Intuity AUDIX Basic Messaging 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.

Getting Started

Overview of Getting Started

This section explains the basic operations of the Intuity AUDIX system. It describes how to:

- Log in and log out of the AUDIX system
- Use the administration screens and platform windows, including how to:
  - Activate a screen or window
  - Use the help screens for windows and fields
  - Move through the data-entry fields of a screen or window
  - Enter data in a field
  - Use the command line and function keys
  - Move and resize windows
- Change administrator passwords, check for password compliance, and set parameters for aging administrator passwords
- Enable a system printer and print the contents of a screen
- Add switch time zones and check the system clock

Who Should Read This Section

Read this section if you are a new administrator of an Intuity AUDIX system or if you want to review basic operations.

Logging In

You can use one of the following logins to the Intuity AUDIX system:

Table: Intuity AUDIX Logins

Login	Definition	Allows you to access:
sa	System administrator	▪ All AUDIX administration screens ▪ All Avaya Intuity windows ▪ Other parts of the Avaya Intuity system *except* a few screens that are accessible only to service technicians
vm	Voice messaging administrator	Most AUDIX administration screens

CAUTION:
Your service technician installs your system with default passwords. You should immediately change these passwords after the installation is complete. After familiarizing yourself with the basic operations of the Intuity AUDIX system detailed in the next few sections, set a new password.

Login Procedure

To log in to the Intuity AUDIX system:

1. Turn on your terminal.

   The system displays the following message:

   ```
   console login:
   ```

   Note:
   The sample screens, menus, and windows provided in this help system may vary slightly from your system display.

2. Enter the appropriate login. The system is case sensitive, so use lowercase letters.

   The system displays the following message:

   ```
   password:
   ```

3. Enter the password for your login.

   The system displays the following message:

   ```
   terminal type:
   ```

4. Enter one of the following:

   - **at386** for the MAP console monitor
   - **4410** for Terranova or PROCOMM PLUS 4410 emulation
   - **4425** for a 4425 terminal
   - **513** for a Terranova emulation
   - **715** for a 715 terminal
   - **vt100** for a vt100 or vt131 terminal

   Note:
   Additional terminal types can be used and may work with no noticeable difference in functionality. However, inconsistency in the appearance of function keys and displays may result when using some terminals or emulators.

5. Continue with one of the following sections:

   - vm Login (page 3)
   - sa Login (page 3)

vm Login

If you use the vm login, the system displays the AUDIX Command Prompt Screen (page 28) and the cursor appears as a blinking rectangle on the command line.

Once this screen is displayed, you can enter the commands that give you access to the various AUDIX screens.

sa Login

If you use the sa login, the system displays the Avaya Intuity Main Menu (page 29).

1. Is `AUDIX Administration` highlighted?

   - If yes, press RETURN.

- If no, use the arrow keys to highlight it and then press Return.

The system displays the AUDIX Command Prompt Screen (page 28).

2. Enter the command that allows you to access the AUDIX screen that you want.

Tip:
See The Command Line (page 6) for a description of the AUDIX commands.

Intuity AUDIX Administration Screens

Instructions in this help system assume that you used the sa login to access the Avaya Intuity system. The instructions for screen navigation and data entry also apply to the vm login, although the vm login can only be used to access some AUDIX administration screens.

CAUTION:
The Avaya Intuity system allows more than one person to perform the same function using the same screen, for example, adding a subscriber to the AUDIX system database. However, if two people happen to be, for example, editing the same subscriber's profile, only the changes made by the person who saves the screen last are written to the system database. The other person's changes are lost.

Accessing Administration Screens

You perform most Intuity AUDIX system administration tasks using screens accessed by selecting `AUDIX Administration` from the Avaya Intuity Main Menu (page 29). Through the AUDIX administration screens you view information, enter information, or select available system options.

You access the various AUDIX administration screens primarily via commands that you type at the command line. This is a different method of access from the windows and menus that are used to gain access to other parts of the system. See Window Layout and Components (page 12) to find out about using windows and menus.

To follow along with explanations in this section, use the sa or vm login to access the AUDIX Command Prompt Screen (page 28). See Logging In (page 2) for more information.

The following sections describe how to use the AUDIX administration screens.

Screen Layout

Layout of the AUDIX Command Prompt Screen (page 30) represents the basic layout of the AUDIX Command Prompt (AUDIX Administration) screen.

Screen Components

The Component Descriptions: AUDIX Command Prompt Screen (page 30) table provides details about each area of the AUDIX Command Prompt (AUDIX Administration) screen.

Standard Screen Function Keys

Several function keys perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. The following table describes the purpose of each standard function key.

Table: AUDIX Administration Standard Function Keys

Function Key	Purpose
F1 (Cancel)	Aborts the current activity and returns the cursor to the command line. When the cursor is on the command line, F1 erases the entire contents of the command line. On a help screen, F1 returns to the screen on which the help was requested.
F2 (Refresh)	Repaints the screen.
F3 (Enter)	Submits the information entered on a screen for the action specified on the command line. When the cursor is in the command line, F3 requests execution of the command. **Note:** RETURN has the same effect as F3 (Enter) when the cursor is on the command line. On a screen, RETURN moves the cursor forward from one field to the next.
F4 (Clear Fld)	Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command **list cos** and you press F4, the command line changes to **list**.
F5 (Help)	When the cursor is on the command line, pressing this key is identical to typing the **help** command; that is, it displays a screen explaining all the types of help available in the Intuity AUDIX system. When the cursor is on a screen, this key requests help for the entire screen.

Table: AUDIX Administration Standard Function Keys

Function Key	Purpose
F6 (Choices)	When the cursor is on the command line, this key requests a menu of valid entries for command line keywords. Once a Choices menu is displayed, pressing F6 selects the highlighted item from the menu. When the cursor is on a screen, F6 requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 again selects the highlighted item from the menu.
F7 (NextPage)	Moves forward through multiple pages of administration screens, reports, or help screens.
F8 (PrevPage)	Moves backward through multiple pages of administration screens, reports, or help screens.

Changing the Sequence of the AUDIX Function Keys

The function keys shown on the last line of the screen appear in the default order for Intuity AUDIX.

You can change the sequence of these function keys to match the sequence used by the System Access Terminal (SAT) or Manager 1 administration tools for the System 75 switch and the DEFINITY Communications System Generic 1 and 3.

To change the sequence of keys:

1. Enter **toggle function-keys** at the command line.

   The key sequence changes from the default order to that of the SAT or Manager 1, or vice-versa.

The Command Line

This section describes the syntax for the commands that activate the Intuity AUDIX administration screens.

Verb-Object Syntax

The commands to activate the Intuity AUDIX administration screens follow a verb-object syntax. A qualifier such as a subscriber or machine name may be added to some verb-object commands.

The structure of the Intuity AUDIX screen-activation commands is:

Verb or Verbs Object or Object Phrase Qualifier or Qualifiers

Each of these three elements of the command-line is described below.

See AUDIX Administration Screens Organized by Verb and By Object in the Screen Summary section for a complete list of the screen-activation commands.

Command-Line Verbs

The first element of the command-line is the verb, which specifies the type of action. The following is a list of Intuity AUDIX verbs in the command-line. Those marked with an asterisk (*) are complete commands; that is, they are never combined with objects or qualifiers.

add	audit	change	copy	display	exit*
get	help*	list	logoff*	print	remove
reset	test	toggle	trace		

Command-Line Objects and Object Phrases

The second element of the command-line is the object or object phrase. This is usually a screen name. The screen name consists of one or more words that identify the screen. If more than one word is used, you must type a hyphen between the two words to ensure that the object phrase has no embedded spaces. Screen names are generally (but not always) the same as the title of the screen as it appears on your monitor. Examples of objects and object phrases are alarms, measurements, remote-messages, subscribers, and system-parameters.

Command-Line Qualifiers

The third element of the command-line is the qualifier. A command-line qualifier can be a subscriber extension number (12345), a date (7/21/99), a subscriber name (“Jane Doe”), and other specific parameters. Note that a qualifier with an embedded space, such as the subscriber name Jane Doe, must be put in quotation marks, such as: *“Jane Doe”*.

Variations of Commands

You can activate most screens by more than one version of a command. The different versions of the screen-activation command are distinguished by the verb that begins the command line, and the qualifiers that end it. For example, there are four versions of the command to activate the Subscriber screen:

- **add subscriber *name/number***
- **change subscriber *name/number***
- **display subscriber *name/number***

- **remove subscriber** ***name/number***

All of these commands activate the Subscriber screen with information about the subscriber, whose name or telephone number you typed. The **display** and **remove** versions of the command activate a display-only version of the screen. The add and change versions of the command activate a data entry version of the screen that allows you to make changes to the features assigned to the AUDIX subscriber specified by name/number.

Command-Line Abbreviation

For most screen-activation commands, you can enter a minimum unique subset of the full command string and the system expands the entry. For example, the command **change system-parameters sending-restrictions** can be abbreviated to **ch sy s** since this is a unique subset of the full command.

The abbreviation of each word in the command must be represented by the first *n* letters of the word in the correct spelling order, where *n* is the minimum number of letters that uniquely specifies the command word. As a general rule, *n* is equal to 2. In other words, it usually takes two characters to uniquely identify each element of the command line. There are two exceptions to the correct-spelling rule: *announcement-set* is abbreviated *annc*, and *class of service* is abbreviated *cos.*

In the previous example, the string ch sys s is acceptable as a unique subset of the full command. However:

- The string **chg sys s** is not acceptable because chg is not the first three letters of "change"
- The string **ch s s** is not acceptable because **ch s** is not unique; that is, it could also mean change subscriber or change system-parameters.

Note that hyphenated words such as system-parameters and sending-restrictions are treated as single words.

Command Structure

You can build a command one word at a time. For example, at the beginning of the command line you can press F6 (Choices) to see a list of all valid command verbs. If you then enter **ch**, the system expands ch to `change` and lists all valid words that can follow change. If you then enter **sy**, the system expands the command line to `change system-parameters` and lists all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system notifies you of the mistake. If you omit a required command qualifier such as a subscriber name or extension, or a port address, the system prompts you for the missing information.

Command-Line Help

While you are entering a command, pressing the F6 (Choices) function key displays a menu of allowable command words in the activity window. The choices displayed depend on the position of the cursor in the command line. That is, the allowable command words displayed when you press F6 (Choices) are only those command words that can follow the word or words that are currently to the left of the cursor, if any. Select from the choices displayed on the menu by using the TAB key or arrow keys, or by typing the first one or two characters of the desired menu choice.

Command History and Command-Line Editing

The system memory retains a list of the 10 most recently entered commands. After you enter a command, you can scroll back through a list of previous commands using the UP ARROW key. Each time you press the UP ARROW key, the previous command in the command list is retrieved. Each time you press the DOWN ARROW key, the next command in the command list is retrieved. The retrieved command is placed on the command line with the cursor at the end of the line. This is a convenient way to reenter commands containing subscriber names or telephone numbers, for example, without retyping the entire command.

The following table shows the editing actions that are possible once you display a previously executed command on the command line.

Table: AUDIX Administration Command Line History and Editing

Key	Purpose
F1 (Cancel)	Erases the entire contents of the command line
LEFT ARROW	Moves the cursor to the beginning of the previous word on the command line
TAB or RIGHT ARROW	Moves the cursor to the beginning of the next word on the command line
UP ARROW	Moves through previously completed commands
DOWN ARROW	If you have gone too far through previously completed commands, moves back through the commands
BACKSPACE	Deletes the character preceding the cursor
F4 (Clear Fld)	Clears a single keyword from the command line; for example, if the command line contains the command **`list cos`** and you press F4, the command line reads **`list`**.

Table: AUDIX Administration Command Line History and Editing

Key	Purpose
F5 (Help)	Displays a screen explaining the types of help available in the Intuity AUDIX system
F6 (Choices)	Displays a menu of valid entries for command-line keywords. Once a Choices menu is displayed, press F6 to select the highlighted item from the menu.
F3 (Enter)	Expands a shortened version of a command and activates the screen

Example of Command Line History and Editing

You can also combine some of these editing operations. For example, suppose you need to add several subscribers at one time.

To add the first subscriber with extension 1000:

1. Type **add subscriber *1000***
2. Fill in the data entry fields on the screen.
3. Press F3 (Enter) to save the information about this subscriber to the system database.

To add the next subscriber, a new subscriber with extension 2000:

1. Press F4 (Clr Fld).
2. Enter **2000**

This activates the Subscriber screen. It is now ready for you to enter information about the subscriber with extension 2000.

Or, to change the record you just added:

1. Press the UP ARROW key to retrieve the previous command.
2. Press the LEFT ARROW key several times to move to the beginning of the line.
3. Press F1 (Clear Fld) to remove the add keyword.
4. Enter **change** in its place.

Using AUDIX Administration Screens to Enter Data

Some AUDIX Administration screens have data entry fields into which you enter values, such as subscriber extension numbers, announcement IDs, or class of service names. Other fields are display-only fields. You cannot enter data into display-only fields.

Moving Between Data Entry Fields

The table for Screen Navigation Key Descriptions (page 11) shows the keys that are used to move between data entry fields within a screen.

Table: Screen Navigation Key Descriptions

Key	Purpose
TAB and RETURN	Moves the cursor to the next field on the current screen in a left-to-right, top-to-bottom order. From the last field on a screen, this moves the cursor to the first field on the same screen.
SHIFT + TAB	Moves the cursor to the previous field on the current screen in a right-to-left, bottom-to-top order. From the first field on a screen, this moves the cursor to the last field on the same screen.
BACKSPACE	Deletes the last character entered into the field and moves the cursor backward one position.
DELETE	May delete all entries on a screen. Use DELETE only if specifically mentioned on the screen, such as `Press Delete to Cancel`.
HOME	Moves the cursor to the beginning of the current field.
END	Moves the cursor to the end of the current field.
F4 (Clear Field)	Clears the current field.
F6 (Choices)	Displays a menu listing the valid values, if any, for a field. You can select from the menu entries to populate that field.

Data Entry

When a screen is activated, the cursor is positioned at the beginning of the first data-entry field. The data entry fields have limits to the number of characters you can enter, depending on the nature of the field. Generally, the length of the field corresponds to the maximum number of characters allowed for that field.To obtain this information, position the cursor in a data entry field and press F6 (Choices). If you type invalid information into a field, the system displays a help message containing information to help clarify the required input.

Some data entry fields are optional, while others require you to enter a value before saving the information to the system database. If you try to save information entered into a screen without entering all of the required information, the system displays a help message noting the missing information.

You can reuse a screen once information entered on it has been saved. Combine the editing and cursor movement operations to place the cursor back at the first data entry field as described in the example on Example of Command Line History and Editing (page 10). When you type a character into the first position of a field, the previous contents of the field are cleared and the new characters are entered into it.

Field Help and Selecting Valid Values from the Choices Screen

When the cursor is in a field, pressing the F6 (Choices) function key displays information about the field and lists the valid values that can be entered in that field, if any. If there are several valid values, you can select one from the list using TAB, SHIFT+TAB, and the arrow keys, or by typing the initial character of a value.

Avaya Intuity Administration Windows and Menus

The Avaya Intuity Main Menu (page 29) shows all the main menu options. All options on the main menu except AUDIX Administration use windows and menus to perform system administration tasks. These menu-driven windows enable you to select a menu option and display another menu or window.

You can display more than one window or menu concurrently, but only the last one displayed is active. To return to a previous window, you must cancel the active window or menu.

This section describes how to use these Avaya Intuity Administration windows and menus.

Accessing Avaya Intuity Administration Windows

You perform administration tasks for the Avaya Intuity platform using windows. You gain access to these windows by selecting any option from the Avaya Intuity main menu except AUDIX Administration. Through the Avaya Intuity Administration windows you view information, enter information, view pop-up menus, or select from available system options.

Window Layout and Components

The following section describes the layout of the windows and the components and functions of the windows.

To practice accessing menus and windows:

1. Follow the procedures listed in Logging In (page 2).

   The system displays the Avaya Intuity Main Menu (page 29).

2. Use the arrow keys or the TAB key, or type c to select:

   `Customer/Service Administration`

   The system displays the Customer/Services Administration menu with the first menu item highlighted.

3. Press RETURN.

   The system displays the Alarm Management window. See the Sample Avaya Intuity Administration Menu and Window (page 32), which is a representative example of the Avaya Intuity Administration windows. The layout, function keys, navigation, and data entry descriptions apply to all windows.

   The Component Descriptions: Avaya Intuity Administration Windows (page 32) table describes the layout and components of the Avaya Intuity Administration menu and window.

Standard Window Function Keys

Several function key commands perform standard actions regardless of what window is active. Other commands are unique to a particular window. The Avaya Intuity Administration Window Function Keys (page 13) table describes the standard function key commands.

Table: Avaya Intuity Administration Window Function Keys

Command	Description
Help	Displays information about the active window, including available function key commands. To close the help window, press Cancel.
Choices	From a data-entry field, displays a menu of possible options, if available. For more information, see Pop-Up Menus (page 14).
Save	Saves any changes to the system database.
PrevPage	Scrolls to the previous page, when a window contains more than one screen (page) of information.
NextPage	Scrolls to the next page, when a window contains more than one screen (page) of information.
Prev-Frm	If more that one window is open, makes the previous window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. (This choice is not present in all windows.)
Next-Frm	If more that one window is open, makes the next window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. (This choice is not present in all windows.)
Cancel	Closes the active window and returns to the previous window. Any unsaved changes are lost.

Table: Avaya Intuity Administration Window Function Keys

Command	Description
Chg-Keys	Toggles between two available sets of function key commands.
Print	If you have a printer connected to your Avaya Intuity system, prints each page of the window that can be displayed.

Using Avaya Intuity Windows to Enter Data

Some Avaya Intuity windows have data-entry fields into which you enter values, such as user IP addresses, machine names, or dial strings. Other fields are display-only fields. You cannot enter data into display-only fields.

Moving Between Data Entry Fields

The Window Navigation (page 14) table shows the keys that are used to move between data-entry fields within a window.

Table: Window Navigation

Command	Description
TAB and RETURN	Moves the cursor to the next field in the window in a left-to-right, top-to-bottom order.
BACKSPACE	Deletes the last character entered into the field and moves the cursor backward one position.
DELETE	May delete all entries on a screen. Use DELETE only if specifically mentioned in the window, such as `Press Delete to Cancel`.
HOME	Moves the cursor to the first field in the window.
END	Moves the cursor to the last field in the window.

Pop-Up Menus

A pop-up menu is a special type of window that contains a list of valid entries for a data entry field. Not all data-entry fields have a pop-up menu available. If a menu is available, you gain access to it by pressing F2 (Choices). You can populate the data entry field with a selection from the menu.

Selecting a Menu Option

To select a menu option, highlight the option, and press Enter. To highlight a menu option, use any of the following methods:

- Press the UP ARROW key and the DOWN ARROW key to move the cursor to the desired menu option. You can scroll in a loop through the top or bottom of the menu.
- Press HOME to highlight the first menu option. Press END to highlight the last menu option.
- Type the first character of the desired menu option. The first option beginning with that letter is highlighted. When you use this method, the following rules apply:
  - If more than one option begins with the same letter, type enough letters to uniquely identify the option you want. If the cursor is already on the first letter of an option beginning with the same letter, type the second letter in the desired option.
  - To move the cursor back to the beginning of a menu option's name, press BACKSPACE.
  - This feature is not case sensitive; that is, you can type either **a** or **A**.

Data Entry

Some windows contain fields that require you to enter data. To enter data in a field, type in the lines displayed in the window.

The following guidelines apply to data entry:

- In most cases, the length of the line represents the maximum number of characters allowed for that field.
- Valid input varies depending on the window. The message line at the bottom of the display provides information about what constitutes valid input.
- Once you type information in a field, you can either save the changes to the system database or cancel without saving any new information.

Using Multiple Windows on the 715 Terminal

You can use the 715 terminal to log in to both the switch and the Avaya Intuity system to perform administration tasks and toggle back and forth between the two sessions.

To control the windowing functions, use the function keys F1, F2, F3, and F8 as described in Function Keys Used for Windowing on the 715 BCT Terminal (page 16).

Table: Function Keys Used for Windowing on the 715 BCT Terminal

Key	Operation
Control+F3	Enables the windowing function keys and displays their labels
F1	Turns off the windowing function keys
F2	Toggles between the Avaya Intuity system window and the switch window
F3	Toggles between split-screen and full-screen modes
Control+F8	When in an Intuity AUDIX screen, enables the function keys and displays their labels. CONTROL+F3 enables the windowing keys again and displays their labels.

Passwords

When your system is installed, both the sa (system administrator) and vm (voice messaging administrator) logins come with a default password. You are required to change this password immediately. There are certain minimum standards passwords must follow.

Additionally, you can administer several parameters of the password aging feature that will enhance the level of security the system maintains.

This section provides the procedures for changing passwords setting password aging.

You also administer subscriber default passwords and password aging. See Reassigning Subscriber Default Passwords for more information.

Guidelines for Passwords

To minimize the risk of unauthorized people using the Intuity AUDIX system, follow these guidelines for system administrator passwords.

- Establish a new password as soon as the Intuity AUDIX system is installed.
- Use 6–11 alphanumeric characters. The password must include at least one numeric character and two alpha characters.
- Never use obvious passwords, such as a telephone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, denver or audix).
- Do not post, share, print, or write down passwords.

- Do not put the password on a programmable function key.
- Change the password at least once per month. You can administer your system to age the password and notify you that a new password is required. See Setting Administrator Password Aging (page 19) for more information.

Changing Passwords

You should immediately change the password for the sa and vm logins after your system is installed. Once the new passwords are established, you should also establish a regular schedule for changing the passwords, for example, at least monthly. Be sure to tell any other AUDIX administrators or system administrators of the change in passwords.

Both system administrators and AUDIX administrators can change passwords. AUDIX administrators who log in with the vm login can change the password for the vm login only. System administrators who log in with the sa login can change the password for both the sa login and vm login.

Changing the vm Password

Anyone logged in as vm can perform this procedure. To change the password for the vm login:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

   `AUDIX Administration`

2. At the `enter command:` prompt, enter **change password**

   The system displays the following message:

   ```
   UX:passwd: INFO: Changing password for vm
   Old password:
   ```

3. Type in the old password and press F3 (Enter). If you are changing the password for the first time, type in the default password assigned by the service technician.

   The system displays the following message:

   ```
   New password:
   ```

4. Type a new password containing 6 to 11 alphanumeric characters and press F3 (Enter).

   The system requires verification of the new password and displays the following message:

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

5. Type the new password again and press F3 (Enter) to save the information to the system database.

   The system displays AUDIX Command Prompt Screen (page 28) and the following message:

   `Command completed.`

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

Changing the sa Password

The following notes on passwords are for the remote service center personnel.

- The person who uses the tsc login can change any login's password. It is the only login that can change the password for the init login and the browse login.
- If you want to change the tsc password from the UNIX system prompt, enter **passwd tsc**

  Note:
  Do not simply type "passwd." This changes the root password, not the tsc login's password.

To change the sa password:

Note:
You can also change the vm password from this window.

1. Start at the Avaya Intuity Main Menu (page 29) and select:

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

   The system displays the Assign/Change Password Window (page 34).

2. Type **sa** at the `login`: prompt or press F2 (Choices) to select from a list of logins.

3. Press F3 (Save).

4. Type **y** to confirm that you want to change the password for the login selected, or type **n** to cancel the request and return to the Assign/Change Password Window (page 34).

5. Enter a new password containing 6 to 11 alphanumeric characters password at the `New password:` prompt.

   The system displays the following message:

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

6. Enter the new password again.

   The system displays the following message:

   ```
   Password changed for sa.

   Hit acknowledge key to continue
   ```

7. Press F1 (Acknowlg Message) to continue.

8. Press F6 (Cancel) repeatedly to return to the main menu.

Setting Administrator Password Aging

Password aging can be applied to both the sa and vm logins. Aging administrator passwords is strongly recommended to help maintain a high level of system security. However, the sa login can disable the password aging feature for both the sa and vm logins.

To set administrator password aging:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

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

2. Type **sa** at the `login`: prompt, or press F2 (Choices) to select from a list of logins, and press the TAB key to move the cursor to the next field.

   The system expands the Assign/Change Password Aging Window (page 35) to include password aging parameters. The fields that are displayed depend on what options are turned on. For example, if `Expiration Warning:` is set to OFF, no numbers are displayed in the `Days` column.

3. Type **ON** or **OFF** in the `Password Expiration:` field and press TAB.

   - **ON** indicates that you would like the password for the login entered in Step 2 to age.
   - **OFF** indicates that the password for that login will not age. If you choose OFF, skip to Step 9.

The system moves the cursor to the `Days` field.

4. Type a number between **1** and **999** in the `Days` field and press TAB. This number indicates how many days will elapse before the password expires.

5. Type **ON** or **OFF** in the `Minimum Age Before Changes:` field and press TAB.

   - **ON** indicates that the password cannot be changed again until the value specified in the `Minimum Age Before Changes, Days:` field has elapsed. For example, if you enter a **5** in the `Minimum Age Before Changes, Days:` field, a newly changed password cannot be changed again for 5 days.

   - **OFF** indicates that the password can be changed as frequently as desired.

   The system moves the cursor to the `Days` field.

6. Type a number between **1** and **998** in the `Days` field and press the TAB key.

7. Type **ON** or **OFF** in the `Expiration Warning:` field and press the TAB key.

   - **ON** indicates that a system message warns the administrator that the administrator's password is scheduled to expire. When this message begins to display depends on the value entered in the second portion of this field. For example, if you enter **5** in the `Expiration Warning, Days:` field, the system message displays starting five days before the password is to expire.

   - **OFF** indicates that no warning precedes the expiration of the password.

   The system moves the cursor to the `Days` field.

8. Type a number between **1** and **998** in the `Days` field.

9. Press F3 (Save) to save this information to the system database.

10. Press F6 (Cancel) repeatedly to return to the main menu.

Logging Out of the Intuity AUDIX System

There are two options for logging out of the Avaya Intuity system, depending on how you are logged in. If you are logged in as vm, you log out of AUDIX Administration. If you are logged in as sa, you can exit the

AUDIX Administration screens and continue to administer other parts of the system.

vm Log Out

If you are logged in as vm, you only have access to the AUDIX Administration screens.

To log out of the AUDIX system:

1. At the AUDIX Command Prompt screen `enter command:` prompt, enter **exit**

   The system displays the `login:` prompt or closes the terminal emulator session.

sa Log Out of AUDIX

To exit AUDIX Administration and return to the main menu:

1. At the AUDIX Administration screen `enter command:` prompt, enter **exit**

   The system displays the Avaya Intuity Main Menu (page 29).

2. Press F6 (Cancel).

   The system displays the `login:` prompt or closes the terminal emulator session.

To exit AUDIX Administration altogether:

1. At the AUDIX Administration screen `enter command:` prompt, enter **logoff**

   The system displays the `login:` prompt.

Remote Administration

The Avaya Intuity system supports both local access and remote access for system administration. Local access for administration is supported using the Avaya Intuity system's dedicated monitor and keyboard. Remote access for administration is supported through a terminal and modem connected to the first serial port on the CPU or to the multi-port serial card. Remote access capabilities are a standard Avaya Intuity system feature.

CAUTION:
The Avaya Intuity system allows more than one person to perform the same function on the same screen, for example, adding a subscriber to the Intuity AUDIX system database. However, if two people happen to be editing the same subscriber's profile, only the changes made by the person who saves the screen last are written to the system database. The other person's changes are lost.

Example of a Remote Login Sequence

Configurations and remote access sequences vary widely, depending on the site. An example of a remote login is presented below. You may need to refer to the documentation for your terminal or terminal emulator to find the remote access procedure that applies to your particular situation.

Tip:
Depending on your terminal emulator, you might have trouble correctly viewing some of the Intuity AUDIX screens. Try making changes from the terminal emulator's `Controls` or `Options` menu. In particular, try turning `word wrap` or `wraparound` off.

Distant 7400B to Avaya Intuity 7400A

To log in remotely to the Avaya Intuity system via 7400B and 7400A data modules, enter the UNIX command **cu** on your remote terminal at the UNIX system prompt. The cu options are explained in your UNIX documentation.

To log in remotely:

1. Type **cu [options]** ***7400A telephone number*** at the UNIX system prompt.

   The system displays the console `login`: prompt.

2. Log in to the system as described in Login Procedure (page 2).

   If you logged in as sa, the system displays the platform's main menu. If you logged in as vm, the system displays the AUDIX Administration command line.

Function Key Substitutes for Remote Login

With some remote administration setups, the function keys are inoperable in the Intuity AUDIX administration screens and Avaya Intuity windows. Therefore it may be necessary to use keystrokes as a substitute for onscreen function keys.

AUDIX Administration Screen Function Key Substitutes

The Function Key Substitutes (page 23) table lists the keystrokes that you use in place of the function keys.

Table: Function Key Substitutes

Function Key	Keystroke Substitution
F1 (Cancel)	CONTROL+X
F2 (Refresh)	CONTROL+L
F3 (Enter)	CONTROL+E
F4 (Clear Fld)	CONTROL+K
F5 (Help)	CONTROL+W
F6 (Choices)	CONTROL+C
F7 (NextPage)	CONTROL+N
F8 (PrevPage)	CONTROL+P
DOWN ARROW	CONTROL+I
BACKSPACE	CONTROL+H
TAB	CONTROL+J
PRINT SCREEN	CONTROL+O (This prints to a system printer only.)

Platform Window Function Key Substitutes

For any main menu option except AUDIX administration, use the key sequence in the table for Function Key Substitutions for Remote Administration of the Avaya Intuity System (page 23) to specify a function key.

Table: Function Key Substitutions for Remote Administration of the Avaya Intuity System

Function Key	Keystroke Substitution
F1 (Help)	CONTROL+F then 1
F2 (Choices)	CONTROL+F then 2
F3 (Save)	CONTROL+F then 3
F4 (NextPage)	CONTROL+F then 4
F5 (PrevPage)	CONTROL+F then 5
F6 (Cancel)	CONTROL+F then 6

Table: Function Key Substitutions for Remote Administration of the Avaya Intuity System

Function Key	Keystroke Substitution
F7 (Cmd-Menu)	CONTROL+F then 7
F8 (Chg-Keys)	CONTROL+F then 8

Printing

If your Avaya Intuity system is equipped with a system printer, you can print the results of any **display** or **list** command. In addition, you can print the contents of any AUDIX screen by pressing F9 or CONTROL+O any time the cursor is not on the command line.

CAUTION:
If you have enabled a system printer as described below then removed the printer, pressing F9 or CONTROL+O, or typing a print command fills up the print queue with print jobs that cannot be processed. This can result in a slowdown of UNIX processes.

Enabling the System Printer

To enable a printer:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

   ```
   UNIX Management
     Printer Administration
   ```

2. Select `Install Printer Software` and press ENTER to install printer software.

   The system displays the following message:

   ```
   Printer has been successfully added. Press
   <Enter> to continue.
   ```

3. Press ENTER to return to the Printer Administration menu.

4. Press F6 (Cancel) repeatedly to return to the main menu.

Printing Screen Contents and Reports

CAUTION:
If you have not enabled a system printer as described in Enabling the System Printer (page 24), issuing a print command will fill up the print queue with print jobs that cannot be processed. This can result in a slowdown of UNIX processes.

To print a set of AUDIX screens or a multiple-page report:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

   `AUDIX Administration`

2. At the `enter command:` prompt, type one of the following:

   - **print display *qualifier***
   - **print list *qualifier***

   where qualifier is the report or screen name you want to print. For example, if you type **print display system-parameters features**, the system printer prints a copy of all four features pages. If you type **print list extensions**, the system printer prints a copy of all subscribers and their extensions.

To print the contents of a window:

1. Position the cursor in a field within the window you want to print.
2. Press F9 or CONTROL+O.

   The system sends the contents of the window to your system printer. (Some terminals or terminal emulators use other keystrokes to print. If your window does not display an F9 key, see the documentation included with the software or hardware.)

To print the contents of certain menus:

1. Access the menu you want to print.
2. Press F8 (Actions).

   The system displays the Actions menu.

   Note:
   If the label for the F8 function key does not read *Actions*, you have accessed a menu that does not have a print option.

3. Select `print`

   The contents of the menu are printed to your system printer.

Adding Switch Time Zones

The AUDIX system must know the time zones in which the switches that it serves in a Distributed Communications System (DCS) network are located.

Note:
This procedure is valid for DEFINITY switches only. See your switch documentation to ensure correct administration procedures.

To administer switch time zones:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

   `AUDIX Administration`

2. At the `enter command:` prompt, type **change switch-time-zone**.

   The system displays the Switch Time Zone Screen (page 36).

   Enter information for those switches that are part of your DEFINITY communications system network according to the information in the table for Field Definitions: UNIX Date and Time Window (page 38).

3. Press F3 (Enter) to save this information to the system database.

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

Checking and Setting the System Clock

The Avaya Intuity system uses the UNIX system clock to perform certain time-dependent tasks, such as placing a time stamp on voice messages and doing the nightly backup of critical system data. The clock was probably set during the installation of your system, but you should check it during this getting-started phase. Check it again monthly, and whenever a daylight savings time change occurs.

The UNIX system clock loses approximately 3 seconds per day. Therefore, it is recommended that you correct the system time every month and synchronize the UNIX system clock with the on-board (hardware) real-time clock. When you set the system time for the Avaya Intuity system using the procedures in this section, you set both of the clocks. You should synchronize the Avaya Intuity system to the switch or synchronize the Avaya Intuity system and the switch to a real-time source.

To check the UNIX date and time:

1. Start at the Avaya Intuity Main Menu (page 29) and select:

   ```
   UNIX Management
     UNIX Date and Time
   ```

   The system displays the UNIX Date and Time Window (page 38).

2. Check the date and time information.

3. If there are no inaccuracies, press F6 (Cancel) repeatedly to return to the main menu.

   If there are inaccuracies, correct them according to the information in the table for Field Definitions: UNIX Date and Time Window (page 38).

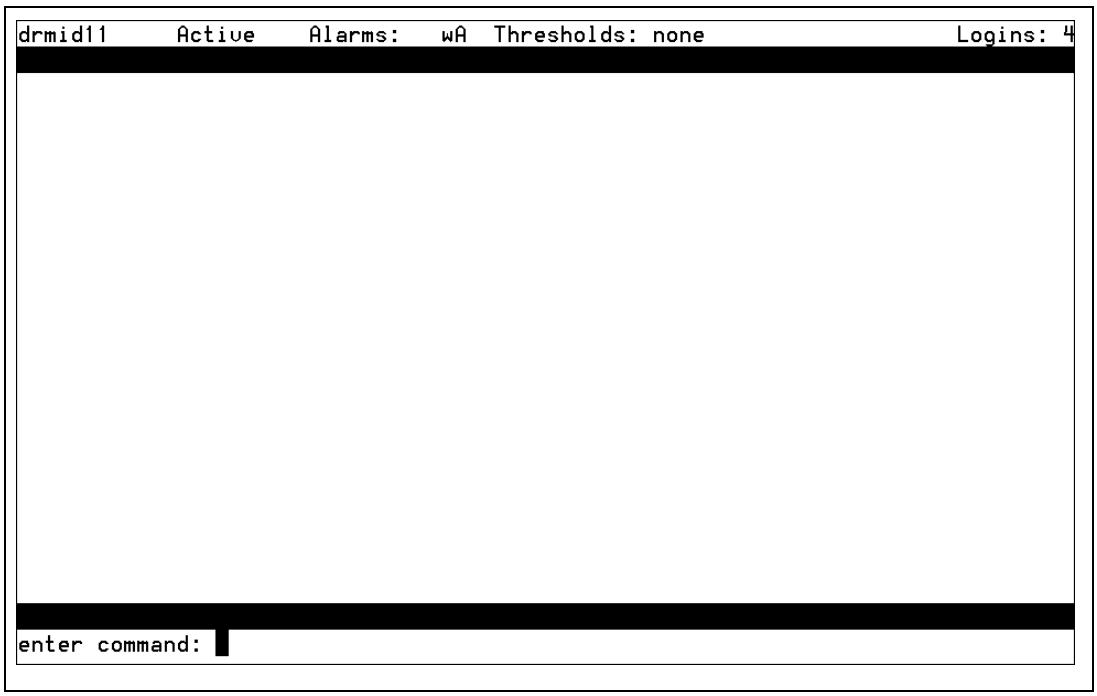
4. Press F3 (Save) to save the UNIX system date and time changes.

   The system logs a message to the Administrator's Log informing you of any changes made to the UNIX date and time.

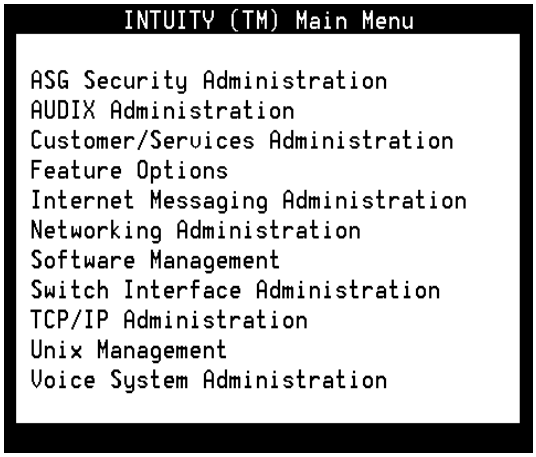
5. Press F6 (Cancel) repeatedly to return to the main menu.

The system does not reset to the new date and time changes until the system is restarted. You must set the changes by stopping and starting the voice system. See Stopping and Starting the voice system for more information.

AUDIX Command Prompt Screen



Avaya Intuity Main Menu



Layout of the AUDIX Command Prompt Screen

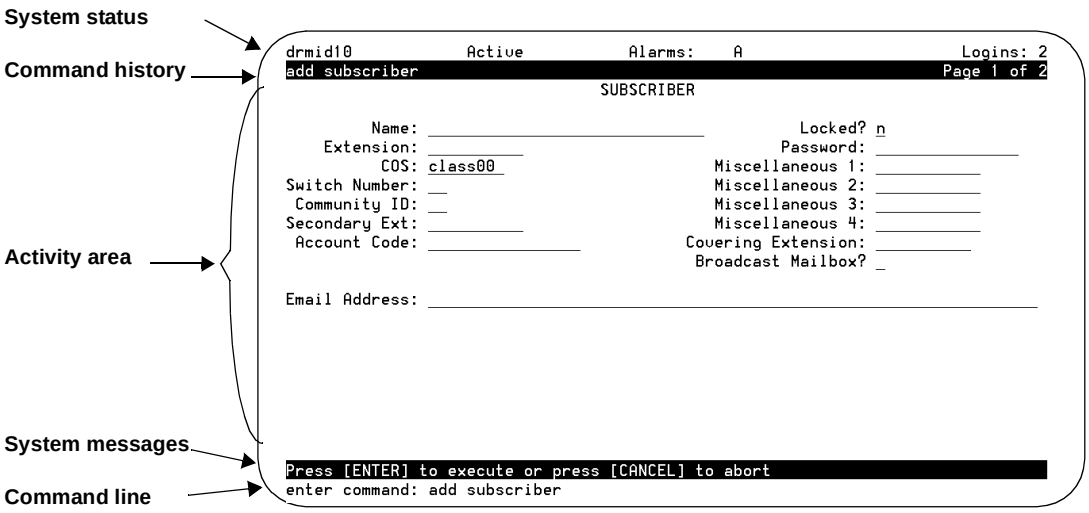


Table: Component Descriptions: AUDIX Command Prompt Screen

Component	Description
System status	This line displays Avaya Intuity system information. Starting from the left, the system status line indicates: ▪ The Avaya Intuity machine name ▪ Voice mail status (Active or Inactive) ▪ Any active alarms M = Major m = Minor A = Administrative w = Warning ▪ The number of people currently logged in
Command history	This line displays the fully expanded command typed in the command line, the current page number, and the page count, for example, `change subscriber Jane Doe Page 1 of 2`. If the active screen is a help screen, this line displays the title of the screen or field help, for example, `change subscriber Jane Doe: field help Page 1 of 1`.

Table: Component Descriptions: AUDIX Command Prompt Screen

Component	Description
Activity area	This area displays: ▪ Data entry fields, which are used to specify new or changed parameter values ▪ Display-only fields, which contain current parameter values that cannot be changed from this screen ▪ Report results, which display requested system information ▪ Help for screens and fields, which is activated with the F1 (Help) or F6 (Choices) keys
System messages	This line displays system feedback, error messages, and prompts, for example, `Command Successfully Completed`
Command line	This line is where you type commands to gain access to a new screen or exit AUDIX Administration.
Function key labels	This line shows labels for function keys F1 through F8. Press the appropriate function key to activate the function.

Sample Avaya Intuity Administration Menu and Window

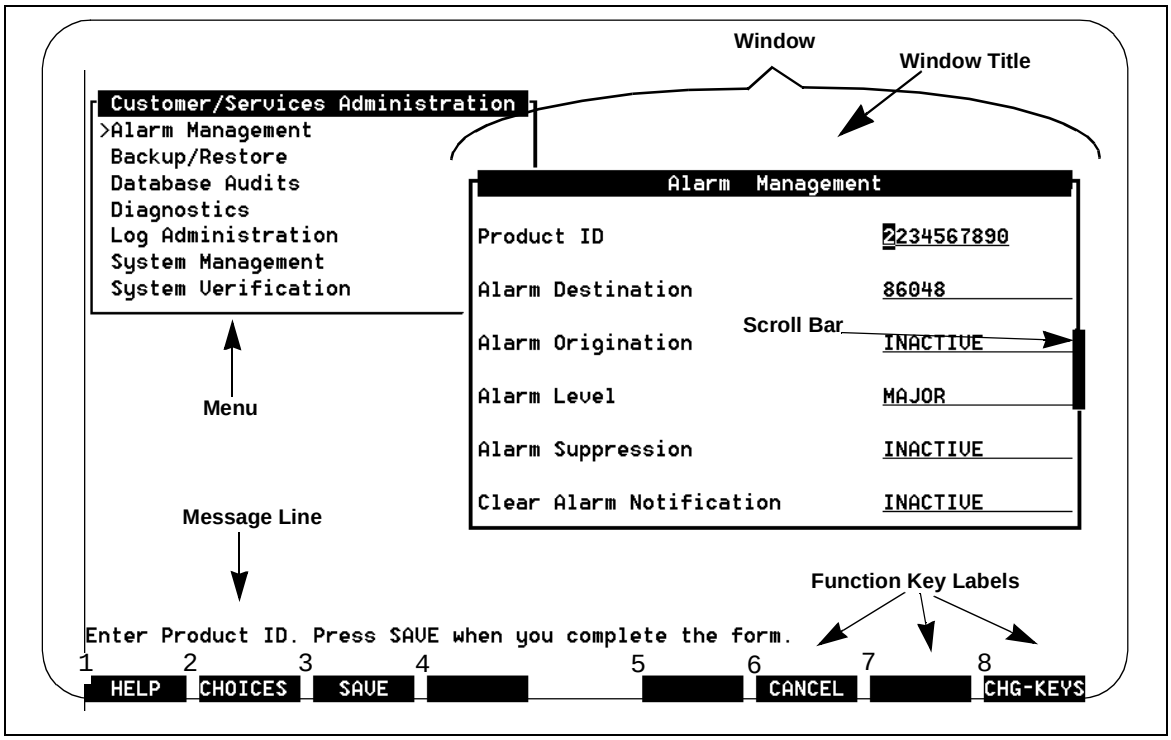


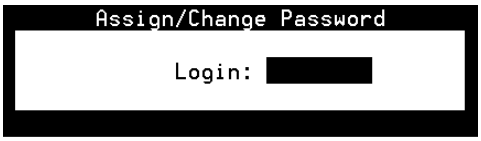
Table: Component Descriptions: Avaya Intuity Administration Windows

Component	Description
Menu	A special type of window that contains a list of options. A menu differs from other windows in that you can not enter data in it. You highlight an entry in the menu and press Return to select the entry. After selecting a menu option, the menu disappears, and you return to a data entry field in a window.
Window	The bounded portion of the administrative interface through which you can view system information or status. Differs from a screen in that a screen fills the viewing area of the monitor while a window has an edge and is displayed only on a portion of the viewing area.
Window Title	Shows the name of the window or menu.

Table: Component Descriptions: Avaya Intuity Administration Windows

Component	Description
Scroll Bar	Indicates if a window contains more than one screen of information. If the scroll bar contains a downward arrow, press the DOWN ARROW key, PageDown, or F3 (NextPage) to scroll to the additional information. When there are no more screens, the arrow on the scroll bar changes to an upward arrow, and pressing the UP ARROW key, PageUp, or F2 (PrevPage) will scroll back through the information.
Message Line	Contains a brief message about how to use the window.
Function Key Labels	Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is executed when the corresponding function key is pressed. If more than one window is open, the commands displayed apply only to the active screen. If no command label appears for a given function key, that key is not available for the active window. To display an additional set of function key labels, press F8 (Chg-Keys).

Assign/Change Password Window



Assign/Change Password Aging Window

Switch Time Zone Screen

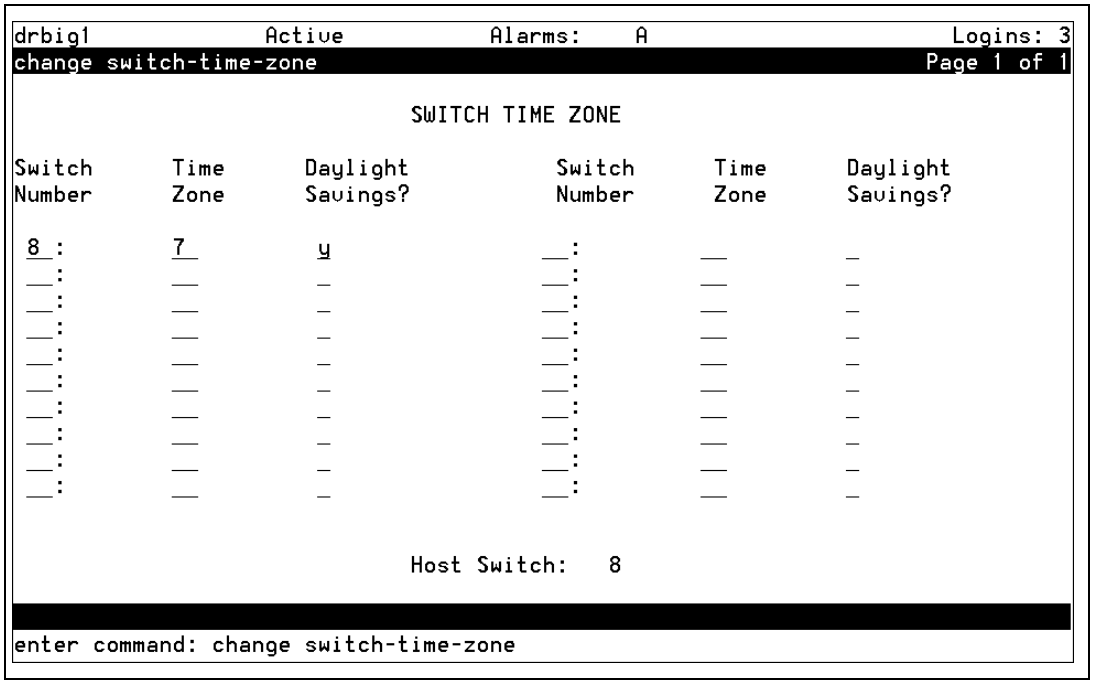


Table: Field Definitions: Switch Time Zone Screen

Field Name	Valid Input	Description/Procedure
`Time Zone:`	A number from 0 to 23 that corresponds to a time zone blank = a switch number that is not administered	Tab to the applicable timezone field and type in a number that indicates how many time zones west of Greenwich (England) the indicated switch is located. The time zone numbers for the USA are: ▪ 4 Atlantic Standard Time ▪ 5 Eastern Standard Time ▪ 6 Central Standard Time ▪ 7 Mountain Standard Time ▪ 8 Pacific Standard Time ▪ 10 Hawaii and Alaska You cannot modify the time zone entries for the host switch using this screen. To modify host switch values, see the software documentation for your particular switch.
`Daylight Savings?`	y = yes n = no blank = a switch number that is not administered	Type **y** (yes) or **n** (no) to indicate whether the associated switch is in a time zone that implements daylight savings time from April to October. You cannot modify the time zone entries for the host switch using this screen. To modify host switch values, refer to the software documentation for your particular switch.
`Host Switch:`	Display only	This field identifies the number assigned to the host switch in a DCS network.

UNIX Date and Time Window

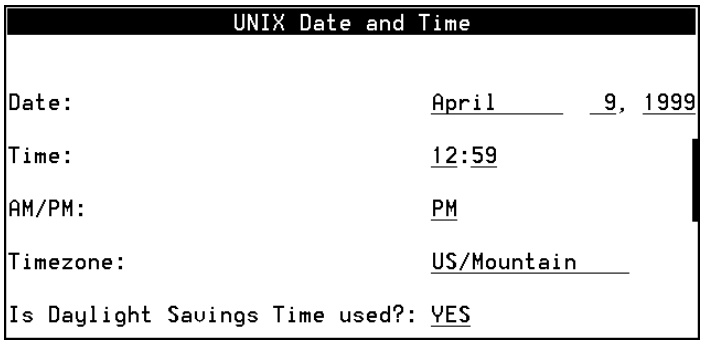


Table: Field Definitions: UNIX Date and Time Window

Field	Valid Input	Description/Procedure
Date:	Month: First 3 alphabetic characters of the current month	Type the first 3 characters of the current month and press TAB.
	Day: Numeric value 1 through 31	Type a value from 1 to 31 and press TAB.
	Year: 4-digit number between 1970 – 2038	Type the current year and press TAB.
Time:	Hour: A number from 0 through 12	Type in the hour and minute and press TAB.
	Minute: A number from 00 through 59	
AM/PM	a or p	Type **a** or **p** and press TAB.
Time Zone:	see description at right	Press F2 (Choices) and select the time zone for the region that the AUDIX system is in.
		Changes made to the Time Zone: field will not take effect until you log out of the Avaya Intuity system and then log back in.

Basic Messaging Administration

Overview of Basic Messaging Administration

This section describes how to set up most system parameters of an Intuity AUDIX Release 5 system. This section assumes you know basic Intuity AUDIX commands and navigation, such as logging in and out of the system, the difference between the vm and sa logins, command prompt function and usage, and how to move from field-to-field within a screen or window. If you are not familiar with Avaya Intuity system basics, read Getting Started before you continue.

This section describes the following procedures:

- Defining System Limits (page 40)
- Changing Extension Numbers (page 41)
- Defining Basic Features and Parameters (page 48)
- Controlling Call Transfers (page 49)
- Defining Thresholds for Warnings (page 52)
- Setting Up Community Sending Restrictions (page 53)
- Setting Up Outcalling (page 55)
- Setting Up a Broadcast Mailbox and Sending Broadcast Messages (page 56)
- Sending Login Announcements (page 59)

Defining System Limits

Note:
Administration Checklists contains a checklist of initial administrative tasks you can use as a guide for performing AUDIX system administration.

Your Intuity AUDIX system comes with default system limits. These limits consist primarily of maximum capacities for such things as stored messages and message-delivery lists. You can change system limits at any time on the System-Parameters Limits screen to define system capacities.

Note:
You must use the sa login to change data on the System-Parameters Limits screen. Voice messaging administrators who use the vm login can only view the data on this screen.

To define system limits:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

2. At the `enter command:` prompt, enter **change system-parameters limits**

   The system displays the System-Parameters Limits Screen (page 66).

3. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Limits Screen (page 66).

4. When you finish entering system limit information, press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

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

Changing Extension Numbers

Use the Change Extensions screen to move a series of extension numbers from one block of numbers to another instead of changing over each number individually. You can use this screen to move a single extension from one number to another, or to change the length of every extension number in your system.

CAUTION:
The Change Extensions screen affects many other settings on the local AUDIX system and on remote networked AUDIX systems. Use this screen only after you carefully plan the changes you want to make.

Guidelines for Using the Change Extensions Screen

Consider the following guidelines before you change extension numbers:

- To change the length of local extension numbers:
  - — First change the length of extensions at the platform level. Use the platform's Switch Interface Administration command. For more information, see the switch integration documentation for your specific switch.
  - — Use the **change machine** command to change extension length on a remote machine.
- To move numbers on the local machine:
  - — This screen can move all of the covering extensions in a given range of numbers. However, it does not change references to the local system in networked systems.
  - — If the system you want to change is networked to other AUDIX systems, you must also change the extension length for this machine in all connected systems.
  - — Ports on the system with local subscribers whose extensions are to be changed will be disabled while you make the necessary changes. Therefore, plan to make the changes when traffic is slow.
- To change automated attendant extensions:

  This screen does not change the extensions for automated attendants. If you use this screen to change an extension, and an automated attendant is set up to call that extension, follow the

procedures in Automated Attendant and Bulletin Boards to change the automated attendant extension.

Changing a Block of Extensions (and Changing the Length of the Extensions)

To change the length of local extension numbers, you must first make changes to the platform itself, then make changes in AUDIX administration.

Platform Changes

To change extension length on the platform:

1. Log in to the system as sa.
2. Back up your system data. See Attended Backup for more information.
3. Busy out all network and voice ports on the machine to be changed. See Busying Out Channels on a Tip/Ring Circuit Card for more information.
4. Start at the Avaya Intuity Main Menu (page 62) and select:

   ```
   Switch Interface Administration
     DCIU Interface Administration
   ```

   The system displays the DCIU Interface Administration Screen (page 64).
5. Change the entry in the `Extension Length:` field to reflect the new extension length.
6. To put the changes into effect, stop and then restart the voice system. See stopping and starting the voice system for more information. This process takes 5 to 10 minutes, and should be done when traffic is low.

   Once the system has restarted, continue with the next procedure.

AUDIX Changes

To change the extension length in AUDIX administration:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX Command Prompt Screen (page 63).

2. At the `enter command:` prompt, enter **change machine *machine_name*** where *machine_name* is the name of the machine on which you plan to change or add extensions.

   The system displays the new extension length in the `Extension Length:` field on the Machine Profile Screen (page 65).

3. Note the ranges of extension numbers in the `Start Ext.` and `End Ext.` fields before you make any modifications.

   Tip:
   If you have a system printer, enter **print display machine** to get a copy of the extension assignments before you continue.

4. If you are updating a remote machine, enter the new extension length in the `Extension Length:` field.

5. Reenter the prefixes, and the start and end extensions as they will be when the conversion is completed.

6. Press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

7. At the `enter command:` prompt, enter **change extensions**

   The system displays the Change Extensions Screen (page 68).

8. In the `Machine Name:` field, enter the name of the AUDIX machine for which you are changing extension numbers.

9. In the `Change extensions beginning with:` field and the `Ending with:` field, enter the boundaries of the extension numbers you are changing. That is, enter two numbers: the beginning (smallest affected) extension number and the ending (largest affected) extension number. In the Change Extensions Screen (page 68) example, the 100 extensions to be changed are those currently numbered between 9900 and 9999.

10. In the `To new extension beginning with:` field, enter the beginning number of the new block of numbers to which the extensions named in Step 9 are to be changed. In the Change Extensions Screen (page 68) example, extension number 9900 is to be changed to 29900, and numbers up through 9999 are to be changed to corresponding numbers above 29900. For example, extension 9947 becomes extension 29947.

    All other fields are display fields.

11. Press F3 (Enter) to initiate the process.

    The system does one of the following:

    - Fills in the `Ending with:` field and asks you to confirm your intent. The system then validates that all extensions in the new extension range are unused and available. This validation process can take between 1 and 2 minutes.

    - Fills in the `Ending with:` field and displays the message `Subscriber Already Exists`. In this case, you have specified a range of numbers that includes at least one number that is already assigned. The system does not permit the Change Extensions screen to delete an existing number in the course of adding another. If you see the `Subscriber Already Exists` message, perform the following:

      a. Press F1 (Cancel) to exit this screen.

      b. Type **list extensions** at the command line. Use the resulting list to determine whether the local machine already has extensions assigned in the range you want to use.

      c. Type **list address ranges** at the command line. Use the resulting Address Ranges list to determine which remote machine already has extensions in the range you want to use. If you want further information about the extensions on a remote machine, type **list remote-extensions *machine-name*** at the command line.

      d. Use the information from Steps b and c as a basis to reconsider the target range of numbers. Once you have worked out new number ranges, return to Step 1 of this procedure to assign them.

12. Press F3 (Enter) again.

    The system fills in the display fields as it works. when it is finished, the cursor returns to the command line and the system displays the following message:

    `Command Successfully Completed.`

13. If for some reason you must press F1 (Cancel) during this operation, the system will have already made some changes. Recover as follows:

    a. Note the numbers shown in the display fields. They indicate approximately how many changes were made.

    Tip:
    If you have a system printer, enter **print list extensions** to get a copy of the extensions.

b. At the command line, enter **list extensions** to find exactly which numbers were changed and which were not.

c. Plan what needs to be done to recover, whether it is changing the remaining extensions or returning changed extensions back to their original assignments. Use the **change extensions** command to change extension numbers as necessary.

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

15. While the local machine is busied out, connect, one at a time, to each remote machine with which the local machine is networked. On each remote machine, perform Step 1 through Step 14 using the name of the original local machine in fields that call for a machine name.

> **CAUTION:**
> The network ports of the machine on which the local subscriber's extension length was changed must remain busied out until the change is administered on all remote systems.

16. Release all voice cards from the busy condition. See Releasing Channels on a Tip/Ring Circuit Card for more information.

Changing a Block of Extensions (No Change in the Length of the Extensions)

To change a block of extensions from one series of numbers to another series of equal length:

1. Read the precautions in Guidelines for Using the Change Extensions Screen (page 41).

2. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

3. At the `enter command:` prompt, enter **change machine *machine_name*** where *machine_name* is the name of the machine on which you plan to change or add extensions.

   The system displays the Machine Profile Screen (page 65).

4. Note the ranges of extension numbers in the `Start Ext.` and `End Ext.` fields before you make any modifications.

5. Change the `Start Ext.` and `End Ext.` fields to define an address range that includes the new block of extensions.

6. Press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

7. Repeat Step 2 through Step 6 for each remote or local system on which a new range must be defined to accommodate the intended new block of extensions.

8. Busy out all voice ports on the machine on which you want to change extension numbers for local subscribers. See Busying Out Channels on a Tip/Ring Circuit Card for more information.

9. At the `enter command:` prompt, enter **change extensions**

   The system displays the Change Extensions Screen (page 68).

10. In the `Machine Name:` field, enter the name of the AUDIX machine for which you are changing extension numbers for local subscribers. This is the only system on which you perform this procedure.

11. In the `Change extensions beginning with:` field and the `Ending with:` field, enter the boundaries of the extension numbers you are changing. That is, enter two numbers: the beginning (smallest affected) extension number and the ending (largest affected) extension number. In the Change Extensions Screen (page 68) example, the 100 extensions to be moved are those currently numbered between 9900 and 9999.

12. In the `To new extension beginning with:` field, enter the beginning number of the new block of numbers to which the extensions named in Step 11 are to be moved.

    All other fields are display fields.

13. Press F3 (Enter) to initiate the process.

    The system does one of the following:

    - Fills in the `Ending with:` field and asks you to confirm your intent. The system then validates that all extensions in the new extension range are unused and available. This validation process can take between 1 and 2 minutes.

    - Fills in the `Ending with:` field and displays the message `Subscriber Already Exists`. In this case, you have specified a range of numbers that includes at least one

number that is already assigned. The system does not permit the Change Extensions screen to delete an existing number in the course of adding another. If you see the `Subscriber Already Exists` message, continue with the following steps:

a.Press F1 (Cancel) to exit this screen.

b.Type **list extensions** at the command line. Use the resulting list to determine whether the local machine already has extensions assigned in the range you want to use.

c.Type **list address ranges** at the command line. Use the resulting Address Ranges list to determine which remote machine already has extensions in the range you want to use. If you want further information about the extensions on a remote machine, type **list remote-extensions *machine-name*** at the command line.

d.Use the information from Steps b and c as a basis to reconsider the target range of numbers. Once you have worked out new number ranges, return to Step 1 of this procedure to assign them.

14. Press F3 (Enter) again.

    The system fills in the display fields as it works. when it is finished, the cursor returns to the command line and the system displays the following message:

    `Command Successfully Completed`.

15. If for some reason you must press F1 (Cancel) during this operation, the system will have already made some changes. Recover as follows:

    a. Note the numbers shown in the display fields. They indicate approximately how many changes were made.

    Tip:
    If you have a system printer, enter **print list extensions** to get a copy of the extensions.

    b. At the command line, enter **list extensions** to find exactly which numbers were changed and which were not.

    c. Plan what needs to be done to recover, whether it is changing the remaining extensions or returning changed extensions back to their original assignments. Use the **change extensions** command to change extension numbers as necessary.

16. Release the voice ports on the local system. See Releasing Channels on a Tip/Ring Circuit Card for more information.

    The local system automatically updates any remote system with the extension number changes.

    If a remote system is not administered to receive automatic updates, you must make the extension changes manually on the system. Contact the system administrator for the remote machine to follow Step 1 through Step 16.

Defining Basic Features and Parameters

The Intuity AUDIX system comes with default login parameters and default system time limits. Also, certain features that must be activated globally for all subscribers (for example, Multiple Personal Greetings) are either activated or not activated by default. You may want to change some of these parameters or to activate or deactivate features as the needs of system subscribers change.

Note:
You must use the sa login to change data on this screen. Voice messaging administrators who use the vm login can only view the data on this screen.

To change system features and parameters:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

2. At the `enter command:` prompt, enter **change system-parameters features**

   Tip:
   To view current system settings, use the **display system-parameters features** command.

   The system displays the System-Parameters Features Screen, Page 1 (page 69).

3. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Features Screen, Page 1 (page 69).

4. Press F7 (NextPage).

   The system displays the System-Parameters Features Screen, Page 2 (page 72).

5. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Features Screen, Page 2 (page 72).

6. Press F7 (NextPage).

   The system displays the System-Parameters Features Screen, Page 3 (page 75).

7. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Features Screen, Page 3 (page 75).

8. Press F7 (NextPage).

   The system displays the System-Parameters Features Screen, Page 4 (page 78).

9. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Features Screen, Page 4 (page 78).

   For more information on networking parameters, see Non-Administered Remote E-Mail Subscribers.

10. Press F3 (Enter) to save the information in the system database.

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

    `Command Successfully Completed.`

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

Controlling Call Transfers

This section describes how to deny transfers to certain numbers out of the AUDIX system and how to enable transfers to others.

Things to Consider When Planning Call Transfer Controls

The Transfer Security windows give you control over call transfers and use of the windows helps to prevent toll fraud. Use these windows to specify extensions to which a caller is permitted to transfer.

Callers cannot transfer to numbers expressly denied. For example, you may want to forbid call transfer to numbers beginning with 9 if this number accesses an outside line.

Denied numbers override numbers not specified on these windows. Allowed numbers override numbers specifically denied. For example:

If you used the Add Denied Transfer Numbers Window to ...	and you used the Add Allowed Transfer Numbers Window to ...	then a caller can ...
deny all numbers	allow numbers in the range 2000–5999	transfer out of the AUDIX system by dialing any 4-digit number that starts with 2 to 5.
deny all numbers	allow a specific number	only transfer to that number, for example, a remote field office.

To deny all numbers, enter **all** in the `From` field of the Add Denied Transfer Numbers Window (page 79) and leave the `To` field blank. You can use a similar method to enter a single number (rather than a range) into either the Add Denied Transfer Numbers Window (page 79) or the Add Allowed Transfer Numbers Window (page 80). Simply enter the number of interest into the `From` field of the applicable window.

Denying Call Transfers

To specify denied transfer numbers:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   ```
   Voice System Administration
     Transfer Security
       Denied Numbers
         Add Denied Numbers
   ```

   The system displays the Add Denied Transfer Numbers Window (page 79), with the cursor in the first of the two fields.

2. Do one of the following:

   - Enter **all** in the `From` field to deny all transfers. Most administrators choose to deny all transfers, then allow a few numbers or classes of numbers that do not affect system security.

- Enter a starting extension in the `From` field and an ending extension in the `To` field to deny a range of numbers.

  For example, enter 4000 in the `From` field and 5999 in the `To` field to restrict 4-digit transfers to any numbers between 4000 and 5999.

  Note:
  No two restricting entries can overlap each other. For example, you cannot enter a restriction to any numbers between 4000 and 5999 then enter another restriction between 5000 and 6999. Instead, enter one range of 4000 to 6999.

3. When you finish entering transfer number information, press F3 (Save) to save the information in the system database.

4. To confirm that your entries will have the correct accumulated effect, you can display the ranges together:

   a. Press F6 (Cancel) to back up to the Denied Numbers menu.

   b. Select `Display Denied Numbers` to view the extension ranges you have selected.

   c. Verify that all the extensions you want to deny are included in the displayed ranges.

Allowing Call Transfers

To specify allowed transfer numbers:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   ```
   Voice System Administration
     Transfer Security
       Allowed Numbers
         Add Allowed Numbers
   ```

   The system displays the Add Allowed Transfer Numbers Window (page 80).

2. Do one of the following:

   - Enter a starting extension in the `From` field and an ending extension in the `To` field to allow a range of numbers. Most administrators choose to deny all transfers as described in Denying Call Transfers (page 50), then use this window to

specify the few numbers or classes of numbers that do not affect system security.

For example, enter 4000 in the `From` field and 5999 in the `To` field to allow 4-digit transfers to any numbers between 4000 and 5999.

- Enter **all** in the `From` and `To` fields to allow all transfers.

Note:
No two allowed transfer entries can overlap each other. For example, you cannot make an entry to allow transfer numbers between 4000 and 5999 then make another entry to allow transfer numbers between 5000 and 6999. Instead, enter one range of 4000 to 6999.

3. Press F3 (Save) to save the information in the system database, and continue entering ranges of numbers until you have allowed the necessary numbers.

4. To confirm that your entries will have the correct accumulated effect, you can display the ranges together:

   a. Press F6 (Cancel) to back up to the Allowed Numbers menu.

   b. Select `Display Allowed Numbers` to view the extension ranges you have selected.

   c. Verify that all the extensions you want to allow are included in the displayed ranges.

Defining Thresholds for Warnings

The Intuity AUDIX system plays a warning message to subscribers when their mailboxes are too full. The system has default thresholds that determine when mailboxes get too full. You can change these thresholds as the use of your system changes.

Note:
You must use the sa login to change data on this screen. Voice messaging administrators who use the vm login can only view the data on this screen.

To change the system thresholds:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

2. At the `enter command:` prompt, enter **change system-parameters thresholds**

   Tip:
   To view current system settings, use the **display system-parameters thresholds** command.

   The system displays the System-Parameters Thresholds Screen (page 81).

3. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Thresholds Screen (page 81).

4. Press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

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

Setting Up Community Sending Restrictions

A *community* is group of subscribers to whom you have assigned some type of calling restrictions. The administration of communities enables you to further define the allowed call destinations of your subscribers.

You create a community to prevent members from:

- Sending mail to other groups
- Receiving mail from other groups

For example, you have just set up two communities. Community 1 cannot send messages to international communities. Therefore, you assign the subscribers that cannot have international access to Community 1. Community 2 has international access. Therefore, you assign the

international machine(s) and the individuals who are permitted to access international numbers to Community 2.

Then you administer the communities so that Community 1 is restricted from sending to Community 2. This tells the Avaya Intuity system which subscribers can and cannot access international destinations.

If you have purchased the Enhanced-List Application (ELA) software, you should plan a special community, if you want to restrict ELA access to select subscribers, as described in Setting Up ELA and Shadow Mailbox Community IDs.

Once you have administered all communities here, you can assign individual subscribers to the desired community using the Subscriber screen. You can also assign machines, for example, fax machines, to communities using the Machine Profile Screen and the **change machine *machine_name*** command.

Note:
You must use the sa login to change data on this screen. Voice messaging administrators who use the vm login can only view the data on this screen.

To set up sending restrictions between communities:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

2. At the `enter command:` prompt, enter **change system-parameters sending-restrictions**

   Tip:
   To view current system settings, use the **display system-parameters sending restrictions** command.

   The system displays the Sending Restrictions Screen (page 82).

3. Complete the fields on this screen using the information in the table for Field Definitions: Sending Restrictions Screen (page 82).

4. Press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

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

Setting Up Outcalling

The Outcalling feature allows a subscriber to tell the Intuity AUDIX system to place a call to a specified number when the subscriber receives new messages. Use the System-Parameters Outcalling screen to administer the system-related outcalling parameters.

SECURITY ALERT:
Use of the outcalling feature greatly increases the risk of toll fraud. You should specify a maximum number of outcalling digits that is as small as possible. You should also take precautions by placing additional restrictions on the Intuity AUDIX outcalling ports, other Intuity AUDIX ports, trunk access codes, and so on. See Improving Outcalling Security for more information.

Note:
You must use the sa login to change data on this screen. Voice messaging administrators who use the vm login can only view the data on this screen.

To set up outcalling parameters:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

   Tip:
   To view current system settings, use the **display system-parameters outcalling** command.

2. At the `enter command:` prompt, enter **change system-parameters outcalling**

   The system displays the System-Parameters Outcalling Screen (page 83).

3. Complete the fields on this screen using the information in the table for Field Definitions: System-Parameters Outcalling Screen (page 83).

4. Press F3 (Enter) to save the information in the system database.

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

   `Command Successfully Completed.`

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

Note:
After you have set up outcalling, you must also assign outcalling permission to each subscriber you want to be able to use the feature. See Adding, Changing, and Removing Subscribers for more information.

Broadcast Messages

A broadcast mailbox allows subscribers to send broadcast messages or login announcements. You must set up a specific broadcast mailbox to store the broadcast messages. When subscribers listen to a broadcast message or login announcement, the system actually retrieves it from the broadcast mailbox. Likewise, when subscribers record and send broadcast messages, they store them in the broadcast mailbox. The broadcast mailbox can contain a maximum of 16 broadcast messages and 1 login announcement.

Setting Up a Broadcast Mailbox

To set up broadcast mailbox:

1. Start at the Avaya Intuity Main Menu (page 62) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 63).

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

   The system displays the Subscriber Screen, Page 1 (page 85).

3. Type the name of the broadcast mailbox in the `Name:` field.

4. Type the broadcast mailbox's extension in the `Extension:` field. Use an extension that is not administered on the switch.

5. Type the Class of Service name or number you want for this broadcast mailbox in the `COS:` field.

6. Type **0** in the `Switch Number:` field. The zero means that the broadcast mailbox has a voice messaging mailbox, but does not have an extension on the switch.

7. Type **y** in the `Broadcast Mailbox?` field. The y identifies this as a broadcast mailbox.

   Note:
   You can enter data in the `Broadcast Mailbox?` field only via the **add subscriber** command. You cannot change a broadcast mailbox to a regular subscriber mailbox or vice-versa via the **change subscriber** command. To change the broadcast mailbox, you must remove the current broadcast mailbox and add a new one.

8. Press F7 (NextPage).

   The system displays Subscriber Screen, Page 2 (page 86).

9. Enter **none** in the following fields:

   - `Permissions, Type`
   - `Permissions, Broadcast`

10. Enter the maximum number of days that you want any particular broadcast message to be active in your system in the `Incoming Mailbox, Retention Times (days)` field. Enter the same number of days for `New`, `Old`, and `Unopened.`

11. Enter the maximum number of seconds of mailbox space for the broadcast mailbox into the `Mailbox Size, Maximum` field. A valid entry is a number from 0 to 32767.

    Be sure you enter enough time for all the messages you think your system may need to store at one time. Note that the maximum message length for a broadcast message varies, depending on the maximum message length administered for the specific subscriber creating a broadcast message.

12. Press F3 (Enter) to save the mailbox information to the system database.

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

    `Command Successfully Completed.`

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

Creating a Broadcast Message

A broadcast message is a message you send to all messaging subscribers on your AUDIX system. It is treated as a new message and is presented before normal messages. Broadcast messages are useful for company announcements or emergency announcements.

You create and send a broadcast message normally, except that you do not address it. Instead, you mark the message as a broadcast message. You cannot send a broadcast message to subscribers on other systems or at other locations.

Guidelines for broadcast messages

Message notification turns on subscribers' message waiting indicators when the message arrives. Turn on message notification only in emergencies. The system slows down greatly if many subscribers try to get a broadcast message simultaneously.

Administer the broadcast mailbox so that the system deletes the message from the broadcast mailbox when the message expires.

With a 2-day default expiration, subscribers can get the message for up to 3 days, that is, for the day you send it and the next 2 days. Then the message can no longer be accessed.

If the broadcast mailbox already has 16 active broadcast messages, your message is immediately categorized as nondeliverable.

Sending a Broadcast Message

To send a broadcast message:

1. Log in to your mailbox. See the process flowchart Broadcast Message Operation and Procedure (page 87).
2. Press **1** to record or **4** to review a message.
3. Record, edit, and address a message. See the Intuity Multimedia Messaging User's Guide, 585-310-748 for subscriber instructions.
4. Press **8** to mark the message as broadcast.

   If a subscriber cannot mark a message as broadcast, he/she does not currently have permission to send broadcast messages. To allow a subscriber to send broadcast messages, go to the Subscriber Screen, Page 2 (page 86) and enter **voice** in the `Broadcast:` field.

5. (OPTIONAL) Press any of the following:

1	Make private. (Press **1** again to undo.)
3	Schedule delivery.
4	File a copy.

Note:
A broadcast message cannot also be a priority message.

6. (OPTIONAL) Press *** M** to access the following additional options:

1	Turn on message notification. (Press **1** again to undo.)
2	Change the message expiration from the 2-day default. a. Enter numbers for the month and day of expiration. For example, press **1 0 0 8** for October 8. **NOTE:** The month can be either 1 or 2 digits. The day must be 2 digits. b. Press **#** to save the expiration date or press **2** to start over.
#	Approve additional options.

7. Press # to approve your message.

Sending Login Announcements

A login announcement is a voice mail message that automatically plays to each subscriber when the subscriber logs into his or her mailbox.

Guidelines for Login Announcements

Login announcements have the following special characteristics. They:

- Do not turn on message waiting indicators, so do not use login announcements for emergencies.
- Are not put in subscribers' mailboxes. Subscribers cannot delete, save, replay, or forward login announcements. Thus, the only way to replay login announcements is to log in again.
- Can be active only one at a time.

- Are delivered to subscribers at remote locations as normal messages.
- Do not activate outcalling.
- Do not show up on TeleTypewriter (TTY) systems, so a hearing-impaired subscriber who uses only TTY for messaging does not see them. Send TTY subscribers a mail message from a TTY instead.
- Go to all subscribers of the system, so be sure to record them in all languages used.

Making a Message a Login Announcement

To make a message a login announcement:

1. Log in to your mailbox. See the process flowchart Login Announcement Operation (page 88).
2. Press **1** or **4** to record or review a message.
3. Record, edit, and address the message as if it were a normal voice mail message.
4. Press **9** to mark the message as a login announcement.

   If a subscriber cannot mark a message as a login announcement, he/she does not currently have permission to send login announcements. To allow a subscriber to send login announcements, go to the Subscriber Screen, Page 2 (page 86) and enter **login** in the `Broadcast:` field.

   If the broadcast mailbox already holds a login announcement that is not yet expired, the AUDIX system informs broadcasters that new login announcements are nondeliverable.

   Note:
   A login announcement cannot also be marked as a private or priority message.

5. (OPTIONAL) Press:

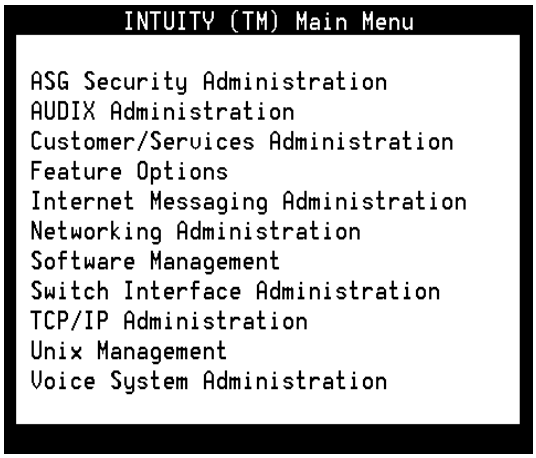
3	Schedule delivery.
4	File a copy.

6. (OPTIONAL) Press *** M** to access the following additional options:

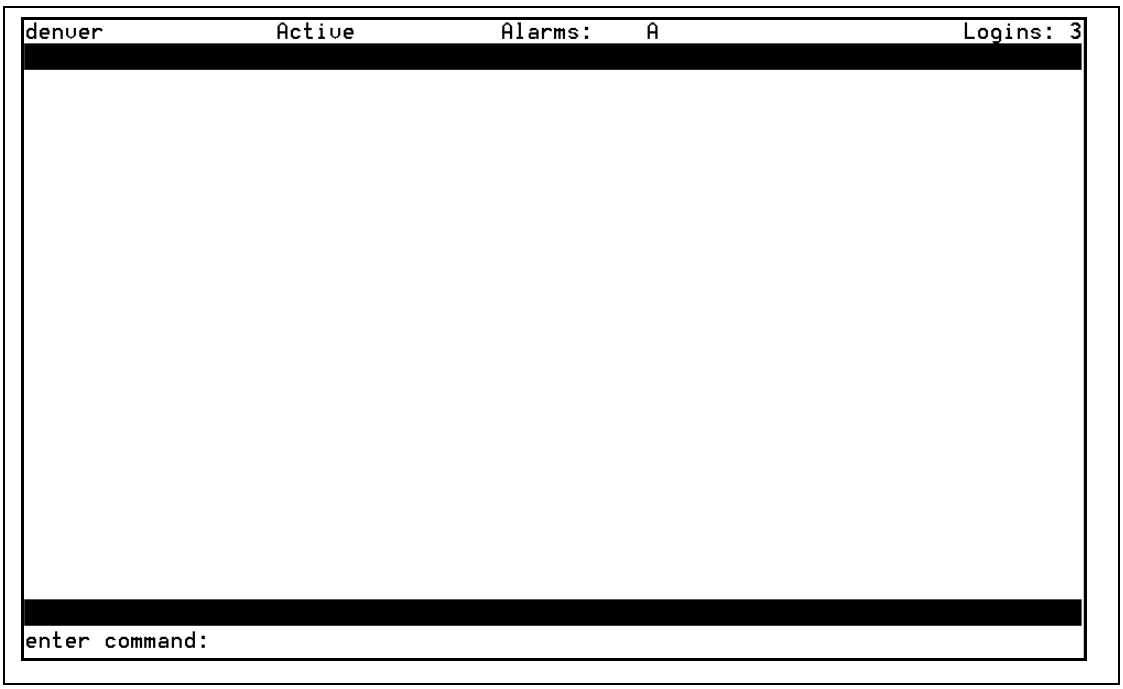
1	To turn off dial-though capability. (Press **1** again to undo.) **Note:** Turning off dial-through ensures that subscribers hear the entire announcement when logging in.
2	Change the message expiration from the 2-day default. a. Enter numbers for the month and day of expiration. For example, press **1 0 0 8** for October 8. **NOTE:** The month can be either 1 or 2 digits.The day must be 2 digits. b. Press # to save the expiration date or press **2** again to start over.
#	Approve additional options.

7. Press # to approve your message.

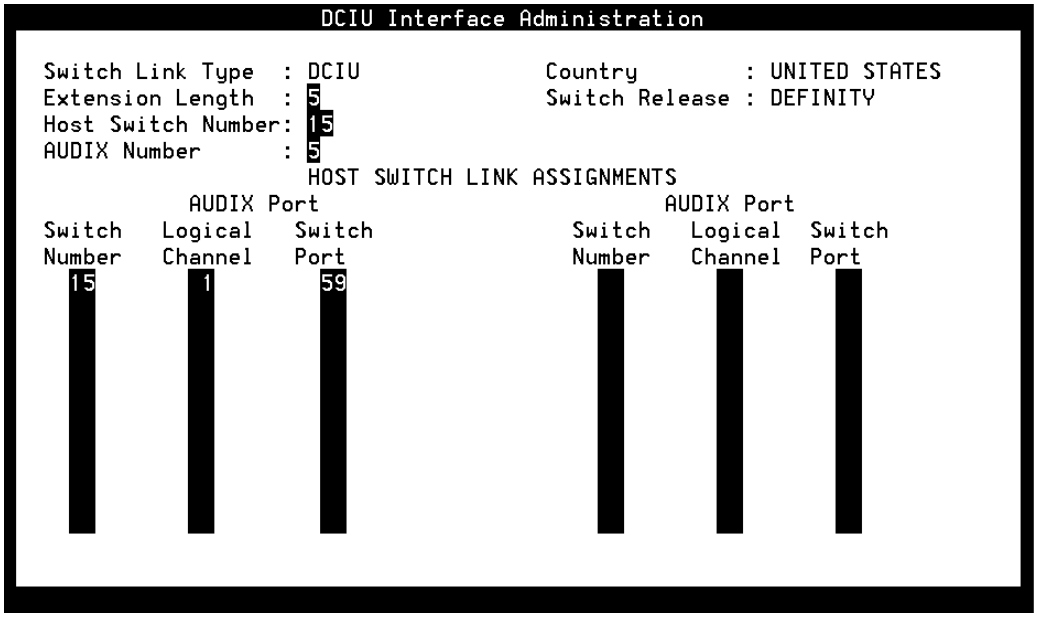
Avaya Intuity Main Menu



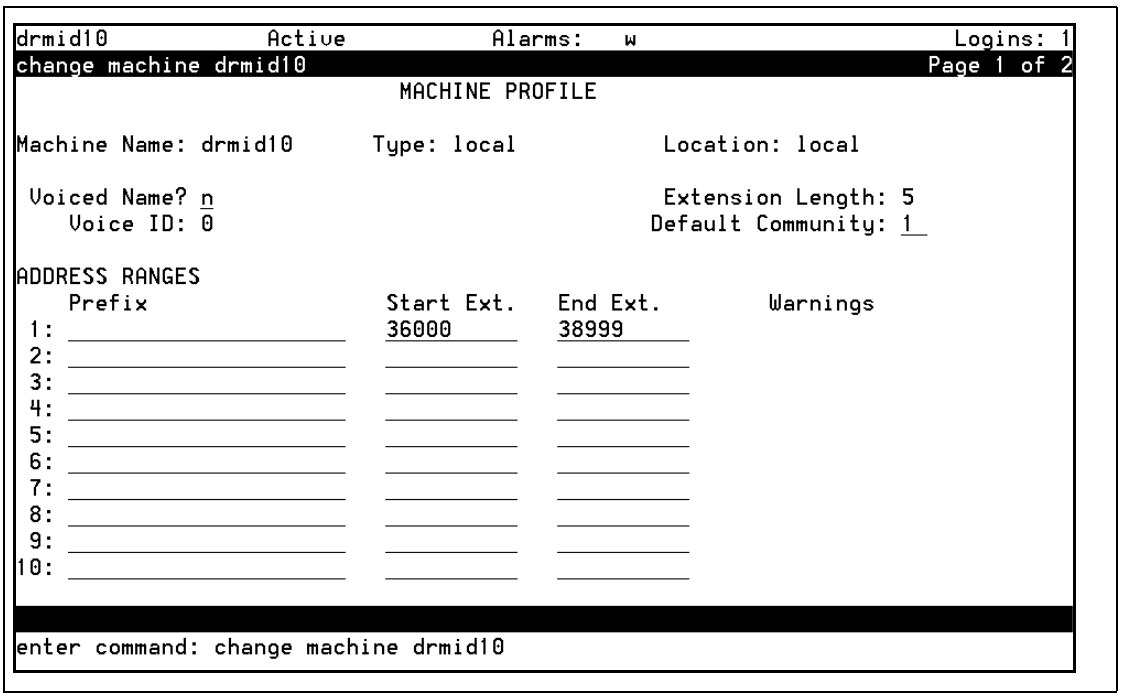
AUDIX Command Prompt Screen



DCIU Interface Administration Screen



Machine Profile Screen



System-Parameters Limits Screen

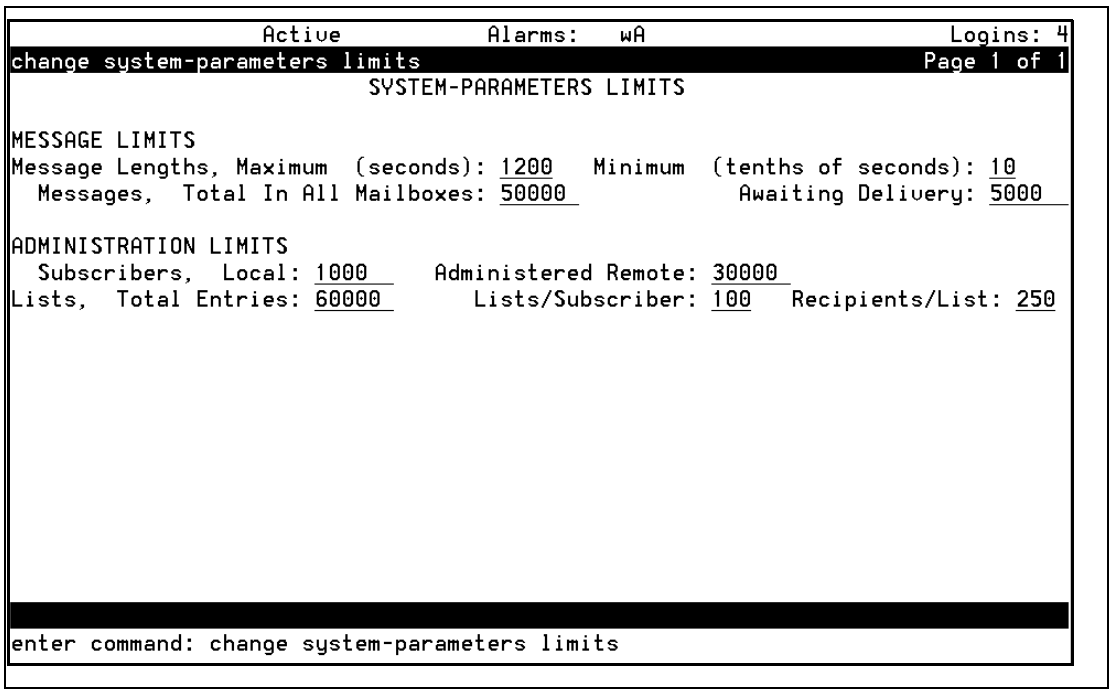


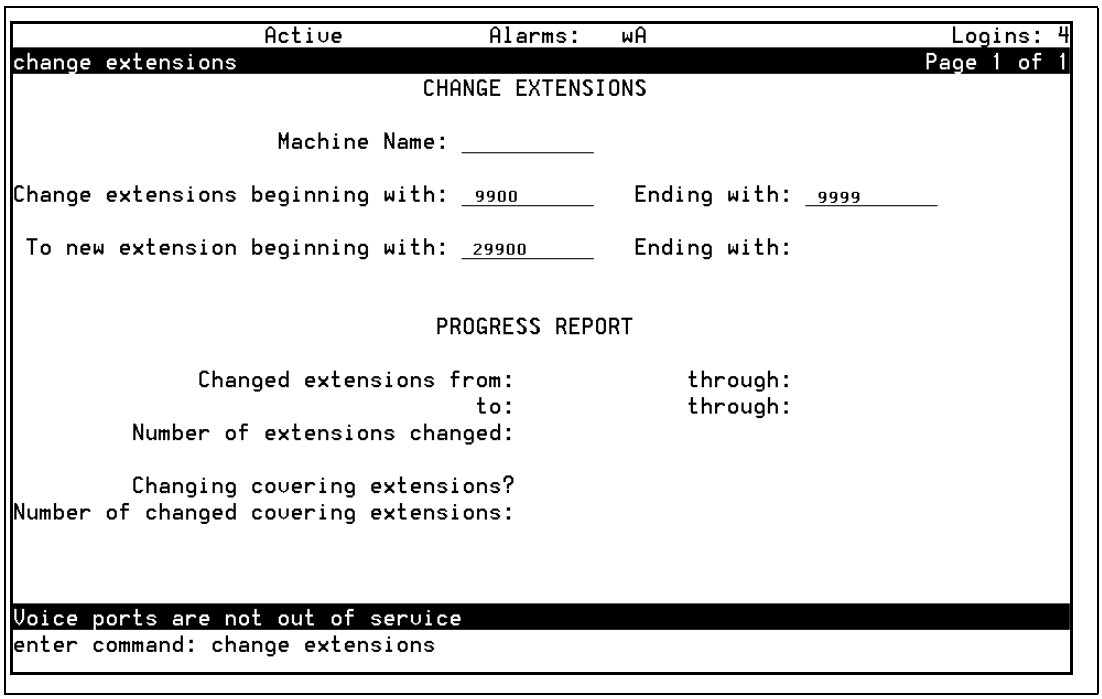
Table: Field Definitions: System-Parameters Limits Screen

Field Name	Valid Input	Description/Procedure
MESSAGE LIMITS		
Message Lengths, Maximum:	16–1200	Enter the length, in seconds, of the longest message that can be created. Maximum message lengths for individual subscribers can be further restricted on the Class of Service and Subscriber screens.
Message Lengths, Minimum:	0–99 Default: 10	Enter the length, in tenths of a second, of the shortest message that the AUDIX system recognizes as a message.
Messages, Total in All Mailboxes:	0–999999 Default: 50000	Enter the maximum number of messages expected in all subscribers' mailboxes at any one time. This number tells the system when to start generating alarms. It does not prevent message delivery.
Messages, Awaiting Delivery:	0–999999 Default: 50000	Enter the maximum number of messages expected in the system delivery queue. The recommended value is 10% of the value in the `Messages, Total in All Mailboxes:` field. This number tells the system when to start generating alarms. It does not prevent message delivery.
ADMINISTRATION LIMITS		
Subscribers, Local:	display only	This field displays the maximum number of subscribers that can be administered on this AUDIX system. The value is determined when you purchase or upgrade your system and can only be changed by technical support engineers.

Table: Field Definitions: System-Parameters Limits Screen

Field Name	Valid Input	Description/Procedure
Subscribers, Administered Remote:	0–500000	Enter the maximum number of remote subscribers that can be administered on this AUDIX system.
Lists, Total Entries:	0–999999 Default: 50000	Enter the total number of entries allowed in all subscribers' lists. If your site has ELA, this number must be at least 200,000.
Lists/ Subscriber:	0–999 Default: 100	Enter the maximum number of lists allowed per subscriber.
Recipients/List:	0–250 Default: 250	Enter the maximum number of entries (recipients) allowed per subscriber list.

Change Extensions Screen



System-Parameters Features Screen, Page 1

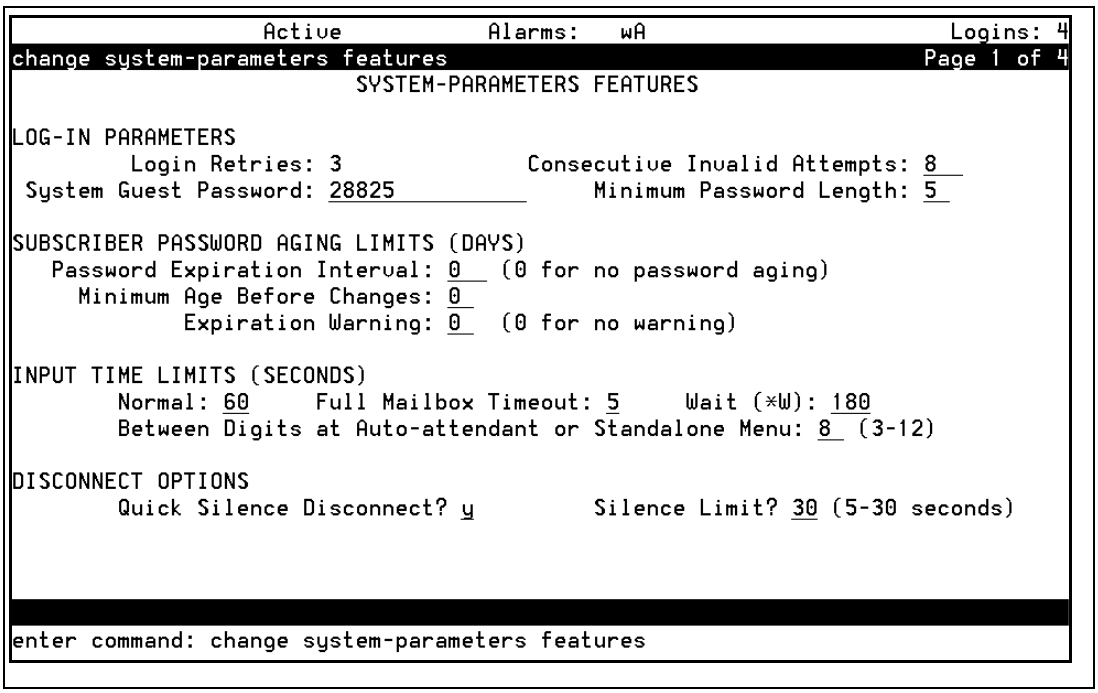


Table: Field Definitions: System-Parameters Features Screen, Page 1

Field Name	Valid Input	Description/Procedure
LOG-IN PARAMETERS		
Login Retries:	Display only	The number of sequential login attempts allowed before the Intuity AUDIX system disconnects the caller.
Consecutive Invalid Login Attempts:	0–999 Default: 18	The maximum number of consecutive unsuccessful login attempts allowed before the caller is locked out of the system.
System Guest Password:	1- to 15- numeric characters Default: blank	A password that people without mailboxes can use to leave messages for system subscribers. Subscribers must not have the same password as the guest password. The system does not allow subscribers to create a password that is the same as the guest password.
Minimum Password Length:	0–15 Default: 0	The minimum number of characters required for a subscriber password. Passwords should have at least 5 digits and should exceed by at least 1 digit the number of digits in an extension number. If limitations are not in place, many subscribers will choose easily guessed numbers for their password.
PASSWORD AGING LIMITS (DAYS)		

Table: Field Definitions: System-Parameters Features Screen, Page 1

Field Name	Valid Input	Description/Procedure
Password Expiration Interval:	1-999 0 turns password aging off	The number of days that a password is active on the Intuity AUDIX system. The Password Aging feature requires subscribers to change their password at an interval defined by the system administrator. This feature enhances overall system security and helps protect against toll fraud by making the Intuity AUDIX system less vulnerable to break-ins. Turning Password Aging on causes all passwords to expire immediately. To make all passwords expire, enter **0**, press F3 (Enter), and then set the interval back to its original value and press F3 (Enter). If Password Aging is active, you can force the expiration of a subscriber's password by entering **e** in the password field of the Subscriber screen.
Minimum Age Before Changes:	0-99	The minimum number of days that must pass before subscribers can change their passwords again after a successful change.
Expiration Warning:	0-99	The number of days before the password expires that the system notifies the subscriber of impending expiration. If you enter **0**, subscribers do not receive any warning that their passwords are about to expire.
INPUT TIME LIMITS (SECONDS)		
Normal:	1-99 Default: 60	The number of seconds that the AUDIX system waits for a subscriber to enter a command before sending a time-out warning.
Full Mailbox Timeout:	1-9 Default: 5	The number of seconds that the AUDIX system waits for a touchtone entry from a caller after informing the caller that the called subscriber's mailbox is full.
Wait (*W):	1-999 Default: 180	Enter the number of seconds that the AUDIX system waits after a subscriber enters the wait command (* W or * 9) before sending a time-out warning.
Between Digits at Auto-attendant or Standalone Menu:	3-12 Default: 3	The maximum number of seconds the AUDIX system waits between touchtone signals before timing out. If a caller does not press another key, the system disconnects. This maximum applies both to interaction with an automated attendant menu and to touchtone signals during a call answer session, for example, during the time a caller is to enter a destination extension. Values higher than 3 seconds are available for systems that need extra time, for example, TeleTypewriter (TTY) systems using pulse-to-tone converters.
DISCONNECT OPTIONS		

Table: Field Definitions: System-Parameters Features Screen, Page 1

Field Name	Valid Input	Description/Procedure
Quick Silence Disconnect?	y = yes n = no	Enables or disables quick silence disconnect. The DEFINITY switch is able to detect the following types of disconnect signaling employed in several countries: ▪ Open loop (analog trunks) ▪ Polarity reversal (analog trunks) ▪ Bit-oriented signaling (digital trunks) In some telephone systems, however, there is no disconnect signaling. When the Intuity AUDIX system does not receive reliable disconnect information, valuable storage space may be used needlessly because the system continues recording longer than is necessary. Quick silence-disconnect signaling enhances Intuity 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, upon detecting silence for a period that exceeds the silence limit administered on this screen. ▪ At all other times, after two expirations of the Input time limit (see INPUT TIME LIMITS (SECONDS) (page 70)). The Intuity AUDIX system provides a system prompt and a help message after the first expiration. The system says “Good-bye” and disconnects after the second expiration.
Quick Silence Disconnect? (cont.)		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. If you use quick silence disconnect, there will be long periods of silence at the end of call answer messages. If subscribers report problems with the silence in messages, consider changing this setting.
Silence Limit?	5-30	The time in seconds that the AUDIX system waits for caller input before dropping call answer recordings if quick silence disconnect is enabled.

System-Parameters Features Screen, Page 2

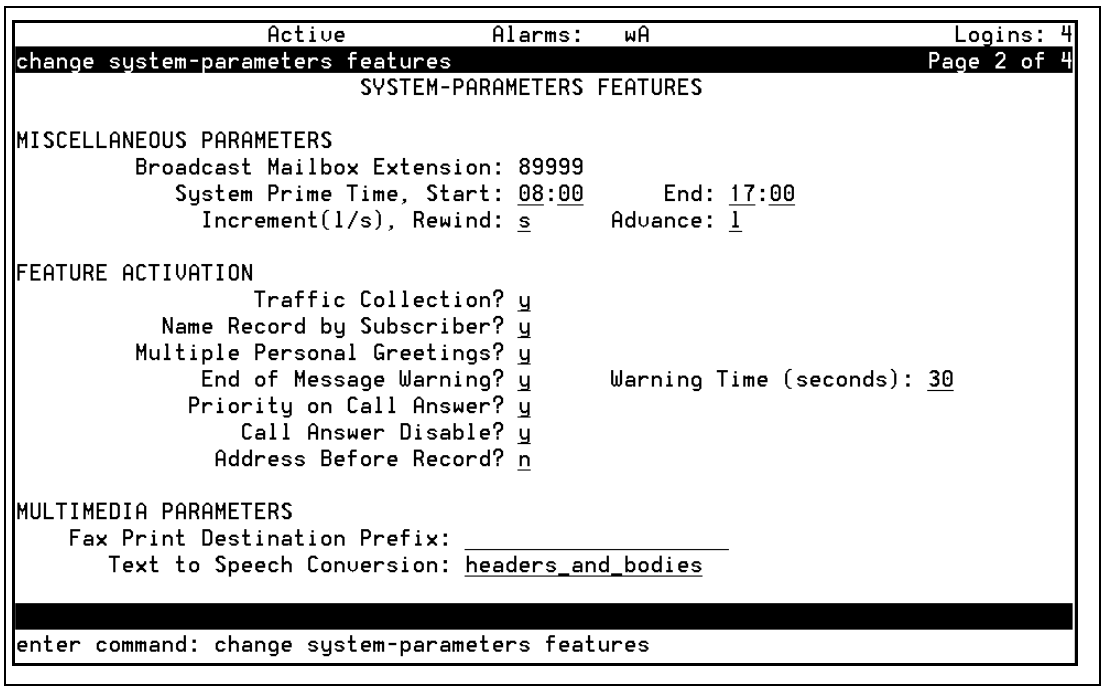


Table: Field Definitions: System-Parameters Features Screen, Page 2

Field Name	Valid Input	Description/Procedure
MISCELLANEOUS PARAMETERS		
Broadcast Mailbox Extension:	Display only	The extension number of the system broadcast mailbox. To create a broadcast mailbox, see Setting Up a Broadcast Mailbox (page 56).
System Prime Time, Start: End:	24-hour clock time in the format *hh:mm* Defaults: Start = 8:00 End = 17:00	The starting time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company opens for business.) The ending time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company closes.)
Increment (l/s), Rewind: Advance:	s = short l = long	**s** sets the rewind and advance amounts to 4 seconds; **l** sets the amounts to 10 seconds. Used when a subscriber wants to: ▪ Repeat the previous few seconds of the message (Press **5**) ▪ Advance the message (Press **6**)
FEATURE ACTIVATION		
Traffic Collection?	y = yes n = no (default)	Enables or disables the collection of traffic data.

Table: Field Definitions: System-Parameters Features Screen, Page 2

Field Name	Valid Input	Description/Procedure
Name Record by Subscriber?	y = yes (default) n = no	Allows or disallows subscribers to record their own names.
Multiple Personal Greetings?	y = yes (default) n = no	Enables or disables the multiple personal greetings feature. The multiple personal greetings feature is applied to the entire system.
End of Message Warning?	y = yes (default) n = no	Enables or disables the end of message warning feature.
Warning Time (seconds):	15-60 Default: 15 0 = no warning	The number of seconds before the end of the allotted message recording time, when the end of message warning prompt plays.
Priority on Call Answer?	y = yes n = no	Allows or disallows callers to designate a call answer message priority. Callers can designate the message as private, regardless of this setting.
Call Answer Disable?	y = yes n = no	Allows or disallows subscribers to disable call answer. If activated, callers hear the subscriber's greeting but cannot leave a message. Subscribers should record appropriate instructions in their personal greetings, so callers will understand the options.
Address Before Record?	y = yes n = no	Enables or disables the system to prompt subscribers to address a message before recording. Subscribers who ignore the prompt can still edit the address list after they create the message.
MULTIMEDIA PARAMETERS		

Table: Field Definitions: System-Parameters Features Screen, Page 2

Field Name	Valid Input	Description/Procedure
Fax Print Destination Prefix:	Up to 24 alphanumeric characters	Enter a fax print destination prefix. This prefix is automatically prefixed onto telephone numbers supplied by subscribers when printing their faxes. The Intuity AUDIX system takes the full number (fax print destination prefix + extension) and hunts through the machine translation numbers until a match is found. This combination must uniquely identify a call delivery machine. Use the fax print destination prefix only where you want subscribers to print via *one* call delivery machine or to a limited range of addresses. It is not usually used except where all traffic is local. The fax print prefix identifies a particular call-delivery machine. This prefix is then affixed to the telephone numbers supplied by subscribers when they print received fax messages. See Administering the Fax Print Destination Prefix for more information and cautionary notes. Administering the system to automatically provide a print prefix reduces the number of digits subscribers must enter to print fax messages stored in their mailboxes to a local, default fax machine. However, destinations that are addresses on a mailing list and not fax print requests still require the subscriber to enter a prefix. For example, if a subscriber wants to forward a fax message to a recipient who is not fax-enabled, a prefix entry is required. Because of the confusion this may create for subscribers, Intuity AUDIX system recommends that you do not administer the system to automatically supply the print prefix.
Fax Print Destination Prefix: (cont.)	—	To disable the fax print destination prefix, delete any entry in this field. **Note:** Before you administer a fax print prefix, you must establish a corresponding call delivery machine by following the instructions given in Adding a Fax Call Delivery Machine: Within a Building (PBX) to 3-, 4-, or 5-Digit Extensions.
Text to Speech Conversion:	Up to 24 alphanumeric characters	Determines what portions of an email message or Message Manager text message the system converts to speech. Subscribers hear a voiced rendition of the selected portion when they access their AUDIX mailboxes. See Setting Text-to-Speech Parameters for more information. ▪ **headers_only** converts the message headers, for example, the subject or the sender's name. ▪ **headers_and_body** converts the headers and the entire message text. ▪ **none** deactivates Text-to-Speech. Use this value when you do not have a system with Message Manager or email. **Note:** If the number of Text-to-Speech sessions enabled on the Feature Options screen is 0, **none** is the only valid entry for this field

System-Parameters Features Screen, Page 3

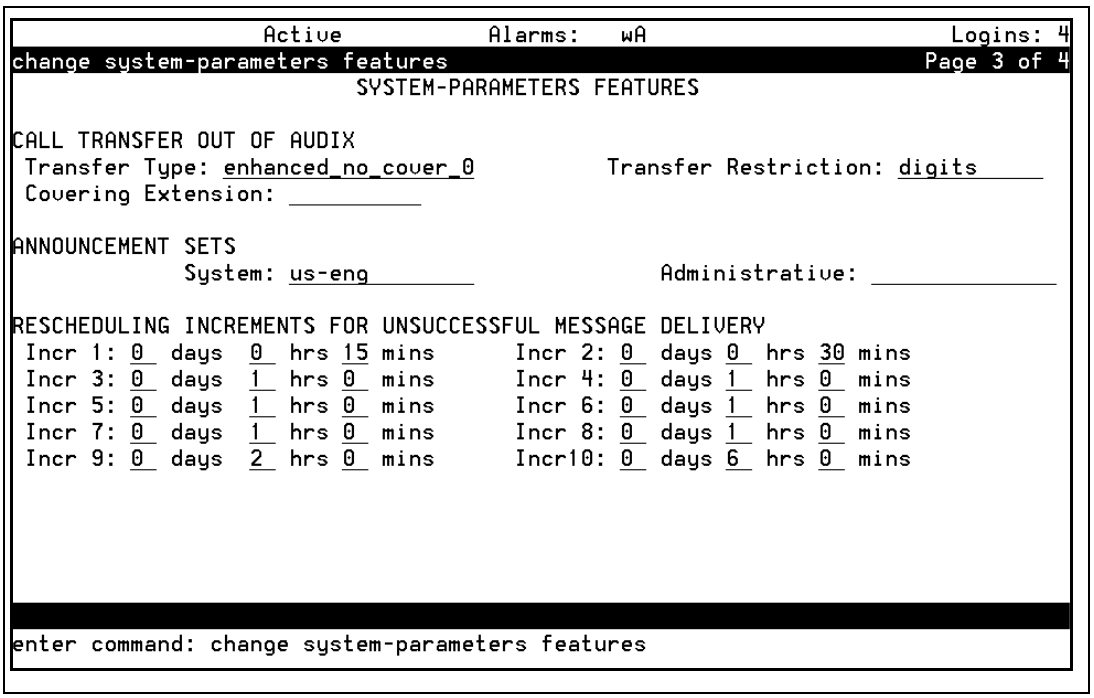


Table: Field Definitions: System-Parameters Features Screen, Page 3

Field Name	Valid Input	Description/Procedure
CALL TRANSFER OUT OF AUDIX		
Transfer Type:	See description at right	Determines whether the Call Transfer Out Of AUDIX feature is active and what type of transfer is used: ▪ **none** deactivates this feature ▪ **enhanced_no_cover_0** activates the Enhanced Transfer feature, but does not allow callers who press **0** to go down the coverage path of the covering person. ▪ **enhanced** activates the Enhanced Transfer feature and allow callers who press **0** to go down the coverage path of the covering person. ▪ **basic** activates the transfer feature for non-DEFINITY switches. ⚠ **SECURITY ALERT:** Allowing transfers out of AUDIX increases the risk of toll fraud. That risk is increased even more if callers are allowed to transfer by pressing 0 and then go to coverage at the transferred-to extension. See Enhanced Call Transfer in the Security Overview section for more information.

Table: Field Definitions: System-Parameters Features Screen, Page 3

Field Name	Valid Input	Description/Procedure
Transfer Restrictions:	▪ digits ▪ subscribers (default)	Determines how calls transferred out of the AUDIX system are restricted. Calls are transferred only if the destination address satisfies the specified restriction criteria. Both of the following values restrict the destination address for calls transferred out of the AUDIX system using *** 8** (*** T** in some locations). ▪ **subscribers** transfers calls only if the destination number is that of an administered AUDIX subscriber. ▪ **digits** transfers calls only if the destination number has the same number of digits as AUDIX extensions. You must instruct the TSC to change this field to digits. ⚠ **SECURITY ALERT:** A restriction of digits increases the risk of toll fraud. See Controlled Transfer Out of AUDIX in the Security Overview section for more information.
Covering Extension:	▪ blank (default) ▪ an extension number of 3 to 10 digits	The system-wide default extension to which a call is transferred when the caller presses **0** or *** 0** to transfer out of the AUDIX system. We recommend that you enter the extension of the message center agent or system operator in this field. Individual subscribers may be given their own unique covering extension on page 1 of the Subscriber screen. See Changing Subscriber Data for more information. If the value in the `Transfer Type` field is enhanced and this field is blank, a warning message displays. Ignore this warning if you do not want a default covering extension.
ANNOUNCEMENT SETS		
System	Up to 14 alphanumeric characters	The name of the announcement set used for system prompts. All announcements (not including subscriber names) are played from this announcement set. For more information, see About Fragments, Announcements, and Announcement Sets.

Table: Field Definitions: System-Parameters Features Screen, Page 3

Field Name	Valid Input	Description/Procedure
Administrative	▪ blank (default) ▪ Up to 14 alphanumeric characters	The name of the announcement set used when modifying announcement fragments and compositions. Leave this field blank if you do not plan to customize announcements. This announcement set can be the same as the Active announcement set. If it is, however, any changes made affect the announcements heard by subscribers. For more information, see About Fragments, Announcements, and Announcement Sets.
Rescheduling Increments For Unsuccessful Message Delivery	See description at right	The time intervals (in minutes, hours, and days) between attempts to resend a message after an unsuccessful delivery attempt. Valid entries for this field are: Range — Unit 0–00 — days 0–23 — hours 0–59 — minutes Up to ten rescheduling increments can be used to reattempt delivery of a message to a full mailbox. The first two rescheduling increments are used to reattempt delivery of an AMIS analog message. The first five rescheduling increments are used to reattempt delivery of a Message Delivery message, for example, to a fax machine.

System-Parameters Features Screen, Page 4

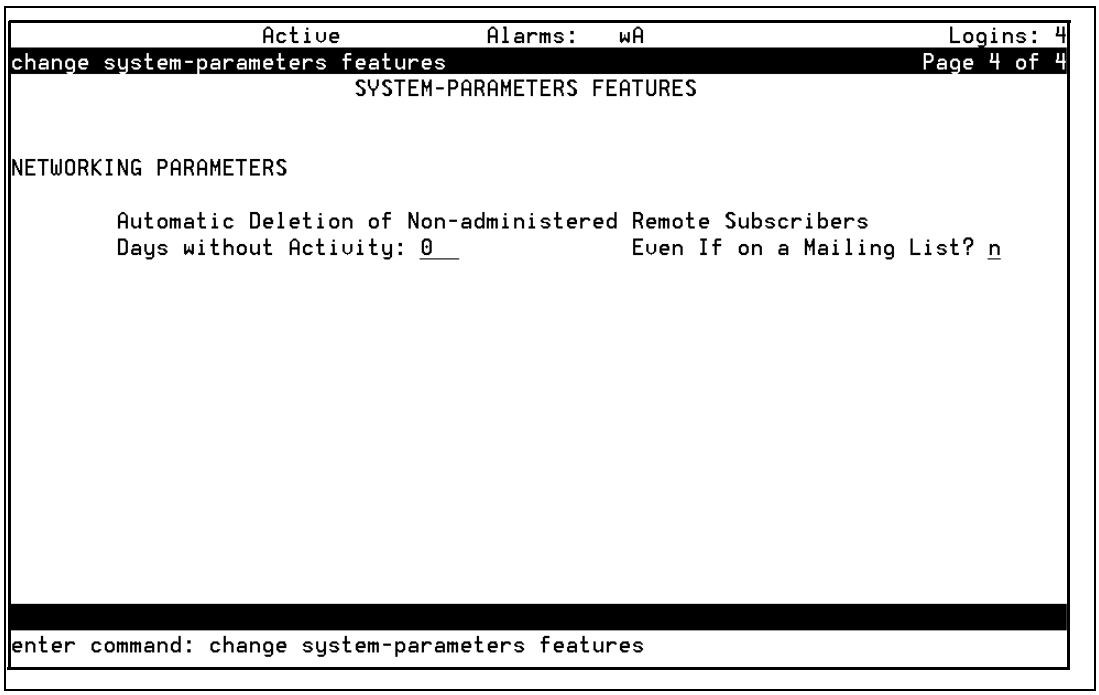
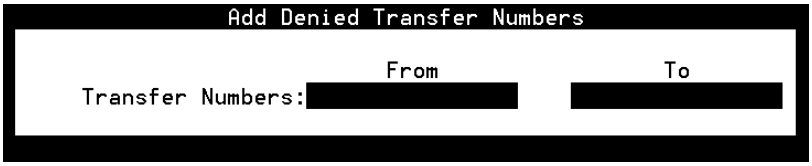


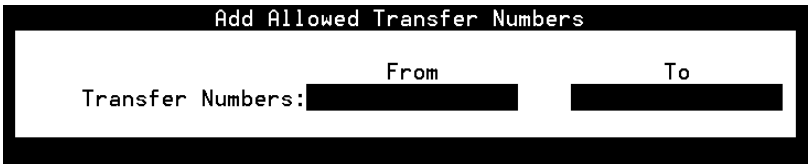
Table: Field Definitions: System-Parameters Features Screen, Page 4

Field Name	Valid Input	Description/Procedure
NETWORKING PARAMETERS		
Automatic Deletion of Non- administered Remote Subscribers, Days without Activity:	0-999	The number of days after which nonadministered remote subscribers are automatically removed if there was no send or receive activity between the remote subscriber and an AUDIX subscriber.
Automatic Deletion of Non- administered Remote Subscribers, Even if on a Mailing List?	y = yes n = no	Enter **y** to delete the remote subscriber from the system database after the administered number of days of inactivity. Enter **n** to maintain nonadministered remote subscribers who are on mailing lists.

Add Denied Transfer Numbers Window



Add Allowed Transfer Numbers Window



System-Parameters Thresholds Screen

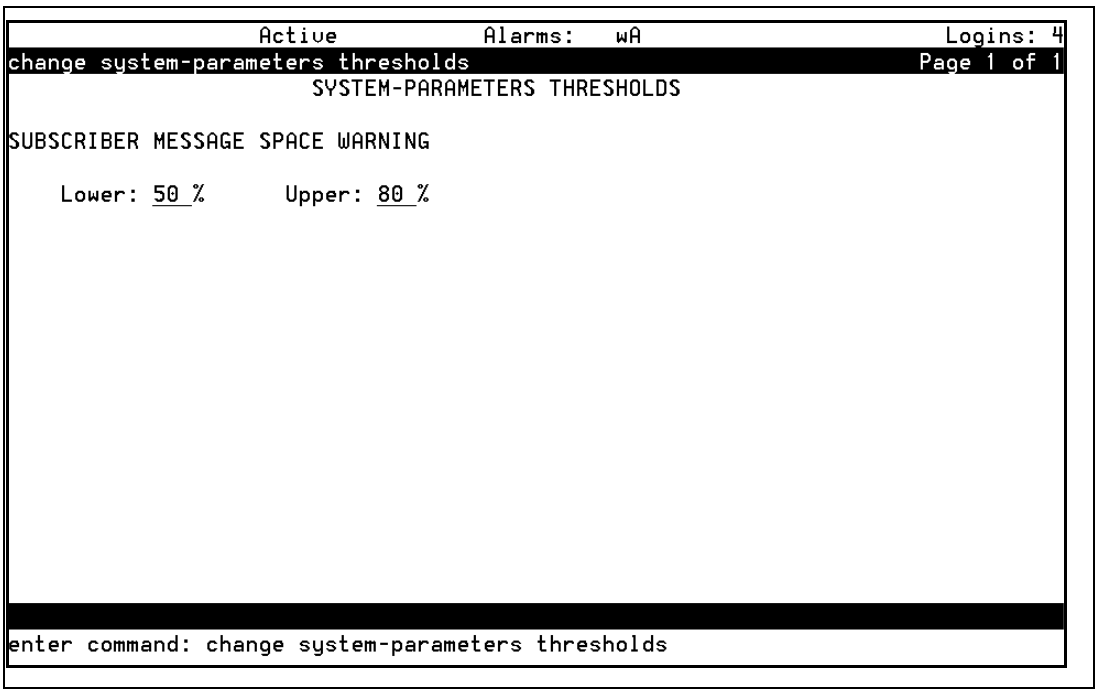


Table: Field Definitions: System-Parameters Thresholds Screen

Field Name	Valid Input	Description/Procedure
SUBSCRIBER MESSAGE SPACE WARNING		
Lower:	0–100 Default: 50	The lower threshold for the message space in a subscriber's mailbox. This value is a percentage of the subscriber's mailbox space. When this threshold is reached, a warning message is issued to the subscriber upon login to his or her mailbox. Recommended values are 50% for small mailboxes (less than 9 minutes) and 80% for larger mailboxes.
Upper:	0–100 Default: 80	The upper threshold for the message space in a subscriber's mailbox. This value is a percentage of the subscriber's mailbox space. When this threshold is reached, a warning message is issued to the subscriber upon login to his/her mailbox. Recommended values are 80% for small mailboxes (less than 9 minutes) and 95% for larger mailboxes.

Sending Restrictions Screen

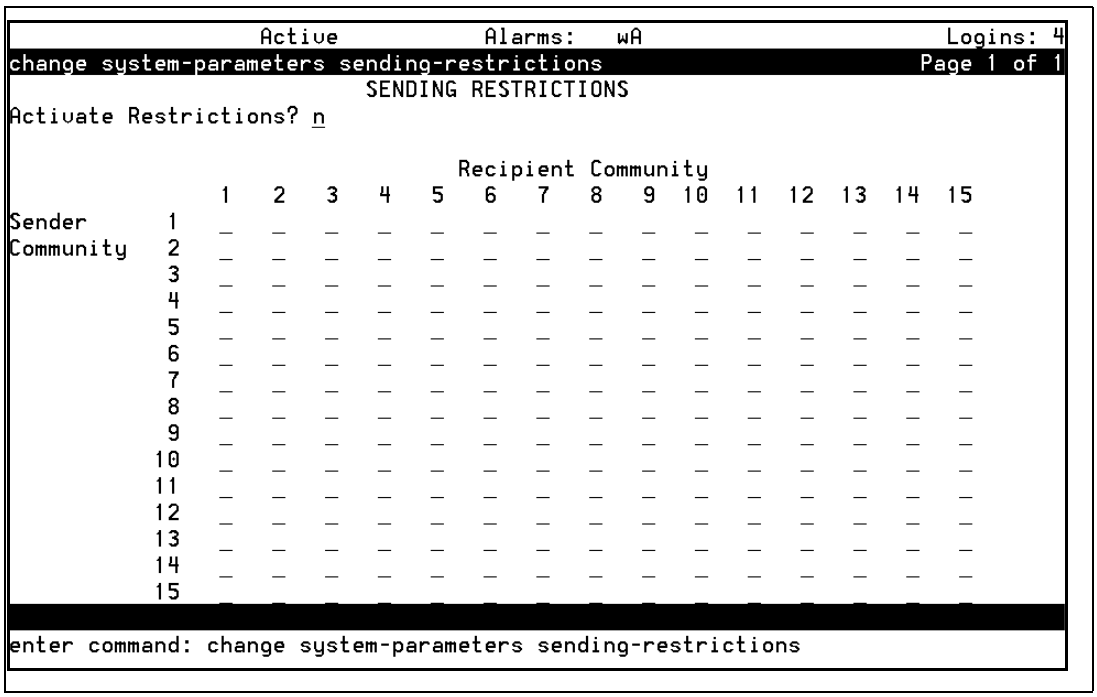


Table: Field Definitions: Sending Restrictions Screen

Field Name	Valid Input	Description/Procedure
Activate Restrictions?	y = yes n = no (default)	Enables or disables the sending restrictions feature.
Sender/Recipient Community	▪ blank (default) ▪ r = restricted	▪ A blank indicates no restrictions between the two corresponding communities. ▪ Enter **r** in each field where you want to restrict the corresponding sender community from sending mail to the corresponding recipient community. Consider administering communities if you need to restrict called destinations, such as international numbers or enhanced-list mailboxes.

System-Parameters Outcalling Screen

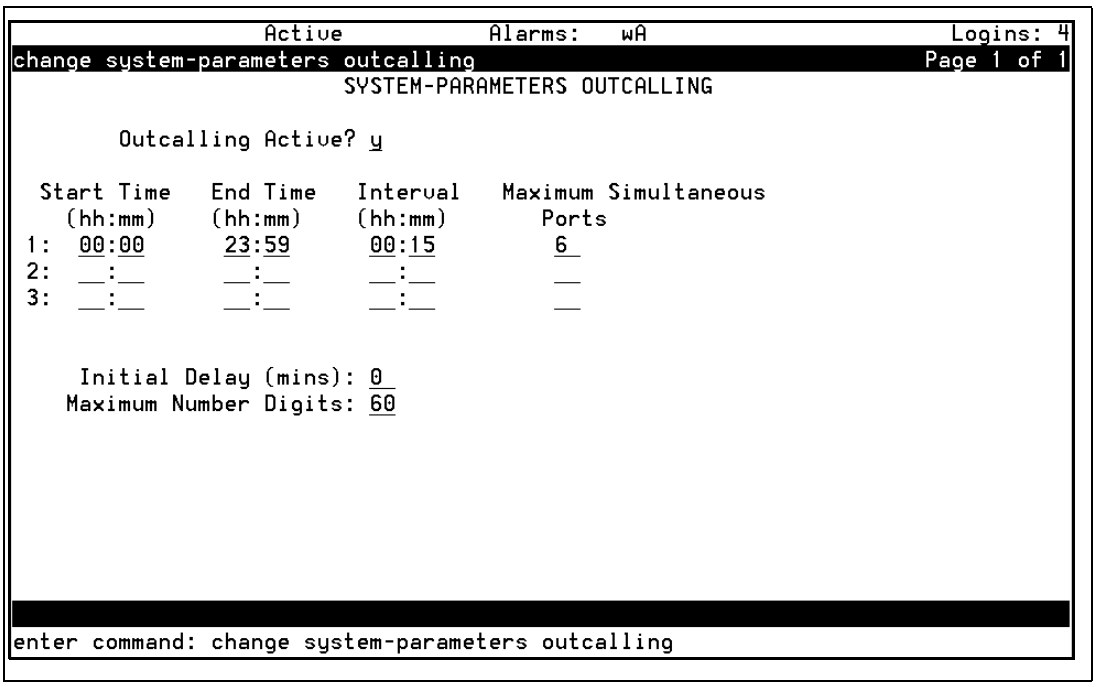


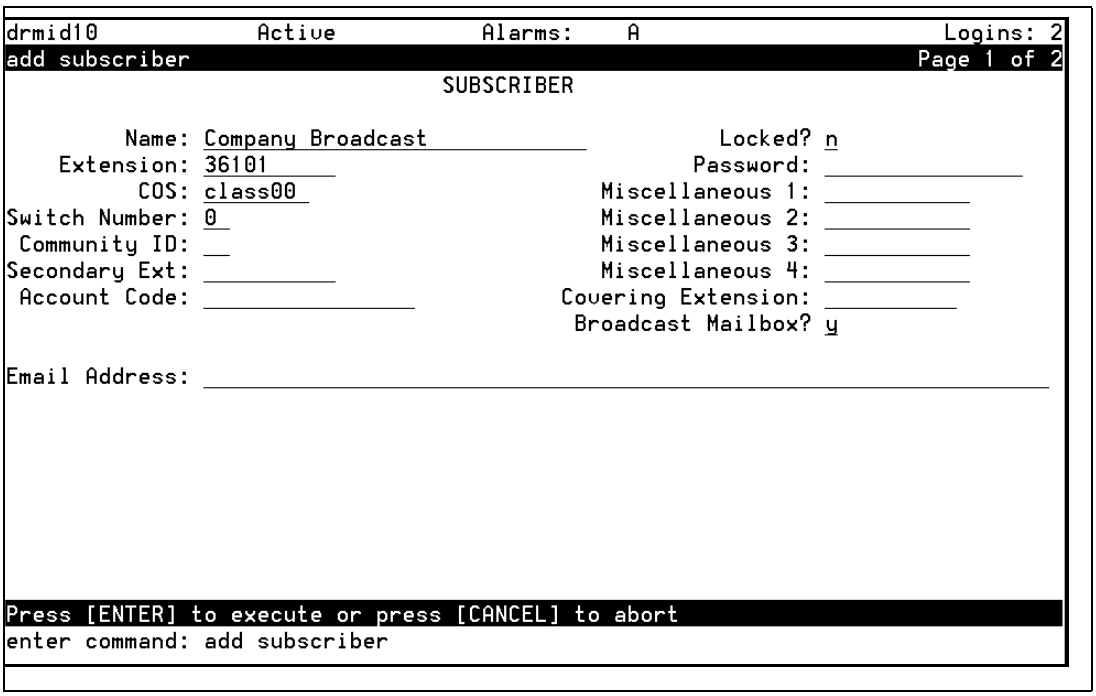
Table: Field Definitions: System-Parameters Outcalling Screen

Field Name	Valid Input	Description/Procedure
Outcalling Active?	y = yes n = no	Enables or disables outcalling on a system-wide basis. **Note:** This feature uses voice ports. Turning outcalling off disables AMIS analog networking and fax printing for the entire system.
Start Time	24-hour clock time in the format *hh:mm* Default: 00:00 (midnight)	The beginning of the time period during which outcalling can occur. You can specify up to three time periods. These time periods cannot overlap and the sum of their durations must be less than 24 hours.
End Time	24-hour clock time in the format *hh:mm*	The end of the time period during which outcalling can occur. You can specify up to three time periods. (See Start Time above.)
Interval	24-hour clock time in the format *hh:mm*	The time interval between outcalling attempts within the time period during which outcalling is permitted. The default value for the first time period is 00:15 (15 minutes). The minimum interval is 15 minutes. The maximum is 24 hours.
Maximum Simultaneous Ports	1–64 Default: 1	The maximum number of voice ports that you can use simultaneously for outcalling during this time period. (AMIS analog networking calls, particularly fax call delivery, are included in this maximum.)

Table: Field Definitions: System-Parameters Outcalling Screen

Field Name	Valid Input	Description/Procedure
Initial Delay (mins):	0–60 Default: 0	The number of minutes that pass after the delivery of a message before the Intuity AUDIX system makes the first outcall.
Maximum Number Digits:	3–60 Default: 29	The maximum number of button-presses (including digits and the symbols ***** and **#**) that the subscriber can specify for outcalling. You can limit digits so that subscribers cannot use outcalling to place off-premises or long distance calls.

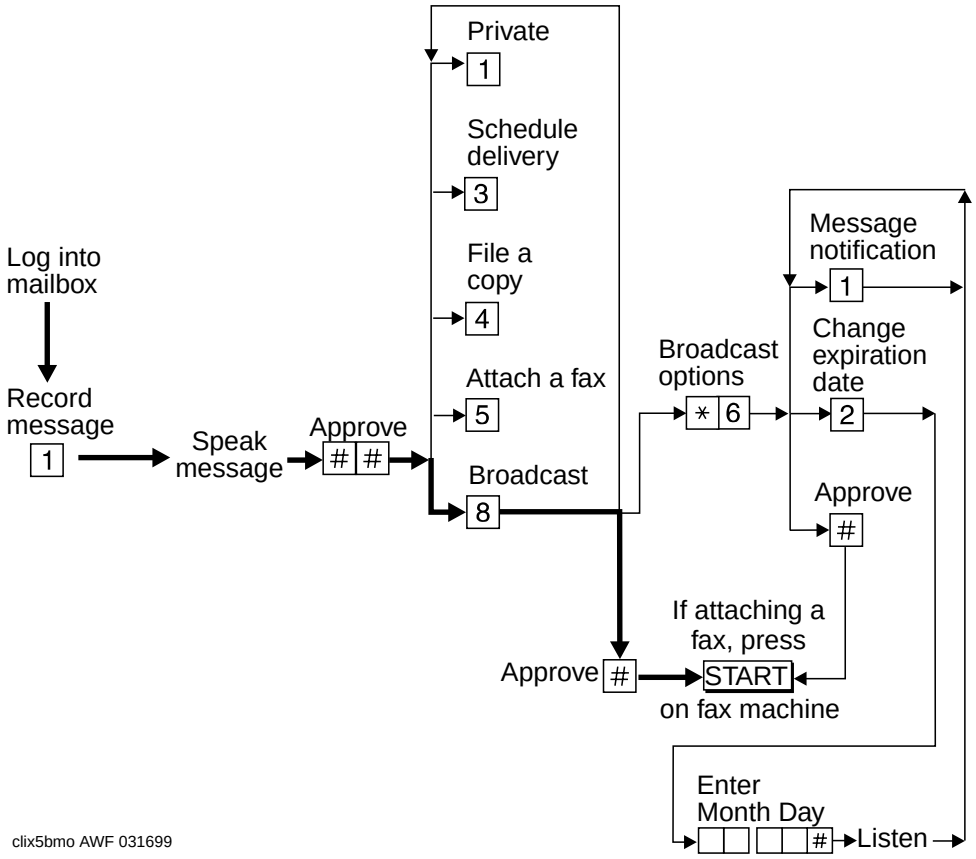
Subscriber Screen, Page 1



Subscriber Screen, Page 2

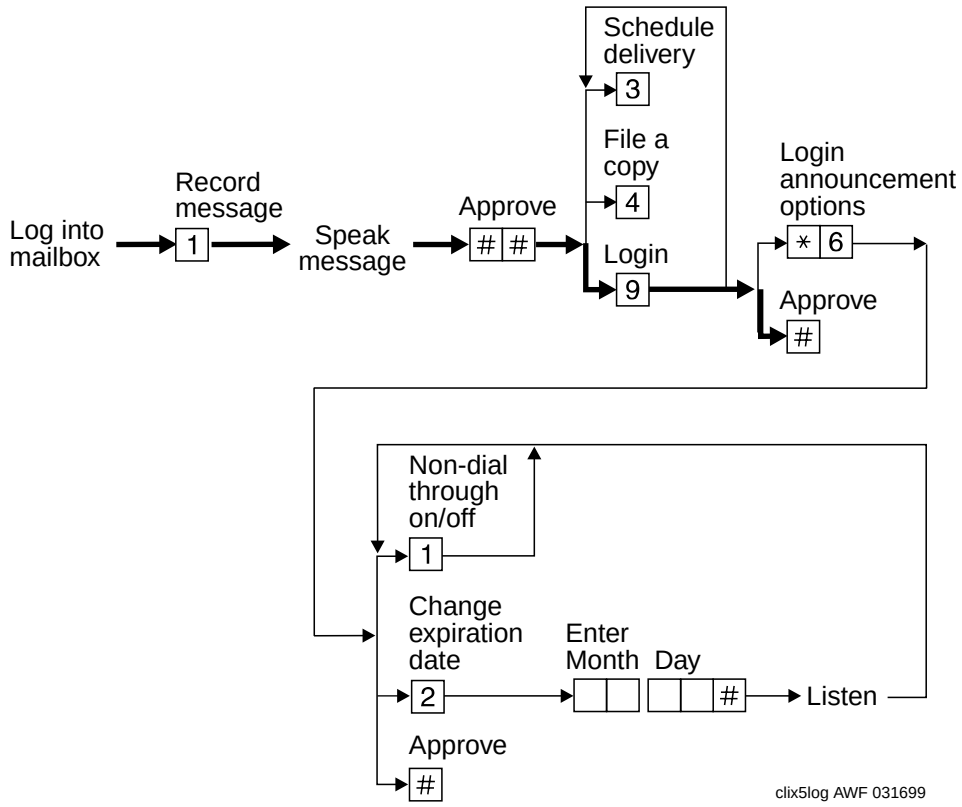
```
drmid10            Active          Alarms:    A                    Logins: 2
add subscriber                                                     Page 2 of 2
                        SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: extension            Login Announcement Set: System
 System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

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

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: add subscriber
```

Figure:
Broadcast Message Operation and Procedure[1]



1. The bold line shows the simplest, most direct path.

Figure: Login Announcement Operation[2]



2. The bold line shows the simplest, most direct path.

Subscriber Administration

Overview of Subscriber Administration

This section describes how to administer Intuity AUDIX Release 5 system and application features that will be available to subscribers.

Who Should Read This Section

The intended reader of this section is the AUDIX system administrator responsible for the configuration and maintenance of an Intuity AUDIX Release 5 system.

Section Assumptions

The procedures in this section assume you know basic Avaya Intuity commands and navigation, such as logging in and out of the system, the difference between the vm and sa logins, command prompt function and usage, and how to move from field to field within a screen or window. If you are not familiar with Avaya Intuity system basics, read Getting Started before you continue.

Section Objectives

After reading this section, you will know how to:

- List Class of Service names
- Change Class of Service options
- Add, change, and remove subscribers

- List subscribers by extension
- Create or change subscriber name recordings
- Reassign subscriber default passwords to ensure subscribers change their passwords when they log in for the first time
- Unlock a subscriber's mailbox

Listing Class of Service Names

A Class of Service (COS) is a set of messaging capabilities you define and assign to subscribers. Your system offers 12 classes of service, with default names class0–class11. These 12 classes of service, all of which contain the same default values at installation, are available for you to modify and rename as needed to meet requirements of subscribers within your organization. You can assign the same Class of Service to any and all subscribers or assign different classes of service for up to 12 unique groups of subscribers.

The Class of Service screen lists the current name and number for each of the 12 Classes of Service. This screen is display only and cannot be used to change the COS name or number. To change COS values, see Changing Class of Service Options.

To display a listing of the current Classes of Service:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **list cos**

   The system displays the Classes of Service Screen; Viewing all COSs (page 106).

   The table for Field Definitions: Classes of Service Screen (page 106) describes the fields in this screen.

3. Press F1 (Cancel).

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

   `Command aborted.`

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

Changing Class of Service Options

Use the COS screen to define each Class of Service. Use the Subscriber screen to assign a COS to a subscriber.

Things to Consider About Changing Class of Service Options

Effect of changes	When you change a Class of Service, that change affects all subscribers to whom you have assigned that Class of Service. For example, if you change the `Incoming Mailbox Order` field from fifo to lifo for the Class of Service named class8, the order of messages in the incoming mailbox will be changed for all subscribers with class8 identified on their Subscriber screen.
Custom COS	After you assign a COS for a subscriber on Page 1 of the Subscriber screen, the specific options for that Class of Service appear on Page 2 of the Subscriber screen (shown in Subscriber Class of Service Parameters Screen, Page 2 (page 118)). You can then further customize the subscriber's COS options by changing them on Page 2.
Printing screen information	If you would like to keep a paper copy of the screen contents, precede the command **display** with the command **print**. A printed copy could be helpful, especially if you create several custom COSs. **Note:** You must have a system printer available and enabled to print screens and reports. If you send print job requests and have no printer available, the print jobs will stay in the print queue, taking up required system space.

Making Changes to a Class of Service

To change a COS:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

   Tip:
   To see a listing of the current Classes of Service, use the **display cos *cos-name/cos-number*** command.

2. At the `enter command:` prompt, enter **change cos *cos-number/cos-name*** where *cos-number/cos-name* is the unique COS number (0–11) or COS name you want to administer.

   The system displays the Class of Service Screen, Page 1; Changing a COS (page 107).

3. Complete the fields on this screen using the information provided in the table for Field Definitions: Class of Service Screen, Page 1 (page 107).

4. Press F7 (NextPage).

   The system displays the Class of Service Screen, Page 2; Changing a COS (page 111).

5. Complete the fields on this screen using the information provided in the table for Field Definitions: Class of Service Screen, Page 2 (page 111).

6. Press F3 (Enter) to save this information to the system database.

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

   ```
   Command Successfully Completed
   ```

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

Adding, Changing, and Removing Subscribers

After the initial group of subscribers has been added, you must continue to add, change, and delete subscribers as employees join and leave your company and existing employees require expanded messaging services. Use pages 1 and 2 of the Subscriber screen to add, change, and remove subscribers.

Note:
The Subscriber screen has three pages. Only pages 1 and 2 are described in this section. Page 3, which concerns Automated Attendant, is described in Automated Attendant and Bulletin Boards.

Things to Consider About Adding, Changing, and Removing Subscribers

Naming conventions	Be consistent about the format you use when adding subscriber names to your system. Consider how you want to see the names displayed on the screen and in reports. If you add some subscribers in the format last name, first name and some in the format first name, last name, you could potentially add a subscriber twice. Also keep in mind that a subscriber name with embedded spaces, such as Jane Doe, must be typed using quotation marks, that is “Jane Doe”. We recommend that you do not enter subscriber names with embedded spaces, but rather that you enter them in the format Doe,Jane.
Call coverage	To get call answer messages, subscribers must have the AUDIX hunt group as a coverage point in their coverage paths.
Custom COS	After you assign a COS for a subscriber on Page 1 of the Subscriber screen, the specific options for that COS appear on Page 2 of the Subscriber screen (shown in the Subscriber Class of Service Parameters Screen, Page 2 (page 118)). You can then further customize the subscriber's COS options by typing over any data on Page 2.
DEFINITY Site Administration or AUDIX Data Exchange (if available)	You can use DEFINITY Site Administration (DSA) or AUDIX Data Exchange to transfer the name and extension of the subscriber, as well as the command (add, change, delete), to the switch or vice-versa. In addition, you can specify the following other default values to be transferred with the name and extension.: ▪ To AUDIX — COS, switch number, password ▪ To the switch — COS, COR, station type

Adding a Subscriber

Note:
You can use either this procedure or the Intuity AUDIX Administration and Data Acquisition Package (ADAP) to add new subscribers. This is convenient for adding a large number of subscribers, since you can enter them as a group instead of individually. See AUDIX Administration and Data Acquisition Package, 585-302-502, for more information about using Avaya ADAP.

To add a new AUDIX subscriber:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **add subscriber *name/extension*** where *name/extension* is the name or telephone extension of the subscriber you want to add to the system database.

   The system displays the Subscriber Screen, Page 1 (page 115).

3. Complete the fields on this screen using the information provided in the table for Field Definitions: Subscriber Screen, Page 1 (page 115).

4. Press F7 (NextPage).

   The system displays the Subscriber Class of Service Parameters Screen, Page 2 (page 118).

5. Complete the fields on this screen using the information provided in the table for Field Definitions: Subscriber Class of Service Parameters Screen (page 118).

   Note:
   The default values for the fields on page 2 depend on the Class of Service assigned to this subscriber. The initial default values specified for some of the fields may change if the COS is changed.

   CAUTION:
   If you change the contents of any field on page 2, the subscriber loses his or her Class of Service. That is, from the time of the change onward, the capabilities assigned to the subscriber no longer change if you make a change to any COS formerly associated with this subscriber.

   The system assigns the name *custom* to the Class of Service changed particularly for this subscriber. Make changes to this page only if you want a subscriber to have a unique profile.

6. Press F3 (Enter) to save this information to the system database.

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

   ```
   Command Successfully Completed
   ```

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

8. Notify the subscriber that AUDIX service is available and if you have assigned a default password, tell the subscriber what it is.

To complete the task of adding a subscriber, you or the subscriber should record the subscriber's name. Otherwise, a caller or voice mail recipient

hears the extension number, not the name, of the subscriber. See Creating or Changing Subscriber Name Recordings (page 99) for more information.

If you enter a large number of subscribers, you may want to back up system data, though your exposure to data loss is not very great because the system data file system is backed up automatically each night. If you need help backing up system data, see Attended Backup.

Changing Subscriber Data

Note:
You can use either the following procedure or ADAP to change subscriber information directly in the Avaya Intuity directory database. See AUDIX Administration and Data Acquisition Package, 585-302-502 for more information about using ADAP.

You can change a subscriber's name or extension without disrupting mailing lists because a unique, system-generated subscriber ID, not the name or extension, actually links the subscriber's mailbox to lists and personal directories. (The system-generated ID is not accessible to you.) Lists are automatically updated with name changes. For example, if Jane Doe is on a mailing list and her name is changed to Jane Smith, the list is updated automatically to reflect the change.

If you change a subscriber's name, you or the subscriber must record a new name fragment over the subscriber's existing name fragment to reflect this change. See Creating or Changing Subscriber Name Recordings (page 99) for more information.

To change subscriber data:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **change subscriber** ***name/extension*** where *name/extension* is the name or telephone extension of the subscriber whose data you want to change in the system database.

   The system displays the Subscriber Screen, Page 1 (page 115).

3. Type over any existing data with new data.

4. Press F7 (NextPage).

   The system displays the Subscriber Class of Service Parameters Screen, Page 2 (page 118).

5. Type over any existing data with new data.

6. Press F3 (Enter) to save this information to the system database.

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

   ```
   Command Successfully Completed
   ```

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

Removing a Subscriber

Removing a subscriber means deleting the subscriber's name and extension from the system directories and deleting the subscriber's recorded name fragment. You need to remove subscribers any time they leave your company or no longer require AUDIX messaging service.

After the subscriber is removed, all records pertaining to the subscriber are deleted automatically by AUDIX audits that are executed every Sunday morning at 1:00 a.m. For more information about audits, see Voice Messaging Database Audit Overview.

To remove a subscriber:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **remove subscriber *name/extension*** where *name/extension* is the name or telephone extension of the subscriber you want to remove from the system database.

   The system displays the Subscriber Screen, Page 1 (page 115).

3. Check that this is the subscriber you want to delete.

4. Press F3 (Enter) to delete the subscriber.

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

   ```
   Command Successfully Completed
   ```

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

Listing Subscribers

You have the following choices for seeing a list of system subscribers:

- Listing Subscribers by Name (page 97)
- Listing Subscribers by Extension (page 98)
- Listing Remote Email Users (page 99)

The screens are display-only screens and cannot be used to change data for a subscriber. To change data for a subscriber, you must use the Subscriber screen. A subscriber must be in the system database to be listed on the screens.

Listing Subscribers by Name

The List Subscribers screen lists, in alphabetical order, the names of local subscribers, along with their extensions, classes of service, and miscellaneous information.

To list administered AUDIX subscribers:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **list subscriber** or **list subscriber *name-character*** where *name-character* is the first character of the name you want to see listed first in the screen. If you type **li su**, the listing starts from the alphabetic character closest to a. This command is case-sensitive, so typing **li su r** yields different results than **li su R**.

   The system displays the List Subscriber Screen; Viewing All AUDIX Subscribers (page 124).

   The table for Field Definitions: List Subscribers Screen (page 124) describes the fields on this screen.

3. Press F1 (Cancel).

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

   ```
   Command aborted.
   ```

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

Listing Subscribers by Extension

The List Extensions screen displays the extensions of local subscribers. The list is in numerical order of extension number starting with either the numerically lowest extension number or the extension specified in the command line.

To list administered AUDIX subscribers:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **list extensions** or **list extensions *extension*** where *extension* is the specific telephone extension you want to see listed first. If you type **li ex**, all local extensions display.

   The system displays the List Extensions Screen; Viewing AUDIX Subscriber Telephone Extensions (page 125).

   The table for Field Definitions: List Extension Screen (page 125) describes the fields in this screen.

3. Press F1 (Cancel).

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

   ```
   Command aborted.
   ```

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

Listing Remote Email Users

The system saves address and delivery information for email it delivers outside of the Intuity domain. Email administration is described in Overview of Email Administration.

To list the remote email users that your system has sent mail to:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **list remote-text-addresses *trusted-server*** where *trusted-server* is the Internet Messaging server used to deliver email.

   The system displays the List Remote Text Addresses Screen (page 126).

3. Press F1 (Cancel).

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

   `Command aborted.`

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

Creating or Changing Subscriber Name Recordings

The subscriber name recording is the spoken name recorded for or by each AUDIX subscriber. This fragment is spoken by the AUDIX system during call answering, such as “Your call is being answered by AUDIX. Jane Doe is not available.” The first fragment (“Your call is being answered by AUDIX.”) and the third fragment (“is not available.”) are AUDIX system fragments. The second fragment (“Jane Doe”) is the subscriber's recorded name fragment. If a name is not recorded, callers or message recipients hear the extension number, not the name, of the subscriber.

You have two options for recording subscriber names:

- Record the names yourself from the extension that has announcement control permission.

- Recommended. Activate the Name Record by Subscriber feature on the System- Parameters Features screen. Then the AUDIX system asks each subscriber to record a name the first time that she or he logs in. If you record subscribers' names before they log in for the first time, they are not prompted to record their names. However, subscribers always have the option of recording their names using the telephone.

To create or change a subscriber's name recording:

1. From your telephone, dial the AUDIX system extension.
2. Enter your extension (the one that has announcement control permission) followed by the pound sign **#** when prompted.
3. Enter your password followed by the pound sign **#** when prompted.
4. Press **9** to perform system administration.
5. Press **4** to record a subscriber's name.
6. Enter the extension of the subscriber whose name you are about to record followed by the pound sign **#** when prompted.
7. Speak the subscriber's name clearly when prompted.
8. Press the pound sign **#** to signify the end of the recording.
9. When you are finished with this subscriber name recording, choose one of the following:
   - Repeat Step 6 to Step 8 for each additional subscriber name to be added or changed.
   - Press **# 7** to return to the activity menu, or just hang up to exit from the AUDIX system.

Reassigning Subscriber Default Passwords

If a subscriber forgets his or her password, you must reassign, through the Subscriber screen, a default password to allow the subscriber to again log in to the AUDIX system. The subscriber should then change the default password to a unique, personal password.

To reassign a password:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **change subscriber *name/extension*** where *name/extension* is either the name or the telephone extension of the subscriber. See Changing Subscriber Data (page 95) more information.

   The system displays the Subscriber Screen, Page 1 (page 115), which contains current subscriber data.

3. Type a default password into the `Password:` field.

   We recommend that you enter a password that is shorter than the required length (as specified on the System-Parameters Features screen) so that the subscriber must change the password on the next login.

   The system places some constraints on passwords to improve security. A password cannot:

   - Be the same number as the extension
   - Be all of the same digit (if more than one digit is entered). For example, 1111 is not allowed.
   - Be a string of consecutive numbers. For example, 12345 or 7654 are not allowed.

4. Press F3 (Enter) to save the change to the system database.

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

   `Command Successfully Completed`

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

Unlocking a Subscriber's Mailbox

For security purposes, the Intuity AUDIX system allows only three login retries per user session (call to the AUDIX system) before disconnecting. The Avaya Intuity system also monitors the number of unsuccessful

consecutive login attempts to a specific mailbox across multiple calls to the AUDIX system. If this number exceeds the number defined on the System- Parameters Features screen, the Intuity AUDIX system *locks out* that subscriber's login ID, thus preventing further system access. The subscriber cannot access the AUDIX system until you unlock the subscriber's login.

Use the Subscriber Screen, Page 1 (page 115) to unlock a subscriber's mailbox.

Things to Consider About Unlocking a Subscriber's Mailbox

Security/toll fraud	If a subscriber is repeatedly locked out of the AUDIX system, some unauthorized person may be attempting to tamper with that subscriber's mailbox. Report this to the subscriber's manager or to your company security office before unlocking the login ID. If the unsuccessful login attempts were made from an extension other than that of the owner of the mailbox, the Administrator's Log contains information about the break-in attempts.
Screen access	Both AUDIX administrators using the vm login, and system administrators using the sa login can access the Subscriber screen and unlock a subscriber's mailbox.

Unlocking the Mailbox

To unlock a subscriber's mailbox:

1. Start at the Avaya Intuity Main Menu (page 104) and select:

   `AUDIX Administration`

   The system displays the AUDIX Command Prompt Screen (page 105).

2. At the `enter command:` prompt, enter **change subscriber *name/extension*** where name/extension is either the name or the telephone extension of the subscriber.

   The system displays the Subscriber screen, with a `y` in the `Locked?` field. (See Subscriber Screen, Page 1 (page 115).)

3. Type an **n** in the `Locked?` field.

4. Press F3 (Enter) to save the change.

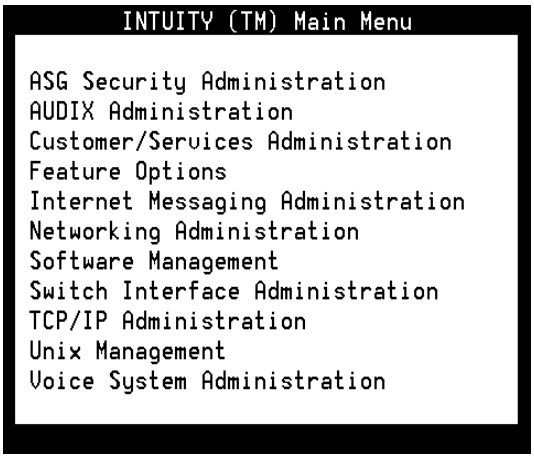
   The cursor returns to the command line, and the system displays the following message:

   ```
   Command Successfully Completed
   ```

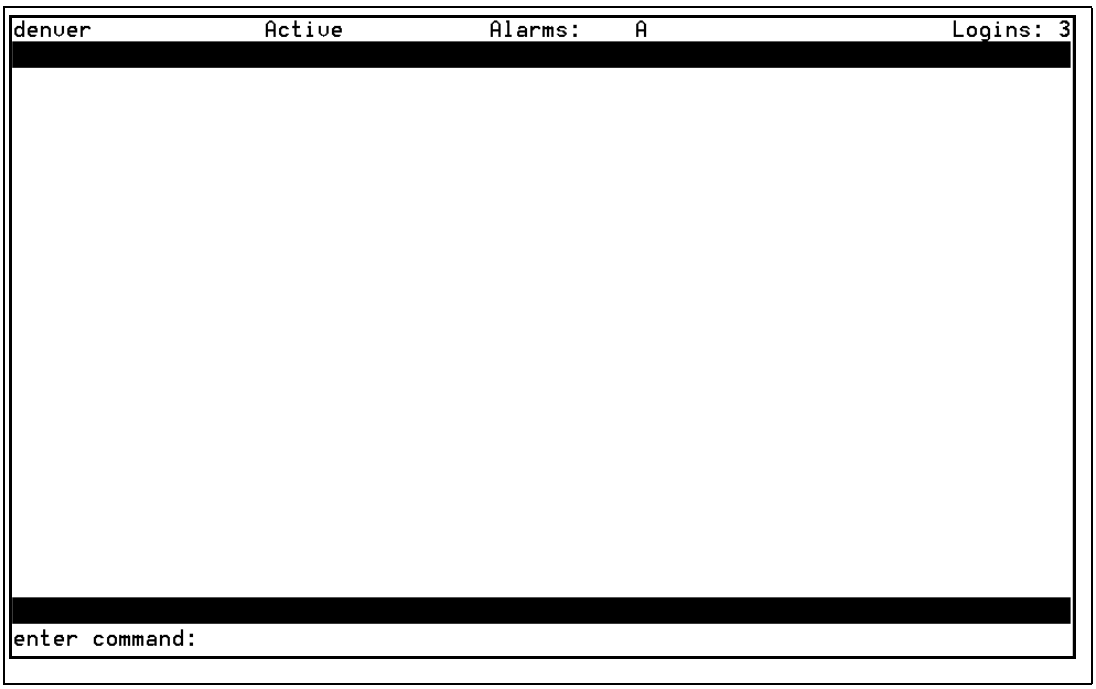
5. Enter **exit** or another administrative command at the `enter command:` prompt.

6. Tell the subscriber that the mailbox is again available for login.

Avaya Intuity Main Menu



AUDIX Command Prompt Screen



Classes of Service Screen; Viewing all COSs

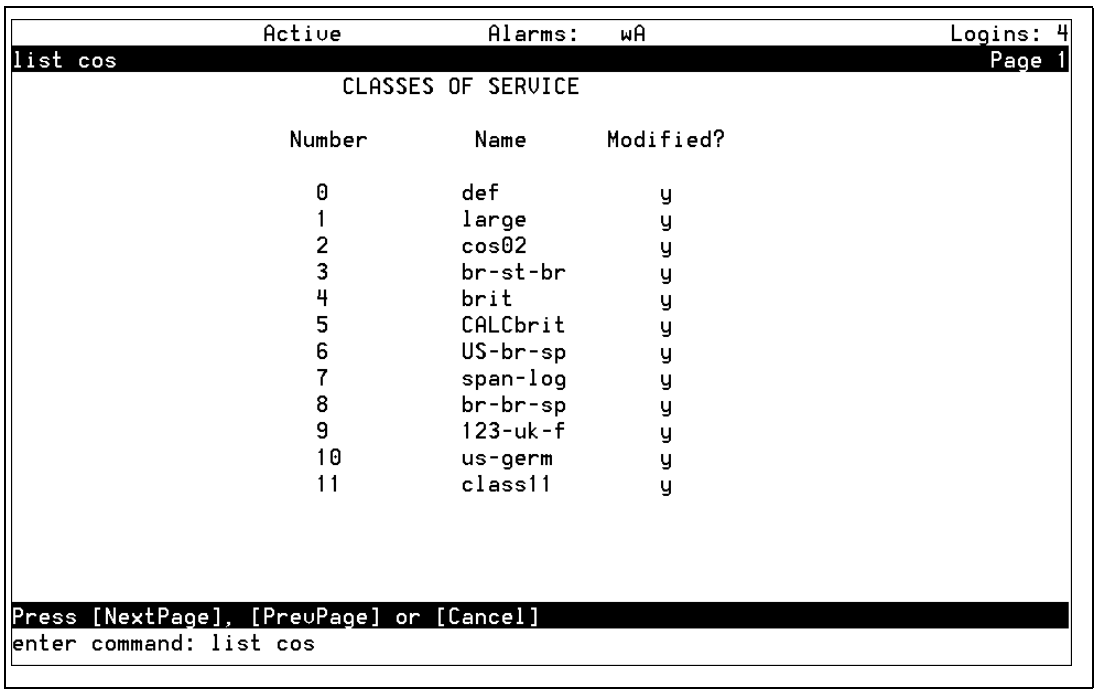


Table: Field Definitions: Classes of Service Screen

Field Name	Valid Input	Description/Procedure
Number	Display only	This field shows the number for this Class of Service.
Name	Display only	This field shows name for this Class of Service.
Modified?	Display only	This field shows an n until such time as you modify any fields on the screen. Once you save any changes, this field changes to a y.

Class of Service Screen, Page 1; Changing a COS

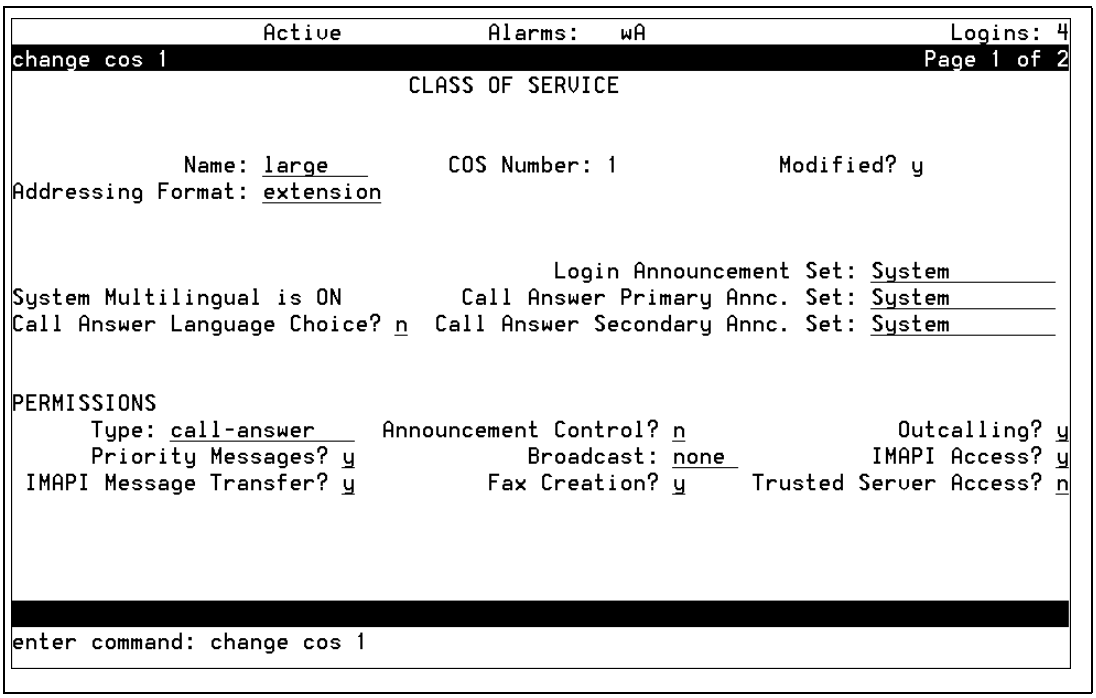


Table: Field Definitions: Class of Service Screen, Page 1

Field Name	Valid Input	Description/Procedure
Name:	▪ A unique name consisting of from 1 to 8 alphanumeric characters ▪ Class00 through class11 (defaults)	Enter the name of the Class of Service. This name is a convenience for you. A descriptive name might be more helpful than a number, for example, enter 2_lang to indicate a COS that uses multiple languages, enter auto_att to indicate that this COS is for an automated attendant, or enter e_mail to indicate that this COS is for subscribers who have special permission to access an email server.
COS Number:	Display only	This field shows the number for this COS.
Modified?	Display only	This field shows an n (for no) until such time as you modify any fields on the screen. Once you save any changes, this field changes to a y (for yes).
Addressing Format:	▪ extension ▪ name	Enter **extension** or **name** to indicate the default way a subscriber with this COS is to address AUDIX messages. (The subscriber can use the telephone interface to change this format from the default.)

Table: Field Definitions: Class of Service Screen, Page 1

Field Name	Valid Input	Description/Procedure
`Login Announcement Set:`	▪ A unique name consisting of from 1 to 14 characters ▪ System (default)	Enter the name of the announcement set that the system uses when a subscriber logs in. If the multilingual feature is turned off, this field must either be blank or contain the word System. To see a listing of the announcement sets that are installed on your system, use the **list annc-sets** command. To see which announcement set has been assigned to the system set, use the **display system-parameters features** command. **Note:** TTY communication is considered to be a language in this context, and a TTY announcement set is available for use with the Intuity AUDIX system. Contact your Avaya representative for an up-to-date list of announcement sets that are available for purchase.
`System Multilingual is`	Display only	This field shows whether the multilingual feature is on or offat the *feature options* screen under *customer/services administration*.
`Call Answer Language Choice?`	▪ y = yes ▪ n = no	If ON appears in the System Multilingual field, enter **y** to enable Call Answer language choice. If this feature is enabled, a call is answered in the primary language, then the caller is invited in the secondary language to press * 1 to switch to the secondary language. If OFF appears in the System Multilingual field, enter **n**
`Call Answer Primary Annc. Set:`	A unique name consisting of from 1 to 14 characters	Enter the name of the announcement set for system prompts and for the personal or standard system greeting until the caller switches languages.
`Call Answer Secondary Annc. Set:`	A unique name consisting of from 1 to 14 characters	Enter the name of the announcement set for system prompts and for the personal or standard system greeting after the caller switches languages.
PERMISSIONS		
`Type:`	▪ call-answer ▪ none ▪ auto-attendant ▪ bulletin-board	▪ **call-answer** = Callers have both call answer and mailbox capabilities. ▪ **none** = Callers have a mailbox but no call answer capability. ▪ **auto-attendant** — The mailbox is an automated attendant ▪ **bulletin-board** — The mailbox is an information-only recorded announcement For more information on the last two options, see Automated Attendant and Bulletin Boards.
`Announcement Control?`	▪ y = yes ▪ n = no	This field permits a user, particularly a system administrator, to record system announcements such as subscriber names and networked system machine names. **WARNING:** Users with this permission can change system announcements heard by callers. Reserve this capability for system administrators.

Table: Field Definitions: Class of Service Screen, Page 1

Field Name	Valid Input	Description/Procedure
Outcalling?	▪ y = yes ▪ n = no	This field enables or disables outcalling. Outcalling alerts a subscriber to new messages by having the system place a call to that subscriber. **Note:** You must also set up the Outcalling feature for the system using the System-Parameters Outcalling screen. See Setting Up Outcalling for more information. **SECURITY ALERT:** This capability can increase the risk of toll fraud. See the System Security Overview for more information.
Priority Messages?	▪ y = yes ▪ n = no	This field permits a subscriber to send priority mail messages to other AUDIX subscribers.
Broadcast:	▪ voice ▪ login ▪ both ▪ none	Indicates the types of broadcast messages that a subscriber can create: ▪ **voice** = Broadcast voice and/or fax message permission only ▪ **login** = Login announcement permission only ▪ **both** = Broadcast voice/fax message and login announcement permission ▪ **none** = No broadcast message or login announcement permissions
IMAPI Access?	▪ y = yes ▪ n = no	Permits the Avaya Intuity Messaging Applications Programming Interface (IMAPI) client access to the server (perhaps during a LAN session) for subscribers belonging to this COS. An IMAPI LAN session is invoked when the AUDIX server needs to communicate with Message Manager, Internet Messaging, the Enhanced List Application (ELA), a trusted server, or other systems.
IMAPI Message Transfer?	▪ y = yes ▪ n = no	Enables the Intuity AUDIX server to transfer voice, fax, file attachments, and email files over the LAN to a client PC. Entering y allows subscribers to download (store) their AUDIX messages on their PCs.

Table: Field Definitions: Class of Service Screen, Page 1

Field Name	Valid Input	Description/Procedure
`Fax Creation?`	▪ y = yes ▪ n = no	Enables fax for this COS. Enter **n** if you do not want subscribers to have this capability or if fax messaging has not been purchased for your system. Administration of fax messaging involves much more than setting COS options and enabling subscribers. See Fax Messaging for more information and instructions.
`Trusted Server Access?`	▪ y = yes ▪ n = no	Allows a trusted server to add messages to and delete messages from the mailbox of a subscriber assigned this Class of Service. **Note:** If this field is set to y, the `IMAPI Access?` field and the `IMAPI Message Transfer?` field must also by set to y. **SECURITY ALERT:** A trusted server can do anything to an AUDIX message that an AUDIX subscriber can. For more information on the implications and administration of trusted servers, see Overview of Email Administration.

Class of Service Screen, Page 2; Changing a COS

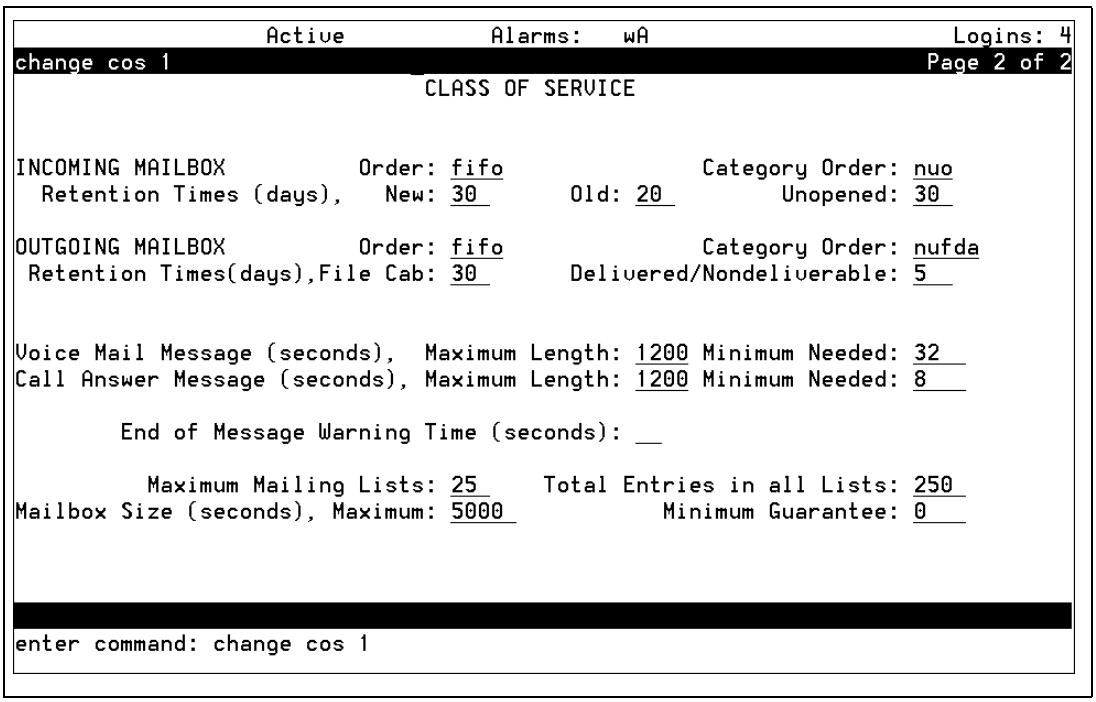


Table: Field Definitions: Class of Service Screen, Page 2

Field Name	Valid Input	Description/Procedure
INCOMING MAILBOX		
Order:	▪ fifo (default) ▪ lifo	Indicates the order for retrieving incoming mailbox messages for a subscriber. fifo = first in, first out lifo = last in, first out
Category Order:	The following three letters in any order: ▪ n ▪ u ▪ o ▪ Default: nuo	Indicates the order for scanning the incoming mailbox message categories for a subscriber. ▪ n = New: Neither the header nor the message body has been read ▪ u = Unopened: The header has been read but not the message body ▪ o = Old: The header and the message body have both been read The order oun encourages subscribers to keep messages stored to a minimum by forcing them to scan through old messages first.

Table: Field Definitions: Class of Service Screen, Page 2

Field Name	Valid Input	Description/Procedure
Retention Times, (New, Old, and Unopened):	▪ A number from 0 to 999 ▪ 10 (default)	Indicates the number of days that new, old, and unopened messages are retained in the incoming mailbox for a subscriber. After the specified period of days, the system deletes the messages. The retention time clock is not reset to zero when a message is moved among the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.
OUTGOING MAILBOX		
Order:	▪ fifo (default) ▪ lifo	Indicates the order for retrieving messages from the outgoing mailbox for a subscriber. ▪ fifo = first in, first out ▪ lifo = last in, first out
Category Order:	The following letters in any order: ▪ f ▪ u ▪ n ▪ d ▪ a ▪ Default: unfda	The order for scanning the outgoing mailbox message categories for a subscriber. ▪ f = File cabinet: Saved copies of created messages ▪ u = Undelivered: Messages awaiting delivery ▪ n = Nondeliverable: Unsuccessful message deliveries ▪ d = Delivered: Notifications of delivered messages ▪ a = Accessed: Notifications of delivered and accessed messages
Retention Times (File Cab and Delivered/ Nondeliverable):	▪ A number from 0 to 3999	Indicates the number of days that file cabinet, delivered, or nondeliverable messages are retained in the outgoing mailbox for a subscriber. After the specified period of days, the system deletes the messages.
Voice Mail Message (Seconds), Maximum Length:	▪ A number from 0 to 1200 ▪ 300 (default)	Indicates the maximum duration (in seconds) of voice or fax mail messages a subscriber can create. If this Class of Service is enabled for fax, follow the procedures under Enabling Fax by Defining a COS.
Voice Mail Message (Seconds), Minimum Needed:	▪ A number from 0 to 1200	The minimum mailbox space needed (in seconds) to create a voice or fax mail message. If less than the minimum number of seconds remain in the subscriber's mailbox, a message tells the subscriber she or he cannot create a new message or reply to an incoming message.
Call Answer Message (Seconds), Maximum Length:	▪ A number from 0 to 1200 ▪ 120 (default)	Indicates the maximum duration of call answer messages a subscriber can receive. If this Class of Service is enabled for fax, expand this parameter to 1200 seconds. For more information, see Enabling Fax by Defining a COS.

Table: Field Definitions: Class of Service Screen, Page 2

Field Name	Valid Input	Description/Procedure
`Call Answer Message (Seconds), Minimum Needed:`	▪ A number from 0 to 1200 ▪ 8 (default)	Indicates the minimum mailbox space needed to leave a call-answer message for a subscriber. If less than the minimum number of seconds remain in a subscriber's mailbox, a caller hears the "full mailbox" greeting.
If this class of service is enabled for fax, expand message capacities to the larger of: —Double voice-only capacities to allow for both voice and fax messages. For example, change Maximum Message Lengths of 700 seconds to 1400 seconds. —At least 20 minutes of capacity to allow for both voice and fax messages. In this case, enter Maximum Message Lengths of 1200 seconds. `End of Message Warning Time (Seconds):`	▪ 0 (zero) ▪ A number from 15 to 60	Enter the number of seconds that a warning message plays to indicates the remaining available recording time. The system plays the warning message this number of seconds before the maximum recording time is reached. If you enter a 0 (zero), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System-Parameters Features screen. Otherwise, this value overrides the value on the System-Parameters Features screen.
`Maximum Mailing Lists:`	▪ A number from 0 to 999 ▪ 25 (default)	Indicates the maximum number of mailing lists subscribers can create.

Table: Field Definitions: Class of Service Screen, Page 2

Field Name	Valid Input	Description/Procedure
`Total Entries in all Lists`	▪ A number from 0 to 9999 ▪ 250 (default)	The maximum total number of mailing list entries subscribers can create for all mailing lists they own.
`Mailbox Size (Seconds), Maximum:`	▪ A number from 0 to 32767 (just over 9 hours) ▪ 1200 seconds (default)	The maximum number of seconds of mailbox space for a subscriber. If this Class of Service is enabled for fax, expand this parameter to 4800 seconds. For more information, see Enabling Fax by Defining a COS.
`Minimum Guarantee:`	▪ A number from 0 to 9999 ▪ 0 (default)	Indicates the number of seconds of mailbox space guaranteed for a subscriber. We recommend that no space be guaranteed because some subscribers may never need the reserved space.

Subscriber Screen, Page 1

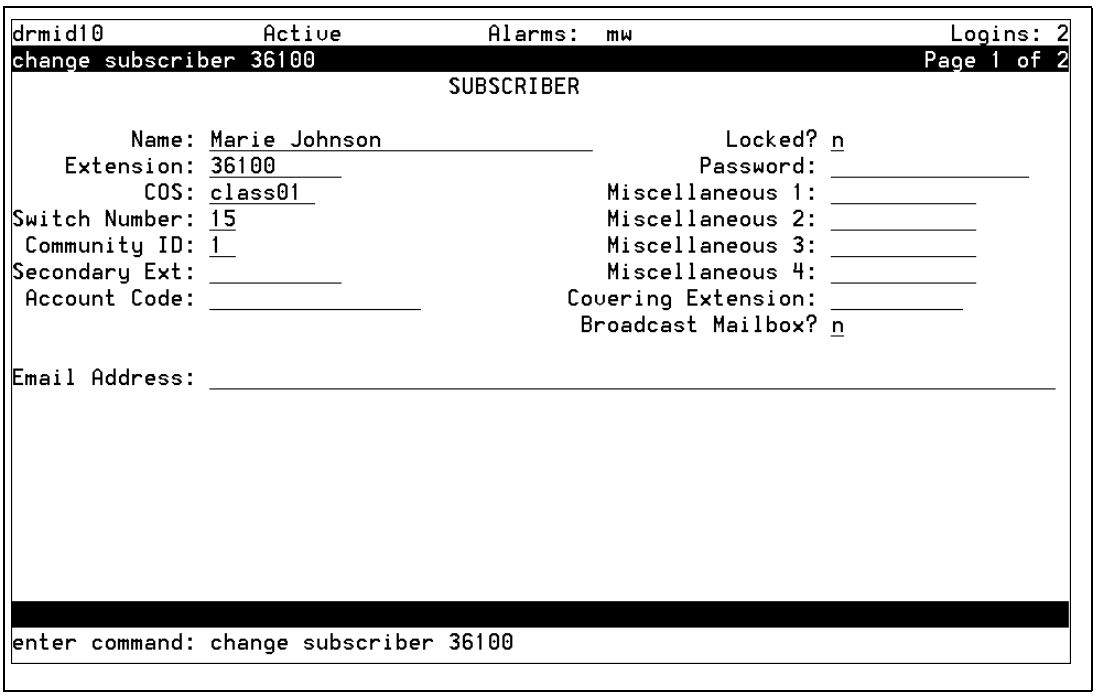


Table: Field Definitions: Subscriber Screen, Page 1

Field Name	Valid Input	Description/Procedure
Name:	A unique name consisting of from 1 to 29 alphabetic characters	Enter the name of the subscriber to be added or changed. This is a mandatory input field; there is no default value. The name must be unique. We suggest that you enter the last name first, then a comma, then the first name, for example Doe,Jane. However, you can use any combination of letters. (There are no embedded spaces in the example; that is, it was not entered Doe, Jane. We recommend that you enter names this way.) Furthermore, in places where telephones have letters accompanying the numbers, each name must be unique as entered on the keypad of a touch tone telephone, for example, Doe,JaneA and Doe,JaneZ to distinguish between two Jane Does.
Locked?	▪ y = yes ▪ n = no	Press the TAB key to move over this field. When adding a subscriber, this field always displays an n. See Unlocking a Subscriber's Mailbox (page 101) for more information on this field.
Extension:	A 3-digit to 10-digit telephone extension	Enter the subscriber's telephone extension. The extension must be: ▪ Within the range of numbers assigned to your system. ▪ Not be assigned to another local subscriber ▪ Of valid length on the local Avaya Intuity machine. See Changing Local Machine Information in the Digital Networking section for more information.

Table: Field Definitions: Subscriber Screen, Page 1

Field Name	Valid Input	Description/Procedure
Password:	▪ A number from 0 to 15 ▪ Blank (default)	Enter the default password the subscriber must use to log in to his or her AUDIX mailbox. If you do not enter a password or if you enter a password that is shorter than the required length, as specified on the System-Parameters Features screen, the subscriber will be required to change the password on the first login.
COS:	▪ A unique name consisting of from 1 to 8 alphanumeric characters ▪ An integer from 0 to 11 ▪ Class01 (default)	Enter the name or number of the Class of Service to be assigned to this subscriber. (You can change the name of the COS to be more descriptive and convenient for you. See Changing Class of Service Options (page 91).) Enter the command **list cos** for a list of all current COS names and numbers. See Listing Class of Service Names (page 90) for more information.
Miscellaneous 1:	1 to 11 alphanumeric characters	Enter additional information about the subscriber that may be helpful to you. Any entry in this field is for your convenience only and is not used by the AUDIX system.
Switch Number:	▪ An integer from 0 to 20 ▪ Blank (default)	The number of the switch on which this subscriber's extension is administered. A 0 (zero) in this field means that the subscriber has an AUDIX mailbox but does not have an extension on the switch. Mailboxes for shared extensions should also have a 0 in this field. A blank indicates the administered host switch number from the switch-link screen. **Note:** Message waiting indication does not work properly if the switch number on this screen is not correct for this subscriber. Normally, there should be no need to use other than the default value on this screen.
Miscellaneous 2:	1 to 11 alphanumeric characters	Enter additional information about the subscriber that may be helpful to you. Any entry in this field is for your convenience only and is not used by the AUDIX system.
Community ID:	▪ A number from 1 to 15 ▪ Blank (default)	Enter the community ID to be assigned to this subscriber. If this field is left blank, the system default community ID from the Machine screen for the local machine is used. See Setting Up Community Sending Restrictions for restrictions on sending messages between communities.
Miscellaneous 3:	1 to 11 alphanumeric characters	Enter additional information about the subscriber that may be helpful to you. Any entry in this field is for your convenience only and is not used by the AUDIX system.
Secondary Ext:	A 3-digit to 10-digit telephone extension	Enter the number of the subscriber's secondary fax extension. (This extension must have the same number of digits as the primary extension.) This field does not establish a secondary extension for voice calls. See Administering a Secondary Fax Extension for more information.
Miscellaneous 4:	1 to 11 alphanumeric characters	Enter additional information about the subscriber that may be helpful to you. Any entry in this field is for your convenience only and is not used by the AUDIX system.

Table: Field Definitions: Subscriber Screen, Page 1

Field Name	Valid Input	Description/Procedure
`Account Code:`	0 to 9 digits	This field is used to create call detail records on the switch. See Account Code Billing for more information.
`Covering Extension:`	▪ Blank ▪ 3 to 10 digits	The number of the default destination for the Transfer Out of AUDIX feature. If this field is left blank, the system default covering extension is used (as specified on page 2 of the System Parameters Features screen). The extension entered must be of the correct extension length for the switch. ⚠ **SECURITY ALERT:** The number you enter in this field must be an administered extension on the switch to minimize the possibility of toll fraud.
`Broadcast Mailbox:`	▪ y = yes ▪ n = no	Tab over this field. When adding a subscriber, this field always displays an n. See Setting Up a Broadcast Mailbox for more information on this field.
`Email Address:`	1 to 64 characters	The subscriber's email address, either from Intuity AUDIX Internet Messaging or another electronic mail server.

Subscriber Class of Service Parameters Screen, Page 2

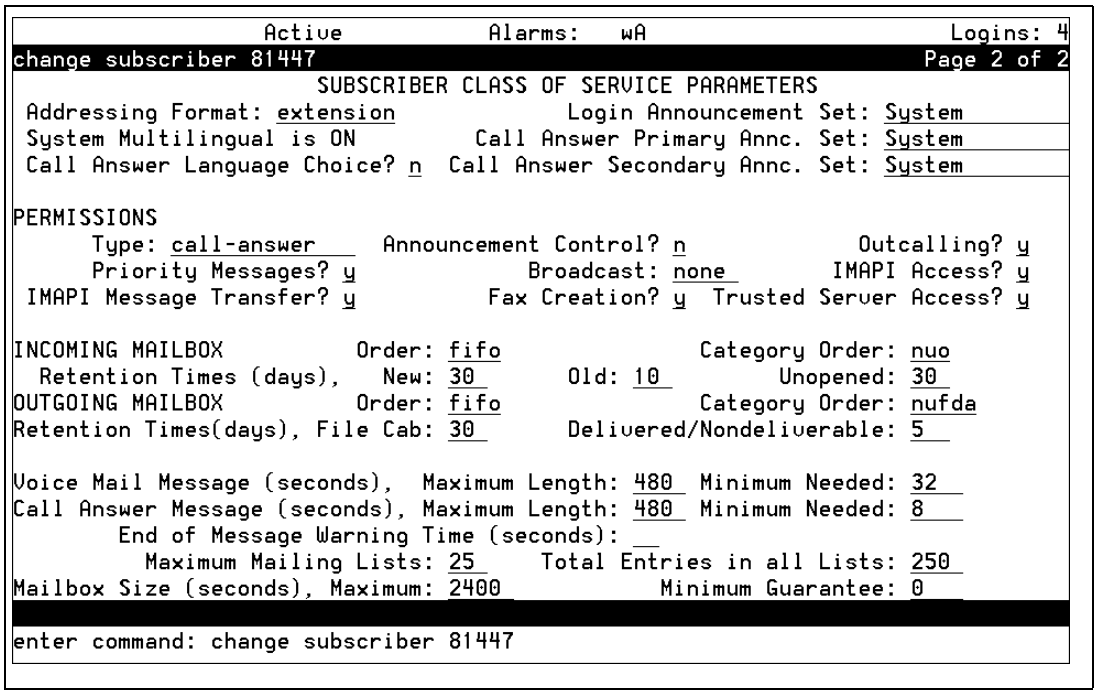


Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
Addressing Format:	▪ extension ▪ name	Indicates the default way a subscriber with this COS is to address AUDIX messages. The subscriber can use the telephone interface to change this format from the default.
Login Announcement Set:	A unique name consisting of from 1 to 14 characters	Indicates the announcement set that this subscriber hears when she or he logs in. If the multilingual feature is turned off, this field must either be blank or contain the word System. ▪ To see a list of the announcement sets that are installed on your system, use the **list annc-sets** command. ▪ To see which announcement set was assigned to the system set, use the **display system-parameters features** command. **Note:** TTY is considered to be a language in this context, and a TTY announcement set is available for use with the Intuity AUDIX system.
System Multilingual is	Display only	Indicates whether the multilingual feature is turned on.

Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
`Call Answer Primary Annc. Set:`	A unique name consisting of from 1 to 14 characters	Indicates the announcement set for system prompts and for the personal or standard system greeting until the caller switches languages.
`Call Answer Language Choice?`	▪ y = yes ▪ no = no	If *ON* appears in the System Multilingual field, enter **y** to enable Call Answer language choice. If this feature is enabled, a call is answered in the primary language. The caller is then invited (in the secondary language) to press **# 1** to switch to the secondary language. If `ON` does not appear in the `System Multilingual` field, enter **n**.
`Call Answer Secondary Annc. Set`	A unique name consisting of from 1 to 14 characters	Indicates the announcement set that is to be used for system prompts and for the personal or standard system greeting after the caller switches languages.
PERMISSIONS		
`Type:`	▪ call-answer ▪ none ▪ auto-attendant ▪ bulletin-board	Enter either: ▪ **call-answer** — The caller will have both call answer and mailbox capabilities. ▪ **none** — The caller will have a mailbox only, and no call answer capability. ▪ **auto-attendant** — The mailbox is an automated attendant ▪ **bulletin-board** — The mailbox is an information-only recorded announcement For more information on the last two options, see the Automated Attendants and Bulletin Boards section.
`Announcement Control?`	▪ y = yes ▪ n = no	Allows a subscriber, particularly a system administrator, to record system announcements such as subscriber names and networked system machine names. **WARNING:** Subscribers with this permission can change system announcements heard by callers. Reserve this capability for system administrators.
`Outcalling?`	▪ y = yes ▪ n = no	Allows the subscriber to activate the Outcalling feature. Outcalling alerts this subscriber to new messages by having the system place a call to a pager or phone number the subscriber specifies. **Note:** You must also set up the Outcalling feature for the system using the System-Parameters Outcalling screen. See Setting Up Outcalling for more information. **SECURITY ALERT:** This capability can increase the risk of toll fraud. See System Security Overview for more information.
`Priority Messages?`	▪ y = yes ▪ n = no	Allows this subscriber to send priority mail messages to other AUDIX subscribers.

Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
Broadcast:	▪ voice ▪ login ▪ both ▪ none	Specifies the types of broadcast messages that this subscriber can create: ▪ **voice** — Broadcast voice and/or fax message permission only ▪ **login** — Login announcement permission only ▪ **both** — Broadcast voice and fax message and login announcement permissions ▪ **none** — No broadcast message or login announcement permissions
IMAPI Access?	▪ y = yes ▪ n = no	Allows this subscriber Avaya Intuity Messaging Applications Programming Interface (IMAPI) client access to the server, perhaps during a LAN session. An IMAPI LAN session is invoked when the AUDIX server needs to communicate with Message Manager, a trusted server, and other systems.
IMAPI Message Transfer?	▪ y = yes ▪ n = no	Enables the Intuity AUDIX server to transfer this subscriber's voice messages, fax messages, file attachments, and email files over the LAN to a client PC. This allows subscribers to download messages they receive to a PC.
Fax Creation?	▪ y = yes ▪ n = no	Enables fax messaging for this subscriber.
Trusted Server Access?	▪ y = yes ▪ n = no	Allows a trusted server to add messages to, and delete messages from this subscriber's mailbox. ⚠ **SECURITY ALERT:** A trusted server can do anything to an AUDIX message that an AUDIX subscriber can. For more information on the implications and administration of Trusted Servers, see Overview of Email Administration.
INCOMING MAILBOX		
Order:	▪ fifo (default) ▪ lifo	Indicates the order for retrieving incoming mailbox messages for this subscriber. fifo = first in, first out lifo = last in, first out
Category Order:	The following three letters in any order: ▪ n ▪ u ▪ o ▪ Default: nuo	Indicates the order for scanning the incoming mailbox message categories for a subscriber. ▪ **n** = New: Neither the header nor the message body was read ▪ **u** = Unopened: The header was read but not the message body ▪ **o** = Old: The header and the message body were both read The order *oun* encourages subscribers to keep messages stored to a minimum by forcing them to scan through old messages first.

Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
Retention Times, New, Old, and Unopened:	A number from 0 to 999	Indicates the number of days that new, old, or unopened messages are retained in this subscriber's incoming mailbox. The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.
OUTGOING MAILBOX		
Order:	▪ fifo (default) ▪ lifo	Indicates the order for retrieving messages from this subscriber's outgoing mailbox. ▪ fifo = first in, first out ▪ lifo = last in, first out
Category Order:	The following letters in any order: ▪ f ▪ u ▪ n ▪ d ▪ a ▪ Default: unfda	Indicates the order for scanning the outgoing mailbox message categories for a subscriber. ▪ f = File cabinet: Saved copies of created messages ▪ u = Undelivered: Messages awaiting delivery ▪ n = Nondeliverable: Unsuccessful message deliveries ▪ d = Delivered: Notifications of delivered messages ▪ a = Accessed: Notifications of delivered and accessed messages
Retention Times File Cab and Delivered/ Nondeliverable:	▪ A number from 0 to 3999	Enter the number of days that file cabinet messages, delivered messages, or nondeliverable messages are retained in this subscriber's outgoing mailbox.
Voice Mail Message (Seconds), Maximum Length:	▪ A number from 0 to 1200 ▪ 300 (default)	Enter the maximum duration of voice, fax, or text mail messages (in seconds) this subscriber can create. If this subscriber is enabled for fax, expand this parameter to 1200 seconds. For more information, see Enabling Fax on an Individual Basis.
Voice Mail Message (Seconds), Minimum Needed:	▪ A number from 0 to 1200 ▪ 32 (default)	Enter the minimum mailbox space (in seconds) needed to create a voice or fax mail message. If less than the minimum number of seconds remain in the subscriber's mailbox, a message tells the subscriber she or he cannot create a new message or reply to an incoming message.
Call Answer Message (Seconds), Maximum Length:	▪ A number from 0 to 1200 ▪ 120 (default)	Enter the maximum duration of call-answer messages (in seconds) this subscriber can receive. If this subscriber is enabled for fax, expand this parameter to 1200 seconds. For more information, see Enabling Fax on an Individual Basis.

Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
`Call Answer Message (Seconds), Minimum Needed:`	▪ A number from 0 to 1200 ▪ 8 (default)	Enter the minimum mailbox space (in seconds) that must be available to leave this subscriber a call-answer message. Using the default value as an example, if less than 8 seconds remain in this subscriber's mailbox, a caller hears the "full mailbox" greeting.
If this class of service is enabled for fax, expand message capacities to the larger of: —Double voice-only capacities to allow for both voice and fax messages. For example, change Maximum Message Lengths of 700 seconds to 1400 seconds. —At least 20 minutes of capacity to allow for both voice and fax messages. In this case, enter Maximum Message Lengths of 1200 seconds. `End of Message Warning Time (Seconds):`	▪ 0 (zero) ▪ A number from 15 to 60	Enter the number of seconds that a warning message plays to indicate the remaining available recording time. The system plays the warning message this number of seconds before the maximum recording time is reached. If you enter a zero (0), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System-Parameters Features screen. Otherwise, this value overrides the value on the System-Parameters Features screen.
`Maximum Mailing Lists:`	▪ A number from 0 999 ▪ 25 (default)	Enter the maximum number of mailing lists this subscriber can create.

Table: Field Definitions: Subscriber Class of Service Parameters Screen

Field Name	Valid Input	Description/Procedure
`Total Entries in all Lists:`	▪ A number from 0 to 9999	Enter the maximum total number of mailing list entries this subscriber can create.
`Mailbox Size (Seconds), Maximum:`	▪ A number from 0 to 32767 (just over 9 hours) ▪ 20 minutes (default)	Enter the maximum number of seconds of mailbox space for this subscriber. If this subscriber is enabled for fax, expand this parameter to 4800 seconds. For more information, see Enabling Fax on an Individual Basis.
`Minimum Guarantee:`	▪ A number from 0 to 9999 ▪ 0 (zero, default)	The number of seconds of mailbox space guaranteed for a subscriber. We recommend that no space be guaranteed because some subscribers may never need the reserved space.

List Subscriber Screen; Viewing All AUDIX Subscribers

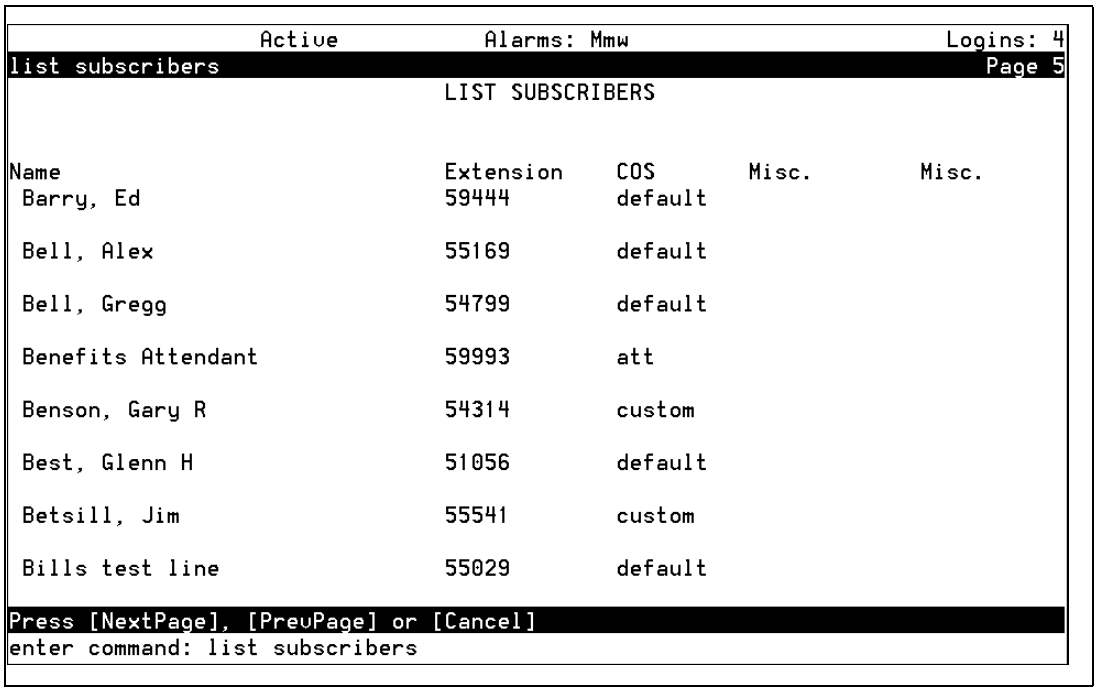


Table: Field Definitions: List Subscribers Screen

Field Name	Valid Input	Description/Procedure
Name:	Display only	This column indicates the names of the local subscribers. The subscriber names are listed in alphabetic order. The list starts with the first alphabetic name or with the name specified on the command line.
Extension:	Display only	This column indicates the telephone extension numbers of the local subscribers.
COS	Display only	This column indicates the name of the subscriber's assigned Class of Service.
Misc.	Display only	This column indicates additional subscriber information, as specified in the Miscellaneous field on the Subscriber screen.

List Extensions Screen; Viewing AUDIX Subscriber Telephone Extensions

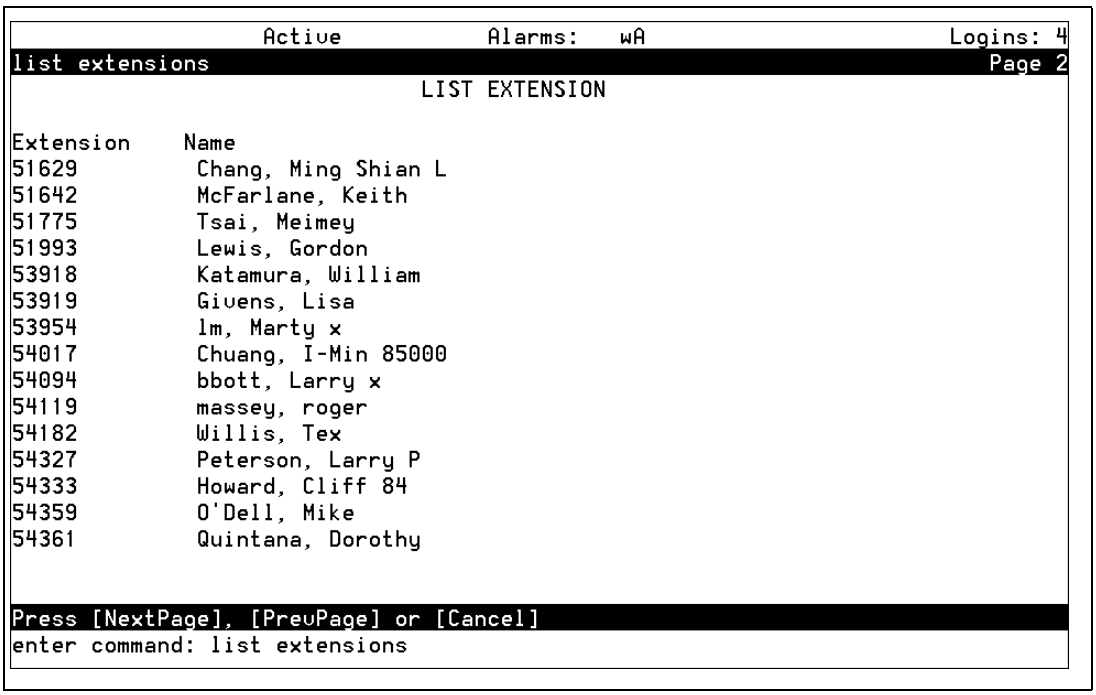
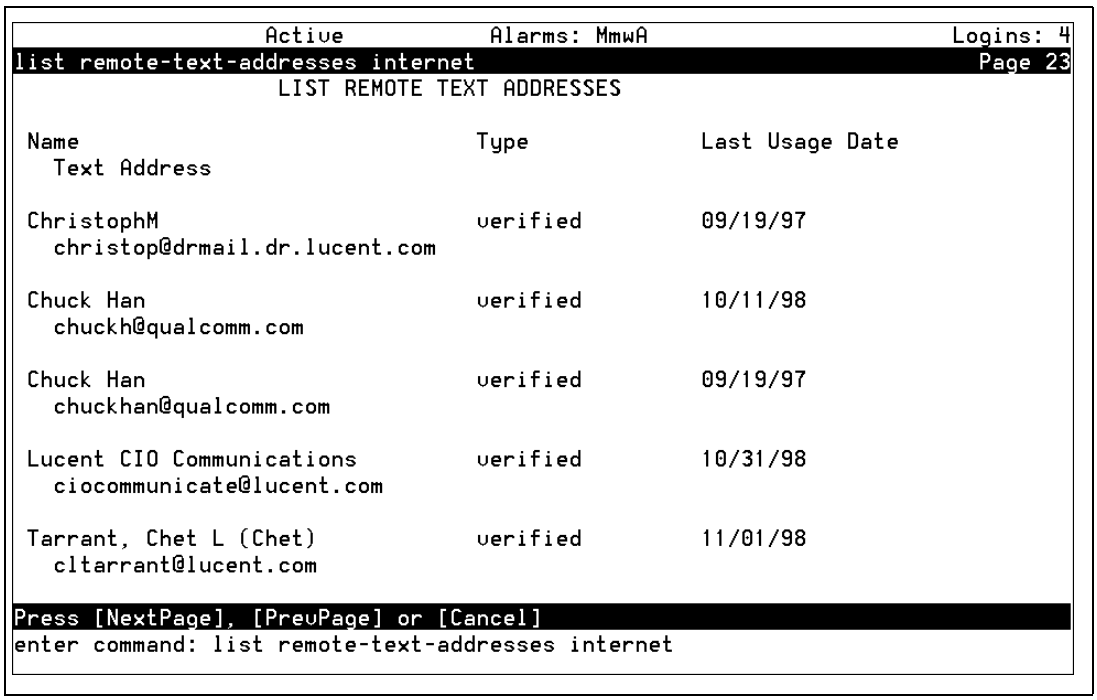


Table: Field Definitions: List Extension Screen

Field Name		Description/Procedure
Extension:	Display only	The extension numbers of the local subscribers. The list begins with the extension specified in the command line, or with the numerically lowest extension number if an extension is not specified on the command line.
Name:	Display only	The names associated with the listed extensions.

List Remote Text Addresses Screen



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