How to Add a User

To add a user:

1. Start from the Lucent Intuity main menu (Figure 1-1), and select:

   `AUDIX Administration`

2. At the `enter command:` prompt, enter
   ad su *name/extension* where *name* is the name of the user and *extension* is the telephone extension of the user you want to add to the system.

   The system displays the Subscriber screen, Page 1 (Figure 2-1).

Figure 2-1. Subscriber Screen, Page 1

```
 drmid11     Active    Alarms:   wA  Thresholds: none                    Logins: 4
add subscriber                                                         Page 1 of 2
                                 SUBSCRIBER

           Name: █                                      Locked? n
      Extension: _____                            Password: _____
            COS: mail01                           Miscellaneous: _____
  Switch Number: __                         Covering Extension: _____
   Community ID: __                          Broadcast Mailbox? _
  Secondary Ext: _____





Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
```

3. Press F3 (Enter) to save the information.

4. Use the following information to determine your next step.

If...	then go to Step	because...
the default information for the user is acceptable	8	you have now entered a new user.
you need to have information other than the default information for the user,	5	you need to enter personalized information for the user.

5. Complete the fields on this screen using the information provided in Table 2-1.

Table 2-1.   Fields on the Subscriber Screen, Page 1

Field Name	Valid Input	Notes
Name:	A unique name consisting of from 1 to 29 alphabetic characters	Enter a name that is unique. We recommend that you enter the last name first, then a comma, then the first name, for example, **Doe, Jane** **Tip:** To avoid the confusion of identical names, add a middle initial, for example, **Doe, Jane, L**
Locked?	**n** = no	Skip over this field by pressing the TAB key.

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Table 2-1. Fields on the Subscriber Screen, Page 1

Field Name	Valid Input	Notes
`Extension:`	A 3-digit to 10-digit telephone extension	Enter the user's telephone extension. The extension must be within the range of numbers assigned to your system. **Tip:** At the `enter command:` prompt, enter **cha mach** for a list of available extensions on your system.
`Password:`	■ A number from 1 to 15 digits ■ Blank (default)	Enter the password that the user must have to log in to his or her AUDIX mailbox. If you do not enter a password or if you enter a password that is shorter than the required length as specified on the System-Parameters Features screen, the user must change the password the first time he or she logs in.

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Table 2-1.   Fields on the Subscriber Screen, Page 1

Field Name	Valid Input	Notes
COS:	■ A unique name consisting of from 1 to 8 alphanumeric characters ■ An integer from 0 to 11 ■ class01 (default)	Enter the name or number of the class of service (COS) that is to be assigned to the user. **Tip:** Enter the command **list cos** for a list of all current COS names and numbers.
Miscel-laneous:	A unique name consisting of from 1 to 11 alphanumeric characters	Enter additional information about the user that may be helpful to you. This field is for your convenience only and is not used by the AUDIX system.
Switch Number:	■ An integer from 0 to 20 ■ Blank (default)	Enter the number of the switch on which the user's extension is administered. A 0 (zero) in this field means that the user has an AUDIX mailbox, but does not have an extension on the switch. Mailboxes for shared extensions should also have a 0 (zero) in this field. A blank indicates that the host switch number should be used.

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Table 2-1. Fields on the Subscriber Screen, Page 1

Field Name	Valid Input	Notes
Covering Extension:	■ A 3-digit to 10-digit telephone extension ■ Blank (default)	Enter the number of the default destination for the Transfer Out of AUDIX feature. If you leave this field blank, the system uses the default covering extension as specified on Page 2 of the System-Parameters Features screen. The extension must be within the range of numbers assigned to your system.
Community ID:	■ A number from 1 to 15 ■ Blank (default)	Enter the community ID to be assigned to the user. If you leave this field blank, the system uses the default community ID from the Machine screen for the local machine.
Broadcast Mailbox?	**n** = no	Press the TAB key to move over this field. When adding a user, this field always displays an n.

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Table 2-1. Fields on the Subscriber Screen, Page 1

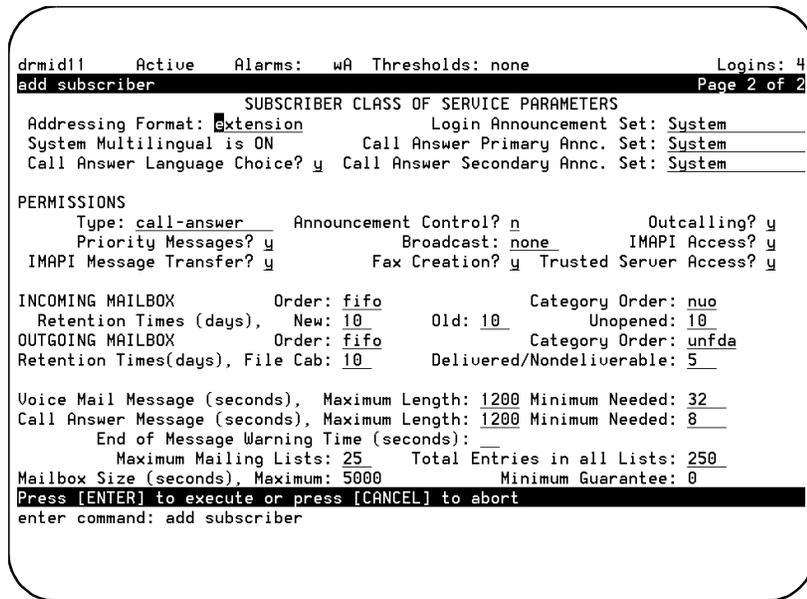| Field Name	Valid Input	Notes
`Secondary Ext:`	A 3-digit to 10-digit telephone extension	Enter the number of the user's secondary fax extension. This extension must have the same number of digits as the primary extension.

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6. Press F7 (Next page).

   The system displays the Subscriber screen, Page 2 (Figure 2-2).

Tip: If you change the contents of any field on Page 2 of the Subscriber screen, the system assigns the name "*custom*" to the COS for the user. That means that from the time of the change onward, the capabilities assigned to the user no longer change if you make a change to any COS formerly associated with the user. You should only make changes to this page if you want a user to have a unique profile. Custom profile pages must be updated individually.

Figure 2-2. Subscriber Screen, Page 2

```
drmid11    Active    Alarms:  wA  Thresholds: none              Logins: 4
add subscriber                                                Page 2 of 2
                      SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: Extension          Login Announcement Set: System
 System Multilingual is ON         Call Answer Primary Annc. Set: System
 Call Answer Language Choice? y  Call Answer Secondary Annc. Set: System

PERMISSIONS
      Type: call-answer    Announcement Control? n        Outcalling? y
      Priority Messages? y          Broadcast: none       IMAPI Access? y
 IMAPI Message Transfer? y      Fax Creation? y  Trusted Server Access? y

INCOMING MAILBOX          Order: fifo             Category Order: nuo
  Retention Times (days),  New: 10    Old: 10        Unopened: 10
OUTGOING MAILBOX          Order: fifo             Category Order: unfda
Retention Times(days), File Cab: 10    Delivered/Nondeliverable: 5

Voice Mail Message (seconds),  Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
         End of Message Warning Time (seconds): __
      Maximum Mailing Lists: 25    Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 5000         Minimum Guarantee: 0
Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
```

7. Complete the fields on this screen using the information provided in Table 2-2.

Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
`Addressing Format:`	■ **extension** ■ **name**	Indicates the default method of addressing AUDIX messages for a user with this COS.
`Login Announcement Set:`	A unique name consisting of from 1 to 14 alphabetic characters	Indicates the announcement set that the user hears after she or he logs in. If the Multilingual feature is turned off, this field must either be blank or contain the word `System`. **Tip:** To see a list of the announcement sets that are installed on your system, enter **list annc-sets** **Tip:** To see which announcement set is assigned to the system set, enter **dis sys fea**
`System Multilingual`	Display only	Indicates whether the Multilingual feature is on or off.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
`Call Answer Primary Annc. Set:`	A unique name consisting of from 1 to 14 alphabetic characters	Indicates the announcement set that is to be used for system prompts and for the personal or standard system greeting until the caller switches languages.
`Call Answer Language Choice?`	■ **y** = yes ■ **n** = no	If `ON` appears in the `System Multilingual` field, enter **y** to enable Call Answer language choice. If this feature is enabled, a call is answered in the primary language. The caller is then invited in the secondary language to press ✱ ① to switch to the secondary language. If `ON` does not appear in the `System Multilingual` field, enter **n**

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Call Answer Secondary Annc. Set:	A unique name consisting of from 1 to 14 alphabetic characters	Indicates the announcement set that is to be used for system prompts and for the personal or standard system greeting until the caller switches languages.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
PERMISSIONS, Type:	■ **call-answer** ■ **none** ■ **auto-attendant** ■ **bulletin-board**	Enter either: ■ **call-answer** Callers have both call answer and mailbox capabilities. ■ **none** Callers have a mailbox, but no call answer capability. The two other types of permission are: ■ **auto-attendant** The mailbox is an automated attendant. ■ **bulletin-board** The mailbox is an information-only recorded announcement.
Announcement Control?	■ **y** = yes ■ **n** = no	Permits a user to record system announcements such as user names and networked system machine names. We recommend that you enter **n**

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Table 2-2.   Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Outcalling?	■ **y** = yes ■ **n** = no	Enables or disables outcalling. Outcalling alerts a user to new messages by having the system place a call to the user or to a pager. **Note:** You must also set up the Outcalling feature for the system using the System Parameters Outcalling screen. See your administration guide for more information on outcalling.
Priority Messages?	■ **y** = yes ■ **n** = no	Permits a user to send priority mail messages to other AUDIX users.

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Table 2-2.   Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Broadcast:	**voice** **login** **both** **none**	Indicates the types of broadcast messages that a user can create: **voice** Broadcast voice and fax message permission only **login** Login announcement permission only **both** Broadcast voice, fax message, and login announcement permissions **none** No broadcast message or login announcement permissions

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
IMAPI Access?	■ **y** = yes ■ **n** = no	Enables client access to the Lucent Intuity Messaging Applications Programming Interface (IMAPI) of the server (perhaps during a LAN session). An IMAPI LAN session is invoked when the AUDIX server needs to communicate with Message Manager, a trusted server, and other systems.
IMAPI Message Transfer?	■ **y** = yes ■ **n** = no	Enables the Lucent Intuity AUDIX server to transfer voice messages, fax messages, file attachments, and email files over the LAN to a client personal computer. Entering **y** permits users to download or store their AUDIX messages on their personal computers.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Fax Creation?	- **y** = yes - **n** = no	Enables fax message creation for the user.
Trusted Server Access?	- **y** = yes - **n** = no	Permits a trusted server to add messages to and delete messages from this user's mailbox. Set this field to **y** if you have Internet Messaging.
INCOMING MAILBOX, Order:	- **fifo** = first in, first out (default) - **lifo** = last in, first out	Indicates the order for retrieving incoming mailbox messages for this user.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Category Order:	The following three letters in any order: ■ **n** = new ■ **u** = unopened ■ **o** = old	Indicates the order for scanning the incoming categories for messages for a user. ■ **n** (new) Neither the header nor the message body has been read. ■ **u** (unopened) The header has been read, but not the message body. ■ **o** (old) The header and the message body have been read. **Note:** The order **oun** encourages users to keep messages stored to a minimum by forcing them to scan through old messages first.

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Table 2-2.   Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Retention Times, (New Old Unopened):	A number from 0 to 999	Indicates the number of days that new, old, or unopened messages are retained in this user's incoming mailbox. The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.
OUTGOING MAILBOX, Order:	■ **fifo** = first in, first out (default) ■ **lifo** = last in, first out	Indicates the order for retaining outgoing mailbox messages for this user.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
Category Order:	The following letters in any order: ■ **f** = file cabinet ■ **u** = undelivered ■ **n** = nondeliverable ■ **d** = delivered ■ **a** = accessed	Indicates the order for scanning the outgoing categories for messages for a user. ■ **f** (file cabinet) Saved copies of created messages ■ **u** (undelivered) Messages awaiting delivery ■ **n** (nondeliverable) Unsuccessful message deliveries ■ **d** (delivered) Notifications of delivered messages ■ **a** (accessed) Notifications of delivered and accessed messages

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Table 2-2.   Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
`Retention Times (File Cab and Delivered/ Nondeliver- able):`	A number from 0 to 3999	Enter the number of days that file cabinet messages, delivered messages, or nondeliverable messages are retained in this user's outgoing mailbox.
`Voice Mail Message (Seconds), Maximum Length:`	■ A number from 0 to 1200 ■ 300 (default)	Enter the maximum duration of voice, fax, and text mail messages that this user can create. If this user is enabled for fax, expand this parameter to 1200 seconds.
`Voice Mail Message (Seconds), Minimum Needed:`	■ A number from 0 to 1200 ■ 32 (default)	Enter the minimum mailbox space needed to create voice, fax, or text messages. If less than the minimum number of seconds remain in the user's mailbox, a message tells the user that she or he cannot create a new message or reply to an incoming message.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
`Call Answer Message (Seconds), Maximum Length:`	■ A number from 0 to 1200 ■ 120 (default)	Enter the maximum duration of call-answer messages that this user can receive. If your system has fax messaging, expand this parameter to 1200 seconds.
`Call Answer Message (Seconds), Minimum Needed:`	■ A number from 0 to 1200 ■ 8 (default)	Enter the minimum mailbox space that must be available for a caller to be able to leave this user a call-answer message. If less than the minimum number of seconds remain in a user's mailbox, a caller hears the "full mailbox" greeting.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
End of Message Warning Time (Seconds):	▪ 0 (zero) ▪ A number from 15 to 60	Enter the number of seconds that a warning messaging plays to indicate the remaining available recording time. The system plays the warning message this number of seconds before the maximum recording time is reached. If you enter a 0 (zero), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System-Parameters Features screen. Otherwise, this value overrides the value on the System-Parameters Features screen.
Maximum Mailing Lists:	▪ A number from 0 to 999 ▪ 25 (default)	Enter the maximum number of mailing lists that this user can create.

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Table 2-2. Fields on the Subscriber Screen, Page 2

Field Name	Valid Input	Notes
`Total Entries in all Lists:`	A number from 0 to 9999	Enter the maximum total number of mailing list entries that this user can create.
`Mailbox Size (Seconds), Maximum:`	▪ A number from 0 to 32767 (just over 9 hours) ▪ 1200 (20 minutes, default)	Enter the maximum number of seconds of mailbox space for this user. If this user is enabled for fax, expand this parameter to at least 4800 seconds.
`Minimum Guarantee:`	▪ A number from 0 to 9999 ▪ 0 (zero, default)	Enter the number of seconds of mailbox space that is guaranteed for this user. **Tip:** We recommend that no space be guaranteed because some users may never need the reserved space.

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8. Press F3 (Enter) to save the information.

    The cursor returns to the command line, and the system displays the following message:

    `Command Successfully Completed`

9. Enter **exit** or another administrative command at the `enter command:` prompt.

10. Let the user know that AUDIX service is available and if you have assigned a default password, tell the user what it is.

Note: To complete the procedure of adding a user, the user should record his or her name. Otherwise, a caller or voice mail recipient hears the extension number and not the name of the user. This default occurs automatically if the `Name Record by Subscriber` field is turned on on the System Perimeters Features screen.

You have now added a user.

How to Remove a User from the System

Before removing a user from the system, you may want to make sure that there are no messages in that user's mailbox. Unless you or the user erases leftover messages, they can stay in the system.

How to Check for Messages in an Old Mailbox

There are two ways to see if there are leftover messages in an old mailbox. The first way is to run an Activity Log report for the user whose mailbox you want to check. The second way is to check the message waiting indicator as described in following table: