AVAYA Intuity AUDIX LX

Release 2.0

Getting Started

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Contents

Intuity AUDIX Basics 5
Logging In to the INTUITY AUDIX System 5
Logins 6
Login Procedure 6
Messaging Administration Web Pages 7
INTUITY AUDIX Administration Screens 7
Accessing Administration Screens 7
Screen Layout 8
Screen Components 8
Standard Screen Function Keys 8
The Command Line 9
Verb-Object Syntax 9
Command-Line Verbs 10
Command-Line Objects and Object Phrases 10
Command-Line Qualifiers 10
Variations of Commands 11
Command-Line Abbreviation 11
Command Structure 12
Command-Line Help 12
Command History and Command-Line Editing 12
Example of Command Line History and Editing 13
Using AUDIX Administration Screens to Enter Data 14
Moving Between Data Entry Fields 14
Data Entry 14
Field Help and Selecting Valid Values from the Choices Screen 15
Passwords 15
Guidelines for Passwords 16
Changing Passwords 16
Changing a System Password 16
Setting Administrator Password Aging 17
Logging Out of the INTUITY AUDIX System 18
Remote Administration 18
PPP and password overview 18
Function Key Substitutes for Remote Login 19
Messaging Administration Screen Function Key Substitutes 19
Adding Switch Time Zones 19
Checking and Setting the System Clock 20

Activating Alarm Origination 23
Administering the Configure Alarms page 23

Intuity AUDIX Basics

To prepare the site and install the Intuity AUXDIX LX system, refer to the *Installation Guide*. This section includes the following topics:

- Logging In to the INTUITY AUDIX System on page 5
- Messaging Administration Web Pages on page 7
- INTUITY AUDIX Administration Screens on page 7
- Passwords on page 15
- Logging Out of the INTUITY AUDIX System on page 18
- Remote Administration on page 18
- Adding Switch Time Zones on page 19
- Checking and Setting the System Clock on page 20

Logging In to the INTUITY AUDIX System

This section includes the following topics:

- Logins on page 6
- Login Procedure on page 6

Logins

The following table lists the logins you can use to log into the INTUITY AUDIX system:

Login	Definition	Allows you to access:
sa	System administrator	All AUDIX administration screens All Avaya web-based administration pages, except a few screens that are accessible only to service technicians
vm	Voice messaging administrator	Most AUDIX administration screens

CAUTION:
Your service technician installs your system with default passwords. You should immediately change these passwords after the installation is complete. After familiarizing yourself with the basic operations of the INTUITY AUDIX system detailed in the next few sections, set a new password.

Login Procedure

To log in to the INTUITY AUDIX system:

1. Turn on the monitor.

   The system displays the following message:

   ***console login*:**

2. Enter the appropriate login. The system is case sensitive, so use lowercase letters.

   The system displays the following message:

   password:

3. Enter the password for your login. The **Messaging Administration** menu is displayed.

Select items from the menu by clicking on them. Use the browser Back button to go back one level, or select another menu item from the **Messaging Administration** Menu on the left side of the screen.

1. From the menu, select the following item:

   Messaging

   The system displays the AUDIX Command Prompt Screen.

2. Enter your password.

Messaging Administration Web Pages

The Messaging Administration menu and the pages it leads to provide general system administration and settings for the INTUITY AUDIX LX. Activities are grouped by category and titled, such as Server Administration. Select an activity from those highlighted in white on the menu on the left of the screen. Use the browser Back button to return to a previous page. Select a different activity to move elsewhere. Select Log Out to do so. The following are available from most of the pages:

Save, Submit, Add, Delete, Change(or some action) that executes a command or makes a system change

Help button that opens a separate browser window to display the applicable help topic

Field names that open a separate browser window to display the applicable field description

INTUITY AUDIX Administration Screens

Instructions in this help system assume that you used the sa login to access the Avaya INTUITY system. The instructions for screen navigation and data entry also apply to the vm login, although the vm login can only be used to access some AUDIX administration screens.

CAUTION:
The Avaya INTUITY system allows more than one person to perform the same function using the same screen, for example, adding a subscriber to the AUDIX system database. However, if two people happen to be, for example, editing the same subscriber's profile, only the changes made by the person who saves the screen last are written to the system database. The other person's changes are lost.

This section includes the following topics:

- Accessing Administration Screens on page 7
- The Command Line on page 9
- Using AUDIX Administration Screens to Enter Data on page 14

Accessing Administration Screens

You perform most Intuity AUDIX system administration tasks using screens accessed by selecting *Messagaing Administration* and then *Messaging.* Through the AUDIX administration screens you view information, enter information, or select available system options.

You access the various AUDIX administration screens primarily via commands that you type at the command line.

This is a different method of access from the browser pages that are used to gain access to other parts of the system.

To follow along with explanations in this section, use the sa login or vm login to access the AUDIX Command Prompt Screen.

See Logging In for more information.

The following sections describe how to use the AUDIX administration screens.

Screen Layout

Layout of the AUDIX Command Prompt Screen represents the basic layout of the AUDIX Command Prompt (AUDIX Administration) screen.

Screen Components

The Component Descriptions: AUDIX Command Prompt Screen table provides details about each area of the AUDIX Command Prompt (AUDIX Administration) screen.

Standard Screen Function Keys

Several function keys perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen.

The following table describes the purpose of each standard function key.

Function Key	Purpose
F1 (Cancel)	Aborts the current activity and returns the cursor to the command line. When the cursor is on the command line, F1 erases the entire contents of the command line. On a help screen, F1 returns to the screen on which the help was requested.
F2 (Refresh)	Repaints the screen.
F3 (Enter)	Submits the information entered on a screen for the action specified on the command line. When the cursor is in the command line, F3 requests execution of the command. Note: RETURN has the same effect as F3 (Enter) when the cursor is on the command line. On a screen, RETURN moves the cursor forward from one field to the next.

Function Key	Purpose
F4 (Clear Fld)	Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command list cos and you press F4, the command line changes to list.
F5 (Help)	When the cursor is on the command line, pressing this key is identical to typing the help command; that is, it displays a screen explaining all the types of help available in the INTUITY AUDIX system. When the cursor is on a screen, this key requests help for the entire screen.
F6 (Choices)	When the cursor is on the command line, this key requests a menu of valid entries for command line keywords. Once a Choices menu is displayed, pressing F6 selects the highlighted item from the menu. When the cursor is on a screen, F6 requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 again selects the highlighted item from the menu.
F7 (NextPage)	Moves forward through multiple pages of administration screens, reports, or help screens.
F8 (PrevPage)	Moves backward through multiple pages of administration screens, reports, or help screens.

The Command Line

This section describes the syntax for the commands that activate the INTUITY AUDIX administration screens.

Verb-Object Syntax

The commands to activate the INTUITY AUDIX administration screens follow a verb-object syntax.

A qualifier such as a subscriber or machine name may be added to some verb-object commands.

The structure of the INTUITY AUDIX screen-activation commands is:

Verb or ***Verbs Object*** or ***Object Phrase Qualifier*** or ***Qualifiers***

Each of these three elements of the command-line is described below.

See AUDIX Administration Screens Organized by *Verb* and *By Object in the Screen Summary* section for a complete list of the screen-activation commands.

Command-Line Verbs

The first element of the command-line is the verb, which specifies the type of action.

The following is a list of INTUITY AUDIX verbs in the command-line.

Those marked with an asterisk (*) are complete commands; that is, they are never combined with objects or qualifiers.

add	audit	change	copy	display	exit*
get	help*	list	logoff*	remove	rreset
test	toggle	trace			

Command-Line Objects and Object Phrases

The second element of the command-line is the object or object phrase.This is usually a screen name.

The screen name consists of one or more words that identify the screen.

If more than one word is used, you must type a hyphen between the two words to ensure that the object phrase has no embedded spaces.

Screen names are generally (but not always) the same as the title of the screen as it appears on your monitor.

Examples of objects and object phrases are alarms, measurements, remote-messages, subscribers, and system-parameters.

Command-Line Qualifiers

The third element of the command-line is the qualifier. A command-line qualifier can be a subscriber extension number (12345), a date (7/21/99), a subscriber name ("Jane Doe"), and other specific parameters.

Note:

Note that a qualifier with an embedded space, such as the subscriber name Jane Doe, must be put in quotation marks, such as: "Jane Doe".

Variations of Commands

You can activate most screens by more than one version of a command.

The different versions of the screen-activation command are distinguished by the verb that begins the command line, and the qualifiers that end it.

For example, there are four versions of the command to activate the Subscriber screen:

```
add subscriber name/number

change subscriber name/number

display subscriber name/number

remove subscriber name/number
```

All of these commands activate the *Subscriber* screen with information about the subscriber, whose name or telephone number you typed.

The *display and remove* versions of the command activate a display-only version of the screen.

The *add and change* versions of the command activate a data entry version of the screen that allows you to make changes to the features assigned to the AUDIX subscriber specified by name/number.

Command-Line Abbreviation

For most screen-activation commands, you can enter a minimum unique subset of the full command string and the system expands the entry.

For example, the command **change** s**ystem-parameters sending-restrictions** can be abbreviated to **ch sy s** since this is a unique subset of the full command.

The abbreviation of each word in the command must be represented by the first *n* letters of the word in the correct spelling order, where *n* is the minimum number of letters that uniquely specifies the command word.

As a general rule, *n* is equal to 2. In other words, it usually takes two characters to uniquely identify each element of the command line.

There are two exceptions to the correct-spelling rule: *announcement-set* is abbreviated *annc*, and class of service is abbreviated *cos*.

In the previous example, the string ch sys s is acceptable as a unique subset of the full command. However:

```
The string chg sys s is not acceptable because chg is not the first
  three letters of "change"

The string ch s s is not acceptable because ch s is not unique;
  that is, it could also mean change subscriber or change
  system-parameters.
```

Note:
Note that hyphenated words such as system-parameters and sending-restrictions are treated as single words.

Command Structure

You can build a command one word at a time. For example, at the beginning of the command line you can press F6 (Choices) to see a list of all valid command verbs.

If you then enter **ch**, the system expands ch to change and lists all valid words that can follow change.

If you then enter **sy**, the system expands the command line to change system-parameters and lists all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system notifies you of the mistake.

If you omit a required command qualifier such as a subscriber name or extension, or a port address, the system prompts you for the missing information.

Command-Line Help

While you are entering a command, pressing the F6 (Choices) function key displays a menu of allowable command words in the activity window.

The choices displayed depend on the position of the cursor in the command line. That is, the allowable command words displayed when you press F6 (Choices) are only those command words that can follow the word or words that are currently to the left of the cursor, if any.

Select from the choices displayed on the menu by using the TAB key or arrow keys, or by typing the first one or two characters of the desired menu choice.

Command History and Command-Line Editing

The system memory retains a list of the 10 most recently entered commands. After you enter a command, you can scroll back through a list of previous commands using the UP ARROW key.

Each time you press the UP ARROW key, the previous command in the command list is retrieved.

Each time you press the DOWN ARROW key, the next command in the command list is retrieved.

The retrieved command is placed on the command line with the cursor at the end of the line. This is a convenient way to reenter commands containing subscriber names or telephone numbers, for example, without retyping the entire command.

The following table shows the editing actions that are possible once you display a previously executed command on the command line.

Key	Purpose
F1 (Cancel)	Erases the entire contents of the command line
LEFT ARROW	Moves the cursor to the beginning of the previous word on the command line
RIGHT ARROW	Moves the cursor to the beginning of the next word on the command line
UP ARROW	Moves through previously completed commands
DOWN ARROW	If you have gone too far through previously completed commands, moves back through the commands
BACKSPACE	Deletes the character preceding the cursor
F4 (Clear Fld)	Clears a single keyword from the command line; for example, if the command line contains the command list cos and you press F4, the command line reads list.
F5 (Help)	Displays a screen explaining the types of help available in the INTUITY AUDIX system
F6 (Choices)	Displays a menu of valid entries for command-line keywords. Once a Choices menu is displayed, press F6 to select the highlighted item from the menu.
F3 (Enter)	Expands a shortened version of a command and activates the screen. Press Enter also to move to the next field.

Example of Command Line History and Editing

You can also combine some of these editing operations. For example, suppose you need to add several subscribers at one time.

To add the first subscriber with extension 1000:

1. Type add subscriber 1000
2. Fill in the data entry fields on the screen.
3. Press F3 (Enter) to save the information about this subscriber to the system database.

To add the next subscriber, a new subscriber with extension 2000:

1. Press F4 (Clr Fld).
2. Enter 2000

This activates the Subscriber screen. It is now ready for you to enter information about the subscriber with extension 2000.

Or, to change the record you just added:

1. Press the UP ARROW key to retrieve the previous command.
2. Press the LEFT ARROW key several times to move to the beginning of the line.
3. Press F1 (Clear Fld) to remove the add keyword.
4. Enter change in its place.

Using AUDIX Administration Screens to Enter Data

Some AUDIX Administration screens have data entry fields into which you enter values, such as subscriber extension numbers, announcement IDs, or class of service names.

Other fields are display-only fields. You cannot enter data into display-only fields.

Moving Between Data Entry Fields

The following table shows the keys that are used to move between data entry fields within a screen.

Key	Purpose
RETURN (Enter)	Moves the cursor to the next field on the current screen in a left-to-right, top-to-bottom order. From the last field on a screen, this moves the cursor to the first field on the same screen.
BACKSPACE	Deletes the last character entered into the field and moves the cursor backward one position.
F4 (Clear Field)	Clears the current field.
F6 (Choices)	Displays a menu listing the valid values, if any, for a field. You can select from the menu entries to populate that field

Data Entry

When a screen is activated, the cursor is positioned at the beginning of the first data-entry field.

The data entry fields have limits to the number of characters you can enter, depending on the nature of the field. Generally, the length of the field corresponds to the maximum number of characters allowed for that field.

To obtain this information, position the cursor in a data entry field and press F6 (Choices). If you type invalid information into a field, the system displays a help message containing information to help clarify the required input.

Some data entry fields are optional, while others require you to enter a value before saving the information to the system database.

If you try to save information entered into a screen without entering all of the required information, the system displays a help message noting the missing information.

You can reuse a screen once information entered on it has been saved.

Combine the editing and cursor movement operations to place the cursor back at the first data entry field as described in the example on **Example of Command Line History and Editing**. When you type a character into the first position of a field, the previous contents of the field are cleared and the new characters are entered into it.

Field Help and Selecting Valid Values from the Choices Screen

When the cursor is in a field, pressing the F6 (Choices) function key displays information about the field and lists the valid values that can be entered in that field, if any.

If there are several valid values, you can select one from the list using the arrow keys, or by typing the initial character of a value.

Passwords

When your system is installed, both the sa (system administrator) and vm (voice messaging administrator) logins come with a default password. *You are required to change this password immediately*.

There are certain minimum standards passwords must follow.

Additionally, you can administer several parameters of the password aging feature that will enhance the level of security the system maintains.

This section provides the procedures for changing passwords, setting password aging.

You also administer subscriber default passwords and password aging. See **Reassigning Subscriber Default Passwords** for more information.

This section includes the following topics:

- Guidelines for Passwords on page 16
- Changing Passwords on page 16
- Changing a System Password on page 16
- Setting Administrator Password Aging on page 17

Guidelines for Passwords

To minimize the risk of unauthorized people using the INTUITY AUDIX system, follow these guidelines for system administrator passwords.

1. *Establish a new password as soon as the INTUITY AUDIX system is installed*.
2. Use 6–11 alphanumeric characters. The password must include at least one numeric character and two alpha characters.
3. Never use obvious passwords, such as a telephone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, denver or audix).
4. Do not post, share, print, or write down passwords.
5. Do not put the password on a programmable function key.
6. Change the password at least once per month. You can administer your system to age the password and notify you that a new password is required. See **Setting Administrator Password Aging for more information.**

Changing Passwords

You should immediately change the password for the sa and vm logins after your system is installed.

Once the new passwords are established, you should also establish a regular schedule for changing the passwords, for example, at least monthly. Be sure to tell any other AUDIX administrators or system administrators of the change in passwords.

Both system administrators and AUDIX administrators can change passwords.

AUDIX administrators who log in with the vm login can change the password for the vm login only.

System administrators who log in with the sa login can change the password for both the sa login and vm login.

Changing a System Password

To change the password for the sa or vm login:

1. Start at the **Administration menu** and select:

   ```
   Security
     Local Administrators
   ```

   The system displays the *Manage Local Administration Accounts*.

2. Click on the login for the password that you want to change.
3. Click on the *Edit The Selected Admin* button. The system displays the *Edit Local Administration Account* page.
4. In the *Password* field, type a new password containing 6 to 11 alphanumeric characters.
5. In the *Confirm Password* field, type the new password again for verification.
6. Click Save.

   The system displays a confirmation message.

Setting Administrator Password Aging

Use password aging to prompt users to enter a new password after a predetermined time interval has passed.

Password aging can be applied to both the sa and vm logins. Aging administrator passwords is strongly recommended to help maintain a high level of system security. However, the sa login can disable the password aging feature for both the sa and vm logins.

To set administrator password aging:

1. Start at the **Administration menu** and select:

   ```
   Security
     Local Administrators
   ```

   The system displays the **Manage Local Administration Accounts** page.
2. Click on the login for which you want to enable password aging.
3. Select *Enable* for the **Password Expiration** field.
4. Enter the number of days beetween password expirations.
5. Set **Minimum Age before Changes** to *Enabled*.
6. Enter the number of days.
7. Set the **Expiration Warning** field to *Enabled*.
8. Enter a number of days before the password expires that a user will see a warning message.
9. Click **Save**.

   The system displays a confirmation message.

Logging Out of the INTUITY AUDIX System

There are two options for logging out of the Avaya INTUITY system, depending on where you are working in the system.

- If you are performing AUDIX administration, you are working in the **Messaging** window and must type **exit** at the **AUDIX Command** prompt.
- After leaving the Messaging window, if there, or from elsewhere in the IALX, select logoff at the top left hand corner of the web screen.

Remote Administration

The Avaya INTUITY AUDIX system supports both local access and remote access for system administration.

Local access for administration is supported using the system's dedicated monitor and keyboard.

Remote access for administration is supported through a terminal and modem connected to the USB or serial port on the CPU or via the LAN.

Remote access capabilities are a standard Avaya INTUITY AUDIX system feature.

This section includes the following topics:

- PPP and password overview on page 18
- Function Key Substitutes for Remote Login on page 19
- Messaging Administration Screen Function Key Substitutes on page 19

PPP and password overview

Remote administration from outside of an internet firewall now requires that a PPP connection be established on the INTUITY AUDIX LX system.

PPP (Point-to-Point Protocol) is a protocol for communication between two computers using a serial interface, in this case your personal computer connected by phone line to the INTUITY AUDIX LX system.

Once the SAPPP parameters are established on the INTUITY AUDIX LX system, you can then log in over the Internet through a web browser using the sa or vm login.

Function Key Substitutes for Remote Login

With some remote administration setups, the function keys are inoperable in the Messaging Administration screen. Therefore it may be necessary to use keystrokes as a substitute for onscreen or keyboard function keys.

Messaging Administration Screen Function Key Substitutes

The following table lists the keystrokes that you use in place of the function keys.

Function Key	Keystroke Substitution
F1 (Cancel)	CONTROL+X
F2 (Refresh)	CONTROL+L
F3 (Enter)	CONTROL+E
F4 (Clear Fld)	CONTROL+K
F5 (Help)	CONTROL+W
F6 (Choices)	CONTROL+C
F7 (NextPage)	CONTROL+N
F8 (PrevPage)	CONTROL+P
DOWN ARROW	CONTROL+I
BACKSPACE	CONTROL+H
TAB	CONTROL+J

Adding Switch Time Zones

The AUDIX system must know the time zones in which the switches that it serves in a Distributed Communications System (DCS) network are located.

Note:

Note: This procedure is valid for DEFINITY switches only. See your switch documentation to ensure correct administration procedures.

To administer switch time zones:

1. Start at the **Messaging Administration menu** and select:

   Messaging

2. Enter your password at the prompt. Press Enter.
3. Enter the command **change switch-time-zone** at the prompt.

   The system displays the **Switch Time Zone** screen.

4. Enter information for those switches that are part of your DEFINITY communications system network according to the information in the table for Field Definitions: Switch Time Zone Screen.
5. Press F3 (Enter) to save this information to the system database.
6. Enter **exit** or another administrative command at the **enter command**: prompt.

Checking and Setting the System Clock

The Avaya INTUITY system uses the Linux system clock to perform certain time-dependent tasks, such as placing a time stamp on voice messages and doing the nightly backup of critical system data. The Linux clock can be set manually or it can be synchronized to a Network Time Protocal Server. If the system clock is set manually, which is the default for a private LAN installation, you should check the time on a monthly basis and whenever a daylight savings time change occurs.

Use the following procedures to set the date and time on the IALX manually or to administer an NTP server to be the source for the system date and time.

To set the Linux date and time:

1. Start at the **Messaging Administration** menu. Select:

   Server Administration
   Date/Time/NTP Server

2. Correct any date and time inaccuracies.
3. Click Save to save the date and time changes.
4. Verify that the system confirms the date and time change occurred successfully.

   Note:
   The system logs a message to the **Administrator** log informing you of any changes made to the system date and time. The system does not reset to the new date and time changes until the system is restarted. You must set the changes by stopping and starting the voice system. See Stopping and Starting the voice system for more information.

5. Stop and then start the voice system.

To administer an NTP server:

1. At the **Messaging Administration** menu, select:

```
Server Administration
  Administer Linux Date and Time page
```

2. On the **Administer Linux Date and Time** page, select the **NTP Time Server** radio button.
3. If the system uses a Windows Domain Controller on the corporate LAN, that server can also be used as the NTP Server.
4. Click **Add NTP Server.**
5. Click **Save**.
6. Verify that the system confirms the change occurred successfully. Check the **Administrator** log.
7. Stop and then start the voice system.

To delete an NTP server:

1. At the **Messaging Administration** menu, select:

```
Server Administration
  Date/Time/NTP server
```

2. On the **Administer Linux Date and Time** page, select the NTP server you want to delete.
3. Click **Delete NTP Server.**
4. Select or administer a different NTP server or set the system time manually.
5. Verify that the system confirms the change occurred succesfully. Check the **Administratrator** log.
6. Stop and then start the voice system software.

:

Activating Alarm Origination

Important:
Complete this procedure if your location is outside of the United States. Installations inside the United States are set up automatically for alarm origination by the Remote Service Center.

Note:
Do not activate alarm origination for MERLIN LEGEND integrations unless the customer has purchased the optional alarm origination feature.

Activating alarm origination causes a remote location, such as the remote service center, to receive notification of alarms that occur on the INTUITY AUDIX LX system.

Notification can only occur if the Maintenance Modem has been installed.

See Connecting the Modem or Activating the Modem for more information.

Administering the Configure Alarms page

To administer the **Configure Alarms** page:

1. Clear all alarms.
2. Check the DVD drive for a DVD+RW. If the drive does not contain a DVD+RW for the nightly backup, insert a labeled DVD+RW into the drive.

   Note:
   Do not activate Alarm Origination unless the DVD drive contains a back-up DVD+RW.

   Important:
   Avaya has tested and strongly recommends using Verbatim DVD+RW single-sided 1X-4X 4.7 GB media to back up system data. Using DVD+RW media from other manufacturers may cause problems backing up or restoring system data. An average of 70,000 subscribers with voiced names can be stored per DVD during an attended backup.

3. Start at the **Messaging Administration** menu and under the **Alarming** menu heading, select**: Alarm Configuration**. The system displays the **Configure Alarms** page.

4. Type the product ID number in the Product ID field.

   The product ID is always a 9-digit number beginning with the number 2. Do not continue without the correct product ID number.

5. Select *INADS* from the Alarm Origination drop-down list.

   Verify that the entry in the Alarm Suppression field is *inactive*. *If it is not, select inactive from the drop-down list.*

   Note:
   With alarm origination set at INADS, the system automatically sends out alarms to the remote support center.

6. Make other selections as needed. Click the field names or the Help button to see complete field descriptions.

7. Click Save.

   The system displays an information screen and the following message:

   The alarm form has been updated.

8. Follow the Install Modem link if needed.