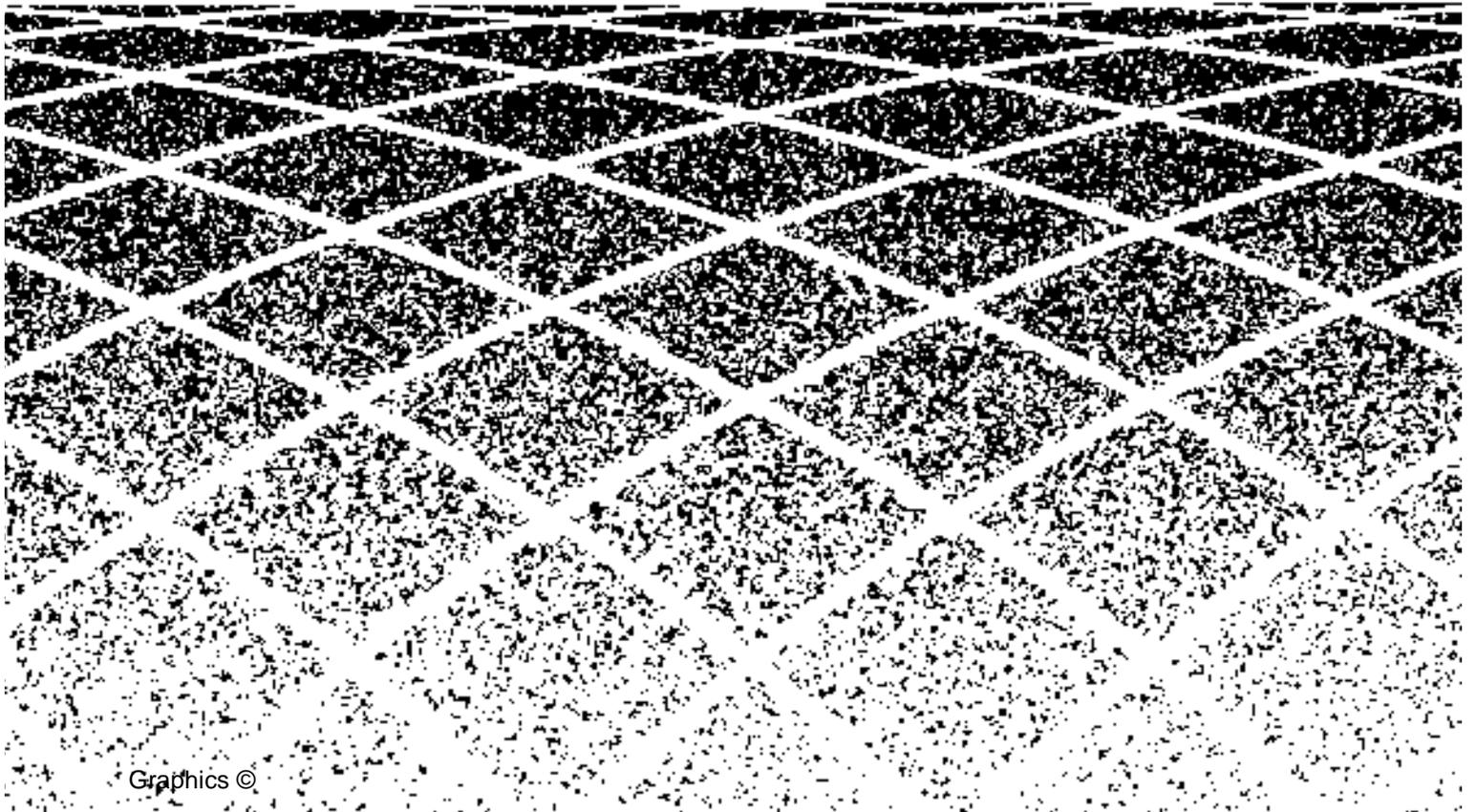




585-310-157
Issue 2
February, 1995

Intuity Software Installation for Release 2.0



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About This Document

Purpose

This document, *Intuity™ Software Installation for Release 2.0* (585-310-157), contains the procedures needed for software installation, initial administration, and acceptance testing. This document does not contain information about migration or upgrade procedures; for information about migration procedures, refer to *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158).

Intended Audience

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

How This Document Is Organized

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, "Cut-to-Service Procedures"*

This chapter presents the procedures that must be completed in order to cut the system to service. These procedures include subscriber administration and alarm origination activation.
 - *Appendix A, "Installing Non-Optional Software Packages"*

This appendix presents the information necessary to load the Intuity non-optional software. Intuity non-optional software includes the UNIX® operating system and the Intuity AUDIX Voice Messaging System MTCE, VS, VM, NETW system software tape, and the switch integration packages.
 - *Appendix B, "Installing Intuity Optional Software"*

This appendix presents the information necessary to load the Intuity optional software. Intuity optional software includes optional language packages, UNIX Multi-User Software, and Intuity Intro Voice Response. This appendix also presents shutdown and reboot procedures for the Intuity system.
 - *Appendix C, "Installing Intuity RFUs"*

This appendix presents the information necessary to install an Intuity Remote Field Update from a cartridge tape.
 - *Appendix D, "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:

Trademarks	Origin
AT™	Trademark of Hayes Microcomputer Products, Inc.
AUDIX®	Registered trademark of AT&T
COMSPHERE®	Registered trademark of AT&T Paradyne Corp.
CONVERSANT® Voice Information System	Registered trademark of AT&T
DEFINITY®	Registered trademark of AT&T
Equinox™	Trademark of Equinox Systems, Inc.
5ESS™	Trademark of AT&T
MEGAPORT™	Trademark of Equinox Systems, Inc.
MEGAPLEX™	Trademark of Equinox Systems, Inc.
NEAX™	Trademark of NEC Telephone, Inc.
NEC®	Registered trademark of NEC Telephone, Inc..
Northern Telecom®	Registered trademark of Northern Telecom Limited
Paradyne®	Registered trademark of AT&T
Rolm®	Registered trademark of International Business Machines (IBM)
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:

Documents	Document #
Intuity Upgrade and Migration Procedures for Release 2.0	585-310-158
Intuity System Description	585-310-211
Intuity Documentation Guide	585-310-540
Intuity R2.0 Planning for Migrations and Upgrades	585-310-650
Intuity New System Planning	585-310-603
Intuity MAP/5 Hardware Installation	585-310-146
Intuity MAP/5 Installation Checklist	585-310-147
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
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Intuity Integration with ROLM 8000, 9000, 9571	585-310-220
Intuity Integration with MERLIN LEGEND	585-310-231
Intuity AUDIX Digital Networking Administration	585-310-533
AMIS Analog Networking	585-300-512
Intuity Platform Administration and Maintenance	585-310-554
Intuity AUDIX R3.2 Administration and Feature Operations	585-310-552
AUDIX Administration and Data Acquisition Package	585-302-502

Documents	Document #
A Portable Guide to Voice Messaging	585-300-701
Voice Messaging Quick Reference	585-300-702
Intuity Call Accounting System User Guide	585-310-728
Intuity Call Accounting System Quick Reference	585-310-729
Intuity Message Manager User's Guide	585-310-725
Intuity Message Manager Administration and Diagnostics	585-310-553
Multiple Personal Greetings Quick Reference	585-300-705
Voice Messaging Wallet Card	585-300-704
Outcalling Quick Reference	585-300-706
Voice Messaging Business Card Stickers	585-304-705
Voice Messaging Subscriber Artwork Package	585-310-724

How to Make Comments About This Document

A reader comment card is behind the title page of this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a reader comment card.

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

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11900 North Pecos Street
Denver, Colorado 80234

Please include the name and order number of this document:

Intuity Software Installation for Release 2.0
(585-310-157)

Pre-Installation Procedures

1

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

- "Determine Installation Type"
- "Verify Documentation"
- "Verify Testing Requirements"
- "Review Security"
- Reviewing user-interface operations, ("Review Logging In Procedure" and "Review Logging Out Procedure")
- "Review Demarcation Points"
- "Verify Pre-Installation Switch Task Completion"

The information to perform these procedures is located in this chapter. This chapter also includes information for obtaining assistance during installation, should any problems arise.

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. An ALT system is an Intuity system that arrives from the factory with already installed hardware and loaded software on one of the Intuity hardware platforms.

The Intuity system is available on three basic hardware platforms:

- Multi-Application Platform 5 (MAP/5)
- MAP/40
- MAP/100

The installations of these platforms fall into 2 broad categories:

- New installations
- Installations involving migrations or upgrades

Installations involving migrations can be more complex, and the order for the upgrade and migration procedures is located in upgrade and migration checklists. The migration type will affect the cut-to-service point for some installations. Refer to *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158) for the checklists and instructions used to perform a migration or an upgrade.



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 a typical 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/5 Hardware Installation* (585-310-146)

Presents the hardware settings, procedures for installing components into the MAP/5, and system cabling information.

- *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 for Release 2.0 (585-310-554)*

Presents procedures to administer the platform and to resolve alarms.

- *Intuity Software Installation for Release 2.0 (this document, 585-310-157)*

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

Identify New Systems

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 for the new Intuity system 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 or Upgrades

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 a migration or upgrade installation. This checklist is located in *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158). 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.

Upgrades involve moving an Intuity Release 1.0 system to Release 2.0. For instructions, refer to *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158).

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

You will need 1 version of the installation checklist, the one that applies to the MAP platform that you are installing. Three versions of the installation checklist are available:

- *Intuity MAP/5 Installation Checklist* (585-310-147)
- *Intuity MAP/40 Installation Checklist* (585-310-141)
- *Intuity MAP/100 Installation Checklist* (585-310-137)

These documents are small shrink-wrapped packages that are shipped with the documentation included with the platform. Chapter 2 in these documents contains the software installation checklist. You will need the software installation checklist in order to use this book.

If you are performing a migration or an upgrade, refer to *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158), and follow the instructions and checklists in that document.

- Hardware document

The Intuity system is available on the MAP/5, MAP/40 or the MAP/100. You will need one of the following hardware documents, the one that applies to the MAP platform that you are installing:

- *Intuity MAP/5 Hardware Installation* (585-310-146)
- *Intuity MAP/40 Hardware Installation* (585-310-138)
- *Intuity MAP/100 Hardware Installation* (585-310-139)

⇒ NOTE:

Be sure to use the correct platform MAP document because circuit card and hard drive settings are different for the different platforms.

(This listing continued on the next page.)

-
- This document
Use this document to perform initial administration, acceptance testing, and if necessary, software installation.
 - PBX or switch document
There is a PBX or switch document for each kind of PBX or 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 one of the optional networking features, you will need one of the following networking documents:
 - *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 for Release 2.0* (585-310-554) is available for troubleshooting and alarm retirement.

Verify Testing Requirements

Various features available on the Intuity system require different testing equipment and preparation.

The installation of Intuity AUDIX 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.

Verify Product Identification Number

Verify with your project manager that the project manager has registered the Intuity system and obtained the product identification number. Without this number, you will not be able to complete the installation.

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 D, "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.

Review Logging In Procedure

To perform the procedures in this manual, you must be logged on to the Intuity computer. In general, the procedures in this document require the *craft* or *sa* login¹:

- The *craft* AT&T services login permits administration of all Intuity feature packages, administration of system-wide features, and access to all logs. This login is specifically for system installation and configuration.
- The *sa* Intuity system administrator login permits administration of all Intuity feature packages, administration of system-wide features, and access to some logs.

The login that is required for each procedure is listed under the requirements for the procedure.

When you see the INTUITY (TM) Administration screen (shown in Figure 1-1 below), you are logged into the system. You do not need to log into a system that is displaying this screen. However, you may wish to logoff the system and log back onto the system to ensure that you are using the correct login.

The following procedure describes how to log on to the Intuity computer as *craft*. This same procedure also can be used for any other login.

⇒ NOTE:

When the term “enter” is used in this manual, you should:

1. Type in the indicated term or word.
2. Press (ENTER).

For example, “enter **craft**” means to type in the word **craft** and then press (ENTER) after you are finished typing.

1. Your remote maintenance center has additional logins that they may use to activate features and to troubleshoot using a command prompt. If the system on which you are working requires the use of these logins due to special circumstances, contact your remote maintenance center for assistance. These logins are not documented in the standard documentation.

Requirements

- Login: **craft** or another system login
- Materials: password for the login to be used

Procedure

1. Enter **craft** at the following prompt.

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

2. Enter the password at the following prompt.

```
Password:
```

3. Enter your terminal type at the following prompt:

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

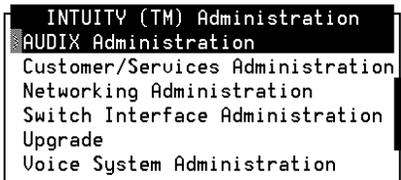
If you are at the Intuity computer and monitor, press **(ENTER)** to accept AT386 as your terminal type.

If you are logged in remotely, enter either **513, 605, 705, 4410, 4425, or pc**.

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

NOTE:

In Figure 1-1, the INTUITY (TM) Administration screen shows only a few of the options that may be operating on the Intuity system. Your INTUITY (TM) Administration screen will display menu bars only for the options loaded onto the system that you are installing.



```
INTUITY (TM) Administration
AUDIX Administration
Customer/Services Administration
Networking Administration
Switch Interface Administration
Upgrade
Voice System Administration
```

Highlight the Item you want and press <Enter>

Figure 1-1. INTUITY (TM) Administration Screen

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 may be at an Intuity screen or at the Intuity 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 Review Intuity AUDIX Administration Screen Use on page 1-21 in this chapter.

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:

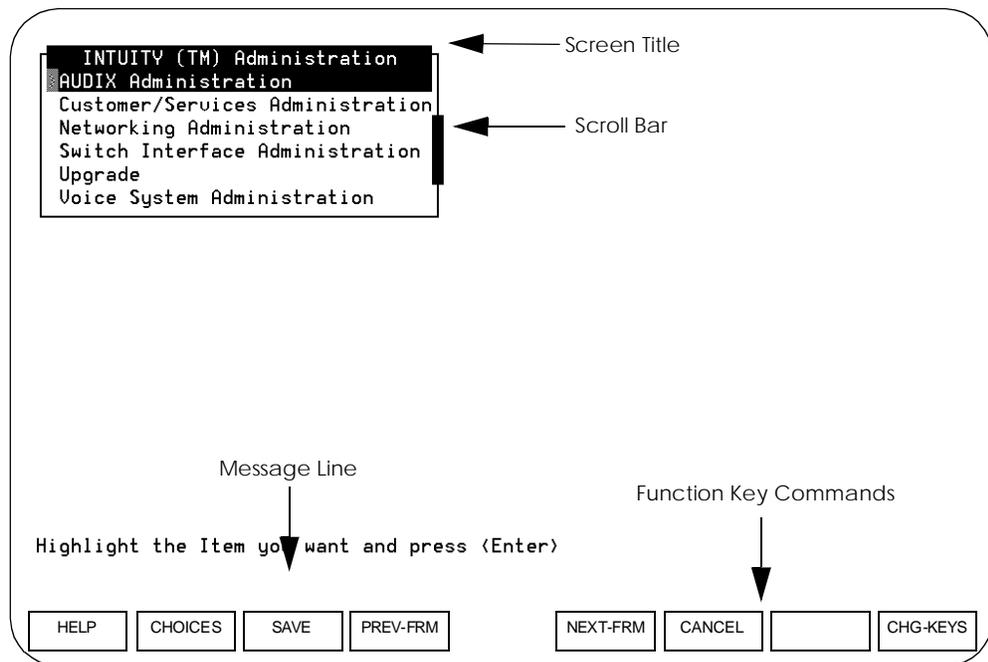


Figure 1-2. Sample Screen Layout

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 ▼ , PgDn , or NEXTPAGE (F3) to scroll to the additional information. The scroll bar then contains an upward arrow, and you can press ▲ , PgUp , or PREVPAGE (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. You can display an additional set of function keys by pressing CHG-KEYS (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:

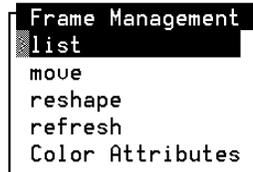
Command	Description
(HELP)	Displays information about the active screen, including available function key commands. To close the help screen, press (CANCEL).
(CHOICES)	From a field where you can type information, displays a menu of possible options, if available. For more information, see the section "Filling in Fields".
(SAVE)	Saves any changes you made in a screen.
(PREV-FRM)	When a screen contains more than one page of information, scrolls to the previous page.
(NEXT-FRM)	When a screen contains more than one page of information, scrolls to the next page.
(PREVPAGE)	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.
(NEXTPAGE)	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.
(CANCEL)	Closes the active screen and returns to the previous screen. Any unsaved changes are lost.
(CHG-KEYS)	Toggles between two available sets of function key commands.
(PRINT)	If you have a printer connected to your Intuity system, prints each page of the screen that can be displayed.
(FRM-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	red
Inactive Frame Border	blue
Active Frame Title	red
Inactive Frame Title	blue
Highlighted Bar	blue

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
ENTER , TAB	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.
SHIFT + TAB	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.
▼	Moves the cursor down one field. From the bottom field, wraps to the top field.
▲	Moves the cursor up one field. From the top field, wraps to the bottom field.
▶	Moves the cursor right one character within a field.
◀	Moves the cursor left one character within a field.
HOME	Moves the cursor to the beginning of the current field.
END	Moves the cursor to the end of the current field.
DELETE , DEL	Deletes the character on which the cursor is located.
BACKSPACE	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.

Field Help for Intuity Screens

To view the help information for a screen, press **HELP** (F1).

Review Intuity AUDIX Administration Screen Use

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



NOTE:

You may only access Intuity AUDIX administration screens if the voice system is up. If you attempt to access these screens without the voice system operating, the system will display an error message and return you to the INTUITY (TM) Administration screen.

About Intuity AUDIX Administration Screens

When you first access the Intuity 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.

Intuity AUDIX Screen Layout

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

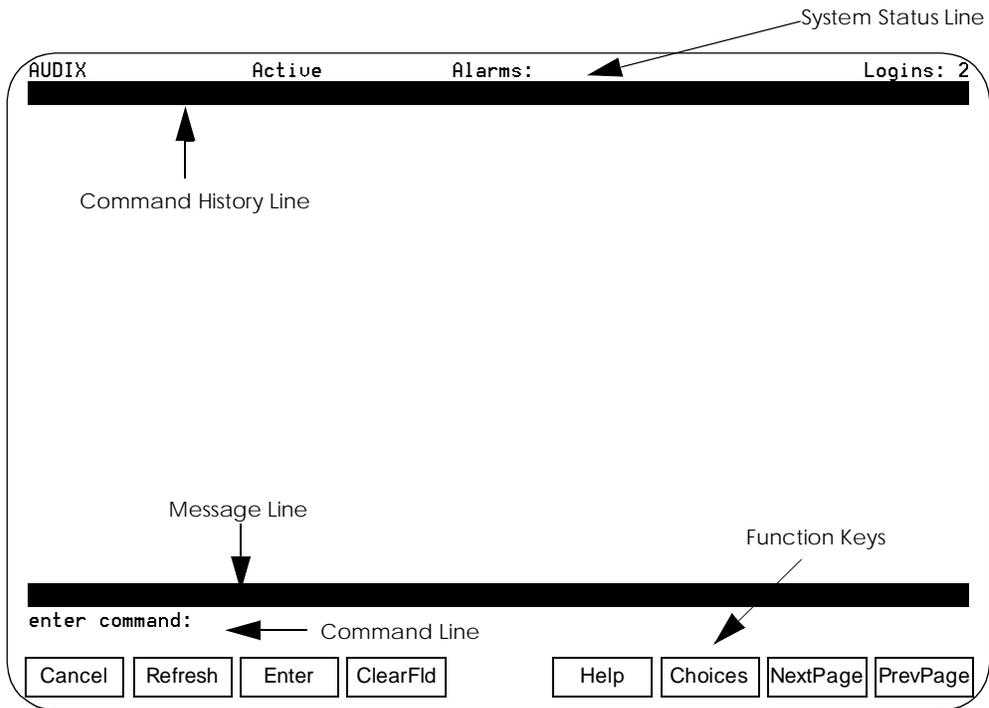


Figure 1-3. AUDIX Administration Screen Layout (Blank Screen)

Each component of an Intuity AUDIX Administration screen is described below:

Screen Component	Description
Status Line	Displays the Intuity system status, including the following: The name of the machine you are logged onto Active: Indicates that voice mail is in service Alarms: w (Warning); M (Major); m (Minor); A (Administrative); none Logins: n, where <i>n</i> 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, "Intuity AUDIX Administration Screen Function Keys".

Intuity AUDIX Administration Screen Function Keys

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

Function Keys	Description
CANCEL (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.
REFRESH (F2)	Redraws the screen.
ENTER (F3)	If you entered information in a screen, saves any changes you made.
CLEARFLD (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.

Function Keys	Description
(HELP) (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 help command.)
(CHOICES) (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 for Intuity Screens" and "Intuity AUDIX Command-Line Help".
(NEXTPAGE) (F7)	Moves forward through multiple-page screens.
(PREVPAGE) (F8)	Moves backward through multiple-page screens.

Changing the Intuity 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
(CANCEL)	F1	F6
(REFRESH)	F2	F5
(ENTER)	F3	F3
(CLEARFLD)	F4	F4
(HELP)	F5	F1
(CHOICES)	F6	F2
(NEXTPAGE)	F7	F7
(PREVPAGE)	F8	F8

Entering Commands Using the Intuity 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)

Intuity AUDIX 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. Example: add
object	One or more (hyphenated) words that identify the screen to be acted on. May be required. Example: add subscriber
qualifier	A value (e.g., extension number, date, machine name) that further identifies what is to be acted on. May be required. Example: add subscriber 12345

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 R3.2 Administration and Feature Operations* (585-310-539).

Intuity AUDIX 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.

Intuity AUDIX 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 Intuity 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: _____           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
```

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 Intuity AUDIX Fields

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

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

Intuity AUDIX 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.

Review Demarcation Points

A demarcation point is a line defining the extent of AT&T's responsibilities for product's installation and maintenance. This is the point where AT&T's responsibilities meet the customer's for the purpose of providing overall service. Beyond this line, the customer is responsible.

Individuals installing an Intuity system need to be aware of the following demarcations:

- Non-AT&T switches or PBXs
- LAN connectivity for the Message Manager
- Intuity Intro Voice Response Installation

Non-AT&T Switch or PBX Demarcation

The demarcation point for non-AT&T switches or PBXs is the switch integration device (SID) or the translator. AT&T services personnel may administer the SID or translator for operation with the switch or PBX, connect the SID to the Intuity system, and connect cables to the SID ports. AT&T services personnel are not responsible for making any connections directly to a non-AT&T switch or PBX.

⇒ NOTE:

AT&T services personnel are not responsible for administering non-AT&T switches or PBXs.

For additional information concerning the extent of the installation, refer to the contract between the customer and AT&T.

LAN Connectivity Demarcation

AT&T service technicians dispatched for Intuity system installation and maintenance may not troubleshoot the customer local area network (LAN). The demarcation point for the Intuity TCP/IP is the point of connection into the LAN circuit card. The LAN cable, the connector at the end of the cable for connection to the Intuity system, and LAN administration not performed on the Intuity system are the responsibility of the customer. After cutover, the customer is responsible for maintaining the TCP/IP addresses and administration on the Intuity system unless otherwise specified by contract.

Intuity Intro Voice Response Installation Demarcation

Initial installation for Intuity Intro Voice Response includes verifying that the software has been loaded into the system as a part of the assemble, load, and test (ALT) process. Customers are responsible for developing, loading, and testing individual Intuity Intro Voice Response applications. AT&T installation will neither load nor test Intuity Intro Voice Response application programs.

Verify Pre-Installation Switch Task Completion

Software installations procedures require that the switch or PBX be administered to support the following situations:

1. Test of each channel connected to the Intuity system before the channel(s) are assigned to Intuity AUDIX or another application. During this testing, you will need to be able to call each channel individually.
2. Test of the Intuity AUDIX system with two test subscribers.
3. Cut-to-service procedures that provide the subscribers with an active coverage path.

Before you arrive on-site, all of the initial switch or PBX administration should have been performed unless otherwise specified by contract. Verify that this initial administration has been completed before you begin work on the Intuity system.

AT&T services technicians may not perform switch or PBX administration on non-AT&T switches or PBXs.

Installation Assistance Resources

During installations, you may use the following resources in order to obtain assistance:

- Help screens located on the system
- Remote maintenance center support

System Help Screens

Help screens are located under both the Intuity system screens and the Intuity AUDIX Administration screens. These help screens display information that explains what should be entered into a particular field. Refer to Field Help for Intuity Screens on page 1-20 in this chapter for help when entering information under Intuity screens. To display help screens or command choices while using Intuity AUDIX administration screens, refer to Intuity AUDIX Command-Line Help on page 1-26 or Intuity AUDIX Field Help on page 1-29 of this chapter.

Remote Maintenance Center Support

The customer contract determines the identity of the remote support center and the escalation path. If you have questions about your escalation path, contact your project manager.

Your project manager is responsible for providing you with the telephone number for your remote maintenance center.

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 platform administration and acceptance test procedures.

This chapter contains information about the following procedures:

- Administer passwords
- View installed software
- View installed hardware
- Verify Intuity feature options
- Verify system status

Be sure to follow the procedures in the order listed on your checklist.

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), *sa* (system administrator), and *cas* (call accounting system) logins.

⇒ NOTE:

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

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

If you are already logged onto the system, begin with Step 3.

Requirements

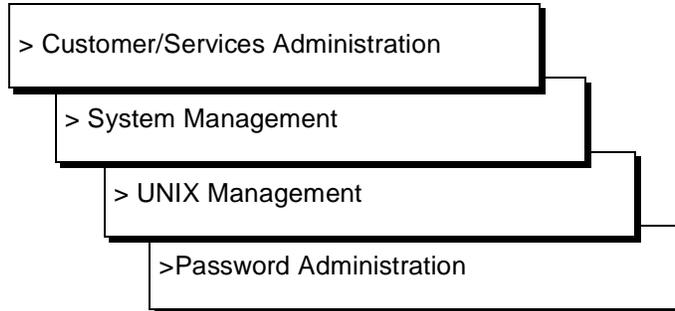
Login:	craft
Materials:	planning guide passwords worksheet for logins and passwords

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.¹

1. For more information about logging in, refer to "Review Logging In Procedure" in Chapter 1, "Pre-Installation Procedures", in this document.

3. Starting at the INTUITY (TM) Administration screen, select:



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

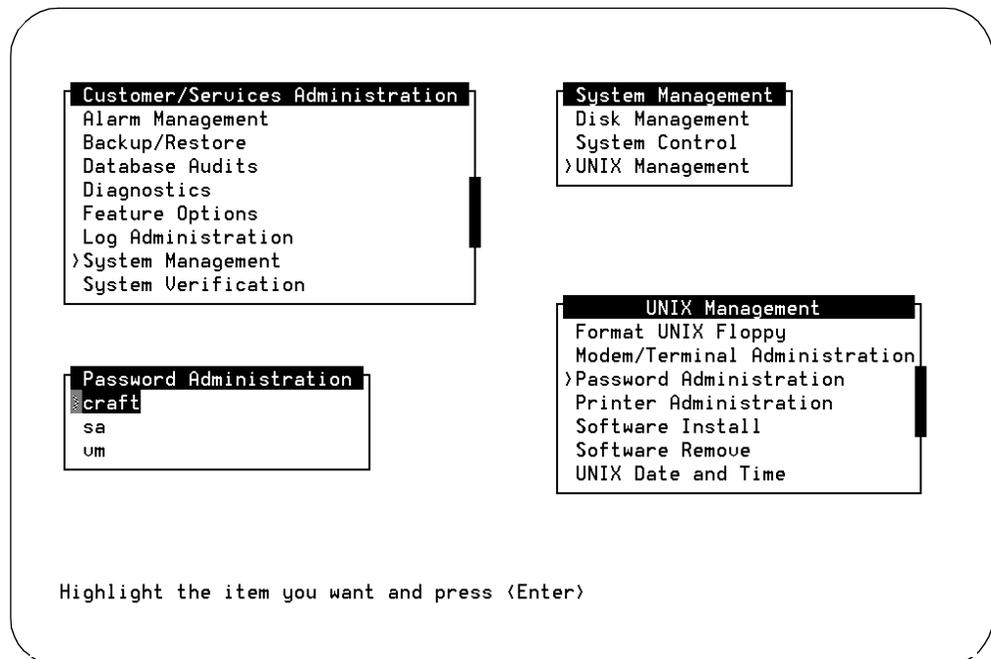


Figure 2-1. Password Administration Screen

4. Select the login to be administered.

-
5. Press **ENTER** to change the password.

The system responds:

New Password:

6. 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:

7. 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.

8. Repeat Steps 2 through 5 for each remaining login.
9. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.

⇒ 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. Pressing cancel on the Intuity system does not cancel an action that has started on the Intuity system. Pressing cancel does, however, erase all unsaved entries that have been made to screen fields.

10. 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 or system administration.

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:

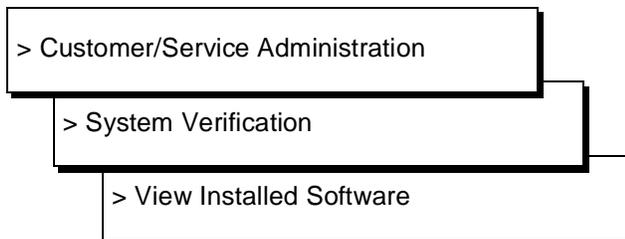
The information shown on the example screens may not exactly match the information shown on the screen of the system that you are installing.

Requirements

Login:	craft
Materials:	Worksheet: Software Installation Verification or the customer order shipped with the system

Procedure

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



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

⇒ **NOTE:**

It may take several minutes for this screen to appear. While the system is collecting the data, the word "working" appears in the upper right-hand corner of the screen and flashes.



Figure 2-2. Installed Software Screen, Long Form

-
2. Verify that the following application packages are loaded onto the Intuity system:



NOTE:

The x's in the table below under the version column indicate the software build number. This number is used by the remote maintenance center.

PKGINST	NAME	VERSION	STATUS
Vex	Intuity Application Software Set	2.0-xx	Completely Installed
VM-sw	AUDIX (R) Software	3.2-xx	Completely Installed
mtce	Intuity Maintenance Module	2.0-xx	Completely Installed
vs	Voice Processing Platform	2.0-xx	Completely Installed
netw	Intuity Networking	2.0-xx	Completely Installed

All of the packages listed in the table above must be present in order for the system to operate. If any 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. See Appendix A for software loading procedures and dependencies, and contact your remote maintenance center.

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, use the PREVPAGE (F2) key to return to the previous page.

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

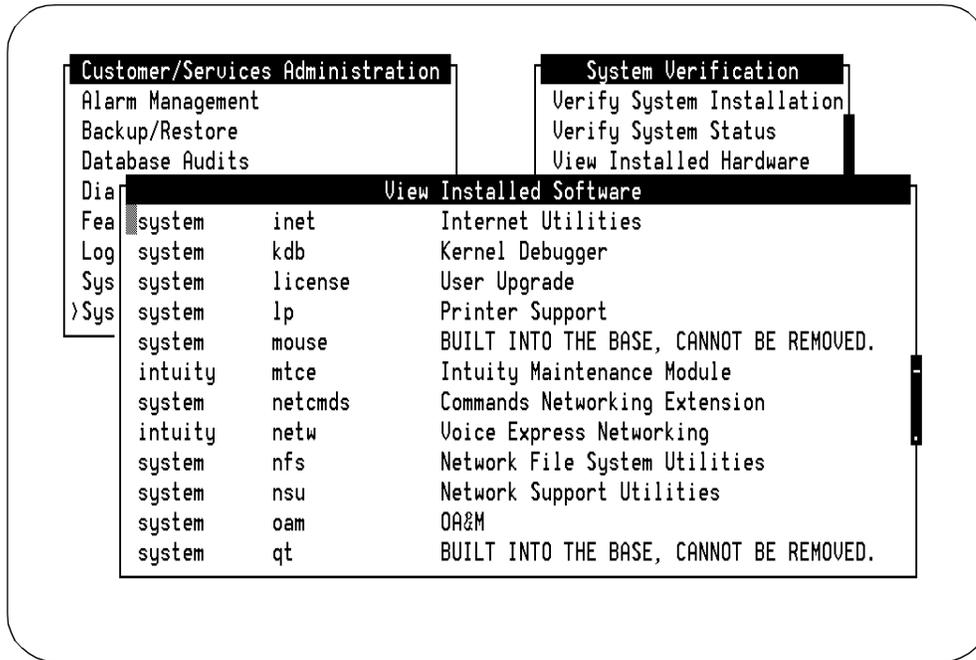


Figure 2-3. View Installed Software, Line-by-Line Listing Showing UNIX Multi-User (system, license, User Upgrade)

4. Refer to the software installation verification worksheet, and verify that any optional packages purchased by the customer are installed.

For many of the packages listed below, identifying the software as installed on the Intuity system constitutes the acceptance test.

(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 (System Announcements)

Each Intuity system must have at least 1 optional language package installed. Since the Intuity Release 2.0 system is a multi-lingual system, each Intuity system may have more than 1 optional language package installed.

In general, optional language packages are listed as:

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

The possible language include:

```
intuity      us-123      US-123 System Announcements
intuity      us-eng      US-ENG System Announcements
system       us-tdd      US-Tdd System Announcements
Intuity      lat-span    Lat-Span System Announcements
intuity      french-c    French-c System Announcements
intuity      british     British System Announcements
```

⇒ NOTE:

Other language packages (system announcements) may be available at the time of installation. If you have questions about the identity of the system language, contact your project manager.

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 on the following page.

- Intuity Intro Voice Response

Intuity Intro Voice Response contains the following packages:

```
intuity      ivr          Intuity Intro Voice Response Module
system       ccs          Optimizing C Compilation System
```

- Intuity Call Accounting System

The Intuity Call Accounting System package is listed as:

```
vex          cas          Call Accounting System
```

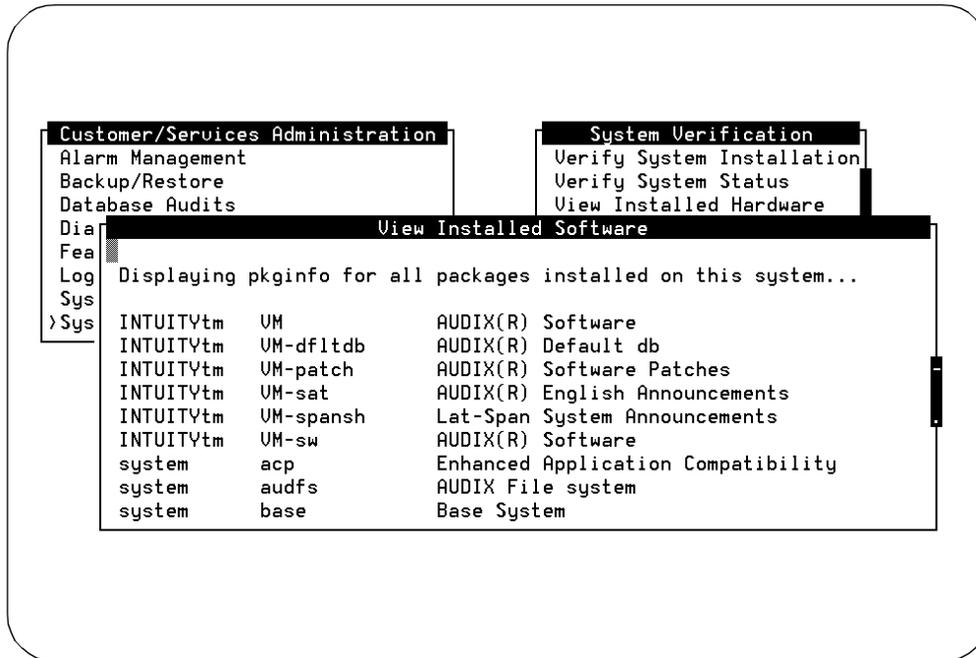


Figure 2-4. View Installed Software, Line-by-Line Listing Showing Optional Latin American Spanish (INTUITYtm, VM-spanish, Lat-Span System Announcements)

- System Programming and Maintenance Utility (SPM)

SPM is required on all Intuity systems integrated with a MERLIN LEGEND. This package is listed as:

If any of the purchased optional packages is missing, you must load the missing package. Refer to Appendix B, "Installing Intuity Optional Software" in this document.

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

View Installed Hardware

Locate the sheets shipped with the Intuity system that list the items in 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 screen, select:

> Customer/Services Administration

> System Verification

> View Installed Hardware

The system responds with the View Installed Hardware screen, as shown in Figure 2-5.

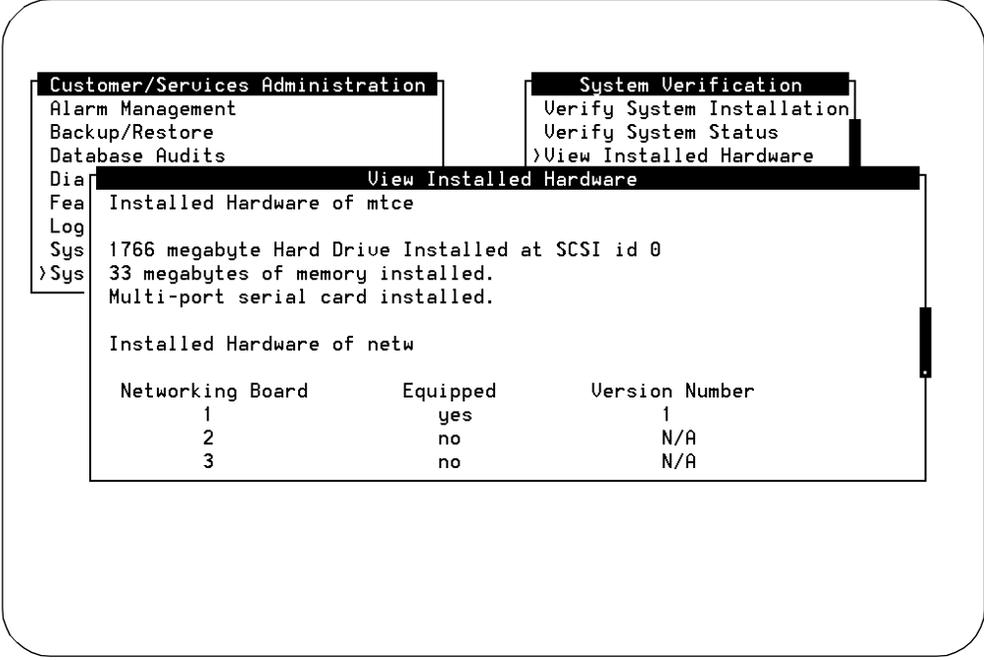


Figure 2-5. View Installed Hardware Screen

- Using the View Installed Hardware screen and the customer order, verify that ordered circuit cards are present in the system.

⇒ 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 for Release 2.0* (585-310-554), and run diagnostics.

3. Press **CANCEL** (F6) to return to the *System Verification* screen or until you reach the INTUITY (TM) Administration screen.
4. 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, hours of speech, voice ports, and the Intuity Message Manager.

The *Feature Options* screen is read only under the *craft* login. A read only screen will not accept changes made while using that login. If not all of the features that the customer has purchased have been activated, you will have to contact your remote maintenance center. The remote maintenance center will dial into the Intuity and activate the feature.

⇒ NOTE:

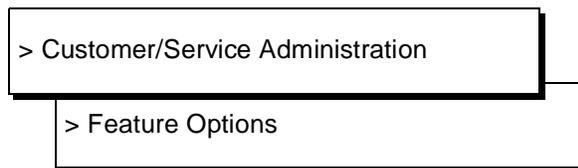
If the remote maintenance center needs to dial into the Intuity system, you will need to go to Chapter 7, "Alarm Origination and System Backup" and perform the alarm origination test in order to provision the remote maintenance modem.

Requirements

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

Procedure

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



The system responds with the Feature Options screen, as shown in Figure 2-6.

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
CAS K Call Records (70K steps)	1	6
CAS Model Size (50 ext steps)	1	10
DCS	OFF	N/A
High speed digital ports	0	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	0	32
Multilingual	OFF	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	OFF	N/A
hours_of_speech	100	143
voice_ports	6	6

Figure 2-6. Feature Options Screen

2. Verify that all of the feature options that the customer has purchased are activated.

⇒ NOTE:

For Intuity Message Manager to be active, the maximum number of IMAPI sessions must be set to 32 and the TCP/IP administration must be set to "ON." Unless both fields are administered, the feature will not operate.

If any of the customer-purchased features are not active, contact your remote maintenance center.

3. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen, or until you log out.
4. Continue with the next procedure on your checklist.

Verify System Status

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

- System verification checks passed
- Voice system is operating
- Number of purchased voice ports
- Purchased hours of speech
- Number of purchased networking ports (if the customer has ordered digital networking)



NOTE:

At this time, the Call Accounting System (CAS) will not be operating.

This procedure verifies that the system is prepared to accept the initial platform and feature administration.

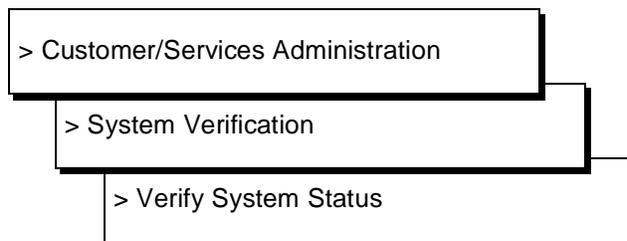
Requirements

Login: craft

Materials: Worksheet: Installation Features Selection or customer order

Procedure

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



The system responds with the Verify System Status screen, as shown in Figure 2-7.

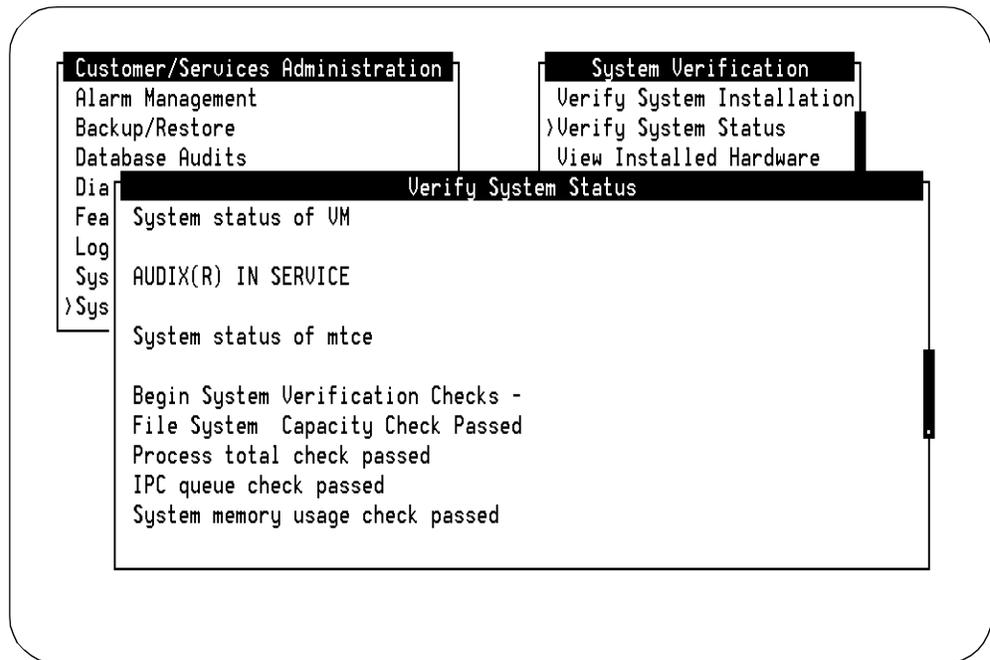


Figure 2-7. Verify System Status Screen

⇒ NOTE:

Verify that all system verification checks have passed by looking at the entries in the Verify System Status screen. 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.

2. Verify that the number of networking ports purchased shown on the Verify System Status screen matches customer's order.

⇒ NOTE:

At this point, networking and CAS will not be in service.

3. Verify that vs (voice system) is up.
4. Verify that the number of voice ports purchased shown on the Verify System Status screen matches the number of ports on the customer order.

⇒ 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 inservice

(Inserv) when the port detects loop current. For additional information, see "Verify Channel State" in Chapter 3.

5. Press **CANCEL** (F6) until you return to the Customer/Service Administration screen, or the INTUITY (TM) Administration screen.
6. 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 for Release 2.0* (585-310-554)
- Specific switch integration document

⇒ NOTE:

The platform administration of channels to groups is not performed in this release. Allow the setting to remain at 2. 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.

⇒ NOTE:

Intuity does not provide a screen for automatic synchronization. You must manually match the two times. When integrating the system with AT&T DEFINITY PBXs, match the time as closely as possible. On these switches, a time difference greater than a few minutes may cause the link to fail.

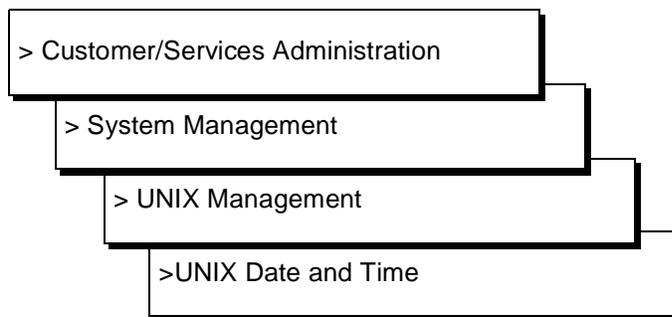
Requirements

Login: craft

Materials: worksheet: platform clock

Procedure

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



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

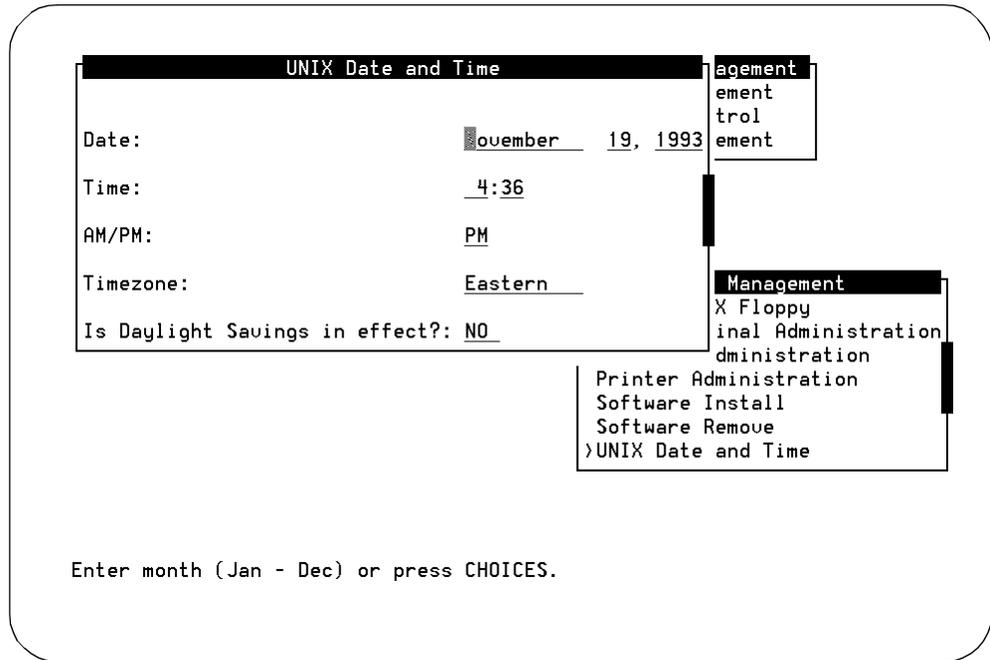


Figure 3-1. Set Date and Time Screen

2. 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.

3. Place the cursor on the month field in the UNIX Date and Time screen.
4. 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 Figure 3-2.

⇒ 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**.

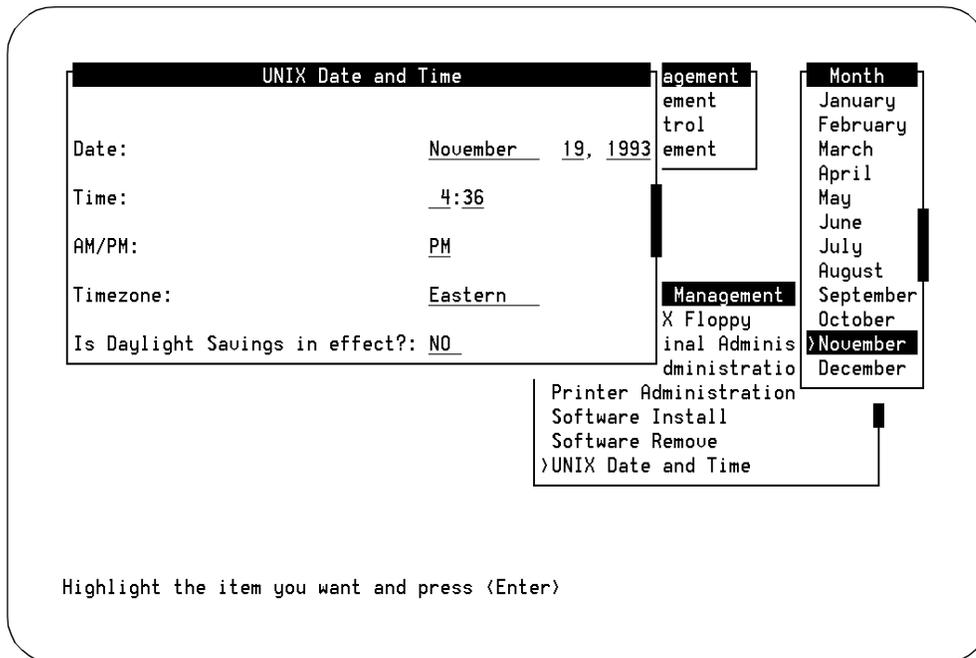


Figure 3-2. Set Date and Time Screen With the Months Choices Screen

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

10. Enter **a** for AM, **p** for PM, or press **(ENTER)** for no change.
11. Press **(CHOICES)** (F2) and select your time zone, or press **(ENTER)** for no change.
12. 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.

-
13. Press **SAVE** (F3) to save the changes.
 14. 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. This switch administration needs to be performed on the Intuity system.

Procedure to administer the switch/PBX settings on the Intuity system are contained in the switch integration document. Refer to the Intuity switch integration 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 screen, select:



> Voice System Administration



> Voice Equipment

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).

Voice System Administration								
System Monitor								
Traffic Report								
)Voice Equipment								

Voice Equipment								
CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	TYPE	
0	0.0	Manoos	Nov 23 09:57:15	-	-	-	IVC6	
1	0.1	Manoos	Nov 23 09:57:18	-	-	-	IVC6	
2	0.2	Manoos	Nov 23 09:57:20	-	-	-	IVC6	
3	0.3	Manoos	Nov 23 10:10:49	-	-	-	IVC6	
4	0.4	Manoos	Nov 23 10:10:52	-	-	-	IVC6	
5	0.5	Manoos	Nov 23 10:10:54	-	-	-	IVC6	

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

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

⇒ NOTE:

The channel may be in any state for this procedure.

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

- 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.

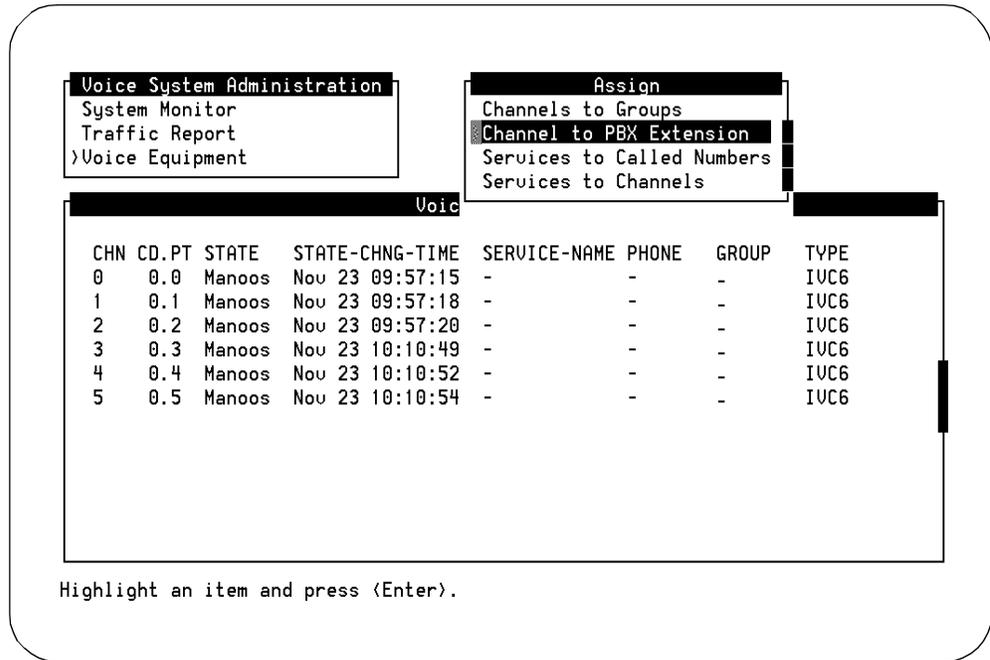


Figure 3-4. Assign Screen

4. Select Channel to PBX Extension from the assign screen.
5. 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.

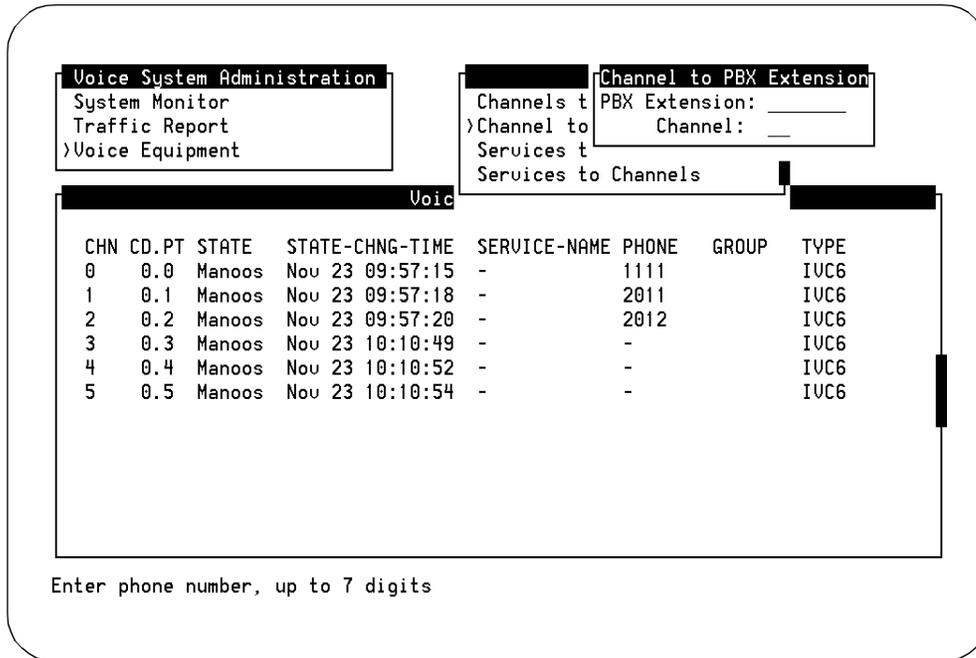


Figure 3-5. Channel to PBX Extension Screen

6. 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.

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

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

9. 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.

10. Repeat Steps 6 through 9 for each channel that needs a switch extension.
11. Press **CANCEL** (F6) until you reach the Intuity Administration screen, or if you are verifying the channel state, continue by pressing **CANCEL** (F6) twice.

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 in-service. 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-xxx), 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 Fools by using the second half of this procedure.



NOTE:

If you are already displaying the Voice Equipment screen, begin this procedure at Step 2.

Requirements

Login: craft
Materials: none

Procedure

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



> Voice System Administration



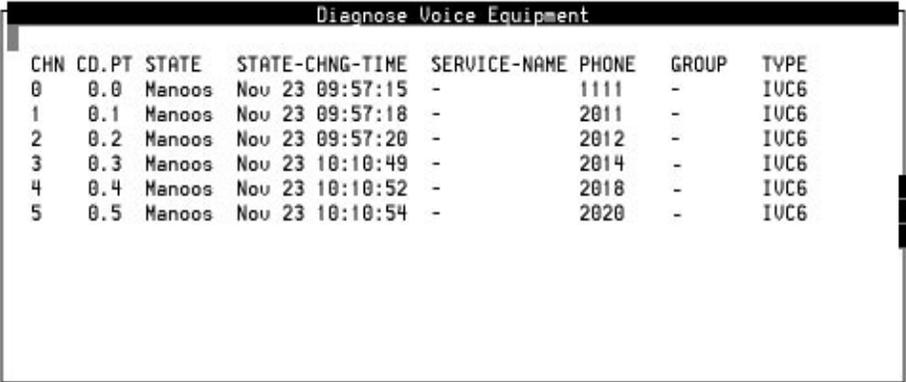
> Voice Equipment

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

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.



The screenshot shows a terminal window titled "Diagnose Voice Equipment". It displays a table with the following columns: CHN, CD.PT, STATE, STATE-CHNG-TIME, SERVICE-NAME, PHONE, GROUP, and TYPE. The data rows are as follows:

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	TYPE
0	0.0	Manoos	Nov 23 09:57:15	-	1111	-	IUC6
1	0.1	Manoos	Nov 23 09:57:18	-	2011	-	IUC6
2	0.2	Manoos	Nov 23 09:57:20	-	2012	-	IUC6
3	0.3	Manoos	Nov 23 10:10:49	-	2014	-	IUC6
4	0.4	Manoos	Nov 23 10:10:52	-	2018	-	IUC6
5	0.5	Manoos	Nov 23 10:10:54	-	2020	-	IUC6

Figure 3-7. Diagnose Voice Equipment Screen

6. Press **[CHG-KEYS]** (F8) to display the diagnose function keys.
7. Press **[RELEASE]** (F3) to display the screen showing.

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

Release of Voice Equipment

New State: inseru

Equipment: █

Equipment Number: _____

Change Immediately? _____

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	TYPE
0	0.0	Manoos	Nov 23 11:25:29	-	1111		IUC6
1	0.1	Manoos	Nov 23 11:25:30	-	2011		IUC6
2	0.2	Manoos	Nov 23 11:25:31	-	2012		IUC6
3	0.3	Manoos	Nov 23 11:25:31	-	2014		IUC6
4	0.4	Manoos	Nov 23 11:25:32	-	2018		IUC6
5	0.5	Manoos	Nov 23 11:25:32	-	2020		IUC6

Enter card or channel.

Figure 3-8. Release of Voice Equipment Screen

8. 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.
9. 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
10. Enter **y** to change the state of the equipment immediately.
11. 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 Inseru or F00s.
12. Press **(CANCEL) (F6)** until you reach the Intuity Administration screen, 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 screen, select:



> Voice System Administration



> Voice Equipment

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

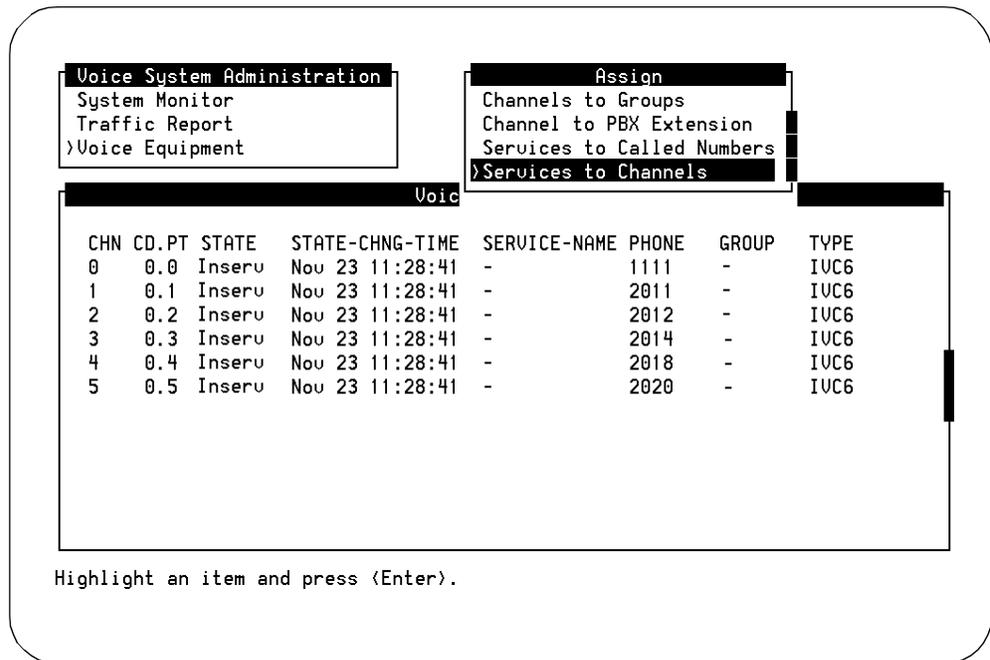


Figure 3-10. Assign Screen

4. Select Services to Channels.
5. 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.

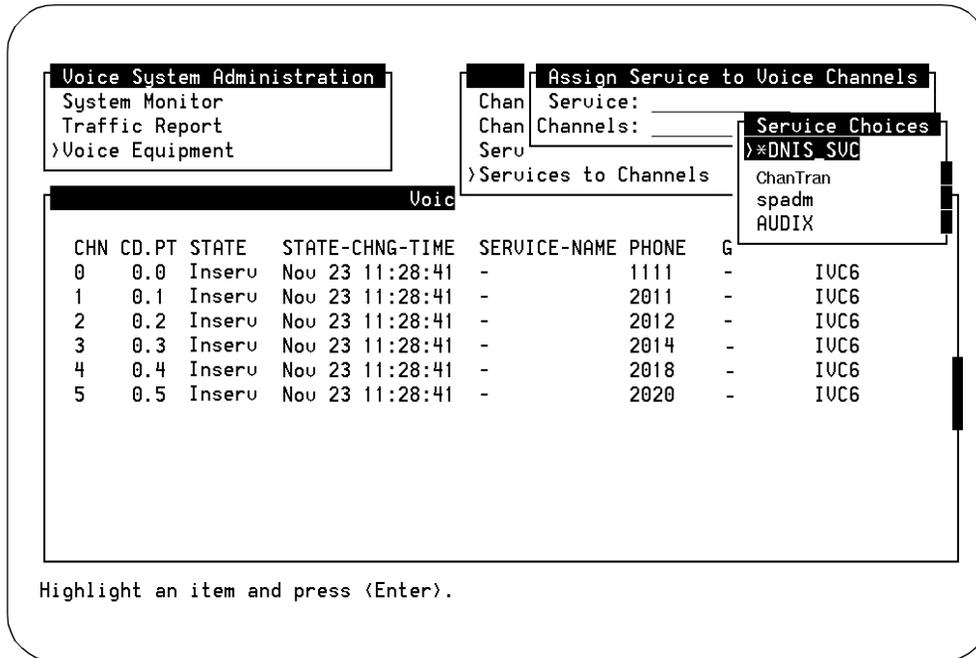


Figure 3-11. Assign Services to Voice Channels Screen

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

⇒ NOTE:

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

9. Enter **all** in the Channels field.
10. Press **[SAVE]** (F3).

⇒ NOTE:

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

11. Press **[CANCEL]** (F6) until you reach the INTUITY (TM) Administration screen.

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.

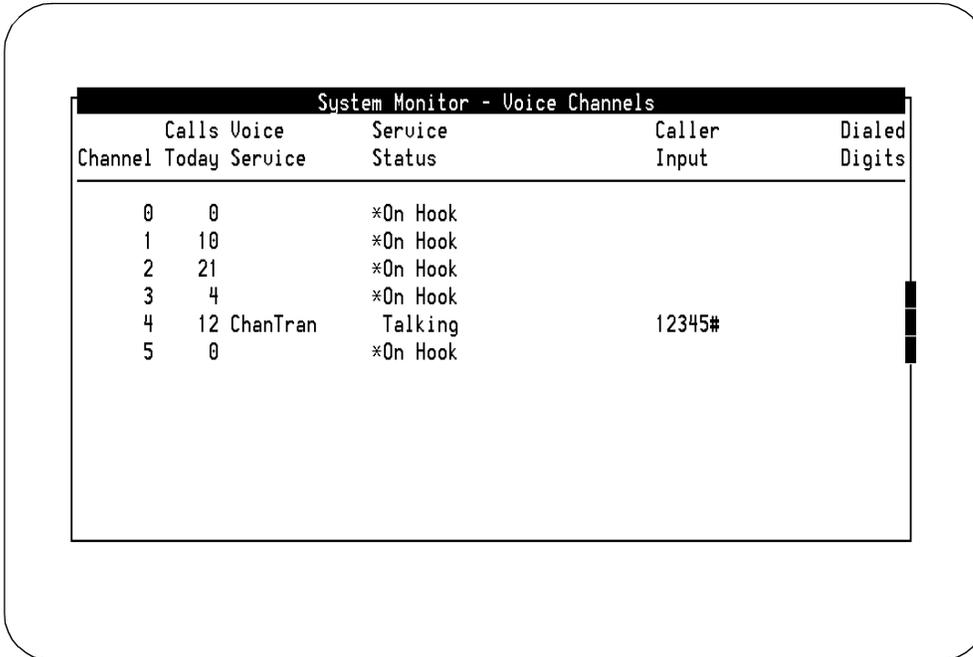
Procedure

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

> Voice System Administration

> System Monitor

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



System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	0		*On Hook		
1	10		*On Hook		
2	21		*On Hook		
3	4		*On Hook		
4	12	ChanTran	Talking	12345#	
5	0		*On Hook		

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

2. 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.

-
3. 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 xx¹.
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 dial-through which allows you to enter numbers or commands before the message or the prompt stops playing. Dial-through, however, can only be used in ChanTran testing after ChanTran has reported the number of the channel being tested.

4. Verify that the channel number reported by ChanTran correctly matches the channel associated with the extension that you dialed.
5. 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.
6. 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.”

7. Enter the numbers **1 2 3 4 5** on the telephone keypad.
8. 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...”

 **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. Contact your remote maintenance center.

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.”

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

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

The system responds:

"Press 1 to record message using CELP.²
Press 2 to record message using ADPCM32.
Or, press 3 to record message using Sub-Band 16."

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

The system responds:

"Record test message at the tone:"

14. 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. Contact your remote maintenance center.

15. Press the star key to disconnect from the channel.
16. Hang up the phone.
17. 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.

2. These are different voice encoding algorithms.

-
18. Test all remaining channels by repeating Steps 3 through 17 until all channels have been tested.
 19. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.

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 screen, select:



> Voice System Administration



> Voice Equipment

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

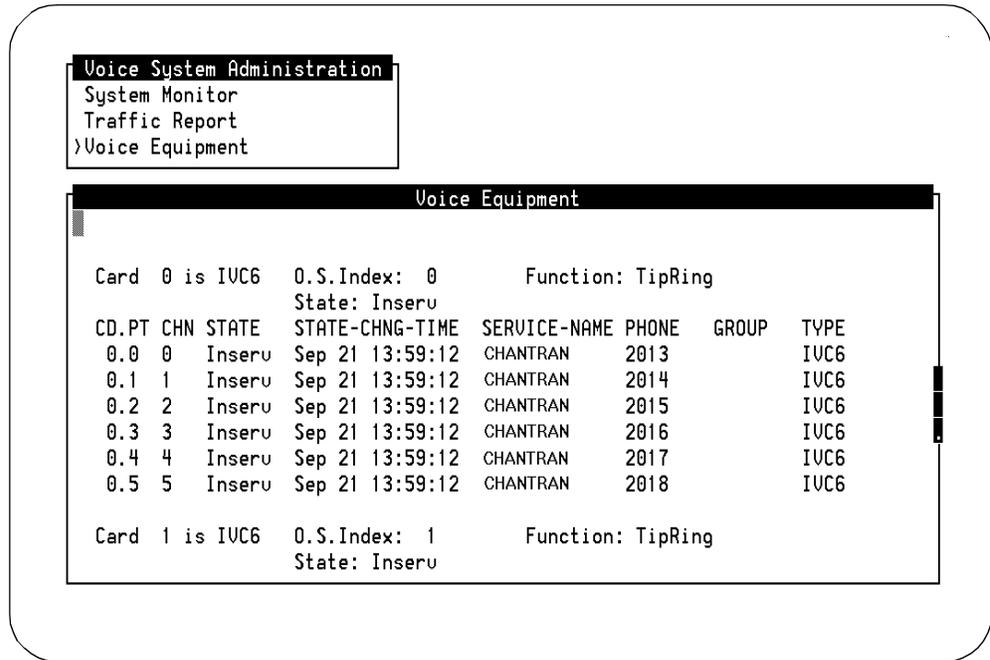


Figure 3-13. Voice Equipment Screen

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

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

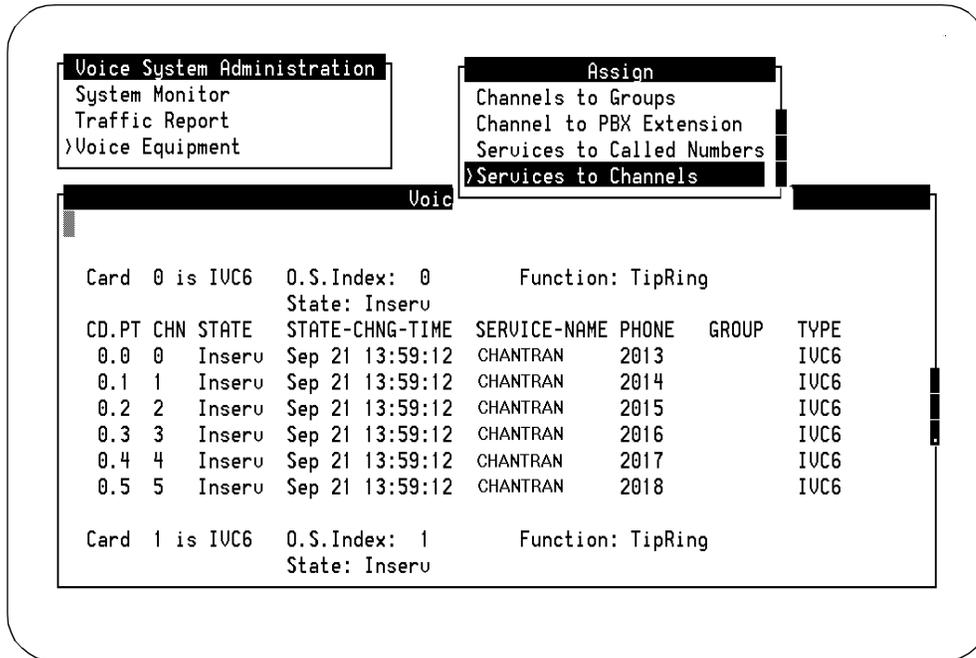


Figure 3-14. Assign Screen

4. Select Services to Called Numbers from the Assign screen.
5. 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.

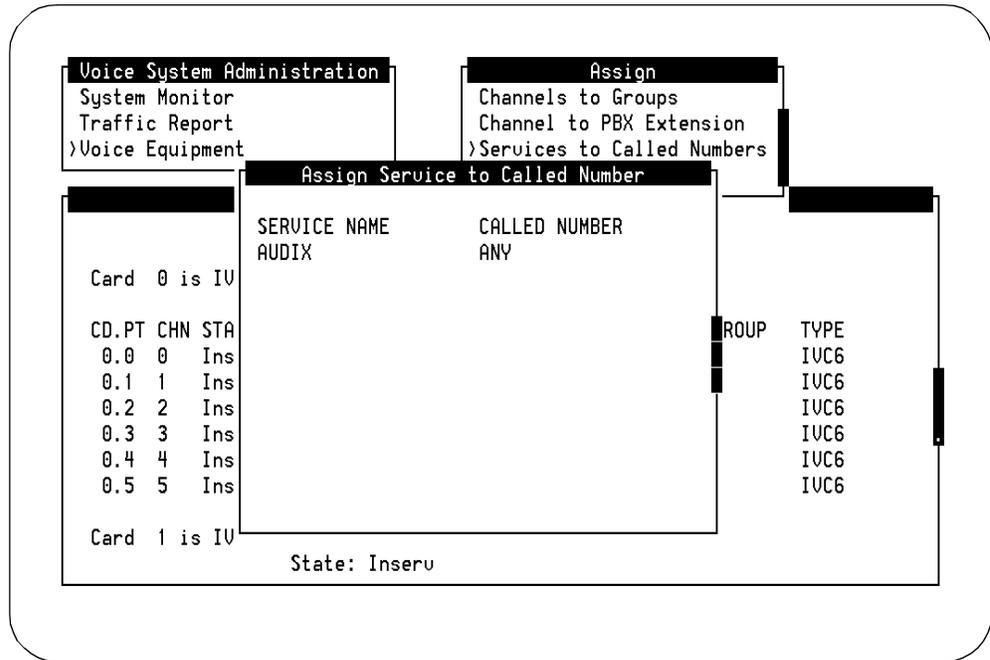


Figure 3-15. Assign Service to Called Number Screen

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

7. 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), then **REMOVE** (F2), and then continue with Step 8.

8. Place the cursor in the Service name to be added field.

9. Press **CHOICES** (F2).

10. Refer to the worksheet showing the services to channels. Assign the services as shown on the worksheet.

11. Select AUDIX.

12. Press **ENTER** to assign AUDIX as the service name.

13. Enter **any** for the AUDIX called number.

14. 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.

15. Press **SAVE** (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.

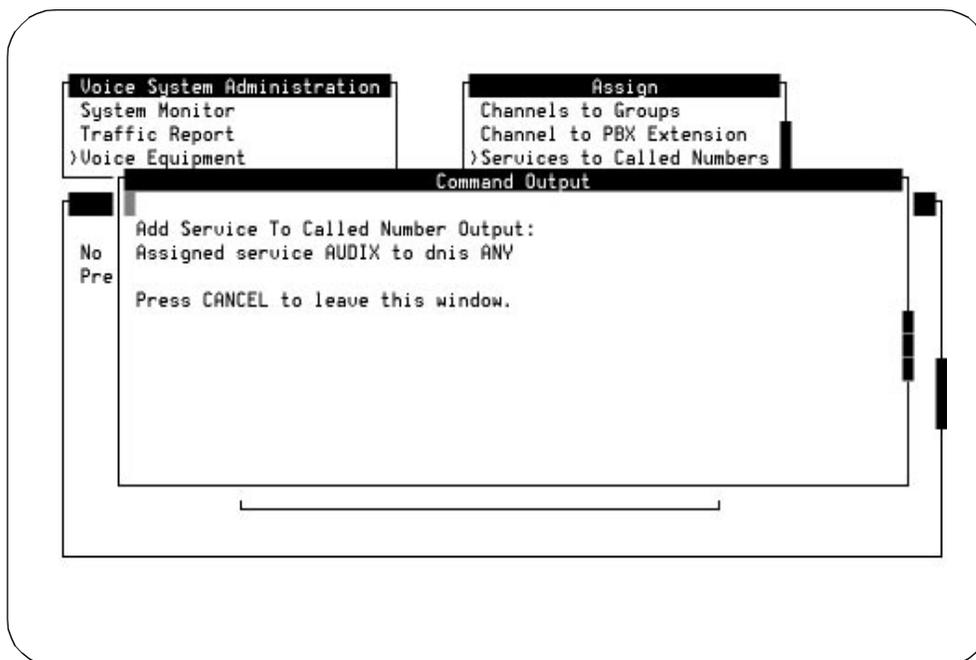


Figure 3-16. Screen Confirming the Assignment of Services to Called Numbers

16. Press **CANCEL** (F6) until you reach the Intuity Administration (TM) screen, 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 screen, select:



> Voice System Administration



>Voice Equipment

The system responds with the Voice Equipment screen.

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

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

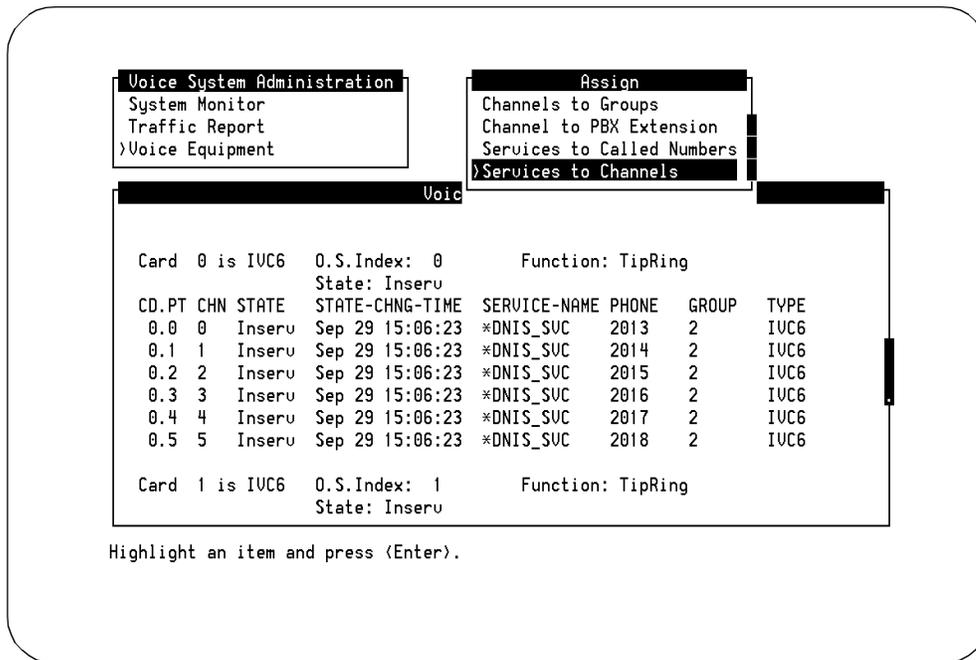


Figure 3-17. Voice Equipment Screen

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

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

11. Press **(CANCEL)** (F6) until you reach the INTUITY (TM) Administration screen.
12. Continue with the next procedure on your checklist.

Intuity AUDIX Administration and Test

4

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

- Administer the parameters and basic features per the customer's order
- Administer two test subscribers on the Intuity system. The two extensions used must call cover to the Intuity AUDIX split/hunt group.
- Acceptance test Intuity AUDIX call answer, voice mail, and Multilingual feature with the two test subscribers
- Remove the two test subscribers

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

⇒ NOTE:

Chapter 1, "Pre-Installation Procedures", contains a section "Review Intuity Screens Use". The section discusses both the Intuity system and 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.

Refer to your installation worksheets inventory from your project manager. This form will list the worksheets that you need to perform the initial administration for Intuity AUDIX. If you would like further information about administering Intuity AUDIX or any of the fields, refer to *Intuity AUDIX R3.2 Administration and Feature Operations* (585-310-552).

⇒ NOTE:

This section assumes that changes to the System-Parameters Features forms will be performed first. This screen *must* be administered before testing the optional Intuity AUDIX Multilingual Feature for customers who have ordered this feature.

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 screen, select:

> AUDIX Administration

The system responds with the AUDIX Form screen, as shown in Figure 4-1. This screen provides command-line entry. The prompt for these forms is located toward the lower left-hand corner of the screen. To exit these forms, enter **exit**

⇒ **NOTE:**

The Intuity AUDIX system will not display this screen if the voice system is not operating. If the voice system is not operating, you must start it by selecting Customer/Services Administration, System Management, System Control, Start Voice System.

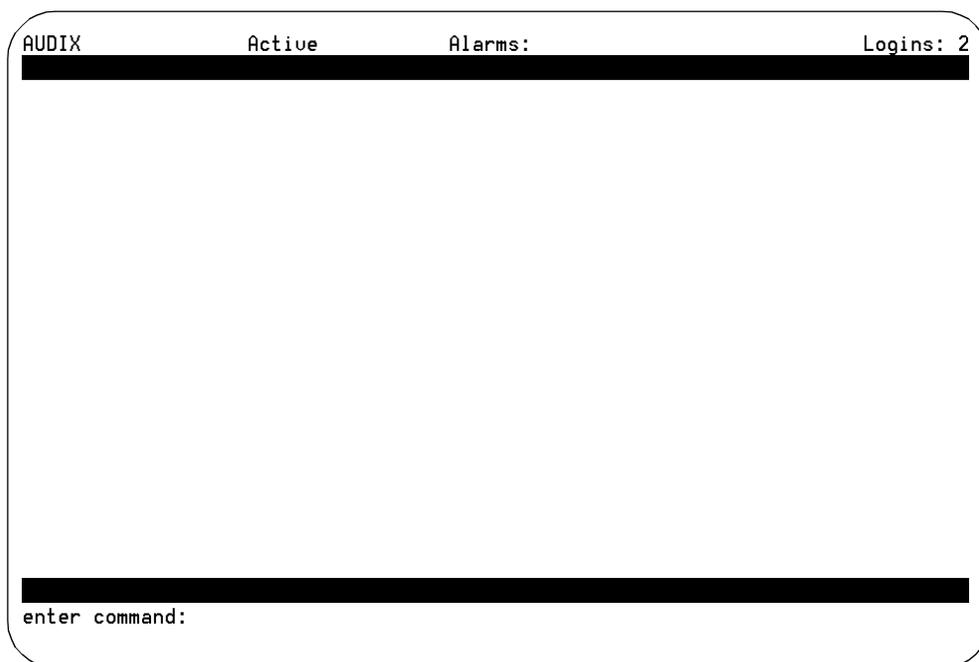


Figure 4-1. Forms Controller for Intuity AUDIX

2. 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.

```

AUDIX           Active           Alarms: MmWA           Logins: 2
change system-parameters features           Page 1 of 4
SYSTEM-PARAMETERS FEATURES

LOG-IN PARAMETERS
  Login Retries: 3           Consecutive Invalid Attempts: 18
  System Guest Password: _____           Minimum Password Length: 0

PASSWORD AGING LIMITS (DAYS)
  Password Expiration Interval: 0 (0 for no password aging)
  Minimum Age Before Changes: 0
  Expiration Warning: 0 (0 for no warning)

INPUT TIME LIMITS (SECONDS)
  Normal: 60           Full Mailbox Timeout: 5           Wait (*W): 180
  Between Digits at Auto-attendant or Standalone Menu: 3 (3-12)

DISCONNECT OPTIONS
  Quick Silence Disconnect? n           Silence Limit? 30 (5-30 seconds)

_____
enter command: change system-parameters features

```

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

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

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

```

AUDIX           Active           Alarms:  wA           Logins:  2
change system-parameters features           Page 2 of 4
SYSTEM-PARAMETERS FEATURES

MISCELLANEOUS PARAMETERS
Broadcast Mailbox Extension:
System Prime Time, Start: 08:00           End: 17:00
Increment(1/s), Rewind: s           Advance: s

FEATURE ACTIVATION
Traffic Collection? y
Name Record by Subscriber? y
Multiple Personal Greetings? y           Warning Time (seconds): 15
End of Message Warning? y
Priority on Call Answer? n
Call Answer Disable? n
Address Before Create? n

enter command: change system-parameters features

```

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

8. Refer to the worksheet.
9. Move the cursor to the field to be changed. Use the arrow keys or the **(TAB)** key to move to the field.
10. Enter the value to be changed either by typing the value or by pressing **(CHOICES)** (F6) for a selection of values.
11. Repeat Steps 8 through 10 for each of the parameters that need to be changed on Page 2 of the form
12. Press **(NEXTPAGE)** (F7) to go to Page 3 of the form.

The system responds with Page 3 of the Change System-Parameters Features Screen, as shown in

```

AUDIX           Active           Alarms:  wA           Logins:  2
change system-parameters features           Page 3 of 4
SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
Transfer Type: none           Transfer Restriction: subscribers
Covering Extension: _____

ANNOUNCEMENT SETS
System: us-eng           Administrative: _____

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 5 mins           Incr 2: 0 days 0 hrs 15 mins
Incr 3: 0 days 0 hrs 30 mins           Incr 4: 0 days 1 hrs 0 mins
Incr 5: 0 days 2 hrs 0 mins           Incr 6: 0 days 6 hrs 0 mins
Incr 7: 1 days 0 hrs 0 mins           Incr 8: 2 days 0 hrs 0 mins
Incr 9: 7 days 0 hrs 0 mins           Incr10: 14 days 0 hrs 0 mins

enter command: change system-parameters features

```

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

13. Refer to the worksheet.
14. Move the cursor to the field to be changed. Use the arrow keys or the **(TAB)** key to move to the field.
15. Enter the value to be changed either by typing the value or by pressing **(CHOICES)** (F6) for a selection of values.
16. Repeat Steps 13 through 15 for each of the parameters that need to be changed on Page 3 of the form.
17. Press **(ENTER)** (F3) to enter the changes to the system.
18. 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.

-
19. Continue with the next procedure on your checklist, "Add Test Subscribers 1 and 2", or type **exit** at the command prompt when you are finished using the Intuity AUDIX screens to return to the INTUITY (TM) Administration screen.

Add Test Subscribers 1 and 2

Test Subscribers 1 and 2 are used to test the Voice Mail and Call Answer features. If you are installing a system with the Intuity AUDIX Multilingual feature, you will also use the test phones for that test.

⇒ NOTE:

If you are already displaying the Intuity AUDIX form screen, begin this procedure with Step 2.

Requirements

Login: craft

Materials: Two connected test phones
test phone worksheet

Special
Conditions: Test phones fully
administered on the switch.

Test phone should be
representative of the majority
of the phones used by
subscribers on the system

Procedure

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

A rectangular box with a black border containing the text "> AUDIX Administration".

> AUDIX Administration

The system responds with the AUDIX Form screen.



NOTE:

This screen provides command-line entry. The prompt is in the lower left-hand corner.

2. 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 Miscellaneous: _____
Switch Number: _____ Covering Extension: _____
Community ID: _____ Broadcast Mailbox? _
Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
```

Figure 4-5. Intuity AUDIX Administration Screen: add subscriber, Page 1

3. Enter **test-1** into the Name field.
4. Press the arrow keys or **(TAB)** to move to the extension field.
5. Enter the extension for the first test subscriber in the Extension field as listed on your installation worksheet.
6. Press **(NEXTPAGE)** (F7) to go to Page 2 of the form if you are installing a system with the Intuity AUDIX Multilingual feature. If you are not installing a system with the Intuity AUDIX Multilingual feature, go to Step 9 in this procedure on page 15 of this chapter to continue.

The system displays the Intuity AUDIX Administration Screen: add subscriber, Page 2, as shown in Figure 4-6.

```

AUDIX           Active           Alarms:  wA           Logins:  2
add subscriber           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format:  extension
Login Announcement Set:  System
System Multilingual is ON           Call Answer Primary Annc. Set:  System
Call Answer Language Choice?  n   Call Answer Secondary Annc. Set:  System

PERMISSIONS  Type:  call-answer           Announcement Control?  n
Outcalling?  n           Priority Messages?  n           Broadcast:  none
IMAPI Access?  n           IMAPI Voice File Transfer?  n           Fax?  n

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 4-6. Intuity AUDIX Administration Screen: add subscriber, Page 2

7. Enter **y** in the Call Answer Language Choice field. This parameter gives the individual subscriber permission to use a secondary announcement set.
8. Enter the **Call Answer Secondary Announcement** set into the Call Answer Secondary Annc. Set field. Refer to your installation worksheet for the announcement set name.

⇒ NOTE:

Pressing the **(CHOICES)** (F6) key will not display a list of optional languages that are installed on the system. To obtain a listing of optional languages installed on the system, use the **list annc-sets** command at the command prompt. Pressing **(CANCEL)** (F1) at this point in the procedure will remove any entries that you have made for this test subscriber and return you to the command prompt so that you may enter the **list annc-sets** command if you need to do so. If you exit Page 2 to use this command, return to Step 2 in this procedure to enter the test subscriber into the system.

-
9. 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
```

10. Repeat Step 2 through 9 for the second test subscriber, **test-2**.
11. Enter **exit** at the prompt to return to the INTUITY (TM) Administration screen.
12. Test the Intuity AUDIX Voice Mail and Call Answer.

Test Call Answer and Voice Mail

In order to test voice mail and 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.

⇒ NOTE:

If you wish to view the system monitor while you are performing the following tests, start at the INTUITY (TM) Administration screen, and select:

> Voice System Administration

> System Monitor

The system responds by displaying the System Monitor – Voice Channels screen. To change the data display rate for this screen, press **(CHG-KEYS)** (F8) followed by the **(CHG-RATE)** (F1) key. The system responds with the Change Refresh Rate screen. You may enter a number from 1 to 30 seconds into the field, and press **(SAVE)** (F3) to activate the change. For this type of testing, a 1 second interval is recommended.

Requirements

Login: craft

Materials: two test phones identical to the phones in use
for the Intuity subscribers

integrated message retrieval number

Special subscribers test-1 and test-2 administered on
Conditions: 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, "Initial Platform Administration and Test" 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. If the MWI is not off, contact your remote support center.
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.

The system responds by playing the date and time for the message.

-
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 prompts you for the extension.
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.

Procedure to Test Intuity AUDIX Multilingual Feature (Optional)

Use this procedure to test the optional Intuity AUDIX Multilingual Feature during an initial installation. If you are adding this feature after the initial installation, refer to Chapter 5, "Intuity Feature and Package Options Administration and Test", in this document.

This procedure tests the optional Intuity AUDIX Multilingual feature by directing the system to play the call-answer prompt in an optional language.

⇒ NOTE:

In order for the Intuity AUDIX Multilingual feature to operate, the Multilingual feature must be activated on the Features Options screen. For additional information, or if you have not verified the system's activated feature options, refer to Chapter 2, "Initial Installation Procedures".

Requirements

Login: craft

Materials: two test phones identical to the phones in use
for the Intuity subscribers

integrated message retrieval number

Special subscribers test-1 and test-2 administered on
Conditions: Intuity AUDIX

Procedure

1. Call the test-1 extension from the test-2 extension. Let the phone ring until Intuity AUDIX answers.
2. Press [*] (star) [1] (the number 1) while the prompt is playing.
3. Listen for the system to begin to play the call answer prompt in the optional language.

Consider this test successful if you hear the system switch to the optional language.

Consider this test a failure if the system does not switch to the optional language. If the switch does not occur, check your administration for the Change System-Features Parameters screen and the subscriber screen for test-1. If the Call Answer Language Choice field is set to n (no), the system will not allow the subscriber to use the secondary announcement set.

 **NOTE:**

If you need to change information for an Intuity AUDIX subscriber, you must use the **ch su** (change subscriber) command.

4. Continue with the next procedure on your checklist.

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 screen, select:



```
> AUDIX Administration
```

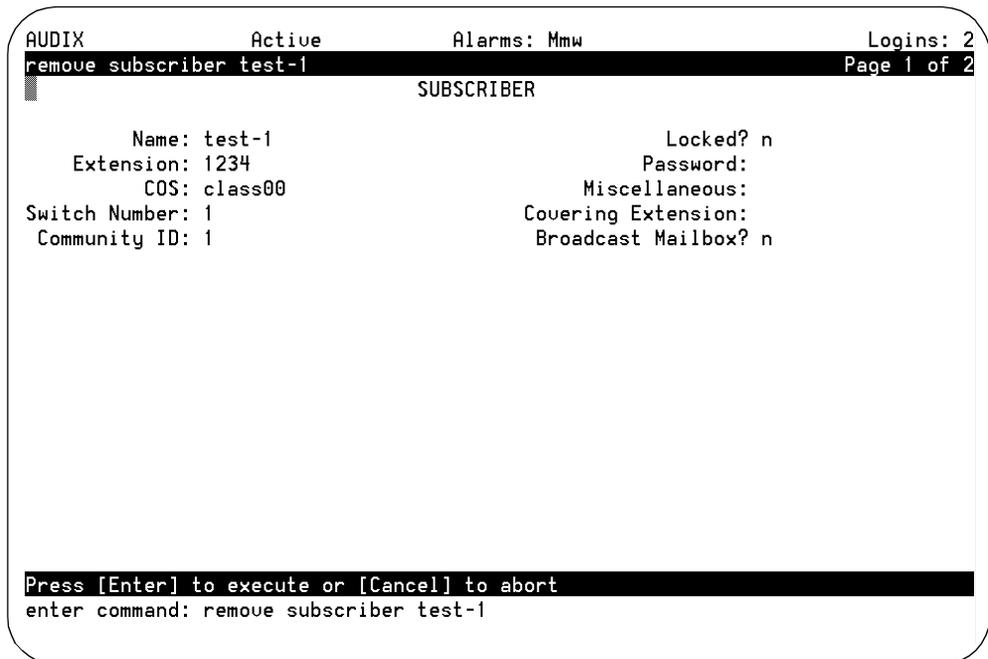
The system responds with the *AUDIX Administration* screen.

2. 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.



```
AUDIX Active Alarms: Mmw Logins: 2
remove subscriber test-1 Page 1 of 2
SUBSCRIBER
Name: test-1 Locked? n
Extension: 1234 Password:
COS: class00 Miscellaneous:
Switch Number: 1 Covering Extension:
Community ID: 1 Broadcast Mailbox? n
Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

Figure 4-7. Remove Test Subscriber Screen

3. Press **(ENTER)** (F3) to remove the subscriber.

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

```
command successfully completed
```

4. Repeat Steps 2 and 3 to remove subscriber test-2.
5. Enter exit at the enter command prompt to exit the Intuity AUDIX screen and return to the INTUITY (TM) Administration screen.
6. 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 packages include:

- Intuity Message Manager (including Intuity system administration to support the LAN and the administration on Intuity AUDIX)
- Intuity AUDIX Optional Language Packages
- System Programming and Maintenance Utility (SPM)
- Intuity Call Accounting System (CAS)
- UNIX Multi-User Package
- Disk Mirroring

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

⇒ NOTE:

Individual forms of Intuity system networking have their own documents. Refer to the individual networking documents in order to administer and test the networking. These documents are:

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

-
- *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3 (585-310-214) for DCS networking*
 - *Intuity Integration with System 85 and DEFINITY Communications System Generic 2 (585-310-215) for DCS networking*

Administer and Accept Intuity Message Manager

Intuity Message Manager is an optional feature that allows customers to use their PCs to monitor and to control Intuity AUDIX messages. The following procedures are for the Intuity system itself; installation is not responsible for installing, testing, or administering the Intuity Message Manager software that resides on the customer's client PCs. In order to administer and acceptance test Intuity Message Manager on the Intuity side, you will need to:

- Verify feature activation
- Administer the TCP/IP networking
- Reboot the system
- Attach the customer's LAN cable to the Intuity LAN circuit card
- Test the TCP/IP connection
- Administer the Intuity Message Manager options

NOTE:

This sections assumes that the system already has a LAN card in place. If you are adding the feature to an existing Intuity system, you will need to perform the following:

1. Verify that the Intuity system is a Release 2.0 system. If the system is an Intuity Release 1.0 or 1.1 system, you will need to upgrade the system software to Release 2.0. When you shutdown the system for the reboot, power off the system and install the LAN card. Do not connect the LAN cable at this time.

If you are installing the Intuity Message Manager feature to an existing Intuity Release 2.0 system, shutdown the system and power off. Install the LAN card, and then apply power.

2. Contact your remote maintenance center. Ask them to activate the Intuity Message Manager feature by setting the Maximum Number of IMAPI ports to 32 and the TCP/IP Administration to "ON."
3. Shutdown the Intuity system after the remote maintenance center has finished activating the feature, if the remote maintenance center has not done so. Use the screens to perform a shutdown before powering off the system. See Appendix B for shutdown instructions.
4. Power up the Intuity system. Continue with the procedures in this section.

For complete upgrade to Release 2.0 instructions, refer to *Intuity Upgrade and Migration Procedures for Release 2.0* (585-310-158).

Verify Feature Activation Under the Features Option Screen (Optional)

Use the following procedure to verify that:

- the Maximum number of IMAPI sessions is set to 32
- the TCP/IP administration is enabled

⇒ NOTE:

If you have already verified the customer's order and the feature is properly activated per the procedures in Chapter 2, go to the next procedure, "Administer the TCP/IP Networking for Intuity Message Manager".

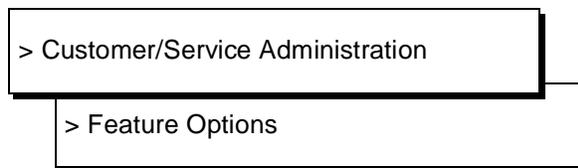
Requirements

Login: craft

Materials: none

Procedure

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



The system responds with the *Feature Options* screen, as shown in Figure 5-1.

⇒ NOTE:

The screen in this illustration is an example. The configuration of the screen will depend upon the features installed on the individual Intuity systems.

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
CAS K Call Records (70K steps)	1	6
CAS Model Size (50 ext steps)	1	10
DCS	OFF	N/A
High speed digital ports	0	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	0	32
Multilingual	OFF	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	OFF	N/A
hours_of_speech	100	143
voice_ports	6	6

Figure 5-1. Feature Options Screen

2. Verify that the Max Number of IMAPI Sessions field has been administered to the number 32. For this field, 0 (zero) is “off” and 32 is “on.”

⇒ NOTE:

If this or the field in the next step has not been properly administered, you will need to contact your remote maintenance center to request that the feature be activated. You may not administer this screen with the craft login. If your remote maintenance center makes changes to the Feature Options screen, either you or the remote maintenance center will need to reboot the system. Be sure to shutdown the system before a reboot.

3. Verify that the TCP/IP Administration field is set to “on.”
If this field is set to “off” contact your remote maintenance center.
4. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.
5. Continue with the next procedure, “Administer the TCP/IP Networking for Intuity Message Manager.”

Contact the LAN or System Administrator

Customer LANs differ. Some LANs may be pre-administered prior to your arrival on site. Other LANs require that the administration for a new machine be administered around the time of installation because an open connection may cause the LAN to fail.

Refer to the worksheet from your project manager. This worksheet, "Intuity Message Manager Parameters and Installation Information," will tell you if you need to notify the LAN administrator and have the administrator administer the LAN for the Intuity, or if the LAN has been pre-administered.

Administer the TCP/IP Networking for Intuity Message Manager

This procedure establishes addresses for the Intuity system to use in order to send and receive information over the customer's local area network (LAN). This procedure is required if the customer has ordered the Intuity Message Manager.

If you would like further information, refer to *Intuity Message Manager Administration and Diagnostics* (585-310-553).

Requirements

Login: craft
Materials: Worksheet: *Intuity Message Manager Parameters and Installation Information* from your project manager

Procedure

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

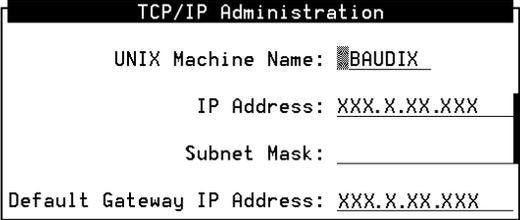
> Networking Administration

> TCP/IP Administration

The system responds with the *TCP/IP Administration* screen, as shown in Figure 5-2.

⇒ **NOTE:**

The fields in the following screens are examples only. Your screens will match the current entries for the system that you are administering.



The screenshot shows a terminal window titled "TCP/IP Administration". It contains the following text:

```
TCP/IP Administration
UNIX Machine Name: BAUDIX
IP Address: XXX.X.XX.XXX
Subnet Mask:
Default Gateway IP Address: XXX.X.XX.XXX
```

Below the terminal window, the text "Enter the UNIX Machine name for this machine" is displayed.

Figure 5-2. TCP/IP Networking Administration Form

2. Refer to the worksheet *TCP/IP Administration and Test Parameters* from your project manager. This worksheet contains the information that you will need to enter for this screen.
3. Enter **the UNIX machine name** into the UNIX Machine Name field *exactly* as it appears on the worksheet.

The UNIX name may be up to eight characters in length, and it may consist of letters and/or numbers. This is a case-sensitive field – capital letters must be entered as capitals, and lower-case letters as lower case. If you do not exactly match the machine name, the LAN may not recognize your system.

If you are installing digital networking, the UNIX name should be the same as the local machine name specified on the Local Machine Administration screen.

⇒ **NOTE:**

Saving the TCP/IP Administration form will apply the UNIX name to the Intuity machine. You do not have to administer this name any place else unless you are installing digital networking.

4. Enter the **Internet protocol (IP) address** for the Intuity system into the IP Address field. Use the up and/or down arrow keys or the **(TAB)** key to move to the next field.

Be sure to enter the IP address exactly as it is shown on your worksheet, including any punctuation marks such as periods.

5. Enter the **subnet mask** into the Subnet Mask field.

The subnet mask is used to determine which bytes of the IP address specify the network and host addresses. This is an optional field. If there is no entry for this field on your worksheet, leave the field blank. Use the up and/or down arrow keys or the **(TAB)** key to move to the next field. The system will automatically use a default of 255.255.0.0.

6. Enter the **default gateway IP address** into the Default Gateway IP Address field.

The default gateway IP address is the address of the router device that will serve as a path for packets to be sent which do not have explicit routes. If this field is blank on your worksheet, do not make any entries into this field and continue with the next step. Use a mask of 255.255.0.0 if the Intuity system will only communicate with other machines on the same local area network (LAN).

7. Press **(CHG-KEYS)** (F8) to change the identity of the soft keys.
8. Press **(BRD CNFG)** (F2) to display the Ethernet Board Configuration screen.

The system responds with the Ethernet Board Configuration screen, as shown in Figure 5-3, below.

The image shows two terminal-style windows. The top window is titled "TCP/IP Administration" and contains the following text: "UNIX Machine Name: BAUDIX", "IP Address: XXX.X.XX.XXX", "Subnet Mask: _____", and "Default Gateway IP Address: XXX.X.XX.XXX". The bottom window is titled "Ethernet Board Configuration" and contains the text "Network Interface Type: _____". Below these windows, the instruction "Enter the Interface Type, use <CHOICES> for options" is displayed.

Figure 5-3. Ethernet Board Configuration

9. Press **(CHOICES)** (F2) to display a list of the network interface types.

The system responds with the Network Interface Types screen, as shown in Figure 5-4.

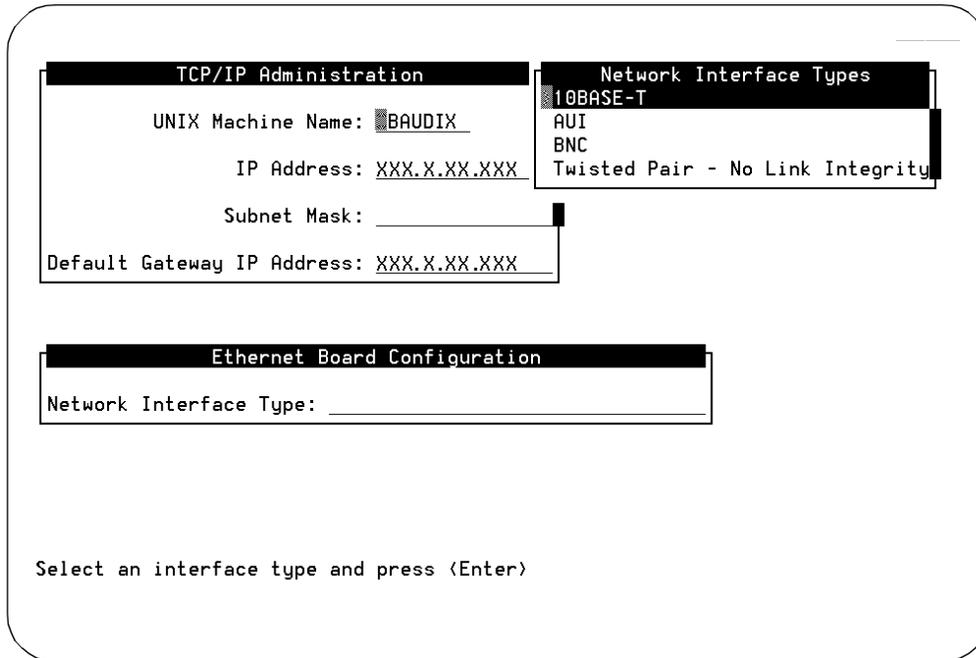


Figure 5-4. Network Interface Types

10. Enter the network interface type to be used on this system. Refer to the worksheet. Use the up and/or down arrow keys to highlight the network interface type and press **ENTER**.

The system responds by displaying your selection in the Network Interface Type field in the Ethernet Board Configuration screen.

11. Press **SAVE** (F3) to save the Ethernet Board configuration.
12. Press **SAVE** (F3) to save the TCP/IP administration values.
13. Press **CANCEL** (F6) twice to return to the INTUITY (TM) Administration screen.
14. Continue with the next procedure, "Reboot the System for Intuity Message Manager."

Reboot the System and Attach the LAN Cable for Intuity Message Manager

This procedure reboots the system so that the newly entered networking administration will be applied to the system, and provides instructions for attaching the LAN cable.



CAUTION:

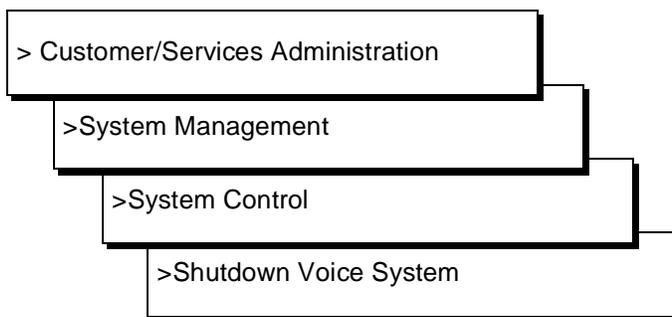
If you do not reboot the system after administering TCP/IP networking for Intuity Message Manager, the Intuity system will not be able to use the addresses or the board configuration — the system will not be able to communicate using the network.

Requirements

- Login: craft
- Materials: Live LAN cable provided and tested by the customer
- Special Condition: The TCP/IP addresses and the Ethernet board interface type must have been entered into the Intuity system.

Procedure

1. Starting at the System Management screen select:



The path to the shutdown command is shown in Figure 5-5.

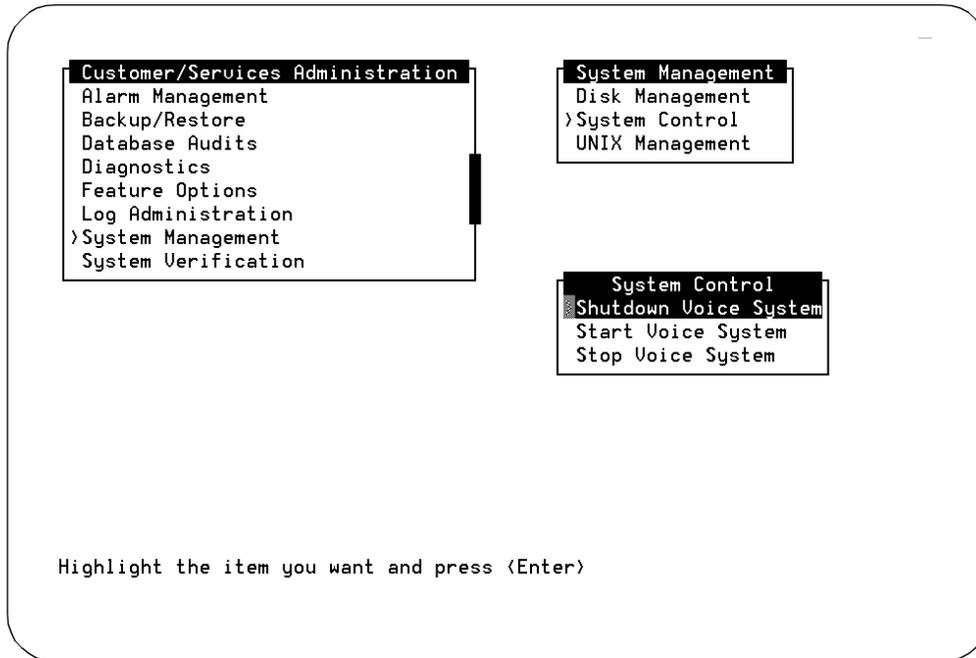


Figure 5-5. System Control Screen

The system responds:

Enter y to continue, no to quit

2. 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.

3. Power off the system.

⇒ NOTE:

If you are not installing the LAN cable, press the reset button or CTRL-ALT-DELETE to reboot the system, and continue with Step 6, below.

The location of the power switch for the MAP/5 is on the front of the unit.

The location of the power switch for the MAP/40 is on the front of the unit.

For 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.*

4. Attach the LAN cable to the LAN circuit card.

5. Apply power to the Intuity system.

The system responds in two stages. The first, readying the system, displays copyright and address information, and rebuilds the UNIX kernel.

⇒ NOTE:

Do not strike ENTER or Esc. during this process. The system will automatically proceed to the next step.

The system then repeats the copyright and address information. This stage ends with the message:

```
The system is ready.
```

After this message, the system presents a console login, followed by the message:

```
Automatically starting the voice system.
```

This message signals the start of the second stage, the stage that starts the voice system. This stage includes auditing a database, initializing AUDIX, and running file checks. The last 2 messages in this series are:

```
Startup of the Voice System is complete.
```

```
Saving output to trace process.
```

Saving the output to trace process takes approximately a minute.

-
6. Press `(ENTER)` to obtain a console login prompt.

⇒ **NOTE:**

It may be necessary to press `(ENTER)` more than once in order to obtain a console login prompt.

The system responds:

```
The systems's name is Intuity
Welcome to USL UNIX system V Release 4.2 Version
Console Login:
```

7. Continue with the next step of this procedure, "Test the TCP/IP Connection."

Test the TCP/IP Connection

This procedure is required if the customer has ordered the Intuity Message Manager. This procedure will transmit test packets to the LAN to make sure that the LAN is accessible to the Intuity system and test the internal set up as well.

If you would like further information, refer to *Intuity Message Manager Administration and Diagnostics* (585-310-553).

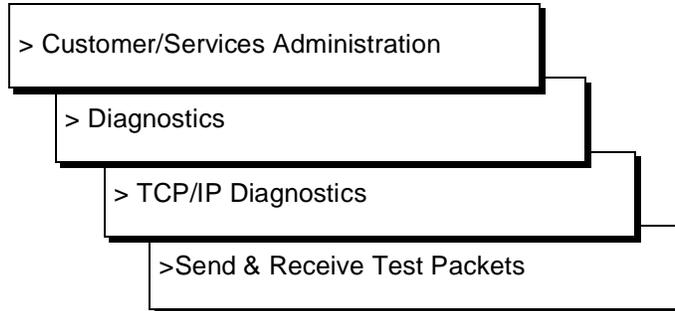
Requirements

- Login: craft
- Materials: Worksheet: *Intuity Message Manager Parameters and Installation Information* from your project manager
- Special
Condition: The Intuity TCP/IP has been administered and the system rebooted.

Procedure

1. Login as **craft**
2. Press `(ENTER)` to accept the default of AT386 as your terminal (TERM) type.

3. Starting at the INTUITY (TM) Administration screen, select:



The system responds with the Send & Receive Test Packets From screen, as shown in Figure 5-6, below.

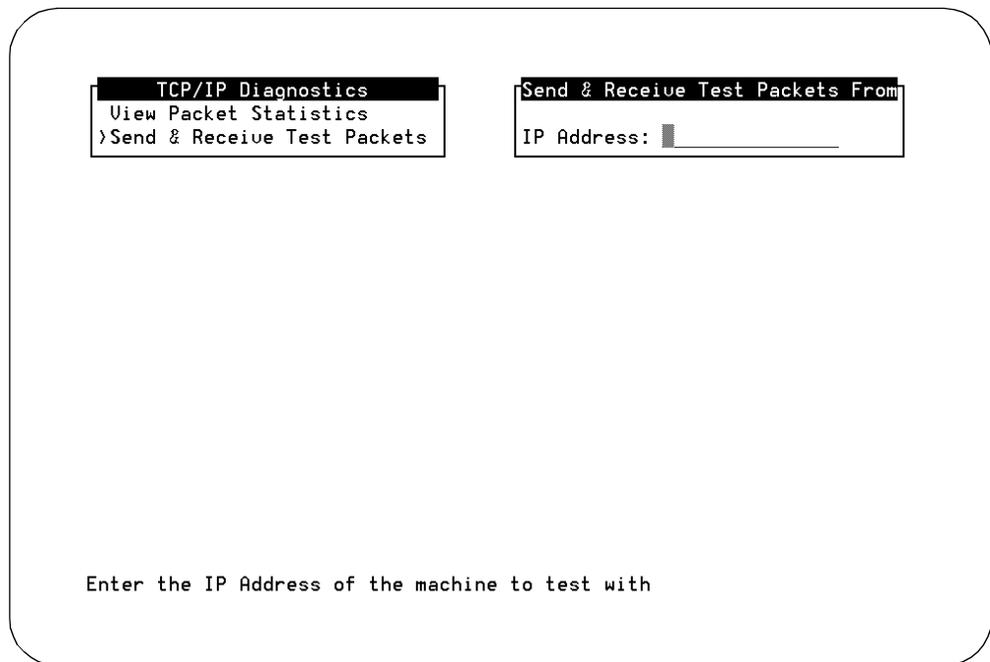


Figure 5-6. Send & Receive Test Packets From Screen

4. Refer to the worksheet.
5. Type in the IP Address for the Intuity system itself. This Address is listed as the "Internet Protocol (IP) Address."

6. Press **SAVE** (F3) to start the test.

The system responds by displaying the word “working” and a flashing cursor at the upper right-hand corner of the screen. While the cursor is flashing, the system is performing the test.

When the system has finished the test, it displays the Test Packets Results screen, as shown in Figure 5-7.

⇒ NOTE:

Figure 5-7, the Test Packets Results Screen below, is an example only. The test results displayed the screen from the system that you are installing will not match the test results displayed on this screen.

```
Test Packets Results
72 bytes from 135.24.92.53: icmp_seq=0. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=1. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=2. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=3. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=4. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=5. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=6. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=7. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=8. time=0. ms
72 bytes from 135.24.92.53: icmp_seq=9. time=0. ms

----135.24.92.53 PING Statistics----
10 packets transmitted, 10 packets received, 0% packet loss
round-trip (ms) min/avg/max = 0/0/0

Note: High packet loss, long round-trip time, or packets received out
of order (icmp_seq) may indicate a network problem.

Press <HELP> for more information, <CANCEL> to continue.
```

Figure 5-7. Test Packet Results Screen — Internal Test

7. Examine the test results that are displayed around the mid-point of the screen. These results are displayed as:

```
----(address) PING Statistics----
x packets transmitted, y packets received, z% packet loss
round-trip (ms) min/avg/max = aa/bb/cc
```

The results displayed in the packet loss field (z) will be either 0% or 100% since this test is internal to the Intuity system. This test does not access the customer’s LAN.

If the test reports 0% packet loss, the test was successful. Continue with the next step in this procedure.

If the test reports 100% packet loss, the test failed. If this test failed, verify that you used the correct address for the Intuity system itself. Press **CANCEL** (F6) to exit the test results screen and check the address that you used. If this address matches the entry on your planning worksheet, press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen, and follow the procedures starting on page 6 of this chapter to reach the TCP/IP Administration screen.

When you have reached the TCP/IP Administration screen, check to see that the address entered into the IP Address field matches the Internet Protocol (IP) Address on your worksheet. If it does not match, refer to your worksheet and re-administer the TCP/IP Administration screen and reboot the system. When you have finished re-administering the Intuity system, return to this procedure and attempt the test with the Internet Protocol (IP) Address again. If the test fails again, contact your remote maintenance center.

If your administration was correct, and the Internet Protocol (IP) matched the Internet Protocol (IP) Address that you used for the test, contact your remote maintenance center. After the problem has been resolved, return to Step 5 of this procedure, repeat this test, and then continue with the following steps.

8. Type in the **IP Address** for the test. Use the Test IP Address from the bottom of the worksheet.
9. Press **SAVE** (F3) to start the test.

The system responds by displaying the word “working” and a flashing cursor at the upper right-hand corner of the screen. While the cursor is flashing, the system is performing the test.

When the system has finished the test, it displays the Test Packets Results screen, as shown in Figure 5-7.

⇒ NOTE:

Figure 5-7, the Test Packets Results Screen below, is an example only. The test results displayed the screen from the system that you are installing will not match the test results displayed on this screen.

```
Test Packets Results
72 bytes from 135.7.50.114: icmp_seq=0. time=20. ms
72 bytes from 135.7.50.114: icmp_seq=1. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=3. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=4. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=5. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=6. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=7. time=10. ms
72 bytes from 135.7.50.114: icmp_seq=8. time=0. ms
72 bytes from 135.7.50.114: icmp_seq=9. time=0. ms

----135.7.50.114 PING Statistics----
10 packets transmitted, 9 packets received, 10% packet loss
round-trip (ms) min/avg/max = 0/8/20

Note: High packet loss, long round-trip time, or packets received out
of order (icmp_seq) may indicate a network problem.

Press <HELP> for more information, <CANCEL> to continue.
```

Figure 5-8. Test Packet Results Screen

10. Examine the test results that are displayed around the mid-point of the screen. These results are displayed as:

```
----(address) PING Statistics----
x packets transmitted, y packets received, z% packet loss
round-trip (ms) min/avg/max = aa/bb/cc
```

The results displayed in the packet loss field (z) will range from 0 to 100%. The number of packets that are “lost” (need to be retransmitted) will vary from local area network (LAN) to LAN. For some LANs, 0% packet loss is normal, while for others, 10 or 20% loss is normal. The degree of packet transmission over a LAN depends upon the distance between machines, the number of users on the LAN, and the number on machines on the LAN. Refer to the sections immediately below for information about the various test results:

0 to 49% Loss

Consider this test successful if the Intuity system reports a packet loss percentage in the range from 0 to 49%. Continue with the remaining steps in this procedure. Contact the customer LAN or system administrator, however, if the packet loss is from 10 to 49%. The customer administrator should be advised that the send and receive packets test (PING test) showed the loss. A loss in this range may cause the Intuity Message Manager to experience slow response time. Possible causes for this type of loss include network congestion or a faulty device on the network.

⇒ NOTE:

AT&T support services for the Intuity system will not troubleshoot a customer LAN. If the customer LAN is experiencing difficulties, customers should follow the escalation path provided by their LAN provider.

Packets Out-Of-Sequence (0 to 49% Loss Conditions)

For a successful test (0 to 49%), also examine the icmp_seq= field. If one or two of the packets appear out-of-sequence, then the condition is acceptable to the Intuity system. If, however, more than two packets are out-of-sequence (for example, 0, 2, 5, 3, 1...) then inform the customer administrator. Out-of-sequence packets may indicate network congestion or misrouting.

⇒ NOTE:

AT&T support services for the Intuity system will not troubleshoot a customer LAN. If the customer LAN is experiencing difficulties, customers should follow the escalation path provided by their LAN provider.

50 to 100% Loss

Consider this test a failure if the packet loss value is in the range of 50 to 99%. In this range, the Intuity Message Manager will be either extremely slow, or will completely fail to communicate even though it has made a connection to the LAN. If you have a system that is reporting a 50% to 99% packet loss, press **CANCEL** (F6) and refer to the "Intuity TCP/IP Connection Troubleshooting Procedures for the Intuity Message Manager" on page 21 in this chapter.

If this test has completely failed and the system reports a 100% packet loss as shown in Figure 5-9, verify that you used the correct test address. This test will not report if the test failure is due to sending the packets to an incorrect or non-existent machine. A 100% packet loss indicates that the Intuity system has not established communication over the LAN to the test machine address.

Under circumstances of 100% failure, verify that you entered the correct Test IP Address from your worksheet. If you entered the correct address from the worksheet, return to Step 8 in this procedure and repeat the test using the Alternate Test IP Address from your worksheet. If this test fails with the Alternate Test IP Address, refer to the troubleshooting procedures section below.

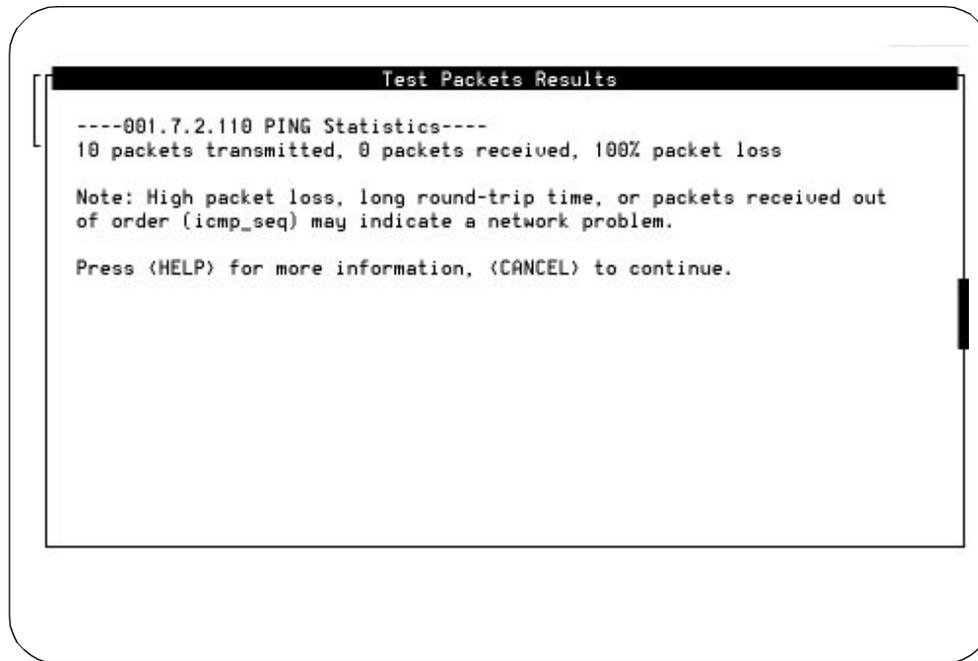


Figure 5-9. Test Packets Results Failure

11. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.
12. Continue with the next step of this procedure, "Administer Intuity Message Manager Options."

Intuity TCP/IP Connection Troubleshooting Procedures for the Intuity Message Manager

The following is a suggested troubleshooting procedure for use if an Intuity system has failed the TCP/IP diagnostics send and receive test packets test.

⇒ NOTE:

AT&T service technicians dispatched for Intuity system installation and maintenance may not troubleshoot the customer LAN. The demarcation point for the Intuity TCP/IP is the point of connection into the LAN circuit card. The LAN cable, the connector at the end of the cable for connection to the Intuity system, and LAN administration not performed on the Intuity system are the responsibility of the customer. After cutover, the customer is responsible for maintaining the TCP/IP addresses and administration on the Intuity system unless otherwise specified by contract.

1. Verify the physical connection.
 - a. Visually inspect the faceplate of the LAN circuit card (SMC Ultra-16 Elite). The small, green LED on the faceplate should be on under the following conditions:
 - The interface type is twisted pair without link integrity, or
 - The interface type is 10 BASE T and the hub device is up.

⇒ NOTE:

For 10 BASE 2 or 10 BASE 5 (coaxial), the green light will not necessarily be lit. Do not consider this a failure if the green light is not lit for 10 BASE 2 or 10 BASE 5. Continue with these procedures.

For twisted pair or 10 BASE T, if the LED is lit, continue with these procedures.

For twisted pair or 10 BASE T, if the LED is not lit:

1. Verify that the Board Configuration is correct. Return to "Administer the TCP/IP Networking for Intuity Message Manager" on page 6 of this chapter and renumber the board interface type.

⇒ NOTE:

You will have to reboot the system in order to reconfigure the board interface type.

(This procedure continued on the next page.)

Check the condition of the small, green LED after you have re-administered the board interface type. If the green LED is lit, retry the send and receive packets test using the Test IP Address.

If the small green LED on the LAN circuit card faceplate is not lit, continue with these procedures.

2. If the cable is twisted pair and the cable is tight, the LAN circuit card is bad. Contact your remote support and replace the LAN circuit card.
3. If the cable is 10 BASE T and the green light is not on, the LAN circuit card, cable, or the hub device may be bad.

Disconnect the cable and use the hand-held monitor to verify that the cable to the LAN is live.

If the connection is live, replace the LAN circuit card.

If the cable to the LAN is dead, contact the customer LAN or system administrator. It is the responsibility of the customer to provide you with a live cable with a suitable connector.

- b. Visually inspect the faceplate of the LAN circuit card (SMC Ultra-16 Elite). For all interface types, the small, yellow transmit/receive light on the faceplate should flash if the LAN circuit card is sensing packets on the LAN. On Ethernet LAN networks, each machine reads all of the packets transmitted to and from other machines on the network, and ignores the packets not addressed directly to that machine. At this stage, the Intuity system should be sensing packets on the LAN.

If the yellow light is flashing, indicating that the Intuity system is sensing packet transmission on the LAN, continue with these procedures.

If the yellow light is not flashing, the board may be bad. Continue with Steps c and d immediately below, and if the flashing light does not come on, contact your remote maintenance center and replace the board.

- c. Visually inspect the cable and the cable connection. Test the firmness of the connection.

If the connection was tight, continue with these procedures.

If the connection was loose, tighten the cable and retry the send and receive packets test. If the this test fails again, continue with these procedures.

(This procedure continued on the next page.)

-
1. Disconnect the cable and use the hand-held monitor to verify that the cable to the LAN is live.

If the connection is live, continue with these procedures.

If the cable to the LAN is dead, contact the customer LAN or system administrator. It is the responsibility of the customer to provide you with a live cable with a suitable connector.

2. Verify your TCP/IP addressing and board configuration administration. Return to the section entitled "Administer the TCP/IP Networking for Intuity Message Manager" on page 6 of this chapter and use the procedure listed to display the screens.

If your addressing is correct, use the **CANCEL** (F6) key to exit from the screens without making any changes and continue with these procedures.

⇒ NOTE:

Using the **CANCEL** (F6) key on the Intuity system only exits you from one screen and returns you to the previous screen. The **CANCEL** (F6) key does not cancel administration or pending operations.

If your addressing or board configuration is not correct, re-administer the Intuity TCP/IP networking screen and reboot the system. Retry the send and receive packets test. If this test fails again, continue with these procedures.

3. Ask the LAN or the system administrator to verify that the LAN is correctly administered for the Intuity system. Ask the administrator to verify the Intuity:
 - UNIX name
 - Internet Protocol (IP) address
 - Subnet mask
 - Default gateway

If all of the information matches what you have administered onto the Intuity system, continue with these procedures.

If the information for the Intuity system was not correctly administered for the LAN, re-administer the Intuity TCP/IP networking screen and reboot the system. Try the send and receive packets test again.

If the send and receive packets test fails after you have re-administered and rebooted the Intuity system, ask the administrator to attempt a PING test to the Intuity system. If the administrator reports a failure to you but indicates that the customer LAN is operational, contact your remote support.

⇒ NOTE:

AT&T support services for the Intuity system will not troubleshoot a customer LAN. If the customer LAN is down, customers should follow the escalation path provided by their LAN provider.

Administer Intuity Message Manager Options

This procedure is required if the customer has ordered the Intuity Message Manager. For the initial administration of this feature, you will need to administer one or more of the following fields under the Intuity AUDIX forms controller:

- **Maximum Number of ENABLED IMAPI Sessions**

Determines the maximum number of IMAPI (Message Manager) sessions that can be active at one time. Set this field to 32, the maximum number of IMAPI sessions permitted. The range for this field is from 0 to 32. Later, customers may adjust this field to reduce the number of active sessions on the Intuity system, if they wish.
- **Enable Check New Messages**

Enables (y) or disables (n) the check new messages feature. Enabling this feature will allow the subscriber using the Message Manager to check for new messages.
- **Enable Deliver CA Messages**

Enables (y) or disables (n) the delivery of call-answer messages. For Intuity Message Manager Release 1.0, leave this field set to the default setting of "no." Intuity Message Manager Release 1.0 does not use this feature.
- **Enable Voice File Transfer**

Enables (y) or disables (n) the feature that allows Message Manager users to transfer a file containing a voice message to their PC for storage or forwarding.
- **IMAPI Session Timeout**

Subscribers using the Message Manager on their PCs to communicate with the Intuity AUDIX will have one of three levels of login:

 - Level 1: Connected

The subscriber has a TCP/IP connection to the customers LAN.

— Level 2: Logged into the Mailbox

The subscriber is using the PC to control the Intuity AUDIX mailbox. This is an active login session, and the subscriber is using the PC-based Message Manager program to administer messages, mailing lists, or parameters. At this point in time, the subscriber may not call into Intuity AUDIX because the system considers the subscriber to be logged on. During this session, the subscriber may instruct Intuity AUDIX to outcall to a designated extension, and this action will move the subscriber to the next connectivity level.

— Level 3: Audio Connection

The subscriber is using the PC to control the Intuity AUDIX mailbox and using one of the voice ports. To gain this level of connectivity, the subscriber must instruct Intuity AUDIX to outcall to the designated extension.

This parameter determines how long a Level 2 login session may be idle (no entries or instructions from the subscriber) before the Intuity system stops the Level 2 login session and returns the subscriber to a Level 1. This is an inactivity timeout, that is administrable in 5-minute increments.

Refer to the worksheet Intuity Message Manager Parameters and Installation Information from your project manager for the settings for these parameters.

If you would like additional information about Intuity Message Manager, refer to *Intuity Message Manager Administration and Diagnostics* (585-310-553).

Requirements

Login: craft

Materials: Worksheet: *Intuity Message Manager Parameters and Installation Information*

Procedure

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

> AUDIX Administration

The system responds with the *AUDIX* screen, as shown in Figure 5-10.

⇒ **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**

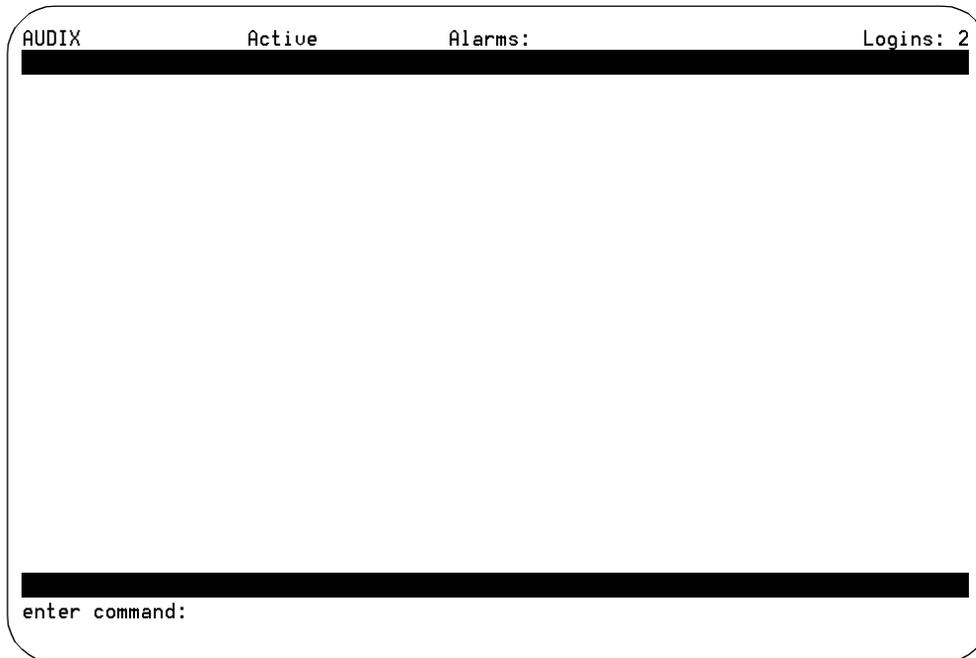


Figure 5-10.Forms Controller for Intuity AUDIX

2. Enter **change system-parameters imapi-options** at the command prompt.

The system responds with the Change System-Parameters Imapi Options screen.

```
AUDIX           Active           Alarms: Mm A           Logins: 2
change system-parameters imapi-options           Page 1 of 1

SYSTEM-PARAMETERS IMAPI-OPTIONS

Maximum Number of ENABLED IMAPI Sessions: █
Enable Check New Messages: n
Enable Deliver CA Message: n
Enable Voice File Transfer: n
IMAPI Session Timeout: 5

enter command: change system-parameters imapi-options
```

Figure 5-11. Change System-Parameters Imapi Options Screen

3. Refer to the worksheet.
4. Enter **32** for maximum number of ENABLED IMAPI sessions.

Enter the value to be changed by typing the value into the field, and moving the cursor to the next field. Use the up and/or down arrow keys or press the **(TAB)** key to move the cursor to the next field. If you need to know the number of customer-purchased IMAPI sessions, refer to "Verify Feature Activation Under the Features Option Screen (Optional)" on page 4 of this chapter. The number on the Feature Options screen should also be 32.
5. Enter **y** (yes) or **n** (no) into the Enable Check New Messages field.
6. Enter **n** (no) into the Enable Deliver CA Message field.
7. Enter **y** (yes) or **n** (no) into the Enable Voice File transfer field.
8. Enter **the IMAPI session timeout** as specified on your worksheet.
9. Press **(ENTER)** (F3) to save the values to the system.
10. Type **exit** at the command prompt to exit the Intuity AUDIX screens.
11. Press **(CANCEL)** (F6) until you reach the INTUITY (TM) Administration screen.

12. Continue with the next procedure on your checklist.

⇒ NOTE:

The Intuity system will not respond to subscribers who have the Intuity Message Manager software loaded and running on their PCs until the feature has been activated for each subscriber. Subscribers may be administered for the Intuity Message Manager on an individual basis or through the use of a class of service assignment. Intuity AUDIX never initiates a conversation with the Intuity Message Manager loaded onto a subscriber's PC. Intuity AUDIX only responds to requests initiated by the Intuity Message Manager loaded onto the subscriber PC.

Connectivity from the Intuity system from a subscriber PC equipped with Intuity Message Manager is not a part of the acceptance testing for this feature; customers are responsible for loading the Intuity Message Manager software onto individual PCs and verifying that their LAN is communicating with the subscriber PCs.

Administer and Test the Intuity AUDIX Multilingual Feature and Optional Language Packages

Individual subscribers on the Intuity AUDIX system may be administered to use more than one language for system announcements, if the system is ordered with the optional Multilingual feature. This Multilingual feature allows customers to have a default language and 1 or more additional languages installed. The default optional language is the system announcement set that plays when the individual subscriber has not designated another language. The optional language(s) are the announcement sets that play instead of the system default language.

Intuity Release 2.0 systems do not have an automatic language default. The language default is an optional language that has been administered to be the default language. The system language default is determined in one of two ways:

- During the installation of the optional language from the tape, the system asks you to identify the language being installed as the default or an optional language. Specify no for the default question for all optional languages that you are installing on site.
- During initial or subsequent administration, you may administer the Intuity AUDIX Change System-Parameters Features screen Page 3, Announcement Sets field, to establish or to change the system-wide default language.

To establish or to change a system default language, refer to the next section, Administer the System Default Announcement Set on page 5-40.

In order for customers to use the Multilingual feature, the feature must be activated under the Features Option screen for the system, and administered on the AUDIX subscriber administration screens for the individual subscribers. Administration for subscribers may be performed for subscribers on an individual basis or through a class of service (COS).

If the Intuity AUDIX Multilingual feature is activated, the Intuity AUDIX may have more than 1 optional language installed. An optional language is an Intuity AUDIX announcement set that the plays optionally for an individual user or for the entire system, depending upon the system administration. The optional languages (announcement sets) available for the Intuity Multilingual feature include:

- American English
- American English 1, 2, 3
- British English

-
- French Canadian
 - Latin American Spanish
 - TDD

⇒ NOTE:

Additional languages may be available at the time of installation.

For optional languages, there is no direct package administration. You do not have to modify any optional system language parameters in order for the system to start using the language, provided that the Intuity AUDIX Multilingual feature has been activated and administered. Individual subscribers will, however, need to be administered either through Page 2 of the Add Subscriber forms (Subscriber Class of Service Parameters) or through a change in class of service.

To add an additional optional language to the system, you will need to verify that the Intuity AUDIX Multilingual feature is activated, install the optional language software tape and verify that the software has been installed.

⇒ NOTE:

Use the following procedures only if you are adding the feature or an optional language to the system. Refer to Appendix B to load the new optional language.

If you are performing an initial installation, you will have already performed these procedures in Chapter 2 and Chapter 4.

Verify Intuity AUDIX Multilingual Feature Activation

Use the following procedure to verify that the Intuity AUDIX Multilingual feature has been activated.

⇒ NOTE:

The Feature Options screen is read only under the *craft* login. A read only screen will not accept changes made while using that login. If the feature has not been activated, you will have to contact your remote maintenance center. The remote maintenance center will dial into the Intuity and activate the feature.

Requirements

Login: craft

Materials: worksheet: Installation Feature Selections or customer order

Procedure

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



> Customer/Service Administration



> Feature Options

The system responds with the Feature Options screen, as shown in Figure 5-12.

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
CAS K Call Records (70K steps)	1	6
CAS Model Size (50 ext steps)	1	10
DCS	OFF	N/A
High speed digital ports	0	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	0	32
Multilingual	OFF	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	OFF	N/A
hours_of_speech	100	143
voice_ports	6	6

Figure 5-12. Feature Options Screen

2. Verify that the Current field reads “ON” for the Multilingual feature.
If the Intuity AUDIX Multilingual feature is not active, contact your remote maintenance center.
3. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen, or until you log out.
4. Continue with the next procedure, “View Installed Software for Optional languages.”

View Installed Software for Optional Languages

Use the following procedure to verify that an optional language has loaded into 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 View Installed Software procedure.

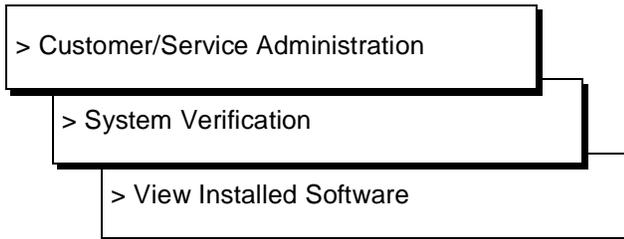
Requirements

Login: craft

Materials: none

Procedure

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



The system responds with the Results of View Installed Software Screen, as shown in Figure 5-13.

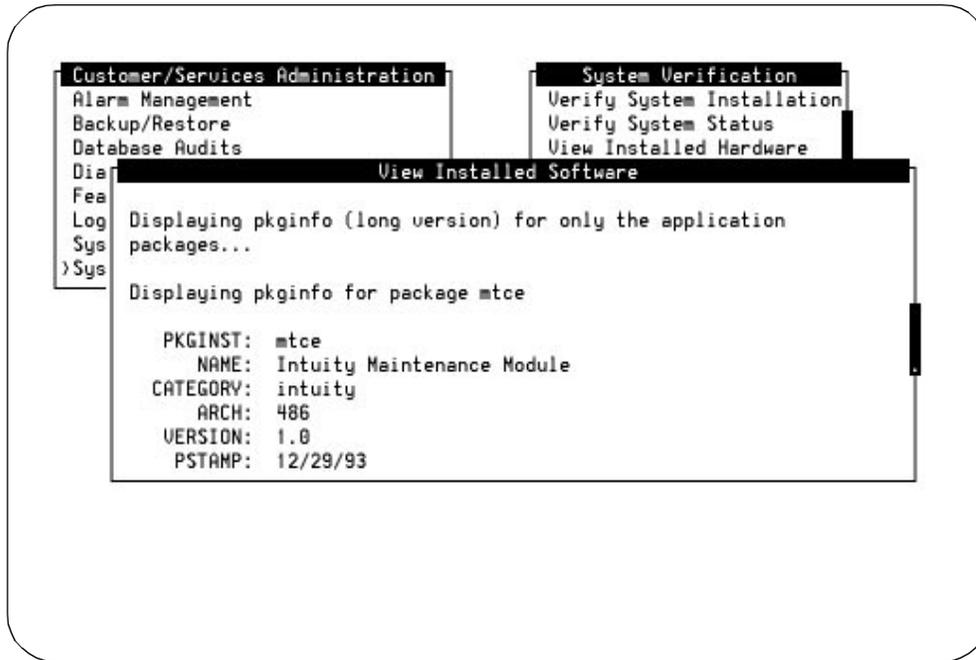


Figure 5-13. Results of View Installed Software Screen, Long Form

2. 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 5-14.

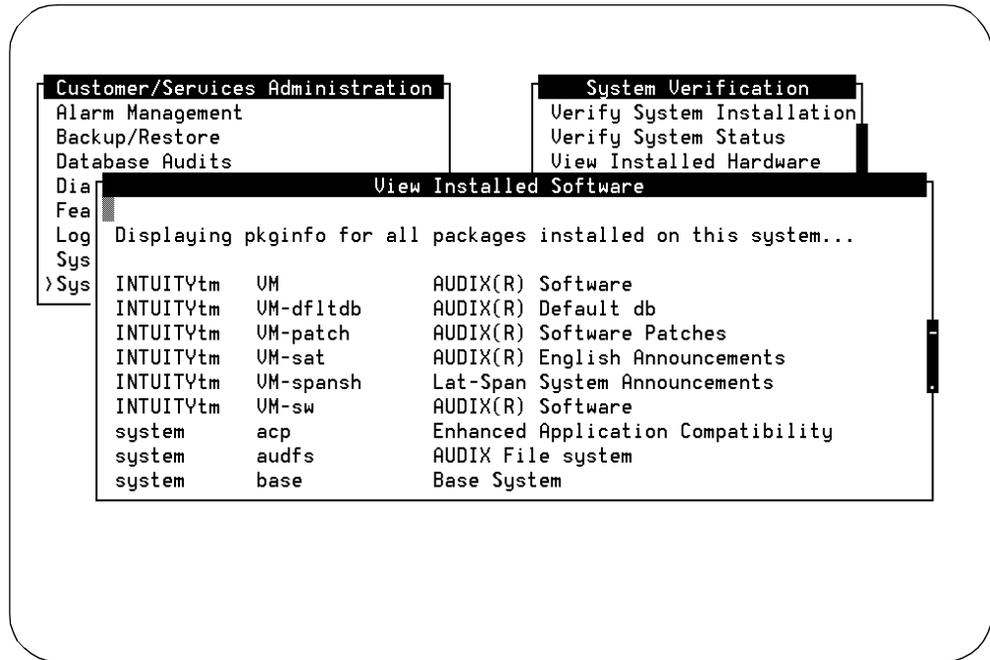


Figure 5-14. View Installed Software, Line-by-Line Listing

3. Verify that the optional language package is installed. Possible optional language packages include:

```

intuity    us-123     US-123 System Announcements
intuity    us-eng     US-ENG System Announcements
system     us-tdd     US-Tdd System Announcements
Intuity    lat-span   Lat-Span System Announcements
intuity    french-c   French-c System Announcements
intuity    british    British System Announcements

```

Other language packages may be available at the time of installation.

⇒ NOTE:

If the optional language package is not loaded, you will need to load it before continuing. Refer to Appendix B, "Installing Intuity Optional Software".

4. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.
5. Continue with the next task, "Administer a Subscriber for the Optional Language Package".

Administer a Subscriber for the Optional Language Package

In order to test newly installed optional language package, either you or the system administrator depending upon the contract must modify either the individual subscriber or change a class of service (COS). The procedure below presents the steps needed to modify a subscriber extension for test purposes. For additional information and instructions, refer to *Intuity AUDIX R3.2 Administration and Feature Operations* (585-310-603).

⇒ NOTE:

The Intuity system is a multi-lingual system if the Intuity AUDIX Multilingual feature has been activated. More than one language may be operational as an optional language at a time.

The language packages are administered under Intuity AUDIX Administration.

Requirements

Login: craft
Materials: planning worksheet showing language selected

Procedure

Use the following procedure to change the setting for the optional language for an individual subscriber for test purposes.

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



```
> AUDIX Administration
```

The system responds with the AUDIX Form screen.

⇒ NOTE:

This screen provides command-line entry. If the voice system is not running, the system will not display the AUDIX Form screen.

-
2. Enter **ch su *extension*** at the command prompt, where *extension* is a subscriber extension. If you need an extension number to use for test, contact your project manager or ask the customer.



NOTE:

ch su *extension* is the short form for the **change subscriber** command.

The system responds with the Change Subscriber screen as shown in Figure 5-15.

```
drtiny1      Active      Alarms: m A      Logins: 2
change subscriber 6427      Page 1 of 2
SUBSCRIBER
Name: Smith Karen      Locked? n
Extension: 6427      Password:
COS: class00      Miscellaneous:
Switch Number: 1      Covering Extension:
Community ID: 1      Broadcast Mailbox? n
enter command: change subscriber 6427
```

Figure 5-15. Intuity AUDIX Administration Screen: change subscriber, Page 1

3. Press **(NEXTPAGE)** (F7) to go to Page 2 of the form.

The system displays the Intuity AUDIX Administration Screen: add subscriber, Page 2, as shown in Figure 5-16.

```

AUDIX           Active           Alarms:  wA           Logins:  2
add subscriber           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format:  extension
Login Announcement Set:  System
System Multilingual is ON      Call Answer Primary Annc. Set:  System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set:  System

PERMISSIONS  Type:  call-answer      Announcement Control?  n
Outcalling?  n           Priority Messages?  n           Broadcast:  none
IMAPI Access? n           IMAPI Voice File Transfer? n           Fax?  n

INCOMING MAILBOX      Order:  fifo           Category Order:  nuo
Retention Times (days), New:  10           Old:  10           Unopened:  10
OUTGOING MAILBOX      Order:  fifo           Category Order:  unfa
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 5-16. Intuity AUDIX Administration Screen: add subscriber, Page 2

4. Enter **y** in the Call Answer Language Choice field. This parameter gives the individual subscriber permission to use a secondary announcement set.
5. Enter the **Call Answer Secondary Announcement** set name into the Call Answer Secondary Annc. Set field. Refer to your installation worksheet for the announcement set name.

⇒ NOTE:

Pressing the **(CHOICES)** (F6) key will not display a list of optional languages that are installed on the system. To obtain a listing of optional languages installed on the system, use the **list annc-sets** command at the command prompt. Pressing **(CANCEL)** (F1) at this point in the procedure will remove any entries that you have made for this test extension and return you to the command prompt so that you may enter the **list annc-sets** command if you need to do so. If you exit Page 2 to use this command, return to Step 2 in this procedure to enter the test subscriber into the system.

-
6. Press the **ENTER** (F3) function key to change the subscriber's class of service parameters.

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

```
command successfully completed
```

7. Enter **exit** at the prompt to return to the INTUITY (TM) Administration screen.

Test the Optional Language Package

After administering the Intuity optional language package as a secondary announcement set for an individual subscriber or as a change to a class of service (COS), Intuity AUDIX will play a prompt in the optional language during call answer. To test this, call the system and listen for the prompt to select 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 an extension administered for the optional language.
2. Press ***** (star) **1** (the number 1) while the prompt is playing.
3. Listen for the system to begin to play the call answer prompt in the optional language.

Consider this test successful if you hear the system switch to the optional language.

Consider this test a failure if the system does not switch to the optional language. If the switch does not occur, check your administration for the Change System-Parameters Features screen and the subscriber screen for test-1.

⇒ NOTE:

If you need to change information for an Intuity AUDIX subscriber, you must use the **ch su** (change subscriber) command.

4. Continue with the next procedure.

Administer the System Default Announcement Set

The following procedures establish the system default announcement set. Intuity AUDIX will use this announcement set for:

- Any AMIS network calls
- Systems with the Multilingual feature deactivated
- Transferred calls
- Individual subscriber who is not administered for an optional, secondary language set
- Initial prompts for individual subscribers who are administered for an optional, secondary language set

The default language package is administered under Intuity AUDIX Administration.

Administer the System Default Announcement Set

Use the procedure below to set the system language default for Intuity AUDIX.

Requirements

Login: craft
Materials: planning worksheet showing
 language selected

Procedure

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



```
> AUDIX Administration
```

The system responds with the AUDIX Form screen.

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

NOTE:

If you need to verify that an optional language has been loaded onto the system, press **CANCEL** (F1) to exit this screen and use the **list annc-sets** (list announcement sets) command to display the announcement set names.

The system responds with the Change System-Parameters screen.

3. Press **NEXTPAGE** (F7) to change to Page 2.
4. Press **NEXTPAGE** (F7) to change to Page 3.

The system responds with the Change System-Parameters Features screen, Page 3, as shown in Figure 5-17.

```

drting1          Active          Alarms: mwA          Logins: 4
change system-parameters features          Page 3 of 3
SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
System: us-eng          Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 1 mins          Incr 2: 0 days 0 hrs 1 mins
Incr 3: 0 days 0 hrs 1 mins          Incr 4: 0 days 0 hrs 0 mins
Incr 5: 0 days 0 hrs 0 mins          Incr 6: 0 days 0 hrs 0 mins
Incr 7: 0 days 0 hrs 0 mins          Incr 8: 0 days 0 hrs 0 mins
Incr 9: 0 days 0 hrs 0 mins          Incr10: 0 days 0 hrs 0 mins

enter command: change system-parameters features

```

Figure 5-17. Change System-Parameters Features, Page 3

5. Place the cursor on the Announcement Sets System field.
6. Enter the **name of the default announcement set**.

⇒ NOTE:

If you need to locate the name of a language, press **CANCEL** (F1) to exit this screen and use the **list annc-sets** (list announcement sets) command to display the announcement set names.

7. Press **ENTER** (F3) after you have entered the language name.

The system responds:

```
command successfully completed
```

8. Press **CANCEL** (F1) to exit the Change System-Parameters Features screen and return to the INTUITY (TM) Administration screen.
9. Enter **exit** to reach the INTUITY(TM) Administration screen.

Test the System Default Announcement Set

Use the procedure below to test the system language default for Intuity AUDIX.



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 call to the system, listening for prompt clarity and appropriateness.

Requirements

Login: craft

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 default language.
3. Verify that the prompts can be clearly understood
4. Continue with the next feature.

Administer and Test 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.

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. Verifying that the software has been loaded constitutes the acceptance test. If you are performing an initial installation, you do not need to perform this procedure because this procedure is part of "View Installed Software" in Chapter 2.

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.

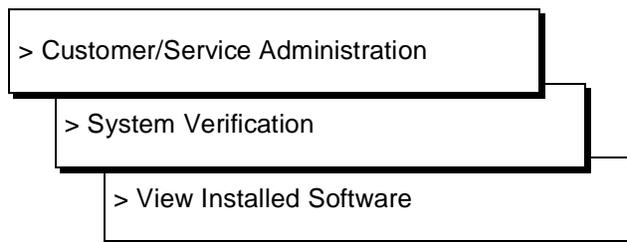
Both of these types of listings are shown in the procedure.

Requirements

Login:	craft
Materials:	none

Procedure

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



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

The system responds with the View Installed Software Screen, as shown in Figure 5-18.

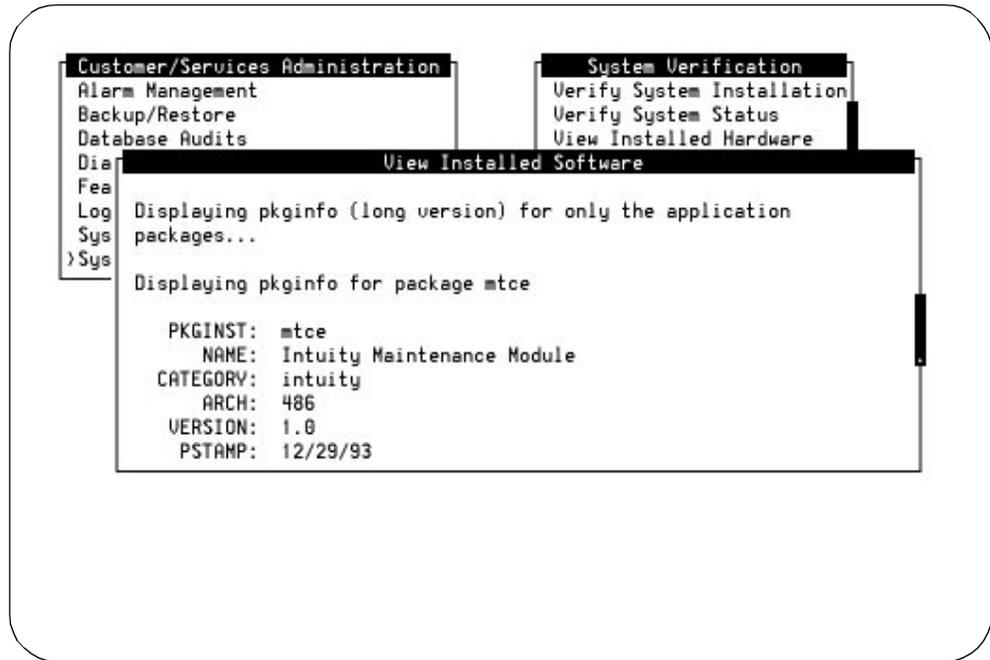


Figure 5-18. Results of View Installed Software Screen, Long Form

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 5-19.

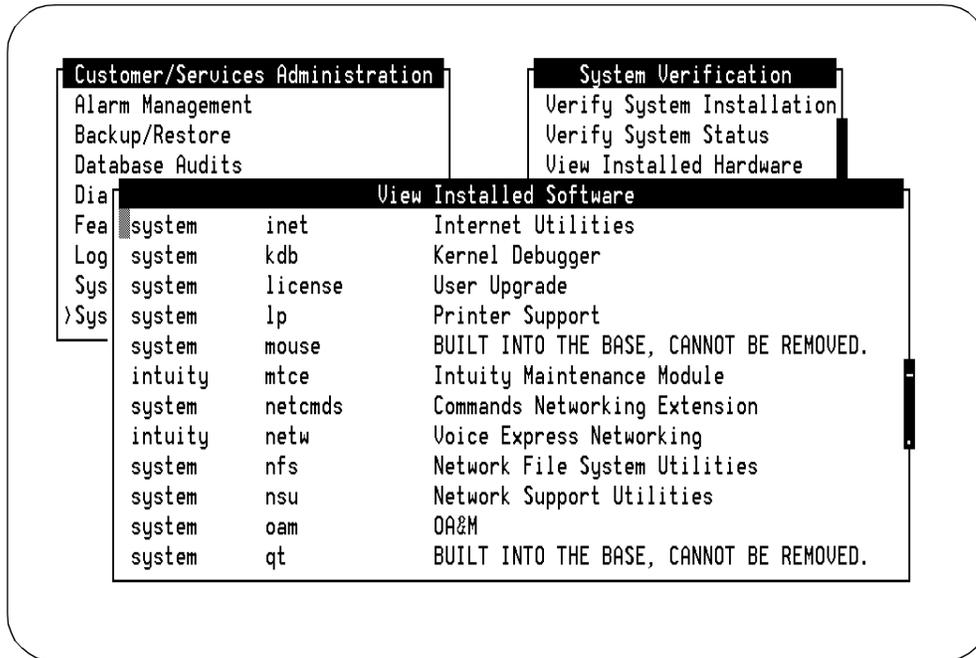


Figure 5-19. View Installed Software, Line-by-Line Listing

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

```
system license User Upgrade
```

⇒ NOTE:

If the UNIX Multi-User software is not loaded, you will need to load it before continuing. Refer to Appendix B, "Installing Intuity Optional Software".

5. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.

Administer and Test 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 need to contact your remote maintenance center so that they may dial in and activate the feature.



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 screen, select:

> Customer/Service Administration

> Feature Options

Administer and Test Intuity Call Accounting

For all administration and acceptance test procedures, refer to *Intuity Call Accounting System User Guide* (585-310-728).

Administering and Accepting AMIS, Digital, and DCS Networking

For all procedures relating to networking, refer to the networking documentation in the sequence on your checklist for initial installations, and directly to the networking documentation for additions of networking to existing systems.

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

Intuity supports the following peripherals:

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

The serial ports assignments for the modem(s), remote terminals, and/or CAS¹ will depend upon your system configuration. In general, Intuity systems may be divided into two categories:

- Systems with COM2 (Serial Port 2, tty01) dedicated for use by AT&T remote maintenance
- Systems with COM2 (Serial Port 2, tty01) available for application use

Systems with COM2 dedicated for remote maintenance include all Intuity systems except Intuity systems integrated with the MERLIN LEGEND. On systems integrated with the MERLIN LEGEND, COM2 may be used for applications unless

1. The CAS serial port is assigned as a part of the CAS installation procedure. Refer to the CAS documentation in order to assign serial ports. Follow the order on your checklist.

the customer orders the automatic Alarm Origination feature. If the customer orders Alarm Origination so that the Intuity system will automatically notify the remote maintenance center of alarms that occur on the Intuity system, COM2 must be used for the remote maintenance modem.

Remote Maintenance Modem Administration

The remote maintenance modem is installed on COM2 (tty01). You do not need to administer the Intuity COM2 on the Intuity system using the software screens or the serial port itself for the remote maintenance modem on the Intuity system. Further, performing the alarm origination test automatically configures the modem settings so that the modem may be used

You will, however, need to administer the alarm management information so that the system may use this modem properly. This administration and test occurs later in the installation procedures, and is located in Chapter 7 of this document.

G3-MA Modem Administration

Serial ports used for G3-MA must be configured as a modem. Do not set up the serial port supporting G3-MA as a terminal.

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.

⇒ NOTE:

You do not need to use these procedures for the remote maintenance modem unless your remote support center directs you to do so. The Paradyne 3820 modem used for remote maintenance will be automatically configured when you perform the alarm origination test. Installation of the remote maintenance modem does not require serial port registration or configuration using the procedures in this chapter.

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: Optional: Comsphere Documentation (3810-A2-GB91-20)

Procedure

1. Turn the modem off and then on using the power switch on the modem.

The 3820 modem has a Diagnostic Control Panel (DCP) which is the user interface to the modem. Refer to the following figure to view the front panel of the modem. Refer to the next table for how to use the keys on the DCP.

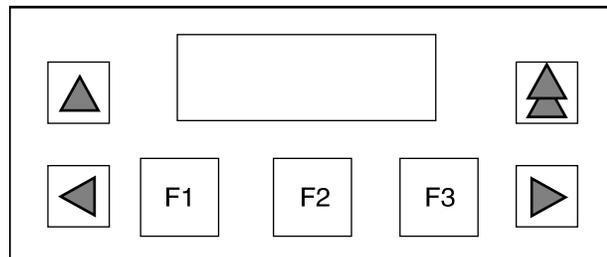


Figure 6-1. Diagnostic Control Panel – 3820 Modem

Key	Function
Single Up Arrow	Moves up one level from the current display
Double Up Arrow	Return display to top-level menu
Left Arrow	Moves cursor or display to the left
Right Arrow	Moves cursor or display to the right
F1,F2,F3	Selects items displayed directly above each key

Configuring the 3820 Modem for Remote Maintenance

Use the steps in the next section, "Selecting the UNIX Dial Default Factory Configuration", to configure the 3820 modem. Once configured, follow instructions to save the configuration so that even if the modem loses power, you will not need to go through these configuration steps again.

⇒ NOTE:

You do not need to use these procedures for the remote maintenance modem unless your remote support center directs you to do so. The Paradyne 3820 modem used for remote maintenance will be automatically configured when you perform the alarm origination test. Installation of the remote maintenance modem does not require serial port registration or configuration using the procedures in this chapter.

In general, the configuration steps can be divided into the following categories:

- "Selecting the UNIX Dial Default Factory Configuration"
- "Setting the Async DTE Rate to the Required Speed on the 3820 Modem"
- "Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem"
- "Setting the Error Control Mode to Buffer Mode on the 3820 Modem"

Selecting the UNIX Dial Default Factory Configuration

⇒ NOTE:

Press the right arrow key to scroll forward and the left arrow key to scroll backward.

To select and save the “UNIX Dial” default factory setting to the “Active (Saved)” configuration area, complete the following steps:

1. “Power cycle” the modem. That is, turn the modem off and back on again.
2. Press the Left Arrow or Right Arrow key on the DCP until `Configure` comes into view.
3. Press the function key below `Configure` to select the `Configure` branch of the menu.

The LCD displays the following: `Ld EditArea frm.`

4. Press the Left Arrow or Right Arrow key until `Factory` comes into view, then press `[F1]` to display the factory preset configuration.

The LCD displays the following: `Async Dial.`

5. Press the Left Arrow or Right Arrow key until `Unix Dial` comes into view, then press the function key below `Unix Dial` to select the “Unix Dial” default factory setting.

`Choose Function` appears and then displays `Edit` and `Save`.

6. Press `[F3]` (Save) to save the just selected “Unix Dial” default factory setting.

`Sav EditArea to` appears and then displays `Active (Saved)`.

7. Press `[F1]` key to save the configuration to the “Active (Saved)” configuration area.

The LCD displays the following: `Command Complete.`

8. Press the Double Up Arrow key to return to the Top-Level menu.

Setting the Async DTE Rate to the Required Speed on the 3820 Modem

To set the Async DTE rate to the required speed, complete the following steps:

1. Press the Left Arrow or Right Arrow key on the DCP until `Configure` comes into view.
2. Press the function key below `Configure` to select the “Configure” branch of the menu.

The LCD displays the following: `Ld EditArea frm.`

-
3. Press the Left Arrow or Right Arrow key until `Active (Saved)` comes into view, then press `F1` to select the "Active (Saved)" configuration area.
`Choose Function` appears and then displays: `Edit and Save`.
 4. Press `F1` (Edit) to edit the "Active (Saved)" configuration area.
`Edit StrapGroup` appears and then displays: `DTE Interface`.
 5. Press `F1` to edit the DTE Interface.
The LCD displays the following: `Async/Sync Mode`.
 6. Press `F1` (Nxt) until `Async DTE Rate` comes into view, then press the Left Arrow or Right Arrow key until the desired speed comes into view.
For remote maintenance or alarm port, COM2, and modem port (COM1, ttysaa, ...) with speed set to 9600, select 9600.
For modem port (COM1, ttysaa, ...) with speed set to 19200, 4800, 2400, or 1200, select 19200, 4800, 2400, 1200 respectively.
When the desired speed comes into view, press `F2` to set the Async DTE Rate.
 7. Continue to the next section to set the DTR Action and the DSR Control to Standard RS-232. Do NOT return to the top-level menu.

Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem

To set the DTR action to standard RS-232 on the 3820 Modem, continue from the ending step of the previous section, "Setting the Async DTE Rate to the Required Speed on the 3820 Modem", and complete the steps below.

1. Press `F1` (NXT) until `DTR Action` comes into view.
2. Press the Left Arrow or Right Arrow key until `Stndrd_RS-232` comes into view.
3. Press `F2` to set the DTR Action.
4. Press `F1` (Nxt) until `DSR Control` comes into view.
5. Press the Left Arrow or Right Arrow key until `Stndrd_RS-232` comes into view.
6. Press `F2` to set the DSR control.
7. Press the Single Up Arrow key to move up one level from the current display.
The LCD now displays `Edit StrapGroup`.
8. Press the Left Arrow or Right Arrow key until `DTE Dialer` comes into view, then press the `F1` key to edit `DTE Dialer`.
The LCD now displays `DTE Dialer Type`.

9. Press the **F1** key (Nxt) until `AT Escape Char` comes into view, then press the Left Arrow or Right Arrow key and **F2** key to set the AT escape character to 128.

10. Press the Single Up Arrow key to move up one level from the current display.

The LCD now displays `Edit StrapGroup`.

(This procedure continued on the next page.)

11. Press the Left Arrow or Right Arrow key until `Dial Line` comes into view, then press the **F1** key to edit Dial Line.

The LCD now displays `Dial Line Rate`.

d. Press the Left Arrow or Right Arrow key until the desired speed comes into view.

For COM2, and mode port (COM1, ttysaa, ...) with speed set to 9600, select **9600**.

For modem port (COM1, ttysaa, ...) with speed set to 19200, 4800, 25400, or 1200, select **19200, 4800, 2400, 1200** respectively.

When the desired speed comes into view, press the **F2** key to set the `Dial Line Rate`.

12. Continue with the next section to set the Error Control Mode to Buffer Mode. Do NOT return to the top-level menu.

Setting the Error Control Mode to Buffer Mode on the 3820 Modem

To set the error control mode to buffer mode, continue from the ending step in the previous section and follow the steps below.

1. Press the Single Up Arrow to move up one level from the current display.

The LCD displays the following: `Edit StrapGroup`.

2. Press the Left Arrow or the Right Arrow key until `V42/MNP/Buffer` comes into view, then press **F1** to edit `V42/MNP/Buffer`.

The LCD displays the following: `Err Control Mode`.

3. Press the Left Arrow or the Right Arrow key until `BufferMode` comes into view, then press **F2** to select `BufferMode`.

4. Press the Single Up Arrow key to move up one level from the current display.

The LCD displays the following: `Edit StrapGroup`.

5. Press the Single Up Arrow key to move up one level from the current display.

`Choose Function` appears and then displays the `Edit and Save`.

-
6. Press **F3** (Save) to save the just edited configuration to the "Active (Saved)" configuration area.

Sav EditArea to appears and then displays: Active (Saved).

7. Press **F1** to confirm the save request.

The LCD displays the following: Command Complete.

8. Press the Double Up Arrow key to return to the top-level menu.

Configuring the 3820 Modem via a Terminal

If you must configure the 3820 via a terminal, rather than on the control panel of the modem, use the following procedure.

Follow the procedure below to configure the 3820.

1. Connect a terminal to the 3820 modem.
2. Refer to the documentation provided with the terminal and make sure that the terminal is acting as a DTE.
3. Set the terminal line to 8 bits, no parity, and 1 stop bit.
4. Set the baud rate of the terminal line to the required modem speed.

For example, for the 3820 modem attached to the remote maintenance port, set the terminal line to 9600 baud rate.

5. Enter **AT** on the terminal.

If the modem doesn't return OK, then check the connection and the terminal setup. Otherwise, the 3820 modem is ready to accept AT commands from the terminal.

6. Enter the following AT commands:

AT&F3L0&D2&S1 N0 Q3S41= <dial line rate>S2=128&W0

where <dial line rate> is one of the following values:

3=9600 (this is the recommended rate)

5=4800

6=2400

7=1200 (V.22)

8=1200 (212A)

20=19200

For example, to set the 3820 modem for COM2 use where the baud rate is 9600, 3 would be entered as the <dial line rate> as shown below.

AT&TF3L0&D2&S1 N0 Q3S41=3S2=128&W0

The modem should return OK.

Administer the 7400A Data Module

Refer to the hardware guide for modem-system connectivity.

Requirements

Login: none
Materials: Optional: Comsphere
Documentation
(3810-A2-GB91-20)

Procedure

Set the options and interface baud rate on the 7400A. Refer to the table below and Using the Front Panel in the *7400A Data Module User's Manual*, 555-020-706 for details.

In the *set interface* option menu, set the ANS ONLY? option to **YES**. Then select the following options:

Table 6-1. 7400A Modem Option Settings

Option	Setting
Baud Rate	1200 and 9600
ANS	AUTO
BRK DISK	LONG
CI	OFF
CH	OFF
CTS	ON
DCD	Normal
DSR	ON
DTR	50 Msec
DTR	FOLLOW
LL	OFF
REMLOOP	GRANT
RI	ON

Table 6-1. 7400A Modem Option Settings

Option	Setting
RL	OFF
SIGLS DISC	OFF
TM	OFF
DONE	YES

⇒ NOTE:

Setting Up a Terminal to Remotely Login to Intuity via 7400A Modem

Use the documentation associated with your terminal and the following procedure.

1. Set the terminal line to 8 bits, no parity, and 1 stop bit.
2. Set the terminal line speed the same as the speed of the modem the terminal is connected to.

Administer Modem(s) on the Intuity System

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

⇒ NOTE:

Do not administer COM2 (tty01) for the remote maintenance modem. 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. The system will automatically configure both the modem and the serial port for the remote maintenance modem when you acceptance test the alarm origination. Contact your remote maintenance center if you have questions about the remote maintenance modem setup and use.

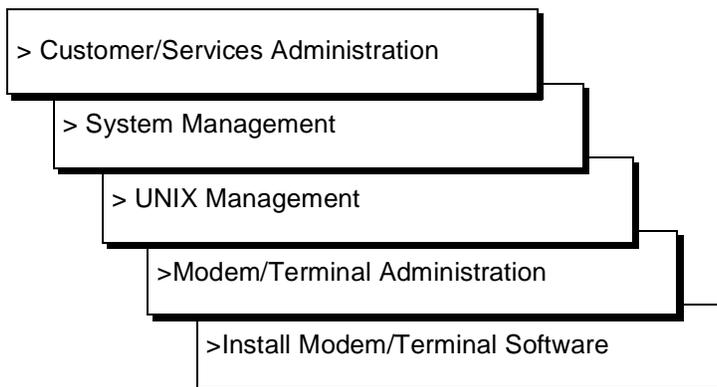
Requirements

Login: craft

Materials: none

Procedure

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



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

The system responds with the *Install Modem/Terminal* screen, as shown in Figure 6-2.

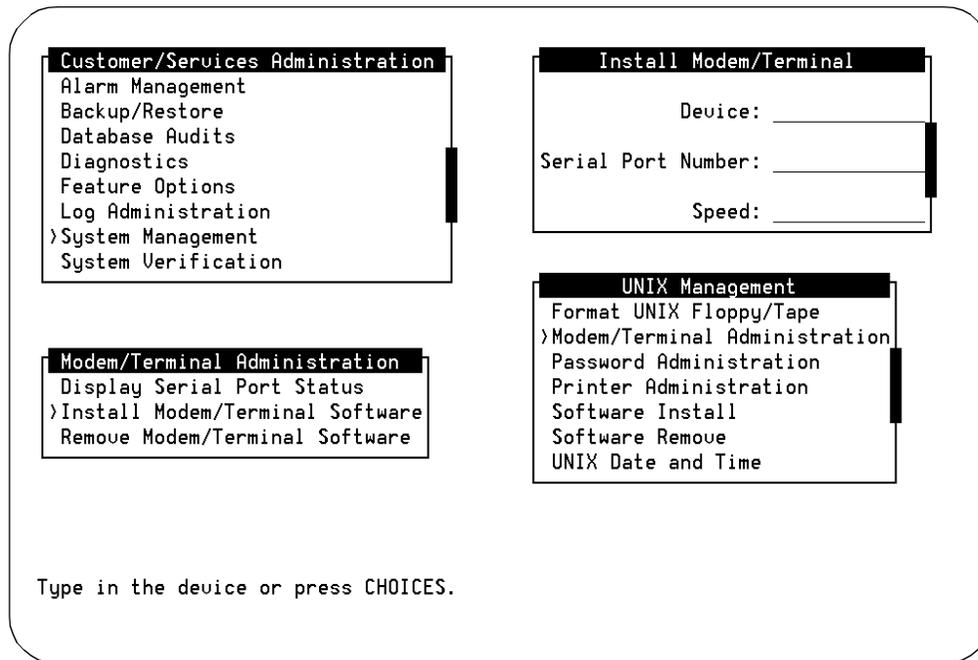


Figure 6-2. Installation Screen for Adding a Modem or a Terminal

3. Press **(CHOICES)** (F2) while the cursor is on the Devices field.
4. Place the cursor on modem and press **(ENTER)**. Use the up and/or down arrow keys to select the device name.
5. Move the cursor to the next field, Serial Port Number. Use the arrow keys to move the cursor.
6. Press **(CHOICES)** (F2) while the cursor is on the Serial Port Number field to display a list of available serial ports.

The system responds with a list of the serial port numbers that are available on the Intuity system that you are installing. Figure 6-2 shows an example Port Number choices screen.

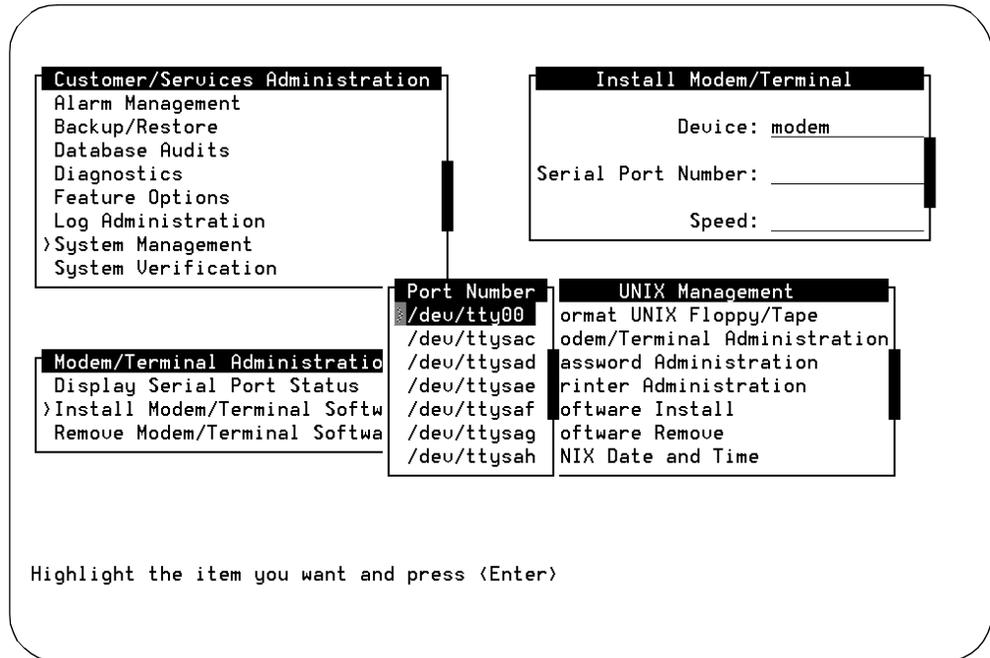


Figure 6-3. Installation Screen for Adding a Modem or a Terminal

⇒ NOTE:

This list of port numbers shows only the available serial ports. Serial ports already in use are not displayed. To view a listing of the serial ports already assigned in the software, press **CANCEL** (F6) until you return to the Modem/Terminal Administration screen and select:

> Display Serial Port Status

The system will respond with a Display Serial Port Status screen.

- Place the cursor on the serial port number to be used, and press **ENTER**.
- Press **CHOICES** (F2) with the cursor on the Speed field to get a list of possible speeds for the device being installed.
- Place the cursor on 9600 for the Comsphere 3820 or 1200 or 9600 for the 7400A.
- Press **SAVE** (F3) to save your choices and **CANCEL** (F6) to return to the Terminal/Modem Administration screen.

-
11. Starting from the Terminal/Modem Administration screen, select:

> Display Serial Port Status

The system responds with a Display Serial Port Status screen.

12. Verify the installation with Display Serial Port Status.
13. Press **CANCEL** (F6) to return to the Modem/Terminal Administration screen.
14. Continue with the next procedure on your checklist. If you are finished installing serial ports, press **CANCEL** (F6) to return to the INTUITY (TM) Administration screen.

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
User's Guide and Service
Manual (999-300-765) if
desired

Procedure

1. Apply power to 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 6-4.

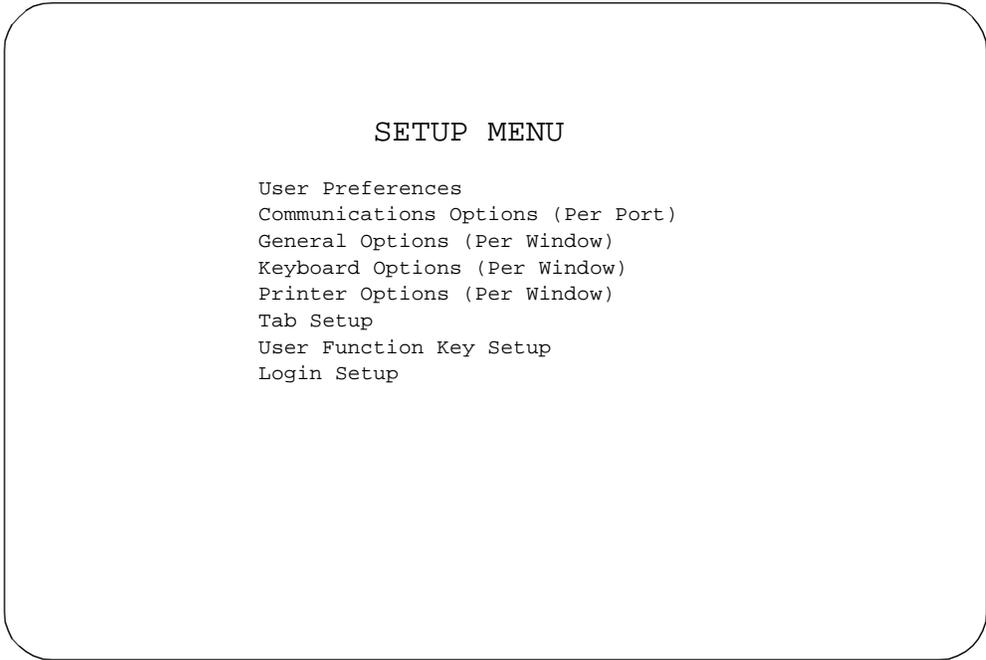


Figure 6-4. 715 BCS Terminal Setup Options

3. Select User Preferences.
4. Press **(ENTER)** to display the user preferences.
5. Set the following user preference options for the remote terminal:

Options	Option Setting
Lines	24
Columns	80
Reverse Video	no
Screen Saver	15 minutes
Scrolling	jump
Scrolling Speed	no option
Labels	on
Key Click	off

Options	Option Setting
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:

Options	Option Setting
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 Anserback	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.

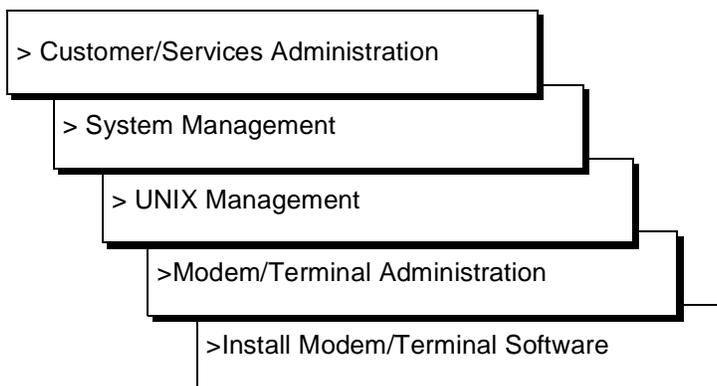
Requirements

Login: craft

Materials: none

Procedure

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



The system responds with the Install Modem/Terminal screen, as shown in Figure 6-5.

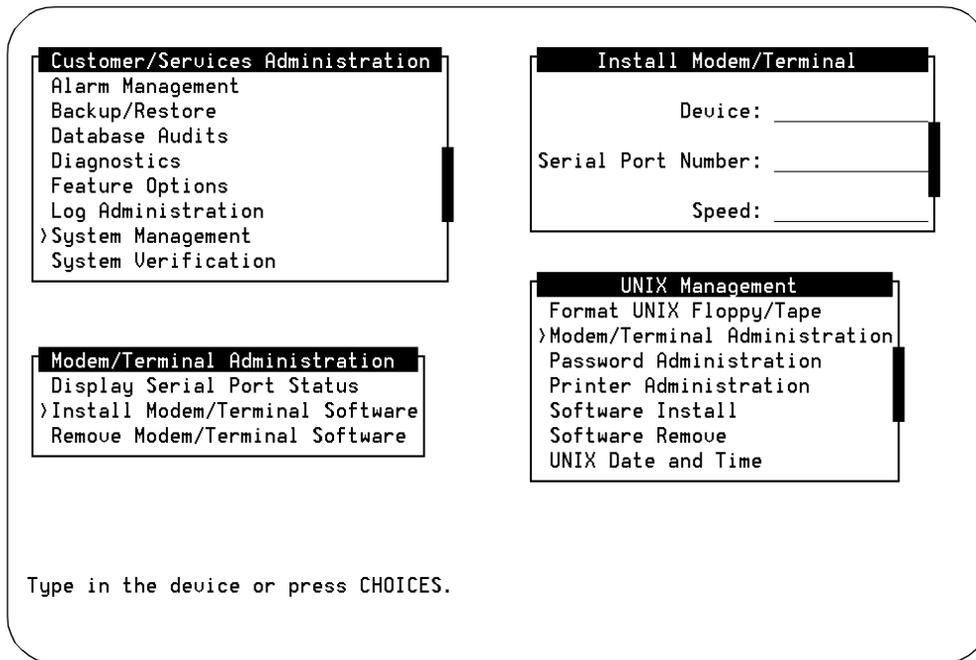


Figure 6-5. Installation Screen for Adding a Modem or a Terminal

2. Press **(CHOICES)** (F2) while the cursor is on the Devices field.
3. Place the cursor on terminal to select the correct device, and press **(ENTER)**.
4. 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.

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

⇒ NOTE:

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

-
8. Press **SAVE** (F3) to save your choices and **CANCEL** (F6) to return to the Terminal/Modem Administration screen.
 9. Verify the installation with Display Serial Port Status.
 10. Continue with the next procedure on your checklist.

Administer the Printer

The Intuity system supports an optional parallel printer. The Intuity system does not support a serial printer. Do not attempt to install a serial printer.

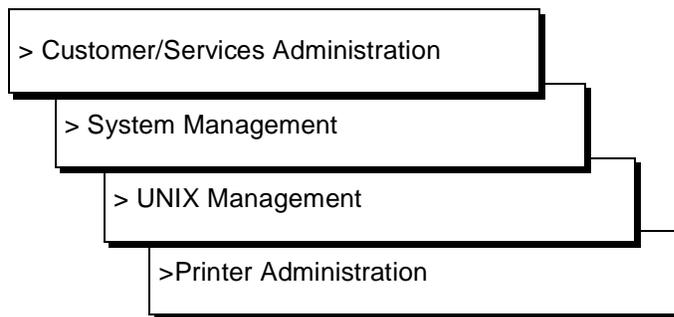
Requirements

Login: craft

Materials: none

Procedure

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



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

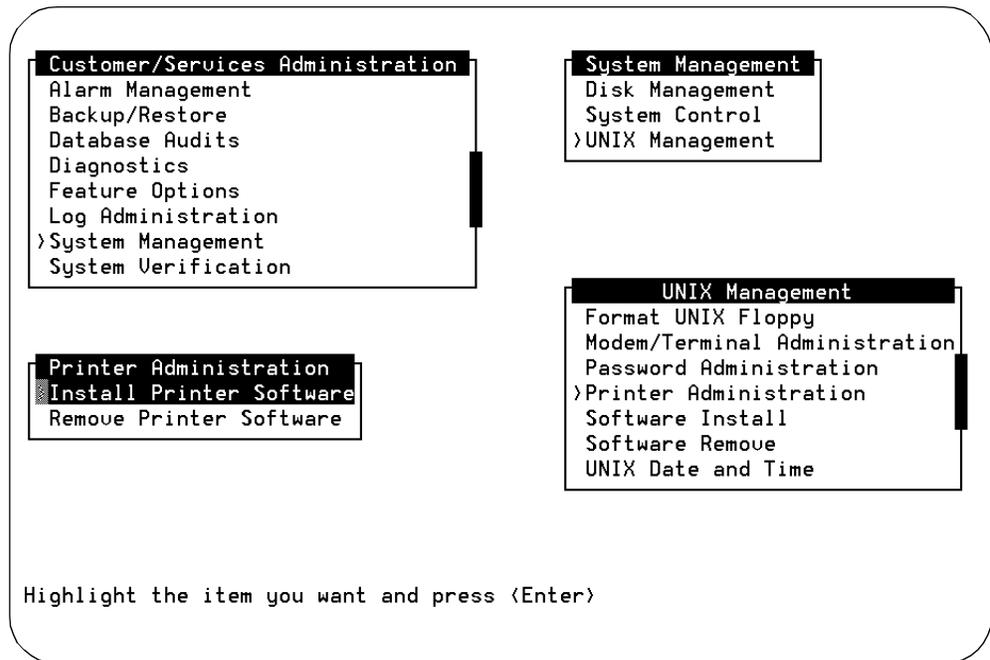


Figure 6-6. Install Printer Software Screen

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 screen.
5. Continue with the next procedure on your checklist.

Test the Printer

This procedure tests the printer connectivity and administration.

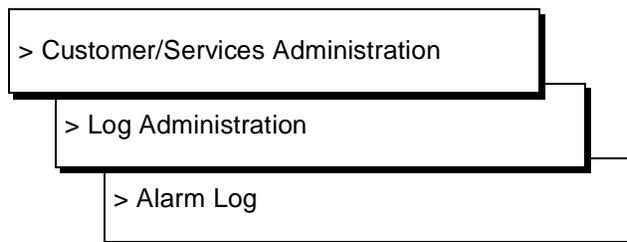
Requirements

Login: craft

Materials: paper in the printer for the
 test

Procedure

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



The system responds with the Alarm Log Display Selection screen, as shown in Figure 6-5.

Customer/Services Administration	Log Administration	
Alarm Management	Administrator's Log	
Alarm Log Display Selection		
Alarm Log		
The following options control which alarms will be displayed.		
Alarm Type: █		
Alarm Level:		
Major? <u>Y</u>	Minor? <u>Y</u>	Warning? <u>Y</u>
Start Date: <u> </u> / <u> </u> / <u> </u>	Time: <u> </u> : <u> </u>	Application: <u> </u>
Resource Type: <u> </u>	Location: <u> </u> <u> </u> <u> </u>	Alarm Code: <u> </u>

Type in Alarm Type (A=Active, R=Resolve) or Press CHOICES.

Figure 6-7. Alarm Log Display Selection Screen

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

The system responds with the Alarm Log screen, as shown in Figure 6-8.

Alarm Log							
App	Resource	Location	Alarm	Alm	Ack	Date/Time	Date/Time
Type			Code	Lvl		Alarmed	Resolved
							Resolve
							Reason
UM	SOFTWARE		7702	MAJ	N	11/19/93 15:30	
UP	SOFTWARE		5	MAJ	N	11/20/93 11:29	
UP	SOFTWARE		11	MAJ	N	11/20/93 11:29	
MT	ALARM_ORIG		0	MIN	N	11/20/93 11:29	
UP	SOFTWARE		4	MIN	N	11/20/93 11:29	
MT	TAPE_DRIVE		1	WRN	N	11/21/93 03:00	

Figure 6-8. Alarm Log Screen

3. Press **CHG-KEYS** (F8) to display the function key used to print.
4. Press **PRINT** (F6) to test the printer.
5. Verify that the printer has printed a copy of the alarm information displayed on the screen.
6. Press **CHG-KEYS** (F8) to display the standard Intuity screen function keys.
7. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen.
8. 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 for Release 2.0
(585-310-554)

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 for Release 2.0* (585-310-554), 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.

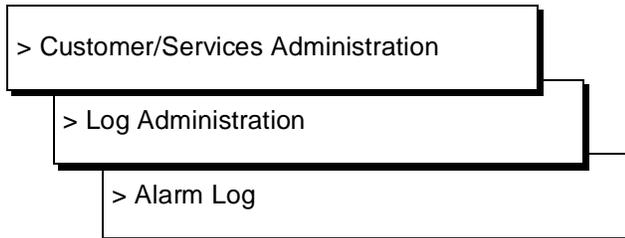
Requirements

Login: craft

Materials: If there are any active alarms on the system: *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554)

Procedure

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



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

Customer/Services Administration Log Administration

Alarm Management Administrator's Log

Alarm Log Display Selection

Alarm Log

The following options control which alarms will be displayed.

Alarm Type: █

Alarm Level: Major? Y Minor? Y Warning? Y

Start Date: __/__/__ Time: __:__ Application: __

Resource Type: _____ Location: _____ Alarm Code: _____

Type in Alarm Type (A=Active, R=Resolve) or Press CHOICES.

Figure 7-1. Alarm Report Display Options Screen

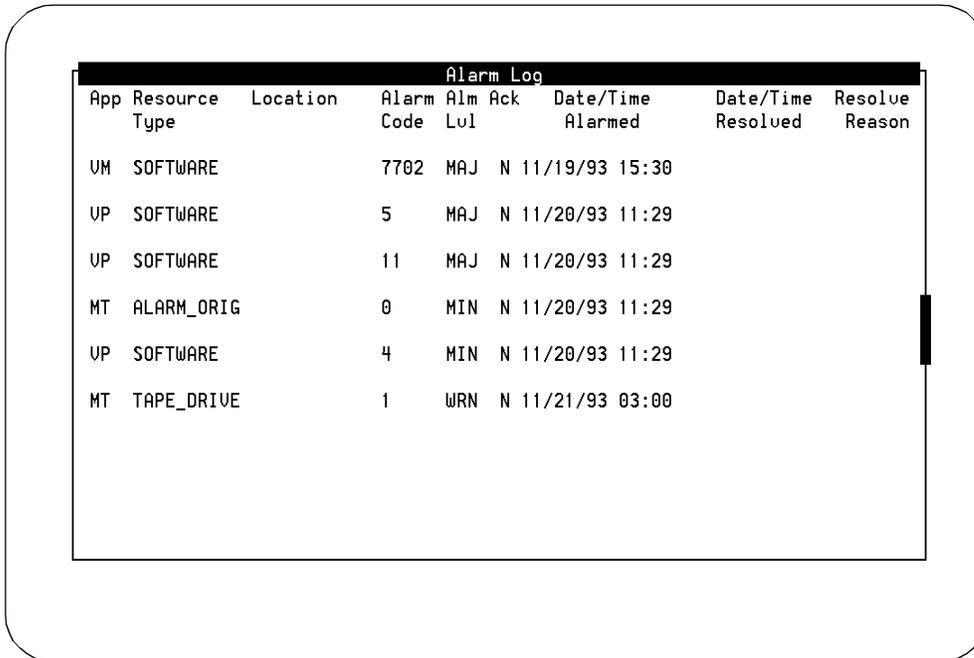
2. Verify that the Alarm Type is A for active. If it is not, enter a so that the system will display active alarms.

3. Press **SAVE** (F3) to display the alarm log using the default or previously selected display options.

⇒ 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.



The screenshot shows a terminal window titled "Alarm Log" containing a table of alarm entries. The table has columns for App, Resource Type, Location, Alarm Code, Alm Lvl, Ack, Date/Time Alarmed, Date/Time Resolved, and Resolve Reason. The entries are as follows:

App	Resource Type	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
UM	SOFTWARE		7702	MAJ	N	11/19/93 15:30		
UP	SOFTWARE		5	MAJ	N	11/20/93 11:29		
UP	SOFTWARE		11	MAJ	N	11/20/93 11:29		
MT	ALARM_ORIG		0	MIN	N	11/20/93 11:29		
UP	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

4. 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.

⇒ NOTE:

A system that has not been cutover will have an active alarm for the switch link. This alarm will not clear until the switch link is up. If you have active switch alarms on the system, verify that they have been resolved after the switch link is operating with the Intuity system.

If you wish, record any alarms on the system in the table below:

Application	Resource Type	Location	Alarm Code	Alarm Level (Major or Minor)

5. Press **CANCEL** (F6) to exit the log.
6. Clear any existing alarms by using the procedures in the *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

⇒ NOTE:

If the remote maintenance center needs to log into the Intuity system in order to resolve any alarms, you will need to go to the next procedure, "Administer and Test Alarm Origination". The system automatically configures the remote maintenance modem during this procedure so that the remote maintenance center may call in. If you are installing an Intuity system integrated with the MERLIN LEGEND, follow the remote maintenance center's instructions.

7. Continue with the next procedure on your checklist after any active alarms have been cleared from the system.

Administer and Test Alarm Origination

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.

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.

The procedures below are used on Intuity systems integrated with the MERLIN LEGEND only if the customer has ordered alarm origination with the MERLIN LEGEND integration. If you are installing an Intuity system with a MERLIN LEGEND integration without the optional alarm origination, leave all of the Alarm Management screens blank, and continue with the next procedures on your checklist.

NOTE:

The alarm suppression is only active during the current login session. When you logout from the Intuity system, alarm suppression becomes inactive once again. Inactivate the alarm origination instead of suppressing the alarms so that the system does not send out alarms even if you logoff until after you have performed the cut-to-service procedures.

Requirements

Login: craft
Materials: platform information
 worksheet from the planning
 guide

Procedure

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

> Customer/Services Administration

> Alarm Management

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

Alarm Management	
Product ID	299999999
Alarm Destination	918005353573
Alarm Origination	ACTIVE
Alarm Level	MAJOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

Enter Product ID. Press SAVE when you complete the form.

Figure 7-3. Alarm Management Screen Before Administration

2. Enter the product ID from the worksheet.
3. Verify that you correctly entered the product ID. The product ID should begin with a 2 and be a total of 9 digits long. If the product ID does not meet this criteria, contact your project manager.

-
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. Refer to your worksheet. If the customer has a maintenance contract specifying that the system will send out both major and minor alarms "minor." Minor sends out both types. If the system will send out only major alarms, specify "Major." Major allows only the major alarms to be sent.
7. Verify that you correctly entered the telephone number for the alarm destination. If the number is incorrect, alarm origination will not work.
8. Press **(ENTER)** to move to the Alarm Suppression field.
9. Press **(CHOICES)** (F2) to display the entries for the Alarm Suppression field.
10. Select **active**.
11. Press **(ENTER)** to apply active to the Alarm Suppression field.
12. Press **(SAVE)** (F3) to save the alarm management administration.

The system responds:

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

13. Press **(ENTER)** to continue with the alarm origination test.
14. Press **(CHG-KEYS)** (F8) to display the system's alternate soft keys.
15. Press **(TEST-ALM)** (F1) to display the Alarm Origination Test screen.

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

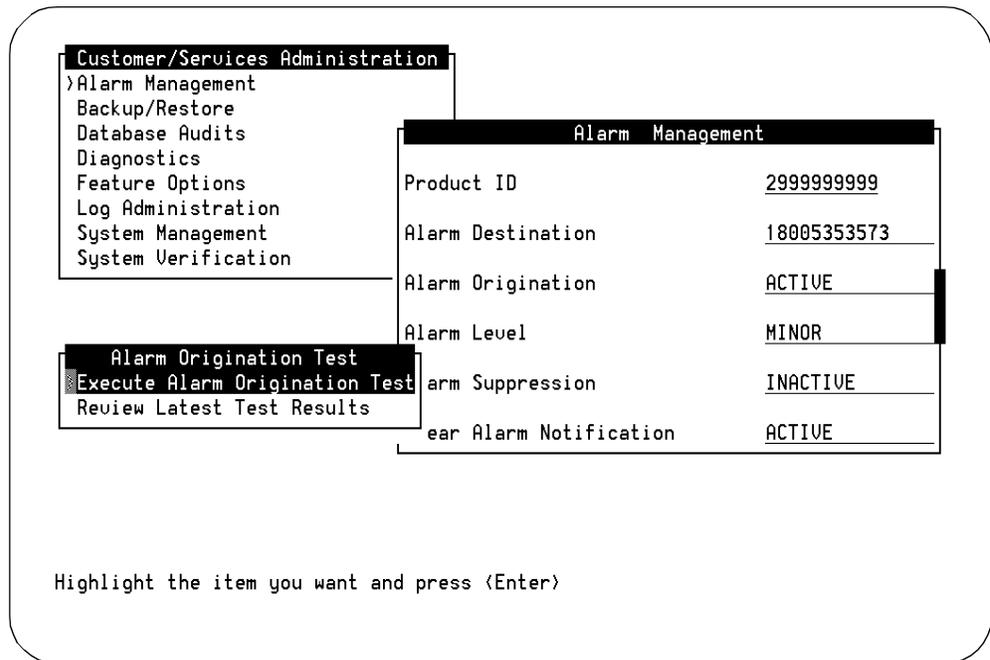


Figure 7-4. Alarm Origination Test Screen

16. Select Execute Alarm Origination Test.

17. 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.

18. Press **y** to confirm that you want to run the test.

19. Wait approximately 1 (one) minute.

20. Select Review Latest Test Results.

21. Press **(ENTER)** to display the Alarm Origination Test Results screen.

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

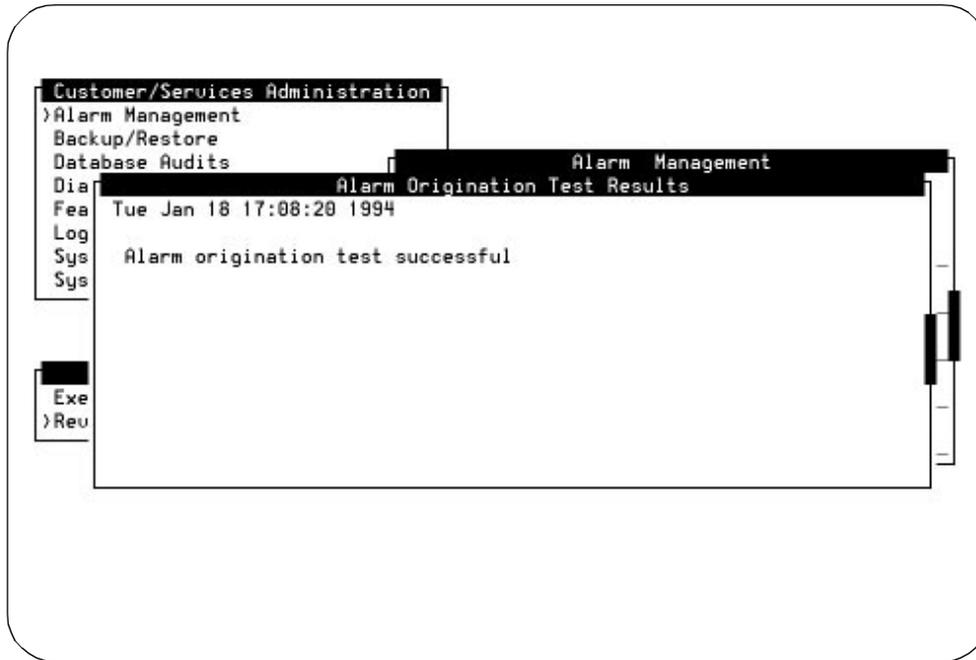


Figure 7-5. Alarm Origination Test Results Screen

22. 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 for Release 2.0* (585-310-554).

23. Wait for approximately 4 minutes, or continue with the next task on your checklist and return to this procedure.
24. Highlight Review Latest Test Results. Use the up and/or down arrow keys to move the cursor bar.
25. Press **(ENTER)** to display the latest results.

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

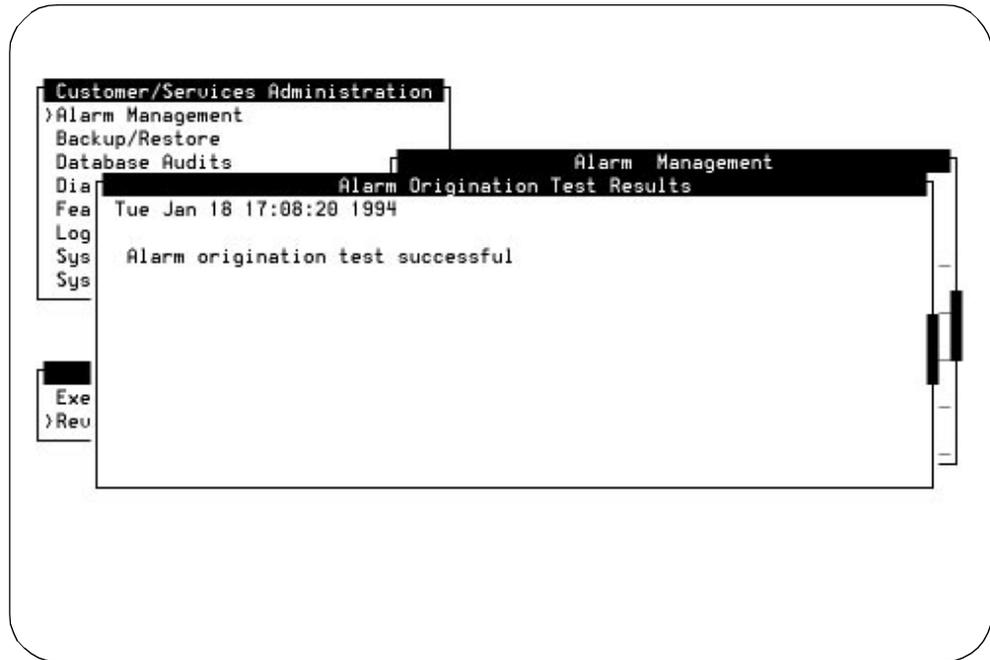


Figure 7-6. Alarm Origination Test Results Screen

26. Verify that the message on the screen reads:

Day Date Time

Alarm origination test successful.

27. Press **(CANCEL)** (F6) to exit the Alarm Origination Test Results screen.

28. Use the arrow keys to place the cursor on the Alarm Origination field.

29. Press **(CHOICES)** (F2) to display the field options.

30. Select inactive from the choices screen.

31. Press **(ENTER)** to apply inactive to Alarm Origination.

⇒ NOTE:

This step will inactivate the alarm origination feature. With alarm origination inactivated, the Intuity system will not automatically send out alarms to the remote maintenance center. As a part of the cut-to-service procedures, you will need to activate alarm origination after the switch link is fully in place and operational.

32. Press **(CANCEL)** (F6) until you reach the INTUITY (TM) Administration screen if the test completed successfully. If the test failed to complete, refer to *Platform Administration and Maintenance for Release 2.0* (585-310-554).

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/5, the tape drive is located at the front of the system.
 - On the MAP/40, the tape drive is located on the front of the computer, near the top.
 - On the MAP/100, the tape drive is located 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.

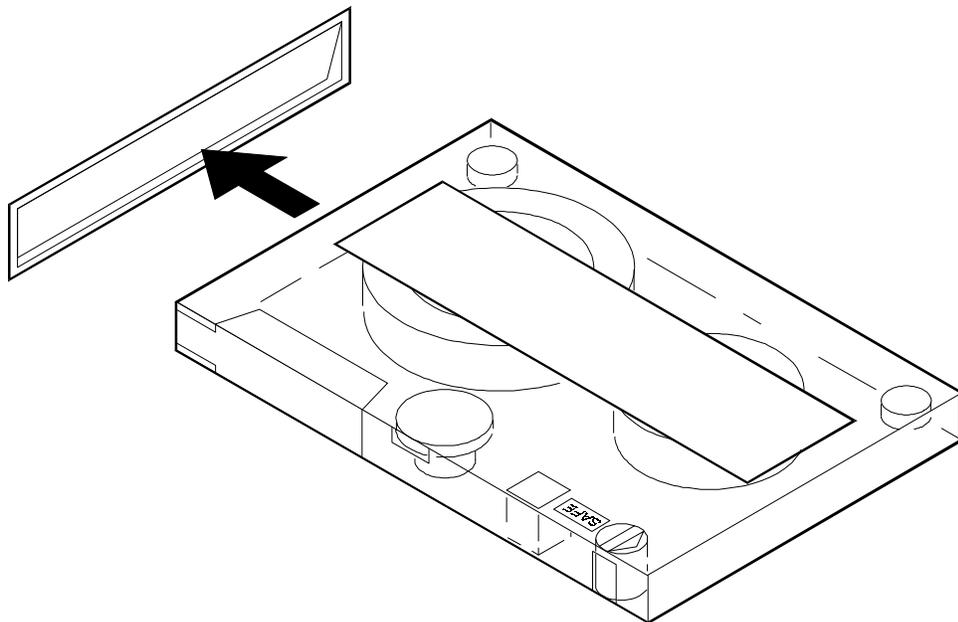


Figure 7-7. Inserting a Cartridge Tape for Backup

Make Attended Backup Tape

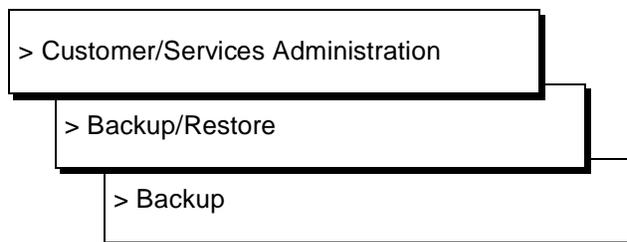
This procedure creates a backup tape that contains the system data. This tape will contain a record of all of the administration that you have performed on the Intuity system to this point.

Requirements

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

Procedure

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



The system responds with the Backup Data Type screen, as shown in Figure 7-8.

Backup		Restore
System Data	Yes	<input type="checkbox"/>
AUDIX Announcements	Yes	<input type="checkbox"/>
AUDIX Names	Yes	<input type="checkbox"/>
Greetings and Messages	Yes	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>

Press CHOICES. Press SAVE when you complete the form.

Figure 7-8. Backup Data Type Screen



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.

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

Backing up the System Data will save the following information to tape:

- Timezone setting
- Serial ports configuration
- Channel configuration
- Features options configuration
- Switch integration information

3. Enter **n** for the remaining fields: AUDIX Announcements, AUDIX Names, and Greetings and Messages.

-
4. 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).

verify whole backup tape(s) will double the amount of backup
time
do you really want to verify tape(s) (strike y or n)
```

5. Enter **n** to not verify the backup tape.

The system responds

```
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.
```

⇒ 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.

6. Verify that you have enough tapes to perform the backup.
7. Insert the tape and 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 screen.
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 it 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 at 3:00 AM the next morning.

Requirements

Login: craft

Materials: pen to write on the tape label

Procedure

1. Press the tape firmly 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. Continue with the next procedure on your checklist.

This chapter provides the procedures necessary for Intuity system cut-to-service. The following Intuity applications require cut-to-service procedures:

- Intuity AUDIX
- Intuity Message Manager
- Intuity Call Accounting System
- Intuity HackerTracker
- Alarm Origination

⇒ NOTE:

AT&T installation does not cut individual Intuity Intro Voice Response applications into service. Testing and placing Intuity Intro Voice Response applications into service is the responsibility of the customer.

Intuity AUDIX Cut-to-Service Procedures

Cutting the Intuity AUDIX to service requires the following procedures:

- Administer system-wide parameters
- Administer subscribers
- Change the subscriber's coverage path on the switch

This section contains the basic procedures needed in order to manually administer the subscribers on the Intuity AUDIX. For information about switch tasks used for cut-to-service, refer to the Intuity switch integration document that is specific to the switch/PBX supporting the Intuity system. 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 R3.2 Administration and Feature Operations* (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

The following sections show three of these:

- Adding Subscribers
- Changing Subscribers
- Removing Subscribers

Administer Intuity AUDIX System-Wide Parameters

Intuity AUDIX systems may be provisioned in three ways:

- Setting up the system using system defaults
- Partially customizing the system by administering the COS and the community sending restrictions
- Fully customizing the system by adjusting Intuity AUDIX parameters

During the initial part of the installation, you administered the basic system parameters in order to test the system. To administer the system for cutover, follow your project manager's instructions and use the general procedure below.

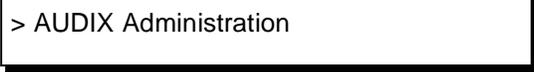
If you need additional information, refer to *Intuity AUDIX R3.2 Administration and Feature Operations* (585-310-539).

Requirements

Login: craft or sa
Materials: planning book worksheet(s)
from your project manager

Procedure

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



> AUDIX Administration

The system responds with the AUDIX Form screen, as shown in Figure 8-1.



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**

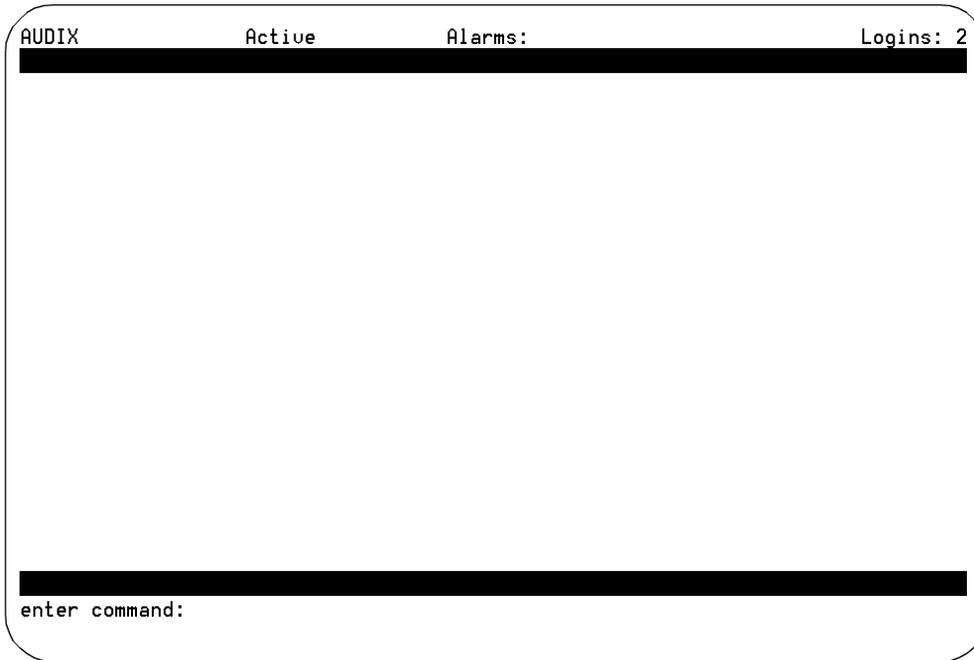


Figure 8-1. Forms Controller for Intuity AUDIX

2. Enter the AUDIX command at the command prompt. Worksheet xxx from the planning guide lists the commands for each of the worksheets.
The system responds with an Intuity AUDIX screen.
3. Refer to a worksheet.
4. Move the cursor to the field to be changed. Use the arrow keys or the **(TAB)** key to move to the field.
5. Enter the value to be changed either by typing the value or by pressing **(CHOICES)** (F6) for a selection of values.
6. Repeat Steps 3 through 5 for each of the parameters that need to be changed on the form.
7. Press **(ENTER)** (F3) to enter the changes to the system.
8. 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 **NEXTPAGE** (F7) if you need to move to the next page of the form.
 - e. Press **ENTER** (F3) to enter the information into the system when you are finished entering the changes to the fields for the command.
9. Enter exit to leave the Intuity AUDIX screens or go to the next procedure on your checklist.

Administer Intuity AUDIX Subscribers

The following sections describe procedures used to add, change, or remove Intuity AUDIX subscribers.

Intuity AUDIX Subscriber Commands Reference

This section provides a listing of the various commands that you may use to administer subscribers. Use the following information when working with the commands:

- If the subscriber's name will have a space in it, use quotation marks.
- If a comma was used to enter the name on the system, you must use a comma in the command.
- Names on the Intuity AUDIX system are case sensitive. The system will not match "joe smith" to "Joe Smith." Similarly, the system will not recognize "Joe Smith" as "Smith Joe."

Adding Subscribers

To add subscribers to the system, you may use any of the following commands:

Full Command Version	Short Command Form	Short Command Form Example
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. In order to change the information for the mailbox, you must use a change subscriber command for that extension.

Full Command Version	Short Command Form	Short Command Form Example
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	Short Command Form Example
list subscriber	li s	li s
list subscriber <i>name-characters</i>	li s <i>name-characters</i>	li s "Smith Joe"
list extensions	li e	li e
list extensions <i>extension</i>	li e <i>extension</i>	li e 9876

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. This procedure adds subscribers to extensions that have not already been created in the database. If you have already created a subscriber for an extension, you must use the change subscriber command on page 11 of this chapter. If you need to delete a subscriber, you must use the remove subscriber command on page 13 of this chapter.



NOTE:

If you are already displaying the Intuity AUDIX form, begin this procedure with Step 2.

Requirements

Login: craft

Materials: worksheets from your project manager

Procedure

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

> AUDIX Administration

The system responds with the AUDIX Form screen.

⇒ **NOTE:**

This screen provides command-line entry.

2. 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 8-2.

```
AUDIX           Active           Alarms: none           Logins: 1
add subscriber           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 8-2. AUDIX Administration Screen: add subscriber

⇒ **NOTE:**

The following sequence is based upon **ad su**.

-
3. 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.

4. 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.
5. Enter the **extension** for the subscriber in the Extension field.
6. 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.

7. 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.
8. Enter any miscellaneous information from the worksheet for the subscriber.
9. 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.

10. Enter the Covering Extension number if one is provided on the worksheet.
11. Enter the Community ID if one is provided on the worksheet.
12. Enter **y** into the Broadcast Mailbox field if one is provided on the worksheet. Enter **n** for no Broadcast Mailbox.
13. Press **(ENTER)** (F3) to enter the subscriber into the database.

⇒ NOTE:

The above 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 or to activate Intuity Message Manager for an individual subscriber (IMAPI Access field):

- a. Press the **(NEXTPAGE)** (F7) key to move to Page 2 of the form.

The system responds with the Subscriber Class of Service Parameters, as shown in Figure 8-3.

```
AUDIX           Active           Alarms: MmWA           Logins: 2
add subscriber 86437           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: xtension
Login Announcement Set: System
System Multilingual is ON      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n Call Answer Secondary Annc. Set: System

PERMISSIONS Type: call-answer      Announcement Control? n
Outcalling? n      Priority Messages? n      Broadcast: none
IMAPI Access? y      IMAPI Voice File Access? y

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

Voice Mail Message (seconds), Maximum Length: 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 86437
```

Figure 8-3. AUDIX Administration Screen: Subscriber Class of Service Parameters (Page 2: Add Subscriber)

- 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.

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.

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

The system responds with the *AUDIX Form* screen.

⇒ NOTE:

This screen provides command-line entry.

2. 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 8-4.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change subscriber 1002           Page 1 of 2
SUBSCRIBER

Name: Smith Mary           Locked? n
Extension: 1002           Password:
COS: custom           Miscellaneous: personnel
Switch Number: 1           Covering Extension: 5065
Community ID: 2           Broadcast Mailbox? y

enter command: change subscriber 1002

```

Figure 8-4. AUDIX Administration Screen: change subscriber

3. Press the arrow keys or **(TAB)** to move to the field that you want to change.
4. Enter the information or use the choices key into the field
5. Press the arrow keys or **(TAB)** to move to the next field that you want to change.
6. Repeat Steps 3 through 5 for as many fields as you wish to change.
7. Press the **(NEXTPAGE)** (F7) key to go to Page 2 of the form, or if you are finished making changes, go to Step 13.
8. Press the arrow keys or **(TAB)** to move to the field that you want to change.
9. Enter the information or use the choices key into the field
10. Press the arrow keys or **(TAB)** to move to the next field that you want to change.
11. Repeat Steps 4 through 6 for as many fields as you wish to change.
12. 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
```

-
13. Enter **exit** at the prompt to return to the INTUITY (TM) Administration screen, 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
```

The system responds with the AUDIX Administration screen.

2. 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 8-5.

```
AUDIX           Active           Alarms: Mm           Logins: 1
remove subscriber Smith Mary           Page 1 of 2
SUBSCRIBER
Name: Smith Mary           Locked? n
Extension: 1002           Password:
COS: custom           Miscellaneous: personnel
Switch Number: 1           Covering Extension: 5065
Community ID: 2           Broadcast Mailbox? y

Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber Smith Mary
```

Figure 8-5. Remove Subscriber Screen

3. Press **ENTER** (F3) to remove the subscriber.

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

```
command successfully completed
```

4. Enter exit at the enter command prompt to exit to the INTUITY (TM) Administration menu.
5. Continue with the next procedure on your checklist.

Intuity Message Manager Cut-to-Service Procedures

If you are cutting the Intuity Message Manager to service during an initial installation, you will have already administered the Intuity AUDIX subscribers for Intuity Message Manager use.

If you are adding the Intuity Message Manager feature to an existing system, you will need to administer either the individual subscribers and provide them indicatively with IMAPI access under the change subscriber class of service parameters (Change Subscriber Page 2 of 2) or change a class of service for the system.

Intuity Intro Voice Response Cut-to-Service Procedures

Cut-to-service procedures for Intuity Intro Voice Response are the responsibility of the customer. Customers should refer to *Intuity Intro Voice Response* (585-310-716) for information about cutting Intuity Intro Voice Response to service.

Intuity Call Accounting Service Cut-to-Service Procedures

For Intuity Call Accounting Service (CAS) cut-to-service procedures, refer to *Intuity Call Accounting System User's Guide* (585-310-728).

Intuity HackerTracker Cut-to-Service Procedures

For Intuity Call Accounting Service (CAS) cut-to-service procedures, refer to *Intuity Call Accounting System User's Guide* (585-310-728), Appendix B.

Switch Tasks

You will need to administer the subscribers for the Intuity AUDIX system on the switch. Refer to your switch documentation for cut-to-service procedures or for switches/PBXs not covered in the installation contract, notify your project manager or customer that the system is ready for traffic.

Alarm Origination Cut-to-Service Procedures

This procedure is used to activate the alarm origination feature. When the alarm origination feature is active, the Intuity system will place calls to the remote maintenance center for major and minor alarms, depending upon the customer's service contract. The alarm origination feature is required on all Intuity systems except systems integrated with the MERLIN LEGEND. Customers purchasing Intuity systems integrated with the MERLIN LEGEND may purchase alarm origination as an option. Otherwise, customers who have a MERLIN LEGEND integration must manually inform their remote maintenance center of any alarms that occur on the system per their maintenance contract, and the remote maintenance center will dial into the MERLIN LEGEND and use the pass-through option to reach the Intuity login prompt. Do not activate alarm origination for MERLIN LEGEND integrations unless the customer has purchased the optional alarm origination feature.

In order to activate alarm origination, you will need to inactivate alarm suppression if it is active and activate the alarm origination. All alarms should be cleared before you change alarm origination to **active** and/or alarm suppression to **inactive**. The switch link for the Intuity system must be properly connected and operating. This step allows the Intuity system to send out alarms after the installation is complete.



CAUTION:

Do not activate alarm origination for the Intuity system unless the switch link is properly connected and operating.

Requirements

Login: craft

Materials: platform information
 worksheet from the planning
 guide

Procedure

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

> Customer/Services Administration

> Alarm Management

The system responds with the Alarm Management screen, as shown in Figure 8-6.

The screenshot shows two overlapping windows. The left window is titled "Customer/Services Administration" and contains a menu with the following items: >Alarm Management, Backup/Restore, Database Audits, Diagnostics, Feature Options, Log Administration, System Management, and System Verification. The right window is titled "Alarm Management" and contains a form with the following fields and values:

Alarm Management	
Product ID	299999999
Alarm Destination	918005353573
Alarm Origination	ACTIVE
Alarm Level	MAJOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

Enter Product ID. Press SAVE when you complete the form.

Figure 8-6. Alarm Management Screen

-
2. Refer to the worksheet. Verify that you correctly entered the product ID, and all fields on the Alarm Management screen. The product ID should begin with a 2 and be a total of 9 digits long. If the product ID does not meet this criteria, contact your project manager.

You may press **(ENTER)** to move the cursor to a field that needs to be changed, or you may use the arrow keys to move forward or to return to the field that you want.

3. Use the arrow keys to place the cursor on the Alarm Origination field.
4. Press **(CHOICES)** (F2) to display the field options.
5. Select active from the choices screen.
6. Press **(ENTER)** to apply active to Alarm Origination.

⇒ NOTE:

This step will activate the alarm origination feature. With alarm origination active, the Intuity system will automatically send out alarms to the remote maintenance center.

7. Verify that the entry in the Alarm Suppression field is inactive. If the entry in this field is active, use the arrow keys to place the cursor on the Alarm Suppression field, press **(CHOICES)** (F2), and select inactive for the field.
8. Press **(SAVE)** (F3) to save active for the Alarm Origination field and any other changes that you have made.

The system responds with an information screen and the statement:

```
Alarm Form Update was successful
```

```
Press (Enter) to continue.
```

9. Press **(ENTER)** to exit the information screen.

Continue with this procedure if you wish to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management screen.

If you do not wish to test the alarm origination, continue with the next procedure on your checklist.

10. Press **(TEST-ALM)** (F1) to display the Alarm Origination Test screen.

The system responds with the Alarm Origination Test screen, as shown in Figure 8-7.

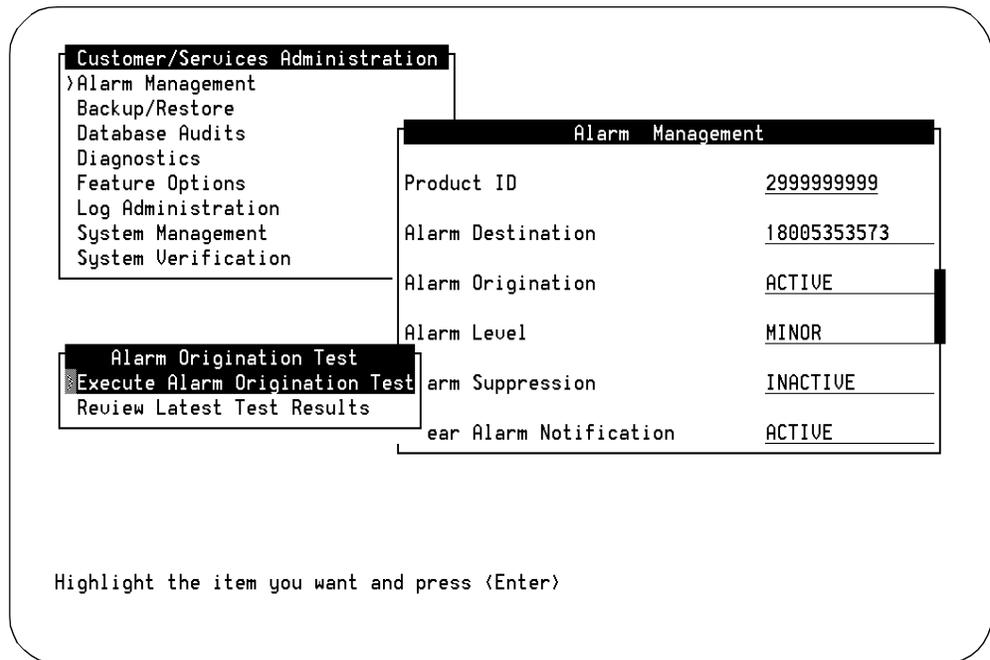


Figure 8-7. Alarm Origination Test Screen

11. Select Execute Alarm Origination Test.
12. 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.

13. Press **y** to confirm that you want to run the test.
14. Wait approximately 1 (one) minute.
15. Select Review Latest Test Results.
16. Press **(ENTER)** to display the Alarm Origination Test Results screen.

The system responds with the Alarm Origination Test Results screen, as shown in Figure 8-8.

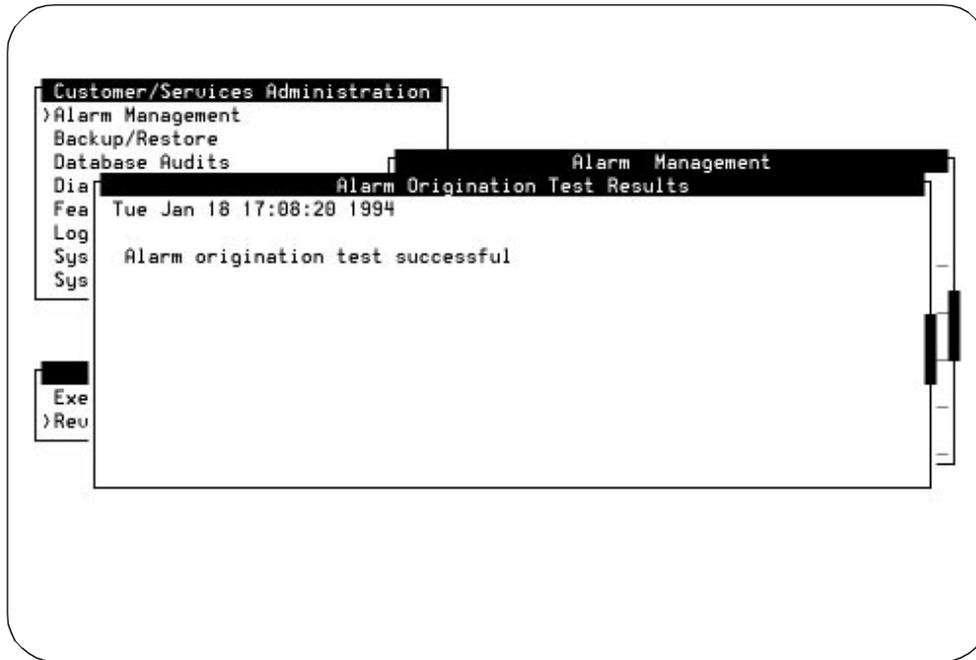


Figure 8-8. Alarm Origination Test Results Screen

17. 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 for Release 2.0* (585-310-554).

18. Wait for approximately 4 minutes.
19. Highlight Review Latest Test Results. Use the up and/or down arrow keys to move the cursor bar.
20. Press **(ENTER)** to display the latest results.

The system responds with the Alarm Origination Test Results screen, as shown in Figure 8-9.

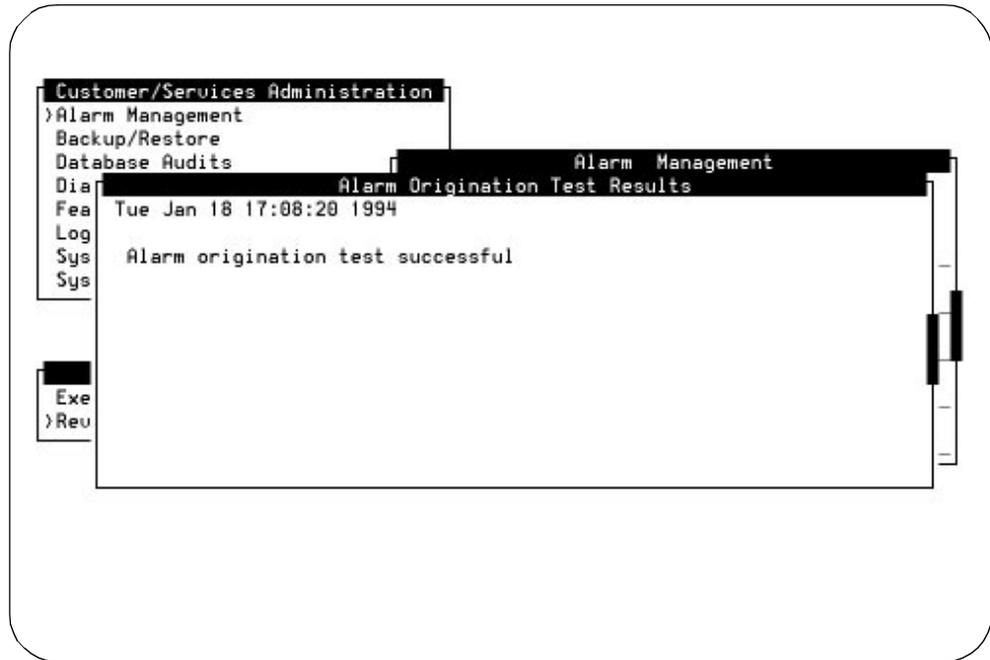


Figure 8-9. Alarm Origination Test Results Screen

21. Verify that the message on the screen reads:

Day Date Time

Alarm origination test successful.

22. Press **CANCEL** (F6) to exit the Alarm Origination Test Results screen.
23. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration screen if the test completed successfully, and continue with the next procedure on your checklist. If you are finished with the installation, press **CANCEL** (F6) until you log out of the Intuity system.

If the alarm origination test failed to complete, refer to *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

Make Attended Backup Tape (Optional)

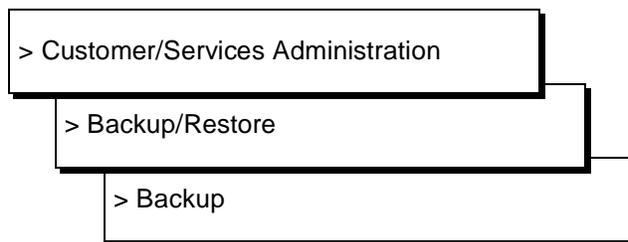
This procedure creates a backup tape that contains the system data. This tape will contain a record of all of the administration that you have performed on the Intuity system to this point. You may wish to use the original installation backup tape to perform a second installation backup after you have administered all of the subscribers. The backup below is the same as the nightly backup that occurs at 3:00 AM every morning.

Requirements

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

Procedure

1. Insert a tape into the tape drive. For assistance, refer to Chapter 7 in this document.
2. Starting at the INTUITY (TM) Administration screen, select:



The system responds with the Backup Data Type screen, as shown in Figure 8-10.

Backup		Restore
System Data	Yes	
AUDIX Announcements	Yes	
AUDIX Names	Yes	
Greetings and Messages	Yes	

Press CHOICES. Press SAVE when you complete the form.

Figure 8-10. Backup Data Type Screen



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.

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

Backing up the System Data will save the following information to tape:

- Timezone setting
- Serial ports configuration
- Channel configuration
- Features options configuration
- Switch integration information
- Subscriber administration

4. Enter **n** for the remaining fields: AUDIX Announcements, AUDIX Names, and Greetings and Messages.

-
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).

verify whole backup tape(s) will double the amount of backup
time
do you really want to verify tape(s) (strike y or n)
```

6. Enter **n** to not verify the backup tape.

The system responds

```
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.
```

⇒ 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.

7. Verify that you have enough tapes to perform the backup.
8. Insert the tape and 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.

9. Label additional cartridge tapes if the system requires more than 1 tape.
10. 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
```

11. Press **(ENTER)** to continue.
12. Press **(CANCEL)** (F6) until you reach INTUITY (TM) Administration screen.
13. Remove the backup tape from the tape drive.
14. Insert the tape to be used for the nightly backup.
15. Continue with any remaining procedures or press **(CANCEL)** (F6) to log off the Intuity system.

Installing Non-Optional Software Packages



This appendix describes the procedures to install the Intuity software packages.

Intuity software consists of the following packages:

- Intuity Operating System Software (UNIX)
- Intuity system software, "AUDIX® V3.2 Software 1 of 1"
- UNIX SVR4.2 PLTX software update
- Intuity optional language package serving as the system-wide default language
- Switch integration package specific to the customer's switch
- Remote Field Update (RFU) cartridge tape

The procedure to install software packages depends upon the state and the configuration of the system hard disk(s).

⚠ WARNING:

Before reloading any software, read the next section in this appendix "How to Use this Appendix," and be sure that you have correctly identified which procedure to use. Using the wrong procedure will significantly increase the duration of the system outage. Never perform any of the procedures contained in this appendix without contacting your remote maintenance center.

⚠ CAUTION:

Do not use the procedures in this appendix to update or upgrade a system from a previous release. Instead, use the procedures in "Intuity Upgrade and Migration Procedures for Release 2.0" (585-310-158).

Appendix B presents the procedures used to install optional software packages onto existing systems. Optional software packages for the Intuity system include:

- Intuity Optional Languages (announcement sets)¹
 - American English
 - American English 1, 2, 3
 - British English
 - Canadian French
 - Latin American Spanish
 - TDD
- UNIX Multi-User
- Intuity Intro Voice Response
- System Programming Utility (SPM)
- Intuity Call Accounting System (CAS)

Refer to Appendix B, *Installing Intuity Optional Software and Packages*, if you need to load any of these packages to an existing system that does not require the installation of any other software such as the basic or operating system software.

 **NOTE:**

The software for the following features and options:

- Disk Mirroring
- Intuity Message Manager (IMAPI)
- AMIS networking
- Digital networking

is included in the Intuity system software. These features are activated through the features option screen. It is not necessary to load additional software in order to use these features. It is necessary, however, to contact your remote maintenance center to have these features activated.

1. Additional language packages may be available at the time of installation.

How to Use This Appendix

The installation of software onto the Intuity system depends upon the configuration and the condition of the system disks. The procedures used to install non-optional software packages are different, depending upon the:

- Identity of the platform
- Number of disks in the system
- Identity (position or disk number) of the empty disk
- Condition of additional disk(s) (new or previously loaded)
- Presence or absence of disk mirroring

In some cases, software already loaded onto the disk may be recovered so that the amount of software that you have to install is decreased. In other cases such as when replacing an existing disk for a mirrored system, you may not need to load any software onto the system.

To use this appendix:

1. Identify the hardware platform type.
2. Identify the state and configuration of the system's hard disks.
 - a. How many disks does the system contain?
 - b. Is this a mirrored or non-mirrored system?
3. Refer to the "Software Installation Disk State Tables" starting on page 11 of this appendix to identify the required procedure.
4. Contact your remote maintenance center.
5. Confirm the procedure or checklist to use.
6. Perform the procedures listed on the checklist in the *exact* order in which they appear.

To use these procedures, you must contact your remote maintenance center. Your remote maintenance center is responsible for making the final determination of which procedure to use.



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. Use the procedures in this appendix only under the advice and direction of your remote maintenance center. Misapplying a procedure could cause additional system outage and downtime.

Platform Identity and Disk Configuration

This section contains information about the platform identity and the disk configurations.

Platform Identity

The following illustrations show the 3 Intuity system hardware platforms:

- MAP/5
- MAP/40
- MAP/100

Identify the Intuity platform by referring to the illustrations below.

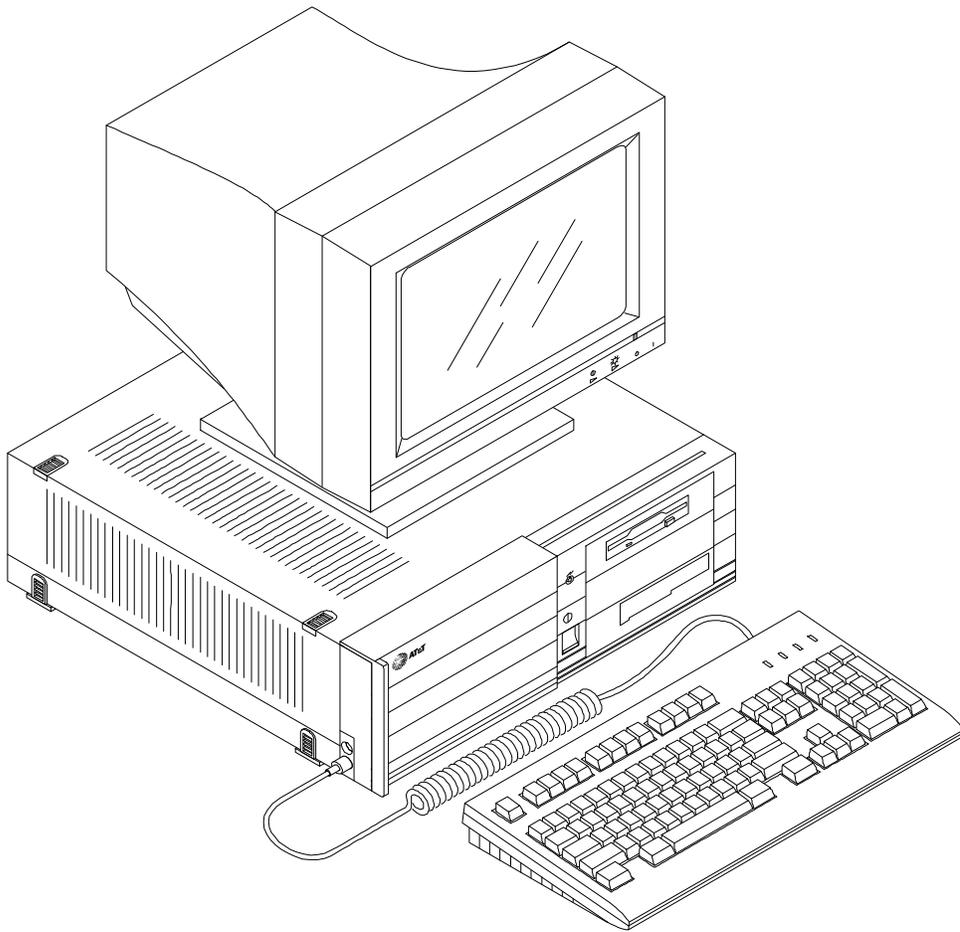


Figure 0-1. Intuity Multi-Application Platform 5 (MAP/5)

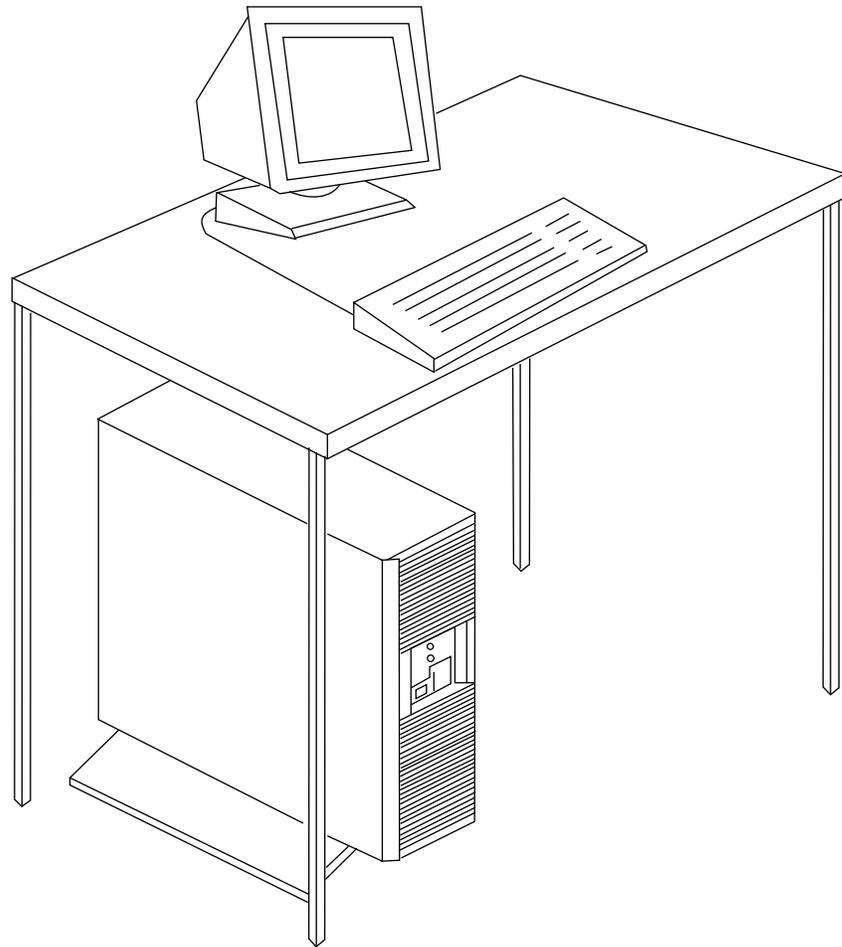


Figure 0-2. Intuity Multi-Application Platform 40 (MAP/40)

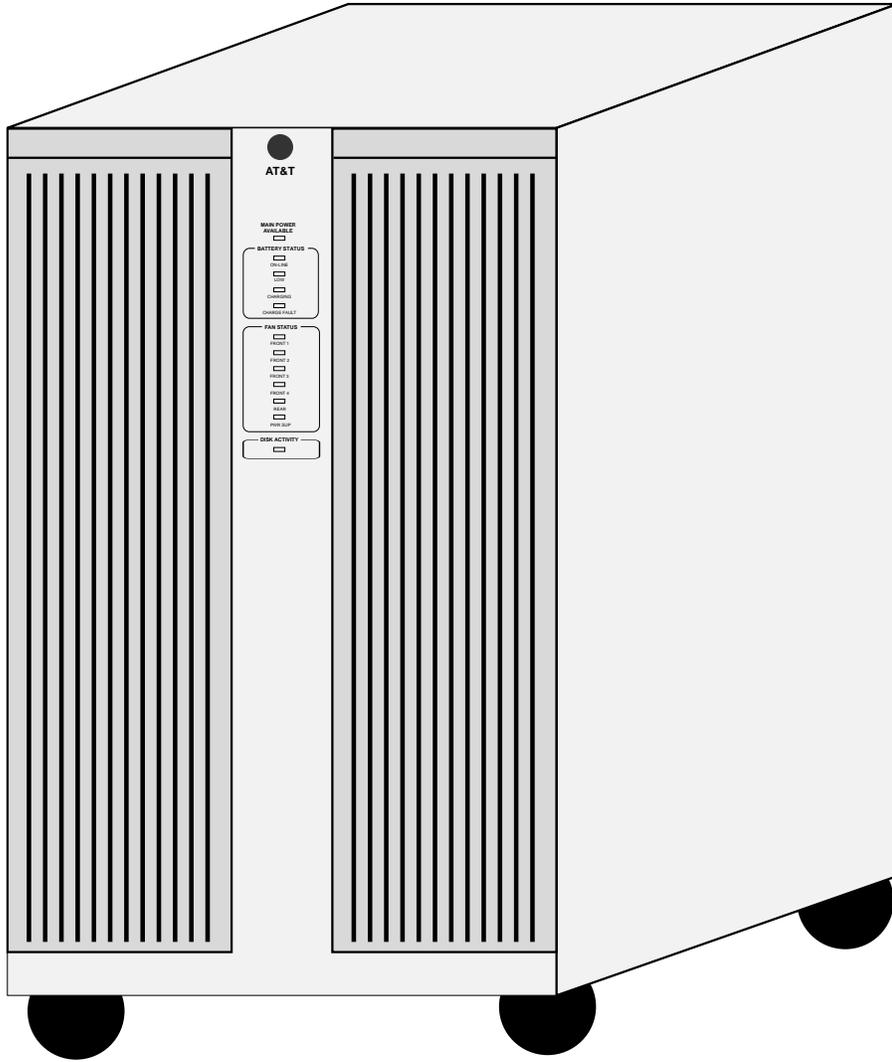


Figure 0-3. Intuity Multi-Application Platform 100 (MAP/100)

Disk Configurations

The following section is divided into:

- Configurations for Non-Mirrored Systems
- Configurations for Mirrored Systems

Refer to the tables below if you need to identify the disk identity and the information that it contains.

Configurations for Non-Mirrored Systems

Non-mirrored disks contain different information from each other. The table below, Table 0-1, summarizes the disk configuration and information storage for non-mirrored systems.

For the MAP/5 and the MAP/40, Disk 0 is the boot disk—it contains the information that the system needs so that it can begin operations. Disk 0 also contains the Intuity AUDIX and Intuity applications software, such as Intuity Intro Voice Response or Call Accounting System. Disk 0 also contains storage space for speech, and the subscriber and administrative data. Disk 1 generally contains extra storage space for voice files (hours of speech). MAP/5 and MAP/40 systems may operate with only 1 hard disk drive.

Disk 0 is also the boot disk for the MAP/100. The contents of the hard disk drives, however, differ for the MAP/100. On MAP/100 systems, Disk 6 (audfs disk) contains the files for subscriber information. The MAP/100 system cannot operate with only 1 hard disk drive.

In the table below, the ID is the hardware address that is physically set on the disk drive and the bay number is the position of the disk in the system. For additional information about the physical identity, refer to the hardware guide for your system or the appropriate appendix in *Platform Administration and Maintenance for Release 2.0* (585-310-554).

Table 0-1. Non-Mirrored Disk Configurations for Intuity Systems

Platform Identity	Disk Identity	Information Contained on Disk
MAP/5 (No mirroring is available on MAP/5 systems)	Disk 0 ID 00 Bay: second position in bay Order: first installed	UNIX operating system, all Intuity software, system data, and speech/voice storage
	Disk 1 ID 01 Bay: over power supply Order: second installed	Speech/voice storage
MAP/40 (Non-Mirrored)	Disk 0 ID 00 Bay #1, first installed	UNIX operating system, all Intuity software, system data, and speech/voice storage
	Disk 1 ID 01 Bay #2, second installed	Speech/voice storage
MAP/100 (Non-Mirrored)	Disk 0 ID 00 Bay #1, first installed	UNIX operating system, all Intuity software, system data, and speech/voice storage
	Disk 4 ID 04 Bay #2, fifth installed	Speech/voice storage
	Disk 6 (audfs disk) ID 06 Bay #3, second installed	Subscriber data
	Disk 5 ID 05 Bay #4, sixth installed	Speech/voice storage
	Disk 1 ID 01 Bay #5, third installed	Speech/voice storage
	Disk 2 ID 02 Bay #6, fourth installed	Speech/voice storage

NOTE:
 The MAP/100 always has a minimum of 2 hard disks; you may not operate a MAP/100 with only 1 disk

Configurations for Mirrored Systems

When disk mirroring is present on a system, the mirroring feature places an identical copy of information on another disk so that the system has a copy of each disk. This feature eliminates the need to install software for the disk. Instead, the mirroring feature copies the information over to the empty disk. The table below, Table 0-2, summarizes the disk configuration and information storage for mirrored systems.

For the MAP/5 and the MAP/40, Disk 0 is the boot disk—it contains the information that the system needs so that it can begin operations. Disk 0 also contains the Intuity AUDIX and Intuity applications software, such as Intuity Intro Voice Response or Call Accounting System. Disk 0 also contains storage space for speech, and the subscriber and administrative data. Disk 1 in a MAP/5 or a MAP/40 mirrored system contains the same information as Disk 0.

Disk 0 is also the boot disk for the MAP/100. The contents of the hard disk drives, however, differ for the MAP/100. On MAP/100 systems, Disk 6 (audfs disk) contains the files for subscriber information. Therefore, a mirrored MAP/100 system requires a minimum of 4 hard disk drives, since Disk 0 must be mirrored and Disk 6 must be mirrored.

In the table below, the ID is the hardware address that is physically set on the disk drive and the bay number is the position of the disk in the system. For additional information about the physical identity, refer to the hardware guide for your system or the appropriate appendix in *Platform Administration and Maintenance for Release 2.0* (585-310-554).

Table 0-2. Mirrored Disk Configurations for Intuity Systems

Platform Identity	Disk Identity	Information Contained on Disk
MAP/5	No disk mirroring is available on MAP/5 systems	
MAP/40 (Mirrored)	Disk 0 ID 00 Bay #1, first installed	UNIX operating system, all Intuity software, system data, and speech/voice storage
	Disk 1 ID 01 Bay #2, second installed	The same information as is contained on Disk 0; an identical copy of Disk 0 information.
MAP/100 (Mirrored) ⇒ NOTE: The mirrored MAP/100 has a minimum of 4 hard disks.	Disk 0 ID 00 Bay #1 (pairs with Disk 1)	UNIX operating system, all Intuity software, system data, and speech/voice storage
	Disk 1 ID 01 Bay #5	Identical copy of Disk 0 information
	Disk 6 (audfs disk) ID 06 Bay #3 (pairs with Disk 2)	Subscriber data
	Disk 2 ID 02 Bay #6	Identical copy of Disk 6 (audfs disk) information
	Disk 4 ID 04 Bay #2 (pairs with Disk 5)	Speech/voice storage
	Disk 5 ID 05 Bay #4	Identical copy of Disk 4 information

Software Installations Disk State Tables

Not all disk replacements or additions require the installation of software from disk or tape. Refer to the tables below to identify the procedure or the checklist that you need to apply.

The Intuity system may have up to six hard disks installed. The primary disk of the system is labeled Disk 0. Disk 0 is the boot disk. Without this disk, the MAP cannot access its UNIX operating system. Disk 0 is the first disk in the system; Disk 1 is the second disk in the system for all systems except the MAP/100. On MAP/100 systems, the second disk in the system is Disk 6 (audfs disk). Disk 6 has a disk id of 6.

Refer to the section "Disk Configurations" on page 7 of this appendix for additional information about disk identity and configuration.

MAP/5 Software Installation States

The following table identifies either the procedure or the location of the checklist to follow for MAP/5 systems.

Table 0-3. Software Installation States: MAP/5

Platform Identity	Disk Identity and Condition	Procedure to Follow
MAP/5— Single Disk Systems	Disk 0 previously loaded No Disk 1 present	Follow the Software Installation Checklist in this Appendix: Field Reloading for Non-Mirrored Systems, page 17
	Disk 0 new No Disk 1 present	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 previously loaded Disk 1 previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Non-Mirrored Systems, page 17
MAP/5— Multi-Disk Systems (No Disk Mirroring)	Disk 0 new (replacement) Disk 1 new (replacement)	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 new (replacement) Disk 1 previously loaded	Follow the Software Installation Checklist in this Appendix: Systems With New Disk 0 and Existing Other Disk(s), page 24
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”
	Disk 0 previously loaded Disk 1 new (addition to existing system)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Adding a Hard Disk.”
MAP/5— Multi-Disk Systems (Disk Mirroring)	The MAP/5 is not available with disk mirroring.	

**MAP/40 Software Installation States:
Non-Mirrored Systems**

The following table identifies either the procedure or the location of the checklist to follow for MAP/40 non-mirrored systems.

Table 0-4. Software Installation States: Non-Mirrored MAP/40

Platform Identity	Disk Identity and Condition	Procedure to Follow
MAP/40– Single Disk Systems	All disks previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Non-Mirrored Systems, page 17
	Disk 0 new (replacement) No Disk 1 present	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
MAP/40– Multi-Disk Systems: No Disk Mirroring	All disks previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Non-Mirrored Systems, page 17
	Disk 0 new (replacement) Disk 1 new (replacement)	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 new (replacement) Disk 1 previously loaded	Follow the Software Installation Checklist in this Appendix: Systems with New Disk 0 and Existing Other Disk(s), page 24
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”
	Disk 0 previously loaded Disk 1 new (addition to existing system)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Adding a Hard Disk.”

MAP/40 Software Installation States: Mirrored Systems

The following table identifies either the procedure or the location of the checklist to follow for MAP/40 mirrored systems.

Table 0-5. Software Installation States: Mirrored MAP/40

Platform Identity	Disk Identity and Condition	Procedure to Follow
MAP/40– Multi-Disk Systems: Disk Mirroring	Disk 0 previously loaded Disk 1 previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Mirrored Systems, page 27
	Disk 0 new (replacement) Disk 1 new (replacement)	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 new (replacement) Disk 1 previously loaded	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replace Disk 0 (Mirrored System).”
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”

MAP/100 Software Installation States: Non-Mirrored Systems

The following table identifies either the procedure or the location of the checklist to follow for MAP/100 non-mirrored systems.

Table 0-6. Software Installation States: Non-Mirrored MAP/100

Platform Identity	Disk Identity and Condition	Procedure to Follow
MAP/100—Single Disk Systems	The MAP/100 is not available as a single-disk system; MAP/100 must have a minimum of 2 disks for operation.	
MAP/100—Multi-Disk Systems: No Disk Mirroring	All disks previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Non-Mirrored Systems, page 17
	All disks in the MAP/100 system new (replacement)	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 new (replacement) All other disks in the system previously loaded	Follow the Software Installation Checklist in this Appendix: MAP/100 Systems with New Disk 0, page 34
	Disk 6 (audfs disk) new (replacement) All other disks previously loaded	Follow the Software Installation Checklist in this Appendix: Replace MAP/100 Disk 6 and Install the Default Database, page 31
	Any disk other than Disk 0 (boot disk) or Disk 6 (audfs disk) new (replacement); new Disk 1, 2, 4, or 5 (replacement)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”
	Multiple disk failures in a mirrored MAP/100 system	Contact the remote maintenance center and follow their instructions. Procedures will depend upon the identities of the remaining disks.
	Disks 1, 2, 4, or 5 new (addition to existing system)	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Adding a Hard Disk.”

MAP/100 Software Installation States: Mirrored Systems

The following table identifies either the procedure or the location of the checklist to follow for MAP/100 mirrored systems.

Table 0-7. Software Installation States: Mirrored MAP/100

Platform Identity	Disk Identity and Condition	Procedure to Follow
MAP/100– Multi-Disk Systems: Disk Mirroring	All disks previously loaded	Follow the Software Installation Checklist in this Appendix: Field Reloading for Mirrored Systems, page 27
	All disks in the MAP/100 system new (replacement)	Follow the Software Installation Checklist in this Appendix: Systems With All New Disk(s), page 20
	Disk 0 new (replacement) All other disks previously loaded	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replace Disk 0 (Mirrored System).”
	Replacing a disk other than Disk 0	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”
	Multiple disk failures in a mirrored MAP/100 system	Contact the remote maintenance center and follow their instructions. Procedures will depend upon the identities of the remaining disks.
	Adding 2 new disks to an existing MAP/100 system	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Adding a Hard Disk.”

Software Installation Checklists

The following section contains a series of checklists for specific software installation states.

Software Installation Checklist: Field Reloading for Non-Mirrored Systems

This procedure applies to non-mirrored:

- MAP/5
- MAP/40
- MAP/100

This procedure involves reloading the UNIX operating system software and then allowing the Intuity platform package to selectively reload file systems.

This procedure only applies under the following conditions:

- You have not replaced any of the hard disk drives in the system.
- You have reason to believe that some of the system software has been corrupted or deleted.
- The system does not boot.
- You are not attempting to move from one software load to another.
- You have been directed to use this procedure by your remote maintenance center.



WARNING:

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 the checklist order when you load or re-load software or packages.

Table 0-8. Checklist for Field Reloading for Non-Mirrored Systems

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will lose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	<p>Shutdown the system if the system is responding to commands. If the system is not responding to commands, then continue with the procedures in this checklist.</p>	<p><i>Shutdown the System</i>, this appendix, page 41</p>
	<p>Leave all hard disks connected to the SCSI bus.</p>	
	<p>Install the Intuity UNIX Operating System Software (2 boot floppies and 1 cartridge tape)</p> <p>⚠ CAUTION: <i>Be sure to select the correct procedure to load the UNIX software. Refer to the label on the tape. If you have replaced a disk drive in the system with a larger size hard disk drive, you must use the operating system tape labeled "independent image" or the system will not operate.</i></p>	<p>For systems with Operating System tapes labeled: MAP/x UNIX SVR4.2 Op Sys SW use: <i>Install the Boot Floppies and the Operating system Software Tape for Systems with a Previously-Used Hard Disk (Disk 0 or Disk 1)</i>, this appendix, page 49</p> <p>For systems with Operating System tapes labeled: UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/x Only) use: <i>Install the Independent Image Operating Software for Systems with a Previously-Used Hard Disk (Disk 0 or Disk 1)</i>, this appendix, page 65</p>
	<p>Install the AUDIX® V3.2 Software 1 of 1 (1 cartridge tape)</p>	<p><i>Recover Existing File Systems</i>, this appendix, page 80</p>

Table 0-8. Checklist for Field Reloading for Non-Mirrored Systems — Continued

✓	Task	Source
	Stop the voice system	<i>Stop the Voice System</i> , this appendix, page 96
	Install the language tape for the system default language and any additional announcement sets	<i>Install the Intuity System Default Announcement Set and/or Optional Language Packages</i> , this appendix, page 99
	Load the UNIX SVR4.2 PLTX Software Update if one is to be used with this system	<i>Install the PLTX Update</i> , this appendix, page 102
	Load switch integration software floppy disks	For AT&T System 75 and System 85-type switches, this appendix, page 105 For all other switch integrations, refer to the switch integration document for that switch
	Load optional software packages such as language, UNIX® Multi-User, or Intuity Intro Voice Response (floppy disks or cartridge tapes)	<i>Install Optional Features and Packages Software</i> , this appendix, page 110
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , this appendix, page 120
	Reboot the system	<i>Reboot the System</i> , this appendix, page 123
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes</i> , this appendix, page 130
	View the features option screen to verify that all of the customer features purchased are activated. Contact your remote maintenance center if there are any discrepancies	<i>View the Intuity Feature Options Screen</i> , this appendix, page 138
	Check the system date and time	<i>Verify System Date and Time</i> , this appendix page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

Software Installation Checklist: Systems All New Disk(s)

Systems with all new disks may include:

- MAP/5
- MAP/40
- MAP/100

If any of the disks in the system have previously contained information, you may not use this procedure.

On an Intuity system with a single hard disk drive, the single drive contains all of the Intuity system information and customer data. If the hard disk drive on a single-disk system has failed, you will need to replace the system's hard drive.

A single disk system that has had a hard disk drive failure will have to be completely reloaded after the disk has been replaced. This system will require a complete software installation, including a restoration of all of the customer data.



WARNING:

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 the checklist order when you load or re-load software or packages.

Table 0-9. Checklist for Systems with All New Disk(s)

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will loose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	<p>Replace the hard disk(s)</p>	<p><i>Intuity Platform Administration and Maintenance for Release 2.0 (585-310-554), Chapter 21, "Common Administration and Maintenance Procedures," and use the procedure "Replacing a Hard Disk" for all disks other than Disk 0 and for Disk 0, "Replace Disk 0 (Non-mirrored System)."</i></p>
	<p>Install the Intuity UNIX Operating System Software (2 boot floppies and 1 cartridge tape)</p> <p>⚠ CAUTION: <i>Be sure to select the correct procedure to load the UNIX software. Refer to the label on the tape. If you have replaced a disk drive in the system with a larger size hard disk drive, you must use the operating system tape labeled "independent image" or the system will not operate.</i></p>	<p>For systems with Operating System tapes labeled: MAP/x UNIX SVR4.2 Op Sys SW use: <i>Install the Boot Floppies and the Operating system Software Tape for Systems with New Hard Disk(s), this appendix, page 43</i></p> <p>For systems with Operating System tapes labeled: UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/x Only) use: <i>Install the Independent Image Operating Software for Systems with New Disk(s) this appendix, page 57</i></p>

Table 0-9. Checklist for Systems with All New Disk(s) — Continued

✓	Task	Source
	Install the AUDIX® V3.2 Software 1 of 1 (1 cartridge tape)	<i>Install the Intuity System Software</i> , this appendix, page 75
	Stop the voice system	<i>Stop the Voice System</i> , this appendix, page 96
	Install the language tape for the system default language and any additional announcement sets	<i>Install the Intuity System Default Announcement Set and/or Optional Language Packages</i> , this appendix, page 99
	Load the UNIX SVR4.2 PLTX Software Update if one is to be used with this system	<i>Install the PLTX Update</i> , this appendix, page 102
	Load switch integration software floppy disks	For AT&T System 75 and System 85-type switches, this appendix, page 105 For all other switch integrations, refer to the switch integration document for that switch
	Load optional software packages such as language, UNIX® Multi-User, or Intuity Intro Voice Response (floppy disks or cartridge tapes)	<i>Install Optional Features and Packages Software</i> , this appendix, page 110
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , this appendix, page 120
	Reboot the system	<i>Reboot the System</i> , this appendix, page 123
	Add additional hard disk if the system has a second hard disk	<i>Add Disk</i> , this appendix, page 127
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes</i> , this appendix, page 130
	View the features option screen to verify that all of the customer features purchased are activated. Contact your remote maintenance center if there are any discrepancies	<i>View the Intuity Feature Options Screen</i> , this appendix, page 138

Table 0-9. Checklist for Systems with All New Disk(s) — *Continued*

✓	Task	Source
	Check the system date and time	<i>Verify System Date and Time</i> , this appendix page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

**Software Installation Checklist:
Systems With New Disk 0 and Existing Other
Disk(s)**

Systems with a new Disk 0 and an existing Disk 1 may have recoverable file systems after the UNIX operating system is installed. These system types include:

- MAP/5
- MAP/40



WARNING:

This procedure does NOT apply to the MAP/100. Use the procedure "Replace MAP/100 Disk 6 and Install the Default Database" on page 31.



WARNING:

You must follow the checklist order when you load or re-load software or packages. Failure to follow the procedures in order may result in increased downtime.

Table 0-10. Checklist for Systems With New Disk 0 and Existing Other Disk(s)

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will lose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	<p>Load Intuity Operating System Software (UNIX) (2 boot floppies and 1 cartridge tape)</p> <p>⚠ CAUTION: <i>Be sure to select the correct procedure to load the UNIX software. Refer to the label on the tape. If you have replaced a disk drive in the system with a larger size hard disk drive, you must use the operating system tape labeled "independent image" or the system will not operate.</i></p>	<p>For systems with Operating System tapes labeled: MAP/x UNIX SVR4.2 Op Sys SW use: <i>Install the Boot Floppies and the Operating System Software Tape for Systems with New Hard Disk(s), this appendix, page 43</i></p> <p>For systems with Operating System tapes labeled: UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/x Only): <i>Install the Independent Image Operating Software for Systems with New Disk(s) this appendix, page 57</i></p>
	<p>Install AUDIX V3.2 Software 1 of 1 (1 cartridge tape)</p>	<p><i>Install the Intuity System Software, this appendix, page 75</i></p>
	<p>Stop the voice system</p>	<p>Stop the Voice System, this appendix, page 96</p>
	<p>Install the optional language tape for the system default language</p>	<p><i>Install the Intuity System Default Announcement Set and/or Optional Language Packages, this appendix, page 99</i></p>

Table 0-10. Checklist for Systems With New Disk 0 and Existing Other Disk(s) — *Continued*

✓	Task	Source
	Load the UNIX SVR4.2 PLTX Software Update if one is to be used with this system	<i>Install the PLTX Update</i> , this appendix, page 102
	Load switch integration software floppy disks	For AT&T System 75 and System 85-type switches, this appendix, page 105 For all other switch integrations, refer to the switch integration document for that switch
	Load optional software packages such as language, UNIX® Multi-User, or Intuity Intro Voice Response (floppy disks or cartridge tapes)	"Install the Intuity System Default Announcement Set and/or Optional Language Package Announcement Sets", this appendix,
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , page 120
	Reboot the system	<i>Reboot the System</i> , page 123
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes</i> , this appendix, page 130
	View the features option screen to verify that all of the customer features purchased are activated. Contact your remote maintenance center if there are any discrepancies	View the Intuity Feature Options Screen, this appendix, page 138
	Check the system date and time	<i>Verify System Date and Time</i> , page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

Software Installation Checklist: Field Reloading for Mirrored Systems

This procedure applies to mirrored:

- MAP/40
- MAP/100

This procedure involves reloading the UNIX operating system software and then allowing the Intuity platform package to selectively reload file systems.

This procedure only applies under the following conditions:

- The system does not boot.
- You have not replaced any of the hard disk drives in the system.
- You have reason to believe that some of the system software has been corrupted or deleted on both Disk 0 and Disk 1.
- You are not attempting to move from one software load to another.
- You have been directed to use this procedure by your remote maintenance center.



WARNING:

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 the checklist order when you load or re-load software or packages.

Table 0-11. Checklist for Field Reloading for Mirrored Systems

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will lose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	<p>Shutdown the system if the system is responding to commands. If the system is not responding to commands, then continue with the procedures in this checklist.</p>	<p><i>Shutdown the System</i>, this appendix, page 41</p>
	<p>Leave all hard disks connected to the SCSI bus.</p>	
	<p>Install the Intuity UNIX Operating System Software (2 boot floppies and 1 cartridge tape)</p> <p>⚠ CAUTION: <i>Be sure to select the correct procedure to load the UNIX software. Refer to the label on the tape. If you have replaced a disk drive in the system with a larger size hard disk drive, you must use the operating system tape labeled "independent image" or the system will not operate.</i></p>	<p>For systems with Operating System tapes labeled: MAP/x UNIX SVR4.2 Op Sys SW use: <i>Install the Boot Floppies and the Operating system Software Tape for Systems with a Previously-Used Hard Disk (Disk 0 or Disk 1)</i>, this appendix, page 49</p> <p>For systems with Operating System tapes labeled: UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/x Only): <i>Install the Independent Image Operating Software for Systems with a Previously-Used Hard Disk (Disk 0 or Disk 1)</i>, this appendix, page 65</p>
	<p>Wait for mirror synchronization to complete. When the mirroring is complete, the hard disk drive light will stop flashing.</p>	

Table 0-11. Checklist for Field Reloading for Mirrored Systems — Continued

✓	Task	Source
	Install the AUDIX V3.2 Software 1 of 1 (1 cartridge tape)	<i>Recover Existing File Systems</i> , this appendix, page 80
	Login as craft and run the disk replacement on disk01 for id01	Refer to <i>Intuity Platform Administration and Maintenance for Release 2.0</i> (585-310-554), Chapter 21, “Common Administration and Maintenance Procedures,” and use the procedure “Replacing a Hard Disk.”
	Stop the voice system	<i>Stop the Voice System</i> , this appendix, page 96
	Install the language tape for the system default language and any additional announcement sets	<i>Install the Intuity System Default Announcement Set and/or Optional Language Packages</i> , this appendix, page 99
	Load the UNIX SVR4.2 PLTX Software Update if one is to be used with this system	<i>Install the PLTX Update</i> , this appendix, page 102
	Load switch integration software floppy disks	For AT&T System 75 and System 85-type switches, this appendix, page 105 For all other switch integrations, refer to the switch integration document for that switch
	Load optional software packages such as language, UNIX® Multi-User, or Intuity Intro Voice Response (floppy disks or cartridge tapes)	<i>Install Optional Features and Packages Software</i> , this appendix, page 110
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , this appendix, page 120
	Reboot the system	<i>Reboot the System</i> , this appendix, page 123
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes</i> , this appendix, page 130

Table 0-11. Checklist for Field Reloading for Mirrored Systems — Continued

✓	Task	Source
	View the features option screen to verify that all of the customer features purchased are activated Contact your remote maintenance center if there are any discrepancies	<i>View the Intuity Feature Options Screen</i> , this appendix, page 138
	Check the system date and time	<i>Verify System Date and Time</i> , this appendix page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

**Software Installation Checklist:
Replace MAP/100 Disk 6 and Install the Default
Database (Non-Mirrored Systems)**

This checklist contains procedures to be used for a MAP/100 system with a(n):

- Existing Disk 0, fully loaded
- Failed Disk 6

This checklist is only to be used for non-mirrored systems.

Use the following procedures to replace the MAP/100 Disk 6. After replacing Disk 6, you must use the custom software installation procedure to install the default database, and then restore the customer data to Disk 6.



WARNING:

You must follow the checklist order when you load or re-load software or packages. Failure to follow the procedures in order may result in increased downtime.

Table 0-12. Checklist to Replace MAP/100 Disk 6 and Install the Default Database

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will lose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	Replace Disk 6 on the MAP/100	<i>Intuity Platform Administration and Maintenance for Release 2.0 (585-310-554), Chapter 21, "Common Administration and Maintenance Procedures," and use the procedure "Replacing a Hard Disk"</i>
	Stop the voice system	<i>Stop the Voice System, this appendix, page 96</i>
	Install VM-dfltldb (AUDIX(R) Default database) from the AUDIX V3.2 Software 1 of 1 cartridge tape	<i>Install the Default Database for MAP/100 Systems, this appendix, page 88</i>
	Reboot the system	<i>Reboot the System, this appendix, page 123</i>
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes, this appendix, page 130</i>
	View the features option screen to verify that all of the customer features purchased are activated Contact your remote maintenance center if there are any discrepancies	<i>View the Intuity Feature Options Screen, this appendix, page 138</i>

Table 0-12. Checklist to Replace MAP/100 Disk 6 and Install the Default Database —

✓	Task	Source
	Check the system date and time	<i>Verify System Date and Time</i> , this appendix page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

Software Installation Checklist: MAP/100 System with New Disk 0

This checklist contains procedures to be used for a MAP/100 system with a(n):

- Failed Disk 0
- Existing Disk 6, fully loaded

This checklist is only to be used for non-mirrored systems.



WARNING:

You must follow the checklist order when you load or re-load software or packages. Failure to follow the procedures in order may result in increased downtime.

Table 0-13. Checklist for MAP/100 Systems with New Disk 0

✓	Task	Source
	<p>Locate the most recent full attended backup tape. You will also need to use the nightly backup tape which should be located in the Intuity system streaming tape drive.</p> <p>⚠ WARNING: <i>The attended backup tape contains subscriber data. If you do not have the attended backup tape, the system will lose all subscriber data and messages, and you will need to re-administer all subscribers. Contact your remote support center and inform them of the condition.</i></p>	
	<p>Replace Disk 0 on the MAP/100</p>	<p><i>Intuity Platform Administration and Maintenance for Release 2.0 (585-310-554), Chapter 21, "Common Administration and Maintenance Procedures," and use the procedure "Replace Disk 0 (Non-Mirrored System)."</i></p>
	<p>Install the Intuity UNIX Operating System Software (2 boot floppies and 1 cartridge tape)</p> <p>⚠ CAUTION: <i>Be sure to select the correct procedure to load the UNIX software. Refer to the label on the tape. If you have replaced a disk drive in the system with a larger size hard disk drive, you must use the operating system tape labeled "independent image" or the system will not operate.</i></p>	<p>For systems with Operating System tapes labeled: MAP/x UNIX SVR4.2 Op Sys SW use: <i>Install the Boot Floppies and the Operating System Software Tape for Systems with New Hard Disk(s)</i>, this appendix, page 43</p> <p>For systems with Operating System tapes labeled: UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/x Only) use: <i>Install the Independent Image Operating Software for Systems with New Disk(s)</i> this appendix, page 57</p>

Table 0-13. Checklist for MAP/100 Systems with New Disk 0 — Continued

✓	Task	Source
	Install the AUDIX V3.2 Software 1 of 1 (1 cartridge tape)	<i>Install the Intuity System Software for MAP/100 Systems</i> , this appendix, page 92
	Stop the voice system	<i>Stop the Voice System</i> , this appendix, page 96
	Install the optional language tape for the system default language	<i>Install the Intuity System Default Announcement Set and/or Optional Language Package Announcement Sets</i> , this appendix, page 99
	Load the UNIX SVR4.2 PLTX Software Update	<i>Install the PLTX Update</i> , this appendix, page 102
	Load switch integration software floppy disks	For AT&T System 75 and System 85-type switches, this appendix, page 105 For all other switch integrations, refer to the switch integration document for that switch
	Load optional software packages such as language, UNIX® Multi-User, or Intuity Intro Voice Response (floppy disks or cartridge tapes)	<i>Install Optional Features and Packages Software</i> , this appendix, page 110
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , page 120
	Reboot the system	<i>Reboot the System</i> , page 123
	Restore the system from the backup tape(s) (attended and nightly)	<i>Restore Customer Data From the Backup Tapes</i> , this appendix, page 130
	View the features option screen to verify that all of the customer features purchased are activated. Contact your remote maintenance center if there are any discrepancies	View the Intuity Feature Options Screen, this appendix, page 138

Table 0-13. Checklist for MAP/100 Systems with New Disk 0 — *Continued*

✓	Task	Source
	Check the system date and time	<i>Verify System Date and Time</i> , page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

**Software Installation Checklist:
Install System Software (MTCE, VS, VM, and
NETW) Only**

Occasionally, around the time of product introduction, another incremental software release may be available. If you need to update the Intuity system files (networking, AUDIX, maintenance, or platform) for a system at initial installation, use the following procedures.

 **NOTE:**

This is *not* a software recovery procedure. This only loads the latest system software (AUDIX V3.2 Software 1 of 1) into the Intuity system so that it has the most recent software available.

 **WARNING:**

This procedure is not an upgrade procedure. If you are upgrading a system (moving from Intuity Release 1.0 software to Intuity Release 2.0 software) refer to Intuity Upgrade and Migration Procedures for Release 2.0 (585-310-158).

If you need to update the UNIX operating system, you may not use this checklist.

Table 0-14. Procedures to Install System Software Only

✓	Task	Source
	View the Features Options screen for the system and record the number of ports, hours of speech, networking type, and any other features that the customer may have activated.	<i>View the Features Option Screen</i> , this appendix, page 152
	<p>Backup the system. Do an attended backup if this system has been administered.</p> <ul style="list-style-type: none"> — Backup system data, AUDIX names, greetings and messages <p>⇒ NOTE: If the customer has not made any changes to the system's AUDIX Announcements, you may omit backing up the AUDIX Announcements. This applies to the AUDIX Announcements only.</p> <p>⚠ WARNING: <i>Do not leave the backup tape in the tape drive. The 3:00 AM automatic system backup will overwrite the tape.</i></p> <p>If this system has not been administered, skip this step and go to the next.</p>	Chapter 7, "Alarm Origination and System Backup", this document.
	Inactivate alarm origination if alarm origination is active on this system. If it is not active, go to the next step.	Inactivate Alarm Origination, this appendix, page 154
	Stop the voice system	<i>Stop the Voice System</i> , this appendix, page 157
	Remove any existing RFU	<i>Remove Any Existing RFU</i> , this appendix, page 159
	Load the AUDIX V3.2 Software 1 of 1 (1 cartridge tape)	<i>Install System Software (MTCE, VS, VM, and NETW)</i> , this appendix, page 161
	Load the UNIX SVR4.2 PLTX Software Update if one is to be used with this system	<i>Install the PLTX Update</i> , this appendix, page 102

Table 0-14. Procedures to Install System Software Only — Continued

✓	Task	Source
	Load RFU Software Update cartridge tape if any. Contact the remote maintenance center for the identity of the current RFU.	<i>Install the RFU Software Update Cartridge Tape</i> , page 120
	Reboot the system	<i>Reboot the System</i> , page 123
	View the features option screen to verify that all of the customer features purchased are activated. Contact your remote maintenance center if there are any discrepancies.	<i>View the Intuity Feature Options Screen</i> , this appendix, page 138
	Check the system date and time	<i>Verify System Date and Time</i> , this appendix, page 140
	Place test calls to the system to verify installation	
	Perform alarm origination test or ask your remote maintenance center to dial in to ensure that they can connect or continue with the standard installation procedure.	<i>Activate and Test Alarm Origination</i> , this appendix, page 146

Shutdown the System

This procedure stops the system operations. This shutdown procedure will automatically stop the voice system if it is running.

⇒ NOTE:

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 and the MAP/5, 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.*

Requirements

Login: craft

Materials: none

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration menu, select:

⇒ NOTE:

The term "select" means to place the highlight bar on the name and press **(ENTER)**. To move the highlight bar, use the up and/or down arrow keys. You may also press the key that corresponds to the first letter of the name. For example, pressing the letter "f" while the Customer/Services Administration screen is displayed will move the highlight bar to the Feature options choice.

> Customer/Services Administration

> System Management

> System Control

> Shutdown Voice System

The path to the System Control screen is shown in Figure 0-4.

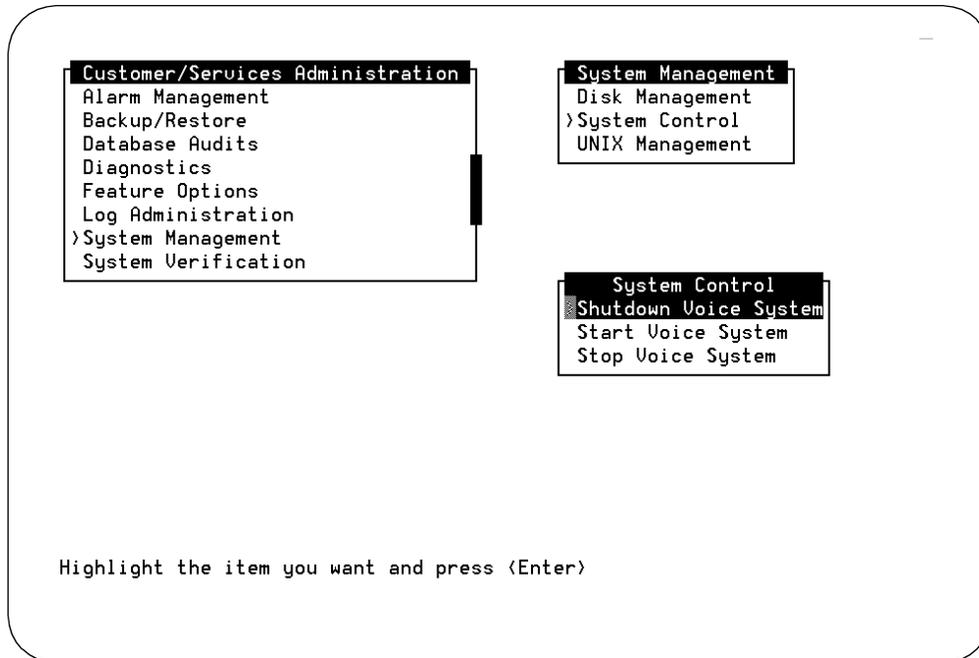


Figure 0-4. System Control Screen

The system responds:

Enter y to continue, no to quit

4. Enter **y** to continue the shutdown.

The system responds:

voice system is not running

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.

5. Continue with the next procedure on your checklist.

Install the Boot Floppies and the Operating System Software Tape for Systems with New Hard Disk(s)

The following procedure details the installation of the 2 boot floppies and the Operating System Software tape onto a new disk. 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.



WARNING:

Do not use this procedure to re-install software on a system that does not require hard disk replacement unless you are directed to do so by your remote support center. Using this procedure not under the direction of your remote maintenance center may cause unnecessary system downtime.

Requirements

Login: none

Materials: *For MAP/5 systems:*

- (MAP/5)–M Operating System Boot Software 1 of 2 (diskette)
- (MAP/5)–M Operating System Boot Software 2 of 2 (diskette)
- (MAP/5)–M Host Bus Adapter Diskette 1 of 1 (diskette)
- MAP/5 UNIX SVR4.2 Op Sys SW 1 of 1 (1 cartridge tape)

For MAP/40 systems:

- Premium (MAP/40)–M Operating System Boot Software 1 of 2 (diskette)
- Premium (MAP/40)–M Operating System Boot Software 1 of 2 (diskette)
- Premium (MAP/40)–M Op Sys SW 1 of 1 (1 cartridge tape)

For MAP/100 systems:

- (MAP/100)–M Operating System Boot Software 1 of 2 (diskette)
- (MAP/100)–M Operating System Boot Software 1 of 2 (diskette)
- MAP/100-L UNIX SVR4.2 Op Sys SW 1 of 1 (1 cartridge tape)

Procedure

1. Insert the diskette labeled "*xxx System Boot Floppy 1 of 2*" into the floppy drive. *xxx* identifies the system size.
2. Insert the cartridge tape labeled "*xxx Operating System Software*" into the tape drive. Be sure that the cartridge tape latches firmly into place. *xxx* identifies the system size.
3. Turn the Intuity system on using the front-panel power switch on the MAP if the system has been powered off. If the system has power applied to it, press the reset button on the front of 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".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert diskette now.
```

```
For more information on Host Bus Adapter diskettes, see the  
Installation Guide.
```

```
Otherwise, if you do not have (or do not need to use) a Host  
Bus Adapter diskette, insert the diskette labeled "Boot  
Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

4. Remove Boot Floppy 1 of 2 from the disk drive.

If you are loading a MAP/5, continue with Step 5. You will have to load a Host Bus Adapter (HBA) diskette.

If you are loading a platform other than the MAP/5, you will not have to load an HBA diskette. Continue with Step 8 for the MAP/40 and the MAP/100 systems.
5. Insert the diskette labeled "MAP/5 Host Bus Adapter Drivers 1 of 1" into the 3.5" floppy drive. Leave the operating system tape in the drive.
6. Press **ENTER** to load the HBA diskette.

The system responds:

```
Loading the Host Bus Adapter
```

When the system is finished loading the HBA diskette, the system returns to the message:

Remove the diskette labeled "Boot Floppy 1 of 3".

If you have a diskette labeled "Host Bus Adapter Drivers", insert diskette now.

For more information on Host Bus Adapter diskettes, see the Installation Guide.

Otherwise, if you do not have (or do not need to use) a Host Bus Adapter diskette, insert the diskette labeled "Boot Floppy 2 of 3".

Press 'ENTER' to continue.

7. Remove the HBA diskette from the MAP/5 floppy drive.
8. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive. Leave the operating system tape in the drive.

⇒ NOTE:

The Intuity system only uses 2 boot floppies. These are labeled "Disk 1 of 2" and "Disk 2 of 2" on the diskettes.

9. Press **ENTER** to install the second boot floppy.

The system responds with:

Continuing the UNIX System installation...

The image is for system type MAPx
and disk size x, press <enter> to continue

MAPx indicates MAP/5, MAP/40, or MAP/100; disk size indicates the disk drive size in Mbytes or Gbytes. The disk size refers only for the first disk: it does not matter for this procedure how many other disks are in the system.

10. Verify that this is the correct tape for the system.
11. Press **ENTER** if this is the correct tape (MAP/5, MAP/40, or MAP/100) tape for this system.

The system continues to load the software. 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.*

12. Press `(ENTER)` to continue with the installation.

The system responds by flashing the word “working” at the bottom of the screen, and then displaying the UNIX System Installation screen Configure Date and Time, as shown in Figure 0-5.

```
UNIX System Installation                               Configure Date and Time
-----
On this screen, you will check the current date and time that is set on you
computer, and change them if necessary. You also select what
timezone you are in. If your timezone is not included in the choice,
select "Another timezone".

                The current date: 11/2/93
                The current time: 15:14:21
                Enter the current year:
Enter the month of the year (1-12):
Enter the day of the month (1-31):
Enter the hour of the day (0-23):
Enter the minute of the hour (0-59):
                Enter Timezone: US Eastern Time (EST)

                Apply                Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.
-----
Enter the Year (i.e., 92)
```

Figure 0-5. UNIX System Installation Screen

13. 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.

⇒ NOTE:

Even though you are setting the current date and time in this screen, you should still use the procedure “Verify System Date and Time” when it occurs on your checklist because various software installation operations may change the date or time during the installation process.

-
14. Move the cursor to “Apply” when you are finished making any necessary changes to the entire screen. Use the up or down arrow key to move to this field.

⇒ 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.

15. Press `(ENTER)` to continue.
16. 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 18.

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 17.

17. 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 does not detect files on the hard disk drive, the system displays the Installation Type Selection screen. Continue with Step 19.

If the system detects files on the hard disk drive, it displays a Files Detected Warning screen. Continue with Step 18.

18. Enter **2** to perform a destructive installation.
The system displays the Installation Type Selection screen.
19. 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)

-
20. 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
```

21. Remove Boot Floppy 2 of 2 from the floppy disk drive.
22. Remove the Intuity Operating System cartridge tape from the cartridge tape drive.
23. 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 procedures are finished:

```
The system's name is Intuity.
Welcome to USL UNIX System V Release 4.2 Version 1
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number
unable to create (NLM_PROG, NLM_VEB) for netpath.
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

24. Continue with the next procedure on your checklist.

Install 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: *For MAP/5 systems:*

- (MAP/5)-M Operating System Boot Software 1 of 2 (diskette)
- (MAP/5)-M Operating System Boot Software 2 of 2 (diskette)
- (MAP/5)-M Host Bus Adapter Diskette 1 of 1 (diskette)
- MAP/5 UNIX SVR4.2 Op Sys SW 1 of 1 (1 cartridge tape)

For MAP/40 systems:

- Premium (MAP/40)-M Operating System Boot Software 1 of 2 (diskette)
- Premium (MAP/40)-M Operating System Boot Software 1 of 2 (diskette)
- Premium (MAP/40)-M Op Sys SW 1 of 1 (1 cartridge tape)

For MAP/100 systems:

- (MAP/100)-M Operating System Boot Software 1 of 2 (diskette)
- (MAP/100)-M Operating System Boot Software 1 of 2 (diskette)
- MAP/100-L UNIX SVR4.2 Op Sys SW 1 of 1 (1 cartridge tape)

Procedure

1. Insert the diskette labeled "Boot Floppy 1 of 2" into the floppy drive.
2. Insert the cartridge tape labeled *Intuity UNIX Operating System Software* into the tape drive. Be sure that the cartridge tape latches firmly into place.
3. Turn the Intuity system on using the front-panel power switch on the MAP if the system has been powered off. If the system has power applied to it, press the reset button on the front of 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".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert diskette now.
```

```
For more information on Host Bus Adapter diskettes, see the  
Installation Guide.
```

```
Otherwise, if you do not have (or do not need to use) a Host  
Bus Adapter diskette, insert the diskette labeled "Boot  
Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

4. Remove Boot Floppy 1 of 2 from the disk drive.

If you are loading a MAP/5, continue with Step 5. You will have to load a Host Bus Adapter (HBA) diskette.

If you are loading a platform other than the MAP/5, you will not have to load an HBA diskette. Continue with Step 8 for the MAP/40 and the MAP/100 systems.
5. Insert the diskette labeled "MAP/5 Host Bus Adapter Drivers 1 of 1" into the 3.5" floppy drive. Leave the operating system tape in the drive.
6. Press **ENTER** to load the HBA diskette.

The system responds:

```
Loading the Host Bus Adapter
```

When the system is finished loading the HBA diskette, the system returns to the message:

```
Remove the diskette labeled "Boot Floppy 1 of 3".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert diskette now.
```

For more information on Host Bus Adapter diskettes, see the Installation Guide.

Otherwise, if you do not have (or do not need to use) a Host Bus Adapter diskette, insert the diskette labeled "Boot Floppy 2 of 3".

Press 'ENTER' to continue.

7. Remove the HBA diskette from the MAP/5 floppy drive.
8. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive. Leave the operating system tape in the drive.
9. Press **(ENTER)** to continue the installation.

The system responds:

```
Continuing the UNIX System installation...
```

```
The image is for system type MAPx  
and disk size x, press <enter> to continue
```

MAPx indicates MAP/5, MAP/40, or MAP/100; disk size indicates the disk drive size in Mbytes or Gbytes. The disk size refers only for the first disk: it does not matter for this procedure how many other disks are in the system.

10. Verify that this is the correct tape for the system.
11. Press **(ENTER)** if this is the correct tape (MAP/5, MAP/40, or MAP/100) tape for this system.

After loading information, 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.*

12. 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 0-6.

On this screen, you will check the current date and time that is set on your computer, and change them if necessary. You also select what timezone you are in. If your timezone is not included in the choice, select "Another timezone".

```
                The current date: 11/2/93
                The current time: 15:14:21
                Enter the current year:
Enter the month of the year (1-12):
Enter the day of the month (1-31):
Enter the hour of the day (0-23):
Enter the minute of the hour (0-59):
                Enter Timezone: US Eastern Time (EST)

                Apply                Reset
```

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press "ENTER" to continue.

Enter the Year (i.e., 92)

Figure 0-6. UNIX System Installation Screen

13. 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.

⇒ NOTE:

Even though you are setting the current date and time in this screen, you should still use the procedure "Verify System Date and Time" when it occurs on your checklist because various software installation operations may change the date or time during the installation process.

- When you are finished making any necessary changes to the entire screen, move the cursor to "Apply". Use the up or down arrow key to move to this field.

⇒ 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.

- 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 Information screen.

- 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 0-7, 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, "Install the Boot Floppies and the Operating System Software Tape for Systems with New Hard Disk(s)."

```
Total disk size is xxx cylinders (x MB)

Partition  Status   Type           Start  End    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 0-7. Hard Disk Partitioning Screen

-
17. 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 26 for systems with more than 1 hard drive and Step 27 for systems with only 1 disk drive.
 18. Enter **3** to delete a partition.
The system responds:

```
Enter the number of the partition you want to delete  
(or enter x to exit):
```
 19. 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")
```
 20. Enter **y** to delete the partition.
The system responds:

```
Partition (number) has been deleted.
```
 21. Repeat Step 19 through Step 20 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.
 22. 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).
```
 23. 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).
```
 24. Enter **100** to assign 100% of the disk to the UNIX System.
The system responds:

```
Partition 1 is now the Active partition
```

-
25. 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 28.

For systems with more than 1 hard disk drive present, the system displays the Secondary Hard Disk Partitioning screen. Continue with Step 26.

26. 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 Step 18 through Step 21 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 27.

If the system does not detect files on the hard disk drive, the system displays the Installation Type Selection screen. Skip to Step 28.

27. Enter **2** to perform a destructive installation.

The system displays the Installation Type Selection screen.

28. 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)
```

29. Enter **y** for yes.

The system responds:

```
Setting up the hard drive...
```

```
Copying UNIX System files from the diskette onto your hard disk.
```

```
This will take a few minutes. Please wait.
```

⇒ NOTE:

This procedure takes approximately 5 to 10 minutes per disk.

Next, the system displays a records in/out pair followed by:

Loading image...

This loading procedure takes approximately 10 to 15 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
```

30. Remove Boot Floppy 2 of 2 from the floppy disk drive.
31. Remove the Intuity Operating System cartridge tape from the cartridge tape drive.
32. 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 procedures are finished:

```
The system's name is Intuity.
Welcome to USL UNIX System V Release 4.2 Version 1
Console Login:
```

 **NOTE:**

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number
unable to create (NLM_PROG, NLM_VEB) for netpath.
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

33. Continue with the next procedure, on your checklist.

Install Independent Image Operating System Software for Systems with New Hard Disk(s)

The following procedure details the installation of the 2 boot floppies and the Disk Size Independent Operating System (Op Sys) Software tape onto a new disk.

Be sure to use this procedure and the Disk Independent UNIX image if you have only new hard disk(s) in the Intuity system.

Requirements

Login: none and root

Materials: *For MAP/5 systems:*

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/5 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/5 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/5 Only)

For MAP/40 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/40 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/40 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/40 Only)

For MAP/100 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/100 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/100 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/100 Only)

Procedure

1. Insert the diskette labeled "UNIX SVR4.2 Operating System Independent Image Boot Floppy 1 of 2" into the floppy drive.
2. Turn the Intuity system on using the front-panel power switch on the MAP if the system has been powered off. If the system has power applied to it, press the reset button on the front of 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".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert that diskette now.
```

```
For more information on Host Bus Adapter diskettes, see the  
Installation Guide.
```

```
Otherwise, if you do not have (or do not need to use) a Host  
Bus Adapter diskette, insert the diskette labeled "Boot  
Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

3. Remove Boot Floppy 1 of 2 from the disk drive.
4. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive.

NOTE:

The Intuity system does not use Host Bus Adapter diskettes with this version of the operating system software. Additionally, the Intuity system only uses 2 boot floppies. These floppy diskettes are labeled 1 of 2 and 2 of 2.

5. Press **ENTER** to continue the installation.

The system responds:

```
Continuing the UNIX System installation...
```

The system then presents the UNIX System Installation Introduction screen with the following message:

```
Welcome to the UNIX System installation process!
```

```
If you have never installed the UNIX System before, it is  
recommended that you press the 'F1' (or '?') key now to learn  
more about the installation process and the hardware  
requirements of the UNIX System.
```

```
-Pressing the 'F1' (or '?') key at any time during  
installation will display more information or help.
```

-Pressing the 'Del' key at any time cancels the installation.
Press the 'F1' (or '?') key for more information or 'ENTER'
top continue.

 **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.*

 **NOTE:**

If you receive a message stating that you must have at least 60 MBytes of space in the hard drive to install UNIX, your hard disk drive is experiencing problems. The cable may not be connected, or you may have a faulty hard disk drive. Power down the system and check the hard disk drive cables.

6. Press **ENTER** to continue with the installation.

The system responds by flashing the word “working” at the bottom of the screen and then displays the UNIX System Installation Installation Type Selection screen. This screen displays the following message:

You must choose a system type. The system type you choose will determine the default file system sizes you will specify on the next screen.

Press the 'F1' or '?' key to see more information about these different system types.

Your system choices are:

1. MAP/100
2. MAP/40
3. MAP/5

Press '1', '2', or '3' followed by 'ENTER':1

7. Enter **1**, **2**, or **3** to indicate the correct system size for the system that you are reinstalling. If you have questions about the identity of the hardware platform on which you are installing the operating system software, refer to page 4 on for diagrams of the various MAP platforms.

 **WARNING:**

If you select the wrong system, certain parameters will not be set to the required setting, and the Intuity system software will not load. If you accidentally select the wrong system type and the message below presents the file system sizes for a different MAP, return to Step 1 in this procedure and start over.

The system responds by flashing the work “working” at the bottom of the screen and then displaying the UNIX System Installation Set Slice Sizes screen. This screen contains the message:

You have selected the system. Now you must specify the sizes of the filesystem slices. The recommended sizes for a MAP/x system are provided as defaults on this screen.

Press the 'F1' or '?' key to see more information about these different system types.

```
Size of /stand in MB: xx
Size of /dev/dump in MB: xx
Size of /dev/swap in MB: xx
Size of / in MB: xx
```

Apply Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to "Apply" and then press 'ENTER' to continue.

8. Press **ENTER** 5 times to move through the sizes and "apply" the defaults to the system.



WARNING:

Do not change any of the sizes of the filesystem slices. Use only the defaults that the system presents. Changing the sizes of the filesystem slices to different settings will cause the installation of Intuity software to fail.

The system responds with the UNIX System Installation Surface Analysis screen. This screen displays the message:

```
Surface analysis is recommended but not required. Here you
must choose to skip or perform surface analysis.
```

```
Press the 'F1' or '?' key to see more information about these
different system types.
```

```
You choices are:
```

1. Skip surface analysis
2. Perform surface analysis

```
Press '1' or '2' followed by 'ENTER':1
```

9. Press **ENTER** to accept the default of 1 to perform the surface analysis. This takes approximately 20 minutes per Gbyte of hard disk drive space.



WARNING:

Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the Intuity system to fail.

The system responds with the message:

Checking the hard disk(s) for defects and creating filesystems. This will take a few minutes. Please wait.

This message is followed by:

Copying UNIX System files from the diskette onto your hard disk. This will take about three minutes. Please wait.

The system then displays the UNIX System Installation Insert Intuity Image Tape screen. This screen contains the following message:

You may proceed with installation from cartridge tape, or go back to the previous menu and change your selection.

To proceed, please insert the Intuity Image cartridge tape into the tape drive and type '1' followed by 'ENTER'. Make sure the tape is fully inserted into the tape drive.

Your choices are:

1. The Intuity Image tape has been inserted in the tape drive.
2. Go back to previous menu.

Press '1' or '2' followed by 'ENTER':

10. Remove the boot floppy 2 of 2 from the floppy disk drive.
11. Insert the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* into the tape drive.
12. Press **ENTER** to accept the default of 1. This indicates to the system that you have inserted the tape and it is ready for access.

The system responds by flashing the word "working" at the bottom of the screen, and then displaying the message:

Loading preliminary image. This will take about one minute.
Please do not remove the tape.

The system then displays the message:

Making file systems on you hard disk. This will take a few minutes. Please wait...

This message is followed by:

Loading Intuity Image...

The system then prints a series of dots to the screen. Each dot represents a file that is being loaded onto the system. This process takes a minimum of ten minutes.

After the system has finished loading the files, it displays:

Configuring the system.
This will take about three minutes.

This quickly is followed by the message:

```
The kernel will now be rebuilt.  
This will take about five minutes.
```

This message is followed by an additional series of dots and then the UNIX System Installation Installation Complete screen. This screen displays the message:

```
The Intuity Image installation is complete. Applications and  
other software sets can be installed using the tools  
available with the Intuity Image after the computer is  
rebooted.
```

```
When you press 'ENTER', the computer will be shut down. Make  
sure the boot floppy drive is empty.
```

```
Press 'ENTER' to continue.
```

13. Remove the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* into the tape drive.
14. Verify that the floppy diskette drive is empty.



CAUTION:

If the floppy diskette drive contains a diskette, the system reboot will fail. Instead of rebooting, the system will hang. If this happens, remove the floppy from the drive and press CTRL-ALT-DEL.

15. Press to continue.



CAUTION:

Do not press the reset button on the system unless specifically directed to do so. If you press the reboot button instead of pressing on the keyboard, you may corrupt the installation. Only press to start this reboot.

The system performs memory checks, and checks to see what equipment is available for its use, including the number of drives present, and then presents copyright information. The system then displays the message:

```
Setting up new kernel environment  
The system is fine and is now coming up.
```

The last message in this series is the console login prompt:

```
The system is ready.
```

```
The system's name is Intuity.  
Welcome to Intuity AUDIX Voice Messaging System, Release 2.0  
USL UNIX System V Release 4.2 Version 1.1 Patch 1.4  
Console Login:
```

⇒ NOTE:

If you are installing the operating system onto a machine that is not equipped with a LAN circuit card, you may receive a message that states that an invalid check sum occurred. Disregard this message.

16. Log into the system as **root**, and press **(ENTER)** at the password prompt.

⇒ NOTE:

If you encounter information that your password has expired, enter **Intuity1** for the password. Use this password instead of enter for the remainder of the procedure. As soon as you reload the Intuity system tape, this password will be replaced, and you will no longer be able to gain access to the system with this password.

The system responds with the UNIX prompt (#).

17. Enter **installit** at the UNIX prompt (#).

The system responds by conducting checks and rapidly displaying a series of messages.

The system then presents the messages:

```
The Volume Manager is now reconfiguring (partition phase)...
Volume Manager: Partitioning c0t0d0 as an encapsulated disk.
The system must now be rebooted to continue the
reconfiguration.
Hit RETURN to continue.
```

18. Press **(ENTER)** to continue.

The system responds by rebooting, performing memory checks and checking to see what equipment is available for its use, including the number of drives present, and then presents copyright information.

The system also saves, generates, and writes the new configuration. After the configuration, the system displays the message:

```
The kernel will now be rebuilt to incorporate configuration
changes for the Volume Manager.
```

```
The UNIX Operating system Kernel will be rebuilt now.
This will take some time. Please wait.
```

The system then displays the message:

```
The UNIX Operating system kernel has been rebuilt.
Saved the previous UNIX Operating System kernel as
"unix.old".
Installed new UNIX Operating System kernel.
The system must now be rebooted.
Hit RETURN to continue.
```

-
19. Press `(ENTER)` to continue.

The system responds by rebooting, performing memory checks and checking to see what equipment is available for its use, including the number of drives present, and then presents copyright information.

When the system is finished with the UNIX installation, it presents the console login prompt:

```
The system is ready.
```

```
The system's name is Intuity.
```

```
Welcome to Intuity AUDIX Voice Messaging System, Release 2.0
```

```
USL UNIX System V Release 4.2 Version 1.1 Patch 1.4
```

```
Console Login:
```

20. Continue with the next procedure, on your checklist.

Install the Independent Image Operating System Software 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.

Be sure to use this procedure and the Disk Independent UNIX image if you:

1. Have replaced an existing hard disk drive on a multi-disk system
2. Are re-installing the operating system for any reason and have more than 1 hard disk drive present in the system

Requirements

Login: none and root

Materials: *For MAP/5 systems:*

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/5 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/5 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/5 Only)

For MAP/40 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/40 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/40 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/40 Only)

For MAP/100 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/100 Only)
- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/100 Only)
- UNIX SVR4.2 Op Sys Independent Image 1 of 1 (MAP/100 Only)

Procedure

1. Insert the diskette labeled "UNIX SVR4.2 Operating System Independent Image Boot Floppy 1 of 2" into the floppy drive.
2. Turn the Intuity system on using the front-panel power switch on the MAP if the system has been powered off. If the system has power applied to it, press the reset button on the front of 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".
```

```
If you have a diskette labeled "Host Bus Adapter Drivers",  
insert that diskette now.
```

```
For more information on Host Bus Adapter diskettes, see the  
Installation Guide.
```

```
Otherwise, if you do not have (or do not need to use) a Host  
Bus Adapter diskette, insert the diskette labeled "Boot  
Floppy 2 of 3".
```

```
Press 'ENTER' to continue.
```

3. Remove Boot Floppy 1 of 2 from the disk drive.
4. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive.

NOTE:

The Intuity system does not use Host Bus Adapter diskettes with this version of the operating system software. Additionally, the Intuity system only uses 2 boot floppies. These floppy diskettes are labeled 1 of 2 and 2 of 2.

5. Press **ENTER** to continue the installation.

The system responds:

```
Continuing the UNIX System installation...
```

The system then presents the UNIX System Installation Introduction screen with the following message:

```
Welcome to the UNIX System installation process!
```

```
If you have never installed the UNIX System before, it is  
recommended that you press the 'F1' (or '?') key now to learn  
more about the installation process and the hardware  
requirements of the UNIX System.
```

```
-Pressing the 'F1' (or '?') key at any time during  
installation will display more information or help.
```

-Pressing the 'Del' key at any time cancels the installation.
Press the 'F1' (or '?') key for more information or 'ENTER'
top continue.



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.*



NOTE:

If you receive a message stating that you must have at least 60 MBytes of space in the hard drive to install UNIX, your hard disk drive is experiencing problems. The cable may not be connected, or you may have a faulty hard disk drive. Power down the system and check the hard disk drive cables.

6. Press **ENTER** to continue with the installation.

The system responds by flashing the word "working" at the bottom of the screen and then the UNIX System Installation Files Deleted Warning screen. This screen displays the message:



NOTE:

You will not see this message if you have replaced Disk 0 with a new disk drive. This message appears only if Drive 0 contains files. If this message does not appear, go to Step 8 in this procedure.

WARNING: Files have been detected in the active partition(s) of your hard disk(s).

In order to install the operating system, you must have an active UNIX partition occupying 100% of your hard disk. No other partitions may share the disk.

You have the option of removing the existing partitions at this point and creating a new UNIX partition. You should only remove the existing partitions if you don't want to save any files on your disk.

If you elect to abort the installation, the existing partitions will not be removed and installation will be halted.

1. Destroy existing partitions and create a new UNIX partition.
2. Abort the installation, leaving existing partitions untouched.

Type '1' or '2' followed by 'ENTER':1

7. Press **ENTER** to accept the default of 1 and to destroy the existing partitions.

The system responds by flashing the word “working” at the bottom of the screen and then displays the UNIX System Installation Installation Type Selection screen. This screen displays the following message:

You must choose a system type. The system type you choose will determine the default file system sizes you will specify on the next screen.

Press the 'F1' or '?' key to see more information about these different system types.

Your system choices are:

1. MAP/100
2. MAP/40
3. MAP/5

Press '1', '2', or '3' followed by 'ENTER':1

8. Enter **1**, **2**, or **3** to indicate the correct system size for the system that you are reinstalling. If you have questions about the identity of the hardware platform on which you are installing the operating system software, refer to page 4 on for diagrams of the various MAP platforms.



WARNING:

If you select the wrong system, certain parameters will not be set to the required setting, and the Intuity system software will not load. If you accidentally select the wrong system type and the message below presents the file system sizes for a different MAP, return to Step 1 in this procedure and start over.

The system responds by flashing the work “working” at the bottom of the screen and then displaying the UNIX System Installation Set Slice Sizes screen. This screen contains the message:

You have selected the system. Now you must specify the sizes of the filesystem slices. The recommended sizes for a MAP/x system are provided as defaults on this screen.

Press the 'F1' or '?' key to see more information about these different system types.

```
Size of /stand in MB: xx
Size of /dev/dump in MB: xx
Size of /dev/swap in MB: xx
Size of / in MB: xx
```

Apply Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor to “Apply” and then press 'ENTER' to continue.

9. Press **ENTER** 5 times to move through the sizes and “apply” the defaults to the system.

⚠ WARNING:

Do not change any of the sizes of the filesystem slices. Use only the defaults that the system presents. Changing the sizes of the filesystem slices to different settings will cause the installation of Intuity software to fail.

The system responds with the UNIX System Installation Surface Analysis screen. This screen displays the message:

Surface analysis is recommended but not required. Here you must choose to skip or perform surface analysis.

Press the 'F1' or '?' key to see more information about these different system types.

You choices are:

1. Perform surface analysis
2. Skip surface analysis

Press '1' or '2' followed by 'ENTER':1

10. Press **ENTER** to accept the default of 1 to perform the surface analysis. This takes approximately 20 minutes per Gbyte of hard disk drive space.

⚠ WARNING:

Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the Intuity system to fail.

The system responds with the message:

Checking the hard disk(s) for defects and creating filesystems. This will take a few minutes. Please wait.

This message is followed by:

Copying UNIX System files from the diskette onto your hard disk. This will take about three minutes. Please wait.

The system then displays the UNIX System Installation Insert Intuity Image Tape screen. This screen contains the following message:

You may proceed with installation from cartridge tape, or go back to the previous menu and change your selection.

To proceed, please insert the Intuity Image cartridge tape into the tape drive and type '1' followed by 'ENTER'. Make sure the tape is fully inserted into the tape drive.

Your choices are:

1. The Intuity Image tape has been inserted in the tape drive.
2. Go back to previous menu.

Press '1' or '2' followed by 'ENTER':

-
11. Remove the boot floppy 2 of 2 from the floppy disk drive.
 12. Insert the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* into the tape drive.
 13. Press `(ENTER)` to accept the default of 1. This indicates to the system that you have inserted the tape and it is ready for access.

The system responds by flashing the word "working" at the bottom of the screen, and then displaying the message:

```
Loading preliminary image. This will take about one minute.  
Please do not remove the tape.
```

The system then displays the message:

```
Making file systems on you hard disk. This will take a few  
minutes. Please wait...
```

This message is followed by:

```
Loading Intuity Image...
```

The system then prints a series of dots on the screen. Each dot represents a file that is being loaded onto the system. This process takes a minimum of ten minutes.

After the system has finished loading the files, it displays:

```
Configuring the system.  
This will take about three minutes.
```

This quickly is followed by the message:

```
The kernel will now be rebuilt.  
This will take about five minutes.
```

This message is followed by an additional series of dots and then the UNIX System Installation Installation Complete screen. This screen displays the message:

```
The Intuity Image installation is complete. Applications and  
other software sets can be installed using the tools  
available with the Intuity Image after the computer is  
rebooted.
```

```
When you press 'ENTER', the computer will be shut down. Make  
sure the boot floppy drive is empty.
```

```
Press 'ENTER' to continue.
```

14. Remove the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* from the tape drive.
15. Verify that the floppy diskette drive is empty.



CAUTION:

If the floppy diskette drive contains a diskette, the system reboot will fail. Instead of rebooting, the system will hang. If this happens, remove the floppy from the drive and press CTRL-ALT-DEL.

-
16. Press `(ENTER)` to continue.



CAUTION:

Do not press the reset button on the system unless specifically directed to do so. If you press the reboot button instead of pressing `(ENTER)` on the keyboard, you may corrupt the installation. Only press `(ENTER)` to start this reboot.

The system performs memory checks, and checks to see what equipment is available for its use, including the number of drives present, and then presents copyright information. The system then displays the message:

```
Setting up new kernel environment
The system is fine and is now coming up.
```

The last message in this series is the console login prompt:

```
The system is ready.

The system's name is Intuity.
Welcome to Intuity AUDIX Voice Messaging System, Release 2.0
USL UNIX System V Release 4.2 Version 1.1 Patch 1.4
Console Login:
```



NOTE:

If you are installing the operating system onto a machine that is not equipped with a LAN circuit card, you may receive a message that states that an invalid check sum occurred. Disregard this message.

17. Log into the system as **root**, and press `(ENTER)` at the password prompt.



NOTE:

If you encounter information that your password has expired, enter **Intuity1** for the password. Use this password instead of enter for the remainder of the procedure. As soon as you reload the Intuity system tape, this password will be replaced, and you will no longer be able to gain access to the system with this password.

The system responds with the UNIX prompt (#).

18. Determine your next step:
- If you are re-installing a non-mirrored system, continue with Step 19 in this procedure.
 - If you are re-installing a mirrored system (MAP/40 or MAP/100), perform the following steps to remove any existing partition on disk drive 1:
 - Enter **fdisk /dev/rdisk/c0t1d0s0** at the UNIX (#) prompt.
The system responds with the Hard Disk Partitioning screen.

-
2. Enter **3** to delete a partition.
The system responds:

```
Enter the number of the partition you want to
delete (or enter x to exit):
```
 3. 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")
```
 4. Enter **y** to delete the partition.
The system responds:

```
Partition (number) has been deleted.
```
 5. Enter **4** to update the disk configuration.
 6. Enter **init 0** at the UNIX prompt to reboot the system.
The system responds by rebooting. The final message in this display is the Console Login prompt.
 7. Log into the system as **root**, and press **(ENTER)** at the password prompt.
 8. Continue with Step 19.
19. Enter **installit** at the UNIX prompt (**#**).
The system responds with the message:

```
Volume Manager will now be installed
If you have just re-installed the UNIX image on a multiple
disk system. Run installit one more time after the Volume
Manager installation is complete
Press enter, to continue the Volume Manager installation...
```
 20. Press **(ENTER)** to continue with the installation.
The system responds by rebooting, performing memory checks and checking to see what equipment is available for its use, including the number of drives present, and then presents copyright information.
The system then presents the messages:

```
The Volume Manager is now reconfiguring (partition phase)...
Volume Manager: Partitioning c0t0d0 as an encapsulated disk.
The system must now be rebooted to continue the
reconfiguration.
Hit RETURN to continue.
```
 21. Press **(ENTER)** to continue.

The system responds by rebooting, performing memory checks and checking to see what equipment is available for its use, including the number of drives present, and then presents copyright information.

The system also saves, generates, and writes the new configuration. After the configuration, the system displays the message:

```
The kernel will now be rebuilt to incorporate configuration
changes for the Volume Manager.
```

```
    The UNIX Operating system Kernel will be rebuilt now.
    This will take some time. Please wait.
```

The system then displays the message:

```
The UNIX Operating system kernel has been rebuilt.
Saved the previous UNIX Operating System kernel as
"unix.old".
Installed new UNIX Operating System kernel.
The system must now be rebooted.
Hit RETURN to continue.
```

22. Press **(ENTER)** to continue.

The system responds with a reboot.

When the system is finished with the UNIX installation, it presents the console login prompt:

```
The system is ready.
The system's name is Intuity.
Welcome to Intuity AUDIX Voice Messaging System, Release 2.0
USL UNIX System V Release 4.2 Version 1.1 Patch 1.4
Console Login:
```

⇒ NOTE:

If you have received a warning stating:

```
VXVM:vold:Warning:Disk c0t1d0s0 names group rootdg, but
group ID differs
```

Ignore this warning.

23. Determine your next step:
- If you are installing the UNIX independent image on a single disk system, continue with the next step in your checklist.
 - If you are installing the UNIX independent image on a multiple-disk system with previously-used hard disk drives, continue with the next step in this procedure.
24. Log into the system as **root**, and press **(ENTER)** at the password prompt.
25. Enter **installit** at the UNIX prompt (#).

The system responds:

```
Veritas Volume Manager is installed
the system will attempt to recover disks now.
Press enter to continue...or press del to terminate
installit.
```

⇒ NOTE:

If you receive a message stating:

```
UX:cp:ERROR: Cannot open /dev/rdisk lc0tld0sf: no such
device
voldg:error associating disk-media disk 01 with
c0tld0se:Disk device is offline
```

The second (or later) hard disk in the system is new. If this is the case, continue with the procedures on your checklist, and after adding all of the software to the system, use the Add Disk procedure to add the disk to the system.

26. Press **ENTER** to continue.

The system responds with a screen showing a table of sample outputs and returns you to the UNIX prompt.

27. Continue with the next procedure on your checklist.

Install the Intuity System Software (Intuity AUDIX Voice Messaging System R3.2 MTCE, VS, VM, NETW 1 of 1)

Use the following procedure to load the Intuity system software.

Requirements

Login: root

Materials: Intuity AUDIX V3.2 Software 1 of 1
(1 cartridge tape)

Procedure to Install All Packages

1. Log into the system as root

⇒ NOTE:

Use the a return password. This password and all passwords will change when you restore the customer data. If a message appears requesting the terminal type (TERM=AT386) press **ENTER** to accept this default.

The system responds with a UNIX (#) prompt.

2. Insert the Intuity AUDIX V3.2 Software 1 of 1 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 ctape1**

The system responds:

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

-
4. Press `(ENTER)` to continue the installation.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

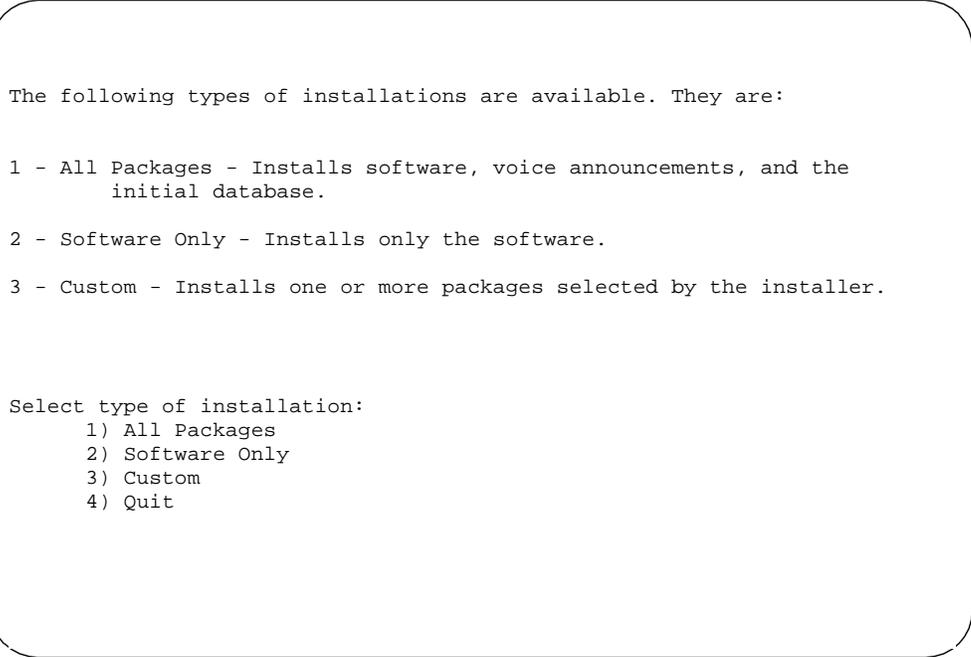
```
The following sets are available:
```

```
1    Vex      Intuity Application Software Set
      (486) 2.x-xx
```

```
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 0-8.



```
The following 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 0-8. 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 and next requests the switch type:

```
Select switch type which is connected to this system
25 (System 25)
75 (System 75 or other PBX not listed here)
85 (System 85 or Dimension)
Enter selection (default:75) [?,??,q]:
```

8. Enter the appropriate switch type. This entry loads the specific ChanTran test application for your switch; it does not specify the switch integration package. If you are installing a switch/PBX type not listed above, press **(ENTER)** to accept the system default.

The system responds by installing software and then requesting password entries.

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.

⇒ NOTE:

If this is a recovery installation and the system detects previously loaded file systems, you will see the message:

```
##Executing preinstall script.
VMvol is not mounted
```

You have two options:

- 1 Attempt to restore VMVol
- 2 Remove VMvol for a complete reload

Option (2) will cause the data in VMvol to be wiped clean and should be restored from the tape (default: 1 Attempt to restore VMvol) {?,??}:

If you need to recover software, go to “Recover Existing File Systems,” on page 80, Step 11 and continue with the recovery procedure. Otherwise, enter 2 and **y** for each file name that the system presents to re-install the software and overwrite any existing files.

⇒ NOTE:

If you see a message during the installation of the software about logging out and performing an upgrade, ignore this message.

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 a notice and the UNIX prompt:

```
*** IMPORTANT NOTICE ***
```

```
If installation of all desired packages is complete,
the machine should be rebooted in order to
ensure sane operation. Execute the shutdown
command with the appropriate options and wait for
the "Console Login:" prompt.
```

11. Remove the Intuity System Software cartridge tape from the tape drive.

12. Enter **shutdown -y -g0 -i6** at the UNIX prompt.

The system responds:

```
Shutdown started. Date
```

```
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 message:

```
Startup of the Voice System is complete
```

```
The system messages might wipeout the
Console Login prompt
```

```
Please hit the <ENTER> key after the messages stop
```

13. Press **ENTER** to obtain the console login prompt.

The system responds with the console login prompt:

```
The system's name is Intuity.
```

```
Welcome to Intuity AUDIX Voice Messaging System, R2.0
```

```
Welcome to USL UNIX System V Release 4.2 Version 1
```

```
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number
unable to create (NLM_PROG, NLM_VEB) for netpath.
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

14. Continue with the next procedure on your checklist.

Recover Existing File Systems

This procedure attempts to recover existing file systems on non-mirrored systems. Use this procedure after you have reloaded the UNIX boot floppies and tape.

The following procedure applies to systems that have had their UNIX operating system re-installed to previously loaded disks, or to any other system that for some reason has unmounted filesystems. Re-installing the UNIX operating system will unmount file systems. Because the re-installation causes the unmounting to occur, the maintenance module in the Intuity software has been designed to detect unmounted file systems and attempt to recover them. If the MTCE module does not detect any unmounted file systems, all of the software will load.

NOTE:

If you have not loaded the UNIX operating system, select Customer/Service Administration, System Management, UNIX Management, Software Install. Insert the tape. Select Tape Drive.

Requirements

- | | |
|------------|--|
| Login: | root or craft
(use craft if the system screens are operational) |
| Materials: | AUDIX V3.2 Software 1 of 1
(1 cartridge tape) |

Procedure

1. Log into the system as root at the console login prompt.

NOTE:

Use the a return password. This password and all passwords will change when you restore the customer data. If a message appears requesting the terminal type (TERM=AT386) press **ENTER** to accept this default.

The system responds with a UNIX (#) prompt.

2. Insert the Intuity System Software cartridge tape (AUDIX V3.2 Software 1 of 1) 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 ctape1** to install the tape.

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 Application Set Software  
      (486) 2.x-xx
```

```
Select package(s) you wish to process (or 'all' to process  
all packages). (default: all) [?,??,q]
```

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter q to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press **(ENTER)**.

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 0-9.

```
The following 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 0-9. Installation Information Screen

6. Enter **3** for a custom installation.

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 upgrade? (default:n)
Install vs? (default:n)
Install VM-dfltdb? (default:n)
Install VM-files? (default:n)
Install VM-sw? (default:n)
Install netw? (default:n)
Install sme42L? (default:n)
Install tcpadm? (default:n)
```

8. Enter **y** for the maintenance module (mtce).

-
9. Enter **n** for all remaining software questions.

The system begins to load the software and next requests the switch type:

```
Select switch type which is connected to this system
25 (System 25)
75 (System 75 or other PBX not listed here)
85 (System 85 or Dimension)
Enter selection (default:75) [?,??,q]:
```

10. Enter the appropriate switch type. This entry loads the specific ChanTran test application for your switch; it does not specify the switch integration package. If you are installing a switch/PBX type not listed above, press **(ENTER)** to accept the system default.

If this software is being loaded onto a system that has clean hard disks that have not been previously loaded, the system will not detect file systems. Continue with Step 13.

If this is a recovery installation, the system will detect previously loaded file systems. Continue with this procedure.

The system responds with the volume name that it detected. Examples include VM-vol, swinvol, netwvol, and maintenance vol, in the format:

```
##Executing preinstall script.
<Volume abbreviation> is not mounted
```

You have two options:

```
1 Attempt to restore <Volume abbreviation>
2 Remove <Volume abbreviation> for a complete reload
```

Option (2) will cause the data in VMvol to be wiped clean and should be restored from the tape (default: 1 Attempt to restore <Volume abbreviation>) {?,??}:

11. Enter **1** to attempt to restore the file system. Continue to enter 1 for each file system.

The system responds by attempting to restore the file system, and then presents the next file system name that is not mounted.

- For all file systems that are successfully remounted and recovered, the system displays the message:

```
replay complete - marking super-block as clean
```

Any file systems that receive this message do not need to be re-installed.

- If the vmvol fails, press enter after the failure message to continue with the installation of the maintenance module.

- If you see the following message at the end of the restoration attempt:

```
Intuity System is corrupted.
  Choose to load all software packages from the tape!!
  Hit <Enter> to continue!!!
```

the system will load all of the software only packages from the tape for you.

- Record any files that have failed to be restored in the table below. If none of the file system restores failed, continue with the next step.

Table 0-15. File System Recovery Summary

File System	Fail to Recover?	If Failed to Recover, Reload:
VMvol		Install VM-sw
mtcevol		Install mtce
netwvol		Install netw
swinvol		Switch integration package
updatevol		No package required
vmvol		Inform your remote maintenance center
voice1vol		No package required; requires restoration from backup, restoring from both the attended and the unattended backup tapes
vsvol		Install vs

- Press **(ENTER)** for each password and re-enter new password prompt if the system presents passwords.

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 Application Software> is completed.
Insert a cartridge into Tape Drive 1.
Type [go] when ready
  or [q] to quit: (default: go)
```

14. Enter **q** to quit.

The system responds with a notice and the UNIX prompt:

```
*** IMPORTANT NOTICE ***
```

```
If installation of all desired packages is complete,  
the machine should be rebooted in order to  
ensure sane operation. Execute the shutdown  
command with the appropriate options and wait for  
the "Console Login:" prompt.
```

```
#
```

15. If the recovery procedure failed to recover any file system(s), continue with the next step, Step 16. If the successfully recovered all of the file systems, go to Step 25.

16. Press **ENTER** with the Intuity AUDIX R3.2 tape in the tape drive.

The system responds:

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

17. Press **ENTER**.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

```
The following sets are available:
```

```
1    Vex          Intuity Application Set Software  
      (486) 2.x-xx
```

```
Select package(s) you wish to process (or 'all' to process  
all packages). (default: all) [?,??,q]
```

18. Press **ENTER** to select all.

19. 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 0-10 below.

```

The following 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 0-10. Installation Information Screen

20. Enter **3** 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)
```

21. Enter **y** to confirm.

The system responds with a list of questions, presenting one at a time:

```

Install mtce? (default:n)
Install upgrade? (default:n)
Install vs? (default:n)
Install VM-dfltdb? (default:n)
Install VM-files? (default:n)
Install VM-sw? (default:n)
Install netw? (default:n)
Install sme42L? (default:n)
Install tcpadm? (default:n)

```

22. Enter **y** for the software that you need to install. Enter **n** for all remaining software questions. Refer to the File System Recovery Summary, Table 0-15 on page A-84 for a listing of the files systems that you need to re-install.

Press **(ENTER)** for any password prompts that appear or enter the appropriate switch type, if necessary.

The system continues to load software after the passwords, scrolling its activities across the screen. When this process is finished, the system presents a completion message and:

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

23. Enter **q** to quit.
24. Remove the cartridge tape from the tape drive.
25. Remove the Intuity System Software cartridge tape from the tape drive.
26. Enter **shutdown -y -g0 -i6** at the UNIX prompt.

The system responds:

```
Shutdown started. Date
```

```
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 message:

```
Startup of the Voice System is complete
```

```
The system messages might wipeout the  
Console Login prompt
```

```
Please hit the <ENTER> key after the messages stop
```

27. Press **(ENTER)** to obtain the console login prompt.

The system responds with the console login prompt:

```
The system's name is Intuity.  
Welcome to Intuity AUDIX Voice Messaging System, R2.0  
Welcome to USL UNIX System V Release 4.2 Version 1  
Console Login:
```

28. Continue with the next procedure on your checklist.

Install the Default Database for MAP/100 Systems

This procedure loads the default database for voice mail from the AUDIX V3.2 Software 1 of 1 software tape onto the Intuity system. This procedure should only be used when replacing a MAP/100 Disk 6.

Requirements

Login:	root
Materials:	Intuity AUDIX V3.2 Software 1 of 1 (1 cartridge tape)
Special Conditions:	–The voice system must be stopped before loading this tape. –Any RFUs must be removed from the system.

Procedure

1. Log into the system as root at the console login prompt.



NOTE:

Contact your remote maintenance center with questions about the password.

The system responds with a UNIX (#) prompt.

2. Enter **/VM/bin/cleardb** at the UNIX prompt.

The system responds by removing all customer data stored on the MAP/100 Disk 6 so that the default database can be reloaded.

This procedure is completed when the hard disk drive lights stop flashing.

3. Insert the Intuity System Software cartridge tape (AUDIX V3.2 Software 1 of 1) 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.

4. Enter **pkgadd -d ctape1** to install the tape.

-
5. Select Tape Drive with the tape inserted into the tape drive.

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter q to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press **ENTER**.

6. Press **ENTER** to select the tape drive.

The system responds:

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

7. Press **ENTER** to install the software.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

```
The following pkgs are available:
```

```
1      Vex  Intuity Application Software Set  
        (486) 1.1-18
```

```
Select package(s) you wish to process (or 'all' to process  
all packages). (default: all) [?,??, q]
```

8. Press **ENTER** to accept the default of 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 0-11.

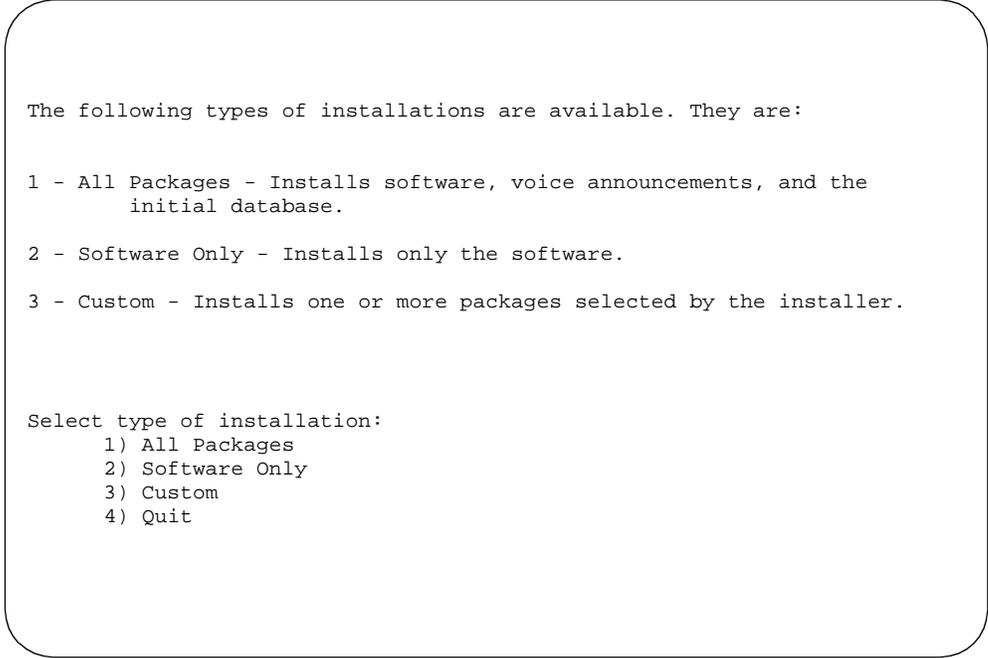


Figure 0-11. Installation Information Screen

- 9. 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)
```

- 10. Enter **y** to confirm.

The system responds with a list of questions, presenting one at a time:

```
Install mtce? (default:n)  
Install upgrade? (default:n)  
Install vs? (default:n)  
Install VM-dfltdb? (default:n)  
Install VM-files? (default:n)  
Install VM-sw? (default:n)  
Install netw? (default:n)  
Install sme42L? (default:n)  
Install tcpadm? (default:n)
```

-
11. Enter **y** for the VM-dfltodb (voice mail default database). Press **ENTER** for all of the other packages.

The system begins to load the VM-dfltodb package. 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)
```

12. Enter **q** to quit.
13. Remove the Intuity System Software cartridge tape from the tape drive.
14. Press **CANCEL** (F6) twice to return to the System Management screen.
15. Continue with the next procedure on your checklist.

Install the Intuity System Software for MAP/100 Systems

Use this procedure to install the default database for MAP/100 Disk 0 and Disk 6.



WARNING:

This procedure destroys all customer/subscriber data loaded and stored onto Disk 6. Do not perform this procedure unless you have an attended backup tape. If you do not have an attended backup tape, advise your remote maintenance center of the condition.

Requirements

Login: craft
Materials: AUDIX V3.2 Software 1 of 1
 (1 cartridge tape)

Procedure

1. Log into the system as root at the console login prompt.



NOTE:

Use the a return password. This password and all passwords will change when you restore the customer data. If a message appears requesting the terminal type (TERM=AT386) press **ENTER** to accept this default.

The system responds with a UNIX (#) prompt.

2. Insert the Intuity System Software cartridge tape (AUDIX V3.2 Software 1 of 1) 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 ctape1**

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 Application Set Software
      (486) 2.x-xx
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter q to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press **ENTER**.

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 0-12.

The following 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 0-12. 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 and next requests the switch type:

```
Select switch type which is connected to this system
25 (System 25)
75 (System 75 or other PBX not listed here)
85 (System 85 or Dimension)
Enter selection (default:75) [?,??,q]:
```

8. Enter the appropriate switch type. This entry loads the specific ChanTran test application for your switch; it does not specify the switch integration package. If you are installing a switch/PBX type not listed above, press **(ENTER)** to accept the system default.

⇒ NOTE:

If the system detects file systems loaded onto the disk, it will ask you if you wish to restore the file systems. Indicate no in all cases by selecting Option 2 to remove the file system and confirm your choice by entering **y**.

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 Application Software> is completed.

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

⇒ NOTE:

You may leave the cartridge tape in the drive.

10. Enter **q** to quit.
The system responds by returning to the UNIX prompt (#).
11. Remove the Intuity System Software cartridge tape (AUDIX) from the tape drive.
12. Enter **shutdown -y -g0 -i6** to shutdown and reboot the system.

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:

```
The system's name is Intuity.  
Welcome to Intuity AUDIX Voice Messaging System, R2.0  
Welcome to USL UNIX System V Release 4.2 Version 1  
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number  
unable to create (NLM_PROG, NLM_VEB) for netpath.  
The system is ready.
```

Ignore this error message. Even though it appears, the system has rebuilt successfully, provided that you have received no other error messages.

13. Continue with the next procedure on your checklist.

Stop the Voice System

⚠ CAUTION:
Certain software packages will fail to install if the voice system running.

The following procedure describes how to stop the voice system so that you can load additional software onto the system. Stopping the voice system at this point is necessary because after a reboot, the Intuity system automatically starts the Intuity AUDIX voice system.

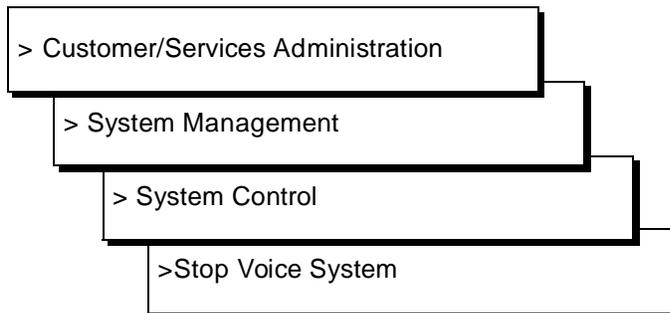
Requirements

Login: craft

Materials: none

Procedure

1. Starting at the Customer/Services Administration screen, select:



The path to the System Control screen is shown in Figure 0-13.

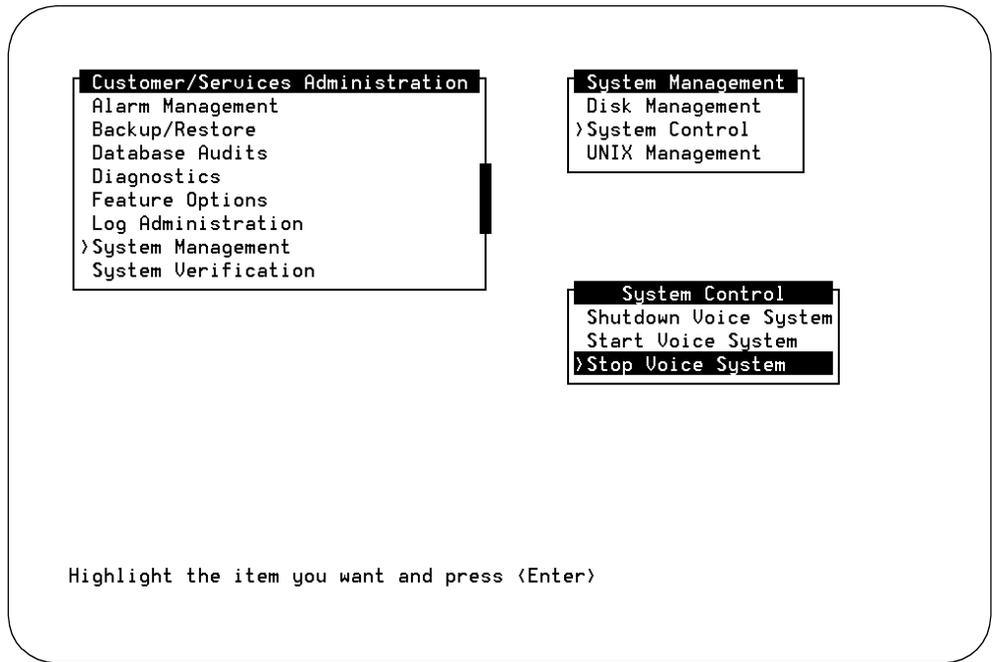


Figure 0-13. System Control Screen

The system responds:

Enter y to continue, n to quit.

2. Enter **y** to continue.

The system responds:

The Voice System is now stopping.

Initializing request to clear all calls in the next 180 seconds.

```
Orderly idling of system succeeded.
The AUDIX(R) module is being stopped. Please wait.
.....Networking module shutdown in progress....
.Networking Module shutdown.
.....
AUDIX(R) module stopped.
```

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the voice system.

```
INIT : New run level: 3
```

The Voice System has stopped

Press ENTER to continue.

3. Press **(ENTER)** to return to the screens.

-
4. Press **CANCEL** (F6) return to the System Management screen.
 5. Continue with the next step on your checklist.

Install the Intuity System Default Announcement Set and/or Optional Language Package Announcement Sets

Use the following procedure to install both the system default announcement set and any optional language (announcement set) packages.

⇒ NOTE:

This procedure is intended for use when reloading Intuity systems. If you are adding this option to an existing system, refer to Appendix B, "Installing Intuity Optional Software".

⚠ CAUTION:

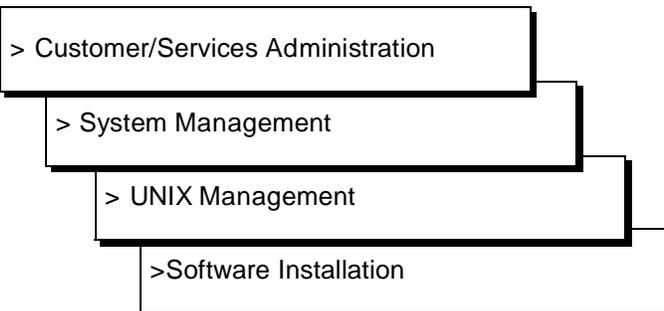
Do not install optional language announcement sets from Intuity AUDIX R2.0 on this release. All optional language tapes used with the Intuity system R2.0 should be labeled 3.2.

Requirements

Login: craft
Materials: optional language tape(s)
 (1 cartridge tape per
 announcement set)

Procedure

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



The system responds with the Software Install screen, as shown in Figure 0-14.

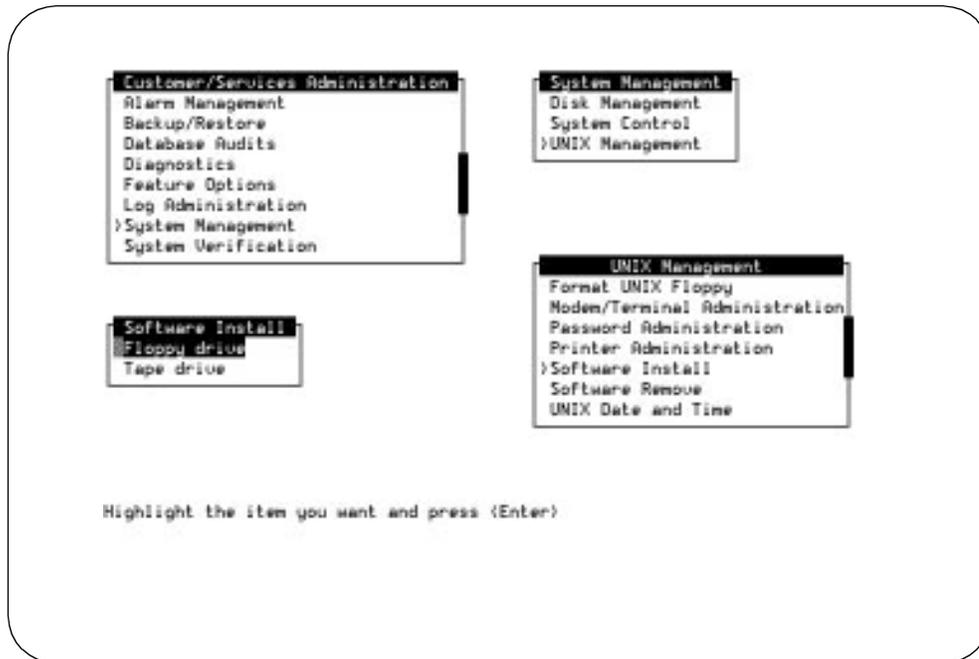


Figure 0-14. Software Install Screen

2. Insert the optional language set tape into the tape drive. Insert the tape label-side up with the opening to the left.
3. Select Tape Drive with the tape inserted into the tape drive.

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter `q` to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press `(ENTER)`.

The system responds:

```
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  language name  Language Name System Announcements
    (AUDIX) R3.2
```

```
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 begins to process the packages and then presents the message:

```
(Language Name) System Announcements
(AUDIX) R3.2
Using</> as the package base directory.
AT&T Bell Laboratories
Is this the default language set?
(default: y) [y,n,?,q]
```

7. Enter **y** to confirm that this is the default language if you are installing the default language. Enter **n** if you are installing an optional or secondary language.

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)
```

8. Press **q** to quit.

The system returns you to the screens.

9. Remove the cartridge tape from the drive.
10. Press **ENTER** (F6) until you reach the INTUITY(TM) Administration screen.
11. Continue with the next procedure on your checklist.

Install the PLTX Update

A Platform Enhancements Extension (PLTX) Update adds or changes software for the UNIX operating system. Use the procedures below to install the PLTX update. If you have questions about whether or not your system requires a PLTX update, contact your remote maintenance center. Not all systems will have a PLTX diskette on site.

⇒ NOTE:

If you are installing the PLTX update to an existing system, follow the instructions below, and reboot the system.

Follow the procedures in the order on your checklist.

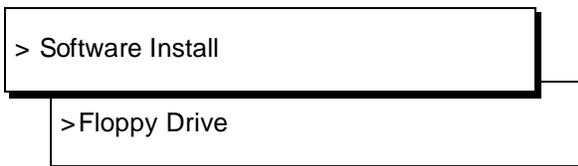
Requirements

Login: craft

Materials: UNIX SVR4.2 PLTX Version-*N* Software Update (1 floppy diskette—*N* indicates the version number, A, B, C.....)

Procedure

1. Starting at the UNIX Management screen, select:



The path to the Software Install screen is shown in Figure 0-15.

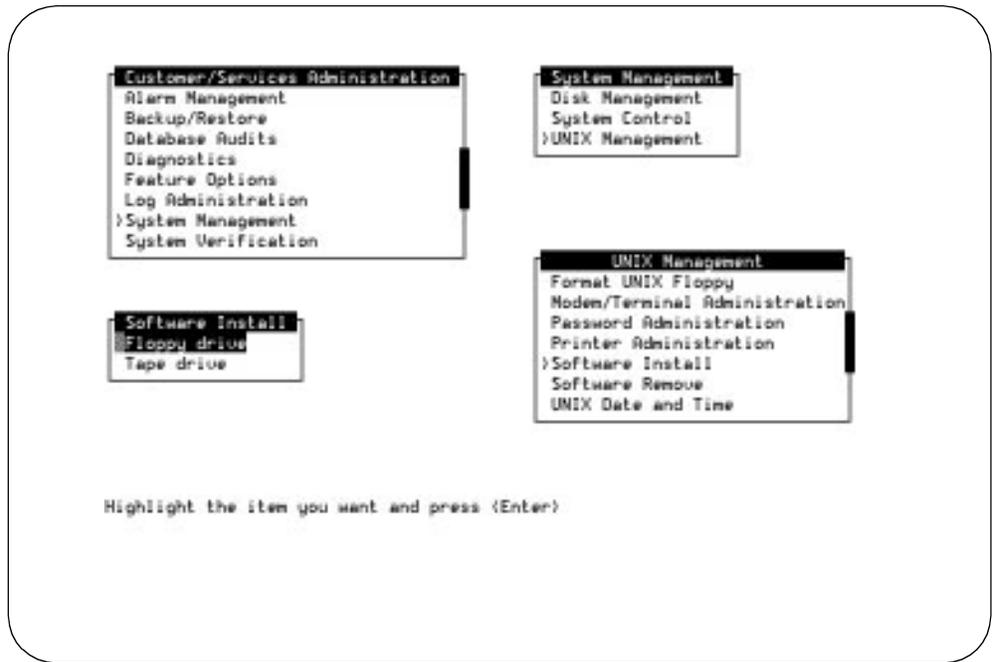


Figure 0-15. Software Install Screen

The system responds:

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

2. Insert the Intuity PLTX update diskette into the floppy drive. Insert the diskette label-side up.
3. Press **(ENTER)** to install the software.

The system responds:

```
Installation in progress. Do not remove the diskette.
```

```
The following pkgs are available:
```

```
  1  pltx  UNIX SVR4.2 Platform Enhancements Extension
      Version-N (486)
```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

⇒ NOTE:

N indicates the version letter designation of the PLTX.

-
4. Press **ENTER** to accept the default of all.

The system responds with a series of processing messages. When the processing is completed, the system displays the message:

```
Installation of UNIX SVR4.2 Platform Enhancements Extension  
(plx) was successful.
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

5. Remove the PLTX update floppy diskette from the floppy drive.
6. Enter **q** to quit.
7. Press **CANCEL** (F6) to return to the System Management screen from the Software Installation screen.
8. Continue with the next procedure on your checklist.

Install the DCIU Switch Integration Software *Only* for AT&T PBXs

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



WARNING:

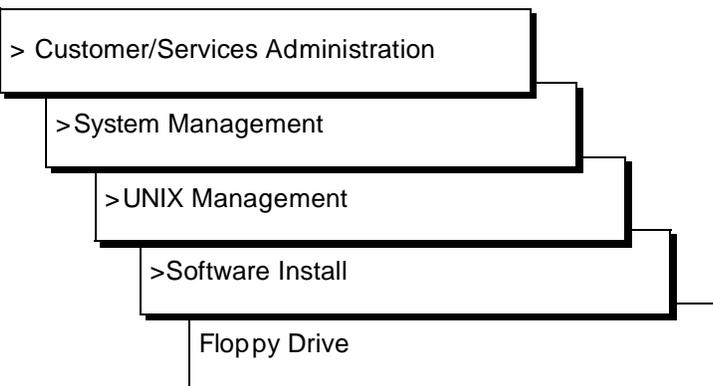
Do not install this software on any system not listed above. If you install this software on Intuity systems integrated with a Centrex switch or via a switch integration device (SID) or a translator, the system will fail.

Requirements

Login: craft
Materials: AT&T Switch Integration
 Software
 (6 floppy disks)

Procedure

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



This path is shown in Figure 0-16.

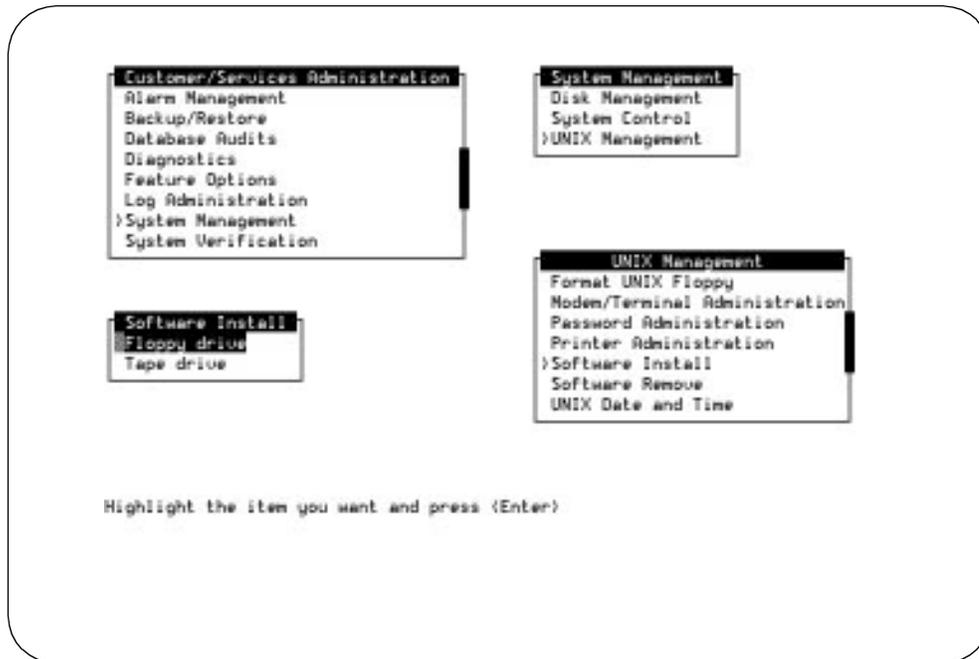


Figure 0-16. Software Install Screen

The system responds:

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

2. Insert AT&T DCIU RSE (Remote Streams Environment) Disk 1 of 1 into the 3.5" floppy drive.

⇒ NOTE:

These disks are also numbered 1 through 6 as a portion of the part numbering. Be sure to install these disks in order, from 1 to 6.

3. 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]
```

-
4. 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)
```

5. Remove the RSE Disk 1 of 1 from the floppy drive.
6. Insert RSEGPSC (GPSC-AT Remote STREAMS Environment) Disk 1 of 1 into the floppy drive.
7. 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]
```

8. 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)
```

9. Remove the RSEGPSC Disk 1 of 1 from the floppy drive.
10. Insert the x25str (AT&T X.25 Network Interface Product Disk 1 of 2 into the floppy drive.
11. 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]
```

-
12. 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)

13. Remove the x25str Disk 1 of 2 from the floppy drive.
14. Insert the x25str Disk 2 of 2 into the floppy drive.
15. 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)

16. Remove the x25str Disk 2 of 2 from the floppy drive.
17. 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]

-
18. 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] :

19. Enter **1** or **2** 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)

20. Remove the ehs Disk 1 of 2 from the floppy drive.

21. Insert Diskette 2 of 2 into the floppy drive.

22. 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)

23. Remove the ehs Disk 2 of 2 from the floppy drive.

24. Enter **q** to quit.

25. Press **CANCEL** (F6) once to return to the Software Install screen.

26. Continue with the next procedure on your checklist.

Install Optional Features and Packages Software

Use the following procedures to load any optional packages that the customer had installed.

This section contains instructions for the following options:

- Intuity Intro Voice Response
- UNIX Multi-User Software

Installation for the following optional packages is located in their feature documents:

- Intuity Call Accounting System (CAS)
Intuity Call Accounting System User Guide, (585-310-728)
- Intuity HackerTracker
Intuity Call Accounting System User Guide, (585-310-728)
- MERLIN LEGEND System Programming and Maintenance Utility (SPM)
Intuity Integration with MERLIN LEGEND, (585-310-231)

Following the installation instructions for these packages in the documents listed for each package. Do not, however, reboot the system after the installation of the optional package.



CAUTION:

If you do reboot the system, you will need to stop the voice system before loading any additional software.

Install Intuity Intro Voice Response Software

Installing Intuity Intro Voice Response software involves two steps:

1. Install C Software Package
2. Install the Intuity Intro Voice Response tape

The procedure below provides the steps used to install both of the packages.

NOTE:

This procedure is intended for use when reloading Intuity systems. If you are adding this option to an existing system, refer to Appendix B, "Installing Intuity Optional Software"..

Requirements

Login: craft

Materials: UNIX Basic Development
 Software (1 cartridge tape), and
 Intuity Intro Voice Response
 (1 cartridge tape)

Special
Condition: The voice system is not running.

Procedure

1. Insert the UNIX Basic Development Software cartridge tape into the tape drive.
2. Select tape drive from the Software Install screen.

The system responds:

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

NOTE:

If you receive a device open failure message, enter q to quit, insert the tape, and press **(ENTER)** to display the installation message.

3. Press **(ENTER)** to load the information from the tape.

The system responds:

Installation in progress. Do not remove the cartridge.

The following sets are available:

```
1    bdev  Basic Development Set
      (386) 1
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]

4. Press **(ENTER)** to accept the default of all.

The system responds with the following screen:

```
Basic Development Set Installation                Package Selection
-----
The following packages are included in this set for this release. Select
"yes" in the install column for the packages you wish to install.

                Package Name                Install?
                -----                -
                Software Packaging Tools        Yes
C Optimized Compilation System                Yes
                Enhanced Debugger              Yes
                Kernel Debugger                No

                Apply                Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.

Right/Left Arrow keys for new choice (2 choices)
```

Figure 0-17. Package Selection Screen for the Basic Development Set

5. Select **yes** for the following:

- Software Packaging Tools
- C Optimized Compilation System
- Enhanced Debugger

Use the up and down arrow keys to move from field-to-field. If you need to change a field, use the left or right arrow key to change the entry in the field, and then the up and down arrow keys to move to the next field.

6. Select **no** for the following:

- Kernel Debugger

Do not install the Kernel Debugger.

Use the up and down arrow keys to move from field-to-field. If you need to change a field, use the left or right arrow key to change the entry in the field, and then the up and down arrow keys to move to the next field.

7. Move the cursor to **Apply**.

Use the up and down arrow keys to move from field-to-field.

8. Press **(ENTER)** to load the Software Packaging Tools, C Optimized Compilation System, and the Enhanced Debugger.

The system responds with the second Basic Development Set Installation screen, Package Installation Options.

```
Basic Development Set Installation                Package Selection Options
-----
The following packages can be installed automatically using default values.
If you select custom installation you will be given the opportunity to
change these values. However, this requires additional UNIX System
knowledge.

                Package Name      Options
                -----
C Optimized Compilation System      Automatic
                Enhanced Debugger  Automatic

                Apply              Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.

-----
Right/Left Arrow keys for new choice (2 choices)
```

Figure 0-18. Package Installation Options for the Basic Development Set

-
9. Select automatic for the following:
 - C Optimized Compilation System
 - Enhanced Debugger

10. Move the cursor to Apply.

11. Press `(ENTER)` to continue.

The system responds by loading the selected options from the tape.

During this installation, the system loads the Software Packaging Tools, the C Optimized Compilation System, and the Enhanced Debugger. At the end of each option, the system presents an installation message. The system will scroll three of these messages quickly on the screen during the loading process:

```
Installation of Software Packaging Tools (softint) was
successful.
```

```
Installation of Optimizing C Compilation System (ccs) was
successful.
```

```
Installation of Enhanced Debugger (edebug) was
successful.
```

These messages will be mixed in with other installation messages.

When the process is finished, the system responds:

```
Installation of <Basic Development Set> was successful.
```

```
Processing of is completed.
```

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

12. Remove the cartridge tape from the drive.
13. Insert the Intuity Intro Voice Response tape into the cartridge tape drive. Be sure that the tape is firmly seated.
14. Select Tape Drive.
15. Press `(ENTER)` to use the tape drive.

The system responds:

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

-
16. Press **(ENTER)** to load the information from the tape.

The system responds:

Installation in progress. Do not remove the cartridge.

The following sets are available:

```
1   IVR   Intuity Intro Voice Response Set
        (486) 1.0-16
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]

17. Press **(ENTER)** to accept the default of all.

The system responds with loading information:

Three types of installations are available. They are:

- 1 - All packages—Install Oracle(R) DBMS package and Intuity Intro Voice Response Package
- 2 - Install Oracle DBMS package only
- 3 - Install Intuity Intro Voice Response Package only

Note: To Install the Intuity Intro voice Response Package, the Voice System must be stopped.

Select type of installation:

- 1) All Packages
- 2) Oracle only
- 3) Intuity Intro Voice Response only
- 4) Quit

Enter Selection:

⇒ NOTE:

If the voice system is still running, the system will refuse to load the Intuity Intro Voice Response.

18. Enter **1** (the number 1) to install both the Intuity Intro Voice Response package and the Oracle package. Both packages are needed to operate Intuity Intro Voice Response.

The system responds:

Confirm: You selected option 1. (y/n)

-
19. Enter **y** to confirm your choice.

The system responds by loading both of the packages from the tape. First, the system loads Oracle. Next, the system loads Intuity Intro Voice Response Package.

⇒ NOTE:

Do not hit delete (DEL) at any time while the system installs the software.

When the process is finished, the system responds:

```
Installation of Intuity Intro Voice Response Module (ivr) was
successful.
```

```
Processing of <INTUITY Intro Voice Response Set> is
completed.
```

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

20. Press **q** to quit.
21. Remove the cartridge tape from the drive.
22. Continue with the next optional software package for this customer, or if you are finished loading optional packages, continue with the next procedure on your checklist.

Install UNIX Multi-User Software

UNIX Multi-User software is used in systems that will require more than 2 active logins at one time.

⇒ NOTE:

This procedure is intended for use when reloading Intuity systems. If you are adding this option to an existing system, refer to Appendix B, "Installing Intuity Optional Software"..

Requirements

Login: craft
Materials: UNIX Multi-User Software
 (2 floppy disks)

Procedure

1. Select Floppy Drive from the Software Install screen.

The system responds:

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

2. Insert the UNIX Multi-User Package Installation Diskette 1 of 1 into the floppy drive.
3. 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]
```

4. 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 0-19.

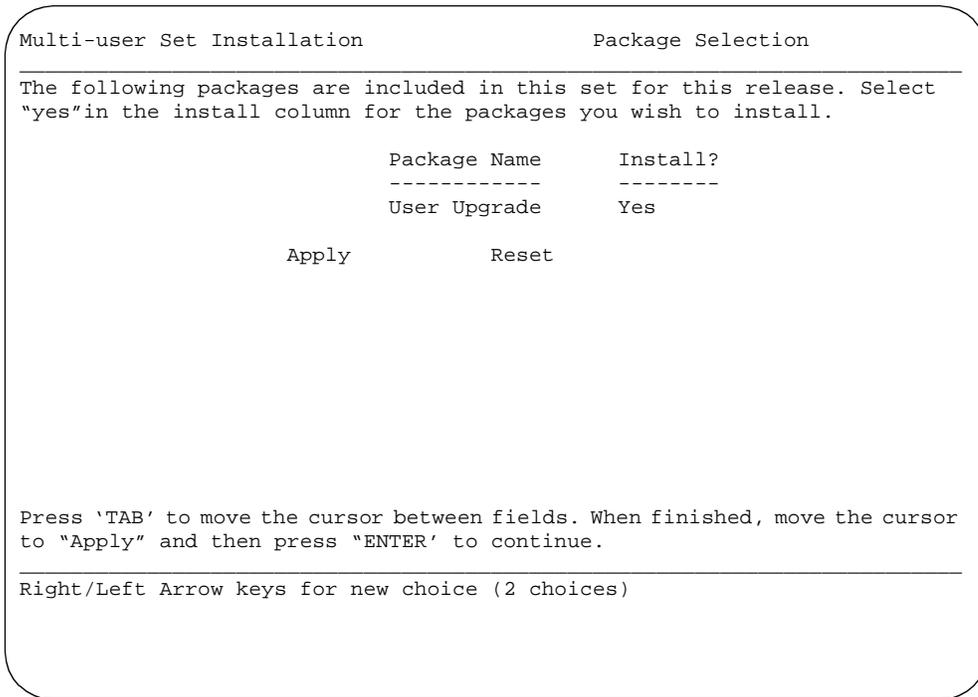


Figure 0-19. Package Selection Screen for Multi-User Software

5. 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.
6. 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

```

7. Remove the Multi-User Installation diskette from the floppy drive.
8. Insert the User Upgrade (license) diskette 1 of 1 into the drive.
9. Press **ENTER** to install the software.

The system begins to install the software and presents the message:

```

Tunable Parameter "NPROC" is currently set to 750.
Is it OK to change it to 200? (y/n)

```

-
10. Enter **n** for no. Do not change the NPROC.

When the process is finished, the system responds:

Installation of <Multi-user set> is completed.

Insert a into Floppy Drive 1.

Type [go] when ready,

or [q] to quit: (default:go)

11. Enter **q** to quit.
12. Press **CANCEL** (F6) once to return to the Software Install screen.
13. Continue with the next optional software package for this customer, or if you are finished loading optional packages, continue with the next procedure on your checklist.

Install the RFU Software Update Cartridge Tape

AT&T has two procedures for loading a Remote Field Update (RFU):

1. On-site installation
2. Remote download

The procedure below loads the Remote Field Update (RFU) Software onto the Intuity system. Perform this procedure if you are to load the RFU from the tape on site.

If your remote maintenance center has downloaded an RFU remotely, you will not need to install the RFU on site from the tape. RFUs may be downloaded via modem to the Intuity system in advance of the maintenance release installation. Contact the remote maintenance center at this point in the maintenance release installation if the system that you are updating has a remotely downloaded RFU. Your remote maintenance center will add the package to the system.

NOTE:

The letter x's that appear in the examples represent the IP load number for the software and the letter designation (a, b, c,...) for the RFU.

Contact your remote maintenance center if you need additional information about RFU identity.

Requirements

Login:	craft
Materials:	Intuity RFU Software (1 cartridge tape)
Special Condition:	The voice system is not running.

Procedure

1. Starting at the UNIX Management screen, select:

```
> Software Install
```

⇒ NOTE:

If you are starting at the INTUITY(TM) Administration menu, select Customer/Services Administration followed by System Management to reach the UNIX Management screen.

The system responds with the Software Install Screen, as shown in Figure 0-20.

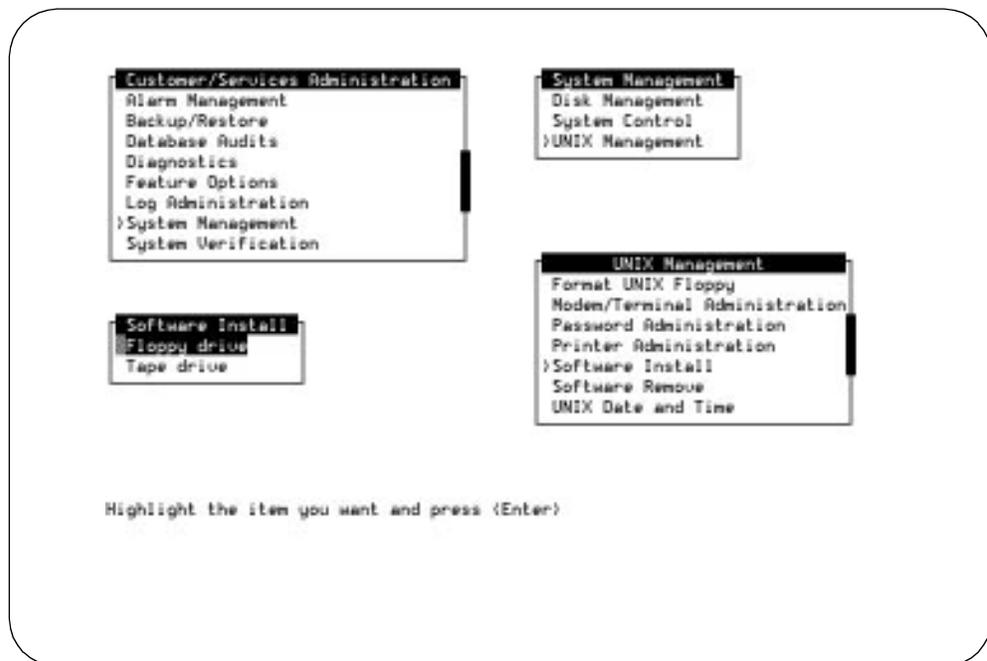


Figure 0-20. Software Install Screen

2. Insert the Intuity RFU Software into the tape drive. Insert the tape label-side up with the opening to the left.

-
3. Press **ENTER** to select the tape drive.

The system responds:

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

4. Press **ENTER** to install the software.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

```
The following pkgs are available:
```

```
  1      Ixxrfu+x  Remote Field Update X for IPxx  
                    (486) 2.x-xx
```

```
Select package(s) you wish to process (or 'all' to process  
all packages). (default: all) [?,??,q]
```

⇒ NOTE:

RFUs apply to a particular software load. Intuity software loads are labeled as 2.0-x or 2.1-x, where x is a number such as 14, 16, or 18. The RFU software cartridge tape will list x as IP14, IP16, or IP18. If the RFU does not match the software load label (IP14, IP16, or IP18) for the software loaded onto your Intuity system, do not load the RFU. An RFU labeled IP16 may only be loaded onto a system with Intuity software IP16; an RFU labeled IP14 may only be loaded onto a system with Intuity software IP14. Contact your remote maintenance center for assistance if you have a question about whether or not the RFU matches your system's software load.

5. Press **ENTER** to accept the default of all.

The system responds with a series of processing messages. When the processing is completed, the system displays the message:

```
Processing of <Remote Field Update X for IPxx> is completed.
```

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

6. Remove the RFU Software Update cartridge tape from the tape drive.
7. Enter **q** to quit.
8. Press **CANCEL** (F6) to return to the *System Management* screen from the *Software Installation* screen.
9. Continue with the next step on your checklist.

Reboot the System

This procedure reboots the system so that the newly loaded software may be used. This shutdown procedure will stop the voice system if it is running and gracefully stop the UNIX operating system so that the system may rebuild.

⇒ NOTE:

If you are at the Software Install screen, press **CANCEL** (F6) twice to return to the System Management screen and then select System Control and Shutdown Voice System.

Requirements

Login: craft

Materials: none

Procedure

1. Starting at the System Management screen select:

> Customer/Services Administration

> System Management

> System Control

> Shutdown Voice System

The path to the System Control screen is shown in Figure 0-4.

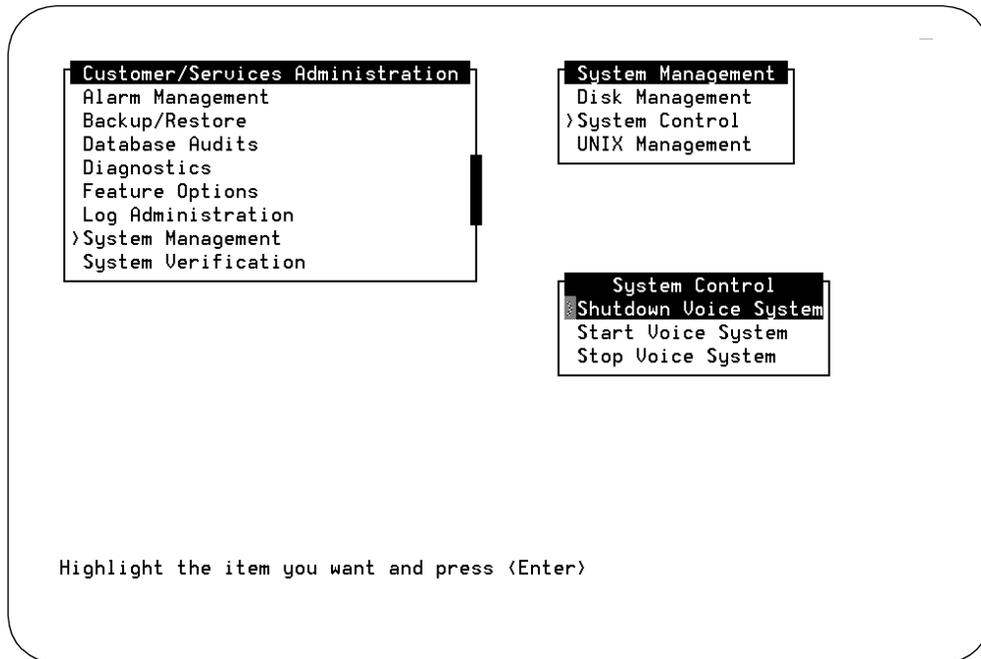


Figure 0-21. System Control Screen

The system responds:

Enter y to continue, no to quit

2. Enter **y** to continue the shutdown.

The system responds:

voice system is not running

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.

-
3. Press the reset button or CTRL-ALT-DELETE to reboot the system.

The system responds in two stages. The first, readying the system, displays copyright and address information, and rebuilds the UNIX kernel.

⇒ NOTE:

Do not strike `(ENTER)` or Esc. during this process. The system will automatically proceed to the next step.

The system then repeats the copyright and address information. This stage ends with the message:

```
The system is ready.
```

After this message, the system presents a console login, followed by the message:

```
Automatically starting the voice system.
```

This message signals the start of the second stage, the stage that starts the voice system. This stage includes auditing a database, initializing AUDIX, and running file checks. The last 2 messages in this series are:

```
Startup of the Voice System is complete.
```

```
Saving output to trace process.
```

Saving the output to trace process takes approximately a minute.

4. Press `(ENTER)` to obtain a console login prompt.

⇒ NOTE:

It may be necessary to press `(ENTER)` more than once.

The system responds:

```
The systems's name is Intuity
Welcome to USL UNIX system V Release 4.2 Version
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number
unable to create (NLM_PROG, NLM_VEB) for netpath.
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

-
5. Replace the nightly backup cartridge tape into the cartridge tape drive. For additional information, refer to Chapter 7, "Alarm Origination and System Backup".



CAUTION:

Failure to replace the nightly backup tape into the system will result in a minor alarm when the system attempts to perform the nightly, unattended backup. This alarm will not clear until the system is able to perform an unattended backup.

6. Continue with the next step on your checklist.

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.

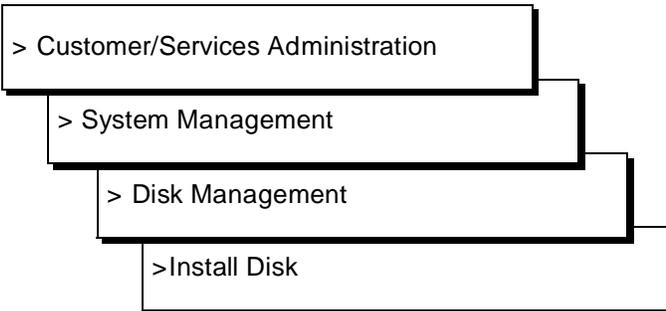
Requirements

Login: craft

Materials: none

Procedure

1. Starting at the Intuity Administration menu, select:



The system responds with the Install Disk screen, as shown in Figure 0-22.

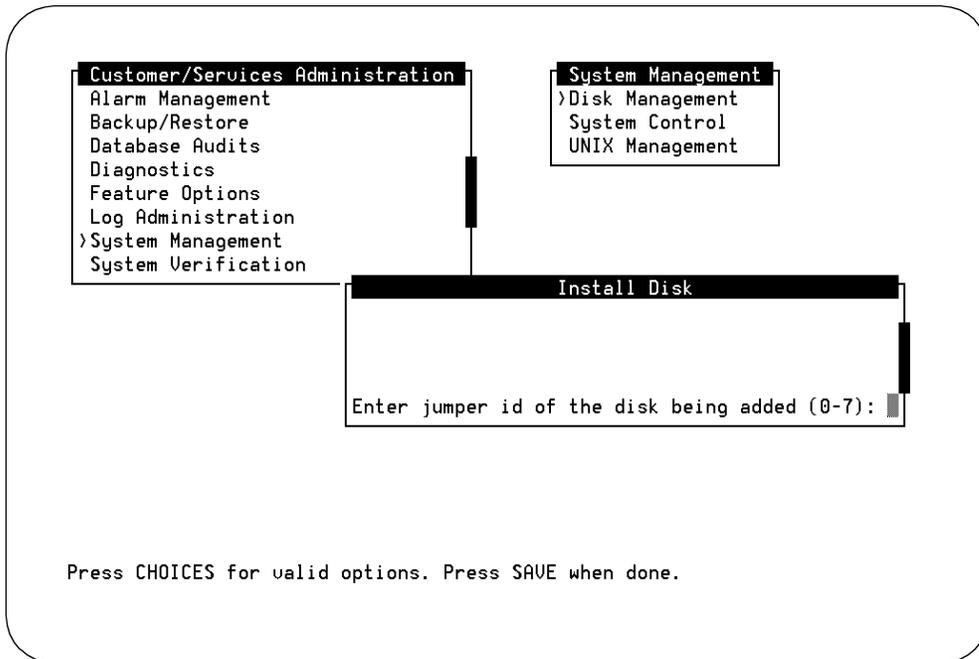


Figure 0-22. Install Disk Screen

2. Enter the appropriate jumper ID for the disk you are installing.
3. 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 in to 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.

4. 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.

5. Press **(CANCEL)** (F6) until you reach the INTUITY(TM) Administration screen.
6. Continue with the next procedure on your checklist.

Restore Customer Data from the Backup Tapes

Use the following procedure to restore the customer's data to the Intuity system. Restoring data requires that you use both the attended and the unattended backup tapes.

Install the attended backup tape first; load the nightly backup tape second.

⇒ NOTE:

If you are already logged on, begin with Step 3.

Requirements

Login: craft

Materials: most recent attended backup tape and the nightly backup tape

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration menu, select:

⇒ NOTE:

The term "select" means to place the highlight bar on the name and press **(ENTER)**. To move the highlight bar, use the up and/or down arrow keys. You may also press the key that corresponds to the first letter of the name. For example, pressing the letter "f" while the Customer/Services Administration screen is displayed will move the highlight bar to the Feature options choice.

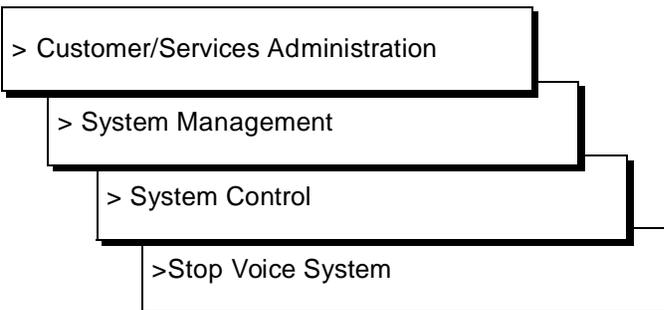


Figure 0-23 shows the path to the System Control screen.

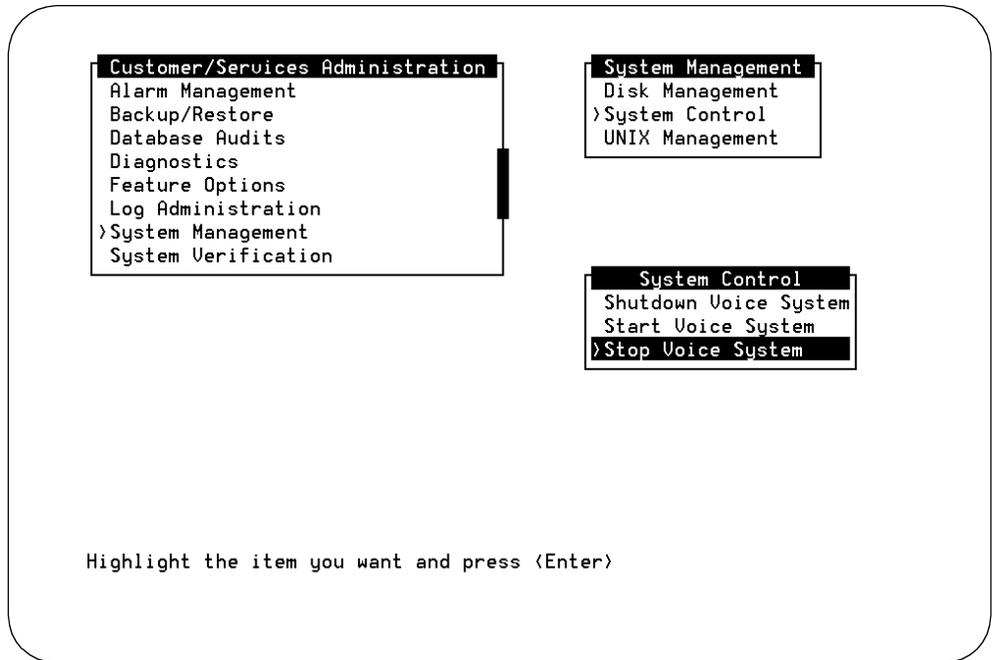


Figure 0-23. System Control Screen

The system responds:

Enter y to continue, n to quit.

4. Enter **y** to continue.

The system responds:

The Voice System is now stopping.

Initializing request to clear all calls in the next 180 seconds.

Orderly idling of system succeeded.

The AUDIX(R) module is being stopped. Please wait.

.....Networking module shutdown in progress....

.Networking Module shutdown.

.....

AUDIX(R) module stopped.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the voice system.

INIT : New run level : 3

The Voice System has stopped

Press ENTER to continue.

5. Press **(ENTER)** to return to the screens.

6. Press **(CANCEL)** (F6) twice return to the Customer/Services Administration screen.

7. Starting at the Customer/Services Administration screen, select:

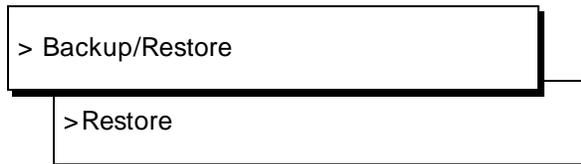


Figure 0-24 shows the path to the Backup and Restore screen.

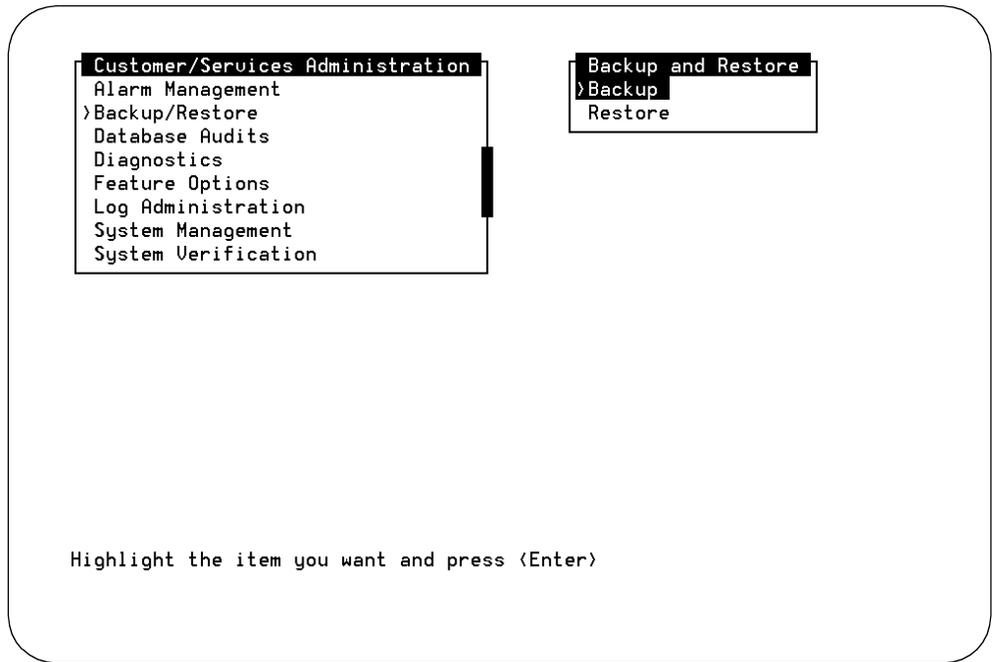


Figure 0-24. Backup and Restore Screen

The system responds:

```

please insert a tape into the tape drive to restore
press Enter when tape is inserted
press Esc key to terminate the restore

```

8. Insert the backup tape into the cartridge tape drive.

Be sure to restore the attended backup tape first.

Restore the nightly backup tape after you have restored the attended backup tape.

9. Press **ENTER** to continue.
10. The system displays the tape's header information that includes: tape label, date, list of packages (with release and version) installed on the machine when the tape was made, and the date types. For example:

```

PRODUCT_ID=299999999
Date=xx/xx/xx xx:xx
PKG=VM:0:R3.2
PKG=mtce:2.0:2.0-x
PKG=netw:0:2.0-x
PKG=vs:3.2:2.x-xx
TYPE=System Data:

```

Press <Enter> to select data type.
Press <Esc> to terminate the restore.

11. Press **ENTER** to continue.

The system responds with a display of data types.

12. Enter **y** in all data fields.
13. Press **SAVE** (F3) to restore the data.

The system responds by loading the information from the tape. While the information is being loaded, the tape drive light will be on.

⇒ NOTE:

The system will prompt you to insert additional backup tapes if the attended backup required more than 1 tape. Insert the additional tapes when prompted.

When the restoration is finished, the system presents the following message:

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

14. Press **ENTER** to continue.
15. Remove the backup tape.
16. Select Restore from the Backup and Restore screen.
17. Repeat Step 8 through Step 15 for the nightly backup tape.
18. Place the appropriate nightly backup tape into the tape drive so that the system may perform its nightly backup at 3:00 AM.
19. Press **CANCEL** (F6) twice return to the Customer/Services Administration screen.
20. Starting at the Customer/Services Administration screen, select:

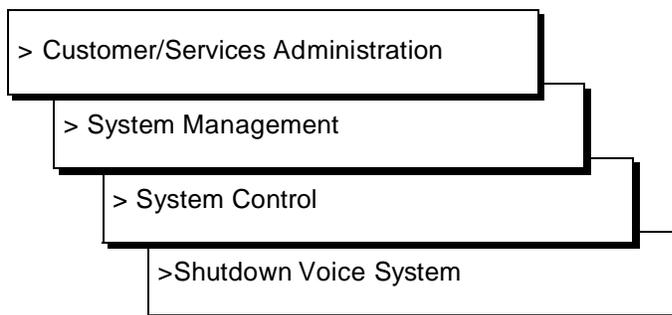


Figure 0-25 shows the path to the System Control screen.

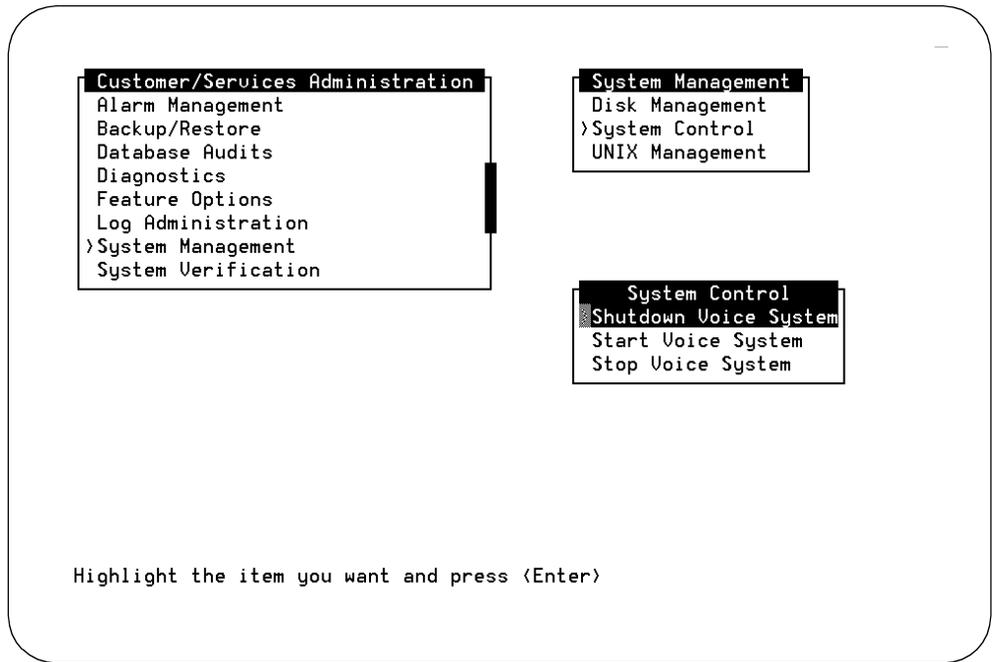


Figure 0-25. System Control Screen

The system responds:

Enter y to continue, no to quit

21. Enter **y** to continue the shutdown.

The system responds:

voice system is not running

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.

-
22. Press the reset button or CTRL-ALT-DELETE to reboot the system.

The system responds in two stages. The first, readying the system, displays copyright and address information, and rebuilds the UNIX kernel.

⇒ NOTE:

Do not strike `(ENTER)` or Esc. during this process. The system will automatically proceed to the next step.

The system then repeats the copyright and address information. This stage ends with the message:

```
The system is ready.
```

After this message, the system presents a console login, followed by the message:

```
Automatically starting the voice system.
```

This message signals the start of the second stage, the stage that starts the voice system. This stage includes auditing a database, initializing AUDIX, and running file checks. The last 2 messages in this series are:

```
Startup of the Voice System is complete.
```

```
Saving output to trace process.
```

Saving the output to trace process takes approximately a minute.

23. Press `(ENTER)` to obtain a console login prompt.

⇒ NOTE:

It may be necessary to press `(ENTER)` more than once.

The system responds:

```
The systems's name is Intuity  
Welcome to USL UNIX system V Release 4.2 Version  
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number  
unable to create (NLM_PROG, NLM_VEB) for netpath.  
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

-
24. Replace the nightly backup cartridge tape into the cartridge tape drive. For additional information, refer to Chapter 7, "Alarm Origination and System Backup".



CAUTION:

Failure to replace the nightly backup tape into the system will result in a minor alarm when the system attempts to perform the nightly, unattended backup. This alarm will not clear until the system is able to perform an unattended backup.

25. Continue with the next step on your checklist.

View the Intuity Feature Options Screen

View the Features Options screen to ensure that the customer system is operating with all of the features purchases by the customer.

⇒ NOTE:

If you are already logged on, begin with Step 3.

Requirements

Login: craft

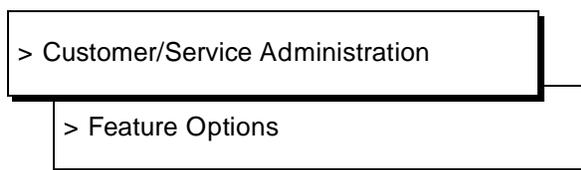
Materials: none

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration menu, select:

⇒ NOTE:

The term “select” means to place the highlight bar on the name and press **(ENTER)**. To move the highlight bar, use the up and/or down arrow keys. You may also press the key that corresponds to the first letter of the name. For example, pressing the letter “f” while the Customer/Services Administration screen is displayed will move the highlight bar to the Feature options choice.



The system responds with the Feature Options screen, as shown in Figure 0-26.

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
CAS K_Call_Records (70K steps)	1	6
CAS Model Size (50 ext steps)	1	10
DCS	OFF	N/A
High speed digital ports	0	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	0	32
Multilingual	OFF	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	OFF	N/A
hours_of_speech	100	143
voice_ports	6	6

Figure 0-26. Feature Options Screen

4. Verify that the system has all of the feature options necessary for operation.
5. Press **CANCEL** (F6) until you reach the Customer/Services Administration screen.
6. Continue with the next procedure on your checklist.

Verify Date and Time

This procedure is used to verify or assign 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.



CAUTION:

If there is a time difference of several minutes between a DCIU-linked switch and the Intuity system, the DCIU link may fail.

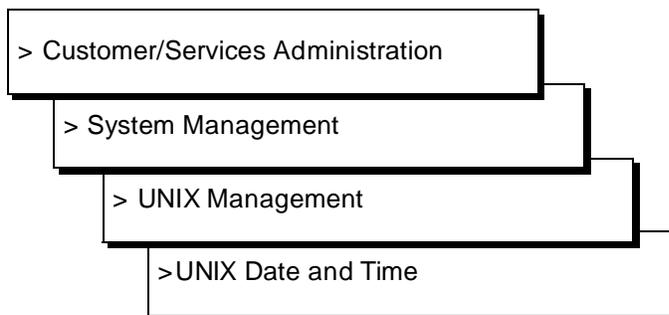
Requirements

Login: craft

Materials: time setting from switch

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration menu, select:



The system responds with the UNIX Date and Time screen, as shown in Figure 0-27.

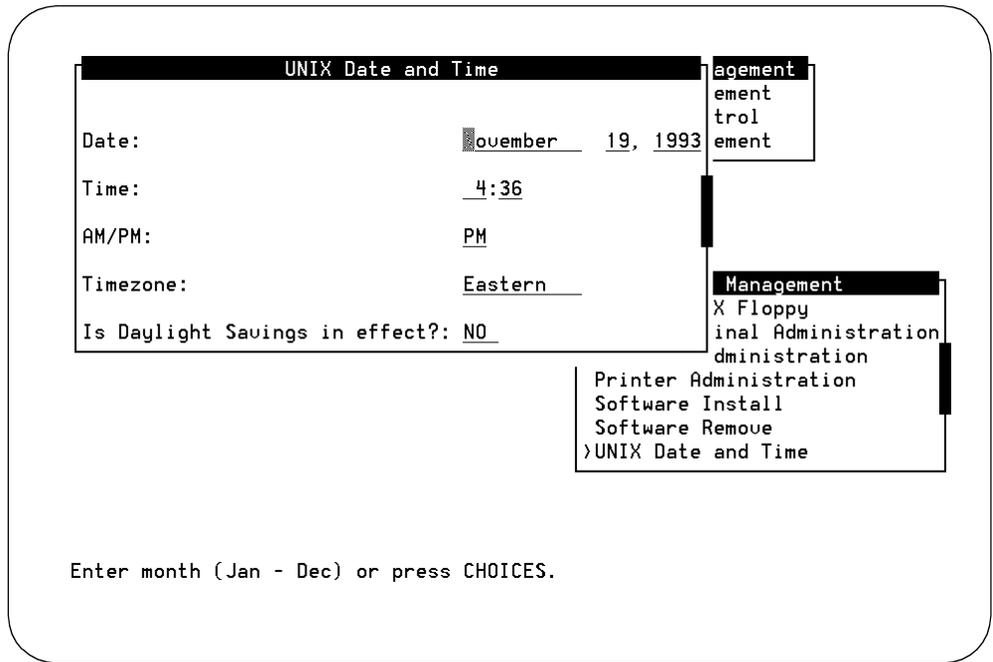


Figure 0-27. UNIX Date and Time Screen

4. 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 6.

⇒ NOTE:

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

5. Place the cursor on the months field in the Set Date and Time screen.
6. 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 10.

The system responds with the choices list of months, as shown in Figure 0-28.

⇒ 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**.

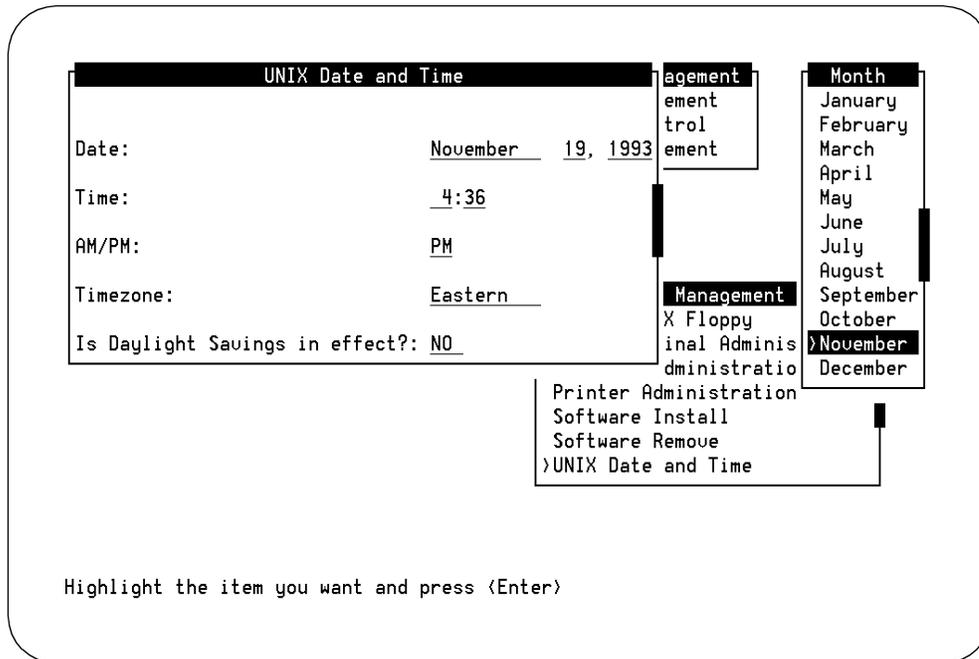


Figure 0-28. UNIX Date and Time Screen With the Months Choices Screen

7. Select the current month by using the arrow keys to highlight the name of the month.
8. Press **(ENTER)** to place the name of the correct month into the month field.
9. Enter the current day (numeric, 1 through 31) or press **(ENTER)** for no change.
10. Enter the current year (numeric, 1993 through 2038) or press **(ENTER)** for no change.
11. 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.

12. Enter **a** for AM, **p** for PM, or press **(ENTER)** for no change.
13. Press **(CHOICES)** (F2) and select your time zone, or press **(ENTER)** for no change.
14. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used on this system.
15. Press **(SAVE)** (F3) to save the changes.

-
16. 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. Press **CANCEL** (F6) until you return to the INTUITY(TM) Administration menu.

17. Continue with the next procedure on your checklist.

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

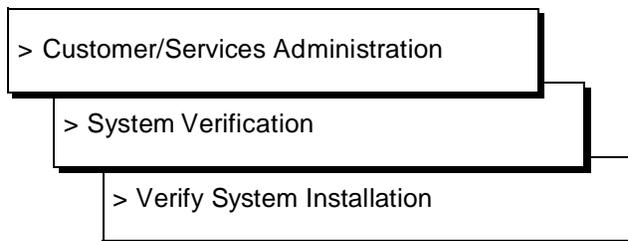
Requirements

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 0-29.

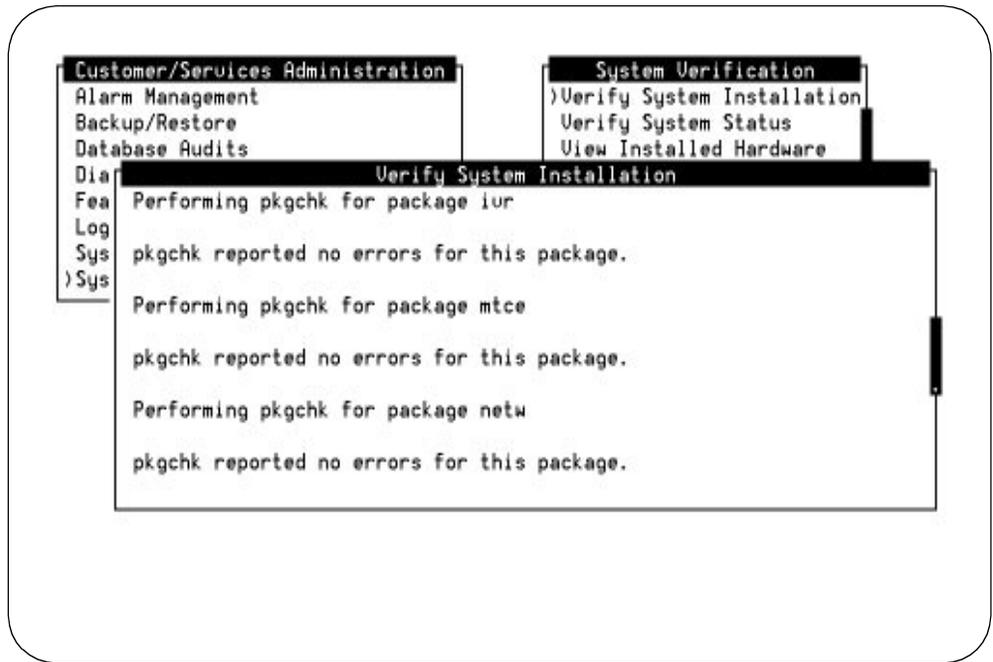


Figure 0-29. Verify System Installation Screen

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(TM) Administration menu.

Activate and 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

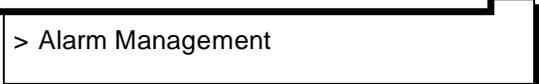
Materials: none

Procedure

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



> Customer/Services Administration



> Alarm Management

The system responds with the Alarm Management screen, as shown in Figure 0-30.

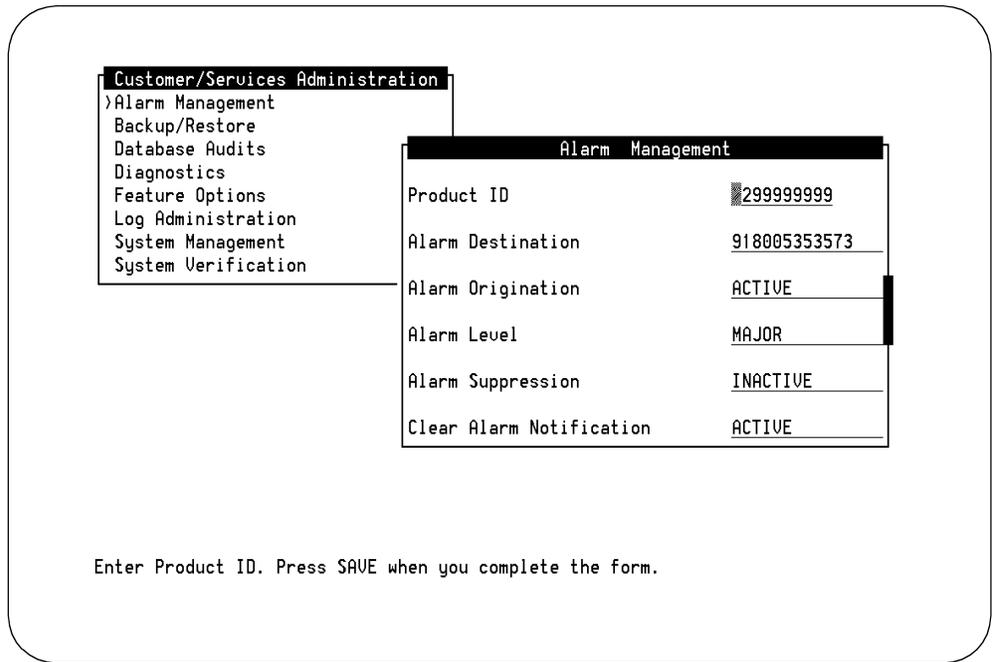


Figure 0-30. Alarm Management Screen

2. Verify that the Alarm Origination field reads "ACTIVE."

If the Alarm Origination field does not read "ACTIVE," perform the following steps:

- a. Move the cursor to the Alarm Origination field. Use the up and/or down arrow keys to move the cursor.
- b. Press **CHOICES** (F2) with the cursor on the Alarm Origination field.
- c. The system responds with a Choices screen.
- d. Highlight the choice "active." Use the up and/or down arrow keys to move the highlight bar.
- e. Press **ENTER** to change the entry in the Alarm Origination field to active.
- f. Press **SAVE** (F3) to save the change to the Alarm Origination field.

The system responds with a confirmation message as shown in Figure 0-30, below.

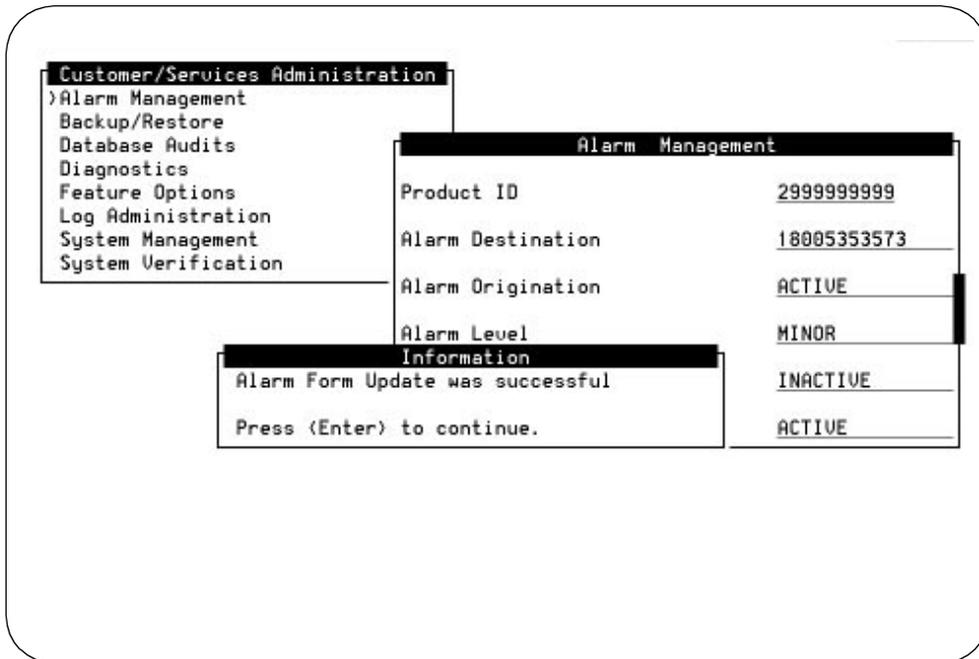


Figure 0-31. Alarm Management Screen Update Information Screen

- g. Press **(ENTER)** to close the Information screen.
3. Verify that the Alarm Suppression field reads "INACTIVE."

If the Alarm Origination field does not read "INACTIVE," perform the following steps:

 - a. Move the cursor to the Alarm Suppression field. Use the up and/or down arrow keys to move the cursor.
 - b. Press **(CHOICES)** (F2) with the cursor on the Alarm Suppression field.
 - c. The system responds with a Choices screen.
 - d. Highlight the choice "inactive." Use the up and/or down arrow keys to move the highlight bar.
 - e. Press **(ENTER)** to change the entry in the Alarm Suppression field to active.
 - f. Press **(SAVE)** (F3) to save the change to the Alarm Suppression field.

The system responds with a confirmation message as shown in Figure 0-30, above.
 - g. Press **(ENTER)** to close the Information screen.
4. Press **(CHG-KEYS)** (F8) to change your soft key options.

5. Press **(TEST-ALM)** (F1) to obtain the Alarm Origination Test screen.

The system responds with the Alarm Origination Test screen, as shown in Figure 0-32.

⇒ NOTE:

The Product ID number must be ten numeric characters and must start with a numeric 2. If this number has been incorrectly entered, the alarm origination test will fail.

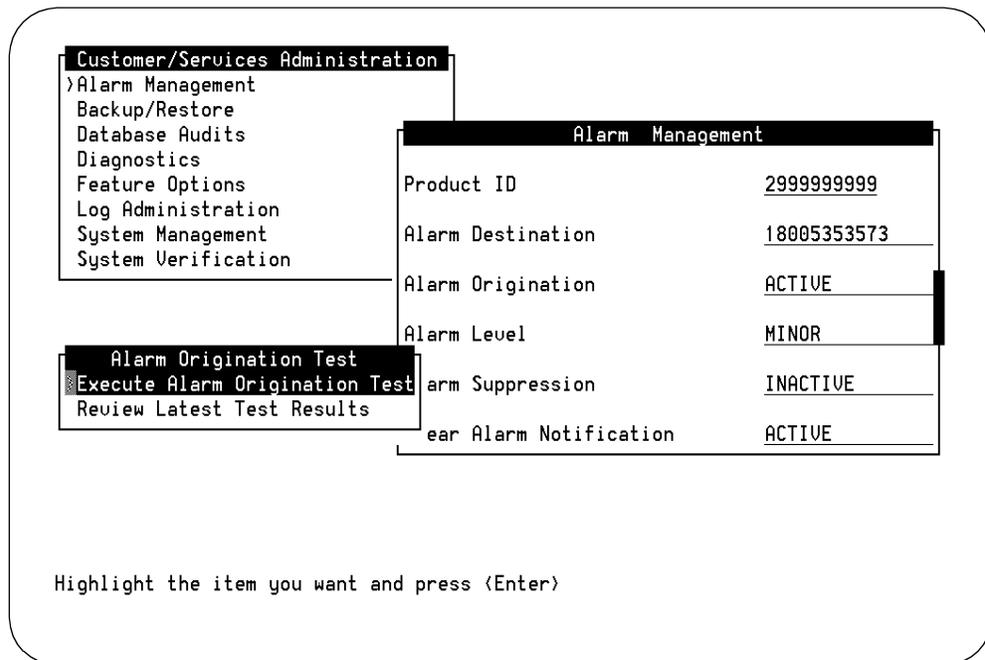


Figure 0-32. Alarm Origination Test Screen

6. Select Execute Alarm Origination Test.
7. 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.

8. Press **y** to confirm the test.
9. Wait approximately 1 (one) minute.
10. Select Review Latest Test Results.
11. Press **(ENTER)** to display the latest results.

The system responds with the Alarm Origination Test Results screen, as shown in Figure 0-33.

⇒ NOTE:

The message displayed in Figure 0-33 does not appear until approximately 5 minutes after you start the test. Continue with this procedure.

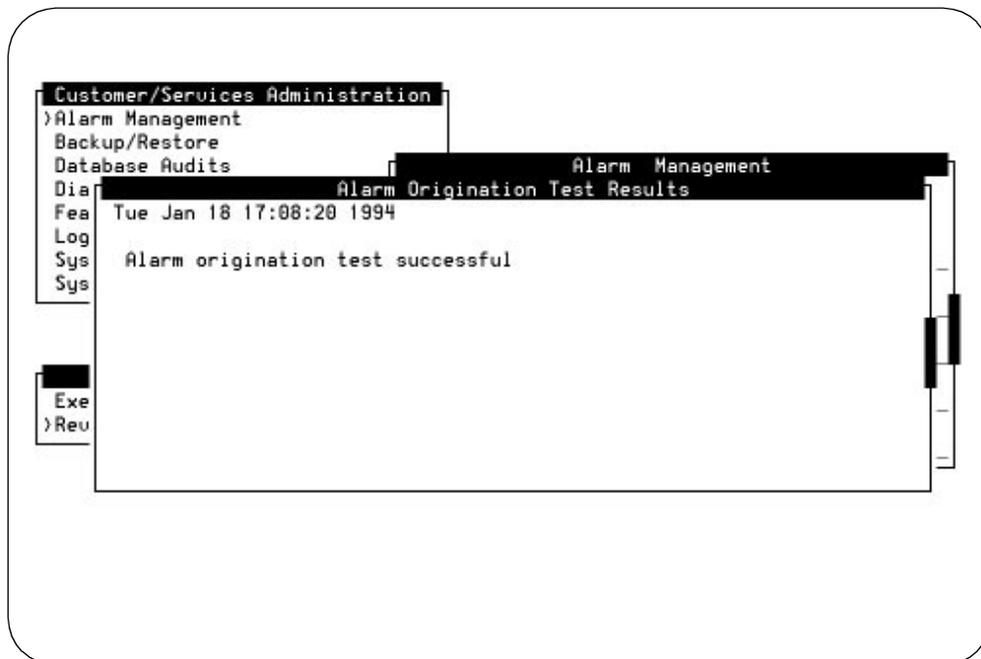


Figure 0-33. Alarm Origination Test Results Screen

12. Verify that there is no entry on the screen that corresponds with the time that you sent the alarm that indicates a possible test failure.

⇒ 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 for Release 2.0* (585-310-554).

13. Wait for approximately 4 minutes.
14. Select Review Latest Test Results.
15. Press **(ENTER)** to display the latest results.

The system responds with the Alarm Origination Test Results screen, as shown in Figure 0-33.

-
16. Verify that the message on the screen reads:

Day Date Time

Alarm origination test successful.

17. Press **CANCEL** (F6) until you reach the INTUITY (TM) Administration if the test completed successfully, and press **CANCEL** (F6) to log out.

Install Software Only

This procedure is intended to be used if you are installing a system during or immediately after the time of controlled introduction. Occasionally during this time period, systems are shipped with older software loads and you will need to install only the software in order to update the software load.

If you need to re-install the UNIX operating system, as directed by your remote maintenance center, do not use this procedure. This procedure only installs the system software for Intuity AUDIX, maintenance, vs, and networking.

To install the software only, you will need to:

1. View the Feature Options screen
2. Stop the voice system
3. Remove any existing RFU
4. Install the software only
5. Install any new RFU
6. Reboot the system

View the Intuity Feature Options Screen

View the Features Options screen and record the features that have been installed on the system that you are updating.

 **NOTE:**

If you are already logged on, begin with Step 3.

Requirements

Login: **craft**

Materials: **none**

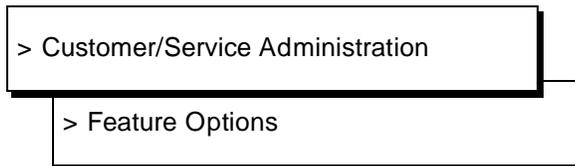
Procedure

1. Login as **craft**
2. Press **ENTER** to accept the AT386 default.

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

⇒ NOTE:

The term “select” means to place the highlight bar on the name and press **(ENTER)**. To move the highlight bar, use the up and/or down arrow keys. You may also press the key that corresponds to the first letter of the name. For example, pressing the letter “f” while the Customer/Services Administration screen is displayed will move the highlight bar to the Feature options choice.



The system responds with the Feature Options screen, as shown in Figure 0-26.

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
CAS K_Call_Records (70K steps)	1	6
CAS Model Size (50 ext steps)	1	10
DCS	OFF	N/A
High speed digital ports	0	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	0	32
Multilingual	OFF	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	OFF	N/A
hours_of_speech	100	143
voice_ports	6	6

Figure 0-34. Feature Options Screen

-
4. Record the options shown on the screen of the system that you are installing in the table below:

Feature Option	Current	Maximum
AMIS Analog Networking		
CAS Call Records		
CAS Model Size		
DCS		
High speed digital ports		
Low speed digital ports		
Max Number of IMAPI Session		
SCSI Disk Mirroring		
TCP/IP Administration		
hours_of_speech		
voice_ports		

5. Press **CANCEL** (F6) until you reach the Customer/Services Administration screen.
6. Continue with the next procedure on your checklist.

Inactivate Alarm Origination

This procedure inactivates alarm origination so that the Intuity system will not inform the remote maintenance center of any alarms that occur during the update procedure.



WARNING:

Follow the steps listed in the checklist in order. Failure to perform the procedures in the order specified in the checklist will cause the Intuity system to crash, and you will have to reload the entire system.

Requirements

Login: craft

Materials: none

Procedure

1. Starting at the Customer/Services Administration screen, select:

> Customer/Services Administration

> Alarm Management

The system responds with the Alarm Management screen, as shown in Figure 0-30.

The screenshot shows a terminal window with two main sections. The left section is a menu titled "Customer/Services Administration" with the following options: Alarm Management, Backup/Restore, Database Audits, Diagnostics, Feature Options, Log Administration, System Management, and System Verification. The right section is a form titled "Alarm Management" with the following fields and values: Product ID (2999999999), Alarm Destination (18005353573), Alarm Origination (ACTIVE), Alarm Level (MINOR), Alarm Suppression (INACTIVE), and Clear Alarm Notification (ACTIVE). Below the form, there is a prompt: "Enter Alarm Destination. Press SAVE when you complete the form."

Customer/Services Administration	
> Alarm Management	
Backup/Restore	
Database Audits	
Diagnostics	
Feature Options	
Log Administration	
System Management	
System Verification	

Alarm Management	
Product ID	2999999999
Alarm Destination	18005353573
Alarm Origination	ACTIVE
Alarm Level	MINOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

Enter Alarm Destination. Press SAVE when you complete the form.

Figure 0-35. Alarm Management Screen

2. Move the cursor to the Alarm Origination field. Use the up and/or down arrow keys to move the cursor.
3. Press **(CHOICES)** (F2) with the cursor on the Alarm Origination field.
The system responds with a Choices screen.
4. Highlight the choice "inactive." Use the up and/or down arrow keys to move the highlight bar.
5. Press **(ENTER)** to change the entry in the Alarm Origination field to inactive.
6. Press **(SAVE)** (F3) to save the change to the Alarm Origination field.
The system responds with a confirmation message as shown in Figure 0-30, below.

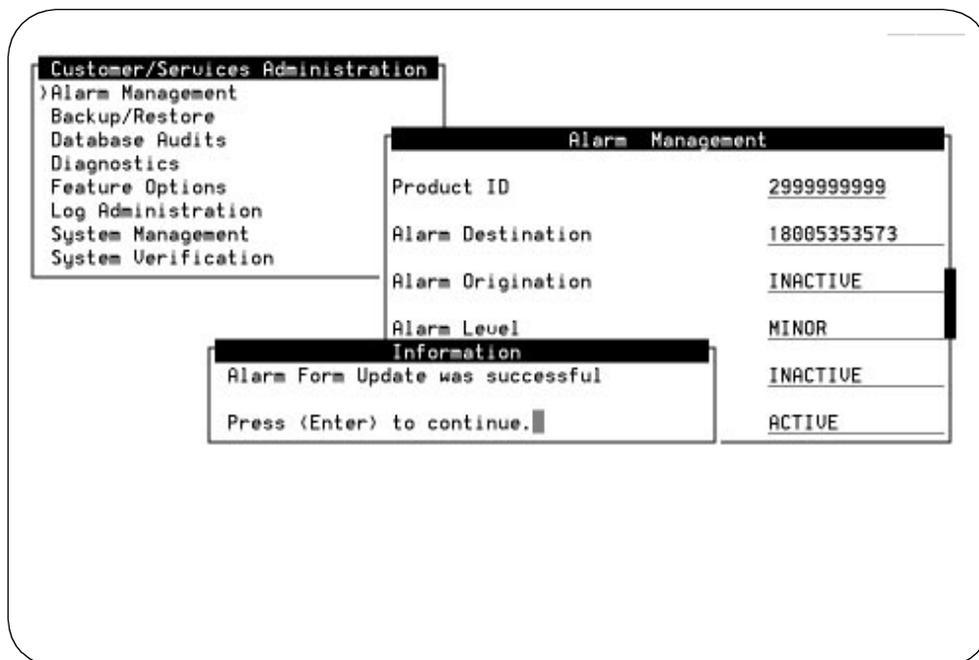


Figure 0-36. Alarm Management Screen Update Information Screen

7. Press **(ENTER)** to close the Information screen.
8. Press **(CANCEL)** (F6) to return to the Customer/Services Administration screen.
9. Continue with the next procedure on your checklist.

Stop the Voice System

**WARNING:**

Follow the steps listed in the checklist in order. Failure to perform the procedures in the order specified in the checklist will cause the Intuity system to crash, and you will have to reload the entire system.

The procedures below provide the steps needed to remove an existing RFU from an Intuity system. Follow the procedures in the order that they are presented.

**CAUTION:**

Do not attempt to remove software with the voice system running.

The following procedure describes how to stop the voice system so that you can remove the RFU.

Requirements

Login: craft

Materials: none

Procedure

1. Starting at the Customer/Services Administration screen, select:

> Customer/Services Administration

> System Management

> System Control

> Stop Voice System

The path to the System Control screen is shown in Figure 0-13.

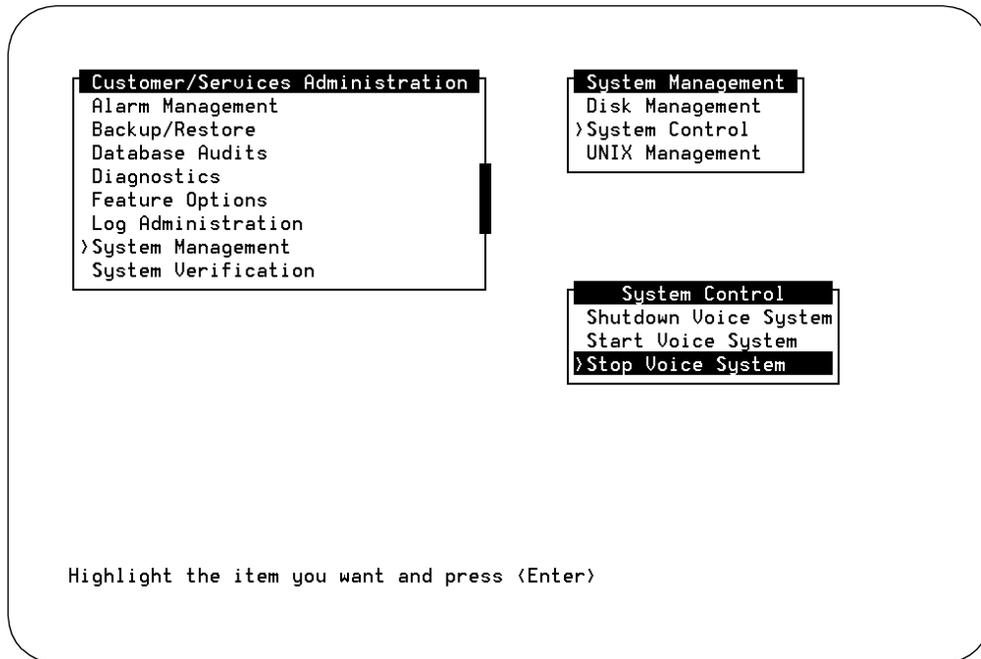


Figure 0-37. System Control Screen

The system responds:

Enter y to continue, n to quit.

2. Enter **y** to continue.

The system responds:

The Voice System is now stopping.

Initializing request to clear all calls in the next 180 seconds.

Orderly idling of system succeeded.
 The AUDIX(R) module is being stopped. Please wait.
Networking module shutdown in progress....
 .Networking Module shutdown.

 AUDIX(R) module stopped.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the voice system.

INIT : New run level : 3

The Voice System has stopped

Press ENTER to continue.

3. Press **(ENTER)** to return to the screens.

-
4. Press **CANCEL** (F6) return to the System Management screen.
 5. Continue with the next step on your checklist.

Remove Any Existing RFU

This procedure removes any previous RFU from the Intuity system.

Requirements

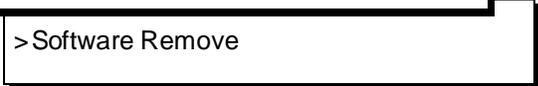
Login: craft
Materials: none
Special Condition: The voice system must be stopped before removing this software.

Procedure

1. Starting at the System Management screen, select:



> UNIX Management



> Software Remove

⇒ NOTE:

If you are starting at the INTUITY(TM) Administration menu, select Customer/Services Administration followed by System Management to reach the UNIX Management screen.

The system responds with a list of the software installed on the system, as shown in Figure 0-38.

```

The following packages are available:
 1 I16rfu+c      Remote Field Update C for IP16
                   (486) 1.0-16
 2 IVR           Intuity Intro Voice Response Set
                   (486) 1.0.16.1
 3 UM           AUDIX(R) Module marker file
                   (AUDIX) NA
 4 UM+3         AUDIX(R) Software Patches
                   (AUDIX) 2.0-16
 5 UM-british   British System Announcements
                   (AUDIX) 2.0-14
 6 UM-dfltdb   AUDIX(R) Default db
                   (AUDIX) 2.0-14
 7 UM-french    French-c System Announcements
                   (AUDIX) 2.0-14
 8 UM-sat       AUDIX(R) English Announcements
                   (AUDIX) 2.0-14
 9 UM-spansh   Lat-Span System Announcements
                   (AUDIX) 2.0-14
10 UM-sw        AUDIX(R) Software
                   (AUDIX) 2.0-16

... 53 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:

```

Figure 0-38. Software Remove Screen

2. Scan the list of software. Look for a package marked "IXrfu+n," where *X* is the number 14, 15, or 16 and *n* is a letter designation of a, b, c, or d.

The following are examples of RFUs packages:

```

I15rfu+a      I15rfu+b      I15rfu+c
I16rfu+a      I16rfu+b      I16rfu+c

```

3. Note the number of this package. Use the number from the far left-hand column. The number in the example screen for the example packages is 1.
4. Enter CTRL-D to stop the display after you have located the older RFU version.

If you do not find a listing for an RFU, enter q to quit and continue with the next procedure on your checklist.

The system responds:

```

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]

```

-
5. Enter the number of the RFU package. If you were using the example screen above, you would enter 1.

The system responds by displaying the name and version number for the package that you selected.

6. Enter **y** to confirm that you wish to remove the displayed package.

The system responds by removing the package. During this procedure, the system also re-installs files. This is a normal part of the procedure.

⇒ NOTE:

If you receive any messages warning of dependencies, enter **y** to continue with the software removal.

7. Press **(ENTER)** to continue.

The system responds by returning you to the UNIX Management screen.

8. Continue with the next procedure on your checklist.

Install System Software (MTCE, VS, VM, and NETW)

This procedure loads the AUDIX V3.2 Software 1 of 1 software tape onto the Intuity system. Perform this procedure after stopping the voice system and removing any RFUs that were previously loaded onto the system.

Requirements

- | | |
|------------------------|---|
| Login: | craft |
| Materials: | Intuity AUDIX V3.2 Software 1 of 1
(1 cartridge tape) |
| Special
Conditions: | –The voice system must be stopped
before loading this tape.
–Any RFUs must be removed from
the system. |

Procedure

1. Starting at the System Management, select:

```
> UNIX Management
> Software Install
```

⇒ NOTE:

If you are starting at the INTUITY(TM) Administration menu, select Customer/Services Administration followed by System Management to reach the UNIX Management screen.

The path to the Software Install Screen is shown in Figure 0-20.

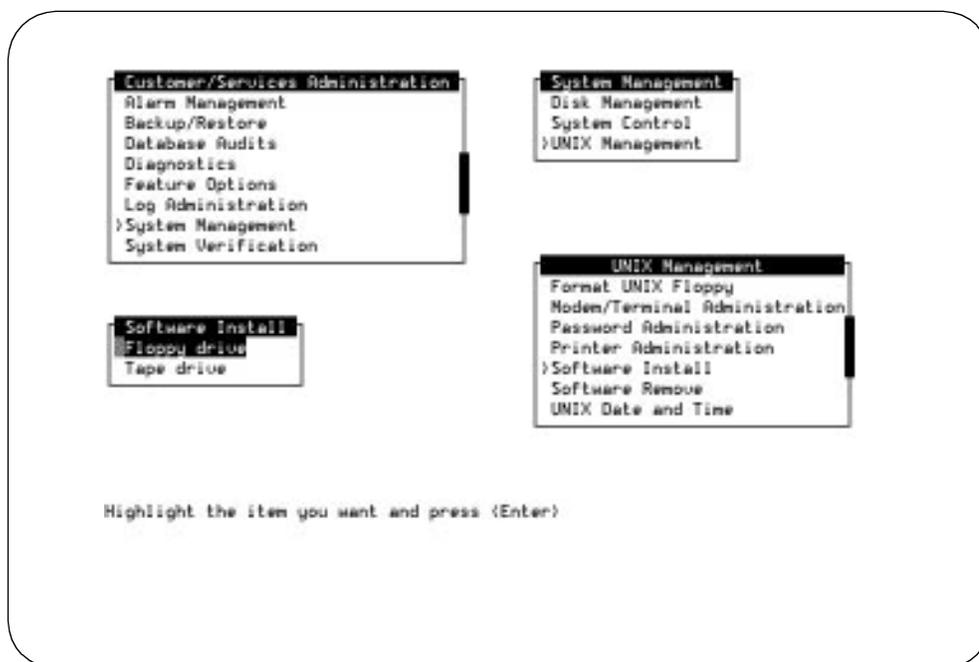


Figure 0-39. Software Install Screen

2. Insert the AUDIX V3.2 Software 1 of 1 tape into the tape drive. Insert the tape label-side up with the opening to the left.

-
3. Select Tape Drive with the tape inserted into the tape drive.

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter q to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press **ENTER**.

4. Press **ENTER** to select the tape drive.

The system responds:

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

5. Press **ENTER** to install the software.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

```
The following pkgs are available:
```

```
1      Vex  Intuity Application Software Set  
        (486) 1.1-18
```

```
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 information from the tape and scrolling loading information across the screen. Next, the system responds with an installation information screen, as shown in Figure 0-40.

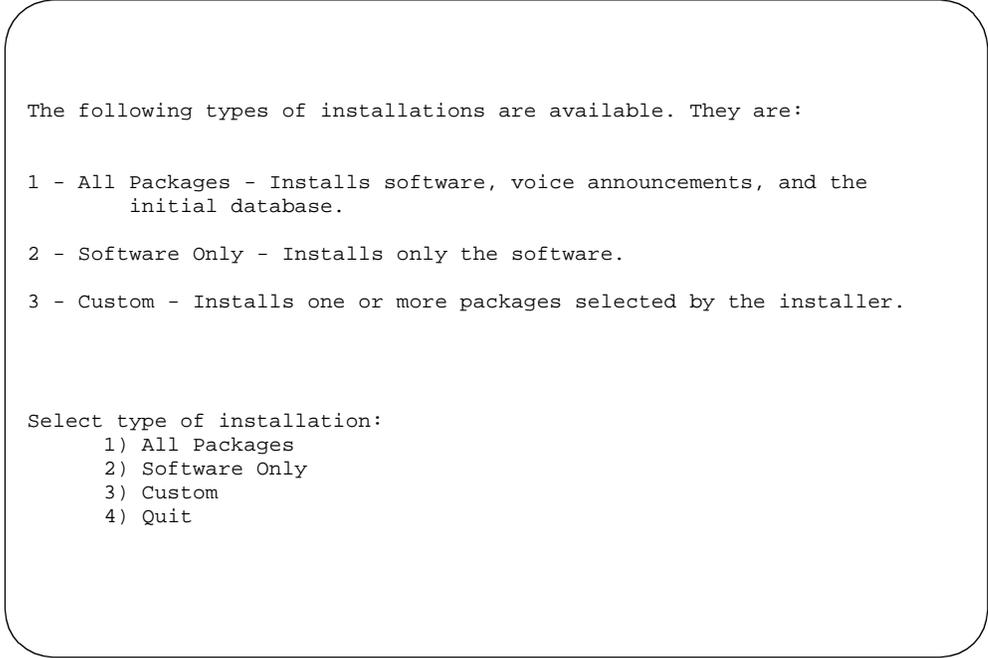


Figure 0-40. Installation Information Screen

7. Enter 2 to select the type of installation as Software Only.

⚠ WARNING:
Select only 2 "Software Only." Selecting another option (Options 1 or 3) may cause default databases to be installed. Do not install any default databases during this procedure. If you install the default databases, you will remove the customer information from the system, and will then have to restore the system from the backup tape.

The system responds:

Confirm: You selected option 2. (y/n)

8. Enter **y** to confirm option 2.

The system responds by asking you to select the switch type that is connected to the system.

-
9. Enter **25**, **75**, or **85** to specify the switch type. If you are integrating with another type of switch, press **(ENTER)** and the system will assign a default.

The system responds by processing package and system information and loading the software. When the processing is completed, the system displays the message:

```
Processing of the Intuity Application Software Set is
completed.
```

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

10. Remove the AUDIX V3.2 Software 1 of 1 tape from the tape drive.
11. Enter **q** to quit.
12. Press **(CANCEL)** (F6) to return to the INTUITY (TM) Administration menu from the Software Installation screen.
13. Reboot the system
14. Continue with the next step on your checklist.

Installing Intuity Optional Software

B

Appendix B presents either the location of the procedures or the procedures used to install optional software packages onto existing systems. Optional software packages for the Intuity system include:

- Intuity Optional Languages (announcement sets)¹
 - American English
 - American English 1, 2, 3
 - British English
 - Canadian French
 - Latin American Spanish
 - TDD
- UNIX Multi-User
- Intuity Intro Voice Response
- System Programming Utility (SPM)
- Intuity Call Accounting System (CAS)
- Intuity HackerTracker

1. Additional language packages may be available at the time of installation.

Refer to this appendix if you need to load any of these packages to an existing system that does not require the installation of any other software such as the basic or operating system software.

 **NOTE:**

The software for the following features and options:

- Disk Mirroring
- Intuity Message Manager (IMAPI) on the Intuity system
- AMIS networking
- Digital networking

is included in the Intuity system software. These features are activated through the features option screen. It is not necessary to load additional software in order to use these features. It is necessary, however, to contact your remote maintenance center to have these features activated.

Install the Intuity Call Accounting System

For installation procedures for the Intuity Call Accounting System, refer to:

Intuity Call Accounting System User Guide, (585-310-728)

Install the Intuity HackerTracker

For installation procedures for the Intuity HackerTracker, refer to:

Intuity Call Accounting System User Guide, (585-310-728)

Install the System Programming and Maintenance Utility

For installation procedures for the Intuity MERLIN LEGEND System Programming and Maintenance Utility (SPM), refer to:

Intuity Integration with MERLIN LEGEND, (585-310-231)

Install Switch Integration Software for AT&T Switches (DCIU Integration)

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



WARNING:

Do not install this software on any system not listed above. If you install this software on Intuity systems integrated with a Centrex switch or via a switch integration device (SID) or a translator, the system will fail.

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.

General Installation Instructions

In order to install this software, you must:

1. "Stop the Voice System on page B-25" of this appendix.
2. "Install Switch Integration Software for AT&T Switches (DCIU Integration)", below.
3. "Reboot the System on page B-28".
4. Verify the installation. Use the procedure "View Installed Software on page B-32", or "Verify System Installation on page B-34".

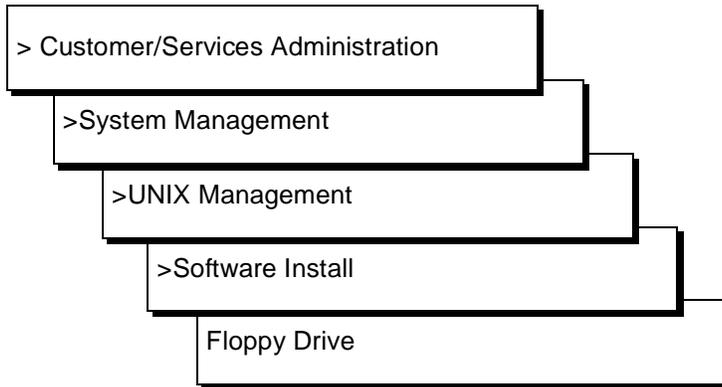
Requirements

Login: craft

Materials: AT&T Switch Integration
 Software
 (6 floppy disks)

Procedure

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



This path is shown in Figure B-1.

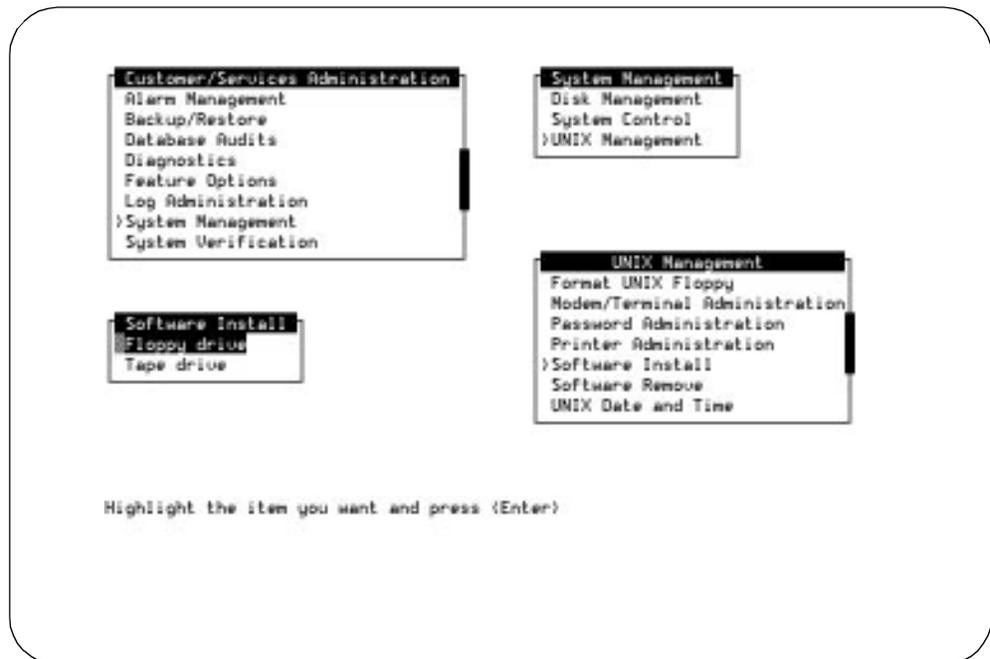


Figure B-1. Software Install Screen

The system responds:

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

2. Insert AT&T DCIU RSE (Remote Streams Environment) Disk 1 of 1 into the 3.5" floppy drive.

⇒ NOTE:

These disks are also numbered 1 through 6 as a portion of the part numbering. Be sure to install these disks in order, from 1 to 6.

3. 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]

4. 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)

5. Remove the RSE Disk 1 of 1 from the floppy drive.
6. Insert RSEGPSC (GPSC-AT Remote STREAMS Environment) Disk 1 of 1 into the floppy drive.
7. 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]

8. 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)

9. Remove the RSEGPSC Disk 1 of 1 from the floppy drive.

10. Insert the x25str (AT&T X.25 Network Interface Product Disk 1 of 2 into the floppy drive.

11. 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]

12. 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)

13. Remove the x25str Disk 1 of 2 from the floppy drive.

14. Insert the x25str Disk 2 of 2 into the floppy drive.

15. 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)

-
16. Remove the x25str Disk 2 of 2 from the floppy drive.
 17. 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]

18. 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] :

19. Enter **1** or **2** 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)

20. Remove the ehs Disk 1 of 2 from the floppy drive.
21. Insert Diskette 2 of 2 into the floppy drive.
22. 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)

23. Remove the ehs Disk 2 of 2 from the floppy drive.
24. Enter **q** to quit.
25. Press **(CANCEL)** (F6) twice to return to the System Management screen.
26. Continue with the next step of the general installation instructions.

Install Intuity Intro Voice Response Software

Installing Intuity Intro Voice Response software involves installing tapes for:

1. Install C Software Package
2. Install the Intuity Intro Voice Response

The procedure below provides the steps for installing Intuity Intro Voice Response.



NOTE:

The customer is responsible for loading Intuity Intro Voice Response Applications. They are also responsible for administering and testing individual applications.

General Installation Instructions

In order to install this software, you must:

1. Stop the voice system, page 25 of this appendix.
2. Install the C Software Package and the Intuity Intro Voice Response tape, below.
3. Reboot the system, page 28.
4. Verify the installation. Use the procedure on page 32, "View Installed Software," or on page 34, "Verify System Installation."

Requirements

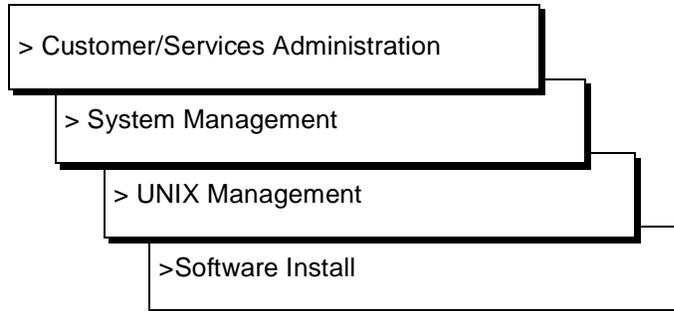
Login: craft

Materials: UNIX Basic Development Software
 (1 cartridge tape)

 Intuity Intro Voice Response Software
 (1 cartridge tape)

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY(TM) Administration screen or the System Management screen select:



The system responds with the Software Install screen, as shown in Figure B-2.

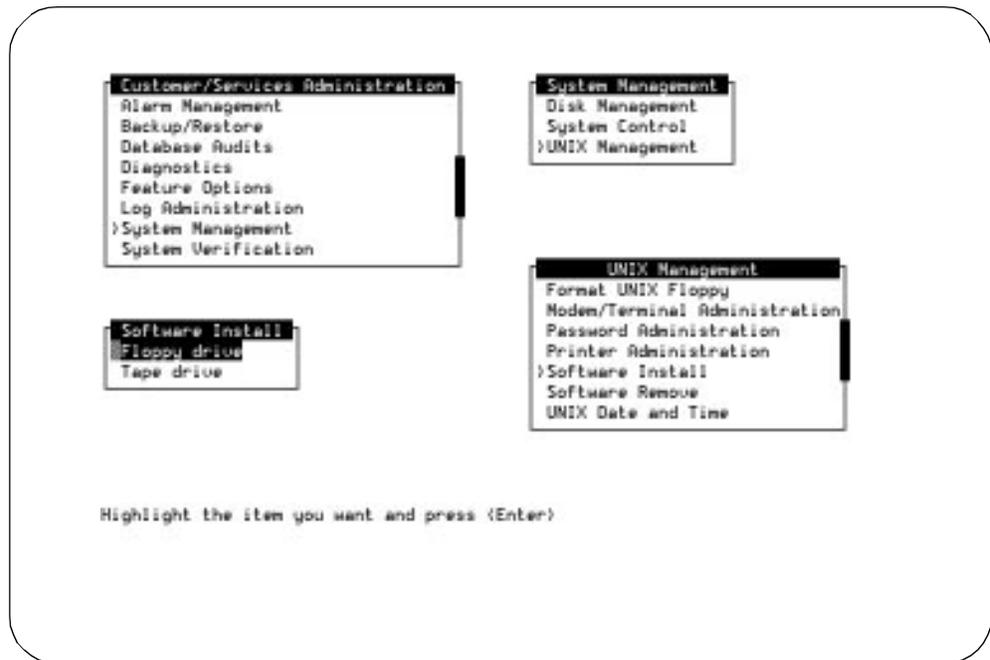


Figure B-2. Software Install Screen

4. Insert the tape into the cartridge tape drive. Be sure that the tape is firmly seated.
5. Select Tape Drive.
6. Press **(ENTER)** to use the tape drive.

The system responds:

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

7. Press **(ENTER)** to load the information from the tape.

The system responds:

Installation in progress. Do not remove the cartridge.

The following sets are available:

```
1    bdev  Basic Development Set
      (386) 1
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?,??,q]

8. Press **(ENTER)** to accept the default of all.

The system responds with the following screen:

```

Basic Development Set Installation                               Package Selection
-----
The following packages are included in this set for this release. Select
"yes" in the install column for the packages you wish to install.

                Package Name                Install?
                -----                -
                Software Packaging Tools        Yes
C Optimized Compilation System                Yes
                Enhanced Debugger              Yes
                Kernel Debugger                No

                Apply                Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.

Right/Left Arrow keys for new choice (2 choices)

```

Figure B-3. Package Selection Screen for the Basic Development Set

9. Select **yes** for the following:

- Software Packaging Tools
- C Optimized Compilation System
- Enhanced Debugger

Use the up and down arrow keys to move from field-to-field. If you need to change a field, use the left or right arrow key to change the entry in the field, and then the up and down arrow keys to move to the next field.

10. Select **no** for the following:

- Kernel Debugger

Do not install the Kernel Debugger.

Use the up and down arrow keys to move from field-to-field. If you need to change a field, use the left or right arrow key to change the entry in the field, and then the up and down arrow keys to move to the next field.

11. Move the cursor to **Apply**.

Use the up and down arrow keys to move from field-to-field.

-
12. Press **(ENTER)** to load the Software Packaging Tools, C Optimized Compilation System, and the Enhanced Debugger.

The system responds with the second Basic Development Set Installation screen, Package Installation Options.

```
Basic Development Set Installation                Package Selection Options
-----
The following packages can be installed automatically using default values.
If you select custom installation you will be given the opportunity to
change these values. However, this requires additional UNIX System
knowledge.

                Package Name                Options
                -----                -
C Optimized Compilation System                Automatic
Enhanced Debugger                            Automatic

                Apply                Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.

Right/Left Arrow keys for new choice (2 choices)
```

Figure B-4. Package Installation Options for the Basic Development Set

13. Select **automatic** for the following:
- C Optimized Compilation System
 - Enhanced Debugger

14. Move the cursor to Apply.

15. Press **(ENTER)** to continue.

The system responds by loading the selected options from the tape.

During this installation, the system loads the Software Packaging Tools, the C Optimized Compilation System, and the Enhanced Debugger. At the end of each option, the system presents an installation message. The system will scroll three of these messages quickly on the screen during the loading process:

```
Installation of Software Packaging Tools (softint) was
successful.
```

```
Installation of Optimizing C Compilation System (ccs) was
successful.
```

```
Installation of Enhanced Debugger (edebug) was
successful.
```

These messages will be mixed in with other installation messages.

When the process is finished, the system responds:

```
Installation of <Basuc Development Set> was successful.
```

```
Processing of is completed.
```

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

16. Press **q** to quit.
17. Remove the cartridge tape from the drive.
18. Press **CANCEL** (F6) once to return to the Software Install screen.
19. Insert the tape into the cartridge tape drive. Be sure that the tape is firmly seated.
20. Select Tape Drive with the cartridge tape inserted.
21. Press **ENTER** to use the tape drive.

The system responds:

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

22. Press **ENTER** to load the information from the tape.

The system responds:

```
Installation in progress. Do not remove the cartridge.
```

```
The following sets are available:
```

```
  1   IVR   Intuity Intro Voice Response Set
        (486) 1.0-16
```

```
Select package(s) you wish to process (or 'all' to process all
packages). (default: all) [?,??,q]
```

23. Press **ENTER** to accept the default of all.

The system responds with loading information:

Three types of installations are available. They are:

- 1 - All packages—Install Oracle(R) DBMS package and Intuity Intro Voice Response Package
- 2 - Install Oracle DBMS package only
- 3 - Install Intuity Intro Voice Response Package only

Note: To Install the Intuity Intro voice Response Package, the Voice System must be stopped.

Select type of installation:

- 1) All Packages
- 2) Oracle only
- 3) Intuity Intro Voice Response only
- 4) Quit

Enter Selection:

⇒ NOTE:

If the voice system is still running, the system will refuse to load the Intuity Intro Voice Response.

24. Enter **1** (the number 1) to install both the Intuity Intro Voice Response package and the Oracle package. Both packages are needed to operate Intuity Intro Voice Response.

The system responds:

Confirm: You selected option 1. (y/n)

25. Enter **y** to confirm your choice.

The system responds by loading both of the packages from the tape. First, the system loads Oracle. Next, the system loads Intuity Intro Voice Response Package.

⇒ NOTE:

Do not hit delete (DEL) at any time while the system installs the software.

When the process is finished, the system responds:

Installation of Intuity Intro Voice Response Module (ivr) was successful.

Processing of <INTUITY Intro Voice Response Set> is completed.

Insert a cartridge into Tape Drive 1.
Type [go] when ready,
or [q] to quit: (default:go)

26. Press **q** to quit.

-
27. Remove the cartridge tape from the drive.
 28. Press **CANCEL** (F6) 2 times to return to the System Management screen.
 29. Continue with the next step of the general installation instructions.

Install the Intuity System Default Announcement Set and/or Optional Language Package Announcement Sets

Use the following procedure to install both the system default announcement set and any optional language (announcement set) packages.



CAUTION:

Do not install optional language announcement sets from Intuity AUDIX R2.0 on this release. All optional language tapes used with the Intuity system R2.0 should be labeled 3.2.

General Installation Instructions

In order to install this software, you must:

1. Install the optional language announcement set. Use the procedure below.
2. Verify the installation. Use the procedure on page 32, "View Installed Software," or on page 34, "Verify System Installation."

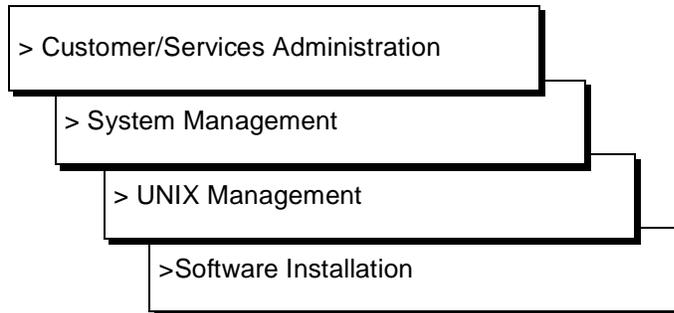
Requirements

Login: craft

Materials: optional language tape(s)
 (1 cartridge tape per
 announcement set)

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY(TM) Administration screen, select:



The system responds with the Software Install screen, as shown in Figure B-5.

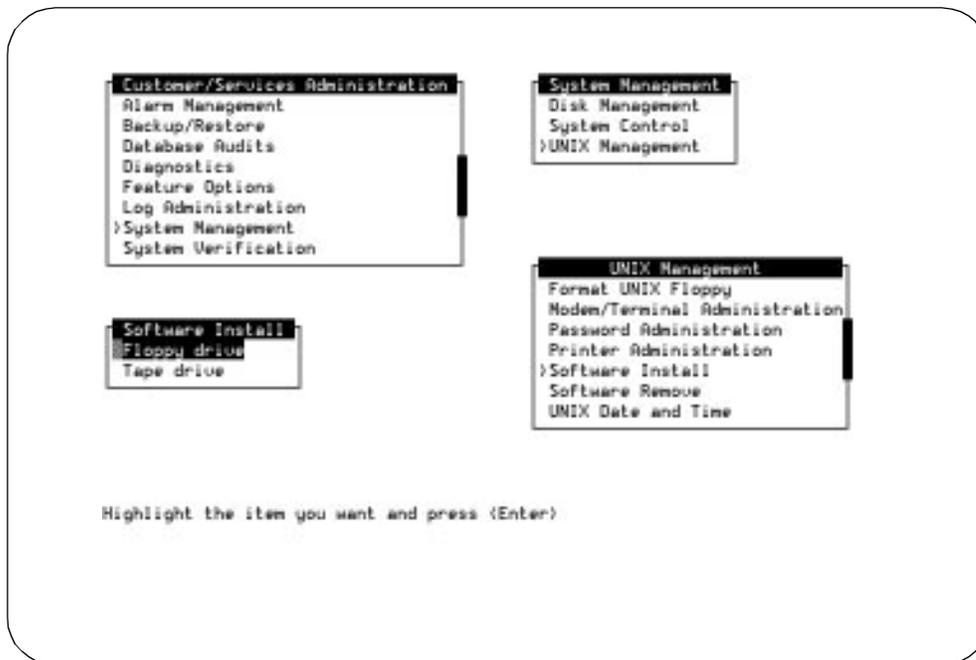


Figure B-5. Software Install Screen

-
4. Insert the optional language set tape into the tape drive. Insert the tape label-side up with the opening to the left.
 5. Select Tape Drive with the tape inserted into the tape drive.

⇒ NOTE:

If you receive a device open failure message, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter **q** to quit. This action will return you to the Software Install screen. Insert the tape, and with the tape inserted, select highlight "Tape Drive" and press **ENTER**.

The system responds:

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

6. Insert the tape into the cartridge tape drive. Be sure that the tape is firmly seated.
7. Press **ENTER** to display the installation instructions.

The system responds:

```
Installation in progress. Do not remove the tape.
```

```
The following sets are available:
```

```
1  language name  Language Name System Announcements
    (AUDIX) R3.2
```

```
Select package(s) you wish to process (or 'all' to process all
packages). (default: all) [?,??,q]
```

8. Press **ENTER** to accept the default of all.

The system begins to process the packages and then presents the message:

```
(Language Name) System Announcements
(AUDIX) R3.2
Using</> as the package base directory.
AT&T Bell Laboratories
Is this the default language set?
(default: y) [y, n, ?, q]
```

9. Enter **y** to confirm that this is the default language if you are installing the default language. Enter **n** if you are installing an optional or secondary language.

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)

10. Press **q** to quit.

The system returns you to the screens.

11. Remove the cartridge tape from the drive.

12. Press **ENTER** (F6) until you reach the INTUITY(TM) Administration screen.

13. Continue with the next step of the general installation instructions.

Install UNIX Multi-User Software

UNIX Multi-User software is used in systems that will require more than 2 active logins at one time.

General Installation Instructions

In order to install this software, you must:

1. Install the Multi-User software, below.
2. Reboot the system, page 28.
3. Verify the installation. Use the procedure on page 32, "View Installed Software," or on page 34, "Verify System Installation."

Requirements

Login: craft

Materials: UNIX Multi-User Software
 (2 floppy disks)

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY(TM) Administration screen, select:

> Customer/Services Administration

> System Management

> UNIX Management

>Software Installation

4. Press **(ENTER)** to display the installation drive options.

The path to the Software Install screen, as shown in Figure B-6.

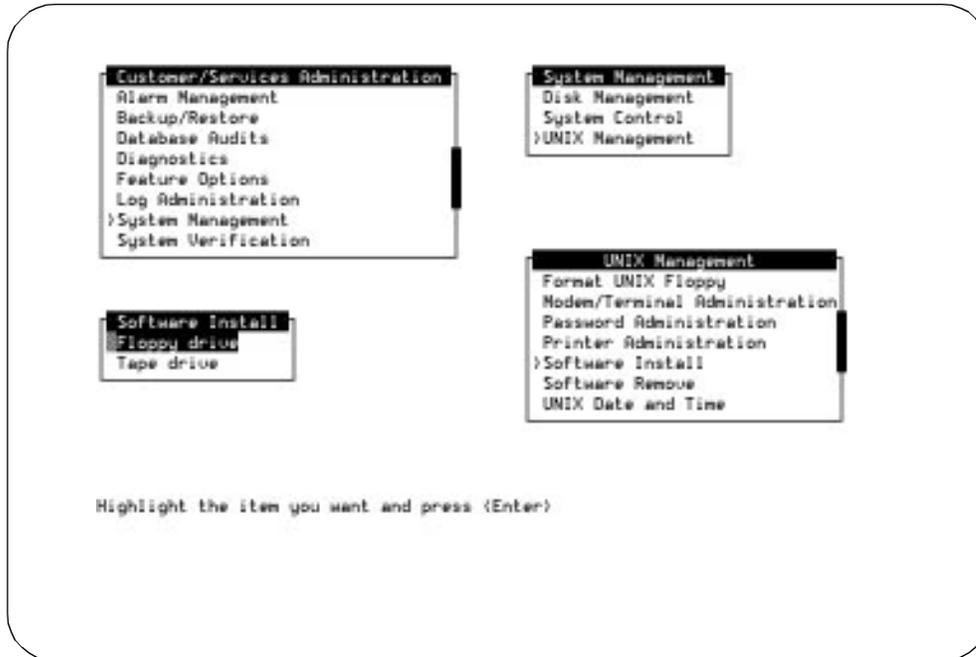


Figure B-6. Software Install Screen

5. Select Floppy Drive.

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

6. Insert the UNIX Multi-User Package Installation Diskette 1 of 1 into the floppy drive.
7. 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]

8. 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 B-7.

```
Multi-user Set Installation                Package Selection
-----
The following packages are included in this set for this release. Select
"yes" in the install column for the packages you wish to install.

                Package Name          Install?
                -----
                User Upgrade          Yes

                Apply                  Reset

Press 'TAB' to move the cursor between fields. When finished, move the cursor
to "Apply" and then press "ENTER" to continue.

Right/Left Arrow keys for new choice (2 choices)
```

Figure B-7. Package Selection Screen for Multi-User Software

9. 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.

10. 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
```

11. Remove the Multi-User Installation diskette from the floppy drive.

12. Insert the User Upgrade (license) diskette 1 of 1 into the drive.

-
13. 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)
```

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

15. Enter **q** to quit.
16. Press **CANCEL** (F6) 2 times to return to the System Management screen.
17. Continue with the next step of the general installation instructions.

Stop the Voice System

⚠ CAUTION:
Certain software packages will fail to install if the voice system running.

The following procedure describes how to stop the voice system so that you can load additional software onto the system. Stopping the voice system at this point is necessary because after a reboot, the Intuity system automatically starts the Intuity AUDIX voice system.

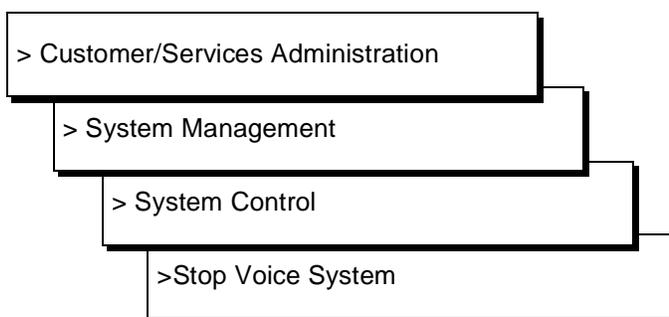
Requirements

Login: craft

Materials: none

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the Customer/Services Administration screen, select:



The path to the System Control screen is shown in Figure B-8.

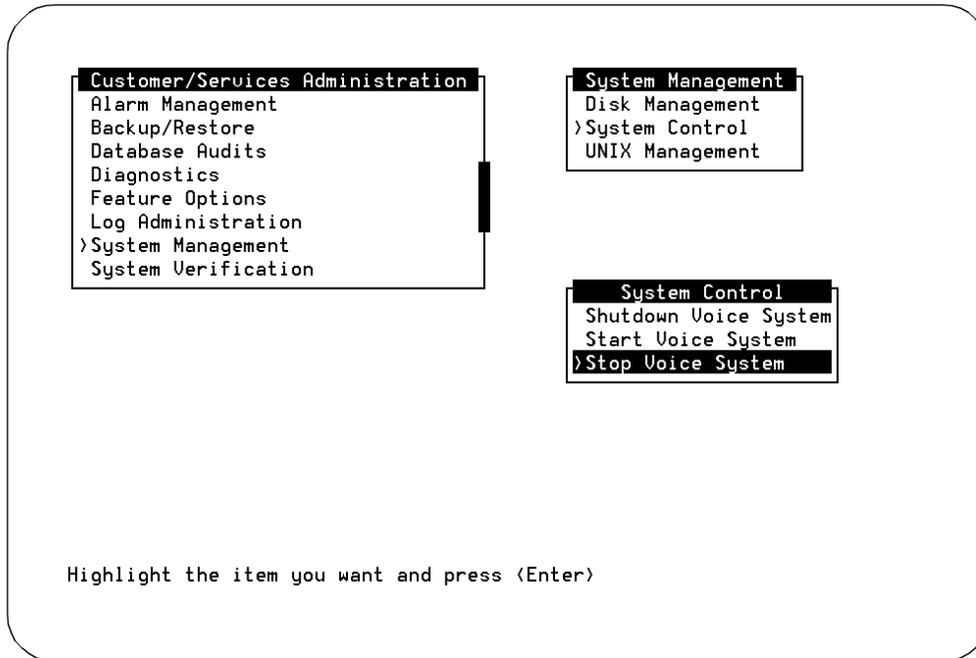


Figure B-8. System Control Screen

The system responds:

Enter y to continue, n to quit.

4. Enter **y** to continue.

The system responds:

The Voice System is now stopping.

Initializing request to clear all calls in the next 180 seconds.

Orderly idling of system succeeded.
 The AUDIX(R) module is being stopped. Please wait.
Networking module shutdown in progress....
 .Networking Module shutdown.

 AUDIX(R) module stopped.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the voice system.

INIT : New run level : 3

The Voice System has stopped

Press ENTER to continue.

-
5. Press **ENTER** to return to the screens.
 6. Press **CANCEL** (F6) return to the System Management screen.
 7. Continue with the next step of the general installation instructions.

Reboot the System

This procedure reboots the system so that the newly loaded software may be used. This shutdown procedure will stop the voice system if it is running and gracefully stop the UNIX operating system so that the system may rebuild.

⇒ NOTE:

If you are at the Software Install screen, press **CANCEL** (F6) twice to return to the System Management screen and then select System Control and Shutdown Voice System.

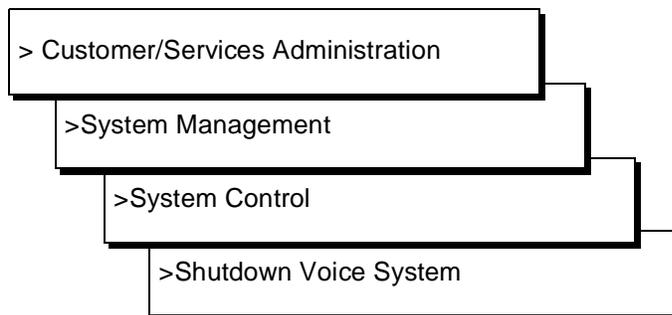
Requirements

Login: craft

Materials: none

Procedure

1. Starting at the System Management screen select:



The path to the System Control screen is shown in Figure B-9.

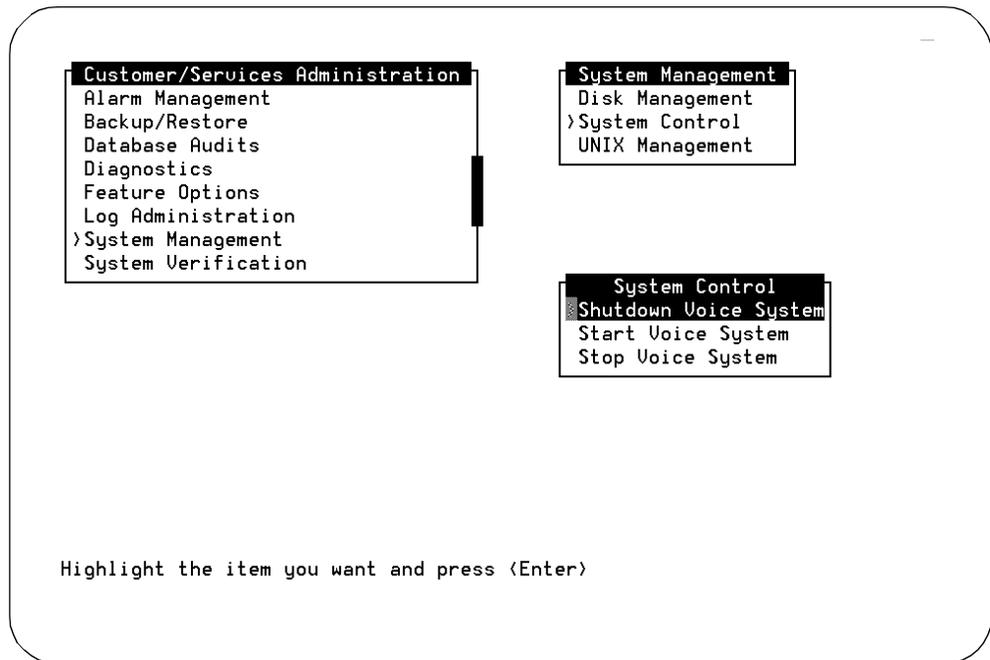


Figure B-9. System Control Screen

The system responds:

Enter y to continue, no to quit

2. Enter y to continue the shutdown.

The system responds:

voice system is not running

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.

-
3. Press the reset button or CTRL-ALT-DELETE to reboot the system.

The system responds in two stages. The first, readying the system, displays copyright and address information, and rebuilds the UNIX kernel.

⇒ NOTE:

Do not strike `(ENTER)` or Esc. during this process. The system will automatically proceed to the next step.

The system then repeats the copyright and address information. This stage ends with the message:

```
The system is ready.
```

After this message, the system presents a console login, followed by the message:

```
Automatically starting the voice system.
```

This message signals the start of the second stage, the stage that starts the voice system. This stage includes auditing a database, initializing AUDIX, and running file checks. The last 2 messages in this series are:

```
Startup of the Voice System is complete.
```

```
Saving output to trace process.
```

Saving the output to trace process takes approximately a minute.

4. Press `(ENTER)` to obtain a console login prompt.

⇒ NOTE:

It may be necessary to press `(ENTER)` more than once.

The system responds:

```
The systems's name is Intuity
Welcome to USL UNIX system V Release 4.2 Version
Console Login:
```

⇒ NOTE:

On MAP/100 systems you may see an error message that reads:

```
SVC_create: Bad file number
unable to create (NLM_PROG, NLM_VEB) for netpath.
The system is ready.
```

Ignore this error message. Even though it appears, the system has loaded successfully, provided that you have received no other error messages.

-
5. Replace the nightly backup cartridge tape into the cartridge tape drive. For additional information, refer to Chapter 7, "Alarm Origination and System Backup".



CAUTION:

Failure to replace the nightly backup tape into the system will result in a minor alarm when the system attempts to perform the nightly, unattended backup. This alarm will not clear until the system is able to perform an unattended backup.

6. Continue with the next step of the general installation instructions.

View Installed Software

Use this procedure to verify the installation of a software package. The use of this procedure is optional.

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.

⇒ 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.

If you are already logged in, begin with Step 3.

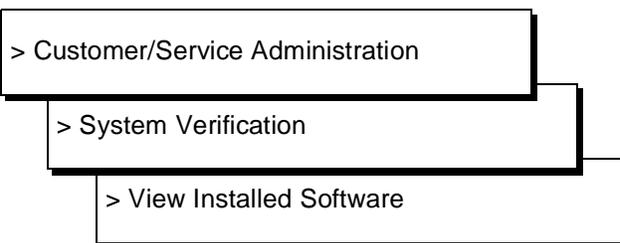
Requirements

Login: craft

Materials: none

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration menu select:



⇒ NOTE:

It will take the system a few minutes to present this information. While the system is generating the data, the word "working" and a flashing cursor appear at the top right-hand corner of the monitor screen.

The system responds with the Verify Installed Software screen when the process is finished. Figure B-10 shows an example of this screen.

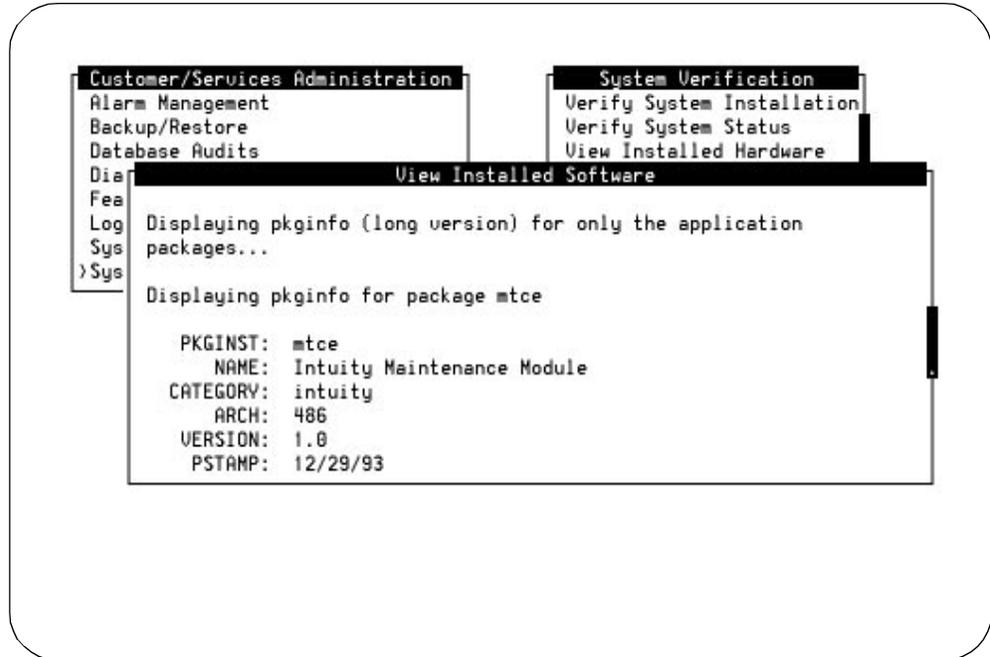


Figure B-10. Installed Software Screen, Long Form

4. Use the arrow keys or press the **(NEXTPAGE)** (F3) key to page through the listings until you reach the short form. The short form provides a single line listing for each of the installed software packages.
5. Verify that the following package is loaded onto the Intuity system.

Look for the listing for the optional package. The listing will appear similar to the package name displayed while the package was being installed. For example:

```
intuity  british      British System Announcements
intuity  dutch          Dutch System Announcements
intuity  french-c     French-c System Announcements
```

If necessary, **(PREVPAGE)** (F2) can be used to return to the previous page.

6. Press **(CANCEL)** (F6) twice to return to the Customer/Services Administration screen.
7. Continue with the installation of the next package or press **(CANCEL)** (F6) until you log out of the system.
8. Continue with the installation of the next package or press **(CANCEL)** (F6) until you log out of the system.

Verify System Installation

This procedure is used to verify the installation of all of the Intuity application packages. Use this procedure to perform a package check for a newly installed optional package.

If you are already logged in, begin with Step 3.

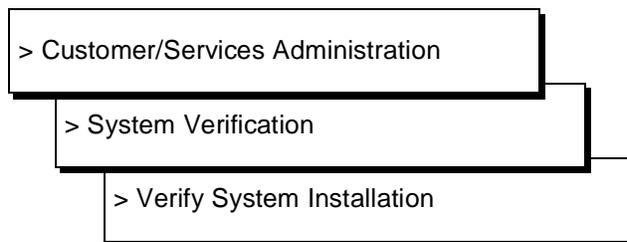
Requirements

Login: craft

Materials: none

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY(TM) Administration screen, select:



NOTE:

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. Figure B-11 shows an example of this screen.

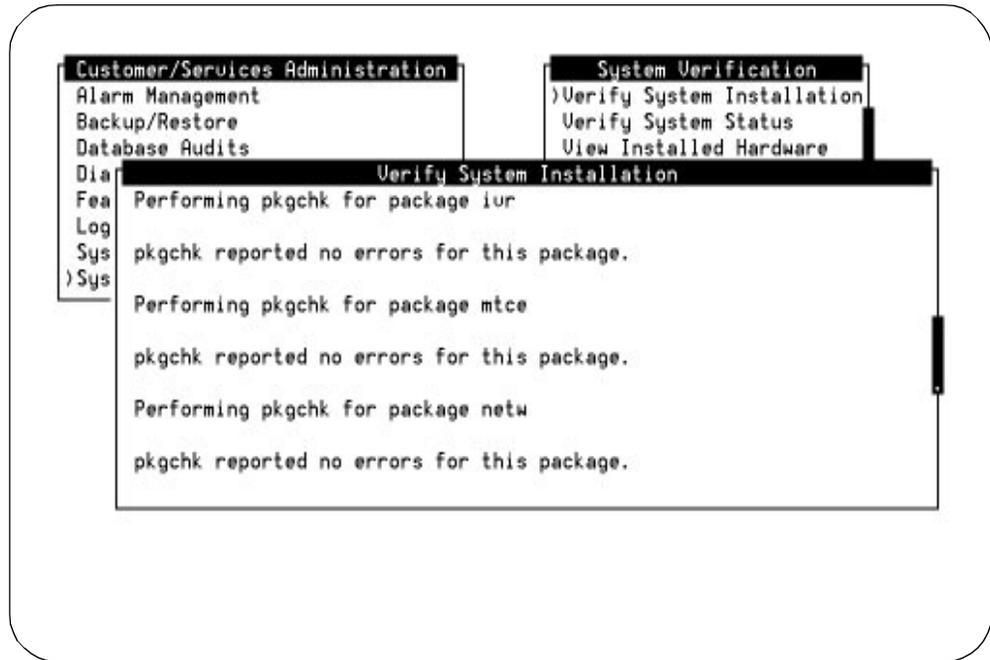


Figure B-11. Verify System Installation Screen

4. Verify that no errors have occurred for the package that you just installed. If any errors have occurred, inform your remote maintenance center,
5. Press **CANCEL** (F6) until you reach the INTUITY(TM) Administration screen.
6. Continue with the installation of the next package or press **CANCEL** (F6) until you log out of the system.

Installing Intuity RFUs

C

AT&T has two procedures for loading a Remote Field Update (RFU):

1. On-site installation
2. Remote download

If your remote maintenance center decides to download an RFU remotely, you will not need to install the RFU on site from the tape. However, you may be asked to install an RFU on site.

An Intuity system may require the on-site installation of an RFU (remote field update) to an existing system. RFUs contain fixes and updates to the basic system software. Generally, new systems shipped from the factory already have the RFU software loaded, so that it is not necessary to install the RFU on site for a new system during initial installation. If you need to verify that the software is loaded on a new system, refer to "Step Six: Verify the Installation of the Intuity RFU Software" procedure in this appendix.

If you need to load the RFU on site, follow the procedures in this appendix. Use the checklist on page 2.

NOTE:

If you are re-installing Intuity system software (operating system and base software) do not use the procedures contained in this appendix. The following procedures are for the installation of an RFU only. If you are re-installing Intuity system software, refer to Appendix A, "Installing Non-Optional Software Packages".

Procedures Used to Load the RFU Software Update

These release notes contain the procedures necessary to:

- Stop the voice system
- Remove any existing RFU
- Load the RFU software tape
- Reboot the system
- Verify the date and time
- Verify the installation

Follow the procedures in the order that they are listed in the checklist below.

 **NOTE:**

Always verify with your remote maintenance center that you have the most recent RFU available before loading the RFU from tape. They may wish to download an RFU to your system instead of having you install it on site.

 **WARNING:**

The following procedures are to be used for installing an RFU to an existing system that requires a new RFU. Do not use these procedures to load an RFU to an ALT (Assembled, Loaded, and Tested) system which already has the RFU installed. Contact your remote maintenance center with questions about RFU identity and procedures.

3	Task	Source
	Stop the voice system	page 3
	Remove any previous RFU	page 6
	Load the RFU software tape	page 9
	Reboot the system	page 12
	Verify the date and time	page 15
	Verify the installation (Optional)	page 19

Step One: Stop the Voice System

The following procedure describes how to stop the voice system so that you can install the RFU Software Update tape.

⚠ CAUTION:
Do not attempt to install the RFU Software Update with the voice system running.

If the voice system is not running, go to the next procedure "Step Two: Remove Any Existing RFU".

⇒ NOTE:
When the Intuity AUDIX system (voice system) is stopped, you will not be able to select AUDIX Administration from the INTUITY(TM) screen to display the forms controller. An Intuity system with a stopped voice system will not display the AUDIX screens.

Requirements

Login: craft

Materials: none

Procedure

1. Login as **craft**
2. Press (ENTER) to accept the AT386 default.
3. Starting at the INTUITY(TM) Administration screen, select:

> Customer/Services Administration

> System Management

> System Control

> Stop Voice System

Figure C-1 shows the path to stop the voice system.

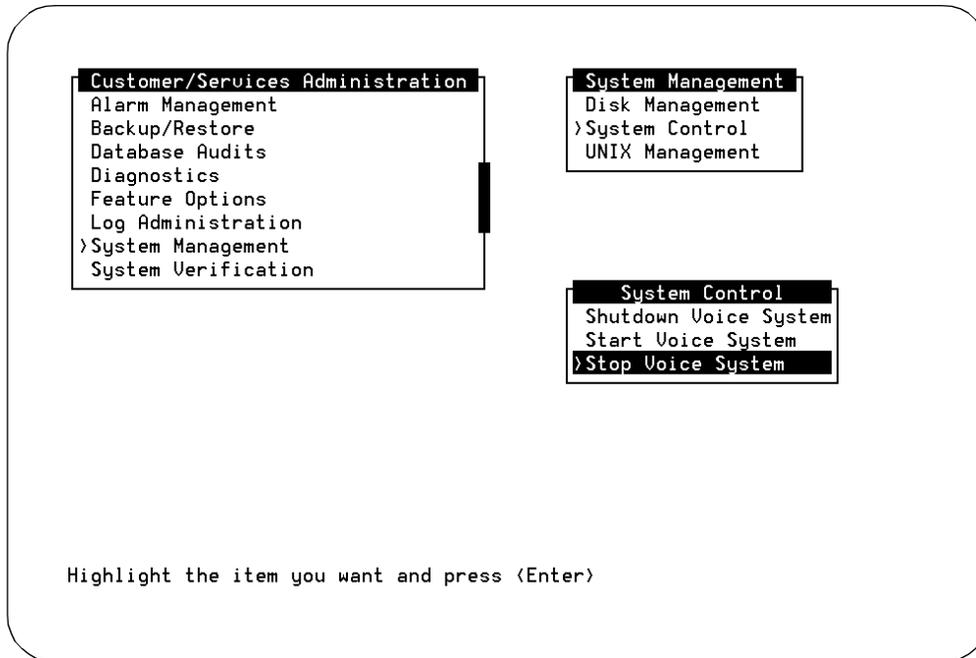


Figure C-1. System Control Screen

4. Press **ENTER** to stop the voice system.

The system responds:

```
Enter y to continue, n to quit.
```

5. Enter **y** to continue.

The system responds:

```
The Voice System is now stopping.
```

```
Initializing request to clear all calls in the next 180 seconds.
```

```
Orderly idling of system succeeded.
```

```
The AUDIX(R) module is being stopped. Please wait.
```

```
.....Networking module shutdown in progress....
```

```
.Networking Module shutdown.
```

```
.....
```

```
AUDIX(R) module stopped.
```

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the voice system.

INIT : New run level : 3

The Voice System has stopped

Press ENTER to continue.

6. Press **ENTER** to return to the screens.
7. Press **CANCEL** (F6) return to the System Management screen.
8. Continue with "Step Two: Remove Any Existing RFU".

Step Two: Remove Any Existing RFU

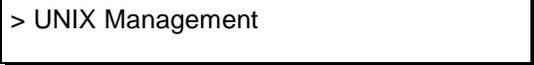
This procedure removes any previous RFU from the Intuity system.

Requirements

Login: craft
Materials: none
Special
Condition: The voice system must be
 stopped before removing this
 software.

Procedure

1. Starting at the System Management screen, select:



> UNIX Management



>Software Remove

⇒ NOTE:

If you are starting at the INTUITY(TM) Administration screen, select Customer/Services Administration followed by System Management to reach the UNIX Management screen.

The system responds with a list of the software installed on the system, as shown in Figure C-2.

```

The following packages are available:
 1 I16rfu+c      Remote Field Update C for IP16
                   (486) 1.0-16
 2 IVR          Intuity Intro Voice Response Set
                   (486) 1.0.16.1
 3 UM           AUDIX(R) Module marker file
                   (AUDIX) NA
 4 UM+3        AUDIX(R) Software Patches
                   (AUDIX) 2.0-16
 5 UM-british   British System Announcements
                   (AUDIX) 2.0-14
 6 UM-dfltdb   AUDIX(R) Default db
                   (AUDIX) 2.0-14
 7 UM-french   French-c System Announcements
                   (AUDIX) 2.0-14
 8 UM-sat      AUDIX(R) English Announcements
                   (AUDIX) 2.0-14
 9 UM-spansh   Lat-Span System Announcements
                   (AUDIX) 2.0-14
10 UM-sw       AUDIX(R) Software
                   (AUDIX) 2.0-16

... 53 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:

```

Figure C-2. Software Remove Screen

2. Scan the list of software. Look for a package marked "IXrfu+n," where *X* is the number such as 15 or 16 and *n* is a letter designation of a, b, c, or d.

For example, you may see the RFUs I15rfu+a, I15rfu+b, I16rfu+a, I16rfu+b listed.

3. Note the number of this package. Use the number from the far left-hand column. The number in the example screen for the example packages is 1.
4. Enter CTRL-D to stop the display after you have located the older RFU version.

If you do not find a listing for an RFU, enter **q** to quit and continue with the next procedure on your checklist.

The system responds:

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

5. Enter the number of the RFU package. If you were using the example screen above, you would enter 1.

The system responds by displaying the name and version number for the package that you selected.

-
6. Enter **y** to confirm that you wish to remove the displayed package.

The system responds by removing the package. During this procedure, the system also re-installs files. This is a normal part of the procedure.

⇒ NOTE:

If you receive any messages warning of dependencies, enter **y** to continue with the software removal.

7. Press **(ENTER)** to continue.

The system responds by returning you to the UNIX Management screen.

8. Continue with the next procedure, "Step Three: Load the RFU Software Update Cartridge Tape".

Step Three: Load the RFU Software Update Cartridge Tape

This procedure loads the RFU Software onto the Intuity system. Perform this procedure after you have stopped the voice system and removed any existing RFU.



NOTE:

The letter x's that appear in the examples represent the IP load number for the software and the letter designation (a, b, c,...) for the RFU.

Requirements

Login:	craft
Materials:	Intuity RFU Software (1 cartridge tape)
Special Condition:	The voice system must be stopped before loading this tape.

Procedure

1. Starting at the UNIX Management screen, select:



```
> Software Install
```



NOTE:

If you are starting at the INTUITY(TM) Administration screen, select Customer/Services Administration followed by System Management to reach the UNIX Management screen.

The system responds with the Software Install Screen, as shown in Figure C-3.

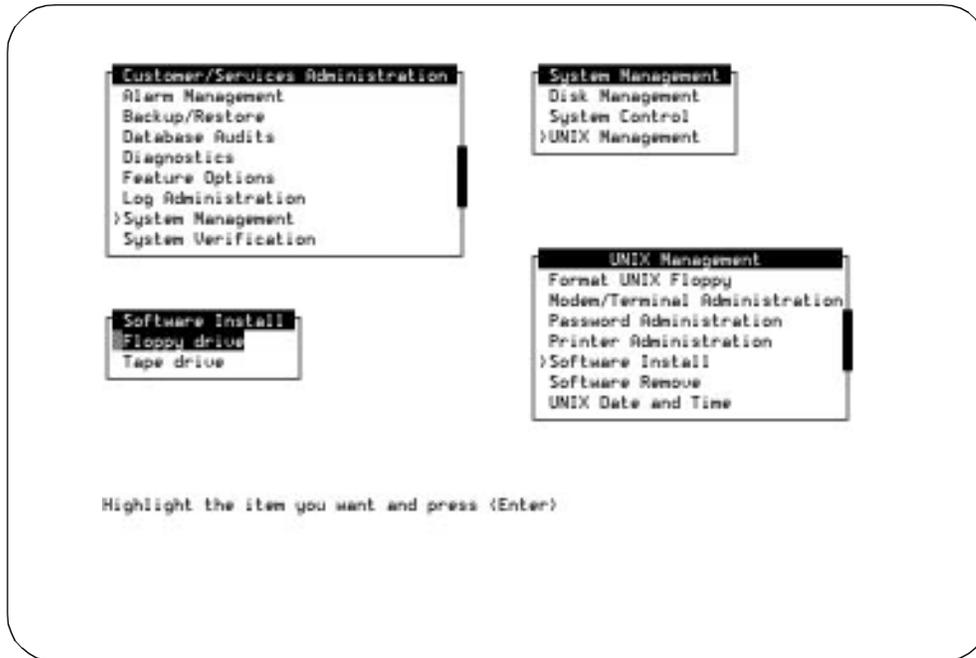


Figure C-3. Software Install Screen

2. Insert the Intuity RFU Software into the tape drive. Insert the tape label-side up with the opening to the left.
3. Press **(ENTER)** to select the tape drive.

The system responds:

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

4. Press **(ENTER)** to install the software.

The system responds:

Installation in progress. Do not remove the cartridge.

The following pkgs are available:

```
1      Ixxrfu+x  Remote Field Update X for IPxx
                (486) 1.0-xx
```

Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?, ??, q]

⇒ NOTE:

RFUs apply to a particular software load. Intuity software loads are labeled with the release number such as 2.0-x, where x is a number

such as 15 or 16. The RFU software cartridge tape will list x as IP15 or IP16. If the RFU does not match the software load label (IP15 or IP16) for the software loaded onto your Intuity system, do not load the RFU. An RFU labeled IP16 may only be loaded onto a system with Intuity software IP16; an RFU labeled IP15 may only be loaded onto a system with Intuity software IP15. Contact your remote maintenance center for assistance if you have a question about whether or not the RFU matches your system's software load.

5. Press **ENTER** to accept the default of all.

The system responds with a series of processing messages. When the processing is completed, the system displays the message:

```
Processing of <Remote Field Update X for IPxx> is completed.  
Insert a cartridge into Tape Drive 1.  
Type [go] when ready  
or [q] to quit: (default: go)
```

6. Remove the RFU Software Update cartridge tape from the tape drive.
7. Enter **q** to quit.
8. Press **CANCEL** (F6) to return to the System Management screen from the Software Installation screen.
9. Continue with the next procedure, "Step Four: Reboot the System".

Step Four: Reboot the System

This procedure loads the RFU Software onto the Intuity system. Perform this procedure after loading all other Intuity software and stopping the voice system.

Requirements

Login: craft

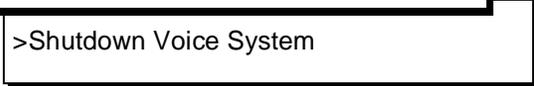
Materials: none

Procedure

1. Starting at the *System Management* screen select:



> System Control



>Shutdown Voice System

The system responds with the System Control screen as shown in Figure C-4.

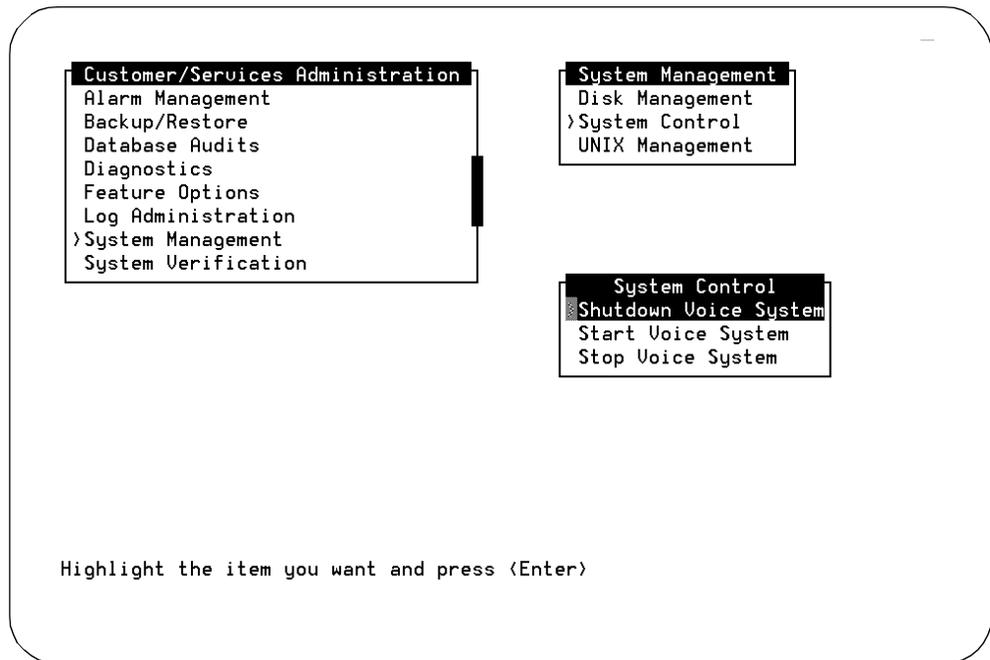


Figure C-4. System Control Screen

2. Select Shutdown Voice System.
3. Press **(ENTER)** to shutdown the voice system.

The system responds:

```
Enter y to continue, no to quit
```

4. Enter **y** to continue the shutdown.

The system responds:

```
voice system is not running
```

```
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.
```

-
5. Press the reset button or CTRL-ALT-DELETE to reboot the system.

The system responds in two stages. The first, readying the system, displays copyright and address information, and rebuilds the UNIX kernel.

⇒ NOTE:

Do not strike ENTER or Esc. during this process. The system will automatically proceed to the next step.

The system then repeats the copyright and address information. This stage ends with the message:

```
The system is ready.
```

After this message, the system presents a console login, followed by the message:

```
Automatically starting the voice system.
```

This message signals the start of the second stage, the stage that starts the voice system. This stage includes auditing a database, initializing AUDIX, and running file checks. The last 2 messages in this series are:

```
Startup of the Voice System is complete.
```

```
Saving output to trace process.
```

Saving the output to trace process takes approximately a minute.

6. Press **(ENTER)** to obtain a console login prompt.

⇒ NOTE:

It may be necessary to press ENTER more than once.

The system responds:

```
The systems's name is Intuity  
Welcome to USL UNIX system V Release 4.2 Version  
Console Login:
```

7. Replace the nightly backup cartridge tape into the cartridge tape drive. For additional information, refer to Intuity Software Installation (585-310-140), Chapter 7, "Alarm Origination and System Backup".

⇒ NOTE:

Failure to replace the nightly backup tape into the system will result in a minor alarm when the system attempts to perform the nightly, unattended backup. This alarm will not clear until the system is able to perform an unattended backup.

8. Continue with "Step Five: Verify Date and Time".

Step Five: Verify Date and Time

This procedure is used to verify or assign 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.



CAUTION:

If there is a time difference of several minutes between a DCIU-linked switch and the Intuity system, the DCIU link may fail.

Requirements

Login: craft

Materials: time setting from switch

Procedure

1. Login as **craft**
2. Press **(ENTER)** to accept the AT386 default.
3. Starting at the INTUITY (TM) Administration screen, select:

> Customer/Services Administration

> System Management

> UNIX Management

>UNIX Date and Time

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

The system responds with the Set Date and Time screen, as shown in Figure C-5.

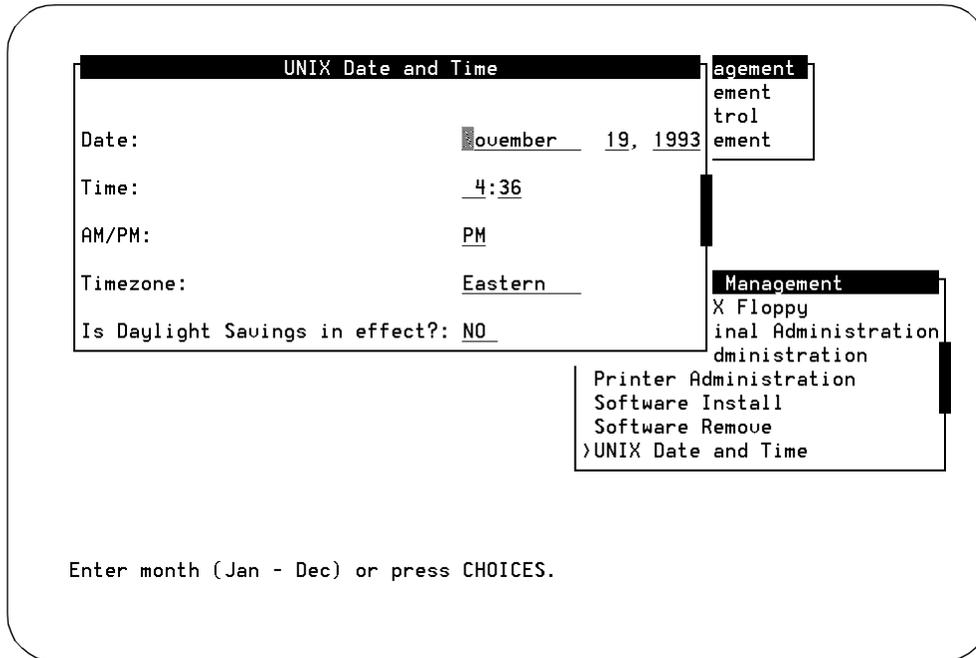


Figure C-5. Set Date and Time Screen

5. 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 6.

⇒ NOTE:

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

6. Place the cursor on the months field in the Set Date and Time screen.
7. 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 10.

The system responds with the choices list of months, as shown in Figure C-6.

⇒ 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**.

-
16. Press **SAVE** (F3) to save the changes.
 17. 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. Press **CANCEL** (F6) until you return to the INTUITY(TM) Administration screen.

18. Continue with "Step Six: Verify the Installation of the Intuity RFU Software".

⇒ NOTE:

"Step Six: Verify the Installation of the Intuity RFU Software" is optional.

Step Six: Verify the Installation of the Intuity RFU Software

Use this procedure to verify the installation of all of the Intuity RFU software. The use of this procedure is optional.

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. The information used to verify the installation of the Intuity RFU Software is located in the long form.

⇒ NOTE:

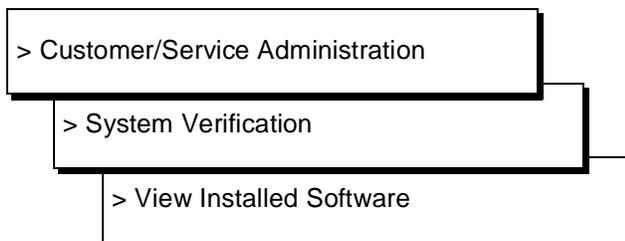
The information shown on the example screens may not exactly match the information shown on the screen of the system that you are installing.

Requirements

Login: craft
Materials: none

Procedure

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



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

The system responds with the View Installed Software Screen, as shown in Figure C-7.

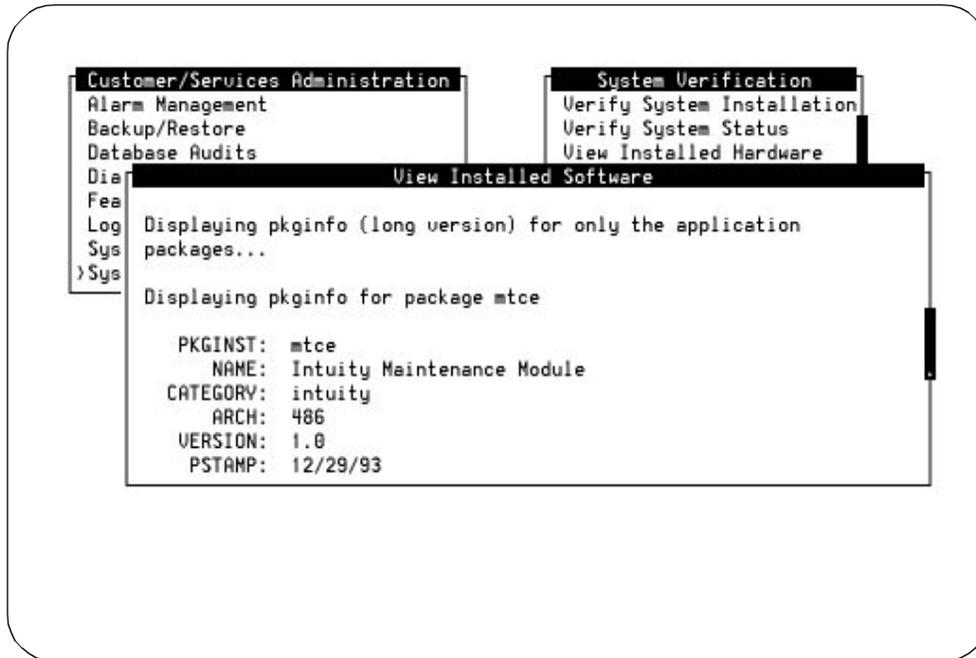


Figure C-7. Installed Software Screen, Long Form

3. Verify that the following package is loaded onto the Intuity system:

```

  PKGINST: Ixxrfu+x
    NAME: Remote Field Update X for IPxx
  CATEGORY: set
    ARCH: 486
   VERSION: xx-xx
   PSTAMP: xx/xx/94
  INSTDATE: (month, day, year, time of installation)
  STATUS: Completely Installed

```

Use the arrow keys or press the **(NEXTPAGE)** (F3) key to page through the listings. If necessary, **(PREVPAGE)** (F2) can be used to return to the previous page.

4. Press **(CANCEL)** (F6) until you logoff the system.

Completed Installation Worksheets

D

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

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

F

FIFO
first-in first-out

FOOS
facility out of service

G

GBCS

Global Business Communications Systems

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

N**NW**

Intuity AUDIX Digital Networking

O

OA&M

operations, administration, and maintenance

OS

operating system

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

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

VROP

voice response output process

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.

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 system subscriber, maintenance, or traffic data from an Intuity AUDIX system to a personal computer (PC).

ADU

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, 0010=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*.

bus

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 may be 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 may be 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).

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 (1024 x 1024). 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 may be 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 on to 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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