

Aria User Interface on Intuity Printable Guide

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About This Topic Guide

Overview

This Topic Guide includes information relating to a specific portion of the Intuity AUDIX system documentation. It is intended to provide a printable guide for use when the online system is not readily available.

Note:

The online version is the primary documentation delivery. Whenever possible, the online version should be used.

Navigating This Topic Guide

This Topic Guide contains the following navigation aids:

- Table of Contents
- Index
- Underlined text

Table of Contents

The Table of Contents, located at the beginning of the Topic Guide, lists the high-level information contained within the guide.

Index

The Index, located at the end of the Topic Guide, alphabetically lists all of the information contained within the guide.

Underlined Text

Some of the text in this Topic Guide is underlined. In the online format, this underlined text provides a link to the related information. The majority of this related information has been included in this Topic Guide. If you see underlined text when you are using a print copy of this guide, use the Table of Contents or Index to locate the related information.

Note:

The online version is the primary documentation delivery. Some of the related information might not be included in this Topic Guide. Whenever possible, the online version should be used.

This Topic Guide was intended to be printed. While some of the underlined text enables you to click to access related information, most of the underlined text is not functional. If you see underlined text that you want to learn more about, check the online version Table of Contents or Index to locate the information.

Aria User Interface on Intuity Feature Description

The information in this section details the features of the Aria on Intuity telephone user interface (TUI). This interface duplicates the original Aria Interface and adds the capabilities of the Intuity AUDIX interface.

Topics include:

- Aria, Intuity, and Aria on Intuity Feature Comparison (page 1)
- Aria on Intuity Multimedia Automated Attendant (page 2)
- Aria on Intuity Extended Absence Greeting (page 3)
- Aria on Intuity Mailbox Auto-Forward (page 4)
- Aria on Intuity Enhanced Addressing Mode (page 6)
- Aria on Intuity System Distribution List (page 7)
- Aria on Intuity Transfer Application (page 7)

Online Help for the administration screens is included on the Intuity AUDIX system. See the online Help associated with the software.

Aria, Intuity, and Aria on Intuity Feature Comparison

The Feature Comparison table lists which features are available on Aria, Intuity, and Aria on Intuity.

Note:

The Enhanced Addressing and Transfer Application features are only available in Release 5 of the Aria User Interface on Intuity AUDIX software.

Table: Feature Comparison

Feature	Aria	Intuity	Aria on Intuity
Multimedia Automated Attendant			✓
Extended-Absence Greeting	✓		✓
Mailbox Auto-Forward	✓		✓
Enhanced Addressing			✓
Transfer Application		✓	✓
System Distribution List	✓	✓	✓

Aria on Intuity Multimedia Automated Attendant

The Multimedia Automated Attendant (MMAA) replicates all the functionality found in the Aria and AUDIX Automated Attendants and extends it with multimedia capabilities.

Administration

See [Aria User Interface on Intuity Multimedia Automated-Attendant Administration](#) for administration procedures.

Feature Capabilities

Feature capabilities include:

- Multiple submenus
- Multiple automated attendants on the same system
- Import/Export functionality for the automated attendant

This feature allows you to replicate the entire automated attendant, including prompts and greetings, to any other messaging server running the same version of MMAA.

- Shared ports with messaging

This feature allows you to share ports with messaging. This eliminates the need to dedicate ports to the automated attendant.

- Fax back

This feature allows you to fax back on the same call.

- Universal navigation controls

This feature allows you to choose either the Aria style or the Intuity style of navigation controls.

- Schedule-based routing

This feature allows you to select routing based on time of day, day of the week, business hours, holidays, and so on.

- Traffic reports

This feature supports standard traffic reports.

Aria on Intuity Extended Absence Greeting

Extended Absence Greeting (EAG) is a feature that is available for AUDIX TUI subscribers through the Application Menu. This feature requires a caller to listen to your greeting before leaving a message. It also notifies a caller that an EAG is active for the message recipient. See [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity AUDIX At-A-Glance](#) for more information.

Administration

You can set the EAG to either “warning” or “block” for each subscriber based on class of service (COS). If set to warning, callers are required to listen to the greeting. It is then their choice whether or not they leave a message. If set to block, callers are required to listen to the greeting and are prevented from leaving a message.

Feature Capabilities

Feature capabilities include:

- Record EAG

This feature allows you to record an EAG and turn it on or off.

Note:

When recording an EAG, remember to state in your greeting that your EAG is active and that you are either accepting or denying messages.

- Block

- Callers:

When a caller connects to your mailbox, this feature allows the system to play your greeting and take no messages. The system does not allow a caller to leave a message.

- Users:

When another mailbox user sends you a message, the system returns a message notifying the subscriber that the EAG feature is enabled and the mailbox cannot accept any messages. The system also returns the message.

- Warning

- Callers:

When a caller connects to your mailbox, this feature allows the system to play your greeting and take messages

Note:

The Intuity AUDIX TUI provides the block but not the warning feature for callers.

- Users:

When another mailbox user sends you a message, the system sends a message notifying the user that the EAG feature is enabled for your mailbox.

Aria on Intuity Mailbox Auto-Forward

Mailbox Auto-Forward (MAF) is the ability to selectively forward your messages to other destinations.

Administration

You can administer this feature from the TUI or from the Message Forwarding screen. See [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity At-A-Glance](#) for more information on the TUI administration. See [Administering Message Forwarding](#) for more information on administration of this feature using the Message Auto-Forward screen.

Feature Capabilities

Feature capabilities include:

- Turn forwarding on/off

This feature allows you to turn forwarding on or off.

- Define forwarding numbers

This feature allows you to enter the number or numbers you want to forward messages to. The message is forwarded once. If the mailbox receiving the forwarded message has forwarding turned on, the message is not forwarded again. When Internet Messaging is present, any POP3-compliant device can have messages forwarded to it. The ability to access the message from a POP3 device depends in part on the device selected. When a message is forwarded, available information from the header (from, subject, and delivery information) is included in a text component.

- TUI

This feature allows only one destination for all messages. This destination must be a valid mailbox or network address.

- Graphical User Interface (GUI) (Web-based)

This feature allows multiple destinations including email addresses.

- Define filtering rules

This feature applies to GUI users only. It allows you to optionally forward select messages based on the following criteria:

- Message status: normal or priority

Note:

You cannot forward private messages.

- Media: voice, text, fax, or binary

- Originator
- Annotation string

Aria on Intuity Enhanced Addressing Mode

The Enhanced Addressing Mode feature allows you to build a list of addresses for a message and apply message delivery options to the list.

Administration

You can administer the Enhanced Addressing Mode from the TUI or from the Extended COS Attributes screen. See the [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity AUDIX At-A-Glance](#) for more information on administering this feature with the TUI. See [Administering Extended COS Attributes](#) for more information on administering this feature by using the Extended COS Attributes screen.

Feature Capabilities

Feature capabilities include:

- Allows you to build a list of addresses for a message and then apply the message delivery options (urgent, private, and future delivery) to the entire list of addresses.
- Allows you to review the address list before sending it. While reviewing an address list, you can add and remove addresses

Note:

You cannot change the message delivery options (urgent, private, and future delivery) for individual addresses.

You can enable or disable this feature by using the Extended Class of Service Attributes screen. See [Administering Extended COS Attributes](#) for more information.

Aria on Intuity System Distribution List

The System Distribution List feature allows you to specify a range of mailboxes and a fixed number list to be used for a specific distribution list. All users on the system can use this feature.

Administration

You can administer this feature from the System Defaults screen. See [Administering System Defaults](#) for more information on the Web-based online Help associated with this feature.

Feature Capabilities

Feature capabilities include:

- Allows you to define a range of mailboxes used for specified system distribution lists.
- Allows you to print a report from the Reports screen to list all the mailboxes used for the specified distribution list and corresponding list name.
- Allows you to enter the mailbox number for a specific distribution list when you are addressing.

Aria on Intuity Transfer Application

The Transfer application allows you to transfer calls using name or extension parameters.

Administration

You can administer this feature from the TUI or from the Extended COS Attributes screen. See [Administering Extended COS Attributes](#) for more information on administering this feature by using the Extended COS Attributes screen. See [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity AUDIX At-A-Glance](#) for more information on administering this feature by using the TUI through the Application Menu.

Feature Capabilities

Note:

The feature capabilities of the Aria on Intuity Transfer application are the same as the standard Intuity [Call Transfer](#) with the exception of the Voice Director.

Administering the Aria User Interface on Intuity

Topics included:

- Logging In as an Aria Administrator Using an HTML Browser (page 10)
- Logging In as an Aria Administrator Using the Intuity AUDIX Menus (page 10)
- Logging In as an Aria User (page 11)
- Administering Aria Subscriber Mailbox Attributes (page 12)
- Administering Aria Message Forwarding (page 12)
- Administering Aria Extended COS Attributes (page 13)
- Administering Aria System Defaults (page 14)
- Administering Aria Distribution Lists (page 15)
- Administering Aria Mailboxes (page 16)
- Activating Aria Customized Prompts (page 17)
- Generating Aria Reports (page 17)

Logging In as an Aria Administrator Using an HTML Browser

Note:

This procedure only applies to systems that have the Aria User Interface on Intuity feature activated. To log in to a system without this procedure, see the [Intuity AUDIX login procedure](#).

As an administrator, you can administer:

- User mailbox attributes
- Extended COS attributes
- Aria mailboxes
- Reports
- Message forwarding
- System defaults
- Customized prompts

To log in:

1. Open your HTML browser.
2. In the address line enter **http://<machine name>:8080**

where machine name is the name of the Intuity AUDIX system or IP address you are attempting to access.

The system displays the Aria on Intuity Administration Login Screen (page 19).

3. In the Mailbox number: field, enter your login ID.
4. In the Password: field, enter your password (limited to eight characters).

Logging In as an Aria Administrator Using the Intuity AUDIX Menus



WARNING:

Logging in as an administration using the Intuity AUDIX Menus is not the recommended login procedure. Note that this procedure is intended for Avaya administrators only. To log in as an administrator, use an HTML browser. See Topics included: (page 9).

As an administrator, you can administer:

- User mailbox attributes
- Extended COS attributes
- Aria mailboxes
- Reports
- Message forwarding
- System defaults
- Customized prompts

To log in:

1. [Log in to the Intuity AUDIX system.](#)
2. Start at the Avaya Intuity Main Menu (page 20) and select:

Aria Administration

The system displays the Aria Administration Screen 1 of 2 (page 21).

Logging In as an Aria User

As a user, you can administer:

- Message forwarding
- Interface style

To log in:

1. Open your HTML browser.
2. In the address line, enter **http://<machine name>:8080**

Where machine name is the name of the Intuity AUDIX system or IP address you are attempting to access.

The system displays the Aria on Intuity Administration Login Screen (page 19).
3. In the Mailbox number: field, enter your mailbox number.
4. In the Password: field, enter your password (limited to eight characters).

Administering Aria Subscriber Mailbox Attributes

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated Help screens.

To administer the subscriber mailbox:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

`Aria Administration`

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Use the DOWN ARROW key to move the cursor to `Subscriber Mailbox Attributes`.

3. Press ENTER.

The system displays the Subscriber Mailbox Attributes Selection Screen (page 23).

4. Enter the mailbox number and press ENTER.

This places the cursor on OK.

5. Press ENTER.

The system displays the Subscriber Mailbox Attributes Screen.

Note:

For information about this screen, access the associated help screens by placing the cursor on `Help` and pressing ENTER.

Administering Aria Message Forwarding

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated help screens.

To administer message forwarding:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

`Aria Administration`

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Use the DOWN ARROW key to move the cursor to `Setup Message Forwarding`.
3. Press ENTER.

The system displays the Message Forwarding Selection Screen (page 24).

4. Enter the mailbox number and press ENTER.

This places the cursor on OK.

5. Press ENTER.

The system displays the Message Forwarding Screen.

Note:

For information about this screen, access the associated online Help screens by placing the cursor on `Help` and pressing ENTER.

Administering Aria Extended COS Attributes

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated Help screens.

To administer Aria extended COS attributes:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

`Aria Administration`

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Use the DOWN ARROW key to move the cursor to `Extended COS Attributes`.

3. Press ENTER.

The system displays the Extended COS Attributes Selection Screen (page 25).

4. Use the DOWN ARROW key to move the cursor to the Enter Extended COS: field and press ENTER.

A list of valid COS levels (0-11) appears.

5. Use the DOWN ARROW key to move the cursor to a specific COS level and press ENTER.

6. Use the RIGHT ARROW key to move the cursor to OK and press ENTER.

The Extended COS Attributes screen appears.

Note:

For information about this screen, access the associated online Help screens by placing the cursor on `Help` and pressing ENTER.

Administering Aria System Defaults

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated online Help screens.

To administer the Aria system defaults:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

`Aria Administration`

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Use the DOWN ARROW key to move the cursor to `System Defaults`.

3. Press ENTER.

The system displays the System Defaults Screen.

Note:

For information about this screen, access the associated online Help screens by placing the cursor on `HELP` and pressing `ENTER`.

Administering Aria Distribution Lists

To administer the Aria distribution lists:

1. [Log in to](#) the Intuity AUDIX System.
2. [Create](#) a mailbox within the range you specified on the System Defaults screen associated with the Aria User Interface Administration screens.

Use the Aria on Intuity Reports screen to obtain a listing of the mailboxes within the range in use.

3. For all the mailboxes you created in Step 2, set the switch number to zero to prevent false MWI request failures.
4. Enter **None** in the `Permissions` field on the Subscriber Class of Service Parameters screen, Page 2.
5. Dial in to the mailbox you created in Steps 2 and 3 of this procedure.

Record a name by using the Personal Option menu on the Aria TUI. See [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity AUDIX At-A-Glance](#) for more information on the TUI administration.

Add or Edit members to the distribution list by using the Personal Options menu on the Aria TUI. See [Aria User Interface on Intuity Messaging Solutions User Reference Guide](#) and [Aria User Interface on Intuity AUDIX At-A-Glance](#) for more information on the TUI administration.

Note:

Aria TUI users can use this distribution list by addressing messages directly to the mailbox number for the specific list.

AUDIX TUI users can use this distribution list by addressing messages to list #25 with the mailbox number of the distribution list selected as the list owner.

Do not use the System Distribution List to send broadcast messages to users on your system. See [Setting up a Broadcast Mailbox](#).

Administering Aria Mailboxes

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated online help screens.

To administer Aria mailboxes:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

Aria Administration

The system displays the Aria Administration Screen 1 of 2 (page 21).
2. Press the SPACEBAR.

The system displays the Aria Administration Screen 2 of 2 (page 22).
3. Use the DOWN ARROW key to move the cursor to Setup Aria Mailboxes.
4. Press ENTER.

The system displays the Setup Aria Mailboxes Screen.

Note:

For information about this screen, access the associated online help screens by placing the cursor on Help and pressing ENTER.

Activating Aria Customized Prompts

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated Help screens.

To activate the Aria customized prompts:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

`Aria Administration`

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Press the SPACEBAR.

The system displays the Aria Administration Screen 2 of 2 (page 22).

3. Use the DOWN ARROW key to move the cursor to `Activate Customized Prompts`.

4. Press ENTER.

The system displays the Activating Customized Prompts Screen.

Note:

For information about this screen, access the associated online Help screens by placing the cursor on `Help` and pressing ENTER.

Generating Aria Reports

Note:

The following procedure relates to administering the Aria user interface from the Intuity AUDIX menus. To access the screens from an HTML browser, see Topics included: (page 9). For information about the HTML screens, access the associated Help screens.

To generate Aria reports:

1. Start at the Avaya Intuity Main Menu (page 20) and select:

Aria Administration

The system displays the Aria Administration Screen 1 of 2 (page 21).

2. Press the SPACEBAR.

The system displays the Aria Administration Screen 2 of 2 (page 22).

3. Use the DOWN ARROW key to move the cursor to Reports.

4. Press ENTER.

The system displays the Reports Screen.

Note:

For information about this screen, access the associated online Help screens by placing the cursor on Help and pressing ENTER.

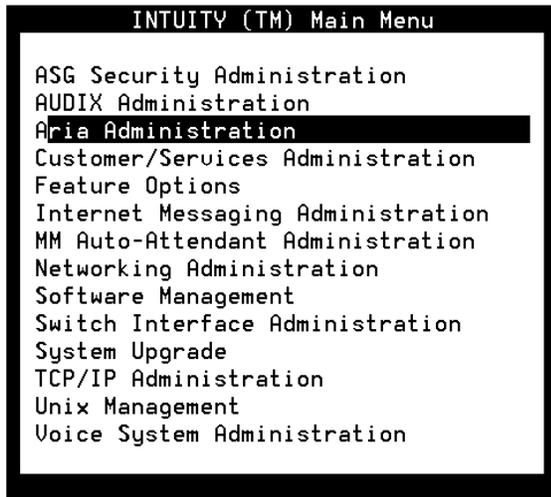
Aria on Intuity Administration Login Screen

Login

Mailbox number: Subscribers enter Mailbox Number;
administrators enter Login ID

Password:

Avaya Intuity Main Menu



Aria Administration Screen 1 of 2

```
Aria on Intuity Administration (p1 of 2)
Admin Home
Help

-----
* Subscriber Mailbox Attributes
  Assign attributes to individual mailboxes

* Setup Message Forwarding
  Auto-forward messages, according to set-up filters, to another
  mailbox or email address

* Extended COS Attributes
  Define a set of Aria on Intuity capabilities to assign to
  groups of subscriber mailboxes.

* System Defaults
  Assign system defaults for Aria on Intuity features
-- press space for more, use arrow keys to move, <enter> to activate, 'q' to c
```

Aria Administration Screen 2 of 2

Aria on Intuity Administration (p2 of 2)

- * **Setup Aria Mailboxes**
Add/Delete Aria on Intuity Mailboxes according to AUDIX database

- * Activate Customized Prompts
Activate recorded prompts for the system

- * Reports
Generate reports

Admin Home | Subscriber Mailbox | Message Forwarding | Extended COS |
System Defaults | Setup Mailboxes | Activate Prompts | Reports

Use arrow keys to move, <enter> to activate, 'm' to Main Menu, 'q' to quit.

Subscriber Mailbox Attributes Selection Screen

Aria on Intuity Administration

Subscriber Mailbox Attributes

Reset Help

Enter mailbox number: _____ Ok

Admin Home | Subscriber Mailbox | Message Forwarding | Extended COS |
System Defaults | Setup Mailboxes | Activate Prompts | Reports

Message Forwarding Selection Screen

Aria on Intuity Administration

Message Forwarding

Reset Help

Enter mailbox number: _____ Ok

Admin Home | Subscriber Mailbox | Message Forwarding | Extended COS |
System Defaults | Setup Mailboxes | Activate Prompts | Reports

Extended COS Attributes Selection Screen

```
Aria on Intuity Administration
Extended COS
Reset Help
-----
Enter Extended COS: [0_] Ok
-----
Admin Home | Subscriber Mailbox | Message Forwarding | Extended COS |
System Defaults | Setup Mailboxes | Activate Prompts | Reports
```


Integrating the Aria User Interface with the Intuity AUDIX System Overview

Integrating the Aria user interface with the Intuity system requires that you perform administration tasks for the following:

- Administering Channels for the Aria on Intuity User Interface (page 27)
- Activating the Aria User Interface on Intuity Feature (page 28)
- Administering TCP/IP Networking for the Aria on Intuity User Interface (page 28)
- Administering IMAPI for the Aria on Intuity User Interface (page 28)
- Administering the Fax Machine Profiles for the Aria on Intuity User Interface (page 28)
- Administering the Custom Announcements for the Aria on Intuity User Interface (page 29)
- Announcements That Can Be Customized (page 30)

Administering Channels for the Aria on Intuity User Interface

When [assigning services to channels](#), enter **ari_init** in the Service Name : field.

Activating the Aria User Interface on Intuity Feature

The Aria User Interface on Intuity is an optional feature and must be purchased. Contact your Intuity sales representative for assistance.

Once you have purchased the Aria User Interface on Intuity and have activated it, you can verify that it is activated by completing the procedures described in [Verifying Feature Options](#).

Administering TCP/IP Networking for the Aria on Intuity User Interface

TCP/IP networking must be [enabled](#) and a [machine name be defined](#) before you can access the Aria on Intuity User Interface.

Administering IMAPI for the Aria on Intuity User Interface

You must [activate IMAPI](#) for the entire system and for each mailbox.

Note:

The IMAPI password feature should not to be used for systems using the Aria TUI including applications such as IMIA and ELA running on the same system.

Administering the Fax Machine Profiles for the Aria on Intuity User Interface

To administer the fax machine profiles for the Aria user interface, use a prefix of 32937 when [setting up the profiles](#). The Aria TUI users are not required to enter the fax prefix when entering fax printing destinations. To accommodate this, all fax profiles for use with the Aria TUI should be configured in the following manner:

1. Add each fax profile using the regular [fax profile administration](#) steps for Intuity AUDIX.
2. Use the AUDIX administration screen and the **change machine** *<name>* command to modify each fax profile to include the

number 32937 (that is FAXES) and the dialing prefix in the prefix column.

Example 1: For a fax profile with a 4-digit extension length (for fax machines within the PBX) enter the fax prefix **32937**. Aria TUI users only need to enter the 4-digit telephone number for such fax machines.

Example 2: For a fax profile with a 7-digit extension length (for fax machines outside the PBX, but within the same area code) enter the fax prefix **329379**. You need to enter the last number in this prefix (defined as **9** in this example) to obtain a dial tone outside the PBX. Aria TUI users only need to enter the last number in this prefix (defined as **9** in this example) and the 7-digit telephone number for such fax machines.

Example 3: For a fax profile with a 10-digit extension length (for fax machines requiring a long-distance call) enter the fax prefix **3293791**. You need to enter the second to last number in this prefix (defined as **9** in this example) and **1** to obtain a dial tone outside the PBX and initiate a long-distance call. Aria TUI users only need to enter the second to last number in this prefix (defined as **9** in this example), **1**, and the 10-digit telephone number for such fax machines.

Example 4: For a fax profile requiring international dialing, enter **329379011<country code><city code>**. You need to enter the second to last number in this prefix (defined as **9** in this example) and **011** to obtain a dial tone outside the PBX and initiate an international call. Aria TUI users only need to enter the second to last number in this prefix (defined as **9** in this example), **011<country code><city code>**, and the telephone number for such fax machines.

Note:

A separate fax profile is required for each case.

Administering the Custom Announcements for the Aria on Intuity User Interface

The Aria on Intuity User Interface allows you to [re-record certain Aria User Interface announcements](#) by using the Message Manager utility.

To record the announcements:

1. Make sure that the Aria system mailbox is defined in the System Defaults screen.
2. Log in to the Aria system mailbox using Message Manager.
3. Record the announcement to be replaced as a new message.
4. Add the annotation (subject line) using the specified announcement ID.
5. Send the message to the Aria System Mailbox you defined in the System Defaults screen.
6. Repeat Step 2 through Step 5 for each fragment.
7. Activate the customized announcements using the Aria Administration screen.

Note:

Customized prompts might not reach the Aria system mailbox immediately. If this occurs, wait a few minutes and try to activate the prompts a second time.

Announcements That Can Be Customized

Table: Announcements That Can be Customized

Announcements	Announcement ID (Annotation Tag)	When Played
“Welcome to Octel Voice Information processing.”	1012:1616	On an external call into the system.
“Please enter the number of the person you are dialing. If you have a mailbox in the system, please press pound.”	1012:1612	

Table: Announcements That Can be Customized

Announcements	Announcement ID (Annotation Tag)	When Played
“Please enter the number now.”	1012:1584	On a timeout after the above prompt.
“If you don’t have a touch tone phone or you require assistance, please stay on the line.”	1012:1592	
“Welcome to AUDIX.”	1504:1501	On an external call into the system. Note: To customize call answer prompts to AUDIX, see Customizing Announcements

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