AT&T

AT&T FAX Attendant System™

Release 2.1.1
for System 25 Communications System
Implementation and Switch Notes
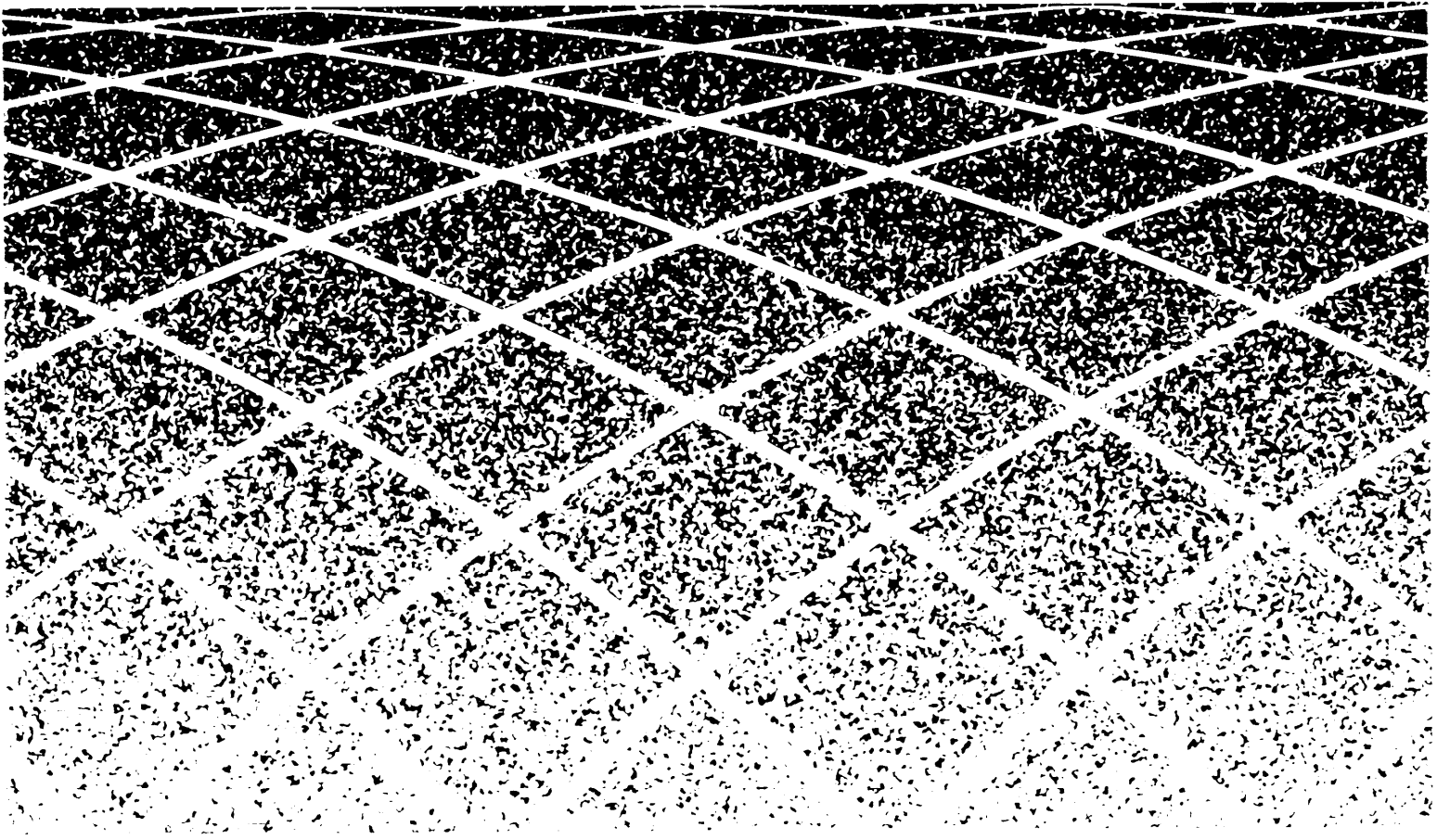
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Purpose and Scope

The information in this guide is intended to help the FAX Attendant System Manager, the AT&T Account Team personnel or AT&T Authorized Dealer, and the System 25 Switch Administrator plan and administer the FAX Attendant System and the System 25 Communications System so that they work together.

This guide contains specific instructions for the initial implementation of FAX Attendant with the System 25 Communications System. Initial implementation involves the following tasks:

- Testing the connections between the switch and FAX Attendant

- Setting the switch interface parameters for FAX Attendant

- Assigning FAX Attendant services to channels

- Setting FAX Attendant system parameters

- Administering System 25 to work with FAX Attendant

Each of these tasks is described in detail. Special information that is necessary or helpful for the completion of each task is also provided.

This guide is divided into the following chapters:

- **Chapter 1: Overview and Testing** describes the FAX Attendant hardware and software, and presents procedures for testing communication between FAX Attendant and the System 25 Communications System.

- **Chapter 2: FAX Attendant Initial Implementation** describes the initial implementation procedures for FAX Attendant.

- **Chapter 3: System 25 Initial Implementation** discusses features and administration of the System 25 Communications System related to FAX Attendant. It includes instructions for programming the System 25 Communications System to operate with FAX Attendant.

Intended Audience

This guide is for the System Manager and AT&T Account Team personnel. It provides three types of information:

- Testing procedures for establishing the hardware linkage between the FAX Attendant System and the System 25 Communications System

- Planning information about the switch features and the interaction between the switch and FAX Attendant

- Instructions for initial administration of both FAX Attendant and the System 25 Communications System so that they will work together

An emphasis is placed on planning before implementing. Basic information is offered about connections to, and administration of, the switch as it is affected by the FAX Attendant system. The switch requires detailed installation and administrative functions in addition to those described here. This guide is not intended to replace the documents that accompany the switch.

Assistance

If you have questions or problems with FAX Attendant that are not resolved by this guide and the other FAX Attendant documents, you should call the National Service Assistance Center (NSAC) at 1-800-628-2888 for assistance or your AT&T Authorized Dealer.

How to Use This Guide

The initial implementation of an FAX Attendant system involves setting up both FAX Attendant and the telephone switch. Some of the FAX Attendant parameters depend on how the switch is being used in support of your business. Please read the entire guide before beginning any task. Some of the information about switch-oriented tasks may be useful in planning or implementing the FAX Attendant-oriented tasks. The guide discusses the FAX Attendant-oriented tasks before it discusses System 25 Communications System-oriented tasks and considerations.

As you use this document, you will see references to FAX Attendant forms. Blank FAX Attendant forms are provided in the *AT&T FAX Attendant System™ Release 2.1.1 Planning and Forms* document.

Conventions Used in This Guide

The following conventions are used in this guide:

- Commands and text that you should type appear as follows: *Type this.*

- Values, instructions, and prompts that display on the screen appear as follows: Read this.

- Key that are always located in the same place on the PC keyboard appear in key-shaped boxes, as [ENTER ↵].

- Key combinations (holding down one key while pressing another key) are connected with hyphens; for example: [CTRL] - [ALT] - [DEL].

- Function keys that have changeable names appear in plain rectangular boxes, as in [SAVE].

- IS III and application software function keys (keys that start with an F, followed by a number) appear in boxes with the current meaning following in parentheses, such as [F3] (SAVE).

  The current meanings of the function keys are shown by labels at the bottom of the screen. On the actual screen, one of two sets of labels will appear:

  — The first label is the meaning of the function key when the screen first appears. These meanings have been selected to be the most useful for that screen.

  — The second set of labels appears after the [F8] (CHG-KEYS) key has been pressed. Pressing [F8] (CHG-KEYS) again restores the first set of labels.

■ The following terms are used to describe the types of data that appear on your screen.

— Menu   A menu is a list of options, usually numbered in sequential order, that appears on your screen or is spoken. By selecting an option, you can access a submenu or a form.

— Form   Forms that appear on your screen are similar to the paper forms. Forms appear when you enter or edit data for the database. They contain information that you can change and blanks for you to provide new information.

— Field   Fields are the areas in a form where you change or provide information.

— Choice List   In some forms, in addition to the cursor highlighting a field, a list of logical choices appears on the screen for that field. This list may show previously entered data or the default values for the field.

— Window   A box of text that appears on the screen for information purposes. A typical window instructs you to perform a certain action such as `Press any Key to Continue.` No data is entered in a window.

Related Documents

You should be familiar with the following documents:

- AT&T Integrated Solution Ill
  for System 25 Communications System
  System Manager's Guide
  Document No. 555-540-717

- AT&T Integrated Solution Ill
  for System 25 Communications System
  Installation and Maintenance
  Document No. 555-540-716

- AT&T FAX Attendant System™ Release 2.1.1
  User's Guide
  Document No. 555-007-102

- AT&T FAX Attendant System™ Release 2.1.1
  System Manager's Guide
  Document No. 555-007-100

- AT&T FAX Attendant System™ Release 2.1.1
  Planning and Forms
  Document No. 555-007-101

- AT&T AUDIX™ Voice Power Release 2.1
  System Manager's Guide
  Document No. 555-600-723

- AT&T AUDIX™ Voice Power Release 2.1
  User's Guide
  Document No. 555-600-724

- AT&T AUDIX™ Voice Power Release 2.1
  Planning Guide and Forms
  Document No. 555-600-721

- AT&T AUDIX™ Voice Power Release 2.1
  Switch Notes
  for System 25 Communications System
  Document No. 555-600-629

- AT&T System 25 R3 Implementation Manual and Records Binder
  Document No. 555-540-650, Issue 5

- AT&T System 25 R3 Administration Manual
  Document No. 555-540-500

- AT&T System 25 R3 Reference Manual
  Document No. 555-540-200

Overview and Testing

<div style="text-align: right; font-size: 4em; font-weight: bold;">1</div>

The AT&T FAX Attendant System™ is always installed co-resident with AUDIX Voice Power in the IS III environment. You can administer many of the AUDIX Voice Power features and the FAX Attendant features at any time using the same software and procedures. The procedures in this guide pertain only to FAX Attendant. For information on features and procedures that are specific to AUDIX Voice Power, consult the *AUDIX™ Voice Power Release 2.1 System Manager's Guide.*

Hardware and Software Configurations

Before you can implement the initial FAX Attendant System, the necessary hardware and software components must already have been installed. In most cases, the system hardware and software is preassembled by AT&T before shipping to the customer site.

Hardware Configuration

The FAX Attendant hardware consists of:

- AT&T Master Controller III, a 20 MHz 80486/SX microprocessor-based computer with keyboard and monitor.

- Hard disk for storage of data and digitally-encoded voice and fax messages, and system prompts. The following capacities are supported on hard disk:

    — 200 MB   12 hrs. of voice and 1000 fax pages

    — 500 MB   36 hrs. of voice and 3000 fax pages

- Special circuit boards (IVP4/6 boards) containing interface hardware for analog voice channels. Each IVP4 board provides four analog voice channels. Each IVP6 board provides six analog voice channels. A maximum of 12 channels can be included in the system.

- One to three IFP4 fax boards

- A floppy disk drive for making backup copies of files

■ An optional AT&T Applications Printer (dot matrix, wide carriage), AT&T Call Accounting Printer (dot matrix, narrow carriage) for printing reports, or any printer fully compatible with the HP®LaserJet®Series II printer for printing reports and faxes.

■ A cartridge tape drive for loading software and for making backup copies of files

The number of analog voice channels, the size of subscriber mailboxes, the number of fax boards, and the size of the hard disk control the maximum practical number of users of the system. A fully configured system can accommodate a maximum of 300 subscribers with private mailboxes. Average FAX Attendant usage supports:

■ 8 voice ports: 100 users

■ 12 voice ports: 300 users

■ 4-8 fax ports depending on usage (maximum 12 fax ports)

Software Configuration

The software configuration has several major components:

- UNIX® Operating System

  The UNIX Operating System provides multitasking, file access, external communication, and interprocess communication facilities to the application software.

- Integrated Solution III

  The Integrated Solution III (IS III) environment allows a single processor to be used for switch administration and for applications packages such as FAX Attendant. Both switch administration and application administration are done by selecting choices from menus and filling in blanks on forms.

- Integrated Voice Power (IVP) System Software

  The IVP System Software provides software for communications with the analog voice channels on the IVP4/6 circuit boards.

- FAX Attendant Application Software

  The FAX Attendant Application Software is the application package that provides the FAX Attendant services.

- Switch Integration Software

  The Switch Integration Software provides software for communication of caller identification and call type from the switch to FAX Attendant.

Testing Extensions and Connections

The Switch Administrator should have assigned System 25 voice extension for each FAX Attendant voice and fax channel. Service Technicians should have run the lines and performed ring-through tests to determine that all lines are working. This procedure verifies that connections can be established over each circuit.

⇒ **NOTE:**

The System 25 administration for voice and fax channel extensions must be completed before beginning testing. The System 25 administration requirements and procedures are described in Chapter 3.

Before proceeding, record the extension numbers the Switch Administrator has assigned to each channel on FORM A in the *AT&T FAX Attendant System™ Release 2.1.1 Planning and Forms* document. The first set of assignments is for the voice channel (IVP4/6) cards and the second set of assignments is for the fax channel (IFP4) cards.

FORM A Channel Assignments				
Voice Channel			**Fax Channel**	
Channel	**Service Type**	**Extension**	**Channel**	**Extension**
0			0	
1			1	
2			2	
3			3	
4			4	
5			5	
6			6	
7			7	
8			8	
9			9	
10			10	
11			11	

Assigning Automated Attendant
to Voice Channels for Testing

For testing purposes, assign the Automated Attendant service to all voice channels.
To assign services to channels, follow these steps:

1. Log on as *maint.*

2. At the Integrated Solution Maintenance menu, move the cursor to
   Technician Maintenance and Press [**ENTER** ↵].

   The Technician Maintenance menu appears.

```
                    Technician  Maintenance

         Administer  Integrated  Solution  III
         Backup  Files
         Restore  Files
         Maintenance  Log
         Printer  Setup
         Password  Protection
         Set  Time  and  Date
         System  Shutdown
         Full  Screen  UNIX
        >Voice  System  Administration


 Move to an item using arrow keys and hit Enter to select

    HELP                                              CANCEL
```
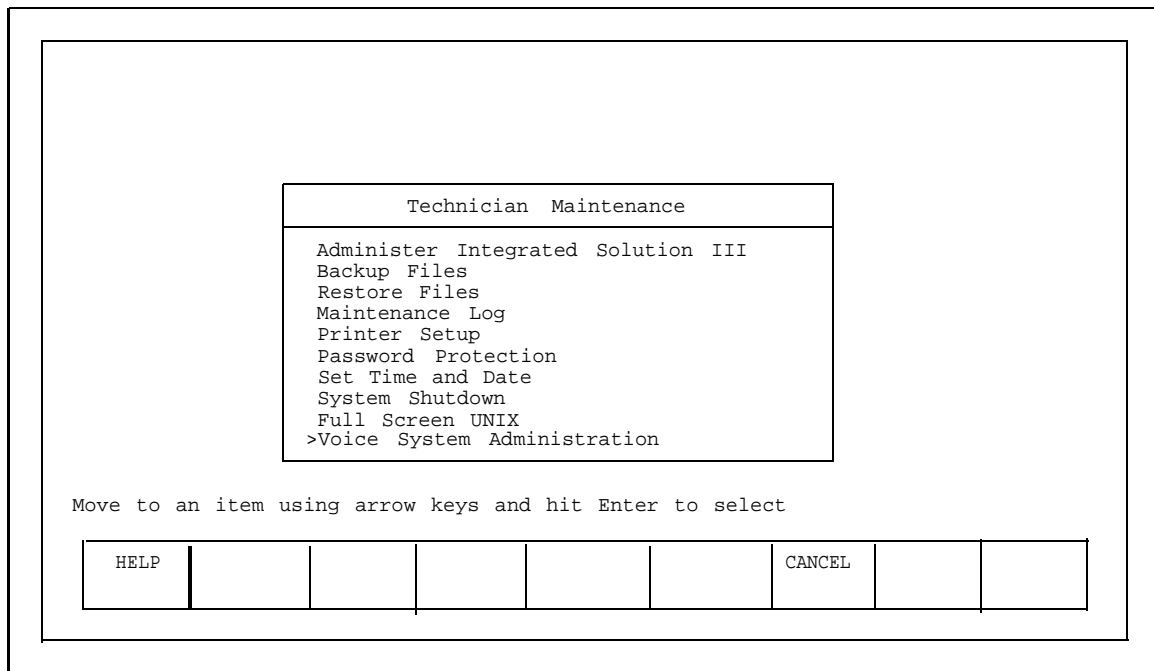
Screen 1-1. Technician Maintenance Menu

3. At the Technician Maintenance menu, move the cursor to `Voice System Administration` and press [**ENTER ↵**].

    The Voice System Administration menu appears.

```
              Voice  System  Administration

     Application  Package  Administration
    >Configuration  Management
     Reports
     Switch  Interfaces
     System  Monitor




Move to an item using arrow keys and hit Enter to select


 HELP            PREV-FRM           NEXT-FRM  CANCEL  CMD-MENU CHG-KEYS
                                                     FRM-MGMT CHG-KEYS
```
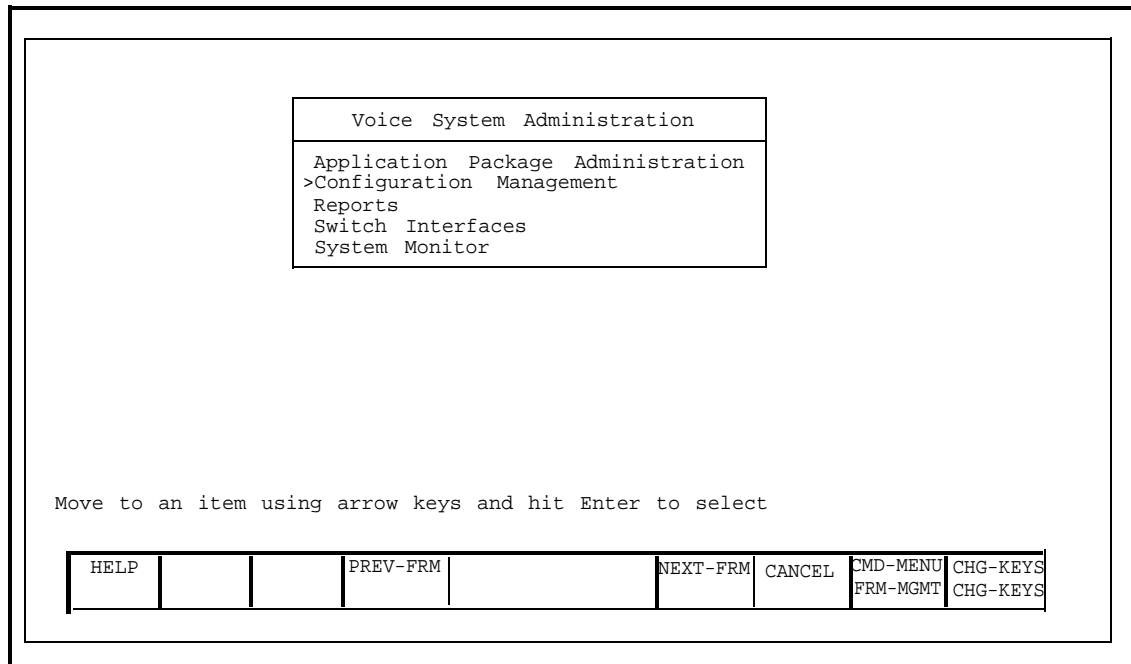
Screen 1-2. Voice System Administration Menu

4.   At the Voice System Administration menu, move the cursor to
     `Configuration Management` and press [**ENTER ↵**].

     The Configuration Management menu appears.

```
                    Configuration  Management

                    System  Control
                   >Voice  Equipment




Move to an item using arrow keys and hit Enter to select

   HELP              PREV-FRM          NEXT-FRM  CANCEL  CMD-MENU  CHG-KEYS
                                                         FRM-MGMT  CHG-KEYS
```
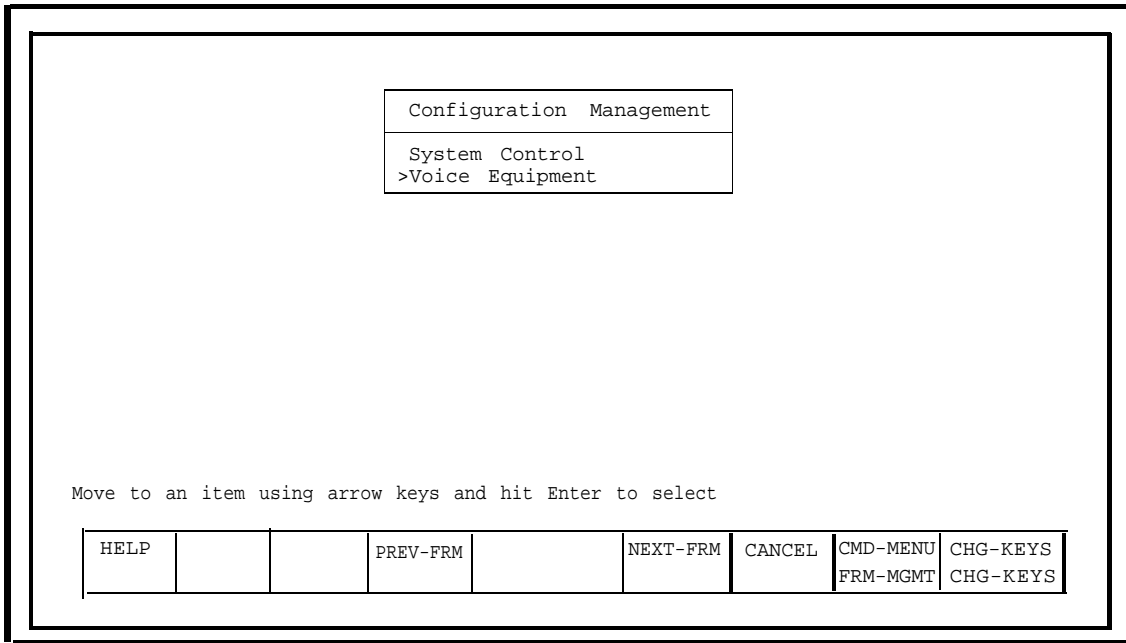
Screen 1-3. Configuration Management Menu

5.   At the Configuration Management menu, move the cursor to Voice
     Equipment and press [**ENTER ↵**].

     The Voice Equipment window appears.

     ⟹ **NOTE:**
        Your system may have more or fewer voice channels than are shown
        in these screens. Your system can show a maximum of 12 channels
        numbered 0 to 11.

```
                            Voice  Equipment

CHN  CD. PT  STATE    STATE-CHNG-TIME   SERVICE NAME PHONE    GROUP    OPTS  TYPE
0     0.0   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6
1     0.1   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6
2     0.2   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6
3     0.3   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6
4     0.4   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6
5     0.5   foos    Oct 01 14:48:57                   ‾        2       talk  IVP6



   HELP    PREVPAGE NEXTPAGE  PREV-FRM      NEXT-FRM    CANCEL  CMD-MENU  CHG-KEYS
 DISP-OPT CHGSTAGE  ASSIGN    UNASSIGN                  PRINT   FRM-MGMT  CHG-KEYS
```

Screen 1-4. Voice Equipment Window

6.   Press [**F8**] (CHG-KEYS).

7.   Press [**F3**] (ASSIGN).

The Assign menu appears.

```
                                          ┌─────────────────────────────┐
                                          │          Assign             │
                                          ├─────────────────────────────┤
                                          │ Channels to Groups          │
                                          │ Channel to PBX Extension    │
                                          │ >Services to Channels       │
                            ┌─────────────┴─────────────────────────────┴──┐
                            │            Voice  Equipment                   │
                            ├───────────────────────────────────────────────┤
                            │ CHN CD. PT STATE   STATE-CHNG-TIME  SERVICE NAME PHONE   GROUP   OPTS TYPE │
                            │ 0    0.0  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            │ 1    0.1  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            │ 2    0.2  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            │ 3    0.3  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            │ 4    0.4  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            │ 5    0.5  foos    Oct 01 14:48:57                 ⁻       2      talk IVP6 │
                            └───────────────────────────────────────────────┘

       ┌──────┬──────┬──────┬──────────┐   ┌──────────┬────────┬──────────┬─────────┐
       │ HELP │      │      │ PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS│
       │      │      │      │          │   │          │        │ FRM-MFMT │ CHG-KEYS│
       └──────┴──────┴──────┴──────────┘   └──────────┴────────┴──────────┴─────────┘
```

Screen 1-5. Assign Menu

8.   Move the cursor to Services to Channels and press [**ENTER ↵**].

The Assign Service to Voice Channels form appears.

```
 ┌──────────────────────────────────┐          ┌──────────────────────────┐
 │  Assign Service to Voice Channels│          │           Assign         │
 │                                  │          │                          │
 │   Service:                       │          │  Channels to Groups      │
 │  Channels:                       │          │  Channel to PBX Extension│
 │                                  │          │ >Services to Channels    │
 └──────────────────────────────────┘          └──────────────────────────┘

        ┌────────────────────────────────────────────────────────────┐
        │                    Voice  Equipment                         │
        │                                                             │
        │ CHN CD.PT STATE    STATE-CHNG TIME   SERVICE NAME PHONE   GROUP   OPTS TYPE │
        │ 0    0.0  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │ 1    0.1  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │ 2    0.2  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │ 3    0.3  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │ 4    0.4  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │ 5    0.5  foos    Oct 01 14:48:57                        2       talk IVP6  │
        │                                                             │
        └────────────────────────────────────────────────────────────┘

   ┌──────┬─────────┬──────┬─────────┐    ┌─────────┬────────┬──────────┬─────────┐
   │ HELP │ CHOICES │ SAVE │PREV-FRM │    │NEXT-FRM │ CANCEL │CMD-MENU  │CHG-KEYS │
   │      │         │      │         │    │         │        │FRM-MGMT  │CHG-KEYS │
   └──────┴─────────┴──────┴─────────┘    └─────────┴────────┴──────────┴─────────┘
```

Screen 1-6. Assign Service to Voice Channels Form

9.   Move the cursor to the Service: field.

10.   Press [**F2**] (CHOICES).

The Service Choices menu appears.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ ┌───────────────────────────────────────────────────────────────────┐   │
│ │                                                                     │   │
│ │   ┌──────────────────────────────────┐  ┌──────────────────────┐   │   │
│ │   │  Assign Service to Voice Channels │  │      Assign          │   │   │
│ │   ├──────────────────────────────────┤  ├──────────────────────┤   │   │
│ │   │  Service:                        │  │  Channels  to  Groups │   │   │
│ │   │  Channels :      ┌───────────────┴─┐│ Channel to PBX Extension│   │
│ │   │                  │ Service  Choices │>Services  to  Channels │   │   │
│ │   │                  ├──────────────────┤──────────────────────┘   │   │
│ │  ┌───────────────────│ >auto_attend     │ment ──────────────────┐  │   │
│ │  │                   │  call_answer     │                       │  │   │
│ │  │                   │  fax_ca          │                       │  │   │
│ │  │ CHN CD. PT STATE  │  fax_mail        │CE NAME PHONE  GROUP  OPTS TYPE
│ │  │ 0   0.0  foos  Oct│  fax_resp        │        ─      2      talk IVP6
│ │  │ 1   0.1  foos  Oct│  voice_mail      │        ─      2      talk IVP6
│ │  │ 2   0.2  foos  Oct│  info_service    │        ─      2      talk IVP6
│ │  │ 3   0.3  foos  Oct│  message_drop    │        ─      2      talk IVP6
│ │  │ 4   0.4  foos  Oct│  sendmsg         │        ─      2      talk IVP6
│ │  │ 5   0.5  foos  Oct 01 14:48:57       │        ─      2      talk IVP6
│ │  │                   └──────────────────┘                       │  │   │
│ │  └───────────────────────────────────────────────────────────────┘  │   │
│ │  ┌────┐ ┌────┐ ┌────┐ ┌────┐   ┌────┐ ┌──────┐ ┌────┐ ┌────┐        │   │
│ │  │    │ │    │ │    │ │    │   │    │ │CANCEL│ │    │ │    │        │   │
│ │  └────┘ └────┘ └────┘ └────┘   └────┘ └──────┘ └────┘ └────┘        │   │
│ └───────────────────────────────────────────────────────────────────┘   │
└─────────────────────────────────────────────────────────────────────────┘
```
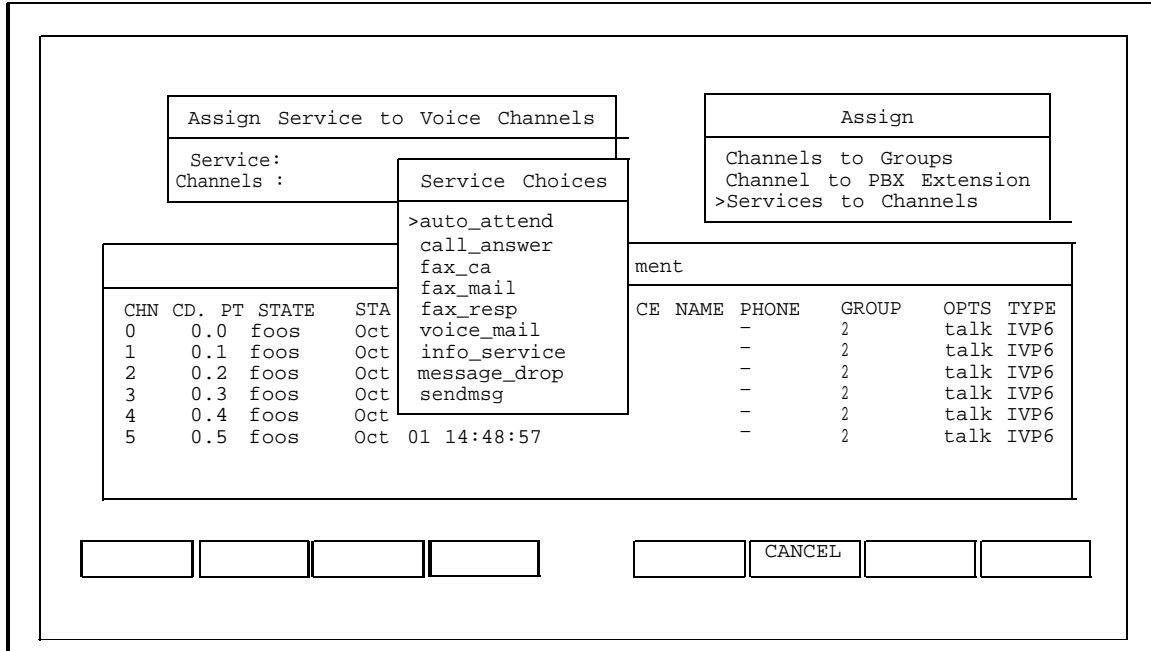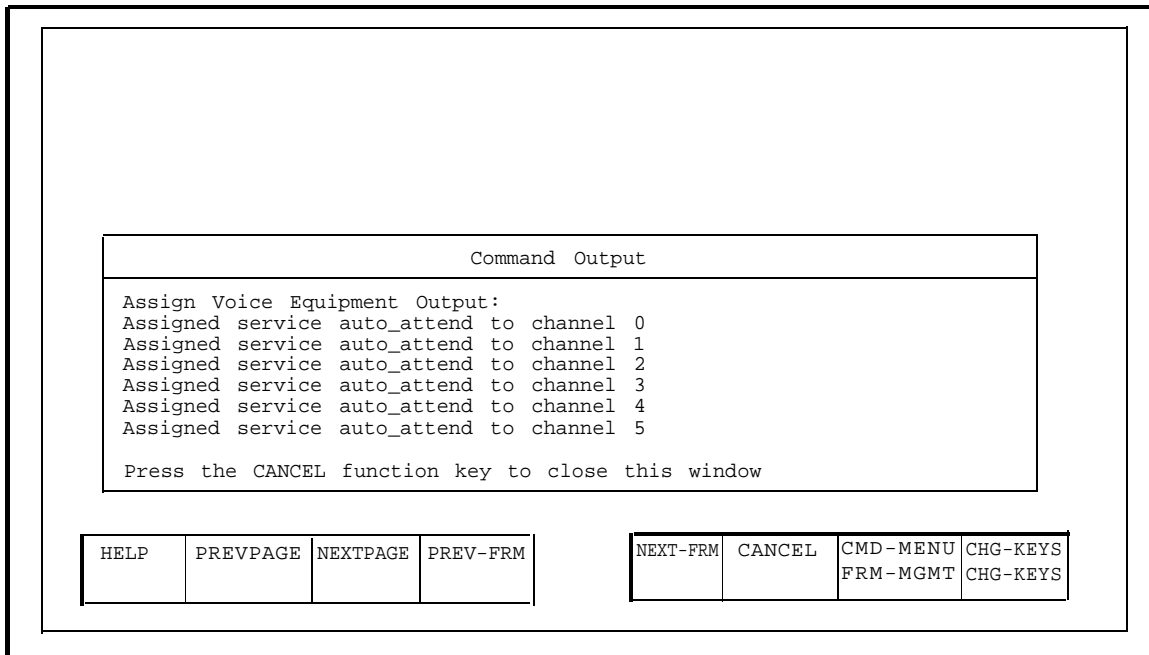
Screen 1-7. Service Choices Menu

11.   Move the cursor to auto_attend and press [**ENTER ⏎**].

The service is filled in.

The Service Choices window closes.

12.   Move the cursor to the Channels: field.

13.   Type *all* and press [**F3**] (SAVE).

The information is entered, the Assign Service to Voice Channels form closes, and a Command Output window appears.

```
                          Command  Output

 Assign Voice Equipment Output:
 Assigned service auto_attend to channel 0
 Assigned service auto_attend to channel 1
 Assigned service auto_attend to channel 2
 Assigned service auto_attend to channel 3
 Assigned service auto_attend to channel 4
 Assigned service auto_attend to channel 5

 Press the CANCEL function key to close this window
```

HELP	PREVPAGE	NEXTPAGE	PREV-FRM		NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
							FRM-MGMT	CHG-KEYS

Screen 1-8. Command Output Window

14.   Press [**F6**] (CANCEL) to close the Command Output window and return to the Voice Equipment window.

15.   Press [**F6**] (CANCEL) as many times as needed to return to the Integrated Solution Maintenance menu.

Entering Fax Channel Assignments for Testing

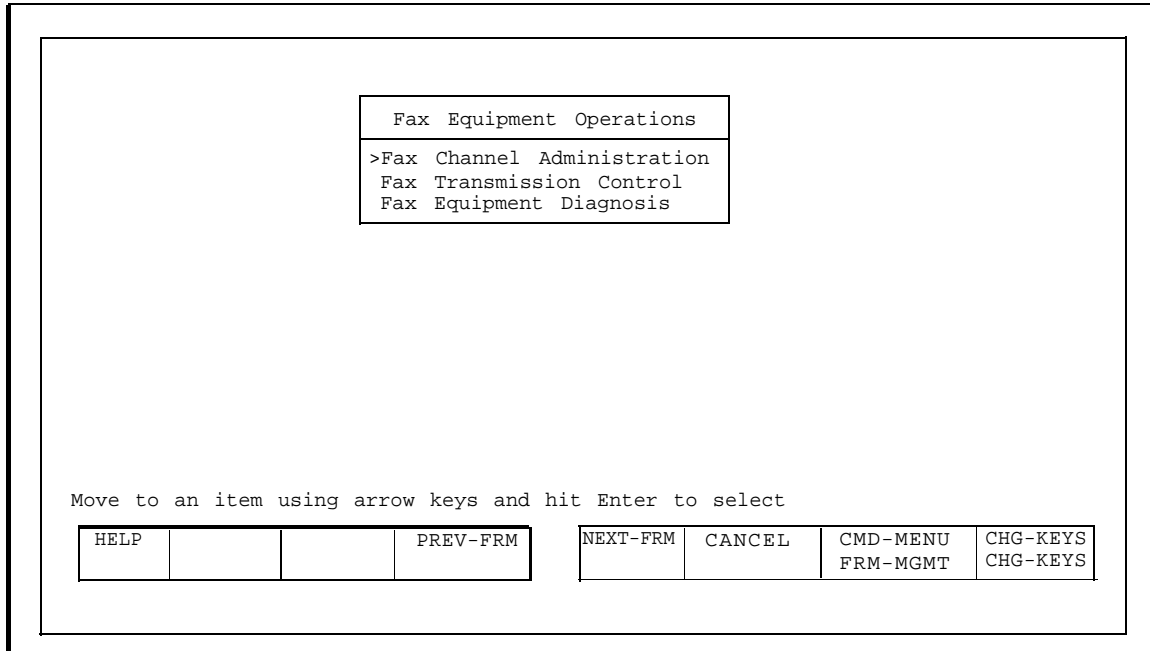To enter fax channel extensions, follow these steps:

1. At the Integrated Solution Maintenance Menu, move the cursor to AUDIX Voice Power/Fax Attendant and press [**ENTER ⏎**].

    The AUDIX Voice Power/FAX Attendant menu appears.

```
          AUDIX Voice Power/FAX Attendant

 Automated  Attendant  Administration
>Fax Equipment  Operations
 Fax  Response  Administration
 Fax System  Parameter  Administration
 Outcalling  Administration
 Service  Administrator  Registration
 Subscriber  Administration
 Voice  System  Parameter  Administration
```

HELP			PREV-FRM	NEXT-FRM	CANCEL		CHG-KEYS
						FRM—MGMT	CHG-KEYS

Screen 1-9. AUDIX Voice Power/FAX Attendant Menu

2.   Move the cursor to Fax Equipment Operations and press [**ENTER ↵**].

The Fax Equipment Operations menu appears.

```
                    ┌──────────────────────────────┐
                    │    Fax  Equipment  Operations │
                    ├──────────────────────────────┤
                    │ >Fax  Channel  Administration │
                    │  Fax  Transmission  Control   │
                    │  Fax  Equipment  Diagnosis    │
                    └──────────────────────────────┘








 Move  to  an  item  using  arrow  keys  and  hit  Enter  to  select
 ┌────────┬────────┬────────┬────────┐ ┌────────┬────────┬──────────┬──────────┐
 │ HELP   │        │        │PREV-FRM│ │NEXT-FRM│ CANCEL │ CMD-MENU │ CHG-KEYS │
 │        │        │        │        │ │        │        │ FRM-MGMT │ CHG-KEYS │
 └────────┴────────┴────────┴────────┘ └────────┴────────┴──────────┴──────────┘
```

Screen 1-10. Fax Equipment Operations Menu

3.   Move the cursor to Fax Channel Administration and press [**ENTER ↵**].

The Fax Channel Administration window appears.

```
                    Fax  Channel  Administration

    CHAN    CD.PT       STATE       STATE CHANGE TIME       PHONE

    00       0.0        inserv      April 18 12:47:29         484
    01       0.1        inserv      April 18 12:47:29         485
    02       0.2        inserv      April 18 12:47:29         486
    03       0.3        inserv      April 18 12:47:29         487
```

HELP	PREVPAGE	NEXTPAGE	PREV-FRM		NEXT-FRM	CANCEL		CHG-KEYS
	CHGSTATE	LINES				PRINT	FRM-MGMT	CHG-KEYS

Screen 1-11. Fax Channel Administration

4.   Press [**F8**] (CHG-KEYS).

5.   Press [**F3**] (LINES).

The Administer Fax Line Extension form appears.

```
                                    Administer  Fax  Line  Extension
                                            Channel:
                                          Extension:

                          Fax  Channel  Administration

            CHAN     CD.PT      STATE        STATE CHANGE TIME          PHONE

            00       0.0        inserv       April 18 12:47:29          484
            01       0.1        inserv       April 18 12:47:29          485
            02       0.2        inserv       April 18 12:47:29          486
            03       0.3        inserv       April 18 12:47:29          487



     HELP     CHOICES    SAVE  PREV-FRM        NEXT-FRM   CANCEL              CHG-KEYS
                                                                   FRM-MGMT  CHG-KEYS
```

Screen 1-12. Administer Fax Line Extension Form

6.   Move the cursor to the `Channel:` field and enter the fax card channel number.

7.   Move the cursor to the `Extension:` field and enter the extension number that is connected to the fax board in the Master Controller.

⇒ **NOTE:**

You must be accurate with the extension number and the associated channel number for FAX Attendant to work properly.

8.   Press [**F3**] (SAVE).

The Administer Fax Line Extension form reappears.

9.   Press [**F6**] (CANCEL) as many times as needed to return to the Integrated Solution Maintenance menu.

Placing Voice Channels In Service for Testing

In the Voice Equipment window, all channels should show the INSERV state. To reach the Voice Equipment window, follow these steps:

1. Move the cursor to Technician Maintenance and press [**ENTER ↵**].

    The Technician Maintenance menu appears.

2. At the Technician Maintenance menu, move the cursor to Voice System Administration and press [**ENTER ↵**] .

    The Voice System Administration menu appears.

3. At the Voice System Administration menu, move the cursor to Configuration Management and press [**ENTER ↵**].

    The Configuration Management menu appears.

4. At the Configuration Management menu, move the cursor to Voice Equipment and press [**ENTER ↵**] .

    The Voice Equipment window appears.

If any channel does not appear as INSERV, follow these steps:

1.   From the Voice Equipment window, press [**F8**] (CHG-KEYS) to display the alternate key labels.

2.   Press [**F2**] (CHGSTATE).

   The Change State of Voice Equipment form appears.

```
              Change State of Voice Equipment
         New  State:
         Equipment:
  Equipment  Number:
Change  Immediately?


                         Voice  Equipment

CHN CD.PT   STATE    STATE-CHNG-TIME   SERVICE NAME  PHONE    GROUP     OPTS TYPE
0    0.0    inserv   Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6
1    0.1    inserv   Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6
2    0.2    inserv   Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6
3    0.3    inserv   Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6
4    0.4    foos     Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6
5    0.5    foos     Oct 01 14:48:57   auto_attend    ¯        2        talk IVP6


 HELP    CHOICES    SAVE    PREV-FRM         NEXT-FRM   CANCEL   CMD-MENU CHG-KEYS
                                                                FRM-MGMT CHG-KEYS
```

Screen 1-13. Change State of Voice Equipment Form

⇒ **NOTE:**

   If any of the channels are in the "facility out of service" (foos) state, you must change them to the ''manual out of service" (manoos) state first, and then change them again to the "in service'' (inserv) state.

   To place the channels in the manoos state, follow steps 3-8. When all channels are in the manoos state, place them in the inserv state by continuing at step 9.

3.   In the New State: field, enter *manoos* or *m* and press) [**ENTER ↵**].

4.   In the Equipment: field, enter *card* or *ca* and press [**ENTER ↵**].

5.   In the Equipment Number: field, enter *all* and press [**ENTER ↵**].

6.   In the Change Immediately? field, enter *yes* or *y* and press [**F3**] (SAVE).

   A Command Output window appears to inform you that the state has been changed.

7. Press [**F6**] (CANCEL) to continue.

    The Voice Equipment window reappears.

8. Press [**F2**] (CHGSTATE).

    The Change State of Voice Equipment form appears.

9. In the New State: field, enter *inserv* or *i* and press [**ENTER**].

10. In the Equipment: field, enter *card* or *ca* and press [**ENTER**].

11. In the Equipment Number: field, enter *all* and press [**ENTER**].

12. In the Change Immediately? field, enter *yes* or *y* and press [**F3**] (SAVE).

    A Command Output window appears to inform you that the state has been changed.

13. Press [**F6**] (CANCEL) to continue.

    The Voice Equipment window reappears.

14. Verify that all channels now show the INSERV state. If any channel shows the foos state, verify that each analog port is connected.

15. Press [**F6**] (CANCEL) twice to return to the Voice System Administration menu.

Verifying Voice Channel Extensions

➡ **NOTE:**
The analog ports assigned to voice channels must be administered as VMS
ports on the System 25 before running this test. See Chapter 3 for
administration procedures for these ports.

To verify the extensions assigned to voice channels, follow these steps:

1. At the Voice System Administration menu, select System Monitor and
   press [**ENTER ↵**].

   The System Monitor - Voice Channels window appears.

```
                      System Monitor - Voice Channels

               Calls Voice                          Caller        Dialed
       Channel Today Service        Status          Input         Digits

          0     0                *On Hook
          1     0                *On Hook
          2     0                *On Hook
          3     0                *foos
          4     0                *foos
          5     0                *foos
```

| HELP CHG-RATE | PREVPAGE | NEXTPAGE SAVE | PREV-FRM | | NEXT-FRM | CANCEL PRINT | CMD-MENU | CHG-KEYS CHG-KEYS |

Screen 1-14. System Monitor - Voice Channels Window

2. Dial an extension connected to one of the voice channels.

   You hear the Voice Mail announcement.

3. Watch the Voice Channel Monitor window to see which channel answers the
   call.

4. Verify that the extension you dialed corresponds to the channel that
   answered. (If a different channel answered, record the change on FORM A.)

5. Repeat Steps 2 through 4 until all extensions have been verified.

    If the extension assignments do not match those already recorded on FORM A, you may either change the connections between the IVP4/6 boards and the wall outlet jacks, or you may notify the Switch Administrator of the changed assignments. The optimum course of action depends on whether the Switch Administrator has already made use of the extension assignments for the rest of the administration that must be done on the switch.

6. Press [F6] (CANCEL) repeatedly to return to the Voice System Administration menu.

Changing the Maintenance Mailbox Password

> ☞ **NOTE:**
> This procedure is necessary only for fax channel testing. (See the next procedure.)

To reduce the risk of unauthorized access, AT&T has changed the default passwords for the Maintenance (9998) mailbox to [**#**] . The [**#**] prevents anyone from accessing the mailboxes.

When adding FAX Attendant to an existing AUDIX Voice Power system, a new password should already have been assigned to the Maintenance Mailbox. Obtain this password from the System Manager and skip the remainder of this procedure.

If a new password has not been assigned to the Maintenance Mailbox, you must assign a temporary password to use for testing the fax channel extensions.

To change the password for the Maintenance Mailbox, follow these steps:

1. At the Voice System Administration menu, move the cursor to `Application Package Administration` and press [**ENTER ↵**].

    The Application Package Administration menu appears.

2. At the Application Package Administration menu, move the cursor to `AUDIX Voice Power/FAX Attendant` and press [**ENTER ↵**].

    The AUDIX Voice Power/FAX Attendant menu appears.

3. At the AUDIX Voice Power/FAX Attendant main menu, move the cursor to `Subscriber Administration` and press [**ENTER ↵**].

    The Subscriber Administration form appears.

4. Type *9998* (Maintenance mailbox) in the `Extension` field and press [**F4**] (DISPLAY).

    The subscriber information associated with the Maintenance mailbox (9998) appears.

5. Type in a temporary password in the `Password` field and press [**F3**] (CHANGE).

    A window appears confirming that the change has been made.

    > ☞ **NOTE:**
    > For security purposes, passwords do not display on the Subscriber Administration form.

6. Press [**F6**] (CANCEL) repeatedly to return to the AUDIX Voice Power/FAX Attendant menu.

Verifying Fax Channel Extensions

⟹ **NOTE:**

The analog ports assigned to fax channels must be administered on the
System 25 before running this test. See Chapter 3 for administration
procedures for these ports.

Test the fax channel extensions by placing all fax channels out of service. Test each
fax channel individually by placing it into service alone.

To verify the extensions assigned to fax channels, follow these steps:

1. At the Voice System Administration menu, move the cursor to `Application
    Package Administration` and press [**ENTER ⏎**].

    The Application Package Administration menu appears.

2. At the Application Package Administration menu, move the cursor to `AUDIX
    Voice Power/FAX Attendant` and Press [**ENTER**].

    The AUDIX Voice Power/FAX Attendant menu appears.

3. At the AUDIX Voice Power/FAX Attendant menu, move the cursor to `Fax
    Equipment Operations` and press [**ENTER**].

    The Fax Equipment Operations menu appears.

4. At the Fax Equipment Operations menu, move the cursor to `Fax Channel
    Administration` and press [**ENTER**].

    The Fax Channel Administration window appears.

5. Press [**F8**] (CHG-KEYS) to display the alternate key labels.

6. Press [**F2**] (CHGSTATE)

    The Change State of Fax Equipment form appears.

7. Place all fax channels out-of-service:

    a. In the `New State` field, enter `m` for manual out-of-service (MANOOS).

    b. In the `Fax Equipment` field, enter `ca` for card.

    c. In the `Fax Equipment Number` field, enter `all.`

    d. Leave the `Change Immediately?` field blank and press [**F3**] (SAVE).

    e. Verify that all fax channels are now in the MANOOS state.

8.   Place one fax channel in-service for testing:

    a.   In the `New State` field, enter *i* for in-service (INSERV).

    b.   In the `Fax Equipment` field, enter *ch* for channel.

    c.   In the `Fax Equipment Number` field, enter the channel to be tested.

    d.   Leave the `Change Immediately?` field blank and press [**F3**] (SAVE).

    e.   Verify that all fax channels are in the MANOOS state except for the channel being tested. The channel being tested should be in the INSERV state.

9.   Dial any of the extensions assigned to Automated Attendant or Voice Mail voice channels.

    You should hear the default Voice Mail announcement.

10.   Test the in-service fax channel:

    a.   Log into the Maintenance Mailbox using the password assigned earlier.

        You should hear the Voice Mail Activity Menu.

    b.   Press [**8**] to switch to Fax Mail service.

        You should hear the Fax Mail Activity Menu.

    c.   Press [**1**] to send a fax message.
        When prompted for a destination, enter [**9**], [**9**], [**9**], [**9**], [**#**] followed by

        [**∗**], [**#**].

    d.   When prompted for immediate or economy delivery, press [**∗**], [**#**].

    e.   When prompted to press [**START**] on your fax machine, listen to verify that FAX Attendant issues a fax tone on the line.

        If you do not hear the fax tone, verify that the port is connected and administered correctly.

    f.   When you hear the fax tone, hang up the phone.

11.   Place the tested channel back out-of-service:

    a.   In the `New State` field, enter *m* for MANOOS.

    b.   In the `Fax Equipment` field, enter *ca* for card.

    c.   In the `Fax Equipment Number` field, enter `all`.

    d.   Leave the `Change Immediately?` field blank and press [**F3**] (SAVE).

    e.   Verify that all fax channels are in the MANOOS state.

12.   Repeat steps 8 through 11 for each additional fax channel to be tested.

13. After the last fax channel has been tested, place all fax channels back in-service:

   a. In the New State field, enter *i* for INSERV.

   b. In the Fax Equipment field, enter *ca* for card.

   c. In the Fax Equipment Number field, enter *all.*

   d. Leave the Change Immediately? field blank and press [F3] (SAVE).

   e. Verify that ail fax channels are in the INSERV state.

14. Press [F6] (CANCEL) repeatedly until the AUDIX Voice Power/FAX Attendant menu appears.

Resetting the Maintenance Mailbox Password

If you assigned a temporary password to the Maintenance Mailbox, you must reset the password to [#] after testing the fax channel extensions. If you did not assign a temporary password to the Maintenance Mailbox, skip the remainder of this procedure.

To change the password for the Maintenance Mailbox, follow these steps:

1. At the AUDIX Voice Power/FAX Attendant main menu, move the cursor to Subscriber Administration and press [**ENTER** ↵].

    The Subscriber Administration form appears.

2. Type 9998 (Maintenance mailbox) in the Extension field and press [**F4**] (DISPLAY).

    The subscriber information associated with the Maintenance mailbox (9998) appears.

3. Enter the original defautt password ([#]) in the Password field and press [**F3**] (CHANGE).

    A window appears confirming that the change has been made.

    ⟹ **NOTE:**
      For security purposes, passwords do not display on the Subscriber Administration form.

4. Press [**F6**] (CANCEL) repeatedly to return to the Integrated Solution lll Maintenance menu.

FAX Attendant Initial Implementation

2

The major initial implementation functions for FAX Attendant are:

- ■ Assigning services to channels

- ■ Administering switch interface parameters

- ■ Administering FAX Attendant system parameters

Assigning Services to Channels

When FORM A is complete and you have reviewed it, enter the service assignment information into FAX Attendant.

The System 25 indicates to FAX Attendant whether a call is internal direct, external direct, or coverage. When a channel has Fax Response as its assigned service, external direct calls go to Fax Response. When a channel has Automated Attendant as its assigned service, external direct calls go to Automated Attendant. Internal direct calls go to Voice Mail (which can be changed by a menu choice to Fax Mail). Coverage calls go to Voice Call Answer or Fax Call Answer depending on whether the covered extension is a voice extension or a fax extension. If CNG is detected on any direct call, the call goes to the fax transfer number specified under automated attendant parameters on FORM D.

⇒ **NOTE:**
> If you plan to use Automated Attendant service and other services that can be combined with it, such as Voice/Fax Mail and Voice/Fax Call Answer, and all channels have already been assigned Automated Attendant service for testing (as described in Chapter 1), then this part of the implementation procedure is complete.
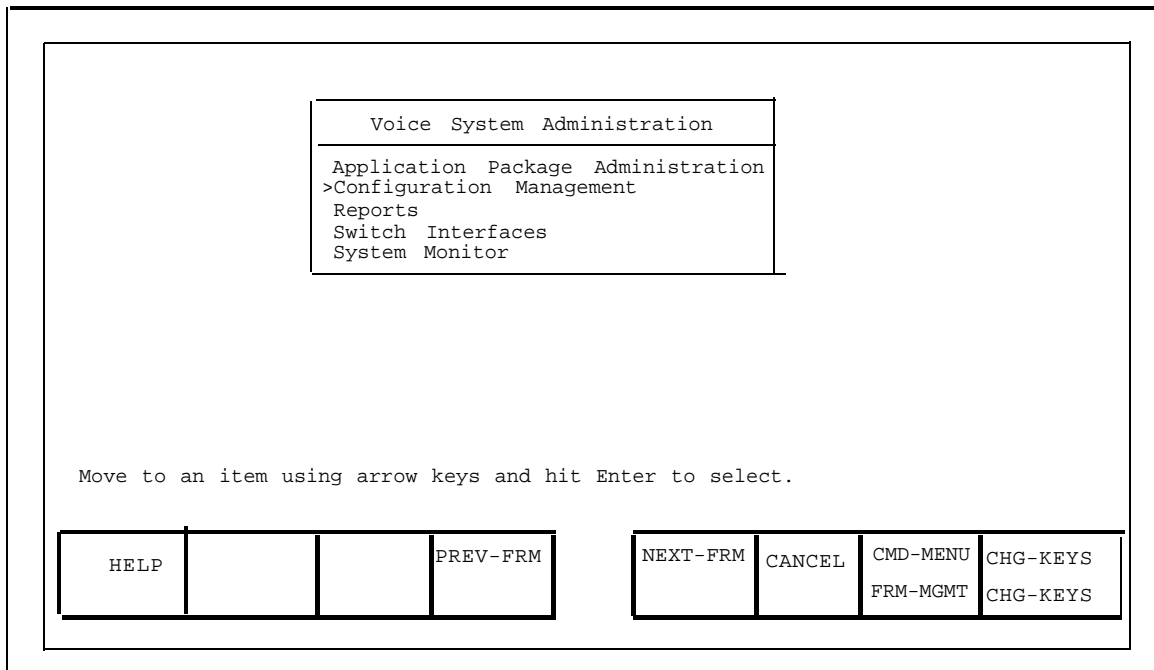
> If you plan to use other services for your system, such as Fax Response, Information, and Message Drop services that require dedicated channels, use the procedures that follow to assign those services to channels as well.

Assigning Services to Channels

To assign services to channels, follow these steps:

1. Log on as *maint.*

2. At the Integrated Solution Maintenance menu, move the cursor to
   Technician Maintenance and Press [**ENTER ↵**].

   The Technician Maintenance menu appears.

3. At the Technician Maintenance menu, move the cursor to Voice System
   Administration and press [**ENTER ↵**].
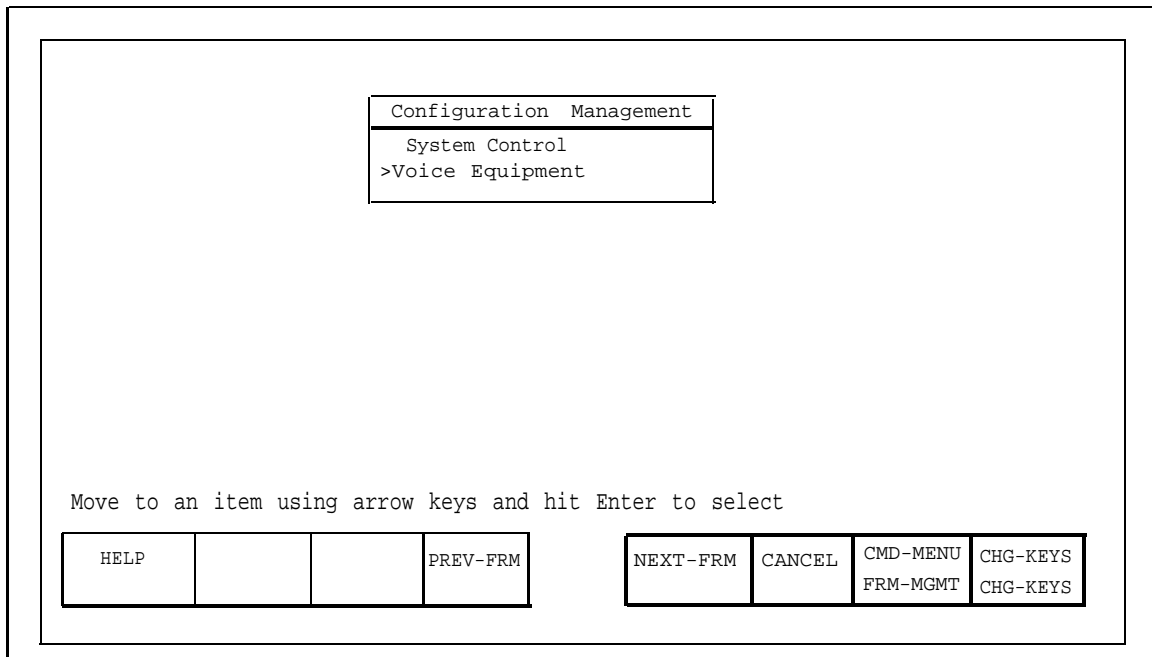
   The Voice System Administration menu appears.

```
┌─────────────────────────────────────────────────────────────────────┐
│ ┌─────────────────────────────────────────────────────────────────┐ │
│ │                                                                 │ │
│ │              ┌─────────────────────────────────┐                │ │
│ │              │    Voice  System  Administration │                │ │
│ │              ├─────────────────────────────────┤                │ │
│ │              │ Application  Package  Administration              │ │
│ │              │>Configuration  Management        │                │ │
│ │              │ Reports                          │                │ │
│ │              │ Switch  Interfaces               │                │ │
│ │              │ System  Monitor                  │                │ │
│ │              └─────────────────────────────────┘                │ │
│ │                                                                 │ │
│ │                                                                 │ │
│ │  Move to an item using arrow keys and hit Enter to select.      │ │
│ │ ┌───────┬───────┬───────┬──────────┐ ┌──────────┬────────┬──────────┬──────────┐ │
│ │ │ HELP  │       │       │ PREV-FRM │ │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS │ │
│ │ │       │       │       │          │ │          │        │ FRM-MGMT │ CHG-KEYS │ │
│ │ └───────┴───────┴───────┴──────────┘ └──────────┴────────┴──────────┴──────────┘ │
│ └─────────────────────────────────────────────────────────────────┘ │
└─────────────────────────────────────────────────────────────────────┘
```

Screen 2-1. Voice System Administration Menu

4.   At the Voice System Administration menu, move the cursor to
     `Configuration Management` and press [**ENTER ⏎**].

     The Configuration Management menu appears.

```
            ┌────────────────────────────────┐
            │     Configuration  Management  │
            ├────────────────────────────────┤
            │      System Control            │
            │  >Voice Equipment              │
            └────────────────────────────────┘
```

```
Move to an item using arrow keys and hit Enter to select

┌────────┬────────┬────────┬──────────┐   ┌──────────┬────────┬──────────┬──────────┐
│  HELP  │        │        │ PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS │
│        │        │        │          │   │          │        │ FRM-MGMT │ CHG-KEYS │
└────────┴────────┴────────┴──────────┘   └──────────┴────────┴──────────┴──────────┘
```

Screen 2-2. Configuration Management Menu

5. At the Configuration Management menu, move the cursor to `Voice Equipment` and press [**ENTER ↵**].

The Voice Equipment window appears.

```
                                 Voice  Equipment

 CHN  CD.PT  STATE    STATE-CHNG-TIME   SERVICE  NAME  PHONE    GROUP   OPTS  TYPE
 0    0.0   foos     Oct  01  14:48:57                   -        2     talk  IVP6
 1    0.1   foos     Oct  01  14:48:57                   -        2     talk  IVP6
 2    0.2   foos     Oct  01  14:48:57                   -        2     talk  IVP6
 3    0.3   foos     Oct  01  14:48:57                   -        2     talk  IVP6
 4    0.4   foos     Oct  01  14:48:57                   -        2     talk  IVP6
 5    0.5   foos     Oct  01  14:48:57                   -        2     talk  IVP6



 ┌────────┬─────────┬─────────┬─────────┐   ┌──────────┬────────┬─────────┬─────────┐
 │  HELP  │PREVPAGE │NEXTPAGE │PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU│ CHG-KEYS│
 │DISP-OPT│CHGSTAGE │ASSIGN   │UNASSIGN │   │          │ PRINT  │ FRM-MGMT│ CHG-KEYS│
 └────────┴─────────┴─────────┴─────────┘   └──────────┴────────┴─────────┴─────────┘
```

Screen 2-3. Voice Equipment Window

6. Press [**F8**] (CHG-KEYS).

7.   Press [**F3**] (ASSIGN).

The Assign menu appears.

```
                                      ┌─────────────────────────────┐
                                      │          Assign             │
                                      ├─────────────────────────────┤
                                      │  Channels to Groups         │
                                      │  Channel to PBX Extension   │
                                      │ >Services to Channels       │
                                      └─────────────────────────────┘

              ┌──────────────────────────────────────────────────────────────────┐
              │                      Voice  Equipment                             │
              ├──────────────────────────────────────────────────────────────────┤
              │ CHN  CD.PT  STATE    STATE CHNG TIME    SERVICE NAME PHONE   GROUP    OPTS  TYPE │
              │ 0    0.0    foos     Otct 01 14:48:57                  −        2       talk  IVP6 │
              │ 1    0.1    foos     Oct  01 14:48:57                  −        2       talk  IVP6 │
              │ 2    0.2    foos     Oct  01 14:48:57                  −        2       talk  IVP6 │
              │ 3    0.3    foos     Oct  01 14:48:57                  −        2       talk  IVP6 │
              │ 4    0.4    foos     Oct  01 14:48:57                  −        2       talk  IVP6 │
              │ 5    0.5    foos     Oct  01 14:48:57                  −        2       talk  IVP6 │
              │                                                                    │
              └──────────────────────────────────────────────────────────────────┘

   ┌────────┬────────┬────────┬──────────┐   ┌──────────┬────────┬──────────┬──────────┐
   │ HELP   │        │        │ PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS │
   │        │        │        │          │   │          │        │ FRM-MGMT │ CHG-KEYS │
   └────────┴────────┴────────┴──────────┘   └──────────┴────────┴──────────┴──────────┘
```

Screen 2-4. Assign Menu

8. Move the cursor to `Services to Channels` and press [**ENTER ↵**].

The Assign Service to Voice Channels form appears.

```
    ┌──────────────────────────────────┐        ┌──────────────────────────┐
    │ Assign Service to Voice Channels │        │          Assign          │
    ├──────────────────────────────────┤        ├──────────────────────────┤
    │ Service:                         │        │ Channels to Groups       │
    │ Channels:                        │        │ Channel to PBX Extension │
    └──────────────────────────────────┘        │>Services to Channels     │
                                                 └──────────────────────────┘

        ┌──────────────────────────────────────────────────────────────┐
        │                     Voice  Equipment                          │
        ├──────────────────────────────────────────────────────────────┤
        │ CHN CD.PT STATE   STATE-CHNG-TIME  SERVICE NAME PHONE  GROUP   OPTS TYPE │
        │ 0   0.0   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        │ 1   0.1   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        │ 2   0.2   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        │ 3   0.3   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        │ 4   0.4   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        │ 5   0.5   foos    Oct 01 14:48:57                -       2      talk IVP6 │
        └──────────────────────────────────────────────────────────────┘

  ┌──────┬─────────┬──────┬──────────┐   ┌──────────┬────────┬──────────┬─────────┐
  │ HELP │ CHOICES │ SAVE │ PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS │
  │      │         │      │          │   │          │        │ FRM-MGMT │ CHG-KEYS │
  └──────┴─────────┴──────┴──────────┘   └──────────┴────────┴──────────┴─────────┘
```

Screen 2-5. Assign Servlce to Voice Channels Form

9. Move the cursor to the `Service:` field.

10.   Press [**F2**] (CHOICES).

The Service Choices menu appears.

```
    Assign Service to Voice Channels              Assign

    Service:                                Channels to Groups
    Channels:            Service  Choices   Channel to PBX Extension
                                           >Services to Channels
                        >auto_attend
                         call_answer
                         fax_ca          ment
                         fax_mail
    CHN CD.PT STATE  STA fax_resp    CE NAME PHONE   GROUP   OPTS TYPE
    0    0.0  foos   Oct voice_mail                    2      talk IVP6
    1    0.1  foos   Oct info_service                  2      talk IVP6
    2    0.2  foos   Oct message_drop                  2      talk IVP6
    3    0.3  foos   Oct sendmsg                       2      talk IVP6
    4    0.4  foos   Oct                               2      talk IVP6
    5    0.5  foos   Oct 01 14:48:57                   2      talk IVP6
```

Screen 2-6. Service Choices Menu

11.   Move the cursor to the desired service and press [**ENTER ↵**].

The service is filled in.

The Service Choices window closes.

12.   Move the cursor to the Channels: field.

13. Enter a channel number from 0 to the maximum available, a range of channel numbers with the starting and ending numbers separated by a dash, or a list of channel numbers and/or ranges separated by commas.

14. Press [**F3**] (SAVE).

    The information is entered, the Assign Service to Voice Channels form closes, and a Command Output window appears.

```
                          Command  Output
 Assign Voice Equipment Output:
 Assigned service voice_mail  to channel 2
 Assigned service voice_mail  to channel 3




 Press the CANCEL function key to close this window
```

HELP	PREVPAGE	NEXTPAGE	PREV-FRM		NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
							FRM-MGMT	CHG-KEYS
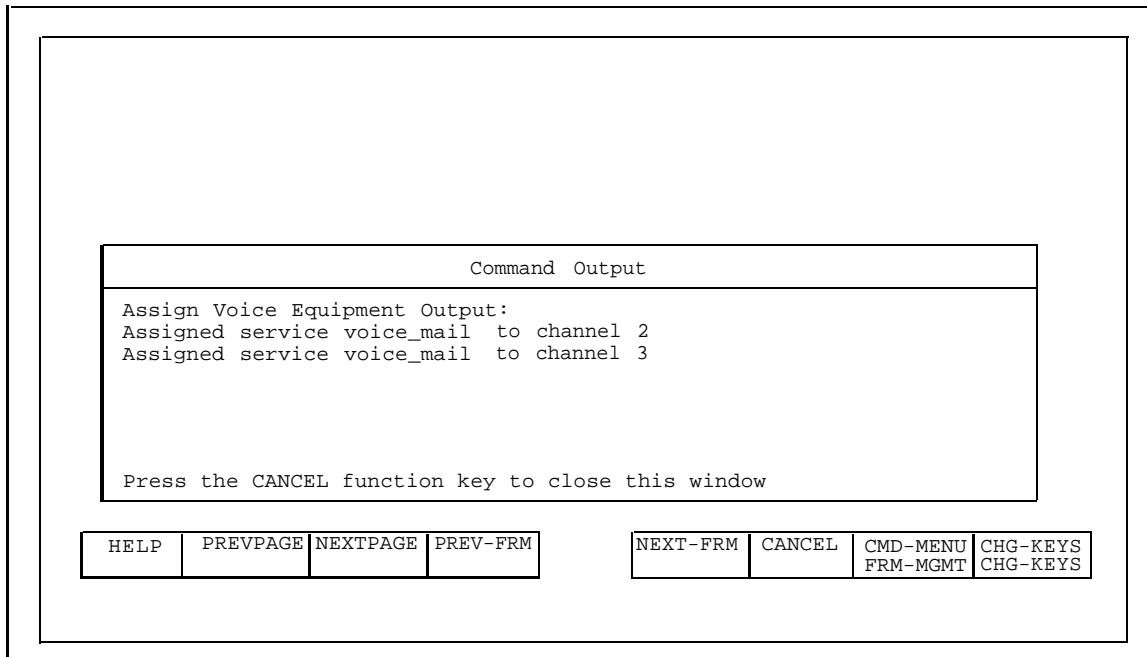
Screen 2-7. Command Output Window

15. Press [**F6**] (CANCEL) to close the Command Output window and return to the Voice Equipment window.

16. Reopen the Assign Service to voice Channels form by pressing [**F8**] (CHG-KEYS) and then [**F3**] (ASSIGN), and repeat Steps 8 through 15 until services have been assigned to voice channels.

17. Press [**F6**] (CANCEL) as many times as needed to return to the Integrated Solution Maintenance menu.

Changing Service Assignments

To change service assignments, use the procedure for Entering Channel
Assignments. The new assignments will replace the old assignments. To unassign a
channel, press [F8] (CHG-KEYS) and then press the [F4] (UNASSIGN) function key.
The Unassign Service From Voice Channel form appears. Enter the channel
number(s) to be unassigned, and press [F3] (SAVE). Channels should not be left
unassigned. In most cases, an unassigned channel results in loss of system
capacity.

Administering Switch Interface Parameters

Some specific parameters are necessary to tell FAX Attendant how to communicate with System 25. For convenience, these parameters are collected on FORM B and are explained below.

⇒ **NOTE:**
The switch interface parameters are automatically set to correct values for the System 25. This information is for troubleshooting purposes only. **Do not change the switch interface parameters** unless they have been accidently changed from the values shown. (Different values are used with other communications systems.)

Switch Interface Administration	
Switchhook Flash Duration	600
Wink Disconnect Interval	300
Signaling Type	TT
Incoming Speech Volume	4000
Outgoing Speech Volume	1000
Dial Tone Training	Yes

The contents of each field should be:

- **Switchhook Flash Duration** specifies the on-hook duration in milliseconds that the switch recognizes as a transfer request. The range is 300 to 1550 milliseconds. The correct (and default) is 600 milliseconds.

- **Wink Disconnect Interval** specifies the on-hook duration in milliseconds that the switch recognizes as a disconnect request. The range is 300 to 800 milliseconds. The correct (and default) is 300 milliseconds.

- **Signaling Type** specifies whether Touch-Tone (TT) or dial-pulse (DP) signaling is used. The correct (and default) is TT.

⇒ **NOTE:**
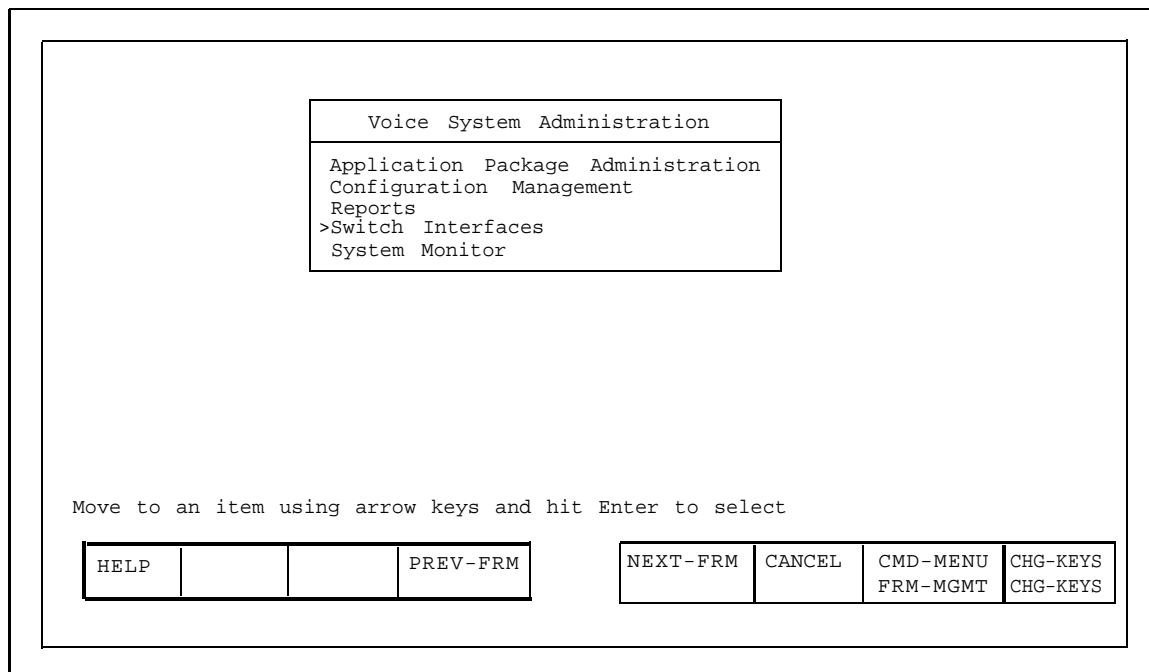Incoming Speech Volume, Outgoing Speech Volume, and Dial-Tone Training are not administrable.

Changing Switch Interface Parameters

The switch interface parameters should not be changed from the values specified previously.

If for some reason someone has changed them, enter the correct values shown above by following these steps:

1. Log on as `maint.`

2. At the Integrated Solution Maintenance menu, move the cursor to `Technician Maintenance` and press [**ENTER ↵**].

   The Technician Maintenance menu appears.

3. At the Technician Maintenance menu, move the cursor to `Voice System Administration` and press [**ENTER ↵**].

   The Voice System Administration menu appears.

```
                    Voice System Administration

         Application Package Administration
         Configuration Management
         Reports
        >Switch Interfaces
         System Monitor




   Move to an item using arrow keys and hit Enter to select

   ┌──────┬──────┬──────┬──────────┐   ┌──────────┬────────┬──────────┬──────────┐
   │ HELP │      │      │ PREV-FRM │   │ NEXT-FRM │ CANCEL │ CMD-MENU │ CHG-KEYS │
   │      │      │      │          │   │          │        │ FRM-MGMT │ CHG-KEYS │
   └──────┴──────┴──────┴──────────┘   └──────────┴────────┴──────────┴──────────┘
```

Screen 2-8. Voice System Administration Menu

4.   At the Voice System Administration menu, move the cursor to `Switch Interfaces` and press [**ENTER ↵**].

     The Switch Interface Administration form appears.

```
            Switch  Interface  Administration

                      AT&T System 25
         >Switch Hook Flash Duration:    600
           Wink Disconnect Interval:     300
                   Type  of  Signaling:   TT
            Incoming  Speech Volume:     4000
            Outgoing  Speech Volume:     1000

                 Dial  Tone  Training:    Yes




   HELP    CHOICES    SAVE   PREV-FRM          NEXT-FRM   CANCEL  CMD-MENU  CHG-KEYS
                                                          PRINT   FRM-MGMT  CHG-KEYS
```

Screen 2-9. Voice System Administration Menu

5.   At the `Switch Hook Flash Duration:` field, enter the number from FORM B and press [**ENTER ↵**].

     The cursor moves to the `Wink Disconnect Interval:` field.

6.   Enter the number from FORM B and press [**ENTER ↵**].

     The cursor moves to the `Type of Signaling:` field.

7.   Press [**F2**] (CHOICES) to bring up the Choices - Type of Signaling window.

8.   Move the cursor to the type of signaling specified on FORM B and press [**ENTER ↵**].

⟹ **NOTE:**

Incoming Speech Volume, Outgoing Speech Volume, and Dial-Tone Training are not administrable.

9.　Press [F3] (SAVE).

The Switch Interface Administration form closes and a message appears asking the user to stop the system for changes to take effect.

10.　Press [F6] (CANCEL) repeatedly until the Integrated Solution Maintenance menu appears.

Administering FAX Attendant
System Parameters

You must add the Message Waiting Lamp parameters to the third section of
FORM D and enter the parameters into the FAX Attendant System.

You need two pieces of information:

■ whether or not the message waiting lights are to be used

■ the System 25 message waiting lamp codes if they have been changed from
the default.

Message Waiting Lamp parameters affect only the operation of message waiting
lamps. The following parameters are available:

■ **Code to Light** specifies the internal code that FAX Attendant sends to the
switch to light the message waiting lamp. Enter *#90* .

■ **Code to Extinguish** specifies the internal code that FAX Attendant sends to
the switch to extinguish the message waiting lamp. Enter *#91*

■ **Refresh** indicates whether you wish to have message waiting lamps refreshed
at predetermined intervals. This parameter is usually set to *n* for "no" with
System 25.

The codes shown below are the default values. If different values are found in the Feature Access Code form, use those values instead.

```
┌─────────────────────────────────────────────────────────────┐
│                          FORM D                               │
│              Voice System Parameter Administration            │
├─────────────────────────────────────────────┬───────────────┤
│                      Voice Mail Parameters    │               │
│                                               │               │
│                        Attendant Extension:   │  _____       │
│                 Pause for Touch-Tone Input:   │  __ sec       │
│                  Maximum Extension Length:    │  __           │
│                 Transfer to Subscribers Only?:│  ____         │
│                  System Mode of Addressing:   │  _____     │
│                   Maximum Message Length:     │  __ sec       │
│            General Mailbox Owner Extension:   │  _____     │
│     Enable General Mailbox for Call Answer?:  │  ____         │
│       Allow Voice Mail/Call Answer Transfers?:│  ____         │
├─────────────────────────────────────────────┼───────────────┤
│                 Automated Attendant Parameters│               │
│                                               │               │
│                   Touch-Tone Gate Active?:    │ Day: _ Night: _│
│            Auto Attendant Time-out Action:    │ Day: _ Night: _│
│                 Auto Attendant Menu Plays:    │               │
│                      Fax Transfer Number:     │  _____     │
│                                               │  _____     │
├─────────────────────────────────────────────┴───────────────┤
│               Message Waiting Lamp Parameters                 │
├──────────────────┬───────────────────────┬───────────────────┤
│ Code to Light: #90│ Code to Extinguish: #91│ Refresh?: No     │
└──────────────────┴───────────────────────┴───────────────────┘
```

⇒ **NOTE:**

> If `Transfer to Subscribers Only?` is set to *Yes* (for improved Security), private fax extensions cannot be reached through the Automated Attendant.

Entering System Parameters

To enter the system parameters, follow the instructions in Chapter 3 of the *AT&T FAX Attendant System™ Release 2.1.1 System Manager's Guide.*

System 25 Initial Implementation

3

The information in this section is intended to help the FAX Attendant System Manager and the System 25 Communications System Switch Administrator work together to administer the System 25 Communications System to meet the specific requirements for the FAX Attendant system. To complete these tasks, you need information regarding System 25 Communications System administration. Make use of the administration forms provided for both the switch and for FAX Attendant.

- Blank System 25 Communications System forms are included with the *AT&T System 25 R3 Administration Records.*

- Blank FAX Attendant forms are in Appendix A of the *AT&T FAX Attendant System™ Release 2.1.1 Planning and Forms* document.

- For procedures on how to administer the switch, refer to the *AT&T System 25 R3 Implementation Manual and Records Binder.*

FAX Attendant Checklist

Use the following checklist to verify that initial switch administration for FAX Attendant is complete. Instructions for performing these tasks follow. Unless otherwise noted, forms and instructions for these tasks are in the *AT&T System 25 R3 Implementation Manual and Records Binder.*

1. Create Direct Group Calling (DGC) Groups and assign VMS and Fax Response ports to the groups.

2. Complete all Fax Attendant administration for the Fax Response service. (Instructions are provided in the *AT&T FAX Attendant System™ Release 2.1.1 System Manager's Guide.)*

3. Assign Call Coverage to the fax machines.

4. Administer private fax extensions by following the procedure in the *System 25 Implementation Manual* for "Adding a Station." Also, assign Call Coverage to private fax extensions. Private fax extensions are "phantom" stations where a dial plan number is assigned but the physical extension does not exist.

5. Once the Master Controller and fax boards are operating, test the fax boards by sending a fax message to a subscriber.

6. Place some test calls to ensure all FAX Attendant services work as intended.

7. Assign trunks to ring at DGC groups.

Administering Voice Channel Ports as VMS

Each voice channel connected to FAX Attendant must be administered as Voice
Message Service (VMS) so that the mode codes will be transmitted to FAX
Attendant.

Before assigning VMS ports, complete the Auxiliary Equipment Options - Ill (Station
Interface Only) form in the *AT&T System 25 R3 Implementation Manual and Records
Binder.*

To administer a port as VMS, follow these steps:

Using the Basic Administration System:

1. At the Main Menu, select `Port`.

2. At `Port=`, specify the port physical location (CSSPP)

3. At `Action=`, enter *1.*

4. At `Data=`, enter *0.* (Delete the port.)

5. Press [**c**] to continue.

6. At `Action=`, enter *1.*

7. At `Data=`, enter *261.* (Set VMS.)

8. At `Action=`, enter *2.*

9. At `Data=`, enter the extension number of the port.

10. At `Action=`, enter *5.*

11. At `Data=`, enter *1.* (Set dial accessibility for testing)

12. Press [**DELETE**] to exit.

Using the Advanced Administration Software:

1. At the Main Menu, select `Auxiliary Equipment.`

2. At the Auxiliary Equipment menu, select `Voice Messaging System.`

    A form appears.

3. Press the [**SPACE**] bar until the service field shows `Automated  Attendant.`

4. Press [**TAB**] to get to the slot location field.

5. Enter the port physical location (CSSPP).

6. Press [F3] (SUBMIT).

    A sub-form appears.

7. Fill in the options:

    — Extension of the port

    — Dial Accessible should be *Yes* for testing

    — Extended Station should be *No*

8. Press [F3] (SUBMIT).

9. Press [ESC] repeatedly until you return to the Main Menu.

Administering Fax Channel Ports

Each fax channel connected to FAX Attendant must be administered. To administer these ports, follow these steps:

Using the Basic Administration System:

1. At the Main Menu, select `Port`.

2. At `Port=`, specify the port physical location (CSSPP)

3. At `Action=`, enter *1.*

4. At `Data=`, enter *201.*

5. At `Action=`, enter *2.*

6. At `Data=`, enter the extension number of the port.

7. Press [**DELETE**] to exit.

Using the Advanced Administration Software:

1. At the Main Menu, select `Voice station`.

2. At the Voice Station menu, select `Add a Voice Station`.

    A form appears.

3. Enter the following data:

    — Enter the port physical location (CSSPP)

    — Enter the port extension number

    — At the Type field, press the [**SPACE**] bar until `Single Line` shows

4. Press [**F3**] (SUBMIT).

5. Press [**ESC**] repeatedly until you return to the Main Menu.

Administering Phantom Extensions

Private Fax Numbers and other special purpose extensions are administered as phantom extensions, that is, the extension is assigned a dial plan number, but there is no corresponding physical station. For example, a phantom extension can be assigned on the third carrier even if there is no third carrier. Private fax numbers should also have an outside line (either DID or personal line) terminated on the extension.

To administer a phantom extension, follow these steps:

Using the Basic Administration System:

1. At the Main Menu, select `Port`.

2. At `Port=`, enter the physical port location (CSSPP).

3. At `Action=`, enter *1.*

4. At `Data=`, enter *302.*

5. At `Action=`, enter *2.*

6. At `Data=`, enter the extension number assigned to the phantom extension.

7. At `Action=`, enter 7.

8. At `Data=`, enter the coverage DGC group number plus 100.

9. Press [**DELETE**] to exit.

Using the Advanced Administration Software:

1. At the Main Menu, select `Voice station`.

2. At the Voice Station menu, select `User Station`.

3. At User Station, select *Add a Voice Station.*

    A form appears.

4. Enter the following data:

    — Enter the port physical location (CSSPP)

    — Enter the port extension number

    — At the Type field, press the [**SPACE**] bar until 5 Button shows

5. Press [**F3**] (SUBMIT).

6. Press [**F7**] (NEXT).

7. Select `Class of Service.`

8. Change coverage to DGC group plus 100.

9. Press [**F3**] (SUBMIT).

10. Press [**ESCAPE**] repeatedly to return to the Main Menu.

Assigning a Trunk to a Phantom Extension

To assign a trunk to a phantom extension, follow these steps:

Using the Basic Administration System:

1. At the Main Menu, select `PDC`.
2. At `PDC=`, enter the phantom extension number.
3. At `Action=`, enter *100.*
4. At `Data=`, enter *9.* (Button number.)
5. At `Action=`, enter *101.*
6. At `Data=`, enter *3.*
7. At `Action=`, enter *102.*
8. At `Data=`, enter the 4-digit trunk number.
9. At `Action=`, enter *103.*
10. At `Data=`, enter *1.* (Principal owner.)
11. At `Action=`, enter *104.*
12. At `Data=`, enter *1.* (Allow to ring.)
13. Press [**DELETE**] to exit.

Using the Advanced Administration Software:

1. At the Main Menu, select `Voice Station`.
2. At the Voice Station menu, `Modify a Voice Station`.
3. Enter the phantom extension number.
4. Press [**FZ**] (NEXT) repeatedly until the Button menu appears.
5. At the Button menu, select `Buttons`.
6. Move the cursor to Button 9.
7. Press [**ENTER**].
   A submenu appears.
8. Move the cursor to `Pers line`.
9. Press [**ENTER**].

10. Enter the 4-digit trunk number.

11. Set `Principal Owner` to *Yes.*

12. Set `Allow Ring` to *Yes.*

13. Press [F3] (SUBMIT) twice.

14. Press [ESC] repeatedly to return to Main Menu.

Assigning Ports to DGC Groups

To answer trunks or to provide Call Coverage, ports must be members of DGC Groups. Use the procedure below to assign ports to DGC groups.

Assign VMS ports to DGC groups for Call Coverage. Assign the calling group to ring at the DGC groups for Fax Response.

⟹ **NOTE:**
   You cannot combine tip/ring and VMS ports in a DGC Group.

To assign ports to DGC groups, follow these steps:

Using the Basic Administration System:

1.   At the Main Menu, select DGC.

2.   At DGC=, enter the DGC group number (from 1- 32).

3.   At Action=, enter 1.

4.   At Data=, enter the DGC group access code.

   ■ Action 11 lists the extensions already assigned.

   ■ Action 12 adds an extension.

   ■ Action 13 deletes an extension.

   ■ Action 14 allows you to enter the Display ID for the group.

Using the Advanced Administration Software:

1.   At the Main Menu, select Groups.

2.   At the Groups menu, select Direct Group Calling.

3.   Enter the access number and press [**F3**] (SUBMIT).

4.   To add a member:

   a.   At Access Number Press [**ENTER**].

   b.   Enter the extension.

   c.   Press [**F3**] (SUBMIT) twice.

Assigning Trunks to DGC Groups

Trunks to be answered by extensions that are part of a DGC group must be assigned to the DGC group.

To assign a trunk to a DGC group, follow these steps:

Using the Basic Administration System:

1. At the Main Menu, select `Port`.
2. At `Action=`, enter *1*.
3. At `Data=`, enter the trunk port number (CSSPP).
4. At `Action=`, enter *6*.
5. At `Data=`, enter the DGC group number.
6. Press [**DELETE**] to exit.

Using the Advanced Administration Software:

1. At the Main Menu, select `Trunks`.
2. At the Trunks menu, select `Modify a Trunk`.

    The Modify a Trunk form appears.
3. In the `Trunk #` field, enter either the trunk number or the physical port (CSSPP).
4. At the `Assign to DGC Group` field, enter the DGC group number.
5. Press [**F3**] (SUBMIT).
6. Press [**ESC**] repeatedly to return to the Main Menu.

Administering Call Coverage

The Call Coverage feature of the System 25 Communications System is used to redirect calls made to a busy or unanswered telephone, fax machine, or Private Fax Extension. The redirected calls go to a DGC group that is connected to a voice port. If the call was to a fax extension, the Fax Call Answer service receives the call and either holds the fax message or sends it to a printer or fax machine. To use the Fax Call Answer service, you must administer the following items:

- DGC Call Coverage Receiver Groups
- Call Coverage Ringing Options

Administering DGC Call Coverage Receiver Groups

For any port to provide Call Coverage, the port must be put into a DGC group. This DGC group will receive Call Coverage calls. When you administer each extension, assign this DGC group to provide coverage for that extension.

To assign ports to a DGC Call Coverage Receiver Groups, follow these steps:

Using the Basic Administration System:

1. From the Main Menu, select PDC.
2. At PDC=, enter the PDC (Personal Dial Code or extension) for which you are assigning coverage.
3. At Action=, enter 7.
4. At Data=, enter the DGC group number plus 100.
5. Press [**DELETE**] to exit.

Using Advanced Administration System:

1. For each extension, go to the Class of Service menu.
2. Enter the DGC group number plus 100 in the Group Coverage Number field.

Administering Call Coverage Ringing Options

The System 25 Communications System provides the following ways to administer call coverage ringing options.

- ■ *System-Wide Basis:* Coverage ringing may be turned off on internal calls on a system-wide basis.

  ⟹ **NOTE:**
  For FAX Attendant, System-Wide Basis must be turned on.

- ■ *Station Class of Service:* The sending extension has two options: to send ringing to the coverage station when there is no answer, and to send ringing to the coverage station when this extension is busy. The preferred options for a multi-line telephone are: *Yes* to send ringing on no answer and *Yes* to send ringing when busy.

Testing the Application

After FAX Attendant administration is complete, you can test the application as follows:

1. Call a busy fax extension to verify that it receives Fax Call Answer service.

2. Call each Fax Response extension and verify that it receives Fax Response service.

3. Dial the DGC access code or extension number to test Fax Mail and Voice Mail. (All calls will receive Voice Mail. Select [8] from the activity menu to switch to Fax Mail.)

Remotely Accessing Voice/Fax Mail (Optional Administration)

If you do not have DID (Direct Inward Dial) service and do not have any trunks assigned to ring in DGC groups (discussed earlier), registered FAX Attendant subscribers calling from outside the organization can still access Voice Mail through the System 25 Remote Access feature.

There are several ways to access Voice Mail:

■ Call your voice extension and wait for the Call Answer greeting message to play. Press [*], [R] to access Voice Mail.

■ If your organization has Automated Attendant service, call into the Automated Attendant number customers use to reach this service. While the Automated Attendant menu plays, press [*], [R] to access Voice Mail.

■ Call your organization's number and have the human attendant transfer you to Voice Mail.

To access Fax Mail, press [8] at the Voice Mail activity menu.

It is also possible to provide remote access to Voice Mail by using the Remote Trunk Access feature of System 25. See the System 25 documentation for more information.

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