and an Operations Support System (OSS) to inform the OSS that an alarm has been activated.

1. This appendix does not include changes from Release 3.2.1 to 3.2.2.

- *AMIS Analog Networking*: This feature permits subscribers to exchange Voice Mail messages with any other voice mail system (that also has AMIS analog capabilities), anywhere in the world.
- *Announcement Sets:* The DEFINITY AUDIX system allows the system administrator to use a voice terminal to record and listen to subscribers' names. In addition, the system administrator can listen to system announcements and record, change, or listen to announcement fragments (fragments are short sections of DEFINITY AUDIX voice prompts).
- *Automated Attendant*: This feature can route callers to the correct department or extension by offering them a voiced menu of options. Callers can press a touch-tone key to be routed automatically. Callers can also dial an extension or wait for a live attendant to answer or for the DEFINITY AUDIX system to record a message, depending on the options set at the site.
- *Automated Backup*: Selected subscriber and system data is automatically backed up nightly to prevent the loss of crucial data in the event of a disk drive failure.
- *Automatic Message Scan*: This feature allows subscribers to scan all message headers and/or messages at the touch of two buttons. The user simply selects the feature from the activity menu, then the mode of scanning: headers only, messages only, or both headers and messages.
- *Broadcast Message*: This feature enables the system administrator and other designated users (broadcasters) to send a voice mail message to all subscribers automatically. The message can also be sent to designated remote subscribers in a network.
- *Bulletin Board*: This feature, sometimes called Information Service, allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially it is a *listen only* extension for posting messages.
- *Call Answer*: The Call Answer feature allows the DEFINITY AUDIX system to answer calls for subscribers who are busy or unavailable. Call Answer works in conjunction with the Call Forwarding and Call Coverage features on the switch.
- *Call Screening (DP Mode Only)*: The Call Screening feature allows subscribers to intercept calls after they have been forwarded to the Call Answer feature. The subscriber can listen to messages as they are being recorded, and speak to the caller while dropping the DEFINITY AUDIX system from the call.
- *Class of Service*: The type of service provided to each DEFINITY AUDIX subscriber can be defined using a *class of service*. Since there are always groups of subscribers with similar needs (such as large voice mailboxes or long message retention periods), it is convenient to create unique service classes that can be assigned to these specific groups.

- *Delivery Scheduling*: The Delivery Scheduling feature allows subscribers to send voice mail messages to other subscribers at a designated time and date. After voice mail messages have been created and addressed, the sender has the option of having the DEFINITY AUDIX system deliver the message immediately or schedule a time and date (up to one year in the future) that the message is to be delivered.
- *Dial Ahead/Through*: The Dial Ahead/Through feature allows subscribers to enter keypad commands through the system voice prompts. It also allows subscribers to "cue up" a series of commands without waiting for each command action to take effect.
- *Directory*: The DEFINITY AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use the * * N (Names and Numbers Directory) command at any time to find out the name or extension number of a DEFINITY AUDIX subscriber, or to verify whether the person they are trying to reach is a DEFINITY AUDIX subscriber.
- *Escape to an Attendant*: This feature allows a DEFINITY AUDIX subscriber with the Call Answer feature to have a personal attendant or operator administered to potentially pick up a call. Callers who reach the DEFINITY AUDIX system for that subscriber through Call Answer may immediately redirect the call to reach the live attendant by pressing 0, or first leave a message and then press 0 to reach the live agent. Subscribers who have this feature may wish to mention the transfer option in their personal greetings to help outside callers who may not be familiar with the DEFINITY AUDIX system.
- *Exit AUDIX*: Callers can press * * X (Exit) to have the DEFINITY AUDIX system disconnect *without* hanging up. This feature is especially useful for toll phone calls or remote outcalls.
- *Full Mailbox Answer Mode*: This feature provides the caller with alternative options for completing a call when the recipient's mailbox is full. If the recipient has a personal greeting activated, the caller hears the greeting followed by announcements stating that a message cannot be left and listing other options. If the recipient is using the system greeting, the caller hears only the DEFINITY AUDIX announcements.
- *Guest Password:* This feature allows people who are *not* DEFINITY AUDIX subscribers to access the DEFINITY AUDIX system by dialing the main DEFINITY AUDIX number and entering a subscriber's extension and the system-wide guest password. These callers can leave messages for that subscriber but cannot listen to other messages in the mailbox. The guest password may also be used to leave messages for subscribers who do not have call coverage to the DEFINITY AUDIX system, or to bypass an agent in a coverage path to record a DEFINITY AUDIX message for another subscriber.

- *Login Announcement*: The Login Announcement feature enables the system administrator and other designated users (broadcasters) to create a voice mail message that is automatically played to all subscribers when they log in to the DEFINITY AUDIX system. Broadcasters have the option of allowing subscribers to dial-through the announcement.
- *Mailing List*: Mailing Lists consist of several DEFINITY AUDIX subscribers' addresses (either names or extensions). They are a convenient way to send messages to subscribers who frequently need to receive the same information, such as members of a department or project.
- *Message Delivery*: This feature permits subscribers to forward DEFINITY AUDIX Voice Mail messages to any touch-tone telephone, anywhere in the world.
- *Message Sending Restrictions*: This feature restricts the message routing of various communities of subscribers. Since it regulates voice mail only, subscribers can bypass the restrictions by using the Call Answer feature. The system administrator sets up a *restriction matrix* which indicates which communities of users can send messages to each other. Each subscriber may be assigned to only one community. A default community is defined so that it is not necessary to administer each subscriber specifically.
- *Message-Waiting Indicator*: For subscribers who have telephones (or voice terminals) with message-waiting lamps, the lamp lights automatically when new DEFINITY AUDIX messages are received. In most cases, when the last new message or header in the incoming section of a voice mailbox is heard, the message-waiting lamp goes out.
- *Multiple Personal Greetings*: The Multiple Personal Greetings feature allows subscribers to record up to nine personal greetings. All types of mailboxes can use Multiple Personal Greetings, including Bulletin Boards and Automated Attendants. These greetings, and the system greeting, can be assigned to specific *call types*. Call types include the following:
  - Internal calls (made to a subscriber from an extension on the same switch)
  - External calls (made to a subscriber from a phone outside the switch)
  - Busy calls (made to a subscriber's phone that is occupied)
  - No Answer calls (made to a subscriber's phone that is not answered after a number of rings specified by the system administrator)
- *Name Record by Subscriber*: This feature gives the system administrator the option of having all subscribers record their own names. If the feature is activated and a new subscriber logs in, the DEFINITY AUDIX system explains how to record a name and permits no other activity until the name

is recorded. The recording is used to voice a name in the system greeting, verify a message address to the sender, identify the sender of a message to a recipient, and voice names in the personal and system directories.

- *On-line Help*: While voice prompts are provided at each step to help users select the appropriate keys to perform desired tasks, additional information is available at any time using the On-Line help feature.
- *Outcalling*: This feature allows the DEFINITY AUDIX system to call subscribers when they receive new messages. This is especially useful for systems that do not have other message-waiting indicators (MWIs). Subscribers can select the time period during which the DEFINITY AUDIX system may call them, the number where they can be reached, and whether or not the Outcalling feature is active. Outcalls can be placed to telephones and pagers.
- *Personal Directory*: Personal Directory permits each subscriber to create a private list of customized names. These *aliases* correspond to other subscribers. As with the system directory, the personal directory is queried by name and used for addressing messages, transferring calls, and creating mailing lists.
- *Playback and Recording Control*: The Playback and Recording Control features are used by anyone entering the DEFINITY AUDIX system who wants to create, leave, or listen to messages. Using the Playback Control feature, subscribers can listen to their call answer and voice mail messages, then replay the entire message or step backwards or forwards in intervals. Using the Recording Control feature, callers can leave a call answer message for a subscriber, then replay the message and edit it as necessary. Subscribers can create voice mail messages and do the same.
- *Priority Message*: This feature allows some subscribers to send priority messages that will be specially marked and presented to recipients before other messages. Primarily an executive feature, it can be administered by class of service and by subscriber. Priority message status is toggled on and off by pressing a single key from the Options Menu.
- *Priority Outcalling*: Priority Outcalling works with the Priority Message feature in that the recipient can elect to be notified by outcalling only when a priority message has been received. To prevent abuse of the function, priority messages can only be sent by specific subscribers.
- *Private Message*: A DEFINITY AUDIX subscriber can designate a message as *private* during message creation, addressing, or scheduling. This prevents the recipient from forwarding the message to others. In addition, people who reach the DEFINITY AUDIX system through the Call Answer feature can prevent the recipient from forwarding their message. Private message status is toggled on and off by pressing a single key from the Options Menu.
- *Security Password*: The Security Password feature prohibits unauthorized access to the DEFINITY AUDIX system; thus, preventing nonsubscribers from accessing confidential information, messages, and lists.

- *Shared Extension*: The Shared Extension feature allows several subscribers to share a voice mailbox on one extension. Callers are prompted to leave a message for a specific individual or a general message for anyone by pressing specific keys.
- *System Clock*: This feature provides an accurate internal clock that allows the DEFINITY AUDIX system to keep time without relying on the switch.
- *Traffic Reports*: The Traffic Reports feature collects data on DEFINITY AUDIX system activities during specified hours, days, and months. These reports indicate how many subscribers are using the DEFINITY AUDIX system, when they use it, and how intensively. The system administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.
- *Transfer Into Mailbox (DS Mode Only)*: The Transfer Into Mailbox feature allows an attendant to transfer a call into the DEFINITY AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach.
- *Transfer Out of AUDIX — Basic (DS Mode Only)*: The Transfer Out of AUDIX — Basic feature allows any caller who has reached the system to leave it and transfer to any extension in the switch's dial plan.
- *Untouched Message*: A subscriber can scan messages or message headers in the incoming section of the mailbox without changing the status from *new* to *old*, or from *unopened* to *old*, by pressing * * H (Hold). This feature is available only in the incoming section of the mailbox.
- *Voice Mail*: Voice Mail is like a "verbal letter" that can be sent to one or more of the subscribers on the DEFINITY AUDIX system. The DEFINITY AUDIX system, in this case, becomes an electronic post office that delivers spoken messages.

  Unlike the Call Answer feature (that offers the caller an opportunity to leave a message if the called party is unavailable), subscribers can use the Voice Mail feature to record a message that is delivered directly to the recipient's Voice Mailbox (much as a note or memo is delivered through company mail). Thus, the Voice Mail feature is a proactive means of providing information, whereas the Call Answer feature is reactive.
- *Voice Mailbox*: A Voice Mailbox is a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other DEFINITY AUDIX subscribers and call answer messages are received and accessed (the incoming section of the mailbox). From within the mailbox, subscribers can respond to messages in various ways.

DEFINITY AUDIX R2.0

Control-link (CL) switch integration mode was added in Release 2.0. DEFINITY AUDIX R2.0 software runs in both CL mode and DP mode, although there are a few features that work only in one mode. In CL mode, the system can support a maximum of 16 voice ports and 40 hours of storage. The following features and commands were part of Release 2.0 of the DEFINITY AUDIX system software:

- *Distributed Communications System (DCS)*: DCS is a switch feature. More than one DEFINITY AUDIX system (operating in CL Mode) can be connected to a DCS Network depending on the switches used in the network; and the DEFINITY AUDIX systems can exchange messages throughout the DCS Network using AMIS Analog Networking.
- *Dial-by-Name*: The Dial-by-Name feature allows callers to transfer to any DEFINITY AUDIX subscriber by dialing the subscriber's name instead of his/her extension number.
- *Leave Word Calling (CL Mode Only)*: Leave Word Calling (LWC) is a switch feature that allows people within a company to leave a prerecorded message (requesting their call be returned) by pressing a button on their voice terminal. If the caller does not have a LWC button, the caller can dial the LWC dial access code followed by the destination extension. When integrated with the DEFINITY AUDIX system in CL mode, LWC does not allow the caller to leave a spoken message, but does identify who called, the time and date of the call, and the extension of the caller.
- *Restart Command (CL Mode Only)*: Allows subscribers who have reached the DEFINITY AUDIX system through the Call Answer feature to access their own mailboxes by typing the * R (Restart) command. This is especially useful for long-distance calls.
- *Transfer Into AUDIX (CL Mode Only)*: The Transfer Into AUDIX feature allows an attendant to easily transfer a call into the DEFINITY AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach.
- *Transfer Out of AUDIX — Enhanced (CL Mode)*: The Transfer Out of AUDIX — Enhanced feature allows any caller who has reached the DEFINITY AUDIX system to leave it and transfer to any extension in the switch's dial plan.

DEFINITY AUDIX R3.0

The following features were part of Release 3.0 of the DEFINITY AUDIX system software:

- *Announcement Sets*: New announcement sets were available with R3.0, and more than one announcement set can be run simultaneously with the Multilingual feature. These include: U.S. English (U.S. English Terse is available with the U.S. English announcement set), U.S. 123, British English, Latin Spanish, Canadian French, and U.S. English TDD.

- *Enhanced Disconnect Detection*: The Enhanced Disconnect Detection feature allows the DEFINITY AUDIX system administrator to administer one or two different mechanisms for detecting disconnects — tone detection and silence detection — when the DEFINITY switch is unable to provide reliable disconnect information to the DEFINITY AUDIX system.
- *Multilingual*: The Multilingual feature allows subscribers to hear voice prompts from the announcement set of their choice as long as the announcement set has been installed on the system. It also allows call answer users a choice between two languages for greetings and prompts.

  The called subscriber's chosen *primary* announcement set and *secondary* announcement set determine the languages in which the call answer user can interact with the system. The subscriber's chosen *login* announcement set defines the language in which the subscriber interacts with the system. All three announcement sets — primary, secondary, and login — may be different.

  The Multilingual feature also provides messaging service to hearing-impaired people on the same system used for hearing people. An announcement set using the tone-based protocol for Telecommunications Device for the Deaf (TDD) can be run simultaneously with voiced announcement sets.
- *Playback and Recording Control* (Enhancement): The system administrator now has the ability to administer the number of seconds the DEFINITY AUDIX system will skip ahead or back up when subscribers are using the Playback and Recording Control feature. The administrator can specify 4-second or 10-second increments for the rewind and advance functions.
- *TDD*: The DEFINITY AUDIX system offers the TDD (Telecommunications Device for the Deaf) announcement set. The Multilingual feature makes it possible to provide the TDD announcement set on the same DEFINITY AUDIX system as voice announcement sets, satisfying the messaging needs of both groups of users with one system.
- *TDD Automated Attendant*: The TDD announcement set makes it more convenient to set up TDD automated attendants that provide automated attendant service to hearing-impaired callers.
- *Transfer Out of AUDIX — Enhanced* (Enhancement): There are two Transfer Types for Enhanced Call Transfer that apply when the caller presses 0 to escape to the operator after being forwarded to the DEFINITY AUDIX system:

  — `enhanced_no_cover_0` treats the call as a *redirected* call. The call will not be subject to call coverage or call forwarding as defined for the specified destination extension.

  — `enhanced_cover_0` treats the call as a *direct* call providing call coverage and call forwarding as defined for the destination extension. The "covering extension" person will *not* see (on the display set) who the call was originally sent to.

- *Undelete Message Command*: An Undelete Message feature has been added to the incoming voice mailbox. Pressing ⊛ ⊛ U (Undelete) will restore the previously deleted message or header.

DEFINITY AUDIX R3.1

The following features were part of Release 3.1 of the DEFINITY AUDIX system software:

- *Administrable Interdigit Timing on Received DTMFs* (Enhancement): Automated attendants can work with rotary phone users with the addition of the Between Digits at Auto-attendant or Standalone Menu field on the System-Parameters Features screen. This enhancement requires a pulse-to-tone converter between the switch and the central office.
- *Announcement Sets*: New announcement sets were available with R3.1. These were German, Dutch, and Portuguese.
- *Automated-Attendant Name Addressing* (Enhancement): If a caller uses name addressing within an automated-attendant to transfer to an extension, and the letters entered match four or more names, the caller is prompted to enter more letters until three or fewer matches exist. When three or fewer matches exist, the caller is prompted to choose one of the three names.
- *Generic without an Announcement Set*: Every DEFINITY AUDIX system is shipped with a generic software disk (without an announcement set) and an announcement set disk. The first-choice announcement set disk is included with the system. All additional announcement set disks are purchasable.
- *INTUITY Message Manager*: INTUITY Message Manager client software provides some voice processing features at a PC that has access to the DEFINITY AUDIX server on a local area network.
- *Non-Addressed Message Retention* (Enhancement): In R3.1, a subscriber is given a second opportunity to enter addresses for a message. If no addresses are entered the second time and the subscriber tries to send the message, the message is deleted.
- *Outcalling to a Radio Pager* (Enhancement): This enhancement allows subscribers to set up outcalling to a radio paging system by allowing up to 60 digits (including pause indicators) in the outcalling digit string and allowing #s anywhere in the outcalling string.
- *Password Aging* (Security Password Enhancement): The system administrator can set Password Aging for all security passwords on the system which defines the number of days a password is active before a subscriber must change his/her password
- *Priority Designation on Call Answer* (Enhancement): This enhancement to the Call Answer feature allows a calling party leaving a call answer message to mark it as a priority message.

DEFINITY AUDIX R3.2

The following feature changes were part of Release 3.2:

- *Digital Port Emulation*: Digital port emulation was introduced for control link integration in Release 3.2. The term *display set (DS) integration* replaced the term *digital port (DP) emulation* to describe the system's non-control-link mode of operation.
- *Digital Networking*: Digital Networking was introduced in Release 3.2.
- *Traffic Reports*: New administration screens were added to enhance the Traffic Reports feature.
- *Outcalling*: In Release 3.2, the system administrator was first allowed to limit the number of Outcall attempts the system would make to subscribers.

DEFINITY AUDIX R4.0

The following feature changes were part of Release 4.0:

- *Announcement Sets*: New announcement sets became available with Release 4.0. These announcment sets are not compatible with releases earlier than 4.0. See Announcement Sets for a complete list of these Announcment Sets.
- *Save Voice*: The Save Voice feature was reintroduced in Release 4.0.
- *Automated Backups*: The system's magneto-optical (MO) disk drive allows nightly and weekly backups to be overwritten one at a time without rewriting the entire disk. The tape drive on earlier releases of the system would erase entire backup tapes if they were not replaced.
- *Digital Networking*: Only one Digital Networking port is available for Release 4.0. See Digital Networking and *DEFINITY AUDIX System — Digital Networking*, 585-300-534, for more information about the impacts of these changes.

Abbreviations

A

AC
alternating current

ACD
automatic call distribution

ADAP
administration and data acquisition package

ADU
asynchronous data unit

ALT
assembly load and test

AMIS
Audio Messaging Interchange Specification

API
application programming interface

AUDIX
Audio Information Exchange

AWG
American wire gauge

B

BIOS
basic input/output system

bps
bits per second

BRI
basic rate interface

BSC
binary synchronous communications

BTU
British thermal unit

C

CCA
call classification analysis

CDH
call data handler process

CELP
code excited linear prediction

CIC
customer information center

CICS
customer information control system

CL
control link

CMC
Compact Modular Cabinet

CO
central office

COIN
central office implemented network

COM1
serial communications port 1

COM2
serial communications port 2

COR
class of restriction

COS
class of service

CPU
central processing unit

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DOSS
Delivery Operations Support System

DS
display set

DSP
digital signal processor

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ESD
electrostatic discharge

ESS
electronic switching system

F

F
Fahrenheit

FIFO
first-in first-out

FOOS
facility out of service

G

GBCS
Global Business Communications Systems

GOS
grade of service

H

Hz
hertz

I

IDI
isolating data interface

IMAPI
INTUITY messaging application programming interface

IMM
INTUITY Message Manager

INADS
initialization and administration system

I/O
input/output

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

K

Kbps
kilobits per second

KB
kilobyte (1024 bytes)

kHz
kilohertz

L

LAN
local area network

LCD
liquid crystal display

LED
light-emitting diode

LWC
leave word calling

M

m
meter

MANOOS
manually out of service

MB
megabyte (one million bytes)

MCC
Multi-Carrier Cabinet

MHz
megahertz

MO
magneto-optical

modem
modulator/demodulator

MPDM
modular processor data module

ms
millisecond

MT
maintenance (Lucent INTUITY software component)

MTBF
mean time between failures

MWI
message-waiting indicator

N

NW
INTUITY AUDIX Digital Networking

O

OA&M
operations, administration, and maintenance

OS
operating system

P

PBX
private branch exchange

PC
power converter or personal computer

PDM
processor data module

PEC
price element code

PGATE
Processor Gateway

PI
Processor Interface

POST
power-on self test

ppm
parts per million

psi
pounds per square inch

R

RAM
random-access memory

REN
ringer equivalence number

ROM
read-only memory

RSC
Lucent's Remote Services Center

RTS
request to send

RTU
right to use

S

SCC
Single-Carrier Cabinet

SCSI
small computer systems interface

SID
switch integration device

SIMM
single in-line memory module

SMSI
simplified message service interface

SW
switch integration (Lucent INTUITY software component)

T

TDD
telecommunications device for the deaf

TDM
time division multiplex

T/R
tip/ring

TRIP
tip/ring input process

TSC
Lucent's Technical Services Center

TTY
teletypewriter

U

UCD
uniform call distribution

UPS
uninterruptible power supply

V

VM
INTUITY AUDIX Voice Messaging

VP
voice platform (INTUITY software component)

VR
INTUITY Intro Voice Response

VROP
voice response output process

Glossary

NUMERIC

10BaseT
A network baseband medium using twisted pair wire, operating at 10 Mbits per second.

A

Activity Menu
The list of main options voiced to subscribers when they access the DEFINITY AUDIX System.

Administration
The process of setting up a system (such as a switch or a voice mail system) so that it will function as desired. Options and defaults are normally set up (translated) by the system administrator or remote services personnel.

Alarm Board (ALB)
For release 3.2 and earlier versions, the hardware platform (TN2169 or TN2170) that works with the Multifunction board to provide monitoring for system power and environmental status, -48 VDC to +12 VDC power conversion for the system's disk and tape drives, and remote terminal access. The TN2170 also provides SCSI-to-Ethernet connectivity to support IMAPI.

Alarms
Hardware, software, or environmental problems that may affect system operation. These faults are classified as *major*, *minor*, or *warning*. They are recorded into an alarm log which can be accessed either locally or remotely on a terminal connected to the system.

Analog Port Emulation
One of the two port emulation modes that DEFINITY AUDIX may employ. The other mode is digital port board emulation. When emulating an analog port board (the TN746), only control link (CL) integration is possible.

Angel
A processor activity that exchanges TDM bus control messages and performs functions associated with call setup and port maintenance.

Announcement Fragment
A numbered piece of spoken voice mail information that makes up a system message or prompt.

Announcement Set
A set of audible menus the DEFINITY AUDIX system uses to prompt subscribers or callers for command choices.

Asynchronous Transmission
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits.

Asynchronous Data Unit (ADU)
A small device that can extend data transmission far beyond recommended Electronic Industries Association (EIA) limits over building wiring.

Audio Messaging Interchange Specification (AMIS)
An analog networking feature that allows subscribers of different voice mail systems to send voice mail messages to one another.

Audit
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

Audio Information Exchange (AUDIX)
A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch.

AUDIX Administration and Data Acquisition Package (ADAP)
A software package that allows the DEFINITY AUDIX administrator to transfer system subscriber, maintenance, or traffic data over the administration port to a personal computer (PC) or Work Group System (WGS).

Automated Attendant
A DEFINITY AUDIX feature that allows a customer to set up a main 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 a filesystem saved on a removable tape or MO disk. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

Balun
On the DEFINITY AUDIX LAN connection, the adapter needed to connect the twisted-pair break-out cable to the coaxial building wire distribution system.

Baud Rate
Transmission signaling speed.

Boot (or Reboot)
The operation to start a computer system by loading programs from disk to main memory (part of system initialization).

Boot Filesystem
The filesystem from which the system loads its initial programs.

Broadcast Messaging
A feature that enables the system administrator and other designated users to send a voice mail message to all subscribers automatically.

Buffer
Memory used to compensate for time differences in transmission by temporarily storing data.

Busyout Service
When a technician or administrator blocks service to keep customers from using faulty equipment until it can be repaired or tested. For instance, when ports (or a link) are busied out, subscribers who try to access their mailboxes hear a *fast busy* reorder tone. People who would normally reach DEFINITY AUDIX through Call Answering are not forwarded; they hear ringing and no answer at the number they called.

C

Call Answer
A feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or Call Forwarding switch features. Subscribers may record a personal greeting for these callers.

Call Answer Language Choice
Call answer multilingual option where a user can alternate between a primary language set and a secondary language. The two languages are administered on a per subscriber basis. If this feature is enabled, the subscriber may not use the standard DEFINITY AUDIX Multiple Personal Greetings feature.

Camp-On
A system shutdown option that waits for ports to become idle before blocking service to them. This allows subscribers to finish calls in progress.

Central Office (CO)
A main telephone office where private customer lines are terminated and connected to the public network through common carriers.

Central Processing Unit (CPU)
The Multifunction board's main processor that controls system data transfer, input/output (I/O), and logical instructions.

Class of Service (COS)
The standard set of features given to subscribers when they are first administered (set up with a voice mailbox).

Command Mode
A system state in DEFINITY AUDIX system releases earlier than 4.0 where flashware is in control and software is shut down. In this state, a technician has access to menu options to see flashware status and initialization history, run through flashware diagnostics, and to start or continue system initialization.

Configuration
The particular composition and hardware selected for a system, including internal options and peripheral equipment.

Control Link (CL)
The integration, or interface, between the DEFINITY AUDIX System and the switch that enables the transmission of control messages from the DEFINITY AUDIX System to the switch over a DCIU data link. The control messages are transmitted over a separate cable connection and carry information such as calling-party identification and message-waiting indicator status and control.

Control Link Mode
The type of switch-link integration for which the DEFINITY AUDIX System, R2.0 or later, is connected to the switch via analog-line card emulation and a digital connection.

D

Delivery Operations Support System (DOSS) Configurator
Lucent Technologies' algorithmic system for configuring products for customers' specific needs.

Digital Communications Protocol (DCP)
An Lucent Technologies proprietary protocol for networking remote communication systems.

DCP Mode 1
A Lucent Technologies proprietary Digital Communications Protocol (DCP) connection using a data rate of 56 Kbps for AUDIX Digital Networking. DCP Mode 1 uses a DS1 facility on the switch or a dedicated facility on the switch or a dedicated facility on a T1 carrier.

DCP Mode 2
DCP Mode 2 is an asynchronous, low-speed (9600 or 19,200 bps) connection for AUDIX Digital Networking. DCP Mode 2 uses a modem/data module or modem/Asynchronous Data Unit (ADU) arrangement and connects over analog or voice-grade data lines.

DCP Mode 3
A DCP connection using a data rate of 64 Kbps for AUDIX Digital Networking. DCP Mode 3 uses a DS1 or ISDN facility on the switch or a dedicated facility on a T1 carrier.

Default
A value that is automatically supplied if no other value is specified.

Digital-Port (DP) Mode
The type of switch-link integration for which the DEFINITY AUDIX System, up through release 3.1, is connected to the switch via digital port board emulation. The type of port board that the DEFINITY AUDIX emulates within the switch (TN754.)

Digital-Port (DP) Board Emulation
In R3.1 and earlier releases, this term referred to both the port emulation and to the integration method. In R3.2 and later, it refers to the port emulation only; the integration method can be either control link (CL) or display set (DS).

Digital Signal Processor (DSP)
Programmed RAM chips on the Multifunction board that provide signaling, power-level control, speech coding, and data processing.

Display Set (DS) Integration
A new term that replaces the term digital port integration for R3.2 and later. It refers to the use of the display and other messages sent from the switch to the port board for providing voice mail integration with the switch. Integration with the switch is achieved via display set messages. The messages carry information such as calling party identification and message waiting indicator status and control.

Disconnect Signaling Detection
Signaling from the CO to the PBX which indicates that the far end caller has hung up.

Dual Language Greetings
When the Call Answer Language Choice is in effect, the subscriber can record personalized greetings for each of the languages listed as the primary and secondary announcement sets. The subscriber instructs the caller to enter *1 to switch to the alternate language.

E

Errors
Problems detected by the system during automatic self-tests and recorded in an error log. Errors can produce an alarm (fault) if they exceed a threshold.

Events
Occurrences such as inline errors, maintenance procedure failures, alarms, errors, or transitions into or out of the *AUDIX* or *OA&M* states which are recorded in an events log.

F

Faceplate and Alarm Controller (FAC)
For release 3.2 and earlier versions, the circuitry on the Multifunction board that monitors activity of the DEFINITY AUDIX System.

Field
An area on a form, menu, or report where information can be typed or displayed.

Filesystems
A collection of related files (programs or data) stored on disk that are required to initialize a DEFINITY AUDIX System and provide full service.

Flashware
Code that is stored in electrically reprogrammable memory on the DEFINITY AUDIX System. This programming is retained over power outages but can be reprogrammed automatically on board during initialization.

Forms
Terminal screens of information that allow data to be displayed or changed.

G

Generic Tape or Generic Disk
A copy of the standard software and standalone tape utilities (standalone utilities in Release 4.0) that is shipped with a new system.

Graceful Shutdown
Taking the DEFINITY AUDIX System offline (to the maintenance shutdown state) using RESET SYSTEM SHUTDOWN in a camp-on manner.

Ground Isolation
Ground isolation prevents an alternate return current path at the connecting interface. Return currents pass through the signal wire(s) in the interface connector cable rather than via "green wire ground".

Guest Password
A feature that allows people who are not subscribers to leave messages on the system by dialing a subscriber’s extension and entering a system-wide guest password.

H

Hard Disk Drive
The disk drive the DEFINITY AUDIX system uses to actively save voice messages, personal greetings, subscriber profiles, automated attendants, and other data. The hard disk drive also stores the system's AUDIX software.

Header
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

Hunt Group
A group of ports on a switch usually administered to search for available ports in a circular pattern.

I

Initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware and flashware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

Initialization and Administration System (INADS)
A maintenance system used by remote technicians to track alarms.

Interboard Bus
For release 3.2 and earlier versions, the inter-integrated circuit (I^2C) bus that provides connectivity between the Alarm board and the Multifunction board.

INTUITY Message Manager
A PC application that is used for the retrieval and display of message headers, addressing to lists, managing personal greetings, and for creating, forwarding, and replying to voice mail messages.

L

Leave Word Calling
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

Light Emitting Diode (LED)
For Release 3.2 and earlier releases, a red-light indicator on the system faceplate panel that shows the status of operations and possible fault conditions. An unlit LED indicates a healthy system. When flashing, the LED indicates a software problem. When it is steadily lit, a hardware problem exists.

Release 4.0 uses three LEDs on the system's faceplate to report the system's status and to provide alarm and diagnostic information.

Liquid Crystal Display (LCD)
For release 3.2 and earlier releases, the 10-character alphanumeric display on the DEFINITY AUDIX faceplate panel that automatically shows status of the system including alarms.

Local Area Network (LAN)
A short distance data communications network used to link computers and peripheral devices under some form of standard control

Local Maintenance Terminal (LMT)
A display terminal located near the DEFINITY AUDIX System and the switch. It is temporarily attached to the DEFINITY AUDIX during an on-site service visit.

Login
A unique code used to gain approved access to a subscriber's voice mailbox or to a display terminal.

M

Magneto-optical (MO) Disk Drive
With release 4.0, the device used to store nightly and weekly backups of customer data, install new software releases, restore the system and remove core dumps and other maintenance information. The drive stores information on an MO disk. The MO drive replaces the tape drive from previous releases.

Mailbox
A portion of disk memory given to each subscriber for creating and storing outgoing and incoming messages.

Message-Waiting Lamp
An LED on a telephone that alerts subscribers to new messages.

MO Disk
With release 4.0, the storage medium used by the magneto-optical disk drive to store backups and other information.

Modem
A modulator/demodulator used for transmitting analog signals across phone lines.

Multifunction Board (MFB)
For release 3.2 and earlier releases, the hardware platform (TN566B, 386 version and TN567, 486 version) which holds the central processing unit, controllers, memory devices, and signal processors that make a DEFINITY AUDIX System operational. For release 4.0 the TN568 is the only circuit pack and therefore performs all operations for the DEFINITY AUDIX system.

Multilingual System
A DEFINITY AUDIX System containing primary and secondary language announcement sets. A large (40 hour) system can hold up to nine different language sets. The Telecommunications Device for the Deaf (TDD)-based announcement set is treated as a multilingual option.

N

Native Mode
The ability of the switch to recognize the DEFINITY AUDIX as a DEFINITY AUDIX circuit pack. With native mode support, the switch reserves five slots for the DEFINITY AUDIX 3.2 assembly, and two slots for the DEFINITY AUDIX 4.0. Additionally the switch is able to correctly identify the DEFINITY AUDIX board in alarms sent to the services organization.

Nonnative Mode
Without native mode, the MFB or TN568 slot is provisioned as a TN754, TN2181 or TN746B, the five slots occupied by the DEFINITY AUDIX 3.2 assembly or two slots occupied by the DEFINITY AUDIX 4.0 are not reserved, and alarms are reported as alarms for a TN754, TN2181, or TN746B.

Nonvolatile Random Access Memory (NVRAM)
A battery-backed RAM on the Multifunction board that retains data through loss of power.

Null Modem Cable
A cable that transposes transmit and receive leads on an RS-232 connection.

O

Operating System (OS)
The set of programs that runs the hardware and interprets software commands.

Operations, Administration, and Maintenance (OA&M)
A state of system operation where core processes of the Multifunction board are accessed, including system initialization, resource configuration, forms interface, entry into the maintenance subsystem, and filesystem access. Also entered when customer data must be restored.

Outcalling
A feature that allows the system to dial subscribers' numbers or go to pagers to inform them they have new messages.

P

Port
A connection or link between two devices, allowing information to travel through it to a desired location. For example, a switch port connects to a DEFINITY AUDIX port to allow a subscriber on a voice terminal to leave a message.

Protocol
A set of specific rules, procedures, or conventions relating to forms and timing of data transmission between two devices.

R

Reboot
A system *reboot* is done to clear major system problems (such as corrupt program memory). It also runs automatically whenever the system is powered up. Also see *boot*.

Remote Field Update
A set of software changes on a given release that is transmitted from a central location to customer equipment. Changes are generally restricted to serious bug fixes and are limited in volume.

Reply Loop Escape
Allows the subscriber the option to return to responding to a message after trying to reply to a non-subscriber message.

Restart
During maintenance, a system *restart* brings the system software back into full service, usually after an administrative shutdown. This is often done to try to clear software problems.

RISC
Reduced Instruction Set Computer. Refers to computers based on an unusually high speed processing technology that uses a far simpler set of operating commands.

S

Sanity and Control Interface (SAKI)
An integrated circuit that receives and transmits TDM bus control messages and monitors the sanity of the angel processor.

Shutdown States
States of system operation where either a technician can shut down the system for maintenance, or where a critical error condition brings down the system. In either case, filesystems are closed and the system can be powered down and removed from the carrier.

Small Computer Systems Interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape, magneto-optical and disk drives.

Standalone Utility
A software utility with options that include disk drive initialization, copying files from a generic tape or MO disk onto the customer's disk, and map partition modification. With release 3.2 and earlier releases the standalone utilities where referred to as standalone tape utilities.

Subscriber Specific Announcement Set
When the Multilingual feature is enabled, each subscriber form has three fields specifying the announcement set with which the subscriber will interact with the system once they log in, and the two announcement sets with which callers to the subscriber's mailbox can interact with the system.

T

Transmission Control Protocol/Internet Protocol (TCP/IP)
A set of protocol standards which allows a process on one machine to send data to a process on another machine. Communication may be full or half duplex. TCP/IP includes support for multiple operating systems and machine architectures.

Telecommunications Device for the Deaf (TDD)
A category of DEFINITY AUDIX features, including personal greetings and announcement sets, that exchange text messages with subscribers or callers using teletypewriters.

Teletypewriter (TTY)
A device that uses Baudot tones to transmit text-based telephone messages for the hearing impaired. Subscribers or callers can use teletypewriters to access the DEFINITY AUDIX system if TDD features are enabled.

Time Division Multiplex (TDM) Bus
The interface between the DEFINITY AUDIX System and the switch that carries digitally-encoded voice waveforms and circuit-switched data.

U

Update
A limited incremental change on an existing release involving software only.

Upgrade
The replacement of one release with a new release. This may involve software, flashware, hardware, and/or data.

V

Voice Port
An electrical pathway that connects calls between two devices, such as telephones, switches, or voice messaging systems.

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