Lucent Technologies
Bell Labs Innovations

Aria User Interface on Intuity™ Messaging Solutions

Multimedia Automated Attendant Administration

Issue 1
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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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

Acknowledgment

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Contents

Multimedia Automated Attendant Overview

1

What is a Multimedia Automated Attendant?

A multimedia automated attendant (auto-attendant) is an interactive telephone answering system. It answers incoming calls with a pre-recorded announcement and routes them based on the caller's response to menus and prompts. It also allows the caller to receive faxes.

You set up a multimedia auto-attendant so that callers hear a menu of options. Callers then press the button on their telephone keypad that corresponds to the menu option they would like and the multimedia auto-attendant executes the selected option. Callers who do not have touch tone telephones are typically told that they can hold or call another number to speak with a live attendant.

You can design a multimedia auto-attendant menu system to contain subordinate layers of menus. These sub-menus, or *nested auto-attendants*, play additional options that can include a choice leading to another nested menu.

The voiced menu options that callers hear are greetings that you record for the multimedia auto-attendant's extension. You can record the greeting like a message and can change the text of the message at any time.

Multimedia Auto-Attendant Features

Table 1-1 illustrates the features available through the multimedia auto-attendant.

Table 1-1. Auto-Attendant Features

Feature	Description
Fax-on-Demand	Allows you to provision any number of faxes into your custom created menu. Callers can select a fax-back option on the same call. **NOTE:** Callers must have access to a fax phone to use the Fax-on-Demand feature.
Mailbox integration	Callers can use other mailbox messaging features, such as directory access or dial-by-name, to transfer.
Multi-level user interface	Easy-to-use administration allows you to create any number of menu trees, each with multiple levels. Transitions between the levels are seamless and global navigational controls let callers easily transverse the menu tree.
Routing	Menu trees can be set up based on your environment; different user interfaces can be presented to the caller based on business hours, day/night schedules and holidays.
Shared ports	For more efficient utilization of ports, the multimedia auto-attendant shares ports with messaging on the INTUITY system server.

Design Considerations

To make effective use of the multimedia auto-attendant features, you must first determine the needs of your business. Ask yourself the following questions:

- Will all callers route directly to the multimedia auto-attendant?
- Will certain options of a multimedia auto-attendant route callers to other auto-attendants?
- Will the multimedia auto-attendants have a main greeting?
- Will the nested auto-attendants have their own greetings?
- Will callers need fax capabilities?

Table 1-2 shows various multimedia auto-attendant applications and their descriptions for your design considerations.

Table 1-2. Automated Attendant Applications Descriptions

Application	Description
Main multimedia auto-attendant	The mailbox to which the multimedia auto-attendant telephone extension connects. The main multimedia auto-attendant plays a single menu of options for selecting a final destination or presents menu options that differ depending on call types defined with multiple personal greetings (out-of-hours, holiday, etc).
Nested multimedia auto-attendant	Two or more layers of multimedia auto-attendants — a main multimedia auto-attendant that contains options leading to one or more secondary (nested) multimedia auto-attendants that play additional submenus of options.
Non-resident user extensions	A main or nested multimedia auto-attendant that contains options leading to users who have voice mailboxes and call in for messages, but do not have actual telephone extensions on the switch.
Shared extensions	A main multimedia auto-attendant that contains options leading to the mailboxes of two or more people sharing the same telephone.
10 options per auto-attendant	The multimedia auto-attendant can have as many as 10 menu options, corresponding to the buttons 0 through 9 on a touch-tone telephone.
Multimedia auto-attendant extension on the switch	If the multimedia auto-attendant extension is to be called directly, administer the switch to route all incoming calls to a multimedia auto-attendant instead of to a receptionist, or perhaps to route calls to this extension only after normal business hours.

Table 1-2. Automated Attendant Applications Descriptions

Application	Description
Class of service for multimedia auto-attendants	If you plan to use a number of multimedia auto-attendants, you might wish to set up a specific Class of Service (COS) for the multimedia auto-attendant. **NOTE:** If you set up a specific COS for the multimedia auto-attendant, be sure that existing users are not already assigned to that COS. This COS must be set up before setting up the multimedia auto-attendant. For more information see "Setting Up a Multimedia Auto-Attendant Class of Service" in "Multimedia Automated Attendant Administration".
* 8 transfers	You can administer your system to allow callers to transfer from the multimedia auto-attendant to a specific extension by entering * 8, the extension number, and pound sign #. Generally, it is more efficient to have callers enter extension numbers directly. * 8 is typically used when the attendant's options require use of all the buttons or when the switch dial plan precludes use of the button that corresponds to the first digit of internal extension numbers that could be called directly. The Call Transfer Out of AUDIX feature must be turned on before callers can use * 8. **NOTE:** Make sure to enter **y** (yes) in the `Allow Call Transfer` field on the Auto-Attendant Administration screen. **WARNING:** *Allowing transfers out of AUDIX increases the risk of toll fraud. If you set up your multimedia auto-attendant to use this feature, be sure your restrict the allowable destination numbers.*

Table 1-2. Automated Attendant Applications Descriptions

Application	Description
Direct transfers without ✱ 8	Callers can dial an extension directly from the multimedia auto-attendant without using ✱ 8. To administer such direct dialing, type an **e** in the `Extension` field for the button whose number corresponds to the first digit of real switch extensions (on page 1 of the Subscriber screen). For example, if internal extensions begin with 5, assign button 5 as extension **e**. This allows the caller to dial any extension that starts with 5. For this feature to work properly, the `Addressing Format` field must contain `extension` (on Page 2 of the AUDIX Subscriber screen). Pay particular attention to the switch dial plan when assigning the **e** option. Some extensions within the group may not exist, may not be assigned, or may be assigned to special features. Any of these situations may cause problems if a caller attempts to dial anything but a voice extension.
Coverage to AUDIX	The multimedia auto-attendant extension must be administered to cover the INTUITY system extension with Call Coverage (Call Forwarding, if your switch is a DEFINITY® switch). Calls are then sent to the multimedia auto-attendant mailbox where the menu of options is heard.
Call routing	The INTUITY system provides a conditional routing capability. You can use a routing table to vary multimedia auto-attendant operation based on as many as four separate business schedules and holiday schedules. Additionally, a call can be routed to a multimedia auto-attendant during an alternate time not associated with a business or holiday schedule, such as lunch time, or to handle calls from different time zones.
Addressing messages	If you design a multimedia auto-attendant so callers have the option of leaving messages for multiple INTUITY system users, the INTUITY system feature of addressing messages by name or extension applies. It is a good idea to include this information in the recorded greetings and prompts callers hear.

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Modes of Operation

A business can deploy multimedia auto-attendant service in either a primary or secondary operational mode.

Primary Mode Operation

A multimedia auto-attendant service deployed in primary mode is expected to answer all incoming calls as soon as they come in. The company receptionist backs up the multimedia auto-attendant by handling overflow calls and calls from people needing assistance, for example, dial 0, time-outs, etc.

Secondary (Back-Up) Mode Operation

A multimedia auto-attendant service deployed in backup mode defers as many calls as possible to the company receptionist. The multimedia auto-attendant service is configured to back up the company receptionist by handling calls the receptionist is unable to answer.

Operational Schedules

A business can establish several types of multimedia auto-attendant schedules. The multimedia auto-attendant service can be designed to answer incoming calls on a 24-hour/day basis or only at night, depending on your business needs.

Business Schedule

The multimedia auto-attendant can use the INTUITY system weekly business schedule for time-of-day operation or it can rely on the telephone system to indicate when it should operate in a day schedule and night schedule. Note that some telephone systems (for example, MERLIN LEGEND®) can provide day/night status to INTUITY system, while other telephone systems (for example, DEFINITY) cannot. It makes no difference to the multimedia auto-attendant service whether day/night operation is controlled by the associated telephone system status or by Lucent INTUITY's own weekly business schedule.

See "Business Schedules" in "Multimedia Automated Attendant Administration" for more information on setting up business operational schedules.

Holiday Schedule

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

See "Holiday Schedules" in "Multimedia Automated Attendant Administration" for more information on setting up holiday operational schedules.

Routing Table

The business and holiday operational schedules are linked within a routing table. A routing table applies the business schedule and a holiday schedule to an incoming called number such as an incoming trunk or covered extension. You then assign a schedule to the multimedia auto-attendant mailboxes you want to handle the calls at the various times.

See "Setting Up a Routing Table" in "Multimedia Automated Attendant Administration" for more information on setting up routing tables.

Auto-Attendant Examples

The following examples describe some applications for the auto-attendant feature. Use these examples as models when defining your own multimedia auto-attendants.

Main Multimedia Auto-Attendant

A main attendant is an attendant that can be reached directly by callers who dial through your switch. This attendant can answer your company's main telephone, or an individual department's main telephone. It must be associated with an extension that is administered on the switch.

For example, the multimedia auto-attendant is set up to answer the company's main telephone. It offers callers the option of transferring to the sales, accounting, or personnel departments by pressing a number or dialing any internal extension that begins with 5, or transferring to a receptionist. If the caller does not respond within 5 seconds (perhaps because the caller has a rotary telephone), the call is transferred automatically to the receptionist.

If the caller chooses to transfer to accounting or personnel, the caller will immediately hear the call answer greeting active for the mailbox associated with extension 52200 or 52205 rather than being transferred through the switch. Finally, (in this example), to repeat this menu, callers can press 9. For more information, see example under "Nested Attendants".

Nested Attendants

A nested attendant is an attendant that is invoked by another attendant. The nested attendant can also be a main attendant; that is, the extension can be reached directly by internal and external callers who dial the extension number directly.

For example, callers who dial the accounting department's extension directly could hear voice options from a main attendant for that department, as could callers who transferred to the accounting department by pressing 2 at the main menu in the previous example. The accounting department's attendant is said to be nested beneath the company's main menu.

Additional menus can be nested beneath the accounting department's attendant, such as for transferring to the payroll or accounts receivable desk.

A good way to approach setting up nested multimedia auto-attendants is to diagram the complete system on paper, including telephone keypad options and their corresponding menu or call treatment. You might want to write the scripts for the menu greetings at this time, as well.

A simple example of this nested attendant is shown below. In this example, pressing 2 at the main menu transfers the caller to the accounting department's attendant, and pressing 3 at that attendant transfers the call to the payroll department's extension.

Table 1-3. Nested Attendant Example

Attendant	Telephone Button	Extension	Treatment	Result
Main	2	52200	sub-menu	call goes to accounting attendant
Accounting	3	52205	transfer	transfer to payroll extension

To the caller, this nesting is transparent because the nested attendant is invoked immediately by the system without transferring the caller through the switch. The caller in this example would hear the main attendant options, press 2 to transfer to accounting, hear the accounting department attendant options, and press 3 to transfer to the payroll extension without the delay that is associated with transferring back through the switch.

Shared Extensions

Several users sharing a single telephone (shared extensions) require a simple method for a caller to leave a message for the called extension (any of the users) or for a specific individual. A multimedia auto-attendant can handle this task by providing callers with options to leave a message for the extension or any of the individuals who share it. The attendant extension is administered at the switch. Non-resident user extensions in the INTUITY system (not administered at the switch) are used for each of the sharing users. The multimedia auto-attendant can transfer callers directly to these mailboxes to leave messages.

NOTE:
Because the Message Waiting Indicators (MWI) are associated with the individual telephone sets and not with INTUITY system mailboxes, the MWI for a shared extension will be activated when a new message is in the mailbox for the extension number that is shared, but not when new messages are in the mailboxes of the individual users only. If you administer your system to use this shared extension scenario, inform your users that they should check their mailboxes periodically, whether or not the MWI is active.

For example, a company sets up an information desk with a single telephone to provide callers with any necessary information or assistance. Two people answer the telephone during the day. They do not have individual telephones and can be reached only through the information desk. They are administered as INTUITY system users and are associated with extensions in the INTUITY system that are not administered on the switch.

If someone calls the information desk and the telephone is not answered or is busy, the call is routed to the multimedia auto-attendant. The multimedia auto-attendant in this example prompts callers to leave a message for the information desk or for one of the individuals who staff the desk.

If the caller selects an individual (button 2 or 3 in this example), the caller goes directly to the user's INTUITY system mailbox to hear the individual's call answer greeting and then leaves a message.

A message left in the mailbox of the information desk extension activates the extension's MWI in this example; a message left in the mailbox of one of the sharing individuals does not. These individuals must call into the INTUITY system to check for messages or use outcalling.

Nonresident User Extensions

Nonresident users are INTUITY system users who do not have an extension on a switch that is served by the INTUITY system. Mailbox numbers in the system for these users correspond to INTUITY system extensions that are not administered on the switch.

WARNING:
Setting up nonresident users with numbers that begin with trunk dial access codes could contribute to toll fraud. Always give nonresident users extensions that will not allow access to any outside lines.

An example of a nonresident user is an outside sales representative who needs to receive messages from clients. To accommodate this type of user, a multimedia auto-attendant can be set up to move callers directly to non-resident user mailboxes. The caller needs to know only the number of the multimedia auto-attendant and the nonresident user's mailbox number to leave a message. Once in the non-resident user's mailbox, the caller hears either the system guest greeting or the non-resident user's call answer greeting, depending on the transfer treatment that is specified on the Subscriber screen.

For this example, the extension number for each nonresident user is a five-digit number beginning with 3, and the extension number for the multimedia auto-attendant is 30000. The nonresident user gives clients the telephone number of the multimedia auto-attendant and their own mailbox number.

With the system administered in this way, clients dial 30000, listen to the multimedia auto-attendant menu, enter the nonresident user's mailbox number, listen to the user's personal greeting, and leave a message.

Multimedia Automated Attendant Administration

2

What's in This Chapter?

This chapter describes how to define and administer Aria User Interface multimedia automated attendants on a Lucent INTUITY™ AUDIX® Release 4 or greater system.

This chapter will discuss:

- Setting up a multimedia auto-attendant class of service
- Setting up a main multimedia auto-attendant
- Setting up nested multimedia auto-attendants
- Setting up call routing tables, including:
  - Business schedules
  - Holiday schedules
- Recording and activating greetings for the multimedia auto-attendants
- Setting up fax extensions for the multimedia auto-attendants
- Removing a multimedia auto-attendant
- Replicating a multimedia auto-attendant

Administration Checklist

Table 2-1 outlines the procedures for setting up a multimedia auto-attendant.

Table 2-1. MultiMedia Auto-Attendant Administration Checklist

(√)	Procedure	Reference
	Set up a class of service specifically for the multimedia auto-attendant.	''Setting Up a Multimedia Auto-Attendant Class of Service''
	Set up the main multimedia auto-attendant.	''Setting up the Main Multimedia Auto-Attendant''
	Set up nested multimedia auto-attendants, if applicable.	''Setting Up Nested Multimedia Auto-Attendants''
	Set up a call routing table. **NOTE:** Complete this procedure only if you want to set-up operational schedules.	''Setting Up a Call Routing Table''
	Record and activate greetings for the multimedia auto-attendants.	''Recording Greetings for the Multimedia Auto-Attendants''

Setting Up a Multimedia Auto-Attendant Class of Service

To use a multimedia auto-attendant, you need to set up a specific COS for this auto-attendant.

NOTE:
Be sure that existing users are not already assigned to the COS number being set up.

1. Log in to the INTUITY system as **sa**.

   The system displays the INTUITY Administration menu (Figure 2-1).

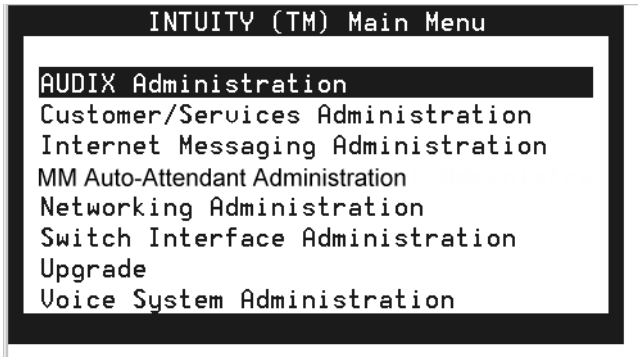

Figure 2-1. Lucent INTUITY Administration Menu

2. Select

   ```
   > AUDIX Administration
   ```

   The system displays the `enter command:` prompt.

3. Enter **ch cos *number*** at the `enter command:` prompt, where *number* is the identification number you want to set up as the multimedia auto-attendant's class of service.

The system displays the Class of Service window (Figure 2-2).

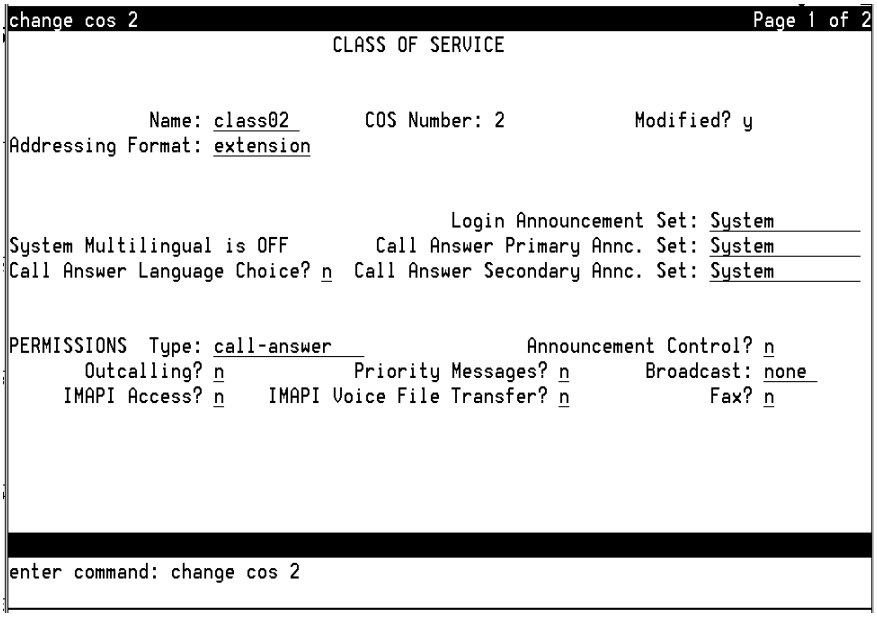

Figure 2-2. Class of Service Window

4. Complete the fields for the Class of Service window using the information provided in Table 2-2.

NOTE:
Only the fields listed in Table 2-2 should be administered for the multimedia auto-attendant. All other fields should be left at their default values.

Table 2-2. Class of Service Window Field Descriptions

Field	Description	Valid Input
`PERMISSIONS`	Define the types of permissions for this multimedia auto-attendant class of service.	
`Priority Messages?`	Indicates permission to send priority mail messages.	**y** is the only valid input for a multimedia auto-attendant
`IMAPI Access?`	Indicates permission for Lucent INTUITY Messaging Applications Programming Interface (IMAPI) access.	**y** is the only valid input for a multimedia auto-attendant
`IMAPI Message Transfer?`	Indicates permission for the INTUITY system server, for this multimedia auto-attendant class of service, to transfer voice, fax, file attachments, and e-mail files over the LAN to a client PC.	**y** is the only valid input for a multimedia auto-attendant
`Fax Creation?`	Indicates permission to enable fax for this multimedia auto-attendant class of service.	**y** is the only valid input for a multimedia auto-attendant if you want to enable the fax creation feature.

5. Press F3 (Enter).

   The system displays the following confirmation message

   `Command Successfully Completed.`

6. Type **exit** at the `enter command:` prompt.

   The system returns to the INTUITY Administration menu.

7. Continue with the next procedure, "Setting up the Main Multimedia Auto-Attendant".

Setting up the Main Multimedia Auto-Attendant

To set up a main multimedia auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
    > Auto-Attendant Administration
```

   The system displays the Auto-Attendant Administration window (Figure 2-3).

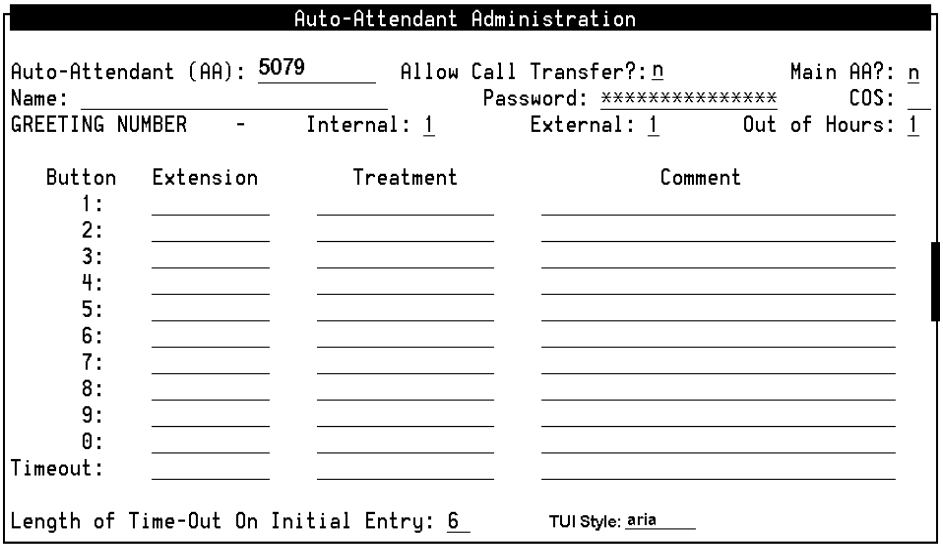

Figure 2-3. Auto-Attendant Administration Window

2. Complete the fields for Auto-Attendant Administration window using the information provided in Table 2-3.

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Auto-Attendant (AA):`	Indicates the main multimedia auto-attendant extension is being administered.	3 to 10 digits
`Allow Call Transfer?`	Indicates whether this multimedia auto-attendant extension will support call transfer out of INTUITY system.	**y** or **n**; the default is **n**
`Main AA?`	Indicates whether this is the main multimedia auto-attendant.	y is the only valid input for a main auto-attendant
`Name:`	Name associated with this multimedia auto-attendant. **NOTE:** Make changes to this field using the Auto-Attendant Administration window (Figure 2-3), not the AUDIX screens.	1 to 29 alphabetic characters

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Password:`	Password the user uses to log in to this multimedia auto-attendant mailbox. **NOTE:** Make changes to this field using the Auto-Attendant Administration window (Figure 2-3), not the AUDIX screens.	0 to 15 digit number; the default is blank
`COS:`	Class of service number for this multimedia auto-attendant. **NOTE:** This COS must be previously set up before assigning it to this multimedia auto-attendant. For more information, see "Setting Up a Multimedia Auto-Attendant Class of Service". **NOTE:** Make changes to this field using the Auto-Attendant Administration window (Figure 2-3), not the AUDIX screens.	An integer from 0 to 11

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
GREETING NUMBER	Indicates which greeting will be administered for internal, external, or out of hours calls.	
Internal:	The greeting number to be used for internal calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
External:	The greeting number to be used for external calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
Out of Hours:	The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
Button (1-0)	Telephone buttons to be defined for call transfer functions.	Display only
Extension	The extension to be mapped to this telephone button.	Extension to which the INTUITY system connects a call when a caller presses the associated button number.

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Extension (continued)`	**NOTE:** If the `Address Format` field on the Change Subscriber screen under AUDIX administration is set to extension, the **e** you enter here refers to dial by extension. If the `Address Format` field on the Change Subscriber screen under AUDIX is set to name, the **e** you enter here refers to dial by name.	The extension could lead to a nested multimedia auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine. Enter **e** if you want the INTUITY system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.
`Treatment`	Identifies how the INTUITY system handles a call when this telephone button is pressed.	

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Treatment (continued)		Enter **fax** to allow material to be faxed back to the caller. Enter **submenu** to transfer the call to a nested multimedia auto-attendant without going through the switch. Enter **transfer** to transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly. Enter **guest greeting** to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Treatment (continued)`		**NOTE:** Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed.
`Treatment (continued)`		Enter **call-answer** to transfer the call directly to the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.	1 to 29 alpha-numeric characters

Table 2-3. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Timeout	Indicates how calls will be handled once the time-out period has elapsed.	
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller.	0 to 99; the default is **6**
TUI Style:	Indicates the TUI style.	Aria or AUDIX. The default is Aria. Global Commands: ■ Aria: Use * to back up the menu tree. ■ AUDIX: Use *# to back up the menu tree. ■ AUDIX: Use *7 to go to the beginning of the menu tree. ■ Aria/AUDIX: Use **n for directory of names.

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3. Press F8 (Chg-Keys).
4. Press F1 (Add).

   The system returns to the Auto-Attendant Administration window.
5. To complete a business schedule, holiday schedule, and set up a routing table, see "Business Schedules", "Holiday Schedules", and "Setting Up a Routing Table".
6. Continue with the "Setting Up Nested Multimedia Auto-Attendants" procedure if you want to establish nested auto-attendants or the "Recording Greetings for the Multimedia Auto-Attendants" procedure if you are only setting up a main auto-attendant and want to have a greeting assigned to it.

Setting Up Nested Multimedia Auto-Attendants

To set up a nested multimedia auto-attendant, do the following:

1. Starting at the Auto-Attendant Administration window, complete the fields using the information provided in Table 2-4.

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Auto-Attendant (AA):`	The extension for the nested multimedia auto-attendant being administered.	3 to 10 digits
`Allow Call Transfer?`	Indicates whether this multimedia auto-attendant extension supports call transfer out of INTUITY system.	**y** or **n**. **n** is the default
`Main AA?`	Indicates whether this is the main multimedia auto-attendant.	**n** is the only valid input for a nested auto-attendant **NOTE:** If you inadvertently enter **y** in this field, you are creating a new main auto-attendant instead of a nested auto-attendant.
`Name:`	Name associated with this multimedia auto-attendant. **NOTE:** This field is only used when setting up the main auto-attendant.	**NOTE:** It is not necessary to complete this field if you are creating a nested auto attendant.

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Password:`	Password the user must use to log into this multimedia auto-attendant mailbox. **NOTE:** This field is only used when setting up the main auto-attendant.	**NOTE:** It is not necessary to complete this field if you are creating a nested auto attendant.
`COS:`	Class of service number for this multimedia auto-attendant. **NOTE:** This field is only used when setting up the main auto-attendant.	**NOTE:** It is not necessary to complete this field if you are creating a nested auto attendant.
`GREETING NUMBER`	Indicate which greeting will be administered for internal, external, or out of hours calls.	
`Internal:`	The greeting number to be used for internal calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
`External:`	The greeting number to be used for external calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
`Out of Hours:`	The greeting number to be used for out-of-hours calls to this multimedia auto-attendant.	An integer from 1 to 9; the default is **1**
`Button (1-0)`	Telephone buttons to be defined for call transfer functions.	Display only

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Extension`	The extension to be mapped to this telephone button. **NOTE:** If the `Address Format` field on the Change Subscriber screen under AUDIX administration is set to extension, the **e** you enter here refers to dial by extension. If the `Address Format` field on the Change Subscriber screen under AUDIX is set to name, the **e** you enter here refers to dial by name.	Extension to which the INTUITY system connects a call when a caller presses the associated button number. The extension could lead to a nested multimedia auto-attendant, ring at a telephone, or connect directly to a voice mailbox or fax machine.
`Extension` *(continued)*		Enter **e** if you want the INTUITY system to allow the caller to dial any extension or name beginning with the associated button number/letter. The associated voice prompt will instruct the caller to enter an extension or name.
`Treatment`	Identifies how the INTUITY system handles a call when this telephone button is pressed.	

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Treatment` *(continued)*		Enter **fax** to allow material to be faxed back to the caller. Enter **submenu** to transfer the call to a nested multimedia auto-attendant without going through the switch. Enter **transfer** to transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly. Enter **guest greeting** to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly.

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
`Treatment` *(continued)*		**NOTE:** Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed. Enter **call-answer** to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the auto-attendant's functions or re-record the auto-attendant menu at a later date.	

Table 2-4. Auto-Attendant Administration Window Field Descriptions

Field	Description	Valid Input
Timeout	Indicates how calls will be handled once the time-out period has elapsed.	
Length of Time-Out on Initial Entry	Indicates the number of seconds the system will wait for a response from the caller. **NOTE:** This field is only used when setting up the main auto-attendant.	
TUI Style:	Indicates the TUI style.	Aria or AUDIX. The default is Aria. Global Commands: ■ Aria: Use * to back up the menu tree. ■ AUDIX: Use *# to back up the menu tree. ■ AUDIX: Use *7 to go to the beginning of the menu tree. ■ Aria/AUDIX: Use **n for directory of names.

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2. Press F8 (Chg-Keys).
3. Press F1 (Add).

   The system returns to the Auto-Attendant Administration window.
4. To complete a business schedule, holiday schedule, and set up a routing table, see "Business Schedules", "Holiday Schedules", and "Setting Up a Routing Table".
5. Continue with "Recording Greetings for the Multimedia Auto-Attendants" if you want to have greetings assigned to the nested attendants.

Setting Up a Call Routing Table

The INTUITY system provides conditional routing capability. You can use the routing table and its associated windows to base multimedia auto-attendant operation on as many as four business and four holiday schedules.

These business and holiday schedules are linked together within a *routing table*. A routing table applies these schedules to an incoming called number. You administer the routing table so that the multimedia auto-attendant extension you would like to handle the calls at the various times is also linked to the appropriate schedule.

When a caller dials a number that appears in the left-hand column of the routing table, the holiday schedule is checked first. If the current date does not appear in the holiday schedule, the business schedule is checked. If the time of day is covered in the business schedule under alternate service, the call is sent to the alternate service mailbox. If not, then – depending on the time of day – the call is sent to the day-service or to the night-service mailbox.

Business Schedules

The business schedules divides the 24-hour day into three parts called *day service*, *night service*, and *alternate service*.

Day and Night Service

Calls can be routed to one mailbox for day-service and to another for night-service. A business may, for example, set day-service hours to be the period when the business is open, and it may send calls to a night-service mailbox during the remaining hours.

If your switch is a MERLIN LEGEND switch, you can set day and night service for a particular business schedule in either of two ways:

- Fill in the day-service hours in a business schedule
- Choose to have a business schedule follow the night-service schedule established for the switch

Since four business schedules are available, you can use both arrangements as necessary for differing purposes.

Alternate Service

Alternate service is a period of time that you can define when calls may be sent to a third destination during either day-service or night-service hours. This period may be used, for example, to provide a special multimedia auto-attendant to handle calls from other time zones during the transition from day to night service. Another business use for alternate service could be to cover for an operator during lunch hour.

To set up a business schedule, do the following:

1. Start at the Multimedia Auto-Attendant Administration menu, and select

```
> Auto Attendant Parameters
    > Business Schedule
```

The system displays the Business Schedule window (Figure 2-4).

```
                    Business Schedule

                  Business Schedule: ____

   (Night Service applies to all hours not specified below)
   Day        Day Service Hours          Alternate Service Hours
    of        Start       End              Start          End
   Week       Time        Time             Time           Time
              (hh:mm)     (hh:mm)          (hh:mm)        (hh:mm)

    Monday:   08:00   -   17:00            __:__    -     __:__
   Tuesday:   08:00   -   17:00            __:__    -     __:__
 Wednesday:   08:00   -   17:00            __:__    -     __:__
  Thursday:   08:00   -   17:00            __:__    -     __:__
    Friday:   08:00   -   17:00            __:__    -     __:__

  Saturday:   __:__   -   __:__            __:__    -     __:__
    Sunday:   __:__   -   __:__            __:__    -     __:__
```

Figure 2-4. Business Schedule Window

2. Complete the fields on the Business Schedule window using the information in Table 2-5.

Table 2-5. Business Schedule Window Field Descriptions

Field	Description	Valid Input
`Business Schedule:`	Name associated with this schedule number.	**bus1** to **bus4**
`Day of Week`	Starting with Monday, the weekdays are listed in this column.	Display only
Day Service Hours	The period specified as the operating hours for a business.	
`Start Time (hh:mm)`	Time at which daytime operation of a telephone should begin.	24-hour clock time in the format *hh:mm* a.m. starts at 00:00. p.m. times are 12:00 to 23:59
`End Time (hh:mm)`	Time at which daytime operation of a telephone should end.	24-hour clock time in the format *hh:mm* a.m. starts at 00:00. p.m. times are 12:00 to 23:59
`Alternate Service Hours`	Times that may be considered an exception to normal day-service (for example, lunch time). **NOTE:** An alternate-service period cannot overlap the day-service period for the same day.	

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Table 2-5. Business Schedule Window Field Descriptions

`Start Time (hh:mm)`	Time at which alternate service should begin.	24-hour clock time in the format *hh:mm* a.m. starts at 00:00. p.m. times are 12:00 to 23:59
`End Time (hh:mm)`	Time at which alternate service should end .	24-hour clock time in the format *hh:mm* a.m. starts at 00:00. p.m. times are 12:00 to 23:59

NOTE:
Hours outside of the start and end times specified above are considered to be night-service hours.

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3. Press F3 (Save).
4. Press F6 (Cancel) to return to the Auto Attendant Parameters menu.

Holiday Schedules

The holiday schedules make it possible to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules. On each of them, you can record up to 26 dates along with the automated-attendant mailbox to be used on each date. If you had separate schedules for the sales office and for the warehouse, for example, you could send sales-office calls to one mailbox during a sales conference, and warehouse calls to another mailbox during inventory time.

To set up the holiday schedule, do the following:

1. Start at the Auto Attendant Parameters menu, and select

```
> Holiday Schedule
```

The system displays the Holiday Schedule window (Figure 2-5).

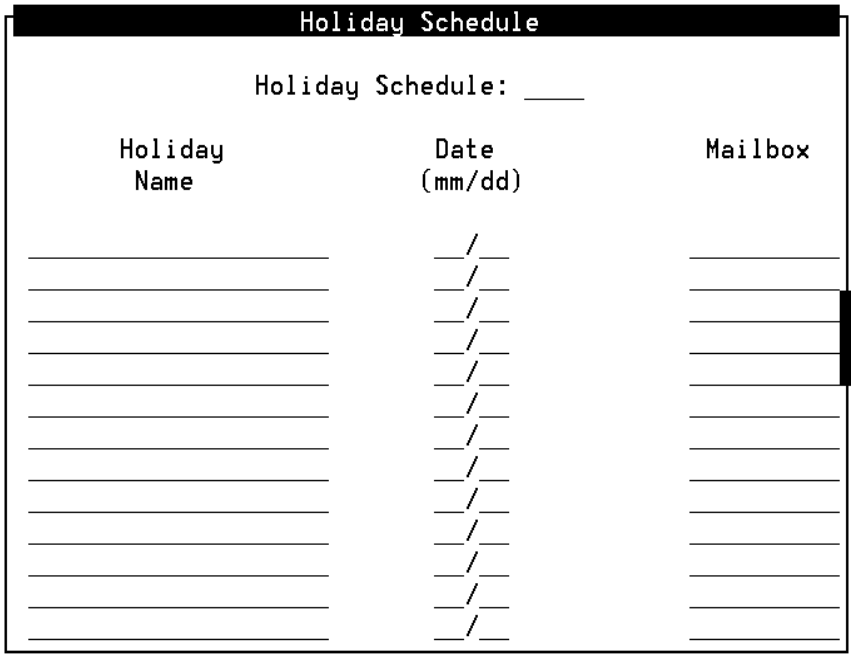

Figure 2-5. Holiday Schedule Window

2. Complete the fields on the Holiday Schedule window using the information in Table 2-6.

Table 2-6. Holiday Schedule Window Field Descriptions

Field	Description	Valid Input
`Holiday Schedule:`	Name associated with this holiday schedule routing number.	**hol1** to **hol4**
`Holiday Name`	Name of the holiday. **NOTE:** Any input into this field is for your convenience only and is not used by the system.	1 to 18 alphanumeric characters
`Date (mm/dd)`	Date on which the affected incoming call is forwarded to the mailbox.	Month and day in the format *mm/dd*
`Mailbox`	Mailbox extension of the multimedia auto-attendant used for this holiday. This can be a specific or a general one reference. For example, you can make separate extensions for New Year's Day, Independence Day, etc., or you can route to one extension for all holidays. If you choose separate extensions, be sure to record each greeting as described under "Recording Greetings for the Multimedia Auto-Attendants". **NOTE:** Holidays with no mailbox extension will be ignored by the call routing function.	Any existing mailbox extension

3. Press F3 (Save).
4. Press F6 (Cancel) to return to the Auto Attendant Parameters menu.

Setting Up a Routing Table

Once schedules are set up to suit your business, you are ready to complete the routing table. The routing function redirects calls to specified numbers according to the instructions given in the business schedules, holiday schedules, and routing table.

To set the routing table, do the following:

1. Start at the Auto Attendant Parameters menu, and select

```
> Routing Table
```

   The system displays the Routing Table window (Figure 2-6).

Routing Table

Incoming Called Number	Business Schedule	Holiday Schedule	Day Service Mailbox	Night Service Mailbox	Alternate Service Mailbox
5010	bus2	hol1	5010	5011	5012

Figure 2-6. Routing Table Window

2. Complete the Routing Table window using the information in Table 2-7.

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
`Incoming Called Number`	Incoming telephone numbers to be redirected. These can be any incoming numbers reported to the INTUITY system by the switch (perhaps an incoming trunk number or an extension number that the caller dialed).	3 to 10 digits
`Business Schedule`	Name or number of the business schedule that is to determine how the incoming number is to be treated.	bus1 - bus4
`Holiday Schedule`	Name or number of the holiday schedule (if any) that is to determine how the incoming number is to be treated on holidays.	hol1 to hol4

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
`Day Service Mailbox`	Extension number of the multimedia auto-attendant mailbox to be accessed during the hours given in the business schedule. **NOTE:** You must set up these mailboxes as main or nested auto-attendants. See "Setting up the Main Multimedia Auto-Attendant" and "Setting Up Nested Multimedia Auto-Attendants". **NOTE:** This field must be filled in if the associated business schedule either follows the switch's night-service status or specifies day-service hours. **NOTE:** Make sure to record and activate your greeting for the Day Service Mailbox. See "Recording Greetings for the Multimedia Auto-Attendants" and "Activating Greetings".	3 to 10 digit existing mailbox extension

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
`Night Service Mailbox`	Extension number of the multimedia auto-attendant mailbox to be accessed during the period not otherwise specified in the business schedule. **NOTE:** You must set up these mailboxes as main or nested auto-attendants. See "Setting up the Main Multimedia Auto-Attendant" and "Setting Up Nested Multimedia Auto-Attendants". **NOTE:** Make sure to record and activate your greeting for the Night Service Mailbox. See "Recording Greetings for the Multimedia Auto-Attendants" and "Activating Greetings".	3 to 10 digit existing mailbox extension

Table 2-7. Routing Table Window Field Descriptions

Field	Description	Valid Input
`Alternate Service Mailbox`	Extension number of the multimedia auto-attendant mailbox to be accessed during the alternate-service period given in the business schedule. **NOTE:** You must set up these extension numbers as main or nested auto-attendants. See "Setting up the Main Multimedia Auto-Attendant" and "Setting Up Nested Multimedia Auto-Attendants". **NOTE:** This field must be filled in if the associated business schedule specifies alternate-service hours. **NOTE:** Make sure to record and activate your greeting for the Alternate Service Mailbox. See "Recording Greetings for the Multimedia Auto-Attendants" and "Activating Greetings".	3 to 10 digit existing mailbox extension

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3. Press F3 (Save).
4. Press F6 (Cancel) to return to the Auto Attendant Parameters menu.
5. Press F6 (Cancel) until you return to the Lucent INTUITY Administration Menu.

Recording Greetings for the Multimedia Auto-Attendants

You can record up to nine (maximum) different greetings to greet callers who access your auto-attendant. You can set these up based on the type of call (such as an external, internal, or out-of-hours call). You can assign a greeting number to each of these greetings.

NOTE:
You must have INTUITY Message Manager to create auto-attendant greetings.

Recording Greetings

To record a greeting, do the following:

1. Using INTUITY Message Manager, log into your main auto-attendant.
2. Select Activity and choose Create a Message.
3. Record a message.

   NOTE:
   This message should be the greeting you want to be heard when a caller accesses the main auto-attendant.

   a. Type the auto-attendant mailbox number, followed by a hyphen, and the greeting number on the Message Manager subject line. For example, if the auto-attendant mailbox is 4900, the subject line will appear as 4900-1.

   b. Address the message to your main auto-attendant mailbox.

   c. Click OK after you have completed your recording.

   d. Click SEND.

   NOTE:
   If you open your main auto-attendant mailbox using Message Manager, the greetings may not show up as messages after a month. The number of days the greetings remain as new messages depends on how the System Administrator sets up your main auto-attendant mailbox. Even if you do not see your greetings as new messages in the main auto-attendant mailbox, it does not mean they are erased. Once you activate the greetings, they reside in the multimedia auto-attendant database even though they may not appear as new messages in the main auto-attendant mailbox. The auto-attendant will function properly and you will be able to hear the recorded greetings.

4. Continue recording greetings for each of your nested attendants using Steps 1 through 3. Each greeting will have its own subject line containing the nested auto-attendant mailbox number and the appropriate greeting number as explained in Step 3.

   NOTE:
   All greetings for nested and main auto-attendants reside in the main auto-attendant mailbox. Note that all the greetings have a different subject line depending on the nested auto-attendant number and the greeting number.

5. Exit from INTUITY Message Manager.

   Go to "Setting Up Fax Extensions for the Multimedia Auto-Attendants" if you have fax capabilities.

   If you do not have fax capabilities, Go to the next procedure, "Activating Greetings"

Activating Greetings

Once all greetings have been recorded and sent, they must be activated through the Auto-Attendant Administration window.

NOTE:
Make sure you have Message Manager closed when you are activating greetings. If you do not have Message Manager closed, the system complains due to multiple logins.

Close Message Manager before attempting to activate greetings.

Make sure to remove or delete all greetings from the wastebasket before you begin the greeting activation process.

1. Starting at the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
    > Auto-Attendant Administration
```

   The system displays the Auto-Attendant Administration window (Figure 2-3).

2. Enter the main auto-attendant extension number in the `Auto-Attendant (AA)` field.
3. Press F8 (Chg-Keys).

4. Press F4 (Activate).

   The system will activate all greetings recorded for this auto-attendant.

5. Press F6 (Cancel) until you return to the INTUITY Administration menu.

Setting Up Fax Extensions for the Multimedia Auto-Attendants

Complete the following procedure to set up fax extensions for your Multimedia Automated Attendant.

1. Starting at the INTUITY Administration menu (Figure 2-1), select

   ```
   > MM Auto-Attendant Administration
       > Auto-Attendant Administration
   ```

   The Auto-Attendant Administration window (Figure 2-3) appears.

2. Enter the Auto-Attendant number you want to use for the fax treatment.
3. In the `Extension` field, enter a fax extension number which will appear in the subject line of the fax message. Type **fax** in the `Treatment` field.

   For example, in the `Extension` field, type the fax extension number that will appear in the subject line of the fax message. In the `Treatment` field, type **fax**. In the `Comment` field, type a description of how this fax extension will be used.

To create a fax back to the caller, you need to set up the fax you will send. Complete the following:

1. Designate a special mailbox for fax or use your own mailbox.
2. Send a fax to the mailbox mentioned in Step 1 of this procedure.

   See *Aria User Interface on INTUITY Messaging Solutions User Reference Guide* for more information.

3. Open Message Manager and login to the mailbox mentioned in Step 1 of this procedure.

   The fax you just sent will appear as a new message in that mailbox.

   a. Click once on the new fax message.

   b. Click in the Subject line located at the top left side of your screen.

   c. Change the contents of the subject line to the fax extension number you defined in the Auto-Attendant Administration Window (Figure 2-3).

4. Select the fax message and forward only the fax component of the message to the main auto-attendant.
5. If the same fax message is to be used by a different nested auto-attendant, you need to repeat Steps 3 and 4 of this procedure.
6. If you have different faxes for nested auto-attendants, repeat Steps 2-4 of this procedure.

   Each fax will have its own subject line containing the fax extension number.

Removing a Multimedia Auto-Attendant

To remove a multimedia auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select

   ```
   > MM Auto-Attendant Administration
       > Auto-Attendant Administration
   ```

   The system displays the Auto-Attendant Administration window (Figure 2-3).
2. Enter the auto-attendant to be removed.
3. Press F8 (Chg-Keys).
4. Press F2 (Delete).

   The system displays a confirmation window (Figure 2-7).

Figure 2-7. Confirmation Window

5. Select **Yes**.

   The system displays the Result of Auto-Attendant Administration window (Figure 2-8).

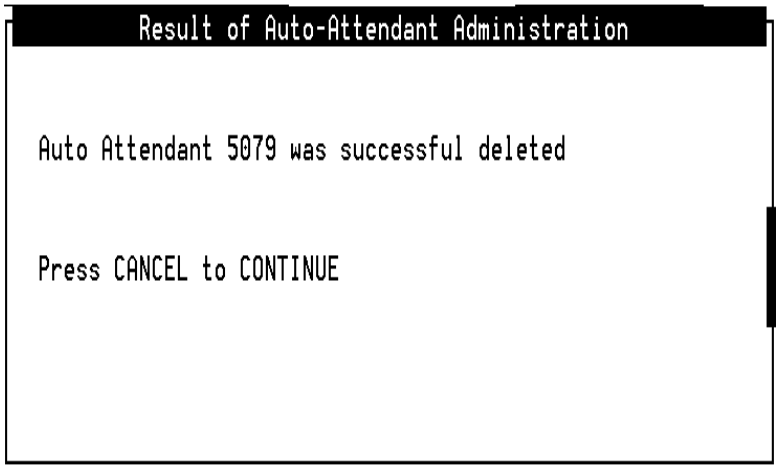


Figure 2-8. Result of Auto-Attendant Administration Window

6. Press F3 (Enter).
7. Enter **exit**
8. Press F6 (Cancel) until you return to the INTUITY Administration menu.

Replicating a Multimedia Auto-Attendant

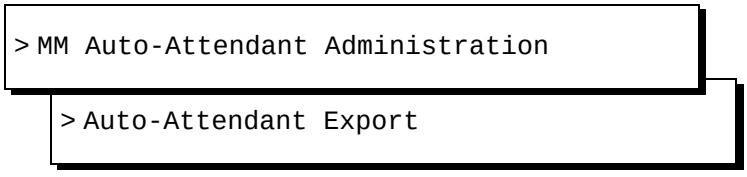
To replicate a multimedia auto-attendant, do the following:

To export

1. Log in to the INTUITY system as **sa**.

   The system displays the INTUITY Administration menu.

2. From the INTUITY Administration menu, select

3. Press ENTER.

   The system displays the following:

   ```
   Checking for Auto Attendant GREETING File
   Checking for Auto Attendant Routing Table File
   Checking for Auto Attendant Voice Files
   Checking for Business Schedule Definition Files
   Checking for Holiday Schedule Definition Files
   Checking for Auto Attendant Definition Files
   Checking for Auto Attendant FAX Files
   Bundling Files


   Select Output Medium
   1. Diskette
   2. Tape
   3. Press any other key to exit
   Enter Output Medium Type (1-2)
   ```

4. Select either 1 or 2 and place either a diskette or tape into the disk or tape drive.

5. Press ENTER**.**

   The system begins the export operation.

   NOTE:
   After the export operation complete, the system returns you to the INTUITY Administration menu.

   NOTE:
   Make a record of the Class of Service (COS) along with by the main auto-attendants on the system where export is being completed. It is important that a similar COS having the same numeric value be defined on the importing system for the import operation to work seamlessly.

To import

1. Log in to the INTUITY system as **sa**.

   The system displays the INTUITY Administration menu.

2. From the INTUITY Administration menu, select

```
> MM Auto-Attendant Administration
    > Auto-Attendant Export
```

3. Press ENTER.

   The system displays the following:

```
Checking for Auto Attendant GREETING File
Checking for Auto Attendant Routing Table File
Checking for Auto Attendant Voice Files
Checking for Business Schedule Definition Files
Checking for Holiday Schedule Definition Files
Checking for Auto Attendant Definition Files
Checking for Auto Attendant FAX Files
Bundling Files


Select Input Medium
1. Diskette
2. Tape
3. Press any other key to exit
Enter Output Medium Type (1-2)
```

4. Select either 1 or 2 and place either a diskette or tape into the disk or tape drive.

5. Press ENTER.

   The system begins the import operation.

   After the import has completed, the system responds with the following message, `Press any key to continue`.

6. Press any key to continue.

   The system returns you to the MM Auto-Attendant Administration menu.

7. Press F6 (cancel) until you return to the INTUITY Administration menu.

Re-adding the Main Auto-Attendants

NOTE:
If the COS used by the exporting system is already in use in the importing system, and it is impossible to reuse the same number COS for the main auto-attendants, create a new COS.

Complete the following instructions to finish the import operation.

NOTE:
If you are creating a new COS, see "Setting Up a Multimedia Auto-Attendant Class of Service".

1. From the INTUITY Administration menu (Figure 2-1), select AUDIX Administration.

   The system takes you to the Add Subscriber screen.

2. On the command line for AUDIX, enter **add subscriber *yyy*** where ***yyy*** is one of the main auto-attendants you have imported.

3. Press ENTER.

   The system takes you to the Add Subscriber screen.

4. In the `Name` field, type the name of the auto-attendant subscriber as ***xxx***. This must be a unique name.

   Accept the defaults for all the other fields.

5. Press F3 (enter).

   The system displays the following message:
   `command successfully completed.`

6. At the command line type **exit**

   The system takes you to the INTUITY Administration menu (Figure 2-1).

7. Select MM Auto-Attendant Administration.

   The system takes you to the MM Auto-Attendant Administration menu.

8. Select Auto-Attendant Administration.

   The system takes you to the Auto-Attendant Administration window (Figure 2-3).

9. In the `Auto-Attendant` field, press Press F2 (choices) and select the auto-attendant you just added in Step2.

10. Press ENTER and accept the defaults for all the other fields except if you have a new COS. If you have a new COS, enter it in the `COS` field.

11. Press F8 (chg-keys).

12. Press F3 (change).

    The system takes you to the Result of Auto-Attendant Administration window (Figure 2-8) and displays the following message:
    `auto-attendant xxxx was successfully changed.`

13. Press F6 (cancel) until you return to the INTUITY Administration menu.

NOTE:
Repeat the procedure for re-adding the main auto-attendants for the rest of the main auto-attendants you have imported.

Multimedia Automated Attendant Reports

3

What's in This Chapter?

This chapter describes the reports available for the Aria User Interface on INTUITY multimedia automated attendant. These reports include:

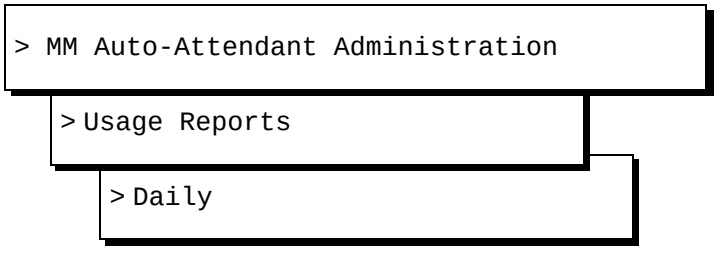
- Daily usage report
- Hourly usage report

Daily Usage Report

The daily usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified date.

To generate a daily usage report for an auto-attendant, do the following:

1. Starting at the INTUITY Administration menu, select



The system displays the Daily Reports selection window (Figure 3-1).

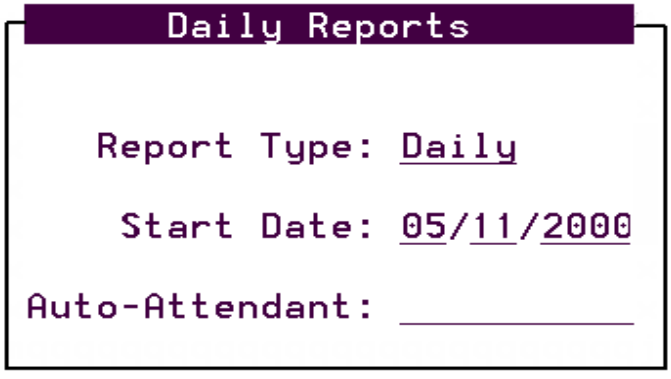


Figure 3-1. Daily Reports Selection Window

2. Complete the Daily Reports selection window using the information in Table 3-1.

Table 3-1. Daily Reports Selection Window Field Descriptions

Field	Description	Valid Input
`Report Type:`	Indicates the type of report to be generated.	Default is **Daily**
`Start Date:`	First date on which data should be reported.	mm/dd/yy; the default is the current date
`Auto Attendant:`	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or **all**

3. Press F3 (Save).

   The system displays the Daily Reports window (Figure 3-2).

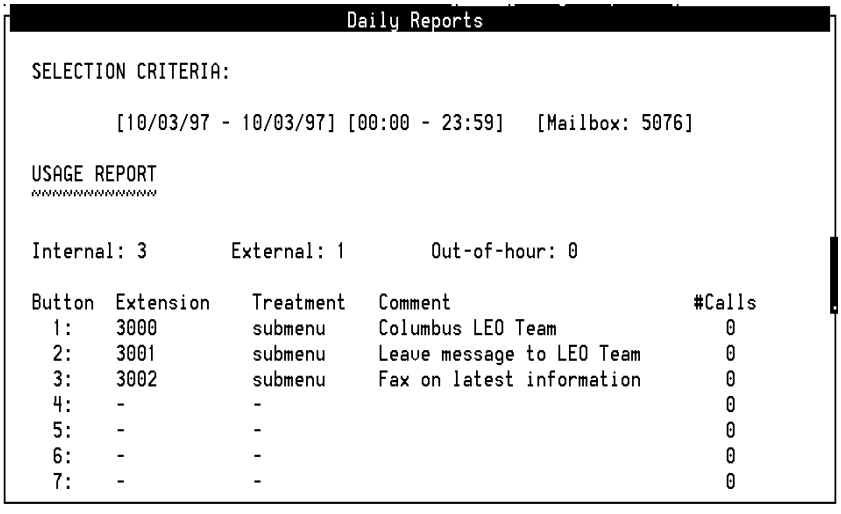


Figure 3-2. Daily Reports Window

4. Review the field descriptions for the Daily Reports as listed in Table 3-2.

Table 3-2. Daily Reports Field Descriptions

Field	Description
`Selection Criteria:`	Criteria by which you define the date to be reported for a specific multimedia auto-attendant extension. The system generates a report for the date you specified.
`Usage Report`	
`Internal:`	Total number of internal calls to this multimedia auto-attendant.
`External:`	Total number of external calls to this multimedia auto-attendant.
`Out-of-hour:`	Total number of out-of-hours calls to this multimedia auto-attendant.
`Button (1-10)`	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
`Extension`	Mailbox extension mapped to the telephone button.

(1 of 2)

Table 3-2. Daily Reports Field Descriptions

Field	Description
Treatment	Enter **fax** to allow material to be faxed back to the caller. Enter **submenu** to transfer the call to a nested multimedia auto-attendant without going through the switch. Enter **transfer** to transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly. Enter **guest greeting** to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly. **NOTE:** Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed. Enter **call-answer** to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.
#Calls	Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.

(2 of 2)

5. Press F6 (Cancel) to return to the Usage Reports menu.

Hourly Usage Report

The hourly usage report is used to track the usage of a multimedia auto-attendant and its nested auto-attendants for a specified hour.

To generate a hourly usage report for an auto-attendant, do the following:

1. Start at the Usage Reports menu, and select

   ```
   Hourly
   ```

   The system displays the Hourly Reports selection window (Figure 3-3).

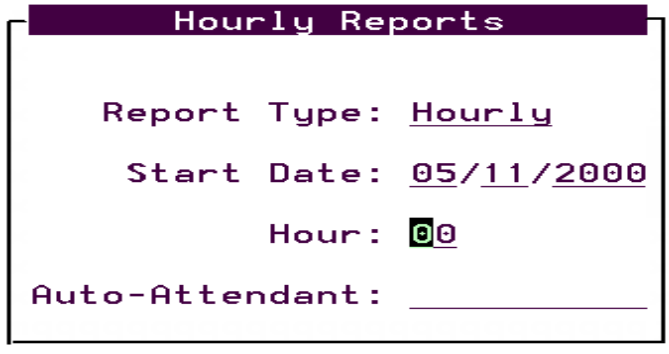


Figure 3-3. Hourly Reports Selection Window

2. Complete the Hourly Reports selection window using the information in Table 3-3.

Table 3-3. Hourly Reports Selection window Field Descriptions

Field	Description	Valid Input
`Report Type:`	The type of report to be generated.	Default is **Hourly**
`Start Date:`	First date on which data should be reported.	mm/dd/yy; default is the current date
`Hour:`	Number of hours for which data should be reported.	2 digits (based on 24-hour clock) **NOTE:** When you enter a number, the system generates a report from the current hour less the entered hour value to the present hour. For example, if you enter **10** at 3:00pm, the system generates a report which will include data posted from 5:00am to 3:00pm. The maximum number of hours you can enter can vary depending on the time you enter this information. Specifically, the maximum number is the current hour expressed in 24-hour format.
`Auto Attendant:`	Multimedia auto-attendant mailbox extension for which the report will be generated.	3 to 10 digits, or **all**

3. Press F3 (Save).

The system displays the Hourly Reports (Figure 3-4).

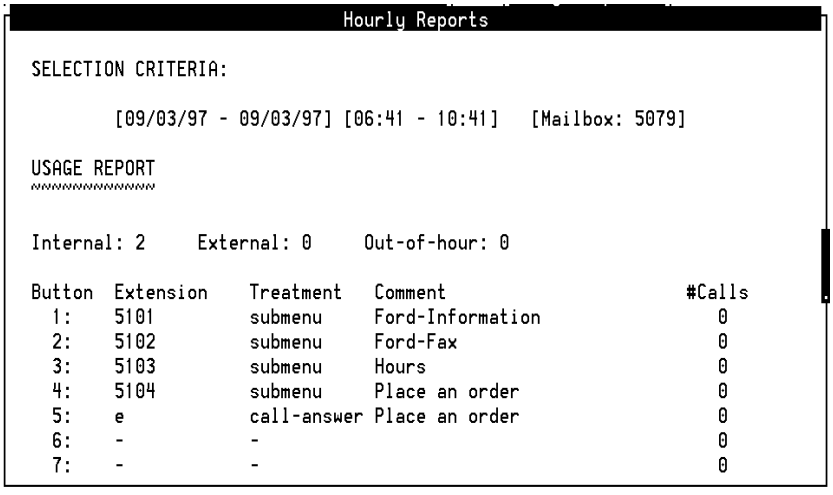


Figure 3-4. Hourly Reports Window

4. Review the field descriptions for the Hourly Reports as listed in Table 3-4.

Table 3-4. Hourly Usage Report Field Descriptions

Field	Description
Selection Criteria:	Criteria by which you define the number of hours to be reported for a specific multimedia auto-attendant extension. The system generates a report for the hours you specified. **NOTE:** If you enter 10 hours, the report will create a range from the current time less 10 hours. For example, if the current time is 12:00am, and you enter 10 hours, the system generates a report from 2:00am to 12:00am. The maximum hours you can enter is 10.
Usage Report	
Internal:	Total number of internal calls to this multimedia auto-attendant.
External:	Total number of external calls to this multimedia auto-attendant.
Out-of-hour:	Total number of out-of-hours calls to this multimedia auto-attendant.
Button (1-10)	Telephone buttons to be defined for call transfer functions for this multimedia auto-attendant.
Extension	Mailbox extension mapped to the telephone button.

Table 3-4. Hourly Usage Report Field Descriptions

Field	Description
Treatment	Enter **fax** to allow material to be faxed back to the caller. Enter **submenu** to transfer the call to a nested multimedia auto-attendant without going through the switch. Enter **transfer** to transfer the call directly to the corresponding extension number. The transfer must be a valid number on the switch for this to function correctly. Enter **guest greeting** to initiate the guest greeting feature. This feature is used when user's who have voice mailboxes call in for messages, but do not have actual telephone extensions on the switch. A valid subscriber must be created for this to function correctly. **NOTE:** Regardless of the interface style, a guest greeting treatment will force an Aria style call-answer to be executed. Enter **call-answer** to transfer the call directly into the mailbox for this extension without actually ringing the subscriber's telephone. A valid subscriber must be created for this to function correctly.
Comment	This is an optional field that can be used for any notation that may help to identify the extension. This could be helpful should you need to modify the attendant's functions or re-record the attendant menu at a later date.
#Calls	Total number of calls that used this multimedia auto-attendant to access the mailbox extension mapped to this telephone button.

(2 of 2)

5. Press F6 (Cancel) until you return to the INTUITY Administration menu.

Glossary

5ESS Switch
A central office switch manufactured by Lucent Technologies that can be integrated with the Lucent INTUITY system.

A

accessed message
A message that was received and scanned (either the entire message or just the header).

ACA
See *automatic circuit assurance*.

ACD
See *automatic call distribution*.

activity menu
The list of options spoken to users when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP
See *administration and data acquisition package*.

address
INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the * A (Address) command.

adjunct
A separate system closely integrated with a switch, such as a Lucent INTUITY system or a call management system (CMS).

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

administration and data acquisition package (ADAP)
A software package that allows the system administrator to transfer system user, maintenance, or traffic data from an INTUITY AUDIX system to a personal computer (PC).

ADU
See *asynchronous data unit*.

alarm log
A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms
Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

American wire gauge (AWG)
A standard measuring gauge for nonferrous conductors.

AMIS
See *Audio Messaging Interchange Specification*.

AMIS prefix
A number added to the destination number to indicate that it is an AMIS analog networking number.

analog networking
A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal
In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement
A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment
A numbered piece of spoken information that makes up a system message or prompt.

antistatic
A treatment for material to prevent the build-up of static electricity.

API
See *application programming interface.*

application
A computer software program.

application identifier
A two-letter code used in the administrator's log to identify the application or subsystem for which an alarm is being generated. There are eight application identifiers as follows: CA (Call Accounting), ML (MERLIN LEGEND), MT (Maintenance), NW (Digital Networking), SW (Switch Integration), VM (Voice Messaging), VP (Voice Processing), and VR (Voice Response).

application programming interface (API)
A set of formalized software calls and routines that an application program can reference to access underlying network services.

assemble, load, and test (ALT)
The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

ASP
advanced signal processor

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than time. See also *synchronous communication*.

asynchronous data unit (ADU)
An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs for use with the Lucent INTUITY system include Z3A1 or Z3A4.

asynchronous transmission
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Lucent INTUITY system provides asynchronous EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

attendant console
A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)
An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent.

Audio Information Exchange (AUDIX)
A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX
See *Audio Information Exchange*.

autodelete
An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

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

automatic call distribution (ACD)
The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users to the system. See also *call-distribution group*.

automatic circuit assurance (ACA)
A feature of the switch that keeps records of both very long and very short calls and notifies the attendant when these calls exceed a certain parameter. The logic is that many very short calls or

one very long one may suggest a trunk that is hung, broken, or out of order. The attendant can then physically dial into the trunk to check it.

automatic message scan
An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY FAX Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint
An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

autoscan
See *automatic message scan*.

AWG
See *American wire gauge*.

B

background testing
Testing that runs continuously when the system is not busy doing other tasks.

backplane
A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup
A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)
A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

basic call transfer
The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access
See *basic rate interface*.

basic rate interface (BRI)
International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

body
The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

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

boot filesystem
The filesystem from which the system loads its initial programs.

BRI
See *basic rate interface*.

broadcast messaging
An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC
See *binary synchronous communications*.

buffer
A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

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

bundling
Combining several calls and handling them as a single call. See also *automatic message scan*.

bus
An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release
To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports can be busied out if they appear faulty or when maintenance tests are run.

C

CA
Call accounting system application identifier. See *application identifier*.

call accounting system (CAS)
A software device that monitors and records information about a calling system.

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

call-answer language choice
The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number
In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call classification analysis (CCA)
A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls.

call coverage
A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system can be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call data handler process (CDH)
A software process that accumulates generic call statistics and application events.

call detail recording (CDR)
A switch feature that uses software and hardware to record call data. See also *call detail recording utility*.

call detail recording utility (CDRU)
Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices. See also *call detail recording*.

call delivery
See *message delivery*.

call-distribution group
The set of analog port cards on the switch that connects switch users to the Lucent INTUITY system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)
An inbound call distribution and management reporting package.

called tone (CED tone)
The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)
The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)
The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring
A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage
An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS
See *call accouting system*.

CCA
See *call classification analysis.*

CDH
See *call data handler process*.

CDR
See *call detail recording*.

CDRU
See *call detail recording utility (CDRU).*

CED tone
See *called tone*.

CELP
See *code excited linear prediction*.

central office (CO)
An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
The component of the computer that manipulates data and processes instructions coming from software.

channel
A telecommunications transmission path for voice and/or data.

channel capacity
A measure of the maximum bit rate through a channel.

class of restriction (COR)
A feature that allows up to 64 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also *class of service*.

class of service (COS)
The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox). See also *class of restriction*.

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Lucent INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

CMS
See *call management system*.

CNG tone
See *calling tone*.

CO
See *central office*.

COR
See *class of restriction*.

COS
See *class of service*.

code excited linear prediction (CELP)
An analog-to-digital voice coding scheme.

collocated
A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct
Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode
A numbering system for telecommunications equipment used by Lucent Technologies. Each comcode is a 9-digit number that represents a specific piece of hardware, software, or documentation.

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

community
A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message
A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then
handles as a single message.

configuration
The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS
See *class of service*.

coverage path
The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU
See *central processing unit*.

cross connect
Distribution-system equipment used to terminate and administer communication circuits.

cross connection
The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI
See *called subscriber information*.

CTS
See *clear to send*.

D

DAC
See *dial access code*.

database
A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data communications equipment (DCE)
Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)
A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link
A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)
A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Lucent INTUITY system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set
Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)
Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

DBP
See *data base processor*.

DCE
See *data communications equipment*.

DCIU
See *data communications interface unit*.

DCP
See *digital communications protocol*.

DCS
See *distributed communications system*.

debug
See *troubleshooting*.

dedicated line
A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

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

default community
A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number
The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

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

demand testing
Testing performed on request (usually by service personnel).

diagnostic testing
A program run for testing and determining faults in the system.

dial-ahead/dial-through
The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string
A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)
An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID
See *direct inward dialing*.

digital communications protocol (DCP)
A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking
A method of transferring messages between messaging systems in a digital format. See also *INTUITY AUDIX Digital Networking*.

digital signal processor (DSP)
A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch
See *dual in-line package switch*.

direct inward dialing (DID)
The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)
A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory
1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing * * N at the activity menu. 2. A group of related files accessed by a common name in software.

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

distributed communications system (DCS)
A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list
See *mailing list*.

DMA
See *direct memory access*.

DNIS
See *dialed number identification service*.

domain
An area where data processing resources are under common control. The INTUITY AUDIX system is one domain and an e-mail system is another domain.

DSP
See *digital signal processor*.

DSU
See *data service unit*.

DTE
See *data terminal equipment*.

DTMF
See *dual tone multifrequency*.

dual in-line package (DIP) switch
A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings
The capability of INTUITY AUDIX users to create personal greetings in two different languages— one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)
A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface
A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

ELA
Enhanced-List Application

electrostatic discharge (ESD)
Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail
See *e-mail*.

electrostatic discharge (ESD)
The discharge of a static charge on a surface or body through a conductive path to ground, ESD can damage integrated circuits.

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

enabled/disabled
The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint
See *fax endpoint*.

enhanced call transfer
An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface (ESDI)
A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message
A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors
Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply
The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses #.

escape to attendant
An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD
See *electrostatic discharge*.

ESDI
See *enhanced serial data interface*.

event
An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facilities restriction level (FRL)
A value that determines which types of calls the users of a switch are allowed to make.

facility out-of-service (FOOS)
State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile
1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine, but can remain stored electronically.

fax
See *facsimile*.

fax addressing prefix
Uniquely identifies a particular fax nodepoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint
Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix
A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field
An area on a screen, menu, or report where information can be typed or displayed.

FIFO
See *first-in/first-out*.

file
A collection of data treated as a basic unit of storage.

filename
Alphanumeric characters used to identify a particular file.

file redundancy
See *mirroring*.

file system
A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)
A method of processing telephone calls or data in which the first call or data to be received is the first call or data to be processed.

F key
See *function key*.

FNPAC
See *foreign numbering-plan area code*.

FOOS
See *facility out-of-service*.

foreign exchange (FX)
A central office (CO) other than the one providing local access to the public telephone network.

foreign numbering-plan area code (FNPAC)
An area code other than the local area code that must be dialed to call outside the local geographical area.

format
To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

FRL
See *facilities restriction level*.

function
Individual steps or procedures within a mailbox activity.

function key (F key)
A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

FX
See *foreign exchange*.

G

Generic 1, 2, or 3
Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape
A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS
See *grade of service*.

grade of service (GOS)
A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax
A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password
A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive
A high-capacity data-storage and -retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

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

host switch
The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group
A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See *INTUITY messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required file-systems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

integrated services digital network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

L

label
The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3.3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN
See *local area network*.

last-in/first-out (LIFO)
A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD
See *liquid crystal display.*

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED
See *light emitting diode*.

LIFO
See *last-in/first-out*.

light emitting diode (LED)
A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)
The 10-character alphanumeric display that shows the status of the system, including alarms.

load
The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)
A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of Lucent INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local AUDIX machine
The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation
A switch, adjunct, or peripheral device installed physically near the host switch or system. See also *collocated*.

local network
An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

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

login announcement
A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes
Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC
See *leave word calling*.

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

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

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

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

major alarm
An alarm detected by Lucent INTUITY software that affects at least one fourth of the Lucent INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS
See *manually out-of-service*.

manually out-of-service
State of operation during which a unit has been intentionally taken out of service.

MAP
See *multi-application platform*.

mean time between failures
The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type
The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

memory
A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

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

menu tree
The way in which nested automated attendants are set up.

message categories
Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component
A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery
An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager
See *INTUITY Message Manager*.

message waiting indicator (MWI)
An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)
See *message-waiting indicator*.

migration
An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring
A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

ML
MERLIN LEGEND application identifier. See *application identifier*.

mode code
A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem
A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular
A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)
A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs can connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
See *modular processor data module*.

MT
Maintenance application identifier. See *application identifier*.

MTBF
See *mean time between failures*.

multi-application platform (MAP)
The computer hardware platform used by the Lucent INTUITY system.

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

MWI
See *message waiting indicator*.

N

networking
See *INTUITY AUDIX Digital Networking*.

networking prefix
A set of digits that identifies a Lucent INTUITY machine.

night attendant
The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message
A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

NPA
See *numbering plan area*.

NT
Networking application identifier. See *application identifier*.

MWL
See *message waiting lamp*.

Numbering plan area
Formal name for 3-digit telephone area codes in North America. Within an area code, no two telephone lines may have the same 7-digit phone number. The code is often designated as NXX, to indicate the three digits.

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

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

open systems interconnection (OSI)
An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)
The set of software programs that runs the hardware and interprets software commands.

option
A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS
See *operating system*.

OSI
See *open systems interconnection*.

outcalling
A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox
A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission
The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password
1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login.*

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

PBX
See *private branch exchange*.

PC
See *power converter*.

PDM (processor data module)
See *modular processor data module (MPDM)*.

peripheral device
Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory
An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension
See *secondary extension*.

PI
See *processor interface*.

PIB
See *processor interface*.

pinouts
The signal description per pin number for a particular connector.

PMS
See *property management system*.

port
A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST
See *power-on self test*.

power on self test (POST)
A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

priority call answer
An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses 2 after recording.

priority messaging
An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling
An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)
An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list
A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging
A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)
See *modular processor data module (MPDM)*.

processor interface (PI)
A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key
See *function key*.

property management system (PMS)
A product used by lodging establishments to automate the management of guest records, reservations, room assignments, and billing. In an integrated PMS environment, special software links the PMS to the Lucent INTUITY Lodging system so that both systems share a common set of messages and commands.

protocol
A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list
A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter
A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM
See *random access memory.*

random access memory (RAM)
The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

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

reboot
See *boot.*

remote access
Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation
A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance
The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center.*

remote network
A network in which the systems are integrated with more than one switch.

remote service center
A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance.*

remote terminal
A terminal connected to a computer over a telephone line.

remote users
INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN
See *ringer equivalence number.*

reply loop escape
An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender
An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)
One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the * R (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time
The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)
A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee
A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)
A number required in the United States for registering your telephone equipment with a service provider.

ROM
See *read-only memory*.

RS-232
See *EIA interface*.

RTS
See *request to send*.

RUK
See *reusable upgrade kit*.

S

SCA
See *switch communications adapter*.

scan
To automatically play mail messages, headers, or both.

scheduled delivery time
A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

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

SCSI
See *small computer system interface*.

secondary extension
A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission
The transmission of one bit at a time over a single wire.

server
A computer that processes and stores data that is used by other smaller computers. For Lucent INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

shielded cables
Cables that are protected from interference with metallic braid or foil.

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

simplified message service interface (SMSI)
Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

simplified message desk interface (SMDI)
Also known as station message desk interface. Type of data link from the central office that contains information and instructions for the Lucent INTUITY system. With SMDI, the caller need not re-enter the called number once the call terminates to the Lucent INTUITY system. See also *simplified message service interface*.

single in-line memory module (SIMM)
A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMDI
See *station message desk interface*.

SMDR
See *station message detail recording*.

SMSI
See *simplified message service interface*.

SP
signal processor

SSP
scaleable signal processor

station message desk interface (SMDI
See *simplified message desk interface*.

station message detail recording
See *call detail recording (CDR)*.

subscriber
A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge
A sudden rise and fall of voltage in an electrical circuit.

surge protector
A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW
Switch integration application identifier. See *application identifier*.

switch
An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access
A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook
The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash
A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration
Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)
A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network
Two or more interconnected switching systems.

synchronized mailbox
A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer
The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission
A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

System 75
An advanced digital switch manufactured by Lucent Technologies that supports up to 800 lines for voice and data communications.

System 75
An advanced digital switch manufactured by Lucent Technologies that supports up to 3000 lines for voice and data communications.

system configuration
See *configuration*.

T

T.30
The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

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

tape drive
The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP
See *transmission control protocol/internet protocol*.

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

telecommunications device for the deaf (TDD)
A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal
See *display terminal*.

terminal type
A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor
A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)
A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring
A term used to denote the analog telecommunications interface.

tone generator
A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

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

translations
Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)
A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R
See *tip/ring*.

troubleshooting
The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server
A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

TTS
Text-to-Speech

U

UCD
See *uniform call distribution*.

Undelete
An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing * U.

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

unequipped
See *equipped/unequipped*.

unfinished message
A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)
The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply (UPS)
An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system
A multi-user, multi-tasking computer operating system.

upgrade
An installation that moves a Lucent INTUITY system to a newer release.

untouched message
An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the * * H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS
See *uninterruptable power supply*.

U. S. 123
An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "*Press star three,"* instead of, *"Press star D*."

user interface
The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

user population
A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector
A customized program in the switch for processing incoming calls.

VM
Voice messaging application identifier. See *application identifier*.

voice link
The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail
See *voice message*.

voice mailbox
See *mailbox*.

voice message
Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port
The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal
A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing
1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

VP
Voice platform application identifier. See *application identifier*.

VR
Voice response application identifier. See *application identifier*.

W

WAN
See *wide area network*.

wide area network (WAN)
A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window
That portion of the Lucent INTUITY user interface through which you can view system information or status.

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