

Avaya Voice Director 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.

Feature Overview

Voice Director introduces speech recognition to the messaging products. This feature provides enhanced speech recognition capabilities, Spoken Name Addressing and Name Dialing, for Intuity AUDIX. Spoken Name Addressing and Name Dialing allow the caller to specify an Intuity AUDIX user by speaking the user's name rather than using touchtones that correspond to the extension or spell the name.

Topics include:

- Feature Description (page 1)
- Characteristics of Spoken Name Addressing and Name Dialing (page 2)
- Components of Spoken Name Addressing and Name Dialing (page 2)

Feature Description

What Is Spoken Name Addressing?

Spoken Name Addressing enables a subscriber to:

- Address a message.
- Transfer a call.
- Create a mailing list.

Currently, a subscriber on the Intuity AUDIX system can address a voice mail message by using the telephone touchtones to key in the extension or

name of the recipient. Voice Director allows the user to address the message using spoken input instead of telephone touchtones. Spoken Name Addressing recognizes the spoken name and delivers the message to that person's mailbox. See [Spoken Name Addressing](#) for a complete overview of how to use Spoken Name Addressing.

What Is Name Dialing?

Name Dialing is available as a separate application on the Intuity AUDIX system. Name Dialing answers the phone, allows the caller to speak a name, speaks the name back to the caller, and then transfers the call to the extension associated with the spoken name.

Characteristics of Spoken Name Addressing and Name Dialing

The following list provides a few of the characteristics of Spoken Name Addressing and Name Dialing:

- After a name is spoken, the recorded name is voiced back to the caller for acceptance.
- Spoken Name Addressing uses the same mechanism as non-speech-enabled Intuity AUDIX systems if more than one name matches the spoken input, for example, "Kathy Reader" and "Cathy Reeder." For additional information, see [Resolving Same or Sound-alike Results](#).
- Administrators have the ability to customize subscriber names using a pronunciation editor. For example, if a subscriber's name is William Smith, the customized Voice Director name could be Bill Smith.
- The Name Dialing application can work with Intuity AUDIX systems as well as non-Intuity AUDIX systems networked to the Intuity AUDIX Release 5 system through an Intuity Interchange.

Components of Spoken Name Addressing and Name Dialing

The Voice Director speech recognition application runs on a Windows workstation. It is easy to install, configure, and administer.

The components that make up the Voice Director system include:

Name Dialing Application	Allows callers to speak names for call transfers.
Spoken Name Addressing feature in the Intuity AUDIX Application	Allows callers to speak names when addressing, transferring calls, or creating mailing lists.
Voice Director Names Database	Generates a list of names based on the Intuity AUDIX subscriber database that can be recognized by the system.
Voice Director Administration Screens	Provides administration data to the Voice Director system.
Voice Director Windows Application	Provides speech recognition for the Voice Director system.
Voice Director Pronunciation Editor	Allows access to the Voice Director names database for customization of name pronunciation.

These components are combined to form four distinct units:

Intuity AUDIX Platform	The Intuity AUDIX platform can be any Intuity AUDIX Release 5 system with an Intuity AUDIX voice messaging telephone user interface (TUI) and Name Dialing.
Voice Director Server	The Voice Director server is a Windows workstation. It is a separate system that hosts the large-vocabulary speech recognition application.
Voice Director Pronunciation Editor	The Voice Director Pronunciation Editor is an application that can be loaded on any multimedia Windows platform, including Windows NT, Windows 95, and Windows 98. This tool is used for editing the pronunciation of names located in the Voice Director subscriber database.
The Local Area Network (LAN)	The local area network connects the Intuity AUDIX Release 5 system with the Voice Director server.

Voice Director System Requirements

The Voice Director Spoken Name Addressing and Name Dialing features use a client-server architecture to provide speech-enabled messaging solutions. The client is the messaging platform, in this case the Intuity AUDIX Release 5 system. The server is a Windows workstation that supports the Voice Director speech recognition feature.

Topic includes:

- Hardware and Software Requirements (page 5)

Hardware and Software Requirements

The configuration consists of:

- An Intuity AUDIX Release 5 system
This system can be any Intuity AUDIX Release 5 platform configuration.
- A Windows workstation
The customer provides and maintains this component.
- An Ethernet TCP/IP network card
This card connects the Windows workstation with the Intuity AUDIX Release 5 system. A network card must be located in both the Intuity AUDIX machine and the Windows workstation.

The following tables summarize the minimum hardware and software requirements for the Voice Director server.

- Windows NT 4.0 Workstation Minimum Requirements for Two Channels of Speech Recognition and 5,000 Names or Less (page 6)
- Windows NT 4.0 Workstation Minimum Requirements for Four Channels of Speech Recognition and 5,000 Names or Less (page 7)
- Windows NT 4.0 Workstation Minimum Requirements for Six Channels of Speech Recognition and 20,000 Names or Less (page 7)
- Personal Computer Minimum Requirements (page 8) (when installing only the Pronunciation Editor)

Note:

It is recommended that workstations configured as Voice Director servers be used exclusively for Voice Director. Loading additional programs will impact system performance.

Table: Windows NT 4.0 Workstation Minimum Requirements for Two Channels of Speech Recognition and 5,000 Names or Less

Intuity AUDIX System	Voice Director Server	LAN
Hardware <ul style="list-style-type: none">■ An Intuity AUDIX Release 5 MAP/5P, MAP/40P, or MAP/100P Software <ul style="list-style-type: none">■ Intuity AUDIX Release 5 base system software	<ul style="list-style-type: none">■ Pentium II 300 MHZ■ 128-MB memory■ 10-MB LAN card■ 2-GB of hard disk space■ Windows NT 4.0 Workstation operating system■ NT 4.0 Service Pack 4 or later■ NT 4.0 Workstation Resource Kit Version 4■ CD-ROM drive■ Sound card required if using the Pronunciation Editor; otherwise, not required	Ethernet TCP/IP network Note: It is recommended that the Intuity AUDIX and Voice Director systems be placed on the same LAN segment with no routers, repeaters, or bridges.

Table: Windows NT 4.0 Workstation Minimum Requirements for Four Channels of Speech Recognition and 5,000 Names or Less

Intuity AUDIX System	Voice Director Server	LAN
Hardware <ul style="list-style-type: none"> An Intuity AUDIX Release 5 MAP/5P, MAP/40P, or MAP/100P Software <ul style="list-style-type: none"> Intuity AUDIX Release 5 base system software 	<ul style="list-style-type: none"> (1) Dual Pentium II 300 MHZ or (1) Dual Pentium II 400 MHZ 128-MB memory 10-MB LAN card 2-GB hard disk space Windows NT 4.0 Workstation operating system NT 4.0 Service Pack 4 or later NT 4.0 Workstation Resource Kit Version 4 CD-ROM drive Sound card required if using the Pronunciation Editor; otherwise, not required 	<p>Ethernet TCP/IP network</p> <p>Note: It is recommended that the Intuity AUDIX and Voice Director systems be placed on the same LAN segment with no routers, repeaters, or bridges.</p>

Table: Windows NT 4.0 Workstation Minimum Requirements for Six Channels of Speech Recognition and 20,000 Names or Less

Intuity AUDIX System	Voice Director Server	LAN
Hardware <ul style="list-style-type: none"> An Intuity AUDIX Release 5 MAP/5P, MAP/40P, or MAP/100P Software <ul style="list-style-type: none"> Intuity AUDIX Release 5 base system software 	<ul style="list-style-type: none"> 633 MHZ Alpha 21164 CPU or better or Dual 450 MHZ Intel Pentium II CPU 128-MB of memory 10-MB LAN card 2-GB of hard disk space Windows NT 4.0 Workstation operating system NT 4.0 Service Pack 4 or later NT 4.0 Workstation Resource Kit Version 4 CD-ROM drive 	<p>Ethernet TCP/IP network</p> <p>Note: It is recommended that the Intuity AUDIX and Voice Director systems be placed on the same LAN segment with no routers, repeaters, or bridges.</p>

Note:

Alpha workstations do not support sound cards. To use the Pronunciation Editor, an additional Windows workstation needs to be added to the network.

If you are installing only the Pronunciation Editor, the personal computer requirements include:

Table: Personal Computer Minimum Requirements

- 486 SX-66 MHZ
 - 12 to 17-MB of memory
 - 45-MB of hard disk space
 - Network interface card
 - TCP/IP with a 1.1-compatible Winsock
 - Windows NT 4.0, Windows 95 or Windows 98
 - VGA monitor
 - Windows-compatible mouse
 - Sound card
-

Voice Director Installation and Administration

Installation and Administration of Voice Director Spoken Name Addressing and Name Dialing

The software components of the Voice Director include software installed on the Intuity AUDIX system and software installed on one or more Voice Director servers.

Topics include:

- Preinstallation Requirements for the Intuity AUDIX System (page 10)
- Preinstallation Requirements for Windows Workstation (page 10)
- Administering Voice Director on an Intuity AUDIX System (page 12)
- Installing Voice Director on the Voice Director Server (page 19)
- Verifying the Status of Voice Director (page 23)
- Installing the Voice Director Pronunciation Editor on a Networked Windows Workstation (page 24)
- Removing Voice Director Software from the Voice Director Server (page 25)

Preinstallation Requirements for the Intuity AUDIX System

The Voice Director is available on all Intuity AUDIX Release 5 systems. Therefore, there are no preinstallation requirements. However, the network connectivity between the Intuity AUDIX host and the Voice Director server should be confirmed before enabling and activating the software. Once all network connections are established, the Intuity AUDIX periodically sends a ping to the Voice Director server. The Voice Director server returns a ping to the Intuity AUDIX host. See [Verifying Connectivity](#) for information on pinging the Voice Director server.

Note:

Names in the Intuity AUDIX subscriber database should be checked to verify all characters are alphabetic characters. Numeric or special characters are not transferable to the pronunciation database. In addition, all names must be in the format of last name, first name. When the pronunciation database is created, the recorded names need to be verified, as well. See the [Voice Director Pronunciation Editor](#) for information on verifying names on the Voice Director server.

Preinstallation Requirements for Windows Workstation

Before installing the Voice Director on the Windows workstation, you should verify the following requirements:

- The Windows workstation environment is running on Service Pack 4 or later.
- The Windows workstation Resource Kit is Version 4.
- The network setup consists of one static IP address for each Voice Director server and one static IP address for a TSC remote login.

In addition to verifying these minimum requirements, you must configure your TCP/IP connections and set the correct date and time.

Note:

For additional information on the Windows workstation, see the documentation provided with the computer.

Adding TCP/IP to Protocols

To establish a TCP/IP network, you must add the network to the network protocols.

To add a TCP/IP network to the network protocols:

1. Click **Start**.
2. Point to **Settings**.
3. Select **Control Panel**.
4. Double-click **Network**.
5. Select the **Protocols** tab.
6. Do one of the following:
 - If TCP/IP Protocol is displayed in the list of Protocol tab, click **OK**.
 - If TCP/IP is not displayed under Protocol tab, click **Add**.
7. Scroll through the list of protocols and select **TCP/IP Protocol**.
8. Click **OK**.

Note:

Contact your network administrator for the settings specific to your TCP/IP configuration.

Adding Simple TCP/IP Services to Services

Once the TCP/IP network is added to the network protocol, you need to add Simple TCP/IP Services to the Services.

To add Simple TCP/IP Services to the Services:

1. Click **Start**.
2. Point to **Settings**.
3. Select **Control Panel**.
4. Double-click **Network**.
5. Select the **Services** tab.
 - If Simple TCP/IP Services is displayed in the list of Network Services, click **OK**.

- If Simple TCP/IP Services is not displayed under Network Services, click Add.
6. Scroll through the list of network services and select Simple TCP/IP Services.
 7. Click OK.

Setting the Correct Date and Time

Setting the correct date and time is an important step in administering Voice Director. Collected speech file names use the current time as part of the file name.

To set the date and time:

1. Click Start.
2. Point to Settings.
3. Select Control Panel.
4. Double-click Date/Time.
5. Set the Date & Time options.
6. Click OK.

Administering Voice Director on an Intuity AUDIX System

Although the Voice Director is installed on all Intuity AUDIX systems, the feature is not available until it is properly administered. Voice Director can be administered for a [non-networked environment](#) or a [networked environment](#). The following procedures provide the steps necessary to complete the installation and administration of Voice Director on an Intuity AUDIX system.

Non-Networked Environment

A non-networked environment consists of one Voice Director server and one Intuity AUDIX host machine.

Adding the Mailbox Manager and the Name Dialing Mailbox Manager

To accommodate Intuity Messaging Application Program Interface (IMAPI) logins, two subscribers need to be added to the Intuity AUDIX system. These subscribers are the Mailbox Manager and the Name Dialing Mailbox Manager.



CAUTION:

It is recommended that the following procedures be performed during off-peak hours.

Adding the Mailbox Manager

You must be logged in as `sa` or `vm` to add new subscribers.

To add the Mailbox Manager:

1. Start at the Avaya Intuity Main Menu (page 28) and select:
`AUDIX Administration`
2. Enter **add subscriber** at the `enter` command: prompt.

The system displays the Intuity AUDIX Subscriber Screen (page 29).
3. Enter **AVD - local** in the `Name :` field.
4. Use the TAB key to move to the `Extension :` field. Enter an extension within the range of extensions defined for the Intuity AUDIX. For more information on defining extension ranges, see [Defining System Limits](#).

Note:

The extension used for Voice Director - local must be a number that is in the range of extensions that is accepted by the Intuity AUDIX machine.

5. Assign a password consisting of six-11 alphanumeric characters. To ensure your password complies with password requirements, see [Guidelines for Passwords](#).
6. Press F7 (NextPage).

The system displays the Intuity AUDIX Class of Service Screen (page 30).
7. Tab to the `IMAPI Access?` field and enter **Y**
8. Tab to the `IMAPI Message Transfer?` field and enter **Y**
9. Press F3 (ENTER) to save the information.

Adding the Name Dialing Mailbox Manager

To add the Name Dialing Mailbox Manager:

1. Start at the Avaya Intuity Main Menu (page 28) and select:
`AUDIX Administration`
2. Enter **add subscriber** at the `enter` command: prompt.

The system displays the Intuity AUDIX Subscriber Screen (page 29).
3. Enter **NAMEDIAL - local** in the `Name :` field.
4. Use the TAB key to move to the `Extension :` field. Enter an extension within the range of extensions defined for the Intuity AUDIX. For more information on defining extension ranges, see [Defining System Limits](#).

Note:

The extension used for NAMEDIAL - local must be a number that is in the range of extensions that is accepted by the Intuity AUDIX machine.

5. Assign a password consisting of six to eight alphanumeric characters. The password must match the password length set for the rest of the system.
6. Press F7 (NextPage). The system displays the [Class of Service](#) screen.
7. Use the TAB key to move to the `IMAPI Access?` field. Enter **Y**
8. Use the TAB key to move to the `IMAPI Message Transfer?` field. Enter **Y**
9. Press F3 (ENTER) to save the information.

After creating the Mailbox Manager and the Name Dialing Mailbox Manager, you must indicate the number of IMAPI sessions available. See [Setting the Number of IMAPI Sessions \(page 16\)](#) for instructions on completing this process.

Note:

Adding an Intuity AUDIX machine to a local host machine creates a networked environment. Therefore, the local information on the host machine needs to be modified to reflect the network information. Several steps are required to change this information. See [Migrating to a Networked Environment \(page 19\)](#) for the steps required to complete a network setup.

Networked Environment

A networked environment consists of an Voice Director server connected to an Intuity AUDIX host machine with additional Intuity AUDIX machines connected to the host machine.

Adding the Mailbox Manager and the Name Dialing Mailbox Manager

To accommodate Intuity Messaging Application Program Interface (IMAPI) logins, two subscribers need to be added to the Intuity AUDIX Release 5 system. These subscribers are the Mailbox Manager and the Name Dialing Mailbox Manager.



CAUTION:

It is recommended that the following procedures be performed during off-peak hours.

Adding the Mailbox Manager

You must be logged in as sa or vm to add new subscribers. To add the Mailbox Manager:

1. Start at the Avaya Intuity Main Menu (page 28) and select:

AUDIX Administration

2. Enter **add subscriber** at the `enter` command: prompt.

The system displays the Intuity AUDIX Subscriber Screen (page 29).

3. Enter **AVD - <machine name>** in the `Name :` field.

The machine name is indicated in the upper left corner of the Intuity AUDIX subscriber screen.

4. Use the TAB key to move to the `Extension :` field. Enter an extension within the range of extensions defined for the Intuity AUDIX. For more information on defining extension ranges, see [Defining System Limits](#).

Note:

The extension used for AVD - <machine name> must be a number that is in the range of extensions that is accepted by the networked Intuity AUDIX machines.

5. Assign a password consisting of six to 11 alphanumeric characters. To ensure your password complies with password requirements, see [Guidelines for Passwords](#).
6. Press F7 (NextPage). The system displays the Intuity AUDIX Class of Service Screen (page 30).
7. Tab to the `IMAPI Access?` field and enter **Y**
8. Tab to the `IMAPI Message Transfer?` field and enter **Y**

9. Press F3 (ENTER) to save the information.

Adding the Name Dialing Mailbox Manager

To add the Name Dialing Mailbox Manager:

1. Start at the Avaya Intuity Main Menu (page 28) and select:

AUDIX Administration
2. Enter **add subscriber** at the `enter` command: prompt.

The system displays the Intuity AUDIX Subscriber Screen (page 29).
3. Enter **NAMEDIAL - <machine name>** in the `Name:` field.

The machine name is indicated in the upper left corner of the Intuity AUDIX subscriber screen.
4. Use the TAB key to move to the `Extension:` field. Enter an extension within the range of extensions defined for the Intuity AUDIX. For more information on defining extension ranges, see [Defining System Limits](#).
- Note:**
The extension used for NAMEDIAL - <machine name> must be a number that is in the range of extensions that is accepted by the networked Intuity AUDIX machines.
5. Assign a password consisting of six to eight alphanumeric characters. The password must match the password length set for the rest of the system.
6. Press F7 (NextPage). The system displays the Intuity AUDIX Class of Service Screen (page 30).
7. Use the TAB key to move to the `IMAPI Access?` field. Enter **Y**
8. Use the TAB key to move to the `IMAPI Message Transfer?` field. Enter **Y**
9. Press F3 (ENTER) to save the information.

Setting the Number of IMAPI Sessions

After adding the AVD Mailbox Manager and the Name Dialing Mailbox Manager, you must set the number of IMAPI sessions available.

To set the number of IMAPI sessions:

1. Start at the Avaya Intuity Main Menu (page 28) and select:
`AUDIX Administration`
2. Enter **change system-parameters imapi-options** at the `enter command:` prompt.

The system displays the System-Parameters IMAPI-Options Screen (page 31).
3. Enter the number of sessions available in the `Maximum Simultaneous Sessions:` field. This number must be at least two greater than the number shown.
4. Tab to the `Check New Messages?` field and enter **Y**
5. Tab to the `Deliver CA Message?` field and enter **Y**
6. Tab to the `Message Transfer?` field and enter **Y**
7. Press F3 (Enter) to save the information.

Adding Name List Information

After setting the IMAPI options, the name list information is added.

To add name list information:

1. Start at the Avaya Intuity Main Menu (page 28) and select:
`AUDIX Administration`
2. Enter **change avd name-list** at the `enter command:` prompt.

The system displays the Voice Director Name List Screen (page 33).
3. Complete the following fields:
 - `Local Number Prefix:`
 - `Outdialing Prefix:`
 - `Long Distance Enabled:`
 - `Interchange Node:` (If you are using Interchange.)

Note:

See the Voice Director Name List Screen (page 33) for a description of these fields

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

The system starts the Voice Director processes.

5. Wait approximately 10 minutes while the system creates the Voice Director pronunciation database.

Once the connection between the Intuity AUDIX system and the Voice Director server is established, you must set the number of channels available.

6. Enter **change avd admin** at the `enter command:` prompt.

The system displays the Voice Director Administration Screen (page 32) showing the IP address of your Voice Director server listed in the `Voice Director Server Address` column.

7. Place the cursor in the `Remote Access IP Address:` field.

8. Enter the static IP address reserved for TSC remote access.

9. Place the cursor in the `Pronunciation Editor Password:` field.

10. Enter the administrator password required when using the Pronunciation Editor.

11. TAB to the `Number of Sessions:` field.

12. Enter the number of sessions allocated for the appropriate Voice Director server address. If an address is not displayed, check the TCP/IP connection between the Intuity AUDIX system and the server.

13. Press F3 (ENTER) to save the information.

Verifying Status

To determine if Voice Director is administered:

1. Start at the Avaya Intuity Main Menu (page 28) and select:

`Feature Options`

Voice Director is available if `Voice Director Sessions` and `Voice Director Size` appear in the `Feature Options Available` list.

Note:

Subscribers on a remote machine are not included in the pronunciation database until the second day after adding the IP address to the Voice Director Name List screen. If the IP address is a local machine, it could take up to 10 minutes to create the pronunciation database.

Migrating to a Networked Environment

When a remote Intuity AUDIX machine is networked to a local host machine, the local machine must be administered to recognize the remote machine. For information on administering the local machine for a networked environment, see [Adding a Remote Machine](#).

Once the local machine is administered for a networked environment, two new mailboxes need added. For information on adding the required mailboxes, see Networked Environment (page 15).

Voice Director updates its internal system files during an audit that is completed each night. Following the nightly audit, you can delete the mailboxes AVD - local and NAMEDIAL - local.

Installing Voice Director on the Voice Director Server

Installing the Voice Director on the Windows workstation is an automatic process. However, prior to installing Voice Director, you must verify that all required components are available. Use the following list to ensure compliance.

Verify	✓
The current login is in the administrator group.	
The workstation operating system is installed.	
Service Pack 4 or later is installed.	
The workstation Resource Kit is installed.	
Enough disk space is available to install the software (minimum 45-MB).	
The Control Panel is closed.	
The Intuity AUDIX machine name and IP address are available.	

After installation, Voice Director generates security logs, system logs, and various files. This information is used to monitor the system performance.

See [Monitoring System Performance](#) for descriptions of the various logs and files.

Installing Voice Director on the Windows Workstation

To install Voice Director, complete the following steps:

1. Place the Voice Director CD-ROM in the CD-ROM drive.
2. Follow the instructions on the screen.
3. When installation is complete, reboot the Windows workstation.

The installation is set to autoplay and should begin when you close the CD-ROM door. If the installation does not begin, complete the following steps:

1. Place the Voice Director CD-ROM in the CD-ROM drive.
2. Click **Start** on the Windows desktop.
3. Click **Run**.

The system displays the Run dialog box.

4. In the **Open:** field, enter **e:setup.exe** where **e:** is the letter of your CD-ROM drive.
5. Click **OK**.
6. Follow the instructions on the screen.
7. When installation is complete, reboot the Windows workstation.

Several events occur during the installation process. Besides installing Voice Director, additional events include:

- The TSC login and password are added as group administrators.
- VoiceDirRemote, the remote.exe command, is installed.
- If the Voice Director server is an Intel Processor, the Pronunciation Editor is installed.

If you want to install the Voice Director Pronunciation Editor on additional workstations that are networked to the Voice Director server, see *Installing the Voice Director Pronunciation Editor on a Networked Windows Workstation* (page 24) for complete instructions.

Postinstallation Requirements

You can improve the performance of the Voice Director server by completing the following postinstallation tasks.

Turn Off Screen Savers

To turn off your screen savers:

1. Click **Start**.
2. Point to **Settings**.
3. Select **Control Panel**.
4. Double-click **Display**.
5. Click the **Screen Saver** tab.
6. Select **None** from **Screen Saver** drop-down box.
7. Click **OK**.

Turn Off Fast Find

To turn off Fast Find:

1. Right click **Start**.
2. Click **Explore**.
3. Click **Winnt**.
4. Double-click **Profiles**.
5. Double-click **All Users**.
6. Double-click **Start Menu**.
7. Double-click **Programs**.
8. Double-click **Startup**.
9. Select **Microsoft Find Fast**.
10. Press **Delete**.
11. Click **Yes**.

Set Automatic Reboot on STOP Error

A STOP error occurs when there is a failure in the system. Setting the system to automatically reboot when a STOP error occurs minimizes the amount of time the computer is out of service.

To set your computer to automatically reboot when a STOP error occurs:

1. Click **Start**.
2. Point to **Settings**.
3. Select **Control Panel**.
4. Double-click **System**.
5. Select the **Startup/Shutdown** tab.
6. Select **Automatic reboot**.
7. Click **OK**.

Configuring User Manager Logs

Voice Director generates several log files that an administrator can use to monitor system performance. These logs include system access and reboot statistics.

To configure the various log files:

1. Click **Start**.
2. Point to **Programs**.
3. Point to **Administrator Tools (Common)**.
4. Click **User Manager**.
5. Select **Policies** from the Menu bar.
6. Select **Audit...**
7. Select **Audit These Events**.
8. Select **Success and Failure** for **Logon and Logoff**.
9. Select **Success and Failure** for **Restart, Shutdown, and System**.
10. Select **Success and Failure** if you want a history of executed programs. If selected, the output is placed in the security log.
11. Click **OK**.

Configuring Event Viewer Logs

Unless otherwise specified, the event logs track information for a maximum of 7 days. You can set event logs to overwrite the events file as needed:

1. Click **Start**.
2. Point to **Programs**.
3. Point to **Administrator Tools (Common)**.
4. Click **Event Viewer**.
5. Select **Log** from the Menu bar.
6. Select **Log Settings**.
7. Select **Overwrite Events as Needed**.
8. Click **OK**.

Verifying the Status of Voice Director

There are four levels of service associated with the Voice Director. Each level is identified by a unique icon that appears in the tray of the task bar of your Windows desktop. The following table describes each level of service.

Table: Voice Director Service Descriptions


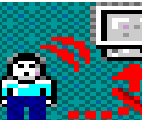
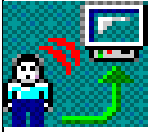
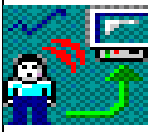
Status	Voice Director Icon	Description
Voice Director Service Not Running		The software is installed but is not running.
Voice Director Service Running		The service is active but has not connected with the network or has lost the connection to the network.

Table: Voice Director Service Descriptions

Status	Voice Director Icon	Description
Voice Director Service Connected		The networking connection between the Voice Director server and the Intuity AUDIX system is established.
Voice Director Recognition Running		The Intuity AUDIX system has sent configuration data and grammars to the Voice Director server.

Checking the Status of the Voice Director Service

To check the status of the service:

1. Slide the cursor over of the Voice Director status icon on the task bar.
2. A popup box displays indicating the current status.

See [Troubleshooting Voice Director](#) for information on resolving status problems.

Installing the Voice Director Pronunciation Editor on a Networked Windows Workstation

The Voice Director Pronunciation Editor can be installed on any Windows workstation networked to an Voice Director server. This connectivity enables an administrator to update the subscriber database without having direct access to the primary Voice Director server. For the minimum requirements for a Windows workstation to support the Voice Director Pronunciation Editor, see [PC Requirements](#).

In many organizations, a networked server is maintained with all licensed software stored on the server. This configuration allows users to map to a specific drive on the server and install software from the server to their local workstations. Using this form of sharing, the Voice Director Pronunciation Editor can be installed as a stand-alone feature.

Mapping the Voice Director Pronunciation Editor

When Voice Director is installed on a Windows workstation, a directory called InstallProEditor is created. This directory contains the setup files for the Voice Director Pronunciation Editor. The system administrator can copy the InstallProEditor directory to a network server and map or allow other users to map the InstallProEditor directory to their workstations.

Note:

The default location of the InstallProEditor directory is c:\Program Files\Avaya\VoiceDir.

To map the InstallProEditor directory to additional workstations:

1. Create a shared directory on the network server, if one does not exist.
2. Copy the InstallProEditor directory to the shared network directory.
3. Set the appropriate permissions that allow users to copy the files.

Installing from a Mapped Network Drive

Once the connection is made to the networked drive, you can install the Voice Director Pronunciation Editor on the Windows workstation.

To install the Pronunciation Editor from a mapped network drive:

1. Close all programs and applications.
2. Map to the network drive where the Pronunciation Editor resides.
3. Locate the setup.exe program for the Voice Director.
4. Double-click on `setup.exe`.
5. Follow the directions on the screen.

The system installs the Voice Director Pronunciation Editor.

Removing Voice Director Software from the Voice Director Server

Removing the Voice Director software from the Voice Director server is done through the Windows Control Panel. If you have Voice Director loaded on more than one machine, you must remove Voice Director from

each workstation to completely remove the package from your system. Although there are several methods of removing applications in the Windows environment, the following process is recommended.

Stopping the Voice Director Server

To stop Voice Director prior to removing the software:

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.

The system displays the **Control Panel** window.

4. Double-click **Services**.

The system displays the **Services** dialog box.

5. Select **Voice Director** from the list of services.
6. Click **Stop**.
7. Click **OK**.

Removing the Voice Director Software

To remove the Voice Director software from the Windows workstation:

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.

The system displays the **Control Panel** window.

4. Double-click **Add/Remove Programs**.

The system displays the **Add/Remove Program** dialog box.

5. Select the **Install/Uninstall** tab.
6. Select **Voice Director** from the list of programs.
7. Click **Add/Remove**.

The system displays the **Confirm File Deletion** dialog box.

8. Click Yes.

The system displays the Uninstall Shield window followed by the Removing Programs From Your Computer dialog box.

9. Click OK.

When the Voice Director software has been removed, a dialog box appears displaying the following message:

Uninstall successfully completed.

10. Click OK on the Add/Remove Programs Properties dialog box.
11. Close the Control Panel window.

Removing the Voice Director Directories

To remove the Voice Director working directories:

1. Right-click Start.
2. Select Explore.
3. Double-click Program Files.
4. Double-click Avaya.
5. Select the VoiceDir folder.
6. Press Delete.

Removing the Voice Director Services and Folders

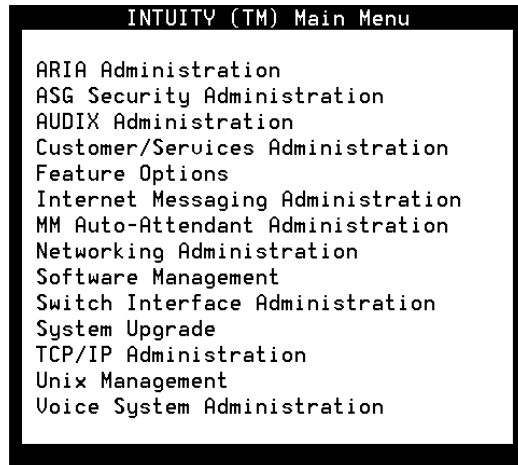
If the Voice Director services and associated folders are not removed during the Add/Remove Programs, you need to remove them using the following procedure:

1. Log in to the Voice Director server as a user in the administrators group.
2. Point to Programs.
3. Select Command Prompt.

The system opens a Command Prompt window.

4. At the command prompt, enter **sc delete VoiceDir**
5. Press ENTER. This returns you to the command line.
6. Enter **sc delete VoiceDirRemote**

Avaya Intuity Main Menu



Intuity AUDIX Subscriber Screen

breathe	Active	Alarms: MmWA	Logins: 4
add subscriber			Page 1 of 2

SUBSCRIBER

Name: █	Locked? <u>n</u>
Extension: _____	Password: _____
COS: <u>class00</u>	Miscellaneous 1: _____
Switch Number: _____	Miscellaneous 2: _____
Community ID: _____	Miscellaneous 3: _____
Secondary Ext: _____	Miscellaneous 4: _____
Account Code: _____	Covering Extension: _____
	Broadcast Mailbox? <u>_</u>

Email Address: _____

Press [ENTER] to execute or press [CANCEL] to abort

enter command: add subscriber

Intuity AUDIX Class of Service Screen

add subscriber		age 2 of 5	
SUBSCRIBER CLASS OF SERVICE PARAMETERS			
Addressing Format: <u>ext-spch</u>		Login Announcement Set: <u>System</u>	
Name: _____		Locked? <u>n</u>	
System Multilingual is OFF		Call Answer Primary Annc. Set: <u>System</u>	
COS: <u>class00</u>		Miscellaneous 1: _____	
SCall Answer Language Choice? <u>n</u>		Call Answer Secondary Annc. Set: <u>System</u>	
Community ID: _____		Miscellaneous 3: _____	
Secondary			
PERMISSIONS			
Type: <u>call-answer</u>		Announcement Control? <u>n</u>	
Priority Messages? <u>y</u>		Broadcast: <u>none</u>	
EIMAPI Message Transfer? <u>y</u>		Outcalling? <u>y</u>	
		IMAPI Access? <u>y</u>	
		Fax Creation? <u>y</u>	
		Trusted Server Access? <u>y</u>	
INCOMING MAILBOX			
Order: <u>fifo</u>		Category Order: <u>nuo</u>	
Retention Times (days), New: <u>100</u>		Old: <u>10</u>	
		Unopened: <u>10</u>	
OUTGOING MAILBOX			
Order: <u>fifo</u>		Category Order: <u>unfda</u>	
Retention Times(days), File Cab: <u>10</u>		Delivered/Nondeliverable: <u>5</u>	
Voice Mail Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>32</u>			
Call Answer Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>8</u>			
Press [E]End of Message Warning Time (seconds): <u>0</u> rt			
enter commMaximum Mailing Lists: <u>25</u>		Total Entries in all Lists: <u>500</u>	
Mailbox Size (seconds), Maximum: <u>3600</u>		Minimum Guarantee: <u>0</u>	

System-Parameters IMAPI-Options Screen

```
sputter [redacted] Active [redacted] Alarms: mWA [redacted] Logins: 3
change system-parameters imapi-options [redacted] Page 1 of 1
SYSTEM-PARAMETERS IMAPI-OPTIONS

NUMBER OF IMAPI SESSIONS

Total Sessions Purchased: 16
Maximum Simultaneous Sessions: 11
Simultaneous Sessions Available for Trusted Server Access: 0

IMAPI PARAMETERS

IMAPI Session Timeout (minutes): 5
Trusted Server Session Timeout (minutes): 5
Check New Messages? y
Deliver CA Message? y
Message Transfer? y

[redacted]

enter command: change system-parameters imapi-options
_____
```

Voice Director Administration Screen

change lud admin		Page 1 of
Lucent Voice Director Admin Screen		
Remote Access IP Address	<input type="text"/>	
Pronunciation Editor Password	<input type="text"/>	
LVD Server Address	Number of Sessions	
1. 135.7.13.150	<u>2</u>	
2.	<u> </u>	
3.	<u> </u>	
4.	<u> </u>	
5.	<u> </u>	
6.	<u> </u>	
7.	<u> </u>	
8.	<u> </u>	
Maximum Number Of Sessions	4	

enter command: change lud admin

Voice Director Name List Screen

change lud name-list		Page 1 of 1			
Lucent Voice Director Name List Screen					
Local Number Prefix: <u>614860</u>					
Outdialing Prefix: <u>9</u>					
Long Distance Enabled: <u>y</u>					
Name Confirmation: <u>N</u>					
Interchange Node: _____					
Audix Node	Access Code	Audix Node	Access Code	Audix Node	Access Code
<u>trinity</u>	<u>614860</u>	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Current LVD Server Capacity: 0 % (8 Names of 5000 Max)					
<div style="background-color: black; height: 15px; width: 100%;"></div>					
enter command: change lud name-list					

Monitoring System Performance

Significant events from the Voice Director are collected using various tools. In addition, recordings of the caller's speech can be collected and listened to at a later time.

Topics include:

- Speech Data Collection on the Voice Director Server (page 35)
- Voice Director Properties Screen on the Voice Director Server (page 36)
- Voice Director Speech Player on the Voice Director Server (page 38)
- Voice Director Statistics Screen on the Intuity AUDIX System (page 40)

For general topics relating to the performance of the Intuity AUDIX system and the Voice Director server, see [Troubleshooting Voice Director](#).

Speech Data Collection on the Voice Director Server

In addition to recording events, the Voice Director server can capture speech data. If speech data collection is turned on, each time Voice Director receives a call, the spoken portion of the call is recorded to a file. These files can be between one and five seconds in length. When the data is collected and a file is created, the file is written to the Files directory.

The Files directory, located in the Voice Director main directory, is automatically created during the Voice Director installation process. Use the Voice Director Properties Screen (page 43) screen to turn on speech

collection. Once the files are created, you can use the Voice Director Speech Player to listen to the recorded file.

The Voice Director Speech Player consists of two parts, a graphical component and an audio component. The graphical component displays the speech in wave form. The wave format is the format returned by the recognizer. The audio component allows the user to hear what was said. By comparing the wave form to the audio component, you can determine the accuracy of the speech recognition system.

The Voice Director Speech Player is useful in the event of errors to help troubleshoot the cause of the error. For example, in some cases, the caller might be mispronouncing a name or speaking a name that is not in the vocabulary. See Voice Director Speech Player on the Voice Director Server (page 38) for information on using the Voice Director Speech Player.

Voice Director Properties Screen on the Voice Director Server

The Voice Director Properties Screen (page 43) screen provides the Voice Director information pertaining to speech data collection on the Voice Director server. This information includes the name or IP address for the Intuity AUDIX system you are using for speech data collection. This screen also allows you to indicate the number of files you want to collect. The following table describes the fields and buttons found on Voice Director Properties screen.

Table: Field Definitions—Voice Director Properties Screen

Field Name	Description
Audix Host Node:	The name or IP address of the Intuity AUDIX system connected to the Voice Director server. This is the Intuity AUDIX system used for speech data collection.
Collection File Count:	The number of voice files you want to collect.
Button	Action
OK	Click OK to prompt the system to accept the information contained in the various fields.
Cancel	Click Cancel to exit the Voice Director Properties screen.

Starting Speech Data Collection

To start speech data collection using the Voice Director Properties screen on the Voice Director server:

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.
4. Double-click **Voice Director**.

The system displays the Voice Director Properties screen.

5. In the **Audix Host Name:** field, enter the name of the Intuity AUDIX system or the IP address.
6. In the **Collection File Count:** field, enter the number of voice files that you want to collect. When the total number of files is collected, speech data collection stops.

Note:

If the number is set to 0 for **Collection File Count:**, speech data collection is turned off. Therefore, no files are collected.

Restarting Speech Data Collection

Voice Director collects data until the number of files indicated in the **Collection File Count:** field is reached. Once this number is reached, speech data collections stops.

To restart speech data collection:

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.
4. Double-click **Voice Director**.

The system displays the Properties screen.

5. Click **OK**.

Closing and reopening the Properties screen restarts the speech collection process. Or you can restart the collection by changing the number indicated the **Collection File Count:** field.

Note:

If the network connection between the Intuity AUDIX system and the Voice Director server is lost or the Voice Director service on the Windows NT Workstation is stopped and started again, speech data collection is turned off.

Voice Director Speech Player on the Voice Director Server

If a sound card is included in your Voice Director server hardware configuration, you can listen to the speech files and view speech files. The Voice Director Speech Player collects these files using speech data collection. The following table describes the fields and buttons on the Voice Director Speech Player (page 44).

Table: Field Definitions—Voice Director Speech Player

Field Name	Description
File Name:	The File Name: drop-down box displays the name of the speech files. This box is located next to the Prev button.
Name:	The Name: field displays the name of the requested subscriber. This field is located under the row of buttons.
Button	Description
Expand	Use the Expand buttons to increase or decrease the display of the speech file.
Offset	The Offset buttons are not used for normal administration.
Play	Click Play to listen to the speech file.
Next	Click Next to listen to the next speech file in the list.
Prev	Click Prev to listen to the previous speech file in the list.

Note:

When the files are dropped on the Voice Director Speech Player, the message Drop Some Files changes to reflect the number of files contained in the list. This number increases and decreases as you move through the list to indicate the record number you are using.

Starting the Voice Director Speech Player

The steps involved in listening to a speech file include starting the Voice Director Speech Player, locating the speech files, dragging the files onto the Voice Director Speech Player, and selecting a speech file.

To start the Voice Director Speech Player on the Voice Director server:

1. Click `Start`.
2. Point to `Programs`.
3. Point to `Voice Director`.
4. Click `Speech Player`.

The system displays the Voice Director Speech Player (page 44) screen.

Locating and Associating the Speech Files

Before you can listen to the recorded speech files, you must locate them and then associate them with the Voice Director Speech Player.

To locate the speech files:

1. Right-click on `Start`.
2. Select `Explore`.
3. Locate the Voice Director main directory. The `Files` directory should be a subdirectory of this directory.
4. Select the `Files` directory.

The speech files should be listed in this directory.

5. Select a group of files.
6. Drag the selected files to the Voice Director Speech Player.

This process associates the Voice Director Speech Player with the speech files.

Listening to a Speech File

After you drag the speech files to the Voice Director Speech Player, the file names appear in the File Name drop-down box. In addition, the message `Drop Some Files` located next to the File Name drop-down box disappears. In its place is a counter that indicates the current file number and the total number of files in the list.

To listen to a speech file:

1. Click the down arrow next to the File Name drop-down box.

The system displays a list of speech file names.

2. Select the file you want to listen to.

Voice Director Statistics Screen on the Intuity AUDIX System

The Voice Director Statistics Screen (page 46) screen captures call information from the Intuity AUDIX for the Name Dialing application. You can use the Voice Director Statistics screen to gather usage information and historical data pertaining to how Name Dialing is used. The following table describes the fields found on the Voice Director Statistics screen.

Note:

Statistics can only be retrieved for the past week.

Table: Field Definitions—Voice Director Statistics Screen

Field Name	Description
Date :	The Date : field displays the date the statistics were collected.
Hour	The Hour column indicates the period of time when the statistics were gathered.
Completed Calls	The Completed Call column indicates the number of calls that were received and transferred during the period of time when the statistics were collected.
Hangup Calls	The Hangup Calls column indicates the number of hang-ups that occurred during the period of time when the statistics were collected. A hangup is a call that Voice Director receives but is terminated by the caller before Voice Director can transfer the call.
No Resources	The No Resources column indicates the number of calls that were received but not transferred due to resources not being available.

Table: Field Definitions—Voice Director Statistics Screen

Field Name	Description
Average Time	The Average Time column indicates the average amount of time it took Voice Director to transfer a call once a call was received. This number is the average time for all calls received for a specific period of time.
Total	Total provides a total number for Completed Calls, Hangup Calls, and No Resources: for the date indicated in the Date: field.

Note:

To obtain statistical data specific to the Intuity AUDIX Release 5 system, you can use the AUDIX Administration and Data Acquisition Package (ADAP). For a complete overview and instructions on using ADAP, see [AUDIX Administration and Data Acquisition Package](#).

Viewing the Voice Director Statistics Screen

To view the Voice Director Statistics screen:

1. Start at the Avaya Intuity Main Menu (page 42) and select:
`AUDIX Administration`
2. Enter **display avd statistics *day*** at the `enter` command: prompt, where *day* is the day of the week you want to display. For example, if you want to display the statistics for 4/23/99, enter **display avd statistics 23**

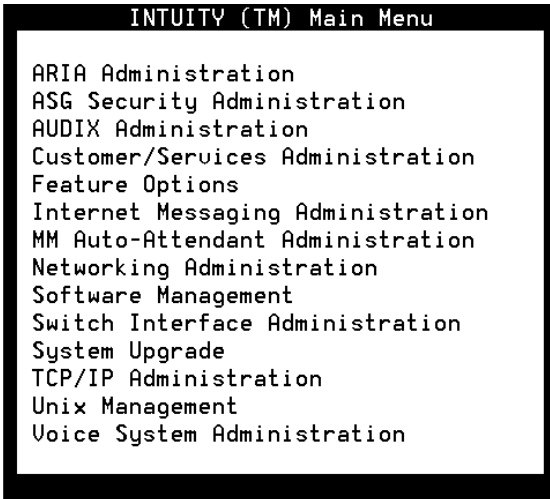
The system displays the Voice Director Statistics Screen (page 46) screen associated with the day indicated.

Note:

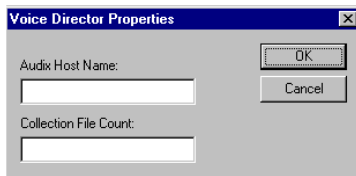
Statistics are collected for a one-week period.

You cannot modify the information in the Voice Director Statistics screen. To view statistics for a different date, re-enter **display avd statistics *day*** using the desired date.

Avaya Intuity Main Menu



Voice Director Properties Screen

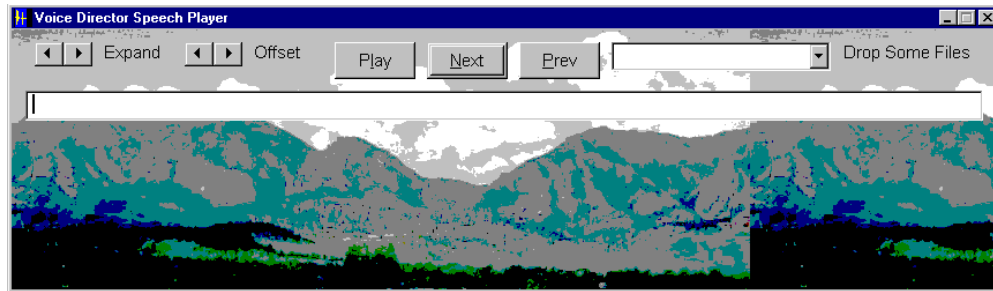


A screenshot of a Windows-style dialog box titled "Voice Director Properties". The dialog has a blue title bar with a close button (X) in the top right corner. The main area is light gray and contains two text input fields. The first field is labeled "Audix Host Name:" and the second is labeled "Collection File Count:". To the right of these fields are two buttons: "OK" and "Cancel".

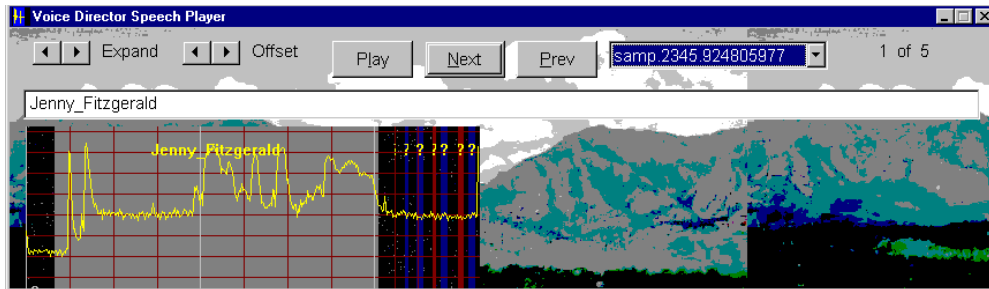
Field Label	Field Type
Audix Host Name:	Text Input
Collection File Count:	Text Input

Buttons: OK, Cancel

Voice Director Speech Player



Voice Director Speech Player with Speech File



Voice Director Statistics Screen

```
breathe [redacted] Active [redacted] Alarms: m [redacted] Logins: 4
display lud statistics 4/23/99 [redacted] Page 1 of 1
Lucent Voice Director Statistics Screen    Date: 4/23/99
```

Hour	Completed Calls	Hangup Calls	No Resources	Average Time
0-6	5	3	0	
7	5	0	0	12
8	23	4	0	12
9	33	8	0	13
10	29	2	0	13
11	50	12	0	12
12	25	5	0	13
1	32	4	0	12
2	43	8	0	11
3	37	8	0	12
4	32	6	0	13
5	22	2	0	13
6	6	2	0	12
7-12	4	0	0	
Total	346	64	0	

```
Command Successfully Completed
enter command:
_____
```

Describing an Intuity AUDIX Subscriber Database

An Intuity AUDIX database is a collection of subscriber records. Each record provides information specific to an individual subscriber. Although an Intuity AUDIX system maintains its own database of subscribers, subscriber records can be shared by more than one Intuity AUDIX system. With Intuity Interchange, you can exchange messages between different voice messaging systems.

Sharing records across systems depends on how the Intuity AUDIX system is configured. The four main configurations are:

- Single Intuity AUDIX (page 47)
- Intuity AUDIX Network without Intuity Interchange (page 48)
- Intuity AUDIX Network with Intuity Interchange—Full-Subscriber Database (page 48)
- Intuity AUDIX Network with Intuity Interchange—On-Demand Subscriber Database (page 49)

Single Intuity AUDIX

The simplest Intuity AUDIX configuration consists of one Intuity AUDIX system and one Voice Director server. See Intuity AUDIX and a Voice Director Server (page 50) for more information.

The Intuity AUDIX system automatically generates an Voice Director pronunciation database from the subscriber database. The pronunciation database is created when the network connection between the Intuity AUDIX system and the Voice Director server is established. The initial pronunciation database consists of the Voice Director primary spoken name and the Voice Director primary phonetic string. As new names are

added to the Intuity AUDIX subscriber database, the Voice Director primary spoken name and primary phonetic string are automatically generated.

Intuity AUDIX Network without Intuity Interchange

An Intuity AUDIX network without an Intuity Interchange server requires all Intuity AUDIX systems to be networked to each other. When the network connection is established, the subscriber information contained in the various databases is combined to form one integrated subscriber database maintained by all of the Intuity AUDIX systems. See *Intuity AUDIX Network without Intuity Interchange* (page 51).

For example, system A has 1,000 subscribers, system B has 1,500 subscribers, and system C has 2,500 subscribers. When network connection is established, the Intuity AUDIX subscriber database on each machine, A, B, and C, contains 5,000 subscribers ($1,000 + 1,500 + 2,500 = 5,000$). If an Voice Director server is connected to any of the Intuity AUDIX systems, all 5,000 subscribers can be addressed using Spoken Name Addressing and Name Dialing. If the networked Intuity AUDIX systems are located in different geographic regions, you can enable Long Distance to allow access to the remote subscribers. See [Voice Director Name List Screen](#) for information on enabling Long Distance.

Note:

An Intuity AUDIX differentiates local subscribers from remote subscribers in the database. Remote subscribers are identified by their machine name and extension or other address. Local subscribers are identified by their extension.

Intuity AUDIX Network with Intuity Interchange— Full-Subscriber Database

An Intuity AUDIX network with Intuity Interchange allows the Intuity Interchange server to manage the Intuity AUDIX subscriber database. Intuity Interchange provides each Intuity AUDIX system the option of maintaining the full subscriber database or maintaining an on-demand subscriber database. See *Intuity AUDIX Network with Intuity Interchange — Full-Subscriber Database* (page 52).

For example, system A has 1,000 subscribers, system B has 1,500 subscribers, system C consisting of 2,500 subscribers, and system D has 1,000 subscribers. If system C is configured with the full subscriber

database option, it has 6,000 subscribers in its subscriber database ($1,000 + 1,500 + 2,500 + 1,000 = 6,000$). If the other Intuity AUDIX systems are not directly connected and are not administered for the full subscriber database, their subscriber databases contain only local subscribers plus those remote subscribers defined by the Intuity Interchange On-demand feature.

If Voice Director is connected to machine C, all 6,000 subscribers can be addressed using Spoken Name Addressing and Name Dialing. If an Voice Director server is connected to any of the other machines, only those subscribers on the local machine, along with remote subscribers who are known to the local machine through the On-demand feature, can be addressed using Spoken Name Addressing and Name Dialing.

See Intuity AUDIX Network with Intuity Interchange—On-Demand Subscriber Database (page 49) for information describing the On-Demand subscriber database.

Intuity AUDIX Network with Intuity Interchange— On-Demand Subscriber Database

Using the on-demand database feature of Intuity Interchange, the subscriber database grows as subscribers access or are accessed by other Intuity AUDIX subscribers located on other systems. See Intuity AUDIX Network with Intuity Interchange — On-Demand Subscriber Database (page 53).

For example, when a subscriber on system C sends a message to or receives a message from a subscriber on system A, a copy of the subscriber's record located on system C is sent to the subscriber database on system A. This record is then included in the subscriber database located on system A. However, only those remote subscribers who are known to machine C through the On-demand feature can be addressed using Spoken Name Addressing and Name Dialing.

There are space benefits to using the on-demand growth method for creating a subscriber database. If you have several Intuity AUDIX systems on your Intuity Interchange network, then each system does not have to store the complete subscriber databases from the other systems. Since the databases include information such as the recorded name of each subscriber, the storage benefits for this option can be significant.

Figure: Intuity AUDIX and a Voice Director Server

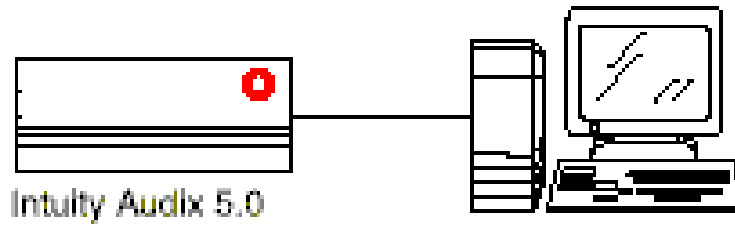


Figure: Intuity AUDIX Network without Intuity Interchange

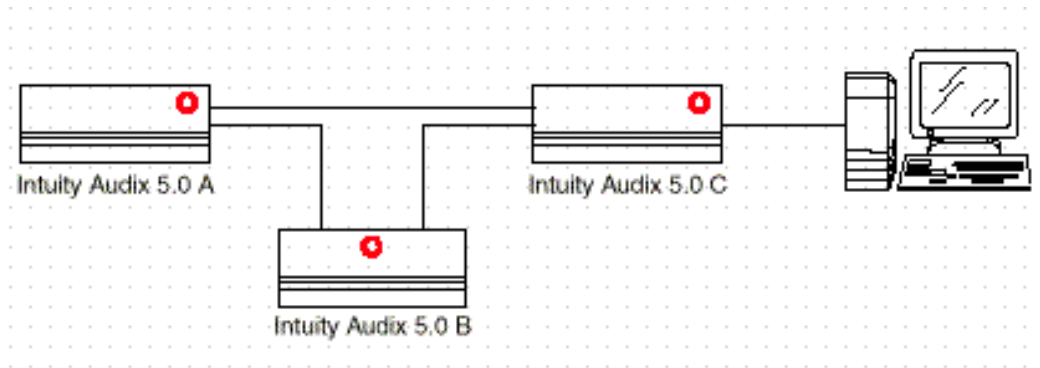


Figure: Intuity AUDIX Network with Intuity Interchange — Full-Subscriber Database

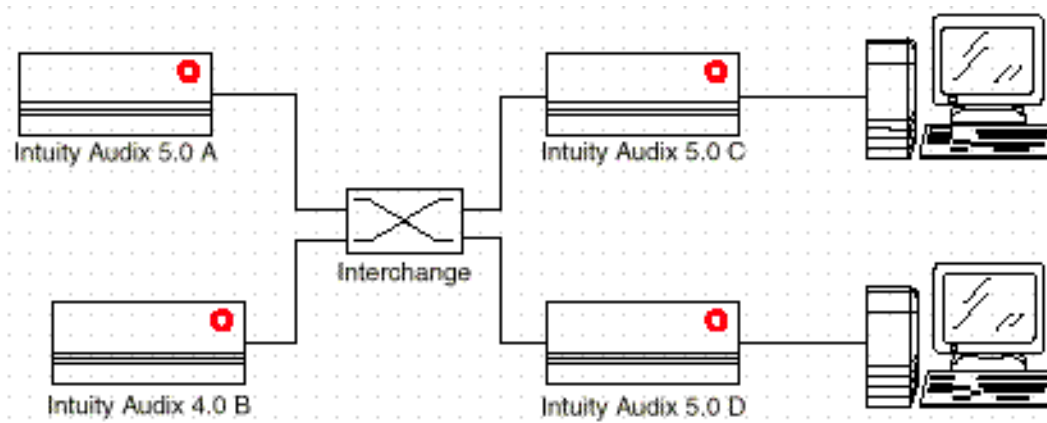
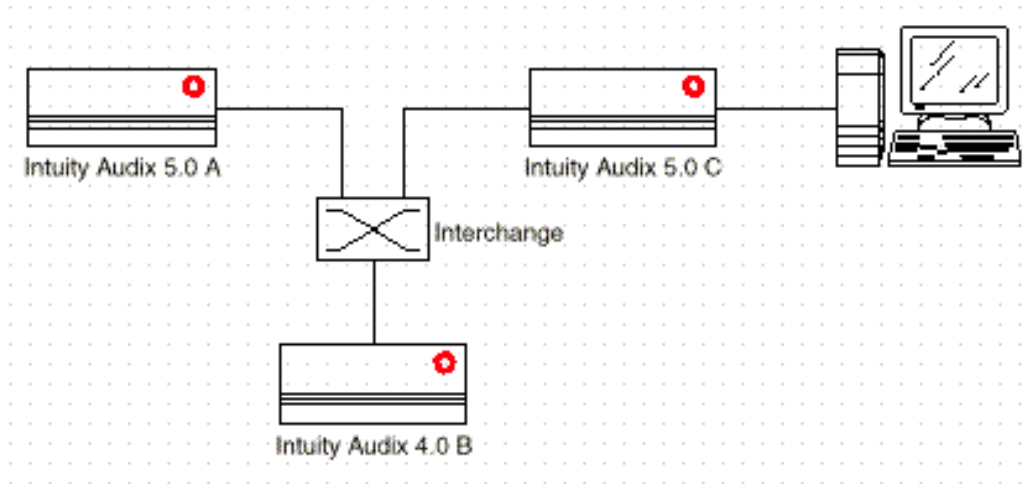


Figure: Intuity AUDIX Network with Intuity Interchange – On-Demand Subscriber Database



Describing a Voice Director Pronunciation Database

The Voice Director pronunciation database is automatically generated from the Intuity AUDIX subscriber database. Like the Intuity AUDIX database, it contains the name and extension number of each subscriber.

Topics include:

- Using a Single Intuity AUDIX System with a Voice Director Server (page 56)
- Using an Intuity AUDIX with a Voice Director Server without Interchange (page 57)
- Using an Intuity AUDIX with an Voice Director Server and Interchange to Create an On-Demand Subscriber Database (page 57)
- Using Multiple Intuity AUDIX Networks with Multiple Voice Director Servers and Interchange (page 58)

Note:

Names in the Intuity AUDIX subscriber database should be alphabetic characters. No numeric or special characters are transferred to the pronunciation database. In addition, all names should be in the format of last name, first name. For adding abbreviations, such as Dr. or Jr., and initials, see [The Voice Director Pronunciation Editor User Edit](#) screen.

The Voice Director pronunciation database differs from the Intuity AUDIX subscriber database in that the Voice Director pronunciation database contains different information and can be much larger in size. There are five elements to an Voice Director pronunciation database:

Element	Description
Voice Director primary spoken name	The subscriber's name

Voice Director primary phonetic string	The Voice Director primary spoken name in phonetic format
Voice Director secondary spoken name	An optional name or nickname
Voice Director secondary phonetic string	The Voice Director secondary spoken name in phonetic format
Voice Director complete telephone number	The telephone number an outside caller dials to reach the Intuity AUDIX subscriber

All elements of the Voice Director pronunciation database are maintained in a Name List. An administrator can view the Name List using the [Voice Director Pronunciation Editor](#) screen.

The size of an Voice Director pronunciation database is dependent on the number of subscriber names in your Intuity AUDIX subscriber database. However, there is not a one-to-one relationship. The Voice Director pronunciation database could be larger than the corresponding Intuity AUDIX subscriber database as the result of entering secondary names in the pronunciation database. However, the size of the Voice Director database can be no greater than twice the size of the Intuity AUDIX subscriber database.

Because many people use names other than their given names, such as nicknames, it could be necessary to modify the primary spoken name or add a secondary name for a specific subscriber. The system administrator can edit the primary spoken name or add a secondary name with the associated phonetic string. See [Voice Director Pronunciation Editor User Edit](#) screen for information on modifying a subscriber record contained in the Voice Director names database.

Using a Single Intuity AUDIX System with a Voice Director Server

An Intuity AUDIX Release 5 system connected to a Voice Director server is the minimum configuration for creating an Voice Director pronunciation database. See [Single Intuity AUDIX with an Voice Director Server](#) (page 60).

When the Voice Director feature is turned on, the Intuity AUDIX system automatically generates an Voice Director pronunciation database. This database contains the names of all subscribers on the connected Intuity AUDIX system. The initial pronunciation database consists of the Voice Director primary spoken name and the Voice Director primary phonetic string for these subscriber names. As new subscriber names are added to

the Intuity AUDIX subscriber database, the Voice Director primary spoken name and primary phonetic strings are automatically generated.

Using an Intuity AUDIX with a Voice Director Server without Interchange

Every subscriber from every Intuity AUDIX system on a network is maintained in each Intuity AUDIX database. When a name is added to one database, the name appears in all databases. When several systems are on a network, the databases have the potential to become quite large, possibly creating a negative impact on speech recognition. See Intuity AUDIX with an Voice Director Server without Interchange (page 61).

To reduce the impact, the system administrator can administer the [Voice Director Name List](#) screen. This screen indicates which Intuity AUDIX systems, in the network, are to be included in the Voice Director pronunciation database. Only the subscribers on the systems indicated will be added to the Voice Director pronunciation database. This gives the system administrator with the ability to control the size of the Voice Director pronunciation database.

For example, if system A has 1,000 subscribers, system B has 1,500 subscribers, and system C has 2,500 subscribers, the subscriber database contains 5,000 subscribers. If the Voice Director server is connected to system C and the administrator indicates system A in the Voice Director Administration Screen and the Voice Director Name List Screen, then the Voice Director pronunciation database contains names and phonetic strings for systems A and C or 3,500 subscribers.

Note:

Because the server is connected to system C, the names contained in the subscriber database on system C are added automatically to the Voice Director pronunciation database. The system administrator does not need to indicate system C in the Voice Director Administration Screen or in the Voice Director Name List Screen.

Using an Intuity AUDIX with an Voice Director Server and Interchange to Create an On-Demand Subscriber Database

As described in [Intuity AUDIX Without Intuity Interchange](#), when a name is added to an Intuity AUDIX subscriber database, the name appears in all

subscriber databases connected to the network. As additional Intuity AUDIX systems are added to the network, the subscriber databases grow by the number of subscribers located on the added systems. If Interchange is connected to the network and the Interchange Full-Subscriber feature is administered, the Intuity AUDIX subscriber databases and the Voice Director pronunciation database increase at the same rate. See [Intuity AUDIX with an Voice Director Server with Interchange](#) (page 62).

However, if the Interchange On-demand feature is administered, the Intuity AUDIX subscriber database and the Voice Director pronunciation database increase at a controlled rate. The Interchange On-demand feature allows the Intuity AUDIX subscriber database to grow as subscribers address, or are addressed by, subscribers on other systems. See [AUDIX with Interchange - On-Demand Subscriber Database](#) for additional information.

For example, if an Intuity AUDIX system is connected with an Voice Director server and is added to an Intuity AUDIX network, the Voice Director pronunciation database contains only the names found in the connected Intuity AUDIX subscriber database. If the Interchange is added to the network and the On-demand feature is administered, subscribers located on other systems connected to the network are added to the Voice Director pronunciation database. This increase occurs as they send a message to subscribers on the Intuity AUDIX system connected to the Voice Director server. However, for this addition of names to occur, the Intuity AUDIX systems must be included in the Voice Director Name List. For information on including additional machines in the name list, see [Voice Director Name List](#) screen.

Note:

Spoken Name Addressing cannot be used to address networked subscribers who have not been added to an Intuity AUDIX subscriber database using the On-demand feature of Interchange. This is true for both Intuity AUDIX Name Addressing (spelling the name using touchtones) and Voice Director Spoken Name Addressing (speaking the subscriber name). Once the Interchange On-demand feature includes the subscribers in the local Intuity AUDIX subscriber database, this limitation no longer exists.

Using Multiple Intuity AUDIX Networks with Multiple Voice Director Servers and Interchange

When an Intuity AUDIX system with a Voice Director server detects another Intuity AUDIX system with an Voice Director server on a network and both systems are indicated on the [Voice Director Administration](#) screen and the [Voice Director Name List](#) screen, the two systems exchange their Voice Director pronunciation databases. This

exchange of the Voice Director pronunciation databases is separate from the normal exchange of the Intuity AUDIX subscriber databases. See [Multiple Intuity AUDIX Networks with Multiple Voice Director Servers](#) (page 63).

The initial exchange of information can impact network capacities and processing time. For example, if system C is networked with system D, system C will send system D its Voice Director pronunciation database representing the subscribers located on system C. Likewise, system D will send its Voice Director pronunciation database to system C. The advantage of this exchange is the ability to customize the Voice Director primary spoken names and secondary spoken names from either Voice Director server.

However, if there are additional Intuity AUDIX systems on the network, such as system A and system B, only the Intuity AUDIX subscriber names are exchanged with systems C and D, unless Interchange is administered on the network. If Interchange is connected to the network and systems A and B are indicated in the [Voice Director Administration](#) screen and the [Voice Director Name List](#) screen, Voice Director automatically generates the Voice Director primary spoken names and phonetic strings for the subscriber names for systems A and B.

If the Interchange Full-subscriber feature is administered on the network, Intuity AUDIX automatically generates the Voice Director primary spoken names and phonetic strings for all of the subscriber names on systems A and B.

Figure: Single Intuity AUDIX with an Voice Director Server

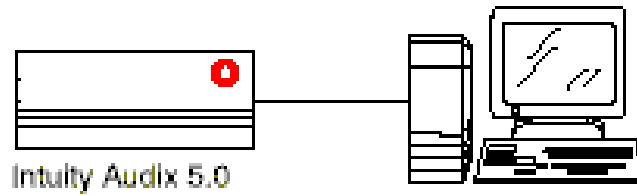


Figure: Intuity AUDIX with an Voice Director Server without Interchange

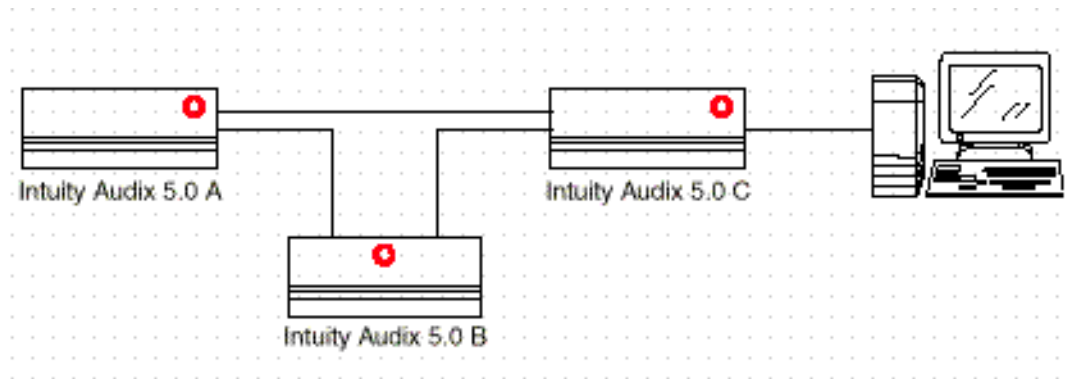


Figure: Intuity AUDIX with an Voice Director Server with Interchange

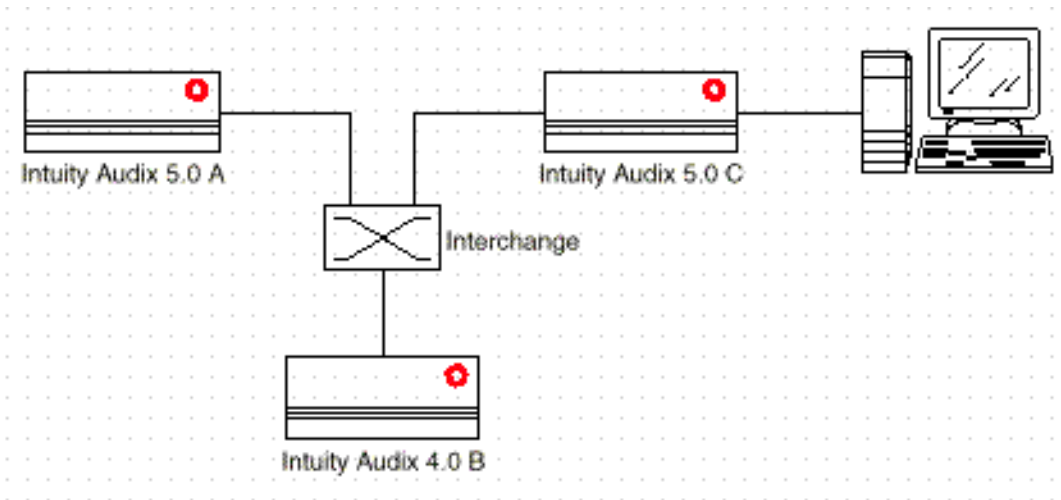
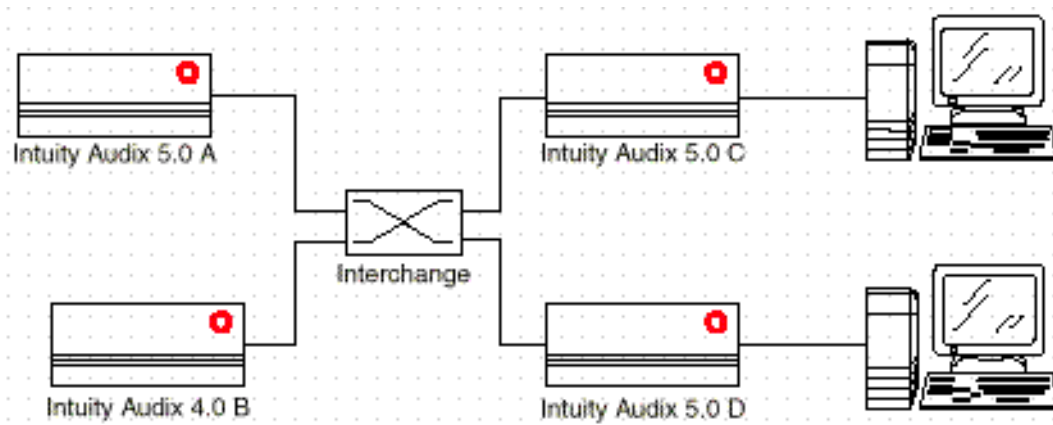


Figure: Multiple Intuity AUDIX Networks with Multiple Voice Director Servers



Administering Subscriber Information

Administering Voice Director Subscriber Information on the Intuity AUDIX System

Voice Director subscriber information is distributed across several screens on the Intuity AUDIX and the Windows workstation.

Note:

The screens described in this section are available only to administrators with administrator privileges.

Topics include:

- Intuity AUDIX Subscriber Screen (page 65)
- Class of Service Screen (page 66)
- Voice Director Subscriber Screen (page 66)
- Voice Director Administration Screen (page 69)
- Voice Director Name List Screen (page 71)

Intuity AUDIX Subscriber Screen

The [Intuity AUDIX Subscriber](#) screen provides subscriber name information for the Intuity AUDIX system. See Class of Service Screen (page 66).

The Intuity AUDIX Subscriber screen and the Class of Service screen have several features that can be turned on for an Intuity AUDIX

subscriber. However, the only feature used by Voice Director is the Addressing Format feature. The Addressing Format feature indicates the default mode for addressing messages and transferring calls.

Class of Service Screen

The [Intuity AUDIX Class of Service](#) screen contains many features required by an Intuity AUDIX subscriber. However, only the Addressing Format field is required for Voice Director. Currently, the administrator can enter only two options in the Addressing Format field. These options are extension and name. However, when Voice Director is turned on, two new options are available. The extension is modified to allow for extension-speech, or ext-spch, and name is modified to allow for name-speech, or nam-spch. See [User Administration](#) for a complete description of the Class of Service screen.

Voice Director Subscriber Screen

The Voice Director Subscriber Screen (page 82) screen is used for name data administration. This screen provides access for entering pronunciation and telephone dialing information. The following table provides descriptions and valid values for each field in the screen. The subscriber name used for this example is James David Smith.

Table: Field Definitions—Voice Director Subscriber Screen

Field Name	Valid Entries	Definition
Name :	Smith, Jim	<p>The Name: field contains the preferred full name of the subscriber. The Intuity AUDIX subscriber database generates the information in this field.</p> <p>Note: The Intuity AUDIX system does not place any requirements on how a name is entered into the Name: field. By convention, most names are entered in the form of last name, first name.</p>
Extension:	7950	The Extension: field contains the extension of the subscriber. The Intuity AUDIX subscriber database generates the information in this field.

Table: Field Definitions—Voice Director Subscriber Screen

Field Name	Valid Entries	Definition
1. Spoken Name :	Jim Smith	The first Spoken Name : field, also known as the primary spoken name field, contains the spoken name of the subscriber. Voice Director automatically generates the spoken name when the name is entered in the Name field. However, the administrator can modify the name if necessary.
Phoneme String :	Ji"m sm"iT	This is the phonetic translation for the primary spoken name. The Phoneme String : fields are generated by running the spoken name through the Text-to-Speech application. If the Spoken Name : field is changed, the Phoneme String : field is regenerated.
2. Spoken Name :	David Smith	The second Spoken Name : field, also known as the secondary spoken name field, provides space for a nickname. There are two ways of entering this information: You can enter the secondary spoken name using the command change avd subscriber or using the Voice Director Pronunciation Editor .

Table: Field Definitions—Voice Director Subscriber Screen

Field Name	Valid Entries	Definition
Phoneme String:	dAvid sm"iT	This is the phonetic translation for the secondary spoken name. The Phoneme String: fields are generated by running the Spoken Name through the Text-to-Speech application. If the Spoken Name: field is changed, the Phoneme String: field is regenerated.
Complete Phone Number:	6148607950	The Complete Phone Number: field contains the telephone number used by the Name Dialing application when transferring a call. See Voice Director Name List Screen Field Entries (page 74) for additional information on completing the Local Number Prefix.

Viewing the Voice Director Subscriber Screen

To view an Voice Director Subscriber screen:

1. Start at the Avaya Intuity Main Menu (page 79) and select:

AUDIX Administration
2. Enter **display AVD subscriber *extension*** at the enter command: prompt, where *extension* is the subscriber's Intuity AUDIX extension number.

The system displays the Voice Director Subscriber Screen (page 82) screen associated with the extension indicated.

Editing the Voice Director Subscriber Screen

To edit an Voice Director Subscriber screen:

1. Start at the Avaya Intuity Main Menu (page 79) and select:

AUDIX Administration
2. Enter **change AVD subscriber *extension*** at the enter command: prompt, where *extension* is the subscriber's Intuity AUDIX extension number.

The system displays the Voice Director Subscriber Screen (page 82) screen associated with the extension indicated.

3. Press the TAB key to move the cursor to the desired location and make the necessary changes. You can modify only the fields that include an underscore.
4. Press F3 to save your changes.
5. Press F1 to exit.

Voice Director Administration Screen

The Voice Director Administration Screen (page 83) screen provides information about the Voice Director server resources. This screen is only available if the Voice Director feature is purchased.

Table: Field Definitions—Voice Director Administration Screen

Field Name	Definition
Remote Access IP Address	The Remote Access IP Address is a reserved static IP address on your network. Avaya technicians use this address to establish a connection with your network to administer and troubleshoot the Voice Director server.
Pronunciation Editor Password	The Pronunciation Editor Password is the password used to obtain administrator access to the Voice Director Pronunciation Editor. See The Voice Director Pronunciation Editor Login Screen for an overview of the different authorizations available.
Voice Director Server Address	<p>The Voice Director Server Address is the IP address of the Voice Director computer. When an Intuity AUDIX machine is connected to an Voice Director server, the Intuity AUDIX machine automatically adds the IP address to the Voice Director Administration screen.</p> <p>Note: The Voice Director Server Address is display only.</p>

Table: Field Definitions—Voice Director Administration Screen

Field Name	Definition
Number of Sessions	The Number of Session indicates the number of simultaneous Voice Director users that can use the system at one time.
Maximum Number of Sessions	<p>The Maximum Number of Sessions is the total number of services purchased for the Intuity AUDIX Voice Director server network. This number is set at the factory based on the purchase contract. However, as your system grows, additional services can be purchased.</p> <p>Note: The Maximum Number of Sessions is display only.</p>

Viewing the Voice Director Administration Screen

To view the Voice Director Administration screen:

1. Start at the Avaya Intuity Main Menu (page 79) and select:
`AUDIX Administration`
2. Enter **display avd admin** at the `enter command:` prompt.

The system displays the Voice Director Administration Screen (page 83) screen.

Editing the Voice Director Administration Screen

To edit the Voice Director Administration screen:

1. Start at the Avaya Intuity Main Menu (page 79) and select:
`AUDIX Administration`
2. Enter **change avd admin** at the `enter command:` prompt.

The system displays the Voice Director Administration Screen (page 83) screen.
3. Use the TAB key to move the cursor to the desired location and make the necessary changes. You can modify only the fields that include an underscore.
4. Press F3 to save your changes.
5. Press F1 to exit.

Note:

You must stop and restart the Voice Director service on the Voice Director server to activate any changes made to the Voice Director Administration screen. See [Troubleshooting](#) for information on stopping and starting the Voice Director service.

Voice Director Name List Screen

The Voice Director Name List Screen (page 84) screen captures machine and dialing information for the Intuity AUDIX machines administered on the Voice Director network. For information describing specific name dialing configurations, see Voice Director Name List Screen Field Entries (page 74), Configuring Networked Remote Hosts (page 76), and Configuring the Interchange Node (page 78).

Note:

Subscribers on a remote machine are not included in the pronunciation database until the second day after adding the IP address to the Voice Director Name List screen. If the IP address is a local host machine address, it may take up to 10 minutes to create the pronunciation database.

Table: Field Definitions—Voice Director Name List Screen

Field Name	Definition
Local Number Prefix:	The Local Number Prefix: field is used to generate the Complete Phone Number: field located on the Voice Director Subscriber screen.
Outdialing Prefix:	The Outdialing Prefix: field is used to specify access codes required to dial an outside number.
Long Distance Enabled:	The Long Distance Enabled: field is a Yes or No field that controls the ability of the Name Dialer to transfer calls out of the local calling area. If this field is set to No, only local subscribers are included in the name list. Remote users are not recognized.
Name Confirmation:	The Name Confirmation: field is display only.
Interchange Node:	A node is a processing location that has a unique network address or name. If Intuity Interchange is connected to the network, the Interchange Node: address is indicated in this field.

Table: Field Definitions—Voice Director Name List Screen

Field Name	Definition
Audix Node	An Audix Node is an Intuity AUDIX machine that is networked with other Intuity AUDIX machines. The Audix Node fields contain the names of the networked nodes. Note: You cannot enter information into the Audix Node: field until the day after turning on the feature. Once a nightly audit is complete, you can add information to the field.
Access Code	The Access Code is a set of digits required when dialing out. Local nodes, which contain local numbers, do not require an access code.
Current Voice Director Server Capacity:	The Current Voice Director Server Capacity: field provides capacity information for the Voice Director Spoken Name Addressing feature. The numbers indicate: <ul style="list-style-type: none">▪ Percentage of grammar consumed, for example, 20%▪ Total number of names, for example, 4,000▪ Maximum number of names allowed, for example, 20,000 Note: The maximum number of names is indicated in the Features Options screen. This screen is display only.

Viewing the Voice Director Name-List Screen

To view the Voice Director Name-List screen:

1. Start at the Avaya Intuity Main Menu (page 79) and select:
`AUDIX Administration`
2. Enter **display avd name-list** at the `enter command:` prompt.

The system displays the Voice Director Name List Screen (page 84) screen.

Editing the Voice Director Name-List Screen

To edit the Voice Director Name-List screen:

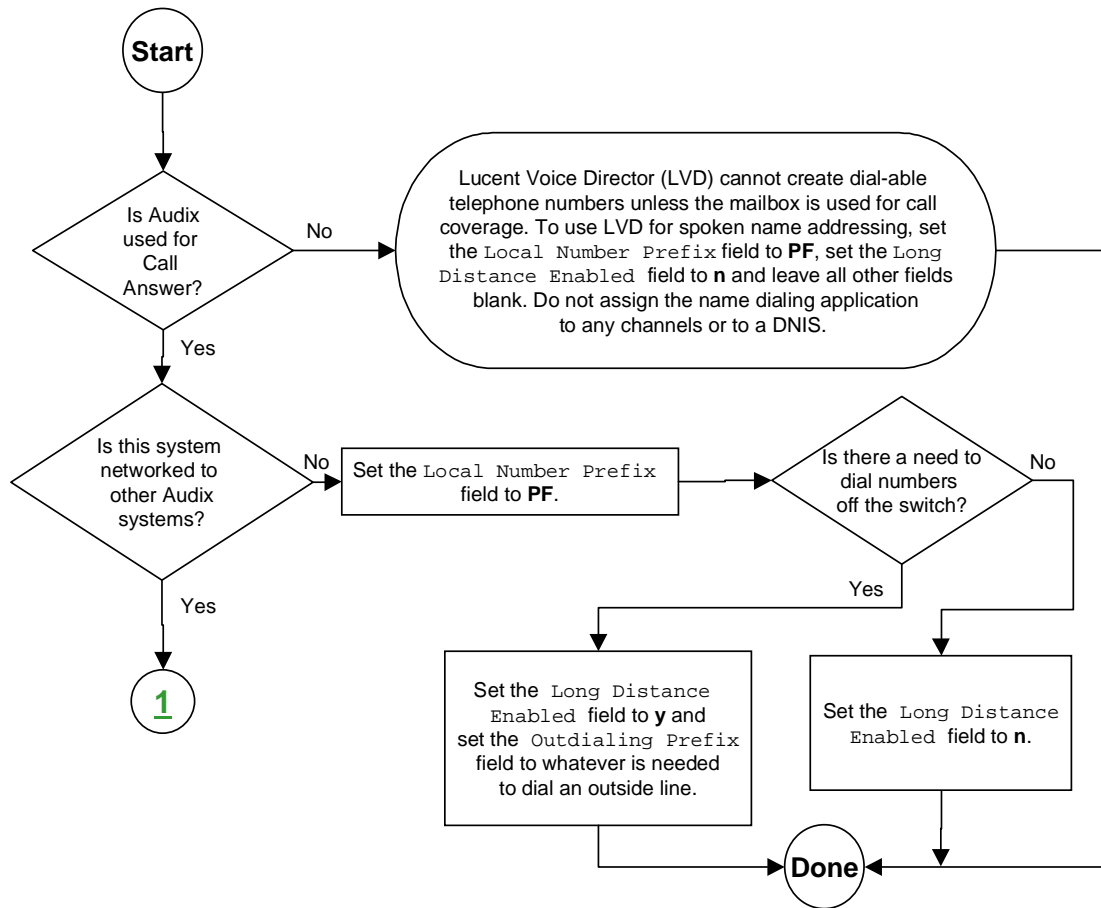
1. Start at the Avaya Intuity Main Menu (page 79) and select:
`AUDIX Administration`

2. Enter **change avd name-list** at the `enter` command prompt.

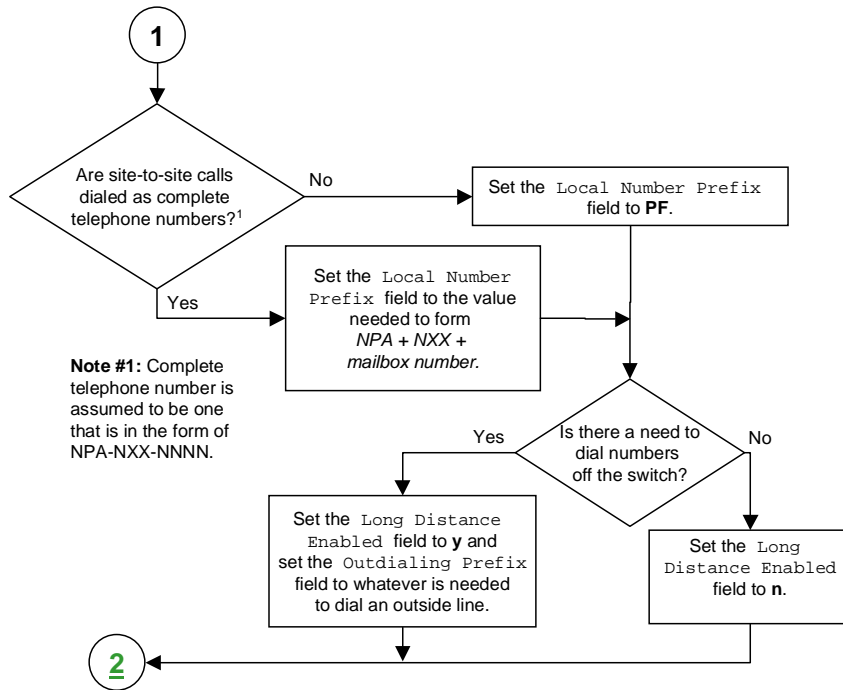
The system displays the Voice Director Name List Screen (page 84) screen.

3. Use the TAB key to move the cursor to the desired location and make the necessary changes. You can modify only the fields that include an underscore.
4. Press F3 to save your changes.
5. Press F1 to exit.

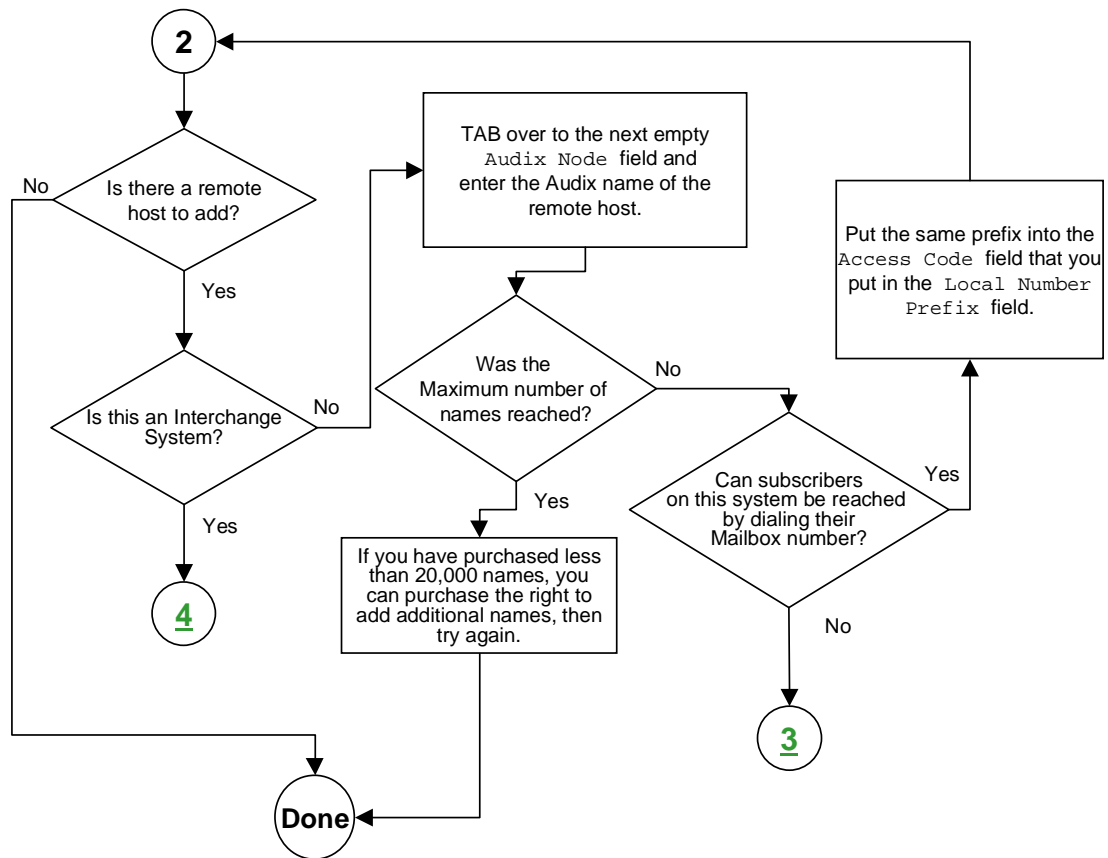
Voice Director Name List Screen Field Entries



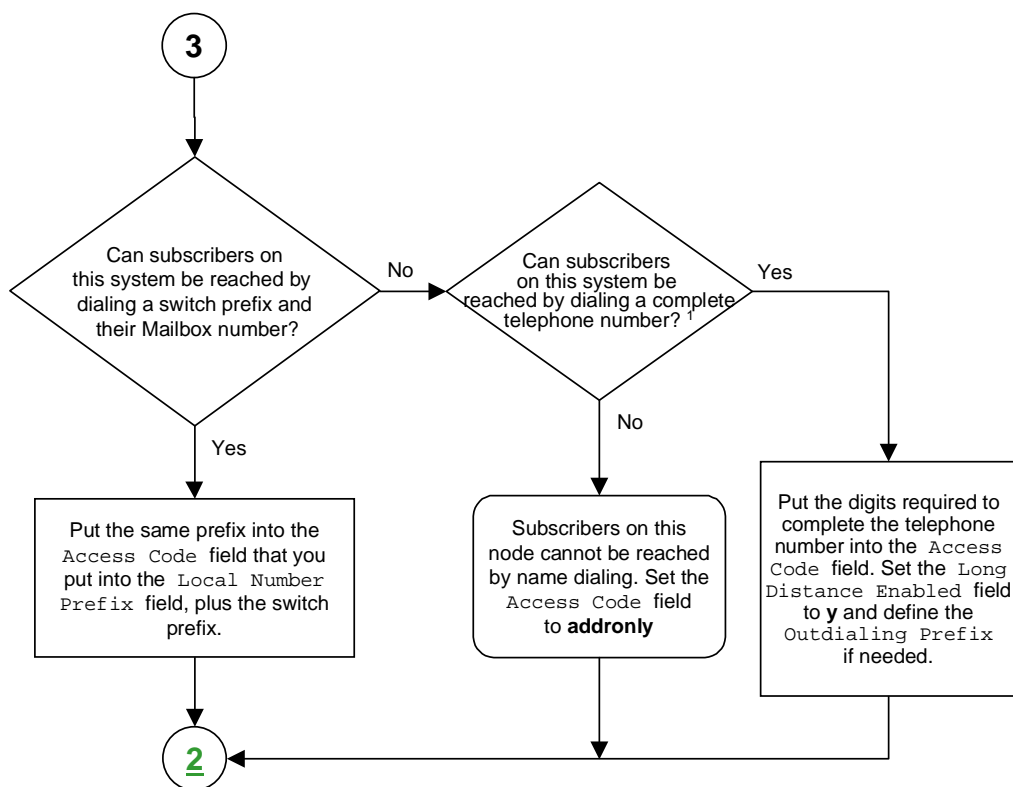
Voice Director Name List Screen Field Entries (Continued)



Configuring Networked Remote Hosts

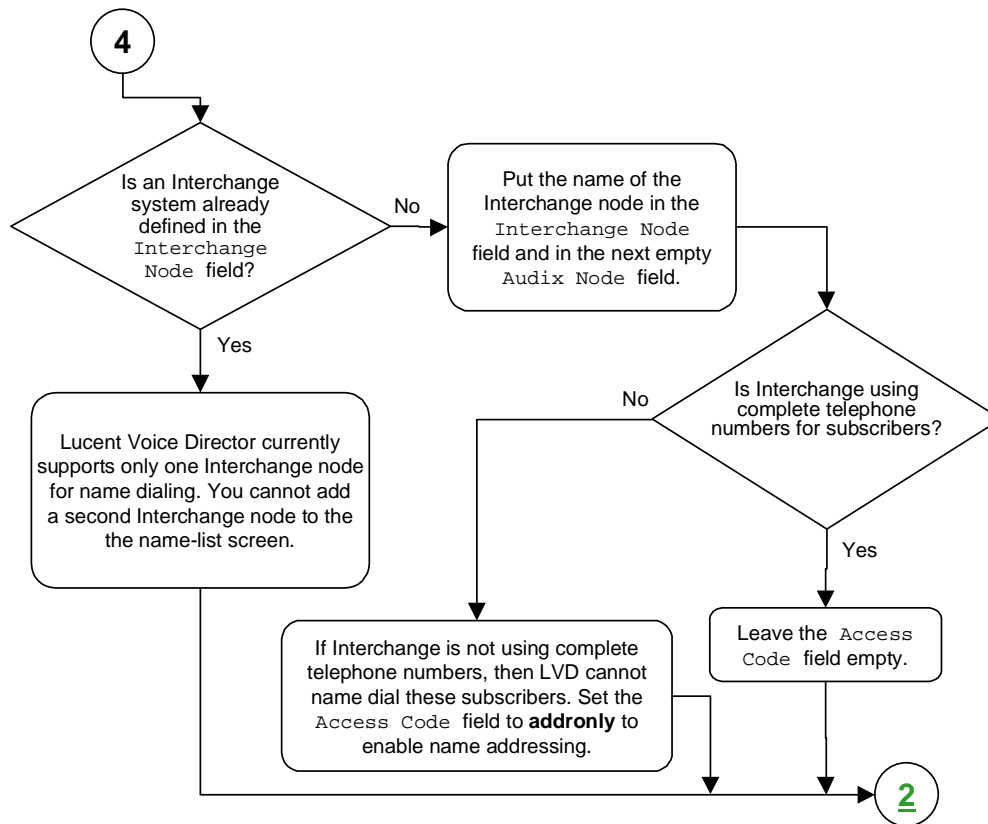


Configuring Networked Remote Hosts (Continued)

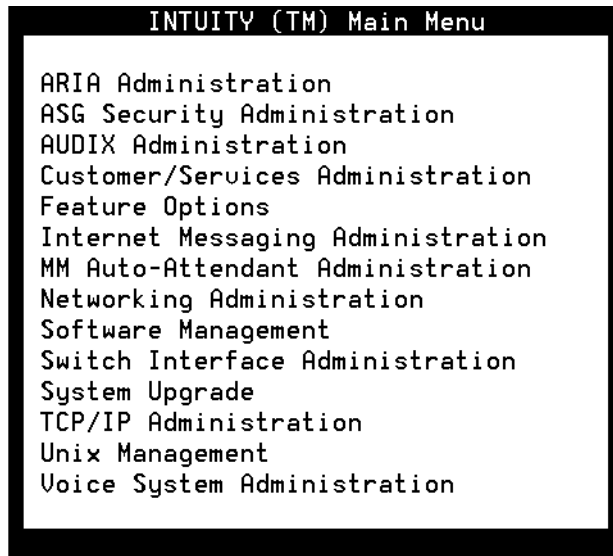


Note #1: Complete telephone number is assumed to be one that is in the form of *NPA-NXX-NNNN*. The right-most digits of the dial string are the subscriber's mailbox number. The left-most digits are the digits entered into the **Access Code** field.

Configuring the Interchange Node



Avaya Intuity Main Menu



Intuity AUDIX Subscriber Screen

display subscriber 9950		Page 1 of 2
SUBSCRIBER		
Name: Dog, Bannor	Locked? n	
Extension: 9950	Password:	
COS: custom	Miscellaneous 1:	
Switch Number: 1	Miscellaneous 2:	
Community ID: 1	Miscellaneous 3:	
Secondary Ext:	Miscellaneous 4:	
Account Code:	Covering Extension:	
	Broadcast Mailbox? n	
Email Address:		
<div></div>		
<div></div>		
enter command: display subscriber 9950		

Intuity AUDIX Class of Service Screen

```
sputter [REDACTED] Active [REDACTED] Alarms: Mmwa [REDACTED] Logins: 5
display subscriber 9950 [REDACTED] Page 2 of 2
```

SUBSCRIBER CLASS OF SERVICE PARAMETERS

```
Addressing Format: ext-spch          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: call-answer      Announcement Control? n      Outcalling? n
    Priority Messages? n    Broadcast: none          IMAPI Access? y
    IMAPI Message Transfer? y    Fax Creation? n    Trusted Server Access? y
```

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

```
Voice Mail Message (seconds), Maximum Length: 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 [REDACTED] Minimum Guarantee: 0 [REDACTED]
```

```
enter command: display subscriber 9950
```

Voice Director Subscriber Screen

```
display lud subscriber 9950 Page 1 of 1

      Lucent Voice Director Subscriber

      Name: Dog, Bannor
      Extension: 9950

1.      Spoken Name: Bannor Dog
      Phoneme String: b"anR d">g

2.      Spoken Name:
      Phoneme String:

Complete Phone Number: 6148609950

Command Successfully Completed
enter command:
```

Voice Director Administration Screen

change lud admin

Page 1 of 1

Lucent Voice Director Admin Screen

Remote Access IP Address

Pronunciation Editor Password

LVD Server Address

Number of Sessions

1. 135.7.13.150

2

2.

3.

4.

5.

6.

7.

8.

Maximum Number Of Sessions

4

enter command: change lud admin

Voice Director Name List Screen

change lud name-list		Page 1 of 1			
Lucent Voice Director Name List Screen					
Local Number Prefix: <u>614860</u>					
Outdialing Prefix: <u>9</u>					
Long Distance Enabled: <u>y</u>					
Name Confirmation: <u>N</u>					
Interchange Node: _____					
Audix Node	Access Code	Audix Node	Access Code	Audix Node	Access Code
<u>trinity</u>	<u>614860</u>	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Current LVD Server Capacity: 0 % (8 Names of 5000 Max)					
<div></div>					
enter command: change lud name-list					

Administering Voice Director Pronunciation Editor

The Voice Director Pronunciation Editor allows you to create, modify, and delete information located in the Voice Director pronunciation database.

Note:

Names cannot contain any numerics or special characters. Abbreviations, such as Dr. or Jr., and initials can be added to the pronunciation database using the Pronunciation Editor. All names in the pronunciation database need to be checked and verified to ensure the greatest accuracy.

Topics include:

- Starting the Voice Director Pronunciation Editor (page 85)
- Voice Director Pronunciation Editor Login Screen (page 86)
- Voice Director Pronunciation Editor User Edit Screen (page 87)
- Voice Director Pronunciation Editor Screen (page 91)
- Accessing the Voice Director Online Help (page 97)

Starting the Voice Director Pronunciation Editor

The Voice Director Pronunciation Editor is located on the Voice Director server.

To begin a Pronunciation Editor session:

1. Click `Start`.
2. Point to `Programs`.
3. Click `Voice Director`.
4. Select `Pronunciation Editor`.

The system displays the [Pronunciation Editor Login](#) screen.

See [Installing Voice Director on the Voice Director Server](#) for information on installing Voice Director.

Voice Director Pronunciation Editor Login Screen

Intuity AUDIX subscribers and administrators can access the Voice Director Pronunciation Editor using the [Pronunciation Editor Login](#) screen. There are three modes of authorization:

1. **Single-user**
A single-user login allows a subscriber to access the Pronunciation Editor User Edit screen to edit his or her name or phoneme translation. A single-user authorization consists of the user's Intuity AUDIX extension and password.
2. **Multiuser**
A multiuser login allows the same access as a single-user authorization. However, a multiuser authorization also enables a subscriber to change the `Extension:` field of the Pronunciation Editor User Edit screen. Changing the `Extension:` field allows a subscriber to access different subscriber records located in the database. A multiuser authorization consists of a user's Intuity AUDIX extension and the administrator password.
3. **Administrator**
An administrator login produces the Pronunciation Editor screen. All subscribers on a selected machine can be tuned using the administrator login. The password for the administrator login is assigned on the Intuity AUDIX system. For information on assigning a password, see [Voice Director Administration](#).

The Voice Director Pronunciation Editor Login screen provides you an opportunity to choose the particular Intuity AUDIX system you need to access. This system can be a local system or a remote system.

Note:

The administrator login may be different than the `sa` or `vm` logins. See [Passwords](#) for additional information on setting passwords.

The following table describes the fields found on the Pronunciation Editor Login screen.

Table: Field Definitions—Voice Director Pronunciation Editor Login Screen

Field Name	Description
Audix Server:	The Audix Server: field contains the name of the Intuity AUDIX machine that supports the Voice Director features.
Extension:	The Extension: field contains the user's Intuity AUDIX extension or the word <i>admin</i> if logging in as an administrator.
Password:	<p>The Password: is the user's Intuity AUDIX password or the administrator password. (The administrator password is assigned in the Voice Director Administration Screen.)</p> <p>Note: Passwords are case sensitive.</p>
Button Name	Description
OK	Click OK to prompt the system to accept the information contained in the various fields.
Cancel	Click Cancel to exit the Pronunciation Editor Login screen.

Voice Director Pronunciation Editor User Edit Screen

The Voice Director Pronunciation Editor User Edit screen provides different options based on the authorization mode used to access the screen:

- With a single-user authorization, the [Voice Director Pronunciation Editor User Edit](#) screen provides subscriber information specific to the extension and password used to access the screen.
- With a multiuser authorization, the [Voice Director Pronunciation Editor User Edit](#) screen enables a subscriber to enter different extensions to access different subscriber records located in the database.

- With an administrator authorization, administrators access the [Voice Director Pronunciation Editor User Edit](#) screen when they double-click a subscriber name found in the User Name: field.

The following table describes the fields found on the Pronunciation Editor User Edit screens.

Field Name	Description
User Name:	The User Name: field contains the name of the subscriber. The Intuity AUDIX subscriber database provides the information for this field. To listen to the recorded subscriber name, press ALT+3 or click the Speak button to the left of the User Name: field.
Telephone:	The Telephone: field contains the telephone number, with area code, of the subscriber. The Intuity AUDIX subscriber database provides the information for this field.
Extension:	The Extension: field contains the user's Intuity AUDIX extension. This field cannot be edited using the single-user mode authorization. However, if a user is logged on using the multiuser authorization, the Extension: field can be modified to retrieve another subscriber's record.
Spoken Name 1:	<p>The Spoken Name 1: field contains the primary spoken name for the subscriber. The Intuity AUDIX subscriber database provides the information for this field. However, either a subscriber or an administrator can modify this field.</p> <p>Note: The User Name: field can be modified. However, this must be done on the Intuity AUDIX system. See Changing Subscriber Data for information on modifying subscriber names.</p>
Phonetic:	The Phonetic: field contains the phoneme translation for the name in the Spoken Name 1: field. Voice Director automatically generates the information in the Phonetic: field when a name is entered in the Spoken Name 1: field. However, a subscriber or an administrator can modify the phoneme translation. To listen to the phoneme translation for Spoken Name 1, click Speak or press ALT+1. See the Voice Director Pronunciation Editor User Edit Screen (page 87) for information on modifying the Phonetic: field.

Spoken Name 2:	The Spoken Name 2: field contains the secondary spoken name, or nickname, for the subscriber. The subscriber or administrator is responsible for entering the information in this field. See the Voice Director Pronunciation Editor User Edit Screen (page 87) for information on modifying the Spoken Name 2: fields.
Phonetic:	The Phonetic: field contains the phoneme translation for the secondary name located in the Spoken Name 2: field. Voice Director automatically generates the information in the Phonetic: field. However, a subscriber or an administrator can modify the phoneme translation. To listen to the phoneme translation for Spoken Name 2, click Speak or press ALT+2. See the Voice Director Pronunciation Editor User Edit Screen (page 87) for information on modifying the Phonetic: field.

The following table describes the buttons found on the Pronunciation Editor User Edit screen.

Button Name	Action
Save Current	Click Save Current to save current changes. Save Current is available only when using a multiuser authorization.
Get Extension	Click Get Extension to retrieve the subscriber record associated with the extension displayed in the Extension: field. Get Extension is available only when using a multiuser authorization.
Speak	Click Speak to hear the spoken translation of the various name fields. The Pronunciation Editor User Edit screen has three Speak buttons. <ul style="list-style-type: none"> ■ The Speak button next to User Name speaks the recorded name from the subscribers Intuity AUDIX mailbox. ■ The Speak button in the Spoken Name 1 area speaks the phoneme translation for Spoken Name 1. ■ The Speak button in the Spoken Name 2 area speaks the phoneme translation for Spoken Name 2.
Phoneme Set	Use the Phoneme Set to edit the phonemes of a name. To listen to a phoneme, click the phoneme button.
OK	Click OK to prompt the system to accept the information contained in the various fields.
Cancel	Click Cancel to exit the Pronunciation Editor User Edit screen. If changes are made to the screen, the system displays a warning message requesting you to verify the Cancel request. <ul style="list-style-type: none"> ■ Click YES to cancel changes and exit the Pronunciation Editor User Edit screen. ■ Click NO to return to the Pronunciation Editor User Edit screen.

A system administrator can access the Pronunciation Editor User Edit screen from the Pronunciation Editor screen by double-clicking a user name in the name list. When using an administrator authorization, the Pronunciation Editor User Edit screen has four different buttons at the bottom of the screen.

Button Name	Description
Save	<p>Click Save or press ALT+4 to save changes made in the Pronunciation Editor User Edit screen.</p> <p>Note: If you modify and save information using the Pronunciation Editor User Edit screen, the status for the associated name or phonemes change. The status information is located in the SF1, PF1, SF2, PF2 fields of the Pronunciation Editor screen. See Voice Director Pronunciation Editor Screen (page 91) for a complete overview of the various status indicators.</p>
Close	Click Close to close the Pronunciation Editor User Edit screen.
Previous	Click Previous to display the previous name in the Name List of the Pronunciation Editor screen.
Next	Click Next to display the next name in the Name List of the Pronunciation Editor screen.

Using the Voice Director Pronunciation Editor User Edit Screen

You can edit the contents of Spoken Name 1, Spoken Name 2, and the associated phoneme translations using the Voice Director User Edit screen.

Spoken Name 1 or Spoken Name 2

To edit Spoken Name 1 or Spoken Name 2:

1. Click inside the Name: field.
2. Type the necessary changes.

Voice Director updates the Phonetic: field.
3. Click Speak to listen to the phoneme translation.
4. If the phoneme translation is acceptable, click OK.

Phonetics

To edit the phonemes of a name:

1. Click inside the Phonetic: field.
2. Click a button in the Phoneme Set or type the necessary changes.
3. Click Speak to listen to the phoneme translation.

4. If the phoneme translation is acceptable, click OK.

Listening to a Phoneme

To listen to a phoneme:

1. Click the phoneme located in the Phoneme Set.

Voice Director Pronunciation Editor Screen

The Voice Director [Pronunciation Editor](#) screen displays a list of all the subscribers located in a single Intuity AUDIX database or on an entire Intuity AUDIX network. The Pronunciation Editor screen displays the phoneme pronunciations for both the primary and secondary spoken names. Use the Voice Director Pronunciation editor screen to verify the accuracy of the names in the pronunciation database.

Note:

You must have administrator authorization to access the Pronunciation Editor screen.

The following table describes the menus found on the Pronunciation Editor screen.

Table: Menu Definitions—Voice Director Pronunciation Editor Screen

Menu Name	Description
File	<p>The File menu provides the following options for administering the Pronunciation Editor screen:</p> <ul style="list-style-type: none">■ Login (CONTROL+L) Select Login to display the Pronunciation Editor Login dialog box. This allows the user to access other Intuity AUDIX subscriber databases without leaving the Pronunciation Editor.■ Refresh (CONTROL+R) Select Refresh to update the Pronunciation Editor screen.■ Save As Select Save As to save the contents of the list to a text file. The saved file has one entry per line with each field separated by a colon (:).■ Exit Select Exit to exit the Pronunciation Editor screen.

Table: Menu Definitions—Voice Director Pronunciation Editor Screen

Menu Name	Description
Help	<p>The Help menu provides the following options for obtaining assistance while you are using the Pronunciation Editor:</p> <ul style="list-style-type: none"> ■ Contents Click Contents to go to the contents page of the online help. ■ About the Pronunciation Editor Select About the Pronunciation Editor to view version and copyright information pertaining to the Pronunciation Editor. <p>Note: You can press F1 from any Voice Director screen to receive specific help for that screen.</p>
Audix Node:	<p>The Audix Node: selection box provides a list of the Intuity AUDIX nodes (systems) available on the network. The information is divided into three columns. The first column contains the names of the Intuity AUDIX systems connected to the Voice Director server. The second column indicates whether the machine is administered for Voice Director. The third column provides an estimated number of subscribers in the subscriber database for each Intuity AUDIX connected to Voice Director.</p> <p>To select a specific AUDIX node:</p> <ol style="list-style-type: none"> 1. Click the down arrow to the right of the AUDIX Node: selection box. 2. Click the name of the system, for example, sputter. <p>To select all AUDIX nodes:</p> <ol style="list-style-type: none"> 1. Click the down arrow to the right of the AUDIX Node: selection box. 2. Click ALL. <p>To select only the AUDIX nodes displaying a status of Y:</p> <ol style="list-style-type: none"> 1. Click the down arrow to the right of the AUDIX Node: selection box. 2. Click ALLConfigured

The following table describes the buttons found on the Pronunciation Editor screen.

Table: Button Definitions—Voice Director Pronunciation Editor Screen

Button	Description
User Name	<p>The User Name column lists the names of subscribers located in the selected Intuity AUDIX subscriber database.</p> <p>To sort the list:</p> <ol style="list-style-type: none">1. Click the column heading User Name. <p>To edit a subscriber record:</p> <ol style="list-style-type: none">1. Double-click on the subscriber name. <p>The system displays the Pronunciation Editor User Edit screen.</p> <ol style="list-style-type: none">2. Make the necessary changes and click Save or press ALT+4. See the Voice Director Pronunciation Editor User Edit Screen (page 87) for information about this screen. <p>Note: To change the User Name: field, you must use the Intuity AUDIX Subscriber screen. See Changing Subscriber Data for additional information.</p>
User Name (Continued)	<p>To listen to a subscriber name:</p> <ol style="list-style-type: none">1. Double-click on a name. <p>This produces the Pronunciation Editor User Edit screen.</p> <ol style="list-style-type: none">2. Do one of the following: <ul style="list-style-type: none">■ Press ALT+1 to listen to the Phonetic 1 translation.■ Press ALT+2 to listen to the Phonetic 2 translation.■ Press ALT+3 to listen to the recorded name.

Table: Button Definitions—Voice Director Pronunciation Editor Screen

Button	Description
User Name (Continued)	<p>When a new subscriber name is added to the name list, a status is displayed in the SF1 column. See SF1 for a description of each status. If a record displays a status of "a" (automatically generated by the Intuity AUDIX) or "n" (nothing is generated), the record should be verified. Once verified, the status changes to "c" (edited).</p> <p>To verify a subscriber name:</p> <ol style="list-style-type: none"> Sort the status column on the SF1 column. Use the keyboard arrow keys to move to the first name in the list that needs verified. Double-click on the name to produce the Pronunciation Editor User Edit screen. Press ALT+1 (Phonetic 1), ALT+2 (Phonetic 2), or ALT+3 (recorded name) to listen to the name. If the recorded name and the transcription sound the same, press ALT+4 to "Mark as Read." Double-click on the next name in the list. The Pronunciation Editor User Edit screen displays the subscriber information for that record. Repeat Step 2 through Step 6 until all names are verified.
Extension	<p>The Extension column lists subscriber extensions.</p> <p>To sort the list:</p> <ol style="list-style-type: none"> Click on the column heading Extension.
Telephone	<p>The Telephone column lists subscriber telephone numbers, including the 3-digit area code.</p> <p>To sort the list:</p> <ol style="list-style-type: none"> Click once on the column heading Telephone.
SF1	<p>The SF1 column lists the status indicating how the Spoken Name 1: field was created. There are four types of status:</p> <ul style="list-style-type: none"> ■ a = autogenerated by AUDIX ■ n = nothing generated ■ s = edited by the administrator from the Intuity AUDIX system ■ c = edited using the Pronunciation Editor User Edit screen

Table: Button Definitions—Voice Director Pronunciation Editor Screen

Button	Description
Spoken 1	The Spoken 1 column lists the name of the subscriber as it appears in the Spoken Name 1: field found on the Voice Director Pronunciation Editor User Edit screen.
PF1	<p>The PF1 column lists the status indicating how the phoneme name was created. There are four types of status:</p> <ul style="list-style-type: none"> ▪ a = autogenerated by AUDIX ▪ n = nothing generated ▪ s = edited by the administrator from the Intuity AUDIX system ▪ c = edited using the Pronunciation Editor User Edit screen
Phonetic 1	The Phonetic 1 column lists the phoneme spelling for the Spoken Name 1: field found on the Pronunciation Editor screen. The information in this field is automatically generated by Voice Director. However, it can be edited using the Pronunciation Editor User Edit screen.
SF2	<p>The SF2 column lists the status indicating how the Spoken Name 2: was created. There are four types of status:</p> <ul style="list-style-type: none"> ▪ a = autogenerated by AUDIX ▪ n = nothing generated ▪ s = edited by the administrator from the Intuity AUDIX system ▪ c = edited using the Pronunciation Editor User Edit screen
Spoken 2	The Spoken 2 column lists the name of the subscriber as it appears in the Spoken Name 2: field found on the Pronunciation Editor User Edit screen.
PF2	<p>The PF2 column lists the status indicating how the second phoneme name was created. There are four types of status:</p> <ul style="list-style-type: none"> ▪ a = autogenerated by AUDIX ▪ n = nothing generated ▪ s = edited by the administrator from the Intuity AUDIX system ▪ c = edited using the Pronunciation Editor User Edit screen
Phonetic 2	The Phonetic 2 column lists the phoneme spelling for the Spoken Name 2: field found on the Pronunciation Editor screen. The information in this field is automatically generated by Voice Director. However, it can be edited using the Pronunciation Editor User Edit screen.

Accessing the Voice Director Online Help

Online help for the Voice Director is available for any Pronunciation Editor screen. There are two methods to access the online help.

To access the entire help file, from Pronunciation Editor screen:

1. From the Windows Menu bar, click Help.
2. Click Contents.

The system displays a list of Help topics.

3. Select the topic you want to review.

Accessing Topic-Specific Help

To access a specific help topic:

1. Open a Pronunciation Editor screen.
2. Press F1.

The system displays help specific to the current Pronunciation Editor screen.

Pronunciation Editor Login Screen



A screenshot of a Windows-style dialog box titled "Pronunciation Editor Login". The dialog box has a blue title bar with a close button (X) in the top right corner. The main area is light gray and contains three text input fields. The first field is labeled "Audix Server", the second "Extension:", and the third "Password:". Below the input fields are two buttons: "OK" on the left and "Cancel" on the right.

Pronunciation Editor Login	
Audix Server	<input type="text"/>
Extension:	<input type="text"/>
Password:	<input type="text"/>
OK	Cancel

Pronunciation Editor User Edit Screen (Single-User Authorization)

Pronunciation Editor User Edit

User Name: Telephone: Extension:

Spoken Name 1

Name:

Phonetic:

Spoken Name 2

Name:

Phonetic:

Phoneme Set

E h-ee-d	i h-i-d	e h-ea-d	a h-a-d	o c-o-t	u h-oo-k	U r-ue-	> s-aw-	^ c-u-p	& dat-a-
A h-ay-	I h-i-de	O h-oe-	Y b-oy-	R h-er-	W h-ow-	r-r-ip	l-l-ip	w-w-e	y-y-es
p-p-ick	t-t-ick	k-k-ick	b-b-it	d-d-ot	g-g-ot	m-m-et	n-n-et	N ri-ng-	v-v-et
T-th-in	D-th-en	s-s-ip	S-sh-ip	C-ch-ip	J-j-am	z-z-ip	Z mea-s-ure	f-f-it	h-h-it

Pronunciation Editor User Edit Screen (Multiuser Authorization)

Pronunciation Editor User Edit

User Name: Telephone: Extension:

Spoken Name 1
Name:
Phonetic:

Spoken Name 2
Name:
Phonetic:

Phoneme Set

E h-ee-d	i h-i-d	e h-ea-d	a k-a-d	o c-o-t	u h-oo-k	U r-ue-	> s-aw-	^ c-u-p	& dat-a-
A h-ay-	I h-i-da	O h-oe-	Y b-oy-	R h-er-	W h-ow-	r -r-ip	l -l-ip	w -w-e	y -y-es
p -p-ick	t -t-ick	k -k-ick	b -b-it	d -d-ot	g -g-ot	m -m-et	n -n-et	N ri-ng-	v -v-et
T -th-in	D -th-en	s -s-ip	S -sh-ip	C -ch-ip	J -j-am	z -z-ip	Z mea-s-ure	f -f-it	h -h-it

Pronunciation Editor User Edit Screen (Administrator Authorization)

Pronunciation Editor User Edit

User Name:

Telephone:

Extension

Speak

Spoken Name 1

Spoken Name 2

Name:

Phonetic:

Speak

Name:

Phonetic:

Speak

Phoneme Set

E h-ee-d	i h-i-d	e h-ea-d	a h-a-d	o c-o-t	u h-oo-k	U r-ue-	> s-aw-	^ c-u-p	& dat-a-
A h-ay-	I h-i-de	O h-oe-	Y b-oy-	R h-er-	W h-ow-	r-r-ip	l-l-ip	w-w-e	y-y-es
p-p-ick	t-t-ick	k-k-ick	b-b-it	d-d-ot	g-g-ot	m-m-et	n-n-et	N n-ng-	v-v-et
T-th-in	D-th-en	s-s-ip	S-sh-ip	C-ch-ip	J-j-am	z-z-ip	Z mea-s-ure	f-f-it	h-h-it

Save

Close

Previous

Next

Pronunciation Editor Screen

Pronunciation Editor

File Help

Auxix Node: sputter Y 6

User Name	Extension	Telephone	SF1	Spoken 1	PF1	Phonetic 1	SF2	Spoken 2	PF2	Phonetic 2
Dog, Bannor	9950	6148609950	c	Bannor Dog	a	b'anR d">g	c		a	
dog, bonnie	9951	6148609951	c	Bonnie Dog	a	b">nE d">g	n		n	
Gray, Virginia	9953	6148609953	c	not in post	c		n		n	
Blue, Vincent	9954	6148609954	c	not in post	c		n		n	
SABER - sputter	9991	6148609991	c	not in post	c		c		a	
NAMEDIAL - sputter	9992	9992	c	not in post	c		n		n	

Ready NUM

Using Name Addressing

Spoken Name Addressing

With Voice Director, Spoken Name Addressing provides a user the ability to address a message to an Intuity AUDIX subscriber by speaking the subscriber's name. Because this feature is concurrently available with Dial by Name or Dial by Extension, a user can switch between Spoken Name Addressing and Dial by Name by pressing * **M O**. It is recommended that Spoken Name Addressing be set as the default addressing format. If you choose another feature as the default addressing format, see [Class of Service](#) screen for administering default options.

Topics include:

- Defining Spoken Name Addressing (page 103)
- Addressing Messages Using Spoken Name Addressing (page 104)

Defining Spoken Name Addressing

There are two methods of activating Spoken Name Addressing. A user can activate the feature while placing a call in an Intuity AUDIX system using ☐ **M** ☐ or an administrator can set Spoken Name Addressing to be the subscriber's default addressing format.

If Spoken Name Addressing is available when a call is placed, the Intuity AUDIX prompts the caller to speak the recipient's name. If the feature is not running, the caller hears a message indicating that the feature is currently not available.

Spoken Name Addressing offers three options that can be voice activated. They are:

- Sending or forwarding a message
- Transferring to an extension using ☐ ☐ T
- Creating a list

See Addressing Messages Using Spoken Name Addressing (page 104) for the various methods of addressing a message.

Addressing Messages Using Spoken Name Addressing

Spoken Name Addressing can be administered in different ways.

With Spoken Name Addressing, a user can send a message to one or more recipients. When addressing a message to one recipient, the caller speaks a name and presses #. When addressing a message to two or more recipients, the caller speaks the name of each recipient. The Voice Director server recognizes the spoken input and the Intuity AUDIX application plays the prerecorded name for confirmation. To delete an addressed subscriber, press * **D** immediately after hearing the name spoken back.

The following examples show the different call flows available with the Spoken Name Addressing feature.

Using Spoken Name Addressing when it is not Set as the Default

The following is a typical call flow where Spoken Name Addressing is *not* set as the default feature. The following provides an example of how to address one message to several recipients:

System Prompt	Caller Response
"To record messages, press 1, to get messages press 2..."	Presses 1 to record a message
"To send only a FAX press pound."	Records a message and presses #
"Enter extension and pound sign, if finished press pound."	Presses * MO to activate Spoken Name Dialing
"Speak a name." <beep>	Speaks "Bill Smith"
"Bill Smith" <beep>	Speaks "Jack Jones"

System Prompt	Caller Response
"Jack Jones" <beep>	Speaks "Mary King"
"Mary King"	Presses #.
"To make private press 1, for priority press 2 ..."	

Note:

If Voice Director returns an incorrect name, press * D to delete the name from the list. If you get an unwanted name, review the names in the list by pressing * 1.

Using Spoken Name Addressing when Dial by Name Set as the Default

The following is a typical call flow where Dial by Name is set as a default feature but Spoken Name Addressing is *not* set as a default feature.

System Prompt	Caller Response
"To record messages, press 1, to get messages press 2 ..."	Presses 1
"To send only a FAX press pound."	Records a message and presses #
"Enter last name and pound sign, if finished press pound."	Presses * M O
"Speak a name." <beep>	Speaks "Bill Smith"
"Bill Smith" <beep>	Presses 5 6 6 3 7 #
"Jack Jones" <beep>	Speaks "Mary King"
"Mary King"	Presses #
"To make private press 1, for priority press 2 ..."	

Note:

The sequence 5 6 6 3 7 is "Jones" spelled using the telephone touchtone keypad.

Using Spoken Name Addressing as the Default

The following is a typical call flow where Spoken Name Addressing set as a default feature. In this case, the subscriber can either speak a name or enter an extension using touchtones.

System Prompt	Caller Response
"To record messages, press 1 , to get messages press 2 ..."	Presses 1
"To send only a FAX press pound, otherwise..."	Records a message and presses #
"Speak a name." <beep>	Speaks "Bill Smith"
"Bill Smith" <beep>	Presses 1 2 3 4 #
"Jack Jones" <beep>	Speaks "Mary King"
"Mary King"	Presses #
"To make private press 1 , for priority press 2 ..."	

Note:

The sequence **1 2 3 4** is the 4-digit extension for Jack Jones.

Toggle to Spoken Name Addressing When Voice Director is Unavailable

The following is a typical call flow for a caller who switches to Spoken Name Addressing but Voice Director is not available.

System Prompt	Caller Response
"To record messages, press 1 , to get messages press 2 ..."	Presses 1
"To send only a FAX press pound, otherwise ..."	Records a message and presses #
"Enter extension and pound sign, if finished press pound."	Presses * M O
"Spoken Name Addressing is not currently available. Enter extension and pound sign. If finished press pound."	Presses 1 2 3 4 #
"Jack Jones"	Presses #
"To make private press 1 , for priority press 2 ..."	

Default Spoken Name Addressing When Voice Director is Unavailable

The following is a typical call flow for a caller who attempts to use Spoken Name Addressing but Voice Director is not available. In this example, if Voice Director is unavailable, the system automatically asks for an extension.

System Prompt	Caller Response
"To record messages, press 1 , to get messages press 2 ..."	Presses 1
"To send only a FAX press pound."	Records a message and presses #
"Spoken Name Addressing is not currently available. Enter extension and pound sign. If finished press pound."	Presses 1 2 3 4 #
"Jack Jones"	Press #
"To make private press 1 , for priority press 2 ..."	

Name Dialing

The Voice Director Name Dialing feature does the following:

- Answers a call and greets the caller by speaking, "Speak a name."
- Sounds a beep and then voice codes the caller's response. This is used for performing speech recognition on Voice Director.
- Transfers a call to the appropriate telephone number.

Note:

The Name Dialing application does not accept spoken input while the prompt is being played.

The following provides an example of a simple call flow using Name Dialing:

System Prompt	Caller Response
"Speak a name." <beep>	Speaks "Bill Smith"
"Transferring to Bill Smith, please wait."	

If Name Dialing returns a wrong name, you can interrupt the call by pressing any touchtone.

Note:

If Name Dialing returns a wrong name when using a rotary phone, you must hang up and redial the Name Dialing number.

Assigning Name Dialing

The Name Dialing application can be assigned statically to a group of voice ports on the Intuity AUDIX system served by a hunt group. Name Dialing can also be assigned through DNIS. For information on assigning channels through DNIS, see [Assigning Services to Called Number](#).

Using Name Dialing

To use Name Dialing:

1. Dial the number assigned to Name Dialing. This number is different than the incoming Intuity AUDIX number.

Name Dialing responds with "Speak a name."

2. Speak the name of the person you want to reach.

Name Dialing responds with "Transferring to *name*, please wait."

If Name Dialing responds with a wrong name, press any key on the touchtone keypad to cancel the transfer. If you cancel the transfer, Name Dialing responds with "Speak a name."

Resolving Same or Sound-alike Results

When a user speaks a name, the Voice Director recognizes the name and returns the extension associated with the recognized subscriber name. This conversion works well when there is only one phonetic match for the spoken name. However, if Voice Director needs to return more than one extension, this strategy fails.

Extensions are unique within an Intuity AUDIX system. Names, however, are often not unique within the same system. In addition, some names may be spoken the same way even though they are spelled differently. Let us examine three names: Cathy Reader, Kathy Reader, and Cathy Reeder. Considering likely nicknames, these names might result in the following list:

- Cathy Reader
- Kathy Reader
- Kate Reader
- Cathy Reeder
- Kate Reeder

Although there are five names in this list, there are only two unique phonetic strings. The first phonetic string represents Cathy Reader, Kathy Reader, and Cathy Reeder since they are all pronounced the same. The second string represents Kate Reader and Kate Reeder. When Name Dialing returns a subscriber's name, you will hear the recorded voice of the subscriber.

When multiple names are returned, Name Dialing assigns a number to each result. For example, when you call Cathy Reader, Name Dialing returns the recorded voices for Cathy Reader, Kathy Reeder, and Cathy Reeder.

- "Press [1] for Cathy Reader," or
- "Press [2] for Kathy Reeder," or
- "Press [3] for Cathy Reeder."

From the list of results Name Dialing returns, you are requested to press a number to select a name. Use the touchtone keypad to make the selection. For example, to reach Cathy Reader, press [1].

Note:

You cannot resolve multiple results using a rotary telephone. If you receive multiple results, you should disconnect.

Testing Name Dialing and Spoken Name Addressing

Testing the Name Dialing Feature

The Voice Director Name Dialing feature comes equipped with a default Voice Director names database. This database contains the names and some nicknames of the presidents of the United States. It is a good test for the Name Dialing feature because this is a relatively small list of prominent names and the pronunciation of each name has been validated.

Use the Presidents' Name test to troubleshoot if you experience problems with Voice Director.

Performing the Presidents' Name Test

To perform the Presidents' Name test:

1. Assign the Voice Director Name Dialing feature to an Intuity AUDIX port.
2. Call the Name Dialing feature.
3. When the application asks you to "Speak a name," press **1 2 3 4** on the telephone keypad.
4. The Name Dialing feature responds "Speak a president's name" <beep>.
5. Speak a presidents' name.

The Name Dialing feature responds by speaking back that president's name and asks for another president's name. Test as many names as you want.

6. Hang up the telephone when you have completed your test.

Evaluating the Results of the Presidents' Name Test

If you speak the name of a president and the Name Dialing feature returns the same name, the test is considered a success. Many factors influence speech recognition, therefore, the Name Dialing feature may not respond with the correct response every time. However, it should provide the correct response the majority of the time if you are using a corded telephone and are in a reasonably noise-free environment.

If you experience poor recognition accuracy, have others try the test. If they also experience poor recognition accuracy, see [Troubleshooting Voice Director](#) for suggested solutions.

The following is a list of problems you might encounter while performing the Presidents' Name test.

- The Name Dialing feature fails to answer the telephone call.
- The Name Dialing feature answers the call but says "Speech recognition is not available."
- The Name Dialing feature prompts "Speak a presidents' name" immediately followed with another prompt "Speak a presidents' name."
- The Name Dialing feature prompts "Speak a presidents' name" but fails to return a presidents' name.

If you encounter any of these problems, see [Troubleshooting Voice Director](#) for suggested solutions.

Testing a Full Featured Name Dialing Feature

The Presidents' Name test ensures that the Voice Director recognition system is functioning properly on the Voice Director system. See [Hardware and Software Requirements](#) for a complete description of the components that make up the Voice Director system. This next test uses the Pronunciation Editor and the Voice Director pronunciation database provided by the Intuity AUDIX system to see if Voice Director can recognize names from the Intuity AUDIX subscriber database.

Viewing Names in the Voice Director Names Database

To view the Voice Director names database:

1. Load the Pronunciation Editor on a Windows workstation that can access the Intuity AUDIX system across a TCP/IP network.

See [Installing Voice Director on the Voice Director Server](#) for installation instructions for the Pronunciation Editor.

2. Log in to the Pronunciation Editor using an administrator log in. Use the Pronunciation Editor password indicated in the Voice Director Administration screen.
3. Choose the machine that represents your local Intuity AUDIX system. See [The Voice Director Pronunciation Editor Screen](#) for instructions on how to select an Intuity AUDIX machine and view the Voice Director names database.

Listening to a Name

Once you select a machine, the Voice Director Pronunciation Editor screen displays a list containing user names, mailboxes (extensions), telephone numbers, and spoken names.

To listen to a name located in the list:

1. Scan the list for a name that has a "Phonetic 1" value.
2. Call the Name Dialing feature.
3. When the Name Dialing feature answers with "Speak a name," speak the name you selected from the list.

The Name Dialing feature should respond with the name you selected. If the Name Dialing feature responds with another name, cancel the transfer by pressing any touchtone. You are re-prompted to "Speak a name." Try several names to get a sense for the recognition accuracy. See [Troubleshooting Voice Director](#) if the Name Dialing feature responds "Speech recognition is not available" or refuses to allow you to speak a name.

Testing Voice Director with the Intuity Audix

A final test of Voice Director is to use Voice Director as a feature of the Intuity AUDIX.

To test Voice Director with the Intuity AUDIX:

1. Call AUDIX.
2. Log in to your mailbox.
3. When prompted to create a message, create a message.

4. When the Intuity AUDIX application allows you to enter an extension for addressing, press * **M O** on the telephone keypad.

The system enables the Voice Director and you hear the prompt "Speak a name."

5. Speak the name of the person you want to call.

See [Troubleshooting Voice Director](#) if the Name Dialing feature responds "Speech recognition is not available" or refuses to allow you to speak a name.

Increasing the Accuracy of the Voice Director Names Database

Once you determine that Voice Director is running, you need to check the Voice Director names database to make sure that all of the names have good pronunciations. These pronunciations should match how the mailbox owners speak their names.

Use the Pronunciation Editor to evaluate all the names within your local Intuity AUDIX system and other Intuity AUDIX systems that are in your network. See [The Voice Director Pronunciation Editor Screen](#) for information on viewing and modifying names using the Pronunciation Editor.

Increasing the Scope of Your Voice Director Name Database

For a smooth implementation of Voice Director and to help reduce the volume of support calls, you may want to inform a small group subscribers of the availability of Voice Director at one time. The subscribers who are aware of Voice Director can address anyone in the Intuity AUDIX system. The remaining subscribers can be informed in planned phases.

After a successful distribution of the Voice Director features to your local subscribers, you have the opportunity to add additional Intuity AUDIX systems to the Voice Director names database. However, before any additional Intuity AUDIX systems are added, every name in the subscriber database should be checked to confirm the pronunciation is correct in the database. See [The Voice Director Name List Screen](#) for information on adding Intuity AUDIX systems to the Voice Director names database.

Maintaining the Accuracy of your Voice Director Names Database

It is important to check the names within the Voice Director names database. The Voice Director system automatically creates pronunciations

for each new subscriber, but it is important to check that the pronunciations are correct. See [The Pronunciation Editor User Edit Screen](#) for information on modifying a name located on the Voice Director server.

Troubleshooting Voice Director

This section suggests solutions for some common problems you may experience when using Voice Director. Additional troubleshooting suggestions are included in the Voice Director online help and throughout the Voice Director documentation. See [NT Application Log](#) for information pertaining to the Event Viewer.

If you experience a problem, the first action you should take is check the status of the Voice Director feature on the Windows NT Workstation. To check the status:

1. On the Windows NT Workstation, slide your cursor over of the Voice Director icon located in the lower right corner of your Windows NT Workstation.
2. A popup displays indicating the current status.

Note:

If Voice Director is properly running, the correct status for the feature is Voice Director Recognition Running. See [Verifying the Status of Voice Director](#) for an explanation of the various status levels.

Verifying Connectivity

If the status does not indicate a problem, send a 'ping' from the Intuity AUDIX machine to the Voice Director server to verify connectivity. To ping the Voice Director server:

1. Select Customer/Services Administration from the Intuity Main Menu.

The Customer/Service Administration screen displays.

2. Select Diagnostics.

The Diagnostics screen is displayed.

3. Select TCP/IP Diagnostics.

4. Select Send & Receive Test Packets.

If the problem persists, try stopping and restarting the Voice Director server. See Basic Operations (page 123) for instructions to complete these actions.

If Voice Director is properly running and you are still experiencing undesirable results, consider the following:

Speaking style	<ul style="list-style-type: none">■ Use a natural tone and pace. Over enunciating or yelling does not make the recognizer "hear" better.■ Speak to be understood.■ Speak just the first and last name.
Speaking rate	<ul style="list-style-type: none">■ Speak without pausing between first and last name. A pause greater than .5 seconds could impact results.
Environment	<ul style="list-style-type: none">■ Speak normally, do not speak too quietly.■ Noisy environments can impair accuracy.■ Cell/speaker phone can be less accurate or have "drop outs" where the recognizer does not hear the caller.
Similar name in grammar	<ul style="list-style-type: none">■ Reduce grammar size either by selecting fewer Intuity AUDIX machines or carefully reviewing the grammar to eliminate unnecessary entries.■ Turn on choices.

The following table provides a list of problems and resolutions you can review to troubleshoot Voice Director.

Table: Troubleshooting Voice Director

Voice Director Server Status	Explanation	Solutions
Voice Director service not running	When the status is indicated, you know that the software is installed but the service is not running.	<ul style="list-style-type: none"> Check the level of service indicated in the tray of the taskbar. See Verifying the Status of Voice Director for descriptions of the various levels of service.
Voice Director service running but has not made (or lost) the network connection with the Intuity AUDIX.	<p>This may be a temporary state. The software attempts to correct detected problems by disconnecting, waiting, and reconnecting.</p> <p>Note: The default "waiting" period is 10 minutes.</p>	<ul style="list-style-type: none"> Check to verify Voice Director is turned on. Check the Intuity AUDIX IP address located in the Voice Director Control Panel Applet. Ping the Intuity AUDIX system.
Voice Director service connected.	Networking between the Voice Director server and the Intuity AUDIX is established. However, the a pronunciation database is not created. The recognition services have not been assigned to the Windows NT Workstation.	<ul style="list-style-type: none"> Verify the Voice Director server IP address is correct in the Voice Director Administration screen. Verify Number of Services is specified for the Voice Director IP address. See Voice Director Administration Screen for information on administering this screen.
Voice Director recognition is running.	Following a successful installation, the Intuity AUDIX has sent configuration data and grammars to the Voice Director server. The recognition engines have started and you need to verify selected entries in the pronunciation database.	<ul style="list-style-type: none"> Execute President's Name test. See Testing Name Dialing for information on running this test.
Cursor won't move, Voice Director locked up.	There is a problem with the Windows operating system or personal computer.	<ul style="list-style-type: none"> User should exit and restart Voice Director and the operating system. Reboot the personal computer if necessary.

Table: Troubleshooting Voice Director

Voice Director Server Status	Explanation	Solutions
Voice Director does not play messages or connect to the Intuity AUDIX machine.	There is a problem with the LAN or TCP/IP connection.	<ul style="list-style-type: none"> ▪ Have the PC/LAN administrator ping the server. ▪ Bring up another Windows-based application that uses the LAN. For example, try printing a page using another application. ▪ Check that the correct TCP/IP drivers are installed on the PC drive. ▪ Have the PC/LAN administrator check the physical connections between the PC and the LAN and the LAN interface card configuration.
The user cannot access Voice Director.	The user may not be administered for Voice Director.	<ul style="list-style-type: none"> ▪ Check that the user is properly administered, either individually or through Class of Service. See Using the Class of Service Screen for information on administering the Class of Service screen. ▪ Verify that the Intuity AUDIX machine was rebooted after TCP/IP administration was performed.
Speech recognition is not offered all of the time.	<p>If speech recognition is not available all of the time, it is possible that not all Voice Director servers are not running. This would occur if a server was manually taken down or went down for other reasons.</p> <p>This problem also occurs when additional channels need added to the system.</p>	<ul style="list-style-type: none"> ▪ Check the number of network services running versus number of services purchased. The number running cannot exceed the number purchased. ▪ Consider purchasing additional channels or adding an additional Voice Director server.

Table: Troubleshooting Voice Director

Voice Director Server Status	Explanation	Solutions
A name is mis-recognized.	If a particular name is constantly mis-recognized (especially if the caller can be recognized using other names) then most likely the person is either not in the pronunciation database at all or has a different pronunciation as spoken by the caller.	Use the Pronunciation Editor see if the person is in the grammar with a first name then last name form.
Voice Director rejects name (does not respond to speech).	The term 'rejected' means that the recognizer does not offer a name or extension number. This could be that the 'endpointer' within the recognizing is not detecting speech. The caller may be calling from a noisy location, a speaker phone, or speaking too softly.	Check the environment.

Basic operations include starting and stopping the Voice Director server. The following table describes the steps necessary to complete these operations.

Table: Basic Operations

Requirement	Method	Steps
Starting Voice Director Server	NT Workstation Resource Kit 'sc'	<ul style="list-style-type: none"> Type Sc\\<machine IP address> start Voice Director
	DOS	<ul style="list-style-type: none"> Type Sc\\<machine IP address> start Voice Director
Starting Voice Director on the Intuity AUDIX	UNIX	<ul style="list-style-type: none"> Type net start Voice Director
Stopping Voice Director	NT Workstation Resource Kit 'sc'	<ul style="list-style-type: none"> Type Sc\\<machine IP address> stop Voice Director
	DOS	<ul style="list-style-type: none"> Type Sc\\<machine IP address> start Voice Director

Table: Basic Operations

Requirement	Method	Steps
Stopping Voice Director on the Intuity AUDIX	UNIX	<ul style="list-style-type: none"> Type net stop Voice Director
Shutdown the Windows NT Workstation	Windows	<ol style="list-style-type: none"> Click Start. Slide the cursor to Programs. Click Resource Kit 4.0. Click Management. Click Shutdown Workstation.
	Remote	<ul style="list-style-type: none"> Shutdown/R/Y\\<machine IP address> where /R represents reboot and /Y represents YES. This prompt is necessary to save data prior to exiting the application.

NT Application Log

The application log is a collection of data that is viewable using the Event Viewer. Voice Director writes messages to the application log for logins and reboots. The security log contains messages pertaining to service start-up failures. The following table indicates messages Voice Director might generate.

Note:

The response returned by Voice Director is shown as *<message>*.

Event	Type	Source	Detailed Description
0	Error	VoiceDir	VoiceDir Service: <i><message></i> .
1	Informational	VoiceDir	VoiceDir Service has started successfully.
3	Error	VoiceDir	VoiceDir Service has stopped.
4	Informational	VoiceDir	VoiceDir Service <i><message></i> restarted.
5	Error	VoiceDir	VoiceDir Service unable to install handler.
6	Informational	VoiceDir	VoiceDir Service unknown service request.
7	Error	VoiceDir	VoiceDir Service unable to initialize Windows socket interface, error <i><message></i> .
8	Error	VoiceDir	VoiceDir Service unable to initialize, error <i><message></i> .

Event	Type	Source	Detailed Description
9	Error	VoiceDir	VoiceDir Service unable to initialize socket connection, error <i><message></i> .
10	Informational	VoiceDir	Socket connection is terminating.
11	Informational	VoiceDir	Too many recognizers were requested, not all were started.
12	Error	VoiceDir	Voice Director Service unable to reconnect, error <i><message></i> .
13	Informational	VoiceDir	Voice Director Service successfully connected to host.
14	Error	VoiceDir	Voice Director Service unable to respawn recognizer, error <i><message></i> .
15	Informational	VoiceDir	Voice Director Service unknown wait object.
16	Error	VoiceDir	Voice Director Service unable to start retry timer, error <i><message></i> .
17	Informational	VoiceDir	Voice Director Service will retry connection in <i><message></i> minutes.
18	Error	VoiceDir	Voice Director Service unable to spawn recognizer, error <i><message></i> .
19	Informational	VoiceDir	Voice Director Service running under debug level <i><message></i> .
20	Error	VoiceDir	Voice Director Service encountered an error <i><message></i> while processing a socket message.
21	Informational	VoiceDir	Voice Director Service was asked to shutdown.

Viewing the NT Event Viewer

To view the NT Event Viewer:

1. Click Start.
2. Click Run.
3. Type eventvwr in the Open: dialog box.
4. Click OK.

If the system cannot find eventvwr.exe or you want to check the event log for a different machine on the network:

1. Click Start.
2. Point to Programs.

3. Point to Administrative Tools (Common).
4. Click Event Viewer.
5. Select Log from the Menu bar.
6. Select Computer.
7. Select the name or IP address of your computer name from the list of names provided.
8. Click OK.

Voice Director Alarms and Log Messages

The Grammar Manager, which is the primary database manager for the pronunciation data on the Voice Director server, produces one alarm condition. This alarm occurs when the Voice Director server fails to respond to a request within a 60-second time period. When this alarm is generated, it is logged to the AUDIX event logger. For information describing Intuity AUDIX alarms, see [Platform Alarms](#).

For information describing Voice Director log messages, see [Monitoring System Performance](#).

Voice Director Support

Support for the Voice Director feature can be obtained from many sources. However, before support can be rendered, an assessment must be made to determine the area of responsibility.

Topics include:

- Customer Responsibilities (page 129)
- Demarcation Points (page 130)
- Toll Fraud Security (page 130)
- Obtaining Support From Avaya (page 131)

Customer Responsibilities

The customer is responsible for:

- Acquiring a Windows-compatible computer and installing the necessary hardware system. See [Voice Director System Requirements](#) for information on hardware requirements.
- Installing the operating system.
- All aspects of the LAN that provide the communication between the Intuity AUDIX system and the Voice Director server.
- Installing the Voice Director software on the Voice Director server if the Professional Services offer is not purchased.

After installation, the customer is responsible for:

- Maintaining the TCP/IP addresses.

- Administration on the Avaya Intuity system unless otherwise specified by the contract.
- Verifying the accuracy of subscriber names found in the Voice Director pronunciation database.

Avaya service technicians dispatched for Intuity AUDIX system installation and maintenance may not troubleshoot the customer's LAN or Windows workstation unless specified by contract.

Prior to activating service to local subscribers, the customer is responsible for:

- Verifying the pronunciations for all subscribers in the Voice Director pronunciation database.

Demarcation Points

The decision to acquire hardware, software (in any form), supplies or services from parties other than Avaya ("third-party products") is yours, even if Avaya helps you identify, evaluate or select them. Except as specifically agreed to in writing, Avaya is not responsible for, and expressly disclaims liability for, performance or quality of third-party products or their suppliers, and their failure will not affect your obligations to Avaya; any claim that you have in connection with the third-party products and any remedies for such claim will be against the supplier of such third-party products. For additional information, see [Demarcation Points](#).

Toll Fraud Security

Toll fraud is the unauthorized use of a company's telecommunications service. It occurs when people misdirect their own telecommunications charges to another person or business. Toll fraud occurs when criminals are able to breach your system to perform:

- Unauthorized system use
- Unauthorized mailbox use
- Unauthorized use of outcalling or AMIS analog networking call delivery
- Fraudulent call transfers

Several toll fraud issues need to be considered when using Voice Director. These issues include:

- The Name Dialer allows transfer to subscribers using the Basic Call Transfer feature and the Enhanced Call Transfer feature.
- Basic Call Transfer is prone/open to Toll Fraud issues.
- If the first digit of a subscriber's extension matches the out dial number, users can easily breach your system. For example, if you press * to get an outside line, do not use any extensions in your Intuity AUDIX system which begin with 9.

For a complete description of toll fraud and how to avoid it, see [System Security Overview](#).

Obtaining Support From Avaya

Before placing a service call, please review [Troubleshooting Voice Director](#). If you determine that you do need additional help, contact one of the service organizations. See [Avaya Support](#) for information addressing specific organizations.

Note:

You may need to purchase an extended service agreement to use some of the Support services. See your representative for more information.

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