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Intuity™  
Software Installation

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- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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### Acknowledgment

This document was prepared by the GBCS Product Documentation Development group, AT&T Bell Laboratories, Denver, CO 80234-2703.



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## About This Document

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### **Purpose**

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This document, *Intuity™ Software Installation 585-310-140*, contains the procedures needed for software installation, initial administration, and acceptance testing. This document also contains the procedures necessary to migrate data from older systems to the Intuity system.

### **Intended Audience**

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This document is intended for on-site technicians and remote maintenance center personnel supporting an Intuity system installation.

### **How This Document Is Organized**

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This document is organized into the following chapters:

- Chapter 1 — *Pre-installation Procedures*

This chapter presents general information about installing an Intuity system, as well as information about security, and logging in and out.

- Chapter 2 — *Initial Installation Procedures*

This chapter presents the procedures necessary to verify the software load and the system status.

■ Chapter 3 — *Initial Platform Administration and Test*

This chapter presents the information necessary to administer the platform for system operation, to acceptance test the voice channels, and to administer the voice channels for system operation.

■ Chapter 4 — *Intuity AUDIX Administration and Test*

This chapter presents the information necessary to perform the administration for test and to acceptance test Intuity AUDIX®.

■ Chapter 5 — *Intuity Feature and Package Options Administration and Test*

This chapter presents the information necessary to administer and acceptance test the optional language packages, UNIX® Multi-User software, and Disk Mirroring.

■ Chapter 6 — *Peripheral Administration and Test*

This chapter presents the information necessary to administer and acceptance test the modem, remote terminal, and printer.

■ Chapter 7 — *Alarm Origination and System Backup*

This chapter presents the information necessary to test alarm origination and make the system backup tape.

■ Chapter 8 — *AUDIX R1 Migration Procedures*

This chapter presents the information necessary to migrate data from older systems to the Intuity system.

■ Chapter 9 — *Subscriber Administration*

This chapter presents how to administer Intuity AUDIX subscribers.

■ Appendix A — *Installing Intuity Software and Packages*

This chapter presents the information necessary to load the software into the Intuity system.

■ Appendix B — *Completed Installation Worksheets*

This appendix provides a storage area for the worksheets from your project manager.

■ *Abbreviations*

This section provides a list of abbreviations and acronyms used in Intuity Voice Processing documentation.

■ *Glossary*

The Glossary provides a definition of terms and acronyms used in Intuity Voice Processing documentation.

- *Index*

The Index provides an alphabetical listing of principal subjects covered in this document.

## **Conventions Used**

---

The following conventions are used in this document:

- Rounded boxes represent keyboard keys that you press.  
For example, an instruction to press the enter key is shown as  
Press ( Enter ).
- Square boxes represent phone pad keys that you press.  
For example, an instruction to press zero on the phone pad is shown as  
Press [0]
- The word “enter” means to type a value and press ( Enter ).  
For example, an instruction to type y and press ( Enter ) is shown as  
Enter **y** to continue.
- Two or three keys that you press at the same time (that is, you hold down the first key while pressing the second and/or third key) are shown as a rounded box that contains two or more words separated by hyphens. For example, an instruction to press and hold ( ALT ) while typing the letter d is shown as  
Press ( ALT-d )
- Commands and text you type or enter appear in **bold**.
- Values, instructions, and prompts that you see on the screen appear as follows: `Press any key to continue.`
- Variables that the system supplies or that you must supply appear in *italics*  
For example, an error message including one of your filenames appears as  
The file ***filename*** is formatted incorrectly

## **Trademarks and Service Marks**

The following trademarked products are mentioned in this document:

| <b>Trademarks</b>                       | <b>Origin</b>   |
|---|---|
| AT™                                     | trademark of Hayes Microcomputer Products, Inc.         |
| AUDIX®                                  | registered trademark of AT&T                            |
| COMSPHERE®                              | registered trademark of AT&T Paradyne Corp.             |
| CONVERSANT®<br>Voice Information System | registered trademark of AT&T                            |
| DEFINITY®                               | registered trademark of AT&T                            |
| Equinox™                                | trademark of Equinox Systems, Inc.                      |
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| Paradyne®                               | registered trademark of AT&T                            |
| UNIX®                                   | registered trademark of UNIX Systems Laboratories, Inc. |
| Intuity™                                | trademark of AT&T                                       |
| VT100™                                  | trademark of Digital Equipment Corporation              |

## **Related Resources**

In addition to this document, you may need to reference the following documents:

| <b>Documents</b>  | <b>Document #</b> |
|---|-------------------|
| Intuity System Description  | 585-310-211       |
| Intuity AUDIX Feature Descriptions  | 585-310-212       |
| Intuity Documentation Guide   | 585-310-540       |
| Migration to the Intuity System   | 585-310-650       |
| Intuity New System Planning   | 585-310-603       |
| Intuity MAP/40 Hardware Installation  | 585-310-138       |
| Intuity MAP/40 Installation Checklist   | 585-310-141       |
| Intuity MAP/100 Hardware Installation   | 585-310-139       |
| Intuity MAP/100 Installation Checklist  | 585-310-137       |
| Intuity Integration with System 75 and DEFINITY Communications System G1 and G3 | 585-310-214       |
| Intuity Integration with System 85 and DEFINITY Communications System G2        | 585-310-215       |
| Intuity AUDIX Digital Networking Administration                                 | 585-310-533       |
| AMIS Analog Networking  | 585-300-512       |
| Intuity Platform Administration and Maintenance                                 | 585-310-534)      |
| Intuity AUDIX Administration  | 585-310-539       |
| AUDIX Administration and Data Acquisition Package                               | 585-302-502       |
| A Portable Guide to Voice Messaging   | 585-300-701       |
| Voice Messaging Quick Reference   | 585-300-702       |
| Multiple Personal Greetings Quick Reference                                     | 585-300-705       |
| Voice Messaging Wallet Card   | 585-300-704       |
| Outcalling Quick Reference  | 585-310-721       |
| Voice Messaging Business Card Stickers  | 585-304-705       |
| Voice Messaging Subscriber Artwork Package                                      | 585-310-724       |

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## Pre-Installation Procedures

# 1

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Several procedures should be performed before the actual software installation occurs. These include:

- Determining installation type
- Verifying documentation
- Verifying testing equipment
- Reviewing security
- Reviewing user-interface operations, including logging in and out

The information to perform these procedures is located in this chapter.

## **Determine Installation Type**

---

When installing an Intuity system, it is extremely important to first determine the installation type.

The Intuity system is an assembled, loaded, and tested (ALT) system. This means that the Intuity system arrives from the factory with already installed hardware and loaded software on one of two possible hardware platforms.

The Intuity system is available on two basic hardware platforms:

- Multi-Application Platform 40 (MAP/40)
- MAP/100

The installations of these platforms fall into 2 broad categories:

- New installations
- Installations involving migrations

Installations involving migrations can be more complex. This order, provided in separate checklists, will affect the cut-to-service point of some installations. Chapter 8 provides the information necessary to perform the migration procedures.



### **CAUTION:**

*The installation materials include different checklists. Be sure to identify and use the correct installation checklist.*

## **Identify Intuity Systems as Assembled, Loaded, and Tested**

---

All Intuity systems are shipped assembled, loaded, and tested (ALT). Before the system is shipped, the factory installs all of the hardware, loads the software, and turns on the customer-ordered features. The factory also performs preliminary testing. Therefore, during an Intuity installation, you will not have to install any hardware, load any software, or turn on any of the features unless the order has been changed after the ship date. If this is the case, refer to the following documents for procedures:

- *Intuity MAP/40 Hardware Installation (585-310-138)*  
Presents the hardware settings, procedures for installing components into the MAP/40, and system cabling information.
- *Intuity MAP/100 Hardware Installation (585-310-139)*  
Presents the hardware settings, procedures for installing components into the MAP/100, and system cabling information.

- *Intuity Platform Administration and Maintenance* (585-310-534)

Presents procedures to administer the platform and to resolve alarms.

- *Intuity Software Installation* (*this document*, 585-310-140)

Presents the order of software loading and procedures to install and accept additional packages.

## **Identify New Systems**

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The installation of a new system includes installations on premises that previously have not had any voice mail and call answer capabilities as well as premises where a non-AT&T product is being replaced. New system installations do not involve the transfer of data from any other system. All information must be entered either manually or through the use of a provisioning product for DEFINITY® – associated systems, such as DEFINITY Communications System Generic 3 Management Applications (G3-MA).

## **Identify Systems Involving Migrations**

---

The installation of a system involving a migration includes installations in which the Intuity is replacing any of the following systems:

- AUDIX R1
- DEFINITY AUDIX
- AUDIX Voice Power™

Installations involving migrations require the transfer of some of the data from the old system to the new.

When installing a system involving a migration, be sure to follow the checklist provided for the installation. In installations involving migrations, you may encounter any of the following situations:

- Cutting to service at different times
- Matching the software administration of the new system to the old
- Operating the old and new system side-by-side for a period of time

If you have any questions about the migrations or the timing of any of the procedures, ask your project manager.

## **Verify Documentation**

---

In order to install the Intuity system, you will need the following:

- Worksheets from your project manager

Your project manager will give you a series of worksheets prior to the installation. These worksheets have been discussed and completed by your project manager and the customer.

One of the worksheets that you will receive is a worksheet inventory. This inventory lists the names of the worksheets that you need and the command if the information on the worksheet will be entered using Intuity AUDIX forms. If a worksheet has not been provided to you, use the system defaults for the installation.

- Installation checklists

Two versions of the installation checklist are available:

- *Intuity MAP/40 Installation Checklist* (585-310-141)
- *Intuity MAP/100 Installation Checklist* (585-310-137)

- Hardware document

The Intuity system is available on either the MAP/40 or the MAP/100. You will need the document for one of the following:

- *Intuity MAP/40 Hardware Installation* (585-310-138)
- *Intuity MAP/100 Hardware Installation* (585-310-139)

- This document for initial administration, acceptance testing, and if necessary, software installation

- Switch document

There is a switch document for each kind of switch that is used with the Intuity system. Be sure that you have the document that matches your switch.

- Voice processing networking document

Networking is an option on the Intuity system. If you are installing the networking feature, you will need the document for one of the following:

- *AMIS Analog Networking* (585-300-512)
- *Intuity AUDIX Digital Networking Administration* (585-310-533)

- Distributed Communications Systems (DCS) networking

Information for the DCS networking is located in the individual switch integration documents.

In addition, *Intuity Platform Administration and Maintenance* (585-310-534) is available for troubleshooting and alarm retirement.

## **Verify Testing Equipment**

---

The installation of the Intuity system requires two test phones connected through the switch. These phones should match the majority of phones that the customer will be using on the system. If the message waiting indicator (MWI) for the Intuity system will be a flashing light, the test phones must also be equipped with a flashing light. If the MWI is a stutter, the test phones must be able to give the stutter notification.

Speaker phones may be used; however, you may need to use the mute button during the test calls so that background noise does not interfere with the testing.

The two test phones must reach to the Intuity system so that you can see the Intuity monitor at all times during the testing.



**NOTE:**

If the two test phones are not installed, and you have no order for them, contact your project manager immediately.

## **Review Security**

---

Because of the increase in toll fraud throughout the industry, security dealing with any type of voice mail is extremely important. During an installation, take all precautions to insure that the system is not vulnerable at any time. Ensuring that the system is not vulnerable involves both password security and system security.

## **Password Security**

---

The first task in the software installation and acceptance in the Intuity system installation is to change the system passwords. This action is taken to prevent any unauthorized use.

While changing the passwords, follow exactly what is written on the planning guide worksheet. When you are finished, be sure to place the worksheet in the back of this book in Appendix B, "Completed Installation Worksheets." Do not leave these passwords laying out, or allow any one to see them. At the first opportunity, transfer the worksheet directly to the customer's designated representative. If there are any problems, notify your project manager.

## **System Security**

---

To ensure system security, follow all of the procedures in this document. Be sure to remove all test subscribers and test mailboxes from the system and do not configure any unassigned mailboxes. Unassigned mailboxes are mailboxes that have an extension but no subscriber assignment.

Always logoff the system if you will be leaving it unattended, even for a short period of time. Do not leave a logged-on terminal unattended.



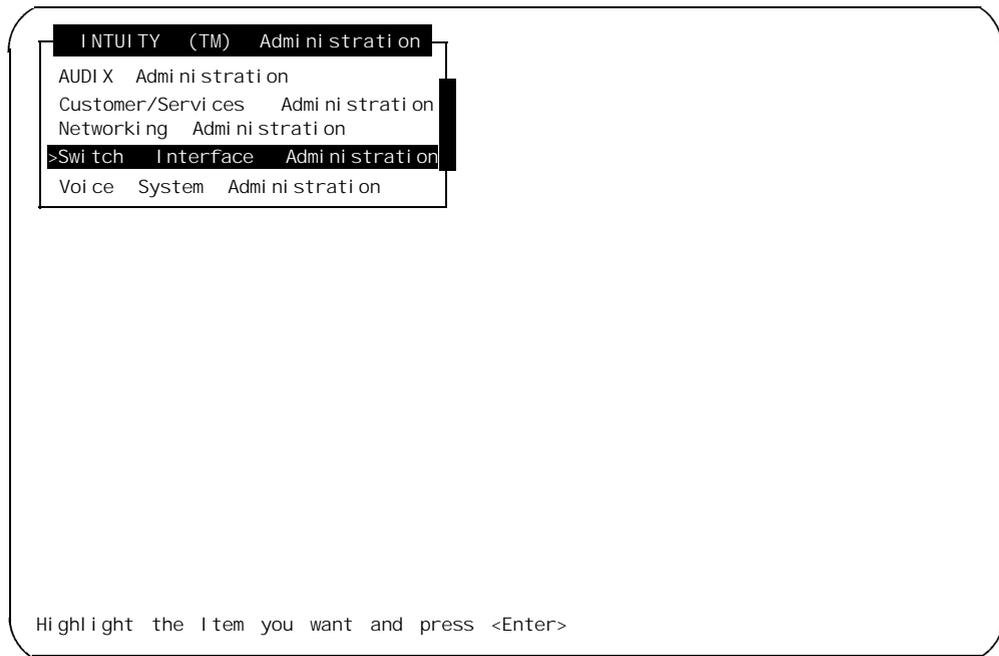
3. Enter your terminal type at the following prompt:

```
TERM= [AT386] ?
```

If you are at the Intuity computer and monitor, press AT386 as your terminal type.

If you are logged in remotely, enter either **513**, **4410**, **4425**, or **pc**.

The system responds with the *Intuity Administration* menu, as shown in Figure 1-1.



**Figure 1-1. Intuity Administration Menu**

**⇒ NOTE:**

If the Intuity computer already has a menu displayed on it, you do not have to log in.

## Review Logging Out Procedure

Your Intuity login and password allow you access to confidential information and special functions. Therefore, when you are finished with your tasks, you must log out of the Intuity system.

Logging out of the Intuity system depends upon the screen type. You maybe at an Intuity screen or at the AUDIX Administration screen. The Intuity screens contain information listed inside of boxes. The AUDIX Administration screen, also known as the forms controller, is a fixed screen with a command prompt in the lower left-hand corner.



### **CAUTION:**

*For the voice system to operate, the Intuity system must remain on at all times. Do not turn off the Intuity system unless specifically told to do so in a procedure. After logging out of the Intuity system, leave the power on.*

## Requirements

Login: any  
Materials: none

## Procedure to Log Out from Intuity Screens

1. Press ( CANCEL ) (F6) until you reach the following prompt:

```
Welcome to USL UNIX System V Release 4.2 Version 1  
Console Login:
```

When you see this prompt displayed, you are logged out of the system.

## Procedure to Log Out from an AUDIX Administration Screen

You may use the **logoff** command to exit to the console login prompt, or:

1. Enter **exit** at the command prompt.

The system responds by displaying the Intuity Administration main menu.

2. Press ( CANCEL ) (F6) until you reach the following prompt:

```
Welcome to USL UNIX System V Release 4.2 Version 1  
Console Login:
```

When you see this prompt displayed, you are logged out of the system.

## Review Intuity Screens Use

Your Intuity system displays screens that allow you to interact with the system. These screens are described in the following sections.

If you are accessing the AUDIX Administration screen, also known as the forms controller, see the section “AUDIX Administration Screens.”

### About Screens

Intuity screens allow you to view and enter information, or select options. These screens are menu-driven; you select a menu option to display another menu or screen. You can display more than one screen or menu concurrently, but only the last one displayed is active. To return to the previous screen, you can cancel the active screen. You perform commands on a screen by using function keys.

### Screen Layout

A sample screen is shown below:

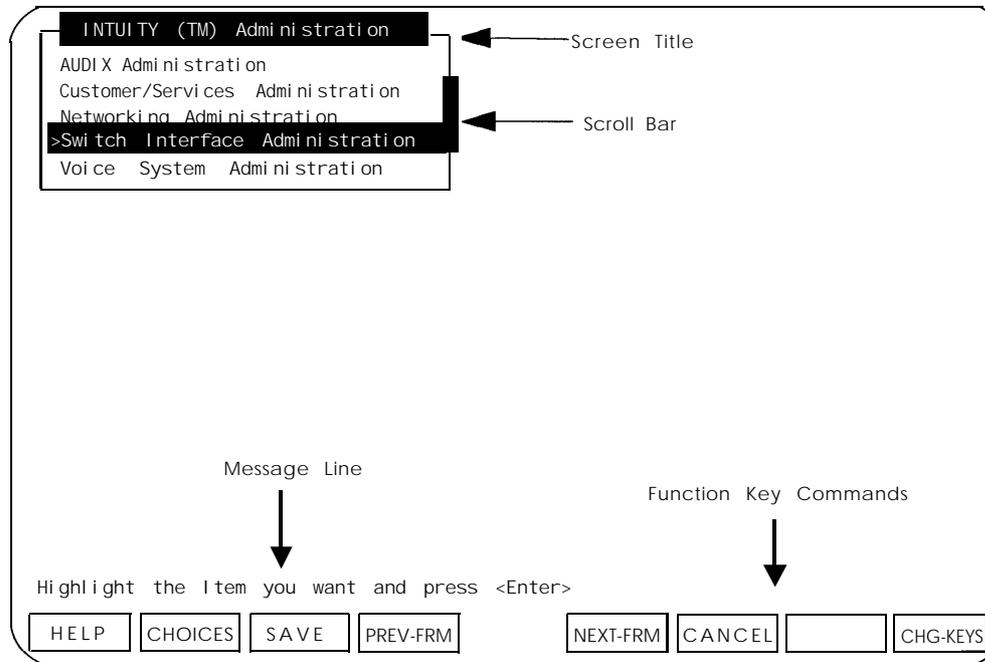


Figure 1-2. Sample Screen Layout

Each component of the screen is described below:

| Screen Component | Description  |
|------------------|--|
| Screen Title     | A name describing the screen or menu.  |
| Scroll Bar       | Indicates when a screen contains more than one page of information. If the scroll bar contains a downward arrow, you can press ( <b>▼</b> ), ( <b>PgDn</b> ), or ( <b>NEXTPAGE</b> ) (F3) to scroll to the additional information. The scroll bar then contains an upward arrow, and you can press ( <b>▲</b> ), ( <b>PgUp</b> ), or ( <b>PREVPAGE</b> ) (F2) to scroll back.  |
| Message Line     | Contains a brief instruction or message about how to use the screen.   |
| Function Keys    | Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is performed when you press the corresponding function key. If more than one screen is open, the commands displayed apply only to the active screen. If no command label appears for a given function key, that key is not available for the active screen.<br><br>You can display an additional set of function keys by pressing ( <b>CHG-KEYS</b> ) (F8). |

## Standard Intuity Screen Function Keys

Several function key commands perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. The standard function key commands are described below:

| Command              | Description  |
|----------------------|--|
| ( <u>H</u> ELP )     | Displays information about the active screen, including available function key commands. To close the help screen, press ( <u>C</u> ANCEL ).   |
| ( <u>C</u> HOICES )  | From a field where you can type information, displays a menu of possible options, if available. For more information, see the section "Filling In Fields."                           |
| ( <u>S</u> AVE )     | Saves any changes you made in a screen.  |
| ( <u>P</u> REV-FRM ) | When a screen contains more than one page of information, scrolls to the previous page.  |
| ( <u>N</u> EXT-FRM ) | When a screen contains more than one page of information, scrolls to the next page.  |
| ( <u>P</u> REVPAGE ) | If more than one screen is open, makes the previous screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens. |
| ( <u>N</u> EXTPAGE ) | If more than one screen is open, makes the next screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens.     |
| ( <u>C</u> ANCEL )   | Closes the active screen and returns to the previous screen. Any unsaved changes are lost.   |
| ( <u>C</u> HG-KEYS ) | Toggles between two available sets of function key commands.   |
| ( <u>P</u> RINT )    | If you have a printer connected to your Intuity system, prints each page of the screen that can be displayed.  |
| ( <u>F</u> RM-MGMT ) | Displays a menu that allows you to change several physical characteristics of the screen. For more information, see the following section, "Frame Management Menu."                  |

### Changing the Intuity Screen Function Key Labels

To change the labels and functions of the keys, press ( CHG-KEYS ) (F8).

## Frame Management Menu

---

The Frame Management menu lists several options that affect a screen's appearance. All options may not appear for every screen. A sample Frame Management menu is shown below:



How to use each of the options on this menu is described in the following sections.

### ⇒ NOTE:

The system reverts to defaults when you logoff. Any changes that you make in screen displays are not saved.

## List

The List option displays a list of all open screens. Use the following procedure:

1. From any screen, press ( CHG-KEYS ) (F8) if needed, and then press ( FRM-MGMT ) (F7).
2. The Frame Management menu is displayed.
3. Select List, and press ( ENTER )
4. The Open Frames menu is displayed, which lists the screen titles for all open screens.
5. To make one of the listed screens be the active screen, select the screen you want, and press ( ENTER )
6. The Open Frames menu is closed, and the selected screen is active.

## Move

The Move option allows you to move the current screen to another location on the display. Use the following procedure:

1. Make sure that the screen you want to move is the active screen.
2. Press ( CHG-KEYS ) (F8), if needed, and then press ( FRM-MGMT ) (F7).
3. The Frame Management menu is displayed.
4. Select Move, and press ( ENTER ).

The Frame Management menu is closed, and the selected screen is displayed as just four corners.

5. Use the arrow keys to reposition the four corners where you want to move the screen, and press ( ENTER ).
6. The screen is redisplayed in the new location. Once you close the screen, it returns to its original location.

## Reshape

The Reshape option allows you to move and resize the current screen.

### NOTE:

You cannot resize a screen that allows you to fill in fields.

Use the following procedure:

1. Make sure that the screen you want to resize is the active screen.
2. Press ( CHG-KEYS ) (F8), if needed, and then press ( FRM-MGMT ) (F7).
3. The Frame Management menu is displayed.
4. Select Reshape, and press ( ENTER ).
5. The Frame Management menu is closed, and the upper left corner of the selected screen is displayed as a blinking cursor.
6. Use the arrow keys to reposition the upper left corner of the screen to its new location, and press ( ENTER ).
7. The lower right corner of the screen is displayed as a blinking cursor.
8. Use the arrow keys to reposition the lower right corner of the screen to its new location, and press ( ENTER ).
9. The screen is resized as specified and displayed in the new location. Once you close the screen, it returns to its original size and location.

## Refresh

The Refresh option redraws the screen and eliminates any extraneous words or lines that may appear. Use the following procedure:

1. From any screen, press ( CHG-KEYS ) (F8), if needed, and then press ( FRM-MGMT ) (F7).

The Frame Management menu is displayed.

2. Select Refresh, and press ( ENTER ).

The screen is redrawn, eliminating any extraneous information.

## Color Attributes

The Color Attributes option allows you to change the colors that appear on your screens, if you are using a color terminal. Use the following procedure:

3. From any screen, press ( CHG-KEYS ) (F8), if needed, and then press ( FRM-MGMT ) (F7).

The Frame Management menu is displayed.

4. Select Color Attributes, and press ( ENTER ).

The Color Attributes screen is displayed, as shown below:

| Color Attributes      |             |
|-----------------------|-------------|
| Active Frame Border   | <u>red</u>  |
| Inactive Frame Border | <u>blue</u> |
| Active Frame Title    | <u>red</u>  |
| Inactive Frame Title  | <u>blue</u> |
| Highlighted Bar       | <u>blue</u> |

5. Type the colors you want over the default settings, or press ( CHOICES ) (F2) to select from a menu of possible color choices. (For information about how to use this menu, see the section "Choices Menu.")

6. When you are finished changing the settings, press ( SAVE ) (F3).

The screens are displayed with the colors you specified until you log off the system. The next time you log on, the colors will return to the default settings.

## Selecting a Menu Option

---

A menu contains a list of options that you can select. To select a menu option, you highlight the option, and press ( ENTER ).

To highlight a menu option, use any of the following methods:

- Press ( ▲ ) and ( ▼ ) to move the cursor to the menu option you want to highlight. You can scroll in a loop through the top or bottom of the menu.
- Press ( HOME ) to highlight the first menu option. Press ( END ) to highlight the last menu option.
- Type the first character of the menu option you want. The first option beginning with that letter is highlighted. When you use this method, the following rules apply:
  - If more than one option begins with the same letter, type enough letters to identify the option you want. If the cursor is already on the first letter of an option beginning with the same letter, type the second letter in the option you want.
  - To move the cursor back to the beginning of a menu option's name, press ( BACKSPACE ).
  - This feature is not case-sensitive; you can type "a" or "A."

## Filling in Fields

---

Some screens contain fields where you can type information. When you fill in a field, you type in the lines displayed on the screen.

When you enter information in a screen field, the following guidelines apply:

- In most cases, the length of the line represents the maximum number of characters allowed for that field.
- The type of characters you can enter may vary depending on the screen you are viewing. Information about what you can type may appear in the message line at the bottom of the display.
- Once you type information in a field, you need to save the changes made to the screen. You also have the option to cancel your changes without saving them.

## Moving Through Fields

You can use the following keys to move through fields on a screen:

| Key(s)                           | Description   |
|----------------------------------|---|
| ( <u>ENTER</u> ), ( <u>TAB</u> ) | Moves the cursor to the next field, moving left to right through each field. From the last field on the screen, wraps to the first field.     |
| ( <u>SHIFT</u> ), ( <u>TAB</u> ) | Moves the cursor to the previous field, moving right to left through each field. From the first field on the screen, wraps to the last field. |
| ( <u>▼</u> )                     | Moves the cursor down one field. From the bottom field, wraps to the top field.   |
| ( <u>▲</u> )                     | Moves the cursor up one field. From the top field, wraps to the bottom field.   |
| ( <u>▶</u> )                     | Moves the cursor right one character within a field.  |
| ( <u>◀</u> )                     | Moves the cursor left one character within a field.   |
| ( <u>HOME</u> )                  | Moves the cursor to the beginning of the current field.   |
| ( <u>END</u> )                   | Moves the cursor to the end of the current field.   |
| ( <u>DELETE</u> ) ( <u>DEL</u> ) | Deletes the character on which the cursor is located.   |
| ( <u>BACKSPACE</u> )             | Deletes the character to the left of the cursor.  |

## Choices Menu

When a screen contains fields, you may be able to display a menu listing possible field settings and select one directly from that list. Use the following procedure:

1. From a screen containing fields, move the cursor to the field for which you want to display a list of choices, and press ( CHOICES ) (F2).

A menu is displayed that lists possible field settings. Depending on the field, the menu may contain all possible settings or just common settings for that field. If no menu is available, a beep is sounded.

2. Select the menu option you want, and press ( ENTER ).

The Choices menu is closed, and the field setting you selected is displayed in the current field.

## AUDIX Administration Screens

You administer most aspects of Intuity voice messaging using AUDIX administration screens. How to use these screens is described in the following sections.

### About AUDIX Administration Screens

When you first access the AUDIX administration screens, a blank screen is displayed. From this screen, you enter commands that display screens that allow you to enter or view information. Each screen has a name that you use to display the screen. From these screens, you can use a set of function keys and also receive a variety of help information.

### Screen Layout

The screen layout for a sample blank screen is shown below:

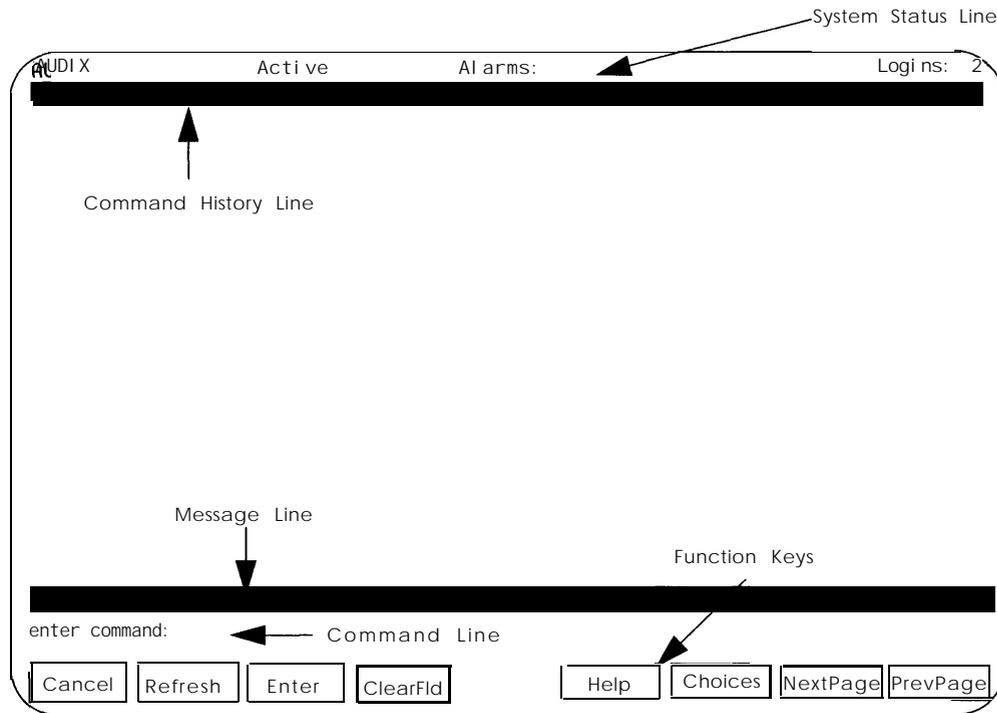


Figure 1-3. AUDIX Administration Screen Layout (Blank Screen)

Each component of an AUDIX Administration screen is described below:

| Screen Component     | Description   |
|----------------------|---|
| Status Line          | Displays the Intuity system status, including the following:<br>The name of the machine you are logged onto<br>Active: Indicates that voice mail is in service<br>Alarms: w (Warning); M (Major); m (Minor); A (Administrative); none<br>Logins: n, where n is the number of terminals currently logged into the system |
| Command History Line | Displays the command being executed and the number of pages for that screen.  |
| Message Line         | Displays brief messages or instructions.  |
| Function Keys        | Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is performed when you press the corresponding function key, as described in the following section, "Function Keys."  |

### AUDIX Administration Screen Function Keys

The function keys available for the AUDIX Administration screens are described below:

| Function Keys            | Description   |
|--------------------------|---|
| ( <u>CANCEL</u> ) (F1)   | From a field on a screen, ends the current command without saving any changes, and returns the cursor to the command line. From the command line, deletes the contents of the command line. From a Help screen, exits and returns to the previous location. |
| ( <u>REFRESH</u> ) (F2)  | Redraws the screen.   |
| ( <u>ENTER</u> ) (F3)    | If you entered information in a screen, saves any changes you made.   |
| ( <u>CLEARFLD</u> ) (F4) | From a field on a screen, deletes the information in the field. From the command line, deletes the part of the command (verb, object, qualifier) on which the cursor is located.  |
| ( <u>HELP</u> ) (F5)     | From a field on a screen, displays information about the screen you are viewing. From the command line, displays information about the types of available help. (This function key displays the same information as the <b>help</b> command.)               |

| Function Keys             | Description  |
|---------------------------|--|
| ( <u>C</u> HOICES ) (F6)  | Displays help information about a field or command, or displays a list of valid field entries or command parts. For more information, see the sections “Field Help” and “Command-Line Help.” |
| ( <u>N</u> EXTPAGE ) (F7) | Moves forward through multiple-page screens.   |
| ( <u>P</u> REVPAGE ) (F8) | Moves backward through multiple-page screens.  |

### Changing the AUDIX Administration Screen Function Key Labels

You can change the function key labels to correspond to the function keys that appear on Intuity screens outside of AUDIX administration. For this procedure, type the following at the command line:

**toggle f**

Use this command to toggle between the following two sets of function key assignments:

| Function Key Labels  | Standard Function Keys | Alternate Function Keys |
|----------------------|------------------------|-------------------------|
| ( <u>C</u> ANCEL )   | F1                     | F6                      |
| ( <u>R</u> EFRESH )  | F2                     | F5                      |
| ( <u>E</u> NTER )    | F3                     | F3                      |
| ( <u>C</u> LEARFLD ) | F4                     | F4                      |
| ( <u>H</u> ELP )     | F5                     | F1                      |
| ( <u>C</u> HOICES )  | F6                     | F2                      |
| ( <u>N</u> EXTPAGE ) | F7                     | F7                      |
| ( <u>P</u> REVPAGE ) | F8                     | F8                      |

## Entering Commands Using the AUDIX Administration Screens

---

To display AUDIX administration screens, type a command on the command line and execute the command. You execute a command in one of the following ways:

- Press ( ENTER )
- Press ( ENTER ) (F3)

### Command Syntax

Commands have the following syntax:

verb object qualifier

Each part of the command syntax is described below:

| Command Part | Description   |
|--------------|---|
| verb         | Single word that indicates the type of action to be performed on the specified screen. Required.<br><br>Example: <b>add</b>                                       |
| object       | One or more (hyphenated) words that identify the screen to be acted on. May be required.<br><br>Example: <b>add subscriber</b>                                    |
| qualifier    | A value (e.g., extension number, date, machine name) that further identifies what is to be acted on. May be required.<br><br>Example: <b>add subscriber 12345</b> |

Most commands can be executed with a *vm* (voice messaging administrator) login ID. A few commands require the *sa* (system administrator) login ID. For a complete description of AUDIX administration screens and commands, see *Intuity AUDIX Administration* (585-310-539).

## Command-Line Help

You cannot execute a command until you type the complete command syntax required. You can display information to help you determine the command syntax you need. Use any of the following methods:

- From a blank command line, press ( CHOICES ) (F6) to display a list of command verbs.
- Type a portion of the command, and press ( CHOICES ) (F6) to display a list of possible choices to complete the command. (If you press this key from the middle of the command, you only receive choices for the portion of the command to the left of the cursor.)
- If you enter an incomplete command, you automatically receive a list of possible choices to complete the command.

To select an option from a list of choices, highlight the option you want, and press ( ENTER ). To highlight an option, use one of the following methods:

- Press ( ▲ ) and ( ▼ ) to move the cursor to the option you want to highlight. You can scroll in a loop through the top or bottom of the list.
- Type the first character of the of the option you want.

The option you selected is displayed on the command line.

## Command-Line Function Keys

From the command line, you can use the following function keys:

| Key               | Description  |
|-------------------|--|
| (▲)               | Scrolls backward through the last 10 commands entered, starting with the last command executed.  |
| (▼)               | Scrolls forward through the last 10 commands entered, starting with the first command executed.  |
| ( CANCEL ) (F1)   | Deletes the entire contents of the command line.   |
| ⏪                 | Moves the cursor to the beginning of the previous command part, moving right to left.  |
| ( TAB ), ⏩        | Moves the cursor to the beginning of the next command part, moving left to right.  |
| ( BACKSPACE )     | Deletes the character to the left of the cursor.   |
| ( CLEARFLD ) (F4) | Deletes only the command part on which the cursor is located.  |
| ( CHOICES ) (F6)  | For the portion of the command to the left of the cursor, displays a list of possible choices to complete the command.                       |
| ( ENTER ) (F3)    | If the command is complete, executes the command. If the command is incomplete, displays a list of possible choices to complete the command. |

### Filling in AUDIX Administration Screen Fields

Once a command is executed, the corresponding screen is displayed, as shown in the following sample screen. For this screen, the add subscriber command was executed. This screen allows you to fill in fields to enter information about subscribers.

The screenshot shows a terminal window titled 'AUDIX' with the following content:

```
AUDIX Active Alarms : none Logins : 1
add subscriber Page 1 of 2
SUBSCRIBER
Name:
Extension:
COS: class00
Switch Number: -
Community ID: -
Locked? n
Password:
Miscellaneous: _____
Covering Extension: _____
Broadcast Mailbox? -
```

Below the form fields, there is a prompt: "Press [ENTER] to execute or press [CANCEL] to abort" and "enter command: add subscriber". At the bottom of the screen, there are several buttons: Cancel, Refresh, Enter, ClearFld, Help, Choices, NextPage, and PrevPage.

**Figure 1-4. Sample AUDIX Administration Screen**

## Moving through Fields

For a screen with fields, you can use the following keys to move through the screen and enter information:

| Key(s)                                | Description   |
|---------------------------------------|---|
| ( <u>ENTER</u> ),( <u>TAB</u> ),<br>▶ | Moves the cursor to the next field, moving left to right through each field. From the bottom of the screen, wraps to the top. |
| ( <u>SHIFT</u> )+( <u>TAB</u> ),<br>◀ | Moves the cursor to the next field, moving right to left through each field. From the top of the screen, wraps to the bottom. |
| ( <u>▼</u> )                          | Moves the cursor down one field. From the bottom field, wraps to the top field.   |
| ( <u>▲</u> )                          | Moves the cursor up one field. From the top field, wraps to the bottom field.   |
| ( <u>BACKSPACE</u> )                  | Deletes the character to the left of the cursor.  |

## Field Help

You can display information to help you type valid entries in a field. Use the following procedure:

1. From a field for which you want help, press ( CHOICES ) (F6).  
If valid field entries can be specified, a list of options is displayed. Otherwise, general information about valid entries is displayed.
1. If a list of options is displayed, you can select an option by highlighting the option and pressing ( ENTER ). To highlight an option, use one of the following methods:
  - Press ( ▲ ) and ( ▼ ) to move the cursor to the option you want to highlight. You can scroll in a loop through the top or bottom of the list.
  - Type the first character of the option you want.

The option you selected is displayed on the command line.

---

## Initial Installation Procedures

# 2

---

This chapter presents the information needed to begin the installation of the Intuity system. Since this is an assembled, loaded, and tested (ALT) system, it is not necessary to load any software. It is necessary, however, to verify the software present in the system and the system status, in order to insure smooth operation.

These procedures must be performed before the initial administration and acceptance test procedures.

## Administer Passwords

---

The first software installation procedure on the system is to change the Intuity default passwords. This procedure is performed in order to provide system security.

The craft password can change the password for the *craft*, *vm* (voice mail), and *sa* (system administrator) logins.

**⇒ NOTE:**

If you do not know the default passwords for the *craft* and *sa* logins, contact the remote maintenance center.

If you have any questions or difficulties with the passwords to be assigned, contact your project manager.

### Requirements

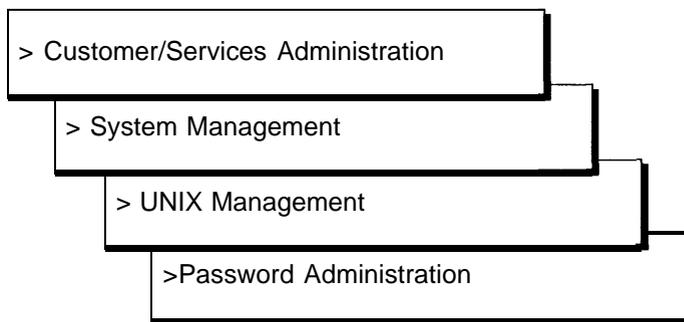
---

|            |   |
|------------|---|
| Login:     | craft   |
| Materials: | default passwords<br>worksheet for logins and passwords |

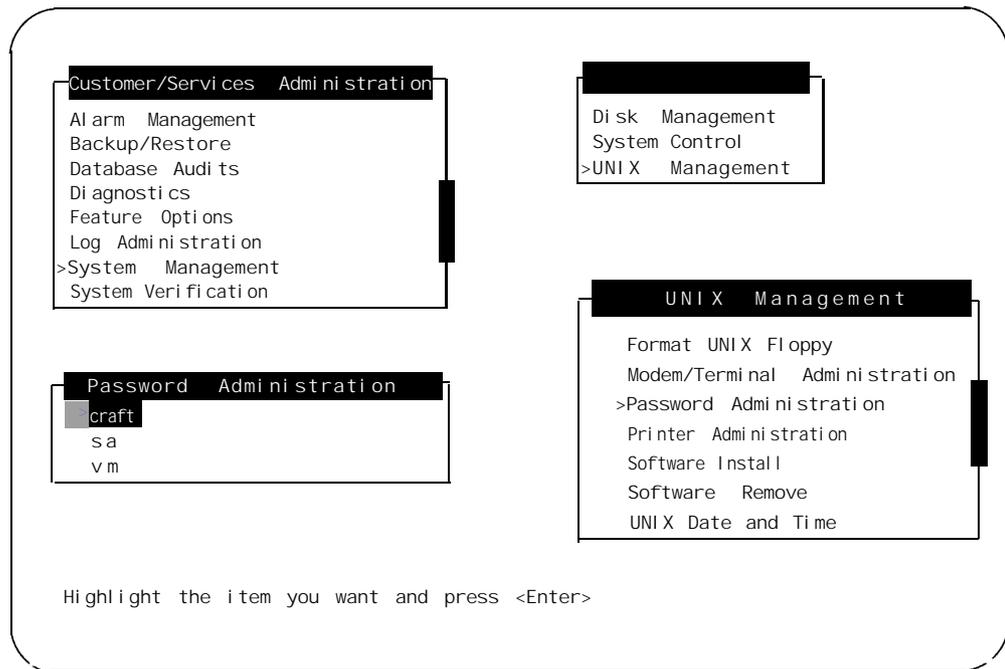
### Procedure

---

1. Starting at the INTUITY (TM) Administration menu, select:



The system responds with the *Password Administration* screen, as shown in Figure 2-1.



**Figure 2-1. Password Administration Screen**

2. Select the login to be administered.
3. Press ( ENTER ) to change the password.

The system responds:

```
New Password:
```

4. Enter the new password exactly as shown on the worksheet. Passwords must be at least 6 characters long.

The system responds:

```
Re-enter new password:
```

5. Enter the new password again so that it matches exactly.

**⇒ NOTE:**

If you make a mistake in typing the new password and the two password entries do not match, the system will prompt you again for the new password.

6. Repeat Steps 2 through 5 for each remaining login.
7. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration main menu.

 **NOTE:**

Pressing cancel after you have finished using the screen or if you decide not to use a screen only returns you to the previous screen when you are using Intuity platform screens.

8. Continue with the next procedure on your checklist.

 **CAUTION:**

*Keep all passwords secure. Do not allow any unauthorized individuals access to the passwords. Give the passwords worksheet directly to the designated customer representative or return it directly to the project manager.*

 **CAUTION:**

*Do not leave any logged-in terminal unattended, especially terminals that are logged onto with the craft login. Log out whenever you leave the area of a terminal to prevent unauthorized changes in passwords.*

## **View Installed Software**

---

Locate the Installation Features Selection worksheet from your project manager. This worksheet lists the packages and features that the customer ordered. Use the following procedure to identify what is loaded on the system, and verify this listing against the features selection worksheet.

This procedure also verifies the software that must be installed on every Intuity system. The list of the required software is located in this procedure.

The screens in this procedure present two types of listings. The first is the long form. The long form displays package information for the major software packages or applications. The second type is a line-by-line listing. This form displays all of the packages loaded on the system.

Both of these types of listings are shown in the View Installed Software procedure.



### **NOTE:**

The information shown on the example screens may not exactly match the information shown on the screen of the system that you are installing.

## **Requirements**

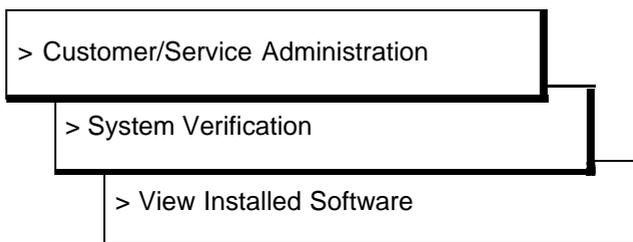
---

|            |   |
|------------|---|
| Login:     | craft   |
| Materials: | worksheet: Installation Features Selections or customer order |

## **Procedure**

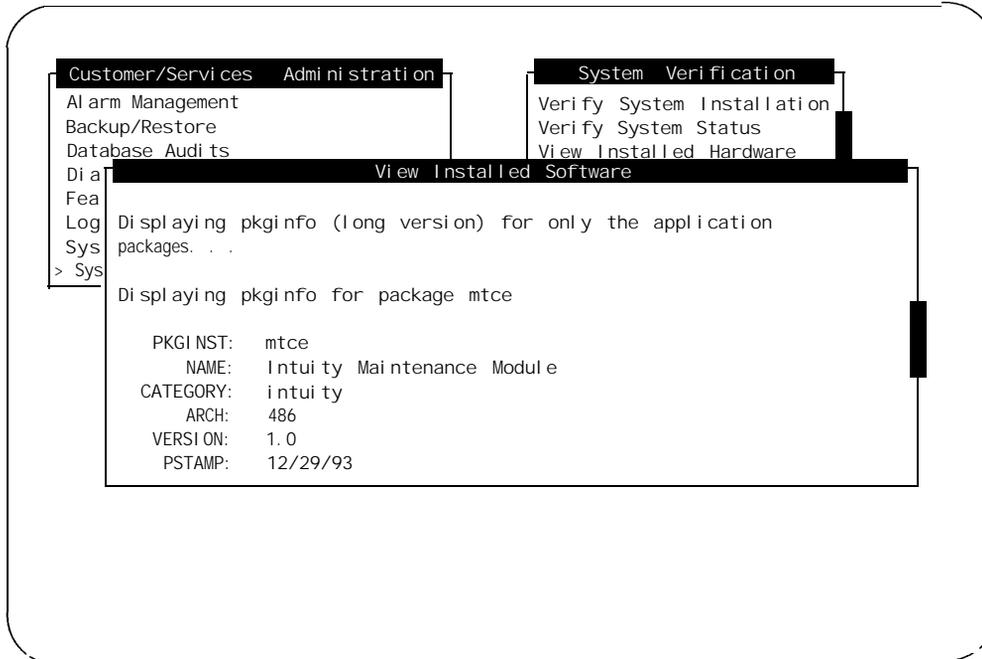
---

1. Starting at the INTUITY (TM) Administration menu select:



2. Press ( ENTER ) to view the installed software.

The system responds with the *View Installed Software* Screen, as shown in Figure 2-2.



**Figure 2-2. Installed Software Screen, Long Form**

3. Verify that the following application packages are loaded onto the Intuity system:
  - mtce (maintenance)
  - netw (networking)
  - vs (voice processing platform)
  - VM-dfltdb (AUDIX default database)
  - VM-sat (AUDIX English announcements)<sup>1</sup>
  - VM-sw (AUDIX software)

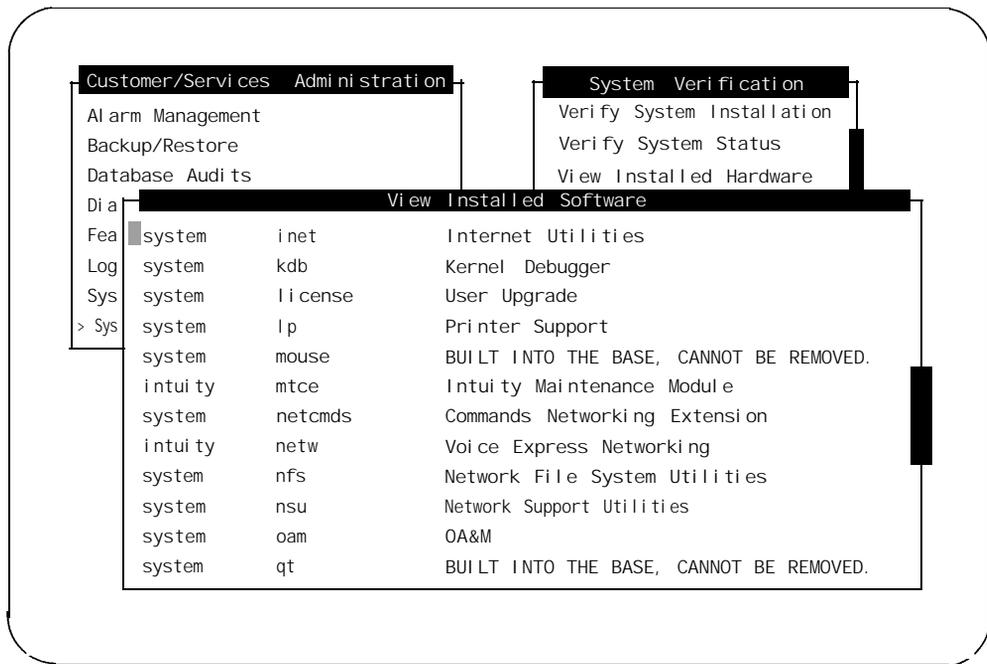
1. This software package is present on all new systems, even if the system has an optional language installed. The optional language will be listed separately.

**⇒ NOTE:**

All of these packages must be present in order for the system to operate. If one of these packages is missing, you must load it onto the system. Depending upon the package missing, you may have to reload other packages in a specific order. If more than 1 of these required packages is missing, you may have to reload the entire Intuity system. See Appendix A for software loading procedures and dependencies, and contact your remote maintenance center.

4. Use the arrow keys or press the ( NEXTPAGE ) (F3) key to page through the listings until you reach the line-by-line listing. If necessary, the ( PREVPAGE ) (F2) can be used to return to the previous page.

The system responds with the *View Installed Software* screen, line-by-line listing, as shown in Figure 2-3.



**Figure 2-3. View Installed Software, Line-by-Line Listing Showing UNIX Multi-User (system, license, User Upgrade)**

5. Refer to the installation features selection, and verify that any optional packages purchased by the customer are installed.

*(This step is continued on the next page.)*

The possible optional packages include:

- UNIX® Multi-User Package

The UNIX Multi-User Package is listed as:

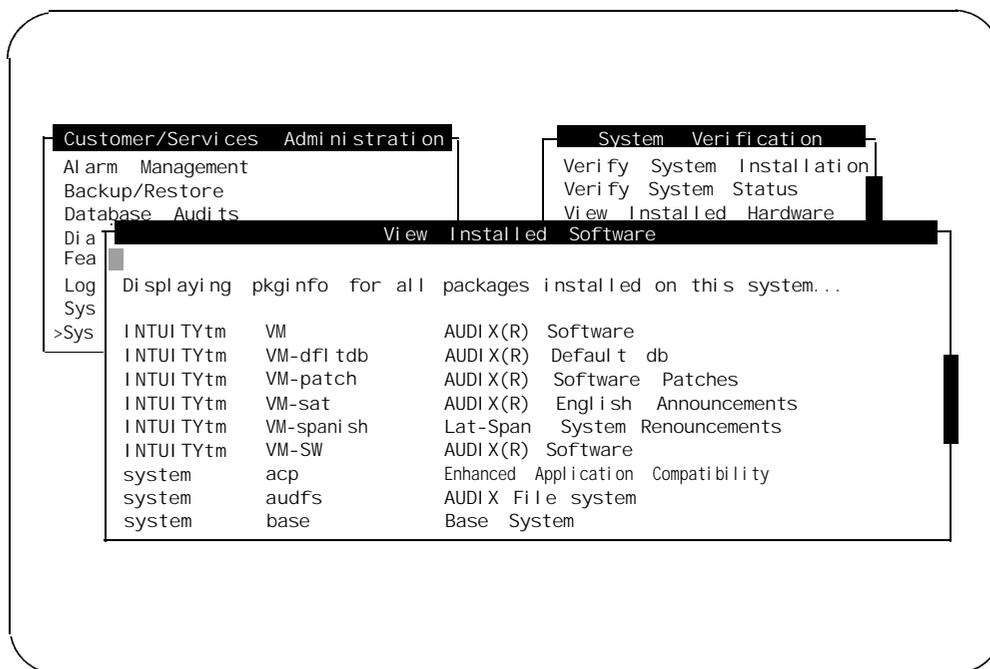
```
system      license      User Upgrade
```

Figure 2-3 above shows this listing.

- Optional Language Package of British English, Canadian French, or Latin American Spanish. These packages are shown as:

```
INTUITY (tm) VM <language name> System Announcements
```

Optional language packages are shown under both the long and the line-by-line listings of *View Installed Software*. The line-by-line listing is shown in Figure 2-4 below.



**Figure 2-4. View Installed Software, Line-by-Line Listing Showing Optional Latin American Spanish (INTUITYtm, VM-spanish, Lat-Span System Announcements)**

⇒ **NOTE:**

If any of the purchased optional packages is missing, you must load the missing package. Refer to Appendix A, *Software Loading Procedures*.

6. Press ( CANCEL ) (F6) to return to the *System Verification* Screen or until you return to the INTUITY (TM) Administration menu.
7. Continue with the next procedure on your checklist.

## **View Installed Hardware**

---

Locate the Intuity listing the customer's order. Use the View Installed Hardware procedure to identify the hardware on the system and verify this against the customer's order. This hardware includes:

- Voice ports card (IVC6: AYC10)  
The IVC6 voice ports card provides 6 voice ports per card.
- Digital networking card (ACCX: AYC22)  
AUDIX Communications Controller for Intuity (ACCX) provides the connection between the switch or the modems for the Intuity. All digital networking input and output passes through the ACCX card.
- Asynchronous multiple serial port card (Multi-Port Serial card)  
used for remote terminals requiring a modem and for Non-AT&T switch integrations



### **NOTE:**

The View Installed Hardware procedure only indicates if a hard disk is present. It does not indicate if the disk has been added to the system through the software, or if the disk is mirrored. For information on disk mirroring, see *Verify Intuity Feature Options* later in this chapter.

## **Requirements**

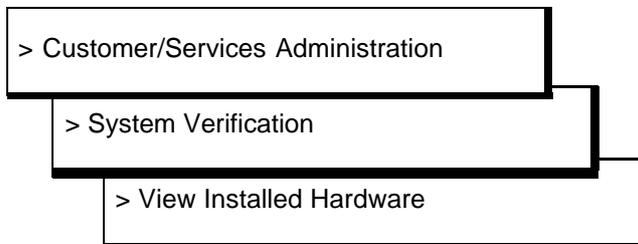
---

Login:           craft  
Materials:       customer order

## **Procedure**

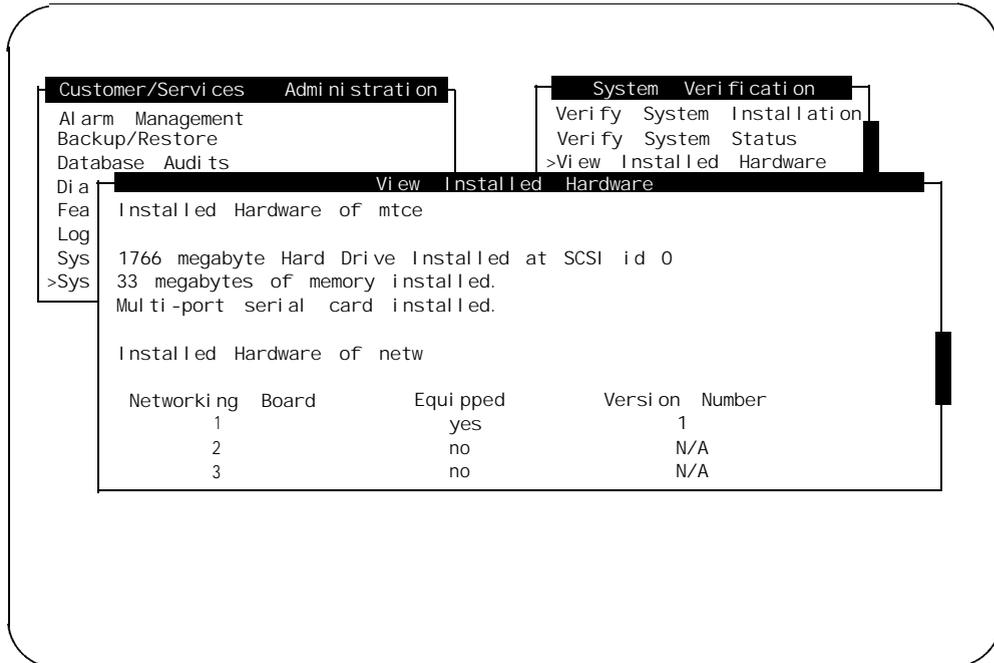
---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to view the installed hardware.

The system responds with the *View Installed Hardware* screen, as shown in Figure 2.4.



**Figure 2-5. View Installed Hardware Screen**

3. Compare the shipped hardware and ordered system as recorded on the customer Intuity/worksheet with the information displayed on the *View Installed Hardware* screen.

**⇒ NOTE:**

The screen in Figure 2-5 may not reflect what is actually installed on your system.

Use the arrow keys or press ( NEXTPAGE ) (F3) to move to the next page and ( PREVPAGE ) (F2) to return to the Previous Page of the display.

*(This step is continued on the next page.)*

Check for the following hardware, depending upon what the customer has ordered:

- a. Number of hard drives
- b. Multi-Port Serial card
- c. Networking board(s)
- d. Voice port boards (IVC6)

**⇒ NOTE:**

If any of the hardware is missing, you must install it before preceding. Refer to your MAP document. If the board is present but not detected, check your options and circuit card seating, refer to *Intuity Platform Administration and Maintenance (585-310-534)*, and run diagnostics.

4. Press ( CANCEL ) (F6) to return to the *System Verification* screen or until you reach the INTUITY (TM) Administration screen.
5. Continue with the next procedure on your checklist.

## Verify Intuity Feature Options

Use the Feature Options procedure to verify that the features purchased by the customer have been activated. These features include disk mirroring, digital ports, and hours of speech.

The *Feature Options* screen is read only under the *craft* login. If not all of the features that the customer has purchased have been turned on, you will have to use the *init* login to activate the missing features. If you need the password for the *init* login, contact the remote maintenance center.

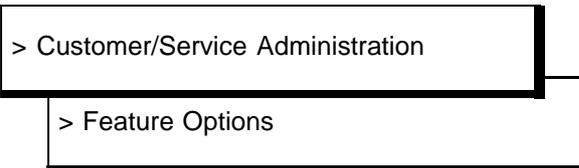
Notify your project manager if you make any modifications to this screen. The project manager will notify the remote maintenance center of the change in the system.

### Requirements

|            |  |
|------------|--|
| Login:     | craft  |
| Materials: | worksheet: Installation Feature Selections or customer order |

### Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the *Feature Options* screen.

The system responds with the *Feature Options* screen, as shown in Figure 2-5.



## Verify System Status

Locate the Intuity detailing the customer's order. Use the Verify System Status procedure to verify that:

- The voice system is operating
- The number of ports in service
- The number of purchased voice ports
- The number of voice ports present

The number of voice ports activated is also verified under the Feature Options screen.

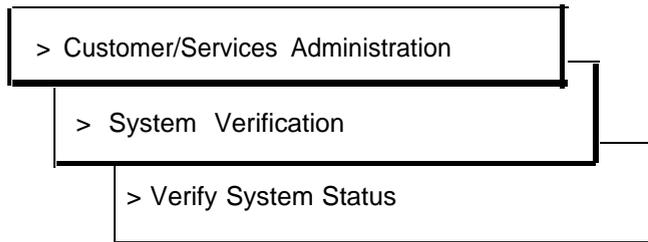
## Requirements

Login: craft

Materials: worksheet: Installation Features  
Selection or customer order

## Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



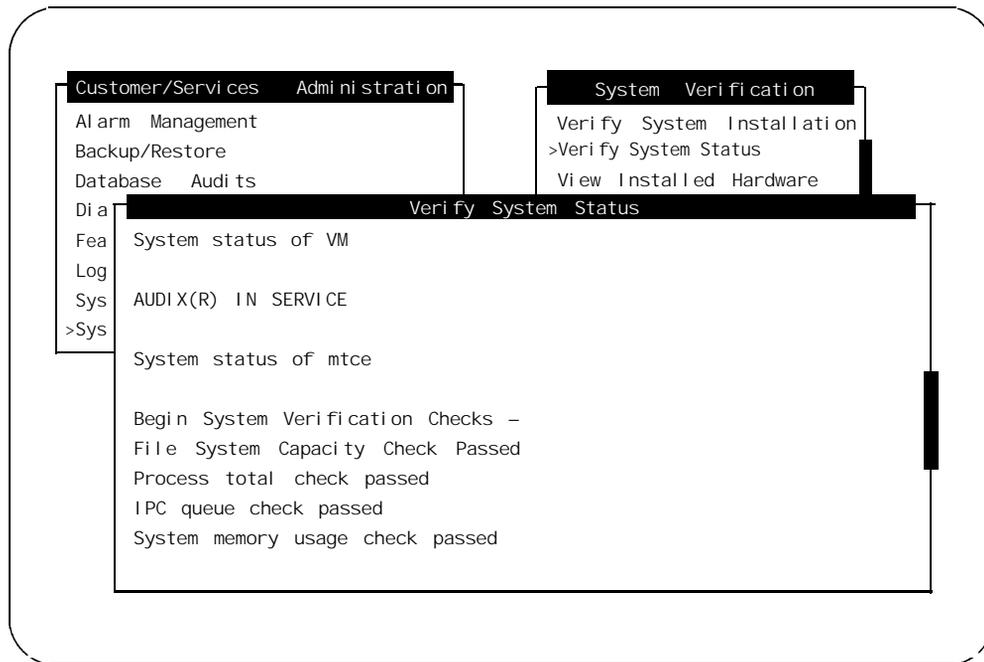
2. Press ( ENTER ) to verify the system status.

The system responds with the Verify System Status screen, as shown in Figure 2-6.



### **NOTE:**

Use the arrow keys or press ( NEXTPAGE ) (F3) to move to the next page and ( PREVPAGE ) (F2) to return to the previous page of the display.



**Figure 2-7. Verify System Status Screen**

3. Verify that AUDIX is in-service by looking at the entries in the *Verify System Status* screen.
4. Verify that all system verification checks have passed by looking at the entries in the *Verify System Status* screen.
5. Verify that the number of networking ports purchased shown on the *Verify System Status* screen matches the number on the customer Intuity.
6. Verify that vs (voice system) is up.
7. Verify that the number of voice ports purchased shown on the *Verify System Status* screen matches the number on the customer Intuity.

**⇒ NOTE:**

At this point of the installation, none of the channels will have any assigned services. The ports themselves may be in a facility-out-of-service (FOOS) state if no cross connects have been made on the cross connect fields. The FOOS state should change to in-service (Inserv) when the port detects loop current. For additional information, see *Verifying Channel State* in Chapter 3.

8. Verify the switch link status if the information for your link is displayed on this screen.

9. Press ( CANCEL ) (F6) until you return to the Customer/Service Administration screen, or the INTUITY (TM) Administration menu.
10. Continue with the next procedure on your checklist.



---

## Initial Platform Administration and Test

# 3

---

This chapter presents the information necessary to perform the initial Intuity system administration and acceptance testing. This administration and test is at the platform level. These procedures work with the system operations that support all of the features and options.

Initial system administration requires a series of worksheets from the planning guide. Refer to your installation worksheets inventory from your project manager for a listing of these worksheets.

The following documents provide additional information and help for the installation tasks described in this chapter:

- *Intuity Platform Administration and Maintenance* (585-310-534)
- Specific switch integration document



**NOTE:**

The platform administration of channels to groups is not performed in this release. This *Assign* screen option is reserved for future use.

## Assign Date and Time

This procedure assigns the date, time, and timezone to the Intuity system. In performing this procedure, you will need to match the Intuity clock to the switch clock.

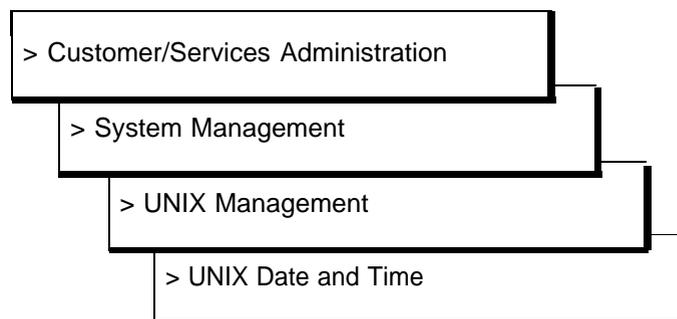
### Requirements

Login: craft

Materials: worksheet: platform clock

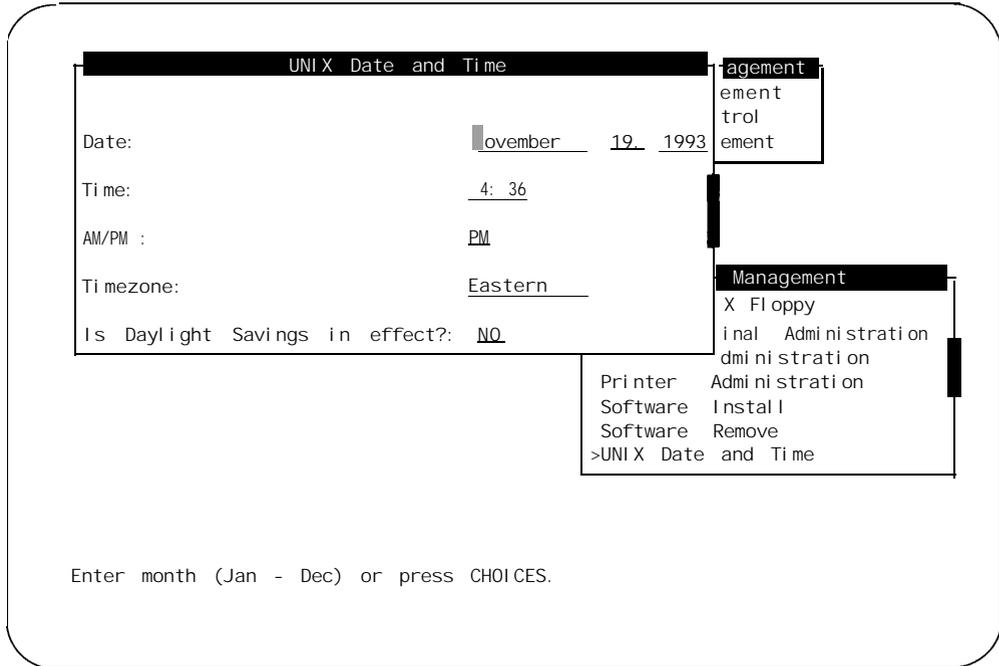
### Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to set the system date and time.

The system responds with the *Set Date and Time* screen, as shown in Figure 3-1.



**Figure 3-1. Set Date and Time Screen**

3. Check the date and time information. If the information is accurate, press ( CANCEL ) (F6) until you reach the Customer/Services Administration screen. If the date and/or time is not accurate, continue with Step 3.

**⇒ NOTE:**

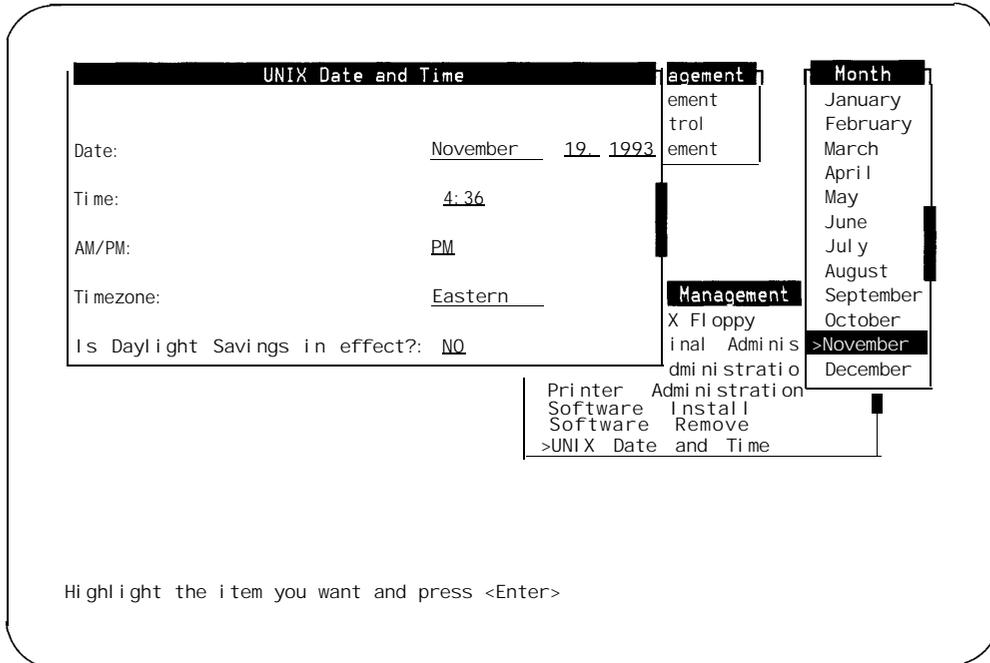
You must match the time on the Intuity system to the time on the switch.

4. Place the cursor on the months field in the Set Date and Time screen.
5. Press ( CHOICES ) (F2) to display the months of the year, or press ( ENTER ) for no change. If there is no change in the month, continue with Step 8.

The system responds with the choices list of months, as shown in Figure3-2.

**⇒ NOTE:**

You may also enter the current month using alphabetic characters (Ja, F, Mar, Ap, May, Jun, Jul, Au, S, O, N, D) and press ( ENTER ).



**Figure 3-2. Set Date and Time Screen With the Months Choices Screen**

6. Select the current month by using the arrow keys to highlight the name of the month.
7. Press ( ENTER ) to place the name of the correct month into the month field.
8. Enter the current day (numeric, 1 through 31) or press ( ENTER ) for no change.
9. Enter the current year (numeric, 1993 through 2038) or press ( ENTER ) for no change.
10. Enter the current time in the hour:minute pair or press ( ENTER ) for no change.



**NOTE:**

Use a 12-hour AM/PM standard. Do not use the 24-hour military standard.

11. Enter a for AM, p for PM, or press ( ENTER ) for no change.
12. Press ( CHOICES ) (F2) and select your time zone, or press ( ENTER ) for no change.
13. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year according to the worksheet.

14. Press ( SAVE ) (F3) to save the changes.
15. Press ( CANCEL ) (F6) until you logoff the system. When you log back onto the system for the next procedure, the date and time changes will take affect.

**⇒ NOTE:**

If you did not make any changes to the date and time fields, you do not have to logoff the system. Continue with the next procedure on your checklist without logging off.

## **Administer the Intuity Switch Interface**

---

The Intuity system requires switch-related administration as a part of the installation. These procedures are contained in the switch integration document. Refer to the Intuity document for the switch that you are installing for the procedures to administer the switch.

## Map Channels to Switch Extensions

This procedure assigns an extension number to each activated channel. Only those channels that have been purchased and activated may be assigned.



**NOTE:**

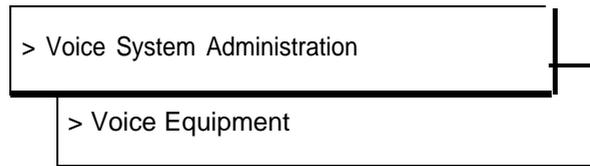
Channels not purchased and activated are not displayed on the *Voice Equipment* screen.

### Requirements

Login: craft  
Materials: worksheet showing extension and channel mapping

### Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to view the voice equipment listing.

The system responds with the *Voice Equipment* screen, as shown in Figure 3-3.



**NOTE:**

The channel state, shown in the third column of the *Voice Equipment* screen, may be in-service (Inserv), facility-out-of-service (FOOS), or manually-out-of-service (Manoos).

| CHN | CD.PT | STATE  | STATE-CHG-TIME  | SERVICE-NAME | PHONE | GROUP | TYPE  |
|-----|-------|--------|-----------------|--------------|-------|-------|-------|
| 0   | 0.0   | Manoos | Nov 23 09:57:15 | -            | -     | -     | I VC6 |
| 1   | 0.1   | Manoos | Nov 23 09:57:18 | -            | -     | -     | I VC6 |
| 2   | 0.2   | Manoos | Nov 23 09:57:20 | -            | -     | -     | I VC6 |
| 3   | 0.3   | Manoos | Nov 23 10:10:49 | -            | -     | -     | I VC6 |
| 4   | 0.4   | Manoos | Nov 23 10:10:52 | -            | -     | -     | I VC6 |
| 5   | 0.5   | Manoos | Nov 23 10:10:54 | -            | -     | -     | I VC6 |

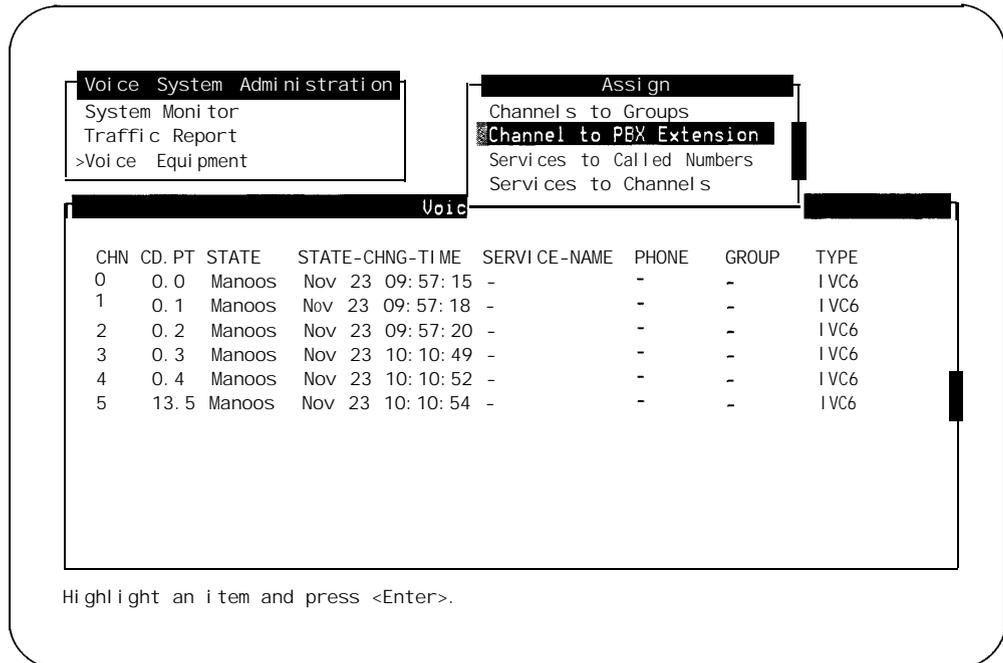
**Figure 3-3. Voice Equipment Screen Before Administration (Newly Installed Circuit Card)**

3. Press ( CHG-KEYS ) (F8) to display the voice equipment function keys.
  - CD.PT: card number and port
  - CHN: channel
  - STATE-CHG-TIME: current port state and the time that the change occurred
  - GROUP: a number may or may not appear in this field. This field is not currently used for the Intuity system.
4. Press ( ASSIGN ) (F3) to display the assignment options.

The system responds with the *Assign* screen, as shown in Figure 3-4. In this screen, Intuity uses the following abbreviations:

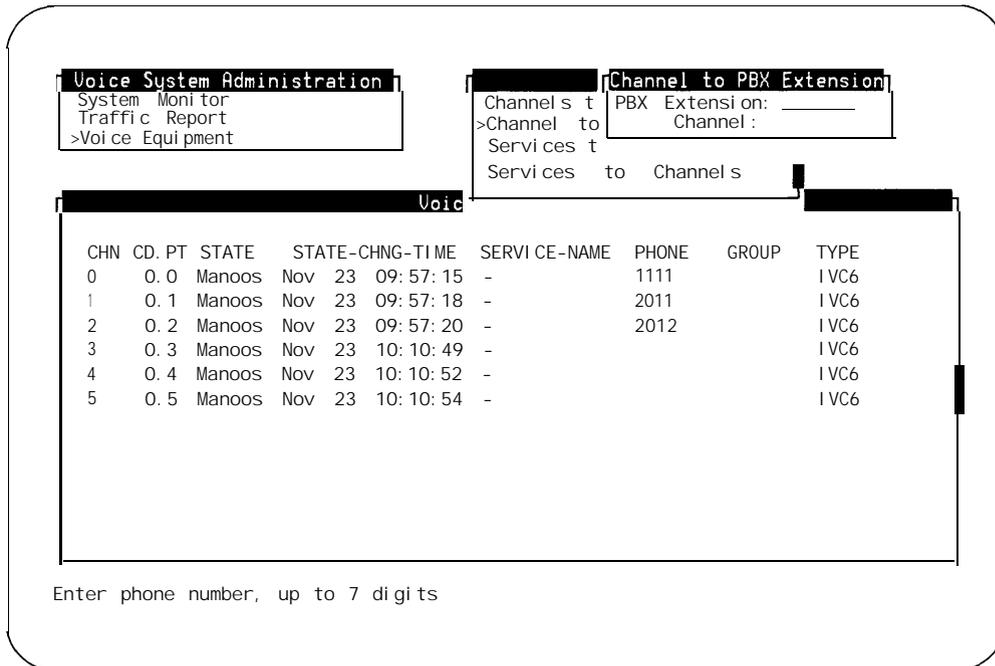
**⇒ NOTE:**

The channel may be in any state for this procedure.



**Figure 3-4. Assign Screen**

5. Select *Channel to PBX Extension* from the assign screen.
6. Press ( ENTER ) to display the screen to map the channels to the extensions.  
The system responds with the *Channel to PBX Extension* screen, as shown in Figure 3-5.



**Figure 3-5. Channel to PBX Extension Screen**

7. Enter the switch extension for the appropriate channel in the PBX Extension field of the Channel to PBX Extension screen. Use the worksheet listing the channels and extensions. The extension number may have up to 7 digits.

**⇒ NOTE:**

Typing over the previous entry removes the old numbers from the fields. It is not necessary to use the (DELETE) or backspace keys on the keyboard.

8. Enter the appropriate channel number in the Channel field.
9. Press (SAVE) (F3).

An information screen appears confirming that the switch extension has been mapped to the channel.

10. Press (ENTER) to continue.

**⇒ NOTE:**

The Voice Equipment screen is not updated until the *Channel to PBX Extension* screen is closed. If you wish to verify your mapping at any time during the procedure, press the (CANCEL) (F6) key twice to cancel out of the *Channel to PBX Extension* and the *Assign*

screen. This will cause the Intuity system to redraw the *Voice Equipment* screen.

11. Repeat Steps 7 through 10 for each channel that needs a switch extension.
12. Press ( CANCEL ) (F6) until you reach the Intuity Administration menu, or if you are verifying the channel state, continue by pressing ( CANCEL ) (F6) once.

## **Verify Channel State**

---

The procedure is used to verify that the state of the channel is in-service (Inserv) and that the channels are ready to be tested.

The Intuity system has four possible port states:

- In-Service (Inserv)

Channel is ready to accept telephone calls. There may be active calls on this channel if the system is operational.

- Facility-out-of-service (Foos)

The channel is not inservice. The Foos state occurs when a channel has been released through the *Voice Board Diagnostics* screen to Inserv, and it does not detect loop current. A channel in the Foos state will automatically convert to the Inserv state when it detects loop current.

- Manually-out-of-service (Manoos)

The channel has been busied-out under the *Voice Board Diagnostics* screen, or the channel is on a new IVC6 circuit card. A channel in the Manoos state will remain in the Manoos state until it is released under the *Voice Board Diagnostics* screen.

- Non-Existent (NONEX or no entry on any screen)

The system does not see the channel. The system will not see a channel that has not been properly activated even if the IVC-6 is present. To change a channel from non-existent to recognized, you must activate it.

Channels are usually shipped from the factory in the facility-out-of-service (Foos) state. When the ports detect loop current, they automatically convert to the Inserv state.

If you have connected the ports to the switch and they remain in the Foos state, you may have a problem with the:

- Connection
- Switch
- Hardware

Refer to *Intuity Platform Administration and Maintenance (585-310-534)*, the Multi-Application Platform hardware document, or the switch integration document for additional information. The diagnostics information is located in *Intuity Platform Administration and Maintenance (585-310-534)*.

If you are installing a new board, you will see the manually-out-of-service state (MANOOS). If MANOOS appears for a channel, you will need to convert it to Inserv or Foos by using the second half of this procedure.



**NOTE:**

If you are already displaying the Voice Equipment screen, begin this procedure at Step 3.

**Requirements**

---

Login: craft

Materials: none

**Procedure**

---

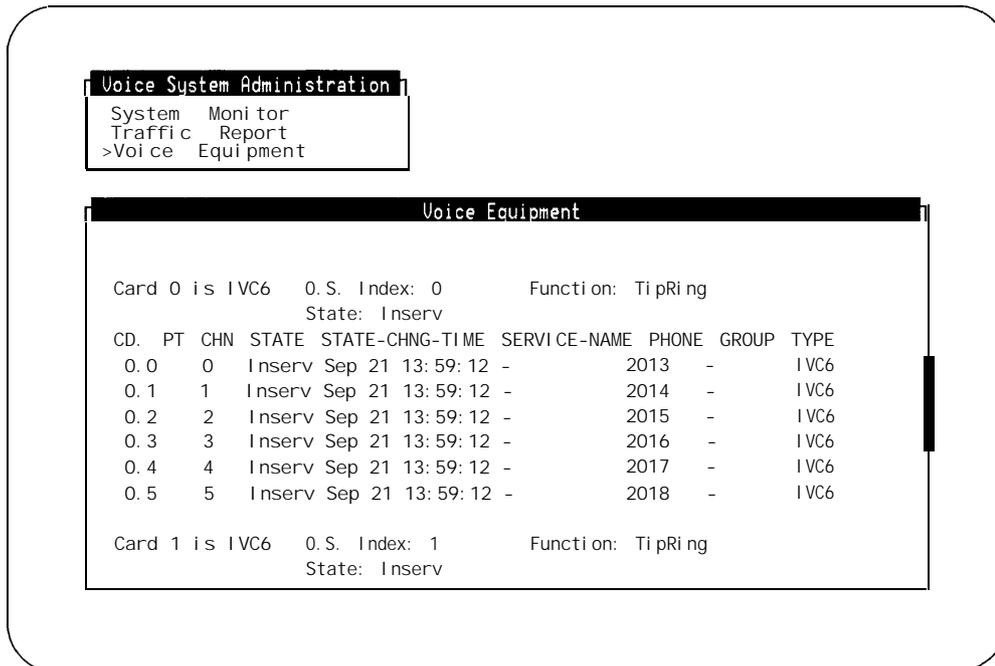
1. Starting at the INTUITY (TM) Administration menu, select:

> Voice System Administration

> Voice Equipment

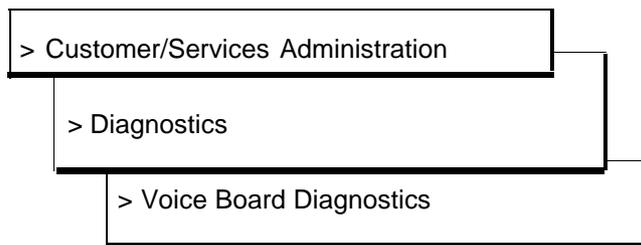
2. Press ( ENTER ) to view the voice equipment listing.

The system responds with the *Voice Equipment* screen, as shown in Figure 3-6.



**Figure 3-6. Voice Equipment Screen**

3. Verify that all of the channels that are listed are in the in-service (Inserv) state. This state is listed in the STATE column of the display.
4. Continue with the next procedure on your checklist if all of the channels are Inserv. If you need to make any changes to any channel states, continue with this procedure.
5. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration menu.
6. Starting at the INTUITY (TM) Administration menu, select:



7. Press ( ENTER ) to view the voice equipment diagnostic screen.

The system responds with the *Diagnose Voice Equipment* screen, as shown in Figure 3-7.

**NOTE:**

Ports will be in the manually-out-of-service (Manoos) state if you are installing a new board. These will transition to in-service (Inserv) when they are released if the board detects loop current. If released ports transition to or remain facility-out-of-service, the ports are not detecting any loop current.

| CHN | CD. | PT | STATE  | STATE-CHNG-TIME | SERVICE-NAME | PHONE | GROUP | TYPE |
|-----|-----|----|--------|-----------------|--------------|-------|-------|------|
| 0   | 0.0 |    | Manoos | Nov 23 09:57:15 | -            | 1111  | -     | 1VC6 |
| 1   | 0.1 |    | Manoos | Nov 23 09:57:18 | -            | 2011  | -     | 1VC6 |
| 2   | 0.2 |    | Manoos | Nov 23 09:57:20 | -            | 2012  | -     | 1VC6 |
| 3   | 0.3 |    | Manoos | Nov 23 10:10:49 | -            | 2014  | -     | 1VC6 |
| 4   | 0.4 |    | Manoos | Nov 23 10:10:52 | -            | 2018  | -     | 1VC6 |
| 5   | 0.5 |    | Manoos | Nov 23 10:10:54 | -            | 2020  | -     | 1VC6 |

**Figure 3-7. Diagnose Voice Equipment Screen**

8. Press ( CHG-KEYS ) (F8) to display the diagnose function keys.
9. Press ( RELEASE ) (F3) to display the screen showing.

The system responds with the *Release of Voice Equipment* screen, as shown in Figure 3-8.

| CHN | CD  | PT | STATE  | STATE-CHNG-TIME | SERVICE-NAME | PHONE | GROUP | TYPE |
|-----|-----|----|--------|-----------------|--------------|-------|-------|------|
| 0   | 0.0 |    | Manoos | Nov 23 11:25:29 | -            | 1111  |       | IVC6 |
| 1   | 0.1 |    | Manoos | Nov 23 11:25:30 | -            | 2011  |       | IVC6 |
| 2   | 0.2 |    | Manoos | Nov 23 11:25:31 | -            | 2012  |       | IVC6 |
| 3   | 0.3 |    | Manoos | Nov 23 11:25:31 | -            | 2014  |       | IVC6 |
| 4   | 0.4 |    | Manoos | Nov 23 11:25:32 | -            | 2018  |       | IVC6 |
| 5   | 0.5 |    | Manoos | Nov 23 11:25:32 | -            | 2020  |       | IVC6 |

Enter card or channel.

**Figure 3-8. Release of Voice Equipment Screen**

10. Enter **ch** for channel or **ca** for card into the Equipment field. After the first two letters, the Intuity system types the rest of the word.
11. Enter the equipment number. You can enter the card or channel numbers in several forms:
  - As a single number (for example: 1)
  - As a range of numbers (for example: 0-4)
  - As a list of single numbers (for example: 6,9,10)
  - As a list of single numbers and ranges (for example: 1,4-7,9)
  - As the word 'all' to indicate that all of the cards or channels should change their states
12. Enter **y** to change the state of the equipment immediately.
13. Enter ( SAVE ) (F3) to save the changes and put them into effect.

The system responds with the Command Output screen and a message:

```
Change State Output:
Channel x changed to state y.
```

In this message, x is the channel number and y is the state of Inserv or Foos.

14. Press ( CANCEL ) (F6) until you reach the *Intuity Administration* main menu, or press ( CANCEL ) (F6) to assign services to channels.

## **Assign Service to Channels for Testing**

This procedure assigns the service Intuity ChanTran to all of the channels for testing.

After the testing is completed, channels will have to be assigned to their operating service. Intuity ChanTran does not support the Intuity applications.

### **Requirements**

Login: craft

Materials: none

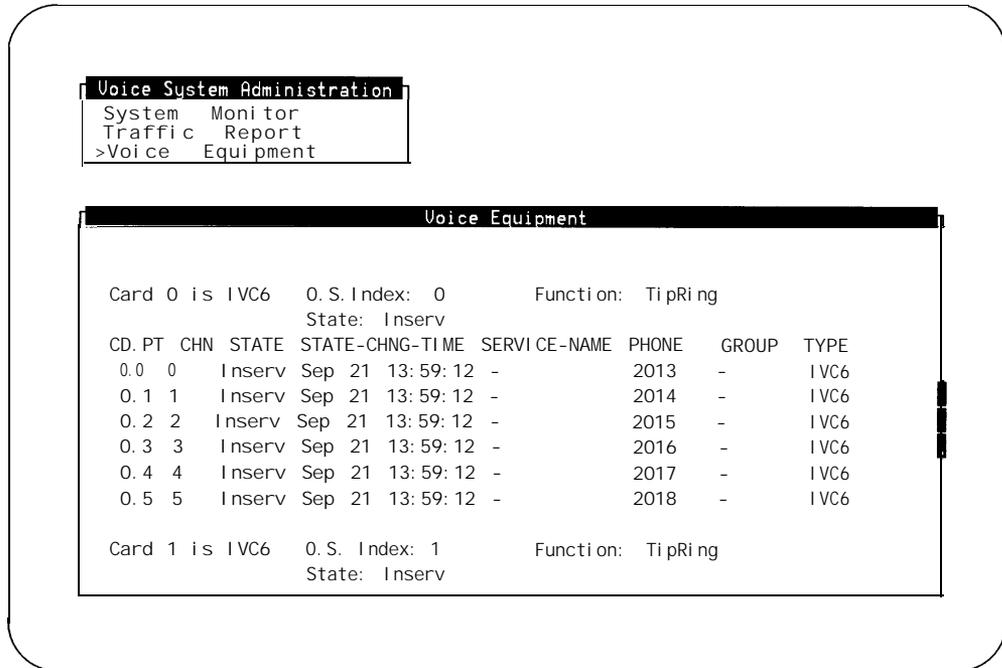
### **Procedure**

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to view the voice equipment listing.

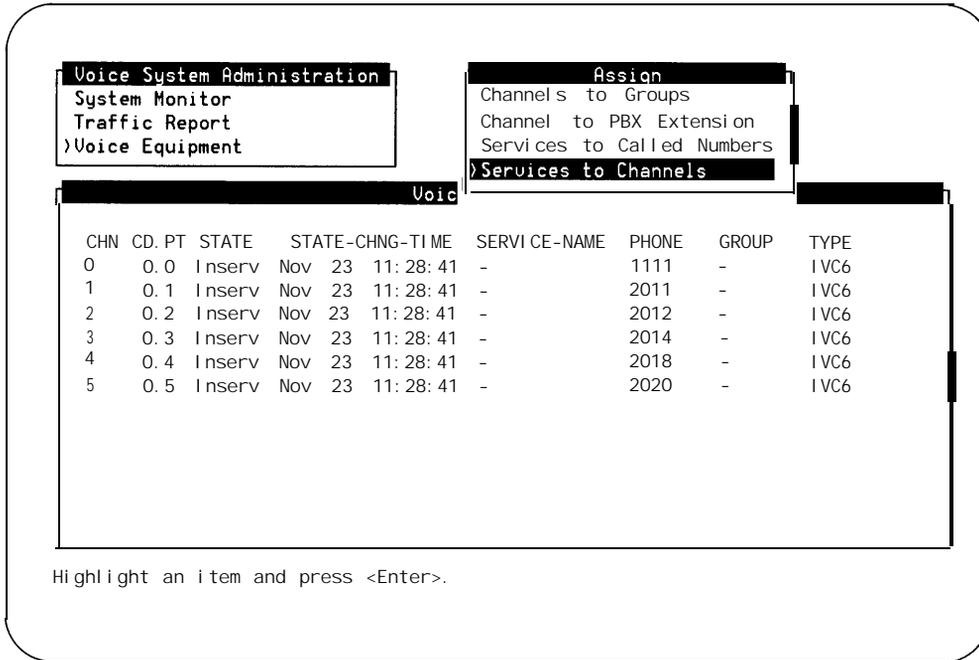
The system responds with the *Voice Equipment* screen, as shown in Figure 3-9.



**Figure 3-9. Voice Equipment Screen**

3. Press ( CHG-KEYS ) (F8) to display the voice equipment function keys.
4. Press ( ASSIGN ) (F3) to display the Assign screen.

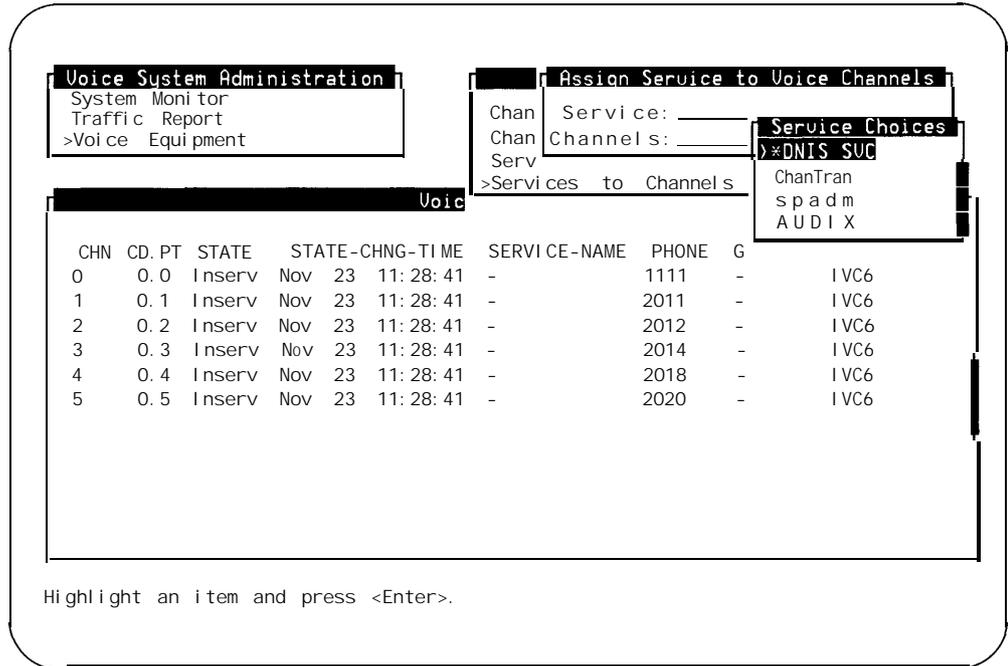
The system responds with the Assign screen, as shown in Figure 3-10.



**Figure 3-10. Assign Screen**

5. Select Services to Channels.
6. Press ( ENTER ) to display the services to channels screen.

The system responds with the *Assign Services to Voice Channels* screen, as shown in Figure 3-11.



**Figure 3-11. Assign Services to Voice Channels Screen**

7. Verify that the cursor is on the Service field in the *Assign Service to Voice Channels* screen.
8. Press ( CHOICES ) (F2) to display all possible services.
9. Select ChanTran for all channels.

**⇒ NOTE:**

ChanTran is for testing purposes only. It will not support Voice Mail or Voice Response.

10. Enter **all** in the Channels field.
11. Press ( SAVE ) (F3).

**⇒ NOTE:**

A Command Output screen verifies that the designated channels are assigned the selected service.

12. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration menu.

## Test Each Channel

---

This test accepts each channel's ability to:

- Recognize touch tones
- Record and playback

Only those channels that have been purchased and activated are tested.

### **NOTE:**

Intuity ChanTran has blind and intelligent transfer test capabilities that may be used to test if the need arises. These transfers, however, may not work on all switches.

If you are using a speaker phone to test in an environment with background noise, you may need to use the mute button while testing touch tone recognition. Background noise will interfere with Intuity ChanTran while using a speaker. If ChanTran does not answer when you are using a speaker phone, mute the phone to stop the background noise detection.

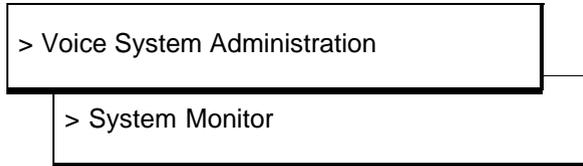
## Requirements

---

|                     |   |
|---------------------|---|
| Login:              | craft   |
| Materials           | 2 test phones matching the type of phones used on the system              |
|                     | Worksheet showing channels and their extension numbers                    |
| Special Conditions: | All channels to be tested must be assigned to ChanTran                    |
|                     | Test phones must be placed so that you can see the monitor while testing. |

**Procedure**

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the System Monitor screen.

The system responds with the *System Monitor - Voice Channels* screen, as shown in Figure 3-12.

| System Monitor - Voice Channels |              |                 |                 |               |                  |
|---------------------------------|--------------|-----------------|-----------------|---------------|------------------|
| Channel                         | Cal ls Today | Voi ce Servi ce | Servi ce Status | Cal ler Input | Di aled Di gi ts |
| 0                               | 0            |                 | *On Hook        |               |                  |
| 1                               | 10           |                 | *On Hook        |               |                  |
| 2                               | 21           |                 | *On Hook        |               |                  |
| 3                               | 4            |                 | *On Hook        |               |                  |
| 4                               | 12           | ChanTran        | Tal ki ng       | 12345#        |                  |
| 5                               | 0            |                 | *On Hook        |               |                  |

**Figure 3-12. System Monitor Screen Showing Channel being Tested with Intuity ChanTran Touch Tone Recognition**

3. Verify that all purchased and activated voice channels are listed as being on-hook at the start of the testing. Refer to planning guide extension and channels worksheet for a listing of the activated channels and their extensions.
4. Use a test phone to dial the extension number of the channel to be tested. Begin with the extension assigned to channel 0.

The system responds:

“This is the channel and transfer test program.  
You are testing voice channel number xx<sup>1</sup>.  
Press 1 to initiate the touch tone recognition test.  
Press 2 to initiate the call transfer test.  
Press 3 to initiate the record and playback test or press the star key to quit.”

 **NOTE:**

ChanTran features Talkoff which allows you to enter numbers or commands before the message or the prompt stops playing. Talkoff, however, can only be used in ChanTran testing after ChanTran has reported the number of the channel being tested.

5. Verify that the channel number reported by ChanTran correctly matches the channel associated with the extension that you dialed.
6. Verify that the channel is listed as ChanTran Talking on the system monitor screen, as shown in Figure 3-12 above. In this figure, Channel 4 is being tested for touch tone recognition.
7. Press 1 (the number 1) to start the touch tone recognition test.

The system responds:

“Enter a set of digits followed by the pound key.  
The star and pound keys will not be spoken.”

8. Enter the numbers **1 2 3 4 5** on the telephone keypad.
9. Enter the pound sign.

The system responds through the telephone:

“The digits entered are 1 2 3 4 5.”

The system then returns to the main ChanTran menu, starting with:

“Press 1 to initiate...”

---

1. xx indicates the number of the channel being tested. For example, if channel 4 were being tested, you would hear: “You are testing voice channel number 4.”

**⇒ NOTE:**

If you heard the sequence of digits that you entered and saw the numbers entered on the System Monitor Screen, the test completed successfully. If you did not hear the sequence of digits that you entered or if the digits are unclear or cannot be understood, the test has failed. Refer to Appendix X, *Troubleshooting*, in this book.

10. Press 1 (the number 1) to restart the touch tone recognition test.
11. Enter the numbers **6 7 8 9 0** on the telephone keypad.
12. Enter the pound sign.

The system responds through the telephone:

“The digits entered are 6 7 8 9 0.”

The system then returns to the main menu, starting with:

“Press 1 to initiate...”

13. Press (the number 3) to start the record and playback test.

The system responds:

“Press 1 to record message using CELP.<sup>2</sup>  
Press 2 to record message using ADCMP32.  
Or, press 3 to record message using Sub-Band 16.”

14. Press 1 (the number 1) to record a message using CELP.

The system responds:

“Record test message at the tone.”

15. Record a short test message such as “Test, test, test” by speaking into the test phone. The system stops recording automatically when you stop speaking.

The system responds through the telephone:

The recorded phrase is: “Test, test, test.”

The system then returns to the Intuity ChanTran main menu, starting with:

“Press 1 to initiate...”

**⇒ NOTE:**

If you heard the phrase, the test has completed successfully. If you did not hear the phrase, or the repeated phrase cannot be understood, the test has failed. Refer to Appendix X, *Troubleshooting*, in this book.

16. Press the star key to disconnect from the channel.

---

2. These are different calling algorithms.

17. Hang up the phone.
18. Verify the disconnection by looking at the System Monitor screen. The channel should return to on hook.



**NOTE:**

If the channel returned to on-hook, the test has completed successfully.

19. Test all remaining channels by repeating Steps 4 through 17 until all channels have been tested.
20. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration main menu.

## **Assign Services to Called Numbers**

During installation, the voice channels must be assigned a service. This service tells the voice channels what to do with the incoming call.

The dialed number information service (DNIS\_SRV) provides the information Intuity needs to correctly answer the incoming call. DNIS\_SRV allows channels to be flexible, so that each channel is able to handle different applications. This makes the system more responsive: if many calls come into the system for one of the applications at the same time, the Intuity system can answer with as many channels as is needed, up to the maximum number permitted by hardware limitations.

Before DNIS\_SRV can be used, however, DNIS\_SRV itself must be administered. This administration involves identifying the service and the incoming called number that requires the service. The following procedure to assign the services and the called numbers must be performed before the DNIS\_SVC itself is assigned to the channels.

### **Requirements**

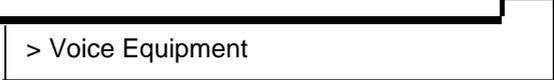
Login:       craft  
Materials:   none

### **Procedure**

1. Starting at the INTUITY (TM) Administration menu, select:



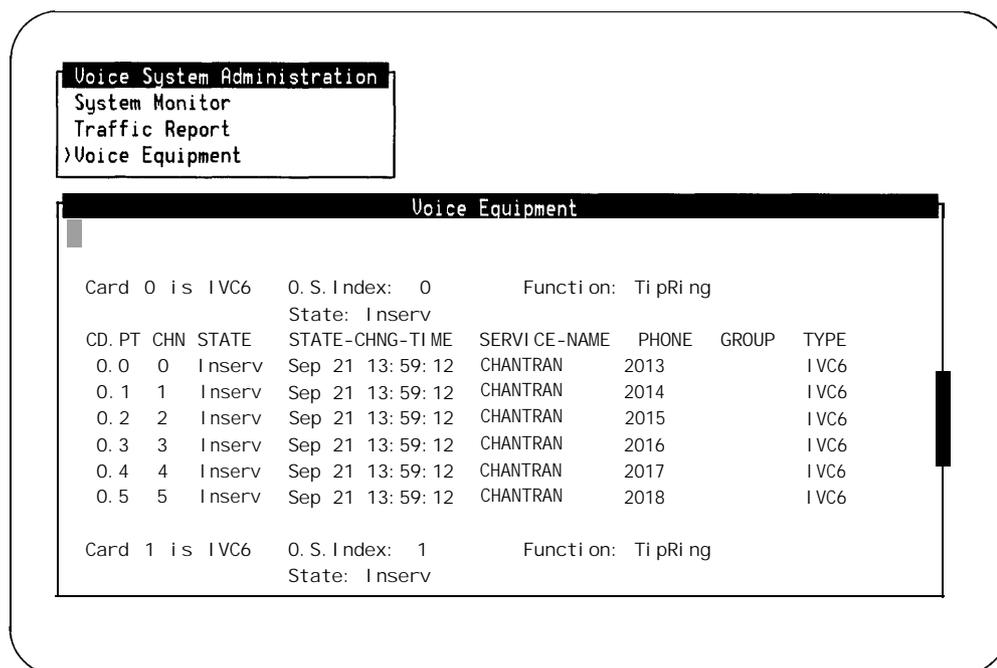
> Voice System Administration



> Voice Equipment

2. Press ( ENTER ) to view the voice equipment listing.

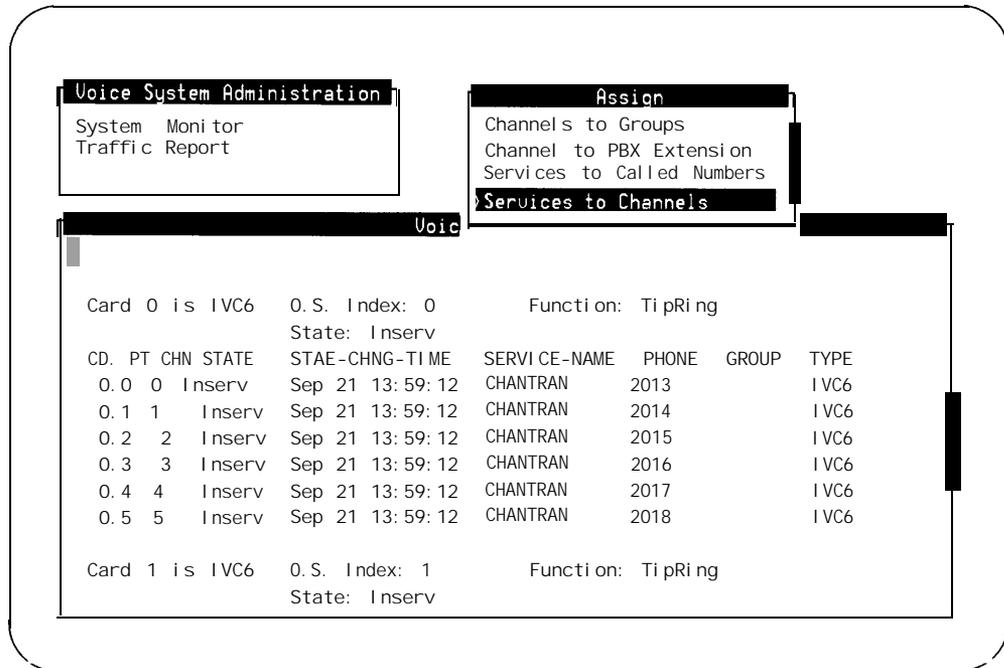
The system responds with the *Voice Equipment* screen, as shown in Figure 3-13.



**Figure 3-13. Voice Equipment Screen**

- 3 Press ( CHG-KEYS ) (F8) to display the voice equipment function keys.
- 4 Press ( ASSIGN ) (F3) to display the assignment options.

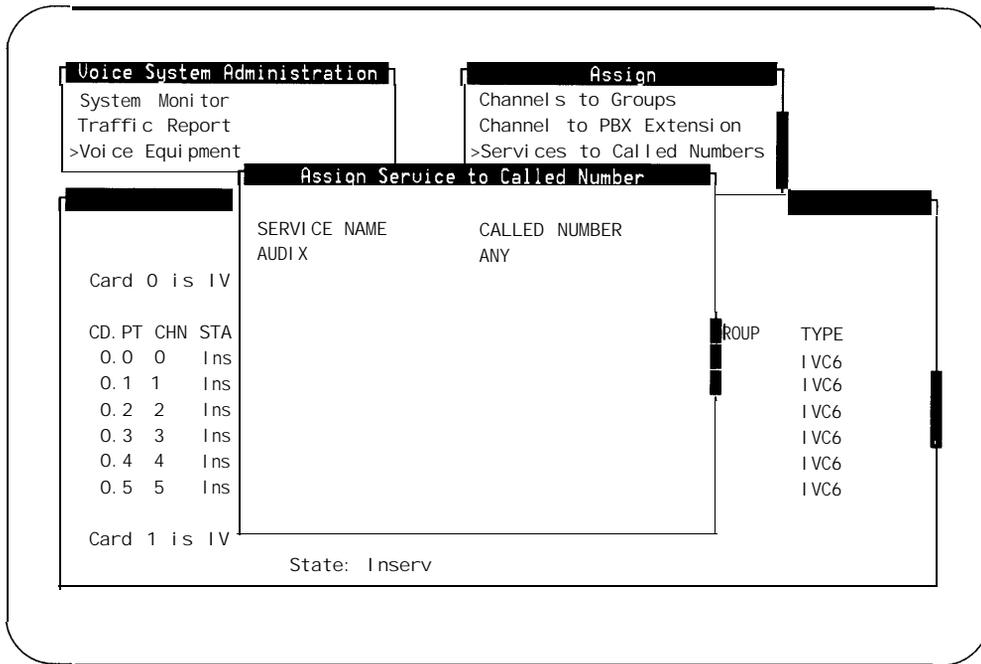
The system responds with the *Assign* screen, as shown in Figure 3-14.



**Figure 3-14. Assign Screen**

5. Select *Services to Called Numbers* from the *Assign* screen.
6. Press ( ENTER ) to display the screen to assign the services to the called numbers.

The system responds with the *Assign Service to Called Numbers* screen, as shown in Figure 3-15.



**Figure 3-15. Assign Service to Called Number Screen**

7. Press ( CHG-KEYS ) (F8).
8. Press ( ADD ) (F1).

The system responds with the *Add Service to Called Number* screen in the upper right-hand corner of the monitor.

**⇒ NOTE:**

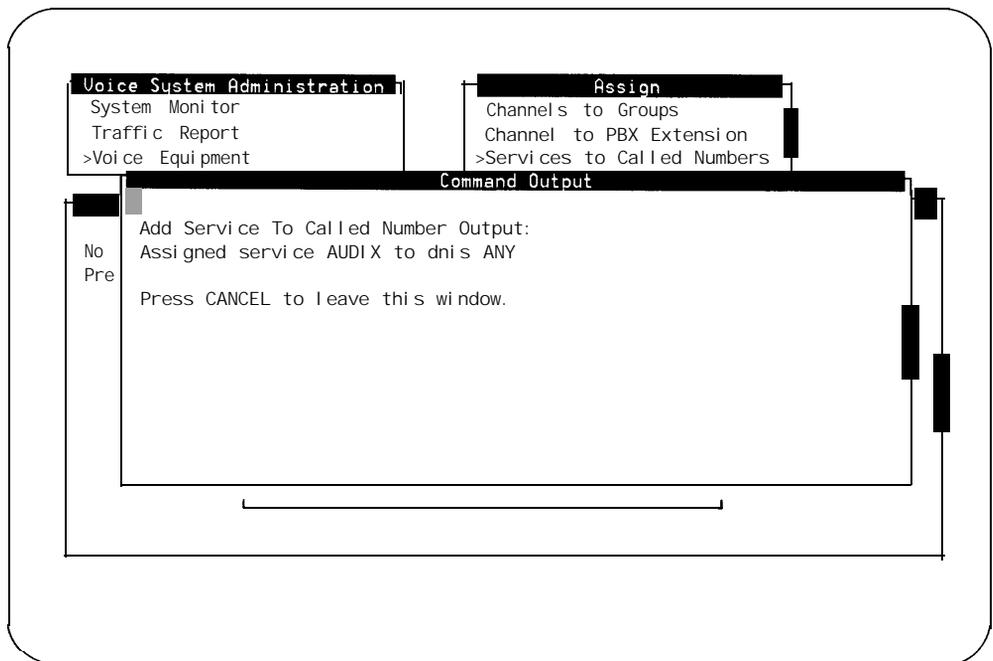
To remove a called number from the \*DNIS\_SVC group, press ( CHG-KEYS ) (F8) and then ( REMOVE ) (F2) and then continue with Step 8.

9. Place the cursor in the *Service name to be added* field.
10. Press ( CHOICES ) (F2).
11. Refer to the worksheet showing the services to channels. Assign the services as shown on the worksheet.
12. Select **AUDIX**.
13. Press ( ENTER ) to assign AUDIX as the service name.
14. Enter **any** for the AUDIX called number.

15. Refer to the worksheet. If any specific numbers require a specific service, enter the service and then the number. If the system is to be installed with AUDIX only, continue with the next step.

16. Press ( SA<sub>V</sub>E ) (F3).

A command output screen appears confirming your selection to add or remove a called number from the \*DNIS\_SVC group, as shown in Figure 3-16.



**Figure 3-16. Screen Confirming the Assignment of Services to Called Numbers**

17. Press ( CANCEL ) (F6) until you reach the Intuity Administration main menu, or continue with the next task, *Map Services to Channels for Operation*.

## Map Services to Channels for Operation

---

This procedure assigns the channels to the services that they will use during normal operation. The service that will be used for operation is the dialed number information service (DNIS\_SRV).

### ⇒ NOTE:

Channels assigned to AUDIX instead of DNIS\_SRV on the Intuity system will not be integrated. Integrated channels provide call information for Intuity AUDIX. Non-integrated channels ask the caller to enter the extension number of the person that he or she is trying to reach.

## Requirements

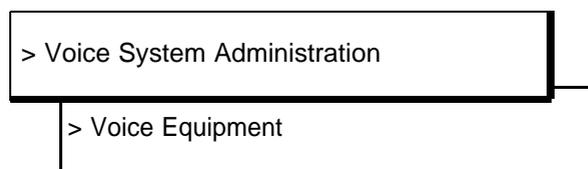
---

Login: craft  
Materials: planning guide worksheet

## Procedure

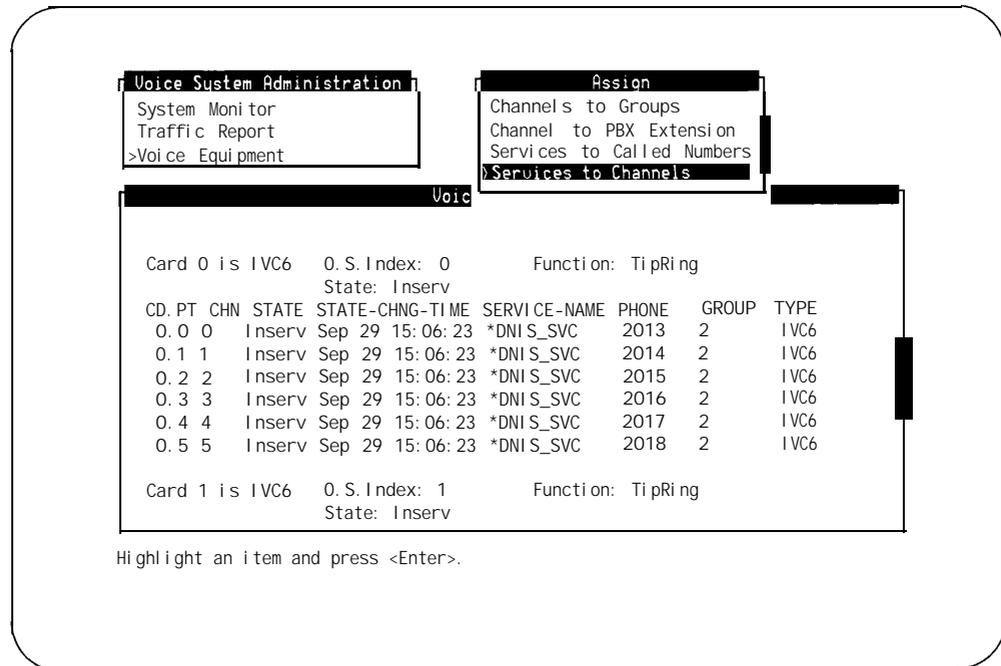
---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the Voice Equipment screen.
3. Press ( CHG-KEYS ) (F8) to display the voice equipment function keys.
4. Press ( ASSIGN ) (F3) to display the Assign screen.

The system responds with the *Voice Equipment* screen as shown in Figure 3-17.



**Figure 3-17. Voice Equipment Screen**

5. Select *Services to Channels* from the *Assign* menu.
6. Press ( ENTER ) to display the *Services to Channels* screen.
7. Press ( CHOICES ) (F2) to display all possible services.
8. Select \*DNIS\_SVC for all of the channels.
9. Press ( ENTER ) to assign DNIS\_SVC.
10. Enter **all** so that all of the channels receive DNIS\_SRV.
11. Press ( SAVE ) (F3).

The system responds with a *Command Output* screen verifying that the designated channels are assigned the specified service.

12. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration main menu
13. Continue with the next procedure on your checklist.



---

## Intuity AUDIX Administration and Test

# 4

---

The procedures to administer and acceptance test the Intuity AUDIX feature include the following:

- Administer the parameters and basic features per the customer's order
- Administer two test subscribers
- Acceptance test the system
- Remove the two test subscribers

Refer to the installation worksheets inventory from your project manager to determine how much of the initial Intuity AUDIX system administration you will need to do.



**NOTE:**

Chapter 1, *Pre-Installation Procedures*, contains a section "Review Intuity Screen Use." The section discusses both the Intuity platform and the Intuity AUDIX screen use.

## **Administer Intuity AUDIX Parameters and Basic Features**

---

This procedure is required if the customer has indicated specific features to be changed from the system defaults.

### **⇒ NOTE:**

Refer to your worksheet inventory from your project manager. This form will list the worksheets that you need in order to perform the initial administration for Intuity AUDIX. If you would like further information, refer to *Intuity AUDIX Administration* (585-310-539).

If no changes are to be made, continue with the next procedure.

### **Requirements**

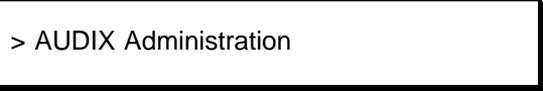
---

|            |  |
|------------|--|
| Login:     | craft  |
| Materials: | planning book worksheet(s) from your project manager |

### **Procedure**

---

1. Starting at the INTUITY (TM) Administration menu, select:



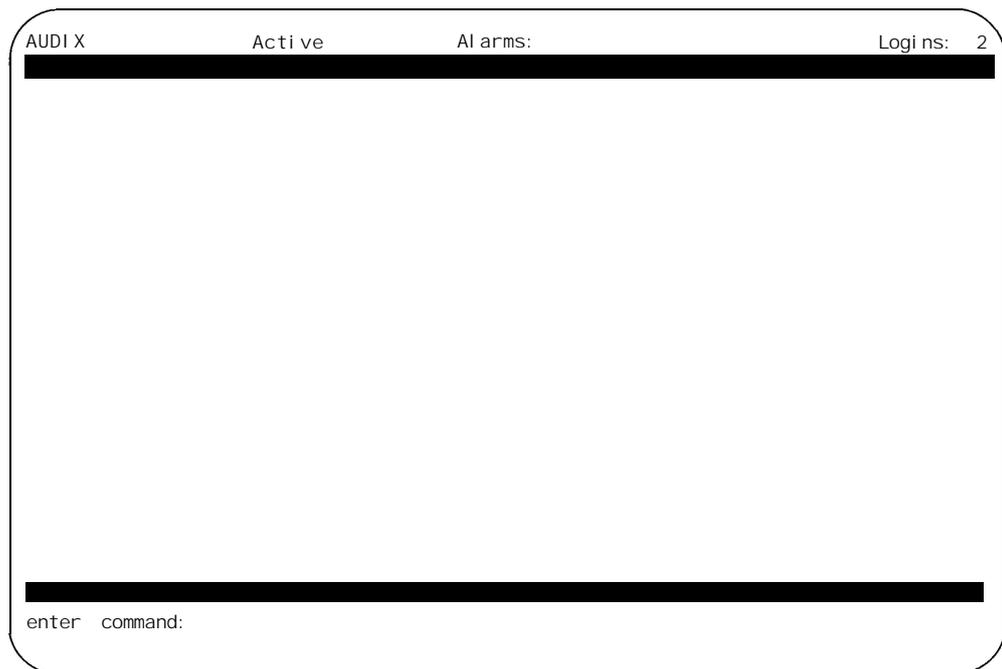
```
> AUDIX Administration
```

2. Press ( ENTER ) to display the form used to administer the Intuity AUDIX.

The system responds with the *AUDIX Form* screen, as shown in Figure 4-1.

### **⇒ NOTE:**

This screen provides command-line entry. The prompt for these forms is locate toward the lower left-hand corner of the screen. To exit these forms, enter **exit**



**Figure 4-1. Forms Controller for Intuity AUDIX**

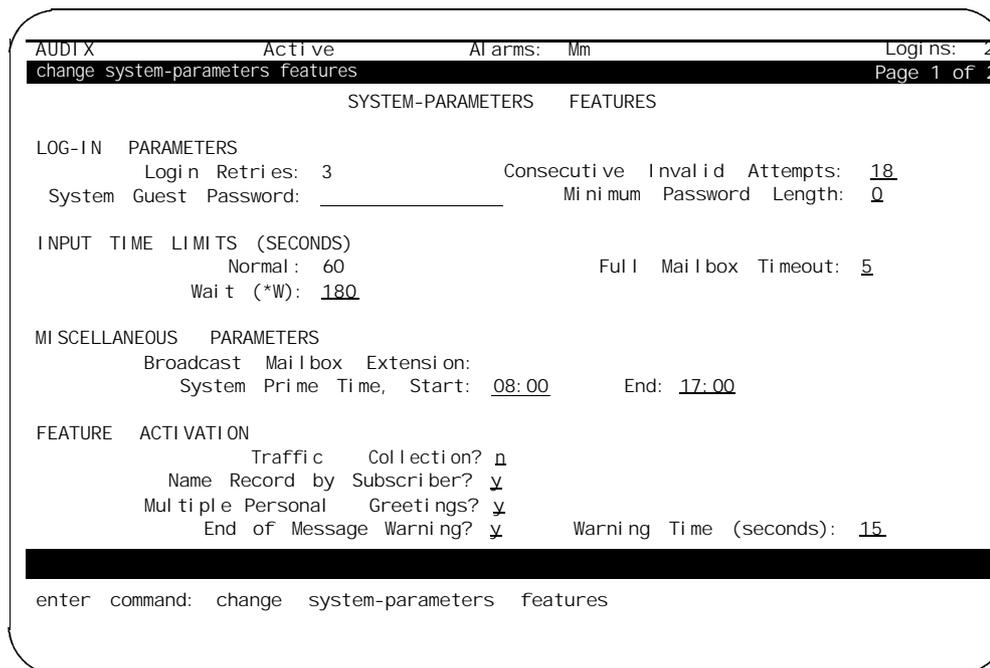
3. Enter **ch sy f** at the command prompt.



**NOTE:**

**ch sy f** is the short form for the **change system-parameters features** command.

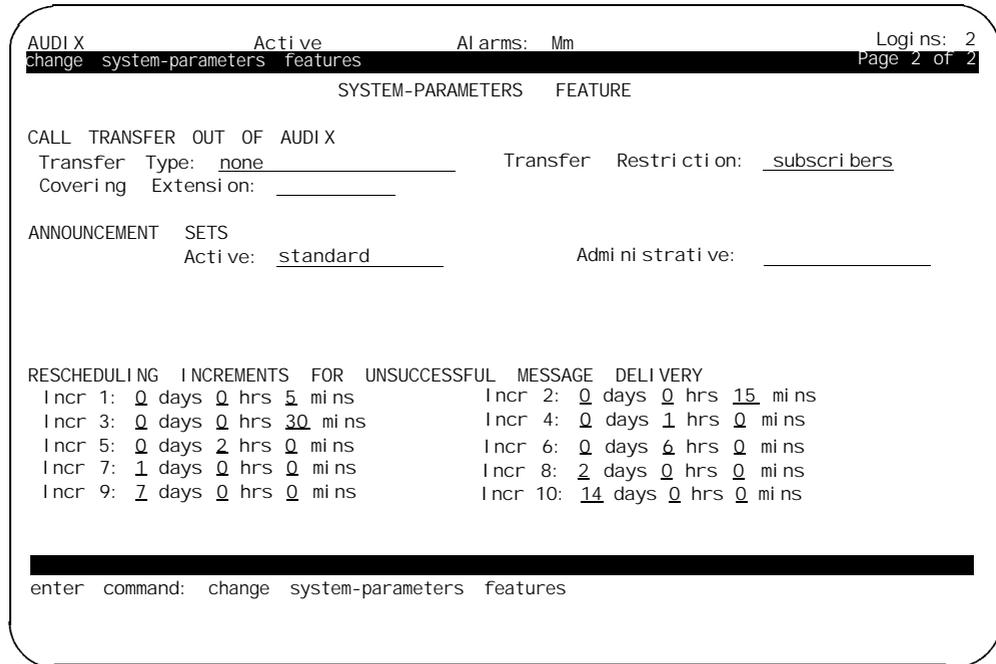
The system responds with the *Change System-Parameters* screen.



**Figure 4-2. Change System-Parameters Features Screen, Page 1**

4. Refer to the worksheet.
5. Move the cursor to the field to be changed. Use the arrow keys or the ( TAB ) key to move to the field.
6. Enter the value to be changed either by typing the value or by pressing ( CHOICES ) (F6) for a selection of values.
7. Repeat Steps 2 through 4 for each of the parameters that need to be changed on Page 1.
8. Press ( NEXTPAGE ) (F7) to go to Page 2.

The system responds with the Change System-Parameters Page 2 screen, as shown in Figure 4-3.



**Figure 4-3. Change System-Parameters Features Screen, Page 2**

9. Refer to the worksheet.
10. Move the cursor to the field to be changed. Use the arrow keys or the ( TAB ) key to move to the field.
11. Enter the value to be changed either by typing the value or by pressing ( CHOICES ) (F6) for a selection of values.
12. Repeat Steps 7 through 10 for each of the parameters that need to be changed on Page 2.
13. Continue with the next worksheet provided by your project manager. Use the same basic steps to complete the other worksheets:
  - a. Enter the command at the command prompt.
  - b. Move the cursor to the field to be changed. Use the arrow keys or the ( TAB ) key to move to the field.
  - c. Type in the information or use the ( CHOICES ) key.
  - d. Press ( ENTER ) (F3) to enter the information into the system.

14. Type **exit** at the command prompt when you are finished using the Intuity AUDIX screens.
15. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration menu.
16. Continue with the next procedure on your checklist.

## Add Test Subscribers 1 and 2

Test Subscribers 1 and 2 are used to test the Voice Mail and Call Answer features.



**NOTE:**

If you are already displaying the Intuity AUDIX form, begin this procedure with Step 3.

### Requirements

|                     |  |
|---------------------|--|
| Login:              | craft  |
| Materials:          | Two connected test phones<br><br>test phone worksheet<br><br>Test phone should be representative of the majority of the phones used by subscribers on the system |
| Special Conditions: | Test phones fully administered on the switch.  |

### Procedure

1. Starting at the INTUITY (TM) Administration menu, select:

> AUDIX Administration

2. Press ( ENTER ) to display the form used to administer the Intuity AUDIX.  
The system responds with the *AUDIX Form* screen.



**NOTE:**

This screen provides command-line entry.

3. Enter **add su** at the command prompt.

**⇒ NOTE:**  
**ad su** is the short form for the **add subscriber** command.

The system responds with the *Add Subscriber* screen as shown in Figure 4-4.

```

AUDIX           Active           Alarms: none           Logins: 1
add subscriber           Page 1 of 2
SUBSCRIBER

Name: _____           Locked? n
Extension: _____           Password: _____
COS: class00           Mi scel laneous: _____
Switch Number: -           Covering Extension: _____
Community ID: -           Broadcast Mail box? __

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

**Figure 4-4. AUDIX Administration Screen: add subscriber**

4. Enter **test-1** into the Name field.
5. Press the arrow keys or ( TAB ) to move to the extension field.
6. Enter the extension for the first test subscriber in the Extension field.
7. Press the ( ENTER ) (F3) function key to add the subscriber.

**⇒ NOTE:**  
 This procedure uses the defaults for the remaining fields.

The system responds with the following message above the enter command prompt:

```
command successfully completed
```

8. Repeat Steps 4 through 6 for the second test subscriber, **test-2**.
9. Enter **exit** at the prompt to return to the INTUITY (TM) Administration menu.
10. Test the Intuity AUDIX Voice Mail and Call Answer.

## **Test Call Answer and Voice Mail**

In order to test call answer, you must:

- Create a test call answer message
- Retrieve the call answer message

Prior to performing this procedure, test-1 and test-2 must be administered on the switch and in the Intuity system.

### **Requirements**

|                     |  |
|---------------------|--|
| Login:              | craft  |
| Materials:          | two test phones identical to the phones in use for the Intuity subscribers |
|                     | integrated message retrieval number  |
| Special Conditions: | subscribers test-1 and test-2 administered on Intuity AUDIX                |

### **Procedure to Test Intuity AUDIX Call Answer**

1. Call the test-1 extension from the test-2 extension. Let the phone ring until Intuity answers.
2. Record after the tone by saying: **“This is a test Call Answer message for Intuity AUDIX.”**
3. Hang up the test-2 phone to disconnect.
4. Check for the MWI (Message Waiting Indicator) on the test-1 extension. The MWI varies. You should detect either a flashing light, a screen display, or a dial tone stutter.  
  
If MWI is not present, you may have a problem with the switch integration or the wrong switch number administered for the test phone.
5. Dial the integrated message retrieval number from the test-1 phone.
6. Press [#] (the pound sign) when Intuity AUDIX asks for the extension.  
  
If you have to enter the extension of the test-1 phone in order to retrieve the message, the channel may have AUDIX assigned to it instead of DNIS\_SRV. See Chapter 3, “Platform Administration,” for channel assignment information.
7. Press [#] (the pound sign) when Intuity AUDIX asks for the password.

8. Voice in the name **test-1** if prompted to do so. The Intuity AUDIX will provide instructions.



**NOTE:**

You will not have to voice in the name if the Name Record by Subscriber has been turned off under the *Change System Parameters Features* screen under AUDIX Administration. The system default for this parameter is on.

9. Press [2] (the number 2) to retrieve messages.
10. Press [0] (zero) to hear the message. If the message quality is not satisfactory, contact your remote support center.
11. Hang up the test-1 phone to disconnect.
12. Check again for the MWI on the test-1 phone. The MWI should be off.
13. Dial the Intuity retrieval number.
14. Press [#] (the pound sign) when Intuity AUDIX asks for the extension.
15. Press [#] (the pound sign) when Intuity AUDIX asks for the password.
16. Press [2] (the number 2) to retrieve messages.
17. Press [★] (star) [D] (the letter d) to delete your test message.
18. Hang up the test-1 phone to disconnect.
19. Continue with the next procedure, "Procedure to Test Intuity AUDIX Voice Mail."

### **Procedure to Test Intuity AUDIX Voice Mail**

1. Dial the Intuity number from the test-1 phone.
2. Press [#] (the pound sign) when Intuity AUDIX asks for the extension.
3. Press [#] (the pound sign) when Intuity AUDIX asks for the password.
4. Press [1] (the number 1) to create an Intuity AUDIX message.
5. Record after the tone by saying: **“This is a test Voice Mail message for Intuity AUDIX.”**
6. Press [#] (the pound sign) to approve your message when you have finished speaking.
7. Enter the extension number for the test-2 phone when Intuity AUDIX.
8. Press [#] (the pound sign) after the test-2 phone extension number.
9. Press [#] (the pound sign) to deliver the test message to the test-2 extension.
10. Hang up the test-1 phone to disconnect.
11. Dial the integrated message retrieval number from the test-2 phone.
12. Press [#] (the pound sign) when Intuity AUDIX asks for the extension.
13. Press [#] (the pound sign) when Intuity AUDIX asks for the password.
14. Press [2] (the number 2) to retrieve messages.
15. Press [0] (zero) to hear the message. If the message quality is not satisfactory, contact your remote maintenance center.
16. Press [ \* ] (star) [D] (the letter d) to delete your test message.
17. Hang up the test-2 phone to disconnect.
18. Verify that the message waiting indicator (MWI) has been turned off.
19. Remove the test subscribers from the Intuity system.

## **Remove Test Subscribers 1 and 2**

Test Subscribers 1 and 2 must be removed before continuing with the next procedure on your checklist. This prevents having any unassigned mailboxes in the system. Unassigned mailboxes can lead to toll fraud problems.

### **Requirements**

Login: craft

Materials: none

### **Procedure**

1. Starting at the INTUITY (TM) Administration menu, select:

> AUDIX Administration

2. Press ( ENTER ) to display the AUDIX form.

The system responds with the *AUDIX Administration* screen.

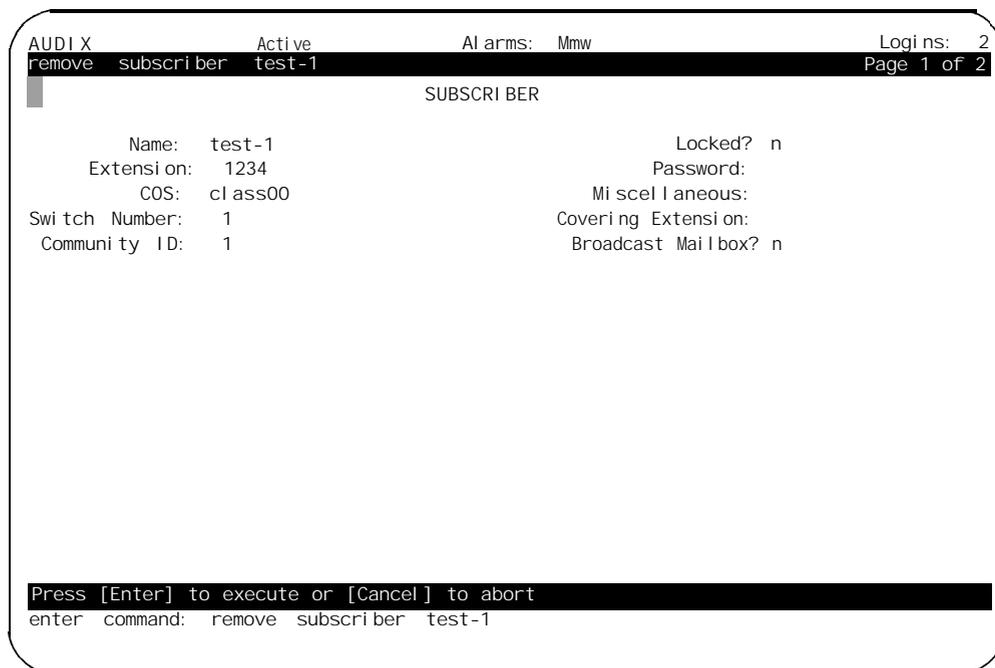
3. Enter **rem su test-1** at the command prompt.



**NOTE:**

**rem su** is the short form of the **remove subscriber** command.

The system responds with the *Remove Subscriber* screen showing subscriber test-1. This screen is shown in Figure 4-5.



**Figure 4-5. Remove Test Subscriber Screen**

4. Press ( ENTER ) (F3) to remove the subscriber.  
 The system responds with the following message above the enter command prompt:  
 command successfully completed
5. Repeat Steps 2 and 4 to remove subscriber test-2.
6. Enter exit at the enter command prompt to exit to the INTUITY (TM) Administration menu.
7. Continue with the next procedure on your checklist.

---

## Intuity Feature and Package Options Administration and Test

# 5

---

This chapter presents the information needed to administer and acceptance test the optional features and packages that are available on the Intuity system. These features and options include:

- Intuity AUDIX Optional Language Packages
- UNIX Multi-User Package
- Disk Mirroring

This chapter is intended for use if you are adding a feature to an existing system or during the initial installation.

**⇒ NOTE:**

All forms of networking have their own documentation. Refer to the individual networking documents in order to administer and test the networking. The networking documentation for the Intuity system includes:

- *AMIS Analog Networking (585-300-512)*
- *Intuity AUDIX Digital Networking Administration (585-310-533)*
- The individual switch integration document for DCS

## Verify Optional Language Software Installation

---

Intuity has 4 different language packages available for use with the system:

- American English
- British English
- French Canadian
- Latin American Spanish

The default language for Intuity is American English. Since it is a default, American English will remain on the system, even if an optional language package is loaded. Therefore, an Intuity system that has an optional language will have both American English and the optional language loaded. Use the procedure below to verify that the optional language is loaded before administering the system to use the optional language.

The screens in this procedure present two types of listings. The first is the long form. The long form displays package information for the major software packages or applications. The second type is a line-by-line listing. This form displays all of the packages loaded on the system.

Both of these types of listings are shown in the View Installed Software procedure.

### Requirements

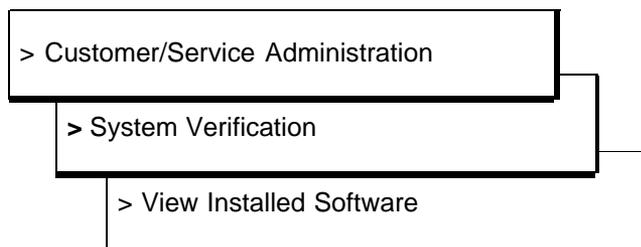
---

|            |       |
|------------|-------|
| Login:     | craft |
| Materials: | none  |

### Procedure

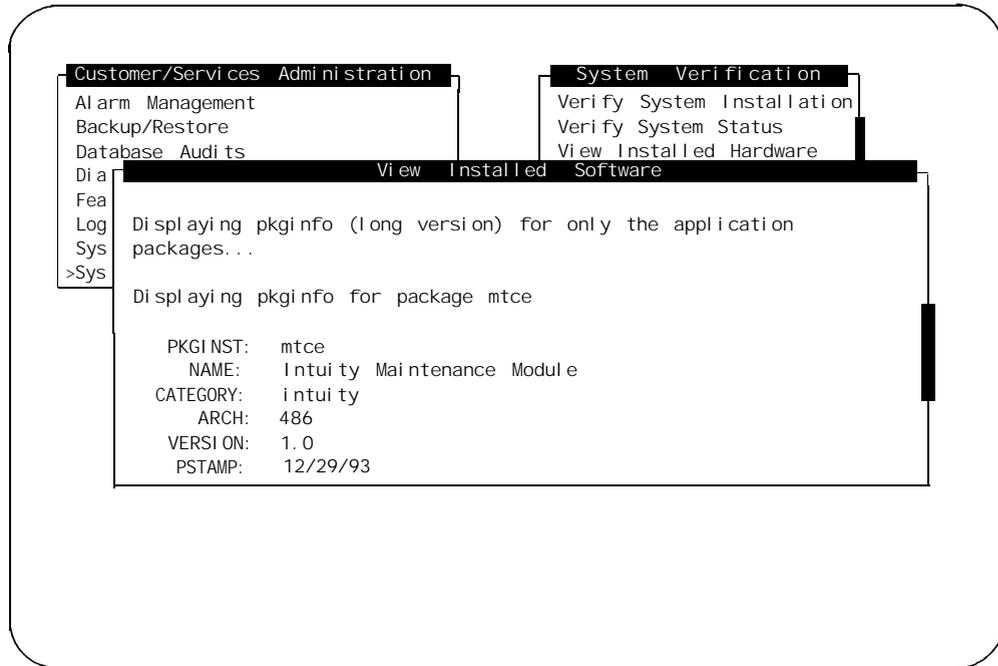
---

1. Starting at the INTUITY (TM) Administration menu select:



2. Press ( ENTER ) to view the installed software.

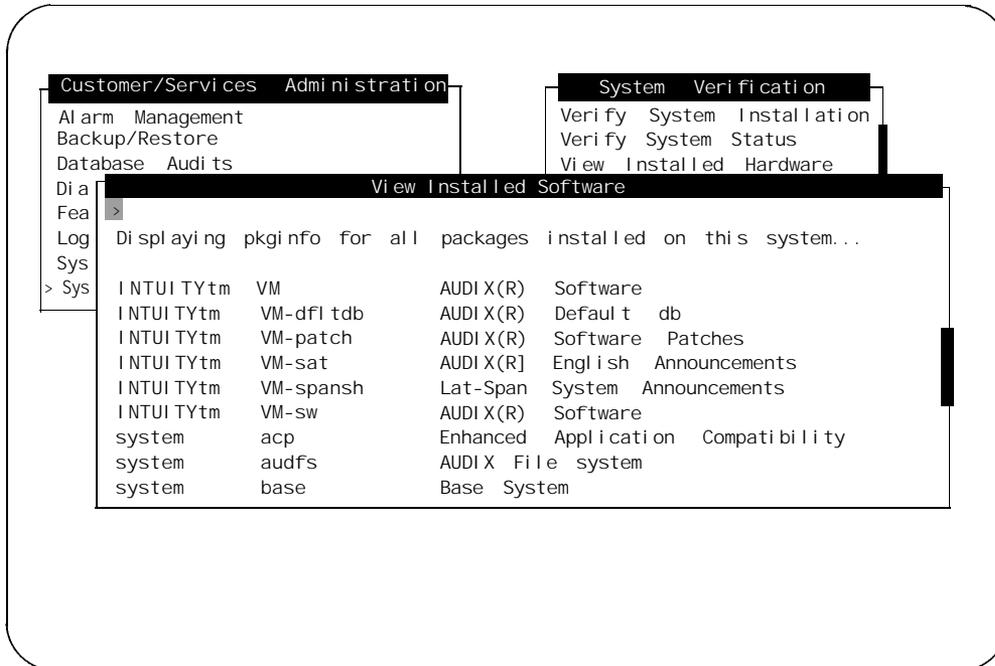
The system responds with the *Results of View Installed Software* Screen, as shown in Figure 5-1.



**Figure 5-1. Results of View Installed Software Screen, Long Form**

3. Use the arrow keys or press the ( NEXTPAGE ) (F3) key to page through the listings until you reach the line-by-line listing. If necessary, the ( PREVPAGE ) (F2) can be used to return to the previous page.

The system responds with the *View Installed Software* screen, line-by-line listing, as shown in Figure 5-2.



**Figure 5-2. View Installed Software, Line-by-Line Listing**

4. Verify that the optional language package is installed.

**⇒ NOTE:**

If the optional language package is not loaded, you will need to load it before continuing. Refer to Appendix A, *Software Loading Procedures*.

5. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration menu.
6. Continue with the next task, *Administering the Optional Language Package*.

## Administer the Optional Language Package

---

The default language for Intuity is American English. If any language other than the default is to be used on the system, that language must be chosen as a part of initial system administration.



### NOTE:

The Intuity system is a unilingual system. Only one language maybe operational at a time.

The language packages are administered under Intuity AUDIX Administration.

### Requirements

---

|            |  |
|------------|--|
| Login:     | craft  |
| Materials: | planning worksheet showing language selected |

### Procedure

---

1. Use the View Installed Software procedure (Chapter 2) to verify that the desired language package has been loaded. If you have already verified that the software is loaded, start with Step 2.
2. Starting at the INTUITY (TM) Administration menu, select:

> AUDIX Administration

3. Press ( ENTER ) to display the AUDIX administration form.  
The system responds with the *AUDIX Form* screen.
4. Enter **ch sy f** at the command prompt.



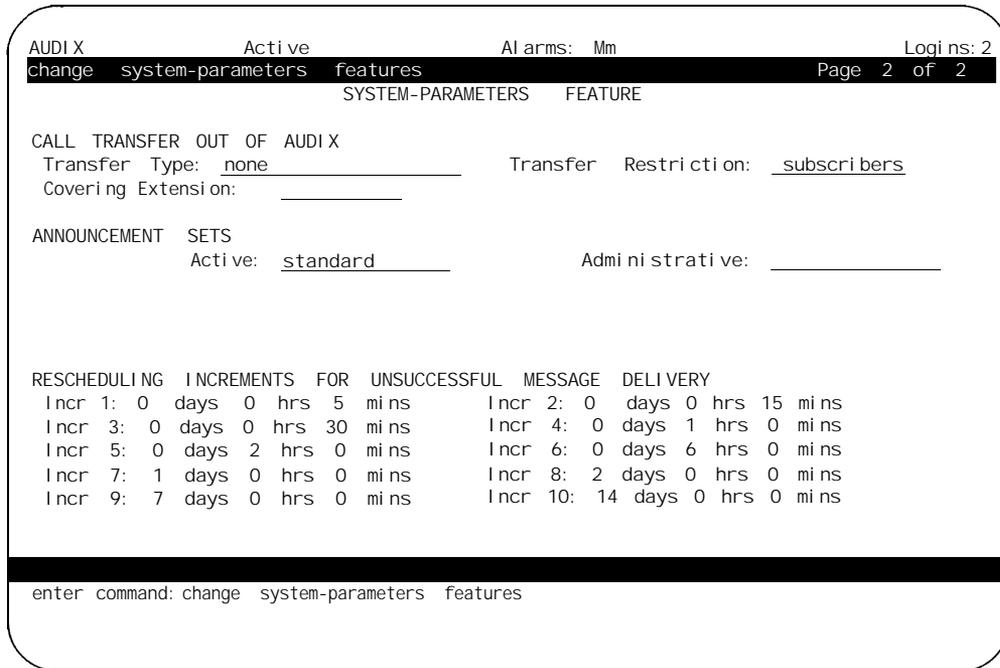
### NOTE:

**ch sy f** is the short form for the **change system-parameters features** command.

The system responds with the *Change System-Parameters* screen.

5. Press( NEXTPAGE ) (F7).

The system responds with the *Change System-Parameters Features* screen, Page 2, as shown in Figure 5-3.



**Figure 5-3. Change System-Parameters Features, Page 2**

6. Place the cursor on the Announcement Sets Active field.

7. Press ( CHOICES ) (F6).

8. Select the desired language.

9. Press ( ENTER ) (F3).

The system responds:

```
command successfully completed
```

10. Press ( CANCEL ) (F1) to exit the Change System-Parameters Features screen and return to the INTUITY (TM) Administration screen.

11. Press ( ENTER ) (F6) until you reach the Intuity Administration main menu.

12. Continue with the next procedure, *Test the Optional LanguagePackage*.

## **Test the Optional Language Package**

After administering the Intuity optional language package, all prompts in the system will be spoken in the optional language. To test this, call the system and listen for the prompts in the optional language.



### **NOTE:**

If you do not speak the optional language, ask your customer or your project manager to make the call or to designate some one for you to contact. The designated person should then make the calls to the system, listening for prompt clarity and appropriateness.

## **Requirements**

|            |  |
|------------|--|
| Login:     | none                                     |
| Materials: | phone to place a test call to the system |

## **Procedure**

1. Call the message retrieval number.
2. Verify that the language spoken for the prompts is the selected optional language.
3. Verify that the prompts can be clearly understood.

## Administer the UNIX Multi-User Software

---

There is no specific administration associated with the UNIX Multi-User software. When it is loaded onto the system, it is ready to be used.

## Verify the UNIX Multi-User Software Installation

---

UNIX Multi-User software is required for all systems that will be using more than 2 login sessions at any given time. It is also required for systems with the Multi-Port Serial card installed. Use the procedure below to verify that the UNIX Multi-User software has been loaded onto the system.

The screens in this procedure present two types of listings. The first is the long form. The long form displays package information for the major software packages or applications. The second type is a line-by-line listing. This form displays all of the packages loaded on the system.

Both of these types of listings are shown in the procedure.

### Requirements

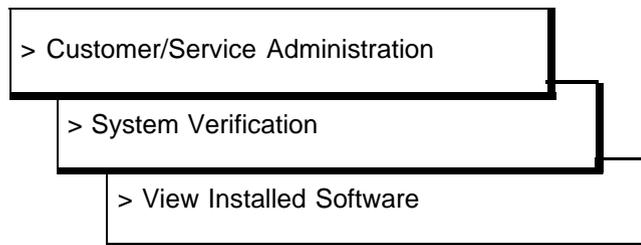
---

|            |       |
|------------|-------|
| Login:     | craft |
| Materials: | none  |

### Procedure

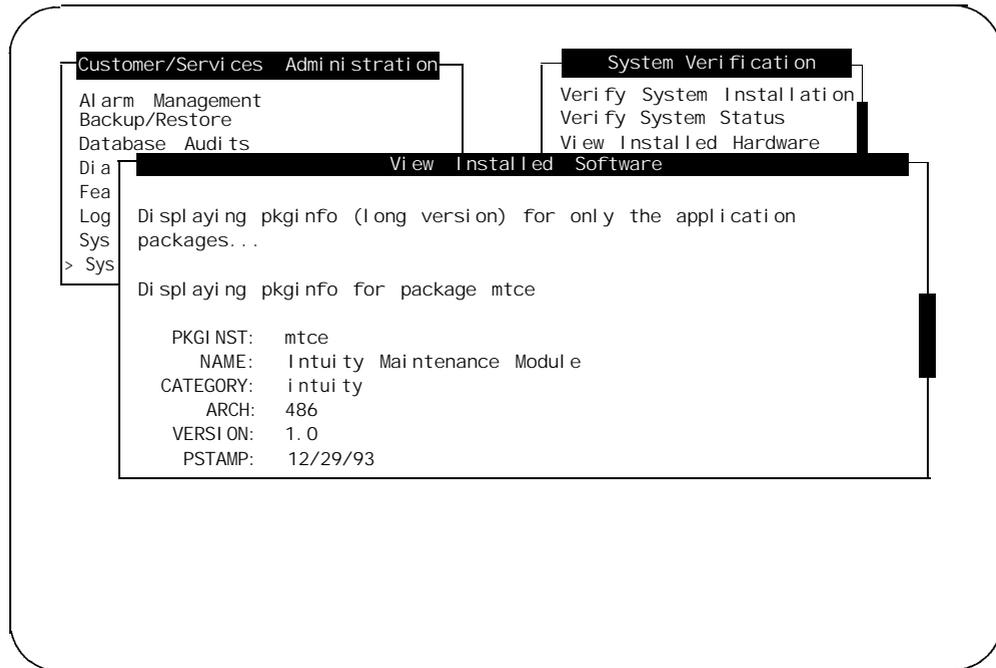
---

1. Starting at the INTUITY (TM) Administration menu select:



2. Press ( ENTER ) to view the installed software.

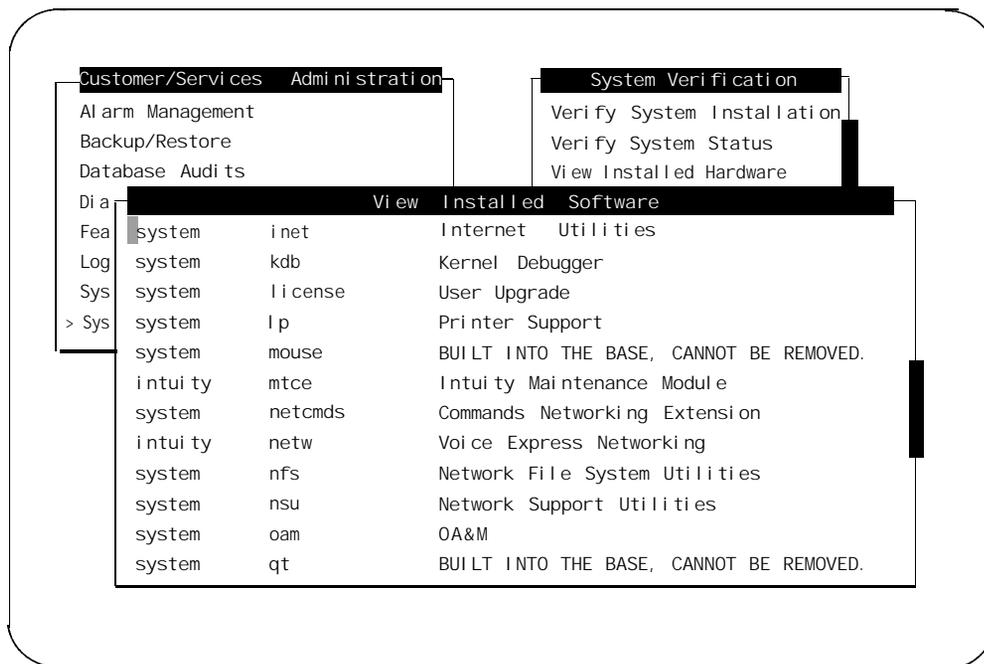
The system responds with the *View Installed Software* Screen, as shown in Figure 5-4.



**Figure 5-4. Results of View Installed Software Screen, Long Form**

3. Use the arrow keys or press the ( NEXTPAGE ) (F3) key to page through the listings until you reach the line-by-line listing. If necessary, the ( PREVPAGE ) (F2) can be used to return to the previous page.

The system responds with the *View Installed Software* screen, line-by-line listing, as shown in Figure 5-5.



**Figure 5-5. View Installed Software, Line-by-Line Listing**

- Verify that the UNIX Multi-User software is loaded. The listing for the package is:

```
system      license      User Upgrade
```



**NOTE:**

If the optional language package is not loaded, you will need to load it before continuing. Refer to Appendix A, *Software Loading Procedures*.

- Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration menu.

## Accept Intuity Disk Mirroring

Software for the Disk Mirroring option is loaded onto the system as a part of the basic software. The feature, however, does not operate unless it has been activated.

Acceptance for Intuity Disk Mirroring involves verifying that the feature has been activated. If the feature has not been activated, you will have to do so. If you need the password for the login used to activate the feature, contact your remote maintenance center.



**NOTE:**

The Feature Options screen is read only under the craft login.



**WARNING:**

*If you activate the Disk Mirroring, AT&T recommends that you do so during a time when there is the lowest possible usage of the system. Activating this feature requires a heavy use of the processor; one hour should be allowed for each mirrored pair of disks to complete the initial mirroring. After the feature is activated and the data has been mirrored, however the mirroring action will not interfere with the normal system operations.*

### Requirements

|            |  |
|------------|--|
| Login:     | craft                                  |
| Materials: | Customer Intuity or planning worksheet |

### Procedure

1. Starting at the INTUITY (TM) Administration menu, select:

> Customer/Service Administration

> Feature Options

2. Press ( ENTER ) to display the *Feature Options* screen.



## **Administering and Accepting Networking**

---

For all procedures relating to networking, refer to the networking documentation.



---

## Peripheral Administration and Test

# 6

---

This chapter presents the information necessary to install and test the Intuity system peripherals.

Intuity supports the following peripherals:

- AT&T BCS (Business Communications Systems) 715 terminal for administration a maximum distance of 50 feet from the MAP
- NCR 6417 printer. This is a dot-matrix, 80-column, parallel printer.
- AT&T Paradyne Comsphere 3820 modem. This modem is used for digital networking and remote terminal access at distances beyond 50 feet.

All equipment should be cabled to the Intuity prior to performing the peripheral administration and acceptance testing.

## **Administer AT&T Paradyne Comsphere 3820 Modem**

---

The Intuity system supports the AT&T Paradyne Comsphere 3820 modem. This modem is used for digital networking and remote terminal access at distances beyond 50 feet.

The procedure below details the Comsphere 3820 administration necessary to save the UNIX Dial default factory setting to the Active Saved configuration of the modem. This administration is performed directly on the modem. It is not performed on the Intuity system.

The Comsphere 3820 stores the administered information into a non-volatile memory area so that the settings are retained during a power loss.



### **WARNING:**

*These settings are for use with the AT&T Paradyne Comsphere 3820 modem. These settings may behave differently on other types of modems.*

Refer to the hardware guide for modem-system connectivity.

## **Requirements**

---

|            |  |
|------------|--|
| Login:     | none   |
| Materials: | Comsphere Documentation<br>(3810-A2-GB91-20) |

## **Procedure**

---

1. Turn the modem off and then on the modem.
2. On the diagnostic control panel (DCP), press the left or right arrow key until "Configure" comes into view.
3. Press the function key below "Configure" to select the Configure branch.  
The LCD now displays "Ld EditArea frm".
4. Press the right arrow key until "Factory" comes into view. If you go past the setting, you may press the left key to go back.
5. Press the F1 key to display the factory present configuration.  
The LCD now displays "Async Dial".
6. Press right arrow key until "UNIX Dial" comes into view. If you go past the setting, you may press the left key to go back.

7. Press the function key below “UNIX Dial” to select the “UNIXD Dial” default factory setting.

“Choose Function” appears and displays the “Edit and Save”.

8. Press the F3 key (Save) to save the just selected “UNIX Dial” default factory setting.

The “Save EditArea to” appears and displays “Active (Saved)”.

9. Press the F1 key to save the configuration to the Active (Saved) configuration area.

The LCD now displays “Command Complete”.

10. Press the double up arrow key to return to the top-level menu.

11. Press the right arrow key on the DCP until “Configure” comes into view. If you go past the setting, you may press the left key to go back.

12. Press the function key below “Configure” to select the Configure branch.

The LCD now displays “Ld EditArea frm”.

13. Press the right arrow key until “Active (Saved)” comes into view. If you go past the setting, you may press the left key to go back.

14. Press the F1 key to select the Active (Saved) configuration area.

The “Choose Function” appears and displays the “Edit and Save”.

15. Press the F1 key (Edit) to edit the Active (Saved) configuration area.

The “Edit StrapGroup” appears and displays DTE Interface.

16. Press the F1 key to edit the DTE Interface.

The LCD now displays “Async/Sync Mode”.

17. Press the F1 key (Nxt) until “Async DTE Rate” comes into view.

18. Press the right arrow key until the desired speed of 9600 comes into view. If you go past the setting, you may press the left key to go back.

19. Press the F2 key to set the “Async DTE Rate” when the LCD displays the correct speed.

20. Press the F1 key (Nxt) until “DTR Action” comes into view.

21. Press the left or right arrow key until “Stndrd\_RS232” comes into view.

22. Press the F2 key to set the “DSR Control”.

23. Press the F1 key (Nxt) until “DSR Control” comes into view.

24. Press the left or right arrow key until “Stndrd\_RS232” comes into view.

25. Press the F2 key to set the “DSR Control”.

26. Press the single up arrow key to move up one level from the current display.

The LCD now displays "Edit StrapGroup".

27. Press the right arrow key until "V42/MNP/Buffer" comes into view. If you go past the setting, you may press the left key to go back.

28. Press the F1 key to edit "V42/MNP/Buffer".

The LCD now displays "Err Control Mode".

29. Press the right arrow key until "BufferMode" comes into view. If you go past the setting, you may press the left key to go back.

30. Press the F2 key to select "BufferMode".

31. Press the single up arrow key to move up one level from the current display.

The LCD not displays "Edit StrapGroup".

32. Press the single up arrow key to move up one level from the current display.

"Choose Function" appears and displays the "Edit and Save".

33. Press the F3 Key (Save) to save the just edited configuration to the "Active (Saved)" configuration area.

"Sav EditArea to" appears and displays "Active (Saved)".

34. Press the F1 key to confirm the save request.

The LCD now displays "Command Complete".

35. Press the double up arrow key to return to the Top-Level menu.

## Administer Modem

The Intuity system requires administration that associates a serial port with a particular type of equipment.



### **NOTE:**

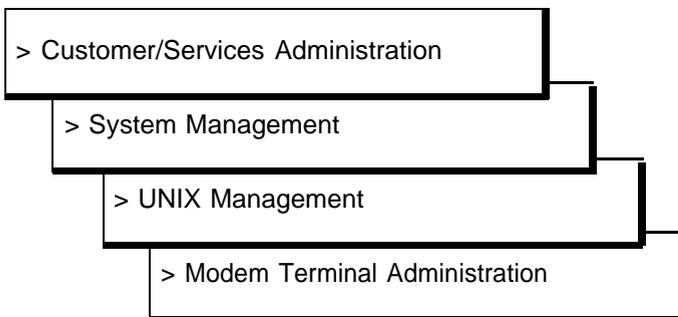
If the system that you are using has a modem attached to COM2 for remote alarm purposes, do not use this procedure for the remote maintenance modem. Instead, call your remote maintenance center if you have questions about the remote maintenance modem setup and use.

## Requirements

Login:       craft  
Materials:   none

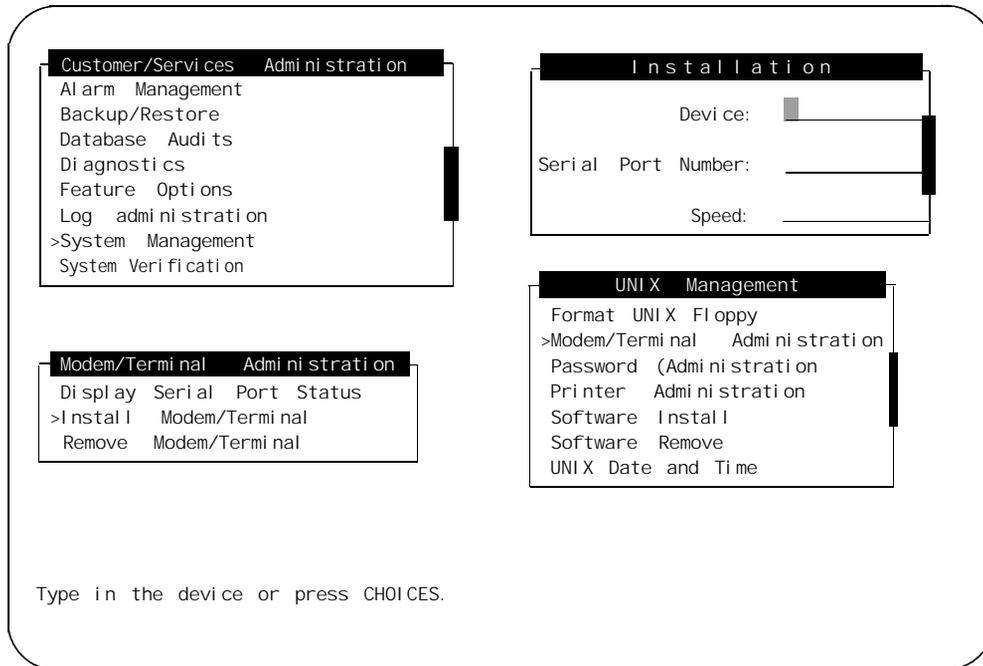
## Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the Installation screen.

The system responds with the *Installation* screen, as shown in Figure 6-1.



**Figure 6-1. Installation Screen for Adding a Modem or a Terminal**

3. Press ( CHOICES ) (F2) while the cursor is on the Devices field.
4. Place the cursor on modem and press ( ENTER ).
5. Press ( CHOICES ) (F2) while the cursor is on the Serial Pod Number field to produce a list of available serial ports.

**⇒ NOTE:**

This list shows only the available serial ports. Serial ports already in use are not displayed.

6. Place the cursor on the serial port number to be used, and press ( ENTER ).
7. Press ( CHOICES ) (F2) with the cursor on the Speed field to get a list of possible speeds for the device being installed.
8. Place the cursor on 9600 for the Comsphere 3820.
9. Press ( SAVE ) (F3) to save your choices and ( CANCEL ) (F6) to return to the *Terminal/Modem Administration* screen.
10. Verify the installation with Display Serial Port Status.

## **Administer the BCS 715 Remote Terminal Options**

---

Before the remote terminal is added to the Intuity system, the terminal options should be administered on the remote terminal itself.

### **⇒ NOTE:**

The following fields:

- Keyboard (per window)
- Printer (per window)
- Tab Setup
- User Function Key Setup
- Login Setup

are the responsibility of the customer.

### **Requirements**

---

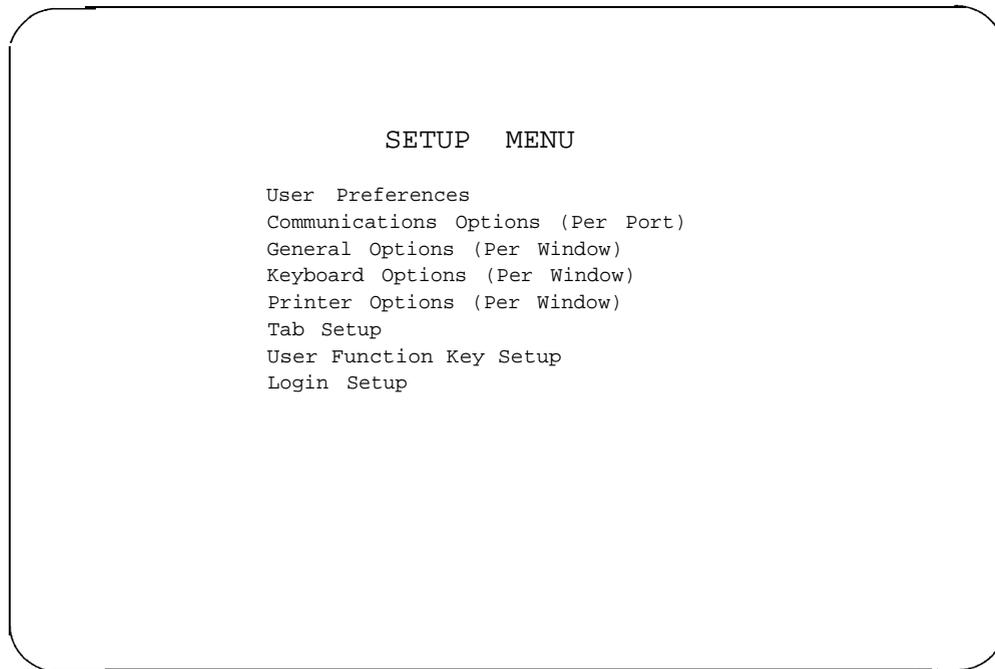
|            |   |
|------------|---|
| Login:     | none  |
| Materials: | 715 BCS Terminal<br>User's Guide and Service<br>Manual (999-300-765) if desired |

### **Procedure**

---

1. Power up the terminal.
2. Press the control and the F1 keys on the BCS 715 keyboard at the same time.

The remote terminal displays the setup menu, as shown in Figure 6-2.



**Figure 6-2. 715 BCS Terminal Setup Options**

3. Select User Preferences.
4. Press ( ENTER ) to display the user preferences.

5. Set the following user preference options for the remote terminal:

| <b>Options</b>  | <b>Option Setting</b> |
|-----------------|-----------------------|
| Lines           | 24                    |
| Columns         | 80                    |
| Reverse Video   | no                    |
| Screen Saver    | 15 minutes            |
| Scrolling       | jump                  |
| Scrolling Speed | no option             |
| Labels          | on                    |
| Key Click       | off                   |
| Warning Bell    | on                    |
| Font Size       | large                 |
| Parallel Port   | enabled               |

Use the arrow keys to highlight the option. Press enter while the option is highlighted to display the possible option settings.

6. Press F1 to return to the main menu, after completing the option settings for User Preferences.
7. Select Communications Options (per port) from the main menu.
8. Press ( ENTER ) to display the communications options.

9. Set the following communications options for the remote terminal Port 1:

| <b>Options</b>           | <b>Option Setting</b> |
|--------------------------|-----------------------|
| Port 1                   | main                  |
| Speed                    | 9600                  |
| Stop Bits                | 1 bit                 |
| Data Bits                | 8 bits                |
| Send Parity              | none                  |
| Check Parity             | no                    |
| Local Echo               | off                   |
| Encoding                 | off                   |
| Generate Flow            | XON/XOFF              |
| Receive Flow             | XON/XOFF              |
| XOFF at                  | no option             |
| Transmit Limits          | no option             |
| Answerback on Connect    | no                    |
| Clear Communication Port | main                  |

Use the arrow keys to highlight the option. Press enter while the option is highlighted to display the possible option settings.

10. Press F1 to return to the main menu, after completing the option settings for User Preferences.
11. Select Communications Options (per port) from the main menu.
12. Press ( ENTER ) to display the communications options.

13. Set the following communications options for the remote terminal Port 1:

| Options            | Option Setting |
|--------------------|----------------|
| Emulation          | 705 or 605     |
| Terminal ID        | 705 or 605     |
| New Line on LF     | no             |
| Transmit Controls  | no option      |
| Backspace Mode     | normal         |
| User Features      | no option      |
| Conceal Answerback | no             |
| Answerback         | no option      |

 **NOTE:**

The Emulation and the Terminal ID must have matching settings.

Use the arrow keys to highlight the option. Press enter while the option is highlighted to display the possible option settings.

14. Save the option settings by pressing F5.

The system responds by displaying the word done on the lower right-hand corner of the screen.

15. Press F1 to return to the original screen.

 **NOTE:**

The following fields:

- Keyboard (per window)
- Printer (per window)
- Tab Setup
- User Function Key Setup
- Login Setup

are the responsibility of the customer.

## Administer 715 BCS Terminal on the Intuity System

---

A remote terminal may be installed directly to a serial port provided that it is not located over 50 ft. away. If the remote terminal is to be located at a distance greater than 50 ft., the installation must use a modem that connects the remote terminal to the Intuity system through the switch.

### Requirements

---

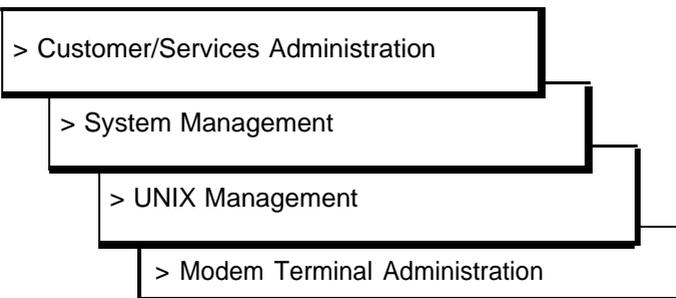
Login: craft

Materials: none

### Procedure

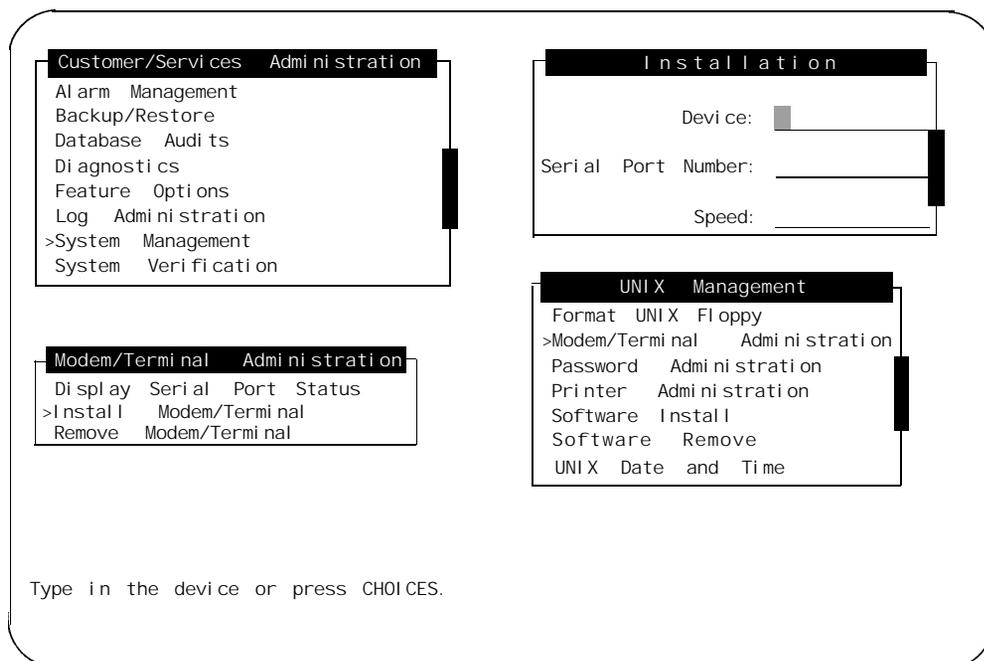
---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the Installation screen.

The system responds with the *Installation* screen, as shown in Figure 6-3.



**Figure 6-3. Installation Screen for Adding a Modem or a Terminal**

3. Press ( CHOICES ) (F2) while the cursor is on the Devices field.
4. Place the cursor on terminal to select the correct device, and press ( ENTER ).
5. Press ( CHOICES ) (F2) while the cursor is on the Serial Port Number field to produce a list of available serial ports.

⇒ **NOTE:**

This listing displays only serial ports that are available for use. Serial ports already in use are not shown on this list.

6. Place the cursor on the serial port number to be used, and press ( ENTER ).
7. Press ( CHOICES ) (F2) with the cursor on the Speed field to get a list of possible speeds for the device being installed.
8. Place the cursor on 9600.

⇒ **NOTE:**

The speed entered must match the speed configured on the terminal itself..

9. Press ( SA~~V~~E ) (F3) to save your choices and ( CA~~N~~C~~EL ) (F6) to return to the *Terminal/Modem Administration* screen.~~
10. Verify the installation with Display Serial Port Status.
11. Continue with the next procedure on your checklist.

## **Administer Printer**

---

The Intuity system supports the NCR 6417 printer. This printer is a parallel printer. The Intuity system does not support a serial printer. Do not attempt to install a serial printer.

### **Requirements**

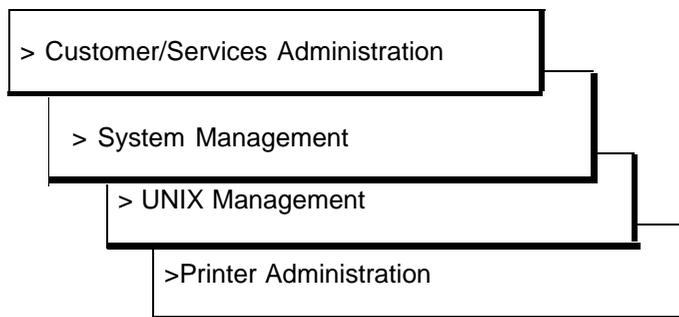
---

Login:       craft  
Materials:   none

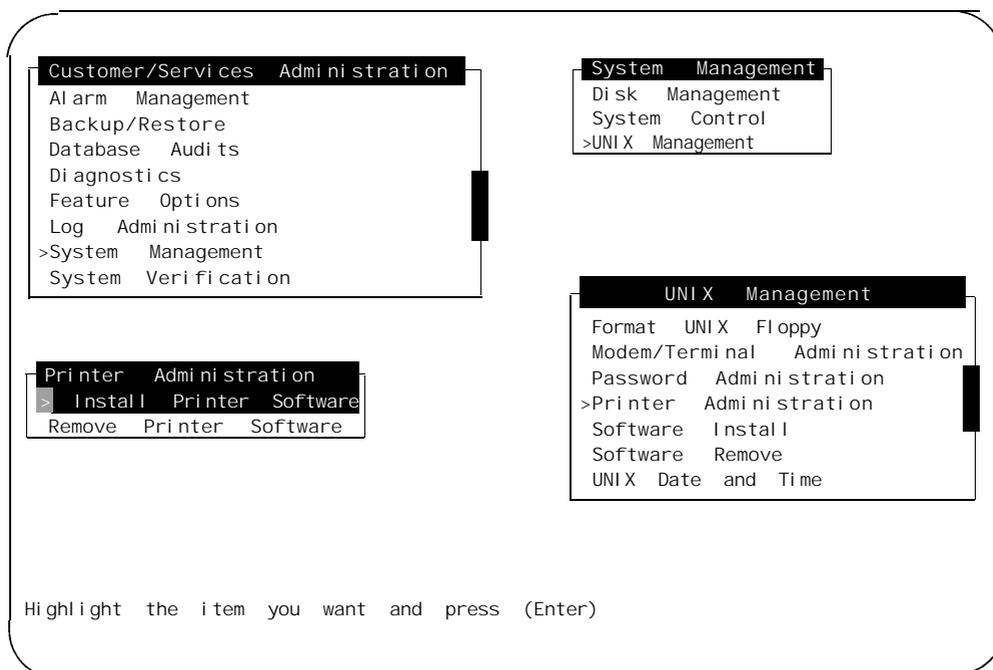
### **Procedure**

---

1. Starting at the INTUITY (TM) Administration menu, select:



The system responds with the *Printer Administration* screen, as shown in Figure 6-4.



**Figure 6-4. Install Printer Software Screen**

2. Press ( ENTER ) to install printer software.  
The system responds:  
The Printer has been successfully added.  
Press <Enter> to continue.
3. Press ( ENTER ) to return to the *Printer Administration* screen.
4. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration main menu.

## **Test the Printer**

---

This procedure tests the printer connectivity and administration.

### **Requirements**

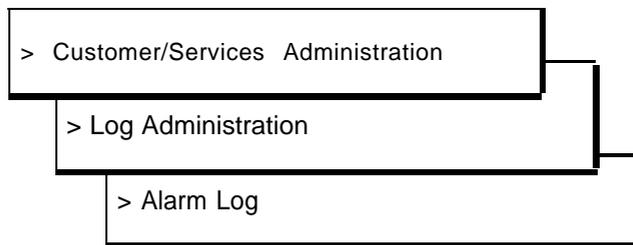
---

Login:           craft  
Materials:       paper in the printer for the test

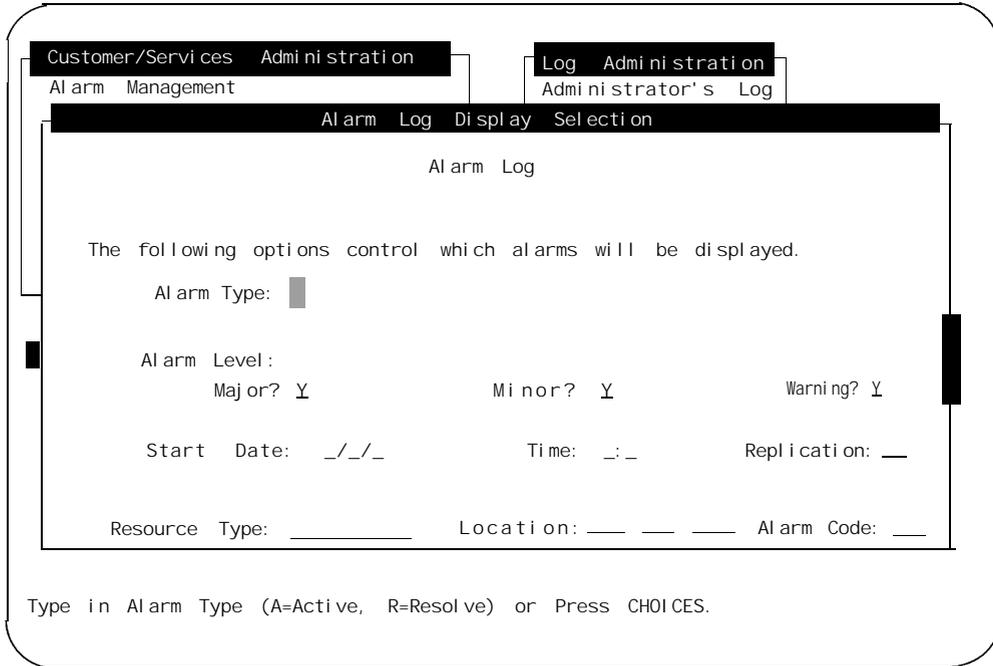
### **Procedure**

---

1. Starting at the INTUITY (TM) Administration menu, select:



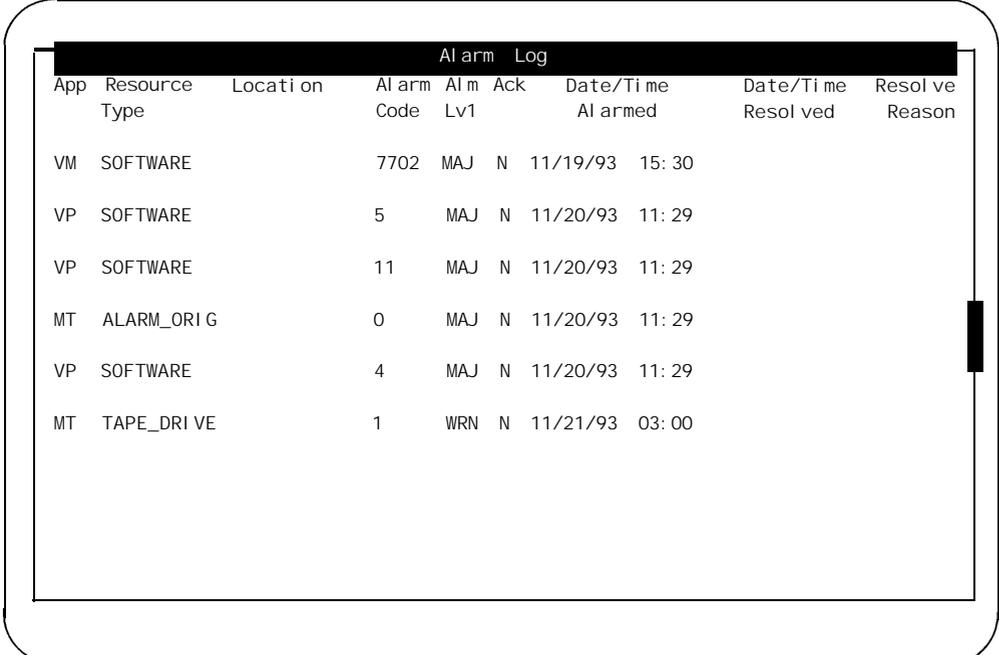
2. Press ENTER to display the alarm log display parameters.  
The system responds with the *Alarm Log Display Selection* screen, as shown in Figure 6-5.



**Figure 6-5. Alarm Log Display Selection Screen**

3. Press F3 save to use the defaults for alarm log display.

The system responds with the *Alarm Log* screen, as shown in Figure 6-6.



| Alarm Log |               |          |            |         |     |                 |                    |                |
|-----------|---------------|----------|------------|---------|-----|-----------------|--------------------|----------------|
| App       | Resource Type | Location | Alarm Code | Alm Lv1 | Ack | Date/Time Armed | Date/Time Resolved | Resolve Reason |
| VM        | SOFTWARE      |          | 7702       | MAJ     | N   | 11/19/93 15:30  |                    |                |
| VP        | SOFTWARE      |          | 5          | MAJ     | N   | 11/20/93 11:29  |                    |                |
| VP        | SOFTWARE      |          | 11         | MAJ     | N   | 11/20/93 11:29  |                    |                |
| MT        | ALARM_ORIG    |          | 0          | MAJ     | N   | 11/20/93 11:29  |                    |                |
| VP        | SOFTWARE      |          | 4          | MAJ     | N   | 11/20/93 11:29  |                    |                |
| MT        | TAPE_DRIVE    |          | 1          | WRN     | N   | 11/21/93 03:00  |                    |                |

**Figure 6-6. Alarm Log Screen**

4. Press ( CHG-KEYS ) (F8) to display the function key used to print.
5. Press ( PRINT ) (F6) to test the printer.
6. Verify that the printer has printed a copy of the alarm information displayed on the screen.
7. Press ( CHG-KEYS ) (F8) to display the standard Intuity screen function keys.
8. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration screen.
9. Continue with the next task on your checklist.



---

## Alarm Origination and System Backup

# 7

---

This chapter presents the information necessary to:

- Verify that there are no alarms on the system
- Test the Alarm Origination
- Make the Attended Backup Tape

Before you make any attended backup, you should verify that there are no alarms on the system. If there are any alarms, these should be cleared. Refer to the following document for information about clearing specific alarms:

*Intuity Platform Administration and Maintenance (585-310-534)*

## **Clear Any Alarms**

---

The Intuity generates alarms at one of three levels:

- Major (MAJ)
- Minor (MIN)
- Warning (WRN)

System alarm information is recorded in an alarm log. This alarm log holds two types of entries: active alarms and resolved alarms. Active alarms are the current problems in the system. Resolved alarms are alarms that have been corrected either automatically or through a repair procedure. When an active alarm is retired, its status changes from active to resolved. You can display active alarms or resolved alarms, but not both at the same time.

In the active alarm log, the most severe alarms (major) are displayed first.

Before continuing with the remaining installation procedures, you must clear any alarms. To do this, you will need to display the alarm log and clear any existing alarms. To clear the alarms, use the procedures listed in *Intuity Platform Administration and Maintenance* (585-310-534), Chapters 12 through 18.

### **⇒ NOTE:**

Additional information useful in clearing the alarms may be found in the Maintenance and Administration Logs. However, the main source for information about alarms is the Alarm Log.

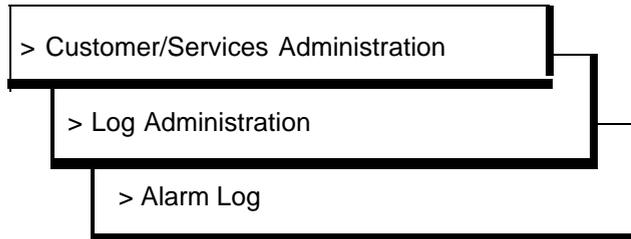
## **Requirements**

---

- |            |  |
|------------|--|
| Login:     | craft  |
| Materials: | If there are any active alarms on the system: <i>Intuity Platform Administration and Maintenance</i> (585-310-534) |

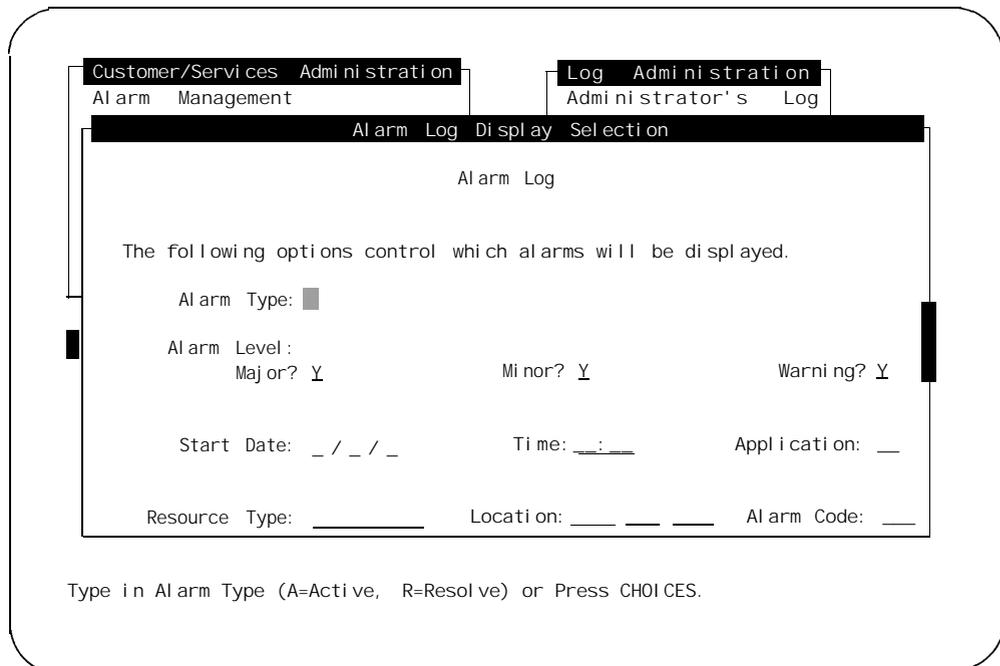
**Procedure**

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the alarm display options screen.

The system responds by displaying the Alarm display options screen, as shown in Figure 7-1.



**Figure 7-1. Alarm Report Display Options Screen**

3. Verify that the Alarm Type is A for active. If it is not, enter **a** so that the system will display active alarms.



**NOTE:**

It is not necessary to enter the date, time, or application.

The system responds with the *Alarm Log* screen, as shown in Figure 7-2.

| Alarm Log |               |          |            |          |     |                 |                    |                |
|-----------|---------------|----------|------------|----------|-----|-----------------|--------------------|----------------|
| App       | Resource Type | Location | Alarm Code | Al m Lvl | Ack | Date/Time Armed | Date/Time Resolved | Resolve Reason |
| VM        | SOFTWARE      |          | 7702       | MAJ      | N   | 11/19/93 15:30  |                    |                |
| VP        | SOFTWARE      |          | 5          | MAJ      | N   | 11/20/93 11:29  |                    |                |
| VP        | SOFTWARE      |          | 11         | MAJ      | N   | 11/20/93 11:29  |                    |                |
| MT        | ALARM_ORIG    |          | 0          | MIN      | N   | 11/20/93 11:29  |                    |                |
| VP        | SOFTWARE      |          | 4          | MIN      | N   | 11/20/93 11:29  |                    |                |
| MT        | TAPE_DRIVE    |          | 1          | WRN      | N   | 11/21/93 03:00  |                    |                |

**Figure 7-2. Alarm Report Screen**

5. Use the arrow keys or ( PREVPAGE ) (F2) and ( NEXTPAGE ) (F3) to page through the log.  
 Entries in the log are always displayed in chronological order, oldest first. To see the most recent entries to the log, press ( END ) on your keyboard.
6. Press ( CANCEL ) (F6) to exit the log.
7. Clear any existing alarms by using the procedures in the Intuity *Platform Administration and Maintenance* (585-310-534), Chapters 12 through 18.
8. Continue with the next procedure on your checklist after any alarms have been cleared from the system.

## Assign Alarm Management Information

---

This procedure is used to assign the Alarm Management fields. These fields control the destination for remote alarm notification and the level of alarm to be sent. You will need to set the product ID and the alarm destination. You will also need to suppress the alarms by entering **active** into the alarm suppression field if you will be doing other administration and testing before clearing any alarms. All alarms should be cleared before you change alarm suppression to **inactive**. This step prevents the Intuity system from sending out alarms while it is being installed.



### NOTE:

The alarm suppression is only active during the current login session. When you logout from the Intuity system, alarm suppression becomes active once again.

## Requirements

---

|            |   |
|------------|---|
| Login:     | craft   |
| Materials: | platform information worksheet<br>from the planning guide |

## Procedure

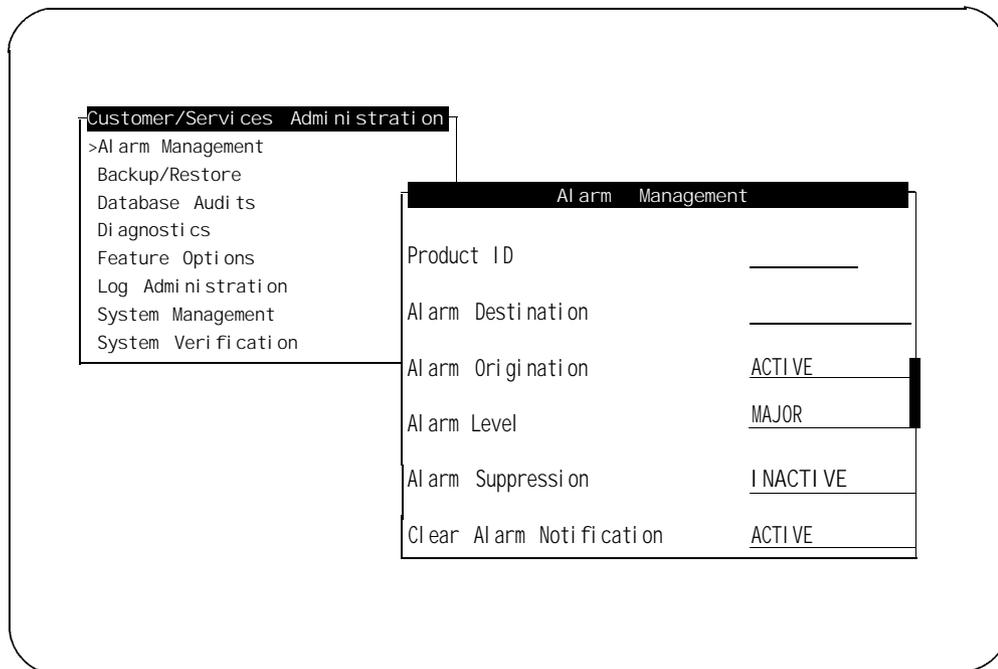
---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to view the alarm information.

The system responds with the *Alarm Management* screen, as shown in Figure 7-3.



**Figure 7-3. Alarm Management Screen Before Administration**

3. Enter the product ID from the worksheet.
4. Press ( ENTER ) to move to the next field, *Alarm Destination*.



**NOTE:**

You may also use the arrow keys to move forward or to return to the field that you want.

5. Enter the telephone number from the worksheet into the *Alarm Destination* field.
6. Verify that you correctly entered the telephone number for the alarm destination. If the number is incorrect, alarm origination will network.
7. Press ( ENTER ) to move to the Alarm Suppression field.
8. Press ( CHOICES ) (F2) to display the entries for the Alarm Suppression field.
9. Select **active**.
10. Press ( ENTER ) to apply active to the *Alarm Suppression* field.
11. Press ( SAVE ) (F3) when you are finished making all of the changes.
12. Press( CANCEL ) (F6) until you reach the INTUITY (TM) Administration screen, or make no entry to continue with the next procedure *Test Alarm Origination*.

## **Test Alarm Origination**

The acceptance test for alarm origination sends a message to the remote support center. This test verifies that the connection is good, the system is prepared to automatically transmit alarms, and the designated remote maintenance center is ready to accept alarms for this system.

### **Requirements**

Login: craft  
Materials: remote support phone number  
worksheet from planning guide

### **Procedure**

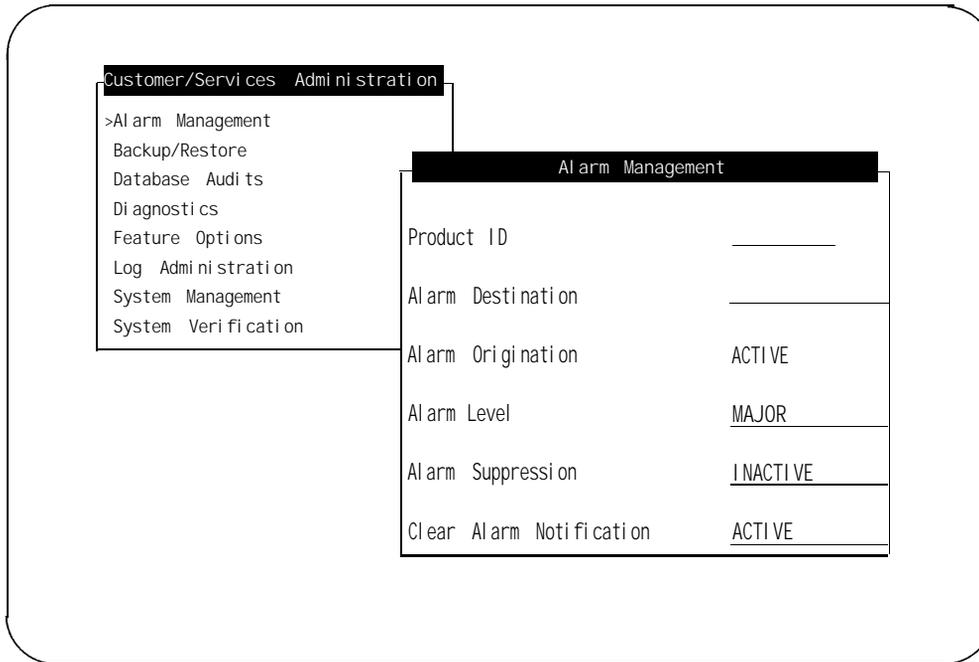
1. Starting at the INTUITY (TM) Administration menu, select:

> Customer/Services Administration

> Alarm Management

2. Press ( ENTER ) to view the alarm management information.

The system responds with the *Alarm Management* screen, as shown in Figure 7-4.



**Figure 7-4. Alarm Management Screen**

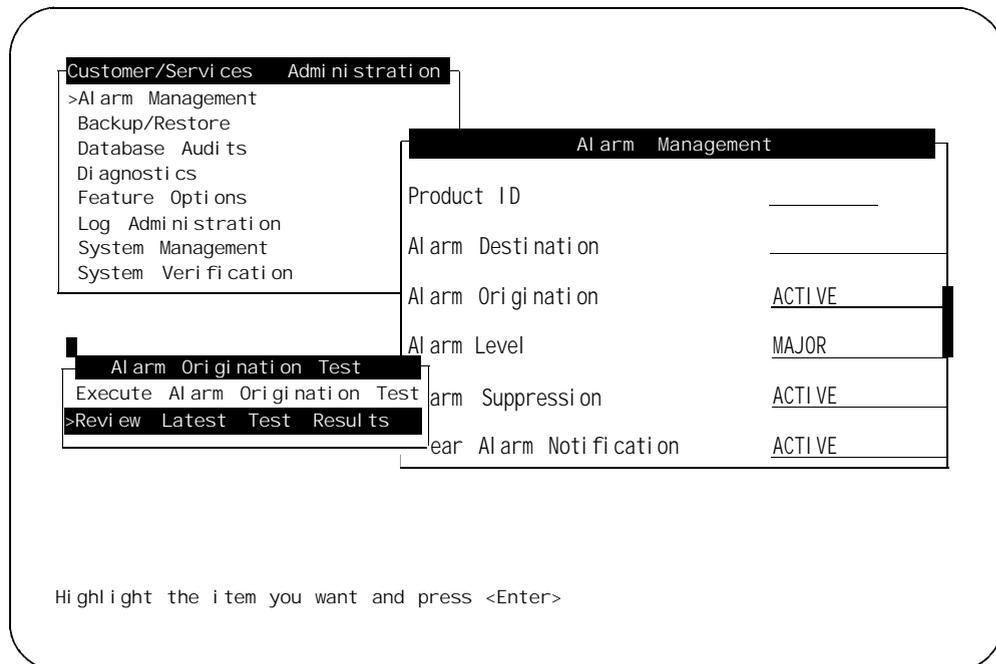
3. Verify that the Product ID is valid. Refer to the Alarm Origination worksheet from your project manager if you need the product ID.
4. Verify that the Alarm Destination is valid. Refer to the Alarm Origination worksheet from your project manager if you need the telephone number for the alarm destination.
5. Use the arrow keys to place the cursor on the Alarm Suppression field.
6. Press ( CHOICES ) (F2) to display the field options.
7. Select **active** from the choices screen.
8. Press ( ENTER ) to apply active to the Alarm Suppression field.
9. Press ( SAVE ) (F3) to save.

The system responds:

```
Alarm Form Update was successful .
Press <Enter> to continue.
```

10. Press ( ENTER ) to continue with the alarm origination test.
11. Press ( CHG-KEYS ) (F8) followed by ( TEST-ALM ) (F1).

The system responds with the Alarm Origination Test screen, as shown in Figure 7-5.



**Figure 7-5. Alarm Origination Test Screen**

12. Select Execute Alarm Origination Test.
13. Press ( ENTER ) to begin the test.

The system responds:

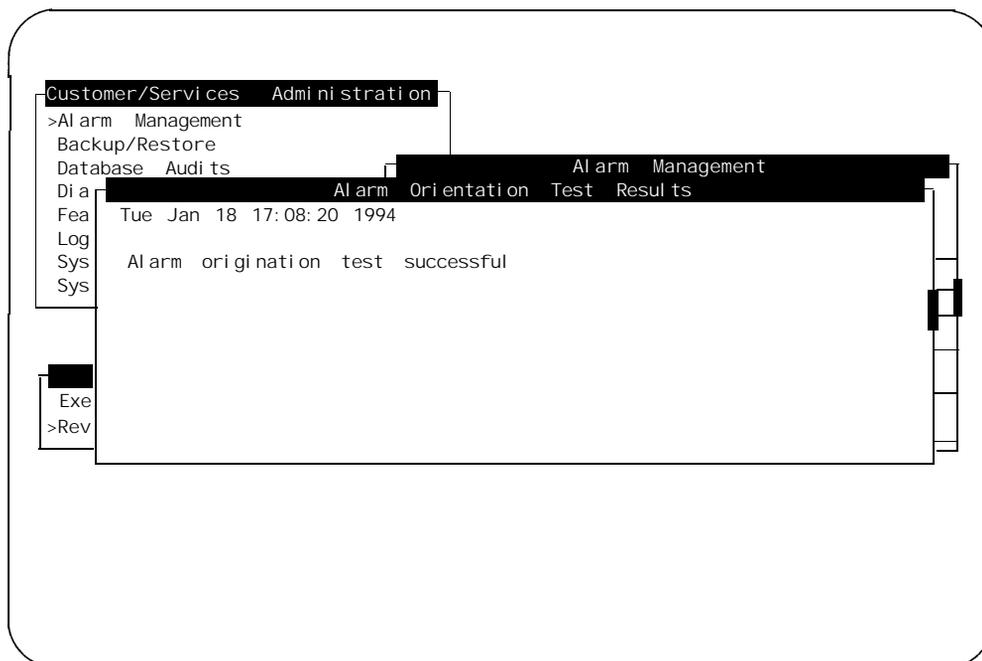
Alarm Origination tests may take up to 5 minutes to complete. This test will be run in the background.

Press <y> to confirm.

Press <n> to cancel.

14. Press **y** to confirm the test.
15. Wait approximately 1 (one) minute.
16. Select Review Latest Test Results.
17. Press ( ENTER ) to display the latest results.

The system responds with the *Alarm Origination Test Results* screen, as shown in Figure 7-6.



**Figure 7-6. Alarm Origination Test Results Screen**

18. Verify that there is no entry on the screen that corresponds with the time that you sent the alarm.

**⇒ NOTE:**

If you see a message such as “Alarm port busy”, or a similar message indicating that the system has been unable to connect to the remote maintenance center for the alarm origination test, refer to *Intuity Platform Administration and Maintenance (585-310-534)*.

19. Wait for approximately 4 minutes, or continue with the next task on your checklist and return to this procedure.
20. Select Review Latest Test Results.
21. Press ( ENTER ) to display the latest results.

The system responds with the *Alarm Origination Test Results* screen, as shown in Figure 7-6.

22. Verify that the message on the screen reads:

Day Date Time

Alarm origination test successful.

23. Press ( CANCEL ) (F6) until you reach the INTUITY (TM) Administration main menu if the test completed successfully. If the test failed to complete, refer to the troubleshooting appendix in this book.

## **Insert Tape for the Attended Backup**

The Intuity system attended backup for installation will require 1 or more tapes, depending upon the size of the files to be backed up. The system will tell you as a part of the procedure how many tapes will be used.



### **NOTE:**

It is recommended that the attended tape backup be completed after the subscriber administration is performed. If, however, there will be a delay in administering the system, or if the customer will be performing the administration for the system, perform the backup before you leave.

Before beginning the tape backup, insert a blank tape into the cartridge tape drive.

## **Requirements**

|            |   |
|------------|---|
| Login:     | none  |
| Materials: | 525 Mbyte blank tape, shipped with Intuity system |
|            | pen to label the tape                             |

## **Procedure**

1. Locate the tape drive.  
On the MAP/40, the tape drive is on the front of the computer, near the top.  
On the MAP/100, the tape drive is inside the right door, near the top.
2. Remove any cellophane or cardboard packaging from the cartridge tape.
3. Label the tape with the:
  - Date
  - Time
  - System, customer, or specific machine name
  - System location
4. Check the read/write dial on the tape to make sure that the tape is not write-protected.  
The tape is write-protected when the arrow points to the word "SAFE." The tape is not write-protected when the arrow points away from the word "SAFE."

5. Insert the tape into the drive. When inserted, the label of the tape should be up, and the opening to the tape should be to the left.
6. Push the tape into the drive firmly. The tape will “click” into place. If you need to, apply slightly more pressure to the right, approximately an inch from the right-hand side. The tape is inserted properly if a small ‘arm’ holds the tape in place toward the bottom left of the tape.

The system responds by tensioning the tape. You will hear a ‘whirring’ sound to indicate that the tape is tensioning.

## **Format the Tape for the Attended Backup**

---

This procedure formats a blank cartridge tape.

### **Requirements**

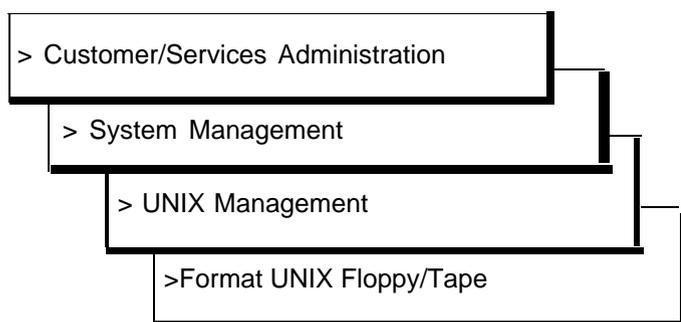
---

Login:           craft  
Materials:       525 Mbyte cartridge tape  
                  inserted into the tape drive

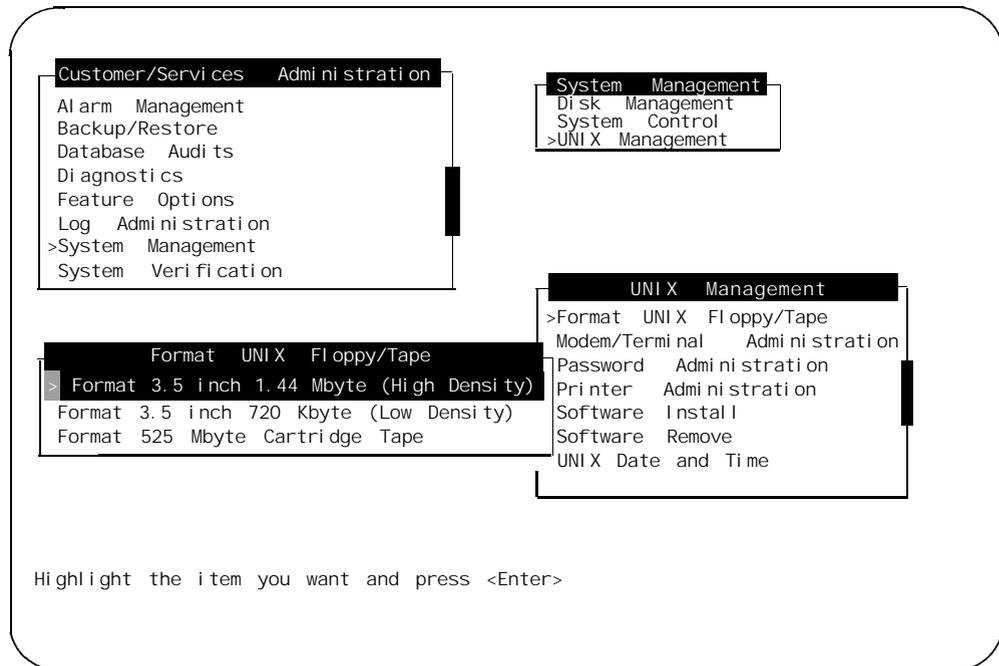
### **Procedure**

---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the types of data that may be backed up.  
The system responds with the screen, as shown in Figure 7-7.



**Figure 7-7. Tape Formatting Screen**

3. Select Format 525 Mbyte Cartridge Tape from the menu.
4. Enter **y**

The system responds by formatting the tape. When the process is finished, a screen appears informing you that the tape has been formatted.

## Make Attended Backup Tape

This procedure creates a backup tape that contains the system data, AUDIX names, announcements, and greetings and messages for the Intuity system.



### **NOTE:**

It is recommended that the attended tape backup be completed after the subscriber administration is performed. If, however, there will be a delay in administering the system, or if the customer will be performing the administration for the system, perform the backup before you leave.

## Requirements

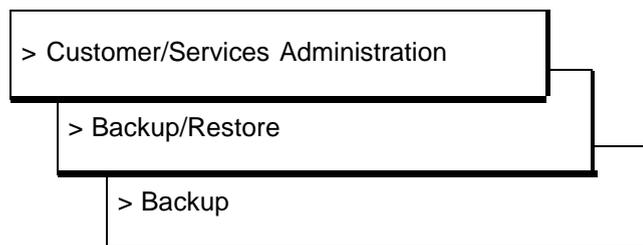
Login:           craft

Materials:       525 Mbyte cartridge tape  
                  inserted into the tape drive

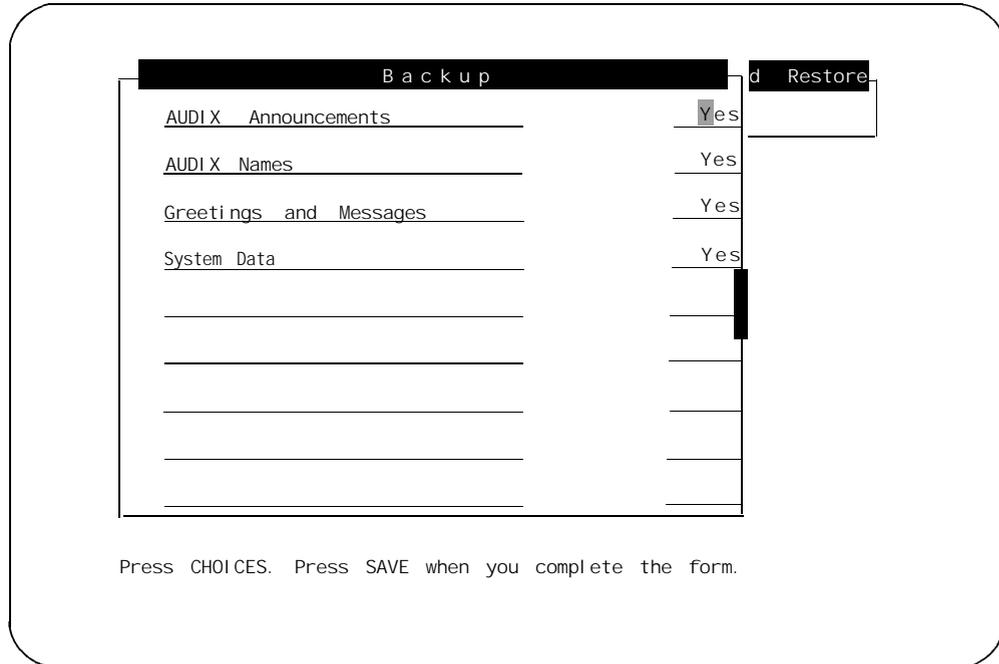
Tapes used for this procedure  
must be formatted by the Intuity  
system

## Procedure

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the types of data that maybe backed up.  
The system responds with the *Backup Data Type* screen, as shown in Figure 7-8.



| Backup                 |                                     | Restore |
|------------------------|-------------------------------------|---------|
| AUDIX Announcements    | <input checked="" type="checkbox"/> |         |
| AUDIX Names            | <input checked="" type="checkbox"/> |         |
| Greetings and Messages | <input checked="" type="checkbox"/> |         |
| System Data            | <input checked="" type="checkbox"/> |         |
|                        | <input type="checkbox"/>            |         |
|                        | <input type="checkbox"/>            |         |
|                        | <input type="checkbox"/>            |         |

Press CHOICES. Press SAVE when you complete the form.

**Figure 7-8. Backup Data Type Screen**

3. Enter **y** in the System Data field.



**NOTE:**

The fields displayed on the Backup Data Type screen are based upon your system's configuration. Therefore, your screen may look different than the one shown above.

4. Enter **n** in any of the fields that you do not want to backup.

5. Press ( SAVE ) (F3) to backup the selected data types.

The system responds:

```
***** calculating approximate number of tape(s)
required *****
please wait
```

```
The backup will need:
x 525MB cartridge tape(s) .
```

```
please insert a cartridge tape into the tape drive to
back up tape 1
```

```
press <Enter> when tape is inserted.
press <Esc> key to terminate the backup.
```

x is the number of tapes.



**NOTE:**

Use only 525 Mbyte tapes with the Intuity system. Tapes with a size of other than 525 Mbyte will cause the backup to fail.

If the backup will require more than 1 tape, quit this procedure and return to the previous sections to format another tape.

6. Verify that you have enough tapes to perform the backup.
7. Press ( ENTER ) to begin the backup.

The system responds:

```
**** tape 1 pre-process started ****
```

This message is followed by other messages indicating that the system is writing to the tape. The system also responds by lighting the tape drive light to indicate that the drive is in use.

8. Label additional cartridge tapes if the system requires more than 1 tape.
9. Insert additional cartridge tapes if the system asks for them.

The system finishes the attended backup with the following message:

```
backup process has been completed successfully  
press any key to continue
```

10. Press ( ENTER ) to continue.
11. Press ( CANCEL ) (F6) until you reach INTUITY (TM) Administration main menu.
12. Continue with the next procedure, "Remove Backup Tape and Insert New Tape."

## Remove Backup Tape and Insert New Tape

---

This procedure removes the cartridge tape from the tape drive. This procedure may be used during the backup while switching tapes or at the end of the cartridge tape backup.

After you have removed the backup tape, transfer the directly to the customer.



### CAUTION:

*Do not leave the Intuity system streaming tape drive empty. Always leave a tape in the drive. The Intuity system performs an unattended backup every morning at 3:00 A.M. If the tape drive is left empty the system will generate a minor alarm that will not clear until a successful backup occurs.*

## Requirements

---

Login: craft

Materials: pen to write on the tape label

## Procedure

---

1. Press the tape gently in toward the tape drive.

The system responds by lowering the tape retention arm and sliding the tape out of its position in the tape drive.

2. Label the tape **1 of 1** if there is only 1 tape. Label the tape number of total number if there is more than 1 tape.
3. Write-protect the tape.

The tape is write-protected when the arrow points to the word "SAFE." The tape is not write-protected when the arrow points away from the word "SAFE."

4. Locate the blank tape to be installed in the tape drive as the unattended backup tape.



### NOTE:

This tape is a standard 525 Mbyte cartridge tape shipped with the system.

5. Remove any cellophane or cardboard packaging from the cartridge tape.

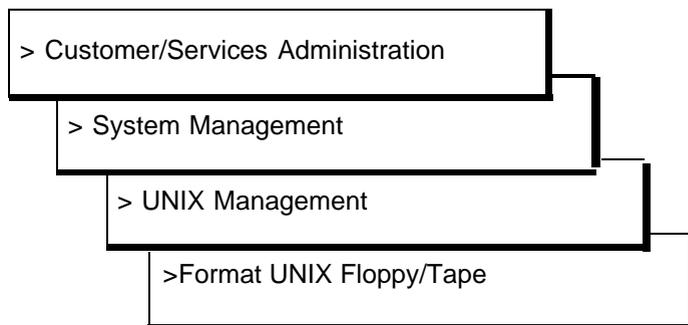
6. Check the read/write dial on the tape to make sure that the tape is not write-protected.

The tape is write-protected when the arrow points to the word "SAFE." The tape is not write-protected when the arrow points away from the word "SAFE."

7. Insert the tape into the drive. When inserted, the label of the tape should be up, and the opening to the tape should be to the left.
8. Push the tape into the drive firmly. The tape is inserted properly if a small 'arm' holds the tape in place toward the bottom left of the tape.

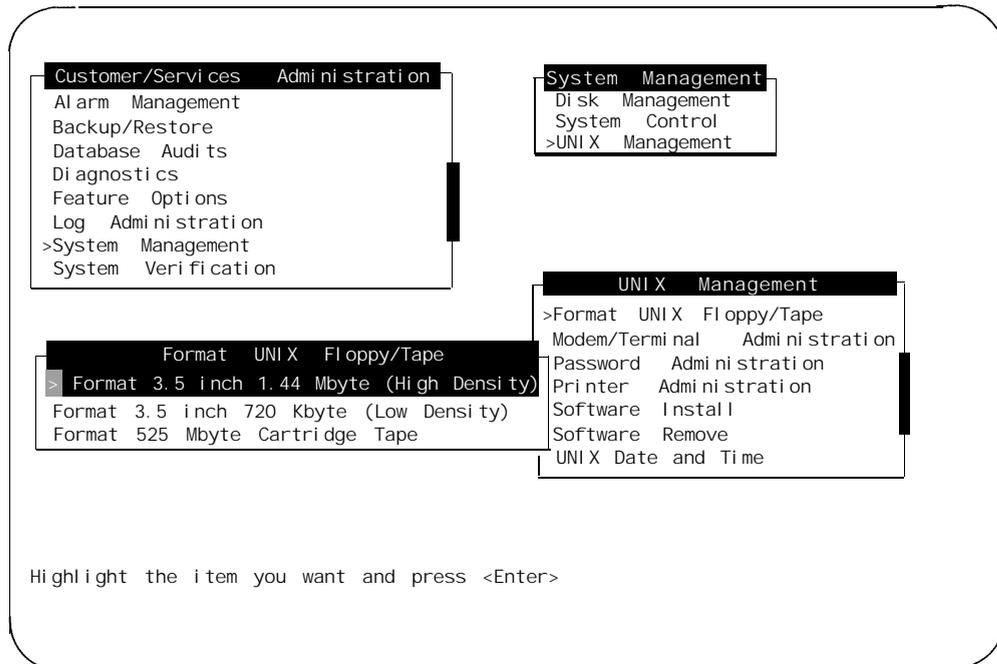
The system responds by tensioning the tape. You will hear a 'whirring' sound to indicate that the tape is tensioning.

9. Starting at the INTUITY (TM) Administration menu, select:



10. Press ( ENTER ) to display the types of data that may be backed up.

The system responds with the screen, as shown in Figure 7-9.



**Figure 7-9. Tape Formatting Screen**

11. Select Form at 525 Mbyte Cartridge Tape from the menu.
12. Enter **y**
13. The system responds by formatting the tape. When the process is finished, a screen appears informing you that the tape has been formatted.
14. Continue with the next procedure on your checklist.



---

## AUDIX R1 Migration Procedures

# 8

---

An AUDIX R1 customer chooses to migrate to the Intuity AUDIX system using one of two processes:

- Standard Process
- Tandem Process

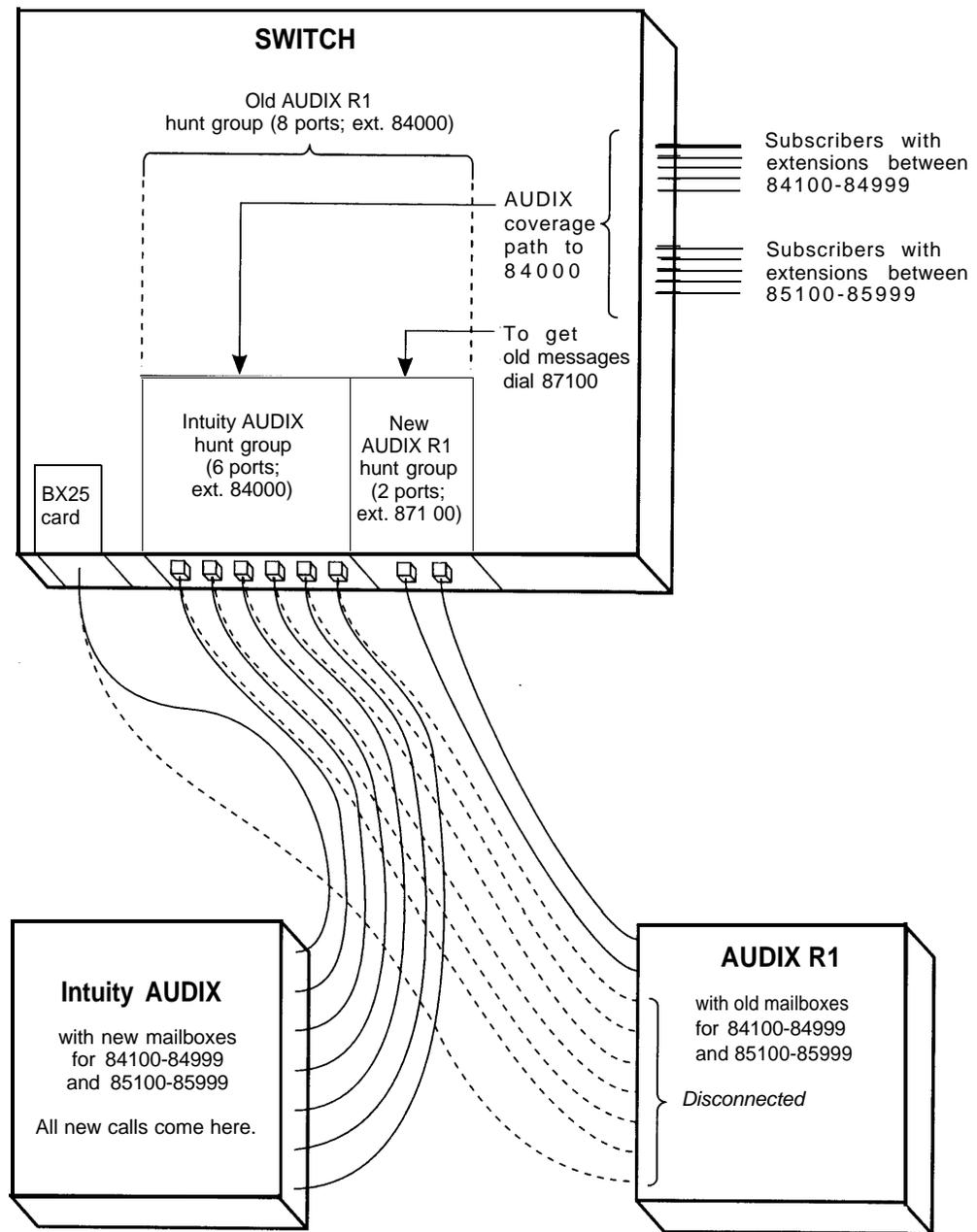
Both processes add to and alter the sequence of tasks for installing the Intuity AUDIX system. The migration tasks are described in this chapter in a sequence that minimizes the time the customer will not have voice messaging service. However, the sequence of tasks also assumes the customer will want to:

- Minimize the purchase of additional voice ports
- Leave the AUDIX R1 mailboxes available for a short period of time after the migration.

## **Standard process**

---

The new Intuity system replaces the AUDIX R1. The AUDIX R1 is either immediately disconnected, or in some migrations, it may be left in place temporarily so that subscribers may listen to any messages stored by the AUDIX R1 before the Intuity was cut to service. However, even if the AUDIX R1 is left so that subscribers may retrieve old messages, the Intuity provides service for all new messages.



**Figure 8-1. Standard Process Migration with AUDIX R1 Available for Old Message Retrieval**

## **Tandem process**

---

The new Intuity system provides service for only part of the subscribers from the AUDIX R1. The tandem process leaves the AUDIX R1 system up and running and moves only a subset of subscribers to the Intuity AUDIX system. The tandem process is available *only* on a System 85, Generic 2, or Generic 3r switch because only these switches allow a BX.25 data link with more than one AUDIX hunt group/split.

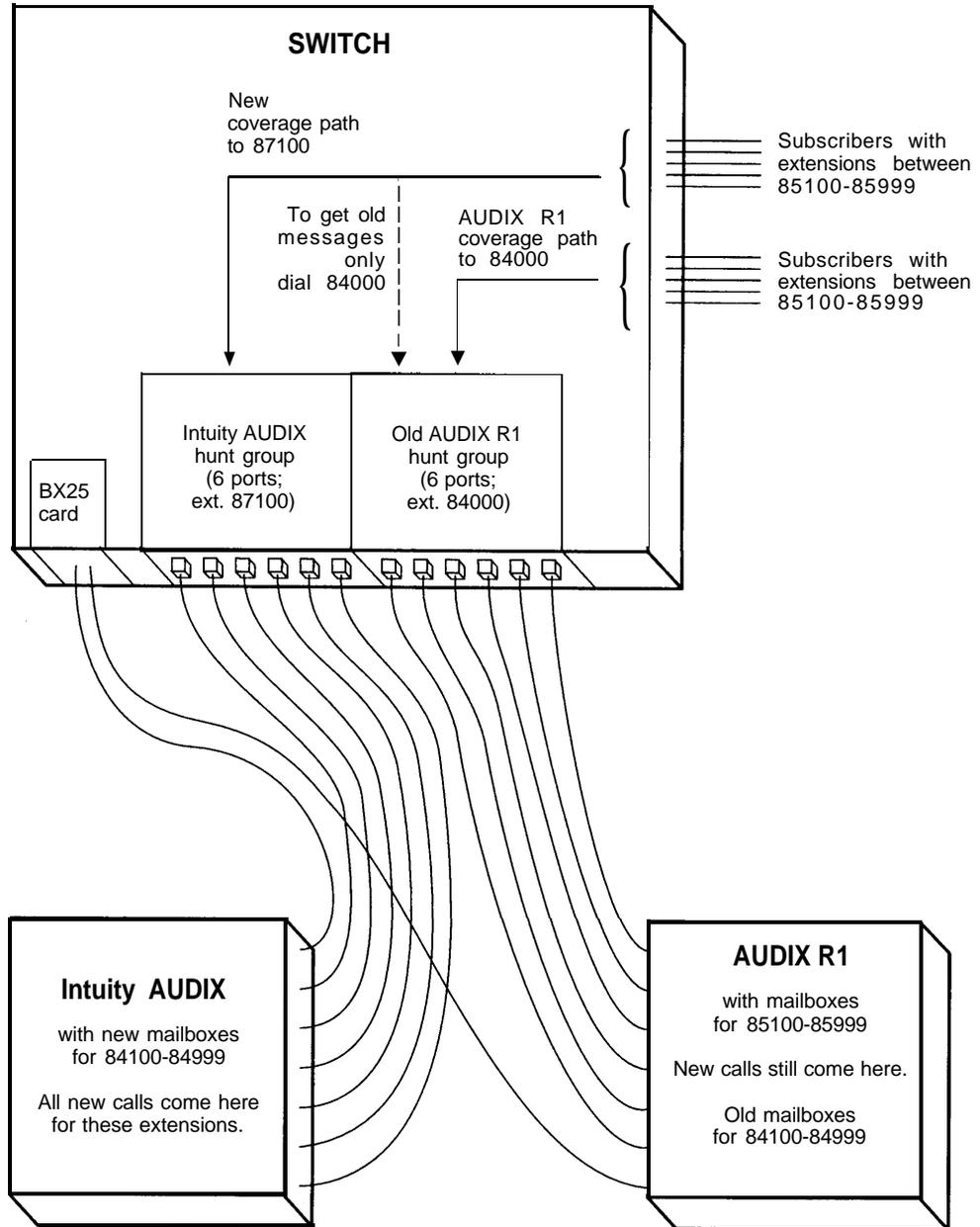


Figure 8-2. Tandem Process

## **Migration Prerequisites**

---

You need the following items to successfully complete an AUDIX R1-to-Intuity AUDIX migration:

- Migration software
- Planning worksheets for installation and migration
- A modem connected to the AUDIX R1 system
- A modem connected to the Intuity AUDIX system
- Normal Intuity installation hardware
- The following documents:
  - *Intuity Platform Administration and Maintenance* (585-310-534)
  - *Intuity Integration with System 75, DEFINITY Communications System Generic 1 and 3* (585-310-214)
  - *Intuity Integration with System 85 and DEFINITY Communications System Generic 2* (585-310-215)
  - *Intuity MAP/40 Hardware Installation* (585-310-138) or *Intuity MAP/100 Hardware Installation* (585-310-139)
  - The installation document for the customer's switch
  - *AUDIX Installation* (585-305-105)

## Get AUDIX R1 Profile

You need the following information from the AUDIX R1 machine before you begin the migration. This information may be available from the Voice System Implementation Project Center or from the customer's planning worksheets. If you do not have this information, retrieve it from the AUDIX R1 as described in the procedures that follow.

| AUDIX Screen Path                                       | AUDIX R1 Information Needed   |
|---|---|
| system:appearance                                       | Minimum password length<br>Name record by subscriber turned on or off?<br>Multiple personal greetings turned on or off?<br>Call transfer out of AUDIX turned on or off?<br>Enhanced call transfer turned on or off? |
| traffic:feature:day                                     | Number of subscribers, local and remote   |
| maintenance: system: vintage                            | AUDIX software version  |
| list:machine  | Networked machine names and voice IDs   |
| system:translation:machine:audi<br>x/amis/call delivery | Network machine configurations  |
| system: translation: switch<br>connection               | Connection type   |

To get the AUDIX R1 profile, do the following:

 **NOTE:**

Be sure a printer is connected to the AUDIX terminal and is set to on-line.

1. Log into the AUDIX R1 machine using the *craft* login and password. Enter the terminal type as follows:

Enter **513** for the following terminals:

- 513 BCT
- 610 BCT
- 610 or 615 MT running a 513 emulation package
- 715 BCS
- PC running a 513 emulation package

Enter **5420** for the following terminals:

- 5420
- 4415
- 705
- 610 or 615 MT *not* running a 513 emulation package

A blank AUDIX R1 screen appears.

2. At the command line, type **sy ap**, and press ( ENTER ) (F8).

The `system:appearance` screen appears.

```

SCSSO STATUS :   alarms:      A, logins:  1, thresholds: none
PATH:  system : appearance
login retries:  3             consecutive invalid login attempts: 18
system guest password: 288     minimum password length:  0
input time limits (seconds), normal: 99      wait (*W): 180
full mailbox timeout (seconds)                dial tone detect (y/n)? y
name recorded by subscriber (y/n)? y          flash transfer delay (seconds): 2
multiple personal greetings (y/n)? y          tone detect interval (l/s): 1

traffic collection (y/n)? y prime time (24 hour clock), start: 0600 end: 1800
end of message warning, active (y/n)? y time (seconds): 15

call transfer out AUDIX feature (y/n)? y      enhanced call transfer (y/n)? y
covering extension:
broadcast mailbox extension: 9996             transfer access code:

rescheduling increments
incr 1: 0 days 0 hrs 5 min      incr 2: 0 days 0 hrs 15 min
incr 3: 0 days 0 hrs 30 min     incr 4: 0 days 1 hrs 0 min
incr 5: 0 days 2 hrs 0 min      incr 6: 0 days 6 hrs 0 min
incr 7: 1 days 0 hrs 0 min      incr 8: 2 days 0 hrs 0 min
incr 9: 7 days 0 hrs 0 min      incr 10: 14 days 0 hrs 0 min

operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
    
```

**Figure 8-3. System: Appearance Screen in AUDIX R1 System**

3. Print the screen using one of the following methods:

For a 4410,4425, or 610 terminal:

- a. Press ( CONTROL ) + ( F4 ) to display the screen-labeled print keys.  
The screen-labeled print keys appear.
- b. Press ( PRINT-SCRN ) (F3) to print the screen.  
The data appearing on the screen prints out.
- c. Press ( CONTROL ) + ( F6 ) to return the screen-labeled keys to their original state.

For a 715 terminal:

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

The data appearing on the screen prints out.

For a 513 terminal:

- a. Press ( F10 ) to display the first layer of screen-labeled keys for the terminal.
- b. Press ( LCL\_PRT ) (F1) to display the screen-labeled print keys.
- c. Press ( PRINT-SCRN ) (F7) to print the screen.
- d. Press ( F10 ) and ( F5 ) to return the screen-labeled keys to their original state.

4. Press ( EXIT ).

The screen becomes blank.

5. At the command line, type **sy tr m au**, and press ( ENTER ) (F8).

The system: translation: machine: audix/amis/call delivery screen appears.

```
SCSS0 STATUS: alarms: A, logins: 1, thresholds: none
PATH: system: translation: machine: audix/amis/call delivery
machine name: denvercl local/remote (l/r): r password:
extension length: 5 voiced name (y/n)? n voice id: 2 default communit : 1
network connection type: amisap data rate: than
95387000

dr                80000      /      89999
2:                /
3:                /
4:                /
5:                /
6:                /
7:                /
8:                /
9:                /
10:               /
message transmissi on schedule (hh:mm) updates
1. start: 00 : 00 end: 23 : 59 interval: 00 : 05 in (y/n)? n out (y/n)? n
2. start: : end: : interval: :
3. start: : end: : interval: : send to non-administered
new machine name. recipients (y/n)? y
operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
```

**Figure 8-4. System: Translation: Machine Screen in AUDIX R1 System**

6. Print the screen, and press ( EXIT )

The screen becomes blank.

7. At the command line, type **li m** and press ( ENTER ) (F8).

The list: machine screen appears.

```

SCSS0 STATUS:  al arms:  A,  logi ns:  1,  thresho lds:  none
PATH:  l i s t :  machi ne

machi ne name:
(PRESS  ENTER  TO  DI SPLAY  LI ST  BEGI NNI NG  WI TH  GI VEN  MACHI NE  NAME)

   machi ne name          machi ne type          voi ce id
BELLCORE1                ami sap                8
BELLCORE2                ami sap                9
NCSC                      audi x                 5
SCSS0                    audi x                 0
denver                   audi x                 4
denverac                 audi x                 7
denvercl                 ami sap                2
drtower                  audi x                 3

operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
    
```

**Figure 8-5. List: Machine Screen in AUDIX R1**

8. Print the screen, and press ( EXIT )

The screen becomes blank.

9. At the command line, type **sy tr s** and press ( ENTER ) (F8).

The system: translation: switch connection screen appears.

```

SCSS0 STATUS:   al arms: A, log ins: 1, threshol ds: none
PATH : system : translation : swi tch connection
connection type (dci u-sci /smsi /bri -apl /s11 /sai l /stand-al one): dci u-sci
(PRESS CHANGE TO MODIFY CONNECTION TYPE, NEW FIELDS WILL BE DISPLAYED)

      (THE FOLLOWING FIELDS APPLY ONLY TO A DCIU OR SCI DATALINK)

swi tch  audi x  swi tch  logi cal  data  swi tch  audi x  swi tch  logi cal  data
number  port   port   channel  link  number  port   port   channel  link

1:      0      0      0        0      2:      1      59     1        1
3:      0      0      0        0      4:      0      0      0        0
5:      0      0      0        0      6:      0      0      0        0
7:      0      0      0        0      8:      0      0      0        0
9:      0      0      0        0     10:     0      0      0        0
11:     0      0      0        0     12:     0      0      0        0
13:     0      0      0        0     14:     0      0      0        0
15:     0      0      0        0     16:     0      0      0        0
17:     0      0      0        0     18:     0      0      0        0
19:     0      0      0        0     20:     0      0      0        0

host swi tch: 2      AUDI X: 1
operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
    
```

**Figure 8-6. System: Translation: Switch Connection Screen in the AUDIX R1 System**

10. Print the screen, and press ( EXIT )  
The screen becomes blank.
11. At the command line, type **t f d** and press ( ENTER ) (F8).  
The traffic: feature: day screen appears.

```

SCSS0 STATUS: alarms: A, logins: 1, thresholds: none
PATH: traffic : feature : day
starting date (mddy): 120193 ending time (hhmm): 12.44
      (TO SELECT TRAFFIC TYPE ENTER AN x THEN PRESS ENTER)
traffic type, session: x message:
max average number of ports in use: 13.1
subscribers, local: 1178 remote: 3770 nonadministered remote: 30

      VOICE MAIL
successful logins, external: 133 internal: 1316
failed logins, external: 155 internal: 48
session usage (seconds): 172515

      CALL ANSWER
complete calls, external: 1064 internal: 472
abandoned calls, external: 286 internal: 125
session usage (seconds): 65586

      (PRESS ENTER FOR NEXT DAY'S TRAFFIC)
operation confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
    
```

**Figure 8-7. Traffic: Feature: Day Screen in the AUDIX R1 System**

12. Print the screen, and press ( EXIT ).  
The screen becomes blank.
13. At the command line, type **m sy v** and press ( ENTER ) (F8).  
The maintenance: system: vintage screen appears.

```

SCSS0 STATUS:  al arms:  A,  logins:  1,  threshol ds:  none
PATH:  mai ntenance  :  system  :  vi ntage
VSF
BOARD          VINTAGE          BOARD          VINTAGE          BOARD          VINTAGE
FP              1              VPC 1          10              VPC 9          11
RAM 0           2              VPC 2          10              VPC 10         11
RAM 1           0
VSP            1              VPC 5          10              VPC 12         11
RAM 0           2              VPC 6          10              VPC 13         11
BI              2              VPC 7          10              VPC 14         11
MI              7              VPC 8          10              VPC 15         11
DBPI            6              NC              17              T/C            10
VSFI            4              TDBI 1         10              VPT 1          11
SCPI            11             TDBI 2         10              VPT 2          11
                VB 1          15              VPT 3          11
                VB 2          15              VPT 4          4
                VPT 5          NA
software versi on:  R1V6  TOWER  6: 3-6. 1. 29
fi eld update number:  none
USE ENTER TO PAGE
operati on confirmed
1 CHANGE 2 ADD 3 DELETE 4 HELP 5 FIELD 6 CLEAR 7 EXIT 8 ENTER
    
```

**Figure 8-8. Maintenance: System: Vintage Screen in the AUDIX R1 System**

14. Print the screen, and press ( EXIT ).  
The screen becomes blank.
15. Press ( CONTROL ) + d to log off.
16. Collect the printed screens from the printer.

## **Pre-Administer the Intuity System**

Before you transfer data from the AUDIX R1 to the Intuity system, you must ensure that the Intuity AUDIX system is administered to match the AUDIX R1 system for the following three items:

- The extension length (the number of digits in subscriber extensions)
- The range of extensions
- The number of local subscribers and administered remote subscribers

To preadminister the Intuity AUDIX system, do the following:

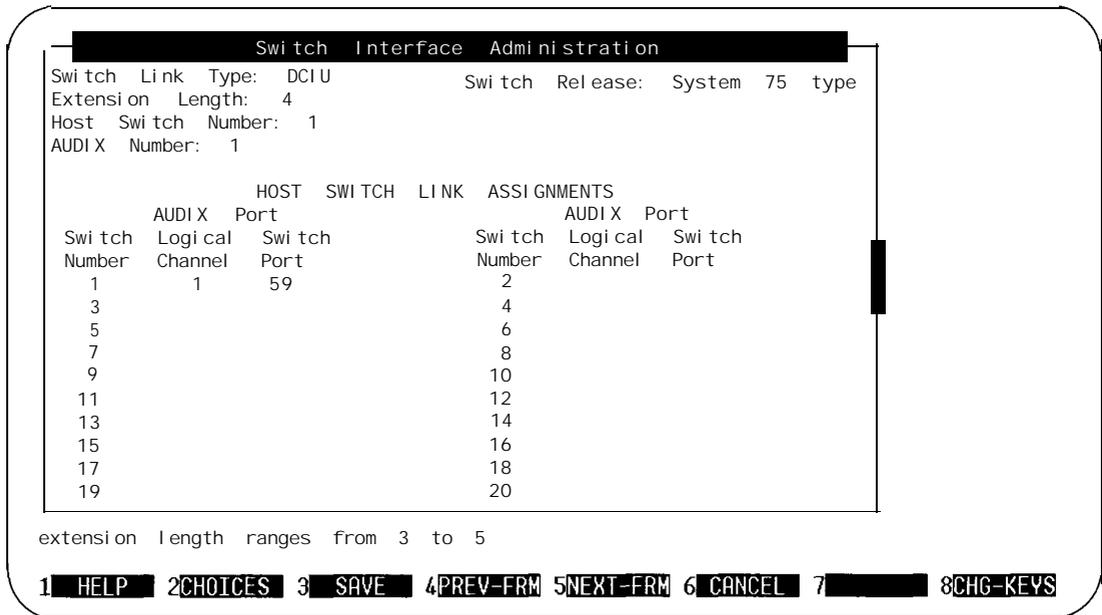
1. Log into the Intuity AUDIX system with the *craft* login. See Chapter 4, “Getting Started” in *Intuity Platform Administration and Maintenance* (585-310-534) for complete instructions on logging in, or see Chapter 1 in this document, “Pre-installation Procedures.”

The Intuity main menu appears.

2. Select the following menu option:

> Switch Interface Administration

The Switch Interface Administration screen appears.

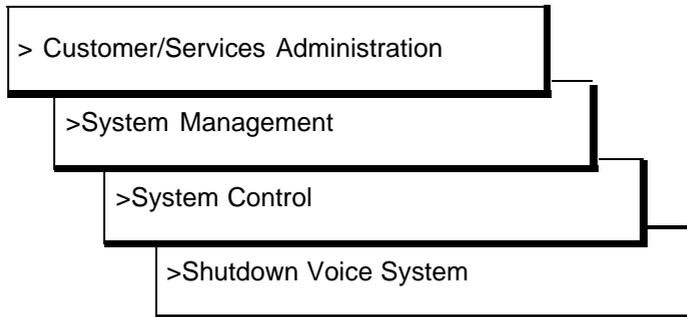


**Figure 8-9. Switch Interface Administration Screen**

3. Check the Extension Length field. If the default length of 4 does not match the extension length on the AUDIX R1, you must change it. Check your planning worksheets or the AUDIX R1 printout of the system:  
translation: machine: audix/amis/call delivery screen.
4. If the extension length matches, go to step 5. If the extension length does **not** match, press ( TAB ) to move the cursor to the Extension Length field, and type the extension length in the AUDIX R1 system.
5. If you changed the extension length, you must save it, then shutdown and restart the voice system to fully implement the change. Press ( SAVE ) (F3) to temporarily save the extension length change and continue with step 6. Otherwise, press ( CANCEL ) (F6) and continue with step 11.

The message `command successfully completed` appears, the Switch interface screen disappears, and the Intuity main menu reappears.

6. Starting at the INTUITY (TM) Administration menu, select:



The prompt `Enter y to continue, n to quit` appears.

7. Enter `y` to shutdown the system.

The following text appears on the screen:

```
Enter y to continue, n to quit
y
The Voice System is now stopping
Initiating request to clear all calls in the next 180 seconds.
Orderly idling of system succeeded
The AUDIX(R) module is being stopped. Please wait.
.....
```

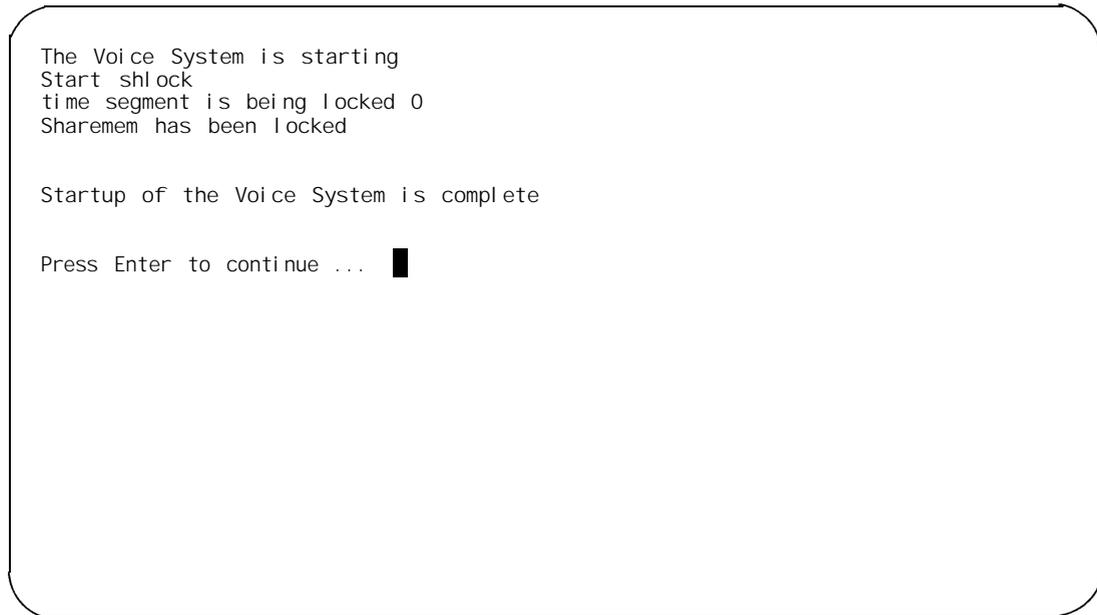
**Figure 8-10. Stopping Voice System Text**

8. At the prompt `Press RETURN to continue`, press (ENTER).

The System Control submenu reappears.

9. Select the Start Voice System option.

The new extension length is stored for use. The following text appears on the screen to verify the system has restarted.

A screenshot of a terminal window showing the following text:

```
The Voice System is starting
Start shlock
time segment is being locked 0
Sharemem has been locked

Startup of the Voice System is complete

Press Enter to continue ... █
```

**Figure 8-11. System Restart Text**

10. Press ( ENTER ) to return to the System Control submenu, and press ( CANCEL ) (F6) to return to the Intuity main menu.
11. On the main menu, select AUDIX Administration.  
A blank AUDIX administration screen appears.
12. At the command line, type **ch sy lim**, and press ( RETURN ).  
The System Parameters Limits screen appears.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters limits Page 1 of 1
SYSTEM-PARAMETERS LIMITS

MESSAGE LIMITS
Message Lengths, Maximum (seconds): 600   Minimum (tenths of seconds): 10
Messages, Total In All Mailboxes: 50000   Awaiting Delivery: 5000

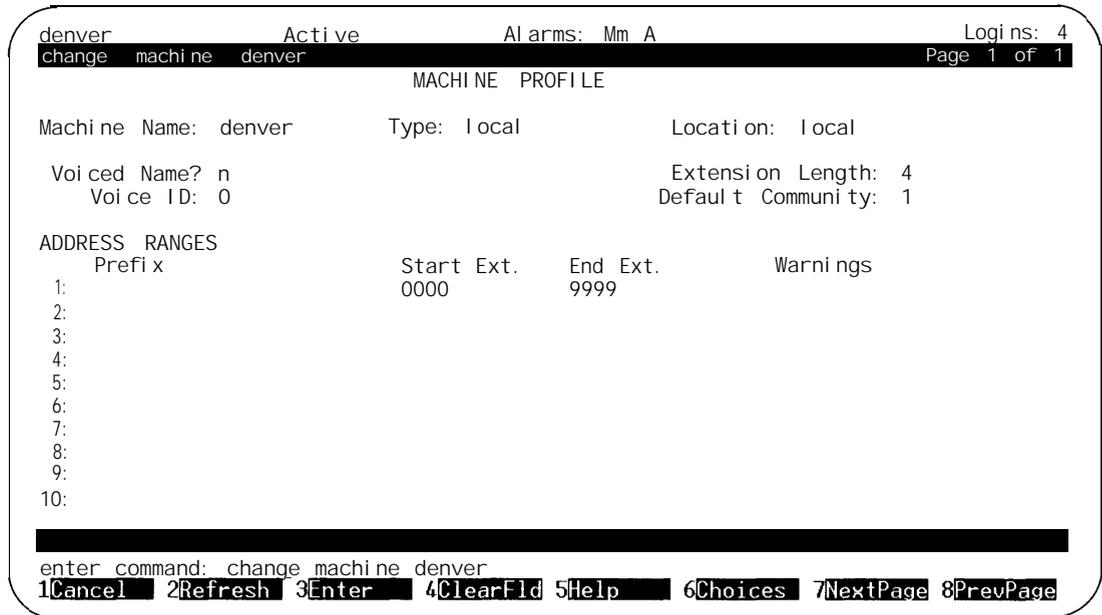
ADMINISTRATION LIMITS
Subscribers, Local: 1000   Administered Remote: 1000
Lists, Total Entries: 50000   Lists/Subscriber: 100   Recipients/List: 250

enter command: change system-parameters limits
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

**Figure 8-12. System Parameters Limits Screen**

13. Press ( TAB ) to move the cursor to the subscribers, Local field. Type a number that *exceeds by 25%* the local subscribers on the AUDIX R1 system. Check your planning worksheets or the AUDIX R1 printout of the traffic: feature: day screen.
14. In the Administered Remote field, type a number that *exceeds by 25%* the remote subscribers on the AUDIX R1 system. Check your planning worksheets or the AUDIX R1 printout of the traffic: feature: day screen.
15. Press ( SAVE ) (F3) to save the new subscriber limits. Otherwise, press ( CANCEL ).  
The message command successfully completed appears and the cursor returns to the command line.
16. At the command line, type **change machine** *machine-name*, where *machine-name* is the name that appears in the upper-left corner of the screen. If you do not enter a machine name, the system will automatically select the local machine. Press ( RETURN ).

The Machine Profile screen appears.



**Figure 8-13. Machine Profile Screen**

17. Check that the first fields in the `Start Ext.` and `End Ext.` columns contain digits equal to the extension length. For example, if the extension length is 5, the `Start Ext.` column should contain 00000 and the `End Ext.` column should contain 99999.
18. If the digits in the first fields of the `Start Ext.` and `End Ext.` columns do not have the correct number of digits, type the correct number of zeros in the `Start Ext.` column and the correct number of nines in the `End Ext.` column.
19. Press ( ENTER ) (F3) to save the new start and end extensions. Otherwise, press ( CANCEL ) (F1).  
The message `command successfully completed` appears, and the cursor returns to the command line.
20. At the command line, type `exit` to return to the main menu, and press ( ENTER ).  
The Machine Profile screen disappears, and the main menu reappears.
21. Go to the next section, "Define Network Machine Names."

## Define Network Machine Names

**Before** the data transfer, you must define in the Intuity AUDIX system the following items for any AUDIX R1 networked machines:

- Machine names
- Dial strings
- Various other characteristics in Intuity

In addition, you **must**:

- Enter the machine names in the order of the voice IDs assigned to each machine on the AUDIX R1 `list: machine` screen.
- Enter placeholder machine names for any machines the customer plans to omit from the network. This keeps the voice IDs the same for the machines that remain in the network.

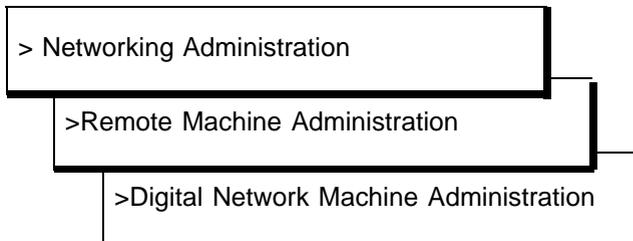
### **CAUTION:**

*If you enter network machine names out of sequence or with the wrong voice IDs and then proceed with the data transfer the network will operate improperly. To fix the problem, you will have to enter the machine names again and rerun the data transfer for remote subscribers.*

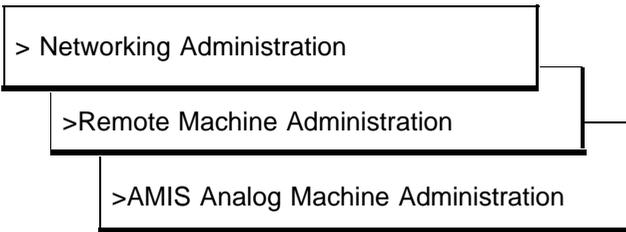
### **NOTE:**

Though you must enter all digital network machine names as well as AMIS machine names into the Intuity system prior to the data transfer, only AMIS subscriber data transfers from the AUDIX R1 system to the Intuity system. As a result, the customer will have to run the **get remote update** command on each digitally-networked machine to recapture remote subscriber data. Be sure to advise the customer of this fact.

1. From the main menu, select either of the following sequences of menu options.



OR



2. The selected network machine administration screen appears. See Chapter 6 in *Intuity AUDIX Digital Networking Administration* (585-310-533) or *AMIS Analog Networking* (585-300-512) for more information on administering networked machines.



**NOTE:**

You may need to alternate between the AMIS and digital administration screens if the sequence of voice IDs alternates between the AMIS and digital network machines on the AUDIX R1 system.

3. When finished, go to "Test Add and Remove Subscriber."

## Test Add and Remove Subscriber

Test the ability to add and remove subscribers to verify that the system is ready to accept the migrated subscriber data. Also, test that the subscriber data may be removed if necessary.

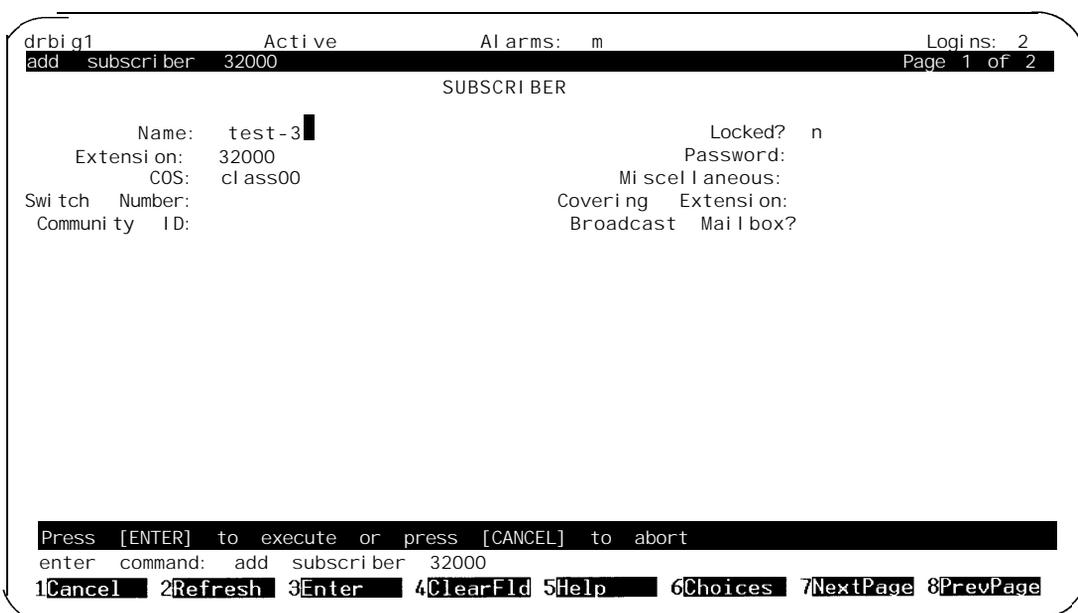
1. Starting at the INTUITY (TM) Administration menu, select:



The system responds with a blank AUDIX administration screen.

2. Enter **add su** (for **add subscriber**) at the command prompt.

The Subscriber screen appears (Figure 8-14).



**Figure 8-14. Subscriber Screen**

3. Enter **test-3** in the Name field.
4. Press ( TAB ) to move to the Extension field.
5. Enter the extension for the first test subscriber.
6. Press ( ENTER ) (F3) to add the subscriber.

 **NOTE:**

This procedure uses the defaults for the remaining fields.

The message `command successfully completed` appears.

7. Enter **rem su test-3** (for **remove subscriber**) at the command prompt.

The Subscriber screen appears showing data for subscriber test-3.

8. Press ( ENTER ) (F3) to remove the subscriber.

The message `command successfully completed` appears.

9. Enter **exit** to return to the Intuity main menu.

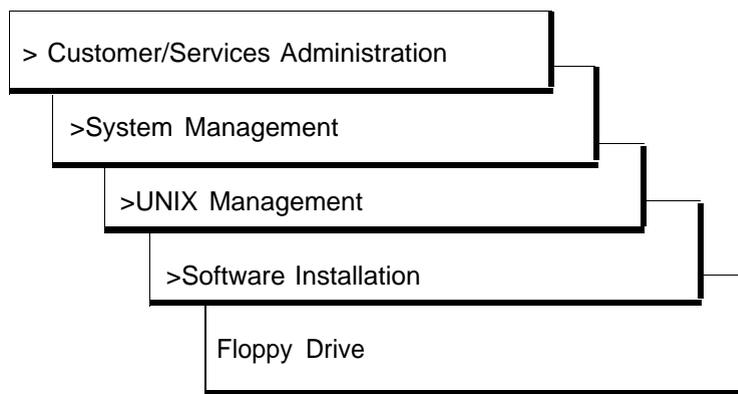
## Load Migration Software (If Necessary)

The Intuity system uses the migration software to call up the AUDIX R1 machine, retrieve data, and format the data for use by the Intuity AUDIX system. The migration software may already be loaded on the Intuity machine. You can check this by logging in and bringing up the Intuity Main Menu. See “Access the AUDIX R1-to-Intuity Migrations Program” after this section. To load migration software, do the following:

1. Locate the floppy disk that contains the migration software. This disk is shipped with the Intuity AUDIX computer and installation documentation.
2. Log into the Intuity AUDIX system with the *craft* login. See Chapter 4, “Getting Started” in *Intuity Platform Administration and Maintenance* (585-310-534) for complete instructions on logging in.

The Intuity main menu appears.

3. Starting at the INTUITY (TM) Administration menu, select the following sequence of menu options



The system responds with the following prompts:

```
Insert a diskette into Floppy Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

4. Insert the Migration Software Disk 1 of 1 into the 3.5" floppy drive.
5. Press ( ENTER ) to install the software.

The system responds with the Installation screen, as shown in Figure 8-15.

```
Insert diskette into Floppy Drive 1.
Type [go] when-ready,
  or [q] to quit: (default: go) go

Installation in progress. Do not remove the diskette.

The following packages are available:
  1 mig      Mi grations
            (AUDIX) R1.1

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,ql: 1
```

**Figure 8-15. Installation in Progress Screen Information**

6. Enter (the number 1) to install the migration software.

**⇒ NOTE:**

To perform a migration of the AUDIX R1 data, you do not have to load the optional tape driver. Load only the migration software.

The system responds by installing the software. While the software is being installed, the system lights the LED for the floppy disk drive.

When the system is finished installing the software, the cursor returns to the Floppy option on the Software Installment.

7. Remove the Migration Software Disk 1 of 1 from the floppy drive.
8. Press ( CANCEL ) (F6) until you log out of the system.

**⇒ NOTE:**

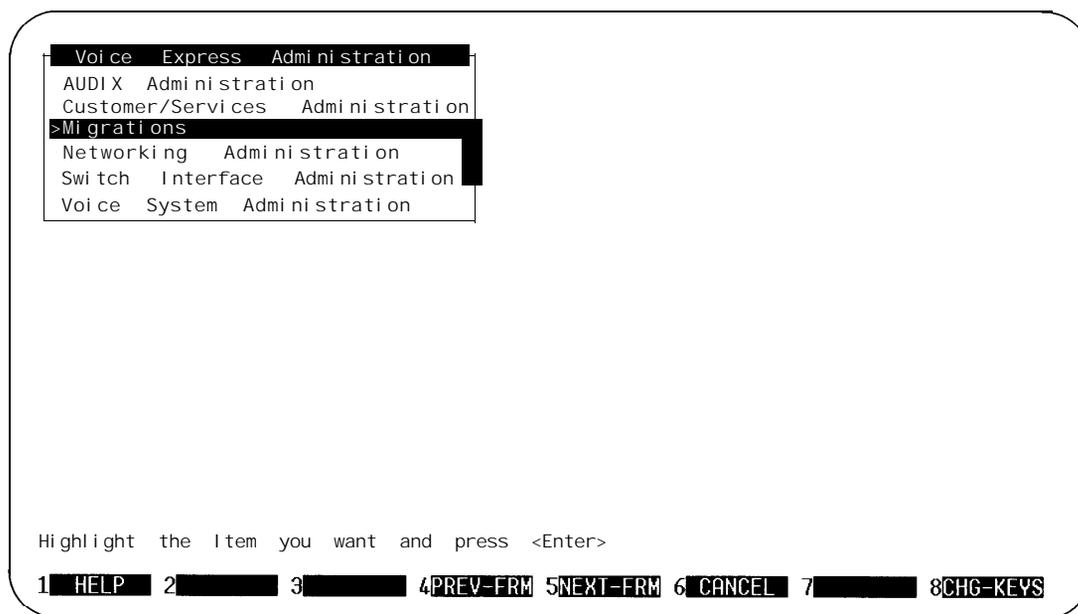
The system will not display the Migration option on the Intuity Administration menu until you log back onto the system.

## Access AUDIX R1-to-Intuity Migrations Program

After you have loaded the migration software, you must log out of the Intuity system and relogin to access the program.

1. Log into the Intuity system as *craft*.

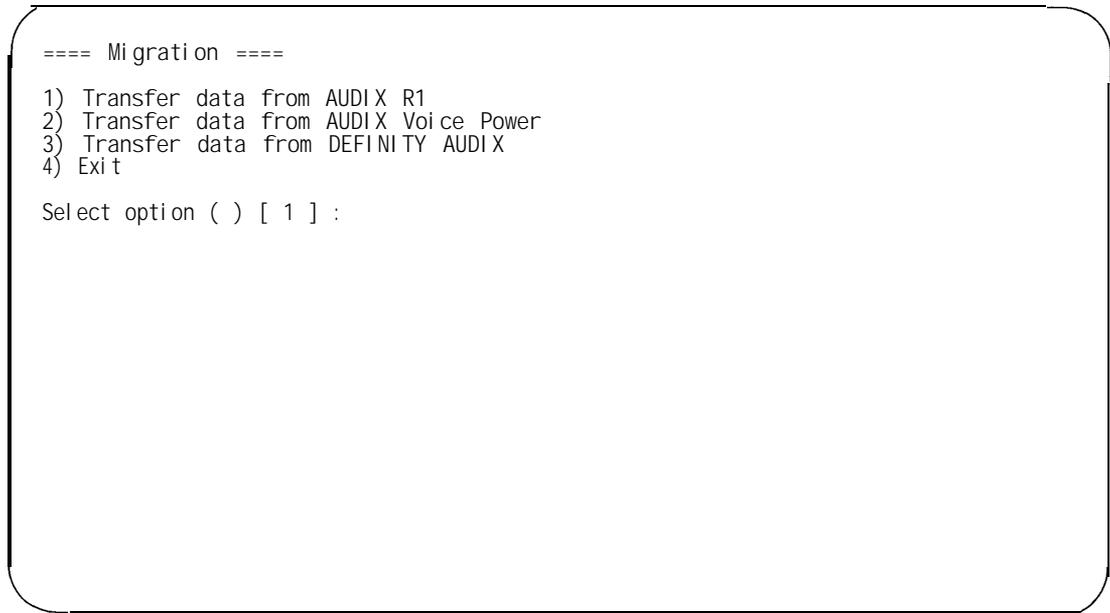
The INTUITY (TM) Administration menu appears, with Migrations as one option, as shown in Figure 8-16.



**Figure 8-16. Migration Option on the INTUITY (TM) Administration Menu**

2. Select the Migrations option.

The Migration Options screen appears, as shown in Figure 8-17.



**Figure 8-17. Migrations Options Screen**

3. Enter **1** to select the AUDIX R1 data transfer.

The AUDIX R1 Migration screen appears, as shown in Figure 8-18.

```
==== AUDIX R1 Migration Using ADAP ====  
1) Setup Parameters  
2) Connectivity Test  
3) Begin Migration  
4) Display Status  
5) Display Logfile  
6) Abort Migration  
7) Restart Migration  
8) Logout  
  
Select option ( ) [ 4 ] : █
```

**Figure 8-18. AUDIX R1 Migration Screen**

4. Go to the next section, "Set Up Migration Parameters."

## **Set Up Migration Parameters**

---

Set up migration parameters to tell the migration program how to do the following things:

- Dial up and log into the AUDIX R1 system
- Identify the version of the AUDIX R1 system
- Identify the subscribers whose data should be transferred

In a standard migration, you will identify all subscribers on the AUDIX R1 system to be transferred. In a tandem migration, you will identify one or more ranges of subscriber extensions to be transferred.

You should get the information from the AUCC, the AUDIX R1 printouts, or the customer's planning worksheets.



**NOTE:**

To exit the Set Up Parameters prompts, press ( DEL ). You will return to the Intuity main menu.

1. Enter **1** and press ( ENTER ) to select Setup Parameters option.

A series of data entry prompts appear one-by-one, as shown in Figure 8-19.

```

==== AUDIX R1 Migration Using ADAP ====

1) Setup Parameters
2) Connectivity Test
3) Begin Migration
4) Display Status
5) Display Logfile
6) Abort Migration
7) Restart Migration
8) Logout

Select option () [ 1 ] : 1
phone number () [ 81996 ] :
baud rate (1200 2400 4800) [ 2400 ] :
login () [ ap ] : craft
password () [ ] :
software release (r1v5 r1v6 r1v7) [ r1v7 ] : r1v7
default subscriber password () [ 1 ] : 5
beginning local subscriber () [ 0 ] : 80000
ending local subscriber (0 means no subscribers) [ 999999999 ] : 89999
AMIS remote subscribers (y) [ n ] : n

Are these values correct (y n) [ n ] : y
    
```

**Figure 8-19. Data Entry Prompts**

2. Enter data for each prompt as follows. The default values (or the most recent values if you are restarting the transfer) appear in brackets [ ]. If you want to use a value appearing in brackets, press ( ENTER ) at the prompt:

- Phone number
 

Enter the phone number (remote access port #) of the AUDIX R1 system, and press ( ENTER ) Precede any number external to the local switch with the digit **9** or any other administered dial-out code.
- Baud rate
 

Enter the baud rate of the AUDIX R1 modem.
- Login
 

Enter the **craft** login.
- Password
 

Enter the password for the craft login.
- Software release
 

Enter R1V5, R1V6, R1V7, or R1V8, depending on the software version of the AUDIX R1 system. This information is available on the printout of the AUDIX R1 maintenance: system: vintage screen.

- Default subscriber password

Enter the default password subscribers will use to log in the first time after transferring to the Intuity AUDIX system. Get the password, which may be from 0 to 15 digits, from the customer.

- Beginning local subscriber

For a standard migration, enter the lowest extension number in your dialing plan. With a five-digit dialing plan, 00000 would be the lowest extension you could enter. For a tandem migration, enter the lowest extension number in the range of subscribers whose data you are transferring.

- Ending local subscriber

For a standard migration, enter the highest extension number in your dialing plan. With a five-digit dialing plan, 99999 would be the highest extension you could enter. For a tandem migration, enter the highest extension number in the range of subscribers whose data you are transferring.

- AMIS remote subscribers

Enter **y** if the AUDIX R1 system has AMIS subscribers who are transferring. Otherwise, enter **n**.

- Are these values correct

Enter **y** if the values are correct. Otherwise enter **n**.

The cursor returns to the Select Option field on the AUDIX R1 Migration menu.

## **Test the Modem Connection**

---

After you have set up the migration parameters, test the modem connection. This step is optional, but you will save time if you discover a dial-up problem prior to beginning the data transfer.

1. At the AUDIX R1 Migration menu, select option 2, Connectivity Test.

The following message appears while the test is running:

```
Copyright (C) AT&T 1993. All rights reserved.
```

```
START AT Mon Nov 29 19:11:17 1993
```

When the test is complete, the following message appears

```
Intuity machine-name Intuity machine-name exit with  
status :
```

```
SUCCESS
```

2. Press ( ENTER ).

The cursor returns to the Select option field on the AUDIX R1 Migration menu.

3. Go to the next section, "Run the Data Transfer."

### **⇒ NOTE:**

If the test fails, check that the modem is properly plugged into the computer's COM2 port, the power is on, and the right options are set. If you continue to have trouble, call your remote maintenance center.

## **Run the Data Transfer**

---

Run the data transfer to move AUDIX R1 subscriber data to the Intuity AUDIX system. The transfer of data can take several hours to finish, depending on the number of subscribers whose data is transferring. An approximate estimate of time is 120 subscribers per hour at 1200 baud and 480 per hour at 4800 baud.

### **⇒ NOTE:**

Tell the customer before you start the transfer that the customer should not add, change, or delete any subscribers on the AUDIX R1 system after the data transfer is started and before the migration is complete. Any such changes will have to be made again manually on the Intuity AUDIX system after the migration is complete.

1. At the Select option field on the AUDIX R1 Migration menu, enter option 3, Begin Migration.

The following prompt appears:

```
Delay in minutes before starting migration ( )
```

2. Enter **0** to begin the migration immediately.

Entering a number greater than 0 tells the migration software to wait for an equivalent number of minutes before beginning the transfer of data. This capability exists primarily so that the AUCC can start the migration remotely.

The following messages appear:

```
==== AUDIX R1 Migration Using ADAP ====
1) Setup Parameters
2) Connectivity Test
3) Begin Migration
4) Display Status
5) Display Logfile
6) Abort Migration
7) Restart Migration
8) Logout

Select option () [ 4 ] : 3
Delay in minutes before starting migration () [ 0 ] : 0

migration started
Hereafter, choose option 4 to check the status of migration
Choose option 5 to check for any errors
Choose option 6 to abort migration

Press enter to continue...
```

**Figure 8-20. Migration Screen Showing Migration Start**

3. Press ( ENTER ).

The messages disappear, and the cursor returns to the Select option field.  
The data transfer has begun.



**CAUTION:**

*Do not reboot the machine, shutdown the machine, or disconnect the power while the transfer is in progress. Doing so will force you to restart the transfer from the beginning.*

4. After the data transfer has run for a minute or two, select option 5, Display Logfile, to check that the connection through the switch was successful.

The Log File begins to scroll from the bottom of the screen.

```
7) Restart Migration
8) Logout

Select option () [ 4 ] : 5
Copyright (C) AT&T 1993. All rights reserved.
STAIRT AT Mon Nov 29 13:13:36 1993

algin: connect SUCCESSFUL, going on to login,
2400

password:
login id / password invalid
login:
Proper baud rate established, logging in...
CONNECT 2400
password:
login id / password invalid
login: ap
password:
terminal code: pc
Kermit communications server beginning... Intuity drtiny10% Intuity drtiny10% Int
uity drtiny10% Mon Nov 29 13:14:12 EST 1993
Intuity drtiny10% Intuity drtiny10%
(EOF):
```

**Figure 8-21. Log File Display**

5. Verify that the connection was successful, and press (ENTER).
6. The bottom of the screen goes blank, and the cursor returns to the Select option field.
7. Go to the next step, "Check the Status of the Data Transfer."

## **Check the Status of the Data Transfer**

Check the status of the data transfer to see that it is continuing to run and to anticipate when the transfer will finish.

The transfer of data occurs in two phases. The first phase consists of the following data transferring from the AUDIX R1 system to the Intuity AUDIX system:

- Class of service data
- Subscriber lists
- Subscriber data

The second phase consists of converting each type of data into a format that the Intuity AUDIX system can use.

As each type of data is transferring, the screen increments the count for that type so you can see the progress being made. Then, after all data has transferred successfully and as the migration program is converting the data, the screen increments the count again for each type of data conversion.

To check the data transfer status, do the following:

1. At the AUDIX R1 Migration menu, select option 4, Display Status.

The data transfer status information appears at the bottom of the screen, as shown on Figure 8-22.

```

==== AUDIX R1 Migration Using ADAP ====

1) Setup Parameters
2) Connectivity Test
3) Begin Migration
4) Display Status
5) Display Logfile
6) Abort Migration
7) Restart Migration
8) Logout

Select option ( ) [ 4 ] : 4
Migration Aborted

ITEM                                STATUS                                COUNT
-----
Get Class Of Service                Completed                               12
Get Subscriber List                  Completed                              1306
Get Subscriber Info                  Completed                              1306
Convert COS                           Completed                               12
Convert Local Subscribers            In Progress                             1161
Press enter to continue...

```

**Figure 8-22. Data Transfer Status Data**

2. Use the Status and Count columns to monitor the status of the transfer.

The Get Subscriber List data is simply the list of subscriber names and nothing else. This data therefore transfers quickly. The Get Subscriber Info data consists of the actual subscriber records and requires the bulk of the time of the data transfer.

As a result, you should compare the `in progress` count of the subscriber info data to the `completed` count for subscriber list data to get a feel for how long the total transfer will take. For example, if the subscriber list count is 1000, and the subscriber info count increment at the rate of 5 every minute, you can expect the total transfer to take approximately 230 minutes — 200 minutes for the subscriber info data and roughly 30 minutes for all other data.

As each step of the transfer and conversion finishes, the message in the Status column changes from `In Progress` to `Completed`.

3. At anytime, press ( ENTER ) to return to the AUDIX R1 Migration menu. You can reselect the Display Status option periodically to check the transfer status.

When all data has been transferred and converted, the following message appears:

```
Data transfer complete.
```

4. If the data transfer has problems, you may have to stop and restart the transfer. In this case, see the next section, "Stop and Restart the Data Transfer." Otherwise, go to the section, "Check the Log File."

## **Stop and Restart the Data Transfer**

If a lot of errors appear in the logfile data, if the transfer status indicates data is not transferring — or for some other reason, you may need to stop the data transfer.

1. To stop the transfer, select option 6, Abort Migration.

The data transfer stops. The message, `Migration aborted` appears.

2. Press ( RETURN ) to return to the AUDIX R1 Migration menu.

The data transfer program saves the data up to the point of the last completed step, *except* that the Get Subscriber List data is *not* saved if you abort in the middle of the following Get Subscriber Info step.



### **CAUTION:**

*The Get Subscriber Info step takes a lot more time than the other steps combined. And the transfer program saves only the data from the last completed step. Therefore, if you abort in the middle of the Get Subscriber Info step, you will have to repeat this step and the Get Subscriber List step from the beginning. This may greatly increase the total time for the migration.*

1. To restart the migration, select Option 7, Restart Migration.

A list of restart options appears at the bottom of the screen.

```
==== AUDIX R1 Migration Using ADAP ====

1) Setup Parameters
2) Connectivity Test
3) Begin Migration
4) Display Status
5) Display Logfile
6) Abort Migration
7) Restart Migration
8) Logout

Select option () [ 4 ] : 7
Pass Description
1 same as begin migration
2 skip COS retrieval
3 skip COS and local subscriber retrieval
4 skip COS, local and remote subscriber retrieval
  (rerun data conversion step only/no connection needed)

pass () [ 4 ] : █
```

**Figure 8-23. Migration Restart Options**

2. Select the option you want. If you select option 4, the transfer program will restart at the first conversion step, Convert COS.

The following prompt appears.

Delay in minutes before starting migration ()

3. Enter **0** to restart the transfer immediately, or enter a number to specify how many minutes from now the transfer should restart.

The message `Migration restarted` appears.

4. Press ( ENTER ) to return to the AUDIX R1 Migration menu.
5. Continue to monitor the migration as described in “Check the Status of the Data Transfer” and “Check the Logfile.”



| <b>Code</b> | <b>Meaning</b>   |
|-------------|--|
| 6           | Bad data, where the values are outside the permitted range   |
| 61          | Extension lengths of AUDIX R1 and Intuity AUDIX do not match |
| 1023        | Value out of range   |
| 1025        | Extension already exists in the Intuity AUDIX                |
| bad field   | Quotation marks appear in a subscriber's data                |

When you reach the end of the file, `EOF` appears.

3. At the EOF (end of file) message, press ( ENTER ) twice to exit the file and return to the AUDIX R1 Migration menu.

To exit the log file before you reach the end, type `q` at the colon (:) prompt, and press ( ENTER ).

## **Print the Logfile**

---

To print out the logfile, do the following:

1. Connect a printer to your display terminal using the appropriate port for your printer — parallel or serial.

You may connect any of the following printers:

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

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

2. Access the migration logfile.
3. Press the keys appropriate to your terminal to print the screen.

For a 513 terminal:

- a. Press ( F10 ) to display the first layer of screen-labeled keys for the terminal.
- b. Press ( LCL\_PRT ) (F1) to display the screen-labeled print keys.
- c. Press ( PRINT-SCRN ) (F7) to print the screen.
- d. Press ( F10 ) and ( F5 ) to return the screen-labeled keys to their original state.
- e. Display any additional pages of the logfile and repeat steps a through d.

For an AT&T386 console, a 715 terminal, or G3-MA:

- a. Press ( PRINT-SCRN ) to print the screen.  
The data appearing on the screen prints out.
- b. Display any additional pages of the logfile and repeat step a.

## **Exit the Migration Program**

You can exit the migration program at any time before, during, or after the data transfer is complete. To exit the program, do the following steps:

1. At the Select option field on the AUDIX R1 Migration menu, enter 8.  
The message `Press enter to continue` appears.
2. Press ( ENTER ).  
The Migrations Options menu appears.
3. Enter **5** to exit the menu.  
The Intuity main menu appears.

## **Verify the Transfer of Subscribers**

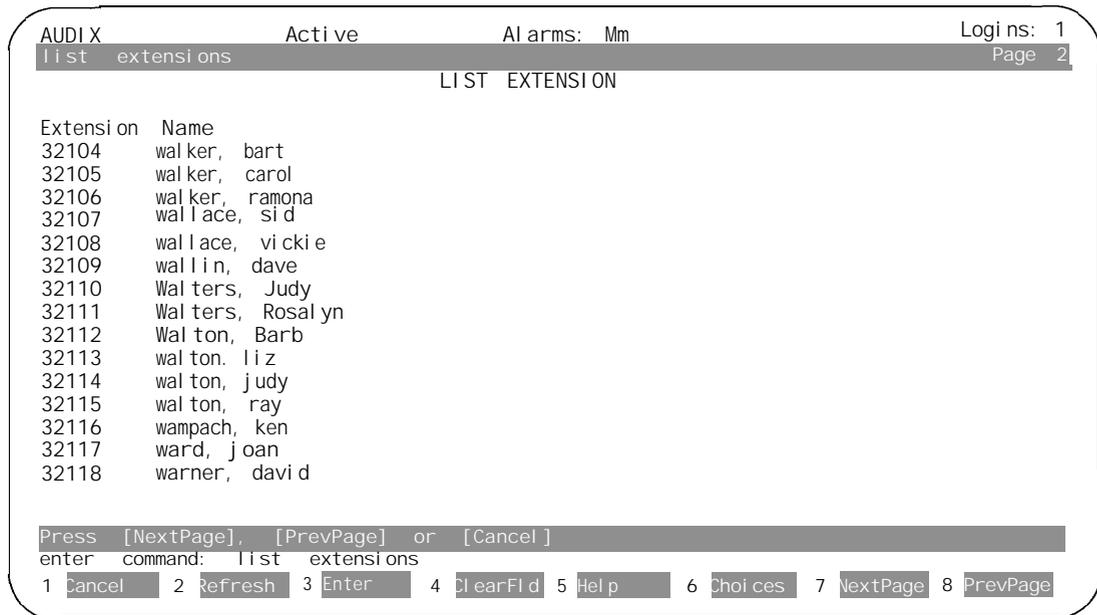
When the data transfer is complete, you must verify that the subscriber data has transferred successfully. To verify the transfer of subscribers, you should check the following items:

- List of subscribers
- List of remote subscribers (if any)
- Two Class of Service numbers
- Six subscribers, with extensions well-spaced throughout the range of extensions you transferred
- List of remote subscribers
- Six remote AMIS subscribers (if any)

To check these items, do the following steps:

1. At the main menu, select AUDIX Administration.  
A blank AUDIX administration screen appears.
2. Type **li e**, and press ( ENTER ).

The List Extension screen appears.



**Figure 8-25. List Extension Screen**

3. Press ( NEXTPAGE ) (F7) to scroll through the list of subscribers. To quickly assess the number of subscribers in the list, check the number of pages shown in the upper right of the screen and multiply the number by 19. The product should approximate the number of subscribers on the AUDIX R1. If the number is less than 90%, check the migration logfile for the existing errors. You may need to manually fix some entries or rerun the data transfer.
4. Press ( CANCEL ) (F1) to return to the command line. Enter **li re *machine-name***, where ***machine-name*** is the AMIS machine whose subscribers you are checking.

The List Remote Extensions screen appears.

```

drbig 1 Active Alarms: m Logins: 2
list remote-extensions aptiny1 Page 1
LIST REMOTE EXTENSIONS

Extension Name Type Usage Date
2001 Cliff administered 12/17/93
2002 Tom administered 12/16/93
2003 verified 12/15/93
2004 verified 12/15/93
2005 verified 12/31/93
2006 verified 12/15/93
2007 verified 12/15/93
2008 verified 12/15/93
2010 verified 12/15/93
2011 verified 12/31/93
2300 verified 12/15/93

Press [NextPage], [Prevpag], or [Cancel]
enter command: list remote-extensions aptiny1
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

**Figure 8-26. List Remote Extensions Screen**

5. Press ( NEXTPAGE ) (F7) to scroll through the list of subscribers and assess the number of subscribers in the list as in Step 3.
6. Press ( CANCEL ) (F1) to return to the command line. Enter **di cos cos-number** where **cos-number** is a class-of-service number you are checking.

The Class of Service screen, as shown in Figure 8-27, appears.

```

drbg1 Active Alarms: m Logins: 2
display cos 01 Page 1 of 1
CLASS OF SERVICE
Name: class01 COS Number: 1
Addressing Format: extension Modified? y
PERMISSIONS Type: call-answer Announcement Control? n
Outcalling? n Priority Messages? n
Broadcast: none
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: 88 Minimum Needed: 6
Call Answer Message (seconds), Maximum Length: 88 Minimum Needed: 6
End of Message Warning Time (seconds): 0
Maximum Mailing Lists: 25 Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200 Minimum Guarantee: 0
Command Successfully Completed
enter command:
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

**Figure 8-27. Class of Service Screen**

7. Check that all of the data is on the screen, and repeat steps 6 and 7 for another class of service number.
8. Press ( CANCEL ) (F1) to return to the command line. Enter **di su extension**, where **extension** is a subscriber extension you are checking.

The Subscriber screen appears.

```

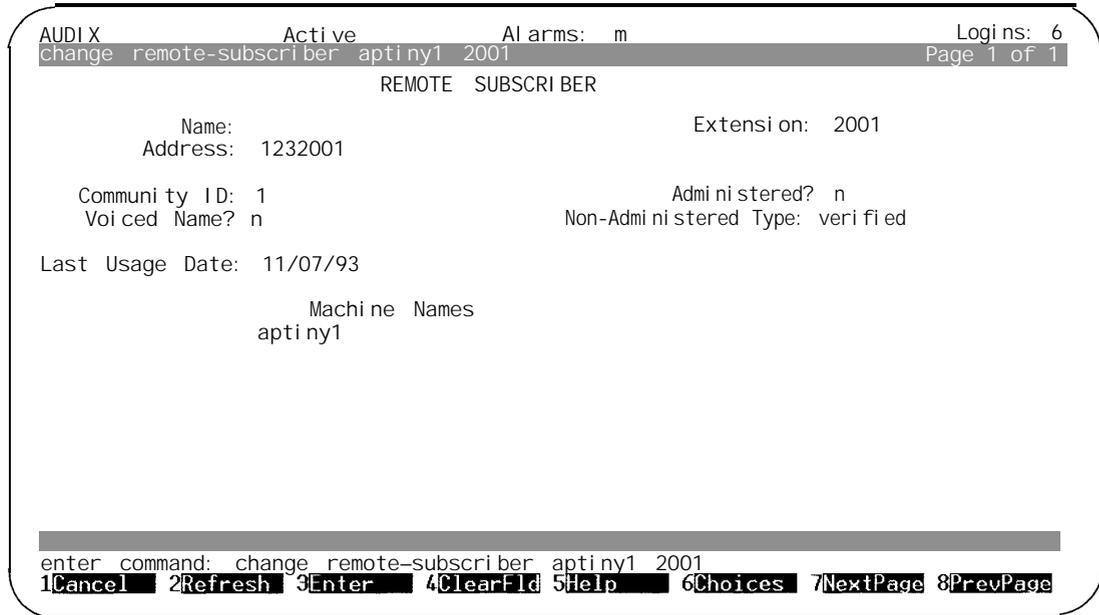
drbig1           Active           Alarms: m           Logins: 2
display subscriber 32111           Page 1 of 2
SUBSCRIBER
Name: Walters, Rosalyn           Locked? n
Extension: 32111           Password:
COS: custom           Miscellaneous:
Switch Number: 15           Covering Extension: 32300
Community ID: 1           Broadcast Mailbox? n

enter command: display subscriber 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

**Figure 8-28. Subscriber Screen**

9. Check that all of the data is on the screen incorrect, and repeat steps 8 and 9 for five other subscribers.
10. Press ( CANCEL ) (F1) to return to the command line. Enter **di re name**, where **name** is the name of a remote subscriber you are checking.

The Remote Subscriber screen appears.



**Figure 8-29. Remote Subscriber Screen**

11. Check that all of the data is on the screen is correct, and repeat steps 10 and 11 for five other remote subscribers.
12. Press ( CANCEL ) (F1) to return to the command line.
13. Enter **exit** to return to the Intuity main menu.

## **Administer the Switch for the Migration (Standard Process)**

---

You must do the tasks in the following table so the switch can start sending calls to subscriber mailboxes on the Intuity AUDIX system. The table assumes that the customer will want to keep AUDIX R1 mailboxes available for subscribers after the migration. Subscribers may want to retrieve old messages from the AUDIX R1 system.

The customer actually has three ways in which to deal with the AUDIX R1 system after the migration:

- Disconnect it immediately. This action does *not* allow subscribers to access old messages. If the customer selects this option, skip Steps 1 and 2 in Table 9-2, and Step 8 in Table 9-3.
- Use a few existing voice ports to keep the AUDIX R1 mailboxes temporarily available for retrieving old messages. The customer does not have to buy additional switch hardware. The voice ports can be reassigned to the Intuity system after removing the AUDIX R1 system completely.
- Add voice ports to the switch and use them to keep the AUDIX R1 mailboxes temporarily available for retrieving old messages. The voice ports can be reassigned to the Intuity system after removing the AUDIX R1 system completely.

You will need documents from the following list to help you complete these tasks:

- *Intuity Integration with System 75, DEFINITY Communications System Generic 1 and 3* (585-310-214)
- *Intuity Integration with System 85 and DEFINITY Communications System Generic 2* (585-310-215)
- *Intuity MAP/40 Hardware Installation* (585-310-138) or *Intuity MAP/100 Hardware Installation* (585-310-139)
- The installation document for the customer's switch

**Table 8-1. Switch Administration Tasks for Standard Migration from AUDIX R1 (Standard Process)**

| Task | Description  | Where the Information Is   |
|------|--|--|
| 1    | <p>(Optional) Create new AUDIX R1 voice ports.</p> <p>Create new voice ports for the AUDIX R1 system. The customer will most likely want to use most or all of the existing R1 ports for the Intuity system. These new voice ports for the AUDIX R1 system will allow subscribers to get their old messages. In this case, the R1 system will require only a few ports. The AUDIX R1 system will have to be recabled for the new voice ports.</p> <p>The customer may optionally wish to move a few existing ports from the old AUDIX R 1 hunt group to the new AUDIX R1 hunt group.</p> | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapters 3, 4, or 5 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 3 in the associated Intuity Switch Integration book</li> </ul> |
| 2    | <p>Create a new AUDIX R1 hunt group.</p> <p>This creates a new phone number subscribers can call to get their old AUDIX R1 messages. Depending on the customer's desire, assign some existing voice ports to this new hunt group or assign the newly created voice ports to the hunt group.</p>  | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapters 3, 4, or 5 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 3 in the associated Intuity Switch Integration book</li> </ul> |
| 3    | <p>Create two test subscriber stations with the existing AUDIX R1 coverage path.</p> <p>This lets you test the switch connections and the Intuity AUDIX system before putting it into service for real subscribers. Use the extensions of these stations when you add test subscribers on the Intuity AUDIX system.</p>  | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapter 8 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 6 in the associated Intuity Switch Integration book</li> </ul>           |

## **Cable the Intuity System and Recable the AUDIX R1 System (Standard Process)**

---

You cannot use the AUDIX R1 system cables for connecting the Intuity system to the switch. Therefore, you must cable the Intuity system to the switch as if it were a new installation. You may also have to recable the AUDIX R1 system to the switch if the customer is using new voice ports for the AUDIX hunt group.

**Table 8-2. Tasks to Cable the Intuity AUDIX System and Recable the AUDIX R1 System (Standard Process)**

| Task | Description   | Where the Information Is   |
|------|---|--|
| 1    | <p>Busy out the old AUDIX R1 voice ports.</p> <p>This lets you remove the voice port cabling.</p>                                     | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapters 3, 4, or 5 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 3 in the associated Intuity Switch Integration book</li> </ul> |
| 2    | <p>Disconnect the voice port cabling to the AUDIX R1 system and cable the voice ports to the Intuity AUDIX system</p>                 | <p>The appropriate switch installation book.</p>   |
| 3    | <p>Power down the Intuity AUDIX</p> <p>Shutdown the AUDIX R1 using correct shutdown procedures. Logout and turn off the computer.</p> | <p>Not applicable</p>  |
| 4    | <p>Power down the AUDIX R1</p> <p>At the command line, press ( <u>CONTROL</u> ) + d and turn off the computer.</p>                    | <p>Not applicable</p>  |
| 5    | <p>Disconnect the BX.25 cabling to the AUDIX R1 system.</p>   | <p><i>AUDIX Installation</i> (585-305-105)</p>   |
| 6    | <p><b>Connect the BX.25 cabling to the Intuity AUDIX system.</b></p>  | <p><i>Intuity MAP/40 Hardware Installation</i> or <i>Intuity MAP/100 Hardware Installation</i></p>   |
| 7    | <p>Turn on the Intuity AUDIX machine and log in</p> <p>This puts the Intuity AUDIX system into service for the test stations.</p>     | <p><i>Intuity MAP/40 Hardware Installation</i> or <i>Intuity MAP/100 Hardware Installation</i></p>   |
| 8    | <p>Connect the AUDIX R1 cabling to the new AUDIX R1 voice ports</p>   | <p><i>AUDIX Installation</i> (585-305-105)</p>   |

When you have finished cabling the Intuity system, continue with uncompleted tasks in Chapter 3 of this book.

## **Administer the Switch for the Migration (Tandem Process)**

---

Do the following tasks so the switch can start sending calls to the subscriber mailboxes transferred to the Intuity AUDIX system, and *also* continue sending calls to the subscribers on the AUDIX R1 system.

**⇒ NOTE:**

The tandem migration is possible only on System 85, Generic 3r, and Generic 2 switches. Only these switches allow a BX.25 data link with more than one AUDIX hunt group/split.

The table assumes that the customer will want a subset of subscribers to continue using the AUDIX R1 system instead of the Intuity system.

See the appropriate switch integration and hardware installation documents for procedures on how to do these tasks:

- *Intuity Integration with System 75, DEFINITY Communications System Generic 1 and 3* (585-310-214)
- *Intuity Integration with System 85 and DEFINITY Communications System Generic 2* (585-310-215)
- *Intuity MAP/40 Installation* (585-310-138) or *Intuity MAP/100 Installation* (585-310-139)
- The installation document for your switch

**Table 8-3. Switch Administration Tasks for Tandem Migration from the AUDIX R1 System**

| Task | Description  | Where the Information Is   |
|------|--|--|
| 1    | <p>Create Intuity AUDIX voice ports.</p> <p>Create new voice ports for the Intuity AUDIX. The customer will most likely want to use all of the existing R1 ports for the AUDIX R1 system.</p>  | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapters 3, 4, or 5 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 3 in the associated Intuity Switch Integration book</li> </ul> |
| 2    | <p>Create an Intuity AUDIX hunt group.</p> <p>This creates a new phone number subscribers can call to get their old AUDIX R1 messages. Depending on the customer's desire, assign some existing voice ports to this new hunt group or assign the newly created voice ports to the hunt group.</p>                              | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapters 3, 4, or 5 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 3 in the associated Intuity Switch Integration book</li> </ul> |
| 3    | <p>Create two test subscriber stations and a coverage path to the Intuity AUDIX system.</p> <p>This lets you test the switch connections and the Intuity AUDIX system before putting it into service for real subscribers. Use the extensions of these stations when you add test subscribers on the Intuity AUDIX system.</p> | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapter 9 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 7 in the associated Intuity Switch Integration book</li> </ul>           |

## **Cable the Intuity System (Tandem Process)**

---

In a tandem migration, you can leave the AUDIX R1 system cables intact. You need only cable the Intuity system to the switch as if it were a new installation.

**Table 8-4. Tasks for Cabling the Intuity AUDIX System (Tandem Process)**

| <b>Task</b> | <b>Description</b>  | <b>Where the Information Is</b>  |
|-------------|---|--|
| 1           | Cable the voice ports to the Intuity AUDIX system   | The appropriate switch installation book.  |
| 2           | Power down the Intuity AUDIX  |  |
|             | Shutdown the AUDIX R 1 using correct shutdown procedures. Logout and turn off the computer. |  |
| 3           | Connect the BX.25 cabling to the Intuity AUDIX system.                                      | <i>Intuity MAP/40 Hardware Installation or Intuity MAP/100 Hardware Installation</i> |
| 4           | Turn on the Intuity AUDIX machine and log in  |  |

When you have finished cabling the Intuity system, continue with uncompleted tasks in Chapter 3 of this book.

## **Assign Coverage Path to Migrated Subscribers (Tandem Process Only)**

The final step in completing a tandem migration is to change the coverage paths of the subscribers you are moving to the Intuity AUDIX system. The new coverage path will cause calls to go to the subscriber mailboxes on the Intuity AUDIX computer.

**Table 8-5. Task to Assign Coverage Path to Moved Subscribers (Tandem Process)**

| <b>Task</b> | <b>Description</b>  | <b>Where the Information Is</b>  |
|-------------|---|--|
| 1           | <p>Assign the new coverage path to each subscriber station you are moving at installation</p> <p>This causes access to subscriber voice mailboxes to change one-by-one, or by ranges of extensions, to the Intuity AUDIX system. For each station that you assign the coverage path to, unanswered calls would go to the Intuity AUDIX system. However, subscribers can still call the old AUDIX number for old messages.</p> | <p>For System 75, G1, and G3</p> <ul style="list-style-type: none"> <li>■ Chapter 9 in the associated Intuity Switch Integration book</li> </ul> <p>For System 85 and G2</p> <ul style="list-style-type: none"> <li>■ Chapter 7 in the associated Intuity Switch Integration book</li> </ul> |

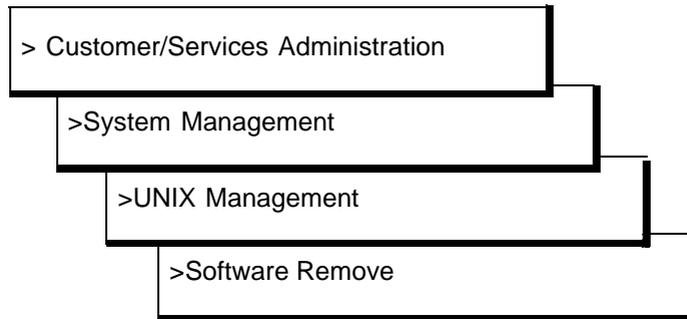
## **Readminister the Voice Ports on the AUDIX R1 System**

See *AUDIX Installation* (585-305-105) for information on this task.

## Remove Migration Software

To preserve disk space, remove the migration software when the migration is complete. Use the following steps:

1. At the INTUITY (TM) Administration menu, select the following series of menu options:



The following installed software list appears:

```

The following packages are available:
 1 VM-dfl tdb    AUDI X(R) Defaul t db
                   (AUDI X) R1.1
 2 VM-sat      AUDI X(R) English Announcements
                   (AUDI X) R1.1
 3 VM-sw       AUDI X(R) Software
                   (AUDI X) R1.1
 4 Vex         Voice Express Set
                   (486) 1.0-4
 5 acp         Enhanced Application Compatibility
 6 admin       Administration Set
                   (386) 1
 7 audfs       AUDI X File system
                   (MFB) R1.1
 8 base        Base System
                   (386) 1
 9 bdev        Basic Development Set
                   (386) 1
10 bkrs       Extended Backup and Restore
                   (386) 1

... 44 more menu choices to follow:
<RETURN> for more choices, <CTRL-D> to stop display: █
    
```

**Figure 8-30. List of Installed Software**

2. Press ( ENTER ) to scroll through the list until you find the number of the migration software.

```

21 eqx      Equinox Megaport/Megaplex STREAMS Device Driver (ISA/EISA)
           (i386) 2.02
22 eth      Ethernet Hardware Support
           (386) 1
23 face     FACE
           (386) 1
24 fmi      BUILT INTO ADVANCED COMMANDS, CANNOT BE REMOVED.
           ()
25 fnd      Foundation Set
           (386) 1
26 inet     Internet Utilities
           (386) 1
27 kdb      Kernel Debugger
           (386) 1
28 license  User Upgrade
           (386) 1
29 lp       Printer Support
           (386) 1
30 mig      Migrations
           (AUDIX) R1.1

```

... 24 more menu choices to follow:  
 <RETURN> for more choices, <CTRL-D> to stop display:

**Figure 8-31. List of Installed Software Showing Migration Software**

3. When you have identified the number of the migration software, press ( CONTROL ) + d.

**⇒ NOTE:**

The illustration shows the migration software to be item 30. Your system will probably show a difference item number.

The following prompt appears.

```

Select package(s) you wish to process (or 'all' to
process
all packages). (default: all) [?,??,q]:

```

4. Enter the item number of the migration software.

The following prompt appears.

```
25 fnd          Foundation Set
                (386) 1
26 inet        Internet Utilities
                (386) 1
27 kdb         Kernel Debugger
                (386) 1
28 license     User Upgrade
                (386) 1
29 lp         Printer Support
                (386) 1
30 mig        Migrations
                (AUDIX) R1.1

... 24 more menu choices to follow:
<RETURN> for more choices, <CTRL-D> to stop display:

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]: 30

The following package is currently installed:
  mig          Migrations
                (AUDIX) R1.1

Do you want to remove this package [y,n,?,q]
```

**Figure 8-32. Migration Removal Confirmation Prompt**

5. Enter **y**.

## **Migration Logfile Error Codes**

The Migration Logfile may display any of the following error codes. Use the descriptions to help determine how to fix migration problems.

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>  |
|-------------|---|
| 0           | Done (the data is okay)   |
| 4           | Bad data  |
| 5           | Invalid entry   |
| 6           | bad data, out of range  |
| 9           | Hardware device Busy  |
| 10          | You can not change from n toy using this form                           |
| 12          | System error  |
| 13          | maintenance port busy   |
| 14          | Invalid input   |
| 15          | Hardware unit not configured  |
| 16          | Unmatched volume label  |
| 17          | Announcement Set Already Exists   |
| 18          | Invalid hardware unit   |
| 19          | Number out of range   |
| 20          | Tape and system's machine name and software release numbers don't match |
| 21          | Tape and system's software release numbers don't match                  |
| 22          | Tape and system's machine names don't match                             |
| 23          | System is in a shutdown state   |
| 24          | Operation aborted ([Cancel] key)  |
| 25          | Partial subscriber name is not unique                                   |
| 26          | "Remote Subscriber Specified"   |
| 27          | "No Subscriber Administered for this Extension"                         |
| 28          | Call Back Number Exceeds 15 Digits                                      |

**Table 8-6. Migration Logfile Error Codes**

| <b>Description</b> |  |
|--------------------|--|
| 29                 | Country code of 0 is not valid                     |
| 30                 | The specified address is not a voice port          |
| 31                 | Voice-group is currently busy                      |
| 32                 | System Error = default AE code                     |
| 33                 | Old password must be entered                       |
| 34                 | Bad volume name                                    |
| 35                 | Volume name already exists                         |
| 36                 | Hardware unit is unequipped                        |
| 37                 | Hardware unit fault                                |
| 38                 | Data is unavailable - check back later             |
| 39                 | Can't decrease filesystem size                     |
| 40                 | Not a valid field for delete                       |
| 41                 | Up to 5 digits are valid per extension             |
| 42                 | Duplicate extension - already in use               |
| 43                 | Duplicate touch tone - already in use              |
| 44                 | Invalid extension length                           |
| 45                 | Extension range limit exceeded                     |
| 46                 | value exceeds system limits                        |
| 47                 | enter a value in this field                        |
| 48                 | Previous copy still in progress                    |
| 49                 | No More Subscriber Ids Available                   |
| 50                 | logical copy to nonexisting filesystem not allowed |
| 51                 | filesystem in use - admin shutdown required        |
| 52                 | volume doesn't exist                               |
| 53                 | filesystem doesn't exist                           |
| 54                 | already exists                                     |
| 55                 | doesn't exist                                      |
| 56                 | Local machine cannot be removed                    |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>  |
|-------------|---|
| 57          | duplicate name—already in use                                       |
| 58          | illegal machine type  |
| 59          | filesystem in use   |
| 60          | too many digits entered   |
| 61          | too few digits entered  |
| 62          | call transfer out of AUDIX feature not active                       |
| 63          | system covering extension not assigned                              |
| 64          | enhanced transfer set to not active                                 |
| 65          | invalid hour entered on traffic report form                         |
| 66          | invalid date entered on traffic report form                         |
| 67          | Subscriber activity in progress, try remove later                   |
| 72          | “Command Initiated” Use “status tape” to check the progress.        |
| 73          | address range allocation exceeded                                   |
| 74          | Status Command Completed  |
| 75          | machine name already exists   |
| 76          | Machine does not exist. (Use double quotes if name includes spaces) |
| 77          | Machine name does not exist   |
| 78          | not enough characters in password                                   |
| 79          | no partial overlaps permitted                                       |
| 80          | message transmission schedule exceeds 24 hours                      |
| 81          | use “new machine name” field  |
| 82          | Entry must contain at least one non-digit                           |
| 83          | administered/non-admin sub threshold reached                        |
| 84          | too many machine names specified                                    |
| 85          | Duplicate Node  |
| 86          | Last node in node list-cannot remove                                |
| 87          | Can't change node for unknown subscriber                            |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>   |
|-------------|--|
| 88          | Copy Initiated   |
| 89          | Remove Initiated   |
| 90          | Switch number not administered—field must be blank                       |
| 91          | to confirm, press “y”  |
| 92          | number of network machines exceeds maximum limit.                        |
| 93          | Local machine name specified   |
| 94          | Local subscriber name specified  |
| 95          | Filesystem not mounted   |
| 96          | only ACTIVE filesystem fragments may be cached                           |
| 97          | only the ADMIN filesystem can be modified                                |
| 98          | audit or backup in progress  |
| 99          | Invalid extension for this node  |
| 100         | operation confirmed application error code                               |
| 101         | Invalid fragment id entered  |
| 102         | Too many actions requested   |
| 103         | remote update failed   |
| 104         | file system being mirrored or already mirrored                           |
| 105         | invalid filesystem for mirroring   |
| 106         | filesystem mirroring in progress, try later                              |
| 107         | master & slave can't be on same disk                                     |
| 108         | can't increase slave size, increase master instead                       |
| 109         | invalid number of digits in field  |
| 110         | invalid test selected for current switch * connection type               |
| 111         | Too many message waiting ports specified.                                |
| 112         | Filesystem name is too big—filesystem name.type must be < 16 characters. |
| 113         | Address ranges on system   |
| 114         | Broadcast Mailbox Cannot Change COS                                      |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>   |
|-------------|--|
| 115         | Broadcast Mailbox Permissions Type must be "none"                                      |
| 116         | Name exists for audix or text service machine.   |
| 117         | duplicate local or remote ext. in use  |
| 118         | Incorrect record length read   |
| 119         | EOF reached without finding a record   |
| 120         | Disk init selected, press 'y' to confirm   |
| 121         | Invalid Auto Attendant Transfer Treatment  |
| 122         | Port not available for use   |
| 123         | Fragment Zero Cannot Be Removed,   |
| 124         | Transfer subscriber does not have call answer permissions but no auto attend extension |
| 125         | Ports 30-32 refer to VPT 5   |
| 126         | No audit status available  |
| 127         | No VPT 2 assigned  |
| 131         | Bad class of service name or number  |
| 132         | Not unique cos name  |
| 133         | Can't change filesystem type   |
| 134         | Can't increase filesystem size   |
| 135         | Filesystem already mounted-diff mt pt  |
| 136         | Conflicting New COS Name   |
| 137         | Illegal Extension (add sub command line)   |
| 138         | Confirm turning off CDR (ch sys cdr)   |
| 139         | Can't decrease CDR buffer size (ch sys cdr)  |
| 140         | No test to reattach to (status test)   |
| 141         | Must wait for previous test to complete  |
| 142         | New and Confirm Password Fields do not match   |
| 143         | Invalid Fragment   |
| 144         | Fragment does not exist  |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                                      |
|-------------|---|
| 145         | Announcement set does not exist                         |
| 146         | Insufficient space in filesystem                        |
| 147         | Invalid Announcement Set                                |
| 148         | Not a touch tone unique announcement set                |
| 149         | Active announcement set cannot be removed               |
| 150         | Invalid announcement id                                 |
| 151         | Announcement does not exist                             |
| 152         | Cannot copy into active announcement set                |
| 153         | Admin announcement set not defined                      |
| 154         | Permission Denied                                       |
| 155         | Can't do a synchronization with the switch in OAM state |
| 156         | Invalid switch type for time sync. with switch          |
| 157         | device is write-protected                               |
| 158         | confirm tape erasure                                    |
| 159         | confirm possible disk data erasure                      |
| 160         | Tape drive not ready—check cartridge                    |
| 161         | Tape access disabled—check alarms                       |
| 162         | Tape not administered                                   |
| 163         | Cannot write to tape—volume type must be “backup”       |
| 164         | Restore failed—check admin/error logs                   |
| 165         | DATMSK env var. is not set                              |
| 166         | Template file can't be open for reading                 |
| 167         | Failed to get file status information                   |
| 168         | The template is not a regular file                      |
| 169         | Error reading template file                             |
| 170         | malloc failed (not enough memory)                       |
| 171         | No line in template file matches input                  |
| 172         | already administered                                    |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>  |
|-------------|---|
| 173         | Time sync. failed   |
| 174         | Duplicate location—already in use   |
| 175         | Day must be between 0 and 31  |
| 176         | Year must be > 1989   |
| 177         | minutes must be between 0 and 59  |
| 178         | hour must be between 0 and 23   |
| 179         | “Turning off this feature will delete many user greetings. Press enter to confirm?” |
| 180         | Must wait for previous audit to complete  |
| 181         | Provisioned ports is less than ports administered                                   |
| 182         | Switch connection type must be ‘Embedded’   |
| 183         | You cannot administer more ports than you have purchased                            |
| 184         | You must supply a valid resource type   |
| 185         | Choose either Active or Resolved Alarms   |
| 186         | Missing Major, Minor and/or Warning selection                                       |
| 187         | Machine name is not unique  |
| 188         | Machine type is invalid   |
| 189         | Command not valid for amisac machine  |
| 190         | Activity Log will be cleared. Press enter to confirm, cancel to cancel.             |
| 191         | System initializing, please try later   |
| 192         | System will be automatically restarted  |
| 193         | link log will be cleared  |
| 194         | Invalid switch number   |
| 195         | Host switch must be administered  |
| 196         | Customer or Old password incorrect  |
| 197         | Can’t assign guest password to subscriber   |
| 198         | Number of subscribers exceed sys limits   |
| 230         | Baud rate valid for synchronous only  |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                              |
|-------------|---|
| 231         | Duplicate Baud Rate                             |
| 232         | Board must be busied out first                  |
| 233         | Transfer type invalid for configuration         |
| 234         | full update in progress                         |
| 235         | remote sub limit hit                            |
| 236         | no remote sub IDs                               |
| 237         | update from this machine not allowed            |
| 1000        | Not owner of resource                           |
| 1001        | Too many actions requested                      |
| 1002        | Operation halted                                |
| 1003        | Enhanced transfer not active                    |
| 1004        | Audit had to do a fix                           |
| 1005        | Resource allocation failure                     |
| 1006        | At end of message                               |
| 1007        | At start of the message                         |
| 1008        | Another audit already in progress               |
| 1009        | Bad announcement                                |
| 1010        | Bad checksum                                    |
| 1011        | Bad file format                                 |
| 1012        | Invalid fragment id entered                     |
| 1013        | No record with desired key is found             |
| 1014        | List to be added does not exist                 |
| 1015        | Bad master file system                          |
| 1016        | Both master and slave filesystems have errors   |
| 1017        | Invalid port                                    |
| 1018        | Incorrect record length read                    |
| 1019        | Conflicting start operation already in progress |
| 1020        | Bad slave file system                           |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                             |
|-------------|--|
| 1021        | The subscriber does not exist                  |
| 1022        | Bad server                                     |
| 1023        | Value out of range                             |
| 1024        | Invalid transaction id                         |
| 1025        | Label does not match disk label                |
| 1026        | Unassigned datalink                            |
| 1027        | Background Timeout                             |
| 1028        | Write/Read buffer id illegal                   |
| 1029        | Illegal xact-lock #                            |
| 1030        | Only active filesystem fragments may be cached |
| 1031        | Invalid configuration                          |
| 1032        | Command invalid in current state               |
| 1033        | Invalid command length                         |
| 1034        | Error code for invalid community id            |
| 1035        | Controller not configured                      |
| 1036        | Device or controller not configured **         |
| 1037        | Press delete again for confirmation            |
| 1038        | System is in a conflicting state               |
| 1039        | Invalid date                                   |
| 1040        | Resource deallocation failure                  |
| 1041        | Can't delete ACTIVE or ADMIN versions          |
| 1042        | Covering extension is invalid                  |
| 1043        | Dial denied                                    |
| 1044        | Data is unavailable—check back later           |
| 1045        | Duplicate extension—already in use             |
| 1046        | Duplicate alias exist                          |
| 1047        | Duplicate user name—already in use             |
| 1048        | Duplicate node name                            |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                             |
|-------------|--|
| 1049        | Duplicate range—already in use                 |
| 1050        | Duplicate touch tone equivalent—already in use |
| 1051        | Duplicate disk label on system                 |
| 1052        | Empty  |
| 1053        | Enhanced transfer set to not active            |
| 1054        | Enter a value in this field                    |
| 1055        | Invalid extension length                       |
| 1056        | Too few digits entered                         |
| 1057        | Invalid flag value                             |
| 1058        | No such file name                              |
| 1059        | Field name too long                            |
| 1060        | Field not empty                                |
| 1061        | Wrong file organization                        |
| 1062        | Filesystem name is too big                     |
| 1063        | Help request                                   |
| 1064        | Invalid hour                                   |
| 1065        | Hardware unit not configured                   |
| 1066        | Invalid hardware unit                          |
| 1067        | Hangup   |
| 1068        | Hardware error                                 |
| 1069        | Invalid code                                   |
| 1070        | Invalid system id                              |
| 1071        | Invalid end of file setting                    |
| 1072        | Invalid extension for this node                |
| 1073        | Invalid access code                            |
| 1074        | Announcement version not active                |
| 1075        | incompatible data                              |
| 1076        | Inconclusive result from Mtce Activity         |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                                      |
|-------------|---|
| 1077        | Disk init selected, press 'y' to confirm                |
| 1078        | Invalid number of digits                                |
| 1079        | Invalid filesystem for mirroring                        |
| 1080        | Filesystem being mirrored or already mirrored           |
| 1081        | Data mirroring initiation in progress                   |
| 1082        | Incorrect length on address ranges                      |
| 1083        | Invalid init for RS232 modem                            |
| 1084        | Invalid input   |
| 1085        | Invalid message   |
| 1086        | Invalid session id                                      |
| 1087        | Invalid test for current switch connection type         |
| 1088        | Invalid vintage   |
| 1089        | Key already exists or attempt to write on pristine file |
| 1090        | Bad key length  |
| 1091        | Extension range exceeds limit                           |
| 1092        | Length of message slot out of range                     |
| 1093        | Datalink not maintenance busy for testing               |
| 1094        | Link error  |
| 1095        | Multiple tests of datalink interface not allowed        |
| 1096        | Local machine name specified                            |
| 1097        | Too many digits entered                                 |
| 1098        | Request rejected  |
| 1099        | Recorded maximum allowed                                |
| 1100        | Invalid message body id                                 |
| 1101        | Too many devices  |
| 1102        | Machine name exists                                     |
| 1103        | Invalid mode  |
| 1104        | Another call is necessary                               |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                           |
|-------------|--|
| 1105        | File system mounted                          |
| 1106        | Maximum rescheduling attempts reached        |
| 1107        | No such alias exists                         |
| 1108        | Boot filesystem does not exist               |
| 1109        | No call in progress using specified device   |
| 1110        | Invalid channel                              |
| 1111        | Invalid class of service                     |
| 1112        | Copy from active boot filesystem not allowed |
| 1113        | Not an enterable filed                       |
| 1114        | The object does not exist                    |
| 1115        | No such field index                          |
| 1116        | Distribution list does not exist             |
| 1117        | No file system mounted                       |
| 1118        | No message found                             |
| 1119        | Number of message slots out of range         |
| 1120        | Number of network channels out of range      |
| 1121        | No loop current after off-hook               |
| 1122        | No carrier                                   |
| 1123        | No status information to retrieve            |
| 1124        | Can't decrease filesystem size               |
| 1125        | Not a valid field for delete                 |
| 1126        | No dial                                      |
| 1127        | Loop current detected after on-hook          |
| 1128        | Not duplicated                               |
| 1129        | Filesystem doesn't exist                     |
| 1130        | Audit error but not allowed to fix it        |
| 1131        | Flash hook failed (for transfer)             |
| 1132        | No locks                                     |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                                 |
|-------------|--|
| 1134        | Logical copy to nonexisting filesystem not allowed |
| 1135        | Measurements not turned on                         |
| 1136        | Modem Looparound test not available.               |
| 1137        | No more objects                                    |
| 1138        | Last node in node list, cannot remove it           |
| 1139        | Physical copy to existing filesystem not allowed   |
| 1140        | Outpulse failed (for transfer)                     |
| 1141        | No more records                                    |
| 1142        | Can not supply requested resource                  |
| 1143        | No ringing   |
| 1144        | RS232 ports unavailable                            |
| 1145        | No available space or resource                     |
| 1146        | No port translation for requested port             |
| 1147        | Message not scheduled                              |
| 1148        | Volume doesn't exist                               |
| 1149        | No tasks waiting on event                          |
| 1150        | System covering extension not assigned             |
| 1151        | Call transfer out of AUDIX feature not active      |
| 1152        | Null primary key illegal                           |
| 1153        | Wrong number of primary keys                       |
| 1154        | Space not previously reserved                      |
| 1155        | Thresholds appear out of order                     |
| 1156        | Filesystem in use—admin shutdown required          |
| 1157        | Not same record as in file                         |
| 1158        | No such table                                      |
| 1159        | No volume  |
| 1160        | No more entries left in xfile                      |
| 1161        | End of audit                                       |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                               |
|-------------|--|
| 1162        | Old password must be entered                     |
| 1163        | No more messages                                 |
| 1164        | Invalid command opcode                           |
| 1165        | Unit or device being equipped out of order       |
| 1166        | More than MAX_NPORTS incoming NET manager files  |
| 1167        | Warning, overlapping ranges                      |
| 1168        | Invalid password                                 |
| 1169        | Port number is out of range                      |
| 1170        | No partial overlaps permitted                    |
| 1171        | Invalid procedure id                             |
| 1172        | Datalink read operation failure                  |
| 1173        | Reset returned non-zero status bits              |
| 1174        | Resume returned non-zero status bits             |
| 1175        | Field only relevant for local machines.          |
| 1176        | Ring—no answer                                   |
| 1177        | Message transmission schedule exceeds 24 hours   |
| 1178        | Duplicate local or remote ext. in use            |
| 1179        | Use “new ext” field to change subscriber ext     |
| 1180        | Request rejected                                 |
| 1181        | Slot in use                                      |
| 1182        | Use “new name” field to change subscriber name   |
| 1183        | Invalid speed value specified                    |
| 1184        | At first message, cannot rewind                  |
| 1185        | Invalid device state transition                  |
| 1186        | Dialed through an announcement                   |
| 1187        | Local subscriber name specified                  |
| 1188        | Master & slave filesystems can't be on same disk |
| 1189        | Invalid switch—check system                      |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                                       |
|-------------|--|
| 1190        | System error   |
| 1191        | Value exceeds system limits                              |
| 1192        | System error on system                                   |
| 1193        | covering extension not verified                          |
| 1194        | Total Size of Mailbox out of range                       |
| 1195        | Table not open   |
| 1196        | test failed  |
| 1197        | Timeout occurred   |
| 1198        | Timer error  |
| 1199        | Length or value too big                                  |
| 1200        | Argument is too long                                     |
| 1201        | Too many message waiting ports specified                 |
| 1202        | No room for another table                                |
| 1203        | Two hold delivery requests for same session              |
| 1204        | Unequipped position                                      |
| 1205        | Unknown logical board number                             |
| 1206        | Unknown logical board type                               |
| 1207        | Unoccupied entry in btree table                          |
| 1208        | Filesystem in use  |
| 1209        | User id invalid  |
| 1210        | Voice activity halted by Voice Buffer                    |
| 1211        | Incompatible version                                     |
| 1212        | Invalid volume name                                      |
| 1213        | Unmatched volume label                                   |
| 1214        | Datalink write operation failure                         |
| 1215        | Auto attend group assigned, but no auto attend extension |
| 1216        | Port not available for use                               |
| 1217        | CDR Confirmation   |

**Table 8-6. Migration Logfile Error Codes**

| <b>Code</b> | <b>Description</b>                |
|-------------|-----------------------------------|
| 1218        | CDR Exists                        |
| 1219        | Can't decrease records            |
| 1220        | Can't change adjunct mactype      |
| 1221        | Not a subscriber                  |
| 1222        | No reusable subscriber id         |
| 1223        | Name already in use               |
| 1224        | Not owner of resource             |
| 1225        | Tone interrupt (VB driver)        |
| 1226        | Halt interrupt (VB driver)        |
| 1227        | Pause interrupt (VB driver)       |
| 1228        | Audit found uncorrectable problem |
| 1229        | No voice connection exists        |
| 1230        | Operation failed                  |
| 1231        | remote subscriber—limit           |
| 1232        | remote subscriber—no sub IDs      |

---

This chapter provides the basic procedures needed in order to manually administer the subscribers on the Intuity AUDIX. Follow the instructions from your project manager concerning how many subscribers to administer on the Intuity AUDIX, and refer to the installation worksheet inventory for a listing of worksheets that apply to subscriber administration.

Additional information about administering Intuity AUDIX is located in *Intuity AUDIX Administration* (585-310-539). Information about using Intuity AUDIX screens is located in Chapter 1, "Pre-installation Procedures."

There are five Intuity AUDIX actions that you may wish to use while administering subscribers. During subscriber administration, you may:

- Add
- Change
- Display
- List
- Remove

This chapter shows three of these:

- Adding Subscribers
- Changing Subscribers
- Removing Subscribers

## **Intuity AUDIX Subscriber Commands**

This section provides a listing of the various commands that you may use to administer subscriber.

**NOTE:**

If the subscriber's name will have a space in it, use quotation marks.

### **Adding Subscribers**

To add subscribers to the system, you may use any of the following commands:

| <b>Full Command Version</b>     | <b>Short Command Form</b>   | <b>Short Command Form Example</b> |
|---------------------------------|-----------------------------|-----------------------------------|
| add subscriber                  | ad sub                      | ad sub                            |
| add subscriber <i>name</i>      | ad su <i>name</i>           | ad sub "Smith Joe"                |
| add subscriber <i>extension</i> | ad su <i>extension</i>      | ad sub 9876                       |
| add subscriber extension name   | ad su <i>extension name</i> | ad sub 9876 "Smith Joe"           |

### **Changing Subscribers**

To change a mailbox from one subscriber assignment to another, you may use one of the following:

**NOTE:**

You cannot use the add subscriber commands for a mailbox that already exists in the system.

| <b>Full Command Version</b>        | <b>Short Command Form</b> | <b>Short Command Form Example</b> |
|------------------------------------|---------------------------|-----------------------------------|
| change subscriber <i>name</i>      | ch su <i>name</i>         | ch sub "Smith Joe"                |
| change subscriber <i>extension</i> | ch su <i>extension</i>    | ch sub 9876                       |

## Displaying Subscribers

---

To display a particular subscriber or extension, you may use one of the following commands:

| Full Command Version                | Short Command Form     | Short Command Form Example |
|-------------------------------------|------------------------|----------------------------|
| display subscriber <i>name</i>      | di su <i>name</i>      | di sub Smith Joe           |
| display subscriber <i>extension</i> | di su <i>extension</i> | di sub 9876                |

## Listing Subscribers

---

You may list all subscribers alphabetically, or by extension in numeric order:

| Full Command Version                   | Short Command Form          |
|--|-----------------------------|
| list subscriber                        | li s                        |
| list subscriber <i>name-characters</i> | li s <i>name-characters</i> |
| list extensions                        | li e                        |
| list extensions <i>extension</i>       | li e <i>extension</i>       |

## Removing Subscribers

---

You may use the following commands to remove subscribers:

| Full Command Version               | Short Command Form      | Short Command Form Example |
|------------------------------------|-------------------------|----------------------------|
| remove subscriber <i>name</i>      | rem su <i>name</i>      | rem su "Smith Joe"         |
| remove subscriber <i>extension</i> | rem su <i>extension</i> | rem su 9876                |

## Add Subscribers

---

The procedure below is used to administer individual subscribers.



**NOTE:**

If you are already displaying the Intuity AUDIX form, begin this procedure with Step 3.

### Requirements

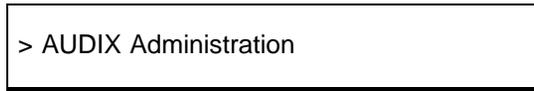
---

|            |                                      |
|------------|--------------------------------------|
| Login:     | craft                                |
| Materials: | worksheets from your project manager |

### Procedure

---

1. Starting at the INTUITY (TM) Administration menu, select:



2. Press ( ENTER ) to display the form used to administer the Intuity AUDIX.  
The system responds with the *AUDIX Form* screen.



**NOTE:**

This screen provides command-line entry.

3. Enter **add su**, **ad su *name***, or **ad su *extension*** at the command prompt.



**NOTE:**

**ad su** is the short form for the **add subscriber** command. Replace “name” or “extension” with the subscriber’s name or extension if you wish. If you use the name and/or extension in the command line, Intuity AUDIX will automatically place the name and/or extension into the field(s) for you.

The system responds with the *Add Subscriber* screen as shown in Figure 9-1.

```

AUDIX      Active      Alarms: none      Logins: 1
add subscri ber      Page 1 of 2
SUBSCRIBER

Name: _____      Locked? n
Extension: _____      Password: _____
COS: class00      Miscellaneous: _____
Switch Number: _____      Covering Extension: _____
Community ID: _____      Broadcast Mailbox? _____

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

```

**Figure 9-1. AUDIX Administration Screen: add subscriber**

**⇒ NOTE:**

The following sequence is based upon **ad su**.

4. Enter **the subscribers name, last name first** into the Name field.

**⇒ NOTE:**

When you press the ( ENTER ) key on the keyboard, Intuity AUDIX automatically moves you to the next field. If you need to move to a field other than the next field, press the arrow keys or ( TAB ) key.

When you press ( ENTER ) using the F3 key, Intuity AUDIX enters the information into its database.

5. Enter **n** for no or **y** for yes if the subscriber is to have a locked mailbox. Unless specifically instructed otherwise, leave this field in its default setting of **n** and move to the next field.
6. Enter the extension for the subscriber in the Extension field.
7. Enter the password from the worksheet.

**⇒ NOTE:**

As soon as you move to the next field, the password that you entered disappears from view. The system hides the password on the screen for security reasons.

8. Enter the COS if it is different from COS00, the default. If the default is to be used, press ( ENTER ) the ( TAB ) or the arrow keys to move to the next field.
9. Enter any miscellaneous information from the worksheet for the subscriber.
10. Enter the switch number if a switch other than the default is to be used.

**⇒ NOTE:**

Use of the wrong switch ID leads to message waiting indicator (MWI) problems.

11. Enter the Covering Extension number if one is provided on the worksheet.
12. Enter the Community ID if one is provided on the worksheet.
13. Enter **y** into the Broadcast Mailbox field if one is provided on the worksheet. Enter **n** for no Broadcast Mailbox.
14. Press ( ENTER ) (F3) to enter the subscriber into the database.

**⇒ NOTE:**

This procedure uses the defaults for the remaining fields, or uses the settings from the class of service to provide the information.

If you need to access Page 2 of the *Add Subscriber* form in order to create a customized a class of service for an individual subscriber:

- a. Press the ( NEXTPAGE ) (F7) key to move to Page 2.
- b. Press ( ENTER ), the ( TAB ) or the arrow keys to move to the field that you need to change.
- c. Enter the information.
- d. Repeat Steps b and c for as many fields as you need to change.
- e. Press ( ENTER ) (F3) to enter the subscriber into the database.

Figure 9-2 shows Page 2 of the *Change Subscriber* screen.

```
AUDIX Active Alarms: none Logins: 1
add subscriber Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS

Redressing Format: extension

PERMISSIONS Type: call-answer Announcement Control? n
Outcalling? y Priority Messages? n
Broadcast: none

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: 300 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120 Minimum Needed: 8
End of Message Warning Time (seconds): _

Maximum Mailing Lists: 25 Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200 Minimum Guarantee: 0

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

**Figure 9-2. Add Subscriber Screen, Page 2**

The system responds with the following message above the enter command prompt:

```
command successfully completed
```

15. Enter **exit** at the prompt to return to the INTUITY (TM) Administration menu, or enter the next Intuity AUDIX command.

## Change Subscriber

---

The procedure below is used to administer existing extensions or subscribers. This procedure may be used to correct or modify an entry. You may specify the subscriber to be changed by name or extension.



**NOTE:**

If you are already displaying the Intuity AUDIX form, begin this procedure with Step 3.

### Requirements

---

Login:           craft  
Materials:       optional: worksheets from your  
                      project manager

### Procedure

---

1. Starting at the INTUITY (TM) Administration menu, select:



> AUDIX Administration

2. Press ( ENTER ) to display the form used to administer the Intuity AUDIX.

The system responds with the *AUDIX Form* screen.



**NOTE:**

This screen provides command-line entry.

3. Enter **ch su *name* or ch su *extension*** at the command prompt. Substitute the subscriber's name or extension for the word "name" or "extension."



**NOTE:**

**ch su *name*** is the short form of the **change subscriber *name*** command. **ch su *extension*** is the short form of the **change subscriber *extension*** command.

The system responds with the *Change Subscriber* screen as shown in Figure 9-3.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change subscri ber 1002           Page 1 of 2
SUBSCRIBER

Name: Smi th Mary           Locked? n
Extension: 1002           Password: _____
COS: custom           Miscellaneous: personnel
Switch Number: 1           Covering Extension: 5065
Community ID: 2           Broadcast Mail box? y

enter command: change subscri ber 1002

```

**Figure 9-3. AUDIX Administration Screen: change subscriber**

4. Press the arrow keys or ( TAB ) to move to the field that you want to change.
5. Enter the information or use the choices key into the field
6. Press the arrow keys or ( TAB ) to move to the next field that you want to change.
7. Repeat Steps 4 through 6 for as many fields as you wish to change.
8. Press the ( NEXTPAGE ) (F7) key to go to Page 2 of the form, or if you are finished making changes, go to Step 13.
9. Press the arrow keys or ( TAB ) to move to the field that you want to change.
10. Enter the information or use the choices key into the field
11. Press the arrow keys or ( TAB ) to move to the next field that you want to change.
12. Repeat Steps 4 through 6 for as many fields as you wish to change.
13. Press the ( ENTER ) (F3) function key to change the subscriber.

The system responds with the following message above the enter command prompt:

```
command successfully completed
```

14. Enter **exit** at the prompt to return to the INTUITY (TM) Administration menu, or enter the next Intuity AUDIX command.

## **Remove Subscribers**

---

If you need to remove a subscriber from the system, use this procedure.

### **Requirements**

---

Login:       craft  
Materials:   none

### **Procedure**

---

1. Starting at the INTUITY (TM) Administration menu, select:

> AUDIX Administration

2. Press ( ENTER ) to display the AUDIX form.

The system responds with the *AUDIX Administration* screen.

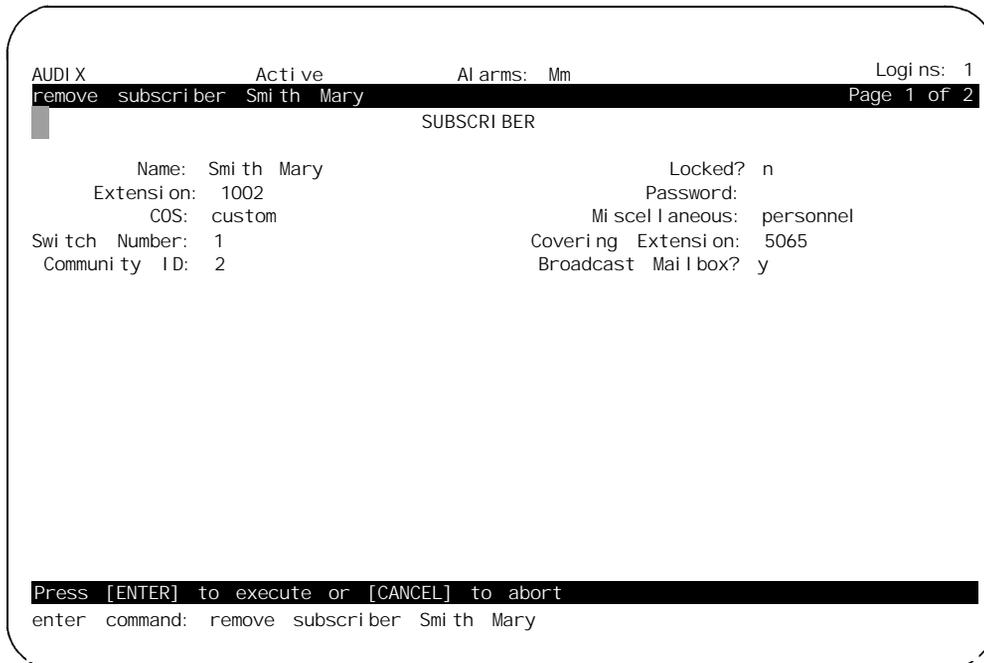
3. Enter **rem su *name*** at the command prompt.



**NOTE:**

**rem su** is the short form of the **remove subscriber** command.

The system responds with the *Remove Subscriber* screen. This screen is shown in Figure 9-4.



**Figure 9-4. Remove Subscriber Screen**

4. Press ( ENTER ) (F3) to remove the subscriber.  
The system responds with the following message above the enter command prompt:  
command successfully completed
5. Enter exit at the enter command prompt to exit to the INTUITY (TM) Administration menu.
6. Continue with the next procedure on your checklist.

---

## Installing Intuity Software and Packages

# A

---

This chapter describes the procedures to install the Intuity software. These procedures may be used to install a single package or all of the packages needed to operate the Intuity system.

Before you reload any software, be sure that you need to reload the operating and Intuity system software. It may be possible for you to reload the Intuity software without having to reload the Intuity operating system software (UNIX). If you reload the operating system software, all previous files and databases will be removed from the system, and you will have to restore the customer data. To restore customer data to a system after reloading software, refer to the restore procedures listed in *Intuity Platform Administration and Maintenance* (585-310-534).



### NOTE:

Contact your remote maintenance center before loading or reloading any software.

The basic Intuity system software needed to operate the system is contained on the following media:

- 2 boot floppies
- 1 tape containing the Operating System Software
- 1 tape containing the Intuity System Software Release 1.0
- Floppies containing the switch integration packages

Optional packages are available for use on the Intuity system. These packages include:

- Intuity Optional Languages
  - British English
  - French Canadian
  - Latin American Spanish
- UNIX Multi-User

These packages are loaded after the switch integration software.



**NOTE:**

The feature option software for Disk Mirroring, AMIS networking, and Digital networking is included in the Intuity system tape. These features are activated through the features option screen. It is not necessary to load additional software in order to use these features.

## **Order of Software Installation**

---



**WARNING:**

*Never remove or re-load any individual software packages unless you are told to do so by your remote maintenance center. If the individual packages are installed in the wrong order the system will refuse to load the software or fail to operate.*

The Intuity system is designed so that certain software packages are dependent upon other packages. Some packages must be present before other packages are installed. Because of this, you must follow an order when you load or re-load software or packages.

The Intuity system is shipped with the Boot Floppies, Operating System tape, the Intuity tape, and switch interface software so that the system may be entirely reloaded if the need arises.

The order of installation for the floppies and tapes is:

1. Boot Floppies
2. Operating System Software Tape
3. Intuity System Software
4. Intuity Switch Interface Software
5. Optional Package Software (Optional Language Packages, and UNIX Multi-User Software)

When the floppies and tapes are loaded in this order, all of the dependency requirements are met.

The software packages contained on the Intuity System Software tape also have a definite order. You can install one or more of these packages by using the Custom Install or Software Only selection procedure documented later in this appendix.

The following sections contain the general procedures used to load or reload systems. These procedures are different for mirrored and non-mirrored systems and for systems that have customer data available. Select the procedure that matches your situation.

- 
1. The individual optional packages may be loaded in any order, as long as they are loaded after the Intuity Switch Interface Software.

## System Reload Procedures with Customer-Backed Up Data

---

The general procedures used to reload a system with customer data available for restore are:

1. Load boot floppies and the operating system software cartridge tape, if necessary.

This procedure loads the UNIX operating system.

2. Load the Intuity System Software cartridge tape.

This procedure loads all of the basic packages used by the Intuity system.

 **NOTE:**

You do not have to reload the Intuity operating system software in order to reload the Intuity system software. If you do not need to reload the Intuity operating system software, begin reloading with this step.

3. Load the switch integration software package(s) if you have reloaded the Intuity operating system software or need to replace the switch integration package.
4. Load any optional software such as UNIX Multi-User or an optional language tape.
5. Use the *View Installed Hardware* screen to verify the number of hard disks that the system detects for systems using more than 1 hard disk.

 **NOTE:**

Even though a hard disk appears under the *View Installed Hardware* screen, it may not be active.

6. Add the hard disks for the system, if the system has more than one hard disk installed.
7. Restore the customer data.
8. Verify the customer-purchased options. These options include:
  - number of hours of speech
  - number of voice ports
  - AMIS analog networking
  - DCS
  - digital networking
  - disk mirroring
9. Acceptance test the Intuity AUDIX Voice Mail and Call Answer.

## **System Reload Procedures without Customer-Backed Up Data**

---

The general procedures used to reload a system without a customer data backup tape available are:

1. Load boot floppies and the operating system software cartridge tape, if necessary.

This procedure loads the UNIX operating system.

2. Load the Intuity System Software cartridge tape.

This procedure loads all of the basic packages used by the Intuity system.

### **⇒ NOTE:**

You do not have to reload the Intuity operating system software in order to reload the Intuity system software. If you do not need to reload the Intuity operating system software, begin reloading with this step.

3. Load the switch integration software package(s), if necessary.
4. Load any optional software such as UNIX Multi-User or an optional language tape.
5. Use the *View Installed Hardware* screen to verify the number of hard disks that the system detects for systems using more than 1 hard disk.

### **⇒ NOTE:**

Even though a hard disk appears under the *View Installed Hardware* screen, it may not be active.

6. Add the hard disks for the system, if the system has more than one hard disk installed.
7. Activate the customer-purchased options. These options include:
  - number of hours of speech
  - number of voice ports
  - AMIS analog networking
  - DCS
  - digital networking
  - disk mirroring
8. Follow the procedures from the software installation checklist to perform initial administration, acceptance testing, and administration.

## **Installing the Boot Floppies and the Operating System Software Tape for Systems with all New Hard Disk(s)**

---

The following procedure details the installation of the 2 boot floppies and the Operating System Software tape. In this procedure, the tape must be in the cartridge tape drive at the same time Boot Floppy 1 is in the floppy disk drive.

### **Requirements**

---

|            |   |
|------------|---|
| Login:     | none  |
| Materials: | 2 boot floppies labeled<br><br>Intuity Operating System<br>Software<br>(1 cartridge tape) |

### **Procedure**

---

1. Verify that the Intuity is turned off.

**⇒ NOTE:**

If the Intuity system is not turned off, you will have to shut it off.

If you have access to the Intuity screens and the system is responding to commands, follow the system shutdown procedures listed in *Intuity Platform Administration and Maintenance* (585-310-534).

If the system is not responding to commands, turn the system off by using the power switch located on the MAP. On the MAP/40, the power switch is located on the front of the unit. On the MAP/100, access the power switch by opening the right-side front cover. The power switch is located towards the bottom. *Do not use the power switch on the rear of the MAP/100. If this switch is used, the MAP/100 will continue to run because of the battery backup.*

2. Insert the diskette labeled "Boot Floppy 1 of 2" into the floppy drive.
3. Insert the cartridge tape labeled *Intuity System Software* into the tape drive. Be sure that the cartridge tape latches firmly into place.
4. Turn the Intuity system on using the front-panel power switch on the MAP.

The system responds by running memory tests and reading information from the first boot diskette. Next, the system displays the following message on the screen:

```
Booting the UNIX system...
```

The last messages of this series are:

```
Remove the diskette labeled "Boot Floppy 1 of 3".
```

```
Insert the diskette labeled "Boot Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

**⇒ NOTE:**

The Intuity system only uses 2 boot floppies. These are labeled "Disk 1 of 2" and "Disk 2 of 2" on the diskettes.

5. Remove Boot Floppy 1 of 2 from the disk drive.
6. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive. Leave the operating system tape in the drive.
7. Press ( ENTER ).

The system responds with:

```
Continuing the UNIX System installation...
```

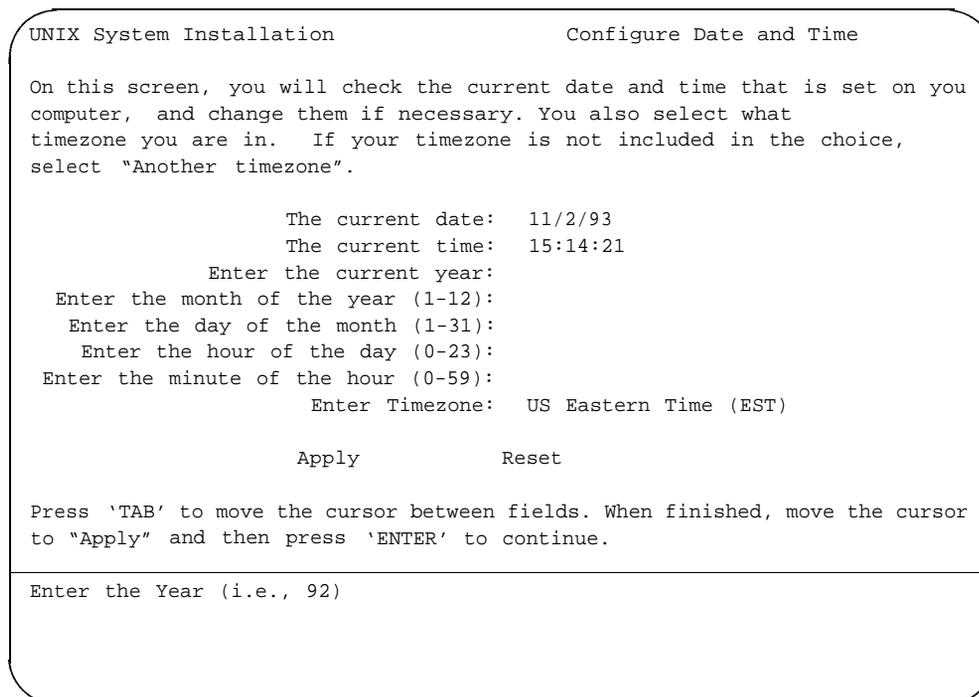
Next, the system displays a UNIX System Installation screen that offers help if you press the F1 key.

**▲ CAUTION:**

*If you use the ( DELETE ) key to stop the UNIX installation at any time during this process, you will have to start the software installation process again with Boot Floppy 1 of 2 and reload the entire software sequence.*

8. Press ( ENTER ) to continue with the installation.

The system responds by flashing the word "working" at the bottom of the screen. Next, the system displays the UNIX System Installation screen *Configure Date and Time*, as shown in Figure A-1.



**Figure A-1. UNIX System Installation Screen**

9. Verify the current date, time, and timezone.

If you need to change the current date or the time, use the ( TAB ) or arrow keys to move the cursor to the field to be changed and type in the correct information.

If you need to change the timezone, use the ( TAB ) or arrow keys to move the cursor to the timezone field. Press the right or left arrow key to select the correct timezone.

10. When you are finished making any necessary changes to the entire screen, move the cursor to "Apply."



**NOTE:**

The Configure Date and Time screen has a status bar in the lower left-hand corner that shows the name of the field where the cursor is.

11. Press ( ENTER ) to continue.

12. Enter **y** (yes) to accept 100% UNIX partitioning.

For systems with only 1 hard disk drive present, the system displays the Installation Type Selection screen. If you are installing with only 1 hard drive present, skip to Step 15.

For systems with more than 1 hard disk drive present, the system asks if you wish to partition your secondary hard disk. Continue with Step 13.

13. Enter **1** to not use a partition of the secondary hard disk for the UNIX system.

**⇒ NOTE:**

Disks other than the primary disk are added using the Intuity software after system software installation.

Since the system does not detect files on the hard disk drive, the system displays the Installation Type Selection screen. Continue with Step 14.

14. Enter **2** to perform a destructive installation.

The system displays the Installation Type Selection screen.

15. Enter **2** to perform a custom installation.

**⇒ NOTE:**

Do not answer any questions or make any entries unless specifically told to do so in this procedure.

The system displays the surface analysis question:

```
Do you want to run a surface analysis? (y/n)
```

16. Enter **y** for yes.

The system responds:

```
Setting up the hard drive....
```

**⇒ NOTE:**

This procedure takes approximately 10 to 20 minutes per disk.

Next, the system displays a records in/out pair followed by:

```
Loading image...
```

This loading procedure takes approximately 30 to 45 minutes depending upon the size of the system.

When the system is finished loading the operating system tape, the system presents the following message:

```
The system image installation is successfully done  
Press the reset button to reboot the system
```

17. Remove Boot Floppy 2 of 2 from the floppy disk drive.

18. Remove the Intuity Operating System cartridge tape from the cartridge tape drive.

19. Press the reset button on the front of the MAP to reboot the system.

The system responds with a series of memory check displays and copyright notices.

The system displays the console login prompt when these procedure are finished:

The system's name is Intuity.

Welcome to USL UNIX System V Release 4.2 Version 1

Console Login:

20. Continue with *Installing the Intuity System Software*.

## **Installing the Boot Floppies and the Operating System Software Tape for Systems with a Previously-Used Hard Disk (Disk 0 or Disk 1)**

---

The following procedure details the installation of the 2 boot floppies and the Operating System Software tape. In this procedure, the tape must be in the cartridge tape drive at the same time Boot Floppy 1 is in the floppy disk drive.

### **Requirements**

---

|            |   |
|------------|---|
| Login:     | none  |
| Materials: | 2 boot floppies labeled<br><br>Intuity Operating System<br>Software<br>(1 cartridge tape) |

### **Procedure**

---

1. Verify that the Intuity is turned off.

 **NOTE:**

If the Intuity system is not turned off, you will have to shut it off.

If you have access to the Intuity screens and the system is responding to commands, follow the system shutdown procedures listed in *Intuity Platform Administration and Maintenance* (585-310-534).

If the system is not responding to commands, turn the system off by using the power switch located on the MAP. On the MAP/40, the power switch is located on the front of the unit. On the MAP/100, access the power switch by opening the right-side front cover. The power switch is located towards the bottom. *Do not use the power switch on the rear of the MAP/100. If this switch is used, the MAP/100 will continue to run because of the battery backup.*

2. Insert the diskette labeled "Boot Floppy 1 of 2" into the floppy drive.
3. Insert the cartridge tape labeled *Intuity System Software* into the tape drive. Be sure that the cartridge tape latches firmly into place.
4. Turn the Intuity system on using the front-panel power switch on the MAP.

The system responds by running memory tests and reading information from the first boot diskette. Next, the system displays the following message on the screen:

```
Booting the UNIX system...
```

The last messages of this series are:

```
Remove the diskette labeled "Boot Floppy 1 of 3".
```

```
Insert the diskette labeled "Boot Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

 **NOTE:**

The Intuity system only uses 2 boot floppies. These are labeled "Disk 1 of 2" and "Disk 2 of 2" on the diskettes.

5. Remove Boot Floppy 1 of 2 from the disk drive.
6. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive. Leave the operating system tape in the drive.
7. Press ( ENTER ).

The system responds with:

```
Continuing the UNIX System installation...
```

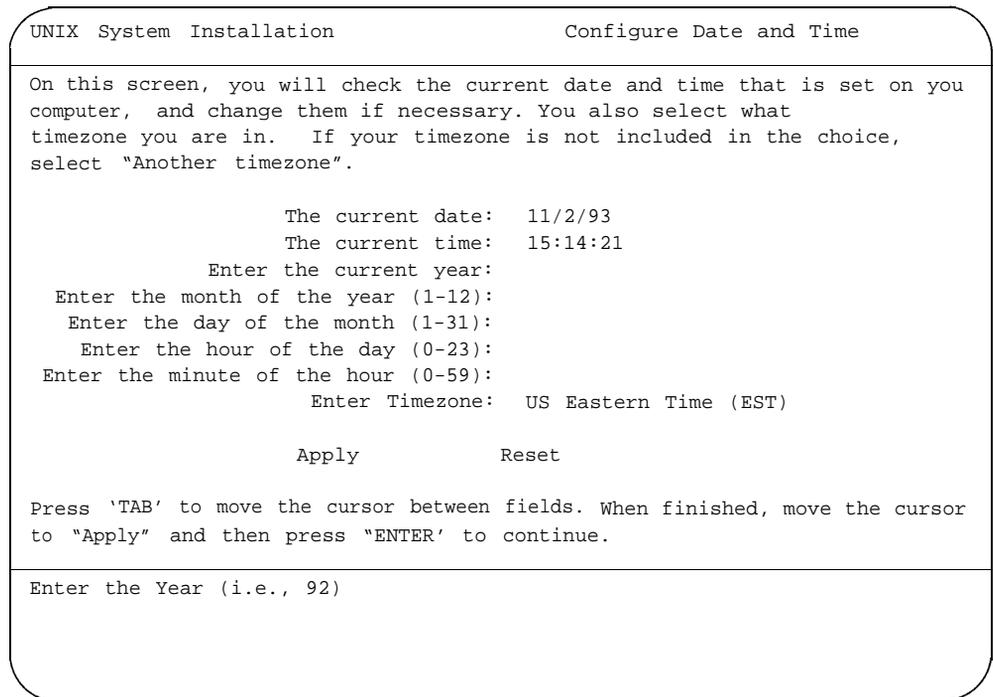
Next, the system displays a UNIX System Installation screen that offers help if you press the F1 key.

 **CAUTION:**

*If you use the ( DELETE ) key to stop the UNIX installation at any time during this process, you will have to start the software installation process again with Boot Floppy 1 of 2 and reload the entire software sequence.*

8. Press ( ENTER ) to continue with the installation.

The system responds by flashing the word "working" at the bottom of the screen. Next, the system displays the UNIX System Installation screen *Configure Date and Time*, as shown in Figure A-2.



**Figure A-2. UNIX System Installation Screen**

9. Verify the current date, time, and timezone.

If you need to change the current date or the time, use the ( TAB ) or arrow keys to move the cursor to the field to be changed and type in the correct information.

If you need to change the timezone, use the ( TAB ) or arrow keys to move the cursor to the timezone field. Press the right or left arrow key to select the correct timezone.

10. When you are finished making any necessary changes to the entire screen, move the cursor to "Apply".

**⇒ NOTE:**

The Configure Date and Time screen has a status bar in the lower left-hand corner that shows the name of the field where the cursor is.

11. Press ( ENTER ) to continue.

The word "working" flashes briefly at the bottom of the screen and then the system displays the *Primary Hard Disk Partitioning screen*.

12. Press ( ENTER ) to move to the next screen.

The system displays the hard disk partitioning table, as shown in Figure A-2.

**⇒ NOTE:**

In Figure A-3, the  $x$ ,  $x + 1$ , and  $y$  variables represent numerical values. The actual values will be different for different system sizes. If this a new disk, the system will not display this table. Refer to the Previous procedure, "Installing the Boot Floppies and the Operating System Software Tape."

```

Total disk size is xxx cylinders (x MB)

Partition  Status  Type      Cylinders  Length  %  Approx
=====  =====  =====  =====  =====  ==  =====
1         ACTIVE  UNIX System  0         x       x + 1  100      y

SELECT ONE OF THE FOLLOWING:

0. Overwrite system master boot code
1. Create a partition
2. Change Active (Boot from) partition
3. Delete a partition
4. Update (Update disk configuration)
5. Exit (Exit without updating disk configuration)

Enter Selection:
    
```

**Figure A-3. Hard Disk Partitioning Screen**

13. Check the hard disk partitioning table at the top of the screen.  
 If there is more than 1 partition listed in the table under the "Partition" heading, you will need to delete all current partitions. Continue with the next step.  
 If the system shows 1 partition, 100% UNIX, enter **5** to exit and skip to step 21 for systems with more than 1 hard drive and Step 22.
14. Enter **3** to delete a partition.  
 The system responds:

Enter the number of the partition you want to delete  
(or enter x to exit):

15. Enter a partition number listed under the Partition heading in the Hard Disk Partitioning Screen.

The system responds:

Do you want to delete partition x? This will erase all files and programs in this partition (type "y" or "n")

16. Enter **y** to delete the partition.

The system responds:

Partition (number) has been deleted.

17. Repeat Steps 14 through 16 until all the partitions are deleted.

When all of the partitions are deleted, the Partition column in the Hard Disk Partitioning table will be empty.

18. Enter **1** to create a partition.

The system responds:

Indicate the type of partition you want to create  
(1=UNIX System 2=pre-5.0DOS 3=DOS 4=other x=Exit).

19. Enter **1** to indicate the UNIX System.

The system responds:

The UNIX System partition requires at least 4% of the disk.

Indicate the percentage of the disk you want this partition to use (or enter "c" to specify in cylinders).

20. Enter **100** to assign 100% of the disk to the UNIX System.

The system responds:

Partition 1 is now the Active partition

21. Enter **4** to update the disk configuration and exit.

For systems with only 1 hard disk drive present, the system displays the Installation Type Selection screen. Skip to Step 24.

For systems with more than 1 hard disk drive present, the system displays the Secondary Hard Disk Partitioning screen. Continue with Step 22.

22. Enter **1** to not use a partition of the secondary hard disk for the UNIX system, unless you are installing on a previously mirrored system.

If you are installing on a previously mirrored system, enter **2** for the Secondary Hard Disk Partitioning screen. Use with Steps 14 to 16 in order to delete any existing partitions. Then, enter **4** to update the configuration and **5** to exit. After exiting the Secondary Hard Disk Partitioning screen, enter **1** to not use a partition of the secondary hard disk for the UNIX system.

**⇒ NOTE:**

Disks other than the primary disk are added using the Intuity software after system software installation.

If the system detects files on the hard disk drive, the system displays the *Files Detected Warning* screen. Continue with Step 23.

If the system does not detect files on the hard disk drive, the system displays the Installation Type Selection screen. Skip to Step 24.

23. Enter **2** to perform a destructive installation.

The system displays the Installation Type Selection screen.

24. Enter **2** to perform a custom installation.

**⇒ NOTE:**

Do not answer any questions or make any entries unless specifically told to do so in this procedure.

The system displays the surface analysis question:

Do you want to run a surface analysis? (y/n)

25. Enter **y** for yes.

The system responds:

Setting up the hard drive....

**⇒ NOTE:**

This procedure takes approximately 10 to 20 minutes per disk.

Next, the system displays a records in/out pair followed by:

Loading image...

This loading procedure takes approximately 30 to 45 minutes depending upon the size of the system.

When the system is finished loading the operating system tape, the system presents the following message:

The system image installation is successfully done  
Press the reset button to reboot the system

26. Remove Boot Floppy 2 of 2 from the floppy disk drive.
27. Remove the Intuity Operating System cartridge tape from the cartridge tape drive.
28. Press the reset button on the front of the MAP to reboot the system.

The system responds with a series of memory check displays and copyright notices.

The system displays the console login prompt when these procedure are finished:

```
The system's name is Intuity.  
Welcome to USL UNIX System V Release 4.2 Version 1  
Console Login:
```

29. Continue with the next procedure, *Installing the Intuity System Software*.

## **Installing the Intuity System Software**

The Intuity System Software must be loaded after the Intuity Operating system software during a complete installation.

Packages from the Intuity System Software tape maybe loaded in the following ways:

- All packages  
This option selects all of the packages contained on the tape, including the software, voice announcements, and initial system database. This overwrites all previous information on an existing system or supplies all the information necessary during the installation of a new system.
- Software package only  
This option only installs the software. It does not overwrite the system voice announcements and database.
- Custom package selection  
This option allows the installer to choose the packages to be loaded onto the system. The packages available for this type of installation are specific software packages for system applications such as maintenance, default databases, or default announcements.

If you are loading software into an operating system, stop the voice system.

### **Requirements**

|            |   |
|------------|---|
| Login:     | root  |
| Materials: | Intuity System Software<br>(1 cartridge tape) |

### **Procedure to Install All Packages**

1. Log into the system as **root** Contact your remote maintenance center if you need the password.  
The system responds with a UNIX (#) prompt.
2. Insert the Intuity System Software cartridge tape into the tape drive. Be sure that the tape latches into position.  
The system responds by tensioning the tape if the cartridge is placed properly.
3. Enter **pkgadd -d ctape 1**

The system responds:

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

4. Press ( ENTER ).

The system responds:

Installation in progress. Do not remove the cartridge.

The following sets are available:

```
1    Vex          Intuity Set  
                                (486) 1.0-1
```

Select package(s) you wish to process (or 'all' to process

all packages) . (default: all) [?, ??, q]

5. Press ( ENTER ) to select all.

The system responds by loading information from the tape and scrolling loading information across the screen. Next, the system responds with an installation information screen, as shown in Figure A-4.

Three types of installations are available. They are:

- 1 - All Packages - Installs software, voice announcements, and the initial database.
- 2 - Software Only - Installs only the software.
- 3 - Custom - Installs one or more packages selected by the installer.

Select type of installation:

- 1) All Packages
- 2) Software Only
- 3) Custom
- 4) Quit

**Figure A-4. Installation Information Screen**

6. Enter **1** to install all packages.

The system responds:

```
Confirm: You selected option 1. (y/n)
```

7. Enter **y** to confirm.

The system begins to load the software.

8. Press ( ENTER ) to accept the default interrupt number of 2.

9. Press ( ENTER ) for each password and re-enter new password prompt.

The system continues to load software after the passwords, scrolling its activities across the screen. When this process is finished, the system presents the message:

```
Processing of <Intuity Set> is completed.
```

```
Insert a cartridge into Tape Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

10. Enter **q** to quit.

The system responds with the UNIX (#) prompt.

11. Remove the Intuity System Software cartridge tape from the tape drive.

12. Enter **init 6** at the UNIX prompt.

The system responds:

```
INIT: New run level: 6
```

```
The UNIX Operating kernel will be rebuilt now.
```

```
This will take some time. Please wait.
```

The system responds with a series of memory check displays and copyright notices. These messages will also note that the system is fine and coming up, the system is ready, and that the voice system is automatically being started.

This reboot is finished when the system presents the console login prompt:

```
The system's name is Intuity.
```

```
Welcome to USL UNIX System V Release 4.2 Version 1
```

```
Console Login:
```

13. Skip to the next procedure, *Installing Switch Integration Software for AT&T Switches* in this manual, or refer to your switch integration documentation for non-AT&T switches.



**NOTE:**

It is recommended that you perform the *Verify Software Installation* procedure located in this Appendix installing the Intuity system software cartridge tape.

### **Procedure to Install Software Only**

---



**WARNING:**

*Never remove or re-load any individual software packages unless you are told to do so by your remote maintenance center. Do not use this procedure unless specifically told to do so by the remote maintenance center. If the individual packages are installed in the wrong order the system will not operate. Also, any existing update packages may interfere with installing the software.*

1. Log into the system as **root**
2. Insert the Intuity System Software cartridge tape into the tape drive.  
The system responds by tensioning the tape if the cartridge is placed properly.
3. Enter **pkgadd -d ctape 1**

The system responds:

```
Insert a cartridge into Tape Drive 1.  
Type [go ] when ready  
or [q] to quit: (default: go)
```

4. Press ( ENTER ).

The system responds:

Installation in progress. Do not remove the cartridge.

The following sets are available:

```
1      Vex      Intuity Set  
                                (486) 1.0-1
```

Select package (s) you wish to process (or 'all' to process

```
all packages). (default: all) [?, ??, q]
```

5. Press ( ENTER ) to select all.

The system responds by loading information from the tape and scrolling loading information across the screen. Next, the system responds with an installation information screen, as shown in Figure A-5.

```
Three types of installations are available.  They are:

1 - All Packages - Installs software, voice announcements, and the
  initial database.

2 - Software Only - Installs only the software.

3 - Custom - Installs one or more packages selected by the installer.

Select type of installation:
  1) All Packages
  2) Software Only
  3) Custom
  4) Quit
```

**Figure A-5. Installation Information Screen**

6. Enter **2** to install only the software package.

The system responds:

```
Confirm:  You selected option 2. (y/n)
```

7. Enter **y** to confirm.
8. Press ( ENTER ) to accept the default interrupt number of 2.

The system continues to load software and then presents password prompts.

9. Press ( ENTER ) for each password prompt.

The system continues to load software after the passwords, scrolling its activities across the screen. When this processes finished, the system presents the message:

```
Processing of <Intuity Set> is completed.
```

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

10. Enter **q** to quit.
11. Remove the Intuity System Software cartridge tape from the tape drive.
12. Enter **init 6**

The system responds:

```
INIT: New run level: 6
```

```
The UNIX Operating kernel will be rebuilt now.  
This will take some time. Please wait.
```

The system responds with a series of memory check displays and copyright notices. These messages will also note that the system is fine and coming up, the system is ready, and that the voice system is automatically being started.

This reboot is finished when the system presents the console login prompt:

```
Welcome to Intuity Release 1.0  
System Name:  
Console Login:
```

13. Perform the *Verify Software Installation* procedure located in this Appendix.

### **Procedure to Custom Install**

---

This procedure allows you to select specific packages to install.



#### **WARNING:**

*Never remove or re-load any individual software packages unless you are told to do so by your remote maintenance center. Do not use this procedure unless specifically told to do so by the remote maintenance center. If the individual packages are installed in the wrong order the system will not operate. Also, any existing update packages may interfere with installing the software.*

1. Log into the system as **root**
2. Insert the Intuity System Software cartridge tape into the tape drive.

The system responds by tensioning the tape if the cartridge is placed properly.

3. Enter **pkgadd -d ctape 1**

The system responds:

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
  or [q] to quit: (default: go)
```

4. Press ( **ENTER** ).

The system responds:

Installation in progress. Do not remove the cartridge.

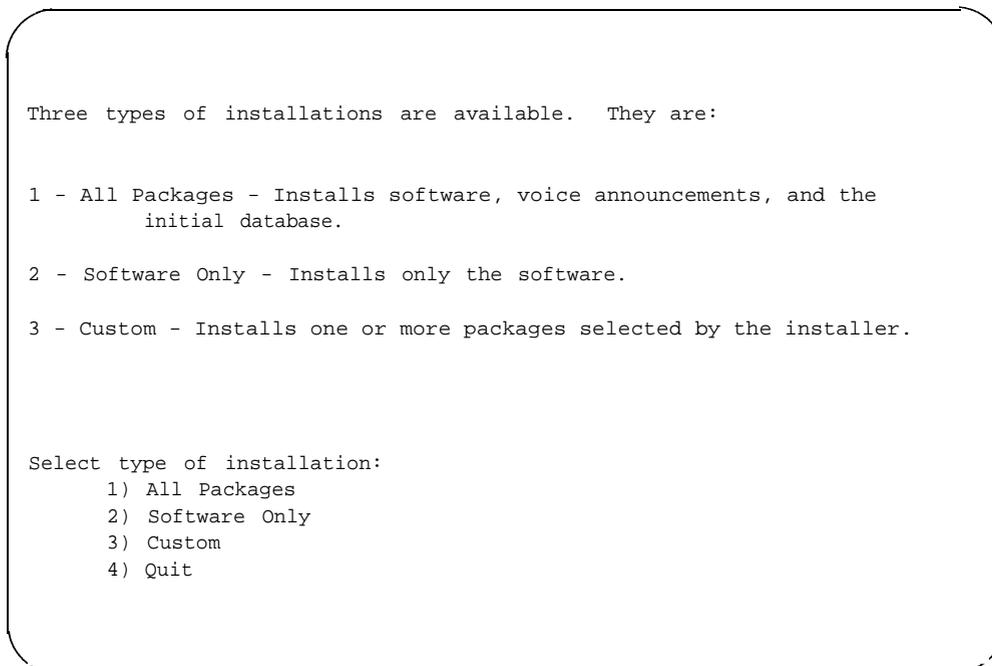
The following sets are available:

```
1      Vex      Intuity Set  
                               (486) 1.0-1
```

```
Select package(s) you wish to process (or 'all' to  
process all packages) . (default: all) [?, ??, q]
```

5. Press ( **ENTER** ) to select all.

The system responds by loading information from the tape and scrolling loading information across the screen. Next, the system responds with an installation information screen, as shown in Figure A-6.



**Figure A-6. Installation Information Screen**

6. Enter **3** to select custom. This selection will allow you to choose the packages that you want to install.

The system responds:

```
Confirm: You selected option 3. (y/n)
```

7. Enter **y** to confirm.

The system responds with a list of questions, presenting one at a time:

```
Install mtce? (default:n)
Install vs? (default:n)
Install VM-dfltdb? (default:n)
Install VM-sat? (default:n)
Install VM-sw? (default:n)
Install netw? (default:n)
```

8. Enter **y** for each package that you wish to install. Press ( ENTER ) for each package that you do not wish to install.

The system begins to load the selected packages. If you need to enter a number for the tip/ring, use the default of 2. If the software that you selected requests this information.

The system continues to load software after the passwords, scrolling its activities across the screen. When this process is finished, the system presents the message:

```
Processing of <Intuity Set> is completed.
Insert a cartridge into Tape Drive 1.
Type [go] when ready
    or [q] to quit: (default: go)
```

9. Enter **q** to quit.
10. Remove the Intuity System Software cartridge tape from the tape drive.
11. Enter **init 6**

The system responds:

```
INIT: New run level : 6
The UNIX Operating kernel will be rebuilt now.
This will take some time. Please wait .
```

This reboot is finished when the system presents the console login prompt:

```
Welcome to Intuity Release 1.0
System Name:
Console Login:
```

12. Perform the *Verify Software Installation* procedure located in this Appendix, or perform the *View Installed Software* procedure located in Chapter 2 of this book to verify the installation.

## Installing Switch Integration Software for AT&T Switches

---

Use this procedure only for Intuity systems using one of the following switches:

- AT&T System 75, G1, and G3i, G3r, G3s
- AT&T System 85, and G2

### ⇒ NOTE:

Operation of this software requires that the Intuity platform have an AT&T GP-Sync (AYC22) circuit card installed. If you have not already confirmed the presence of this card, do so now. The circuit card number is printed on the circuit card's faceplate. It is not necessary to remove the platform cover to verify the board.

## Requirements

---

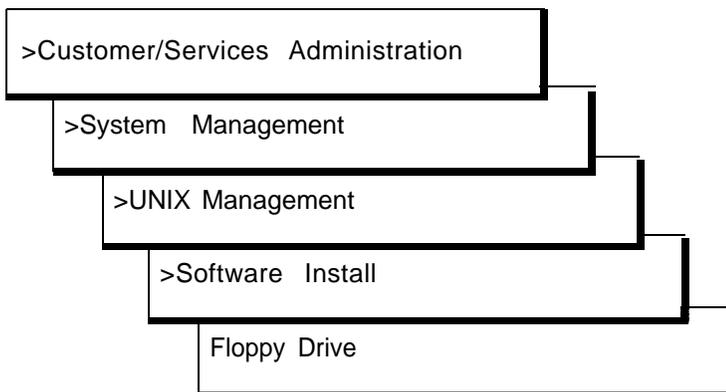
Login:           craft

Materials:       AT&T Switch Integration  
                      Software  
                      (5 floppy disks)

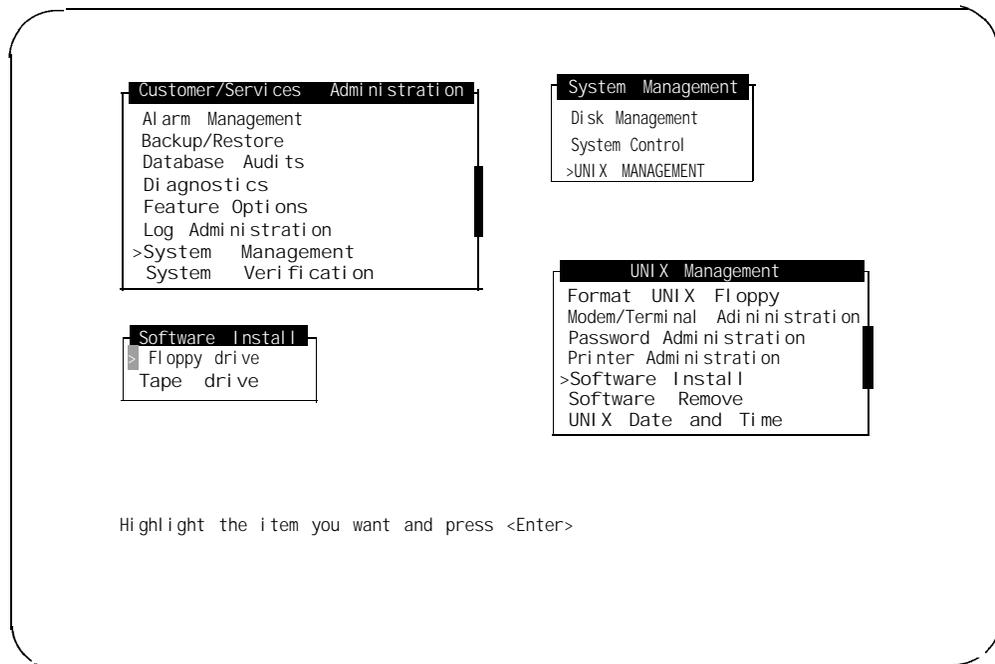
## Procedure

---

1. Login as **craft**
2. Press ( ENTER ) to accept the AT386 default.
3. Starting at the Intuity Administration menu, select:



The system responds with the Software Install Screen, as shown in Figure A-7.



**Figure A-7. Software Install Screen**

4. Press ( ENTER ) to select the Floppy drive.

The system responds:

```
Insert a diskette into Floppy Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

5. Insert AT&T DCIU RSE (Remote Streams Environment) Disk 1of 1 into the 3.5" floppy drive.
6. Press ( ENTER ) to install the software.

The system responds:

Installation in progress. Do not remove the diskette.

The following pkgs are available:

```
1      rse      Remote STREAMS Environment  
                (i386) Release 2.0.5
```

```
Select package(s) you wish to process (or 'all' to  
process  
all packages). (default: all) [?, ??, q]
```

7. Press ( ENTER ) to accept the default of all.



**WARNING:**

*Do not reboot the system until told to do so in this procedure.*

After installing this software, the system responds:

```
Installation of Remote Streams Environment (rse) was
successful .
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

8. Remove the RSE Disk 1 of 1 from the floppy drive.

9. Insert RSEGPSC (GPSC-AT Remote STREAMS Environment) Disk 1 of 1 into the floppy drive.

10. Press ( ENTER ) to install.

The system responds:

```
Installation in progress. Do not remove the diskette.
```

```
The following pkgs are available:
```

```
1          rsegps  GPSC-AT Remote STREAMS Environment
                    (i386) Release 2.05
```

```
Select package(s) you wish to process (or 'all' to
process
```

```
all packages). (default: all) [?, ??, q]
```

11. Press ( ENTER ) to accept the default of all.

After installing the software, the system responds:

```
Installation of GPSC-AT Remote STREAMS Environment
(rsegpsc) was successful.
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

12. Remove the RSEGPSC Disk 1 of 1 from the floppy drive.

13. Insert the x25str (AT&T X.25 Network Interface Product Disk 1 of 2 into the floppy drive.

14. Press ( ENTER ) to install.

The system responds:

Installation in progress. Do not remove the diskette.

The following pkgs are available:

```
1  x25str  AT&T X.25 Network Interface Product
                (i386) Release 2.1.1
```

Select package(s) you wish to process (or 'all' to process

all packages). (default: all) [?, ??, q]

15. Press ( ENTER ) to accept the default of all.

The system responds by loading the software from the diskette. When the system is finished with this diskette, the system displays the message:

READY TO PROCESS:

```
Package: AT&T Network Interface Product (x25str)
                diskette 2 of 2
```

Insert diskette 2 if 2 into Floppy Drive 1.

Insert a diskette into Floppy Drive 1.

Type [go] when ready

or [q] to quit: (default: go)

16. Remove the x25str Disk 1 of 2 from the floppy drive.  
17. Insert the x25str Disk 2 of 2 into the floppy drive.

18. Press ( ENTER ) to continue.

The system loads the software from the diskette and then responds:

Installation of AT&T X.25 Network Interface Product was successful.

Insert a diskette into Floppy Drive 1.

Type [go] when ready

or [q] to quit: (default: go)

19. Remove the x25str Disk 2 of 2 from the floppy drive.

20. Insert ehs (Enhanced Services Messages) Disk 1 of 2 into the floppy drive.

The system responds:

Installation in progress. Do not remove the diskette.

The following pkgs are available:

```
1  ehs      Enhanced Services Messages
                (i486) P5
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?, ??, q]

21. Press ( ENTER ) to accept the default of all.

After loading some of the information, the system asks:

Select your host switch type:

- 1) 75, G1, G3r, G3i
- 2) 85, G2

Enter 1 or 2: [1] :

22. Enter the number indicating the switch type.

When the system is ready for the second diskette, the system displays:

READY TO PROCESS:

Package: Enhanced Services Messages - Switch Link (ehs)  
diskette 2 of 2

Insert diskette 2 if 2 into Floppy Drive 1.

Insert a diskette into Floppy Drive 1.

Type [go] when ready  
or [q] to quit: (default: go)

23. Remove the ehs Disk 1 of 2 from the floppy drive.

24. Insert Diskette 2 of 2 into the floppy drive.

25. Press ( ENTER ) to install the second diskette.

The system responds by loading the information from the diskette. When the system finishes, it responds:

Installation of Enhanced Services Messages - Switch  
Link (ehs) was successful.

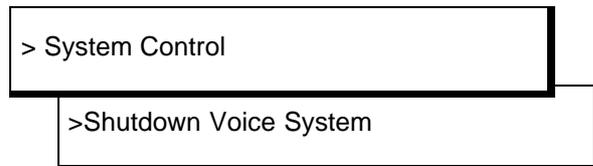
Insert a diskette into Floppy Drive 1.

Type [go] when ready  
or [q] to quit: (default: go)

26. Enter **q** to quit.

27. Press ( CANCEL ) (F6) 2 times to return to the *System Management* screen.

28. Starting at the *System Management* screen select:



29. Press ( ENTER ) to shutdown the voice system.

The system responds:

```
Enter y to continue, no to quit
```

30. Enter **y** to continue the shutdown.

The system responds:

```
Shutdown started.  Month date time year
```

```
INIT: New run level: 0
```

```
The system is coming down. Please wait
```

```
The system is down.
```

```
Press CTRL-ALT-DEL to reboot your computer.
```

31. Press the reset button or CTRL-ALT-DELETE to reboot the system.

System responds with memory checks, sets up new kernel, and lists packages and copyrights. The system also starts the voice system, displaying the message:

```
Startup of the Voice System is complete.
```

This procedure is finished when the console Login prompt appears. Login prompts will also appear if you press ( ENTER ).

## **Installing Optional Language Package**

There are three optional language packages available for installation on the Intuity system. Language packages determine what language the caller will hear for the spoken prompts.

Two language packages may be present on one Intuity system. One of these languages is the default language American English. American English is located on the Intuity system installation tape, and it is installed as a part of the system installation. The second language, if one has been ordered, may be one of the following:

- British English
- French Canadian
- Latin Spanish

Each of these languages has its own tape.

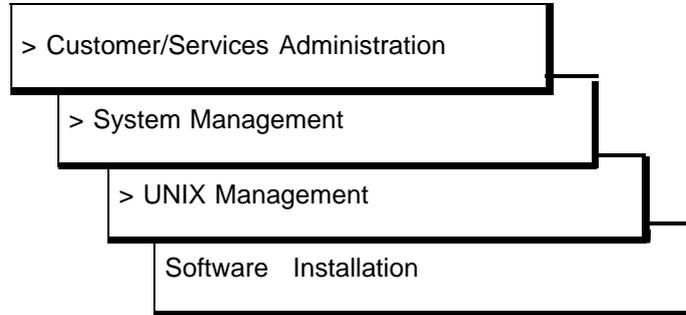
Only 1 language may be operational at a time. Therefore, for example, if Canadian French is installed on the system and administered as the active announcement set, American English will not be available for use. If the user decides to convert the entire system back to American English, American English can easily be returned to use by re-administering the system.

### **Requirements**

|            |  |
|------------|--|
| Login:     | craft  |
| Materials: | optional language tape<br>(1 cartridge tape) |

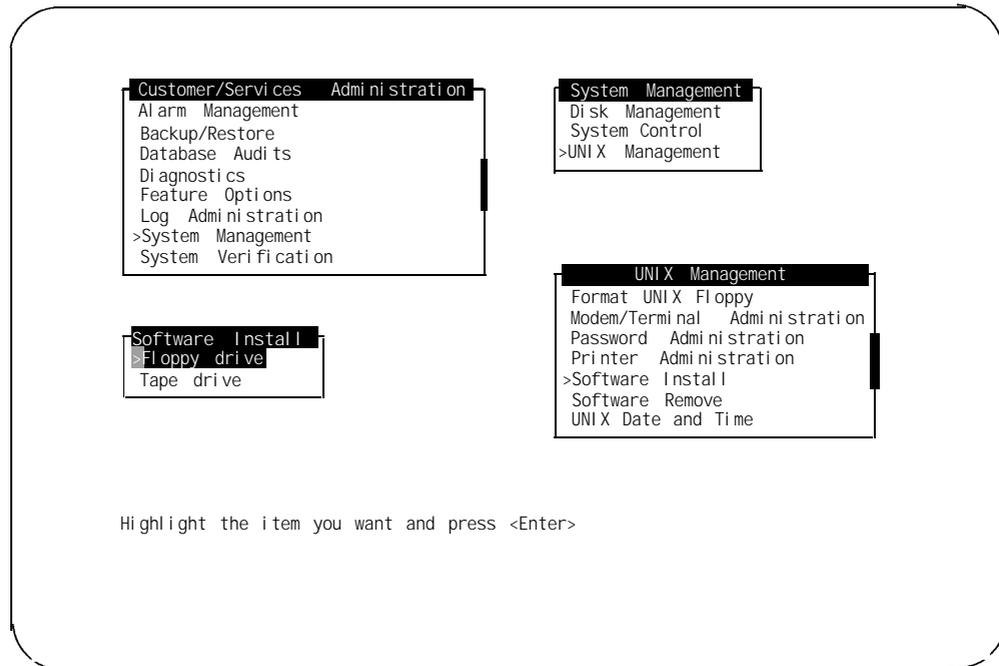
**Procedure**

1. Starting at the Intuity Administration menu, select:



2. Press ( ENTER ) to display the installation drive options.

The system responds with the *Software Install* screen, as shown in Figure A-8.



**Figure A-8. Software Install Screen**

3. Select Tape Drive.

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
```

4. Insert the tape into the cartridge tape drive. Be sure that the tape is firmly seated.

5. Press ( ENTER ) to display the installation instructions.

The system responds:

```
Installation in progress. Do not remove the tape.
```

```
The following sets are available:
```

```
1    VM-language    Language System Announcements  
                        (AUDIX R1.1)
```

```
Select package(s) you wish to process (or 'all' to  
process all packages). (default: all) [?, ??, q]
```

6. Press ( ENTER ) to accept the default of all.

The system responds by loading the optional language from the tape.  
When the process is finished, the system responds:

```
Installation of <optional language name> System  
Announcements (VM-<optional language abbreviation>) was  
successful.
```

```
Insert a cartridge into Tape Drive 1.  
Type [go] when ready,  
or [q] to quit: (default: go)
```

7. Press **q** to quit.

8. Remove the cartridge tape from the drive.

9. Refer to Chapter 5 for administration and acceptance test information.

## **Installing UNIX Multi-User Software**

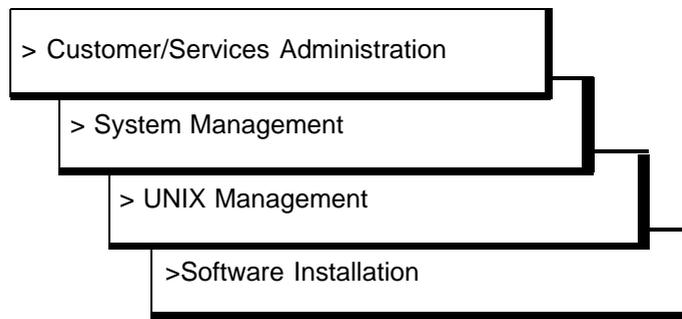
UNIX Multi-User software is used in systems that will require more than 2 active logins at one time.

### **Requirements**

Login:           craft  
Materials:       UNIX Multi-User Software  
                  (2 floppy disks)

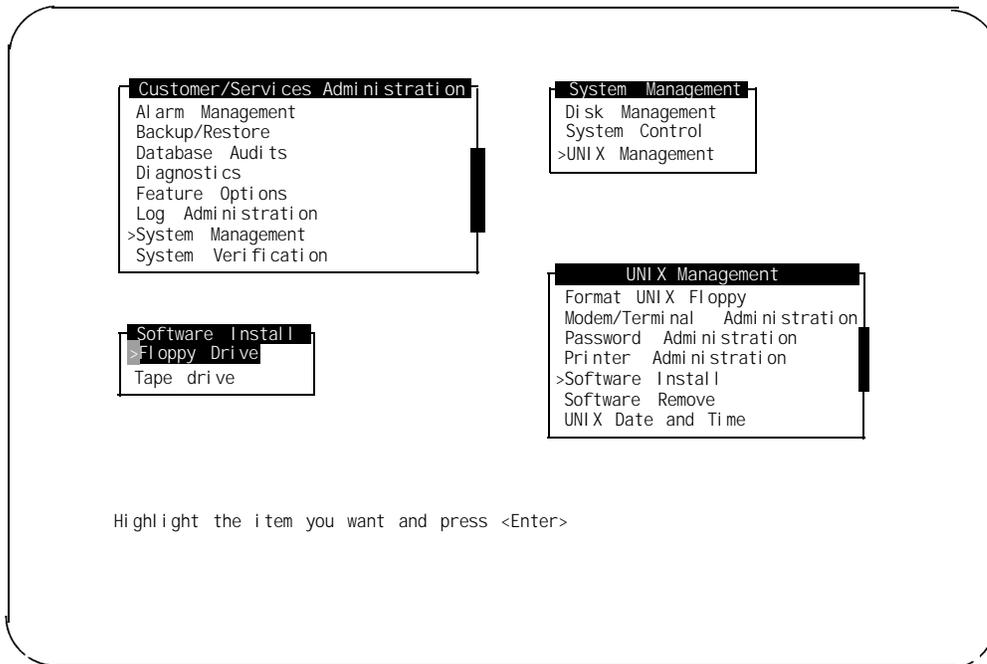
### **Procedure**

1. Starting at the Intuity Administration menu, select:



2. Press ( ENTER ) to display the installation drive options.

The system responds with the *Software Install* screen, as shown in Figure A-9.



**Figure A-9. Software Install Screen**

3. Select Floppy Drive.

Insert a diskette into Floppy Drive 1.  
 Type [go] when ready,  
 or [q] to quit: (default: go)

- 4. Insert the UNIX Multi-User Package Installation Diskette 1 of 1 into the floppy drive.
- 5. Press ( ENTER ) to display the installation options.

The system responds:

Installation in progress. Do not remove the diskette.

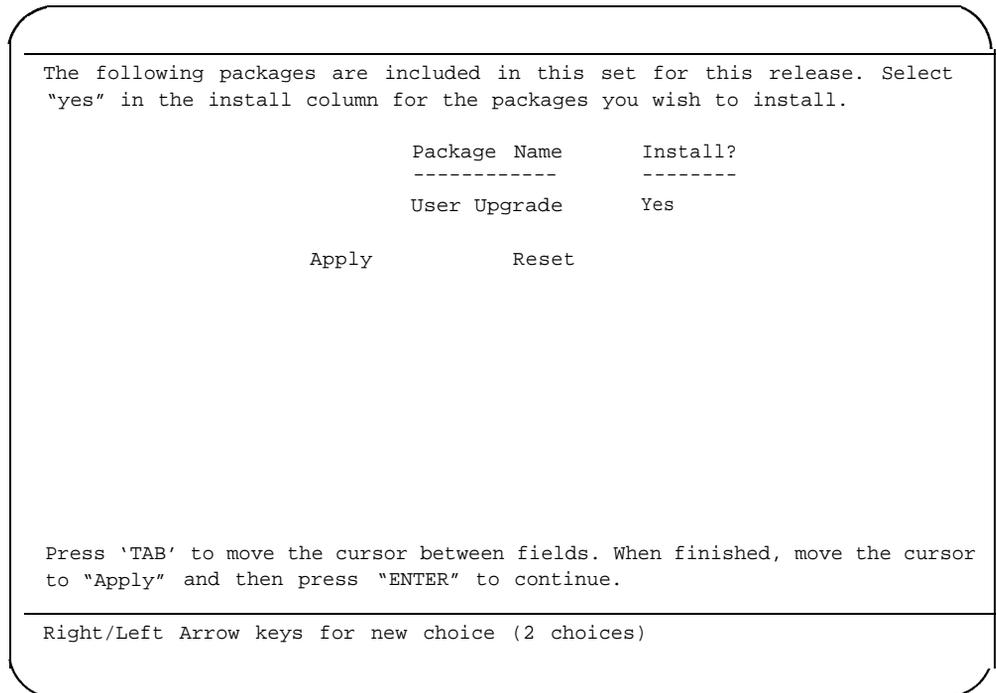
The following sets are available:

```
1    multiusr    Multi-user Set
                (386) 1
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?, ??, q]

6. Press ( ENTER ) to accept the default of all.

The system responds by loading the information from the diskette. Next, the system presents the Package Selection Screen, as shown in Figure A-10.



**Figure A-10. Package Selection Screen for Multi-User Software**

7. Select **yes** for the User Upgrade. Use the left and right arrow keys to select; use the up and down arrow keys to move between fields.
8. Press ( ENTER ) with the cursor on Apply.

The system responds:

```
READY TO PROCESS
      Set: Multi-user Set (multiusr)
      Package: User Upgrade (license)
             diskette 1 of 1
```

9. Remove the Multi-User Installation diskette from the floppy drive.
10. Insert the User Upgrade (license) diskette 1 to 1 into the drive.
11. Press ( ENTER ) to install the software.

The system begins to install the software and presents the message:

```
Tunable Parameter "NPROC" is currently set to 500.
Is it OK to change it to 200? (y/n)
```

12. Press ( ENTER ) to accept the default of **n** for no.

When the process is finished, the system responds:

```
Installation of <Multi-user set> is completed.
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready,
```

```
or [q] to quit: (default: go)
```

13. Enter **q** to quit.
14. Press ( CANCEL ) (F6) 2 times to return to the *System Management* screen.
15. Starting at the *System Management* screen select:

```
> System Control
>Shutdown Voice System
```

16. Press ( ENTER ) to shutdown the voice system.

The system responds:

```
Enter y to continue, no to quit
```

17. Enter **y** to continue the shutdown.

The system responds:

```
Shutdown started. Month date time year
```

```
INIT: New run level: 0
```

```
The system is coming down. Please wait
```

```
The system is down.
```

```
Press CTRL-ALT-DEL to reboot your computer.
```

18. Press the reset button or CTRL-ALT-DELETE to reboot the system.

System responds with memory checks, sets up new kernel, and lists packages and copyrights. The system also starts the voice system, displaying the message:

```
Startup of the Voice System is complete.
```

This procedure is finished when the console login prompt appears. Login prompts will also appear if you press ( ENTER ).

## **Verify System Installation**

---

This procedure is used to verify the installation of all of the Intuity application packages. Use this procedure after you have performed an installation of:

- all packages on the Intuity System tape
- software only
- custom installation
- Intuity Intro Voice Response

### **Requirements**

---

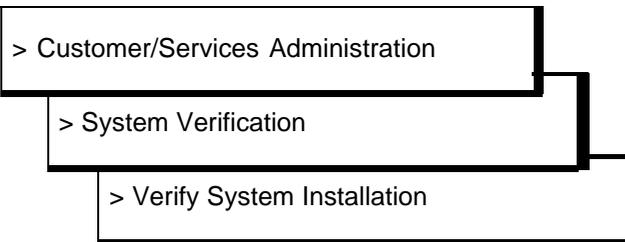
Login: craft

Materials: none

### **Procedure**

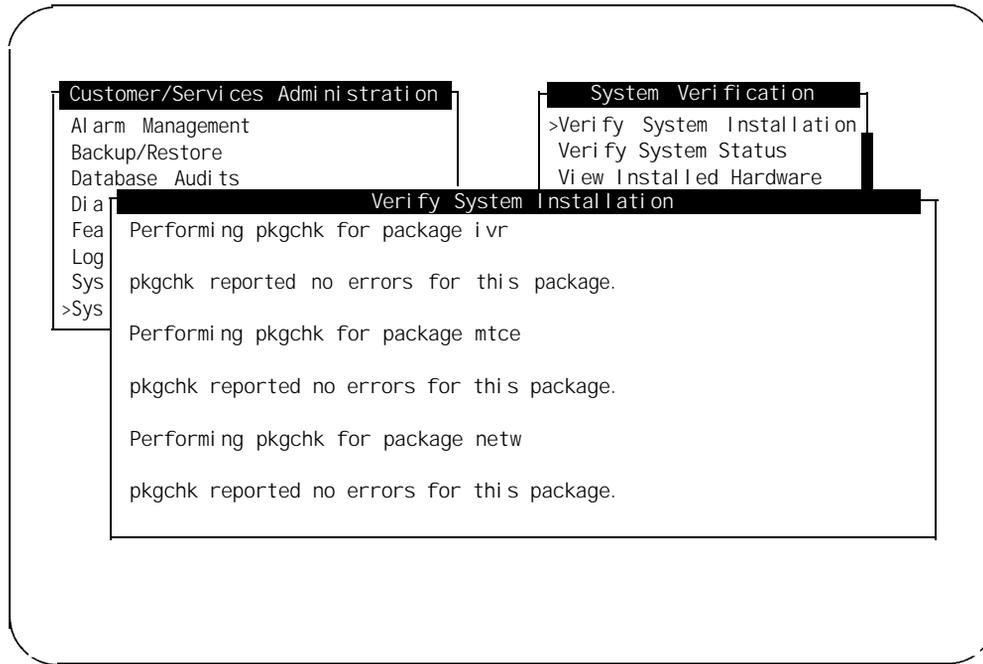
---

1. Starting at the Intuity Administration menu, select:



2. Press ( ENTER ) to start the system verification process. This will take some time. The word “working” appears in the upper right-hand corner while system verifies the installation.

The system responds with the *Verify System Installation* screen when the process is finished. This screen is shown in Figure A-11.



**Figure A-11. Verify System Installation Screen**

3. Verify that no errors have occurred for the package that you just installed. If any errors have occurred, inform your remote maintenance center.
4. Press ( CANCEL ) (F6) until you reach the Intuity Administration menu.

## Add Disk

---

This procedure is to be used after all of the software is loaded onto the Intuity system.



### NOTE:

This procedure applies to both mirrored and non-mirrored systems. The only difference between the two systems when adding disks is that on a mirrored system, disks must be added in pairs. For complete information, refer to *Intuity Platform Administration and Maintenance* (585-310-534).

## Requirements

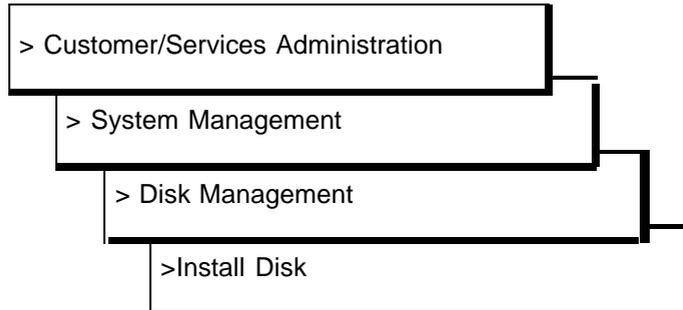
---

|            |               |
|------------|---------------|
| Login:     | craft<br>init |
| Materials: | none          |

## Procedure

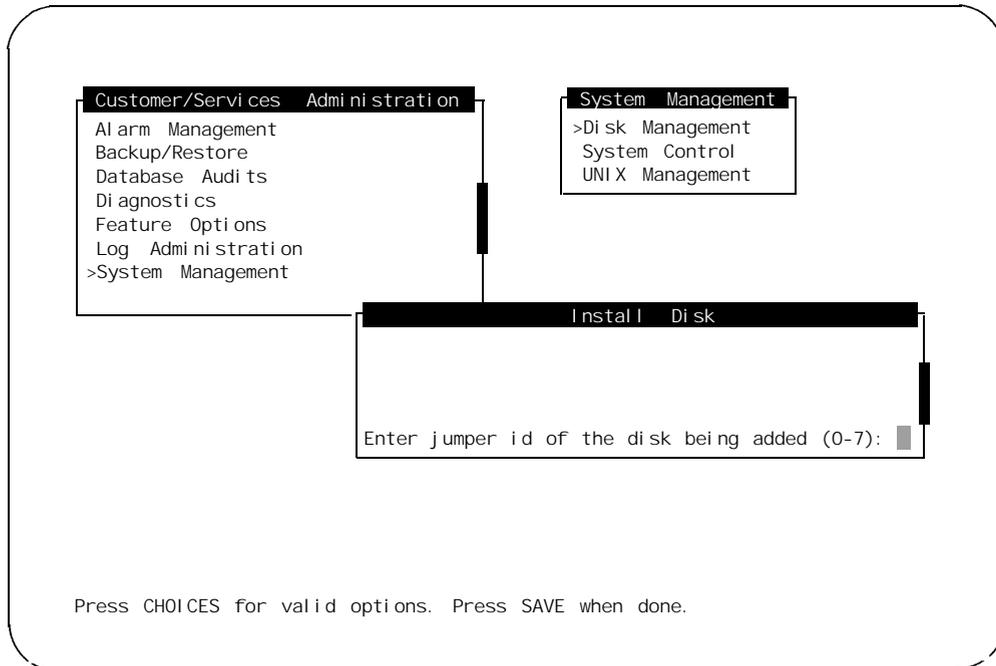
---

1. Starting at the Intuity Administration menu, select:



2. Press to display the request for jumper ID.

The system responds with the *Install Disk* screen, as shown in Figure A-12.



**Figure A-12. Install Disk Screen**

3. Enter the appropriate jumper ID for the disk you are installing.
4. Press ( SAVE ) (F3).
  - If the jumper ID you entered matches the jumper settings on the new disk, the system responds:  
Install disk operation in progress.  
This operation will require approximately 10 minutes per Gbyte to complete.
  - If the jumper ID you entered does not match the jumper settings on the new disk, the system responds:  
Error disk at selected jumper id not found.  
Make sure disk is physically installed properly.  
Hit Enter to continue.  
  
In this situation, the jumper ID you entered and jumper ID that is physically set on the disk do not match. You either incorrectly entered the jumper ID or incorrectly set the new jumpers on the disk. Press ( ENTER ), return to the appropriate step in this procedure, and correct the mismatch.
  - If the jumper ID you entered matches the jumper ID for a disk which is already installed on the system, the system responds:

The jumper id selected has already been installed on the system.  
Make sure the jumper id selected corresponds to the disk being installed.

Hit Enter to continue

The jumper id you entered matches a disk that was installed prior to the Add Disk procedure. You incorrectly entered the jumper id.

Press ( ENTER ), return to the appropriate step in this procedure, and correct the problem.

- If you entered the correct jumper id but the disk that was installed is not brand new, you receive the following message.

The disk being installed at the selected jumper id has been installed previously. It is recommended that only new disks from the factory be installed on this system. Any existing data on this disk will be lost if you continue.

Do you wish to continue hit [y/n], and then hit Enter.

Press **y**

Option to auto clean disk not supported in this version.

You must run the shell command `fdisk /dev/rdisk/c0t1d0s0` and delete any active partitions.

Hit Enter to continue.

Press ( ENTER ) to continue.

Contact the remote service center. Ask them to remotely log into the system and clean the disk you are trying to install. You should provide them with the jumper id. When the disk has been cleaned, return to Step 23.

5. Press ( ENTER ) to continue when you see the following message.

Disk Installation was successful

Hit Enter to continue.

If you need to install another disk, go back to Step 1. Otherwise, continue with the next step.

6. Press ( CANCEL ) (F6) until you logout.

7. Log in as **init**.

8. Verify that the Maximum number of hours-of-speech has increased.

If it has not increased, contact your remote service center.

9. Activate the additional number of customer-purchased hours of speech.

10. Verify that Current hours-of-speech has an updated value.

11. Press ( CANCEL ) (F6) until you logout.



---

## Completed Installation Worksheets

# B

---

Use this appendix as a place to store the installation worksheets that you received from your project manager.



---

# Abbreviations

---

## A

### AC

alternating current

### ACD

automatic call distribution

### ADAP

administration and data acquisition package

### ADU

asynchronous data unit

### ALT

assembly load and test

### AMIS

Audio Messaging Interchange Specification

### AT&T

American Telegraph and Telephone

### AUDIX®

Audio Information Exchange

### AWG

American wire gauge

---

## B

### BIOS

basic input/output system

### bps

bits per second

### BRI

basic rate interface

### BSC

binary synchronous communications

### BTU

British thermal unit

---

## **C**

### **CCA**

call classification analysis

### **CDH**

call data handler process

### **CELP**

code excited linear prediction

### **CIC**

customer information center

### **CICS**

customer information control system

### **CO**

central office

### **COIN**

central office implemented network

### **COM1**

serial communications port 1

### **COM2**

serial communications port 2

### **COR**

class of restriction

### **COS**

class of service

### **CPU**

central processing unit

### **CTS**

clear to send

---

## **D**

### **DAC**

dial access code

### **DC**

direct current

### **DCE**

data communications equipment

### **DCIU**

data communications interface unit

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**DCP**  
digital communications protocol

**DCS**  
distributed communications system

**DID**  
direct inward dialing

**DIP**  
data interface process

**DMA**  
direct memory access

**DNIS**  
dialed number identification service

**DSP**  
digital signal processor

**DSU**  
data service unit

**DTE**  
data terminal equipment

**DTMF**  
dual tone multifrequency

**DTR**  
data terminal ready

---

## **E**

**EIA**  
Electronic Industries Association

**ESD**  
electrostatic discharge

**ESS**  
electronic switching system

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## **F**

**FIFO**  
first-in first-out

**FOOS**  
facility out of service

---

## **G**

### **GBCS**

Global Business Communications Systems

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## **H**

### **Hz**

hertz

---

## **I**

### **IDI**

isolating data interface

### **INADS**

initialization and administration system

### **I/O**

input/output

### **IRQ**

interrupt request

### **ISDN**

integrated services digital network

### **IVC6**

integrated voice CELP card (6 channels)

---

## **K**

### **Kbps**

kilobits per second

### **Kbyte**

kilobyte (1024 bytes)

### **kHz**

kilohertz

---

## **L**

### **LCD**

liquid crystal display

### **LED**

light-emitting diode

### **LWC**

leave word calling

---

## **M**

### **MANOOS**

manually out of service

### **Mbyte**

megabyte (one million bytes)

### **MHz**

megahertz

### **modem**

modulator/demodulator

### **MPDM**

modular processor data module

### **ms**

millisecond

### **MT**

maintenance (Intuity™ software component)

### **MTBF**

mean time between failures

### **MWI**

message-waiting indicator

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## **N**

### **NW**

Intuity AUDIX Digital Networking

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## **O**

### **OA&M**

operations, administration, and maintenance

### **OS**

operating system

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## **P**

### **PBX**

private branch exchange

### **PC**

power converter or personal computer

### **PDM**

processor data module

### **PEC**

price element code

### **POST**

power-on self test

---

## **R**

### **RAM**

random-access memory

### **REN**

ringer equivalence number

### **ROM**

read-only memory

### **RTS**

request to send

### **RTU**

right to use

---

## **S**

### **SCSI**

small computer systems interface

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**SID**

switch integration device

**SIMM**

single in-line memory module

**SMSI**

simplified message service interface

**SW**

switch integration (Intuity software component)

---

**T**

**TDD**

telecommunications device for the deaf

**TDM**

time division multiplex

**T/R**

tip/ring

**TRIP**

tip/ring input process

**TSC**

AT&T's Technical Services Center

---

**U**

**UCD**

uniform call distribution

**UPS**

uninterruptible power supply

---

**V**

**VM**

Intuity AUDIX Voice Messaging

**VP**

voice platform (Intuity software component)

**VR**

Intuity Intro Voice Response

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**VROP**

voice response output process

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# Glossary

## **1A ESS Switch**

An AT&T central office switch that can be integrated with the Intuity™ system.

## **5ESS Switch**

An AT&T central office switch that can be integrated with the Intuity system.

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## **A**

### **accessed message**

A voice mail message that was received and scanned (either the entire message or just the header).

### **ACD**

See *automatic call distribution*.

### **activity menu**

The list of options voiced to Intuity AUDIX® subscribers when they first access the system. Selecting an activity is the starting point for all user operations.

### **ADAP**

See *administration and data acquisition package*.

### **address**

Intuity AUDIX subscriber identification, containing the subscriber's extension and machine, that indicates where the system needs to deliver a voice mail message. An address may include several subscribers or mailing lists. Name or number addressing can be selected with the \*A command.

### **adjunct**

A separate system closely integrated with a switch, such as an Intuity system or a call management system (CMS).

### **administration**

The process of setting up a system (such as a switch or a voice messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

### **administration and data acquisition package (ADAP)**

A software package that allows the system administrator to transfer subscriber, maintenance, or traffic data from an Intuity AUDIX system to a personal computer (PC).

### **A D U**

See *asynchronous data unit*.

### **alarm log**

A list of alarms that represent all of the active or resolved problems on an Intuity system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

**alarms**

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as major, minor, or warning.

**alphanumeric**

Alphabetic, numeric, or punctuation symbols.

**AMIS**

See *Audio Messaging Interchange Specification*.

**AMIS Prefix**

A number added to the destination number to indicate that the destination number is an AMIS analog networking number.

**ampere (amp)**

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

**analog networking**

A method of transferring a voice mail message from one voice messaging system to another whereby the message is played back (voiced) during the transmission from one system to another.

**analog signal**

A communications path that, in teleprocessing usage, usually refers to a voice-grade telephone line.

**announcement fragment**

A numbered piece of spoken information that makes up a system message or prompt.

**antistatic**

A material that is treated to prevent the build-up of static electricity.

**asynchronous communication**

A method of data transmission in which bits or characters are sent at irregular intervals and bits or characters are spaced by start and stop bits and not by time. See also *synchronous communication*.

**asynchronous data unit (ADU)**

An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs include Z3A1 or Z3A4.

**asynchronous transmission**

A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Intuity system provides asynchronous RS-232 capabilities for Intuity AUDIX Digital Networking, if required.

**Audio Messaging Interchange Specification (AMIS)**

An analog networking feature that allows subscribers to exchange voice mail messages with any voice messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on Intuity systems as well as with users on remote voice messaging systems made by vendors other than AT&T.

**Audio Information Exchange (AUDIX)**

A complete voice messaging system accessed and operated by touch-tone telephones and integrated with a switch.

**audit**

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

**AUDIX**

See *Audio Information Exchange*.

**automated attendant**

A feature that allows a user of an Intuity system to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button

**automatic call distribution (ACD)**

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Intuity subscribers and users to the system. See also *call-distribution group*.

**automatic message scan**

An Intuity AUDIX feature that allows subscribers to scan all message headers and messages at the touch of two buttons.

---

**B**

**background testing**

Testing that runs continuously when the system is not busy doing other tasks.

**backup**

A duplicate copy of files and directories saved on a removable media such as floppy diskette or tape. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

**basic input/output system (BIOS)**

A system that contains the buffers for sending information from a program to the actual hardware device the information should go to.

**baud**

A unit of measurement that describes the speed of transferred information.

**baud rate**

Transmission signaling speed.

**basic call transfer**

A switchhook-flash method used to send the Intuity AUDIX transfer command over analog voice ports.

**basic rate access**

See *basic rate interface*.

**basic rate interface (BRI)**

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64 Kbps information bearer channels (B1 and B2), and one 16 Kbps call status and control (D) channel (a 2B + D format). Also called *basic rate access*.

**binary digit (bit)**

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001 =1, 001 0=2, and so forth). Four bits make a nybble; eight bits make a byte.

**binary synchronous communications (BSC)**

A character-oriented synchronous link protocol.

**BIOS**

See *basic input/output system*

**bit**

See *binary digit*.

**body**

The part of subscriber voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

**boot**

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

**boot filesystem**

The filesystem from which the system loads its initial programs.

**bps (bits per second)**

The number of binary units of information (1s or 0s) that can be transmitted per second. Mbps refers to a million bits per second; Kbps refers to a thousand bits per second.

**BRI**

See *basic rate interface*.

**broadcast messaging**

An Intuity AUDIX feature that enables the system administrator and other designated users to send a voice mail message to all subscribers automatically.

**BSC**

See *binary synchronous communications*.

**buffer**

Memory used to compensate for time differences in transmission by temporarily storing data.

**bulletin board**

An Intuity AUDIX feature that allows a message to be played to callers who dial the extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

**b u s**

An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

**busy-out/release**

To remove an Intuity device from service (make it appear busy or in use), and later restore it to service (release it). The Intuity switch data link, voice ports, or networking ports may be busied out if they appear faulty or if maintenance tests are run.

**byte**

A unit of storage in the computer. On many systems, a byte is eight bits (binary digits), the equivalent of one character of text.

---

## C

### **call-answer**

An Intuity AUDIX feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or call forwarding switch features. Subscribers may record a personal greeting for these callers.

### **callback number**

In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning voice mail messages that cannot be delivered.

### **call coverage**

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Intuity system maybe placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

### **call-distribution group**

The set of analog port cards on the switch that connects subscribers and users to the Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

### **call vectoring**

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program), allowing a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

### **card cage**

An area within the Intuity hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

### **cartridge tape drive**

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

### **central office (CO)**

An office or location in which large telecommunication machines such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

### **central processing unit (CPU)**

The component of the computer that manipulates data and processes instructions coming from software.

### **channel capacity**

A measure of the maximum bit rate through a channel.

### **class of service (COS)**

The standard set of Intuity AUDIX features given to subscribers when they are first administered (set up with a voice mailbox).

**clear to send (CTS)**

Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

**CO**

See *central office*.

**collocated**

An Intuity system installed in the same physical location as the host switch. See also *local installation*.

**collocated adjunct**

Two or more adjuncts that are serving the same switch (i.e., each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

**comcode**

AT&T's numbering system for telecommunications equipment. Each comcode is a nine digit number that represents a specific piece of hardware, software, or documentation.

**command**

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a voice mailbox activity or function.

**configuration**

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

**controller circuit card**

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

**COS**

See *class of service*.

**CPU**

See *central processing unit*.

**cross connect**

Distribution system equipment used to terminate and administer communication circuits.

**cross connection**

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

**CTS**

See *clear to send*

---

**D**

**database**

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Intuity system operation.

**data communications equipment (DCE)**

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

**data communications interface unit (DCIU)**

A switch device that allows nonvoice (data) communication between an Intuity system and an AT&T switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

**data link**

A term used to describe the communications link used for data transmission from a source to a destination. For example, a phone line for data transmission.

**data service unit (DSU)**

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these are more expensive DSU options and support diagnostic testing and the DATAPHONE II Service network system,

**data set**

AT&T term for a modem. A data set usually includes the telephone. See also *modem*.

**data terminal equipment (DTE)**

Standard type of data interface normally used for the endpoints in a connection. Normally the Intuity system, most terminals, and the switch data link are DTE devices.

**data terminal ready (DTR)**

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

**DBP**

See *data base processor*.

**DCE**

See *data communications equipment*.

**DCIU**

See *data communications interface unit*.

**DCP**

See *digital communications protocol*.

**DCS**

See *distributed communications system*.

**debug**

See *troubleshoot*.

**dedicated line**

A communications path that does not go through a switch. A dedicated (hard-wired) path maybe formed with directly connected cables. MPDMs, DSUs, or other devices may also be used to extend the distance that signals can travel directly through the building wiring.

**default**

A value that is automatically supplied by the system if no other value is specified.

**delivered message**

A voice mail message that has been successfully transmitted to a recipient's incoming mailbox.

**demand testing**

Testing performed on request (usually by service personnel).

**diagnostic testing**

A program run for testing and determining faults in the system.

**dial-ahead/dial-through**

The act of interrupting or preceding Intuity AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

**digital**

Discrete data or signals such as 0 and 1.

**digital communications protocol (DCP)**

A 64 Kbps digital data transmission code with a 160 Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

**digital networking**

A method of transferring voice mail messages between voice messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

**DIP switch**

See *dual in-line package switch*.

**direct memory access (DMA)**

A quick method of moving data from a storage device directly to RAM, which speeds processing.

**directory**

An Intuity AUDIX feature allowing you to hear a subscriber's name and extension after typing \*\*N at the activity menu. Also, a group of related files accessed by a common name in software.

**display terminal**

A data terminal with a screen and keyboard used for displaying Intuity screens and performing maintenance or administration activities.

**distributed communications system (DCS)**

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

**distribution list**

See *mailing list*.

**DMA**

See *direct memory access*.

**DSR**

See *data set ready*.

**DSU**

See *data service unit*.

**DTE**

See *data terminal equipment*.

**DTR**

See *data terminal ready*.

**dual in-line package (DIP) switch**

A very small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

---

**E**

**electrostatic discharge (ESD)**

Discharge of a static charge on a surface or body through a conductive path to ground. An ESD can be damaging to integrated circuits.

**enabled/disabled**

The state of a hardware device that indicates whether the Intuity system can use it. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

**enhanced call transfer**

An Intuity AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

**enhanced serial data interface**

A software- and hardware-controlled method used to store data on magnetic peripherals.

**equipped/unequipped**

The state of a networking channel that indicates whether Intuity software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

**error message**

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

**errors**

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

**escape to attendant**

An Intuity AUDIX feature that allows a subscriber with the call answer feature to have a personal attendant or operator administered to potentially pick up an unanswered call. A system-wide extension could also be used to send callers to a live agent.

**ESD**

See *electrostatic discharge*.

**events**

Informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

---

**F**

**field**

An area on a screen, menu, or report where information can be typed or displayed.

**file**

A collection of data treated as a basic unit of storage.

**filename**

Alphanumeric characters used to identify a particular file.

**file redundancy**

See *mirroring*.

**filesystem**

A collection of related files (programs or data) stored on disk that are required to initialize a Intuity system and provide full service.

**F key**

See *function key*

**format**

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can interpret meaningful information.

**function**

Individual steps or procedures within a voice mailbox activity.

**function key (F key)**

A key on a computer keyboard that performs a defined function when pressed. The user interface for the Intuity system defines keys F1 through F8.

---

## G

**Generic 1, 2, or 3**

AT&T switch system software releases. Generic 1, Generic 3i, and Generic 3s correspond to the new generation of System 75-based software. Generic 2 and Generic 3r correspond to the new release of System 85-based software.

**generic tape**

A copy of the standard software and standalone tape utilities that is shipped with a new Intuity system.

**guest password**

A feature that allows users who are not Intuity AUDIX subscribers to leave messages on the system by dialing a subscriber's extension and entering a system-wide guest password.

---

## H

**hard disk drive**

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on non-removable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

**hardware**

The physical components of a computer system. The central processing unit, disks, tape and floppy drives are all hardware.

**header**

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

**help**

A command run by pressing ( HELP ) or ( CTRL ) ( ? ) on an Intuity display terminal to show the options available at your current screen position. In the Intuity AUDIX system, press ( \* ) ( H ) on the telephone keypad to get a list of options. See also *on-line help*.

**hertz (Hz)**

A measurement of frequency in cycles per second. A hertz is one cycle per second.

**host switch**

The switch directly connected to the Intuity system over the data link. Also, the physical link connecting an Intuity system to a distributed communications system (DCS) network.

**hunt group**

A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

**Hz**

See *hertz*.

---

**I**

**IDI**

See *isolating data interface*.

**INADS**

See *initialization and administration system*.

**information service**

See *bulletin board*.

**initialization**

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

**initialization and administration system (INADS)**

A computer-aided maintenance system used by remote technicians to track alarms.

**initialize**

To start up the system for the first time.

**input**

A signal fed into a circuit or channel.

**integrated services digital network (ISDN)**

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

**integrated voice processing CELP card**

The IVC6 card.

**interface**

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together.

**interrupt request (IRQ)**

A device that signals the data bus and the CPU that it needs attention.

**Intuity AUDIX Digital Networking**

An Intuity feature that allows customers to link together up to 500 remote Intuity machines for a total of up to 500,000 remote subscribers. See also *digital networking*.

**I/O address**

input/output address.

**IRQ**

See *interrupt request*.

**ISDN**

See *integrated services digital network*.

**isolating data interface (IDI)**

A synchronous, full duplex data device used for cable connections between an Intuity GPSC-AT/E card and the switch data communications interface unit (DCIU).

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**J**

**jumper**

Pairs or sets of small prongs on circuit cards and mother boards that allow the user to instruct the computer to select one of its available operation options. When two pins are covered, an electrical circuit is completed.

---

**K**

**Kbps**

kilobits per second. One thousand bits per second.

---

**L**

**label**

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release or a descriptive name if for backup copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

**LCD**

See *liquid crystal display*

**leave word calling (LWC)**

A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

**LED**

See *light emitting diode*.

**light emitting diode (LED)**

A light indicator on the hardware platform that shows the status of operations.

**liquid crystal display (LCD)**

The 10-character alphanumeric display that shows status of the system, including alarms.

**load**

To read software from external storage (such as disk) and place a copy in system memory.

**local AUDIX machine**

The AUDIX system where a subscriber's voice mailbox is located. All subscribers on this home machine are called *local subscribers*.

**local installation**

A switch, adjunct, or peripheral equipment installed physically near the host switch or system. See also *collocated*.

**local network**

An Intuity AUDIX Digital Network in which all Intuity systems are connected to the same switch.

**login**

A unique code used to gain approved access to the Intuity system. See also *password*.

**login announcement**

A feature enabling the system administrator and other designated users to create a voice mail message that is automatically played to all Intuity AUDIX subscribers every time they login to the system.

---

## M

**magnetic peripherals**

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

**mailbox**

A portion of disk memory given to each Intuity AUDIX subscriber for creating and storing outgoing and incoming voice mail messages.

**mailing list**

A group of Intuity AUDIX subscriber addresses assigned a list ID# and public or private status. A mailing list may be used to simplify sending messages to several subscribers.

**maintenance**

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

**major alarm**

An alarm detected by Intuity software that affects at least one fourth of the Intuity ports in service. Often a major alarm indicates that no service is available.

**megabyte**

A unit of memory equal to 1,048,576 bytes (1024x1024). It is often rounded to one million.

**memory**

A device which can store logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

**message categories**

Groups of messages in Intuity AUDIX subscribers' mailboxes. Categories include new, unopened, and old for the incoming mailbox and delivered, accessed, undelivered, undeliverable (not deliverable), and file cabinet for the outgoing mailbox.

**message delivery**

An optional Intuity feature that permits subscribers to send recorded messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

**message-waiting indicator (MWI)**

An indicator that alerts subscribers that they have received new voice mail messages. An MWI can be LED, neon, or audio (stutter dial tone).

**minor alarm**

An alarm detected by maintenance software that affects less than one fourth of the Intuity ports in service, but has exceeded error thresholds or may impact service.

**mirroring**

An Intuity system feature that allows data from crucial filesystems to be continuously copied to backup (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

**modem**

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

**modular**

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

**modular processor data module (MPDM).**

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect Intuity to a switch DCIU or SCI link or connect terminals to a switch port card.

**MPDM**

See *modular processor data module*.

**MWI**

See *message-waiting indicator*.

---

## N

### **networking**

See *Intuity AUDIX Digital Networking*.

### **networking prefix**

A set of digits that identifies an Intuity machine.

### **not deliverable message**

A voice mail message that could not be delivered after a specified number of attempts. This usually means that the subscriber's mailbox is full.

---

## O

### **on-line help**

An Intuity feature that provides information about Intuity user interface screens by pressing a pre-determined key. See also *help*.

### **operating system (OS)**

The set of programs that runs the hardware and interprets software commands.

### **option**

A choice selected from a menu, or an argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command will execute according to its default options.

### **OS**

See *operating system*.

### **outcalling**

An Intuity feature that allows the system to dial subscribers' numbers to inform them they have new messages.

### **outgoing mailbox**

A storage area for subscribers to keep copies of messages for future reference or action.

---

## P

### **parallel transmission**

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

### **password**

A code assigned to every Intuity terminal user and Intuity AUDIX subscriber for security reasons. After dialing the system, subscribers must dial their personal password correctly to log on. Passwords are also assigned to local and remote networked machines to identify the machines or the network. See also *login*.

**PBX**

See *private branch exchange*.

**PDM (processor data module)**

See *modular processor data module (MPDM)*.

**peripheral device**

Equipment external to the Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the Intuity system. Also called *peripherals*.

**personal directory**

An Intuity AUDIX feature allowing each subscriber to create a private list of customized names.

**pinouts**

The signal description per pin number for a particular connector.

**port**

A connection or link between two devices, allowing information to travel to a desired location. For example, a switch port connects to an Intuity voice port to allow a subscriber to leave a message.

**priority messaging**

An Intuity AUDIX feature that allows some subscribers to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

**priority outcalling**

Works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

**private branch exchange (PBX)**

A private switching system. See also *switch*.

**private mailing list**

A list of voice mail addresses that only the owning subscriber can access.

**private messaging**

A feature of Intuity AUDIX that allows a subscriber to send a voice mail message that cannot be forwarded by the recipient.

**processor data module (PDM)**

See *modular processor data module (MPDM)*.

**processor interface (PI)**

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

**programmed function key**

See *function key*

**protocol**

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

**public mailing list**

A list of voice mail addresses that any Intuity AUDIX subscriber can use if that subscriber knows the owner's list ID# and extension number. Only the owner can modify a public mailing list.

---

## R

### RAM

See *random access memory*

### random access memory (RAM)

The primary memory in a computer that can be overwritten with new information.

### reboot

See *boot*.

### remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications links.

### remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

### remote network

A network in which the systems are integrated with more than one switch.

### remote service center

An AT&T or AT&T-certified organization that provides remote support to Intuity customers. Depending upon the terms of the maintenance contract, your remote service center maybe notified of all major and minor alarms and have the ability to remotely log into your system and remedy problems.

### remote subscribers

Intuity AUDIX voice mail subscribers whose mailboxes reside on a remote Intuity AUDIX Digital Networking machine.

### remote terminal

A terminal connected to a computer over a phone line.

### REN

See *ringer equivalence number*

### reply loop escape

An Intuity AUDIX feature that allows a subscriber the option of continuing to respond to a message after trying to reply to a nonsubscriber message.

### reply to sender

An Intuity AUDIX feature that allows subscribers to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

### request to send (RTS)

One of the control signals on a RS-232 connector that places the modem in the originate mode so that it can begin to send.

**restart**

An Intuity feature that allows Intuity AUDIX subscribers who have reached the system through the call answer feature to access their own mailboxes by typing the \*R (Restart) command. This feature is especially useful for long-distance calls or for users who wish to access the Intuity system when all the voice mail ports are busy. Also, the reinitialization of certain software. For example, restarting the voice system.

**restore**

The process of recovering lost or damaged files by retrieving them from available backup tapes, floppy diskette, or another disk device.

**retention time**

The amount of time voice mail messages are saved on disk before being automatically deleted from a subscriber's mailbox.

**ringer equivalence number (REN)**

A number required in the United States for registering your telephone equipment with the phone company.

**RTS**

See *request to send*.

---

**S**

**sales representative**

An AT&T or AT&T-certified person who assists you in the purchasing, planning, and implementation of AT&T equipment and solutions.

**SCA**

See *switch communications adapter*.

**scan**

To automatically play voice mail messages, headers, or both.

**scheduled delivery time**

A time and/or date that an Intuity AUDIX subscriber optionally assigns to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

**SCSI**

See *small computer system interface*.

**serial transmission**

The transmission of one bit at a time over a single wire.

**shielded cables**

Cables that are protected from interference with metallic braid or foil.

**SIMMs**

See *single in-line memory modules*.

**simplified message service interface (SMSI)**

Type of data link connection to an integrated 1A ESS switch or 5ESS switch in the Intuity system.

**single in-line memory modules (SIMMs)**

A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

**small computer systems interface (SCSI)**

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

**SMSI**

See *simplified message service interface*.

**split**

Group (or queue) of analog ports on the switch. See also *call-distribution group*.

**subscriber**

An Intuity user who has been assigned the ability to access the Intuity AUDIX Voice Messaging system.

**surge**

A sudden voltage rise and fall in an electrical circuit.

**surge protector**

A device that plugs into the phone system and the commercial AC power outlet. It is designed to protect the phone system from high voltage surges that could be damaging to the phone system.

**switch**

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

**switched access**

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

**switch hook**

The device at the top of most telephones which is depressed when the handset is resting in the cradle (on hook). This device is raised when the handset is picked up (the phone is off hook).

**switch hook flash**

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

**switch network**

Two or more interconnected switching systems.

**synchronous communication**

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

**synchronous transmission**

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

**system configuration**

See *configuration*.

---

## T

**tape cartridge**

One or more spare removable cartridges required to back up system information.

**tape drive**

The physical unit that holds, reads, and writes magnetic tape.

**terminal**

See *display terminal*.

**terminal type**

A number indicating the type of terminal being used to log onto the Intuity system. Terminal type is the last required entry before gaining access to the Intuity display screens.

**terminating resistor**

A grounding resistor placed at the end of bus, line, or cable to prevent signals from being reflected or echoed.

**tip/ring**

A term used to denote the analog telecommunications interface.

**tone generator**

A device acoustically coupled to a rotary phone, used to produce touch-tone sounds when voice mail subscribers cannot use a regular touch-tone generating voice terminal.

**traffic**

The flow of attempts, calls, and messages across a telecommunications network.

**translations**

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. They customize the Intuity system and switch features for users.

**troubleshoot**

The process of locating and correcting errors in computer programs. Also called *debug*.

---

## U

**UCD**

See *uniform call distribution*.

**undelivered message**

A message that has not yet been sent to an Intuity AUDIX subscriber's incoming mailbox. The message resides in the sender's outgoing message and may be modified or redirected by the sender.

**Unequipped**

See *equipped/unequipped*.

**unfinished message**

A message that was recorded but not approved or addressed, usually the result of an interrupted Intuity AUDIX session. Also called *working message*.

**uniform call distribution (UCD)**

The type of call-distribution group (or hunt group) of analog port cards on some switches that connects subscribers and users to the Intuity AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

**UNIX operating system**

A multi-user, multitasking computer operating system.

**untouched message**

An Intuity AUDIX feature that allows a subscriber to keep a message in its current category by using the \*\*H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp will remain lit).

**user population**

A combination of light, medium, and heavy users on which Intuity configuration guidelines are based.

---

**V**

**vector**

A customized program in the switch for processing incoming calls.

**voice link**

The Intuity analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

**voice mail**

See *voice message*.

**voice mailbox**

See *mailbox*.

**voice message**

Digitized voice information stored by the Intuity system on disk memory. Also called *voice mail*.

**voice port**

The IVC6 port that provides the voice interface between the Intuity system and the analog ports on the switch.

**voice terminal**

A telephone used for spoken communications with the Intuity system. A touch-tone telephone with a message-waiting indicator is recommended for all Intuity AUDIX subscribers.

**voicing**

Either speaking a message into the Intuity system during recording, or having the system playback a message or prompt to a subscriber.

**volt**

The unit of measurement of electromotive force. One volt is the force required to product a current of one ampere through a resistance of one ohm.

---

## W

### watt

A unit of electrical power that is required to maintain a current of one amp under the pressure of one volt.

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