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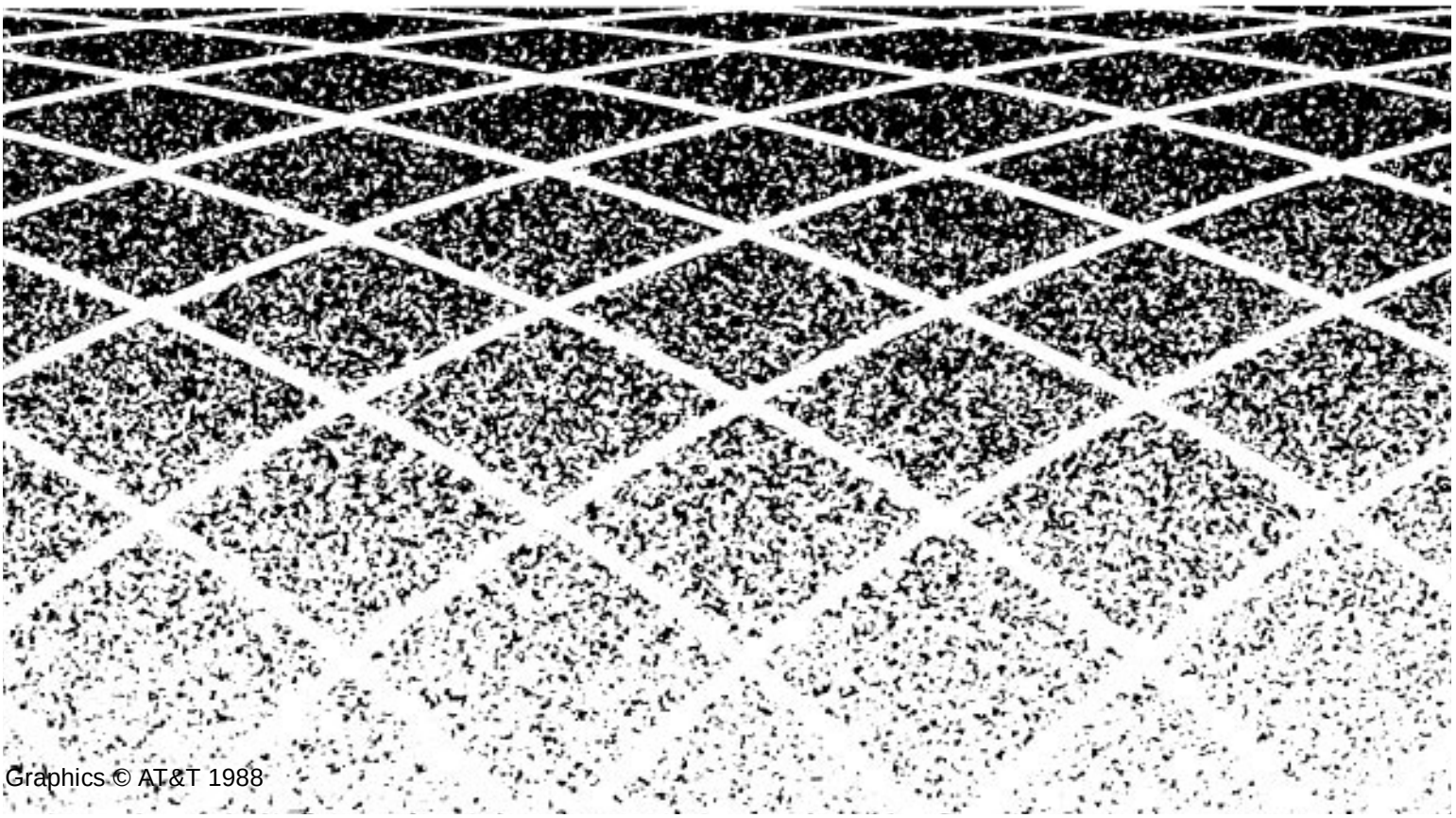
INTUITY Messaging Solutions Release 4 Documentation Guide



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About This Book

Purpose

This book, *Lucent INTUITY Messaging Solutions Release 4 Documentation Guide,* 585-310-016, provides detailed information about the Lucent INTUITY documentation library. It describes the contents of each book in detail and includes the information you need to purchase these books from the Lucent BCS Publications Fulfillment Center.

NOTE:
Pricing information is not included, but is available from the Lucent BCS Publications Fulfillment Center at 1-800-457-1235.

Intended Audiences

This book is for any one who needs detailed information about the documentation available for Release 4 of the Lucent INTUITY system.

How to Use This Book

See "What's New in Release 4" in Chapter 1, "Release 4 Book Descriptions," for a description of how the Lucent INTUITY documentation library has changed in this release. See "Contents of Each Book" for a detailed description of the individual publications in the library.

To purchase a publication from the Lucent BCS Publications Fulfillment Center, see Chapter 2, "Ordering Information," for documentation numbers and a complete description of the ordering process.

Release History

This is the first release of this book.

Trademarks and Service Marks

The following trademarked products are mentioned in books in the Lucent Intuity document set:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of Lucent Technologies™.
- cc:Mail® is a registered trademark of cc:Mail, a subsidiary of Lotus Development Corporation.
- COMSPHERE® is a registered trademark of Paradyne Corp.
- CONVERSANT® Voice Information System is a registered trademark of Lucent Technologies™.
- DEFINITY® is a registered trademark of Lucent Technologies™.
- DMS-100™ is a trademark of Northern Telecom Limited.
- Dterm™ is a trademark of NEC Telephones, Inc.
- Equinox™ is a trademark of Equinox Systems, Inc.
- 5ESS® is a registered trademark of Lucent Technologies™.
- INTUITY™ is a trademark of Lucent Technologies™.
- Lotus Notes® is a registered trademark of Lotus Development Corporation.
- MEGAPORT™ is a trademark of Equinox Systems, Inc.
- MEGAPLEX™ is a trademark of Equinox Systems, Inc.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of Lucent Technologies™.
- Microcom Networking Protocol® is a registered trademark of Microcom, Inc.
- Microsoft® is a registered trademark of Microsoft Corporation.
- MS® is a registered trademark of Microsoft Corporation.
- MS-DOS® is a registered trademark of Microsoft Corporation.
- Mitel™ is a trademark of Mitel Corporation.
- NEAX™ is a trademark of NEC Telephone, Inc.
- NEC® is a registered trademark of NEC Telephone, Inc.
- Netware® is a registered trademark of Novell, Inc.

- Netware® Loadable Module™ 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.
- Paradyne® is a registered trademark of AT&T.
- Phillips® is a registered trademark of Phillips Screw Company.
- Rolm® is a registered trademark of International Business Machines.
- SL-1™ is a trademark of Northern Telecom Limited.
- softFAX® is a registered trademark of VOXEM, Inc.
- SUPERSET™ is a trademark of Mitel Corporation.
- SX-100™ is a trademark of Mitel Corporation.
- SX-200™ is a trademark of Mitel Corporation.
- SX-2000™ is a trademark of Mitel Corporation.
- TMI™ is a trademark of Texas Micro Systems, Inc.
- UNIX® is a registered trademark of UNIX Systems Laboratories, Inc.
- Voice Bridge® is a registered trademark of Voice Technologies Group, Inc.
- VOXEM® is a registered trademark of VOXEM, Inc.
- VT100™ is a trademark of Digital Equipment Corporation.
- Windows™ is a trademark of Microsoft Corporation.

How to Comment on This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

If the reader comment card has been removed, send your comments to:

Lucent Technologies
Product Documentation Development Department
Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

You can also fax your comments to the attention of the Lucent INTUITY writing team at the following number:

303-538-1741

Release 4 Book Descriptions

1

Overview

This chapter provides a detailed description of the Release 4 documentation library for the Lucent INTUITY Messaging Solutions product.

Purpose

The document library for Release 4 has changed significantly from that of earlier releases. This chapter details those changes.

What's New in Release 4

In general, the books have been redesigned to be task oriented and to focus on a single audience wherever possible. In certain cases, we also have reduced the number of separate books it takes to perform a job. This section provides highlights of the changes by functional area.

Planning

A separate planning book is not available in this release. Installation planning is now facilitated with the availability of a separate set of worksheets. These worksheets previously existed in the planning, networking, and switch integration books. They have been consolidated and redesigned and are now online. The worksheets can be customized and include built-in help. They are available on the Lucent Technologies BCS IntraWorks home page. Planning for upgrades and planning for migrations continue to be covered independently in separate books.

Installation

Instead of having separate books for hardware and software installation, there is a single installation book that covers hardware, software, initial administration, and acceptance testing for the Lucent INTUITY platform and most optional system features, including digital networking. Each hardware platform has an installation book. In most cases, separate feature books are no longer needed to perform the installation. The install book also includes switch administration procedures for integrating the Lucent INTUITY system with the System 75, System 85, DEFINITY, and MERLIN LEGEND switches. A separate switch integration book is no longer needed to perform the installation if integrating the Lucent INTUITY system with any of these switches. Also, a checklist for the installer is now included in this book and is no longer a separate purchase.

Maintenance

Software and hardware maintenance issues are covered in the same document. These documents, one per hardware platform, attempt to be all inclusive for maintenance issues. They also include troubleshooting information, disaster recovery procedures, and ordering information for replacement components.

Administration

All administration information is now included in one book rather than in separate feature books such as fax messaging administration procedures. Removed from the system administrator's book is information on maintenance and on alarms and logs. Release 4 has separate books to cover each of these areas.

Contents of Each Book

This section provides a summary of the contents of each type of documentation in the Lucent INTUITY library. The library includes electronic documents, quick reference materials, and art packages as well as books.

General Information

The following books provide an overview of what the Lucent INTUITY product is, how it works, and what security issues are associated with its use.

- *BCS Product Security Handbook*

  Document number 555-025-600, Issue 3
  April 1994

  Audience: This book is for console operators, telecommunications managers, and other telecommunications management personnel with responsibilities for implementing a security policy.

  Contents: This book discusses security risks and measures you can take to help prevent external telecommunication fraud. It includes specific information on the Lucent INTUITY system and other Lucent products.

Planning

The following books aid in planning for the purchase and implementation of an upgrade to your existing Lucent INTUITY system or the migration of a non-INTUITY messaging system to Lucent INTUITY Release 4.

- *INTUITY Messaging Solutions Release 4 Change Description and Upgrade Planning*

  Document number 585-310-607, Issue 1
  July 1996

  Audience: This book is for customers and their system administrators as well as account representatives and project managers. The Technical Service Center (TSC), the Sales and Technical Resource Center (STRC), helpline personnel, remote customer service support personnel, and the training organization might also find this book useful.

  Contents: This book contains a high-level description of the process for upgrading from the Lucent INTUITY Release 2 and Release 3 systems to the INTUITY R4 system. It describes how users can manage the upgrade and identifies feature differences between releases. It identifies tasks that must be performed before and after the upgrade.

  An 8-1/2-inch by 11-inch, 130-page book

- *INTUITY Messaging Solutions Release 4 Planning for Migrations*

  Document number 585-310-608, Issue 1
  July 1996

  Audience: This book is for customers and their system administrators. The Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, remote customer service support personnel, and the training organization might also find this book useful.

  Contents: This book contains a high-level description of the process needed for migrating from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power on MERLIN LEGEND (IS II or III) systems to the Lucent INTUITY R4 system. It describes how users can manage the migration and compares the Lucent INTUITY R4 system with the voice messaging system being replaced. It includes system capacities and connectivity, the user interface, and the administrative interface.

  An 8-1/2-inch by 11-inch, 238-page book

Installation

The following books contain complete procedures for migrating or upgrading an existing messaging system including data to Lucent INTUITY Release 4.

- *INTUITY Messaging Solutions Release 4 Migration Procedures*

  Document number 585-310-167, Issue 1
  July 1996

  Audience: This book is for the on-site service technician. Remote maintenance center personnel, provisioning project managers, STRC personnel, and helpline personnel might also find this book useful.

  Contents: This book contains the procedures and checklists needed for migrating to Lucent INTUITY R4 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. It includes migration error codes and procedures and checklists for migration processes.

  An 8-1/2-inch by 11-inch, 434-page book

- *INTUITY Messaging Solutions Release 4 Upgrade Procedures*

  Document number 585-310-168, Issue 1
  July 1996

  Audience: This book is for the on-site service technician. Remote maintenance center personnel, provisioning project managers, STRC personnel, and helpline personnel might also find this book useful.

Contents: This book contains the necessary procedures and a checklist for an upgrade from Lucent INTUITY R2 to Lucent INTUITY R4 or from Lucent INTUITY R3 to Lucent INTUITY R4.

An 8-1/2-inch by 11-inch, 190-page book

The following books contain complete instructions for hardware and software installation, initial administration, and acceptance testing of a new Lucent INTUITY system. They also include complete switch integration instructions for the System 75, System 85, DEFINITY and MERLIN LEGEND switches. The installation documentation also includes a set of planning worksheets on diskette. These planning worksheets are available to internal audiences and are found on the Lucent Technologies BCS IntraWorks home page.

- *INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*

  Document number 585-310-169, Issue 1
  July 1996

  Audience: This book is for on-site technical personnel who are responsible for system installation.

  Contents: This book contains instructions for installing a Release 4 Lucent Intuity messaging system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, set up, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/40 and MAP/40s platforms and most of the optional features of the Lucent INTUITY system. This includes networking and integration with the MERLIN LEGEND, System 75, System 85, and the DEFINITY G1, G2, and G3 series of switches. Appendices contain an installation checklist, an overview of the user interface, installation troubleshooting help, and supplemental information on switch preadministration, connectivity, and pinouts.

  An 8-1/2-inch by 11-inch, 350-page book

- *INTUITY Messaging Solutions Release 4 MAP/100 System Installation*

  Document number 585-310-173, Issue 1
  July 1996

  Audience: This book is for on-site technical personnel who are responsible for system installation.

  Contents: This book contains instructions for installing a Release 4 Lucent INTUITY messaging system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, set up, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/100 platform and most of the optional features of the Lucent INTUITY system. This includes networking and integration with the MERLIN LEGEND, System 75, System 85, and the DEFINITY G1, G2, and G3 series of

switches. Appendices contain an installation checklist, an overview of the user interface, installation troubleshooting help, and supplemental information on switch preadministration, connectivity, and pinouts.

An 8-1/2-inch by 11-inch, 370 page book

- *INTUITY Messaging Solutions Release 4 System Installation Worksheets*

  Online - no order number
  July 1996

  Audience: These worksheets are for the on-site service technician. Software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel might also find these worksheets useful.

  Contents: These worksheets cover the installation of the hardware and software, switch integration, and networking. They are designed to be completed by the project manager or software specialist to provide the installation technicians with the specific inputs they need to configure and test the new system.

  An online document consisting of worksheets located on the Lucent Technologies BCS IntraWorks home page

Maintenance

The following books contain procedures for common maintenance, troubleshooting, and disaster recovery for the Lucent INTUITY system on a MAP/40, 40s, or 100 platform.

- *INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance*

  Document number 585-310-170, Issue 1
  July 1996

  Audience: This book is for the on-site service technician. System administrators, field support, helpline personnel, and remote maintenance center personnel might also find this book useful.

  Contents: This book contains information for troubleshooting and diagnosing problems associated with the MAP/40 and MAP/40s hardware and software. It includes component replacement and common system procedures. Installation procedures for base system software, Lucent INTUITY system software, UNIX Multi-User software, and RFUs are also included as part of recovery procedures. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a non-ALT system, and checklists for disaster recovery.

  An 8-1/2-inch by 11-inch, 450-page book

- *INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*

  Document number 585-310-174, Issue 1
  July 1996

  Audience: This book is for the on-site service technician. System administrators, field support, helpline personnel, and remote maintenance center personnel might also find this book useful.

  Contents: This book contains information for troubleshooting and diagnosing problems associated with the MAP/100 hardware and software. It includes component replacement and common system procedures. Installation procedures for base system software, Lucent INTUITY system software, UNIX Multi-User software, and RFUs are also included as part of recovery procedures. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a non-ALT system, and checklists for disaster recovery.

  An 8-1/2-inch by 11-inch, 500-page book

Switch Integration

The Lucent INTUITY system can be integrated with Lucent Technologies switches as well as some switches of other telecommunications manufacturers. The following books contain complete procedures for administering those switches to work with the Lucent INTUITY system.

- *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

  Document number 585-310-214, Issue 4
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) for integration with a Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent Intuity system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the Lucent INTUITY system; procedures for administering a distributed communications system (DCS) switch network with a Lucent INTUITY system; procedures for administering the Lucent INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 322-page book

- *Intuity Integration with System 85 and DEFINITY Communications System Generic 2*

  Document number 585-310-215, Issue 2
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch for integration with a Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent Intuity system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering DEFINITY Generic 2 or System 85 switches for integration with the Lucent INTUITY system; procedures for administering a distributed communications system (DCS) switch network with a Lucent INTUITY system; procedures for administering the Lucent INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

  An 8-1/2-inch by 11-inch, 174-page book

- *Intuity Integration with MERLIN LEGEND Communications System*

  Document number 585-310-231, Issue 2
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a MERLIN LEGEND switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, prerequisite information, administration planning information, software installation procedures, Lucent INTUITY system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the Lucent INTUITY system.

  An 8-1/2-inch by 11-inch, 200 page book

- *Intuity Integration with 5ESS*

  Document number 585-310-219, Issue 1
  June 1994

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a 5ESS switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, planning information and worksheets, 5ESS switch requirements and administration, hardware installation, programming the 3A translator, administering the Lucent INTUITY system, 5ESS switch alarms, and procedures for installing the 5ESS switch software package on a Lucent INTUITY system.

An 8-1/2-inch by 11-inch, 134-page book

Intuity Integration with DMS-100

Document number 585-310-223, Issue 1
July 1994

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a DMS-100 switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, planning information, DMS-100 switch requirements and administration, procedures for setting the 202T modem, hardware installation, administering the Intuity system, DMS-100 switch alarms, and procedures for installing the DMS-100 switch software package on a Lucent INTUITY system.

An 8-1/2-inch by 11-inch, 112-page book

Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1

Document number 585-310-221, Issue 1
December 1995

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 214 page book

- *Intuity Integration with Mitel*

  Document number 585-310-221, Issue 1
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a Mitel SX-2000 Digital, SX-100, and SX-200 switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information, hardware and software installation procedures, Lucent INTUITY system administration procedures, Mitel switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 204 page book

- *Intuity Integration with NEC NEAX 2400 Switch*

  Document number 585-310-216, Issue 1
  July 1994

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 192 page book

- *Intuity Integration with ROLM 8000, 9000, and 9751*

  Document number 585-310-220, Issue 2
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 256 page book

System Administration

The following books contain the information and procedures you need to administer users and operate the Lucent INTUITY system on a routine basis.

- *INTUITY Messaging Solutions Release 4 Administration*

  Document number 585-310-564, Issue 1
  July 1996

  Audience: This book is for the Lucent INTUITY system administrator.

  Contents: This book contains system functionality overviews, planning considerations, and recommendations and instructions for administering AUDIX, fax mail, e-mail, the Lucent INTUITY platform, and integrating with Lotus Notes/cc:mail. It includes procedures for the administration of system features, users, automated attendants and bulletin boards, fax print destinations, trusted servers, and the applications programming interface for Message Manager. It also includes administration checklists and a feature/screen roadmap, and information on reports, alarms, logs, audits, and customizing announcements.

  An 8-1/2-inch by 11-inch, 510-page book

- *INTUITY Messaging Solutions Release 4 Alarm and Log Messages*

  Document number 585-310-566, Issue 1
  July 1996

  Audience: This book is for the Lucent INTUITY system administrator.

  Contents: This book lists and describes the administrator's log and alarm messages. It also includes repair actions for those problems that can be resolved without the intervention of the remote maintenance center.

  An 8-1/2-inch by 11-inch, 280-page book

- *AUDIX Administration and Data Acquisition Package*

  Document number 585-302-502, Issue 13
  July 1996

  Audience: This book is for AUDIX administrators who use standardized reports and application programmers who develop customized reports.

  Contents: This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It includes the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data. This book applies to Intuity AUDIX R2, R3.2, R3.3, and R4 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1 through R3.2.

  An 8-1/2-inch by 11-inch, 382-page book

- *Intuity Call Accounting System User Guide*

  Document number 585-310-728, Issue 1
  November 1994

  Audience: This book is for administrators who use this call accounting system as well as on-site technicians and remote maintenance center personnel who support this system.

  Contents: This book contains the procedures needed to administer an Intuity Call Accounting System. It includes: planning, installation, and administration information.

  An 8-1/2-inch by 11-inch, 248-page book

- *Intuity Call Accounting System Quick Reference*

  Document number 585-310-729, Issue 1 or later
  November 1994

  Audience: This fold-out card is for the experienced user of the call accounting system.

  Contents: This quick reference card contains an abbreviated summary of commands for operating the call accounting system.

  An 8-1/2-inch by 11-inch, tri-folded

- *INTUITY Messaging Solutions Release 4 Digital Networking*

  Document number 585-310-567, Issue 1
  July 1996

  Audience: This book is for customer telecommunications analysts and administrators. Provisioning project managers, design specialists, and other sales channels may also find this book useful for planning, administration, and troubleshooting.

  Contents: This book contains a description of digital networking, explains the different types of networking, provides procedures for administering networking and remote users, describes the traffic reports, and provides troubleshooting procedures. Switch administration procedures and planning worksheets also are included.

  An 8-1/2-inch by 11-inch, 320-page book

- AMIS Analog Networking

  Document number 585-300-512, Issue 6 or later
  December 1995

  Audience: This book is for customer telecommunications analysts and administrators. Provisioning project managers, design specialists, and other sales channels may also find this book useful for planning, administration, and troubleshooting.

  Contents: This book contains procedures for administering the Lucent INTUITY system for AMIS Analog Networking. It includes an overview and feature description, and procedures for administering AMIS Analog Networking on Lucent INTUITY AUDIX R2, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2, R3, R3.1, and R3.2 systems.

  An 8-1/2-inch by 11-inch, 256-page book

System Use

The following materials are available to assist individuals with learning and using the Lucent INTUITY system.

- *INTUITY Messaging Solutions Release 4 User-Handout Artwork*

  Document number 585-300-744, Issue 1
  June 1996

  Audience: This artwork is for those customers who prefer to print their own end-user documents.

  Contents: This package contains camera-ready artwork from the following user documents. Customers may use this artwork to customize and reproduce their own version of each document.

  — *Multimedia Messaging Quick Reference* (4 velox sheets)

- — *Voice Messaging Quick Reference* (2 velox sheets)
- — *Multiple Personal Greetings Quick Reference* (2 velox sheets)
- — *Voice Messaging Wallet Card* (1 sheet)
- — Voice Messaging Tips and Highlights (2 sheets)
- — *More Tips for Multimedia Messaging* (1 sheet)
- — *Voice Messaging Outcalling Quick Reference* (1 sheet)
- — *Dual Language Greetings* (1 sheet)
- — *Voice Messaging with a TDD* (4 sheets)
- — *Sending Messages to Remote Users and Non-Users of Your System* (2 sheets)
- — *The New AUDIX System: It's Different* (7 sheets) and *The New AUDIX System Is Coming* (2 sheets)—for customers migrating to a a Lucent INTUITY system from an AUDIX R1 system
- — *The New AUDIX System: It's Different* (7 sheets) and *The New AUDIX System Is Coming* (2 sheets)—for customers migrating to a Lucent INTUITY AUDIX R4 system from an AUDIX Voice Power system
- — *The New AUDIX System: It's Different* (5 sheets)—for customers upgrading to a Lucent INTUITY AUDIX R4 system from a Lucent INTUITY AUDIX R3.2 system
- — *The New AUDIX System: It's Different* (2 sheets)—for customers upgrading to a Lucent INTUITY AUDIX R4 system from an INTUITY AUDIX R3.3 system
- — *The New AUDIX System*: *It's Different* (5)sheets—for customers upgrading to a Lucent INTUITY AUDIX R4 system from a DEFINITY AUDIX system.

■ *A Portable Guide to Voice Messaging*

Document number 585-300-701, Issue 3
November 1994

Audience: This book is for the end user of the Lucent INTUITY system.

Contents: This pocket-sized book provides the user with concise yet comprehensive task-oriented information for using the voice mail and call answer features of INTUITY AUDIX and DEFINITY AUDIX most effectively.

NOTE:
This guide does not contain information about Lucent INTUITY FAX Messaging.

A 3-1/4-inch by 6-1/4-inch, 36-page pocket guide

- *INTUITY Multimedia Messaging User's Guide*

  Document number 585-300-748, Issue 1
  July 1996

  Audience: This book is for the end user of the Lucent INTUITY system.

  Contents: This book provides the user with concise yet comprehensive task-oriented information for using the voice mail, call answer, and multimedia features of Lucent INTUITY R4 most effectively.

  Voice Messaging Quick Reference

  Document number 585-300-702, Issue 3
  November 1993

  Audience: This book is for the end user of the Lucent INTUITY system.

  Contents: This concise quick reference summarizes the most commonly used subscriber features for INTUITY AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick-reference guides.

  NOTE:
  This guide does not contain information about fax and integrated e-mail messaging.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *INTUITY Multimedia Messaging Quick Reference*

  Document number 585-300-751, Issue 1
  July 1996

  Audience: This guide is for the end user of the Lucent INTUITY system.

  Contents: This concise quick reference summarizes the most commonly used user features, *including multimedia features*, for INTUITY AUDIX. One package includes 150 quick-reference guides.

  NOTE:
  For integrated e-mail messaging, customers will also need the Lotus Integrated Messaging User's Guide.

  An 11-inch by 17-inch, two-sided sheet (folded to 11 inches by 4-1/4 inches)

- *Multiple Personal Greetings Quick Reference*

Document number 585-300-705, Issue 5
November 1994

Audience: This guide is for the end user of the Lucent INTUITY system.

Contents: This concise reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick-reference guides.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

Voice Messaging Wallet Card

Document number 585-300-704, Issue 2
November 1993

Audience: This card is for the experienced end user of the Lucent INTUITY system.

Contents: This wallet card contains a summary of commands and a "memory jogger" for the user's entry-level menu of task choices. One package includes 150 wallet cards.

- *Voice Messaging Outcalling Quick Reference*

  Document number 585-300-706, Issue 1
  September 1994

  Audience: This guide is for the end user of the Lucent INTUITY system.

  Contents: This concise reference summarizes the use of the outcalling feature. One package includes 150 quick-reference guides.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

Ordering Information

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Overview

This chapter describes the process for purchasing the publications listed in this book from the Lucent Technologies Publications Center.

NOTE:
Pricing information is not included, but is available from the Lucent Technologies Publications Center at 1-800-457-1235.

Purpose

Each Lucent Technologies system is shipped with a basic set of documentation. This chapter describes how to order supplemental copies of any Lucent INTUITY Release 4 publication you may need.

How to Place an Order

You can place an order by mail, telephone, or fax.

To Order by Mail

To order by mail, send your order to:

Lucent Technologies Publications Center
P.O. Box 4100
Crawfordsville, IN 47933

To Order by Telephone

To order by telephone, call one of the following numbers between 8:00 a.m. and 8:00 p.m. EST:

- Within the United States: 800-457-1235
- Outside the United States: 317-361-5353

To Order by Fax

To order by fax, call the following number:

1-800-457-1764

NOTE:
Your fax order *must* include a purchase order number. Check or credit card payments cannot be accepted when you order by fax.

What to Include with Your Order

In addition to the document titles and numbers of the publications you want to purchase (see “A Complete List of Release 4 Titles and Document Numbers” below), you also must include full payment. If you are a Lucent Technologies employee, you must also supply the organizational information listed below for your initial order. The center will then issue you a customer number to use for subsequent orders.

Method of Payment

Your order must include one of the following methods of payment for the full amount:

- A check or money order made payable to “Lucent Technologies“
- A valid VISA, American Express, or MasterCard charge card number and expiration date
- A purchase order number

NOTE:
Purchase orders are subject to credit approval.

If You are a Lucent Technologies Employee

Employees of Lucent Technologies must include the following with their initial orders:

- Your 9-digit organization/department code, such as ZNY*XXXXXX*
- Your 6-digit location code, such as IN*XXXX*
- Your 8-digit FML account number, such as 634*XXXXX*
- Your project number, if applicable

Release 4 Document Titles and Numbers

When placing an order from the Lucent Technologies BCS Publications Fulfillment Center, you must supply the document number shown beside the title of each book.

Table 2-1. The Lucent INTUITY Release 4 Document Library

Title	Document No.	Issue No.
General Information		
INTUITY Messaging Solutions Release 4 Documentation Guide	585-310-016	1
GBCS Product Security Handbook	555-025-600	1
Planning		
INTUITY Messaging Solutions Release 4 Planning for Migrations	585-310-606	1
INTUITY Messaging Solutions Release 4 Planning for Upgrades	585-310-607	1
Installation		
INTUITY Messaging Solutions Release 4 Migration Procedures	585-310-167	1
INTUITY Messaging Solutions Release 4 Upgrade Procedures	585-310-168	1
INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation	585-310-169	1
INTUITY Messaging Solutions Release 4 MAP/100 System Installation	585-310-173	1
Maintenance		
INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance	585-310-171	1
INTUITY Messaging Solutions Release 4 MAP/100 Maintenance	585-310-174	1
Switch Integration		
INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	4
INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	4

Table 2-1. The Lucent INTUITY Release 4 Document Library — *Continued*

Title	Document No.	Issue No.
INTUITY Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	2
INTUITY Integration with 5ESS	585-310-219	1
INTUITY Integration with MERLIN LEGEND Communications Systems	585-310-231	2
INTUITY Integration with DMS-100	585-310-223	1
INTUITY Integration with Mitel	585-310-222	1
INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	2
INTUITY Integration with NEC NEAX	585-310-216	2
INTUITY Integration with ROLM 8000, 9000, 9571	585-310-220	2
System Administration		
INTUITY Messaging Solutions Release 4 Administration	585-310-552	1
INTUITY Messaging Solutions Release 4 Alarm and Log Messages	585-310-566	1
AUDIX Administration and Data Acquisition Package	585-302-502	13
Intuity Call Accounting System User's Guide	585-310-728	1
Intuity Call Accounting System Quick Reference	585-310-729	1
INTUITY Messaging Solutions Release 4 Digital Networking	585-310-567	1
AMIS Analog Networking	585-300-512	5
System Use		
INTUITY Messaging Solutions Release 4 User Handout Artwork	585-310-744	1
A Portable Guide to Voice Messaging	585-300-701	3
INTUITY Release 4 Multimedia Messaging User Guide	585-310-748	1
Voice Messaging Quick Reference	585-300-702	3
INTUITY Release 4 Multimedia Messaging Quick Reference	585-310-751	1
Voice Messaging Quick Reference	585-300-702	3
Voice Messaging Wallet Card	585-300-704	2
Multiple Personal Greetings Quick Reference	585-300-705	5
Voice Messaging Outcalling Quick Reference	585-300-706	1

Returns or Order Discrepancies

Sometimes errors can occur in an order or you may want to return a publication. Follow the guidelines below.

Handling Publication Returns

To return a publication for credit or to determine if that is a viable option, first contact the Publications Center at one of the numbers below:

- Within the United States: 800-457-1235
- Outside the United States: 317-361-5353

Handling Order Discrepancies

Report any discrepancies in a publication order within 30 days of shipment. Contact the Publications Center at one of the numbers above.