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INTUITY Release 3.0 Planning for Migrations



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About This Book

Overview

This book provides a description of the preparations and post-administration necessary when migrating to the INTUITY system from one of the following systems:

- AUDIX R1
- DEFINITY AUDIX
- AUDIX Voice Power
- AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)
- AUDIX Voice Power Lodging

It also provides a comparison between the $\ensuremath{\mathsf{INTUITY}}$ system and the system you are replacing.

Intended Audience

This document is intended for the following audiences:

- AT&T customers who have bought an INTUITY system
- INTUITY system administrators, who are responsible for all system level aspects of the INTUITY system
- AT&T and AT&T-certified sales and service personnel who must plan for and manage a migration to an INTUITY system



Actual procedures for the transfer of data to an INTUITY system are contained in *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

Related Resources

In addition to this book, you may need to reference the following books:

Document	Document Number	Issue
INTUITY™ MAP/5 Hardware Installation	585-310-146	2
INTUITY™ MAP/40 Hardware Installation	585-310-138	2
INTUITY™ MAP/100 Hardware Installation	585-310-139	2
INTUITY [™] Software Installation for Release 3.0	585-310-160	2
INTUITY™ Release 3.0 Migration Procedures	585-310-233	2
INTUITY™ Platform Administration and Maintenance for Release 3.0	585-310-557	2
INTUITY™ AUDIX® Release 3.3 Administration and Feature Operations	585-310-552	3
INTUITY™ AUDIX® Digital Networking Administration	585-310-533	2
AMIS Analog Networking	585-300-512	6
INTUITY™ Lodging Administration and Feature Operations	585-310-559	1
INTUITY™ Lodging Property Management System Specifications	585-310-234	1
INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3	585-310-214	4
INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2	585-310-215	2
INTUITY™ Integration with MERLIN LEGEND® Communications System	585-310-231	2
INTUITY™ Integration with the 5ESS® Switch	585-310-219	2
INTUITY™ Integration with DMS-100	585-310-223	2
INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1	585-310-221	2
INTUITY™ Integration with Mitel™	585-310-222	2
INTUITY [™] Integration with NEC® NEAX [™]	585-310-216	2
INTUITY™ Integration with ROLM™ 8000, 9000, 9571	585-310-220	2

Trademarks and Service Marks

The following trademarked products are mentioned in the books in the INTUITY library:

- ATTM is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of AT&T.
- BT-542BTM is a trademark of BusLogic Inc.
- COMSPHERE® is a registered trademark of AT&T Paradyne Corp.
- CONVERSANT® is a registered trademark of AT&T.
- DEFINITY® is a registered trademark of AT&T in the U.S. and throughout the world.
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- Equinox[™] is a trademark of Equinox Systems, Inc.
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- MEGAPORTTM is a trademark of Equinox Systems, Inc.
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- MERLIN LEGEND® is a registered trademark of AT&T.
- Microcom Networking Protocol[®] is a registered trademark of Microcom, Inc.
- Microsoft[®] is a registered trademark of Microsoft Corporation.
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- Netware® is a registered trademark of Novell, Inc.
- Netware® Loadable Module[™] is a trademark of Novell, Inc.
- NLM® is a registered trademark of Novell, Inc.
- Northern Telecom[®] is a registered trademark of Northern Telecom Limited.
- Novell® is a registered trademark of Novell, Inc.
- ORACLETM is a trademark of Oracle Corporation.
- Paradyne® is a registered trademark of AT&T.

- Phillips® is a registered trademark of Phillips Screw Company.
- Rolm® is a registered trademark of International Businss Machines.
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Planning for an AUDIX R1 Migration

1

Overview

This chapter provides:

- A comparison between AUDIX R1 features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Migration tasks for which you, the customer, are responsible for completing

When you are migrating an AUDIX R1 system to an INTUITY system, AT&T supports the transfer of subscriber data for the following AUDIX R1 releases:

- R1V5
- R1V6
- R1V7
- R1V8

Comparison of AUDIX R1 and INTUITY

The following sections describe the differences between the AUDIX R1 system and the INTUITY system.

Capacities

The INTUITY system exceeds the AUDIX R1 system in voice messaging capacity. Table 1-1 compares the maximum capacities of both systems.

Capacity	AUDIX R1 (tower)	Intuity
Voice ports ¹	32	64 on a MAP/100 42 on a MAP/40 18 on a MAP/5
Voice storage hours	474	1280 on MAP/100 (without mirroring) 470 on MAP/100 (with mirroring) 445 on MAP/40 (without mirroring) 175 on MAP/40 (with mirroring) 205 on MAP/5 (no mirroring available)
Local subscribers ²	4,000	20,000 on MAP/100 15,800 on MAP/40 2,400 on MAP/5
Networked systems	100	500
Network ports	6	12 on MAP/100 8 on MAP/40 4 on MAP/5
Remote subscribers	28,000	500,000 on MAP/100 200,000 on MAP/40 (1000 local subscribers) 26,000 on MAP/5 (500 local subscribers)

Table 1-1. Maximum Capacity of AUDIX R1 and INTUITY

^{1.} INTUITY FAX Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of subscribers the INTUITY system can accommodate.

^{2.} The number of local and remote subscribers that the INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

You can connect the INTUITY machine to the most of the same AUDIX R1 switches. Table 1-2 lists the supported switches and data communications hardware for the systems:

INTUITY Systems			
	Integration Hardware		
Switches	AUDIX R1	ΙΝΤUITY	
System 75 R1V3 only	SCI,PI	SCI,PI	
DEFINITY Generic 1	PI	PI	
System 85 (R2V2 and later)	DCIU	N/A	
System 85 (R2V4 only)	N/A	DCIU	
DEFINITY Generic 3s	PI	PI	
DEFINITY Generic 3i	PI	PI	
DEFINITY Generic 3r	PGATE	PGATE	
DEFINITY Generic 2.1	DCIU	DCIU	
DEFINITY Generic 2.2	DCIU	DCIU	
DEFINITY Generic 3 V2	PI or PGATE	PI or PGATE	
DEFINITY Generic 3 V3	PI or PGATE	PI or PGATE	
5ESS	Switch Communications Adapter (SCA), Advanced Communications Package (ACP), or 3A SMSI Translator	3A SMSI Translator or SMSI with 202T Modem	
Northern Telecom DMS100	1x67BC Terminal Card	SMSI with a 202T Modem	
NEC NEAX 2400	N/A	SIDs	
NEC NEAX 2400	N/A	NEC NEAX 2400	
Rolm 8000, 9000, 9751	N/A	Rolm 8000, 9000, 9751	

Table 1-2.	Switch and Integration Hardware Comparison of AUDIX R1 and
	INTUITY Systems

	Integration Hardware	
Switches	AUDIX R1	ΙΝΤυΙΤΥ
Northern Telecom SL-1	Serial Data Interface (SDI) with IVMS protocol	SIDs
Meridian, Meridian SL-1	N/A	SIDs
MERLIN LEGEND	N/A	N/A; uses IVC6 ports

Table 1-2. Switch and Integration Hardware Comparison of AUDIX R1 and INTUITY Systems — Continued

INTUITY Subscriber Features

The INTUITY system offers additional or different subscriber features to those which you had with your AUDIX R1 system.

INTUITY FAX Messaging

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)
- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

End of message warning

Caller is warned when the call is approaching the maximum allowable length for a message.

AMIS analog networking

Subscriber can send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones.

"0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.

Undelete key

Subscriber can press $\circledast \circledast \boxdot$ to recover a message just deleted.

• 60-digit outcalling numbers with # as a digit

Subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) sign within the number, a common requirement for pagers.

Dual language greetings

Subscribers can create two multi-lingual personal greetings.

Turn off Call Answering

When a subscriber is on vacation or away from the office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, the system tells the caller that the subscriber's mailbox is not accepting messages.

INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

 \blacksquare NOTE:

The Message Manager feature also requires the purchase and installation of an Ethernet card.

Priority call answer messages

When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message.

 \blacksquare NOTE:

This capability is turned on or off system-wide.

Escape from Reply-to-Sender

Subscriber who inadvertently gets into the Reply-to-Sender dead-end (replying to a non-subscriber) can press **#** to return to the getting messages.

Retention of non-addressed messages

Subscriber receives a prompt to enter an address after the first failure to enter an address.



The message is lost on the second failure.

Reminder during message addressing

Subscriber who has addressed a message but fails to enter any other touch-tones within the next 5 seconds receives a reminder message. This message reminds the subscriber that message addressing is not complete and the message will not be sent.

Speech quality is higher

System prompts and recorded messages sound better.

Greater touchtone input time to allow for rotary phone conversion

Administrator can extend the length of time (up to 12 seconds) the system will wait for touch-tone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.

Sending voice mail

INTUITY automatically places the subscriber in a single delivery options menu, from which they can select any or all options or send the message immediately.

Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.

\blacksquare NOTE:

If the subscriber is sending a fax only, they must address the fax before sending it.

Leaving private messages

Subscriber can make a call answer message private after approving the message.

Dial through error prompts

Subscriber gets an immediate beep if an invalid button is pressed. The subscriber can then dial through the error message without listening to it.

INTUITY Administration Features

The INTUITY system offers additional or different administration features to those of the AUDIX R1 system.

Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.

\blacksquare NOTE:

Using the SAT order can be very helpful for administrators who also administer the switch.

Multiple login levels

Two levels of logins are available:

- system administrator (sa)
- voice messaging administrator (vm).

\blacksquare NOTE:

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.

\blacksquare NOTE:

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

Disable Call Answer

Administrator can allow subscribers, via Class-of-Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.

Outgoing print job queue

Administrator can monitor fax print jobs via the Outgoing Print JobQueue screen. This screen is available through the AUDIX Administration menu.

Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

Print screens

Administrator can print screens and reports by pressing the F6 key.

Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

Back-ups

System data is automatically backed-up every night.

NOTE:

Back-ups can be made manually whenever you want. Manual back-ups/restores are easier to do. They do not consist of selecting file systems, as they do in the AUDIX R1 system.

File systems administration

Administrator no longer needs to administer file systems. The INTUITY system maintains the file systems automatically.

System clock

The INTUITY system's clock time not the connected switch's time, it is UNIX system time.

Special features traffic reports

INTUITY system *does not* display the average number of ports in use nor the highest simultaneous ports assigned on the Special Features Traffic reports. However, the maximum simultaneous ports in use is available in the Load Traffic reports.

Voice port ringing at AUDIX shutdown

When the INTUITY AUDIX application is shutdown, but does not include the whole INTUITY system, calls to AUDIX ring but are not answered. If the entire INTUITY system is shutdown, calls to AUDIX receive a busy signal.

AMIS multiple callback numbers and private networks

Administrator can identify more than one call-back number for the system. Thus, a receiving AMIS voice messaging system may be able to respond to INTUITY AUDIX messages over a unique call-back number. This capability lets you create private AMIS voice messaging networks with non-AT&T voice messaging systems.

AUDIX R1 Administrative Features Not Available

The following administrative features associated with the AUDIX R1 system are not available on the INTUITY system.

ADAP PC2AUDIX

The INTUITY system supports only the command line interface of the AUDIX Administration and Data Acquisition Package (ADAP). The INTUITY system *does not* support the PC2AUDIX application of ADAP.

Call detail recording

The INTUITY system *does not* offer the Call Detail Recording (CDR) feature.

Exceeded thresholds in the status line

The INTUITY system *does not* have the thresholds field that appears in the status line of the AUDIX R1 system. However, the alarms field on the INTUITY status line registers a warning when a threshold is exceeded and INTUITY records each event in the Administration Log.

INTUITY Automated Attendant

The INTUITY system offers additional automated attendant features compared to those of the AUDIX R1 system.

Holiday schedule

Administrator can define holidays and assign specific automated attendants to operate on those holidays.

Business week schedule

Administrator can define business hours and assign specific automated attendants to operate during business hours and other attendants for non-business hours.

Verification of complete automated attendant definition

The INTUITY system offers a verification utility that checks for missing elements of an automated attendant. This ensures that the automated attendant will handle calls properly.

INTUITY Administration Tools

The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

- AUDIX voice messaging administration screens
- Menu-driven INTUITY system windows for most other administration

AUDIX Voice Messaging Administration Screens

Voice messaging is administered using with INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, as in the AUDIX R1 system, you enter a verb and object at the command line. Figure 1-1 shows a layout of an INTUITY AUDIX screen.

		System Status Line		
AUDIX	Active	Alarms: none	Logins: 8	
Comma	nd History Line			
	Message Line			
			Function Keys	
enter comman Cancel R		and Line arFld Hel	p Choices NextPage PrevPage	

Figure 1-1. INTUITY AUDIX Screen Layout

INTUITY System Windows

All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the F6 (Choices) key to view and select the valid choices. Figure 1-2 shows an INTUITY system window.



Figure 1-2. Intuity Windows Layout

As you use the INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

Screen Cross-Reference

In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX R1. Table 1-3 is a cross-reference of AUDIX R1 screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

AUDIX R1	ΙΝΤυΙΤΥ	Reference
change extension	Switch Interface Administration	INTUITY Integration with System 75 and DEFINITY CommunicationsS ystem Generic 1 and Generic 3, 585-310-214
		INTUITY Integration with System 85 and DEFINITY Communications System Generic 2, 585-310-215
COS:default COS:1-11	COS	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
filesystem:copy	Backup	INTUITY Platform Administration and Maintenance for Release 3.0 585-310-557
filesystem:detail	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, (585-310-557)
filesystem:file copy	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

AUDIX R1	ΙΝΤUΙΤΥ	Reference
filesystem:list	System Verification	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
help	Help	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
identification	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
list:attendant	List Attendants	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
list:cos	List COS	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
list:extension:loca l	List Extensions	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
list:extension: remote	List Remote Extensions	INTUITY AUDIX Digital Networking, 585-310-553
list:machine	List Machines	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	INTUITY	Reference
list:subscriber	List Subscribers	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:active alarm:specification	Alarm Management	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:audits: fp	Audit Mailbox Audit Mailing Lists Maintenance Logs Audit Networking Data Audit Subscriber Data Audit Personal Directories Audit Voice Files Data	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552 INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:audits: vsp	Audit Mailbox Audit Mailing Lists Maintenance Logs Audit Networking Data Audit Subscriber Data Audit Personal Directories Audit Voice Files Data	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552 INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance: datalink:busyout	Diagnose Switch Link	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance: datalink:release	Diagnose Switch Link	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	ΙΝΤυΙΤΥ	Reference
maintenance: datalink:test	Diagnose Switch Link	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:dbp: equip	Install Disk	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:dbp: unequip	Replace Disk	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:error: display	Alarm Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
<pre>maintenance:error: specification</pre>	Alarm Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:nc:test	Alarm Management	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:network	Remote Connection Test Channel Internal Loop Around Test Modem Loop Around Test Network Loop Around Test Networking Board Trace Networking Board Reset	INTUITY AUDIX Digital Networking, 585-310-553

AUDIX R1	ΙΝΤUITY	Reference
maintenance:scpi:fs w	Diagnose Switch Link	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:scpi: init	Diagnose Switch Link	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:system: hardware status	Diagnostics:View Installed Hardware	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
<pre>maintenance:system: test call</pre>	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:system: vintage	View Installed Hardware View Installed Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:vb: channel status	System Monitor	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
<pre>maintenance:vpc:tes t</pre>	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
<pre>maintenance:vpt:tes t</pre>	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	INTUITY	Reference
maintenance:vsp: busyout	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
maintenance:vsp: equipage	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
shutdown	Shutdown Voice System Stop Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
startup	Start Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
subscriber:deletion	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
subscriber:local	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
subscriber:remote	Remote Subscriber	INTUITY AUDIX Digital Networking, 585-310-553
switch time zone	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	ΙΝΤUITY	Reference
system:activity log: display	Activity Log Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:activity log: specification	Activity Log Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:announcement :detail	Announcement:Fragme nt	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:announcement :filesystems	Annc-set:System Parameters Features: Announcement	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:appearance	System Parameters Features	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:attendant	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:clock	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	INTUITY	Reference
system:filesystems	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
system:limits	System Parameters Limits	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:log:display	Administration Log	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:log: specification	Administration Log	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:outcalling	System Parameters Outcalling	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:sending restrictions	System Parameters Sending Restrictions	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system:thresholds	System Parameters Thresholds	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 1-3.
 Screen Cross-Reference — Continued
AUDIX R1	INTUITY	Reference
system:translation: address	Machine Profiles	INTUITY AUDIX Digital Networking (585-310-553)
		AMIS Analog Networking, 585-300-512
system:translation: alarm resolution	Alarm Report	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
system:translation: analog network	System Parameters Analog-Network	AMIS Analog Networking, 585-300-512
<pre>system:translation: machine:audix/amis/ call delivery</pre>	Machine Profile; Digital Network Machine Administration	INTUITY AUDIX Digital Networking, 585-310-553
	AMIS Analog Machine Administration Remote Machines List	AMIS Analog Networking, 585-300-512
system:translation: network port	Local Machine Administration DCP Channel Configuration RS232 Channel Configuration	INTUITY AUDIX Digital Networking, 585-310-553
system:translation: remote updates	Get Remote Updates	INTUITY AUDIX Digital Networking, 585-310-553
system:translation: switch connection	Switch Interface Administration	Appropriate INTUITY switch integration book
system:translation: voice port	Voice Equipment Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	INTUITY	Reference
traffic:community: day	Community Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:community: hour	Community Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:feature:day	Feature Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:feature:hou r	Feature Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:load:day	Load Day Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:load:hour	Load Hour Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:network load:day	Network Load Day Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1	INTUITY	Reference
traffic:network load:hour	Network Load Hour Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:remote messages:day	Remote Messages Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:remote messages:month	Remote Messages Monthly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:special features:day	Special Features Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:special features:hour	Special Features Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:subscriber: day	Subscriber Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
traffic:subscriber: month	Subscriber Monthly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 1-3.
 Screen Cross-Reference — Continued

AUDIX R1 Screens Without an INTUITY Cross-Reference Screen

The following AUDIX R1 screens have no cross-reference screen in the INTUITY system:

- filesystem:check
- filesystem:mount
- filesystem:unmount
- filesystem:update configuration
- list:volume names
- maintenance:dbp:read:disk
- maintenance:dbp:read:ram
- maintenance:dbp:status
- maintenance:system:error counters

\blacksquare NOTE:

The status line on the AUDIX Administration screens show some of the error information.

- maintenance:tc:test
- maintenance:td-bus:reset
- maintenance:td-bus:status
- maintenance:td-bus:test
- maintenance:tdbi:test
- maintenance:vb:init
- system:cdr
- maintenance:vb:status
- system:translation:machine:adjunct

Migration Processes Overview

You can migrate subscriber data, voice data, and mailing lists using one of these three processes:

Standard Subscriber Migration

Replaces your AUDIX R1 system and allows you to keep your AUDIX R1 system available, for a specified time period, so that subscribers can access old messages.

Tandem Subscriber Migration

AUDIX R1 remains up and running and the migration moves a subset of your AUDIX R1 subscribers to the INTUITY system.

The tandem migration is available only if you have a System 85, Generic 2, or Generic 3r switch. These switches allow a BX.25 data link with more than one AUDIX hunt group.

Enhanced Migration

Allows the migration of mailing lists and subscriber voice data.

Standard Subscriber Migration

The standard subscriber migration replaces the AUDIX R1 system with an INTUITY system. However, you have the option of leaving the AUDIX R1 system temporarily attached to voice ports so that subscribers can access their AUDIX R1 mailboxes for old messages.

The standard subscriber migration assumes that you want to:

- Keep the same phone number for subscribers to call to get their messages.
- Keep your AUDIX R1 system available for subscribers to access old messages
- Minimize the number of voice ports you purchase for your switch. Instead of buying additional voice ports, to which you attach your INTUITY system, you will use most of the existing AUDIX R1 voice ports and use a few ports temporarily for subscribers to access old AUDIX R1 messages.

Automatically Migrated Data

The standard subscriber migration transfers some data automatically from the AUDIX R1 system to the INTUITY system:

- Subscriber data, *excluding*:
 - Password
 - Locked designation
 - User ID
 - Text service machine
- AMIS networked remote subscriber data, *excluding*:
 - Voiced name
 - Non-administered type
- Class of Service data, excluding:
 - Name

Data Not Migrated

The standard subscriber migration does not transfer:

- Subscriber's password
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data

NOTE:

Your installer re-administers remote machine profiles from design engineering specifications, and system administration data from customer supplied worksheets. You must re-enter or re-record all other non-migrated items.

Tandem Subscriber Migration

The tandem subscriber migration activates the INTUITY system on your switch *in addition to* your AUDIX R1.



This migration is available only if you have a System 85, Generic 2, or Generic 3R switch.

The tandem migration requires that you change, using the Switch Station screen, the coverage path of each individual subscriber you want to move to the Intuity system. It also requires that you specify a subset of subscribers to be migrated to the INTUITY system.



This migration is not recommended unless you need more than 64 ports for your voice messaging between networked INTUITY systems. It requires significantly greater processing time when compared to a single INTUITY system on a switch.

Automatically Migrated Data

The tandem subscriber migration transfers some data automatically from the AUDIX R1 system to the INTUITY system:

- Subscriber data, excluding:
 - Password
 - Locked designation
 - User ID
 - Text service machine
- AMIS networked remote subscriber data, excluding:
 - Voiced name
 - Non-administered type
- Class of Service data, excluding:
 - Name

Data Not Migrated

The tandem subscriber migration does not transfer:

- Subscriber's password -
- Customized announcements
- Bulletin board announcements
- Automated attendant menus
- Remote machine profiles
- All other system administration data



You must re-enter or re-record all non-migrated items on the INTUITY system.

Enhanced Migration



CAUTION:

You must complete a standard subscriber migration from AUDIX R1 to the INTUITY system before you begin the Enhanced AUDIX R1 Migration.

The enhanced migration consists of the migration of subscriber voice data and mailing lists from an AUDIX R1 system to the INTUITY system.

\equiv NOTE:

All migrated messages become new messages on the INTUITY system.

Once migration is complete, the INTUITY system replaces the AUDIX R1 system. The AUDIX R1 may be left connected temporarily so that subscribers can listen to any messages stored by the AUDIX R1 before the INTUITY system was placed into service. This allows them to verify that the messages migrated and to obtain header information for the migrated messages. However, even if the AUDIX R1 is left in service, the INTUITY system provides service for all new messages.

Automatically Migrated Data

The enhanced migration transfers some data automatically from the AUDIX R1 system to the INTUITY system:

- Voice data
 - Subscribers' incoming messages (without header information)
 - Subscribers' personal greetings
- Subscribers' mailing lists
- Subscribers' recorded names

Data Not Migrated

The enhanced migration does not transfer:

- Subscribers' passwords
- Customized announcements
- Remote machine profiles
- Filed messages
- All other system administration data
- Automated attendant menus



You must re-enter or re-record all non-migrated items on the INTUITY system.

Preparations for Migration

This section identifies recommended preparations for a migration from an AUDIX R1 system to an Intuity AUDIX system.

Standard Subscriber Migration

The following outlines the information which should be distributed to your subscribers prior to the migration.

One Month in Advance

- Send a broadcast message telling your subscribers about the upcoming change of their voice messaging system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:
 - Personal directories
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings

Appendix B contains the handout, "The New INTUITY AUDIX System Is Coming" which may be customized and distributed to your subscribers.

NOTE:

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new INTUITY system.

- Warn subscribers about the loss of their passwords and tell them what the new default password will be. The default password is the same for all subscribers.
- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging: Subscriber Features" which may be customized and distributed to your subscribers.

 Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.

NOTE:

Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

- Send a memo or broadcast message telling subscribers to transfer calls into their INTUITY mailbox when they answer a fax-only call and hear fax tone.
- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

One Day in Advance

- Send a broadcast message telling subscribers of the impending voice messaging change and the need to read their handouts regarding these changes.
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- AT&T 570 series of terminals
- AT&T 593
- AT&T 595
- NCR 6417

\blacksquare NOTE:

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

- Perform screen prints of the following AUDIX R1 administration screens:
 - COS:default and COS:1-11
 - system:activity log: specification
 - system: announcement: detail
 - system: announcement: filesystems
 - system: appearance
 - system: attendant
 - system: limits
 - system: outcalling
 - system: sending restrictions
 - system: thresholds
 - system: translation: analog network
 - system: translation: machine: audix/amis/call delivery

- list: subscriber
- list: extension: remote

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

a. Press CTRL F4 to display the screen-labeled print keys.

The screen-labeled print keys appear.

b. Press F3 (Print Screen) to print the screen.

The data appearing on the screen prints out.

- c. Display any additional pages of the screen and repeat Steps a and b.
- d. Press CTRL F6 to return the screen-labeled keys to their original state.

For a 715 terminal:

a. Press (PRINT-SCRN) to print the screen.

The data appearing on the screen prints out.

b. Display any additional pages of the screen and repeat Step a.

For a 513 terminal:

- a. Press F10 to display the first layer of screen-labeled keys for the terminal.
- b. Press F1 (LCL Pat) to display the screen-labeled print keys.
- c. Press F7 (Print Screen) to print the screen.
- d. Press F10 and F5 to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat Steps a through d.

In addition, you may wish to print out the activity log and traffic reports. Since this data does not migrate, you may want to keep a hard copy record of report data.

Transcribe Auto-Attendant Greetings

You cannot print out auto-attendant greetings. As a result, you should transcribe these greetings before you replace your AUDIX R1 system with the INTUITY system.

- 1. Log in on your telephone to the subscriber mailbox identified as the auto-attendant
- 2. Press 3 to administer greetings
- 3. Follow the prompts to listen to the greeting

4. To identify what nested attendants an auto-attendant may have, access the system:attendant screen for the auto-attendant. The comment field identifies the options that lead to nested attendants.

Use the "Auto-Attendant" worksheet in Appendix A to make note of your auto-attendant greetings.

Transcribe Custom Fragments

You cannot print out customized fragment text. As a result, you should transcribe these fragments before you replace your AUDIX R1 system with the INTUITY system.

- 1. Access the system:announcement:detail screen and display fragment-by-fragment the fragments in AUDIX R1. The modified field tells you whether or not a fragment has been changed.
- 2. For any fragment with a modified status, write down the fragment's number in the "Custom Fragments" worksheet in Appendix A.
- 3. Use your touch-tone telephone to log into AUDIX. Log in with the system administrator extension.
- 4. Using Activity Menu option 9, press 1 and follow the voice prompts to listen to the fragments.
- 5. Write down the text in the "Custom Fragments" worksheet in Appendix A.

NOTE:

Many fragments and announcements in the INTUITY system are very similar to those of AUDIX R1 system. However, not every fragment in the AUDIX R1 system corresponds to a like-numbered fragment in the INTUITY system nor is the text of like-numbered fragments always the same. Therefore, you should check your customized fragments and announcements against the list of fragments/announcements in *INTUITY AUDIX Administration and Feature Operations*.

Back Up Data

AUDIX R1 automatically backs up pertinent filesystems on a regular basis. However, you should back up all data on the AUDIX R1 prior to beginning the migration. Such a backup provides a single unified record of your system prior to its replacement with the INTUITY system.

See AUDIX Administration and AUDIX Forms Reference documentation for information on how to back up data.

Tandem Subscriber Migration

The following outlines the information which should be distributed to your subscribers prior to the migration.

One Month in Advance

- Send a broadcast message telling your subscribers about the upcoming change of their voice messaging system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:
 - Personal directories
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings

Appendix B contains the handout, "The New INTUITY AUDIX System Is Coming," which may be customized and distributed to your subscribers.

\blacksquare NOTE:

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new INTUITY system.

- Warn subscribers about the loss of their passwords and tell them what the new default password will be. The default password is the same for all subscribers.
- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging: Subscriber Features" which may be customized and distributed to your subscribers.

 Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.

NOTE:

Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

 Send a memo or broadcast message telling subscribers to transfer calls into their INTUITY mailbox when they answer a fax-only call and hear fax tone. Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

One Day in Advance

- Send a broadcast message telling subscribers of the impending voice messaging change and the need to read their handouts regarding these changes.
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- AT&T 570 series of terminals
- AT&T 593
- AT&T 595
- NCR 6417

\blacksquare NOTE:

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

- Perform screen prints of the following AUDIX R1 administration screens:
 - COS:default and COS:1-11
 - system:activity log: specification
 - system: announcement: detail
 - system: announcement: filesystems
 - system: appearance
 - system: attendant
 - system: limits
 - system: outcalling
 - system: sending restrictions
 - system: thresholds
 - system: translation: analog network
 - system: translation: machine: audix/amis/call delivery
 - list: subscriber
 - list: extension: remote

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

a. Press <u>CTRL</u> F4 to display the screen-labeled print keys.

The screen-labeled print keys appear.

b. Press F3 (Print Screen) to print the screen.

The data appearing on the screen prints out.

- c. Display any additional pages of the screen and repeat Steps a and b.
- d. Press <u>CTRL</u> F6 to return the screen-labeled keys to their original state.

For a 715 terminal:

a. Press (PRINT-SCRN) to print the screen.

The data appearing on the screen prints out.

b. Display any additional pages of the screen and repeat Step a.

For a 513 terminal:

- a. Press F10 to display the first layer of screen-labeled keys for the terminal.
- b. Press F1 (LCL Pat) to display the screen-labeled print keys.
- c. Press F7 (Print Screen) to print the screen.
- d. Press F10 and F5 to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat Steps a through d.

In addition, you may wish to print out the activity log and traffic reports. Since this data does not migrate, you may want to keep a hardcopy record of report data.

Back Up Data

AUDIX R1 automatically backs up pertinent filesystems on a regular basis. However, you should back up all data on the AUDIX R1 prior to beginning the migration. Such a backup provides a single unified record of your system prior to its replacement with the INTUITY system.

See AUDIX Administration and AUDIX Forms Reference documentation for information on how to back up data.

Enhanced Migration

 \blacksquare NOTE:

You must complete a standard subscriber migration from AUDIX R1 to the INTUITY system before you begin the Enhanced AUDIX R1 Migration.

The following outlines the information which should be distributed to your subscribers prior to the enhanced migration.

One Month in Advance

- Determine what data to migrate:
 - mailing lists
 - subscriber names
 - voice messages
 - personal greetings

Use the "Enhanced Migration Time Estimate Worksheet" in Appendix A to determine the amount of time the migration will take.

- Send a broadcast message that tells your subscribers about the upcoming change of their voice messaging system and the amount of time in which they will be without voice messaging service. Tell them to perform the following items to make the change of systems less disruptive:
 - Delete any unnecessary messages, mailing lists, and personal greetings.
 - Send their filed messages that they really want to themselves, since these will not otherwise be migrated.
 - Tell subscribers how long their AUDIX R1 system will be unavailable.

Tell subscribers to avoid the following items until the enhanced migration is complete:

- Creating mailing lists during a migration.
- Sending voice mail to remote networked machines
- Warn subscribers about the loss of their passwords and tell them what the new default password will be. The default password is the same for all subscribers.
- Inform subscribers that INTUITY subscriber features operate differently than subscriber features on the AUDIX R1 system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging: Subscriber Features" which may be customized and distributed to your subscribers.

One Day in Advance

- Send a broadcast message telling subscribers of the impending change in voice messaging systems and the need to read their handouts regarding the changes.
- Connect a printer to your display terminal using the appropriate port for your printer (parallel or serial). If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- AT&T 570 series of terminals
- AT&T 593
- AT&T 595
- NCR 6417

NOTE:

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

- Perform screen prints of the following AUDIX R1 administration screens:
 - traffic: feature: day
 - list: machines

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

a. Press CTRL F4 to display the screen-labeled print keys.

The screen-labeled print keys appear.

b. Press F3 (Print Screen) to print the screen.

The data appearing on the screen prints out.

- c. Display any additional pages of the screen and repeat Steps a and b.
- d. Press <u>CTRL</u> F6 to return the screen-labeled keys to their original state.

For a 715 terminal:

a. Press (PRINT-SCRN) to print the screen.

The data appearing on the screen prints out.

b. Display any additional pages of the screen and repeat Step a.

For a 513 terminal:

- a. Press F10 to display the first layer of screen-labeled keys for the terminal.
- b. Press F1 (LCL Pat) to display the screen-labeled print keys.
- c. Press F7 (Print Screen) to print the screen.
- d. Press F10 and F5 to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat Steps a through d.

Schedule Updates of Remote Networked Machines

Remote updates of networked machines should be deferred until the migration of mailing lists is complete. It is recommended that AUDIX R1 networking ports are busied out during the migration so that the remote machines won't perform incoming updates.

Notify administrators of networked machines the date and time you plan to replace AUDIX R1 system with the INTUITY system. Moving subscribers to the INTUITY system may cause the other machines to have inaccurate remote subscriber data. Therefore, administrators on each machines networked to the AUDIX R1 you are replacing may need to change the machine ID and the machine dial string to match the INTUITY system. Also, the machine type must be identified as INTUITY, not AUDIX R1 after the migration.

Administrators of digitally networked machines must also run a remote update against the INTUITY system if the machine ID or dial string changes. So that the INTUITY system is not overburdened by multiple simultaneous remote updates, schedule remote updates with these machines.

Use the "Update Remote Network Machines" worksheet in Appendix A to create a schedule of remote updates. AT&T Enhanced Services is available for assistance if you have any questions.

Post-Migration Administration

Once the migration, switch administration, and acceptance testing of the system has been completed, you must complete administration of the INTUITY system. If you wish to stay with a configuration that is the same as or similar to the configuration of AUDIX R1, you should re-enter the data you gathered in preparation for the migration.

This section identifies the appropriate steps for completing a migration from the AUDIX R1 system to the INTUITY system.

Standard Subscriber Migration

The following post-migration tasks need to be completed in order to complete the standard subscriber migration from the AUDIX R1 system to the INTUITY system.

Review the List of Transferred Subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX R1 system to ensure that subscribers were migrated.

- 1. To display the list of subscribers on the AUDIX R1 system, log into AUDIX R1 and enter list: subscriber at the command line.
- 2. To display the list of subscribers on the INTUITY system, log into the INTUITY system with the sa (system administrator) login, select AUDIX Administration from the INTUITY Administration menu, and enter list subscribers at the command line.

If the AUDIX R1 and INTUITY machines are in the same room and close enough together, you can compare the lists of subscribers directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the INTUITY system.

Add Subscribers Who Did Not Migrate

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY system subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552,* for information on adding subscribers.

Recreate Auto-Attendants

Recreate the automated attendants/bulletin boards in the INTUITY system by identifying the auto-attendant subscriber type on Page 2 of the subscriber screen and entering the definitions in Page 3. You should then re-record the greetings for the auto-attendant mailbox(es) via your touch-tone telephone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552,* for information on automated attendants and bulletin boards.



You may want to examine the way you have auto-attendants set up. The INTUITY system allows the scheduling of holiday and business/non-business hour attendants.

Administer Custom Announcements

Create any custom announcement sets you had on AUDIX R1 and/or change the announcements in the standard or a custom announcement set. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Re-Record Custom Fragments

In the INTUITY system, define the target announcement set as the administrative set. Then, using your telephone, log into the INTUITY system as administrator, select option **9** and record your fragments. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information

Be careful to match your custom fragments to the fragments listed in the *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, book. Your fragments may no longer be appropriate to the standard fragments and announcements in the INTUITY system.

Administer AUDIX R1 as a stand-alone system (optional)

If you want to keep your AUDIX R1 inn used as a stand-alone system, you must administer the voice ports and hunt groups on the AUDIX R1. See *Switch Administration for AUDIX Voice Messaging* for more information.

Tandem Subscriber Migration

The following post-migration tasks need to be completed in order to complete the tandem subscriber migration from the AUDIX R1 system to the INTUITY system.

Review the List of Transferred Subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX R1 system to ensure that subscribers were migrated.

- 1. To display the list of subscribers on the AUDIX R1 system, log into AUDIX R1 and enter list: subscriber at the command line.
- 2. To display the list of subscribers on the INTUITY system, log into the INTUITY system with the sa (system administrator) login, select AUDIX Administration from the INTUITY Administration menu, and enter list subscribers at the command line.

If the AUDIX R1 and INTUITY machines are in the same room and close enough together, you can compare the lists of subscribers directly from the terminal screens. If the machines are not close together, print out the screens.

Note any incomplete or missing records on the INTUITY system.

Add Subscribers Who Did Not Migrate

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY system subscriber list. See *IINTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552,* for information on adding subscribers.

Recreate Auto-Attendants

Recreate the automated attendants/bulletin boards in the INTUITY system by identifying the auto-attendant subscriber type on Page 2 of the subscriber screen and entering the definitions in Page 3. You should then re-record the greetings for the auto-attendant mailbox(es) via your touch-tone telephone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations,* 585-310-552, for information on automated attendants and bulletin boards.

\blacksquare NOTE:

You may want to examine the way you have auto-attendants set up. The INTUITY system allows the scheduling of holiday and business/non-business hour attendants.

Administer Custom Announcements

Create any custom announcement sets you had on AUDIX R1 and/or change the announcements in the standard or a custom announcement set. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Re-Record Custom Fragments

In the INTUITY system, define the target announcement set as the administrative set. Then, using your telephone, log into the INTUITY system as administrator, select option **9** and record your fragments. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Be careful to match your custom fragments to the fragments listed in the *INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552,* document. Your fragments may no longer be appropriate to the standard fragments and announcements in the INTUITY system.

Assign New Coverage Path to Subscribers

If you wish to keep the AUDIX R1 system in use as a tandem AUDIX, you must change the coverage path for each subscriber station you want to move to the INTUITY system. See the appropriate *INTUITY Switch Integration* document for more information. In addition, you should delete subscribers from the INTUITY system who may have transferred to the system during the data transfer but stay on the AUDIX R1 system.

Administer remote networked machines for the new machine

You, or your remote administrators, may need to administer INTUITY machines networked to the AUDIX R1 you just replaced. Specifically, you may need to:

- Change the machine name and dial string to match the INTUITY system
- Run remote updates against the Intuity system using the command get remote update machine-name to automatically collect subscribers
- Re-record the Intuity machine name
- Be sure the voice IDs on the networked machines match up
- Delete the old AUDIX R1 machine(s), if necessary. This is necessary if two or more AUDIX R1s are combined into the INTUITY system or you chose a new name/dial string for the Intuity system.
- Notify subscribers that mailing lists that include remote subscribers on the Intuity system may need to be changed.

See INTUITY AUDIX Digital Networking, 585-310-553, or AMIS Analog Networking, 585-300-512, for more information.

Re-administer DCS on remote switches

On remote DCS switches, readminister the extension number for the AUDIX hunt group, if necessary, and the hunt group number or machine number, if necessary, in the coverage path for subscribers. See the appropriate *INTUITY Switch Integration* document for more information.

Administer AUDIX R1 as a stand-alone system (optional)

If you want to keep your AUDIX R1 in use as a stand-alone system, you must administer the voice ports and hunt groups on the AUDIX R1. See *Switch Administration for AUDIX Voice Messaging* for more information.

Planning for a DEFINITY AUDIX Migration

2

Overview

This chapter describes the following:

- A comparison between DEFINITY AUDIX features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Migration tasks for which you, the customer, are responsible for completing

When you are migrating a DEFINITY AUDIX system to an INTUITY system, AT&T supports the transfer of subscriber data for the following releases:

- R1.0
- R2.0
- R3.0
- R3.1

Comparison of DEFINITY AUDIX and INTUITY

The following sections describe the differences between the DEFINITY AUDIX system and the INTUITY system.

Capacities

The INTUITY system exceeds the DEFINITY AUDIX system in voice messaging capacity. Table 2-1 compares maximum capacities on both products.

Table 2-1.	Maximum Capacity	of DEFINITY AUDIX and INTUITY
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Capacity	DEFINITY AUDIX	INTUITY
Voice ports ¹	16 (with control link)	64 on a MAP/100 42 on a MAP/40 18 on a MAP/5
Voice storage hours	40	1280 on MAP/100 (without mirroring) 470 on MAP/100 (with mirroring) 445 on MAP/40 (without mirroring) 175 on MAP/40 (with mirroring) 205 on MAP/5 (mirroring not available)
Local subscribers ²	2,000	20,000 on MAP/100 15,800 on MAP/40 2,400 on MAP/5
Networked systems	500	500
Digital network ports	N/A	12 on MAP/100 8 on MAP/40 4 on MAP/5
Remote subscribers	500,000	500,000 on MAP/100 200,000 on MAP/40 (with 1000 local subscribers) 26,000 on MAP/5 (with 500 local subscribers

^{1.} INTUITY FAX Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of subscribers the INTUITY system can accommodate.

^{2.} The number of local and remote subscribers that the INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

Unlike the DEFINITY AUDIX system, the INTUITY system is *not* inserted within the cabinet of your switch. The INTUITY system runs on a separate MAP/5, MAP/40, or MAP/100 computer that is connected to your switch. You can connect your INTUITY machine to all of the same switches to which you can connect the DEFINITY AUDIX system. However, the INTUITY system connects to many other switches.

Table 2-2 lists the supported switches and data communications hardware for the systems:

	Integration Hardware		
Switches	DEFINITY AUDIX	INTUITY	
System 75 R1V3 or XE	SCI,PI	N/A	
System 75 R1V3 only	N/A	SCI,PI	
DEFINITY Generic 1	PI	PI	
DEFINITY Generic 3s	PI	PI	
DEFINITY Generic 3i	PI	PI	
DEFINITY Generic 3r	PGATE	PGATE	
DEFINITY Generic 3 V2	PI or PGATE	PI or PGATE	
DEFINITY Generic 3 V3	PI or PGATE	PI or PGATE	
System 85 R2V4 only	N/A	DCIU	
DEFINITY Generic 2.1	N/A	DCIU	
DEFINITY Generic 2.2	N/A	DCIU	
5ESS	N/A	3A SMSI Translator or SMSI with 202T Modem	
Northern Telecom DMS100	N/A	SMSI with a 202T Modem	
NEC NEAX 2400	N/A	SIDs	
Rolm 8000, 9000, 9751	N/A	SIDs	
Northern Telecom SL-1, Meridian, Meridian SL-1	N/A	SIDs	

 Table 2-2.
 Switch and Integration Hardware Comparison

\blacksquare NOTE:

The DEFINITY AUDIX system running in Digital Port Emulation (DP) mode does not require data communications hardware on the switch. Therefore, if you have been using the DP mode on your DEFINITY AUDIX system, you may need to have data communication hardware installed on your switch when you replace the DEFINITY AUDIX system with the INTUITY system.

INTUITY Subscriber Features

The INTUITY system offers additional or different subscriber features to those which you had with your DEFINITY AUDIX system.

INTUITY FAX Messaging

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)
- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

Undelete key

Subscriber can press (*) (*) () to recover a message just deleted.

■ 60-digit outcalling numbers with **#** as a digit

Subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (#) sign within the number, a common requirement for pagers.

Dual language greetings

Subscribers can create two multi-lingual personal greetings.

INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

NOTE:

The Message Manager feature also requires the purchase and installation of an Ethernet card.

Turn off Call Answering

When a subscriber is on vacation or away from the office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, the system tells the caller that the subscriber's mailbox is not accepting messages.

Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.



If the subscriber is sending a fax only, they must address the fax before sending it.

Priority call answer messages

When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message.

NOTE:

This capability is turned on or off system-wide.

Escape from Reply-to-Sender

Subscriber who inadvertently gets into the Reply-to-Sender dead-end (replying to a non-subscriber) can press **#** to return to the getting messages.

Retention of non-addressed messages

Subscriber receives a prompt to enter an address after the first failure to enter an address.



The message is lost on the second failure.

Reminder during message addressing

Subscriber who has addressed a message but fails to enter any other touch-tones within the next 5 seconds receives a reminder message. This message reminds the subscriber that message addressing is not complete and the message will not be sent.

Distributed Communications System (DCS) support

The INTUITY system supports subscribers on more than one switch when the switches are connected in a DCS switch network. Therefore, a subscriber can send voice mail to and leave call answer messages for a subscriber on another switch by entering extensions based on a joint dial plan. In addition, a subscriber with a phone on one switch can have an INTUITY system mailbox on another switch.

"0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.



Capability for two simultaneous administration logins are available by default. For three or four logins, you must add an IPC900 serial ports card to your MAP computer.

Log into the INTUITY system after leaving a call answer message

On the INTUITY system, a subscriber can leave a call answer message and then press $* \mathbf{R}$ to get the login prompt. From this prompt, the subscriber can log into their mailbox.

Greater touchtone input time to allow for rotary phone conversion

Administrator can extend the length of time (up to 12 seconds) the system will wait for touch-tone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.

DEFINITY AUDIX Subscriber Features Not Available

Call Screening

The INTUITY system does not allow subscribers to screen calls. The DEFINITY AUDIX system in DP mode allowed call screening.

INTUITY Administration Features

The INTUITY system offers additional or different administration features to those of the DEFINITY AUDIX system.

Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.

\blacksquare NOTE:

Using the SAT order can be very helpful for administrators who also administer the switch.

Multiple login levels

Two levels of logins are available:

- system administrator (sa)
- voice messaging administrator (vm).

\blacksquare NOTE:

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.

 \blacksquare NOTE:

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

Disk Mirroring

The INTUITY system allows the storage of duplicated data on a second disk. This becomes a safe-guard against losing data in the event of a disk crash.

Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

Disable Call Answer

Administrator can allow subscribers, via Class-of-Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.

Outgoing print job queue

Administrator can monitor fax print jobs via the Outgoing Print Job Queue screen. This screen is available through the AUDIX Administration menu.

Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

Print screens

Administrator can print screens and reports by pressing the F6 key.

Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

Back-up and Restore

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.

NOTE:

If you do note rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

System clock

The INTUITY system's clock time not the connected switch's time, it is UNIX system time.

Voice port ringing at AUDIX shutdown

When the INTUITY AUDIX application is shutdown, but does not include the whole INTUITY system, calls to AUDIX ring but are not answered. If the entire INTUITY system is shutdown, calls to AUDIX receive a busy signal.

AMIS multiple callback numbers and private networks

Administrator can identify more than one call-back number for the system. Thus, a receiving AMIS voice messaging system may be able to respond to INTUITY AUDIX messages over a unique call-back number. This capability lets you create private AMIS voice messaging networks with non-AT&T voice messaging systems.

DEFINITY AUDIX Administrative Features Not Available

The following administrative features associated with the DEFINITY AUDIX system are not available on the INTUITY system.

ADAP PC2AUDIX

The INTUITY system supports only the command line interface of the AUDIX Administration and Data Acquisition Package (ADAP). The INTUITY system *does not* support the PC2AUDIX part of ADAP.

If you are a heavy user of ADAP reports, additional work may be necessary for you to produce reports similar to those you used for the DEFINITY AUDIX system.

Exceeded thresholds in the status line

The INTUITY system *does not* have the thresholds field that appears in the status line of the DEFINITY AUDIX system. However, the Alarms field on the INTUITY AUDIX status line registers a warning when a threshold is exceeded and INTUITY records the event in the Administration Log.

INTUITY Administration Tools

The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

- AUDIX voice messaging administration screens
- Menu-driven INTUITY system windows for most other administration

AUDIX Voice Messaging Administration Screens

Voice messaging is administered using with INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, as in the DEFINITY AUDIX system, you enter a verb and object at the command line. Figure 2-1 shows a layout of an INTUITY AUDIX screen.

		System Status Line	System Status Line		
AUDIX	Active	Alarms: none	Logins:		
	4				
Comma	nd History Line				
	Message Line				
	V	Function Key	/S		
enter comman	d:		/5		
	efresh Enter Clear		extPage PrevPage		

Figure 2-1. INTUITY AUDIX Screen Layout

INTUITY System Windows

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All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the F6 (Choices) key to view and select the valid choices. Figure 2-2 shows an INTUITY system window.



Figure 2-2. Intuity Windows Layout

As you use the INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

Screen Cross-Reference

In the INTUITY system, you still perform most of the administration tasks that you performed for DEFINITY AUDIX. Table 2-3 is a cross-reference of DEFINITY AUDIX screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference..

Table 2-3.	Screen	Cross-Reference
14610 4 00		01000 1001010100

DEFINITY AUDIX	Action	ΙΝΤυΙΤΥ	Reference
activity log	display	Activity Log Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
address-ranges	list	Machine Profiles	INTUITY AUDIX Digital Networking, 585-310-553
			AMIS Analog Networking, 585-300-512
administration log	display	Administration Log	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
alarm-origination	enable disable	Alarm Management	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
alarm-origination	status	Alarm Management	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
DEFINITY AUDIX	Action	INTUITY	Reference
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alarm-origination	test	Alarm Management	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
alarms	display	Alarm Report	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
annc-set	add remove	Announcement Set	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
annc-set	сору	Copy Announcement Set	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
annc-sets	list	Announcement Sets	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
announcement	change display remove	Announcement	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
announcement	сору	Copy Announcement	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
announcements	save	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
attendants	list	List Attendants	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
audit	status	Status Audit	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
backups	display restore	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
board	test	Switch Interface Diagnostics Diagnose Voice Equipment Networking Board Trace	Appropriate INTUITY switch integration book <i>INTUITY Platform</i> Administration and Maintenance for Release 3.0, 585-310-557 <i>INTUITY AUDIX</i> Digital Networking, 585-310-553
configuration	list	View Installed Hardware	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
COS	change/ display	COS	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
COS	list	List COS	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
extensions	list	List Extensions	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
fragment	display remove	Fragment	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
fragment	сору	Copy Fragment	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
help	N/A	Help	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
machine	add change display remove	Machine Profiles	INTUITY AUDIX Digital Networking, 585-310-553
			AMIS Analog Networking, 585-300-512
machines	list	List Machines	INTUITY AUDIX Digital Networking, 585-310-553
mailboxes	audit	Audit Mailboxes	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
mailing-lists	audit	Audit Mailing Lists	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
measurements community day	list	Community Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
measurements community hour	list	Community Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements feature day	list	Feature Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements feature hour	list	Feature Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements load day	list	Load Day Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements load hour	N/A	Load Hour Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements remote-messages day	list	Remote Messages Daily Traffic Report	INTUITY AUDIX Digital Networking, 585-310-553
measurements remote-messages month	list	Remote Messages Monthly Traffic Report	INTUITY AUDIX Digital Networking, 585-310-553

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
measurements special-features day	list	Special Features Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements special-features hour	list	Special Features Hourly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements subscriber day	list	Subscriber Daily Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
measurements subscriber month	list	Subscriber Monthly Traffic Report	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
names	audit	Audit Names	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
network-data	audit	Audit Network-Data	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
password	change	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
personal directories	audit	Audit Personal Directories	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
port	busyout release	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
port	test	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
remote-extension	list	List Remote Extensions	INTUITY AUDIX Digital Networking, 585-310-553
remote-subscriber	add change display remove	Remote Subscriber	INTUITY AUDIX Digital Networking, 585-310-553
subscriber	add change display remove	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
subscriber-data	audit	Audit Subscriber Data	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
			INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
subscribers	list	List Subscribers	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
switch-link	change display	Switch Interface Administration	Appropriate INTUITY switch integration book

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
switch-link	busyout release	Status Switch Link	Appropriate INTUITY switch integration book
			 System 75/ Generic 1/ Generic 3
			 System 85/ Generic 2
switch-link	status	Status Switch Link	Appropriate INTUITY switch integration book
			 System 75/ Generic 1/ Generic 3
			 System 85/ Generic 2
switch-link	test	Status Switch Link	Appropriate INTUITY switch integration book
			 System 75/ Generic 1/ Generic 3
			 System 85/ Generic 2
switch-time-zone	change display	Set UNIX Time Zone	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
switch translations	audit	Diagnose Switch Link	Appropriate INTUITY switch integration book
system reboot	reset	Shutdown Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
system shutdown	reset	Shutdown Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
system-parameters activity log	change display	system parameters activity log	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system-parameters analog network	change display	System Parameters Analog-Network	AMIS Analog Networking, 585-300-512
system-parameters features	change display	System Parameters Features	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system-parameters limits	change display	System Parameters Limits	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system-parameters outcalling	change display	System Parameters Outcalling	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
system-parameters password	change	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
system-parameters sending restrictions	change display	System Parameters Sending Restrictions	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
system-parameters thresholds	change display	System Parameters Thresholds	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
time	display set	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
voice	save	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
voice-files	audit	Audit Voice Files	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
voice-group	busyout release	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX	Action	INTUITY	Reference
voice-group	change display	Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
voice-group	status	System Monitor	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
weekly	save	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 2-3.
 Screen Cross-Reference — Continued

DEFINITY AUDIX Screens Without an INTUITY Cross-Reference Screen

The following DEFINITY AUDIX screens have no cross-reference screen in the INTUITY system:

- nightly:save
- switch-names (DP mode):audit
- system oa&m:reset
- tape:add
- tape:change
- tape:display
- tape:removed
- tape:status
- tape:test
- test:status

Migration Processes Overview

This section describes the migration processes and the data that will or will not be migrated from the DEFINITY AUDIX system to the INTUITY system. Depending on the configuration of your DEFINITY AUDIX system, you may use one of two processes:

- Migration from Control Link (CL) mode
- Migration from Digital Port emulation (DP) mode.

Migration from CL Mode

The DEFINITY AUDIX system in CL mode will be replaced by the INTUITY system. However, you have the option of leaving the DEFINITY AUDIX system attached to the switch as a second voice messaging system. The replacement of the DEFINITY AUDIX system will include:

- Checking the integrity of DEFINITY AUDIX files
- Administering AMIS and digital networks on the INTUITY system
- Administering AMIS and digital networks on the switch
- Creating new voice ports
- Running voice port cables between INTUITY IVC6 card(s) to new switch ports
- Testing voice ports with ChanTran
- Replacing DEFINITY AUDIX voice ports
- Having IDI connected

Automatically Migrated Data

The data which will be migrated from the DEFINITY AUDIX system in CL mode to the INTUITY system includes:

- Subscriber data
- Subscribers passwords.
- Remote subscriber data
- Class of Service data
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data

- Automated attendants
- Bulletin boards
- Recorded messages
- Greetings
- Voiced names
- Mailing lists
- Auto-attendant greetings
- Personal directories

Data Not Migrated

The INTUITY system *does not* transfer the following data from the DEFINITY AUDIX system in CL mode:

- Traffic report data
- ADAP data
- Customized announcements
- Switch time zone and clock data
- Activity log and administration log data
- Alarm data
- Switch administration data
- Error and event data
- Login data
- Message waiting indications

\blacksquare NOTE:

New messages that are transferred to the INTUITY system will not light subscriber message waiting lamps.

Migration from DP Mode

The DEFINITY AUDIX system in DP mode with be completely replaced by the INTUITY system. The replacement of the DEFINITY AUDIX system will include:

- Checking the integrity of DEFINITY AUDIX files
- Administering AMIS and digital networks on the INTUITY system
- Administering AMIS and digital networks on the switch
- Installing PI or PGATE board
- Creating new voice ports
- Administering data link
- Running voice port cables between INTUITY IVC6 card(s) to new switch ports
- Testing voice ports with ChanTran
- Replacing DEFINITY AUDIX voice ports

Automatically Migrated Data

The data which will be migrated from the DEFINITY AUDIX system in DP mode to the INTUITY system includes:

- Subscriber data
- Subscribers passwords.
- Remote subscriber data
- Class of Service data
- System parameters features data
- System parameters outcalling data
- System parameters sending restrictions data
- System parameters thresholds data
- Machine and machine profile data
- Automated attendants
- Bulletin boards
- Recorded messages
- Greetings
- Voiced names
- Mailing lists
- Auto-attendant greetings
- Personal directories

Data Not Migrated

The INTUITY system *does not* transfer the following data from the DEFINITY AUDIX system in DP mode:

- Traffic report data
- ADAP data
- Customized announcements
- Switch time zone and clock data
- Activity log and administration log data
- Alarm data
- Switch administration data
- Error and event data
- Login data
- Message waiting indications

\blacksquare NOTE:

New messages that are transferred to the INTUITY system will not light subscriber message waiting lamps.

Preparations for Migration

This section identifies recommended preparations for a migration from the DEFINITY AUDIX system to the INTUITY system.

DEFINITY AUDIX in CL or DP Mode

The following outlines the information which should be distributed to your subscribers prior to the migration.

One Month in Advance

 Send a broadcast message that tells your subscribers about the upcoming change of voice system.



It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new Intuity AUDIX system.

 Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.



Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

Your memo or broadcast message should also tell subscribers to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone. On DEFINITY switches, they can do this with the Transfer into AUDIX feature.

Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.

One Day in Advance

 Send a broadcast message telling subscribers of the impending change. Ask them to check their mailbox for new messages, since the message waiting indicator may not be lit.

NOTE:

You may want to include in your broadcast message information regarding any subscriber interface changes the migration causes. Features that may be new or may be eliminated include call screening, "O calls to follow coverage,' relogin with ***R** or ***7**, and multi-language capability.

 Connect a printer to your display terminal using the parallel port for a parallel printer and the serial port for a serial printer. If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- 593
- **5**95
- 6417
- 570 series of terminals

NOTE:

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

- Perform screen prints of the following items, if desired:
 - Traffic reports
 - Administration log
 - Alarm log

Press the keys appropriate to your terminal to print the above screens.

For a 4410, 4425, or 610 terminal:

a. Press $\Box TRL$ F4 to display the screen-labeled print keys.

The screen-labeled print keys appear.

b. Press F3 (Print Screen) to print the screen.

The data appearing on the screen prints out.

- c. Display any additional pages of the screen and repeat Steps a and b.
- d. Press CTRL F6 to return the screen-labeled keys to their original state.

For a 715 terminal:

a. Press (PRINT-SCRN) to print the screen.

The data appearing on the screen prints out.

b. Display any additional pages of the screen and repeat Step a.

For a 513 terminal:

- a. Press F10 to display the first layer of screen-labeled keys for the terminal.
- b. Press F1 (LCL Pat) to display the screen-labeled print keys.
- c. Press F7 (Print Screen) to print the screen.
- d. Press F10 and F5 to return the screen-labeled keys to their original state.
- e. Display any additional pages of the screen and repeat Steps a through d.
- Administer Remote Networked Machines

You, or the DEFINITY AUDIX remote administrators, may need to administer AUDIX machines networked via AMIS to the DEFINITY AUDIX system you just replaced. You may need to:

- Change the machine name and dial string to match the INTUITY system
- Re-record the INTUITY machine name
- Delete the old DEFINITY AUDIX name, if necessary. This is necessary if one or more DEFINITY AUDIX systems are combined into the Intuity AUDIX system or you chose a new name/dial string for the INTUITY system.
- Notify subscribers that mailing lists that include remote subscribers on the INTUITY system may need to be changed to match the INTUITY dial string.

Post-Migration Administration

Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up administration of the INTUITY system. If you wish to stay with a configuration that is the same as or similar to the configuration of the DEFINITY AUDIX system, you should re-enter the data you gathered in preparation for the migration. This section identifies recommended steps for completing a migration from the DEFINITY AUDIX system to the INTUITY system.

DEFINITY AUDIX in CL or DP Mode

The following post-migration tasks need to be completed in order to complete the migration from the DEFINITY AUDIX in CI mode or from the DEFINITY AUDIX in DP mode system to the INTUITY system.

Review the List of Transferred Subscribers

Compare subscribers on the INTUITY system with subscribers on the DEFINITY AUDIX system:

- 1. Display the list of subscribers on the DEFINITY AUDIX system.
 - a. Log into the DEFINITY AUDIX system
 - b. Enter list subscribers at the command line.
- 2. Display the list of subscribers on the INTUITY system.
 - a. Log into the INTUITY system with the sa (system administrator) login
 - b. Select AUDIX Administration from the INTUITY Administration menu
 - c. Enter list subscribers at the command line.
- If the DEFINITY AUDIX and INTUITY machines are in the same room and close enough together, you can compare the lists of subscriber directly from the terminal screens.

If the machines are not close together, print out segments of the DEFINITY AUDIX list using the print screen keys

- 4. Note any incomplete or missing records on the INTUITY system.
- Add subscribers who did not transfer

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations (585-310-552)* for information on adding subscribers.

Re-enter networking address ranges

If your DEFINITY AUDIX system did not have networking, but your INTUITY system does have AMIS or digital networking, you must re-enter the networking address ranges entered by installation technicians. This task is necessary because the data transfer erases any address ranges that exist on the INTUITY system.

- Administer new features
 - INTUITY Message Manager

If you purchased INTUITY Message Manager for your system, you may need to administer Message Manager connections for the INTUITY system, as well as activate Message Manager for subscribers. See INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552 and INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557.

Languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations*, 585-310-552, for more information.

INTUITY FAX Messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accommodate fax printing.
- Enable subscribers for fax messaging, including:
 - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
 - Increasing maximum message length to 1200 seconds
- Set up secondary fax extensions for selected subscribers (optional).
- Set up a guaranteed fax mailbox for appropriate fax machines.
- Identify appropriate remote digital network machines as fax-enabled.
- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.

Planning for an AUDIX Voice Power Migration

3

Overview

This chapter describes the following:

- A comparison between AUDIX Voice Power features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Migration tasks for which you, the customer, are responsible for completing

When you are replacing an AUDIX Voice Power system with an INTUITY system, AT&T supports the migration of subscriber data for the following releases:

- R2.0
- R2.1
- R2.1.1
- R3.0

Comparison of AUDIX Voice Power and INTUITY

The following sections describe the differences between the AUDIX Voice Power system and the INTUITY system.

Capacities

The INTUITY system exceeds the AUDIX Voice Power system in voice messaging capacity. Table 3-1 compares maximum capacities on both products.

Table 3-1. Maximum Capacity of AUDIX Voice Power and INTUITY

Capacity	AUDIX Voice Power	INTUITY
Voice ports ¹	12	64 on MAP/100 42 on MAP/40 18 on MAP/5
Voice storage hours	70	1280 on MAP/100 (without mirroring) 470 on MAP/100 (with mirroring) 445 on MAP/40 (without mirroring) 175 on MAP/40 (with mirroring) 205 on MAP/5 (mirroring not available)
Local subscribers ²	300	20,000 on MAP/100 15,800 on MAP/40 2,400 on MAP/5

^{1.} INTUITY FAX Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of subscribers the INTUITY system can accommodate.

^{2.} The number of local and remote subscribers that the INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

You can connect your INTUITY machine to almost all of the same switches to which you can connect your AUDIX Voice Power system. However, the INTUITY system differs in the type of data communications hardware it uses.

Table 3-2 compares supported switches and data communications hardware on those switches:

	Integration Hardware	
Switches	AUDIX Voice Power	INTUITY
System 25	Mode Codes	N/A
System 75 (all releases)	DCP	
System 75 R1V3	N/A	SCI,PI
System 85 R2V4 only	N/A	DCIU
DEFINITY Generic 1	DCP	PI
DEFINITY Generic 2.1	N/A	DCIU
DEFINITY Generic 2.2	N/A	DCIU
DEFINITY Generic 3s	DCP	PI
DEFINITY Generic 3i	DCP	PI
DEFINITY Generic 3r	DCP	PGATE
DEFINITY Generic 3 V2	DCP	PI or PGATE
DEFINITY Generic 3 V3	DCP	PI or PGATE
NEC NEAX 2400	SIDs	SIDs
Rolm 8000, 9000, 9751	SIDs	SIDs
Northern Telecom SL-1	SIDs	SIDs
Northern Telecom DMS100	N/A	SMSI with 202T modem
Mitel SX 200D	SIDs	N/A
5ESS	N/A	3A SMSI Translator; SMSI with 202T modem

 Table 3-2.
 Switch and Integration Hardware Comparison

INTUITY Subscriber Features

The INTUITY system offers additional or different subscriber features to those which you had with your AUDIX Voice Power system.

INTUITY FAX Messaging

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

AMIS analog networking

Subscribers can send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones. AMIS is most useful because it lets subscribers send messages to non-AT&T voice messaging systems.

Automatic message scan

Subscribers can scan all message headers and/or messages.

Call sender as reply

Subscribers can call the sender of a voice mail message immediately after listening to the message.

Delivery scheduling

Subscribers can schedule delivery of messages for specific days and times. The option to schedule delivery of a message occurs immediately after addressing the message.

Digital networking

Subscribers can send messages to subscribers on remote systems that are part of a digital network of machines. Digital networking is especially useful because it allows subscriber inter-machine messaging that is almost identical to messaging between subscribers on the same machine.

Directory assistance

Provides a system directory so subscribers can access other subscriber's names and numbers quickly.

End of message warning

INTUITY warns a caller when the call is approaching the maximum allowable length for a message.

Turn off Call Answering

When a subscriber is on vacation or away from the office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, the system tells the caller that the subscriber's mailbox is not accepting messages.

Guest password

Callers can access a subscriber's mailbox directly to leave a message. With this feature, callers dial the INTUITY system number, enter a subscriber's extension and the guest password, and leave a message.

• "0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.

Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)
- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

Leave word calling

Caller, on the same switch, can leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.

Undelete key

Subscriber can press (*) (*) (*) to recover a message just deleted.

Dual language greetings

Subscribers can create two multi-lingual personal greetings.

INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

Priority call answer messages

When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message.



This capability is turned on or off system-wide.

Login announcement

Administrators and users, with login announcement privileges, can create a special announcement that all subscribers hear when they log on to the system. The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until the announcement is removed.

Loudness controls

Allows subscribers to increase or decrease the volume of messages they are reviewing.

Online help

Subscribers can get easily obtained information about how to use the system on-line.

Outgoing/filed message storage

Subscribers can save messages they create so they can send them again or keep a record of what they said. Subscribers can check the status of messages sent. Status categories include *filed*, *non-deliverable*, *undelivered*, *delivered*, and *accessed*.

Personal directory

Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.

Priority messages

Subscribers, who have permission, can send priority messages, which are specially marked and preferentially presented to recipients.

Private message

Subscribers or callers can designate a message they create as *private*, which prevents it from being forwarded.

Priority outcalling

Subscribers can be notified by an outcall only when they have new *priority* messages.

Relogin

Subscribers can log into INTUITY more than once on a single call. This feature lets two or more subscribers share a single long-distance or pay phone call to get their mail messages.

Shared extension

Subscribers who share one extension can have a private voice mailboxs.

Speed up/slow down controls

Subscribers can increase or decrease the speed of messages they are reviewing.

Untouched message

Subscribers can listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from new or unopened to old.

Alternate personal greetings

Subscribers can create two alternate personal greetings, either of which you can activate. The INTUITY system allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.

Speech quality is higher

INTUITY system prompts and recorded messages sound better.

Press # to approve

Subscribers can press # on the INTUITY system, and not * # as with on the AUDIX Voice Power system, to approve or complete tasks.

Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.



If the subscriber is sending a fax only, they must address the fax before sending it.

Dial through error prompts

When a subscriber presses an invalid button on INTUITY, they will get an immediate beep if they pressed an invalid button. The subscriber can then dial through the error message without listening to it.

AUDIX Voice Power Subscriber Features Not Available

General mailbox

In an AUDIX Voice Power system, if a subscriber's mailbox is full, the caller can transfer to the general mailbox and leave a message for the subscriber. The administrator of the general mailbox can then transfer the message to the subscriber later. The INTUITY system has no general mailbox.

Name voiceback when transferring

When a subscriber presses $_{\star}$ T to transfer to another subscriber's extension, you hear the subscriber's name after entering the extension. In the INTUITY system, you do not hear the name of the subscriber you are transferring to.

Automatic notification of undelivered messages

When a subscriber is getting messages, the AUDIX Voice Power system notifies them when a message sent could not be delivered due to the receiver's mailbox being full. You then have the option of resending the message. In the INTUITY system, you must access the outgoing/filed message option to find out the status of messages sent.

Automated Attendant

The INTUITY system differs from the AUDIX Voice Power system in the way automated attendants are administered and the capabilities the automated attendants offer. Table 3-3 shows a comparison between the AUDIX Voice Power and the INTUITY automated attendants.

Table 3-3. Automated Attendant Capabilities

AUDIX Voice Power	INTUITY	
Separate night and day attendant main menus using the same phone number.	Unlimited number of attendants using different phone numbers or up to 25 phone numbers, each with a scheduled day, night, and alternate attendant main menu.	
Nested attendants	Nested attendants	
Option for touch-tone gate announcement	Must manually include a touch-tone option in attendant and include instructions in attendant prompts	
Fax recognition and automatic transfer to a fax machine	No fax recognition or capability to handle faxes	
Option for temporary closure message	No temporary closure option. A temporary closure message is possible using the multiple personal greetings feature with an attendant or by creating a temporary closure mailbox and inserting temporary closure as a holiday.	
Holiday and night attendant scheduling	Holiday and night attendant scheduling	
Verification of complete auto-attendant menu tree	Verification of complete auto-attendant menu tree	

Table 3-4 shows a compairson of the administration of the AUDIX Voice Power and INTUITY automated attendants.

AUDIX Voice Power	INTUITY	
You administer automated attendants using a series of windows and by copying and reinstalling workspace.	You create automated attendants using one screen — The Subscriber screen, pages 1, 2, and 3, and possibly the List Attendants and COS screens. You schedule automated attendants using Holiday Schedule, Business Schedule, and Routing Table Administration screens.	
You record automated attendant announcements and menus on your telephone while simultaneously selecting these items on your computer.	You record attendant announcements after creating an attendant. The recording is simply assigned as the personal greeting to the specific attendant's mailbox.	
After recording attendant menus and announcements, you must reinstall the workspace.	Recordings of attendant menus are in effect immediately after you approve them.	

Table 3-4. Automated Attendant Administration

INTUITY Administration Features

The INTUITY system offers additional or different administration features to those of the AUDIX Voice Power system.

Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.

NOTE:

Using the SAT order can be very helpful for administrators who also administer the switch.

Multiple login levels

Two levels of logins are available:

- system administrator (sa)
- voice messaging administrator (vm).

\blacksquare NOTE:

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.

 \blacksquare NOTE:

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

AUDIX Administration and Data Acquisition Package (ADAP)

ADAP provides direct access to the system database through a PC interface, from which many additional traffic and usage reports can be generated.

 Windowing Between Switch and AUDIX Interfaces (System 75, G1, and G3 only)

The INTUITY system lets you simultaneously log into the INTUITY system and the switch by using the windowing capabilities of a 715 terminal.

Alarm notification

The INTUITY system displays an alarm code on the status line at the top of the screen. When a code appears, you know there is a problem somewhere that needs attention.

Message sending restrictions

The INTUITY system allows the system administrator to avoid abuse or misuse of voice mail by restricting to whom certain subscribers can send messages. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.

AMIS and Digital Networking

AMIS and digital networking require extensive administration effort. A large portion of the INTUITY screens are devoted to the networking features.

Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

Disable Call Answer

Administrator can allow subscribers, via Class-of-Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.

Outgoing print job queue

Administrator can monitor fax print jobs via the $\tt Outgoing Print Job$ $\tt Queue$ screen. This screen is available through the AUDIX Administration menu.

Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

Print screens

Administrator can print screens and reports by pressing the F6 key.

Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

Back-up and Restore

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.



If you do note rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

Customizing Prompts

The INTUITY system lets you change any and all prompts (announcements) throughout the system. You may also create a custom announcement set and replace the standard set that comes with the system.

Customizing Class of Service for the system

The INTUITY system has twelve default classes of service, all of which may be changed system-wide. You can also change class of service per subscriber.

INTUITY Administration Tools

The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

- AUDIX voice messaging administration screens
- Menu-driven INTUITY system windows for most other administration

Voice messaging is administered using INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. Figure 3-1 shows a layout of an INTUITY AUDIX screen.

System Status Line

	Active	Alarms: none	Logins: 8
Comman	d History Line		
	Message Line		
	V		Function Keys
enter command		and Line arFld Help	Choices NextPage PrevPage

Figure 3-1. INTUITY AUDIX Screen Layout

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX* Administration.
INTUITY System Windows

All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the F6 (Choices) key to view and select the valid choices. Figure 3-2 shows an INTUITY system window.



Figure 3-2. Intuity Windows Layout

As you use the INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

For more information on INTUITY windows, refer to *INTUITY Platform Administration* and *Maintenance*.

Screens Mapping

Screen Cross-Reference

In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power. Table 3-5 is a cross-reference of AUDIX Voice Power screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

 Table 3-5.
 Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Holiday Administration	Holiday Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Service Hour Administration	Business Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
View Day Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations (585-310-552)
View Night Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Edit Workspace	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

AUDIX Voice Power	ΙΝΤUITY	Reference
Copy Day or Night Service to Workspace	List Auto-attendant Menu	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Outcalling Administration	System Parameters Outcalling	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Subscriber Administration	Subscriber Class of Service List COS List Extensions List Subscribers	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Voice System Parameter Administration	System Parameters Features System Parameters Limits System Parameters Thresholds	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Diagnose Equipment	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Report Voice System Status	Verify System Status	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Shutdown System	Shutdown Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 3-5.
 Screen Cross Reference

Table 3-5. So	creen Cross	Reference
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AUDIX Voice Power	ΙΝΤUΙΤΥ	Reference
Start Voice System	Start Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Stop Voice System	Stop Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Status of Voice	Assign Service to Called Number	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Phone Line Usage Report	Feature Daily Traffic Feature Hourly Traffic Load Daily Traffic Load Hourly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Mailbox Usage Report	Subscriber Daily Traffic Subscriber Monthly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Most Recent Audit	Alarm Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Event Log Report	Administrator's Log Alarm Log Activity Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
		INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

AUDIX Voice Power	INTUITY	Reference
Backup to Removable Media Menu	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Password	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Date and Time	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Format Floppy Disk	Format UNIX Floppy	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Enable/Diable Second Serial Port	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Second Hard Disk Setup	Add Disk Replace Disk	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Serial Ports Setup	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Restore from Removable Media Menu	Restore	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 3-5.
 Screen Cross Reference

 Table 3-5.
 Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Display Installed Software	View Installed Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Install UNIX System Application	Software Install	INTUITY Software Installation for Release 3.0, 585-310-160
Remove Installed Software	Software Remove	INTUITY Software Installation for Release 3.0, 585-310-160

AUDIX Voice Power Screens Without an INTUITY Cross-Reference Screen

The following AUDIX Voice Power screens have no cross-reference screen in the INTUITY system:

- Install Workspace
- Verify Workspace
- Service Administrator Registration
- Subscribers Over Mailbox Limit Report

Migration Processes Overview

This section describes the migration process and the data that will or will not be migrated from the AUDIX Voice Power system to the INTUITY system. The migration process assumes:

- You want to have the same phone number for subscribers to call to get their messages on the AUDIX Voice Power.
- You want to temporarily keep your AUDIX Voice Power system available for subscribers to access old messages

NOTE:

The technician's tasks for a migration differ somewhat, depending on whether your switch is a System 75 or DEFINITY G1/G3 switch. For more information refer to *INTUITY Release 3.0 Migration Procedures, 585-310-233*.

Automatically Migrated Data

The data which will be migrated from the AUDIX Voice Power system to the INTUITY system includes:

- Extension
- Name
- Mode of addressing
- Mailbox size (by COS)
- Personal operator
- Coverage service (call answer only)
- Outcalling allowed

Data Not Migrated

The Intuity system *does not* transfer any other data from AUDIX Voice Power. Some examples are:

- Passwords
- Subscriber's incoming and outgoing messages
- Subscriber's personal greetings
- Voice mail prompts
- Call answer prompts
- Information service prompts
- Message drop prompts
- Automated attendant prompts

- Automated attendant menus
- Subscriber's mailing lists
- Subscriber's recorded names
- All other system administration data

Preparations for Migration

This section identifies recommended preparations for a migration from the AUDIX Voice Power system to the INTUITY system.

One Month in Advance

- Send a broadcast message that tells your subscribers about the upcoming change of voice system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings (if any)

\blacksquare NOTE:

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new Intuity AUDIX system.

Appendix B contains the handout, "The INTUITY AUDIX Voice Messaging System Is Coming." You may photocopy or customize it and distribute it.

- Warn subscribers about the loss of their passwords and tell them what the new default password will be. Also tell them that the default password is known by all other subscribers. Therefore, each subscriber should change the password for his or her mailbox as soon as possible.
- Notify subscribers that INTUITY subscriber features operate differently from those on AUDIX Voice Power.

Appendix B contains the handout, "The New INTUITY AUDIX Voice Messaging." You may photocopy or customize it and distribute it.

One Day In Advance

 Send a broadcast message telling subscribers of the impending voice messaging change and the need to read their handouts about the changes.

\rightarrow NOTE:

The AUDIX Voice Power broadcast messages will not turn on message waiting lamps. So you may want to send voice mail messages instead.

 Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.



Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

Your memo or broadcast message should also tell subscribers to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone. On DEFINITY switches, they can do this with the Transfer into AUDIX feature.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.
- Collect records of the AUDIX Voice Power configuration

You must gather the following information to give to the technician who performs the upgrade. You can gather the information by printing out or writing down the information on administration screens. The following administration screens contain information you should keep a hardcopy record of:

- Voice System Parameter Administration
- Outcalling Administration
- View Day Service (all menus)
- View Night Service (all menus)

NOTE:

In addition, you may wish to print out the traffic reports. This data does not transfer across. You may therefore want to keep a hardcopy record of report data.

Transcribe prompts

You cannot print out recorded prompts. As a result, if you do not already have a written record of your customized prompts, you should transcribe them before you replace your AUDIX Voice Power with the INTUITY system. To transcribe prompts, you simply listen to the prompts and write them down. To listen to a prompt:

- 1. Log in on your telephone to the appropriate Service Administrator mailbox.
- 2. Press the appropriate button for the prompts you want to listen to:
 - For the voice mail greeting, press 1.
 - For the call answer prompts, press 2.
 - For the automated attendant prompts, press 3.
 - For the message drop prompts, press 4.
 - For the information service prompts, press 5.
 - For recorded subscriber names, press 6.
- 3. Follow the prompts to listen to the greeting.
- Transcribe the general mailbox greeting

Log into extension 9999, press 3, and follow the prompts.

NOTE:

Use the worksheet in Appendix A to write down your prompts.

The Day on Which the INTUITY System Becomes Active

Back up data (Strongly Recommended)

Back up system data immediately before activating your INTUITY system. Such a bac-kup provides a single unified record of your system prior to its replacement with the INTUITY system.

See your AUDIX Voice Power System Manager's Guide or AUDIX Voice Power Maintenance documents for information on how to back up data.

CAUTION:

Do not use this system backup data for migrating data to your new Intuity system.

With this autoattendant setup, a subscriber can press TRANSFER and the autoattendant extension to transfer fax-tone calls to the autoattendant. At the attendant prompts, the subscriber can then enter his or her mailbox extension and press #, then press TRANSFER again. The call will go to the subscriber's mailbox.

Post-Migration Administration

Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up administration of the INTUITY system. If you wish to stay with a configuration that is the same as or similar to the configuration of the AUDIX Voice Power system, you should re-enter the data you gathered in preparation for the migration. The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power system to the INTUITY system.

Review the list of transferred subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX Voice Power system:

- 1. Display the list of subscribers on the AUDIX Voice Power system.
 - a. Log into the AUDIX Voice Power system.
 - b. Select the following sequence of menu options:
 - Voice System Administration
 - Application Package Administration
 - AUDIX Voice Power
 - Subscriber Administration
 - c. At the Subscriber Administration screen, press 🕫 (Change Keys), then F3, and finally select the Display option.
- 2. Display the list of subscribers on the INTUITY system.
 - a. Log into the INTUITY system with the sa (system administrator) login
 - b. Select AUDIX Administration from the INTUITY Administration menu
 - c. Enter list subscribers at the command line.
- 3. If the AUDIX Voice Power and INTUITY machines are in the same room and close enough together, you can compare the lists of subscriber directly from the terminal screens.

If the machines are not close together, print out segments of the AUDIX Voice Power list using the print screen keys

- 4. Note any incomplete or missing records on the INTUITY system.
- Add subscribers who did not transfer

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for information on adding subscribers.

Administer system parameters

Change the default system parameters of the INTUITY system to the parameters displayed in the printouts of your AUDIX Voice Power configuration. The INTUITY system requires a number of additional parameters for system administration. See *INTUITY AUDIX Release 3.3* Administration and Feature Operations, 585-310-552 document for information on changing parameters

Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY system by identifying the auto-attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then rerecord the greetings for the auto-attendant mailbox(es) via your touch-tone phone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 document for information on automated attendants and bulletin boards.

Administer custom announcements

Create any custom announcements you had on the AUDIX Voice Power system. To do this, you should create a custom announcement set first and then make changes.

Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Intuity system. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 for more information.

Administer Message Manager

If you purchased INTUITY Message Manager for our system, you may need to administer Message Manager connections for the INTUITY AUDIX system, as well as activate Message Manager for subscribers. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 and *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557 for more information.

Administer multiple languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552 for more information.

Administer fax messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accommodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)
- Enable subscribers for fax messaging, by:
 - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
 - Increasing maximum message length to at least 2400 seconds
- Set up secondary fax extensions for selected subscribers (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines
- Distribute INTUITY Message Manager 2.0 software and documentation to selected subscribers (optional)
- Identify appropriate remote digital network machines as fax-enabled
- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.

Readminister AUDIX Voice Power Connection

If you wish to keep AUDIX Voice Power available so subscribers can get old messages, you must readminister the DCP connection for the AUDIX Voice Power system using a new extension number. See *AUDIX Voice Power Switch Integration to System 75, DEFINITY Generic 1 and DEFINITY Generic 3* for more information.

Planning for an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Migration

4

Overview

This chapter describes the following:

- A comparison between AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Migration tasks for which you, the customer, are responsible for completing

When you are replacing an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system with an INTUITY system, AT&T supports the migration of subscriber data for the following releases:

- R2.0
- R2.1
- R2.1.1
- R3.0

Comparison of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY

The following sections describe the differences between the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system and the INTUITY system.

Capacities

The INTUITY system exceeds the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system in voice messaging capacity. Table 4-1 compares maximum capacities on both products.

Table 4-1. Maximum Capacity of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY

Capacity	AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)	INTUITY
Voice ports ¹	12	64 on MAP/100 42 on MAP/40 18 on MAP/5
Voice storage hours	70	1280 on MAP/100 (without mirroring) 470 on MAP/100 (with mirroring) 445 on MAP/40 (without mirroring) 175 on MAP/40 (with mirroring) 205 on MAP/5 (mirroring not available)
Local subscribers ²	300	20,000 on MAP/100 15,800 on MAP/40 2,400 on MAP/5

1. INTUITY FAX Messaging can have a significant impact on the number of voice ports, number of hours of voice storage, and the number of subscribers the INTUITY system can accommodate.

2. The number of local and remote subscribers that the INTUITY system can accommodate depends on the length of messages, number of messages sent per hour, number of messages stored in a mailbox, and the average of networked messages sent locally.

Switch Connections

You can connect your INTUITY machine to almost all of the same switches to which you can connect your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system. However, the INTUITY system differs in the type of data communications hardware it uses.

Table 4-2 compares supported switches and data communications hardware on those switches:

	Integration Hardware	
Switches	AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)	INTUITY
System 25	Mode Codes	N/A
System 75 (all releases)	DCP	
System 75 R1V3	N/A	SCI,PI
System 85 R2V4 only	N/A	DCIU
DEFINITY Generic 1	DCP	PI
DEFINITY Generic 2.1	N/A	DCIU
DEFINITY Generic 2.2	N/A	DCIU
DEFINITY Generic 3s	DCP	PI
DEFINITY Generic 3i	DCP	PI
DEFINITY Generic 3r	DCP	PGATE
DEFINITY Generic 3 V2	DCP	PI or PGATE
DEFINITY Generic 3 V3	DCP	PI or PGATE
NEC NEAX 2400	SIDs	SIDs
Rolm 8000, 9000, 9751	SIDs	SIDs
Northern Telecom SL-1	SIDs	SIDs
Northern Telecom DMS100	N/A	SMSI with 202T modem
MERLIN LEGEND	Mode Codes	Mode Codes
		Dises IVC6 ports
Mitel SX 200D	SIDs	N/A
5ESS	N/A	3A SMSI Translator; SMSI with 202T modem

 Table 4-2.
 Switch and Integration Hardware Comparison

INTUITY Subscriber Features

The INTUITY system offers additional or different subscriber features to those which you had with your AUDIX Voice Power system.

INTUITY FAX Messaging

Subscribers can receive, send, and store faxes, and attach faxes to voice messages. Subscribers can scan, delete, skip, forward, and respond to faxes. They have the ability to make faxes priority or private.

AMIS analog networking

Subscribers can send messages to subscribers on remote systems that also have AMIS and to non-subscriber phones. AMIS is most useful because it lets subscribers send messages to non-AT&T voice messaging systems.

Automatic message scan

Subscribers can scan all message headers and/or messages.

Call sender as reply

Subscribers can call the sender of a voice mail message immediately after listening to the message.

Delivery scheduling

Subscribers can schedule delivery of messages for specific days and times. The option to schedule delivery of a message occurs immediately after addressing the message.

Digital networking

Subscribers can send messages to subscribers on remote systems that are part of a digital network of machines. Digital networking is especially useful because it allows subscriber inter-machine messaging that is almost identical to messaging between subscribers on the same machine.

Directory assistance

Provides a system directory so subscribers can access other subscriber's names and numbers quickly.

End of message warning

INTUITY warns a caller when the call is approaching the maximum allowable length for a message.

Turn off Call Answering

When a subscriber is on vacation or away from the office for an extended period of time, the subscriber can turn off the call answer feature of the AUDIX system. Thus, when the subscriber does not answer his/her phone, the system tells the caller that the subscriber's mailbox is not accepting messages.

Guest password

Callers can access a subscriber's mailbox directly to leave a message. With this feature, callers dial the INTUITY system number, enter a subscriber's extension and the guest password, and leave a message.

• "0" calls to follow coverage

If a caller presses 0 to get a subscriber's attendant or some other covering extension, INTUITY directs the call to the covering extension's voice mailbox if nobody answers.

Languages

Announcement sets in five languages other than U.S. English are available:

- Latin Spanish
- French Canadian
- British English
- U.S. English TDD (Telecommunications Device for the Deaf)
- U.S. 123 (prompts identify phone key presses by number only)
- Simultaneous Announcement Sets

Nine announcement sets can be simultaneously-active.

Leave word calling

Caller, on the same switch, can leave or send a standard format message, usually by the touch of a button, requesting that the called party return the call.

Undelete key

Subscriber can press (*) (*) (*) to recover a message just deleted.

Dual language greetings

Subscribers can create two multi-lingual personal greetings.

INTUITY Message Manager

This feature allows a subscriber to access, store, and generally manage AUDIX and fax messages using a graphical user interface. The INTUITY system communicates with Message Manager via a Local Area Network (LAN) and coordinates Message Manager activity with the subscriber's voice terminal.

Priority call answer messages

When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message.



This capability is turned on or off system-wide.

Login announcement

Administrators and users, with login announcement privileges, can create a special announcement that all subscribers hear when they log on to the system.The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until the announcement is removed.

Loudness controls

Allows subscribers to increase or decrease the volume of messages they are reviewing.

Online help

Subscribers can get easily obtained information about how to use the system on-line.

Outgoing/filed message storage

Subscribers can save messages they create so they can send them again or keep a record of what they said. Subscribers can check the status of messages sent. Status categories include *filed*, *non-deliverable*, *undelivered*, *delivered*, and *accessed*.

Personal directory

Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.

Priority messages

Subscribers, who have permission, can send priority messages, which are specially marked and preferentially presented to recipients.

Private message

Subscribers or callers can designate a message they create as *private*, which prevents it from being forwarded.

Priority outcalling

Subscribers can be notified by an outcall only when they have new *priority* messages.

Relogin

Subscribers can log into INTUITY more than once on a single call. This feature lets two or more subscribers share a single long-distance or pay phone call to get their mail messages.

Shared extension

Subscribers who share one extension can have a private voice mailboxs.

Speed up/slow down controls

Subscribers can increase or decrease the speed of messages they are reviewing.

Untouched message

Subscribers can listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.

Alternate personal greetings

Subscribers can create two alternate personal greetings, either of which you can activate. The INTUITY system allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls,or one of three call types: internal/external, busy/no answer, or out-of hours.

Speech quality is higher

INTUITY system prompts and recorded messages sound better.

Press # to approve

Subscribers can press **#** on the INTUITY system, and not *** #** as with on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system, to approve or complete tasks.

Address messages before recording them

Subscriber has the option of addressing a message before recording it. After the message is recorded and approved, the subscriber also can review the addresses already entered and add more addressees.

 \blacksquare NOTE:

If the subscriber is sending a fax only, they must address the fax before sending it.

Dial through error prompts

When a subscriber presses an invalid button on INTUITY, they will get an immediate beep if they pressed an invalid button. The subscriber can then dial through the error message without listening to it.

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Subscriber Features Not Available

General mailbox

In an AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system, if a subscriber's mailbox is full, the caller can transfer to the general mailbox and leave a message for the subscriber. The administrator of the general mailbox can then transfer the message to the subscriber later. The INTUITY system has no general mailbox.

Name voiceback when transferring

When a subscriber presses $_{\star}$ T to transfer to another subscriber's extension, you hear the subscriber's name after entering the extension. In the INTUITY system, you do not hear the name of the subscriber you are transferring to.

Automatic notification of undelivered messages

When a subscriber is getting messages, the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system notifies them when a message sent could not be delivered due to the receiver's mailbox being full. You then have the option of resending the message. In the INTUITY system, you must access the outgoing/filed message option to find out the status of messages sent.

Automated Attendant

The INTUITY system differs from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system in the way automated attendants are administered and the capabilities the automated attendants offer. Table 4-3 shows a comparison between the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and the INTUITY automated attendants.

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)	ΙΝΤυΙΤΥ
Separate night and day attendant main menus using the same phone number.	Unlimited number of attendants using different phone numbers or up to 25 phone numbers, each with a scheduled day, night, and alternate attendant main menu.
Nested attendants	Nested attendants
Option for touch-tone gate announcement	Must manually include a touch-tone option in attendant and include instructions in attendant prompts
Fax recognition and automatic transfer to a fax machine	No fax recognition or capability to handle faxes
Option for temporary closure message	No temporary closure option. A temporary closure message is possible using the multiple personal greetings feature with an attendant or by creating a temporary closure mailbox and inserting temporary closure as a holiday.
Holiday and night attendant scheduling	Holiday and night attendant scheduling
Verification of complete auto-attendant menu tree	Verification of complete auto-attendant menu tree

Table 4-3. Automated Attendant Capabilities

Table 4-4 shows a compairson of the administration of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY automated attendants.

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III)	ΙΝΤυΙΤΥ
You administer automated attendants using a series of windows and by copying and reinstalling workspace.	You create automated attendants using one screen — The Subscriber screen, pages 1, 2, and 3, and possibly the List Attendants and COS screens. You schedule automated attendants using Holiday Schedule, Business Schedule, and Routing Table Administration screens.
You record automated attendant announcements and menus on your telephone while simultaneously selecting these items on your computer.	You record attendant announcements after creating an attendant. The recording is simply assigned as the personal greeting to the specific attendant's mailbox.
After recording attendant menus and announcements, you must reinstall the workspace.	Recordings of attendant menus are in effect immediately after you approve them.

Table 4-4. Automated Attendant Administration

Information Service

The AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Information Service has an equivalent feature called Bulletin Board in the INTUITY system. In the INTUITY system, you identify a subscriber mailbox as a bulletin board (using the Subscriber screen) and then record informational messages as personal greetings for the mailbox.

Message Drop Service

No equivalent to the Message Drop Service exists in the INTUITY system. However, an attendant with the sole purpose of collecting messages may be created.

INTUITY Administration Features

The INTUITY system offers additional or different administration features to those of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.

Customized screen-labeled keys

Administrator can choose between two screen-labeled key display orders:

- order used for the SAT or Manager I
- order unique to the INTUITY system.

\blacksquare NOTE:

Using the SAT order can be very helpful for administrators who also administer the switch.

Multiple login levels

Two levels of logins are available:

- system administrator (sa)
- voice messaging administrator (vm).

\blacksquare NOTE:

The *sa* login allows access to all customer-administrable parts of the INTUITY system. The *vm* login allows access only to the INTUITY screens.

Multiple simultaneous logins

Up to four administrators can be logged into the system at the same time.

 \blacksquare NOTE:

Capability for two simultaneous logins are available by default. You must add an IPC900 multi-port serial port card for 3 or 4 logins.

AUDIX Administration and Data Acquisition Package (ADAP)

ADAP provides direct access to the system database through a PC interface, from which many additional traffic and usage reports can be generated.

 Windowing Between Switch and AUDIX Interfaces (System 75, G1, and G3 only)

The INTUITY system lets you simultaneously log into the INTUITY system and the switch by using the windowing capabilities of a 715 terminal.

Alarm notification

The INTUITY system displays an alarm code on the status line at the top of the screen. When a code appears, you know there is a problem somewhere that needs attention.

Message sending restrictions

The INTUITY system allows the system administrator to avoid abuse or misuse of voice mail by restricting to whom certain subscribers can send messages. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.

AMIS and Digital Networking

AMIS and digital networking require extensive administration effort. A large portion of the INTUITY screens are devoted to the networking features.

Fax capability

Administrator can assign, via Class-of-Service, the ability for subscribers to send, receive, and store faxes in their mailboxes.

Address before recording message

Administrator can allow subscribers to address messages before recording them. This capability can be set up system-wide.

Disable Call Answer

Administrator can allow subscribers, via Class-of-Service, to turn off their mailboxes from call answer messages. Thus, when a subscriber is gone for a period of time and does not want callers to leave call answer messages, the subscriber can turn off his or her mailbox.

Outgoing print job queue

Administrator can monitor fax print jobs via the $\tt Outgoing Print Job$ $\tt Queue$ screen. This screen is available through the AUDIX Administration menu.

Password aging

Administrator can set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

Advance/rewind increment

Administrator can set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message). The increment can be 4 or 10 seconds.

TCP/IP LAN access

Administrator must administer LAN access via Intuity TCP/IP networking windows because the INTUITY Message Manager feature requires LAN access.

Quick silence disconnect

In some countries, there is no disconnect signaling. For these countries, the administrator can be set up the INTUITY system to gracefully handle quiet disconnects (when the line simply goes silent after the caller hangs up).

Print screens

Administrator can print screens and reports by pressing the F6 key.

Change extensions

Administrator can change subscriber extensions in blocks of extensions. This feature is especially useful when you must change subscriber extension length or dial plans.

Back-up and Restore

System data is automatically backed-up every night. The INTUITY system allows to select the type of data to be backed up or restored.



If you do note rotate your tapes after a nightly back-up, the INTUITY system will over-write the data which was saved from the previous night's back-up.

Customizing Prompts

The INTUITY system lets you change any and all prompts (announcements) throughout the system. You may also create a custom announcement set and replace the standard set that comes with the system.

Customizing Class of Service for the system

The INTUITY system has twelve default classes of service, all of which may be changed system-wide. You can also change class of service per subscriber.

INTUITY Administration Tools

The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

- AUDIX voice messaging administration screens
- Menu-driven INTUITY system windows for most other administration

Voice messaging is administered using INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. Figure 4-1 shows a layout of an INTUITY AUDIX screen.

System Status Line

-			
	Active	Alarms: none	Logins: 8
Comma	nd History Line		
Comma			
	Message Line		
			Function Keys
enter comman	d: 🗲 — Comma	nd Line	×
Cancel	efresh Enter Clea	arFld Help	Choices NextPage PrevPage

Figure 4-1. INTUITY AUDIX Screen Layout

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX* Administration.

INTUITY System Windows

All platform, networking, and switch-related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the F6 (Choices) key to view and select the valid choices. Figure 4-2 shows an INTUITY system window.



Figure 4-2. Intuity Windows Layout

As you use the INTUITY system's maintenance, networking, and switch integration windows, you may see more than one window open at the same time. Even though you see several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

For more information on INTUITY windows, refer to *INTUITY Platform Administration* and *Maintenance*.

Screens Mapping

Screen Cross-Reference

In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power on MERLIN LEGEND (IS II or IS III). Table 4-5 is a cross-reference of AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

AUDIX Voice Power	ΙΝΤUITY	Reference
Holiday Administration	Holiday Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Service Hour Administration	Business Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
View Day Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
View Night Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Edit Workspace	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

Table 4-5. Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Copy Day or Night Service to Workspace	List Auto-attendant Menu	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Outcalling Administration	System Parameters Outcalling	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Subscriber Administration	Subscriber Class of Service List COS List Extensions List Subscribers	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Voice System Parameter Administration	System Parameters Features System Parameters Limits System Parameters Thresholds	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Diagnose Equipment	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Report Voice System Status	Verify System Status	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Shutdown System	Shutdown Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 4-5.
 Screen Cross Reference

Table 4-5.	Screen	Cross	Reference
1 abie 4-5.	Screen	Cross	Reference

AUDIX Voice Power	INTUITY	Reference
Start Voice System	Start Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Stop Voice System	Stop Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Status of Voice	Assign Service to Called Number	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Phone Line Usage Report	Feature Daily Traffic Feature Hourly Traffic Load Daily Traffic Load Hourly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Mailbox Usage Report	Subscriber Daily Traffic Subscriber Monthly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Most Recent Audit	Alarm Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Event Log Report	Administrator's Log Alarm Log Activity Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
		INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

AUDIX Voice Power	INTUITY	Reference
Backup to Removable Media Menu	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Password	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Date and Time	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Format Floppy Disk	Format UNIX Floppy	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Enable/Diable Second Serial Port	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Second Hard Disk Setup	Add Disk Replace Disk	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Serial Ports Setup	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Restore from Removable Media Menu	Restore	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 4-5.
 Screen Cross Reference

 Table 4-5.
 Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Display Installed Software	View Installed Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Install UNIX System Application	Software Install	INTUITY Software Installation for Release 3.0, 585-310-160
Remove Installed Software	Software Remove	INTUITY Software Installation for Release 3.0, 585-310-160

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Screens Without an INTUITY Cross-Reference Screen

The following AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) screens have no cross-reference screen in the INTUITY system:

- Install Workspace
- Verify Workspace
- Service Administrator Registration
- Subscribers Over Mailbox Limit Report

Migration Processes Overview

This section describes the migration process and the data that will or will not be migrated from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system. The migration process assumes:

- You want to have the same phone number for subscribers to call to get their messages on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III).
- You want to temporarily keep your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system available for subscribers to access old messages



The technician's tasks for a migration differ somewhat, depending on whether your switch is a MERLIN LEGEND or a System 75 or DEFINITY G1/G3 switch. For more information refer to *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

Automatically Migrated Data

The data which will be migrated from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system includes:

- Extension
- Name
- Mode of addressing
- Mailbox size (by COS)
- Personal operator
- Coverage service (call answer only)
- Outcalling allowed

Data Not Migrated

The Intuity system *does not* transfer any other data from AUDIX Voice Power on MERLIN LEGEND (IS II or IS III). Some examples are:

- Passwords
- Subscriber's incoming and outgoing messages
- Subscriber's personal greetings
- Voice mail prompts
- Call answer prompts
- Information service prompts

- Message drop prompts
- Automated attendant prompts
- Automated attendant menus
- Subscriber's mailing lists
- Subscriber's recorded names
- All other system administration data
Preparations for Migration

This section identifies recommended preparations for a migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system.

One Month in Advance

- Send a broadcast message that tells your subscribers about the upcoming change of voice system. Tell subscribers to jot down in detail the following items to make the change of systems less disruptive:
 - Mailing lists
 - Important messages in their mailboxes
 - Personal greetings (if any)

\blacksquare NOTE:

It's recommended that your system administrator be made a single point of contact for subscribers' questions about their new Intuity AUDIX system.

Appendix B contains the handout, "The Voice Messaging System Is Coming." You may photocopy or customize it and distribute it.

- Warn subscribers about the loss of their passwords and tell them what the new default password will be. Also tell them that the default password is known by all other subscribers. Therefore, each subscriber should change the password for his or her mailbox as soon as possible.
- Notify subscribers that INTUITY subscriber features operate differently from those on AUDIX Voice Power on MERLIN LEGEND (IS II or IS III).

Appendix B contains the handout, "The New AUDIX Voice Messaging." You may photocopy or customize it and distribute it.

One Day In Advance

 Send a broadcast message telling subscribers of the impending voice messaging change and the need to read their handouts about the changes.

NOTE:

The AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) broadcast messages will not turn on message waiting lamps. So you may want to send voice mail messages instead.

 Send a memo or broadcast message, telling subscribers what the dial prefix(es) are for fax print destinations. Also tell them how many additional digits after the prefix the destination should be.



Your subscribers will not be able to print or send faxes without a clear understanding of the need for a fax prefix and precise number of digits when printing faxes.

Your memo or broadcast message should also tell subscribers to transfer calls into their AUDIX mailbox when they answer a fax-only call and hear fax tone. On DEFINITY switches, they can do this with the Transfer into AUDIX feature.

- Send a memo or broadcast message telling subscribers who receive INTUITY Message Manager software that the AUDIX Server ID and mailbox extension that they use on the login screen are the same values they need when installing INTUITY Message Manager with fax.
- Collect records of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Configuration

You must gather the following information to give to the technician who performs the upgrade. You can gather the information by printing out or writing down the information on administration screens. The following administration screens contain information you should keep a hardcopy record of:

- Voice System Parameter Administration
- Outcalling Administration
- View Day Service (all menus)
- View Night Service (all menus)

\blacksquare NOTE:

In addition, you may wish to print out the traffic reports. This data does not transfer across. You may therefore want to keep a hardcopy record of report data.

Transcribe prompts

You cannot print out recorded prompts. As a result, if you do not already have a written record of your customized prompts, you should transcribe them before you replace your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) with the INTUITY system. To transcribe prompts, you simply listen to the prompts and write them down. To listen to a prompt:

- 1. Log in on your telephone to the appropriate Service Administrator mailbox.
- 2. Press the appropriate button for the prompts you want to listen to:
 - For the voice mail greeting, press 1.
 - For the call answer prompts, press 2.
 - For the automated attendant prompts, press 3.
 - For the message drop prompts, press 4.
 - For the information service prompts, press 5.
 - For recorded subscriber names, press 6.
- 3. Follow the prompts to listen to the greeting.
- Transcribe the general mailbox greeting

Log into extension 9999, press 3, and follow the prompts.

\blacksquare NOTE:

Use the worksheet in Appendix A to write down your prompts.

The Day on Which the INTUITY System **Becomes Active**

Back up data (Strongly Recommended)

Back up system data immediately before activating your INTUITY system. Such a bac-kup provides a single unified record of your system prior to its replacement with the INTUITY system.

See your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) System Manager's Guide or AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Maintenance documents for information on how to back up data.



Do not use this system backup data for migrating data to your new Intuity system.

- To handle fax-tone calls on MERLIN LEGEND switches, you must administer a special automated attendant for subscribers. Go to page 3 of the Subscriber screen and set up an autoattendant with the following characteristics:
 - The button matching the first digit of the subscribers' dial plan must be set as e (for entering an extension).
 - The button's treatment must be call-answer.
 - The timeout of the attendant should be set to the extension of a generic mailbox, with the treatment still call-answer.

With this autoattendant setup, a subscriber can press TRANSFER and the autoattendant extension to transfer fax-tone calls to the autoattendant. At the attendant prompts, the subscriber can then enter his or her mailbox extension and press #, then press TRANSFER again. The call will go to the subscriber's mailbox.

Post-Migration Administration

Once your service technician has completed the migration, switch administration, and acceptance testing of the system, you must complete start-up administration of the INTUITY system. If you wish to stay with a configuration that is the same as or similar to the configuration of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system, you should re-enter the data you gathered in preparation for the migration. The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system.

Review the list of transferred subscribers

Compare subscribers on the INTUITY system with subscribers on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system:

- 1. Display the list of subscribers on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.
 - Log into the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.
 - b. Select the following sequence of menu options:
 - Voice System Administration
 - Application Package Administration
 - AUDIX Voice Power
 - Subscriber Administration
 - c. At the Subscriber Administration screen, press 🔞 (Change Keys), then 🕄, and finally select the Display option.
- 2. Display the list of subscribers on the INTUITY system.
 - a. Log into the INTUITY system with the sa (system administrator) login
 - b. Select AUDIX Administration from the INTUITY Administration menu
 - c. Enter list subscribers at the command line.
- If the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) and INTUITY machines are in the same room and close enough together, you can compare the lists of subscriber directly from the terminal screens.

If the machines are not close together, print out segments of the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) list using the print screen keys

- 4. Note any incomplete or missing records on the INTUITY system.
- Add subscribers who did not transfer

Add to the INTUITY system any subscribers whose records were either missing or incomplete in the INTUITY subscriber list. See *INTUITY Release* 3.3 AUDIX Administration and Feature Operations, 585-310-552, for information on adding subscribers.

Administer system parameters

Change the default system parameters of the INTUITY system to the parameters displayed in the printouts of your AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) configuration. The INTUITY system requires a number of additional parameters for system administration. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552,* document for information on changing parameters

Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY system by identifying the auto-attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then rerecord the greetings for the auto-attendant mailbox(es) via your touch-tone phone. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552*, document for information on automated attendants and bulletin boards.

Administer custom announcements

Create any custom announcements you had on the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system. To do this, you should create a custom announcement set first and then make changes.

Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Intuity system. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552,* for more information.

Administer Message Manager

If you purchased INTUITY Message Manager for our system, you may need to administer Message Manager connections for the INTUITY AUDIX system, as well as activate Message Manager for subscribers. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552* and *INTUITY Platform Administration and Maintenance for Release 3.0,* 585-310-557 for more information.

Administer multiple languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See *INTUITY Release 3.3 AUDIX Administration and Feature Operations, 585-310-552* for more information.

Administer fax messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accomodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature).
- Enable subscribers for fax messaging, by:
 - Increasing mailbox size to at least 4800 seconds (or double the time alloted for voice messages, whichever is greater)
 - Increasing maximum message length to at least 2400 seconds
- Set up secondary fax extensions for selected subscribers (optional).
- Set up a guaranteed fax mailbox for appropriate fax machines.
- Distribute INTUITY Message Manager 2.0 software and documentation to selected subscribers (optional).
- Identify appropriate remote digital network machines as fax-enabled.
- Ensure that fax-enabled subscribers know the appropriate fax print prefix and the Transfer into AUDIX feature code.

Readminister AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) DCP Connection

If you wish to keep AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) available so subscribers can get old messages, you must readminister the DCP connection for the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) sytem using a new extension number. See *AUDIX Voice Power Switch Integration to System 75, DEFINITY Generic 1 and DEFINITY Generic 3* for more information.

Planning for an AUDIX Voice Power Lodging Migration

5

Overview

This chapter describes the following:

- A comparison between AUDIX Voice Power Lodging features and INTUITY system features
- Guidelines to prepare subscribers for the migration to the INTUITY system
- Post-migration tasks for which you, the customer, are responsible for completing

When you are replacing an AUDIX Voice Power Lodging system with an INTUITY system, AT&T supports the migration for the following releases:

- R1.1
- R3.0

Comparison of AUDIX Voice Power Lodging and INTUITY

The following sections describe the differences between the AUDIX Voice Power Lodging system and the INTUITY system.

Capacities

The INTUITY system exceeds the AUDIX Voice Power Lodging system in voice messaging capacity. Table 5-1 compares maximum capacities on both products.

Capacity	AUDIX Voice Power Lodging	INTUITY
Voice ports	12	64 on MAP/100 42 on MAP/40 18 on MAP/5
Voice storage hours	70	1280 on MAP/100 (without mirroring) 470 on MAP/100 (with mirroring) 445 on MAP/40 (without mirroring) 175 on MAP/40 (with mirroring) 205 on MAP/5

Table 5-1. Maximum Capacity of AUDIX Voice Power Lodging and INTUITY

Features

The INTUITY system offers additional or different features to those which you had with your AUDIX Voice Power Lodging system.

Improved platform

The new platform allows an increase in the number of voice ports and the amount of voice storage.

Automatic nightly back-up

The INTUITY system provides an automatic nightly back-up.

Multi-lingual capabilities

Voice mail retrieval instructions are played in the guest's chosen language.

Voice prompts

Most voice prompts are capable of being customized. The administrator can record their preferred prompts to over-ride the system prompts.

Text or FAX notification

Guest will be notified when calling into voice mail that they have a text or FAX message.

Voice mail deletion

Deleted voice mail messages are not removed from the system for 24 hours. Guests may restore their deleted messages with the help of the administrator.

Broadcast Messages

Broadcast messages can be sent to all guests.

Automatic alarm origination

The INTUITY system provides automatic alarm origination.

Universal voice ports

Each port on the INTUITY system is capable of providing AUDIX or Lodging service.

Same switch interface

AUDIX Voice Power Lodging uses the same switch interface as AUDIX. No special switch integration software or hardware is needed.

Voice mail

Voice mail can be provided for guests with extensions on different switches if the the switches are networked.

Improved message recording quality

All messages are recorded in high quality Code Excited Linear Prediction (CELP) coding style.

Quick access to messages

Guests have quick access to all new messages in their mailboxes. The number of messages are indicated as soon as they call-in and new messages are played before old messages.

Last-in/First-out or First-in/First-out order

The INTUITY system can be administered to play voice mail in Last-in/First-out or First-in/First-out order.

Do-Not-Disturb greeting

A Do-No-Disturb greeting is played when someone calls a guest who does not wish to be disturbed.

System activity reports

System activity reports for the last 30 days are saved and can be accessed by the administrator.

INTUITY Administration Tools

The INTUITY system is a hardware/software platform. INTUITY AUDIX is loaded onto it. The tools for most maintenance tasks, networking tasks, and switch integration tasks related to AUDIX have been incorporated on the INTUITY platform as subsystems that are separate from AUDIX. As a result, you must now use *two* administrative interfaces to administer the AUDIX system:

- AUDIX voice messaging administration screens
- Menu-driven INTUITY system windows for most other administration

Voice messaging is administered using INTUITY screens. Instead of accessing the screens by entering a pathname at the command line, you enter a verb and object at the command line. Figure 5-1 shows a layout of an INTUITY AUDIX screen.

		Sys	tem Status Line
AUDIX	Active	Alarms: none	Logins: 8
Commar	nd History Line		
	Message Line		
	V		Function Keys
enter command Cancel Re	d: Comma l efresh Enter Clea		Choices NextPage PrevPage

Figure 5-1. INTUITY AUDIX Screen Layout

For a complete description of how to use INTUITY screens, refer to *INTUITY AUDIX Release 3.3 Administration and Features Opertaions*, 585-310-552.

INTUITY System Windows

All platform and networking related information is performed using INTUITY windows. These windows are menu driven and allow you to make selections by moving a selection bar and pressing (ENTER). When you are required to enter information in a field on a window, you can press the F6 (Choices) key to view and select the valid choices. Figure 5-2 shows an INTUITY system window.



Figure 5-2. Intuity Windows Layout

As you use the INTUITY system's maintenance and networking windows, you may see more than one window open at the same time. Even though you several windows, the only active window is the last one you opened. You perform commands on the screen, such as Add, Delete, or Save, by using the function keys listed at the bottom of the window.

For more information on INTUITY windows, refer to INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557.

Screen Cross-Reference

In the INTUITY system, you still perform most of the administration tasks that you performed for AUDIX Voice Power Lodging. Table 5-2 is a cross-reference of AUDIX Voice Power Lodging screens and their associated INTUITY screens. The INTUITY screens are described in the documentation listed for reference.

Table 5-2. Se	creen Cross	Reference
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AUDIX Voice Power	ΙΝΤUITY	Reference
Holiday Administration	Holiday Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Service Hour Administration	Business Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
View Day Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
View Night Service	Subscriber List Attendants Routing Table Administration Auto-Attendant Schedule	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Edit Workspace	Subscriber	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Copy Day or Night Service to Workspace	List Auto-attendant Menu	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552

AUDIX Voice Power	INTUITY	Reference
Outcalling Administration	System Parameters Outcalling	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Subscriber Administration	Subscriber Class of Service List COS List Extensions List Subscribers	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Voice System Parameter Administration	System Parameters Features System Parameters Limits System Parameters Thresholds	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Diagnose Equipment	Diagnose Voice Equipment	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Report Voice System Status	Verify System Status	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Shutdown System	Shutdown Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Start Voice System	Start Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Stop Voice System	Stop Voice System	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 5-2.
 Screen Cross Reference

Table 5-2.	Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Change Status of Voice	Assign Service to Called Number	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Phone Line Usage Report	Feature Daily Traffic Feature Hourly Traffic Load Daily Traffic Load Hourly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Mailbox Usage Report	Subscriber Daily Traffic Subscriber Monthly Traffic	INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Most Recent Audit	Alarm Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Event Log Report	Administrator's Log Alarm Log Activity Log	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
		INTUITY AUDIX Release 3.3 Administration and Feature Operations, 585-310-552
Backup to Removable Media Menu	Backup	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Change Password	Password Administration	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

AUDIX Voice Power	INTUITY	Reference
Change Date and Time	Set Date and Time	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Format Floppy Disk	Format UNIX Floppy	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Enable/Diable Second Serial Port	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Second Hard Disk Setup	Add Disk Replace Disk	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Serial Ports Setup	Install Modem/Terminal Software Remove Modem/Terminal Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Restore from Removable Media Menu	Restore	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

 Table 5-2.
 Screen Cross Reference

 Table 5-2.
 Screen Cross Reference

AUDIX Voice Power	INTUITY	Reference
Display Installed Software	View Installed Software	INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557
Install UNIX System Application	Software Install	INTUITY Software Installation for Release 3.0, 585-310-160
Remove Installed Software	Software Remove	INTUITY Software Installation for Release 3.0, 585-310-160

Migration Process Overview

This data that can be migrated from the AUDIX Voice Power Lodging system to the INTUITY system includes:

- System files
- Custom prompts
- Guest database
- Guest speech files



For more information refer to *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

Preparations for Migration

This section identifies recommended preparations for a migration from the AUDIX Voice Power Lodging system to the INTUITY system.

The Day on Which the INTUITY System Becomes Active

Messages

If the guest database and guest speech files are not to be migrated, guests should be asked to verify that they have reviewed their messages in their mailboxes prior to the time at which the migration will begin. They should be told that any messages contained in their mailboxes will not be migrated.

Post-Migration Administration

The following post-migration tasks need to be completed in order to complete the migration from the AUDIX Voice Power Lodging system to the INTUITY system.

Administer system parameters

Change the default system parameters of the INTUITY system to the parameters of your AUDIX Voice Power Lodging configuration. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations,* 585-310-552, document for information on changing parameters

Recreate auto-attendants

Recreate the automated attendants and bulletin boards (information service) in the INTUITY system by identifying the auto-attendant subscriber type on Page 2 of the Subscriber screen and entering the definitions in Page 3. You should then re-record the greetings for the auto-attendant mailbox(es) via your touch-tone phone. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, document for information on automated attendants and bulletin boards.

Administer custom announcements

Create any custom announcements you had on the AUDIX Voice Power system. To do this, you should create a custom announcement set first and then make changes.

Your custom announcements, particularly those for automated attendants, information service, and message drop may no longer be appropriate to the standard fragments and announcements in the Intuity system. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Administer multiple languages

If you purchased additional languages (including TDD) for your system, you may need to administer the languages for subscribers and auto-attendants. See *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for more information.

Administer fax messaging

If you purchased FAX Messaging, you may need to:

- Create and administer at least one fax call delivery machine (for printing to fax machines).
- Administer the outcalling feature to accommodate fax printing (necessary since INTUITY FAX Messaging shares outgoing ports and outcalling intervals with the outcalling feature)

- Enable subscribers for fax messaging, by:
 - Increasing mailbox size to at least 4800 seconds (or double the time allotted for voice messages, whichever is greater)
 - Increasing maximum message length to at least 2400 seconds
- Set up secondary fax extensions for selected subscribers (optional)
- Set up a guaranteed fax mailbox for appropriate fax machines

Migration Worksheets

A

Overview

Use the worksheets in this section to plan for the migration of your current voice messaging system to an INTUITY system.

AUDIX R1 Migration Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX R1 system to the INTUITY system.

AUDIX R1 Informational Worksheet

Table A-1 helps you obtain the information needed from the AUDIX R1 system.

 Table A-1.
 AUDIX R1 Informational Worksheet

AUDIX R1 Information Needed	Response
AUDIX R1 release version:	
R1V5	
R1V6	
R1V7	
R1V8	
Type of switch:	
 System 75 or System 85 	
 Generic 1, 2, 3s, 3i, or 3r 	
■ 5ESS	
DMS100	
NEAX 2400	
 Rolm 8000, 9000, 9751, or SL-1 	
Switch release version:	
 R1V3, R2V3, or R2V4 	
■ 2.1 or 2.2	
■ G3V1, G3V2, or G3V3	

AUDIX R1 Information Needed	Response
Type of data communications hardware:	
■ SCI	
■ PI	
 DCIU 	
■ PGATE	
■ 202T modem	
 3A SMSI Translator 	
■ SID	
Number of voice ports	
Hours of speech available	
Current add-ons:	
 Networking (AMIS or Digital) 	
 ADAP 	
 Call Detail Recording 	
Number of networking ports	
Number of subscribers	
Type of modem and baud rate ¹	
AUDIX R1 system telephone number	

 Table A-1.
 AUDIX R1 Informational Worksheet — Continued

AUDIX R1 Information Needed	Response
Is there an Isolating Data Interface (IDI) or MPDM? ²	
Maintenance port telephone number for the INTUITY system	
Printouts of these AUDIX R1 screens:	
COS:default	
■ COS:1-11	
<pre>system:activity log:specification</pre>	
<pre>system:announcement:detail</pre>	
<pre>system:announcement:filesystems</pre>	
<pre>system:appearance</pre>	
■ system:attendant	
<pre>system:limits</pre>	
<pre>system:outcalling</pre>	
system:sending restrictions	
system:thresholds	
system:translation:analog network	
 system:translation: machine:audix/ amis/call delivery 	
list:subscriber	
<pre>list:extension:remote</pre>	

Table A-1. AUDIX R1 Informational Worksheet — Continued

2. You may be able reuse these with the INTUITY system.

^{1.} A Hayes-compatible modem must be connected to the AUDIX R1 system for a data transfer to the INTUITY system. If the customer does not have a modem connected, the field technician will temporarily install a modem for a charge based on time and materials.

AUDIX R1 Automated Attendant Greetings Worksheet

Table A-2 is used to write down your AUDIX R1 auto-attendant greetings

Table A-2.	AUDIX R1	Automated Attendant	Greetings Worksheet
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Attendant Extension	Nested Attendant Extensions	Greeting for Attendant

AUDIX R1 Customized Announcements Worksheet

Table A-3 is used to write down your customized announcement fragments.

Table A-3. AU	JDIX R1 Customized	Announcements	Worksheet
---------------	---------------------------	---------------	-----------

Fragment Number	Announcements Number	Fragment Text

AUDIX R1 Updating Networking Machines Worksheet

Table A-4 is used to schedule remote updates of the INTUITY system by other networked machines.

NOTE:

You should record passwords for remote digital networked machines for their administration on the INTUITY system.

	Password

Table A-4. AUDIX R1 Updating Networking Machines Worksheet

Enhanced AUDIX R1 Migration - Time Estimate Worksheet

The length of time that it will take to migrate voice data and mailing lists depends on the type and amount of data that will need to be migrated. Table A-5 is used to estimate the time needed to complete a migration.

Task Number	Task	Result
1.	Access the Traffic:Feature:Day screen on the AUDIX R1 machine. Add the number of local subscribers, remote subscribers and non-administered remote subscribers.	
2.	Access the Traffic:Load:Day screen on the AUDIX R1 machine. Find the number of blocks in the Voice Text Used field. ¹ Multiply this number by 8.	
3.	Multiply the number of ports to be used for the migration on the AUDIX R1 by 60.	
	NOTE: The total number of ports that can be used for the migration is 16. If you are planning on migrating names, a maximum of 12 ports can be used.	
4.	Divide the amount calculated in task 2 by the amount calculated in task 3.	
5.	If migrating names and messages, enter 20 for subscriber class-of-service parameters set-up and restore functions.	
6.	If migrating mailing lists, enter 20 for ADAP connection and extraction from the AUDIX R1 machine.	
7.	If migrating names, multiply the number of subscribers (task 1) by 30.	
8.	If migrating messages, multiply the number of subscribers (task 1) by 30.	

 Table A-5.
 Enhanced AUDIX R1 Migration Time Estimate Worksheet

Task Number	Task	Result
9.	If migrating greetings:	
	 a. If single greeting is enabled, multiply 5 seconds by the number of subscribers (task 1) 	
	 b. If multiple greetings are enabled but no greetings are recorded, multiply 10 seconds by the number of subscribers (task 1) 	
	 c. If multiple greetings are enabled and greetings are recorded, multiply 60 seconds by the number of subscribers (task 1) 	
10.	If migrating mailing lists:	
	a. Multiply the total number of subscribers (task 1) by 1.2 ²	
	b. Divide the total above by 10.	
	c. Divide the total number of subscribers (task1) by 25.	
	d. Add 10b. to 10c.	
	e. Add 20 to the sum of 10d.	<u> </u>
	You can up to 60 minutes for large customers.	
	f. Add Line 6 to 10d.	
	g. Divide by 60.	
	h. If applicable, add Line 14c.	
11.	Complete the following for name and message migration:	
	a. Multiply task 4 by 60.	
	b. Enter the result of task 3.	
	c. Add tasks 7 and 8.	
	d. Add steps 11a and 11c.	
	e. Divide step 11d by step 11b. ³	

Table A-5. Enhanced AUDIX R1 Migration Time Estimate Worksheet —

Task Number	Task	Result
12.	Complete the following for password conversion on the AUDIX R1: ⁴	
	a. Multiply task 1 by .15.	
	b. Divide step 12a by 60.	
13.	Complete the following for the total estimated amount of time for this enhanced migration:	
	a. Add steps 10e, 11e, and 12b.	
	b. Add step 13 a to step 9a., 9b, or 9c.	
	➡ NOTE:	
	Divide step 9a, 9b, or 9c by 3,600 before adding to the step 13a.	
14.	Perform the following to estimate the remote update time of digitally networked machines:	
	a. Access the List:Machine screen on the AUDIX R1 and list digitally networked machines (DCP and RS-232 connection types).	
	NOTE: VEX, AUDIX R1, and Definity AUDIX digitally networked machines are administered as part of the standard migration. Ignore machines with AMIS type connections.	
	b. Access the Traffic:Feature:Day screen for an estimate of the number of local subscribers for each machine.	
	 Multiply 6 by the number of subscribers for each machine. 	
	d. Add the total amounts for each machine and divide by 3,600.	

Table A-5. Enhanced AUDIX R1 Migration Time Estimate Worksheet —

^{1.} When using the number in the Voice Text Used field, you may want to keep track of this number over a period of time, perhaps a week and use the highest volume number noted.

^{2.} If you are migrating remote subscribers (both digital and AMIS pre-administered subscribers), you will need to add 1.5 seconds per remote subscriber per machine to your estimates.

- 3. You may want to add additional overhead time for migration start-up and wind down. Not all channels are running during these stages.
- 4. Password conversion is used to globally change the passwords for enhanced migration access

DEFINITY AUDIX Migration Worksheets

Use the following worksheets to help you plan for a migration from the DEFINITY AUDIX system to the INTUITY system.

DEFINITY AUDIX Informational Worksheet

Table A-6 helps you obtain the information needed from the DEFINITY AUDIX system.

Table A-6. DEFINITY AUDIX Informational Worksheet

DEFINITY AUDIX Information Needed	Response
Type of switch:	
■ System 75	
 Generic 1, 3s, 3i, or 3r 	
Switch release version:	
 R1V3 or R1V4 	
■ G3V1, G3V2, or G3V3	
Type of data communications hardware:	
■ SCI	
■ Pl	
■ PGATE	
Control link or digital port emulation	
Number of voice ports	
Hours of speech available	
Current add-ons:	
 AMIS Networking 	
■ ADAP	
 Multi-Language Feature 	
 Language Announcement Sets 	
Number of outcalling (AMIS) ports	
Number of subscribers	
Type of modem connected to DEFINITY AUDIX system	

DEFINITY AUDIX Information Needed	Response
DEFINITY AUDIX system telephone number	
Is there already an Isolating Data Interface (IDI)? ¹	
INTUITY system telephone number	

 Table A-6.
 DEFINITY AUDIX Informational Worksheet — Continued

1. The customer may be able reuse these with the INTUITY system.

AUDIX Voice Power Migration Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX Voice Power system to the INTUITY system.

AUDIX Voice Power Informational Worksheet

Table A-7 helps you obtain information needed from the AUDIX Voice Power system.

Table A-7. AUDIX Voice Power Informational Worksheet

AUDIX Voice Power Information Needed	Response
AUDIX Voice Power release version:	
■ R2.0	
■ R2.1.1	
■ R3.0	
Type of switch:	
 System 75 	
 Generic 1, 3s, 3i, or 3r 	
NEAX 2400	
 Rolm 8000, 9000, 9751, or SL-1 	
 System 25 	
 Mitel SX 200D 	
Switch release version:	
■ R1V3	
■ G3V1, G3V2, or G3V3	
Type of data communications hardware:	
DCP	
■ SID	
Number of voice ports	
Hours of speech available	
Number of subscribers	
Table A-7. AUDIX Voice Power Informational Workshee	

Type of modem	
AUDIX Voice Power system telephone number	
INTUITY system telephone number	

AUDIX Voice Power Automated Attendant Worksheet

Table A-8 is used to write down your auto-attendant prompts.

Day/Night Service		Attendant Menu Number
Attendant Menu Options	Announcement Number	Attendant Prompts

Table A-8. AUDIX Voice Power Automated Attendant Worksheet

AUDIX Voice Power Customized Announcements Worksheet

Table A-9 is used to write down your customized announcement messages.

Message Type	Message
Call Answer Greeting	
Voice Mail Greeting	
Message Drop Greeting	
Touch-tone Gate Msg (Day)	
Automated Attendant Good-bye	
Call Answer Good-bye	
Information Service Message	
Message Drop Good-bye	
Touch-tone Gate Msg (Night)	
General Mailbox Greeting	

 Table A-9.
 AUDIX Voice Power Custom Messages

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Worksheets

Use the following worksheets to help you plan for a migration from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system to the INTUITY system.

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Informational Worksheet

Table A-10 helps you obtain the information needed from the AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) system.

Table A-10.AUDIX Voice Power on MERLIN LEGEND (IS II of IS III)Informational Worksheet

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Information Needed	Response
AUDIX Voice Power release version:	
■ R2.0	
■ R2.1.1	
■ R3.0	
Type of switch:	
 System 75 	
 Generic 1, 3s, 3i, or 3r 	
NEAX 2400	
 Rolm 8000, 9000, 9751, or SL-1 	
 System 25 	
MERLIN LEGEND	
 Mitel SX 200D 	
Switch release version:	
■ R1V3	
■ G3V1, G3V2, or G3V3	
Type of data communications hardware:	
DCP	
■ SID	
Number of voice ports	
Hours of speech available	

Table A-10.AUDIX Voice Power on MERLIN LEGEND (IS II of IS III)Informational Worksheet

Number of subscribers	
Type of modem	
AUDIX Voice Power system telephone number	
INTUITY system telephone number	

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Automated Attendant Worksheet

Table A-8 is used to write down your auto-attendant prompts.

Table A-11. AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Automated Attendant Worksheet

Day/Night	Service	Attendant Menu Number
Attendant Menu Options	Announcement Number	Attendant Prompts

AUDIX Voice Power on MERLIN LEGEND (IS II or IS III) Customized Announcements Worksheet

Table A-9 is used to write down your customized announcement messages.

Message Type Message Call Answer Greeting			
Voice Mail Greeting Message Drop Greeting Touch-tone Gate Msg (Day) Automated Attendant Good-bye Call Answer Good-bye Information Service Message Message Drop Good-bye Touch-tone Gate Msg (Night)	Message Type	Message	
Message Drop Greeting Touch-tone Gate Msg (Day) Automated Attendant Good-bye Call Answer Good-bye Information Service Message Message Drop Good-bye Touch-tone Gate Msg (Night)	Call Answer Greeting		
Touch-tone Gate Msg (Day) Automated Attendant Good-bye Call Answer Good-bye Information Service Message Message Drop Good-bye Touch-tone Gate Msg (Night)	Voice Mail Greeting		
Automated Attendant Good-bye Call Answer Good-bye Information Service Message Message Drop Good-bye Touch-tone Gate Msg (Night)	Message Drop Greeting		
Good-bye	Touch-tone Gate Msg (Day)		
Information Service Message Message Drop Good-bye Touch-tone Gate Msg (Night)			
Message Drop Good-bye Touch-tone Gate Msg (Night)	Call Answer Good-bye		
Touch-tone Gate Msg (Night)	Information Service Message		
	Message Drop Good-bye		
General Mailbox Greeting	Touch-tone Gate Msg (Night)		
	General Mailbox Greeting		

Table A-12.AUDIX Voice Power on MERLIN LEGEND (IS II of IS III)Custom Messages

Subscriber Handouts

B

Overview

Use the handouts in this appendix to inform your voice messaging subscribers of the migration to the INTUITY system.



The New INTUITY AUDIX® System Is Coming

Your previous voice messaging system will be replaced with an INTUITY AUDIX system on ______ at _____. The phone number for the new system will be:

[] the same [] different; the new number is _____.

Your previous mailbox [] will [] will not be available to listen to old messages, greetings, etc.

The old system phone number, if available, will be

[] the same [] not available [] different; the new number is _____.

NOTE:

Your mailbox extension stays the same.

After the new system is working, items from your old mailbox will be moved to your new mailbox as follows (marked with X):

Items From the Old System	Moved to New System	Available Immediately	Available as of
Password			
Stored incoming messages (new, unopened, old)	X		
Outgoing/filed messages			
Personal directory entries			
Mailing lists	X		
Personal greetings	X		



You'll have to reenter and/or rerecord items that are not moved to your new mailbox. However, if your incoming messages will be moved, you can send filed messages to yourself on the old system and the filed messages will be moved to your new mailbox as incoming messages.

Before Your New INTUITY AUDIX System is Installed

You should complete the following before the INTUITY AUDIX system is installed:

Review Your Messages

Write down any pertinent information, including caller's name, time and date of the message, phone number, and contents of the message.

Review Your Personal Directory

Write down each numeric abbreviation and the associated name.

Review Your Mailing Lists

Write down each extension in the list.

Review Your Personal Greetings

Write down the number and the contents of each greeting.

After Your New INTUITY AUDIX System is Installed

Log into the new INTUITY AUDIX system using a new default password (you cannot use your old one). The system may require you to record your name and/or change the password. If so, follow the prompts. Otherwise, do the following:

Change Your Password Immediately

- 1. Press 5 4 from the Activity menu.
- 2. Enter the new password (up to 15 digits) and press #
- 3. Re-enter the new password and press #.

Record Your Name (If Necessary)

- 1. Press 5 5 from the Activity menu.
- 2. Say your name after the tone, and press 1.
- 3. Press # .

Readminister Custom Items

Readminister the following:

Mailing lists

NOTE: This handout is for users of AUDIX R1V5-R1V8 who will now use

Intuity AUDIX.

- Personal directory abbreviations
- Personal greetings



The New INTUITY AUDIX System: What's Different

The following items are different in your new system:

Press # to Approve

In most places where you used to press * # to approve things or finish things, now only press #.

Sending Voice Mail

When sending voice mail using your previous system (Figure B-1), you could select delivery options in several different phases. This included pressing $* \mathbf{M}$ to select the private/priority option before or during addressing.



Figure B-1. Previous Voice Messaging Delivery Sequence

When sending voice mail with the new INTUITY AUDIX (Figure B-2), you are automatically placed in a single delivery options menu, from which you can select any and all options or send the message immediately. You always select delivery options from this menu after you finish and approve addressing.



Figure B-2. New INTUITY AUDIX Voice Messaging Delivery Sequence

Leaving Private and Priority Messages

The previous system let you make a call answer message private by pressing * M before approving the message (Figure B-3).



Figure B-3. Previous System Sequence for Private Call Answer Messages

The new INTUITY AUDIX lets you make a call answer message private, and priority, after approving your message (Figure B-4).



Figure B-4. New INTUITY AUDIX Sequence for Private/Priority Call Answer Messages

Dialing Through Error Prompts

When you pressed an invalid button in the old system, you had to listen to the entire error message (shown below) before you could press another button:

Entry not understood. Try again after the tone <beep>.

In the new INTUITY AUDIX, you get an immediate beep if you press an invalid button. You can then dial through the error message (shown below) without listening:

<beep> Invalid entry. For help, press * H.

Multiple Languages are Available

If available on your company's system, the new INTUITY AUDIX offers the following languages, in addition to U.S. English:

- U.S. English TDD (Telecommunications for the Deaf)
- Latin Spanish
- French Canadian
- British English
- English 123 (system will say Press * 3, not Press * D.)

If administered so, your mailbox may have two languages — a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

Create Dual Language Greetings

If your mailbox has been administered for a primary and secondary language, the new INTUITY AUDIX may let you create your own personal greetings for each of the two languages assigned to your mailbox. (If applicable, ask your administrator for a handout on dual language greetings.)

\blacksquare NOTE:

This capability, if turned on, replaces the ability to create multiple personal greetings in a single language.

Outcalling Includes More Digits

The outcalling feature, if administered for your system, permits you to use more digits, up to 60, in your outcalling number. In addition, you can include the pound sign (#) anywhere in the number if necessary. This can be especially useful for pagers.

\blacksquare NOTE:

This capability may also be limited by administration on your telecommunications switch.

Receive/Send/Store Faxes

If fax messaging is turned on, the new INTUITY AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.

However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling INTUITY AUDIX to print it from your mailbox to a fax machine. Likewise, you don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.

To be able to use fax messaging effectively, you need the following items:

The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are:

(prefix) and	(digits required, in-house system)
(prefix) and	(digits required, local area)
(prefix) and	(digits required, long-distance)

- The Transfer into Mailbox code (a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:
 - If you answer your phone and hear fax tone because someone is sending you a fax.
 - If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

____ Press TRANSFER on your phone, enter the Transfer into Mailbox code, and press TRANSFER again. This action sends the fax call to your mailbox.

____ Press TRANSFER on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press TRANSFER again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is ______.

____ Press TRANSFER on your phone, enter your secondary fax extension, if any, and press TRANSFER again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

Refer to the table below for easy reference of the Fax capabilities.

To send a fax to an AUDIX mailbox	Put the document you want to send in the fax machine. Call the user, record a voice message, and press # . Press 5 to attach the fax and # to approve. Press START on the fax machine. OR , to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and press START on the fax machine.
To send a fax to a secondary FAX extension	Call the user's secondary fax extension. After the AUDIX greeting plays, press START on the fax machine. NOTE: A secondary extension is an extension dedicated to fax reception for your subscriber.
To record and send a fax via AUDIX voice mail	Put the document you want to send in the fax machine. Log in, and press 1 to record messages. Address and record a message and press #. In the delivery options menu, press 5 to attach a fax. Press #, then press START on the fax machine. OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press 1 to record messages. Press # immediately to send only a fax. Address the fax and press # #. Press START on the fax machine.
To print a fax from your mailbox	Log in and press 2 (get messages). Press 0 to listen to part of the voice message, if any. Then press * 1 to print the attached fax. Or, if a fax only message, press * 1 . Then do one of the following:
	 Press # to send fax to your administered default fax machine and continue getting messages.
	 Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting messages.
	— Press * 6 to print fax immediately on fax machine attached to phone, and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office.

NOTE: This handout is

for users of AUDIX R1V5-R1V8 who will now use Intuity AUDIX.

To turn on auto- printing	From the Activity Menu, press 5 3 to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.
To turn on autodele- tion	From the Activity Menu, press 5 3 to access the fax options menu to turn on/off autodelete. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.
To define your default fax machine	From the Activity Menu, press 5 3 1 to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's number, including prefix, if any, you simply press # when you want to manually print faxes. It also is the place where autoprinted faxes are printed. You can change this extension at times when you're not near your normal fax machine.
To print all new faxes at once	 From the Activity Menu, press 7 to select autoscan. Press 4 to print all new faxes in your mailbox. Then do one of the following: Press # to send fax to your administered default fax machine and continue getting messages. Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting messages. Press * 6 to print fax immediately on fax machine attached to phone, and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office.

Message Manager with Fax

Your system may have INTUITY Message Manager capability. INTUITY Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using INTUITY Message Manager are as follows:

- View a list of message headers
- Display fax messages on your P.C.
- Store voice and fax messages on your P.C.
- Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
- Type annotations to your messages
- Move messages around using the click-and-drag method
- Randomly access your messages



Address a Message Before You Record It

If administered for this feature, the new INTUITY AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as in Figure B-5:



Figure B-5. Addressing a Message Before Your Record It

You have to turn on the "Address Before Recording" option by selecting Activity menu option 5, then selecting 6, "Administer Addressing Options."

Turn Off Call Answer

You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your system.

To turn off call answer, select Activity menu option 5, then select 7, "Administer Call Answer Options."

NOTE:

With call answer turned off, you can still receive voice mail.



Your AUDIX Voice Power voice messaging system will be replaced with an Intuity AUDIX system on ______ at _____. The phone number for the new systemwill be:

[] the same [] different, with the number _____.

Your old AUDIX mailbox [] will [] will not be available to listen to old messages, greetings, etc. The old system phone number, if available, will be

[] the same [] not available [] different, with the number _____.

Your mailbox extension stays the same.

After the new system is installed, you won't have:

- Incoming and outgoing messages from the old system
- Your mailing lists
- Your personal greetings

You'll have to reenter and/or rerecord these items for your new mailbox.

So, before the new system is installed:

Review your messages and write down the contents

- 1. Press 2 and the following buttons:
 - 0 to listen to messages
 - # to skip to the next message
 - * **D** or * **3** to delete messages
- 2. Write down any pertinent information, including caller's name, time and date of the message, phone number, and contents of the message.

NOTE:

Review your mailing lists and write them down

- 1. Press **5 3** from the Activity Menu.
- 2. Enter the list ID you want to listen to and press #.
- 3. Press # to skip to each successive item in the list.
- 4. Write down the list ID and each extension in the list.
- 5. Press # when a list is complete to select the next list and return to step 2.

Review your personal greetings and write them down

- 1. Press **3 1** from the Activity Menu.
- 2. Press **0** to listen to the primary greeting.
- 3. Press 2.
- 4. Press **0** to listen to the alternate greeting.
- 5. Write down the number and the contents of each greeting.

After the new system is installed

Log into the new system. The system may require you to record your name and/or change your password. If so, follow the prompts. Otherwise, do the following:

Change the password immediately

- 1. Press **5 4** from the Activity Menu.
- 2. Enter the new password (up to 15 digits) and press #.
- 3. Re-enter the new password and press #.

Record your name

- 1. Press **5 5** from the Activity Menu.
- 2. Say your name after the tone, and press 1.
- 3. Press # .

Readminister the following, if necessary:

Mailing lists

• Personal greetings

NOTE:

AT&T The New AUDIX[®] System: IT'S DIFFERENT

If you dial ahead in the new AUDIX using the old AUDIX dialing sequences, you may quickly become lost and have to start over. **Read this memo first!!**

Here's what's different:

Press # to approve, not *

• In most places where you used to press * # to approve things or finish things, now just press #. Pressing * # will still work, but why push more buttons than you have to?

Sending voice mail is different

• When sending voice mail with the old AUDIX (see Figure 1), you simply addressed your message and sent it.



Figure 1: Old AUDIX Voice Messaging Delivery Sequence

When sending voice mail with the new AUDIX (see Figure 2), AUDIX automatically places you in a single delivery options menu, from which you can select any and all options or send the message immediately by pressing # or * #.



NOTE: This han



Name Recording is Different

- The old AUDIX let you record your name by pressing **3 2 1** and saying your name.
- The new AUDIX lets you record your name by press **5 5** and saying your name.

Dialing Through Error Prompts is Available

• When you pressed an invalid button in the old AUDIX, you had to listen to the entire error message (shown below) before you could press another button:

Entry not understood. Try again after the tone <beep>.

• In the new AUDIX, you get an immediate beep if you press an invalid button. You can then dial through the error message (shown below) without listening:

<beep>Invalid entry. For help, press * H.

Administering Personal Greetings is Different

- In the old AUDIX, you could record two alternate personal greetings and manually activate whichever one was appropriate at the time.
- The new AUDIX lets you record up to nine personal greetings. Three of these greetings can be active at the same time, with any particular greeting playing according to the conditions to which you associate it. These conditions can be:
 - You are on the phone
 - You are unavailable
 - It is after normal work hours
 - The call originated from outside your location
 - The call originated from inside your location

General Mailbox is No Longer Available

- If your mailbox was full in the old AUDIX system, the system let callers transfer to the general mailbox to leave messages for you. The administrator could then transfer the messages to you at a later time.
- The new AUDIX does not have this feature. However, the system will tell callers when your mailbox is full and give them options such as transferring with *
 T or 0. Nevertheless, you should ensure that your mailbox does not fill up.

Automatic Notification of Undelivered Messages is No Longer Available

• The old AUDIX notified you when a message you sent could not be delivered due to the receiver's mailbox being full. You could then resend the message by pressing **1 5**.

NOTE:

• The new AUDIX does not notify you automatically (unless the system has tried the maximum number of times to send the message). You can, however, check the status of outgoing messages by selecting option **4** from the Activity Menu.

Multiple languages are available

- If available on your company's system, the new AUDIX offers the following languages, in addition to U.S. English:
- -- U.S. English TDD (Telecommunications for the Deaf)
- -- Latin Spanish
- -- French Canadian
- -- British English
- -- English 123 (system will say Press * 3, not Press * D.)
- If administered so, your mailbox may have two languages a primary and a secondary — from which a caller may choose when leaving a call answer message. After selecting a language, the caller hears AUDIX prompts in that language.

Create dual language greetings

• If your mailbox has been administered for a primary and secondary language, the new AUDIX may let you create your own personal greetings for each of the two languages assigned to your mailbox. (If applicable, ask your administrator for a handout on dual language greetings.)

Note: This capability, if turned on, replaces the ability to create multiple personal greetings in a single language.

Outcalling phone numbers can have more digits and include

• The outcalling feature, if administered for your system, permits you to use more digits, up to 60, in your outcalling number. In addition, you can include the pound sign (#) anywhere in the number if necessary. This can be especially useful for pagers.

Note: This capability may also be limited by administration on your telecommunications switch.

NOTE:

You can receive, send, and store faxes

- If FAX Messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
- However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. Likewise, you don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
- To be able to use fax messaging effectively, you need the following items:
 - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are:

(prefix) and	_(digits required, in-house system)
(prefix) and	_ (digits required, local area)
(prefix) and	_ (digits required, long-distance)

- The Transfer into Mailbox code (a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:
 - If you answer your phone and hear fax tone because someone is sending you a fax.

• If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

____ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

____ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is _____

NOTE:

Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

To send a fax to an AUDIX mailbox	Put the document you want to send in the fax machine. Call the user record a voice message, and press #. Press 5 to attach the fax and # to approve. Press START on the fax machine. OR , to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and pre START on the fax machine.
To send a fax to a secondary FAX extension	Call the user's secondary fax extension. After the AUDIX greeting plays, press START on the fax machine. NOTE: A secondary extension is an extension dedicated to fax recept for your mailbox.
To record and send a fax via AUDIX voice mail	Put the document you want to send in the fax machine. Log in, and press 1 to record messages. Address and record a message and press In the delivery options menu, press 5 to attach a fax. Press #, then pre START on the fax machine. OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press 1 to record messages. Press # immediate to send only a fax. Address the fax and press # #. Press START on the fax machine.
To print a fax from your mailbox	Log in and press 2 (get messages). Press 0 to listen to part of the vo message, if any. Then press $*1$ to print the attached fax. Or, if a fax only messsage, press $*1$. Then do one of the following:
	 Press # to send fax to your administered default fax machine and c tinue getting messages.
	 Enter fax print prefix (if any), the extension of fax machine and pr # to send fax to a non-default fax machine and continue getting n sages.
	— Press * 6 to print fax immediately on fax machine attached to pho and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office.
To turn on auto- printing	From the Activity Menu, press 5 3 to access the fax options menu to the on/off autoprinting. Autoprinting prints new faxes automatically to ye default fax machine. Autoprinting keeps a new fax and attached void message as new. Autoprinting won't print private faxes.
To turn on autodele- tion	From the Activity Menu, press 5 3 to access the fax options menu to the on/off autodelete. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.
To define your default fax machine	From the Activity Menu, press 5 3 1 to access the fax options menu t change the fax machine extension you want. After defining the defau fax machine's number, including prefix, if any, you simply press # wh you want to manually print faxes. It also is the place where autoprint faxes are printed. You can change this extension at times when you' not near your normal fax machine.
To print all new faxes at once	From the Activity Menu, press 7 to select autoscan. Press 4 to print new faxes in your mailbox. Then do one of the following:
	 Press # to send fax to your administered default fax machine and c tinue getting messages.
	— Enter fax print prefix (if any), the extension of fax machine and pr # to send fax to a non-default fax machine and continue getting n sages.
	— Press * 6 to print fax immediately on fax machine attached to pho and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office

NOTE:

Message Manager with Fax is available

- Your system may have Intuity Message Manager capability. Intuity Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Intuity Message Manager are as follows:
 - View a list of message headers
 - Display fax messages on your P.C.
 - Store voice and fax messages on your P.C.
 - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
 - Type annotations to your messages
 - Move messages around using the click-and-drag method
 - Randomly access your messages

Address a message before you record it

• If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



• You have to turn on the "address before recording" option by selecting Activity Menu option 5, then selecting 6, "Administer Addressing Options."

NOTE:

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option **5**, then select **7**, "Administer Call Answer Options."



With call answer turned off, you can still receive voice mail.

NOTE:



Your AUDIX voice messaging system will change on ______ at ______ at ______. The new AUDIX works pretty much the same way as the old AUDIX works, except for the changes listed below.

You can receive, send, and store faxes

- If FAX Messaging is turned on, the new AUDIX lets you receive, send, and store faxes, and attach faxes to voice messages. As with voice messages, you can scan faxes, delete them, skip them, forward them (including forward to a mailing list), respond to them, and make them priority or private. Faxes also change categories from new, unopened, to old.
- However, you don't get a fax by listening to it from your mailbox. Instead, you get a fax by telling AUDIX to print it from your mailbox to a fax machine. You don't verbally record a fax to a mailbox. Instead, you send a fax to a mailbox using a fax machine.
- To be able to use fax messaging effectively, you need the following items:
 - The fax print prefix(es), if any, that you enter with a fax extension or phone number when printing faxes. Fax print prefixes are created by your system administrator. You also need to know number of dialed digits needed for printing. These prefixes and digits required are: ______ (prefix) and ______ (digits required, in-house system)
 ______ (prefix) and ______ (digits required, local area)

(digits required, local area) (digits required, local area) (prefix) and _____ (digits required, long-distance)

- The Transfer into Mailbox code(a code used to transfer a call to your mailbox), or a secondary fax extension (an extension dedicated to fax reception). This is necessary for the following reasons:

• If you answer your phone and hear fax tone because someone is sending you a fax.

• If you answer your phone, and a person is calling with the intent to leave you a voice message with an attached fax.

For both of the above cases, don't hang up. Instead, do one of the following (marked with an X):

____ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, and press **TRANSFER** again. This action sends the fax call to your mailbox.

____ Press **TRANSFER** on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press **TRANSFER** again. This action sends the fax call to your mailbox.

The Transfer into Mailbox code (or secondary fax extension, if applicable) is _

_____ Press **TRANSFER** on your phone, enter your secondary fax extension, if any, and press **TRANSFER** again. This action sends the fax call to your secondary fax extension, which in turn stores the fax in your mailbox.

NOTE: This handout is for users of DEFINITY AUDIX who will now use

AUDIX 3.3.

To send a fax to an AUDIX mailbox	Put the document you want to send in the fax machine. Call the user, record a voice message, and press #. Press 5 to attach the fax and # to approve. Press START on the fax machine. OR , to send a fax only, put the document you want to send in the fax machine. Call the user, listen for the user's mailbox greeting, and press START on the fax machine.
To send a fax to a secondary FAX extension	Call the user's secondary fax extension. After the AUDIX greeting plays, press START on the fax machine. NOTE: A secondary extension is an extension dedicated to fax reception for your mailbox.
To record and send a fax via AUDIX voice mail	Put the document you want to send in the fax machine. Log in, and press 1 to record messages. Address and record a message and press #. In the delivery options menu, press 5 to attach a fax. Press #, then press START on the fax machine. OR, to send a fax only, put the document you want to send in the fax machine. Log in, and press 1 to record messages. Press # immediately to send only a fax. Address the fax and press # #. Press START on the fax machine.
To print a fax from your mailbox	 Log in and press 2 (get messages). Press 0 to listen to part of the voice message, if any. Then press * 1 to print the attached fax. Or, if a fax only message, press * 1. Then do one of the following: Press # to send fax to your administered default fax machine and continue getting messages. Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting messages. Press * 6 to print fax immediately on fax machine attached to phone, and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office.
To turn on auto- printing	From the Activity Menu, press 5 3 to access the fax options menu to turn on/off autoprinting. Autoprinting prints new faxes automatically to your default fax machine. Autoprinting keeps a new fax and attached voice message as new. Autoprinting won't print private faxes.

NOTE:

This handout is for users of DEFINITY AUDIX who will now use AUDIX 3.3.

To turn on autodele- tion	From the Activity Menu, press 53 to access the fax options menu to turn on/off autodeletion. Autodeletion deletes faxes (when not attached to voice messages) after they have been autoprinted. This saves mailbox space. Autodeletion won't delete private messages.
To define your default fax machine	From the Activity Menu, press 5 3 1 to access the fax options menu to change the fax machine extension you want. After defining the default fax machine's number, including prefix, if any, you simply press # when you want to manually print faxes. It also is the place where autoprinted faxes are printed. You can change this extension at times when you're not near your normal fax machine.
To print all new faxes at once	From the Activity Menu, press 7 to select autoscan. Press 4 to print all new faxes in your mailbox. Then do one of the following:
	 Press # to send fax to your administered default fax machine and con- tinue getting messages.
	 Enter fax print prefix (if any), the extension of fax machine and press # to send fax to a non-default fax machine and continue getting mes- sages.
	— Press * 6 to print fax immediately on fax machine attached to phone, and press START on fax machine. This is especially useful for retrieving faxes when you are away from the office.

NOTE: This handout is for users of DEFINITY AUDIX who will now use AUDIX 3.3.

Message Manager with Fax is available

- Your system may have Intuity Message Manager capability. Intuity Message Manager is a software package loaded on your personal computer that lets you access and generally manage AUDIX and fax messages using written message headers and graphical commands/menus. Some of the things you can do on your P.C. using Intuity Message Manager are as follows:
 - View a list of message headers
 - Store voice messages on your P.C.
 - Administer features like personal greetings and outcalling by entering text in fields on the P.C. screen
 - Type annotations to your messages
 - Move messages around using the click-and-drag method
 - Randomly access your messages

Address a message before you record it

• If administered for this feature, the new AUDIX lets you address messages before recording them. After you turn on this option, the voice mail record and send sequence will appear as follows:



• You have to turn on the "address before recording" option by selecting Activity Menu option 5, then selecting 6, "Administer Addressing Options."

NOTE: This handout is for users of DEFINITY AUDIX who will now use AUDIX 3.3.

Turn off call answer when you're gone

- You can turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system.
- To turn off call answer, select Activity Menu option **5**, then select **7**, "Administer Call Answer Options."

NOTE:

With call answer turned off, you can still receive voice mail.

NOTE: This handout is for users of DEFINITY AUDIX who will now use AUDIX 3.3.

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