Lucent Technologies
Bell Labs Innovations

INTUITY™
Software Installation for Release 3.0

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About This Document

Purpose

This document, *INTUITY™ Software Installation for Release 3.0*, 585-310-160, Issue 3, 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 these procedures, refer to *INTUITY Release 3.0 Upgrade Procedures*, 585-310-164, or *INTUITY Release 3.0 Migration Procedures*, 585-310-233.

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 and the information that should be verified before performing an installation, as well as information about security and demarcation points.

- 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 the INTUITY AUDIX® application's Call Answer, Voice Mail, and Multilingual.

■ Chapter 5, "Lucent INTUITY Optional Features and Applications Administration and Test"

This chapter presents the information necessary to administer and acceptance test TCP/IP for INTUITY Message Manager support, INTUITY FAX Messaging, the optional language packages, UNIX® Multi-User software, and Disk Mirroring.

■ Chapter 6, "Lucent INTUITY Lodging Administration and Test"

This chapter presents the information necessary to administer and acceptance test the INTUITY Lodging application.

■ Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance"

This chapter presents the information necessary to remove the two test subscribers and to test alarm origination or configure the remote maintenance modem.

■ Chapter 8, "Peripheral Administration and Test"

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

■ Chapter 9, "Clear Alarms and System Backup"

This chapter presents the information necessary to clear any alarms from the system and to make the system backup tape.

■ Chapter 10, "INTUITY AUDIX Cut-to-Service Procedures"

This chapter presents the INTUITY AUDIX procedures that must be completed in order to cut the system to service. These procedures include subscriber administration.

■ Chapter 11, "Lucent INTUITY Lodging Cut-to-Service Procedures"

This chapter presents the INTUITY Lodging procedures for cutting the optional Property Management System (PMS) interface to service. These procedures include attaching the PMS cable and synchronizing the database.

- Chapter 12, "Platform and Optional Applications Cut-to-Service Procedures"

  This chapter presents the platform and optional applications procedures that must be completed in order to cut the system to service. This chapter also includes the final system data backup to record all subscriber information.

- Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens"

  This appendix presents information about using the forms screens that are used to control the INTUITY AUDIX application and the INTUITY system screens that are used to control system resources. This appendix also includes the procedures to log in and log out of the system.

- Appendix B, "Installing Lucent INTUITY Software"

  This appendix presents the information necessary to load the INTUITY software for a non-operating or partially operating INTUITY system. The procedures in this chapter should only be used under the direction of your remote maintenance center.

- Appendix C, "Adding INTUITY Applications, Features, and Options"

  This appendix presents the information necessary to load INTUITY software to an existing system in order to add features or applications. This software includes INTUITY AUDIX, INTUITY Lodging, optional language packages, UNIX Multi-User Software, and INTUITY Intro Voice Response.

- Appendix D, "Installing INTUITY RFUs"

  This appendix presents the information necessary to install an INTUITY Remote Field Update from a cartridge tape onto an existing system.

- Appendix E, "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 documentation.

- Glossary

  The Glossary provides a definition of terms and acronyms used in INTUITY 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`

Related Resources

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

Document	Document Number	Issue
INTUITY™ Release 3.0 System Description	585-310-232	1 or later
INTUITY™ Documentation Guide	585-310-540	2 or later
INTUITY™ New System Planning for Release 3.0	585-310-605	2 or later
INTUITY™ Release 3.0 Planning for Upgrades	585-310-653	1 or later
INTUITY™ Release 3.0 Planning for Migrations	585-310-652	1 or later
INTUITY™ Installation Checklist	585-310-161	2 or later
INTUITY™ MAP/5 Hardware Installation	585-310-146	2 or later
INTUITY™ MAP/40 Hardware Installation	585-310-138	2 or later
INTUITY™ MAP/100 Hardware Installation	585-310-139	2 or later
INTUITY™ Software Installation for Release 3.0	585-310-160	2 or later
INTUITY™ Release 3.0 Upgrade Procedures	585-310-164	2 or later
INTUITY™ Release 3.0 Migration Procedures	585-310-233	2 or later
INTUITY™ Platform Administration and Maintenance for Release 3.0	585-310-557	2 or later
INTUITY™ AUDIX® Release 3.3 Administration and Feature Operations	585-310-552	3 or later
INTUITY™ FAX Messaging Administration and Addenda	585-310-558	1 or later
INTUITY™ AUDIX® Digital Networking Administration	585-310-533	2 or later
AMIS Analog Networking	585-300-512	6 or later
INTUITY™ Lodging Administration and Feature Operations	585-310-559	1 or later
INTUITY™ Lodging Property Management System Specifications	585-310-234	1 or later
INTUITY™ Call Accounting System User Guide	585-310-728	1 or later
INTUITY™ Call Accounting System Quick Reference	585-310-729	1 or later
INTUITY™ Intro Voice Response and Addenda	585-310-716	1 or later
INTUITY™ Message Manager Release 4 User's Guide	585-310-743	1 or later

INTUITY™ Message Manager Release 4.1: Getting Started (Available late 1996)	585-310-740	1 or later
AUDIX® Administration and Data Acquisition Package	585-310-502	4 or later
INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3	585-310-214	4 or later
INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2	585-310-215	2 or later
INTUITY™ Integration with MERLIN LEGEND® Communications System	585-310-231	2 or later
INTUITY™ Integration with the 5ESS® Switch	585-310-219	1 or later
INTUITY™ Integration with DMS-100	585-310-223	1 or later
INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1	585-310-221	2 or later
INTUITY™ Integration with Mitel™ SX-200® DIGITAL, SX-100®, and SX-200®	585-310-222	2 or later
INTUITY™ Integration with NEC® NEAX™	585-310-216	2 or later
INTUITY™ Integration with ROLM™ 8000, 9000, 9571	585-310-220	2 or later
INTUITY™ Lodging Artwork Package	585-310-739	1 or later
Voice Messaging Quick Reference	585-300-702	3 or later
A Portable Guide to Voice Messaging	585-300-701	3 or later
INTUITY™ Voice/FAX Messaging Quick Reference	585-310-734	1 or later
INTUITY™ Voice/FAX User Guide	585-310-733	1 or later
Multiple Personal Greetings Quick Reference	585-300-705	5 or later
Voice Messaging Wallet Card	585-304-704	2 or later
Voice Messaging Outcalling Quick Reference	585-300-706	1 or later
Voice Messaging Business Card Stickers	585-304-705	2 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package	585-310-735	1 or later
INTUITY™ AUDIX® R3.3 Voice/Fax Messaging Quick Reference–Canadian French	585-310-734FRC	1 or later
INTUITY™ AUDIX® R3.3 Voice/Fax Messaging Quick Reference–British English	585-310-734ENB	1 or later
INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference–Latin Spanish	585-310-734SPL	1 or later
INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference–Greek	585-310-734GK	1 or later

INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference–Mandarin	585-310-734CHM	1 or later
INTUITY™ Lodging Subscriber Artwork Package British English	585-310-739ENB	1 or later
INTUITY™ Lodging Artwork Package Canadian French	585-310-739FRC	1 or later
INTUITY™ Lodging Artwork Package Latin Spanish	585-310-739SPL	1 or later
INTUITY™ Lodging Artwork Package Greek	585-310-739GK	1 or later
INTUITY™ Lodging Artwork Package Mandarin	585-310-739CHM	1 or later
INTUITY™ Lodging Artwork Package Japanese	585-310-739JA	1 or later
INTUITY™ Lodging Artwork Package U.S. English (A4 Sizing)	585-310-739A4	1 or later

Trademarks and Service Marks

The following trademarked products are mentioned in the books in the INTUITY library:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.

- AUDIX® is a registered trademark of Lucent Technologies, Inc.

- BT-542B™ is a trademark of BusLogic Inc.

- COMSPHERE® is a registered trademark of Lucent Technologies Paradyne Corp.

- CONVERSANT® is a registered trademark of Lucent Technologies, Inc.

- DEFINITY® is a registered trademark of Lucent Technologies, Inc., in the U.S. and throughout the world.

- Dterm™ is a trademark of NEC Telephones, Inc.

- Equinox™ is a trademark of Equinox Systems, Inc.

- 5ESS® is a registered trademark of Lucent Technologies, Inc.

- INTUITY™ is a trademark of Lucent Technologies, Inc.

- MD110® is a registered trademark of Ericsson, Inc.

- MEGAPLEX™ is a trademark of Equinox System, Inc.

- MEGAPORT™ is a trademark of Equinox Systems, Inc.

- Meridian™ is a trademark of Northern Telecom Limited.

- MERLIN LEGEND® is a registered trademark of Lucent Technologies, Inc.

- Microcom Networking Protocol® is a registered trademark of Microcom, Inc.

- Microsoft® is a registered trademark of Microsoft Corporation.

- MS® is a registered trademark of Microsoft Corporation.

- MS-DOS® is a registered trademark of Microsoft Corporation.

- NEAX™ is a trademark of NEC Telephone, Inc.

- NEC® is a registered trademark of NEC Telephones, Inc.

- Netware® is a registered trademark of Novell, Inc.

- Netware® Loadable Module™ is a trademark of Novell, Inc.

- NLM® is a registered trademark of Novell, Inc.

- Northern Telecom® is a registered trademark of Northern Telecom Limited.

- Novell® is a registered trademark of Novell, Inc.

- ORACLE™ is a trademark of Oracle Corporation.

- Paradyne® is a registered trademark of Lucent Technologies, Inc.

- Phillips® is a registered trademark of Phillips Screw Company.

- Rolm® is a registered trademark of Siemens-Rolm.

- SL-1™ is a trademark of Northern Telecom Limited.

- softFAX® is a registered trademark of VOXEM, Inc.

- TMI™ is a trademark of Texas Micro Systems, Inc.

- UNIX® is a registered trademark of Novell in the United States and other countries, licensed exclusively through X/Open Company Limited.

- VOXEM® is a registered trademark of VOXEM, Inc.

- VT100™ is a trademark of Digital Equipment Corporation.

- Windows™ is a trademark of Microsoft Corporation.

Training

For more information about Lucent Intuity training, call the BCS education and Training Center:

- Organizations within Lucent Technologies: (904) 636-3261

- Lucent Technologies customers: (800) 255-8988

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Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

Please include the name and order number of this document:

INTUITY Software Installation for Release 3.0, Issue 2,
585-310-160

You may also fax your comments to the attention of the Lucent Intuity writing team at (303) 538-1741.

Pre-Installation Procedures

1

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

- Determine installation type

- Verify documentation

- Verify testing equipment

- Review security

- Review user-interface operations, including logging in and out

- Review demarcations

- Verify pre-installation switch task completion

The information to perform these procedures is located in this chapter and in Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens". This chapter also includes information about obtaining assistance during installation, should any problems arise.

Determine Installation Type

When installing an INTUITY system, first determine the installation type.

Installations 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 Release 3.0 Upgrade Procedures*, 585-310-164, or *INTUITY Release 3.0 Migration Procedures*, 585-310-233, 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.*

The INTUITY system is available on three basic hardware platforms:

- Multi-Application Platform 5 (MAP/5)

- MAP/40

- MAP/100

The system must be equipped with either 1 or both of the following voice messaging applications:

- INTUITY AUDIX

- INTUITY Lodging

The INTUITY system may operate with only the INTUITY AUDIX application, only the INTUITY Lodging application, or with both the INTUITY AUDIX and the INTUITY Lodging applications, coresident.

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.

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, contact your project manager to

verify the order. If a part of the order has been omitted, 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 3.0,* 585-310-557

    Presents procedures to administer the platform, to resolve alarms and to replace or add hard disk drives.

- *INTUITY Software Installation for Release 3.0,* this document, 585-310-160

    Presents the order of software loading and procedures to install and accept additional applications or options.

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-Lucent 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 or applications:

- AUDIX® R1

- DEFINTIY AUDIX

- AUDIX Voice Power™

- AUDIX Voice Power Lodging, Release 1.1 and 3.0

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 installation. This checklist is located in *INTUITY Release 3.0 Migration Procedures* (585-310-233). 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 or an INTUITY Release 2.0 system to INTUITY Release 3.0 or later. For instructions and the checklist, refer to *INTUITY Release 3.0 Upgrade Procedures,* 585-310-164.

➡ NOTE:
The release number for the INTUITY system refers to the platform software. The INTUITY AUDIX application that resides on the INTUITY system has a different release number. For example, the INTUITY Release 3.0 system supports the INTUITY AUDIX Release 3.3 application.

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 checklist

  You will need the installation checklist, *INTUITY Installation Checklist*, 585-310-161. This document is a series of pages stapled together and shrink-wrapped with the hardware platform document. Chapter 2 in the checklist document 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 Procedures,* 585-310-162, or *INTUITY Migration Procedures,* 585-310-233, 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 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.

■ INTUITY 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

— Design center specifications for digital networking

■ 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 3.0,* 585-310-557, is available for troubleshooting and alarm resolution.

Verify Testing Requirements

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

General Guidelines

Generally, test telephones should match the telephones that will be in daily use with the application(s). Speaker phones may be used to test the application(s); however, you may need to use the mute button during the test calls so that background noise does not interfere with the testing.

➡ NOTE:

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

INTUITY AUDIX Application

The installation of the INTUITY AUDIX application requires two test telephones connected through the switch. These telephones 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 light, the test phones must also be equipped with a light. If the MWI is a stutter, the test phones must be able to give the stutter notification.

Test telephones must reach to the system so that you can see the monitor at all times during the testing.

Lucent INTUITY Lodging Application

The installation of the INTUITY Lodging application requires

- 1 test telephone
- Access to two guest rooms or extension locations

If you are installing both the INTUITY AUDIX and the INTUITY Lodging application, you may use one of the INTUITY AUDIX test phones. The test phone for the INTUITY Lodging application does not need to match the phones in use, since it is only used to leave messages and test the individual channels.

Lucent INTUITY FAX Messaging

The installation of INTUITY FAX Messaging requires:

- 2 test phones
- Access to a customer fax machine

The two test telephones should be the test telephones set up for the INTUITY AUDIX application.

Verify Product Identification Number

Verify that your project manager has obtained the information needed to register the system and obtained the product identification number for all systems that will be using Alarm Origination.

Not all systems require the use of alarm origination, and the availability of alarm origination varies with the switch integration and location of installation:

- All systems installed in the United States and Canada, except systems integrated with the MERLIN LEGEND, require the administration of Alarm Origination.

- In the United States and Canada, MERLIN LEGEND customers may purchase Alarm Origination as an option. If alarm origination has been purchased, the system will need a product identification number.

- Alarm origination for systems installed outside of the United States and Canada varies with the location of the installation. For additional information, please contact your project manager.

⚠ CAUTION:
Without the product ID number, you will not be able to complete installations for systems using Alarm Origination.

⚠ CAUTION:
Do not activate the Alarm Origination feature on systems installed in countries other than the United States and Canada unless specifically directed to do so by your project manager and/or remote maintenance center. Use the procedure only to download the dialstring information into the modem.

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 for the system administrator, voice mail administrator, on-site installer, CAS login, and INTUITY Lodging attend login. 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 E, "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.

Do not configure any unassigned INTUITY AUDIX mailboxes. Unassigned INTUITY AUDIX mailboxes are mailboxes that have an extension but no subscriber assignment. These mailboxes may open the system to toll fraud. This warning does not apply to INTUITY Lodging mailboxes that are deliberately configured as open mailboxes with extension assignments only, because the INTUITY Lodging mailboxes do not have the transfer capabilities of the INTUITY AUDIX mailboxes.

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 Demarcation Points

A demarcation point is a line defining the extent of Lucent Technologies' responsibilities for product's installation and maintenance. This is the point where Lucent Technologies' 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-Lucent switches or PBXs
- LAN connectivity for the Message Manager
- INTUITY Intro Voice Response Installation
- Property Management Systems Operating with the INTUITY Lodging application

Non-Lucent Switch or PBX Demarcation

The demarcation point for non-Lucent switches or PBXs is the switch integration device (SID) or the translator. Lucent Technologies services personnel may:

- Administer the SID or translator for operation with the switch or PBX

- Connect the SID to the INTUITY system

- Connect cables to the SID ports.

Lucent Technologies services personnel are not responsible for making any connections directly to or administering a non-Lucent switch or PBX.

NOTE:
Lucent recommends joint acceptance testing for systems integrated with non-Lucent switches and PBXs.

For additional information concerning the extent of the installation, refer to the contract between the customer and Lucent Technologies.

LAN Connectivity Demarcation

Lucent Technologies service technicians dispatched for Lucent INTUITY system installation and maintenance may not troubleshoot the customer's 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, unless specified by contract.** After cutover, the customer is responsible for maintaining the TCP/IP addresses and administration on the INTUITY system unless otherwise specified by contract.

INTUITY FAX Messaging Demarcation

Use of INTUITY FAX Messaging with the INTUITY system does not require additional cabling or hardware. All INTUITY FAX Messaging uses the same INTUITY equipment as does voice messaging. The tip/ring universal ports will support both voice and fax messages. Therefore, the point of demarcation for the INTUITY FAX Messaging is the same as for INTUITY AUDIX: the switch integration point of demarcation.

INTUITY FAX Messaging supports the CCITT Group T.30 standard. For additional information, contract your remote maintenance center.

Lucent Technologies service technicians are not responsible for troubleshooting customer fax machines.

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. Lucent Technologies installation will neither load nor test INTUITY Intro Voice Response application programs.

INTUITY Lodging Property Management System Integration Demarcation and Policy

Property Management Systems (PMSs) are systems that manage lodging establishments' guest records, reservations, room assignments, and billing information. These systems may operate with the INTUITY Lodging application to automate the short-term subscriber (guest) voice mail assignment, unassignment, and guest language selection. When a PMS is integrated with Lodging, guest mailbox administration for the Lodging application is performed at the same time that the guest is being checked into and out of a lodging establishment on the same terminal used for the PMS. Customers may operate the INTUITY Lodging application with or without PMS control. A PMS integration is not required to operate the INTUITY Lodging application.

PMS software that interacts with the INTUITY Lodging system and resides on the PMS computer is developed and marketed by vendors other than Lucent Technologies. The point of demarcation between the INTUITY system and the Property Management System is the serial port into which the PMS link connects, or if an adapter directly connected to the INTUITY system serial port to provide a 25-pin termination was purchased from Lucent Technologies, the adapter. Lucent Technologies will not troubleshoot or otherwise support other vendor software loaded on the PMS.

The customer is responsible for providing the cable from the PMS to the INTUITY system demarcation point and any hardware such as a null modem that may be needed to connect the cable into the INTUITY serial port for the DTE to DTE connection. Any hardware or software located on the other side of the adapter from the INTUITY system is the responsibility of the customer. During installation, installation services will only attach the end of the PMS cable to the serial port or the 25-pin connector; they will not perform any hardware or software operations on the PMS computer.

All PMS interfaces must conform to the protocol detailed in *INTUITY Lodging Property Management Systems Specifications*, 585-310-234, or *DEFINITY Enterprise Communications Server Generic 1 and 3, GuestWorks, and System 75 Property Management System Interface specifications*, 555-231-601. Protocol that does not conform to these specifications will not operate with the INTUITY system. Lucent Technologies provides a PMS communications log to

the INTUITY system. This log records all transactions between INTUITY Lodging and the PMS, records errors in communications, and allows vendors and customers to monitor or to test the PMS-INTUITY system interface. This log may be viewed using the system administrator (sa) login.

In general, any PMS interface that operated with an AUDIX Voice Power Lodging Release 1.0, 1.1, or 3.0 system will interface with the INTUITY Lodging Release 1.0 application. However, many PMSs have undergone revision and re-release so that different versions of these programs exist. Early versions may not contain the necessary parameters to select optional guest languages for short-term subscribers. Customers should refer all questions about PMS operations, release numbers, and integrations to their PMS vendors.

Because Lucent Technologies does not certify, warrant, or troubleshoot any PMS interface, Lucent Technologies is unable to recommend any particular PMS vendor. The following list of vendors are companies that were known to have a working, certified PMS interface to AUDIX Voice Power Lodging systems:

- ITC

- HIS

- APTECH

- CLS

- Rollin

- Encore

- Audetel

- Fidelio

- Precision Data Systems

- Lodging Systems

The customer is also responsible for providing all desired settings for the INTUITY Lodging application's PMS Parameter Administration screen prior to the installation of the application. Installation services will administer these parameters on the INTUITY system as a part of the standard installation, attach the PMS cable to the INTUITY system, and check the system for the start of database synchronization. Installation services, however, will not troubleshoot these settings to facilitate the operation of the PMS to INTUITY Lodging application interface.

Lucent Technologies requires Joint Acceptance Testing (JAT) for the installation of the PMS interface. JAT policy requires that the customer arrange to have the in-house developer, a representative knowledgeable about the PMS integration implementation, or the PMS vendor on site during the installation of the PMS link upon completion of the installation of the INTUITY Lodging application to the PMS demarcation point. This individual must be ready to perform troubleshooting procedures for the PMS interface should the database fail to synchronize. If the PMS interface fails at the time of connection to the INTUITY

system, installation services will work for a limited period of time with the developer or vendor to isolate the problem to the Lucent equipment to the demarcation point or to the PMS equipment/interface. If the customer does not provide a representative for the PMS interface at the time of acceptance testing during the installation, installation services will consider the installation complete. If installation services is required to return in order to perform the acceptance testing when a PMS representative is available, installation services will require an additional service order and charge.

Once the trouble is reasonably believed to be isolated to the the customer-side of the demarcation point, installation services will continue with any remaining INTUITY system installation tasks. However, failure of the PMS interface impacts the completion of the installation, specifically placing the INTUITY Lodging application into service. Placing the application into service requires the completion of the switch administration to change the coverage paths to the INTUITY system if specified by contract. If PMS interface failure occurs during installation, the customer may elect to:

■ Cut the system to service and administer the subscribers on the INTUITY Lodging application without the use of the PMS interface

After installation services has completed the INTUITY system installation, the customer is responsible for changing the INTUITY Lodging parameters to allow short-term subscribers to be administered directly on the INTUITY system instead of through the PMS. This approach allows the system to provide service while the PMS software is modified.

> ⚠ **CAUTION:**
> *If you use this approach, be sure that the PMS database is correctly populated when you place the PMS interface into operation. When the databases synchronize, the PMS database will overwrite the INTUITY Lodging database. If you have short-term subscribers in the INTUITY Lodging database but not in the PMS database, the short-term subscriber will loose all INTUITY Lodging services.*

- Ask installation services to complete all remaining installation tasks, including any switch administration specified by contract

  The INTUITY system may be cut to service without an operational PMS link so that any switch/PBX administration specified by contract is completed. If this approach is chosen, incoming calls will be covered to the INTUITY Lodging application, and the caller will hear a message that the extension is not a checked-in guest. The system will disconnect the caller after playing out the message.

- Request that installation services return at a later time to complete the installation

  The customer may request that installation services return at a later time to complete the installation when the PMS interface is operational. This approach keeps the INTUITY Lodging application out-of-service until the PMS interface is corrected. Choosing this option will result in an additional charge.

When a customer or vendor representative is not available for JAT, installation services will test the INTUITY system internal functionality to the demarcation point and consider the installation of the PMS interface complete. If the customer requests that installation services return for JAT, an additional charge will be required.

⇒ NOTE:

If customer, the customer's in-house developer, or the PMS vendor wish to test the link and the interface to the INTUITY Lodging application with the INTUITY system before cutting to service, the link between the INTUITY system and the PMS may be placed into operation for a period of time prior to allowing the INTUITY Lodging application to provide service. To do this, install the PMS link, but do not administer the switch and the INTUITY system to answer calls for guests. During the test period, attendants should use the PMS to check in and check out guests for the INTUITY Lodging application. This will cause the INTUITY system and the PMS to synchronize and update databases and allow the PMS vendor to monitor the integration for errors by monitoring the INTUITY Lodging application's PMS log. Using this approach, however, ***will require an additional charge for the installer to return to site to complete the switch administration needed to cut the INTUITY Lodging application to service.***

Lucent Technologies will not train customer personnel in PMS administration for the INTUITY Lodging application. The customer is responsible for any training related to the specific PMS product such as how to enter information into the PMS system.

Review Screen Use (Optional)

If you wish to review INTUITY AUDIX and INTUITY system screen use, use Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens", in this document.

⇒ NOTE:
The INTUITY Lodging application uses INTUITY system screens for administration.

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 the INTUITY AUDIX or another application. During this testing, you will need to be able to call each channel individually, using the ChanTran option.

2. Test of the INTUITY AUDIX and/or the INTUITY Lodging application with two test subscribers. For the INTUITY Lodging application, the extensions must be guest or other legitimate extensions so that the coverage path may be tested.

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.

⚠ CAUTION:
If the initial switch administration has not been performed, you will not be able to complete the installation.

Lucent Technologies services technicians will not perform switch or PBX administration on non-Lucent 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 screens. These help screens display information that explains what should be entered into a particular field. Refer to "Field Help for INTUITY Screens" In Appendix A for help when entering information for either the system or the INTUITY Lodging application. To display help screens or command choices while using INTUITY AUDIX administration screens, refer to "INTUITY AUDIX Command-Line Help" or "INTUITY AUDIX Field Help" in Appendix A.

Remote Maintenance Center Support

The customer contract and your location determine the identity of the remote support center and the escalation path. If you have questions, contact your project manager. Your project manager is responsible for providing the telephone number for the remote maintenance center.

If you require remote maintenance dial-in during the installation prior to administering Alarm Origination:

- In the United States or Canada , integrating with a PBX/switch other than the MERLIN LEGEND: Go to Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance" and perform the Alarm Origination procedures. Performing these procedures will configure the remote maintenance modem attached to COM2 and allow the remote maintenance center access to the system.

- In the United States or Canada, integrating with the MERLIN LEGEND: Contact your remote maintenance center and follow their instructions.

- If you are installing a system not located in the United States or Canada, perform the Alarm Origination procedures to configure the maintenance modem in Chapter 7. Afterwards, the remote maintenance center will be able to dial in.

> ⚠️ **WARNING:**
> *Configuring the comport manually for the 3810, 3820 or 3910 modems located in the United States and Canada will cause Alarm Origination to fail. Use only the Alarm Origination test procedures to configure the COM2 port and the remote maintenance modem.*

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), *cas* (call accounting system), and *attend* (attendant) logins. The logins that your system displays will depend upon the installed

applications. For example, if the system is not equipped with INTUITY Lodging, the system will not display the *attend* login.

> **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.

   > **NOTE:**
   > For more information about logging in, refer to Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens", in this document.

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

```
> Customer/Services Administration
    > System Management
        > UNIX Management
            >Password Administration
```
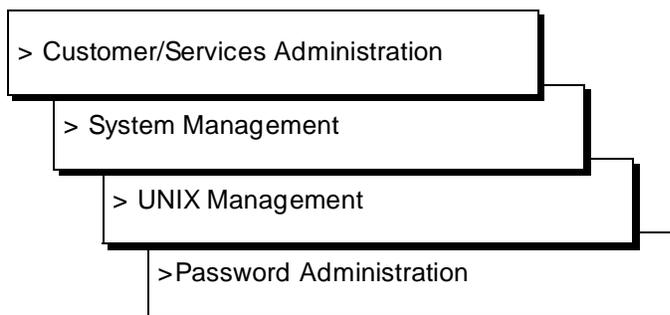
The system responds with the Password Administration screen, as shown in Figure 2-1.

➡ **NOTE:**
The system will only display logins for installed applications. It will not display logins for applications not installed on the system. Therefore, if the INTUITY AUDIX application is not installed, the *vm* login shown in the screen below will not appear.

```
┌──────────────────────────────────────────────────────────────────────────┐
│                                                                            │
│   ┌─Customer/Services Administration─┐   ┌─System Management─┐             │
│    Alarm Management                       Disk Management                  │
│    Backup/Restore                         System Control                   │
│    Database Audits                       >UNIX Management                  │
│    Diagnostics                           └───────────────────┘             │
│    Feature Options                                                         │
│    Log Administration                                                      │
│   >System Management                                                       │
│    System Verification                 ┌────────UNIX Management────────┐   │
│   └───────────────────────────────┘     Format UNIX Floppy                │
│                                          Modem/Terminal Administration     │
│                                         >Password Administration           │
│   ┌─Password Administration─┐            Printer Administration            │
│    ▓craft▓                               Software Install                  │
│    sa                                    Software Remove                    │
│    vm                                    UNIX Date and Time                │
│   └─────────────────────────┘          └───────────────────────────────┘  │
│                                                                            │
│                                                                            │
│   Highlight the item you want and press <Enter>                            │
│                                                                            │
└──────────────────────────────────────────────────────────────────────────┘
```

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 not use what you entered. Instead, it will prompt you again for the new password.

8. Repeat Steps 2 through 7 for each remaining login.

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

> **➡ NOTE:**
> Pressing the cancel key (F6) to leave or exit 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. Do not give the customer the craft password.*

> **⚠ 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:

> Customer/Service Administration

> System Verification

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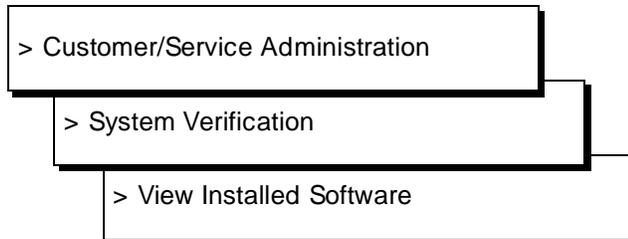
The system responds with the View Installed Software Screen, as shown in Figure 2-2.

➡ 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.

```
┌─────────────────────────────────────────────────────────────────────┐
│  ████████████████████████████████     ███████████████████████████    │
│  █Customer/Services Administration█     █      System Verification █   │
│   Alarm Management                       Verify System Installation    │
│   Backup/Restore                         Verify System Status          │
│   Database Audits                        View Installed Hardware       │
│   Dia████████████████████████View Installed Software████████████████   │
│   Fea                                                                   │
│   Log   Displaying pkginfo (long version) for only the application     │
│   Sys   packages...                                                     │
│  ⟩Sys                                                                   │
│         Displaying pkginfo for package Vex                             │
│                                                                         │
│            PKGINST:  Vex                                                │
│               NAME:  Intuity Application Software Set                   │
│           CATEGORY:  set                                               │
│               ARCH:  486                                               │
│            VERSION:  3.0-26                                            │
│             PSTAMP:  3.26.0 R3.0 IP26 Fri Feb 24 16:25:55 EST 1995     │
│                                                                         │
└─────────────────────────────────────────────────────────────────────┘
```

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

2. Verify that the system packages listed in the table below are loaded onto the INTUITY system. Use the ⟨NEXTPAGE⟩ (F3) and the ⟨PREVPAGE⟩ (F2) keys to scroll through the entries, or the up and down arrow keys.

When using this procedure, please note:

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

■ The following list does not include the required switch software, which varies from system to system. If you are installing an INTUITY system in a country other than the U.S. or Canada, the INTUITY system will require a DEFINITY administration package.

■ Even though networking software may be loaded on the system, it does not have to be activated and operational and will not be if the customer did not order INTUITY AUDIX Digital Networking.

PKGINST	NAME	VERSION	STATUS
vs	Voice Processing Platform	3.0-xx or 3.xe-xx	Completely Installed

The package listed in the table above must be present in order for the system to operate. If this packages is missing, other packages may be missing and you will need to load software. Depending upon the package(s) missing, you may have to reload other packages in a specific order. See Appendix B, "Installing Lucent INTUITY Software", for software loading procedures and order, and contact your remote maintenance center before loading any software.

3. Verify that the system has an installed voice messaging application package. The system should have either the INTUITY AUDIX or the INTUITY Lodging applications, or both packages installed. These packages are listed in the table below. Use the NEXTPAGE (F3) and the PREVPAGE (F2) keys to scroll through the entries, or the up and down arrow keys.

PKGINST	NAME	VERSION	STATUS
VM-sw	AUDIX (R) Software	3.x-xx or 3.xl.xx	Completely Installed
vlodg	INTUITY Lodging R1.0	1.0-xx	Completely Installed

4. Use the arrow keys or press the NEXTPAGE (F3) key to page through the listings until you reach the line-by-line listing. If necessary, 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.

```
┌─────────────────────────────────┐        ┌────────────────────────────┐
│ Customer/Services Administration │        │    System Verification     │
│  Alarm Management                │        │  Verify System Installation│
│  Backup/Restore                  │        │  Verify System Status      │
│  Database Audits                 │        │  View Installed Hardware   │
│  Dia┌───────────────View Installed Software──────────────────┐
│  Fea│ system      inet          Internet Utilities           │
│  Log│ system      kdb           Kernel Debugger              │
│  Sys│ system      license       User Upgrade                 │
│ ›Sys│ system      lp            Printer Support              │
│     │ system      mouse         BUILT INTO THE BASE, CANNOT BE REMOVED.│
│     │ intuity     mtce          Intuity Maintenance Module   │
│     │ system      netcmds       Commands Networking Extension│
│     │ intuity     netw          Voice Express Networking     │
│     │ system      nfs           Network File System Utilities│
│     │ system      nsu           Network Support Utilities    │
│     │ system      oam           OA&M                         │
│     │ system      qt            BUILT INTO THE BASE, CANNOT BE REMOVED.│
│     └─────────────────────────────────────────────────────────┘
```

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

5. 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.

   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.

   ■ INTUITY AUDIX Optional Languages (System Announcements)

      INTUITY systems operating the INTUITY AUDIX application must have at least 1 language package installed. Since INTUITY Release 3.0 systems are multi-lingual systems, an INTUITY system may have more than 1 optional language package installed.

      In general, optional INTUITY AUDIX language packages are listed in the short form listings as:

      ```
      intuity <language abbreviation> <language name>
      ```

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.

An example of a line-by-line listing for a language package is shown in Figure 2-4 on the following page.

- INTUITY Lodging Optional Languages

INTUITY systems operating the INTUITY Lodging application must have at least 1 INTUITY Lodging language package installed. Since INTUITY Release 3.0 systems are multi-lingual systems, more than 1 optional language package may be installed.

In general, optional INTUITY Lodging language packages are listed in the short form listings as:

```
intuity v<language abbreviation> Lodging<language name>
```

The possible language include:

```
intuity  veng  INTUITY Lodging US English License R1.0

intuity  vbr    Lodging British English package R1.0

intuity  vspan    Lodging Spanish package R1.0

intuity  v        Lodging Japanese package R1.0

intuity  vcfrench Lodging Canadian French package R1.0

intuity  vgreek   Lodging Greek package R1.0

intuity  v        Lodging Mandarin package R1.0
```

⇒ NOTE:
> Other language packages may be available at the time of installation. If you have questions about the identity of the system language, contact your project manager.

■ 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
```



```
┌Customer/Services Administration┐      ┌───System Verification───┐
│ Alarm Management               │      │ Verify System Installation│
│ Backup/Restore                 │      │ Verify System Status      │
│ Database Audits                │      │ View Installed Hardware   │
│ Dia┌──────────View Installed Software──────────────────────┐
│ Fea│Intuity    tcpadm      Intuity TCP/IP Administration and │
│ Log│Maintenance                                             │
│ Sys│preSVR4    termcap     Termcap Compatibility Package     │
│›Sys│system     terminf     Terminfo Utilities                │
│    │patch      tppatch     ttymon Compatibility Package       │
│    │intuity    upgrade     Intuity Upgrade Utility            │
│    │intuity    us-123      US-123 System Announcements         │
│    │intuity    vcfrench    Lodging Canadian French package R1.0│
│    │intuity    veng        Intuity Lodging US English License R1.0│
│    │intuity    vgreek      Lodging Greek package R1.0          │
│    │intuity    vlodg       Intuity Lodging R1.0                │
│    │intuity    vpms        Lodging PMS integration R1.0        │
│    └────────────────────────────────────────────────────────┘
```

Figure 2-4. View Installed Software, Line-by-Line Listing Showing Optional Language Packages

If any of the purchased optional packages is missing, you must load the missing package. Contact your project manager and refer to Appendix C, "Adding INTUITY Applications, Features, and Options", in this document.

6. Press (CANCEL) (F6) to return to the System Verification Screen or until you return to the INTUITY (TM) Administration screen.

7. Continue with the next procedure on your checklist.

View Installed Hardware (Optional)

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 or AYC29; or AYC30)

  The IVC6 voice ports card provides 6 voice ports per card.

- Digital networking card (ACCX: AYC22)

  AUDIX Communications Controller for the INTUITY system (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 circuit card)

  Used for remote terminals requiring a modem and for Non-Lucent 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" on page 2-13 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.

```
┌────────────────────────────────────────────────────────────────┐
│                                                                │
│  ┌Customer/Services Administration┐    ┌  System Verification ┐ │
│  │ Alarm Management               │    │ Verify System Installation│
│  │ Backup/Restore                 │    │ Verify System Status │ │
│  │ Database Audits                │    │>View Installed Hardware│
│  │ Dia┌───────────View Installed Hardware───────────────────┐  │
│  │ Fea│ Installed Hardware of mtce                          │  │
│  │ Log│                                                     │  │
│  │ Sys│ 1766 megabyte Hard Drive Installed at SCSI id 0     │  │
│  │>Sys│ 33 megabytes of memory installed.                   │  │
│  │    │ Multi-port serial card installed.                   │  │
│  │    │                                                     │  │
│  │    │ Installed Hardware of netw                          │  │
│  │    │                                                     │  │
│  │    │  Networking Board      Equipped      Version Number │  │
│  │    │        1                 yes              1         │  │
│  │    │        2                 no              N/A        │  │
│  │    │        3                 no              N/A        │  │
│  │    └─────────────────────────────────────────────────────┘  │
│                                                                │
└────────────────────────────────────────────────────────────────┘
```

Figure 2-5.   View Installed Hardware Screen

2. 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. Approximate megabytes of memory installed:

      — MAP/5 systems should have approximately 24 Mbytes for systems operating up to 12 ports; systems operating greater than 12 ports , 36 Mbytes

      — MAP/40 systems should have approximately 48 Mbytes

      — MAP/100 systems should have approximately 64 Mbytes.

   c. Ethernet board for customers using the INTUITY Message Manager and TCP/IP networking

   d. Multi-Port Serial card for customers using switch integration device(s) to integrate with a non-Lucent switch or who wish to perform remote administration and require additional serial ports

   e. Networking board(s) for digital networking

   f. Voice port boards (IVC6 or other – AYC10, AYC29, or AYC30)

➡ NOTE:
If any of the hardware is missing, you must install it before proceeding. 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 3.0* (585-310-557), 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.

$\Longrightarrow$ **NOTE:**
If the remote maintenance center needs to dial into the INTUITY system, you will need to go to Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance" 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:

> Customer/Service Administration
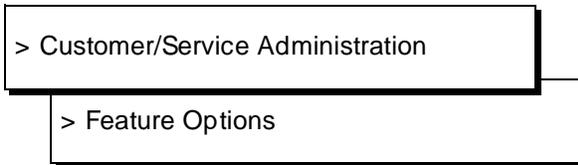
> Feature Options

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
Fax                                      ON           N/A
DCS                                      OFF          N/A
High speed digital ports                 0            12
Low speed digital ports                  0            12
Max Number of IMAPI Sessions             0            32
Multilingual                             ON           N/A
SCSI Disk Mirroring                      ON           N/A
TCP/IP Administration                    ON           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. For INTUITY FAX Messaging, both the AMIS Analog Networking and the Fax fields must be set to "ON" for the INTUITY FAX Messaging to operate.

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

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 System Status

Locate the customer's order. Use the Verify System Status procedure to verify that the voice system is operating.

You may also use this procedure to verify:

- System verification checks passed

- Number of purchased voice ports

  ### ➡ 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, "Initial Platform Administration and Test".

- Purchased hours of speech

- Number of purchased networking ports (if the customer has ordered INTUITY AUDIX Digital networking)

  ### ➡ NOTE:
  At this time, the Call Accounting System (CAS) will not be operating, and INTUITY AUDIX Digital Networking will be down unless ordered and purchased by the customer.

You may not use this procedure to verify information about the INTUITY Lodging application. The Verify System Status screen does not display any information about the INTUITY Lodging application.

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

If any of the system status checks have failed, contact your remote maintenance center for assistance.

Requirements

Login: craft

Materials: Worksheet: Installation Features Selection or
            customer order

Procedure

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

> Customer/Services Administration

> System Verification

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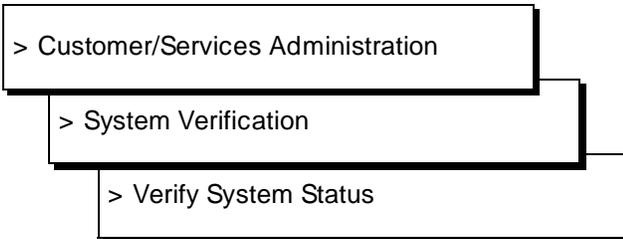
The system responds with the Verify System Status screen, as shown in Figure 2-7.

> **NOTE:**
> Use the arrow keys or press ⌜NEXTPAGE⌝ (F3) to move to the next page and ⌜PREVPAGE⌝ (F2) to return to the previous page of the display.

```
┌─────────────────────────────────────────────────────────────────────┐
│  ┌─Customer/Services Administration─┐    ┌──────System Verification──────┐
│  │ Alarm Management                 │    │ Verify System Installation│
│  │ Backup/Restore                   │    │)Verify System Status      │
│  │ Database Audits                  │    │ View Installed Hardware   │
│  │ Dia┌────────────────Verify System Status─────────────────────────┐
│  │ Fea│ System status of VM                                         │
│  │ Log│                                                             │
│  │ Sys│ AUDIX(R) IN SERVICE                                         │
│  │)Sys│                                                             │
│      │ System status of mtce                                       │
│      │                                                             │
│      │ Begin System Verification Checks -                          │
│      │ File System  Capacity Check Passed                          │
│      │ Process total check passed                                  │
│      │ IPC queue check passed                                      │
│      │ System memory usage check passed                            │
│      └─────────────────────────────────────────────────────────────┘
└─────────────────────────────────────────────────────────────────────┘
```
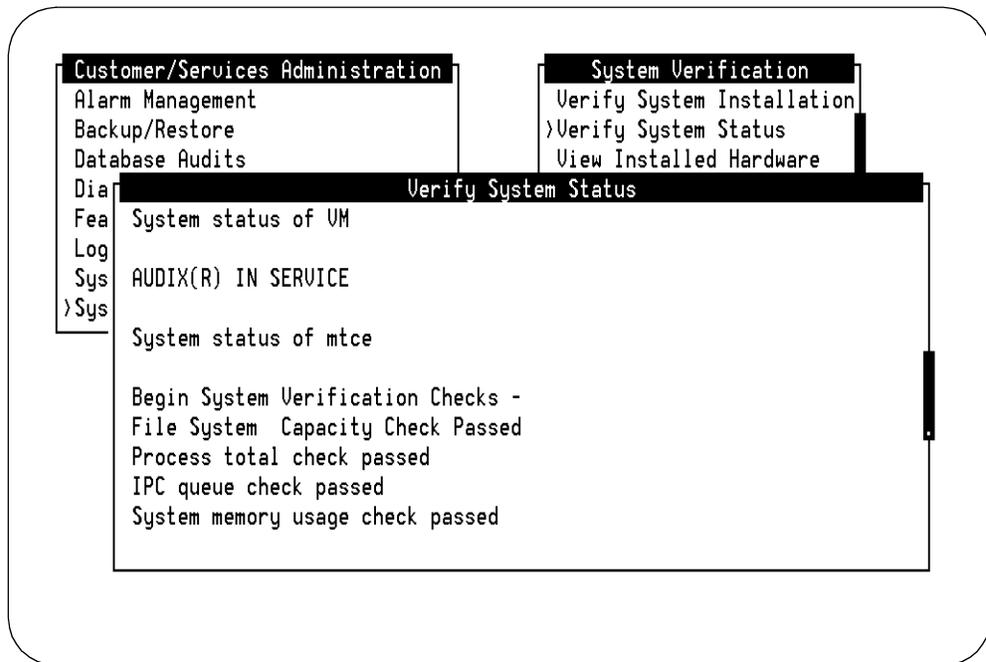
Figure 2-7.   Verify System Status Screen

2. Verify that vs (voice system) is up.

If the voice system is not up, refer to "Start the Voice System" in Appendix C, "Adding INTUITY Applications, Features, and Options", and start the voice system. If the voice system does not go into operation, contact your remote maintenance center.

3. Press CANCEL (F6) until you return to the Customer/Service Administration screen, or the INTUITY (TM) Administration screen.

4. Continue with the next procedure on your checklist.

Initial Platform Administration and Test

<div style="text-align: right; font-size: 3em; font-weight: bold;">3</div>

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 applications, 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 3.0,* 585-310-557

- 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:**
> The INTUITY system does not automatically synchronize to switch time, either manually or automatically.

Requirements

Login: craft

Materials: worksheet: platform clock

Procedure

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

> Customer/Services Administration

> System Management

> UNIX Management
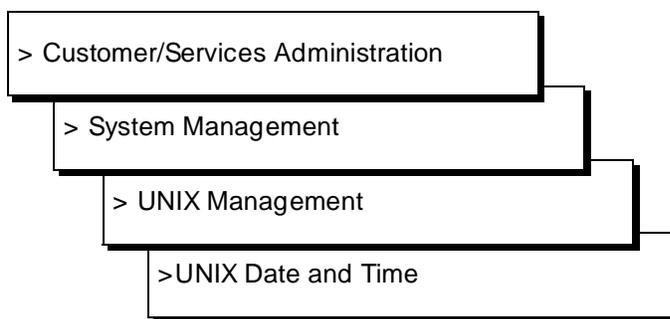
>UNIX Date and Time

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

```
┌─────────────────────────────────┐  ┌─────────────────────┐
│ Customer/Services Administration │  │ System Management   │
│         Set Date and Time        │  │              ement  │
│                                  │  │              trol   │
│                                  │  │              ement  │
│ Date:              September  2, 1993 │
│                                       │
│ Time:                  2:15           │
│                                       │
│ AM/PM:                 PM         ┌────────────────────────┐
│                                   │ Management             │
│ Timezone:              Eastern    │ X Floppy               │
│                                   │ inal Administration    │
│ Is Daylight Savings in effect?: Yes │ dministration        │
│                                   │ ministration          │
│                              Software Install              │
│                              Software Remove               │
│                            >Unix Date and Time             │
│                                                            │
│                                                            │
│ Enter month (Jan - Dec) or press CHOICES.                  │
└────────────────────────────────────────────────────────────┘
```

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 7.

   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).

```
                 UNIX Date and Time            agement        Month
                                               ement        January
                                               trol         February
Date:                      November    19, 1993 ement       March
                                                             April
Time:                          4:36                          May
                                                             June
AM/PM:                         PM                            July
                                                             August
Timezone:                      Eastern          Management  September
                                               X Floppy      October
Is Daylight Savings in effect?: NO             inal Adminis >November
                                               dministratio December
                            Printer Administration
                            Software Install
                            Software Remove
                           >UNIX Date and Time


    Highlight the item you want and press <Enter>
```
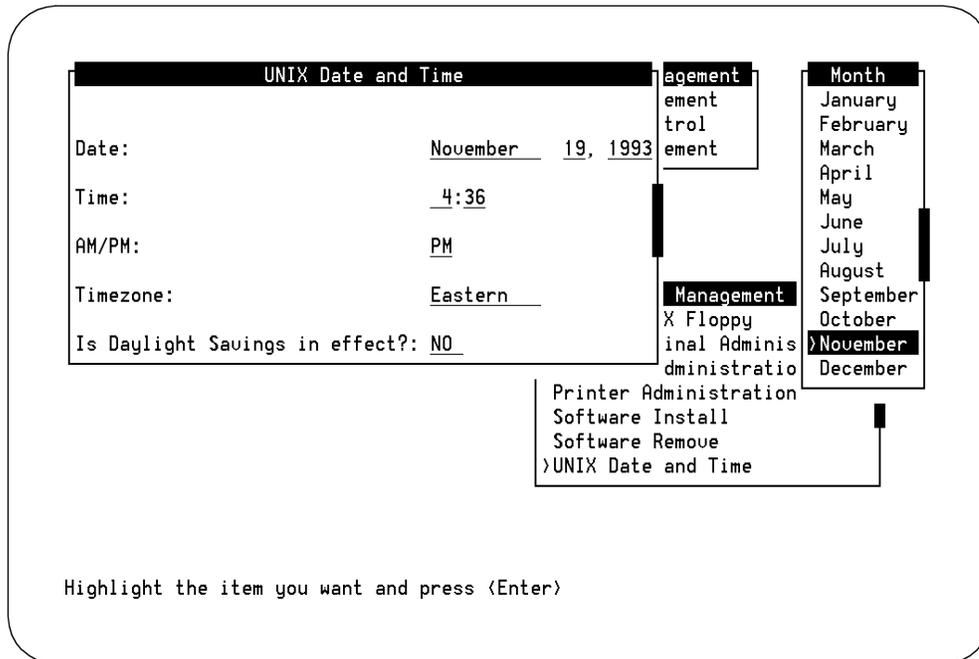
Figure 3-2. Set Date and Time Screen with the Months Choices Screen

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.

Procedures 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 instructions.

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 10-10: "Channel Information for Installation" from your project manager

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)

In this screen, the INTUITY system uses the following abbreviations:

- CHN: channel

- CD.PT: card number and port

- STATE: current port state

- STATE-CHG-TIME: the time that the change to the current port state occurred

- GROUP: a number may or may not appear in this field. This field is not currently used for the INTUITY system. Leave this setting as 2, the default.

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.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                           │
│   ┌─Voice System Administration─┐    ┌──────────Assign──────────┐         │
│    System Monitor                     Channels to Groups                  │
│    Traffic Report                    │Channel to PBX Extension│            │
│   )Voice Equipment                    Services to Called Numbers          │
│   └─────────────────────────────┘     Services to Channels                │
│                            ┌───────Voic└──────────────────────────┘       │
│                                                                           │
│    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   │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│   Highlight an item and press <Enter>.                                    │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

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.

```
┌─ Voice System Administration ─┐    ┌──────────┐┌─ Channel to PBX Extension ─┐
│  System Monitor               │    │Channels t││PBX Extension: _____      │
│  Traffic Report               │    │>Channel to││      Channel: __           │
│ >Voice Equipment              │    │Services t│└────────────────────────────┘
└───────────────────────────────┘    │Services to Channels        │
            ┌──────────────────── Voic│────────────────────────────┤
            │                                                        │
            │  CHN CD.PT STATE    STATE-CHNG-TIME  SERVICE-NAME PHONE    GROUP   TYPE │
            │  0   0.0   Manoos  Nov 23 09:57:15  -           1111            IVC6 │
            │  1   0.1   Manoos  Nov 23 09:57:18  -           2011            IVC6 │
            │  2   0.2   Manoos  Nov 23 09:57:20  -           2012            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 │
            │                                                                      │
            │                                                                      │
            │                                                                      │
            │                                                                      │
            │                                                                      │
            └──────────────────────────────────────────────────────────────────────┘
     Enter phone number, up to 7 digits
```

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.

> ⚠ **CAUTION:**
> *If the mapping is incorrect, some or all of the channels may be
> answered with the incorrect service or greeting.*

> ➡ **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 to return to the Voice Equipment screen.

Verify Channel State

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

The INTUITY system has four possible port states:

- In-Service (Inserv)

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

- Facility-out-of-service (Foos)

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

- 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 IVC6 is present. To change a channel from non-existent to recognized, the remote maintenance center 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 for Release 3.0*, 585-310-557, the Multi-Application Platform (MAP) hardware document, or the switch integration document for additional information. The diagnostics information is located in *INTUITY Platform Administration and Maintenance for Release 3.0*, 585-310-557.

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

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

```
┌ Voice System Administration ┐
│ System Monitor              │
│ Traffic Report              │
│>Voice Equipment             │
└─────────────────────────────┘
┌─────────────────────────── Voice Equipment ───────────────────────────┐
│▓                                                                       │
│                                                                        │
│ Card  0 is IVC6   O.S.Index:  0        Function: TipRing               │
│                   State: Inserv                                        │
│ CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   TYPE    │
│  0.0  0   Inserv  Sep 21 13:59:12  -            2013    -       IVC6    │
│  0.1  1   Inserv  Sep 21 13:59:12  -            2014    -       IVC6    │
│  0.2  2   Inserv  Sep 21 13:59:12  -            2015    -       IVC6    │
│  0.3  3   Inserv  Sep 21 13:59:12  -            2016    -       IVC6    │
│  0.4  4   Inserv  Sep 21 13:59:12  -            2017    -       IVC6    │
│  0.5  5   Inserv  Sep 21 13:59:12  -            2018    -       IVC6    │
│                                                                        │
│ Card  1 is IVC6   O.S.Index:  1        Function: TipRing               │
│                   State: Inserv                                        │
└────────────────────────────────────────────────────────────────────────┘
```
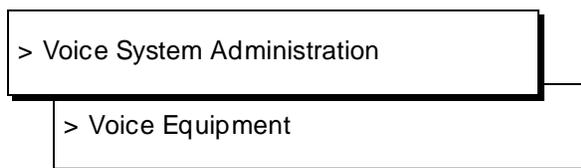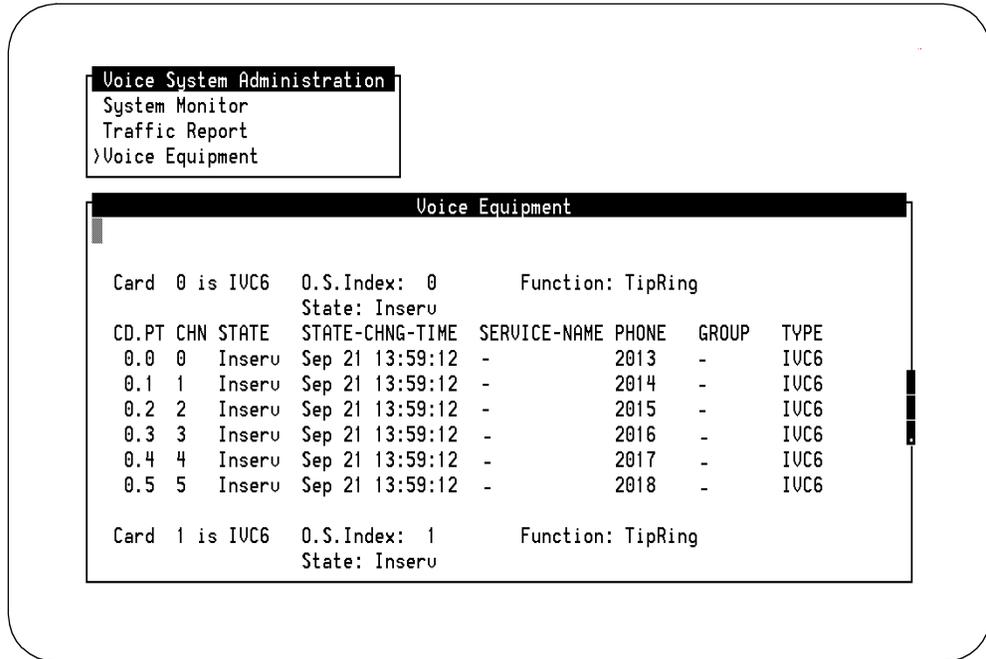
Figure 3-6.   Voice Equipment Screen

2. Verify that all of the channels that are listed are in the in-service (Inserv) state. This state is listed in the STATE column of the display. Use either the up and/or down arrow keys to scroll through the channel listings, or use the PREVPAGE (F2) and NEXTPAGE (F3) keys.

3. Continue with the next procedure on your checklist if all of the channels are Inserv. If you need to make any changes to any channel states, continue with this procedure.

4. Press ⌑CANCEL⌑ (F6) until you reach the INTUITY (TM) Administration screen.

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

> Customer/Services Administration

> Diagnostics

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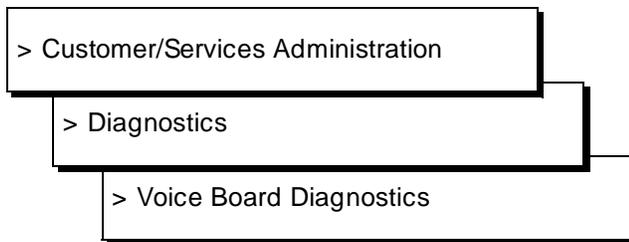
The system responds with the Diagnose Voice Equipment screen, as shown in Figure 3-7.

➡ **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.

```
                        Diagnose Voice Equipment
CHN CD.PT STATE    STATE-CHNG-TIME   SERVICE-NAME PHONE    GROUP    TYPE
0    0.0  Manoos   Nov 23 09:57:15   -            1111     -        IVC6
1    0.1  Manoos   Nov 23 09:57:18   -            2011     -        IVC6
2    0.2  Manoos   Nov 23 09:57:20   -            2012     -        IVC6
3    0.3  Manoos   Nov 23 10:10:49   -            2014     -        IVC6
4    0.4  Manoos   Nov 23 10:10:52   -            2018     -        IVC6
5    0.5  Manoos   Nov 23 10:10:54   -            2020     -        IVC6
```

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 Release of Voice Equipment screen.

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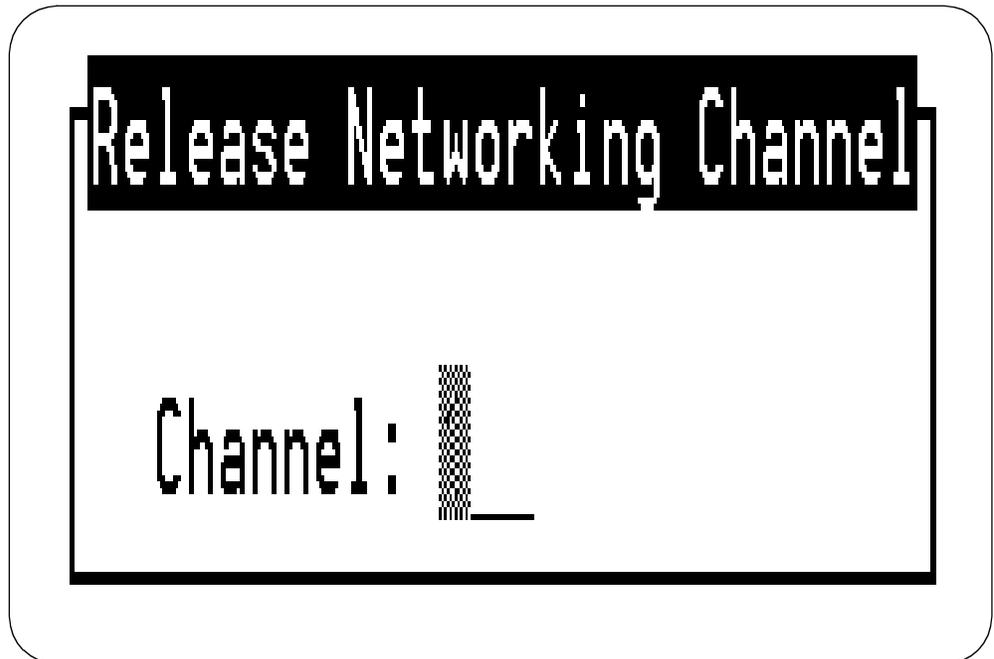
Figure 3-8. Release of Voice Equipment Screen

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 Inserv or Foos.

12. Press (CANCEL) (F6) until you reach the INTUITY(TM) Administration screen and continue with the next procedure on your checklist, or refer to *INTUITY Platform Maintenance and Administration for Release 3.0*, 585-310-557, for information about diagnostics if necessary.

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.

```
 ┌─────────────────────────────┐
 │■Voice System Administration │
 │ System Monitor              │
 │ Traffic Report              │
 │>Voice Equipment             │
 └─────────────────────────────┘
┌──────────────────────────────────────────────────────────┐
│                      Voice Equipment                       │
│▓                                                           │
│                                                            │
│ Card  0 is IVC6   O.S.Index:  0        Function: TipRing   │
│                   State: Inserv                            │
│ CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP  TYPE │
│  0.0  0   Inserv  Sep 21 13:59:12  -           2013    -      IVC6 │
│  0.1  1   Inserv  Sep 21 13:59:12  -           2014    -      IVC6 │
│  0.2  2   Inserv  Sep 21 13:59:12  -           2015    -      IVC6 │
│  0.3  3   Inserv  Sep 21 13:59:12  -           2016    -      IVC6 │
│  0.4  4   Inserv  Sep 21 13:59:12  -           2017    -      IVC6 │
│  0.5  5   Inserv  Sep 21 13:59:12  -           2018    -      IVC6 │
│                                                            │
│ Card  1 is IVC6   O.S.Index:  1        Function: TipRing   │
│                   State: Inserv                            │
└──────────────────────────────────────────────────────────┘
```
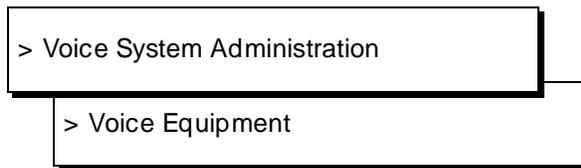
Figure 3-9. **Voice Equipment Screen**

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 Assign screen, as shown in Figure 3-10.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                           │
│   ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜    ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜          │
│   ▌Voice System Administration▐    ▌           Assign           ▐          │
│    System Monitor                   Channels to Groups                     │
│    Traffic Report                   Channel to PBX Extension               │
│   ›Voice Equipment                  Services to Called Numbers ▓           │
│                                    ▌›Services to Channels      ▐           │
│   ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀Voic▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜            │
│                                                                           │
│    CHN CD.PT STATE    STATE-CHNG-TIME   SERVICE-NAME PHONE    GROUP  TYPE  │
│    0   0.0  Inserv  Nov 23 11:28:41   -            1111     -      IVC6   │
│    1   0.1  Inserv  Nov 23 11:28:41   -            2011     -      IVC6   │
│    2   0.2  Inserv  Nov 23 11:28:41   -            2012     -      IVC6   │
│    3   0.3  Inserv  Nov 23 11:28:41   -            2014     -      IVC6   │
│    4   0.4  Inserv  Nov 23 11:28:41   -            2018     -      IVC6   │
│    5   0.5  Inserv  Nov 23 11:28:41   -            2020     -      IVC6   │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│   Highlight an item and press ⟨Enter⟩.                                    │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

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.

```
 ┌──────────────────────────────┐   ┌────┌──Assign Service to Voice Channels──┐
 │─Voice System Administration──│   │████│ Service: _____                │
 │ System Monitor               │   │Chan│                                    │
 │ Traffic Report               │   │Chan│Channels: _____┌─Service Choices─┐
 │>Voice Equipment              │   │Serv└──────────────────│>*DNIS_SVC       │
 └──────────────────────────────┘   └>Services to Channels  │                 │
                    ┌──────────────────────────Voic─         │ ChanTran        │
                    │                                        │ spadm           │
                    │                                        │ AUDIX           │
                    │ CHN CD.PT STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE  G─┘
                    │ 0   0.0  Inserv  Nov 23 11:28:41  -             1111   -    IVC6
                    │ 1   0.1  Inserv  Nov 23 11:28:41  -             2011   -    IVC6
                    │ 2   0.2  Inserv  Nov 23 11:28:41  -             2012   -    IVC6
                    │ 3   0.3  Inserv  Nov 23 11:28:41  -             2014   -    IVC6
                    │ 4   0.4  Inserv  Nov 23 11:28:41  -             2018   -    IVC6
                    │ 5   0.5  Inserv  Nov 23 11:28:41  -             2020   -    IVC6
                    │
                    │
                    │
                    └─────────────────────────────────────────────────────────
 Highlight an item and press <Enter>.
```

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.

> **NOTE:**
> Assigning INTUITY ChanTran to a channel does not stop an operating system from answering outside calls with the re-assigned channel. If you assign ChanTran to a channel receiving outside calls, outside callers will receive the ChanTran test prompts.

Requirements

Login:	craft
Materials	2 test phones matching the type of phones used on the system
	Worksheet 10-10: "Channel Information for Installation" from your project manager
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
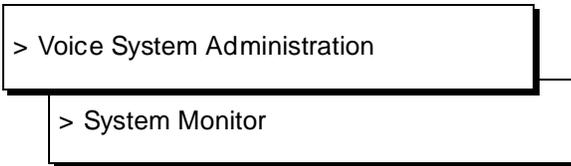
> System Monitor

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

```
                  System Monitor - Voice Channels
         Calls Voice        Service              Caller          Dialed
Channel Today Service        Status               Input           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 xx[*].
   > 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.

9. Press 1 (the number 1) to restart the touch tone recognition test.

---

[*] 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."

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.[*]
    > 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.

---

[*] 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_SVC) provides the information INTUITY needs to correctly answer the incoming call. *DNIS_SVC 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_SVC can be used, however, *DNIS_SVC 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.

⇒ NOTE:

Refer to the worksheet from your project manager. If you will not be assigning *DNIS_SVC to any channels, skip this procedure and continue with the next procedure, "Map Services to Channels for Operation".

Requirements

Login: craft

Materials: Worksheet 10-9: Services for Assign Service to
            Called Number

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.


```
 Voice System Administration
 System Monitor
 Traffic Report
>Voice Equipment

                          Voice Equipment

  Card  0 is IVC6    O.S.Index:  0        Function: TipRing
                     State: Inserv
 CD.PT CHN STATE     STATE-CHNG-TIME   SERVICE-NAME PHONE    GROUP    TYPE
  0.0  0   Inserv  Sep 21 13:59:12   CHANTRAN    2013              IVC6
  0.1  1   Inserv  Sep 21 13:59:12   CHANTRAN    2014              IVC6
  0.2  2   Inserv  Sep 21 13:59:12   CHANTRAN    2015              IVC6
  0.3  3   Inserv  Sep 21 13:59:12   CHANTRAN    2016              IVC6
  0.4  4   Inserv  Sep 21 13:59:12   CHANTRAN    2017              IVC6
  0.5  5   Inserv  Sep 21 13:59:12   CHANTRAN    2018              IVC6


  Card  1 is IVC6    O.S.Index:  1        Function: TipRing
                     State: Inserv
```

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.
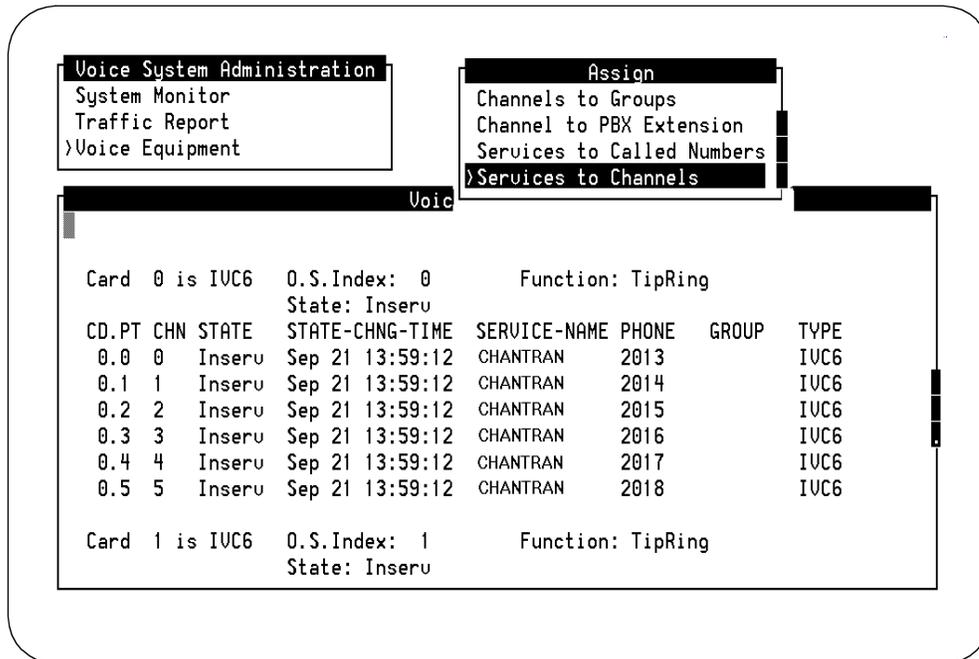
Figure 3-14. **Assign Screen**

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.

```
┌─────────────────────────────┐  ┌────────────────────────────┐
│ Voice System Administration │  │           Assign           │
│ System Monitor              │  │  Channels to Groups        │
│ Traffic Report              │  │  Channel to PBX Extension  │
│ )Voice Equipment            │  │ )Services to Called Numbers│
├──────────────┬──────────────┴──┴──────────────────┬─────────┤
│              │ Assign Service to Called Number     │         │
│              │                                     │         │
│              │  SERVICE NAME        CALLED NUMBER  │         │
│              │  AUDIX               ANY            │         │
│ Card  0 is IV│                                     │         │
│              │                                     │         │
│ CD.PT CHN STA│                                  ROUP   TYPE  │
│  0.0  0   Ins│                                         IVC6  │
│  0.1  1   Ins│                                         IVC6  │
│  0.2  2   Ins│                                         IVC6  │
│  0.3  3   Ins│                                         IVC6  │
│  0.4  4   Ins│                                         IVC6  │
│  0.5  5   Ins│                                         IVC6  │
│              │                                     │         │
│ Card  1 is IV└─────────────────────────────────────┤         │
│           State: Inserv                            │         │
└───────────────────────────────────────────────────┴─────────┘
```
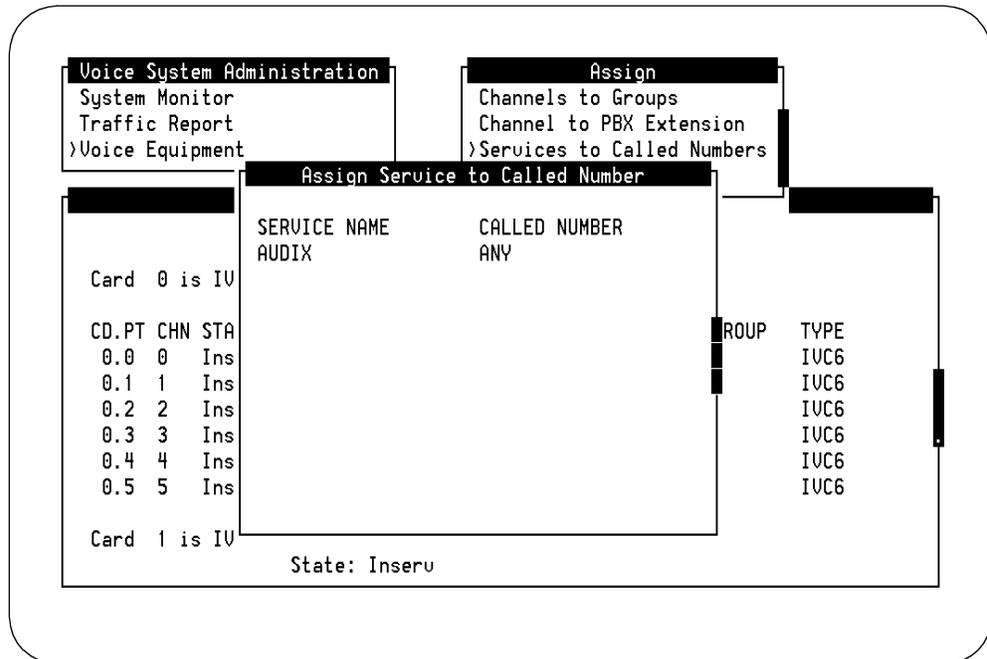
Figure 3-15.   Assign Service to Called Number Screen

6. Press ⌨CHG-KEYS (F8).

7. Determine your next step:

   a. If you are installing a new system that does not have assigned services, continue with Step 8.

   b. If you are adding either the INTUITY AUDIX or the INTUITY Lodging application:

      1. Press ⌨REMOVE (F2) to display the Remove Service From Called Number screen.

      2. Enter the called number to be removed. Entering the called number will cause both the service name and the called number to be removed.

      3. Press ⌨SAVE (F3) to remove the service and the called number.

         The system responds with a Command Output screen.

      4. Press ⌨CANCEL (F6) to exit the Command Output screen.

      5. Continue with Step 8 to assign the new services.

8. Press ⌨ADD (F1).

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

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

10. Press (CHOICES) (F2) to display a list of the possible services.

11. Refer to the worksheet showing the services to channels. Assign the services as shown on the worksheet, by highlighting the name of the service and pressing (ENTER).

    The possible services that may be assigned to and operated under *DNIS_SVC include:

    ■ AUDIX+ldg: allows callers access to either the INTUITY AUDIX application or the INTUITY Lodging application based upon the identity of the phone from which they are calling

    ■ AUDIX: allows designated called number accesses the INTUITY AUDIX application.

    ■ ldg_ni_ca: allows callers to leave a message for any guest after entering the guest's extension number.

    ■ ldg_ni_vm: allows guests to retrieve messages from any phone after entering an extension number

    ■ lodging: provides lodging voice mail and call answer services without entering the extension number

12. Enter the **called number** for the service.

13. 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.

```
┌─Voice System Administration─┐        ┌────────Assign────────┐
│ System Monitor              │        │ Channels to Groups   │
│ Traffic Report              │        │ Channel to PBX Extension │
│)Voice Equipment             │        │)Services to Called Numbers │
│                    ┌────────────Command Output────────────┐
│                    │                                      │
│      │ Add Service To Called Number Output:               │
│   No │ Assigned service AUDIX to dnis ANY                 │
│   Pre│                                                    │
│      │ Press CANCEL to leave this window.                 │
│      │                                                    │
```
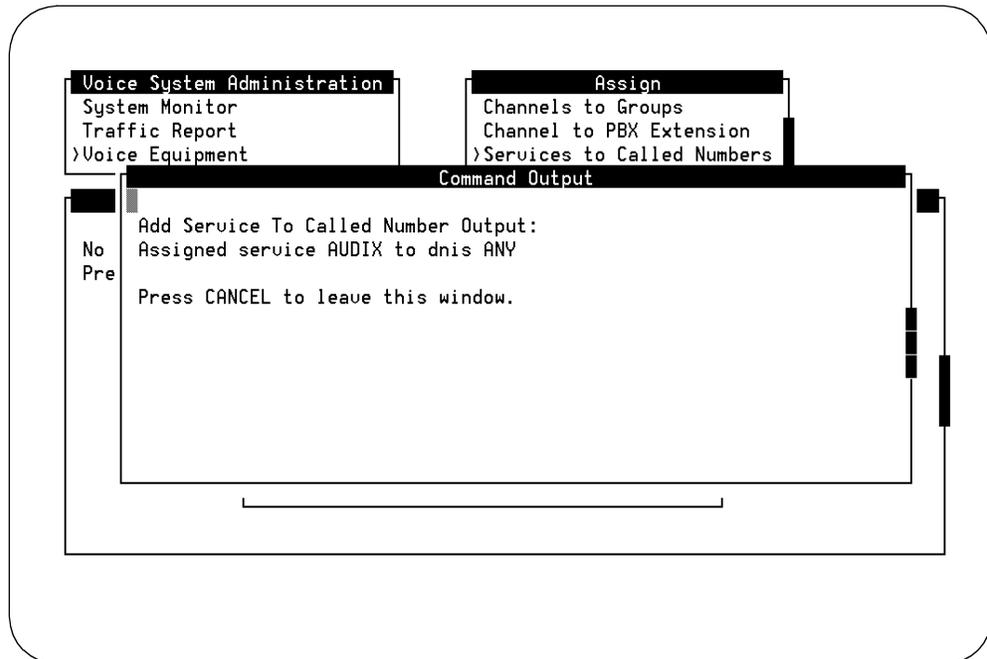
Figure 3-16. Screen Confirming the Assignment of Services to Called Numbers

14. Press ⎡CANCEL⎤ (F6) to exit the Command Output screen.

15. Repeat Step 6 through Step 12 for each service and called number assignment.

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(s) that will be used for operation are recorded on the worksheet from your project manager. If you have any questions about the service assignments, contact your project manager.

⇒ **NOTE:**
Channels assigned to AUDIX instead of *DNIS_SVC on the INTUITY system will not be integrated. Integrated channels provide call information for the INTUITY AUDIX application. Non-integrated channels ask the caller to enter the extension number of the person to be reached. If the service name for an INTUITY Intro Voice Response application is assigned directly to the channel, the application will require the user to enter an extension

number. *DNIS_SVC is the recommended service for all channels, with the services defined for *DNIS_SVC."

Requirements

Login: craft

Materials: Worksheet 10-10: "Channel Information for Installation" from your project manager

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.

```
┌ Voice System Administration ┐        ┌         Assign         ┐
│  System Monitor             │        │ Channels to Groups     │
│  Traffic Report             │        │ Channel to PBX Extension│
│ >Voice Equipment            │        │ Services to Called Numbers│
└─────────────────────────────┘        │>Services to Channels   │
                         ┌─────── Voic  └────────────────────────┘

   Card  0 is IVC6   O.S.Index:  0        Function: TipRing
                      State: Inserv
   CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   TYPE
    0.0   0   Inserv  Sep 29 15:06:23  *DNIS_SVC    2013    2       IVC6
    0.1   1   Inserv  Sep 29 15:06:23  *DNIS_SVC    2014    2       IVC6
    0.2   2   Inserv  Sep 29 15:06:23  *DNIS_SVC    2015    2       IVC6
    0.3   3   Inserv  Sep 29 15:06:23  *DNIS_SVC    2016    2       IVC6
    0.4   4   Inserv  Sep 29 15:06:23  *DNIS_SVC    2017    2       IVC6
    0.5   5   Inserv  Sep 29 15:06:23  *DNIS_SVC    2018    2       IVC6

   Card  1 is IVC6   O.S.Index:  1        Function: TipRing
                      State: Inserv

  Highlight an item and press <Enter>.
```
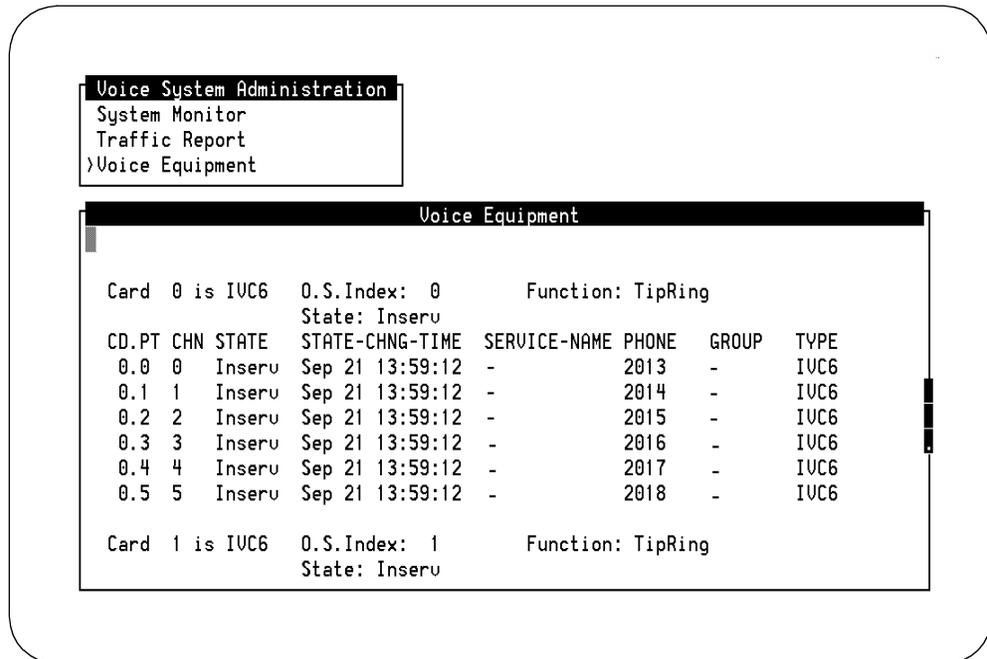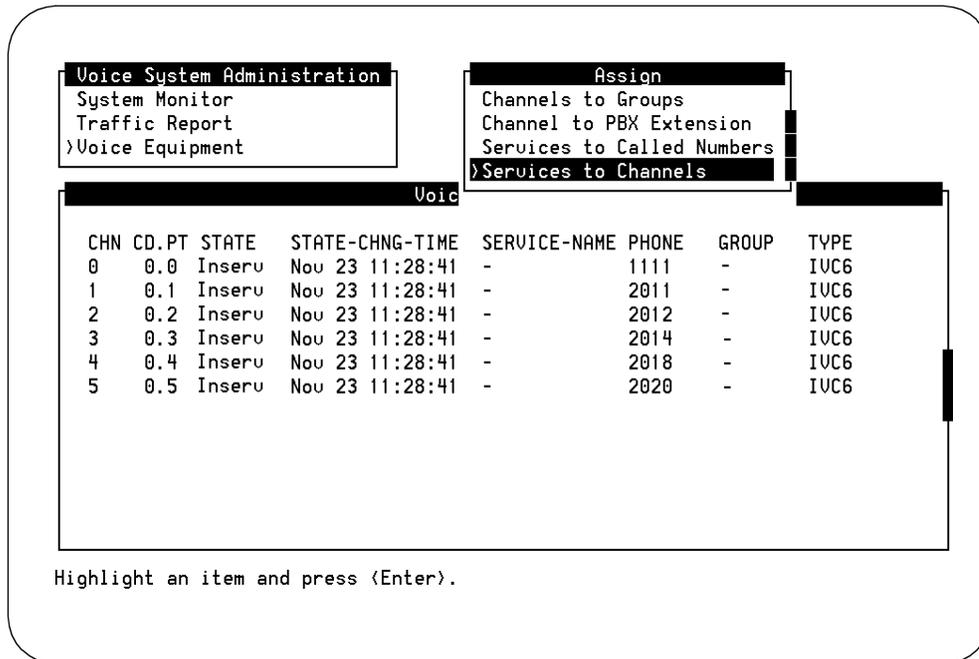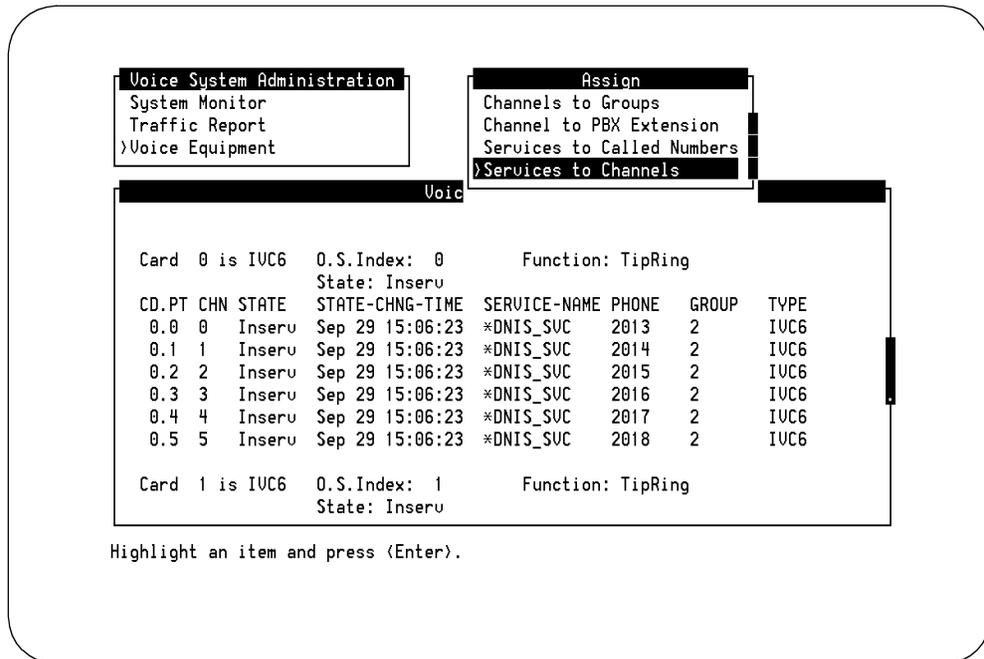
Figure 3-17. Voice Equipment Screen

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.

   The possible services include that may be assigned directly to the channel include:

   ■ *DNIS_SVC: allows the system to apply the service definitions entered under the Assign Service to Called Number screen

   ■ AUDIX+ldg: allows callers access to either the INTUITY AUDIX application or the INTUITY Lodging application based upon the identity of the phone from which they are calling

   ■ AUDIX: allows designated called number accesses the INTUITY AUDIX application.

   ■ ldg_ni_ca: allows callers to leave a message for any guest after entering the guest's extension number.

   ■ ldg_ni_vm: allows guests to retrieve messages from any phone after entering an extension number

   ■ lodging: provides lodging voice mail and call answer services without entering the extension number

7. Highlight the service. Use the up and/or down arrow keys to move the highlight bar.

8. Press (ENTER) with your selection highlighted.

9. Enter **channel number** for the selected service.

> **NOTE:**
> Do not enter the numbers of channels that have not been
> purchased, or the system will generate alarms.

> **NOTE:**
> If you are assigning the same service to all of the channels, you may
> enter **all** to assign the same service to all of the channel numbers at
> one time. You may also enter a range of channels. You do not need
> to enter the service and the associated channel individually if the
> same service will be assigned to more than 1 channel.

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) to return to the Assign Service to Voice Channels
    screen.

12. Repeat Step 6 through Step 11 for each channel that needs to be
    assigned. When you have assigned services to the voice channels,
    continue with the next step.

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

14. Continue with the next procedure on your checklist.

Administer the Switch for Acceptance Testing

The next set of procedures are application acceptance tests. These acceptance
tests require that you call the system and leave and retrieve messages.

At this point you must administer the switch so that acceptance tests can be
performed. Since the procedures vary from switch to switch, refer to the
Acceptance Tests chapter of the switch document supplied with the INTUITY
documentation set for instructions.

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 features with the two test subscribers per the customer's order

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.

$\Longrightarrow$ **NOTE:**
Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens", contains information about using the screens. Refer to this appendix if you need assistance with entering information into the INTUITY system.

Administer INTUITY AUDIX Parameters and Basic Features (ch sy f)

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

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 the INTUITY AUDIX application. If you would like further information about administering INTUITY AUDIX or any of the fields, refer to *INTUITY AUDIX R3.3 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. Additional administration for the INTUITY AUDIX
>   application may be administered during cut-to-service procedures.

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:
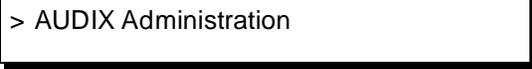
> > AUDIX Administration

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 the Customer/Services Administration,
>   System Management, System Control, Start Voice System options.

```
AUDIX            Active           Alarms:                    Logins: 2




















enter command:
```
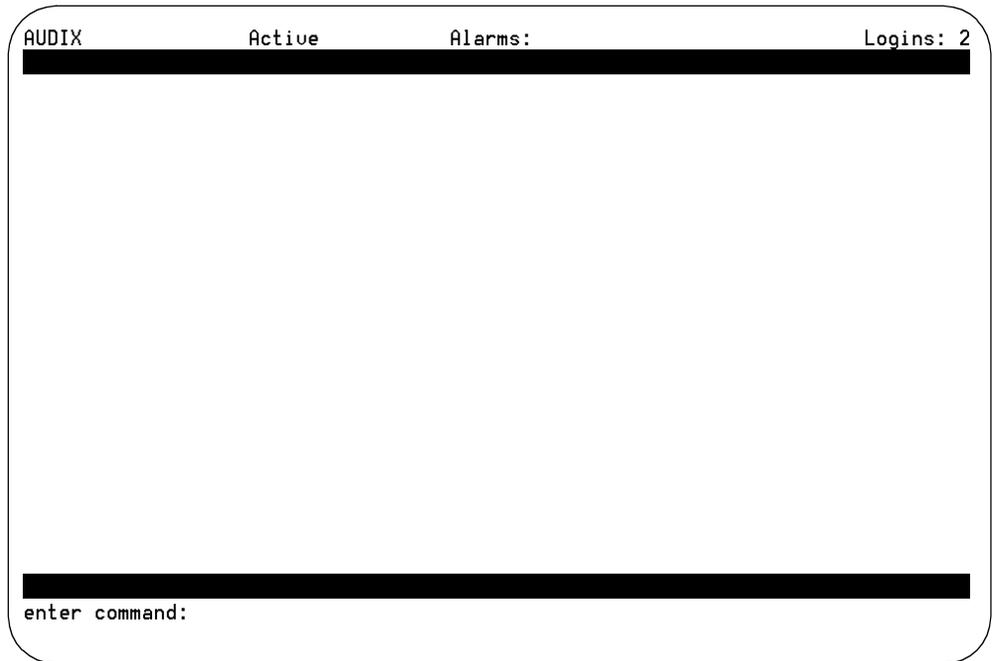
Figure 4-1.   Forms Controller Screen for INTUITY AUDIX

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 System-Parameters Features 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 3 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: M wA                  Logins: 1
change system-parameters features                                 Page 2 of 4
                          SYSTEM-PARAMETERS FEATURES


MISCELLANEOUS PARAMETERS
          Broadcast Mailbox Extension:
              System Prime Time, Start: ▓8:00      End: 17:00
                 Increment(l/s), Rewind: s      Advance: s


FEATURE ACTIVATION
                    Traffic Collection? y
              Name Record by Subscriber? y
              Multiple Personal Greetings? y
                   End of Message Warning? y      Warning Time (seconds): 15
                   Priority on Call Answer? n
                      Call Answer Disable? n
                     Address Before Record? 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 Figure 4-4, below.

```
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 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:

> 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
4-5.

```
AUDIX              Active           Alarms: M wA              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? _
  Secondary Ext: _____




 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.

➡ **NOTE:**
    On INTUITY systems with INTUITY FAX Messaging active, the
    Subscriber form will display a Secondary Extension field. Leave the
    Secondary Extension field blank during this procedure.

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 4-10 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 Step 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 preforming 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 (this is
the INTUITY AUDIX hunt group number)

Special
Conditions: subscribers test-1 and test-2 administered on
the INTUITY AUDIX application

Procedure to Test INTUITY AUDIX Call Answer

1. Call the test-1 extension from the test-2 extension. Let the phone ring until the INTUITY AUDIX application 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 light, a screen display, or a dial tone stutter.

    If MWI is not present, you may have a problem with the switch integration, switch integration software, or the wrong switch number administered for the test phone.

5. Dial the INTUITY AUDIX 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 mapping may have AUDIX assigned instead of *DNIS_SVC, or the switch link may be down. See Chapter 3, "Initial Platform Administration and Test", for channel assignment information.

7. Press [#] (the pound sign) when INTUITY AUDIX asks for the password.

    ⇒ **NOTE:**
    If the system has been administered to require a longer password, you may have to change the password. Follow the voiced instructions if this occurs, and supply a password of your own choice.

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 AUDIX message 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) ☐3☐ (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) ③ (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. Continue with the next procedure on your checklist.

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, "Lucent INTUITY Optional Features and Applications 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 as described in Chapter 2, "Initial Installation Procedures", refer to Chapter 2.

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 System-Parameters Features 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.

Lucent INTUITY Optional Features and Applications 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:

- TCP/IP Networking for Lucent INTUITY Message Manager (including INTUITY system administration to support the LAN and the administration on INTUITY AUDIX)

- Lucent INTUITY FAX Messaging (including initial administration for the included AMIS Analog networking 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. Theses 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 TCP/IP Networking for Lucent INTUITY Message Manager

Lucent 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 or Release 3.0 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 or Release 3.0. 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 system, shutdown the system and power off. Install the LAN card, and then apply power.

  2. Contact your remote maintenance center. Be prepared to fax them a copy of the DOSS order. 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. Access the shutdown from the platform screens: INTUITY(TM) Administration, Customer/Services Administration, System Management, Shutdown System.

4. Power up the INTUITY system. Continue with the procedures in this section.

For complete upgrade instructions, refer to *INTUITY Upgrade and Migration Procedures,* 585-310-162.

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, "Initial Installation Procedures", go to the next procedure, "Administer the TCP/IP Networking".

Requirements

Login: craft

Materials: none

Procedure

1. Starting at the INTUITY (TM) Administration screen, 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/Service Administration

> Feature Options

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
Fax                                        ON           N/A
DCS                                        OFF          N/A
High speed digital ports                   0            12
Low speed digital ports                    0            12
Max Number of IMAPI Sessions               0            32
Multilingual                               ON           N/A
SCSI Disk Mirroring                        ON           N/A
TCP/IP Administration                      ON           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."

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

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.

```
              TCP/IP Administration
        UNIX Machine Name: ▓bdoc1

               IP Address: XXX.X.XX.XXX

              Subnet Mask: 255.255.255.0

Default Gateway IP Address: XXX.X.XX.XXX




    Enter the UNIX Machine name for this machine
```

Figure 5-2.   TCP/IP 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. If the right-most field contains a zero, do not enter the zero.

⚠ **CAUTION:**
When entering an IP address, do not enter prefacing zeros. For example, if you need to enter the address 1xx.050.09.12, enter 1xx.50.9.12.

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. Do not make any entries into this field unless information is provided by the customer.

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.

```
┌─────────────────────────────────────────────────────────────┐
│                                                             │
│          ████████████████████████████████████              │
│          █    TCP/IP Administration        █                │
│                                                             │
│          UNIX Machine Name: cbdoc1                           │
│                                                             │
│                  IP Address: XXX.X.XX.XXX     █              │
│                                                             │
│                Subnet Mask: 255.255.255.0     █             │
│                                                             │
│     Default Gateway IP Address: XXX.X.XX.XXX                │
│                                                             │
│                                                             │
│          ████████████████████████████████████              │
│          █     Ethernet Board Configuration   █             │
│                                                             │
│     Network Interface Type: ▊wisted Pair - No Link Integrity│
│                                                             │
│                                                             │
│                                                             │
│                                                             │
│     Enter the Interface Type, use <CHOICES> for options     │
│                                                             │
└─────────────────────────────────────────────────────────────┘
```

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.

```
         TCP/IP Administration              Network Interface Types
                                          )10BASE-T
         UNIX Machine Name: cbdoc1          AUI
                                            BNC
              IP Address: XXX.X.XX.XXX    Twisted Pair - No Link Integrity

             Subnet Mask: 255.255.255.0

 Default Gateway IP Address: XXX.X.XX.XXX


               Ethernet Board Configuration

 Network Interface Type: Twisted Pair - No Link Integrity




 Select an interface type and press <Enter>
```
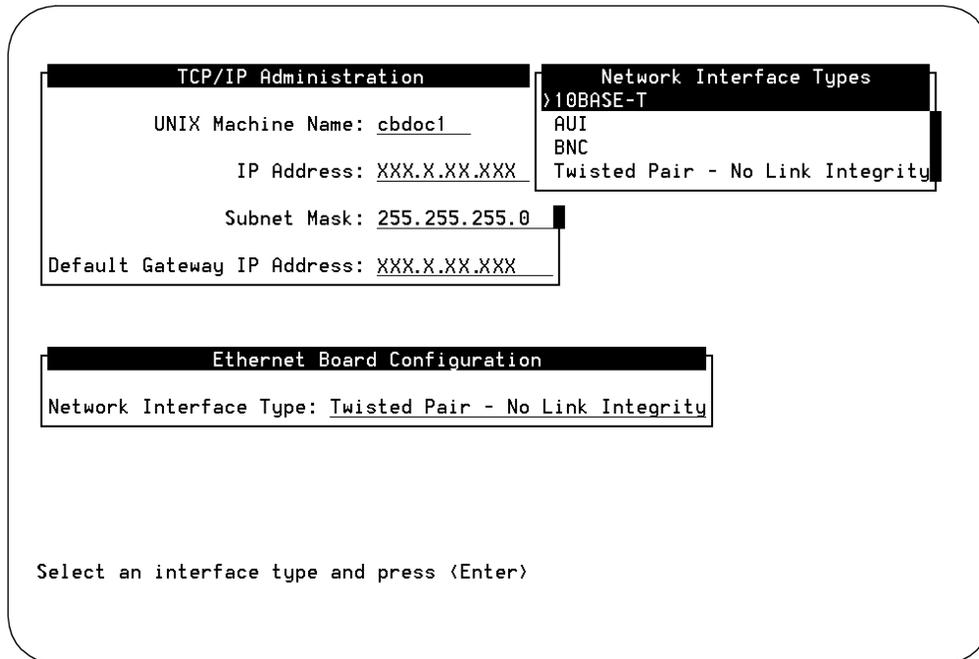
Figure 5-4.   Network Interface Types

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 and Attach the LAN Cable for INTUITY Message Manager."

Reboot the System and Attach the LAN Cable for
Lucent 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:

> Customer/Services Administration

>System Management

>System Control

>Shutdown Voice System
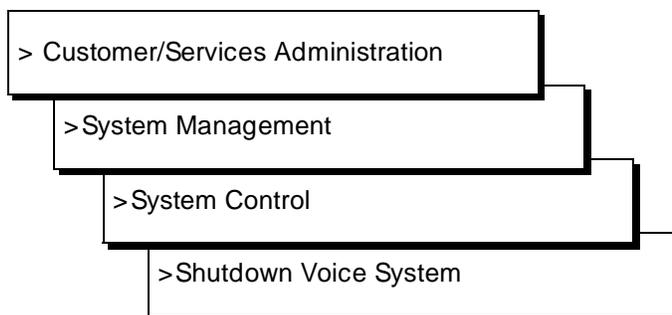
The path to the shutdown command is shown in Figure 5-5.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│                                                                         ─     │
│   ┌─────────────────────────────────┐      ┌──────────────────────┐           │
│   │█Customer/Services Administration│      │█System Management     │           │
│   │ Alarm Management                │      │ Disk Management       │           │
│   │ Backup/Restore                  │      │ ›System Control       │           │
│   │ Database Audits                 │      │ UNIX Management       │           │
│   │ Diagnostics                     │      └──────────────────────┘           │
│   │ Feature Options                 │                                         │
│   │ Log Administration              │                                         │
│   │›System Management               │                                         │
│   │ System Verification             │      ┌──────────────────────┐           │
│   └─────────────────────────────────┘      │    System Control     │          │
│                                            │█Shutdown Voice System │          │
│                                            │ Start Voice System    │          │
│                                            │ Stop Voice System     │          │
│                                            └──────────────────────┘           │
│                                                                               │
│                                                                               │
│     Highlight the item you want and press ‹Enter›                             │
│                                                                               │
└─────────────────────────────────────────────────────────────────────────────┘
```

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. Determine your next step:

   a. 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.

   b. If you are installing the LAN cable, power off the system.

      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 $\boxed{\text{ENTER}}$ to obtain a console login prompt.

$\Longrightarrow$ **NOTE:**
> It may be necessary to press $\boxed{\text{ENTER}}$ 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.

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 $\boxed{\text{ENTER}}$ to accept the default of AT386 as your terminal (TERM) type.

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

> Customer/Services Administration

> Diagnostics

> TCP/IP Diagnostics

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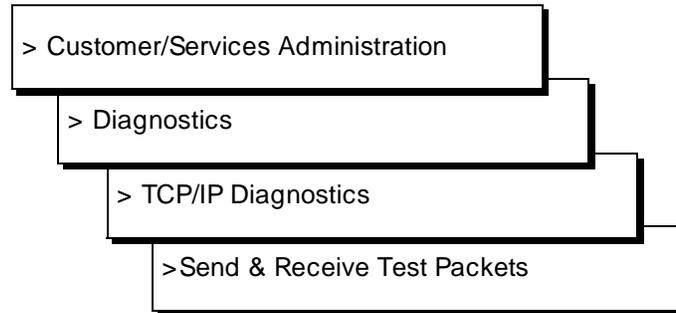
The system responds with the Send & Receive Test Packets From screen, as shown in Figure 5-6, below.

```
        TCP/IP Diagnostics            Send & Receive Test Packets From
  View Packet Statistics
 >Send & Receive Test Packets         IP Address: ▊_____




  Enter the IP Address of the machine to test with
```
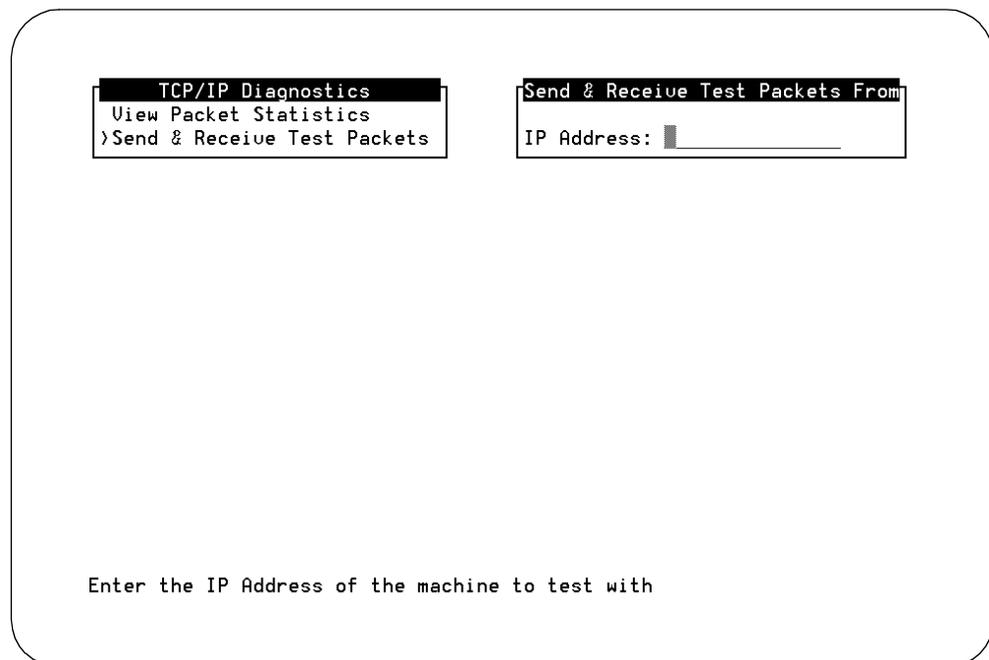
Figure 5-6.   Send & Receive Test Packets From Screen

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 5-6 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 of 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:
> Lucent Technologies support services for the Lucent 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:
> Lucent Technologies support services for the Lucent 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 troubleshooting procedures section on Page 5-21 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.

```
                        Test Packets Results

  ----001.7.2.110 PING Statistics----
  10 packets transmitted, 0 packets received, 100% packet loss

  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.
```
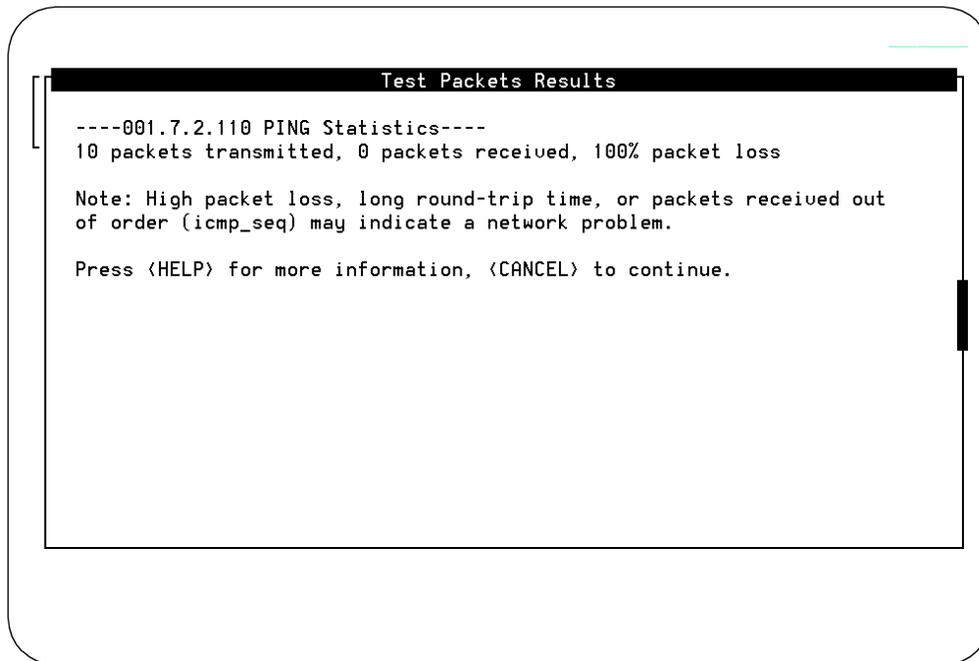
Figure 5-9. Test Packets Results Failure

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," Page 5-24.

Lucent INTUITY TCP/IP Connection
Troubleshooting Procedures for the Lucent
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:**
> Lucent Technologies service technicians dispatched for Lucent 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 10 BASE T, if the green light is flashing, the link is open or the LAN device is not optioned for the link integrity.

   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 5-6 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.

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 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" on Page 5-6 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:**
> Lucent Technologies support services for the Lucent
> 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 Lucent 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 System-Parameters
IMAPI-Options screen:

- 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 INTUITY 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 or 2.0, leave this field set to the
  default setting of "no." INTUITY Message Manager Release 1.0 and
  Release 2.0 do not use this feature.

- Enable Voice File Transfer

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

- IMAPI Session Timeout

  Subscribers using the INTUITY 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.

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**

```
AUDIX              Active          Alarms:                  Logins: 2




















enter command:
```
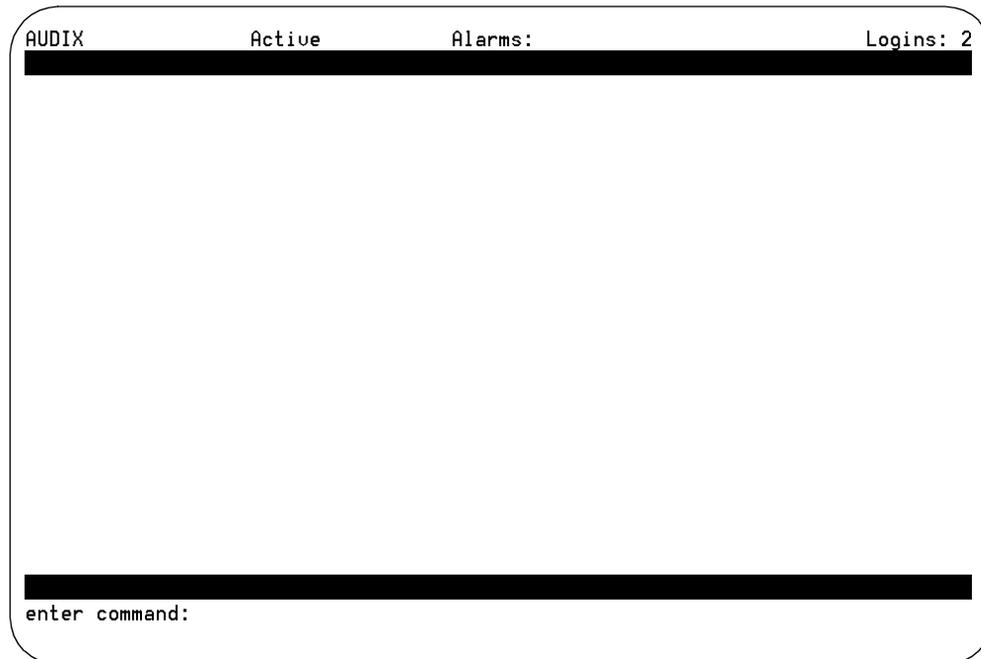
Figure 5-10.   Forms Controller for INTUITY AUDIX

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

The system responds with the 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 INTUITY Message Manager Feature Activation" on Page 5-4 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. This is a reserved 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 to 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 Lucent INTUITY FAX Messaging

In order to install the Lucent INTUITY FAX Messaging, you will need to:

- Verify feature activation

- Administer Audio Messaging Interchange Specification (AMIS) Analog Networking for FAX

- Administer the INTUITY AUDIX application for INTUITY FAX Messaging

- Perform the acceptance test of sending a fax to the INTUITY system and retrieving the fax from the INTUITY system

The local machine is the INTUITY AUDIX system that you are installing. All other machines, including FAX machines, are referred to as remote machines. FAX machines may be administered on an individual basis or as a single remote machine profile to allow the INTUITY AUDIX application to send the FAX to a destination that falls within the range. The administration used for this acceptance testing uses a range so that any local FAX machine extension occurring within that range may be used for the FAX acceptance test.

Use the following procedure to administer the local machine information necessary for INTUITY FAX operation.

> **NOTE:**
> The following administration is only to allow INTUITY FAX basic operation and testing. This administration is not the full administration used to administer the AMIS Analog Networking feature. If the customer has ordered AMIS Analog Networking and your work order includes the AMIS feature as well as FAX, complete the INTUITY system installation according to the checklist and after the INTUITY system installation is complete, refer to *AMIS Analog Networking*, 585-310-512, for instructions to administer and accept AMIS Analog Networking. If the customer has ordered AMIS Analog Networking without the FAX option, do not perform the administration in this section.

The following administration and acceptance testing are required during an initial system installation. This administration and test is not generally performed when INTUITY FAX Messaging is added to an existing system. If you need to administer and accept INTUITY FAX Messaging on an existing system, identify the extension used for the acceptance test. During an initial installation, use the test phone and extension. During an installation to an existing system, use the system administrator's extension or another extension designated by the system administrator.

Verify Lucent INTUITY FAX and AMIS Analog Networking Activation

Use the following procedure to verify that the INTUITY FAX Messaging option and AMIS Analog networking have 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 or sa
Materials:	worksheet: Installation Feature Selections or customer order

Procedure

1. Starting at the INTUITY (TM) Administration screen, 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/Service Administration
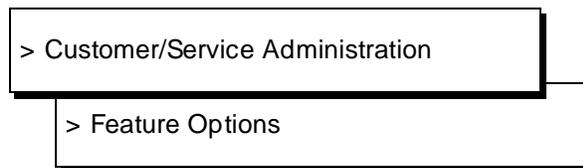
> Feature Options

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
Fax                                        ON         N/A
DCS                                        OFF        N/A
High speed digital ports                   0          12
Low speed digital ports                    0          12
Max Number of IMAPI Sessions               0          32
Multilingual                               ON         N/A
SCSI Disk Mirroring                        ON         N/A
TCP/IP Administration                      ON         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 FAX.

   If the INTUITY FAX is not active, contact your remote maintenance center.
   They will dial into the system and activate the option.

3. Verify that the Current field reads "ON" for AMIS Analog networking.

   If AMIS Analog networking is not active, contact your remote
   maintenance center. They will dial into the system and activate the option.

4. Press (CANCEL) (F6) twice to reach the INTUITY (TM) Administration
   screen.

5. Continue with the next procedure, "Administer a Remote Machine for
   INTUITY FAX Messaging."

Administer a Remote Machine for Lucent
INTUITY FAX Messaging

This procedure administers the INTUITY system so that it can send FAXes to any in-house FAX machine.

Requirements

Login: craft or sa

Materials: none

Procedure

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

> Networking Administration

> Remote Machine Administration

> AMIS Analog Machine Administration

The system responds with the AMIS Analog Machine Administration screen, as shown in Figure 5-13.

```
   ┌─────────────────────────────────────────────────────────────────────┐
   │  ╔══════════════════════════════╗                                     │
   │  ║  Networking Administration   ║                                     │
   │   Local Machine Administration                                        │
   │  ›Remote Machine Administration                                  █     │
   │   Networking Channel Administration                             █     │
   │   Networking Traffic                                                  │
   │   TCP/IP Administration                                               │
   │                      ╔═══════════════════════════════════════════╗   │
   │                      ║   AMIS Analog Machine Administration        ║   │
   │                                                                       │
   │                       Machine Name: _____                        │
   │           ╔════════╗                                                  │
   │           ║ Remote ║  Dial Str: _____          │
   │            Remote Mac                                            █    │
   │            Digital Ne   Message Transmission Schedule (hh:mm, 00:00 - 23:59) : █│
   │           ›AMIS Analo                                            █    │
   │                           1: start: __:__    end: __:__               │
   │                           2: start: __:__    end: __:__               │
   │                           3: start: __:__    end: __:__               │
   │                      ╚═══════════════════════════════════════════╝   │
   │                                                                       │
   │                                                                       │
   │   Enter Machine Name, use <CHOICES> for list                          │
   └─────────────────────────────────────────────────────────────────────┘
```

Figure 5-13.   AMIS Analog Machine Administration for Remote Machines

2. Enter **faxonsite** for the Machine Name.

3. Enter **"P"** for the Dial String. Include the quotation marks.

4. Enter **00:00** in the start field for the first Message Transmission Schedule.

5. Enter **23:59** in the end field for the first Message Transmission Schedule.

6. Press `CHG-KEYS` (F8) to change the softkey display.

7. Press `ADD` (F2) to add the machine profile to the system.

   The system responds with a statement that the machine has been added. This statement appears on the information line above the softkeys.

8. Press `CHG-KEYS` (F8) to change the softkey display.

9. Press `CANCEL` (F6) three times to return to the INTUITY(TM) Administration screen.

10. Continue with the next procedure, "Administer INTUITY AUDIX for Lucent INTUITY FAX Messaging."

Administer INTUITY AUDIX for Lucent
INTUITY FAX Messaging

The following procedure creates the INTUITY AUDIX administration necessary to test INTUITY FAX.

Requirements

Login: craft or sa

Materials: none

Procedure

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

> > AUDIX Administration

The system responds with the AUDIX Form screen, as shown in Figure 5-14. 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 the Customer/Services Administration, System Management, System Control, Start Voice System options.

```
 _____
/  AUDIX            Active          Alarms:             Logins: 2 \
|  ██████████████████████████████████████████████████████████   |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|  ██████████████████████████████████████████████████████████   |
|  enter command:                                                |
 _____/
```
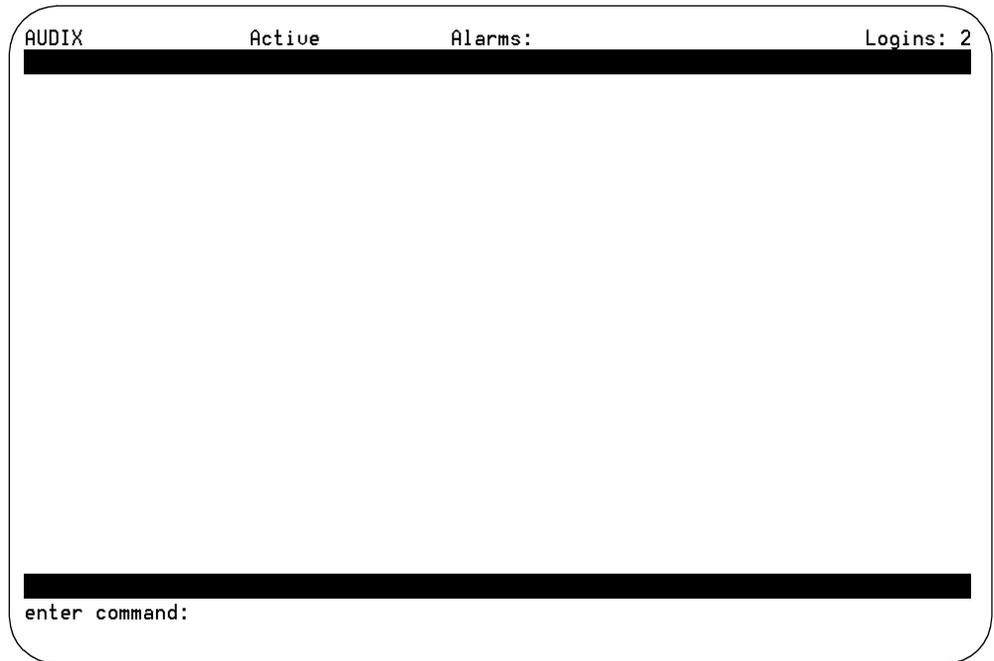
Figure 5-14.   Forms Controller for INTUITY AUDIX

2. Enter **ch mach faxonsite** at the command prompt.

➦ **NOTE:**

This field is case-sensitive. If the name of the machine is in all capital letters, you must enter the name of the machine in all capital letters.

The system responds with the Machine Profile screen, as shown in Figure 5-15.

```
AUDIX            Active            Alarms: M wA              Logins: 1
change machine faxonsite                                    Page 1 of 2
                           MACHINE PROFILE

Machine Name: faxonsite     Type: calld        Location: remote-analog

 Voiced Name? n                               Extension Length: 4
    Voice ID: 1                               Default Community: 1

ADDRESS RANGES
     Prefix                  Start Ext.   End Ext.       Warnings
 1:  1                       0000         9999
 2:  _____            _____   _____
 3:  _____            _____   _____
 4:  _____            _____   _____
 5:  _____            _____   _____
 6:  _____            _____   _____
 7:  _____            _____   _____
 8:  _____            _____   _____
 9:  _____            _____   _____
10:  _____            _____   _____



enter command: change machine faxonsite
```

Figure 5-15.   Example Machine Profile Screen for change machine

3. Enter **calld** (call delivery) for the Type field.

4. Use the (TAB) key to move to the Prefix field of the Address Ranges table.

5. Enter **1** for the Prefix in the first row, first column of the Address Ranges table, or use a non-conflicting number.

6. Enter **a series of zeros** matching the length of the extension length in the Start Extension field.

   For example, if your extension length is 5, enter 5 zeros, 00000.

7. Enter **a series of nines** matching the length of the extension length in the End Extension field.

   For example, if your extension length is 5, enter 5 nines, 99999.

8. Press (ENTER) (F3) to enter the values into the system.

   The system responds by printing "Please Wait" in the upper right-hand corner of the screen, and then prints "Command Successfully Completed" at the bottom left-hand corner of the screen, returning the cursor to the enter command: prompt.

9. Enter **ch sys ana** at the command prompt.

   The system responds with the System Parameters Analog Network screen, as shown in Figure 5-16.

```
AUDIX                Active              Alarms: M  A            Logins: 1
change system-parameters analog-network                         Page 1 of 1
                       SYSTEM PARAMETERS ANALOG NETWORK

CALLBACK NUMBERS:


                 Country   Area/Trunk    Local Number
    Default - 1:   1    :   614      :   111XXXX
              2:        :            :
              3:        :            :
              4:        :            :
              5:        :            :

AMIS Analog Networking Incoming Allowed? n
AMIS Analog Networking Outgoing Allowed? y

AMIS Prefix: _____
AMIS Protocol - Use 8 Minutes For Incoming Message Length 0? y

AMIS Loopback Test Mailbox Extension: _____



enter command: change system-parameters analog-network
```

Figure 5-16.   Example System Parameters Analog Network Screen

10. Enter the **Callback Number** in the CALLBACK NUMBERS table. This local number is the hunt group number assigned to the analog voice ports and used to reach the INTUITY system.

11. Use the ⌨TAB key to move to the AMIS Analog Networking Outgoing Allowed? field.

12. Enter **y** for the AMIS Analog Networking Incoming Allowed? field.

13. Enter **y** for the AMIS Analog Networking Outgoing Allowed? field. If this field is set to no, the system will not be able to send the fax to a fax machine.

> **NOTE:**
> All other fields on this screen are used for full AMIS Analog networking. Leave these set to defaults. INTUITY FAX Messaging does not require the use of these fields.

14. Press ⌨ENTER (F3) to enter the values into the system.

    The system responds by printing "Please Wait" in the upper right-hand corner of the screen, and then prints "Command Successfully Completed" at the bottom left-hand corner of the screen, returning the cursor to the enter command: prompt.

15. Enter **ch su test-1** to display the Subscriber screen for the test extension test-1.

> **NOTE:**
> If you are installing INTUITY FAX for an existing system, use the system administrator's extension, or an extension designated by the customer. For initial installations, use test-1 and test-2.

The system responds with the Change Subscriber screen, as shown in Figure 5-17.

```
AUDIX              Active           Alarms: M wA                      Logins: 1
change subscriber test-1                                            Page 1 of 2
                               SUBSCRIBER

           Name: test-1_____        Locked? n
      Extension: 4567_____             Password: _____
            COS: class00_              Miscellaneous: _____
 Switch Number: 1_          Covering Extension: _____
  Community ID: 1_           Broadcast Mailbox? n
 Secondary Ext: _____




enter command: change subscriber test-1
```

Figure 5-17.   Change Subscriber Screen, Page 1

16. Press NEXTPAGE (F7) to go to Page 2, Subscriber Class of Service Parameters.

The system responds with Page 2 of the Change Subscriber screen, as shown in Figure 5-18.

```
AUDIX            Active           Alarms: M wA                    Logins: 1
change subscriber test-1                                        Page 2 of 2
                    SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension
                                           Login Announcement Set: System
System Multilingual is OFF        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? ▓

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

enter command: change subscriber test-1
```

Figure 5-18. Page 2 Change Subscriber: Subscriber Class of Service Parameters

17. Use the ⌷TAB⌷ key to move the cursor to the Fax? field.

18. Enter **y** into the Fax? field.

19. Press ⌷ENTER⌷ (F3) to enter the information into the system.

20. Enter **ch su test-2** to display the Subscriber screen for the test extension test-2.

21. Press ⌷NEXTPAGE⌷ (F7) to go to Page 2, Subscriber Class of Service Parameters.

    The system responds with Page 2 of the Change Subscriber screen

22. Use the ⌷TAB⌷ key to move the cursor to the Fax? field.

23. Enter **y** into the Fax? field.

24. Press ⌷ENTER⌷ (F3) to enter the information into the system.

25. Enter **exit** at the enter command prompt to exit the INTUITY AUDIX screens.

26. Continue with the next procedure, "Stop and Start the Voice System."

Stop and Start the Voice System

In order for the INTUITY system to use the administration for INTUITY FAX, you must stop and restart the voice system.

Requirements

Login: craft

Materials: none

Procedure

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

> Customer/Services Administration

> System Management

> System Control
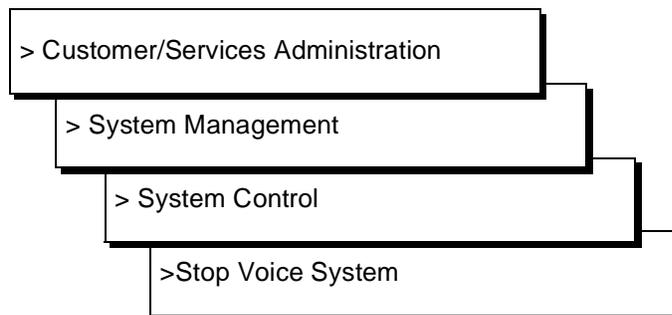
>Stop Voice System

Figure 5-19 shows the path to the System Control screen.

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│   ┌Customer/Services Administration┐      ┌System Management┐         │
│   │ Alarm Management                │      │ Disk Management  │        │
│   │ Backup/Restore                  │      │›System Control   │        │
│   │ Database Audits                 │      │ UNIX Management  │        │
│   │ Diagnostics                     │      └──────────────────┘        │
│   │ Feature Options                 │                                  │
│   │ Log Administration              │                                  │
│   │›System Management               │      ┌──System Control──┐        │
│   │ System Verification             │      │ Shutdown Voice System│    │
│   └─────────────────────────────────┘      │ Start Voice System   │    │
│                                             │›Stop Voice System    │    │
│                                             └──────────────────────┘    │
│                                                                       │
│                                                                       │
│                                                                       │
│   Highlight the item you want and press <Enter>                       │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```
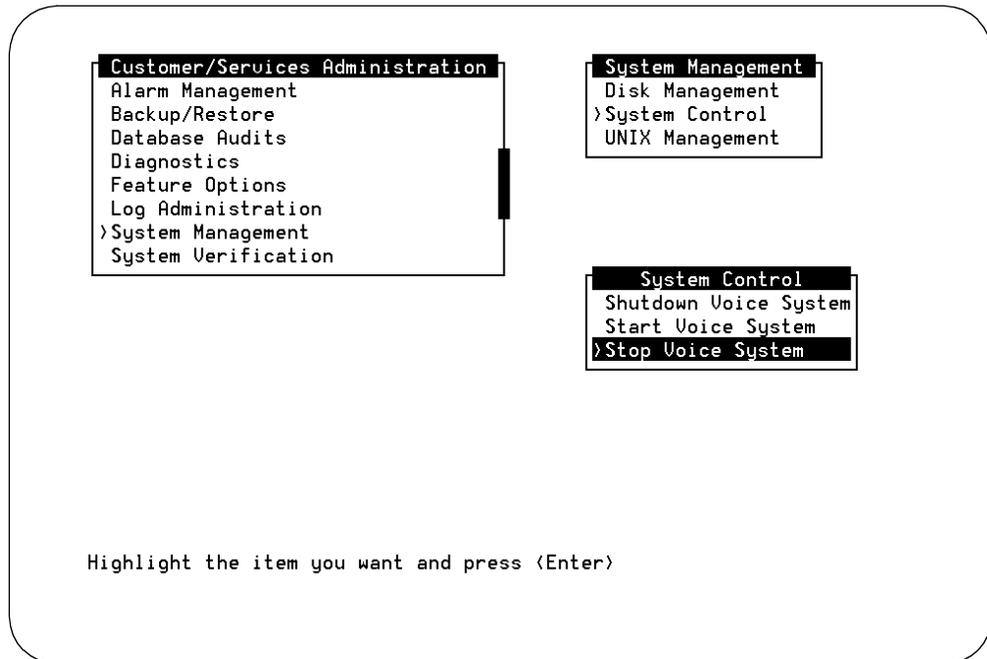
Figure 5-19.   System Control Screen

The system responds:

```
Enter y to continue, n to quit.
```

2. Enter y to continue.

The system responds:

```
The Voice System is now stopping.

Initiating request to clear all calls in the next 180
seconds.

Orderly idling of system succeeded.
The AUDIX(R) module is being stopped. Please wait.
............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. Use the up arrow key to highlight Start Voice System on the System Control screen.

5. Press (ENTER) to start the voice system.

   When the process is finished, the system responds:

   ```
   Startup of the Voice System is complete

   The system messages might wipe out the
   Console Login prompt

   Please hit the <ENTER> key after the messages stop
   scrolling on the screen

   Press Enter to continue...
   ```

6. Press (ENTER) to continue.

7. Press (CANCEL) (F6) 3 times to return to the INTUITY(TM) Administration screen.

8. Continue with the next procedure, "Send a Test Fax to the Lucent INTUITY System."

Send a Test FAX to the Lucent INTUITY System

This test is performed from the customer's fax machine. Use the customer's fax machine to call the INTUITY AUDIX application and to create the fax.

⇒ **NOTE:**
This procedure may vary according to the customer's fax machine.

Requirements

Login: craft

Materials: Test Fax transmission page (Page 5-45 in this chapter)

Customer fax machine location

Extension numbers for test phone Test-1 and Test-2 or the administrator's extension

Procedure

1. Place the Test Fax Transmission Page into the fax machine. This page is located on Page 5-45 in this chapter.

2. Call the message retrieval number (the hunt group number) from the customer's fax machine. Let the phone ring until INTUITY AUDIX answers.

    The system will answer your call with:

    "Welcome to AUDIX. For help at any time, press star H. Please enter extension and pound sign."

3. Enter the **test-1 extension** number followed by # (the pound sign) when the INTUITY AUDIX application asks for the extension.

4. Press # (the pound sign) when the INTUITY AUDIX application asks for the password.

    The system responds:

    "Test-1. No new messages. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3."

5. Press 1 to create a fax message.

    The system responds:

    "To send only a fax press pound. Otherwise, when finished recording, press pound to approve or 1 to edit your message. Record at the tone."

6. Press # (the pound sign) to create only a FAX message.

   The system responds:

   > "Enter extensions and pound sign. When finished addressing, press pound."

7. Enter the **extension for test-2** followed by # (the pound sign).

   If a name has been voiced in for Test-2, the system responds:

   > "Test-2."

   ![NOTE arrow] **NOTE:**
   If the Name Record By Subscriber feature has not been activated, the system responds with the extension number.

   ![NOTE arrow] **NOTE:**
   If you have entered the wrong extension, press ✱ 3 (star 3) to delete the wrong extension number and enter the correct extension number for Test-2.

8. Press # (the pound sign) to approve the addressing.

   The system responds:

   > "Load your document into the fax machine. To send, press pound or enter a delivery option. To hear a list of options, press zero."

9. Press # (the pound sign).

   The system responds:

   > "Press start on your fax machine now."

10. Press the start button on the fax machine.

11. Hang up the handset to disconnect. The FAX machine will continue to transmit to the INTUITY AUDIX application.

12. Remove the test fax and any confirmation page from the fax machine.

13. Continue with the next section, "Print the Test fax."

Lucent INTUITY™ FAX Messaging Test Page

This page is to be used as a test facsimile transmission for acceptance testing of INTUITY FAX Messaging.

> ➡ **NOTE:**
> The quality of this test page will vary with different FAX machines.
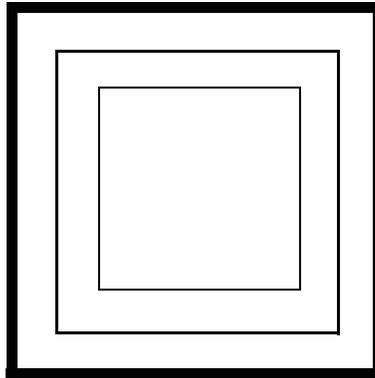
7 point text transmission

9 point text transmission

10 point text transmission

12 point text transmission

18 point text transmission

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This page intentionally left blank.

Print the Test Fax

You may retrieve and print the test fax either from the Test-2 telephone or from the customer's fax machine. Both procedures are listed below.

Requirements

Login: craft

Materials: Test-2 extension and/or
            Customer FAX machine extension number

Procedure from the Customer's FAX Machine

1. Call the message retrieval number from the customer's fax machine. Let the phone ring until INTUITY AUDIX answers.

   The system will answer your call with:

   > "Welcome to AUDIX. For help at any time, press star H. Please enter extension and pound sign."

2. Enter the **Test-2 extension number** followed by # (the pound sign) for the extension.

3. Press # (the pound sign) for the password.

   The system responds:

   > "1 new message, 1 with fax. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3..."

4. Press 2 to retrieve the message.

   The system responds:

   > "Fax message from Test-1 received *xxx*, 1 page, extension *xxxx*. To print fax press star one. To delete press star D. To skip press pound."

5. Press * 1 (star one) to print the fax.

   > "To specify destination, enter number and pound sign. To print on the fax machine from which you are calling, press star 6."

6. Press * 6 (star six) to print the fax to this fax machine.

   The system responds:

   > "Press start on your fax machine now."

7. Press the start button on the customer's fax machine.

8. Hang up the handset.

   The system responds by sending the fax to the fax machine.

9. Remove the test fax and cover page from the fax machine.

> **NOTE:**
> The quality of the test fax will vary with the customer's fax machine.

10. Continue with the next procedure on your checklist.

Procedure from the Test-2 Telephone

1. Call the message retrieval number from the Test-2 telephone. Let the phone ring until INTUITY AUDIX answers.

   The system will answer your call with:

   > "Welcome to AUDIX. For help at any time, press star H. Please enter extension and pound sign."

2. Press #️⃣ (the pound sign) for the extension.

   > **NOTE:**
   > You may only do this if you are calling directly from the test phone connected to the extension that received the fax. Otherwise, you must enter the extension number for Test-2 followed by #️⃣ (the pound sign).

3. Press #️⃣ (the pound sign) when the INTUITY AUDIX application asks for the password.

   The system responds:

   > "1 new message, 1 with fax. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3..."

4. Press 2️⃣ to retrieve the message.

   The system responds:

   > "FAX message from Test-1 received *xxx*, 1 page, extension *xxxx*. To print FAX, press star one. To delete, press star D. To skip press pound."

5. Press *️⃣ 1️⃣ (star one) to print the fax.

   The system responds:

   > To specify destination, enter number and pound sign. to print on the FAX machine from which you are calling, press star 6.

6. Enter **1 (or the number that you administered the prefix field on the Machine Profile screen if you administered a number other than 1) and the extension number for the customer's fax machine** followed by #️⃣ (the pound sign).

   > **NOTE:**
   > 1 is the AMIS analog networking prefix that you set up for this acceptance test.

The system responds:

"Print scheduled."

The system then prints the fax to the specified destination.

➡ NOTE:

If the system is unable to connect, it will wait approximately one half hour before trying again. If this occurs, log back into the Test-2 mailbox and press 2 for messages. The fax will be stored under old messages. Attempt to send the fax again.

7. Remove the test fax from the fax machine.

➡ NOTE:

The quality of the test fax will vary with the customer's fax machine.

8. Continue with the next procedure on your checklist.

Lucent INTUITY FAX Messaging Troubleshooting Procedures

If you encounter trouble with sending and printing the fax:

1. Check the condition of the fax machine for power, jammed paper, or line errors. If the fax is not operational, request the location of another fax machine and attempt the test again.

2. If you were using the procedure from the Test-2 phone, verify that you entered the digit 1 (or the number that you administered the prefix field on the Machine Profile screen if you administered a number other than 1) and the correct fax telephone number. The first digit is a prefix that is required by the system to print the fax. If it is missing, the system will not accept the printing destination.

3. Check your administration for the test subscribers. Use the **ch su test-1** and **ch su test-2** commands and go to Page 2 to:

   a. Verify that the Fax? parameter is set to y (yes).

   b. Verify that the Voice Mail Message (seconds), Maximum Length is still the default setting of 300 seconds.

   c. Verify that the Call Answer Message (seconds), Maximum Length is still the default setting of 120 seconds.

   d. Verify that the Mailbox Size (seconds), Maximum, is still the default setting of 1200 seconds.

4. Return to the Features Option screen and verify that AMIS Analog Networking is set to ON and the Fax field is set to ON.

5. Contact your remote support center if all of your administration was correct.

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 and 3.0 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 5-60.

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 system 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 AUDIX R3.3 Multilingual feature include:

- U.S. English

- U.S. English 1, 2, 3

- U.S. 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 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, "Installing Lucent INTUITY Software" 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
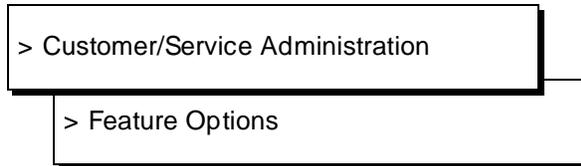
> Feature Options

The system responds with the Feature Options screen, as shown in Figure 5-20.

```
                  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
Fax                                     ON           N/A
DCS                                     OFF          N/A
High speed digital ports                0            12
Low speed digital ports                 0            12
Max Number of IMAPI Sessions            0            32
Multilingual                            ON           N/A
SCSI Disk Mirroring                     ON           N/A
TCP/IP Administration                   ON           N/A
hours_of_speech                         100          143
voice_ports                             6            6
```

Figure 5-20.   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 been 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:

> Customer/Service Administration

> System Verification

> View Installed Software

The system responds with the Results of View Installed Software Screen, as shown in Figure 5-21.

```
                 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
Fax                                      ON           N/A
DCS                                      OFF          N/A
High speed digital ports                 0            12
Low speed digital ports                  0            12
Max Number of IMAPI Sessions             0            32
Multilingual                             ON           N/A
SCSI Disk Mirroring                      ON           N/A
TCP/IP Administration                    ON           N/A
hours_of_speech                          100          143
voice_ports                              6            6
```

Figure 5-21.   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 5-22.

```
┌─────────────────────────────────────┐        ┌─────────────────────────────────┐
│ Customer/Services Administration     │        │       System Verification       │
│ Alarm Management                     │        │ Verify System Installation      │
│ Backup/Restore                       │        │ Verify System Status            │
│ Database Audits                      │        │ View Installed Hardware         │
│ Dia┌──────────────────────View Installed Software──────────────────────────┐
│ Fea│ intuity      upgrade      Intuity Upgrade Utility                      │
│ Log│ intuity      us-eng       US-ENG System Announcements                  │
│ Sys│ intuity      us           Voice Processing Platform                    │
│›Sys│ system       uxfs         VERITAS File System                          │
│    │ system       uxvm         VERITAS Volume Manager                       │
│    │ system       x25str       AT&T X.25 Network Interface Product          │
│    │                                                                        │
│    │                                                                        │
│    └────────────────────────────────────────────────────────────────────┘
└──────────────────────────────────────────────────────────────────────────┘
```

Figure 5-22.   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 C, "Adding INTUITY Applications, Features, and Options".

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 R3.3 Administration and Feature Operations*, 585-310-552.

> **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 5-23.

```
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 5-23.   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 5-24.

```
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 5-24.   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 the 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 System-Parameters Features screen and the subscriber screen for test-1 or other subscriber extension.

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

- Outcalls

- Call Delivery

- 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 System-Parameters Features 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 5-25.

```
drtiny1              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 5-25.   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** 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.

9. Enter exit to leave the INTUITY AUDIX screens.

10. Press (ENTER) (F6) until you reach the INTUITY Administration screen or
    logout.

Test the System Default Announcement Set

Use the procedure below to set 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
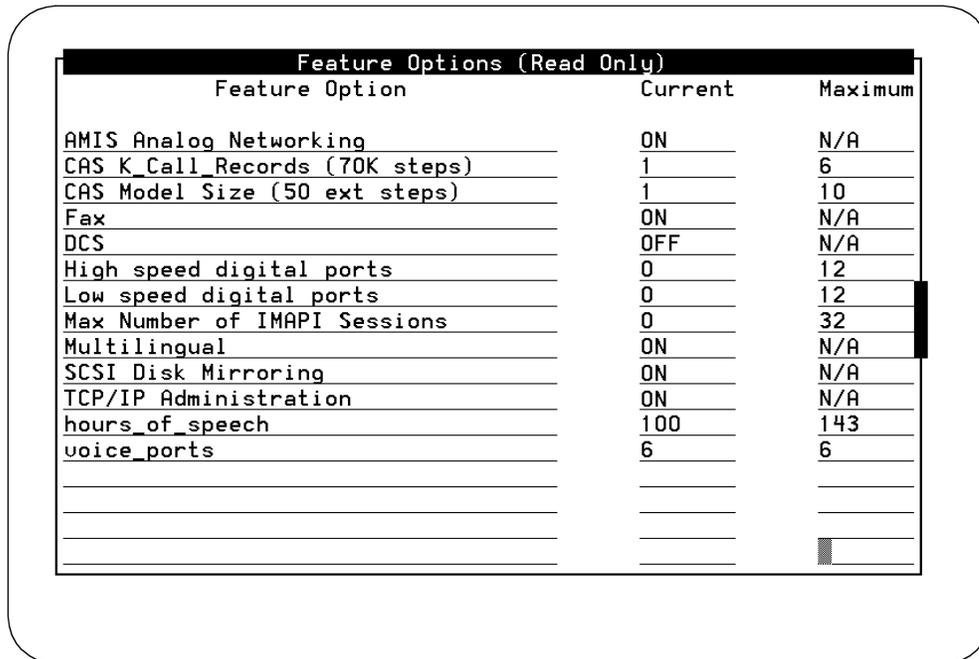
Login: craft

Materials: none

Procedure

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

> Customer/Service Administration

> System Verification

> View Installed Software

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

The system responds with the View Installed Software Screen, as shown in Figure 5-26.

```
┌─ Customer/Services Administration ─┐  ┌──── System Verification ────┐
│ Alarm Management                   │  │ Verify System Installation  │
│ Backup/Restore                     │  │ Verify System Status        │
│ Database Audits                    │  │ View Installed Hardware     │
│ Dia┌──────────── View Installed Software ──────────────────────────┐
│ Fea│                                                               │
│ Log│ Displaying pkginfo (long version) for only the application    │
│ Sys│ packages...                                                   │
│)Sys│                                                               │
└────│ Displaying pkginfo for package Vex                            │
     │                                                               │
     │     PKGINST:  Vex                                             │
     │        NAME:  Intuity Application Software Set                │
     │    CATEGORY:  set                                             │
     │        ARCH:  486                                             │
     │     VERSION:  3.0-26                                          │
     │      PSTAMP:  3.26.0 R3.0 IP26 Fri Feb 24 16:25:55 EST 1995   │
     └───────────────────────────────────────────────────────────────┘
```
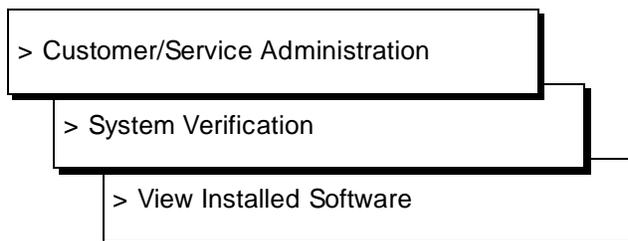
Figure 5-26.   Results of View Installed Software Screen, Long Form

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 5-27.
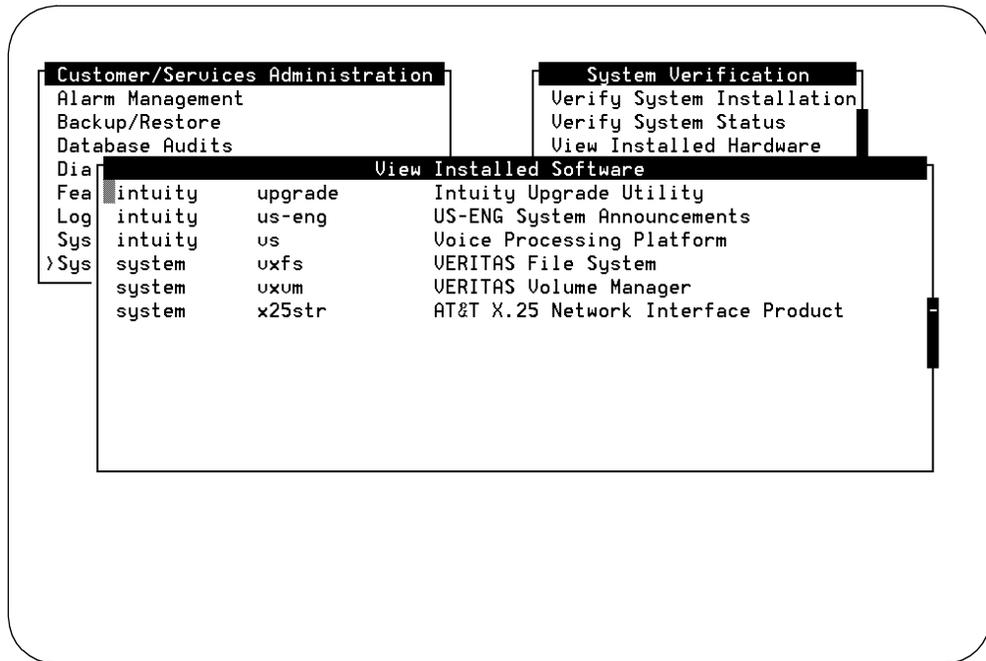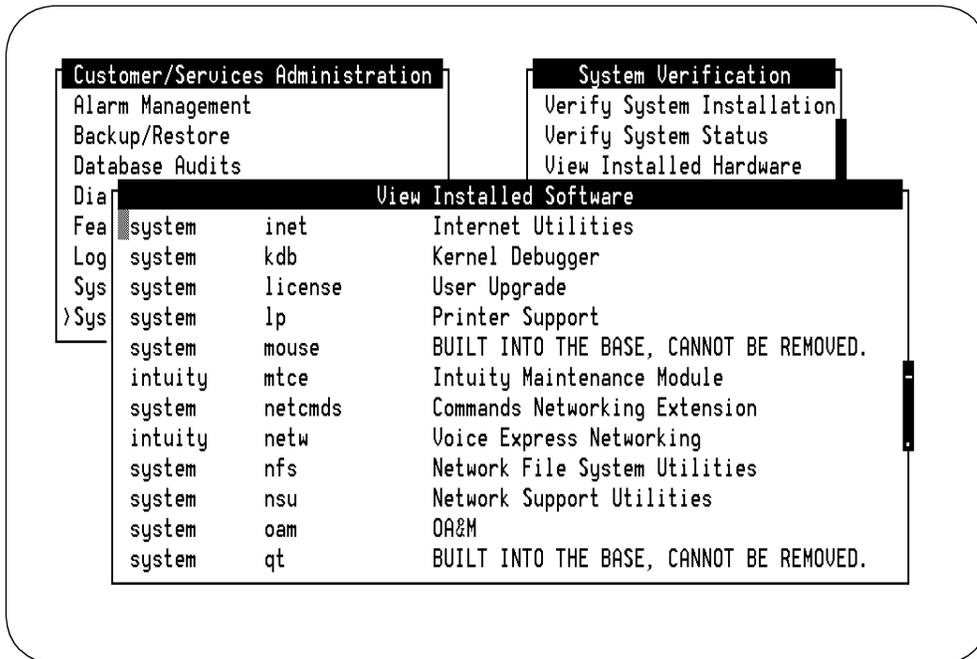
Figure 5-27.   View Installed Software, Line-by-Line Listing

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 C, "Adding INTUITY Applications, Features, and Options".

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

Administer and Test Lucent 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, Lucent Technologies 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 plan-ning worksheet

Procedure

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

> Customer/Service Administration

> Feature Options

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

   The system responds with the *Feature Options* screen, as shown in Figure
   5-28.

```
                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
Fax                                       ON           N/A
DCS                                       OFF          N/A
High speed digital ports                  0            12
Low speed digital ports                   0            12
Max Number of IMAPI Sessions              0            32
Multilingual                              ON           N/A
SCSI Disk Mirroring                       ON           N/A
TCP/IP Administration                     ON           N/A
hours_of_speech                           100          143
voice_ports                               6            6
```

Figure 5-28.   Feature Options Screen

3. Verify that Disk Mirroring (SCSI Disk Mirroring) is turned on.

4. Press (CANCEL) (F6) until you reach the INTUITY (TM) Administration
   screen, or until you log out if you need to activate the feature.

Administer and Test Lucent 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.

Lucent INTUITY Lodging Administration and Test

6

The procedures to administer and acceptance test the Lucent INTUITY Lodging features include the following:

- Prepare for acceptance tests by identifying extension numbers and the locations of the extensions

- Administer the parameters and basic features per the customer's order

- Administer two test subscribers for the Lucent INTUITY Lodging application. The two extensions used must call cover to the Lucent INTUITY system hunt group.

- View the system monitor

- Create a call-answer message

- Transfer to the attendant

- Check the Message Waiting Indicator (MWI)

- Retrieve a message through the attendant

➡ **NOTE:**
   Appendix A, "Using INTUITY AUDIX and Lucent INTUITY System Screens", contains information about using the screens. The INTUITY Lodging application uses the INTUITY system screens. Refer to this appendix if you need assistance with entering information into the INTUITY system.

Prepare for Acceptance Testing

To perform INTUITY Lodging acceptance tests, you will need 2 extensions in 2 locations. These locations may be hotel guest rooms, hospital rooms, dormitory rooms, or any other location that has a need to provide voice messaging for temporary subscribers. Any location, however, will be referred to as a "test guest room" throughout these procedures. Any temporary subscriber will be referred to as a "test guest."

The two test guest rooms should meet the following criteria:

- Guest rooms should be unoccupied. (There should not be an actual guest residing in this room.)

- The telephone set in the guest room or location must be operational. Installation services will neither troubleshoot nor repair telephones/telephone extensions as a part of this installation unless specified by contract.

- Guest telephone sets must have a MWI.

- Rooms should be close to the INTUITY Lodging computer location so that the MWI can be checked.

- Rooms should be unlocked for easy access, you should have a key, or a staff member should be ready to accompany you to the rooms.

- Rooms should represent typical guest accommodations (for coverage path purposes).

Check with the system administrator or hotel management for the necessary information before you perform the INTUITY Lodging Acceptance testing. Record the room numbers and the extensions for the two test guests in the following table:

Table 6-1. Test Guest Assignments

Guest Number	Room Number	Extension Number
guest#1		
guest#2		

Ask the Lodging administrator to identify an attendant to assist you with retrieving a message through the attendant. This procedure occurs later in this chapter.

Administer Lucent INTUITY Lodging Parameters and Basic Features

Use this procedure to administer the INTUITY Lodging system parameters. These parameters establish the attendant extension(s), extension length, and default language. The default language is the language that the system will use to answer telephone calls when no alternate language is specified for the guest.

> **NOTE:**
> If you experience problems with these acceptance tests, refer to Page 6-19 in this chapter for "Lucent INTUITY Lodging Troubleshooting Procedures". This section also includes information about phone-based error messages.

Requirements

Login: craft

Materials: Worksheet 5-1: "INTUITY Lodging System Parameters" from your project manager

Procedure

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

> Lodging Administration

> System Parameter Administration
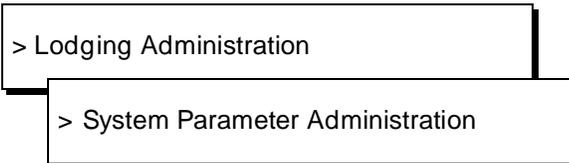
The system responds with the System Parameter Administration screen, as shown in Figure 6-1.

```
                    System Parameter Administration
                      Attendant Extensions:
   ▓_____  _____  _____  _____  _____  _____  _____
                       Hunt Group Or
                   Primary Attendant:  _____

                       Voice Mail Parameters
               Mailbox Size: 6  min              Mailbox Type: Separate
           Pause For TT Input: 4 sec           Play Back Format: FIFO
      Maximum Extension Length: 4
        Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes    PMS Integration Parameters
Lamp ON For New Messages Only?: Yes   Message Lamp Controlled By: LDG
            Automatic Transfer to      When PMS link is down, calls
        Operator At End Of Call?: No         For Guests Handled By: LDG
              Default Language: _____


Enter attendant extension.
```

Figure 6-1.   INTUITY Lodging System Parameters Features Screen

2. Enter the individual attendant extension in the blanks provided at the top of the window. Type in the number and press ⌨TAB to move to the next field. If you need to return to a previous field, press the backspace key, and type in the correct extension number.

3. If an attendant hunt group exists, enter its extension in the Hunt Group or Primary Attendant field. If an attendant hunt group does not exist, enter one of the individual attendant extensions as the primary attendant. This field specifies the hunt group or attendant extension that callers or guests will be transferred to when they press ⌨0 for assistance.

4. Move the cursor to the next field to be changed according to the entry on the worksheet. Use the ⌨TAB key and/or the up/down arrow keys. Be sure to administer a Default Language, according to your project manager's instructions..

⚠ **CAUTION:**
Do not administer the PMS parameters at this time. For acceptance testing, leave the PMS parameters set to the application default LDG.

▶ **NOTE:**
If this system will not be using a Property Management System (PMS), the PMS parameters will not appear on the system parameters screen. If the parameters do not appear and the system

will be connected to a PMS, verify that the PMS software is loaded
onto the system by viewing the installed software.

5. Enter the new value either by typing the value or by pressing (CHOICES)
   (F2) to display the options.

6. Press (ENTER) to enter your selection into the field.

7. Repeat Step 4 through Step 6 for each field to be changed. When you
   have made all of the entries, continue with the next step.

8. Press (SAVE) (F3) to save the information into the system.

   They system responds with a Confirm screen:

   ```
   Are you sure you want to save these system parameters?
   Press <y> to confirm.
   Press <n> to cancel.
   ```

9. Press y to confirm the change.

   The system responds with the Information screen:

   ```
   System Parameters Updated
   Press <Enter> to continue.
   ```

10. Press (ENTER) to return to the Lodging Administration screen.

Administer the Lucent INTUITY Lodging Administrator and Attendant Phone-Based Passwords

Use this procedure to establish the administrator's extension and the
administrator's and attendant's phone-based passwords.

> **NOTE:**
> If you are already logged in, start with Step 3 of this procedure.

Requirements

Login: craft

Materials: Worksheet 5-1: "INTUITY Lodging System
            Parameters" from your project manager

Procedure

1. Login as **craft**

2. Press (ENTER) to accept the AT386 default.

3. Starting at the Lodging Administration screen, select:

⇒ **NOTE:**
If you are starting from the INTUITY (TM) screen, select Lodging Administration, and then the following:

>Lodging Administrator Registration

The system responds with the Lodging Administrator Registration screen, as shown in Figure 6-3.

```
        Lodging Administration              Lodging Administrator Registration
 Guests Mailbox Administration        Administrator Extension: _____
›Lodging Administrator Registration     Administrator Password: ____
 PMS Parameter Administration               Attendant Password: ____
 PMS Parameter Administration
 System Parameter Administration
 Traffic and Space Usage Reports




 Enter administrator extension.
```
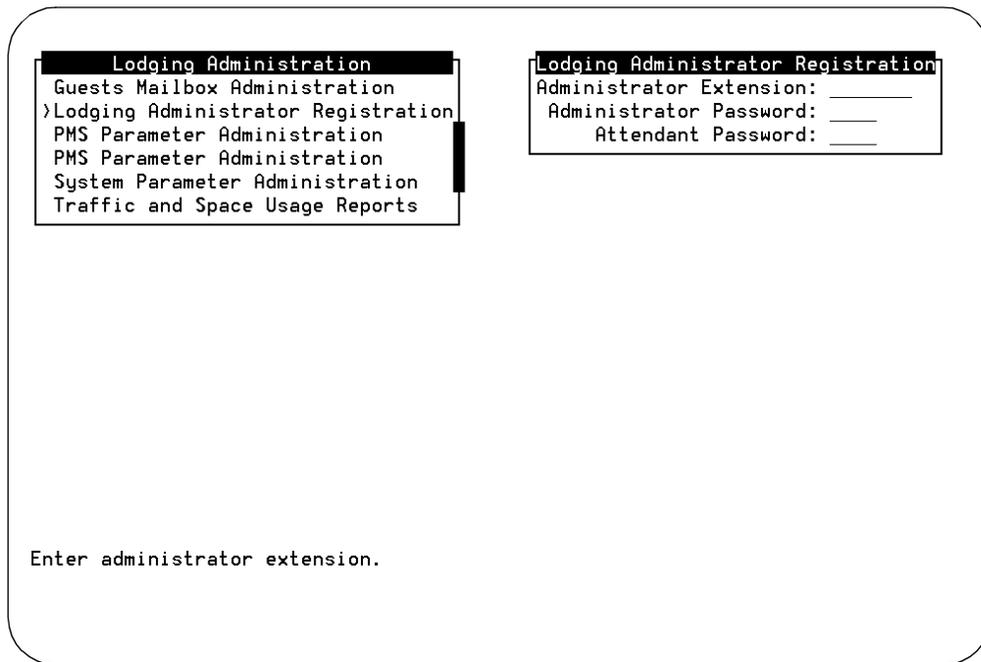
Figure 6-2.   INTUITY Lodging Administrator Registration Screen

4. Refer to the worksheet from your project manager.

5. Type in the Administrator's Extension. If you need to re-enter a number, use the backspace key to erase any mis-typed numbers.

⇒ **NOTE:**
The length of the administrator's extension may not exceed the Maximum Extension Length for the system. The Maximum Extension Length for the system is located under System Parameter Administration on the INTUITY Lodging menu. Also, the administrator's extension may not be an attendant extension.

6. Press (ENTER) to move to the next field.

7. Type in the **last 4 digits** of the administrator's extension number as the Administrator Password.

8. Type in the **last 4 digits** of the administrator's extension number as the Attendant Password.

9. Press (SAVE) (F3).

   The system responds with a Confirm screen:

   ```
   Are you sure you want to save these
   registration parameters?

   Press <y> to confirm.
   Press <n> to cancel.
   ```

10. Enter **y** to confirm your choice of saving registration parameters.

    The system responds with a confirmation screen:

    ```
    Administrator Registration Parameters
    Updated

    Press <Enter> to continue.
    ```

11. Press (ENTER) to continue.

    The system responds by returning you to the INTUITY Lodging Administration screen.

12. Press (CANCEL) (F6) one time to return to the INTUITY (TM) Administration screen.

13. Press (CANCEL) (F6) once to return to the Lodging Administration screen.

14. Continue with the next section, "Check-In Test Guests."

Check In Test Guests

Use this procedure to check in the two test guests. Use the information obtained from the INTUITY Lodging administrator about the two test guest rooms and the extensions.

⇒ **NOTE:**
   If you are already logged in, start with Step 3 of this procedure.

Requirements

Login: craft

Materials: Table 6-1 on Page 6-2 of this
chapter

Procedure

1. Login as **craft**

2. Press ⟨ENTER⟩ to accept the AT386 default.

3. Starting at the Lodging Administration screen, select:

   ⟹ **NOTE:**
   If you are starting from the INTUITY (TM) screen, select Lodging
   Administration, and then the following:

   >Guest Mailbox Administration
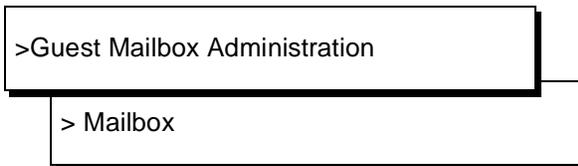
   > Mailbox

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

```
                         Mailbox                    x Administration
         Guest Extension: _____
      Guest Room Number: _____
             Guest Name: _____       ement
         Guest Password: *___
         Guest Language: _____
          Switch number: _____                s
                                                     box
         Messages Waiting
                  Voice:
                    Fax:
                   Text:
  Mailbox Capacity Usage:     %
 Suite Mailbox Extension:
               Comments: _____




 Enter guest extension (Required Field) and press a function key.
```

Figure 6-3.   INTUITY Lodging Mailbox Screen

4. Enter guest#1's extension in the Guest Extension field.

   NOTE:
   To move from field to field, use the up and/or down arrow keys or press (ENTER).

5. Enter guest#1's room number in the Guest Room Number field.

6. Enter guest1 in the Guest Name field.

7. Enter 1111 in the Guest Password field.

8. Press (CHG-KEYS) (F8) when you are finished entering the information.

9. Press (CHECKIN) (F1).

   INTUITY Lodging displays a confirmation message.

10. Press (ENTER) to continue.

11. Enter guest#2's extension in the Guest Extension field.

12. Enter guest#2's room number in the Guest Room Number field.

13. Enter guest2 in the Guest Name field.

14. Enter 2222 in the Guest Password field.

15. Press (CHECKIN) (F1) when you are finished entering information.

   INTUITY Lodging displays a confirmation message.

16. Press (ENTER) to continue.

17. Press (CHG-KEYS) (F8).

18. Press (CANCEL) (F6) three times to exit the Mailbox window, end the check-in process, and return to the INTUITY (TM) Administration screens.

19. Continue with the next procedure, "View the System Monitor."

View the System Monitor

Watching the System Monitor screen while performing acceptance tests may help you to isolate errors later. The system monitor is a dynamic (changing) report screen that shows the activity on the INTUITY Lodging channels.

Requirements

Login: craft

Materials: none

Procedure

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

> Voice System Administration
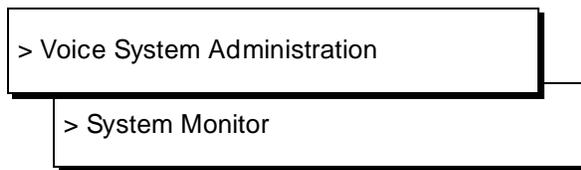
> System Monitor

The system responds with the System Monitor – Voice Channels screen, as shown in Figure 6-4.

```
┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│                                                                   │
│         ▌▌▌▌▌ System Monitor - Voice Channels ▌▌▌▌▌               │
│             Calls Voice      Service            Caller    Dialed  │
│     Channel Today Service    Status             Input     Digits  │
│                                                                   │
│          0    33 lodging      Talking            3170         87  │
│          1    34             *On Hook                             │
│          2    33             *On Hook                             │
│          3    34             *On Hook                         ▌   │
│          4    34             *On Hook                         ▌   │
│          5    33             *On Hook                             │
│          6    33 lodging      Talking            3174         87  │
│          7    36 lodging      Talking            3171         87  │
│          8    33             *On Hook                             │
│          9    32             *On Hook                             │
│         10    33             *On Hook                             │
│         11    33             *On Hook                             │
│                                                                   │
│                                                                   │
└─────────────────────────────────────────────────────────────────┘
```

Figure 6-4.   Example Voice Monitor Screen

2. Press [CHG-KEYS] (F8) to display the alternate softkeys.

3. Press [CHG-KEYS] (F1) to change the refresh rate.

4. Enter 1 second for the refresh rate.

5. Press [SAVE] (F3).

6. Locate the Service Status column on the System Monitor – Voice Channels screen.

7. Verify that all channels read On-Hook in the Service Status field. Use the PREVPAGE and NEXTPAGE function keys to view all of the channels.

   As you make calls to the test guests, you will see them come through on channels via this screen.

   When a call comes through on a channel assigned to the lodging service, you will see the Service Status field change from On-Hook to another status, such as Talking.

   If the channels do not all read On-Hook in the Service Status field, the system is receiving calls. Change the switch administration that is allowing the system to receive calls if the contract specifies that you are to perform the switch administration. If the contract does not include switch administration, notify the system administrator and continue with these procedures.

8. Watch the system monitor as you place the test calls.

9. Continue with the next section, "Leave a Call-Answer Message."

Test Lucent INTUITY Lodging Call Answer and Voice Mail

In order to test INTUITY Lodging call answer and voice mail, you must:

- Leave a call-answer message

- Leave a call-answer message and transfer to the attendant

- Check the MWI

- Retrieve a message from the guest room

- Retrieve a message through the attendant

Prior to performing these procedures, the two guest subscribers must be administered on the switch and in the INTUITY system.

➡ NOTE:

If you experience problems with these acceptance tests, refer to Page 6-19 in this chapter for "Lucent INTUITY Lodging Troubleshooting Procedures". This section also includes information about phone-based error messages.

Requirements

Login:	none
Materials:	access to guest rooms using the test extensions
	integrated message retrieval number (this is the INTUITY system hunt group number or the dummy/phantom number established for systems operating both the INTUITY AUDIX and INTUITY Lodging applications)
Special Conditions:	test guest subscribers administered on the system and the PBX/switch

Procedure to Leave a Call Answer Message

1. Call guest#1. Use the information you wrote in Table 6-1.

   NOTE:
   If you are testing a system using non-integrated services, call the number associated with the ldg_ni_ca service and enter the guest#1 extension number to reach the mailbox. You will need to enter the extension number for the test mailbox after the system answers for any channel using non-integrated service.

2. Let the telephone ring until it goes to INTUITY Lodging coverage.

   NOTE:
   If the call does not go to INTUITY Lodging coverage or you experience other difficulties in leaving a message for this guest, refer to "Lucent INTUITY Lodging Troubleshooting Procedures" on Page 6-19 of this chapter.

3. Leave a message. For example, "**This is a test message for guest#1 from installation.**"

4. Hang up.

5. Continue with the next section, "Procedure to Transfer to the Attendant."

Procedure to Leave a Message and Transfer to the Attendant

This acceptance test ensures that the system will accept a message and allow transfer to the attendant.

1. Call guest#2. Use the information you wrote in Table 6-1.

   NOTE:
   If you are testing a system using non-integrated service, call the number associated with the ldg_ni_ca service and enter the guest#1 extension number to reach the mailbox. If the system is using integrated service, you will not need to enter the extension number after the system answers.

2. Let the telephone ring until it goes to INTUITY Lodging coverage.

3. Leave a message. For example, "**This is a test message for guest#2 from installation services.**"

4. After speaking the message, press ⓪ on the telephone keypad to transfer to a hotel operator (attendant hunt group or primary attendant).

5. When the attendant answers, inform him/her that you are testing the voice mail system.

6. Hang up.

7. Continue with the next section, "Procedure to Check the MWI and Retrieve Messages."

Procedure to Check the MWI and Retrieve a Message

This acceptance test ensures that the voice mail message and MWI signal processed properly for guest#1. After you have left test messages for both test guests, do the following:

1. Go to guest#1's room.

2. Verify that the MWI has been turned on. The MWI may be either a stutter tone or a light on the telephone.

3. Dial the INTUITY Lodging integrated message retrieval number (INTUITY system hunt group extension or the dummy/phantom number for INTUITY Lodging).

NOTE:
The number that you use will depend upon the administration of the channels and the switch. If you are testing a system using non-integrated service, call the number associated with the ldg_ni_vm service and enter the guest#1 extension number to reach the mailbox. If the system is using integrated service, you will not need to enter the extension number after the system answers.

4. Listen to the following:

   a. The message retrieval greeting

   b. The notification of the number of new messages.

   c. The type of messages (voice, text, and/or fax).

   d. The phrase: "You have one new voice mail message."

   e. The day, date, and time that the message was received.

   f. The message that you left for guest#1.

5. Press 3 to delete the message that you just heard.

   ⇒ **NOTE:**
   If you have created more than one message for this guest, delete all of them.

6. Hang up when you have finished deleting all messages.

7. Continue with the next section, "Procedure to Retrieve a Message Through the Attendant."

Procedure to Retrieve a Message Through the Attendant

This acceptance test ensures that the voice mail message and MWI signal were processed properly for guest#2 and that attendants or operators can connect guests with their voice mailboxes.

1. Complete the 2 blanks on the "Instructions for the Attendant" instructions, Page 6-17. The message retrieval number is the INTUITY system hunt group or for coresident systems, the dummy number that covers to the INTUITY system hunt group. The attendant password is the last 4 digits of the administrator's extension number.

2. Distribute the instructions to the attendant or operator, and review the steps.

3. Go to guest#2's room and make sure that the MWI has been turned on.

   ⇒ **NOTE:**
   If the MWI is not on or if the attendant has difficulty in connecting you to this guest's mailbox, refer to the troubleshooting section on Page 6-19 of this chapter.

4. Go back to the telephone near the INTUITY Lodging computer to retrieve guest#2's message through the attendant.

5. Call the attendant.

6. Tell the attendant that you need to be connected to your voice mailbox.

7. Listen for the confirmation message: "Ready for message retrieval."

8. Listen to the following:

   a. The phrase: "To listen to voice mail, press 1."

   b. The phrase: "You have one new voice mail message."

   c. The day, date, and time that the message was received.

   d. The message that you left for guest#1.

9. Press 3 to delete the message that you just heard.

   ⇒ **NOTE:**
   > If you have created more than one message for this guest, delete all of them.

10. Hang up when you have finished deleting all messages.

11. Continue with the next procedure on your checklist.

Instructions for the Attendant

To connect the installation services technician to the voice mailbox, do the following:

1. Ask for the room extension.

2. Start function.

   Start function means that you are going to perform a sub-task such as a switchhook transfer while keeping the caller on the line. The caller should not be able to hear what you are doing, but when you release the call, the two will be connected.

3. Dial the integrated message retrieval number (INTUITY Lodging hunt group extension).

   The Lodging message number is:_____

4. Listen for the message retrieval greeting.

5. Enter the guest's room extension, _____, after the message retrieval greeting.

   A confirmation message states that this is a "current guest."

6. When you are prompted for the guest's password or the attendant password, enter _____.

7. Release.

   Release means to connect the two calls in progress, the technician's call with voice mailbox.

   ### $\Longrightarrow$ NOTE:
   If you cannot connect the technician to the guest mailbox, write down the message that the system speaks and inform the technician.

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Lucent INTUITY Lodging Troubleshooting Procedures

The following sections list possible troubles that may occur during installation and recommended troubleshooting/repair procedures.

This sections includes:

- System Does Not Display the INTUITY Lodging Screens, Page 6-19
- System Does Not Answer, Page 6-19
- System Answers with a Prompt from the Wrong Application, Page 6-22
- System Plays Out an Error Message, Page 6-23
- Cannot Transfer to the Attendant, Page 6-27
- The Message Waiting Indicator Does Not Operate, Page 6-27
- Message Cannot Be Retrieved Through the Attendant, Page 6-28

System Does Not Display the Lucent INTUITY Lodging Screens

If the INTUITY system does not display the INTUITY Lodging screens:

1. Log out and then log back into the system. The INTUITY (TM) Administration screen should display the INTUITY Lodging option after you log back in. Select INTUITY Lodging to display the Lodging Administration screen. If the system does not display the screens, continue with the next step.

2. Reload the INTUITY Lodging software. Refer to Appendix C, "Adding INTUITY Applications, Features, and Options" in this document to reload the INTUITY Lodging tape. After you have reloaded the software, begin with the first procedure in this chapter: "Administer Lucent INTUITY Lodging Parameters and Basic Features".

   $\Longrightarrow$ **NOTE:**
   You do not need to remove any software in order to re-install the INTUITY Lodging software.

System Does Not Answer

If the INTUITY system does not answer:

1. Verify that you are calling the correct extension.

2. Inspect the cabling between the PBX/switch and the INTUITY system. Be sure that all cables are firmly connected into the ports. Also check the link from the PBX/switch to the INTUITY system.

Attempt the call again. If the system fails to answer, continue with the next step.

3. Verify that the voice system is running. The INTUITY system will not answer telephone calls if the voice system is not operating:

    a. From the INTUITY(TM) Administration screen, select:

> Customer/Services Administration

       > System Verification

              > Verify System Status
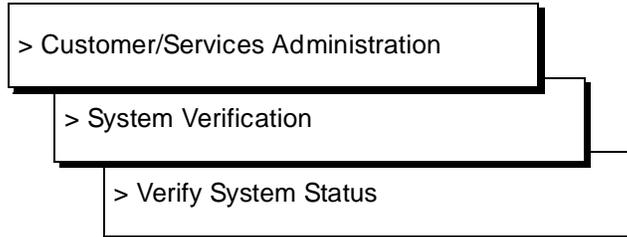
The system will respond with the Verify System Status screen.

    b. Use the down and/or up arrow keys to locate the "System status of vs" entry.

    c. Verify that the entry reads: Voice System is Up.

    d. Determine your next step:

        1. If the voice system is up, press (CANCEL) (F6) three to return to the INTUITY(TM) Administration screen. Try the call again. If the system still does not answer, continue with Step 3, below.

        2. If the voice system is not up, press (CANCEL) (F6) twice to return to the Customer/Services Administration screen to start the voice system. Select:

> System Management

       > System Control
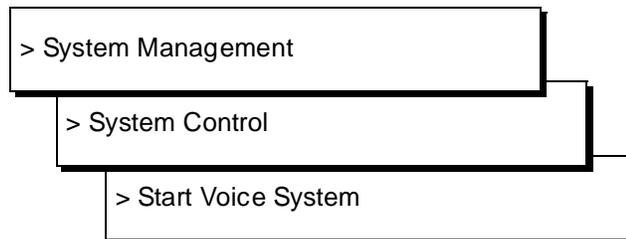
              > Start Voice System

The system responds with a series of auditing messages. After the voice system is up, the system presents the message: `Press Enter to continue....` Press (ENTER) to return to the system screens when you see this message.

Wait a few minutes and try the call again. If the system does not answer, press ⬚CANCEL (F6) three times to return to the INTUITY (TM) Administration screen and continue with the next step.

4. View the Voice Equipment screen. From the INTUITY (TM) Administration screen, select Voice System Administration and then Voice Equipment.

   Verify that the STATE for all channels is Inserv, that each channel has a SERVICE-NAME, and that each channel has the correct phone number. The SERVICE-NAME for each channel should be *DNIS_SVC.

   Determine your next step:

   a. If the STATE field displays any state other than Inserv, perform voice card diagnostics. Refer to INTUITY Platform Administration and Maintenance for Release 3.0 (585-310-557).

      Contact your remote maintenance center if an IVC6 (AYC10 or AYC29) fails diagnostics.

   b. If the SERVICE-NAME for each channel is not *DNIS_SVC, return to Chapter 3, "Initial Platform Administration and Test", in this document, assign services to called numbers, and map services to channels for operation.

   c. If the PHONE number is incorrectly mapped to the channel, return to Chapter 3 in this document and enter the correct phone number for the channel.

   d. If the STATE, SERVICE-NAME, and PHONE fields are correct, continue with the next step.

5. Verify that the correct services are assigned to the called numbers. Return to Chapter 3 and use the "Assign Services to Called Numbers" procedure to display the screen and verify the service names and associated numbers.

   ⇒ **NOTE:**
   Each service name must have an associated called number or the word ANY. ANY allows the system to answer the call for "any" called number as long as the call comes to the INTUITY system.

   Try the call again. If the call fails, continue with the next step.

6. The switch link, the channels, or the call coverage path may be misadministered.

   If the contract specifies that you are to perform the PBX/switch administration, refer to the INTUITY PBX/switch document for the integration that you are installing and verify your administration.

If you are not to provide PBX/switch administration, contact the remote maintenance center, refer to Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance", and install the remote maintenance modem. Remote maintenance may then dial in and inspect the system. They may also instruct you to contact the customer system administrator and ask that the switch administration be verified.

7. If the above remedies fail, contact your remote maintenance center for assistance.

System Answers with a Prompt from the Wrong Application

If the system answers with a prompt from another application:

1. Verify that you dialed the correct extension or message retrieval number. On coresident systems (systems operating both voice messaging applications), INTUITY Lodging requires a dummy number that covers to the INTUITY system hunt group. Calling the INTUITY system hunt group number will cause the INTUITY AUDIX application to answer.

   Try the call again. If you still obtain an incorrect prompt, continue with the next step.

2. If you are calling an extension to go to coverage, verify that the extension you are calling is a checked-in guest for the INTUITY Lodging application.

   ### NOTE:
   Extensions should not be administered for both the INTUITY AUDIX and the INTUITY Lodging applications. If an extension is administered for both, the covered calls will be directed to the INTUITY Lodging application.

   Try the call again. If you still obtain an incorrect prompt, continue with the next step.

3. Verify that the correct services are assigned to the called numbers. Return to Chapter 3 and use the "Assign Services to Called Numbers" procedure to display the screen and verify the service names and associated numbers.

   ### NOTE:
   Each service name must have an associated called number or the word ANY. ANY allows the system to answer the call for "any" called number as long as the call comes to the INTUITY system.

   Try the call again. If you still obtain an incorrect prompt, contact your remote maintenance center.

System Plays Out an Error Message

The following table lists the error prompts, their causes, and possible remedies:

Table 6-2.   Phone Interface Error Messages, Possible Causes and Remedies

Error Message	Possible Cause	Possible Remedy
Login incorrect	Wrong extension or password entered through the telephone interface	Verify the extension number and password, if one is in use, and attempt the call again
	Wrong extension or password entered for the test guest during the check-in procedures	Display the test guest mailbox administration (Lodging Administration, Guests Mailbox Administration, Mailbox, and enter the extension number). Verify your entries. If the system does not display guest administration for the extension, the test guest was assigned to the wrong extension.
	Too may digits for the extension	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to access the screen.
	Attempting to retrieve messages from a lobby or other phone and entering too may digits for the extension	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to access the screen. Contact the project manager if there is a discrepancy between the number of digits planned for and the number of digits required. Modify the parameter.
Invalid extension or Invalid password	Wrong extension or password entered through the telephone interface	Verify the extension number and password and try the call again

Table 6-2.   Phone Interface Error Messages, Possible Causes and Remedies

Error Message	Possible Cause	Possible Remedy
No default guest interface language has been specified	No default language assigned for the INTUITY Lodging application	Assign a default guest interface language on the System Parameter Administration screen
Transfer failed	PBX/switch failed to make a successful transfer	Try the call again. The attendant hunt group or the attendant queue may be misadministered. If the call fails a second time, and the contract includes switch administration, refer to the INTUITY system switch integration document. If the contract does not include switch administration, contact your project manager.
	No Primary Attendant of hunt group is administered on the System Parameters Administration screen.	Verify that the Attendant Extension: and Hunt Group Or Primary Attendant: parameters contain the correct extensions on the INTUITY Lodging's System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to access the screen.

Table 6-2.   Phone Interface Error Messages, Possible Causes and Remedies

Error Message	Possible Cause	Possible Remedy
No one is checked into the room you dialed	Attendant transferred the caller to the wrong extension.	Contact the attendant, review the extension number, and try the call again.
	The test guest is not checked in.	Display the test guest mailbox administration (Lodging Administration, Guests Mailbox Administration, Mailbox, and enter the extension number). Verify your entries. If the system does not display guest administration for the extension, the test guest was assigned to the wrong extension.
	The wrong extension was used to check in the guest.	Check out the test guest associated with the wrong extension number and check the test guest in with the correct information
	The number of digits in the guest's extension exceeds the Maximum Extension Length system parameter.	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to access the screen. Contact the project manager if there is a discrepancy between the number of digits planned for and the number of digits required. Modify the parameter.
No one is available to receive your call	No attendant extension was entered into the Hunt Group or Primary Attendant parameter on the System Parameter Administration screen.	Verify that the Attendant Extension: and Hunt Group Or Primary Attendant: parameters contain the correct extensions on the INTUITY Lodging's System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to access the screen.
	All of the attendant extension are busy and the queue is full.	Try the call again.

Table 6-2.   Phone Interface Error Messages, Possible Causes and Remedies

Error Message	Possible Cause	Possible Remedy
This call is experiencing technical difficulties	The PBX/switch link is down	Refer to Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance", the section, "Clear Any Alarms," to display the alarm log and check for PBX/switch link alarms.
	The phone to channel mapping may be incorrect	Refer to the "System Does Not Answer" section on Page 6-19 of this chapter.
	The PMS link is down and the system parameter When PMS Link is down, calls For Guests Handled By: parameter is set to attendant.	
Message terminated by transfer to the operator	The touch tone 0 was pressed while recording, causing transfer to the operator.	Re-record the message. Be careful not to enter any touch tones. ⇒ **NOTE:** Occasionally the human voice may simulate touch tones, causing the system to react. Re-record the message.

Cannot Transfer to the Attendant

If you cannot transfer to the attendant, verify that the number is correct in the Hunt Group Or Primary Attendant: parameter on the System Parameter Administration screen. Refer to the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure on Page 6-3 of this chapter to display the screen and make any corrections.

The Message Waiting Indicator Does Not Operate

If the MWI does not operate:

1. Verify that the test guest telephone is properly connected:

    a. Check the phone set connection. When you insert the phone line into the phone set, it will click when properly in place.

    b. Test the bulb manually by sending a message-waiting call from the attendant console. If the bulb does not light, ask for a replacement set.

2. Verify that the Message Lamp Controlled By: parameter on the System Parameter Administration screen is LDG. If this parameter is PMS, the PBX/switch is waiting for a signal from the PMS to activate the MWI. For these tests, change the parameter to LDG if it has been set to PMS.

3. Verify that the MWI for the extension is enabled and that the appropriate type is set on the PBX/switch.

    If the contract specifies that you are to perform the PBX/switch administration, refer to the INTUITY PBX/switch document for the integration that you are installing and verify the administration.

    If you are not to provide PBX/switch administration, contact the customer system administrator and ask that the switch administration be verified.

4. Verify that the PBX/switch link is up.

    If the contract specifies that you are to perform the PBX/switch administration, refer to the INTUITY PBX/switch document for the integration that you are installing and verify the link.

    If you are not to provide PBX/switch administration, contact the customer system administrator and ask that link operation be verified.

Message Cannot Be Retrieved Through the Attendant

If the test message cannot be retrieved through the attendant:

1. Verify that the attendant's extension is correctly entered into the INTUITY Lodging's System Parameter Administration screen. Use the "Administer Lucent INTUITY Lodging Parameters and Basic Features" procedure earlier in this chapter to display the System Parameter Administration screen.

2. Verify the procedures that the attendant used, including the password. Try the call again.

Subscriber Deletion and Alarm Origination/Remote Maintenance

7

This chapter presents the information necessary to:

- Remove test subscribers from the INTUITY AUDIX application

- Remove the test guest subscribers from the Lucent INTUITY Lodging application

- Use the Alarm Management screen to test Alarm Origination and/or configure the remote maintenance modem

Remove INTUITY AUDIX 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.

> ⚠ **CAUTION:**
> *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 7-1.

```
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 7-1.   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.

Remove Lucent INTUITY Lodging Test Guest Subscribers

This procedure is required for all systems installing the INTUITY Lodging application. Use this procedure to remove the two test guests.

Requirements

Login: craft

Materials: test guest extension numbers

Procedure

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

> > Guest Mailbox Administration
>
> > > Mailbox

The system responds with the Mailbox screen, as shown in Figure 7-2.

```
                        Mailbox                    x Administration
            Guest Extension: _____
         Guest Room Number: _____
               Guest Name: _____        ement
           Guest Password: *___
           Guest Language: _____
            Switch number: _____                 s
                                                     box
           Messages Waiting
                    Voice:
                      Fax:
                     Text:
    Mailbox Capacity Usage:     %
   Suite Mailbox Extension:
                 Comments: _____



   Enter guest extension (Required Field) and press a function key.
```
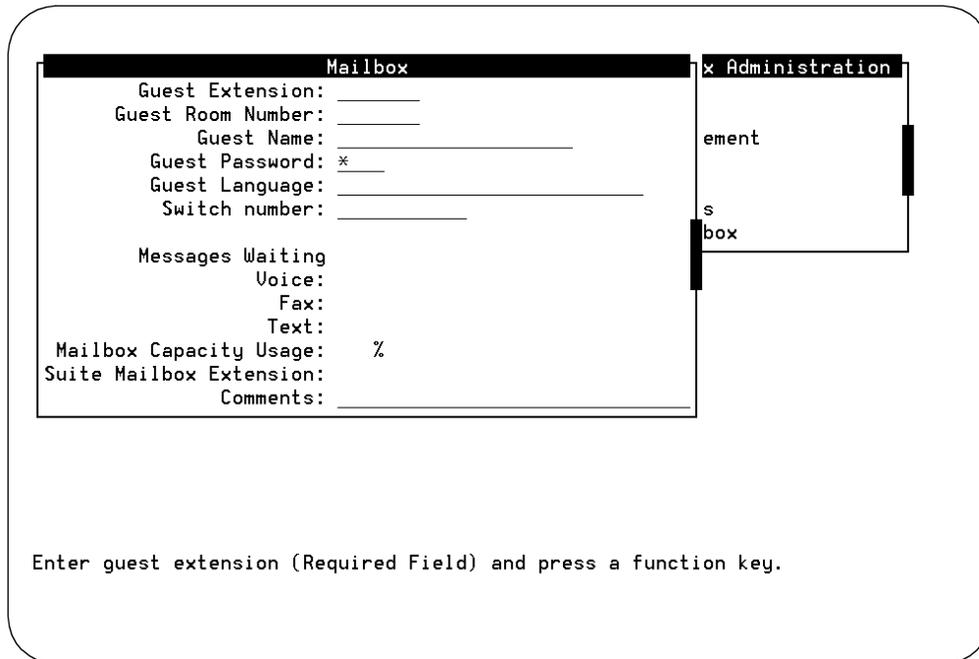
Figure 7-2.   INTUITY Lodging Mailbox Administration Screen

2. Enter the extension number for test guest#1.

3. Press `CHG-KEYS` (F8).

    The system responds by displaying the alternate softkeys.

4. Press `CHG-KEYS` (F2) to checkout the test guest.

    The system responds with a Confirm screen:

    ```
    Are you sure you want to checkout this guest?

    Press <y> to confirm.
    Press <n> to cancel.
    ```

5. Enter **y** to confirm that you wish to remove this guest.

    The system responds with an Information screen:

    ```
    Guest Checked Out

    Press <Enter> to continue.
    ```

6. Press `ENTER` to continue.

7. Enter the extension number for test guest#2.

8. Press `CHG-KEYS` (F8).

    The system responds by displaying the alternate softkeys.

9. Press CHG-KEYS (F2) to checkout the test guest.

   The system responds with a Confirm screen:

   ```
   Are you sure you want to checkout this guest?

   Press <y> to confirm.
   Press <n> to cancel.
   ```

10. Enter **y** to confirm that you wish to remove this guest.

    The system responds with an Information screen:

    ```
    Guest Checked Out

    Press <Enter> to continue.
    ```

11. Press ENTER to continue.

12. Press CHG-KEYS (F8) to display the standard softkeys.

13. Press CANCEL (F6) three times to return to the INTUITY (TM)
    Administration screen.

14. Continue with the next procedure on your checklist.

Administer the Alarm Management Screen, Configure the Maintenance Modem, and/or Test Alarm Origination

This procedure is designed to:

- Administer the Alarm Management screen

- Configure a modem (all modems except the 7400A data module)

- Test Alarm Origination for systems with Alarm Origination

This procedure applies to:

- Systems using Alarm Origination and remote maintenance

- Systems using only remote maintenance (systems will not send alarms to
  a predetermined destination

- Systems equipped with a Comsphere 3820 or 3910 modem

- Systems equipped with a Remote Maintenance Board (RMB)

This procedure does not apply to systems integrated with the MERLIN LEGEND
without Alarm Origination. If you are installing a MERLIN LEGEND integration
without Alarm Origination, continue with the next procedure on your checklist.

➡ NOTE:

If the customer has ordered Alarm Origination with a MERLIN LEGEND
integration, verify that the Alarm Origination option is activated on the

Features Options screen (Chapter 2) and then continue with these
procedures.

For systems with Alarm Origination, this procedure assigns a valid alarm
destination and alarm level. The acceptance test sends a message to the
remote support center, which 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.

After the Alarm Origination test, inactivate the Alarm Origination by entering
inactive into the Alarm Origination field. This step prevents the INTUITY system
from sending out alarms while it is being installed. All alarms should be cleared
before you change the Alarm Origination field to active.

$\Longrightarrow$ **NOTE:**

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 and suppress the alarms so
that the system does not send out alarms during the Alarm Origination
testing. If you logoff, be sure that Alarm Origination inactive until after you
have performed the cut-to-service procedures or the system will transmit
alarms.

For systems without Alarm Origination that use a modem for remote
maintenance purposes only, this procedure populates the Alarm Management
screen and allows the system to download information to the remote
maintenance modem to configure it. After the modem is configured, the remote
maintenance center may dial into the system.

Requirements

Login:	craft
Materials:	Worksheet 10-3: "Remote Support Parameters: Alarm Origination" from your project manager
Special Conditions:	Internal Remote Maintenance Board (RMB) cabled or a 3820 or 3910 modem attached to COM2 and cabled

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.

```
 Customer/Services Administration
>Alarm Management
 Backup/Restore
 Database Audits                     Alarm  Management
 Diagnostics
 Feature Options       Product ID              ▓299999999
 Log Administration
 System Management      Alarm Destination       918005353573
 System Verification
                       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. For systems without Alarm Origination, this number will be 2999999999. For systems without Alarm Origination, this number will be a specific number assigned only to the system that you are installing.

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. For systems with Alarm Origination, this will be a number to a remote
   maintenance center. for systems without Alarm Origination, this will be a
   local extension near the INTUITY system, usually one of the test phones.

6. Verify that you correctly entered the telephone number for the alarm
   destination. If the number is incorrect, this test will not complete.

7. Determine your next step:

   a. If this system has Alarm Origination, continue with Step 8.

   b. If this system does not have Alarm Origination, continue with Step
      9.

8. Refer to your worksheet. If the customer has a maintenance contract
   specifying that the system will send out both major and minor alarms,
   specify "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.

9. Verify that the Alarm Suppression field reads ACTIVE. If it does not, press
   (CHOICES) (F2), highlight ACTIVE, and press (ENTER) to change the field
   entry.

   ➡ **NOTE:**
   These steps apply to systems with and without Alarm Origination. In
   order to configure the remote maintenance modem for systems with
   and without Alarm Origination, you must perform the Alarm
   Origination test.

10. Verify that the Alarm Origination field reads ACTIVE. If it does not, press
    (CHOICES) (F2), highlight ACTIVE, and press (ENTER) to change the field
    entry.

11. Press (SAVE) (F3) to save the alarm management administration.

    ➡ **NOTE:**
    Complete the remainder of this procedure as quickly as possible. If
    you logout, the Alarm Suppression field will revert to ACTIVE, and
    the system will send out alarms to the telephone number entered
    into the Alarm Destination screen after completing the Alarm
    Origination test.

    The system responds with an information screen:

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

12. Press ⸤ENTER⸥ to continue with the alarm origination test.

13. Press ⸤CHG-KEYS⸥ (F8) to display the system's alternate soft keys.

14. Press ⸤TEST-ALM⸥ (F1) to display the Alarm Origination Test screen.

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

```
 Customer/Services Administration
 >Alarm Management
  Backup/Restore
  Database Audits                          Alarm   Management
  Diagnostics
  Feature Options              Product ID                    2999999999
  Log Administration
  System Management            Alarm Destination             18005353573
  System Verification
                               Alarm Origination             ACTIVE

                               Alarm Level                   MINOR

       Alarm Origination Test
   Execute Alarm Origination Test arm Suppression            INACTIVE
   Review Latest Test Results
                               ear Alarm Notification        ACTIVE




 Highlight the item you want and press <Enter>
```

Figure 7-4.   Alarm Origination Test Screen

15. Select Execute Alarm Origination Test.

    ⸻▷ **NOTE:**
    These steps apply to systems with Alarm Origination and systems with remote maintenance but without Alarm Origination. Systems with Alarm Origination will send a message to the remote maintenance center. Systems without Alarm Origination will call the test phone. The ringing test phone will verify that the modem is configured.

16. 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.
    ```

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

18. Wait approximately 1 (one) minute.

19. Select Review Latest Test Results.

20. 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.

```
┌─────────────────────────────────────────────────────────────┐
│ ┌───────────────────────────────┐                           │
│ │Customer/Services Administration│                          │
│ │>Alarm Management               │                          │
│ │ Backup/Restore                 │                          │
│ │ Database Audits     ┌──────────────Alarm  Management──────┐│
│ │ Dia┌─────────────── Alarm Origination Test Results ──────┐││
│ │ Fea│                                                     │││
│ │ Log│ Mon Nov 13 13:35:49 1995                            │││
│ │ Sys│                                                     │││
│ │ Sys│  Alarm origination test in progress ...            │││
│ │    │                                                     │││
│ │    │                                                     │││
│ │    │                                                     │││
│ │ Exe│                                                     │││
│ │>Rev│                                                     │││
│ └────└─────────────────────────────────────────────────────┘│
└─────────────────────────────────────────────────────────────┘
```
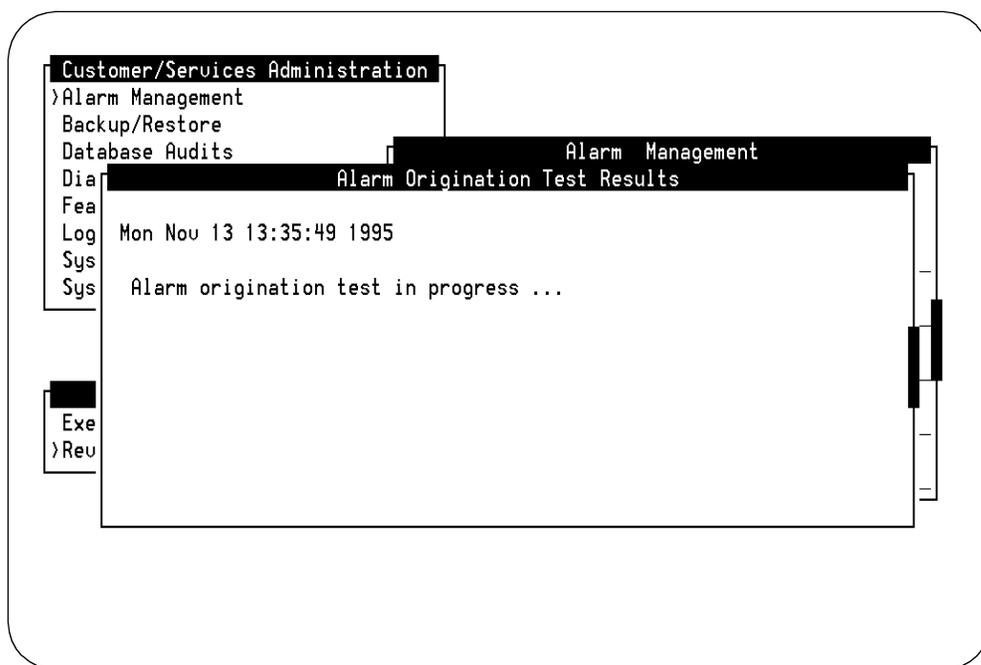
Figure 7-5. Alarm Origination Test Results Screen During the Test

21. For systems with Alarm Origination, verify that there is **not any entry** other than:

    ```
    Alarm origination test in progress ...
    ```

    corresponding to 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 3.0,* 585-310-557. Systems without Alarm Origination may display a failure message. If the test phone rings or if the error message "dial failed: -3", the modem is configured.

22. Determine your next step:

    a. For systems with Alarm Origination, continue with Step 23.

    b. For systems without Alarm Origination, you should hear the test phone or other designated extension ring. The modem is now configured. At this point, you may ask the remote maintenance center to dial into the system if they wish to confirm the connectivity, and/or continue with Step 28.

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

24. Wait for approximately 4 minutes, or continue with the next task on your checklist and return to this procedure.

25. Highlight Review Latest Test Results. Use the up and/or down arrow keys to move the cursor bar.

26. Press (ENTER) to display the latest results.

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


```
 Customer/Services Administration
>Alarm Management
 Backup/Restore
 Database Audits                      Alarm  Management
 Dia|                    Alarm Origination Test Results
 Fea|  Tue Jan 18 17:08:20 1994
 Log|
 Sys|    Alarm origination test successful
 Sys|



 Exe|
>Reu|
```
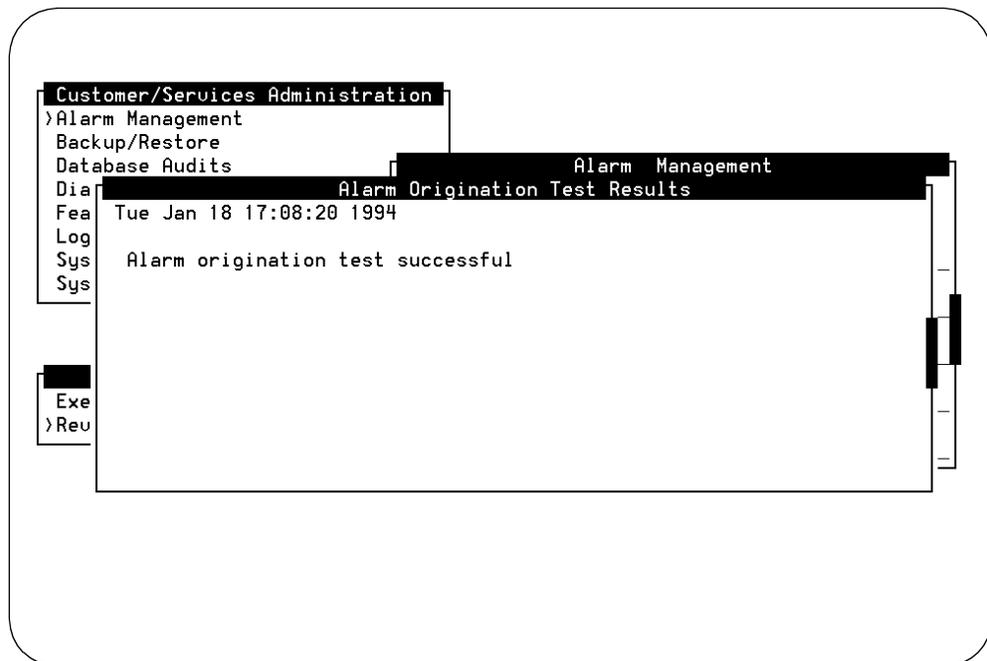
Figure 7-6.   Alarm Origination Test Results Screen For A Successful Test

27. Verify that the message on the screen reads:

```
Day Date Time

Alarm origination test successful.
```

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

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

30. Press (CHOICES) (F2) to display the field options.

31. Select **inactive** from the choices screen.

32. 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. For systems
> with Alarm Origination, activate Alarm Origination as a part of the
> cut-to-service procedures after the switch link is fully operational.

33. 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 3.0* ,
    585-310-557.

Peripheral Administration and Test

<div style="text-align: right">**8**</div>

This chapter presents the information necessary to install and test the INTUITY system remote administration terminals, remote administration modems, and printers:

- Lucent Paradyne Comsphere 3810, 3820, or 3910 modem or alternate modem shipped by Lucent Technologies. These modems are used for remote maintenance, digital networking, remote terminal access at distances beyond 50 feet, and remote administration.

  > **⚠ CAUTION:**
  > *Do not install any modem that has not been tested and approved by Lucent Technologies. If you receive an alternate modem, contact your remote maintenance center and follow their instructions.*

- Lucent 715 BCS (Business Communications Systems) 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.

  > **⚠ CAUTION:**
  > *Do not activate the printer software on systems that do not have a printer attached. Doing so will cause system operating problems.*

Serial Port Assignments and Remote Maintenance Configurations

The serial ports assignments for the modem(s), remote terminals, a Property Management System (PMS) link, and/or CAS 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 Lucent Technologies remote maintenance

- Systems with COM2 (Serial Port 2, tty01) available for application use

Refer to Worksheet 10-8, "Serial Port Assignments," from your project manager.

> **NOTE:**
> Serial ports for SPM, CAS, and the PMS interface are administered during the related application's installation. Do not use the procedures in this chapter to administer serial ports supporting SPM, CAS, and a PMS interface link.

Systems with COM2 Dedicated

All systems except systems integrated with the MERLIN LEGEND Communications System have a dedicated COM2 serial port. This port is used for Alarm Origination and/or remote maintenance.

Alarm Origination and remote maintenance is through a 3810, 3820, or 3910 remote maintenance modem.

Systems with COM2 Available

COM2 (serial port 2) is available for use on some systems integrated with the MERLIN LEGEND Communications System. On systems integrated with the MERLIN LEGEND, COM2 may be used for applications unless the customer orders Alarm Origination. 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.

> **NOTE:**
> Systems integrated with the MERLIN LEGEND reserve COM1 (Serial Port 1) for the System Maintenance and Programming (SPM). SPM may only be cabled to COM1.

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. Administering information on the Alarm Management screen 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 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 Lucent Paradyne Comsphere 3810, 3820, or 3910 Modem for Remote Administration

The INTUITY system supports the Lucent Paradyne Comsphere 3810, 3820, and 3910 modems. These modems are used for digital networking and remote terminal access at distances beyond 50 feet.

The procedure below lists the options available for remote administration modem configuration. The following procedure details a method of manual Comsphere 3810, 3820, and 3910 administration that saves 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 or remote administration modem unless your remote support center directs you to do so. The Paradyne 3810, 3820, and 3910 modems used for remote maintenance will be automatically configured when you perform the Alarm Origination/Remote maintenance test. Installation of the remote maintenance modem does not require serial port registration or configuration using the procedures in this chapter.

> **⚠ CAUTION:**
> *Only use the manual procedures only if you are directed to do so by the remote maintenance center.*

The Comsphere 3810, 3820, and 3910 store the administered information into a non-volatile memory area so that the settings are retained during a power loss.

⚠ CAUTION:
These settings are for use with the Lucent Paradyne Comsphere 3810, 3820, and 3910 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, depending upon your method of configuration:
Comsphere Documentation
(3810-A2-GB91-20) for the 3820, or for the
3910: 3910-A2-GK41-10

Procedure to Administer the Comsphere 3810, 3820, or 3910 for Remote Administration

> **⚠ CAUTION:**
> *Do not use these procedures for any modem other than the Comsphere 3810, 3820, or 3910.*

1. Determine remote administration modem configuration.

   The remote administration modem may be configured in a number of ways depending upon your system:

   - For systems with a remote maintenance modem connected to COM2

     Contact the remote maintenance center and ask them to dial in or:

     a. Shutdown the system. Refer to Appendix C, "Adding INTUITY Applications, Features, and Options", Page C-53.

     b. Remove power and the power cords from the system.

     c. Remove the modem from COM2 and connect this modem to the port intended for the remote administration modem. This modem has already been configured when the system called out for the Alarm Origination/Remote Maintenance test.

     d. Cable the non-configured modem to COM2.

     e. Return the power cords and then power to the system.

     f. Administer this port for a modem, Page 8-14 in this chapter.

     g. Repeat the Alarm Origination/Remote Maintenance procedures in Chapter 7 for the modem now attached to COM2 so that it will function as the remote maintenance modem.

     h. Continue with the next procedure on your checklist.

   - For any system

     Contact your remote maintenance center and ask them to dial in to set the modem. They will need to know the identity of the port to which the modem is attached.

Procedure for Modem Manual Administration

> **⚠ CAUTION:**
> *Do not use the following procedures unless directed to do so by your remote maintenance center.*

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

⮕ **NOTE:**
   Use these procedures only under the direction of your remote maintenance center.

The 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.
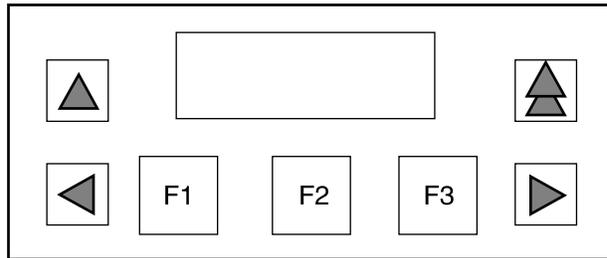
Figure 8-1. Diagnostic Control Panel

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 Modem for Remote Administration

Use the steps in the next section, "Selecting the UNIX Dial Default Factory Configuration," to configure the 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 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

■ Setting the DTR action and the DSR control to standard RS-232

■ Setting the Error Control Mode to Buffer Mode

Selecting the UNIX Dial Default Factory Configuration for the Modem

➡ **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 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 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," 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`.

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`.

    a. 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 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 Modem via a Terminal

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

Follow the procedure below.

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=128S65=2&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

Use the following information to configure the 7400A data module. Refer to the hardware guide for modem-system connectivity.

Requirements

Login: none

Materials: Optional: *7400A Data Module
            User's Manual* (555-020-706)

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 8-1. 7400A Modem Option Settings

Option	Setting
Baud Rate	1200 or 9600 9600 is recommended
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
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.

Use this procedure to administer modems for remote administration on the INTUITY system. In the United States and Canada, 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.

> **NOTE:**
> If you assign the modem to the wrong serial port, you must remove the modem before you can re-assign it to the correct serial port. For the procedure to remove a device from a serial port, refer to Page 8-27 in this chapter, "Removing a Modem or Terminal Device from the System."

Requirements

Login: craft

Materials: Serial Ports worksheet from your project manager

Procedure

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

> Customer/Services Administration

> System Management

> UNIX Management

>Modem/Terminal Administration

>Install Modem/Terminal Software
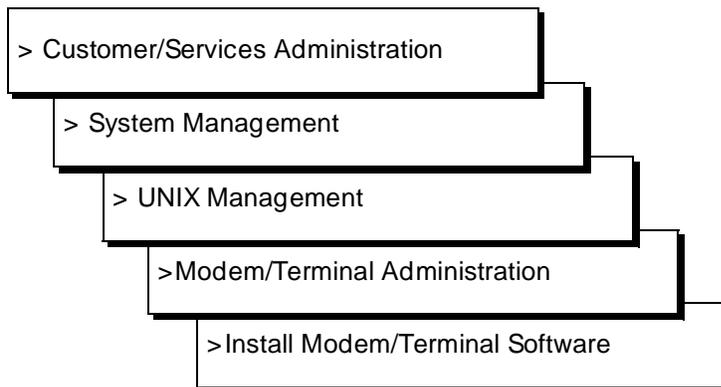
2. Press ⟨ENTER⟩ to display the Installation screen.

   The system responds with the *Install Modem/Terminal* screen, as shown in Figure 8-2.

```
┌─────────────────────────────────────────────────────────────────────────┐
│  ┌─Customer/Services Administration─┐    ┌──────Install Modem/Terminal──────┐ │
│  │ Alarm Management                 │    │                                  │ │
│  │ Backup/Restore                   │    │            Device: _____     │ │
│  │ Database Audits                  │    │                                  │ │
│  │ Diagnostics                      │    │ Serial Port Number: _____  │ │
│  │ Feature Options                  │    │                                  │ │
│  │ Log Administration               │    │             Speed: _____  │ │
│  │›System Management                │    └──────────────────────────────────┘ │
│  │ System Verification              │                                          │
│  └──────────────────────────────────┘    ┌──────────UNIX Management─────────┐  │
│                                           │ Format UNIX Floppy/Tape          │  │
│                                           │›Modem/Terminal Administration    │  │
│                                           │ Password Administration          │  │
│  ┌────Modem/Terminal Administration─┐     │ Printer Administration           │  │
│  │ Display Serial Port Status       │     │ Software Install                 │  │
│  │›Install Modem/Terminal Software  │     │ Software Remove                  │  │
│  │ Remove Modem/Terminal Software   │     │ UNIX Date and Time               │  │
│  └──────────────────────────────────┘     └──────────────────────────────────┘  │
│                                                                                  │
│                                                                                  │
│  Type in the device or press CHOICES.                                            │
│                                                                                  │
└──────────────────────────────────────────────────────────────────────────┘
```

Figure 8-2.   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 8-2 shows an example Port Number choices screen.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│  ┌──────────────────────────────┐         ┌──────────────────────────────┐   │
│  │ Customer/Services Administration │      │   Install Modem/Terminal     │   │
│  │  Alarm Management            │          │                              │   │
│  │  Backup/Restore             │           │          Device: modem____   │   │
│  │  Database Audits            │           │                              │   │
│  │  Diagnostics                │           │ Serial Port Number: _____ │   │
│  │  Feature Options            │           │                              │   │
│  │  Log Administration         │           │          Speed: _____   │   │
│  │ >System Management          │           │                              │   │
│  │  System Verification        │           └──────────────────────────────┘   │
│  │                             │                                              │
│  │                 ┌─────────────────┐ ┌──────────────────────────┐          │
│  │                 │  Port Number    │ │     UNIX Management       │          │
│  ┌──────────────────┤ /dev/tty00     │ │ormat UNIX Floppy/Tape    │          │
│  │Modem/Terminal Administratio│/dev/ttysac│odem/Terminal Administration│      │
│  │ Display Serial Port Status │/dev/ttysad│assword Administration    │        │
│  │>Install Modem/Terminal Softw│/dev/ttysae│rinter Administration    │        │
│  │ Remove Modem/Terminal Softwa│/dev/ttysaf│oftware Install          │        │
│  └──────────────────│/dev/ttysag      │ │oftware Remove            │         │
│                     │/dev/ttysah      │ │NIX Date and Time         │         │
│                     └─────────────────┘ └──────────────────────────┘         │
│                                                                               │
│  Highlight the item you want and press <Enter>                                │
│                                                                               │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 8-3.   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.

7. Place the cursor on the serial port number to be used, and press (ENTER).

8. Press (CHOICES) (F2) with the cursor on the Speed field to get a list of possible speeds for the device being installed.

9. Place the cursor on 9600 for the Comsphere 3810, 3820, or 3910. For the 7400A, place the cursor on 1200 or 9600.

10. 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 715 BCS 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 715 BCS keyboard at the same time.

   The remote terminal displays the setup menu, as shown in Figure 8-4.

```
      SETUP MENU

   User Preferences
   Communications Options (Per Port)
   General Options (Per Window)
   Keyboard Options (Per Window)
   Printer Options (Per Window)
   Tab Setup
   User Function Key Setup
   Login Setup
```
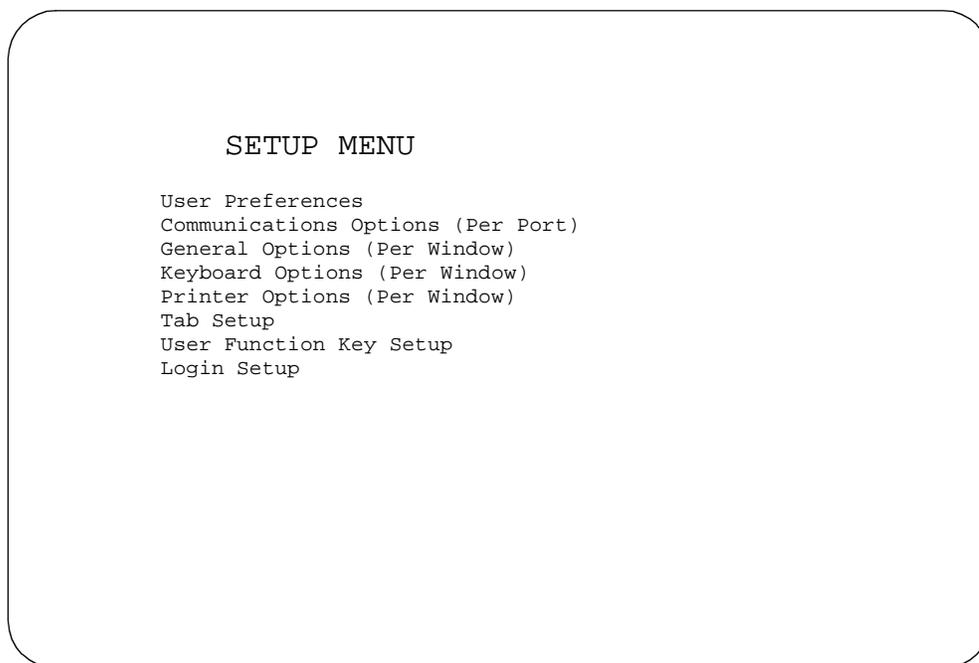
Figure 8-4.   715 BCS Terminal Setup Options

3. Select User Preferences.

4. Press (ENTER) to display the user preferences.

   (This procedure continued on the following page.)

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
Warning Bell	on
Font Size	large
Parallel Port	enabled

Use the arrow keys to highlight the option. Press enter while the option is hightlighted 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.

(This procedure continued on the following page.)

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 hightlighted 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
Terminal ID	705
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 hightlighted 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.

⇒ **NOTE:**
If you assign the terminal to the wrong serial port, you must remove the terminal before you can re-assign it to the correct serial port. For the procedure to remove a device from a serial port, refer to Page 8-27 in this chapter, "Removing a Modem or Terminal Device From the System".

Requirements

Login: craft

Materials: Serial Ports worksheet from your project manager

Procedure

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

> Customer/Services Administration

> System Management

> UNIX Management

>Modem/Terminal Administration

>Install Modem/Terminal Software

The system responds with the Install Modem/Terminal screen, as shown in Figure 8-5.

```
┌─────────────────────────────────────────────────────────────────────────┐
│  ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜        ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜        │
│  ▌Customer/Services Administration▐   ▌   Install Modem/Terminal   ▐     │
│   Alarm Management                                                        │
│   Backup/Restore                              Device: _____          │
│   Database Audits                                                         │
│   Diagnostics                        Serial Port Number: _____       │
│   Feature Options                                                         │
│   Log Administration                           Speed: _____          │
│  ›System Management                                                       │
│   System Verification                                                     │
│                                       ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜        │
│                                       ▌      UNIX Management       ▐      │
│                                        Format UNIX Floppy/Tape           │
│   ▛▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▀▜          ›Modem/Terminal Administration     │
│   ▌Modem/Terminal Administration▐      Password Administration           │
│    Display Serial Port Status          Printer Administration            │
│   ›Install Modem/Terminal Software     Software Install                  │
│    Remove Modem/Terminal Software      Software Remove                   │
│                                        UNIX Date and Time                │
│                                                                           │
│                                                                           │
│   Type in the device or press CHOICES.                                   │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
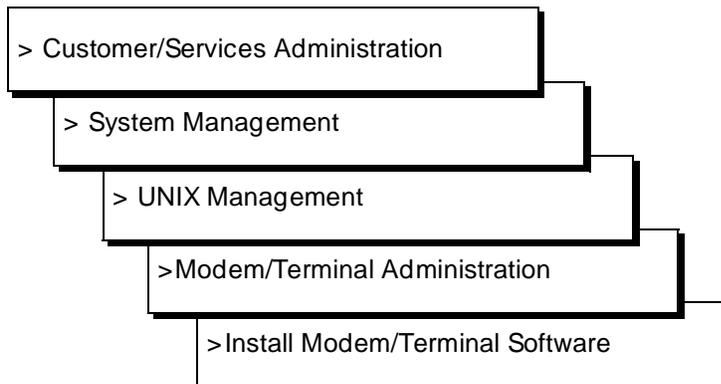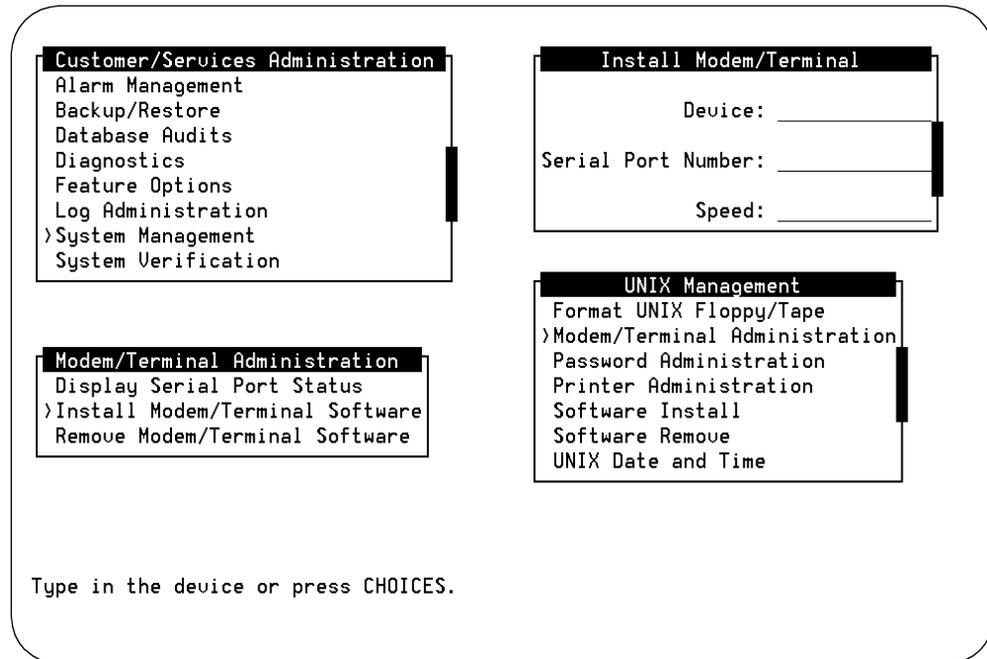
Figure 8-5.   Installation Screen for Adding a Modem or a Terminal

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.

⚠ CAUTION:
Do not install printer software on systems that do not have a printer connected. If the printer is to be removed from the system, use the Remove Printer Software option under the Printer Administration screen.

Requirements

Login: craft

Materials: none

Procedure

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

> Customer/Services Administration

> System Management

> UNIX Management

>Printer Administration
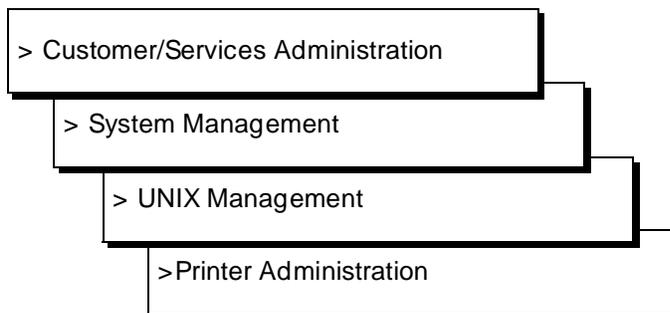
The system responds with the Printer Administration screen, as shown in Figure 8-6.
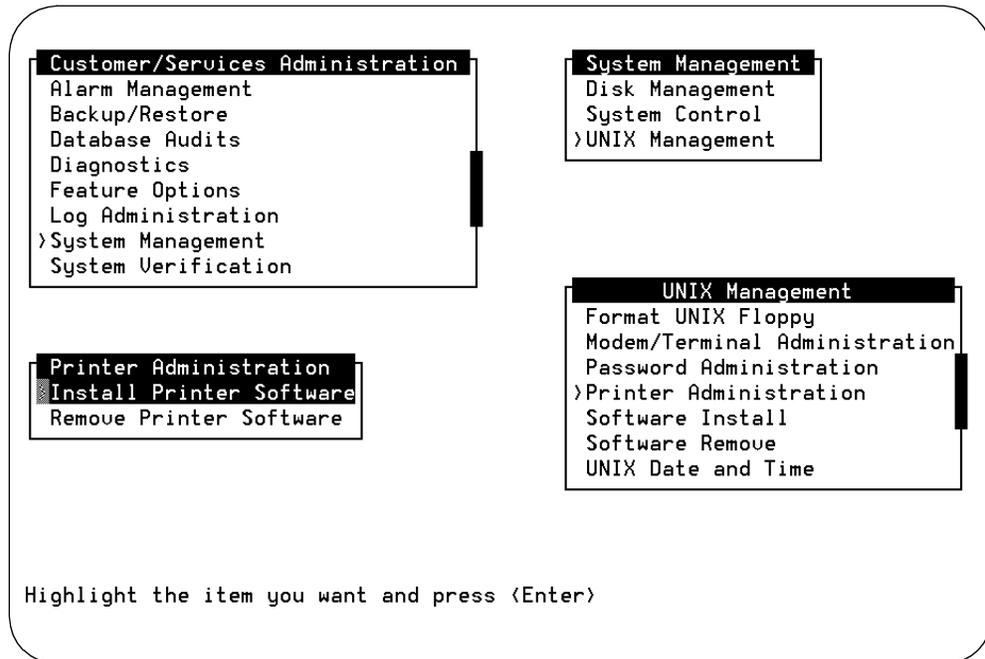
Figure 8-6.   Install Printer Software Screen

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:
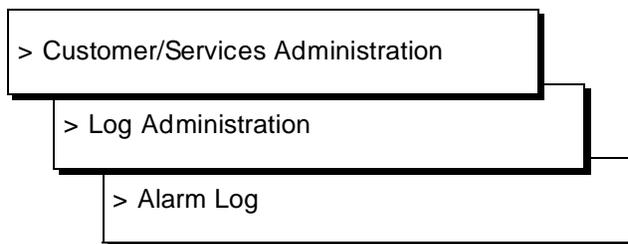
> Customer/Services Administration

> Log Administration

> Alarm Log

The system responds with the Alarm Log Display Selection screen, as shown in Figure 8-7.

```
┌─────────────────────────────────────────────────────────────────┐
│  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.       │
└─────────────────────────────────────────────────────────────────┘
```
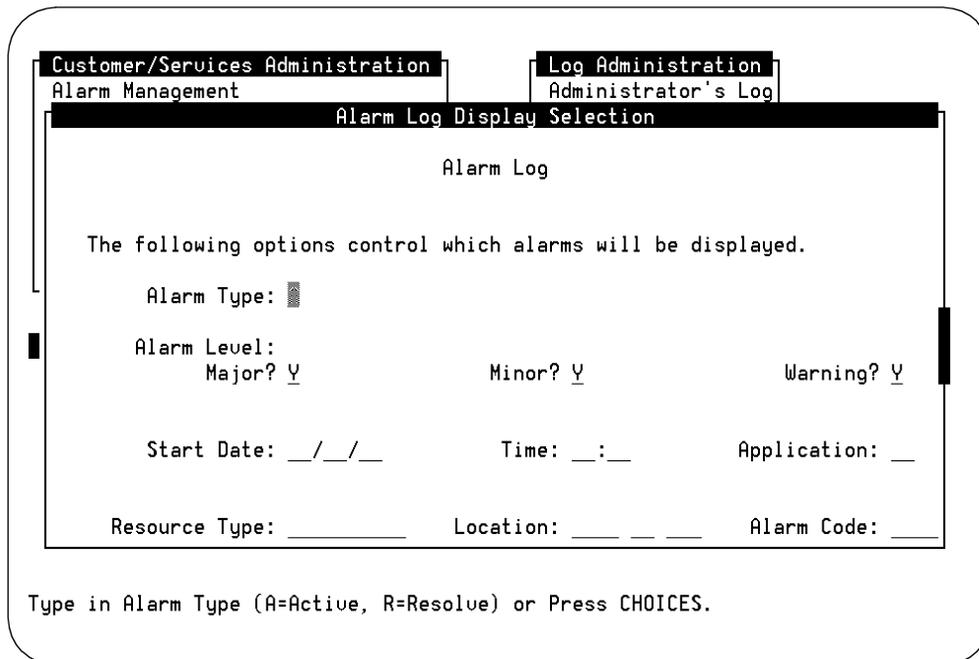
Figure 8-7.   Alarm Log Display Selection Screen

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.
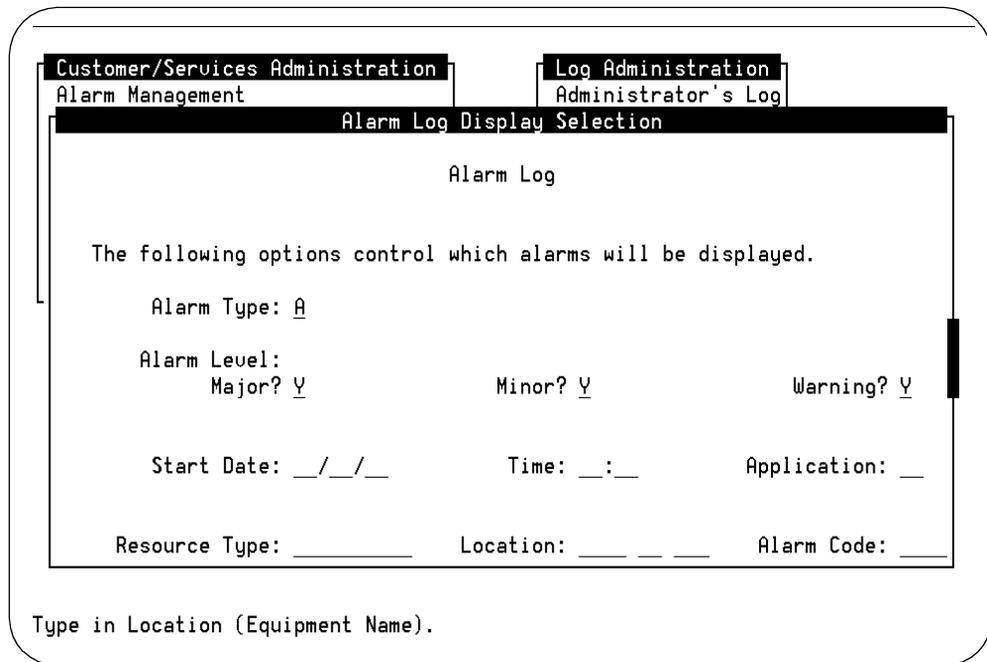
```
┌─────────────────────────────────────────────────────────────────────────┐
│  ┌Customer/Services Administration┐      ┌Log Administration┐            │
│   Alarm Management                        Administrator's Log            │
│  ████████████████████ Alarm Log Display Selection ████████████████████   │
│                                                                          │
│                              Alarm Log                                   │
│                                                                          │
│       The following options control which alarms will be displayed.      │
│                                                                          │
│           Alarm Type: A                                                  │
│                                                                          │
│           Alarm Level:                                                   │
│                 Major? Y            Minor? Y            Warning? Y        │
│                                                                          │
│                                                                          │
│            Start Date: __/__/__       Time: __:__      Application: __    │
│                                                                          │
│                                                                          │
│        Resource Type: _____   Location: ____ __ ___  Alarm Code: ____│
│                                                                          │
│                                                                          │
│  Type in Location (Equipment Name).                                      │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 8-8. 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.

Removing a Modem or Terminal Device From the System

Use the following procedure to remove a modem or terminal that needs to be assigned to another serial port from the system, or to remove a device that will no longer be used on the system.

This procedure is required before you can change the serial port assignment for a peripheral.

Requirements

Login: craft

Materials: none

Procedure

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

> Customer/Services Administration

> System Management

> UNIX Management

>Modem/Terminal Administration

>Remove Modem/Terminal Software
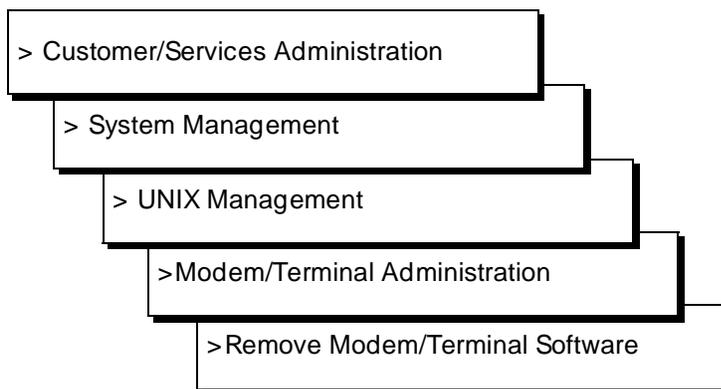
The system responds with the Remove Modem/Terminal screen, as shown in Figure 8-9.

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│   ┌Customer/Services Administration┐  ┌System Management┐             │
│   │ Alarm Management               │  │ Disk Management │             │
│   │ Backup/Restore                 │  │ System Control  │             │
│   │ Database Audits                │  │›UNIX┌Remove Modem/Terminal┐   │
│   │ Diagnostics                    │  │     │                     │   │
│   │ Feature Options                │  │     │       Name: _____ │   │
│   │ Log Administration             │  │     └─────────────────────┘   │
│   │›System Management              │                                  │
│   │ System Verification            │                                  │
│   └────────────────────────────────┘  ┌UNIX Management──────────────┐ │
│                                        │ Format UNIX Floppy/Tape     │ │
│                                        │›Modem/Terminal Administration│ │
│   ┌Modem/Terminal Administration┐      │ Password Administration     │ │
│   │ Display Serial Port Status   │      │ Printer Administration      │ │
│   │ Install Modem/Terminal Software│    │ Software Install            │ │
│   │›Remove Modem/Terminal Software │    │ Software Remove             │ │
│   └────────────────────────────────┘    │ UNIX Date and Time          │ │
│                                        └─────────────────────────────┘ │
│                                                                       │
│                                                                       │
│   Press CHOICES. When done with form press SAVE.                      │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 8-9.   Installation Screen for Adding a Modem or a Terminal

2. Press (CHOICES) (F2) to display a list of the devices that may be removed.

3. Place the cursor device to be removed, and press (ENTER).

4. Press (SAVE) (F3) to remove the device from the serial port.

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

6. Continue with the next procedure on your checklist, or reconfigure the device for the correct serial port.

Clear Alarms and System Backup

9

This chapter presents the information necessary to:

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

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

INTUITY Platform Administration and Maintenance for Release 3.0, 585-310-557

Clear Any Alarms

The INTUITY system 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, 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 3.0* (585-310-557), Chapters 12 through 19.

➡ **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 3.0*, 585-310-557

Procedure

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

> Customer/Services Administration

> Log Administration
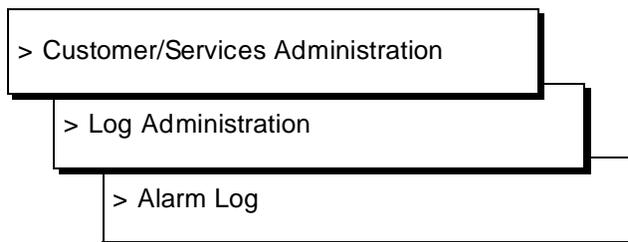
> Alarm Log

The system responds by displaying the Alarm Log Display Selections screen, as shown in Figure 9-1.

```
 ┌─────────────────────────────────┐      ┌──────────────────┐
 │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.
```
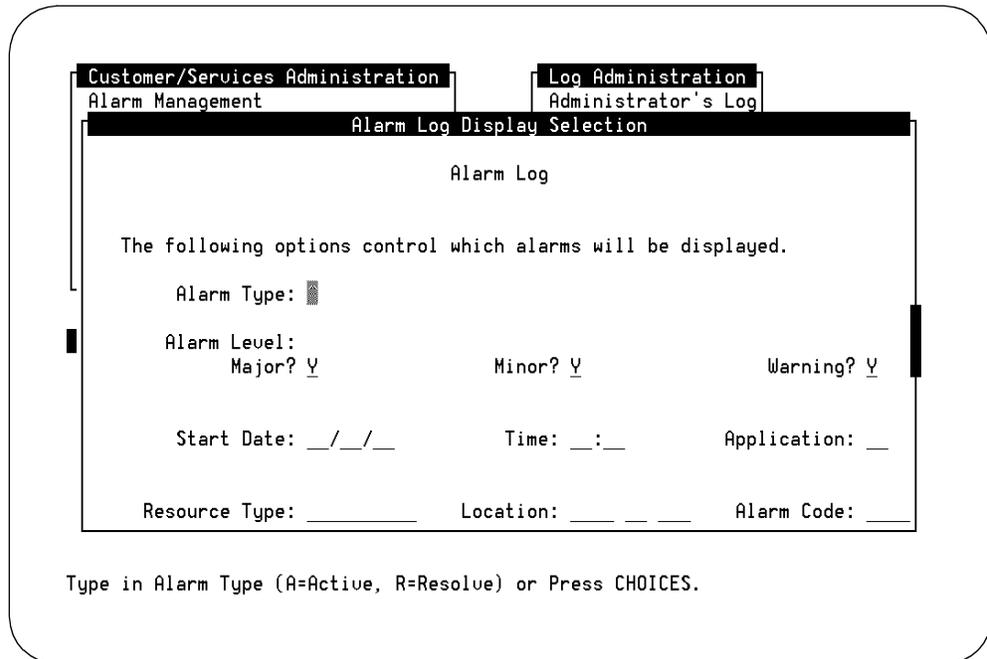
Figure 9-1.   Alarm Log Display Selection Screen

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 9-2.

```
 ┌──────────────────────────────────────────────────────────────────┐
 │                                                                    │
 │    ┌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: A                                      │    │
 │   │                                                           │    │
 │   │        Alarm Level:                                       │    │
 │   │              Major? Y          Minor? Y         Warning? Y │   │
 │   │                                                           │    │
 │   │                                                           │    │
 │   │        Start Date: __/__/__      Time: __:__    Application: __ │
 │   │                                                           │    │
 │   │        Resource Type: _____  Location: ____ __ ___  Alarm Code: ____ │
 │   │                                                           │    │
 │   └───────────────────────────────────────────────────────────┘    │
 │                                                                    │
 │   Type in Location (Equipment Name).                               │
 │                                                                    │
 └──────────────────────────────────────────────────────────────────┘
```
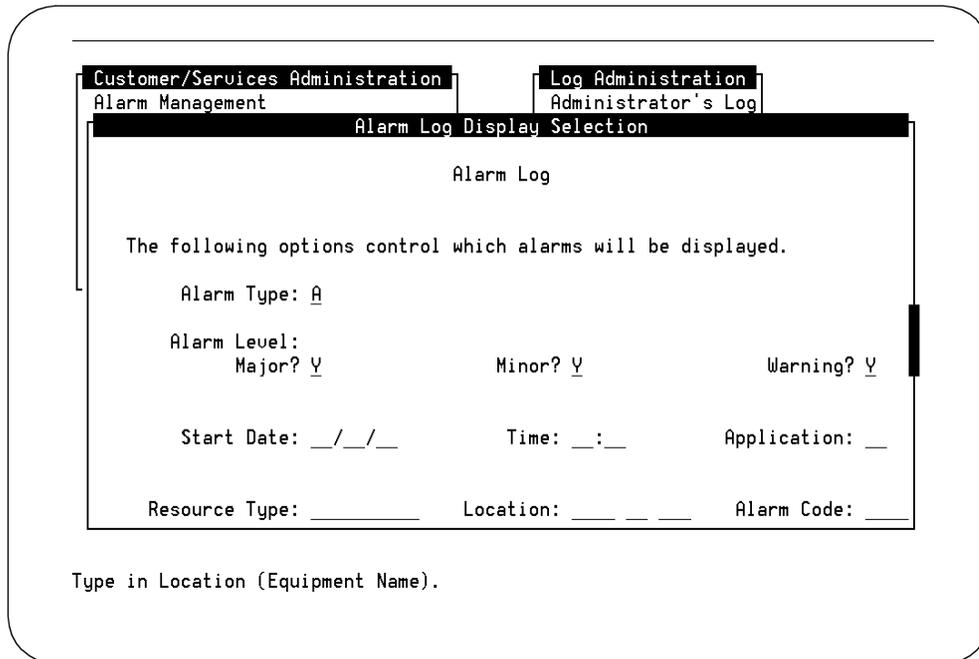
Figure 9-2.   Example Alarm Report Screen

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 3.0*, 585-310-557.

➡ **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.

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: 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. Press the small button on the upper right-hand corner of the tape drive to open the tape drive door.

6. 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 right.
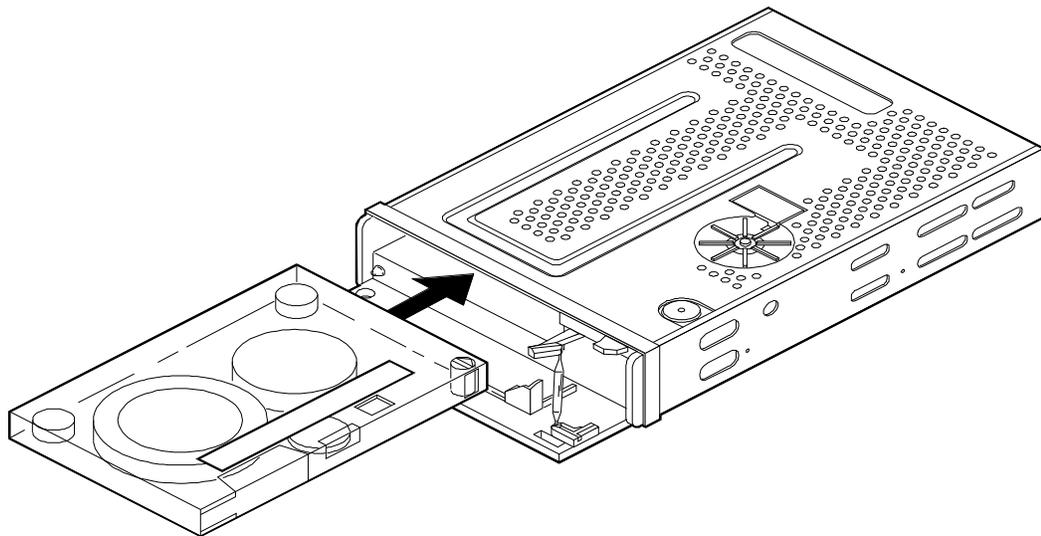
Figure 9-3.   Inserting a Cartridge Tape for Backup

7. Close the door to the tape drive.

   The system responds by tensioning the tape and turning on the small green light on the tape drive door.

8. Continue with the next procedure, "Make Attended Backup Tape."

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.

In general, the voice mail and call answer application(s) should have the system data backed up. Backing up the System Data will save the following information to tape:

- Time zone setting

- Serial ports configuration

- Channel configuration

- Features options configuration

- Switch integration information

Requirements

Login: craft

Materials: Blank cartridge tape inserted into the tape drive

Procedure

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

> Customer/Services Administration

> Backup/Restore
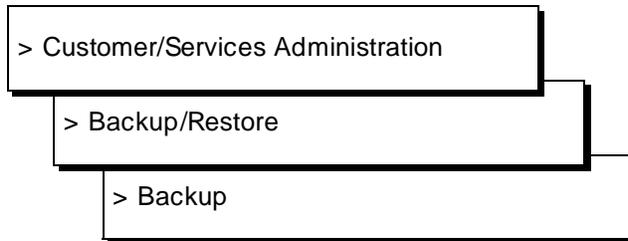
> Backup

The system responds with the Backup Data Type screen, as shown in Figure 9-4.

➡ **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 below.

```
                            Backup                    d Restore
        System Data                          Yes
        AUDIX Announcements                  No
        AUDIX Names                          No
        Greetings and Messages               No
        Guest Messages                       No
        Lodging System Files                 Yes



        _____              ___
        _____              ___
        _____              ___


    Press CHOICES. Press SAVE when you complete the form.
```

Figure 9-4.   Backup Data Type Screen

2. Determine which files to back up:

   a. If you are installing only the INTUITY AUDIX application:

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

      2. Enter **n** in all other fields

   b. If you are installing only the INTUITY Lodging application:

      1. Enter **y** in the Lodging System Files field

      2. Enter **n** in all other fields

   c. If you are installing both the INTUITY AUDIX and the INTUITY Lodging applications:

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

      1. Enter **y** in the Lodging System Files field

      2. Enter **n** in all other fields

3. 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 xMB 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)
   ```

4. Enter **y** to verify the backup tape(s).

   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.
   ```

   x is the number of tapes.

5. Verify that you have enough tapes to perform the backup.

6. 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.

7. Label additional cartridge tapes if the system requires more than 1 tape.

8. 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
   ```

9. Press ⌨ENTER to continue.

10. Press ⌨CANCEL (F6) until you reach INTUITY (TM) Administration screen.

11. 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. Open the tape drive door by pressing the small button on the right-hand side of the tape drive.

2. Remove the tape from the tape drive.

3. 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.

4. 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."

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

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

7. 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."

8. 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 right.

9. Close the door to the tape drive.

   The system responds by tensioning the tape. You will hear a 'whirring' sound to indicate that the tape is tensioning. The system also lights a small green light on the tape drive door.

10. Continue with the next procedure on your checklist.

INTUITY AUDIX Cut-to-Service Procedures

10

This chapter presents the information necessary to prepare the INTUITY AUDIX application for the cut-to-service.

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 R3.3 Administration and Feature Operations,* 585-310-552. Information about using INTUITY AUDIX screens is located in Chapter 1, "Pre-Installation Procedures".

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 R3.3 Administration and Feature Operations*, 585-310-552.

Requirements

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

Procedure

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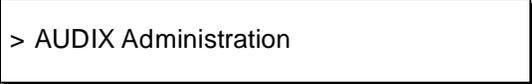
> AUDIX Administration

The system responds with the AUDIX Form screen, as shown in Figure 10-1.

➡ 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**

```
┌─────────────────────────────────────────────────────────────────────────┐
│ AUDIX          Active           Alarms:                      Logins: 2   │
│ ███████████████████████████████████████████████████████████████████████ │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│                                                                          │
│ ███████████████████████████████████████████████████████████████████████ │
│ enter command:                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
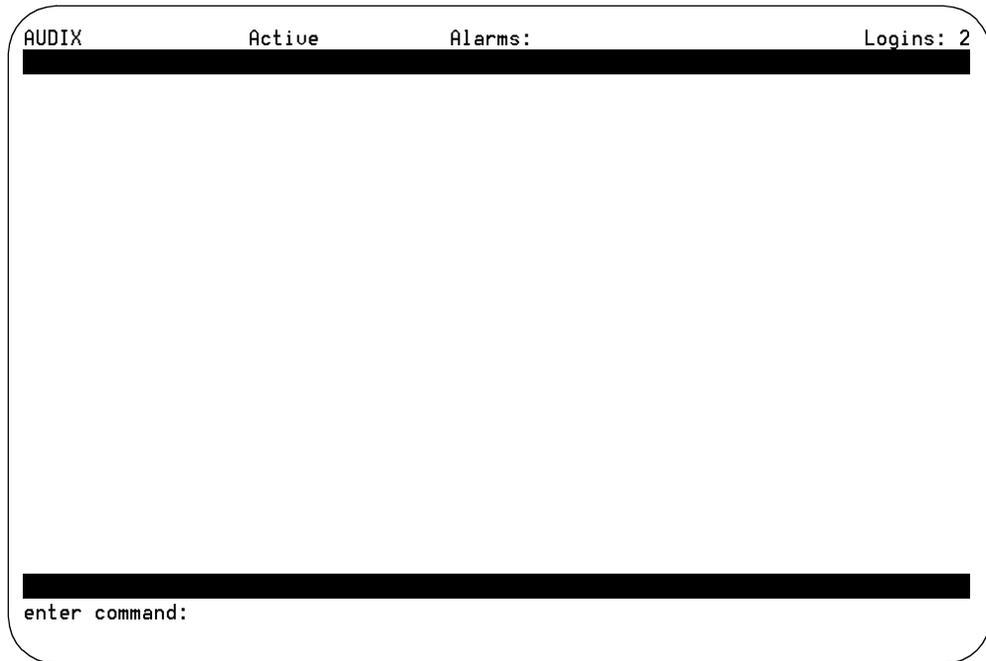
Figure 10-1.   Forms Controller Screen for INTUITY AUDIX

2. Enter the AUDIX command at the command prompt. Worksheet 7-26, "Installation Worksheets Inventory," from the planning guide lists the commands for each of the worksheets the apply to the INTUITY AUDIX application.

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.

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

➪ **NOTE:**
Administering a subscriber who will be fax-enabled generally requires that a subscriber's mailbox size be increased from the default size of 300 seconds for Voice Mail messages and 120 seconds for Call Answer messages as maximums. Lucent Technologies recommends settings of 1200 seconds for Voice Mail Message, Maximum Length, 1200 seconds for Call Answer Message, Maximum Length, and 2400 seconds for the maximum Mailbox size. Usually this mailbox size is increased automatically when applying the COS for fax-enabled subscribers. If the initial administration does not include an increase in these parameters, contact your project manager and verify that the system defaults are to be used instead.

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 su	ad su
add subscriber *name*	ad su *name*	ad su "Smith Joe"
add subscriber *extension*	ad su *extension*	ad su 9876
add subscriber extension name	ad su *extension name*	ad su 9876 "Smith Joe"

Changing Subscribers

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.

To change a mailbox from one subscriber assignment to another, you may use one of the following:

Full Command Version	Short Command Form	Short Command Form Example
change subscriber *name*	ch su *name*	ch su "Smith Joe"
change subscriber *extension*	ch su *extension*	ch su 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 *name*	di su *name*	di su "Smith Joe"
display subscriber *extension*	di su *extension*	di su 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 subscribers	li s	li s
list subscribers *name-characters*	li s *name-characters*	li s "Smith Joe"
list extensions	li e	li e
list extensions *extension*	li e *extension*	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 *name*	rem su *name*	rem su "Smith Joe"
remove subscriber *extension*	rem su *extension*	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 10-11 of this chapter. If you need to delete a subscriber, you must use the remove subscriber command on Page 10-13 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 10-2.

➡ **NOTE:**
The Secondary Extension field on Page 1 does not appear unless INTUITY FAX Messaging is activated. The illustration below shows the Add Subscriber screen on a system with INTUITY FAX Messaging active.

```
AUDIX              Active          Alarms: M wA                    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? _
  Secondary Ext: _____








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

Figure 10-2. 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 the function key F3 [⌈ENTER⌉ (F3)], INTUITY AUDIX enters the information into its database.

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

5. 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.

6. Enter the **COS** if it is different from class00, the default. If the default is to be used, press the ⌈TAB⌉ or the arrow keys to move to the next field.

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

8. 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.

9. Enter the Covering Extension number if one is provided on the worksheet.

10. Enter the Community ID if one is provided on the worksheet.

11. Enter the Secondary Extension if one is provided on the worksheet.

12. Enter **y** into the Broadcast Mailbox field if one is provided on the worksheet. Otherwise, leave the field blank. The system will automatically supply the default n.

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 class of service for an individual subscriber or to activate INTUITY Message Manager (IMAPI Access field), announcement set identity for multilingual, or INTUITY FAX Messaging for an individual subscriber:

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 10-3.

```
AUDIX              Active           Alarms:    A                      Logins: 2
add subscriber 1115                                                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? 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 1115
```

Figure 10-3.   AUDIX Administration Screen: Subscriber Class of Service Parameters (Page 2: Add Subscriber)

> b. Press 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 **ad su *extension number*** to add the next subscriber, **exit** at the prompt to return to the INTUITY (TM) Administration menu, or 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 2.

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 10-4.

```
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 10-4.   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. Repeat Steps 3 through 4 for as many fields as you wish to change.

6. Press the [NEXTPAGE] (F7) key to go to Page 2 of the form, or if you are finished making changes, go to Step 10.

7. Press the arrow keys or [TAB] to move to the field that you want to change.

8. Enter the information or use the choices key into the field

9. Repeat Steps 7 through 8 for as many fields as you wish to change.

10. 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
    ```

11. 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*** or **rem su *extension*** 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 10-5.

```
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 10-5.   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.

Lucent INTUITY Lodging Cut-to-Service Procedures

11

This chapter provides the procedures necessary for the Lucent INTUITY Lodging application cut-to-service. The cut-to-service tasks depend upon the configuration:

⇒ **NOTE:**
  If you are installing a PMS link that operates through the GuestWorks *server*, refer to *GuestWorks™ serverTechnician's Handbook* (555-231-103) for instructions.

■ Without a Property Management System (PMS) integration or PMS integration through the PBX

  If you are installing a Lucent INTUITY Lodging application without a PMS integration, continue with the next procedure on your checklist unless you need to administer the system for open mailboxes.

  If you need to administer open mailboxes, continue with the procedure "Cut the Property Management Service Link to Service" on Page 11-23.

  If you are installing a PMS integration through the GuestWorks *server*, refer to the *GuestWorks* server *Technician Handbook* (555-231-103) for instructions.

■ With a PMS integration direct link from the PMS to the Lucent INTUITY system

  If you are installing an INTUITY Lodging application with integration to a PMS system, you will need to perform the procedure: "Cut the Property Management Service Link to Service". This includes:

  — Administer PMS parameters on the System Parameter Administration screen

  — Verify the PMS Device for Link and Administer PMS Parameters

— Shutdown the System

— Cable the PMS to INTUITY system

— Ensure Database Synchronization

NOTE:
Lucent Technologies requires that a representative for the PMS be on site for Joint Acceptance Testing (JAT) when you connect the PMS to Lucent INTUITY system. Lucent Technologies installation will not troubleshoot the customer's PMS system. For additional information about the demarcation, refer to Chapter 1.

Cut the Property Management Service Link to Service

Use the following procedures to integrate the PMS with the INTUITY Lodging application. Use this procedure only if the system will be operating with Property Management System (PMS) control using a stand-alone serial link between the Lucent INTUITY system and the PMS.

NOTE:
The following procedures are Joint Acceptance Test (JAT) procedures. During the PMS link cut-to-service, a customer representative knowledgeable about the PMS interface or the PMS vendor must be present. If a representative is not available, immediately contact your project manager about the situation. Do not proceed with the PMS link cut-to-service procedures. For additional information, refer to "INTUITY Lodging Property Management System Integration Demarcation," Chapter 1, Page 1-10.

Administer INTUITY Lodging PMS Parameters

Use this procedure to administer the INTUITY Lodging PMS system parameters. These parameters establish MWI control and control of the system when the PMS link is down.

Requirements

Login: craft

Materials: Worksheet 5-1: "INTUITY Lodging System
            Parameters" from your project manager

Procedure

1. Determine if you need to use this procedure by referring to the worksheet
   and checking the PMS Integration Parameters.

   If both fields will remain as the default value LDG, continue with the next
   procedure, "Cut the Property Management Service Link to Service", Page
   11-5.

   If you need to change either of the parameters to PMS, continue with the
   next step.

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

> Lodging Administration

> System Parameter Administration

The system responds with the System Parameter Administration screen,
as shown in Figure 11-1.

```
                     System Parameter Administration
                     Attendant Extensions:
        _____  _____ _____ _____ _____ _____ _____
                          Hunt Group Or
                   Primary Attendant: _____

                      Voice Mail Parameters
              Mailbox Size: 6  min              Mailbox Type: Separate
          Pause For TT Input: 4 sec          Play Back Format: FIFO
    Maximum Extension Length: 4
     Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes   PMS Integration Parameters
Lamp ON For New Messages Only?: Yes   Message Lamp Controlled By: LDG
        Automatic Transfer to     When PMS link is down, calls
    Operator At End Of Call?: No        For Guests Handled By: LDG
            Default Language: _____


Enter attendant extension.
```
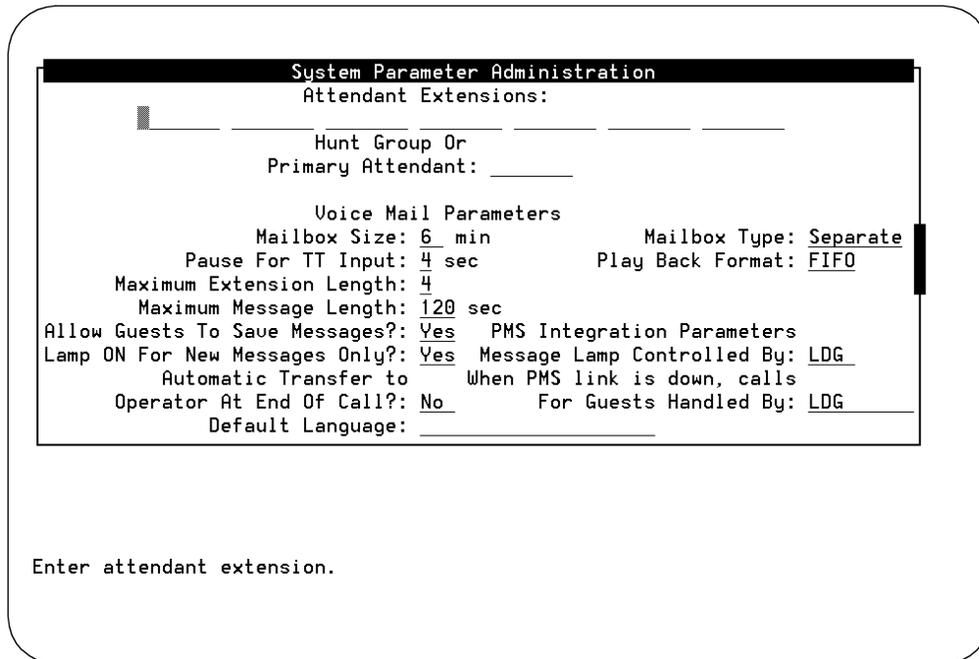
Figure 11-1. INTUITY Lodging System Parameters Features Screen

3. Move the cursor to the PMS Integration Parameters: Message Lamp Controlled By: parameter. Use the (TAB) key and/or the up/down arrow keys.

    ⇒ **NOTE:**
    If the PMS parameters do not appear and the system will be connected to a PMS using a stand-alone serial link, verify that the PMS software is loaded onto the system by viewing the installed software. This procedure is located in Chapter 2 in this document and look for the vpms package. If the PMS software needs to be loaded, refer to Appendix C, "Adding INTUITY Applications, Features, and Options" Select custom and then vpms to load only the PMS integration software.

4. Move the cursor to the When PMS link is down, calls For Guests Handled By: parameter. Use the (TAB) key and/or the up/down arrow keys.

5. Enter the new value either by typing the value or by pressing (CHOICES) (F2) to display the options.

6. Press (ENTER) to enter your selection into the field.

7. Press (SAVE) (F3) to save the information into the system.

    They system responds with a Confirm screen:

    ```
    Are you sure you want to save these system parameters?
    ```

```
Press <y> to confirm.
Press <n> to cancel.
```

8. Press **y** to confirm the change.

   The system responds with the Information screen:

   ```
   System Parameters Updated
   ```

   ```
   Press <Enter> to continue.
   ```

9. Press ⌷ENTER⌷ to return to the Lodging Administration screen.

Verify PMS Device for Link and Administer PMS Parameters

Use the following procedure to verify the link assignment for the PMS cable. During software installation, the PMS software automatically selects a link for the PMS to use. This link is the first available link.

The steps to modify the link assignment are also included in this procedure.

Requirements

Login:	craft
Materials:	Worksheet 5-2 "Property Management System Parameter Administration" from your project manager

Procedure

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

   > Lodging Administration

   > PMS Parameter Administration

   The system responds with the PMS Parameter Administration screen, as shown in Figure 11-2.

```
                  PMS Parameter Administration
               Device for Link: /dev/tty00
             Maximum Link Error: 50
  Link Acknowledgement Timeout: 49 sec
             Link Idle Timeout: 90  sec
         Maximum Retransmission: 5
 Maximum Retransmission Request: 5
                     Baud Rate: B9600
```

```
Press CHOICES for a list of devices.
```
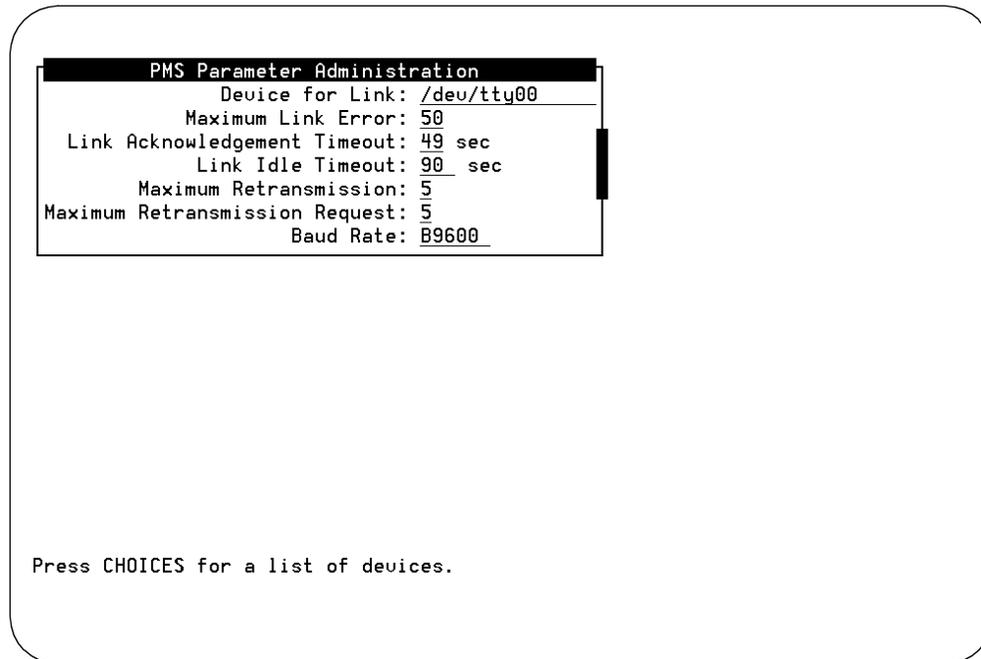
Figure 11-2.   PMS Parameter Administration Screen

2. Refer to Worksheet 5-2 "Property Management System Parameter Administration" from your project manager.

3. Verify the identity of the link. The following table correlates the link name to the physical port.

    If necessary, refer also to Worksheet 10-8 "Serial Port Assignments" from your project manager.

Table 11-1. Ports and Link Identity

Port Name	Physical Identity	Connector Type
tty00	COM1	25-pin D-subminiature male connector for the MAP/5; 9-pin D-subminiature male connector for the MAP/40 and MAP/100
tty01	COM2	9-pin D-subminiature male. Reserved for remote maintenance except for systems integrated with a MERLIN LEGEND
ttysaa	Port 1 on the 8-port circuit card	6-wire, RJ-11 modular jack
ttysab	Port 2 on the 8-port circuit card	
ttysac	Port 3 on the 8-port circuit card	
ttysad	Port 4 on the 8-port circuit card	
ttysae	Port 5 on the 8-port circuit card	
ttysaf	Port 6 on the 8-port circuit card	
ttysag	Port 7 on the 8-port circuit card	
ttysah	Port 8 on the 8-port circuit card	

4. Determine your next step.

   If the entry matches the worksheet entry, continue with Step 5.

   If the entry does not match, and you need to change the port assignment, perform the following steps:

   a. Press ⌷CHOICES⌷ (F2) to display the available serial ports.

   ⇒ **NOTE:**
      If the system does not display the serial port as available, you may need to add a multi-port circuit card to the system if you need to use a port other than the port already assigned. If the intended port is physically available for the cable, you may need to remove any previous administration from the port, for example, if the port had been administered for a modem. See Chapter 8 for instructions to remove a device.

   b. Use the down and/or up arrow keys to highlight the correct selection.

   c. Press ⌷ENTER⌷ to enter the value into the field.

5. Refer to the worksheet and determine your next step:

   a. If this system will be using only default settings and you do not need to make any changes, continue with Step 11.

   b. If you need to make changes to the Property Management System Parameter Administration screen, continue with the next step, Step 6.

6. Move the cursor to the field to be changed. Use the arrow keys or the `TAB` key to move to the field.

7. Enter the value to be changed either by typing the value or by pressing the `CHOICES` (F2) key for a selection of values.

8. Repeat Step 5 through Step 7 for each of the parameters that need to be changed on the screen.

9. Press `SAVE` (F3) to enter the values into the system.

10. Press `CANCEL` (F6) twice to return to the INTUITY (TM) Administration screen.

11. Continue with the next step, "Cable the PMS to the INTUITY System."

Cable the PMS to the INTUITY System

Use the following procedure to cable the PMS to INTUITY Lodging. It is the customer's responsibility to supply the cable between the PMS and the INTUITY system.

The hardware link between the INTUITY Lodging system and the PMS is an electrical Electronic Industries Association (EIA) RS 232 serial data electrical interface. To meet the Electronic Industries Association (EIA) standards, this cable must be no longer than 50 feet. If the systems are separated by more than 50 feet, contact your project manager. One system must be physically moved closer to the other.

Requirements

Login: craft

Materials: Worksheet 10-8: "Serial Port Assignments" or Worksheet
5-2: "Property Management System Parameter
Administration" from your project manager

PMS cable provided by the customer

Any adapters or a null modem needed to connect the
cable to the serial port

Procedure

1. Identify the port to be used:

    ■ Multi-Port circuit card serial ports:

    Connecting the PMS cable to a modular jack on the Multi-Port
    circuit card requires an adapter that converts the 6-conductor
    modular plug to a 25-pin male (PEC 70853 DB-25 DTE male).

    The locations of the Multi-Port circuit card are:

    — MAP/5: Slot 1, 3, 4, 6, or 7, depending upon the optional
    cards equipped

    — MAP/40: Slot 11

    — MAP/100: Slot 19

    Figure 11-3 shows the Multi-Port circuit card serial ports.

ttysaa
ttysab
ttysac
ttysad
ttysae
ttysaf
ttysag
ttysah

Each port is a
6 wire RJ-11 jack.
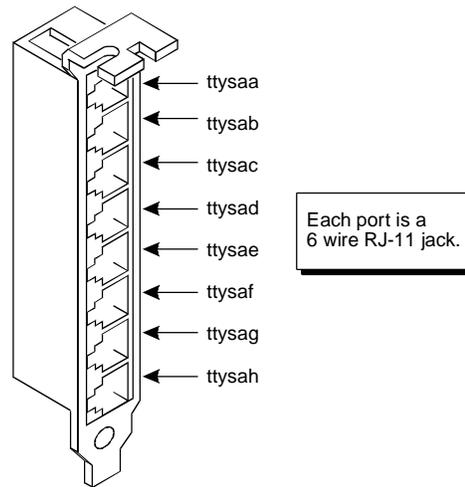
Figure 11-3. Multi-Port Circuit Card Serial Ports Identity

- MAP/5 COM1 or COM2:

  Refer to the Serial Port Assignments worksheet for the identity of the port to use.

  The serial port connection for the INTUITY Lodging MAP/5 PMS connection may be to any of the serial ports except COM2 on systems using Alarm Origination. On systems using Alarm Origination and/or remote maintenance, COM2 is reserved and may not be used for the PMS link.

  For pinout information, refer to *INTUITY MAP/5 Hardware Installation*, 585-310-146, Chapter 1.

  For the location of COM1 (Serial Port 1) and COM2 (Serial Port 2), refer to Figure 11-4.
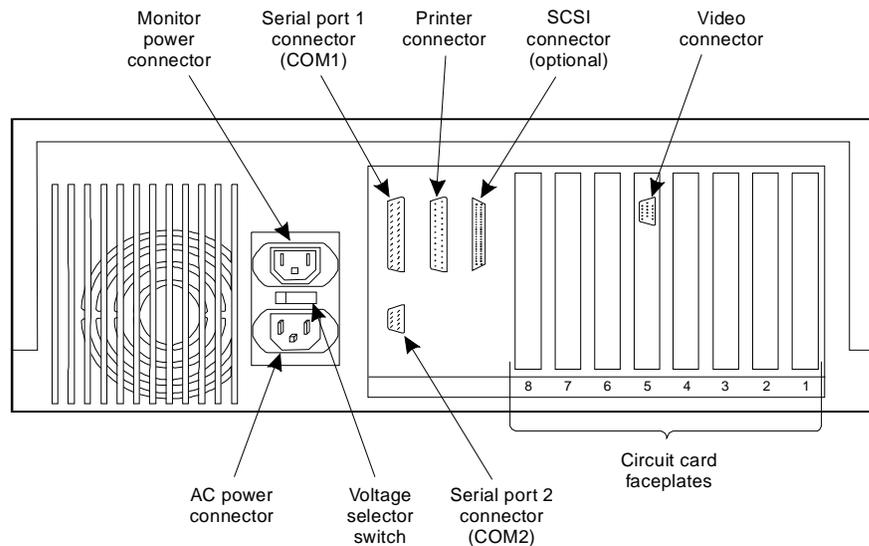
Figure 11-4. **Back View of the MAP/5**

- MAP/40 and MAP/100 COM1 or COM2:

  Refer to the Serial Port Assignments worksheet for the identity of
  the port to use.

  The serial port connection for the INTUITY Lodging MAP/40 or
  MAP/100 PMS connection may be to any of the serial ports except
  COM2 on systems using Alarm Origination. On systems using
  Alarm Origination and/or remote maintenance, COM2 is reserved
  and may not be used for the PMS link.

  For pinout information, refer to *INTUITY MAP/40 Hardware
  Installation*, 585-310-138, or *INTUITY MAP/100 Hardware
  Installation*, 585-310-139, Chapter 1.

  On the MAP/40 and MAP/100, COM1 is on the CPU circuit card,
  located in Slot 9 in the MAP/40 and Slot 16 in the MAP/100. Figure
  11-5 shows the location of COM1 on the CPU faceplate.

  On both MAPs, COM2 is located near the keyboard connector on
  the back of the map.

COM1

Parallel
printer
port
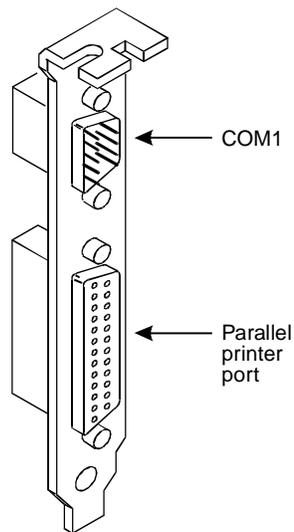
Figure 11-5.   COM1 and Parallel Printer Port Location on CPU Faceplate

2. Attach any 9-to-25 pin or modular jack-to-25 pin adapters needed to the
    serial port.

    ➡ NOTE:
    Do not attach a NULL modem to the port being tested.

3. Test the INTUITY serial port or INTUITY adapter/serial port combination
    with the RS-232 mini-tester by plugging the tester into the 25-pin
    termination. The test results should be:

Table 11-2.   RS-232 Mini-Tester Readout for the INTUITY Serial Port

INTUITY Serial Port	Tester Readings
COM1	TD = LOW (green) RTS = High (red) DTR = HIGH (red) Other indicators not lit
COM2	TD = LOW (green) RTS = High (red) DTR = HIGH (red) Other indicators not lit
Multi-Port serial port	TD = LOW (green) RTS = HIGH (red) DTR = HIGH (red) DSR = HIGH (red) Other indicators not lit

If the readings are correct, continue with the next step.

If the readings are incorrect:

    a. Make sure that the voice system is running. See Chapter 2, "Initial Installation Procedures", and verify system status.

    b. Make sure that you are testing the correct port. Identify the port from the PMS Parameter Administration screen and try the test again. If the menu item for the screen does not appear, the system is missing PMS software. Refer to Appendix C, "Adding INTUITY Applications, Features, and Options", and re-install the INTUITY Lodging software.

If the above 2 conditions are met and the correct lights do not appear, the port or the hardware used to connect to the port is bad.

If the readings remain incorrect, contact your remote maintenance center.

4. Remove the tester from the INTUITY serial port.

5. Test the PMS link by plugging one end or the tester into the PMS cable and the other end to the INTUITY termination.

> **NOTE:**
> A null modem or null modem cable is needed on the link in the test above or the continuity of the link is broken. **The null modem must be placed on the PMS-side of the link**. Without a null modem, the lights on the tester are the same as they were when the link was not connected.

The test results should be:

Table 11-3.   RS-232 Mini-Tester Readout for the PMS Cable

Link Condition	Tester Readings
Link sane but remote PMS is not active	CD = LOW (green) DSR = LOW (green) TD = LOW (green) RD = LOW (green) CTS = LOW (green) DTR = HIGH (red) RTS = HIGH (red)
Link sane and the remote PMS is active	CD = HIGH (red) DSR = HIGH (red) RTS = HIGH (red) DTR = HIGH (red) CTS = HIGH (red) TD = HIGH or LOW RD = HIGH or LOW

If the readings indicate that the link is sane and the PMS is active, continue with the next step.

If the readings indicate that the link is sane but the PMS is not active, inform the PMS representative.

6. Remove the tester.

7. Connect the PMS cable and any null modem into the INTUITY serial port.

   ⇒ **NOTE:**
   Do not leave the tester plugged in between the PMS cable and the INTUITY system serial port. Leave the tester at the customer site.

8. Continue with the next section, ""Cut the Property Management Service Link to Service".

Verify Automatic Database Synchronization

These procedures are required for all INTUITY Lodging configurations with a PMS integration.

When the link is connected, the PMS initiates communication by sending a status inquiry message to INTUITY Lodging. INTUITY Lodging responds to the PMS system's message with a request to start database synchronization. If the PMS does not signal the INTUITY system, the link will remain in the link down state.

Use the following procedure to verify the system's automatic database synchronization.

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

Requirements

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

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

> Log Administration

>Maintenance Log

The system responds with the Maintenance Log Display Selection, as shown in Figure 11-6. This screen allows you to determine what will be displayed.

```
                              Maintenance Log
                              Maintenance Log

Problem Resource              Msg  Reporting Resource
Type          Inst Location   Typ  Type           Inst  Source

ALARM         1               EVN  aom.p          1     aom_event.c  199
App: MT EventID:AOMEVN00000        Date/Time Rec:10/29/93 17:04:28 Cnt:  1
Resolve all MT alarms

ALARM         1               RES  aom.p          1     aom_init.c   347
App: MT EventID:CLEARALL           Date/Time Rec:10/29/93 17:04:28 Cnt:  1
RESTRT

ALARM         1               EVN  aom.p          1     aom_event.c  199
App: MT EventID:AOMEVN00000        Date/Time Rec:10/29/93 17:04:35 Cnt:  1
Resolve all VP alarms

                              RES                       vchklog.c    18
App: VP EventID:CLEARALL           Date/Time Rec:10/29/93 17:04:35 Cnt:  1
RESTRT
```

Figure 11-6.   Maintenance Log Display Screen

4. Press (TAB) to move the cursor to the Start Date: field.

5. Enter the month, current day, and year. Press (ENTER) to move from the month field to the day field to the year field.

6. Press (TAB) to move the cursor to the Time: field.

7. Enter the time as 1 hour earlier by entering the hour and minute. Enter 00 for the seconds. Press (ENTER) to move from the hour field to the minute field to the seconds field.

8. Press (TAB) to move the cursor to the Application: field.

9. Press (CHOICES) (F2) to display the options.

10. Highlight LG. Use the up and or down arrow keys to move the highlight bar.

11. Press (ENTER) to apply the LG choice.

12. Press (SAVE) (F3) to display the log.

    The system responds with the Maintenance Log, as shown in Figure 11-7.

```
                              Maintenance Log
        PROBLEM RESOURCE          Msg              REPORTING RESOURCE
Type            Inst Location     Typ  Type             Inst  Source


                              EVN                       pr_err.c    17
App: LG EventID:LGDIP00                 Date/Time Rec:11/17/95 00:37:54 Cnt:  1
stat FAILED for message file 30ac1f3a2d01eS for 6468, errno: 2

                              RES  LG:lgmstr           lgmaster.c    62
App: LG EventID:CLEARALL                Date/Time Rec:11/17/95 11:43:35 Cnt:  1
RESTART

                              EVN  DIP33              pms_err.c    15
App: LG EventID:PMS41                   Date/Time Rec:11/17/95 18:07:12 Cnt:  1
PMS:WTR:link is up; automatic database synchronization started

                              EVN  DIP33              pms_err.c    15
App: LG EventID:PMS42                   Date/Time Rec:11/17/95 18:07:19 Cnt:  1
PMS:WTR:automatic database synchronization completed
```

Figure 11-7.   Example Maintenance Log Screen

13. Use the up and/or down arrow keys (NEXTPAGE) (F3) or (PREVPAGE) (F4) to scroll through the log until you reach the event message that states that the PMS has started synchronization.

    The following message appears if the automatic database synchronization has started:

    ```
    PMS:WTR: link is up; automatic database synchronization
    started
    ```

    If this message does not appear, press (CANCEL) (F6) four times to return to the INTUITY (TM) Administration screen, and go to "Restarting the PMS Link to Retry Automatic Synchronization" on Page 11-18.

14. Press (CANCEL) (F6) to return to the Maintenance Log Display Screen.

15. Wait several minutes for the database synchronization. The amount of time required depends upon the number of rooms at the lodging establishment.

16. Press (SAVE) (F3) to display the Maintenance Log screen.

17. Use the up and/or down arrow keys (NEXTPAGE) (F3) or (PREVPAGE) (F4) to scroll through the log until you reach the event message that states that the PMS synchronization is complete.

The following message appears when the automatic database synchronization is complete:

```
PMS:WTR:automatic database synchronization completed
```

If this message does not appear, wait a few more minutes and repeat Step 8 through Step 17 to check the log again. If after several attempts, this message does not appear, press ⌈CANCEL⌋ (F6) four times to return to the INTUITY (TM) Administration screen, and go to "Restart the PMS Link to Retry Automatic Synchronization" Page 11-18.

18. Press ⌈CANCEL⌋ (F6) four times to return to the INTUITY (TM) Administration screen.

19. Continue with the next procedure on your checklist.

Restart the PMS Link to Retry Automatic Synchronization

If the automatic synchronization has not occurred, you will need to:

1. Verify that the settings are correctly entered on the PMS Parameters Administration screen, especially the baud rate.

2. Verify serial port identity.

3. Restart the PMS link in order to retry the automatic database synchronization.

If the automatic database synchronization does not occur after the link has been restarted, contact your PMS vendor and remote maintenance center.

Use the following procedure to retry the database synchronization. Use this procedure only if you did not see the automatic database synchronization messages in the Maintenance Log Report.

Requirements

Login: craft

Materials: none

Procedure

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

> Lodging Administration

2. Press (CMD-MENU) (F7) to display the Command Menu.

   The system responds with the Lodging Command Menu, as shown in Figure 11-8.

```
          Lodging Administration              Command Menu
      >Guests Mailbox Administration       Audit Mailbox Database
       Lodging Administrator Registration  Audit And Fix Mailbox Database
       PMS Parameter Administration        LDG/PMS Database Synchronization
       System Parameter Administration     LDG/PMS Link Restart
       Traffic and Space Usage Reports     PMS Communication Log








      Highlight an item and press <Enter>.
```
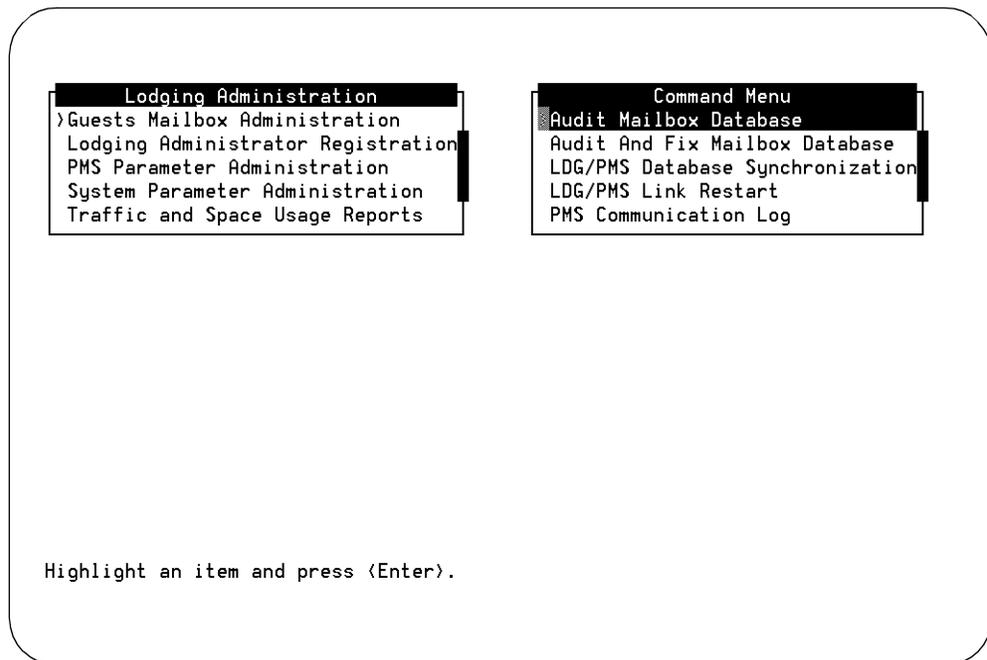
Figure 11-8.   INTUITY Lodging Audit Screen

3. Select LDG/PMS Link Restart from the Lodging Audit screen.

   The system responds:

   ```
   LDG/PMS Link Restart
   The PMS wtr process has been successfully restarted.
   The PMS rdr process has been successfully restarted.

   <Press the <Enter> key to continue>
   ```

4. Press (ENTER) to continue.

5. Press (CANCEL) (F6) two times to return to the INTUITY (TM) Administration menu.

6. Repeat the "Verify Automatic Database Synchronization" procedure to see if the restart request initiated automatic database synchronization.

   If the request to restart the PMS link does not initiate database synchronization, check your hardware connections, and retry the database synchronization. If the database synchronization continues to fail, inform the PMS vendor, customer, or your project manager.

Procedure to Display the PMS Log

This is an optional procedure that may be used for JAT troubleshooting to display the PMS Communications Log. This log records the information being exchanged between the PMS and the INTUITY system.

➡ NOTE:
You may wish to attempt to synchronize the database before displaying the log.

Requirements

Login: craft

Materials: none

Procedure

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

   > Lodging Administration

2. Press (CMD-MENU) (F7) to display the Command Menu.

   The system responds with the Lodging Command Menu, as shown in Figure 11-8.

```
    ┌────────────────────────────────┐      ┌─────────────────────────────────┐
    │     Lodging Administration      │      │          Command Menu           │
    │>Guests Mailbox Administration   │      │Audit Mailbox Database           │
    │ Lodging Administrator Registration     │Audit And Fix Mailbox Database   │
    │ PMS Parameter Administration    │      │LDG/PMS Database Synchronization │
    │ System Parameter Administration │      │LDG/PMS Link Restart             │
    │ Traffic and Space Usage Reports │      │PMS Communication Log            │
    └────────────────────────────────┘      └─────────────────────────────────┘









    Highlight an item and press <Enter>.
```
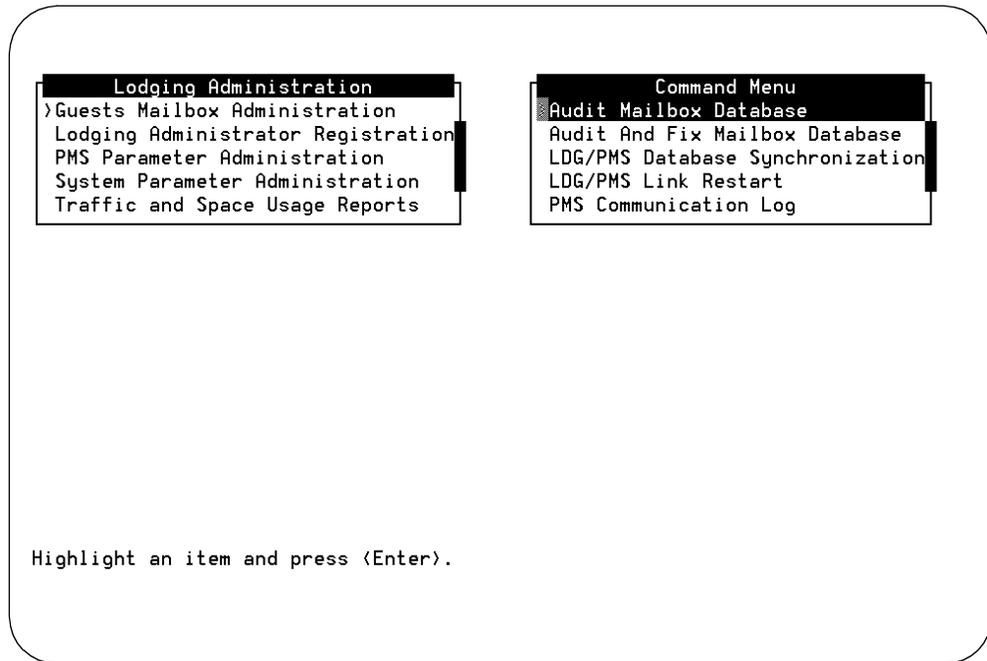
Figure 11-9. INTUITY Lodging Audit Screen

3. Starting from the Command Menu screen, select:

> PMS Communication Log

>Start PMS Log
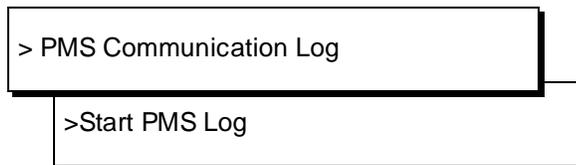
The system responds with the PMS Communications Log and Select Level screen shown in Figure 11-10.

```
┌──────────────────────────────────────────────────────────────────────┐

      ┌──────Lodging Administration──────┐   ┌────────Command Menu────────┐
      │>Guests Mailbox Administration    │   │ Audit Mailbox Database      │
      │ Lodging Administrator Registration│  │ Audit And Fix Mailbox Database│
      │ PMS Parameter Administration     │   │ LDG/PMS Database Synchronization│
      │ System Parameter Administration  │   │ LDG/PMS Link Restart        │
      │ Traffic and Space Usage Reports  │   │>PMS Communication Log       │
      └──────────────────────────────────┘   └─────────────────────────────┘


      ┌──PMS Communications Log──┐   ┌────Select Level────┐
      │>Start PMS Log            │   │Trace level: ▌  │
      │ Stop PMS Log             │   └────────────────────┘
      │ Display PMS Log          │
      │ Download PMS Log         │
      └──────────────────────────┘



      Enter the PMS trace level. Choices are "High" or "Low".

└──────────────────────────────────────────────────────────────────────┘
```

Figure 11-10.   INTUITY Lodging PMS Communications Log Screen

4. Enter l (the small letter L) for low and press (ENTER).

The system responds by placing the word "Low" into the field.

5. Press (SAVE) (F3) to save the level and start the PMS Communications Log.

The system responds with an Information screen that states:

```
PMS communication log started with
trace level: low

Press <Enter> to continue.
```

6. Press (ENTER) to continue.

The system returns to the Select Level screen.

7. Press (CANCEL) (F6) to return to the PMS Communications Log.

8. Select Display PMS Log.

The system displays the word "formatting. When the system finishes formatting the information, it responds with the PMS Communications Log, as shown in Figure 11-11.

```
Formatting...
11/10 16:55:31 PMS Link Status: LINK DOWN
11/10 16:55:44 PMS Link Status: LINK DOWN
11/10 16:56:24 PMS Link Status: LINK DOWN
11/10 16:56:53 PMS Link Status: LINK DOWN
11/10 16:57:04 PMS Link Status: LINK DOWN
11/10 16:57:44 PMS Link Status: LINK DOWN
11/10 16:57:54 PMS Link Status: LINK DOWN
11/10 16:58:24 PMS Link Status: LINK DOWN
11/10 16:59:04 PMS Link Status: LINK DOWN
11/10 16:59:14 PMS Link Status: LINK DOWN
11/10 16:59:44 PMS Link Status: LINK DOWN
11/10 17:00:24 PMS Link Status: LINK DOWN
11/10 17:00:34 PMS Link Status: LINK DOWN
11/10 17:01:04 PMS Link Status: LINK DOWN
11/10 17:01:44 PMS Link Status: LINK DOWN
11/10 17:01:54 PMS Link Status: LINK DOWN
11/10 17:02:24 PMS Link Status: LINK DOWN
11/10 17:03:04 PMS Link Status: LINK DOWN
11/10 17:03:14 PMS Link Status: LINK DOWN
11/10 17:03:44 PMS Link Status: LINK DOWN
11/10 17:04:24 PMS Link Status: LINK DOWN
11/10 17:04:34 PMS Link Status: LINK DOWN
--More--(95%)
```

Figure 11-11.   INTUITY Lodging PMS Communications Log

9. View the log by pressing (ENTER) or the space bar. To quit the log at any
    time, enter **q** to quit.

Administer INTUITY Lodging for
Open Mailboxes (Optional)

Use this procedure to administer open mailboxes on systems not integrated with
a PMS. An INTUITY Lodging application using open mailboxes has mailboxes
registered to extensions at all times. INTUITY Lodging applications not using
open mailboxes have mailboxes that are put into use only if the extension will be
in use, such as when a guest checks into a hotel.

NOTE:
If you are already logged in, start with Step 3 of this procedure.

Requirements

Login: craft

Materials: Worksheet 5-3 "INTUITY Lodging Open Mailbox
            Administration" from your project manager

Procedure

1. Login as **craft**

2. Press (ENTER) to accept the AT386 default.

3. Starting at the Lodging Administration screen, select:

    ⇛ **NOTE:**
    If you are starting from the INTUITY (TM) screen, select Lodging
    Administration, and then the following:

    > >Guest Mailbox Administration
    >
    > > Mailbox
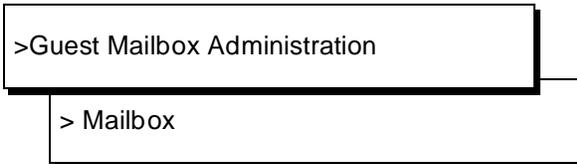
The system responds with the Mailbox screen, as shown in Figure 11-12.
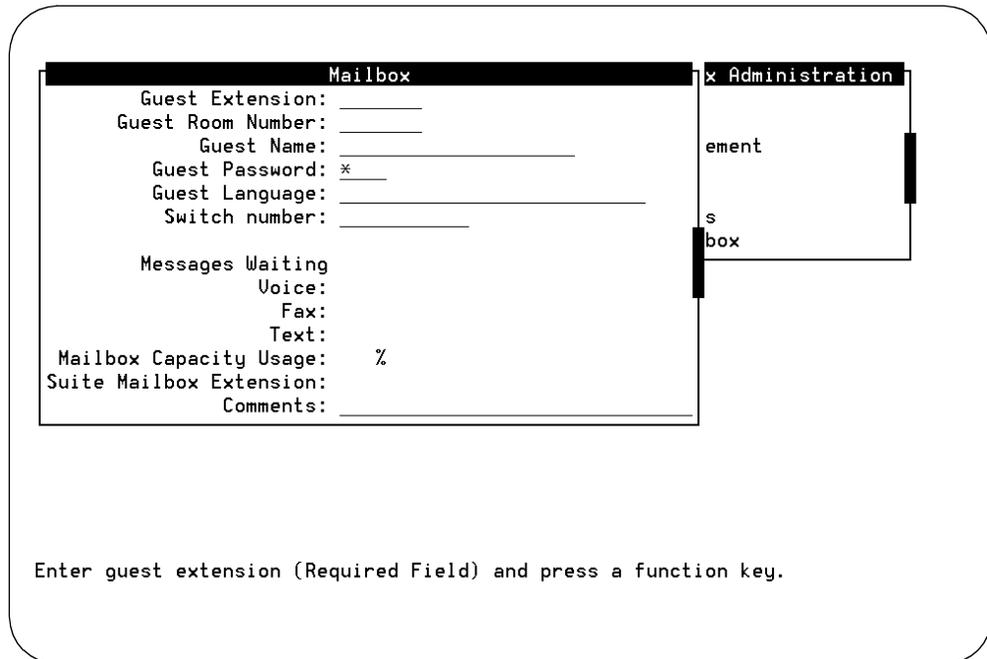
```
                          Mailbox              x Administration
            Guest Extension: _____
        Guest Room Number: _____
              Guest Name: _____     ement
          Guest Password: *___
          Guest Language: _____
            Switch number: _____          s
                                               box
              Messages Waiting
                    Voice:
                      Fax:
                      Text:
    Mailbox Capacity Usage:     %
  Suite Mailbox Extension:
                Comments: _____


  Enter guest extension (Required Field) and press a function key.
```

Figure 11-12.   INTUITY Lodging Mailbox Screen

4. Refer to worksheet "INTUITY Lodging Pre-Administered Mailboxes."

5. Enter the extension in the Guest Extension field.

   ➡ **NOTE:**
   To move from field to field, use the up and/or down arrow keys, or press (ENTER).

6. Enter the room number in the Guest Room Number field.

7. Enter the name associated with the extension in the Guest Name field.

8. Enter a password in the Guest Password field.

9. Press (CHG-KEYS) (F8) when you are finished entering the information.

10. Press (CHECKIN) (F1).

    INTUITY Lodging displays a confirmation message.

11. Press (ENTER) to continue.

12. Repeat Step 4 through Step 11 for each extension on the worksheet. When you have finished all of the entries, continue with the next step.

13. Press $\boxed{\text{CHG-KEYS}}$ (F8).

14. Press $\boxed{\text{CANCEL}}$ (F6) three times to exit the Mailbox window, end the check-in process, and return to the INTUITY (TM) Administration screens.

15. Continue with the next procedure on your checklist.

Platform and Optional Applications Cut-to-Service Procedures

12

This chapter provides or references the procedures necessary for Lucent INTUITY system cut-to-service.

Lucent INTUITY FAX Messaging Cut-to-Service Procedures

If you are cutting INTUITY FAX Messaging to service during an initial installation, you will have already administered the subscribers for INTUITY FAX messaging through either the COS or the subscriber COS parameters.

If you are adding INTUITY FAX Messaging to an existing system, you will need to administer either the individual subscribers and provide them individually with FAX permission under the change subscriber class of service parameters (Change Subscriber Page 2 of 2) or change a class of service for the system.

INTUITY systems that are digitally networked to other fax-enabled INTUITY systems require additional administration. This administration is two-sided, local and remote. The local INTUITY system must have a record of each digitally networked, fax-enabled machine to which it may send faxes. To do this, enter **y** into the Send Multimedia Messages (e.g. FAX)? parameter located at the bottom of the Digital Network Machine Administration screen for each remote system to which the local system will be permitted to transmit faxes. The remote systems also require the administration of this parameter in order for them to be able to send INTUITY FAX Messages to the local system. This information must be entered into the remote system's Digital Network Machine Administration screen for the local system.

⚠ **CAUTION:**
> *If the local and remote machine(s) do not view each other as fax-enabled, the digital networking will be unable to transmit fax messages between the 2 systems.*

Refer to *INTUITY FAX Administration*, 585-310-558, for additional procedures relating to AMIS.

➡ **NOTE:**
> AMIS administration to support INTUITY FAX Messaging is not part of the standard initial installation. Additional administrative services are available at an additional fee.

Lucent 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 individually 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.

Lucent 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 customer-created or custom INTUITY Intro Voice Response applications to service.

Lucent 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.

Lucent 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, "Installing Lucent INTUITY Software".

Switch Tasks

You will need to administer the subscribers for the INTUITY system on the switch. Refer to your switch documentation for cut-to-service procedures or for switches/PBXs not covered by 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. 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. Also, do not activate Alarm Origination for systems using only remote maintenance and not Alarm Origination.

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. Refer to Chapter 9 for information about clearing alarms.*

Requirements

Login: craft

Materials: Worksheet 10-3: "Remote Support Parameters:
            Alarm Origination" from your project manager

Procedure

1. Check the tape drive for a tape. The green light on the tape drive should be on if it contains a tape.

   If the tape drive does not contain a tape for the nightly backup, locate a tape for nightly backup and insert it into the tape drive. Do not activate Alarm Origination unless the tape drive contains a backup tape. Otherwise, the system will send out unnecessary alarms.

2. 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 12-1.

```
┌──────────────────────────────────────────────────────────────────┐
│  ████████████████████████████████████                             │
│  Customer/Services Administration                                 │
│ ›Alarm Management                                                 │
│  Backup/Restore         ████████████████████████████████████████  │
│  Database Audits        █          Alarm  Management          █   │
│  Diagnostics                                                      │
│  Feature Options        Product ID                ▓299999999      │
│  Log Administration                                               │
│  System Management      Alarm Destination         918005353573    │
│  System Verification                                              │
│                         Alarm Origination         ACTIVE          │
│                                                                   │
│                         Alarm Level               MAJOR           │
│                                                                   │
│                         Alarm Suppression         INACTIVE        │
│                                                                   │
│                         Clear Alarm Notification  ACTIVE          │
│                                                                   │
│                                                                   │
│                                                                   │
│  Enter Product ID. Press SAVE when you complete the form.         │
│                                                                   │
└──────────────────────────────────────────────────────────────────┘
```

Figure 12-1.   Alarm Management Screen

3. 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.

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

5. Press (CHOICES) (F2) to display the field options.

6. Select **active** from the choices screen.

7. 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.

8. 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.

9. 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.
```

10. 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.

11. Press ⌈CHG-KEYS⌉ (F8) to display the alternate softkeys.

12. Press ⌈TEST-ALM⌉ (F1) to display the Alarm Origination Test screen.

The system responds with the Alarm Origination Test screen, as shown in Figure 12-2.

```
┌──────────────────────────────────────────────┐
│  Customer/Services Administration             │
│ >Alarm Management                             │
│  Backup/Restore                               │
│  Database Audits          ┌───────────Alarm  Management───────────┐
│  Diagnostics              │                                       │
│  Feature Options          │ Product ID                2999999999  │
│  Log Administration       │                                       │
│  System Management        │ Alarm Destination        18005353573  │
│  System Verification      │                                       │
│                           │ Alarm Origination        ACTIVE       │
│                           │                                       │
│                           │ Alarm Level              MINOR        │
│  ┌──Alarm Origination Test──┐                                     │
│  │Execute Alarm Origination Test│arm Suppression     INACTIVE     │
│  │Review Latest Test Results │                                    │
│  └───────────────────────────┘ear Alarm Notification  ACTIVE      │
│                           └───────────────────────────────────────┘
│                                                                   │
│                                                                   │
│                                                                   │
│  Highlight the item you want and press <Enter>                    │
└──────────────────────────────────────────────┘
```

Figure 12-2. Alarm Origination Test Screen

13. Select Execute Alarm Origination Test.

14. 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.
```

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

16. Wait approximately 1 (one) minute.

17. Select Review Latest Test Results.

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

The system responds with the Alarm Origination Test Results screen, as shown in Figure 12-3.

```
 Customer/Services Administration
>Alarm Management
 Backup/Restore
 Database Audits                          Alarm  Management
 Dia                        Alarm Origination Test Results
 Fea
 Log   Mon Nov 13 13:35:49 1995
 Sys
 Sys     Alarm origination test in progress ...



 Exe
>Rev
```
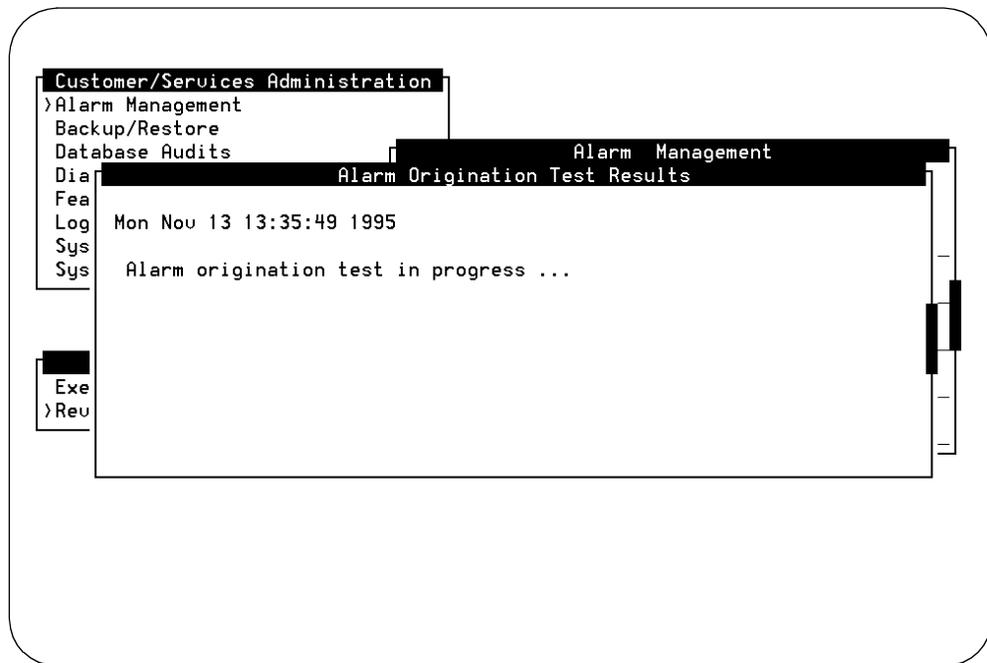
Figure 12-3.   Alarm Origination Test Results Screen While Test Is Executing

19. Verify that there is **not any** entry on the screen that corresponds with the time that you sent the alarm, other than:

```
Alarm origination test in progress...
```

➡ **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 3.0,* 585-310-557.

20. Press ⌨CANCEL (F6) to exit the Alarm Origination Test Results screen.

21. Wait for approximately 4 minutes.

22. Highlight Review Latest Test Results. Use the up and/or down arrow keys to move the cursor bar.

23. Press ⌨ENTER to display the latest results.

The system responds with the Alarm Origination Test Results screen, as shown in Figure 12-4.
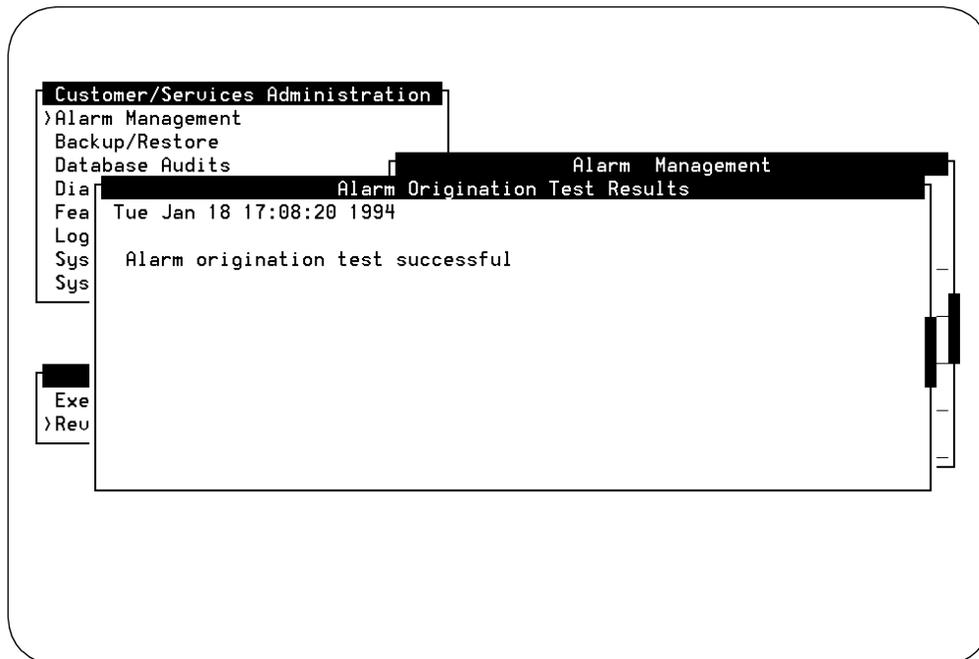
Figure 12-4.   Alarm Origination Test Results Screen, Successful Test

24. Verify that the message on the screen reads:

```
Day Date Time
```

```
Alarm origination test successful.
```

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

26. 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 3.0*, 585-310-557.

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, including the subscriber data. 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: Blank cartridge tape inserted into the tape drive

Procedure

1. Remove the nightly backup tape from the tape drive. For assistance, refer to Chapter 9 in this document.

2. Insert a tape into the tape drive. For assistance, refer to Chapter 9 in this document.

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

> Customer/Services Administration

> Backup/Restore

> Backup

The system responds with the Backup Data Type screen, as shown in
Figure 12-5.


```
                        Backup                    d Restore
      System Data                         Yes

      AUDIX Announcements                 No

      AUDIX Names                         No

      Greetings and Messages              No

      Guest Messages                      No

      Lodging System Files                Yes




  Press CHOICES. Press SAVE when you complete the form.
```

Figure 12-5.   Backup Data Type Screen

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

4. Determine which files to back up:

   a. If you are installing only the INTUITY AUDIX application:

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

      2. Enter **n** in all other fields

   b. If you are installing only the INTUITY Lodging application:

      1. Enter **y** in the Lodging System Files field

      2. Enter **n** in all other fields

   c. If you are installing both the INTUITY AUDIX and the INTUITY
      Lodging applications:

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

      1. Enter **y** in the Lodging System Files field

      2. Enter **n** in all other fields

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 xMB 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 **y** to verify the backup tape(s).

   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.
   ```

   x is the number of tapes.

7. Verify that you have enough tapes to perform the backup.

8. 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.

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.

    ## ⚠ CAUTION:
    Failure to replace the nightly backup tape may cause the system to overwrite the initial installation record tape. If the tape drive is left empty, the system will alarm and remain in alarm until a successful nightly backup occurs.

15. Continue with any remaining procedures or press ⌷CANCEL⌷ (F6) to log off the INTUITY system.

Using INTUITY AUDIX and Lucent INTUITY System Screens

A

This appendix provides information about using the INTUITY AUDIX and the INTUITY system screens. This appendix includes:

- Logging in and out

- Using INTUITY screens

- Using INTUITY AUDIX administration screens

Logging In

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* login[*]:

- The *craft* Lucent Technologies 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.

---

[*]   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.

When you see the INTUITY (TM) Administration screen (shown in Figure A-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.

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:
   ```

   The term "enter" means to type the letters or numbers and press the return or the ENTER key.

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, 705, 4410, 4425,** or **pc,** depending upon your remote terminal type.

⇒ **NOTE:**
If you have trouble with the function keys, or if you are using a vt100 which does not display the function keys with the INTUITY system, press control-f together, and then enter the number of the function key.

The system responds with the *INTUITY (TM) Administration* menu, as shown in Figure A-1, below.

⇒ **NOTE:**
In Figure A-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
 Voice System Administration













Highlight the Item you want and press <Enter>
```
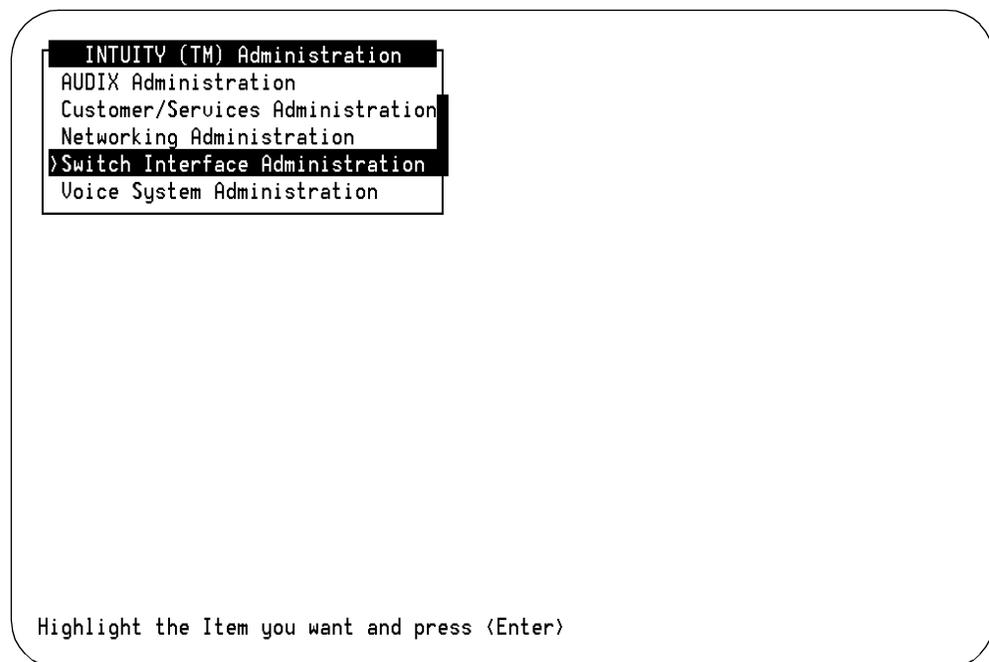
Figure A-1.   INTUITY (TM) Administration Screen

Logging Out

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

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.

Using INTUITY Screens

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 "Using INTUITY AUDIX Administration Screens" on Page A-13 of this appendix.

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:
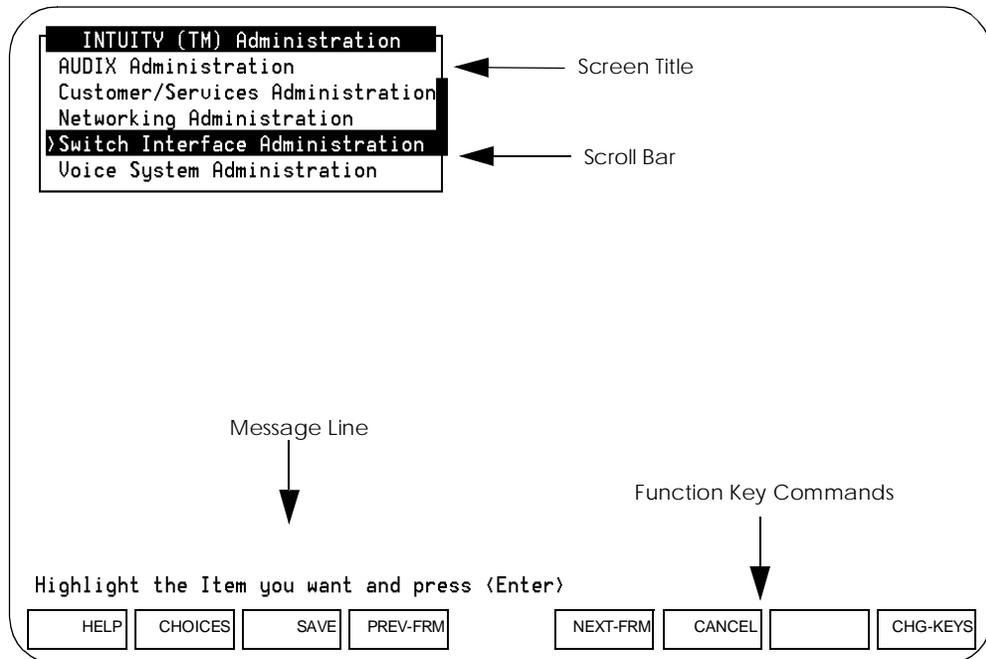
Figure A-2. Sample Screen Layout

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)	If more that 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.
(NEXT-FRM)	If more that 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.
(PREVPAGE)	When a screen contains more than one page of information, scrolls to the previous page.
(NEXTPAGE)	When a screen contains more than one page of information, scrolls to the next page.
(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:

```
┌─────────────────┐
│ Frame Management │
│ list            │
│ move            │
│ reshape         │
│ refresh         │
│ Color Attributes │
└─────────────────┘
```
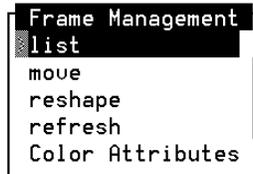
How to use each of the options on this menu is described in the following sections.

⇒ **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:

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

   The Frame Management menu is displayed.

2. 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
```

3. 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".)

4. 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).

Using INTUITY AUDIX Administration Screens

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:
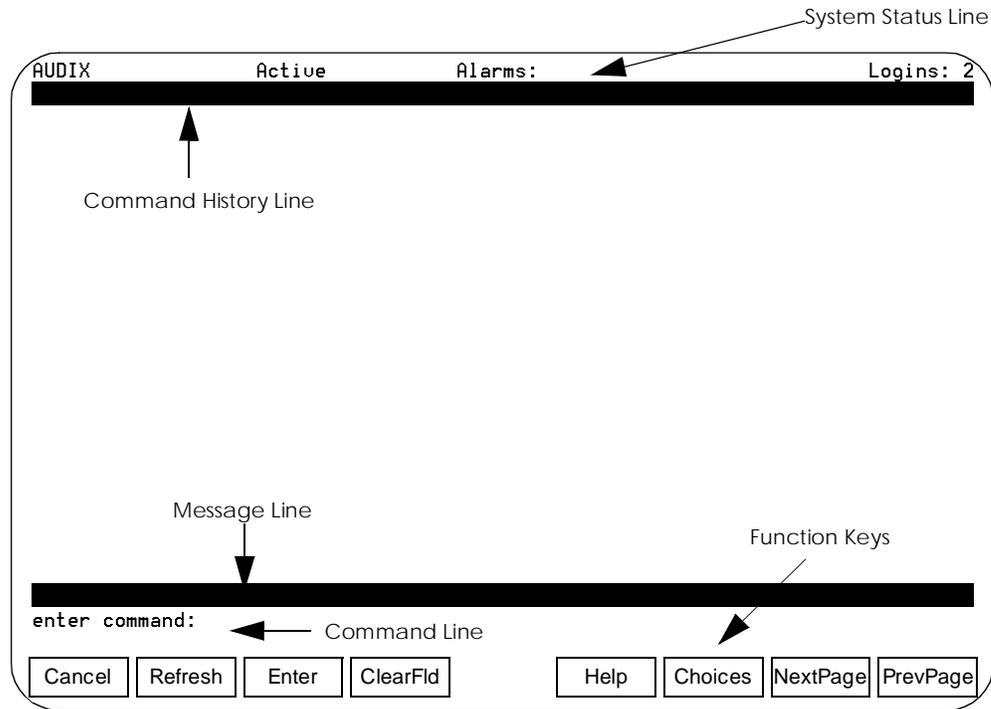
Figure A-3.   INTUITY AUDIX Administration Screen Layout (Blank Screen)

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 *n* is the number of terminals currently logged into the system
Command History Line	Displays the command being executed and the number of pages for that screen.
Message Line	Displays brief messages or instructions.
Function Keys	Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is performed when you press the corresponding function key, as described in the following section, "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 R3.3 Administration and Feature Operations*, 585-310-552.

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.

```
AUDIX              Active           Alarms: M wA                    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? _
 Secondary Ext: _____








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


  Cancel    Refresh       Enter   ClearFld        Help   Choices NextPage PrevPage
```

Figure A-4.   Sample INTUITY 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
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.

2. 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.

Installing Lucent INTUITY Software

B

This appendix describes the procedures to install the Lucent INTUITY software packages.

INTUITY software consists of the following packages:

- Lucent INTUITY Operating System Software (UNIX)

- Lucent INTUITY system software, either

    — "INTUITY™ AUDIX® Voice Messaging R3.x Vex 1 of 1" or

    — "INTUITY™ R3.0e Base Software" and "AUDIX® R3.3e Base Software" and/or "INTUITY Lodging R1.x Base and PMS Software"

- Switch integration package specific to the customer's switch

- Optional applications or features

- 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:

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" (585-310-162).

Refer to Appendix C, *Adding INTUITY Applications, Features, and Options*, 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 operating system software.

- INTUITY Lodging application and language sets

- INTUITY Optional Languages (announcement sets)[*]

    — American English

    — American English 1, 2, 3

    — British English

    — Canadian French

    — German

    — Japanese

    — Latin American Spanish

    — TDD

- UNIX Multi-User

- INTUITY Intro Voice Response

- System Programming Utility (SPM)

- INTUITY Call Accounting System (CAS)

➡ **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 or AUDIX 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.

---

[*]   Additional language packages may be available at the time of installation.

Task 1: Identify the Platform Type

The following illustrations show the 3 Lucent INTUITY system hardware platforms:

- MAP/5

- MAP/40

- MAP/100

Identify the INTUITY platform by referring to the illustrations below. The identity of the platform is important for the installation of software.
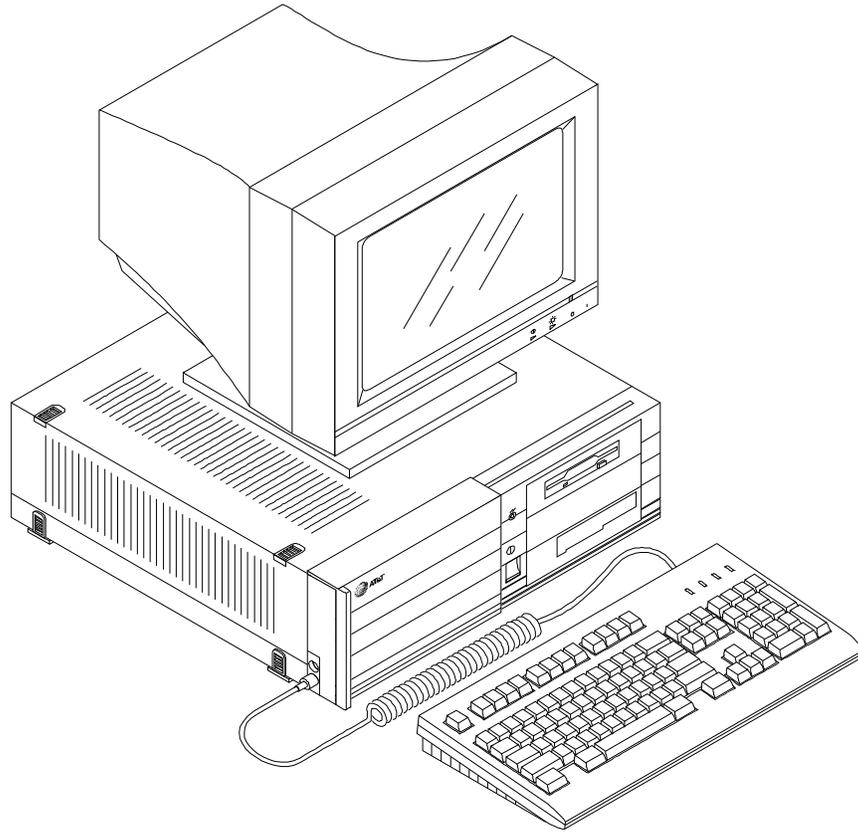
Figure B-1.   INTUITY Multi-Application Platform 5 (MAP/5)
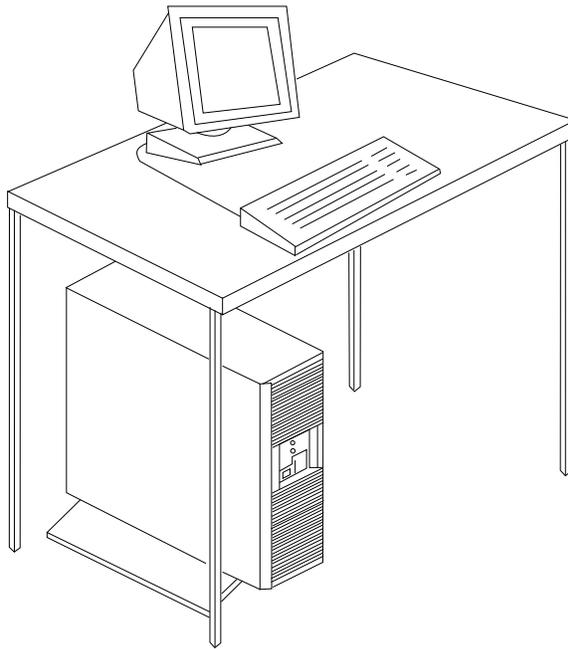
Figure B-2. INTUITY Multi-Application Platform 40 (MAP/40)
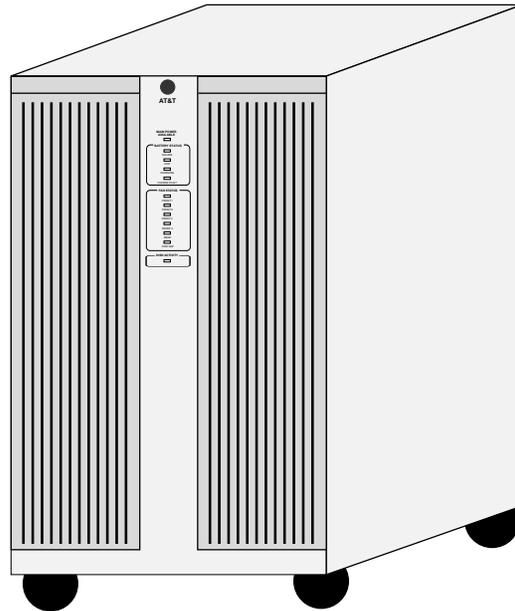
Figure B-3. INTUITY Multi-Application Platform 100 (MAP/100)

Task 2: Identify the Correct Procedure

Not all disk replacements or additions require the installation of software. Refer to the tables below to identify the procedure(s) or the checklist that you need to apply. These tables are arranged:

- MAP/5, Page B-6

- MAP/40, non-mirrored, Page B-7

- MAP/40, mirrored, Page B-8

- MAP/100, non-mirrored, Page B-9

- MAP/100, mirrored, Page B-10

➡ **NOTE:**
Lucent INTUITY systems 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.

MAP/5 Software Installation Procedures

The following table identifies either the procedure or the location of the checklist to follow for MAP/5 systems.

Table B-1. 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	Start with Task 1 on Page B-3.
	Disk 0 new No Disk 1 present	Start with Task 1 on Page B-3.
	Disk 0 previously loaded Disk 1 previously loaded	Start with Task 1 on Page B-3.
MAP/5– Multi-Disk Systems (No Disk Mirroring)	Disk 0 new (replacement) Disk 1 new (replacement)	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) Disk 1 previously loaded	Start with Task 1 on Page B-3. ⇒ **NOTE:** Be sure to contact the remote maintenance center to restore the attended backup tape. Failure to do so may cause loss of customer data.
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "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 *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Adding a Hard Disk."
MAP/5– Multi-Disk Systems (Disk Mirroring)	MAP/5 is not available with disk mirroring.	

MAP/40 Software Installation Procedures: 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 B-2. 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	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) No Disk 1 present	Start with Task 1 on Page B-3.
MAP/40– Multi-Disk Systems: No Disk Mirroring	All disks previously loaded	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) Disk 1 new (replacement)	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) Disk 1 previously loaded	Start with Task 1 on Page B-3. ➡ NOTE: Be sure to contact the remote maintenance center to restore the attended backup tape. Failure to do so may cause loss of customer data.
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "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 *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Adding a Hard Disk."

MAP/40 Software Installation Procedures:
Mirrored Systems

The following table identifies either the procedure or the location of the checklist to follow for MAP/40 mirrored systems.

Table B-3. 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	Contact the remote maintenance center and follow their instructions.
	Disk 0 new (replacement) Disk 1 new (replacement)	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) Disk 1 previously loaded	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Replace Disk 0 (Mirrored System)."
	Disk 0 previously loaded Disk 1 new (replacement)	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Replacing a Hard Disk."

MAP/100 Software Installation Procedures:
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 B-4. 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	Start with Task 1 on Page B-3.
	All disks in the MAP/100 system new (replace-ment)	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) All other disks in the sys-tem previously loaded	Start with Task 1 on Page B-3. ➡ **NOTE:** Be sure to contact the remote maintenance center to restore the attended backup tape. Failure to do so may cause loss of customer data.
	Disk 6 (audfs disk) new (replacement) All other disks previously loaded	Follow the Procedures in "Install the Default Database for MAP/100 Disk 6 Replacement", Page B-92.
	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 *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "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 sys-tem)	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Adding a Hard Disk."

MAP/100 Software Installation Procedures: Mirrored Systems

The following table identifies either the procedure or the location of the checklist to follow for MAP/100 mirrored systems.

Table B-5. 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	Contact your remote maintenance center and follow their instructions.
	All disks in the MAP/100 system new (replacement)	Start with Task 1 on Page B-3.
	Disk 0 new (replacement) All other disks previously loaded	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Replace Disk 0 (Mirrored System)."
	Replacing a disk other than Disk 0	Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "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 *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Adding a Hard Disk."

Task 3: Busyout the Link (Lucent DEFINITY Switches Only)

For Lucent Technologies INTUITY systems installed behind a DEFINITY Communications System, busyout the physical link to prevent the switch from calling out alarms.

System 75, G1, and G3

For System 75, G1, and G3 switches, enter

busy link n

where **n** is the number of the physical link going to the Lucent Technologies INTUITY system. **n** may be from 1 to 8.

G2

For G2 systems, enter

proc650 test 3

and use the busyout key (twice) to busy out the physical link to the Lucent Technologies INTUITY system.

Task 4: Remove the Nightly Backup Tape from the Tape Drive

Remove the nightly backup tape from the tape drive. If the system has not been in operation, it will not have a nightly backup tape.

Label the nightly backup tape "nightly".

Place the tape in a safe area, away from magnetized surfaces.

⇒ NOTE:
Do not leave attended or unattended backup tapes in the system around 3 AM. Each night at 3 AM, the system begins its nightly backup and will overwrite any tape in the tape drive.

Task 5: Locate the Attended Backup Tape

The attended backup tape is used to restore customer data to the system.

If the system has already been in service, locate the attended backup tape. Customers are responsible for periodically backing up their systems. If an attended backup tape is not available, contact your remote maintenance center immediately.

If this system has never been placed into service, no attended backup tape will be available.

Label the attended backup tape "full".

Task 6: Inventory the Software

Inventory the available software tapes and diskettes with the remote
maintenance center. Use the table below.

✓	Label	Identifier
	INTUNIX+n Software Update where n is a letter such as F, or G... (1 cartridge tape)	COMCODE: 107724213 ➡ **NOTE:** 　　Verify the identity of the latest INTUNIX with your remote maintenance center.
	1 Boot Floppy 1 of 2 For MAP/5 systems: ■　*UNIX® SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/5 Only)* For MAP/40 systems: ■　*UNIX® SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/40 Only)* For MAP/100 systems ■　*UNIX® SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/100 Only)*	 J1P321TA-1 List 1 PG-8P930-01 J1P321TA-1 List 19 PG-8P948-01 J1P321TA-1 List 20 PG-8P949-01
	1 Boot Floppy 2 of 2 For MAP/5 systems: ■　*UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/5 Only)* For MAP/40 systems: ■　*UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/40 Only)* For MAP/100 systems ■　*UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/100 Only)*	 J1P321TA-1 List 1 PG-8P930-02 J1P321TA-1 List 19 PG-8P948-02 J1P321TA-1 List 20 PG-8P949-02

✓	Label	Identifier
	1 cartridge tape labeled: For MAP/5 systems: ■ *UNIX SVR4.2 Op Sys Ind. Image - MAP 5* For MAP/40 systems: ■ *UNIX SVR4.2 Op. Sys. Ind. Image - MAP 40* For MAP/100 systems: ■ *UNIX SVR4.2 Op. Sys Ind. Image - MAP 100* ⚠ **CAUTION:** *Do not use any operating system tape labeled "Op Sys SW" without the words "Ind Image." The procedure will fail.*	 PG-8P931-01 J1P321TA-1 L2 PG-8P932-01 J1P321TA-1 L3 PG-8P950-01 J1P321TA-1 L21
	One of the following groups: ■ IP41 or later Release 3: AUDIX Voice Messaging R3.3 Vex (IP41 or IP42) 1 of 1, and if operating Lodging: Lodging R1.x Base and PMS Software 1 of 1 (1 cartridge tape) and update floppy ⇒ **NOTE:** If you have IP41, and you are loading a new Disk 0 on a system with 1 or more existing disks, you may be able to recover the customer data from the other disks by loading IP42. Check with your remote maintenance center for IP42 availability. or: ■ INTUITY R3.3e Base Software 1 of 1 (1 cartridge tape) and INTUITY AUDIX R3.3e Base Software 1 of 1 (1 cartridge tape) and/or Lodging R1.x Base and PMS Software 1 of 1 (1 cartridge tape)	PG-5Y075 J1P321TC-1 List 4 For Lodging R1.0: PG-5Y137 J1P321TC-1 List 47 For Lodging R1.1 PG-5Y313 J1P321TC-1 List 90 PG-5Y307 J1P321TC-1 List 75 PG-5Y306 J1P321TC-1 List 74 For Lodging R1.0: PG-5Y137 J1P321TC-1 List 47 For Lodging R1.1 PG-5Y313 J1P321TC-1 List 90

✓	Label	Identifier
	For systems with INTUITY AUDIX: Minimum of 1 language tape: AUDIX R3.3 *Language Name* Ann. Set 1 of 1 ⮕ **NOTE:** Be sure that the tape is labeled AUDIX R3.3. The tape must be R3.3 in order to operate with the Release 3.0 system.	Varies
	For systems with INTUITY Lodging: Minimum of 1 language floppy diskette:	Varies
	1 switch integration package	Varies with the switch identity
	INTUITY Call Accounting System Refer to the comcode.	COMCODE: 407421924 CAS/DEF COMCODE: 407421908 CAS/LEG COMCODE: 407244300 CAS HackerTracker
	For systems with the optional INTUITY Intro Voice Response: ■ *Intro Voice Response SW R1.0 1 of 1* ■ *Intro Voice Resp R1.0 & UNIX Dev 1 of 1*	 PG-8P934-01 J1P321TA-1 L5 PG-8P951-01 J1P321TA-1 L22
	For systems with the optional UNIX Multi-User: ■ *UNIX® Multi User Software Package - Installation 1 of 1* ■ *UNIX® Multi User Software Package - User Upgrade 1 of 1*	 PG-8P946-01 J1P321TA-1 List 17 PG-8P946-02 J1P321TA-1 List 17

Task 7: 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.* Continue with the next task or the next step on your checklist.

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 B-4.

```
┌─────────────────────────────┐                    ┌─────────────────────┐
│Customer/Services Administration│                 │ System Management   │
│ Alarm Management            │                     │  Disk Management    │
│ Backup/Restore              │                     │ >System Control     │
│ Database Audits             │                     │  UNIX Management    │
│ Diagnostics                 │                     └─────────────────────┘
│ Feature Options             │
│ Log Administration          │
│ >System Management          │                     ┌─────────────────────┐
│ System Verification         │                     │   System Control    │
└─────────────────────────────┘                     │ Shutdown Voice System│
                                                     │ Start Voice System  │
                                                     │ Stop Voice System   │
                                                     └─────────────────────┘



  Highlight the item you want and press <Enter>
```
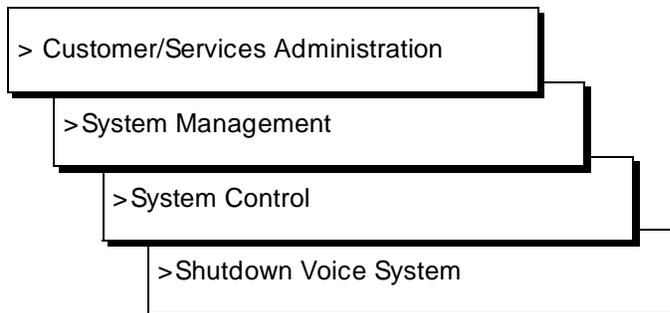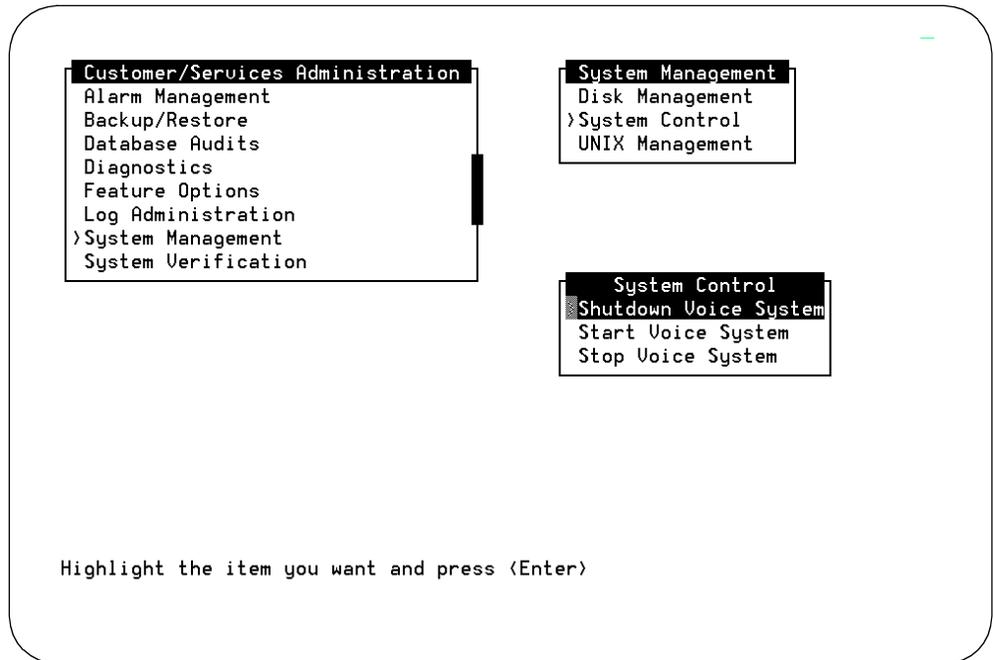
Figure B-4.   System Control Screen

The system responds:

```
Enter y to continue, no to quit
```

4. Enter **y** to continue the shutdown.

> **NOTE:**
> If the voice system is running, the INTUITY system will automatically
> stop the voice system before shutting down for Release 2.0 and
> later systems.

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.
```

5. Continue with the next task or the next step on your checklist.

Task 8: Install Independent Image Operating System Software (Op Sys)

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: *INTUNIX+n* where *n* is a letter such as F or G...
            (1 cartridge tape)

and:

For MAP/5 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/5 Only) J1P321TA-1 List 1, PG-8P930-01

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/5 Only) J1P321TA-1 List 1 PG-8P930-02

- UNIX SVR4.2 Op Sys Ind. Image 1 of 1 (MAP/5 Only) PG-8P931-01, J1P321TA-1 L2 (1 cartridge tape)

For MAP/40 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/40 Only) J1P321TA-1 List 19, PG-8P948-01

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/40 Only) J1P321TA-1 List 19, PG-8P948-02

- UNIX SVR4.2 Op. Sys Ind. Image 1 of 1 (MAP/40 Only) PG-8P932-01, J1P321TA-1 L3 (1 cartridge tape)

For MAP/100 systems:

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2 (MAP/100 Only) J1P321TA-1 List 20, PG-8P949-01

- UNIX SVR4.2 Op Sys Independent Image Boot Floppy 2 of 2 (MAP/100 Only) J1P321TA-1 List 20, PG-8P949-02

- UNIX SVR4.2 Op. Sys Ind. Image 1 of 1 (MAP/100 Only) PG-8P950-01, J1P321TA-1 L21 (1 cartridge tape)

Procedure

1. Insert the diskette labeled *UNIX SVR4.2 Op Sys Independent Image Boot Floppy 1 of 2* into the floppy drive.

2. Monitor the installation closely throughout the procedure. Look for any warnings, errors, or partially installed packages. Be prepared to note any problems that occur in order to report them to the remote maintenance center.

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. The system displays the SCSI Host Adapter screen and then the following message:

   ```
   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.
   ```

   $\Longrightarrow$ **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.

4. Remove Boot Floppy 1 of 2 from the disk drive.

5. Insert the diskette labeled "Boot Floppy 2 of 2" into the 3.5" floppy drive.

6. 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.

7. Press ⬚ENTER to continue with the installation.

8. Determine your next step:

   a. If the system does not detect files, continue with Step 10.

   b. If the system detects files and presents the following Files Deleted Warning screen, continue with Step 9:

   > **➡ 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 is an older disk and contains files.

```
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':
```

9. 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':
```

10. 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 B-3 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.
```

11. Enter the appropriate space needed for each slice. Use the ⌧TAB⌧ key to move the cursor to the setting that needs to be changed. For Release 3.0 systems, use the table below to determine the space needed. For Release 2.0, use the system's defaults.

> ⚠ **WARNING:**
> *For Release 3.0 systems, use the settings specified in the table below.* ***Do not use the default settings presented by the system for Release 3.0 systems.*** *Changing the sizes of the filesystem slices to settings different from the settings listed in the table will cause the installation of the INTUITY Release 3.0 software to fail.*

> ⚠ **WARNING:**
> *For Release 2.0 systems, press* ⌧ENTER⌧ *5 times to move through the sizes and "apply" the defaults.* ***Do not use the settings listed in the table below for Release 2.0 systems.***

Table B-6.   Release 3 Space Requirements for the MAP/5, MAP/40, and MAP/100

Slice	MAP/5	MAP/40	MAP/100
/stand	8	8	8
/dev/dump	36	64	96
/dev/swap	92	96	128
/	110	110	110

12. Verify that you have entered the correct sizes for the correct MAP.

13. Press ⌧TAB⌧ to highlight "apply" when you are finished entering and verifying the space requirements.

14. Press ⌧ENTER⌧ to apply the settings.

    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.
    ```

    ```
    Your choices are:
    ```

```
1. Skip surface analysis
2. Perform surface analysis

Press '1' or '2' followed by 'ENTER':1
```

15. Press [ENTER] to accept the default of 1 to perform the surface analysis. This takes approximately 5 to 15 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':
```

16. Remove the boot floppy 2 of 2 from the floppy disk drive.

17. Insert the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* into the tape drive.

18. 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.
```

19. Remove the cartridge tape labeled *UNIX SVR4.2 Op Sys Independent Image* into the tape drive.

20. 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.

21. 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.

22. Did you encounter any errors, problems, or partially installed packages?

    a. If no, continue with Step 23.

    b. If yes, inform your remote maintenance center. *Stop. Do not continue unless instructed to do so by the remote maintenance center.*

23. Log into the system as **root**, and press ⌷ENTER⌷ at the password prompt.

    > **NOTE:**
    > If you encounter information that your password has expired, press ⌷ENTER⌷ for the old password, type **install1** for the new password, and type **install1** to confirm the new password.
    >
    > Use this password, **install1**, instead of ⌷ENTER⌷ for the remainder of the procedure. As soon as you reload the INTUITY system tape, **install1** 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 (#).

24. Insert the INTUNIX+*n* 1 of 1 into the tape drive.

    > **NOTE:**
    > *n* in the tape name above and in the example system responses below represents a letter such as F or G....

25. Enter **pkgadd -d ctape1**

    The system responds with:

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

26. Press ⌷ENTER⌷ to display the installation options.

    The system responds:

```
Installation in progress. Do not remote the cartridge.

The following sets are available:

1    INTUNIX  UNIX SVR4.2 Enhancement Set- Update n
             (486) Rel.2 of Indep UNIX, USL SVR4.2.3

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

27. Press ⟨ENTER⟩ to accept the default of all.

    The system responds:

    ```
    PROCESSING:
    Set:  UNIX SVR4.2 Enhancement Set - Update n (INTUNIX) from
    <ctape1>

    UNIX SVR4.2 Enhancement Set – Update n
    (486) Rel. 2 of Indep UNIX, USL SVR4.2.3
    Using </> as the package base directory.

    The following packages are available:

            Listing of sets (software) available on this tape

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]
    ```

28. Press ⟨ENTER⟩ to install all packages.

    The system responds by loading the information and packages from the
    tape.

    ### ⇒ NOTE:
    If you see the error and warning messages:

    ```
    Could not copy file/usr/bin/sz to /var/update/intuity/zmodem
    Could not copy file /usr/bin/rz to /var/update/intuity/zmodem
    zmodem: WARNING : Could not preserve old files!
    zmodem: WARNING: Installation will continue
    pkgadd:ERROR: preinstall script did not complete successfully

    Installation of UNIX SVR4.2 ZModem Utilities-Update N
    (zmodem) partially failed.
    ```

    ignore these messages. These messages indicate that you are
    installing this software on the system for the first time and the
    system cannot complete some of the actions that it performs on
    systems that have a version of this software already installed.

    When the system is finished loading the information from the tape, it
    responds:

    ```
    Processing of <UNIX SVR4.2 Enhancement Set - Update n> is
    completed.

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

29. Remove the INTUNIX cartridge tape from the tape drive.

30. Did you encounter any errors or problems?

   a. If no, continue with Step 31.

   b. If yes, inform your remote maintenance center. ***Stop. Do not continue unless instructed to do so by the remote maintenance center.***

31. Enter **q** to quit and return to the UNIX prompt.

   ```
   The system responds with a notice message:
   ```

   ```
   *** 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.
   ```

   Do not reboot the system at this time.

32. Enter **installit** at the UNIX prompt (#).

   The system responds in one of two ways, depending upon the installation type:

   If this is a new installation, the system will respond:

   ```
   installit execution started: date time year
   The system will attempt to perform a new installation
   Press enter, to continue the Volume Manager
   installation
   ```

   The system responds by quickly identifying the disk(s) and then rebooting. Continue with Step 33.

   If this is a recovery installation for a non-mirrored single disk system, the system will attempt to recover the other disks:

   ```
   Found secondary disk at jumper ID #n
   Found active UNIX information on secondary disk=n.
   Found Veritas information on secondary disk = c0tnd0s0
   -Setting system state to recover
   The system will attempt to match boot disk to other
   disks and recover now...
   ```

   ```
   Press <ENTER>, to continue...or press <DEL> to
   terminate installit
   ```

   Do not enter DEL during this process.

   ⇒ **NOTE:**
   If you see either of the following message(s) during a recovery installation for a system with a new Disk 0 and existing other disks:

```
installit execution started: date time year
The system will attempt to perform a new
installation
Press enter, to continue the Volume Manager
installation
```

or:

```
No Veritas info on secondary disk #
Deleting the partition on secondary disk #
```

note the identity of the disk, if possible and inform your remote maintenance center immediately. **Stop. Do not continue.**

33. Press (ENTER) to continue the installation each time that the system pauses and presents a prompt requesting hit return to continue.

The system responds to (ENTER) by flashing a series of messages that identify the disks present in the system and then rebuilds the kernel, rebooting the system.

When this process is finished, the system 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 U2.1
Console Login:
```

34. Stop and evaluate the installation:

Did you encounter any problems with this procedure?

- If no, continue with "Install the Lucent INTUITY Software."

- If yes, contact the remote maintenance center before continuing:

    a. Describe the encountered problem.

    b. Ask the remote maintenance center for instructions.

Task 9: Install the Lucent INTUITY Software

Use the following procedure to load the INTUITY system software after you have installed the operating system.

Requirements

Login: root

Materials: Depending upon the configuration of the system:

INTUITY AUDIX Voice Messaging R3.3 Vex 1 of 1
(1 cartridge tape)
Optional, only for systems installing INTUITY Lodging:
INTUITY Lodging R1.0 Platform Update
(1 floppy diskette) and
INTUITY Lodging R1.0 Base and PMS Software 1 of 1
(1 cartridge tape)
language tape(s) for INTUITY AUDIX
language diskette(s) for INTUITY Lodging

or

INTUITY R3.xe Base Software 1 of 1
(1 cartridge tape)
INTUITY AUDIX R3.3e Base Software 1 of 1
(1 cartridge tape) and/or
Lodging R1.0 or R1.1 Base and PMS Software 1 of 1
(1 cartridge tape)
language tape(s) for INTUITY AUDIX
language diskette(s) for Lodging

Procedure

1. Log into the system as **root**

   ⇒ **NOTE:**
   Use the a return password or install1 if you reset the 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 Voice Messaging R3.x Vex 1 of 1 cartridge tape or the INTUITY R3.0e Base Software 1 of 1 cartridge tape into the tape drive.

> **NOTE:**
> Do not use the tape labeled "INTUITY **AUDIX** R3.xe Base Software 1 of 1" for this step. It does not contain the platform software needed to operate the system.

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   xxx       xxxxxxxxx Set
                 (486) 3.x-xx

Select package(s) you wish to process (or 'all' to process
     all packages). (default: all) [?,??,q]
```

> **NOTE:**
> The x's in the above system response indicate the package name abbreviation, the package name, the release number, and the load number, respectively.

5. Press ⏎ ENTER ⏎ to select all.

The system responds by loading information from the tape and scrolling information across the screen. Next, the system responds with an installation information screen, as shown in Figure B-5.

> **NOTE:**
> If you are installing the INTUITY R3.0e Base Software 1 of 1 tape, slightly different options will appear on the screen 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 B-5.   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:**
> During the installation of software, ignore messages about:
>
> - Upgrade instructions that tell you to logout and perform an upgrade
>
> - s25 errors
>
> - DEL if wrong—do not enter DEL during the installation

When this process is finished, the system presents the message:

```
Processing of <set name> is completed.

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

10. Remove the cartridge tape from the tape drive.

11. Determine your next step:

    a. If the set name on the console monitor for the software is <Intuity Application Software Set>, continue with Step 19 to install the INTUITY AUDIX language(s).

    b. If the set name on the console monitor for the software is <Intuity Platform software set> and you are installing the INTUITY AUDIX application, continue with Step 12.

    c. If the set name on the console monitor for the software is <Intuity Platform software set> and you are installing only the INTUITY Lodging application but not the INTUITY AUDIX application, continue with Step 26.

12. Insert the AUDIX R3.xe Base Software 1 of 1 tape into the cartridge tape drive.

13. Press ENTER to install the tape.

    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, the system did not see the tape or the tape was inserted after you selected Tape Drive. Enter **q** to quit. This actions will return you to the UNIX prompt. Insert the tape, and with the tape inserted, enter **pkgadd -d ctape1**

14. 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  VMset  Intuity AUDIX software set
                (486) 3.xe-xx

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

NOTE:
> The x's in the above description indicate the release increment and
> IP number.

15. Press (ENTER) to accept the default of all.

    The system responds:

    ```
    PROCESSING:
    Set:Intuity AUDIX software set (VMset)from <ctape1>.

    Intuity AUDIX software set R1.0
    (486) xx-xx
    Using </> as the package base directory.
    For Intuity Rx,

    The following types of installations are available. They are:

    1 - All Packages - Installs software 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

    Enter Selection:
    ```

16. Enter **1** to install all packages.

    The system responds:

    ```
    Confirm: You selected option 1. (y/n)
    ```

17. Enter **y** to confirm your selection.

    The system responds by processing the software and loading packages
    for the INTUITY AUDIX application, including networking.

    When the system is finished loading the software packages, the system
    displays the message:

    ```
     Processing of <Intuity AUDIX software set> is completed.

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

18. Remove the INTUITY AUDIX software tape from the tape drive.

19. Insert the INTUITY AUDIX language tape (1 of 1) into the cartridge tape drive. The first language, if you are installing more than 1 language, should be for the language that will serve as the default language for the INTUITY AUDIX application.

20. 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   language name   Language Name System Announcements
                             (AUDIX) R3.x

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]
    ```

21. Press (ENTER) to accept the default of all.

    The system begins to process the packages and then presents the message:

    ```
    (Language Name) System Announcements
    (AUDIX) R3.x
    Using</> as the package base directory.
    Is this the default language set?
    (default: y) [y, n, ?, q]
    ```

22. 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
    (optional language abbreviation) was successful.

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

23. Determine next step:

    a. If you are installing additional languages, remove the tape from the tape drive and return to Step 19.

    b. If you are finished installing languages, continue with the next step.

24. Remove the INTUITY AUDIX language tape from the cartridge tape drive.

25. Determine your next step:

a. If you are installing both the INTUITY AUDIX and the INTUITY Lodging application and you installed the "INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1" tape, continue with Step 26 to load the INTUITY Lodging Platform Update floppy and the INTUITY Lodging application.

b. If you are installing both the INTUITY AUDIX and the INTUITY Lodging application and you installed the "INTUITY R3.xI Base Software 1 of 1" tape, continue with Step 32 to load the INTUITY Lodging application. You do not need to load the INTUITY Lodging Platform Update floppy.

c. If you are installing only the INTUITY AUDIX application and not the INTUITY Lodging application, continue with Step 46.

26. Enter **q** to quit the cartridge tape installation.

    The system responds with the UNIX prompt a mail message.

    ⇒ **NOTE:**
    The system may also respond with a message instructing you to perform a reboot. Do not reboot the system at this time.

27. Enter **pkgadd -d diskette1**

    The system responds:

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

28. Insert the INTUITY Lodging R1.0 Platform Update diskette 1 of 1 into the floppy drive.

29. Press ⌗ENTER⌗ to display the installation options.

    The system responds:

    ```
    Installation in progress. Do not remote the diskette.

    The following sets are available:
        1  xxxxx    INTUITY Lodging R1.x Platform Update
                    (486) 3.xi-xx

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]
    ```

    ⇒ **NOTE:**
    The x's in the above description indicate the release increment and IP number.

30. Press ⌗ENTER⌗ to accept the default of all.

    The system responds by loading the information from the diskette.

    When the process is finished, the system responds:

```
Installation of INTUITY Lodging R1.x Platform Update (xxxxx)
was successful.

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

31. Remove the floppy from the floppy drive.

32. Enter **q** to quit the floppy diskette installation

    The system responds with the UNIX prompt.

33. Insert the INTUITY Lodging R1.x Base and PMS Software 1 of 1 tape into the cartridge tape drive.

    The system responds by tensioning the tape.

34. Enter **pkgadd -d ctape1**

    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, the system did not see the tape or the tape was inserted after you entered the pkgadd command. Enter **q** to quit. This action will return you to the UNIX prompt. Insert the tape, and enter the command: **pkgadd -d ctape1**

35. 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 LODGING   Intuity Lodging Software Set R1.x
                    (486)1.x-xx

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]
    ```

36. Press ENTER to accept the default of all.

    The system responds:

    ```
    PROCESSING:
    Set:Intuity Lodging Software Set R1.0 (Lodging)from <ctape1>.

    Intuity Lodging Software Set R1.0
    (486) 1.0-xx
    Using </> as the package base directory.
    For Intuity Lodging R1.0,

    The following types of installations are available. They are:

    1 - All Packages - Installs software and the initial database
    ```

```
2 - Custom - Installs one or more packages selected by the
installer.

Select type of installation:

     1) Lodging Software with Standalone PMS Interface
     2) Lodging Software with Guestworks Server PMS Interface
     3) Custom

Enter Selection:
```

37. Determine your next step:

   a. If the Forward PMS Messages to INTUITY Lodging parameter is available on your switch and the field will be set to yes:

   ⮕ **NOTE:**
   This includes installations with GuestWorks Servers.

      1. Enter **1** to install the software.

         The system responds:

         ```
         Confirm: You selected option 1. (y/n)
         ```

      2. Enter **y** to confirm your selection.

         The system responds by processing the software and loading packages for the Property Management System (PMS) and the INTUITY Lodging software.

         When the system is finished loading the software packages, the system displays the message:

         ```
         Processing of <Intuity Lodging Software Set R1.0>
         is completed.

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

      3. Continue with Step 38.

   b. If this system will be integrated with a Property Management System (PMS) operating with a link directly between the PMS and the Lucent INTUITY system:

      1. Enter **2** to install the software.

         The system responds:

         ```
         Confirm: You selected option 1. (y/n)
         ```

      2. Enter **y** to confirm your selection.

         The system responds by processing the software and loading packages for the Property Management System (PMS) and the INTUITY Lodging software.

         When the system is finished loading the software packages, the system displays the message:

```
Processing of <Intuity Lodging Software Set R1.0>
is completed.

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

    3. Continue with Step 38.

c. If this system will not be integrated with a Property Management System (PMS)[*]:

    1. Enter **3** to perform a custom install.

    The system responds:

```
Confirm: You selected option 2. (y/n)
```

    2. Enter **y** to confirm your selection.

    The system responds:

```
Install vlodg? (default:n)
```

    3. Enter **y** to install the INTUITY Lodging software.

    The system responds with the next prompt:

```
Install vpms? (default: n)
```

    4. Press ENTER to accept the default of no to not install the Property Management System (vpms) software.

    The system responds with the next prompt:

```
Install gwpms? (default: n)
```

    5. Press ENTER to accept the default of no to not install the GuestWorks Property Management System (gwpms) software.

    The system responds by installing the INTUITY Lodging software only.

> **NOTE:**
> If you see the message: make vxfs file system? (DEL if wrong), do not press the delete key.

When the system is finished loading INTUITY Lodging, the system displays the message:

```
Processing of <Intuity Lodging Software Set R1.x> is
completed.
```

---

[*]   Lucent INTUITY Lodging has a screen interface that allows you to either add or change the type of PMS interface used with the system after the software has been installed. This screen provides a menu for changing the interface.

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

      6. Continue with Step 38.

38. Remove the INTUITY Lodging software tape from the cartridge tape drive.

39. Enter **q** to quit the tape installation.

    The system responds with the UNIX prompt.

40. Enter **pkgadd -d diskette1**

    The system responds:

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

41. Insert the INTUITY Lodging Language Diskette 1 of 1 into the floppy drive. If you are installing more than 1 language, you may install languages in any order, .

42. Press ENTER to install the floppy.

    The system responds:

```
Installation in progress. Do not remote the diskette.

The following sets are available:
    1    vxxx  Intuity Lodging xxxxx License R1.x
                (486) 1.0-xx

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

> **NOTE:**
> The *xxx* in the above example represents a language abbreviation or the full language name. The word "License" only appears with U.S. English.

43. Press ENTER to accept the default of all.

    The system responds by loading the information from the diskette.

    When the system has finished loading the software, the system displays the message:

```
Installation of Intuity Lodging xxxx License R1.x (vxxx) was
successful.

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

44. Remove the floppy from the floppy diskette drive.

45. Determine your next step:

        a. If you are installing additional languages, return to Step 41, and repeat these steps for each additional language.

        b. If you are not installing additional languages, continue with the next step.

46. Enter **q** to quit the floppy diskette installation.

    The system responds with the UNIX prompt:

47. 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
    ```

48. 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.

49. Continue with the next step, "Stop the Voice System."

Task 10: 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 INTUITY (TM) Administration menu, select:

> Customer/Services Administration

> System Management

> System Control

>Stop Voice System

The path to the System Control screen is shown in Figure B-6.

```
┌─Customer/Services Administration─┐      ┌─System Management─┐
│ Alarm Management                 │      │ Disk Management   │
│ Backup/Restore                   │      │›System Control    │
│ Database Audits                  │      │ UNIX Management   │
│ Diagnostics                      │      └───────────────────┘
│ Feature Options                  │
│ Log Administration               │
│›System Management                │
│ System Verification              │           ┌─System Control─────┐
└──────────────────────────────────┘           │ Shutdown Voice System│
                                                │ Start Voice System   │
                                                │›Stop Voice System    │
                                                └──────────────────────┘



   Highlight the item you want and press <Enter>
```
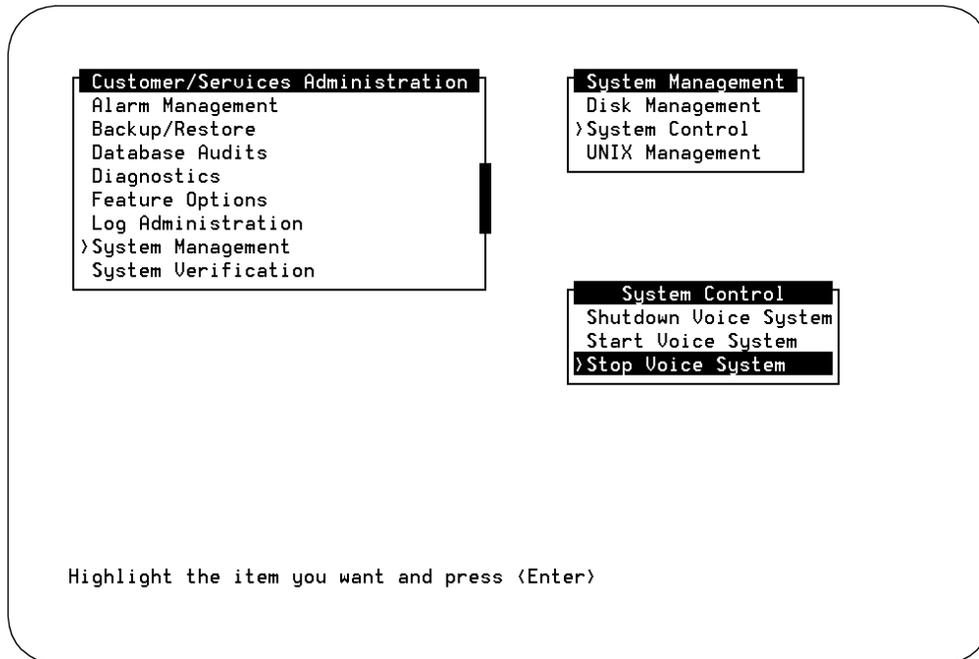
Figure B-6.   System Control Screen

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. Install the switch integration software for the system:

   For Lucent DCIU integrations, refer to Page B-43.

   For all other integrations, refer to the Lucent INTUITY switch document for instructions.

Task 11: Install Switch Integration Software

Use the table below to determine the location of the switch integration software installation instructions that you should use.

To install:	Go to:
DCIU Integration software for DEFINITY, System 75 and System 85	Page B-43
MERLIN LEGEND Communications switch integration software	Page B-49
All other switch integration types	The specific book for the integration

Lucent DCIU Integration Software (DEFINITY)

Use this procedure only for INTUITY systems using one of the following switches:

- Lucent System 75, G1, and G3i, G3r, G3s

- Lucent 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, MERLIN LEGEND, a switch integration device (SID), or a translator, the system will fail.

➡ **NOTE:**
For other switch integrations, refer to the documentation provided for the integration for specific instructions.

Operation of this software requires that the INTUITY platform have an Lucent Technologies GP-Synch (AYC22) or a DCIU circuit card installed.

Requirements

Login: craft

Materials: Lucent DCIU Switch Integration Software
(1 cartridge tape)

For installations outside of the United States and Canada, the INTUITY Administration for DEFINITY floppies (3 floppy diskettes)

Procedure

1. Starting at the System Management screen, select:

> UNIX Management

> Software Install

The system responds with the Software Install screen, as shown in Figure B-7.

```
┌─Customer/Services Administration─┐        ┌─System Management─┐
│ Alarm Management                 │        │ Disk Management   │
│ Backup/Restore                   │        │ System Control    │
│ Database Audits                  │        │›UNIX Management    │
│ Diagnostics                      │        └───────────────────┘
│ Feature Options                  │
│ Log Administration               │
│›System Management                │
│ System Verification              │        ┌──────UNIX Management──────┐
└──────────────────────────────────┘        │ Format UNIX Floppy        │
                                             │ Modem/Terminal Administration│
                                             │ Password Administration   │
                                             │ Printer Administration    │
         ┌─Software Install─┐                │›Software Install          │
         │▓Floppy drive     │                │ Software Remove           │
         │ Tape drive       │                │ UNIX Date and Time        │
         └──────────────────┘                └───────────────────────────┘



         Highlight the item you want and press ⟨Enter⟩
```

Figure B-7.   Software Install Screen

2. Insert the DCIU tape into the tape drive. For disk drives equipped with latched doors, insert the tape label-side up with the opening to the right. Close the tape drive door.

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, 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. Press (ENTER) to start the installation.

   ```
   Installation in progress. Do not remove the cartridge.

   The following sets are available:
       1    DCIU          Intuity Platform DCIU Set (V2)
                          (AUDIX) x.x-xx
   ```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

5. Press ENTER to accept the default of all.

The system displays the following message:

```
Intuity Platform DCIU Set (V2)
(i486) x.x-xx
Using (/) as the package base directory.
Select your Lucent Intuity DCIU card type:
        1) DCIU (Eicon) card [card has a green LED on
           the faceplate]
        2) GPSynch
    Enter 1 or 2 [1]
```

6. Enter **1** or **2** to indicate either the DCIU or the GPSynch circuit card.

> **NOTE:**
> The DCIU circuit card has a female 25-pin RS-232 connector on the faceplate, with a gender changer and a LED. The GPSynch circuit card has a male 25-pin RS-232 connector on the faceplate. It does not have a gender changer.

The system displays the following message:

```
Select your host switch type:
    1) 75, G1, G3r, G3i
    2) 85, G2

Enter 1 or 2: [1] :
```

7. Enter **1** or **2** to indicate the appropriate switch type.

After the software packages are loaded, which takes some time, the system displays the following message:

```
Processing of <Intuity DCIU Link Software Set> is completed.

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

> **NOTE:**
> If you see an error that reads:
>
> ```
> s25adm not currently running
> s25act: System error
> ```
>
> ignore this error. This error occurs because the software will not be operating until after the system is rebooted.

8. Press **q** to quit.

The system returns you to the screens.

9. Remove the DCIU cartridge tape from the drive.

10. Determine your next step:

a. If you need to add a switch integration update package, continue with the next step, Step 11. Switch integration update packages contain software that adjusts certain parameters so the the switch integration package will operate with a switch in a specific country.

b. If you do not need to add a switch update package (installations in the United States and Canada), continue with Step 24.

11. Select Floppy Drive from the Software Install screen.

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

12. Insert the switch INTUITY Administration for DEFINITY integration update Diskette 1 of 3 into the floppy drive.

13. Press ENTER to display the installation options.

The system responds:

```
Installation in progress. Do not remote the diskette.

The following sets are available:
    1  defadm  Intuity Administration for Definity
                (486) x.x-xx
```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

 NOTE:

The y's in the above description indicate a country abbreviation, and the x's indicate the release increment and IP number.

14. Press ENTER to accept the default of all.

The system responds by loading the information from the diskette.

When the processing is finished, the system responds:

```
READY TO PROCESS:
```

```
Package:  Intuity Administration for Definity   (defadm)
              diskette 2 of 3
```

```
Insert diskette 2 of 3 into Floppy Drive 1
Type [go] when ready,
     or [q] to quit:  (default:go)
```

15. Remove Diskette 1 of 3.

16. Insert the switch INTUITY Administration for DEFINITY integration update Diskette 2 of 3 into the floppy drive.

17. Press ENTER to install Diskette 2 of 3.

The hard disk drive light will flash as the software loads. When the system is finished loading Diskette 2 of 3, it responds:

```
READY TO PROCESS:
```

```
Package:  Intuity Administration for Definity   (defadm)
            diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1
Type [go] when ready,
    or [q] to quit:  (default:go)
```

18. Remove Diskette 2 of 3.

19. Insert the switch INTUITY Administration for DEFINITY integration update Diskette 3 of 3 into the floppy drive.

20. Press ⏎ENTER to install Diskette 3 of 3.

    The hard disk drive light will flash as the software loads. When the system is finished loading Diskette 3 of 3, it responds:

    ⇒ **NOTE:**

    > If you see an error that reads:

    ```
    s25adm not currently running
    s25act: System error
    ```

    > ignore this error. This error occurs because the software will not be operating until after the system is rebooted.

    ```
Installation of Intuity Administration for Definity
(defadm) was successful.

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

21. Remove the floppy from the floppy drive

22. Press **q** to quit.

23. The system returns to the screens.

    Did you encounter any problems with this procedure?

    - ■ If no, continue with .

    - ■ If yes, contact the remote maintenance center before continuing:

        a. Describe the encountered problem.

        b. Ask the remote maintenance center for instructions.

24. Determine your next step:

    If the system requires optional packages such as Lucent INTUITY CAS, Lucent INTUITY Intro Voice Response, or UNIX Multi-User, continue with the next section.

    If the system requires the installation of an Remote Field Update (RFU), continue with "Install the Lucent INTUITY RFU Cartridge Tape" on Page B-60. If you have questions about whether or not this software is needed, contact your remote maintenance center. Press ⏎CANCEL (F6) until you reach the UNIX Management screen.

If the system does not require any additional software packages, continue with "Reboot the System" on Page B-64. Press $\boxed{\text{CANCEL}}$ (F6) three times until you reach the Customer/Services Administration screen.

Install Switch Integration Software for MERLIN LEGEND Communications Systems

Use this procedure only for Lucent Technologies INTUITY systems integrated with a MERLIN LEGEND Communications System.

⚠ CAUTION:
Install this software only on system integrated with a MERLIN LEGEND switch. Installing the software on Lucent Technologies INTUITY systems integrated with any other type of switch causes the system to fail.

Requirements

Login: craft

Materials: MERLIN LEGEND Switch Integration floppies

⇒ NOTE:
If you have a tape with the MERLIN LEGEND switch integration software on it, refer to the instructions that shipped with your system.

Procedure

1. Monitor the installation closely throughout the procedure. Look for any warnings, errors, or partially installed packages. Be prepared to note any problems that occur in order to report them to the remote maintenance center.

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

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

The system responds with the Software Install screen, as shown in Figure B-8.

```
┌─────────────────────────────────────┐  ┌──────────────────────────────┐
│ Customer/Services Administration     │  │ System Management            │
│  Alarm Management                    │  │  Disk Management             │
│  Backup/Restore                      │  │  System Control              │
│  Database Audits                     │  │ >UNIX Management             │
│  Diagnostics                         │  └──────────────────────────────┘
│  Feature Options                     │
│  Log Administration                  │
│ >System Management                   │     ┌──────────────────────────────┐
│  System Verification                 │     │        UNIX Management        │
└─────────────────────────────────────┘     │  Format UNIX Floppy           │
                                             │  Modem/Terminal Administration│
                                             │  Password Administration      │
   ┌─────────────────────┐                   │  Printer Administration       │
   │ Software Install     │                  │ >Software Install             │
   │ Floppy drive         │                  │  Software Remove              │
   │ Tape drive           │                  │  UNIX Date and Time           │
   └─────────────────────┘                   └──────────────────────────────┘


   Highlight the item you want and press <Enter>
```

Figure B-8.   Software Install Screen

3. Press ENTER to select the Floppy drive.

   The system responds:

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

4. Insert MERLIN LEGEND Switch Integration Package Disk into the 3.5"
   floppy drive.

5. Press ENTER to install the software.

   The system responds:

   ```
   Installation in progress. Do not remove the diskette.

   The following pkgs are available:
        1    swin    Intuity MERLIN LEGEND
                     Switch Integration Package
                     (486) x.x-xx

   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.

You will see messages indicating the installation is still running. When the installation is complete, you see the following messages:

```
Installation of Intuity MERLIN LEGEND Switch Integration
Package (swin) was successful.

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

7. Remove the diskette from the floppy drive and insert the MERLIN LEGEND System Programming and Maintenance diskette.

8. Press (ENTER) to install the software.

   The system responds:

```
Installation in progress. Do not remove the diskette.

The following pkgs are available:
     1  spm    Intuity MERLIN LEGEND
               System Programming & Maintenance Package
                  (486) x.x-xx

Select package(s) you wish to process (or 'all' to process
all packages). (default: all)  [?, ??, q]
```

9. Press (ENTER) to accept the default of all.

   You will see messages indicating the installation is still running. When the installation is complete, you see the following messages:

```
Installation of Intuity MERLIN LEGEND System Programming &
Maintenance Package (spm) was successful.

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

10. Remove the diskette from the floppy drive.

11. Enter **q** to quit.

   The Software Install screen is displayed.

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

13. Stop and evaluate the installation:

   Did you encounter any problems with this procedure?

   ■ If no, continue with .

   ■ If yes, contact the remote maintenance center before continuing:

      a. Describe the encountered problem.

      b. Ask the remote maintenance center for instructions.

Task 12: Install Optional Applications and Packages Software

Use the following procedures to load any optional packages that the customer had installed. If the system does not have any optional features or applications, continue with "Install the RFU Software Update Cartridge Tape," Page B-60.

➤ NOTE:

The INTUITY Lodging application instructions are contained in the section: "Install the INTUITY System Software".

This section contains instructions for:

- INTUITY Intro Voice Response, Page B-52
- UNIX Multi-User Software, Page B-57

Installation instructions for the following optional packages are 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)

  Already installed with the switch integration software.

Follow the installation instructions for these packages in the documents listed for each package. Do not, however, reboot the system after the installation of all of the optional packages.

⚠ CAUTION:

If you 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.

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)
```
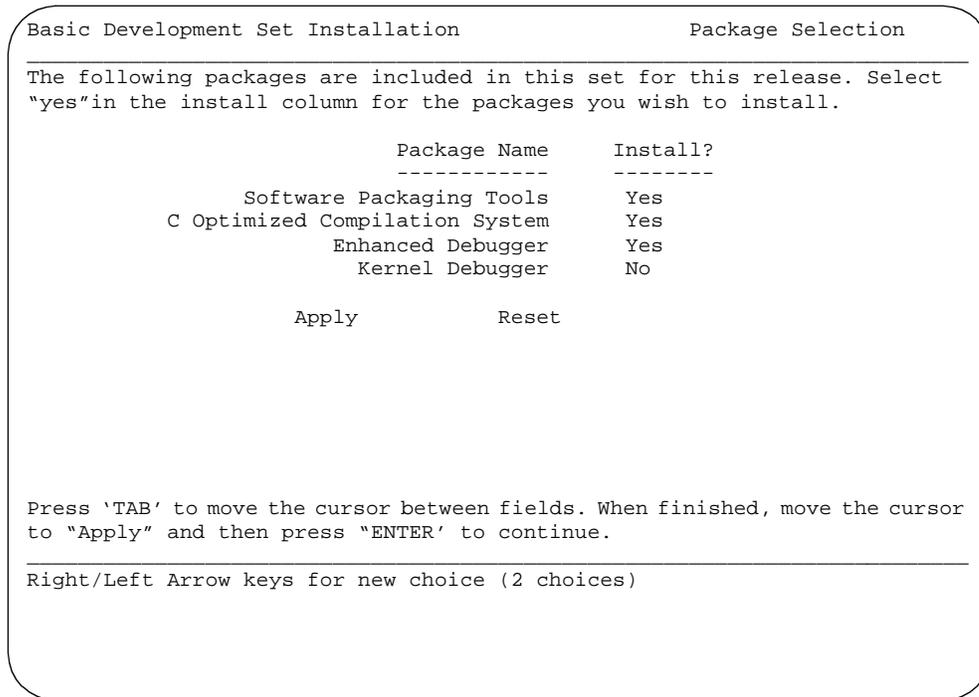
Figure B-9.   Package Selection Screen for the Basic Development Set

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 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 B-10.   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 Basic Development Set 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.

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)
```

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) x.x-xx
```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

16. 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.

17. 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)
    ```

    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)
    ```

18. Press **q** to quit.

19. Remove the cartridge tape from the drive.

20. 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 C, *Adding INTUITY 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 remote 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 B-11.

```
┌─────────────────────────────────────────────────────────────────────
│ 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-11.   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.

    ➡ **NOTE:**
       Earlier releases of this package may have a lower setting. Always
       enter **no**: do not change this parameter.

    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 Task 13, "Install the RFU Software Update Cartridge Tape", Page B-60.

Task 13: Install the RFU Software
Update Cartridge Tape

Not all software loads require a remote field update (RFU). If the system does not require an RFU, continue with Task 14, "Reboot the System", on Page B-64. If the system requires an RFU, continue with this procedure.

Lucent Technologies 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. Contact the remote maintenance center at this point in the 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
B-12.
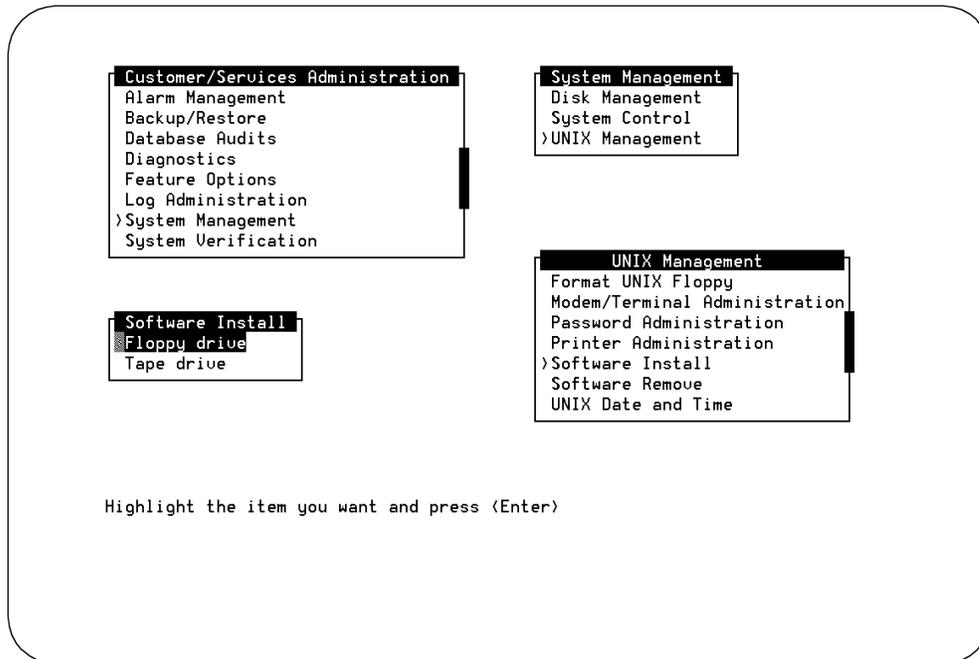
Figure B-12. Software Install Screen

2. Insert the INTUITY RFU Software into the tape drive.

3. Highlight the tape drive option.

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)
   ```

   ⟹ **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, highlight
   "Tape Drive" and press ⸢ENTER⸣.

5. 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) 3.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 3.0-x, where x is a number such as 24, 25, or 26. The
> RFU software cartridge tape will list x as IP24, IP25. or IP26. If the
> RFU does not match the software load label (IP24, IP25, or IP26) for
> the software loaded onto your INTUITY system, do not load the RFU.
> An RFU labeled IP24 may only be loaded onto a system with
> INTUITY software IP24; an RFU labeled IP25 may only be loaded
> onto a system with INTUITY software IP25. Contact your remote
> maintenance center for assistance if you have a question about
> whether or not the RFU matches the system's software load.

6. 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)
   ```

7. Remove the RFU Software Update cartridge tape from the tape drive.

8. Enter **q** to quit.

9. Press CANCEL (F6) to return to the System Management screen from the
   Software Installation screen.

10. Continue with the next step on your checklist.

Task 14: 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:

> \>System Control
>
> \>Shutdown Voice System

The path to the System Control screen is shown in Figure B-4.

```
┌─────────────────────────────────────────────────────────────┐
│                                                          ─   │
│   ┌──────────────────────────────┐   ┌────────────────────┐  │
│   │Customer/Services Administration│  │ System Management  │  │
│   │ Alarm Management             │   │ Disk Management    │  │
│   │ Backup/Restore               │   │›System Control     │  │
│   │ Database Audits              │   │ UNIX Management    │  │
│   │ Diagnostics                  │   └────────────────────┘  │
│   │ Feature Options              │                           │
│   │ Log Administration           │                           │
│   │›System Management            │   ┌────────────────────┐  │
│   │ System Verification          │   │  System Control    │  │
│   └──────────────────────────────┘   │Shutdown Voice System│ │
│                                      │ Start Voice System │  │
│                                      │ Stop Voice System  │  │
│                                      └────────────────────┘  │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│   Highlight the item you want and press <Enter>              │
│                                                              │
└─────────────────────────────────────────────────────────────┘
```
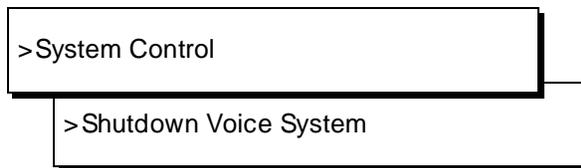
Figure B-13.   System Control Screen

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 9, "Clear Alarms 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.

Task 15: Determine the Recovery Type

Determine the type of recovery for the system:

➡ **NOTE:**

If you do not have an attended or nightly backup tape, contact your remote maintenance center immediately. ***Stop. Do not continue.***

State of Disks:	Go to:	Comments:
New Disk 0 and no other disks in the system	Restore Customer Data from the Backup Tapes for Systems with All New Disks, Task 17. Page B-71	The only customer data that may be restored is from the attended and nightly backup tapes.
All new disks—the system has no previously used disks	Restore Customer Data from the Backup Tapes for Systems with All New Disks, Task 17. Page B-71	The only customer data that may be restored is from the attended and nightly backup tapes.
New Disk 0 and existing other disks	Recover Customer Data from Existing Disks, Task 16. Page B-68	The remote maintenance center will dial in and attempt to recover customer data that is stored on the other disks.
All disks in the system previously loaded	Contact your remote maintenance center and follow their instructions.	Whether or not customer data may be recovered depends upon system and disk identity.
Installing the default database for MAP/100 Disk 6; all other disks in the system have been previously loaded.	Restore Customer Data from the Backup Tapes for Systems with All New Disks, Task 17. Page B-71	The messaging data on the system after the restore will only be as recent as the date that the customer performed an attended backed up.

Task 16: Recover Customer Data from Existing Disks

Use this procedure if:

- The system has a new Disk 0 and existing other disks
- You have install one of the following releases:
    — Release 3 IP 42 or later
    — Release 3e
    — Release 2 IP 19 or later

> **NOTE:**
> This recovery will not work with any other software release.

- The nightly backup tape is available
- The attended backup tape is available

If you do not have an attended backup, notify your remote maintenance center and follow their instructions.

Requirements

Login: craft

Materials: Tape that you labeled *nightly*

Procedure

1. Starting at the Customer/Services Administration screen, select:

    > Backup/Restore

    >Restore

    Figure B-16 shows the path to the Backup and Restore screen.

```
┌─────────────────────────────────────────────────────────────────┐
│  ┌────────────────────────────────┐    ┌─────────────────────┐   │
│  │Customer/Services Administration│    │ Backup and Restore  │   │
│  │ Alarm Management               │    │⟩Backup              │   │
│  │⟩Backup/Restore                 │    │ Restore             │   │
│  │ Database Audits                │    └─────────────────────┘   │
│  │ Diagnostics                    │                              │
│  │ Feature Options                │                              │
│  │ Log Administration             │                              │
│  │ System Management              │                              │
│  │ System Verification            │                              │
│  └────────────────────────────────┘                              │
│                                                                  │
│                                                                  │
│                                                                  │
│  Highlight the item you want and press ⟨Enter⟩                   │
│                                                                  │
└─────────────────────────────────────────────────────────────────┘
```
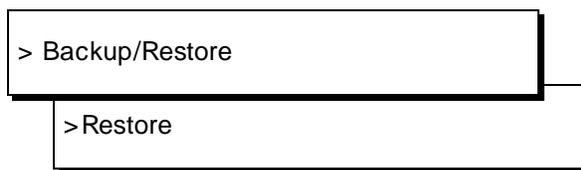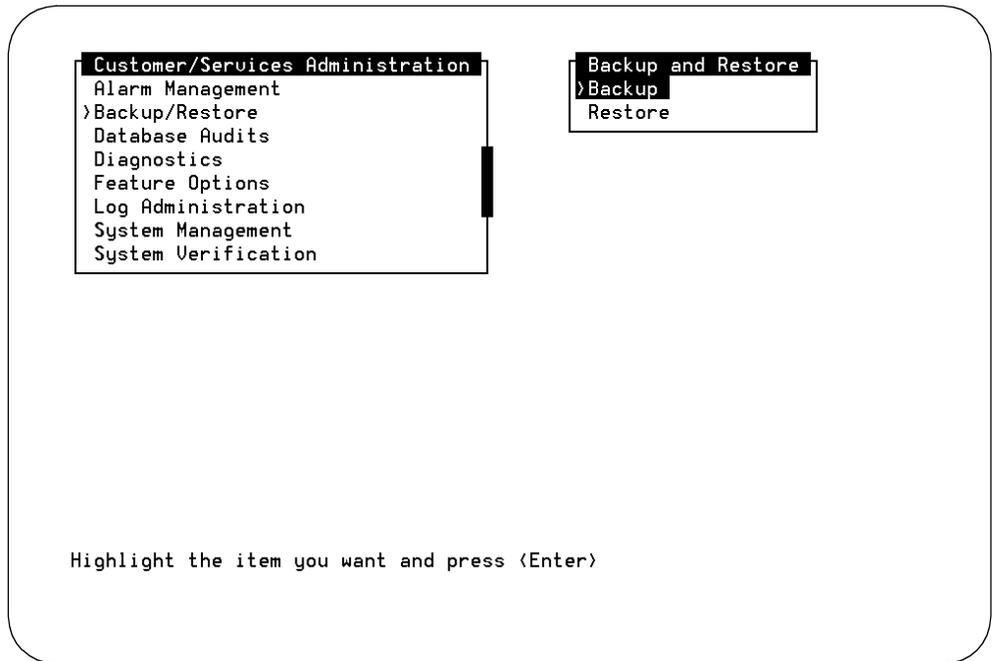
Figure B-14.   Backup and Restore Screen

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
```

2. Insert the backup tape into the cartridge tape drive.

   ⚠ **CAUTION:**
   Be sure that the tape that you are inserting is the tape that you labeled "NIGHTLY*." Do not use any other tape. If you do not have the nightly backup, contact your remote maintenance center.* **Stop. Do not continue.**

3. Press ⟨ENTER⟩ to continue.

4. 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 data types. For example:

   ```
   PRODUCT_ID=299999999

   Date=xx/xx/xx xx:xx

   PKG=VM:0:R3.x

   PKG=mtce:3.0:3.0-x
   ```

```
PKG=netw:0:3.0-x

PKG=vs:3.x:3.x-xx

TYPE=System Data:

Press <Enter> to select data type.
Press <Esc> to terminate the restore.
```

➤ NOTE:

If you are performing disaster recovery with a nightly backup tape that was created on an older system, you may receive the following messages after the TYPE information:

```
Notice:  backup release different from current system
release for package <pkg_name>, current system release –
<cur_release>, backup release - <bkp_release>
```

or

```
Notice:  backup version different from current system
version for package - <pkg_name>, current system version
- <cur_release>, backup version - <bkp_release>
```

Ignore the message. This is expected, and not a problem.

5. Press (ENTER) to continue.

   The system responds with a display of data types.

6. Enter **y** in all data fields.

7. 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
```

8. Press (ENTER) to continue.

9. Press (CANCEL) (F6) three times to back out of all screens and return to the login prompt.

10. Remove the backup tape.

11. ***Stop. Do not continue.*** Contact the remote maintenance center so that they may attempt to recover the data from the other disks. Only the remote maintenance center may perform these procedures.

    If you encountered any problems with restoring the nightly backup tape:

    a. Describe the encountered problem.

    b. Ask the remote maintenance center for instructions.

    During this time, you will be asked to insert the attended backup tape and to monitor the screen.

    Follow the directions from the remote maintenance center.

    Do not continue with any tasks in this document until told to do so by the remote maintenance center.

Task 17: Restore Customer Data from the Backup Tapes for Systems with All New Disks

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.

⚠ WARNING:
Do not use this procedure for systems with a new Disk 0 and existing other disks. This procedure will overwrite existing customer data on the existing disks and the data will no longer be recoverable.

⮕ 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.

> Customer/Services Administration

> System Management

> System Control

>Stop Voice System

Figure B-15 shows the path to the System Control screen.

```
┌──────────────────────────────────────────────────────────────┐
│  ┌─Customer/Services Administration─┐  ┌─System Management─┐  │
│  │ Alarm Management                 │  │ Disk Management   │  │
│  │ Backup/Restore                   │  │›System Control    │  │
│  │ Database Audits                  │  │ UNIX Management   │  │
│  │ Diagnostics                      │  └───────────────────┘  │
│  │ Feature Options                  │                         │
│  │ Log Administration               │                         │
│  │›System Management                │                         │
│  │ System Verification              │                         │
│  └──────────────────────────────────┘                         │
│                                        ┌─System Control──────┐ │
│                                        │ Shutdown Voice System│ │
│                                        │ Start Voice System   │ │
│                                        │›Stop Voice System    │ │
│                                        └──────────────────────┘ │
│                                                                 │
│  Highlight the item you want and press <Enter>                  │
└──────────────────────────────────────────────────────────────┘
```
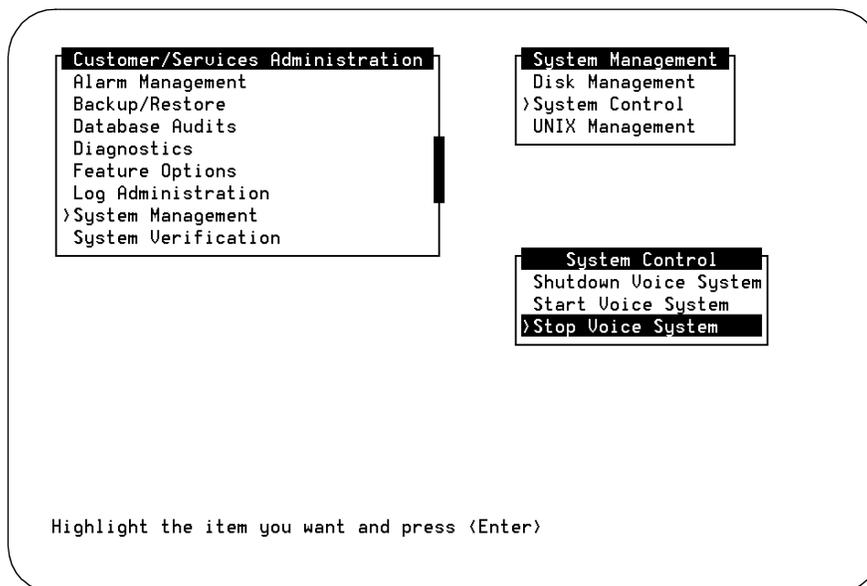
Figure B-15.   System Control Screen

The system responds:

```
Enter y to continue, n to quit.
```

4. Enter **y** to continue.
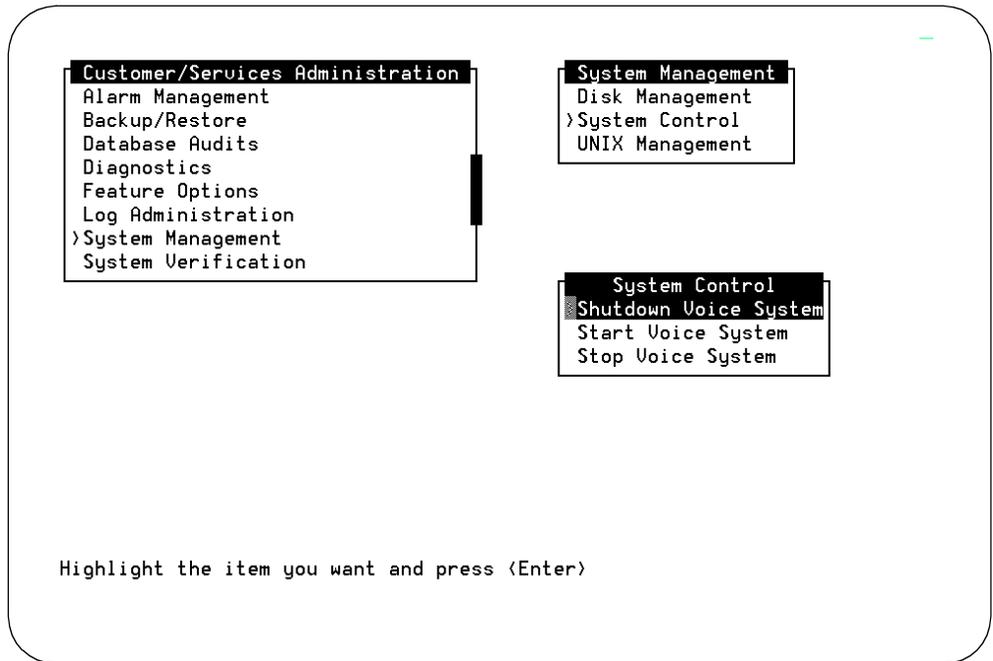
   The system responds:

```
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:

> Backup/Restore

>Restore

Figure B-16 shows the path to the Backup and Restore screen.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                           │
│   ┌Customer/Services Administration┐    ┌Backup and Restore┐              │
│    Alarm Management                      ›Backup                          │
│   ›Backup/Restore                         Restore                         │
│    Database Audits                       └──────────────────┘             │
│    Diagnostics                                                            │
│    Feature Options                                                        │
│    Log Administration                                                     │
│    System Management                                                      │
│    System Verification                                                    │
│   └────────────────────────────────┘                                     │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│   Highlight the item you want and press <Enter>                           │
│                                                                           │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
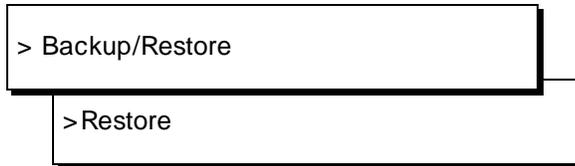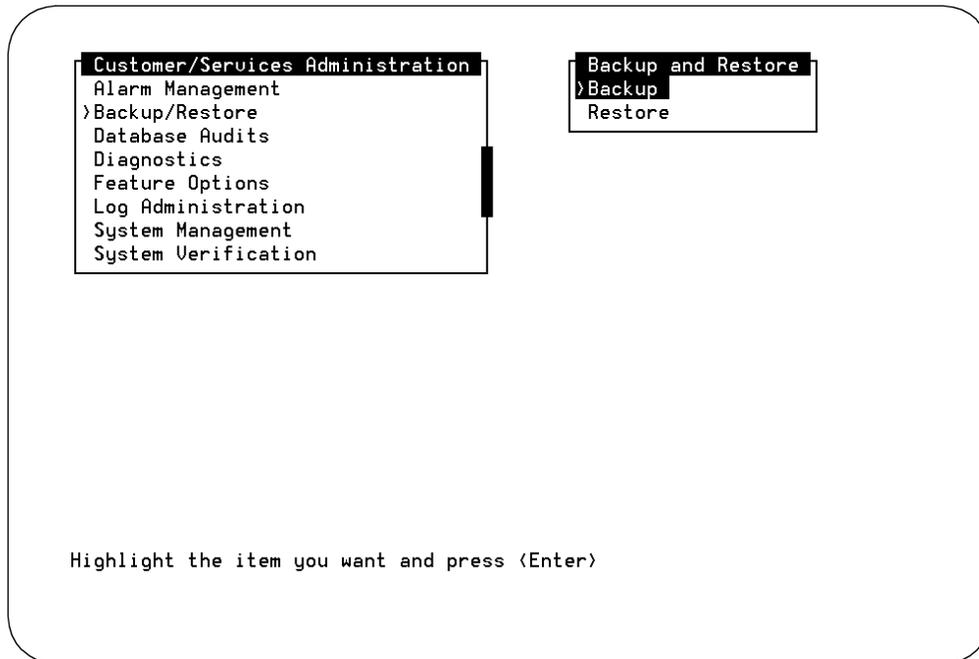
Figure B-16.   Backup and Restore Screen

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.x

PKG=mtce:3.0:3.0-x

PKG=netw:0:3.0-x

PKG=vs:3.x:3.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:

> Customer/Services Administration

> System Management

> System Control

>Shutdown Voice System
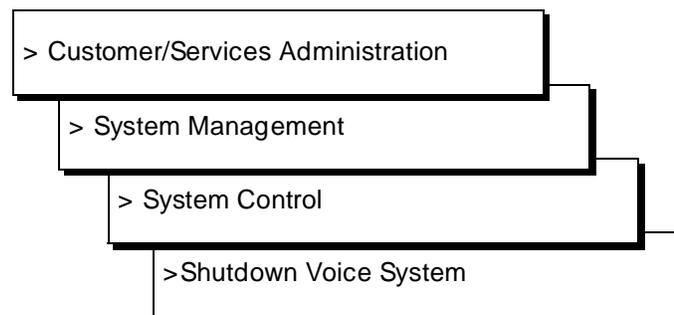
Figure B-17 shows the path to the System Control screen.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                        ─  │
│   ┌─────────────────────────────────────┐    ┌─────────────────────┐     │
│   │ Customer/Services Administration │    │ System Management │     │
│   │  Alarm Management                   │    │  Disk Management    │     │
│   │  Backup/Restore                     │    │ >System Control     │     │
│   │  Database Audits                    │    │  UNIX Management    │     │
│   │  Diagnostics                        │    └─────────────────────┘     │
│   │  Feature Options                    │                                 │
│   │  Log Administration                 │                                 │
│   │ >System Management                  │    ┌─────────────────────┐     │
│   │  System Verification                │    │    System Control   │     │
│   └─────────────────────────────────────┘    │▓Shutdown Voice System│    │
│                                               │ Start Voice System  │     │
│                                               │ Stop Voice System   │     │
│                                               └─────────────────────┘     │
│                                                                           │
│                                                                           │
│                                                                           │
│    Highlight the item you want and press <Enter>                          │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
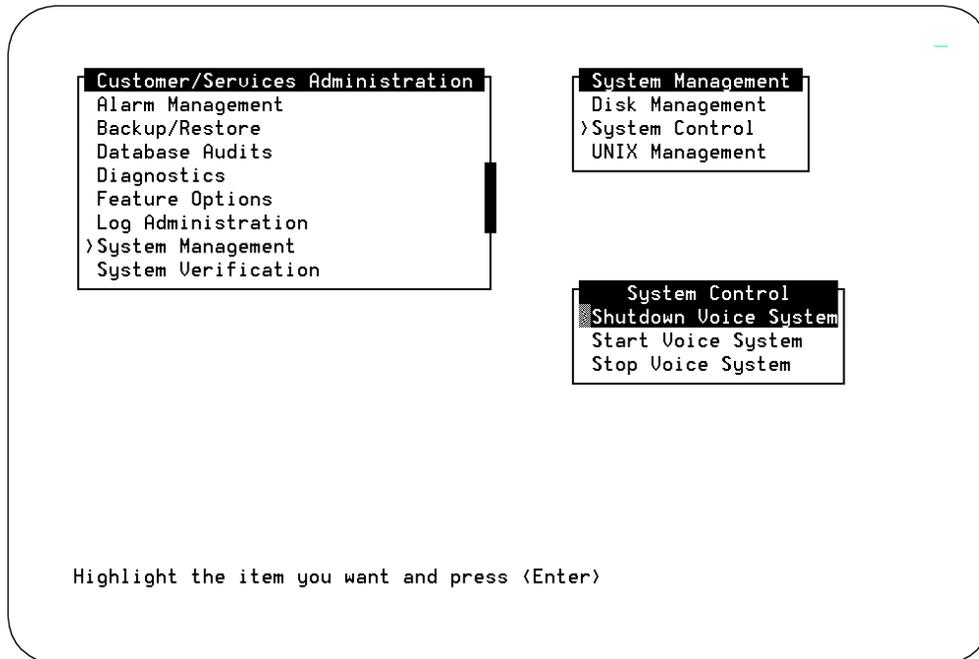
Figure B-17.   System Control Screen

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 9, "Clear Alarms 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.

Task 18: View the INTUITY Feature Options Screen

View the Features Options screen to ensure that the customer system is operating with all of the features purchased 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.

> Customer/Service Administration
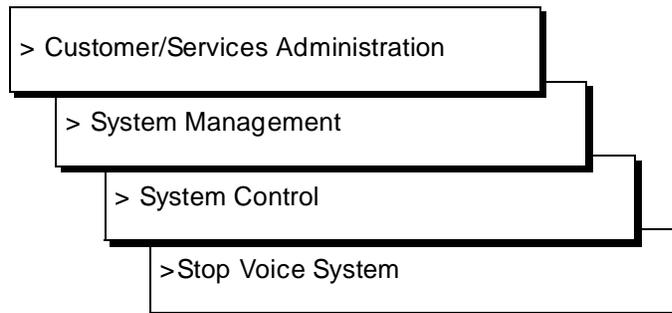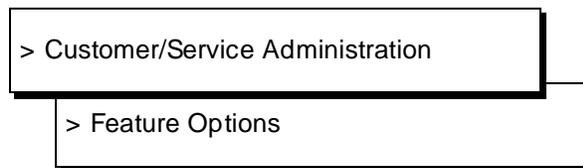
> Feature Options

The system responds with the Feature Options screen, as shown in Figure B-18.

⇒ NOTE:

The following screen is from a Release 3.0 system. The software loaded onto the system will determine what appears on this screen.

```
                    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
Fax                                     ON           N/A
DCS                                     OFF          N/A
High speed digital ports                0            12
Low speed digital ports                 0            12
Max Number of IMAPI Sessions            0            32
Multilingual                            ON           N/A
SCSI Disk Mirroring                     ON           N/A
TCP/IP Administration                   ON           N/A
hours_of_speech                         100          143
voice_ports                             6            6
```

Figure B-18.   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.

Task 19: 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:

> Customer/Services Administration

> System Management

> UNIX Management
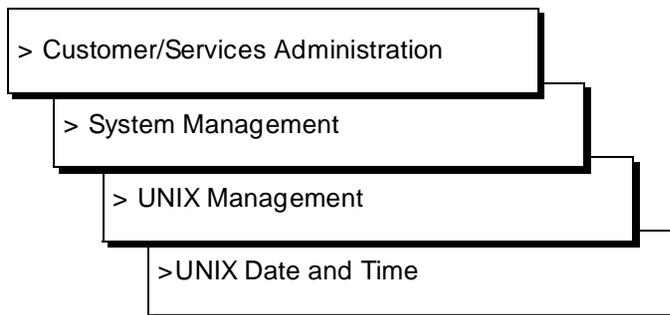
>UNIX Date and Time

The system responds with the UNIX Date and Time screen, as shown in Figure B-19.
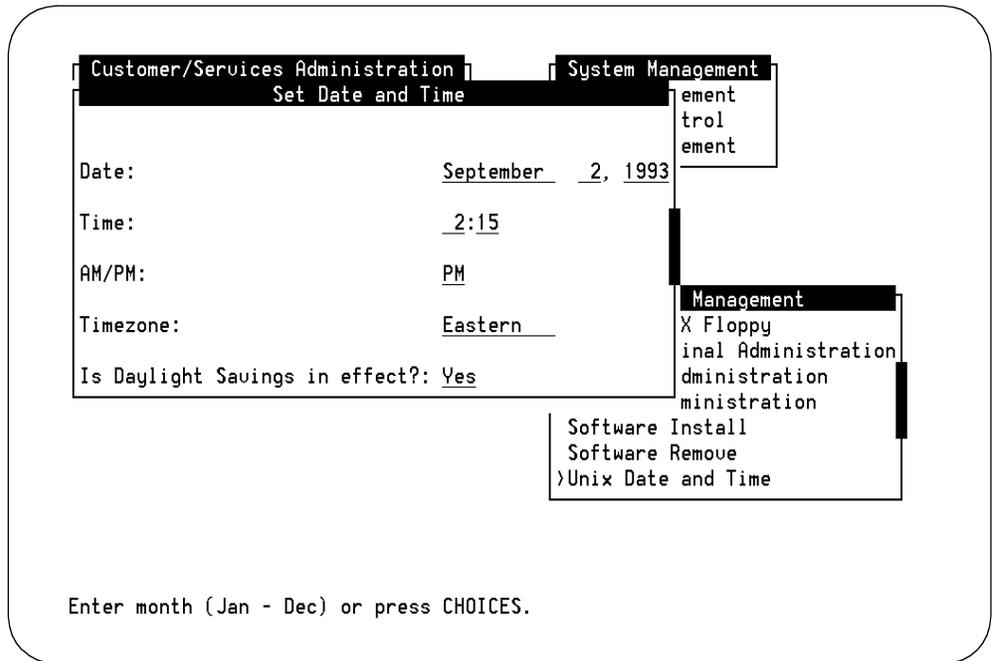
Figure B-19.   UNIX Date and Time Screen

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
   B-20.

   ⇛ **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).

```
        UNIX Date and Time          agement        Month
                                    ement          January
                                    trol           February
Date:                  November    19, 1993 ement  March
                                                   April
Time:                      4:36                    May
                                                   June
AM/PM:                     PM                      July
                                                   August
Timezone:              Eastern          Management September
                                    X Floppy       October
Is Daylight Savings in effect?: NO  inal Adminis  >November
                                    dministratio   December
                          Printer Administration
                          Software Install
                          Software Remove
                         >UNIX Date and Time


   Highlight the item you want and press <Enter>
```
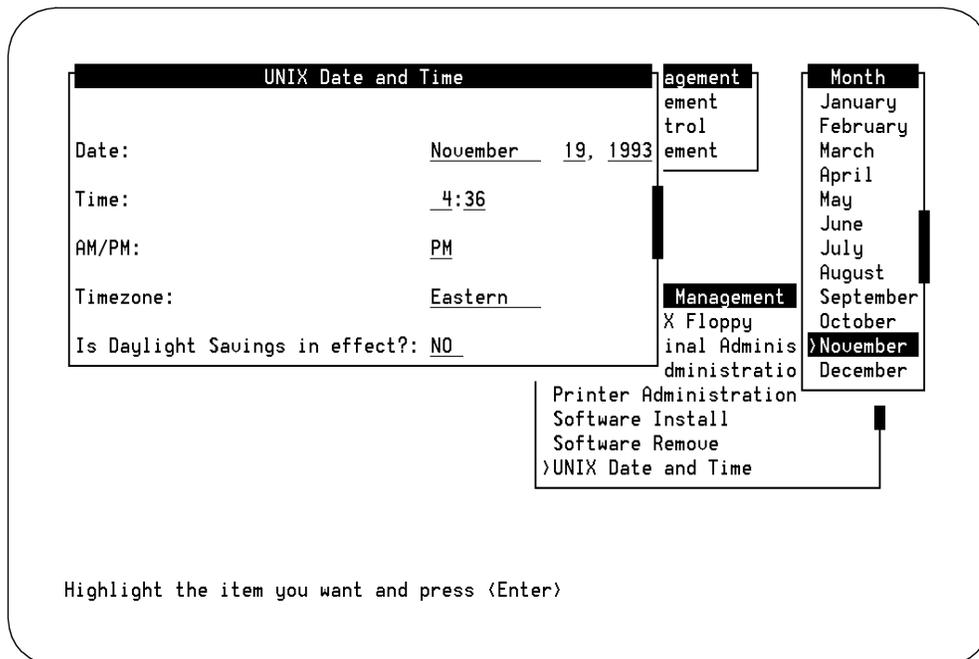
Figure B-20.   UNIX Date and Time Screen With the Months Choices Screen

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.

Task 20: Verify System Installation

This procedure is used to verify the installation of all of the Lucent INTUITY application packages. Use this procedure after you have performed an installation of:

■ All packages on the Lucent INTUITY System tape

■ Software only

■ Custom installation

■ Lucent INTUITY Intro Voice Response

Requirements

Login:	craft
Materials:	none

Procedure

1. Starting at the INTUITY Administration menu, select:

> Customer/Services Administration

> System Verification

> Verify System Installation

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 the system verifies the installation.

The system responds with the Verify System Installation screen when the process is finished. This screen is shown in Figure B-21.

```
┌ Customer/Services Administration ┐        ┌    System Verification    ┐
 Alarm Management                            >Verify System Installation
 Backup/Restore                               Verify System Status
 Database Audits                              View Installed Hardware
 Dia┌────────────── Verify System Installation ──────────────────┐
 Fea│ Performing pkgchk for package ivr                          │
 Log│                                                            │
 Sys│ pkgchk reported no errors for this package.                │
>Sys│                                                            │
    │ Performing pkgchk for package mtce                         │
    │                                                            │
    │ pkgchk reported no errors for this package.                │
    │                                                            │
    │ Performing pkgchk for package netw                         │
    │                                                            │
    │ pkgchk reported no errors for this package.                │
    │                                                            │
    └────────────────────────────────────────────────────────────┘
```

Figure B-21.   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.

Task 21: Release the Busyout (Lucent DEFINITY Switches Only)

Release the busyout for Lucent Technologies DEFINITY switches.

System 75, G1, and G3

For System 75, G1, and G3 switches, enter

release link n

where **n** is the number of the physical link going to the Lucent Technologies INTUITY system. **n** may be from 1 to 8.

G2

For G2 systems, enter

proc650 test 3

and use the release busyout key.

Task 22: Place Random Test Calls to the System

Place random test calls to the system to test Call Answer and Voice Mail. Be sure that the system answers.

Task 23: Test Alarm Origination

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

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 B-22.

```
 Customer/Services Administration
>Alarm Management
 Backup/Restore
 Database Audits                    Alarm  Management
 Diagnostics
 Feature Options        Product ID              ▒299999999
 Log Administration
 System Management      Alarm Destination       918005353573
 System Verification
                        Alarm Origination       ACTIVE

                        Alarm Level             MAJOR

                        Alarm Suppression       INACTIVE

                        Clear Alarm Notification ACTIVE




        Enter Product ID. Press SAVE when you complete the form.
```
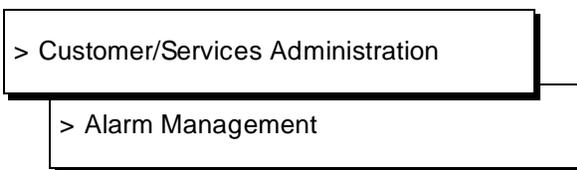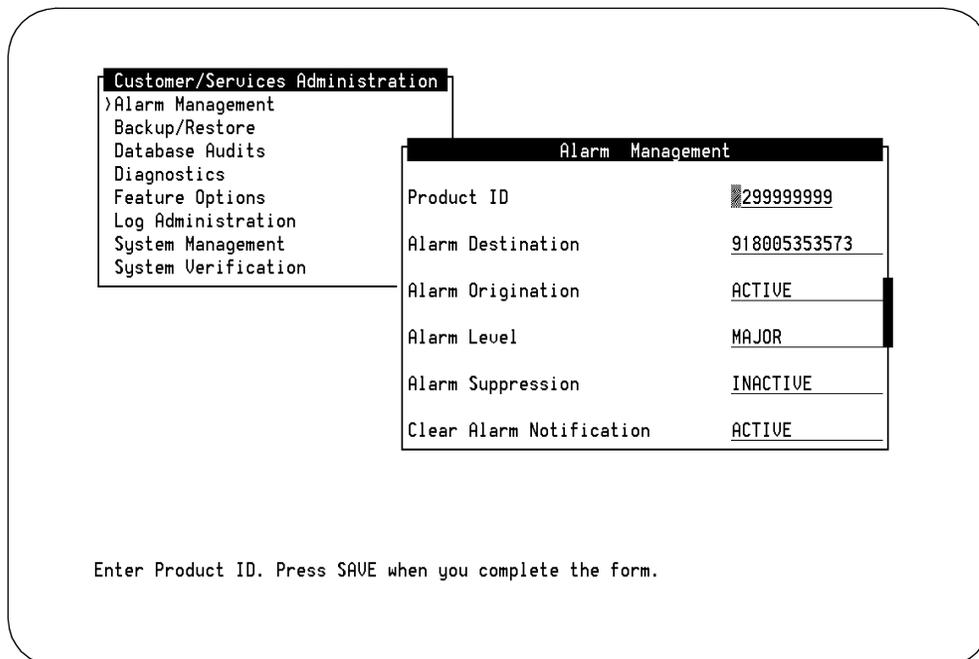
Figure B-22.   Alarm Management Screen

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 B-22, below.

```
 Customer/Services Administration
>Alarm Management
 Backup/Restore
 Database Audits                    Alarm  Management
 Diagnostics
 Feature Options       Product ID                  2999999999
 Log Administration
 System Management     Alarm Destination           18005353573
 System Verification
                       Alarm Origination           ACTIVE

                       Alarm Level                 MINOR
                             Information
            Alarm Form Update was successful       INACTIVE

            Press <Enter> to continue.             ACTIVE
```

Figure B-23.   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 B-22, 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 B-24.

   ▷ **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.

```
┌────────────────────────────────────┐
│ Customer/Services Administration │
│ >Alarm Management              │
│  Backup/Restore                 ┌──────────────────────────────────────┐
│  Database Audits                │         Alarm   Management            │
│  Diagnostics                    │                                       │
│  Feature Options                │ Product ID              2999999999    │
│  Log Administration             │                                       │
│  System Management              │ Alarm Destination       18005353573   │
│  System Verification            │                                       │
│                                 │ Alarm Origination       ACTIVE        │
│                                 │                                       │
│      ┌────────────────────────┐ │ Alarm Level             MINOR         │
│      │  Alarm Origination Test│ │                                       │
│      │ Execute Alarm Origination Test│ arm Suppression    INACTIVE       │
│      │ Review Latest Test Results│                                       │
│      └────────────────────────┘ │ ear Alarm Notification  ACTIVE        │
│                                 └──────────────────────────────────────┘
│
│
│  Highlight the item you want and press <Enter>
└────────────────────────────────────────────────────────────────────────┘
```

Figure B-24. 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 B-25.

    ⇒ **NOTE:**
    The message displayed in Figure B-25 does not appear until approximately 5 minutes after you start the test. Continue with this procedure.

```
┌─────────────────────────────────────────────────────────────────┐
│  ▐████████████████████████████████▌                             │
│  █Customer/Services Administration█                              │
│ >Alarm Management                                               │
│  Backup/Restore                                                 │
│  Database Audits            ▐████████████████████████████████▌  │
│  Dia┌──────────────────────█       Alarm  Management        █─┐ │
│  Fea│ Tue Jan 18 17:08:20 1994 Origination Test Results      │ │
│  Log│                                                         │ │
│  Sys│   Alarm origination test successful                    │─│
│  Sys│                                                         │ │
│     │                                                         │ │
│     │                                                       ▐█│ │
│  ▐██│                                                       █ │ │
│  Exe│                                                       ▀ │─│
│ >Rev│                                                         │ │
│     │                                                         │ │
│     └─────────────────────────────────────────────────────────┘ │
└─────────────────────────────────────────────────────────────────┘
```
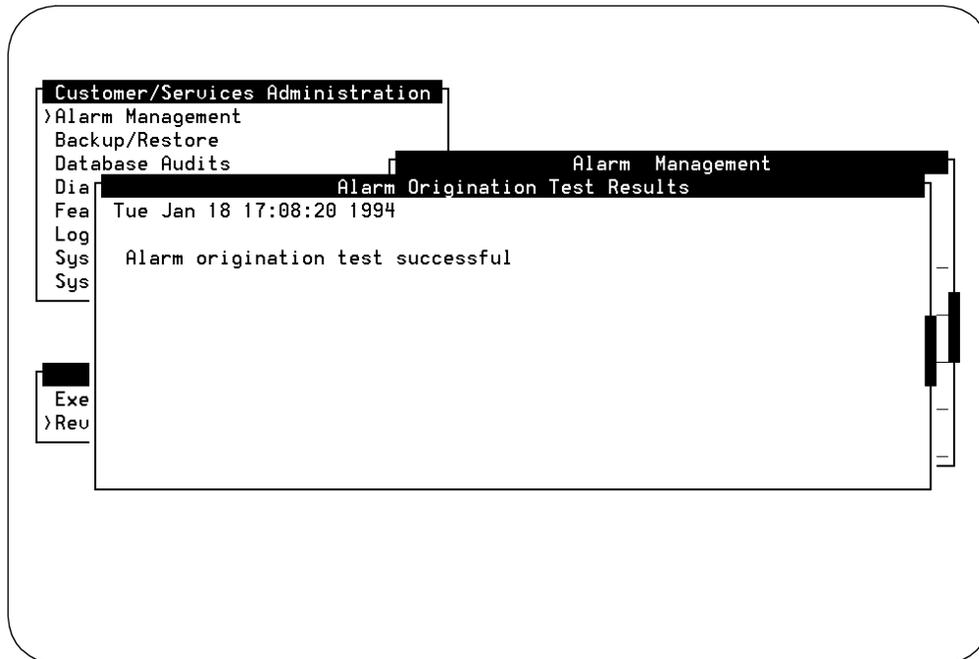
Figure B-25.   Alarm Origination Test Results Screen

12. Verify that there is no failure 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 3.0,
    585-310-557.

13. Press ⌷CANCEL⌷ (F6) to exit the screen.

14. Wait for approximately 4 minutes.

15. Select Review Latest Test Results.

16. Press ⌷ENTER⌷ to display the latest results.

    The system responds with the Alarm Origination Test Results screen, as
    shown in Figure B-25.

17. Verify that the message on the screen reads:

    ```
    Day Date Time

    Alarm origination test successful.
    ```

18. Press ⌷CANCEL⌷ (F6) until you reach the INTUITY (TM) Administration if the
    test completed successfully, and press ⌷CANCEL⌷ (F6) to log out.

Task 24: Replace the Nightly Backup Tape

Place the nightly backup cartridge tape into the cartridge tape drive. You will be able to hear the system tensioning the tape if it has been correctly seated.

⚠ 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.

Task 25: Contact the Remote Maintenance Center for Mirroring

If you have reloaded a mirrored system, contact your remote maintenance center to verify or activate the mirroring feature.

Install the Default Database for
MAP/100 Disk 6 Replacement

Follow the procedure below for MAP/100 systems with:

- Existing Disk 0, fully loaded

- Failed Disk 6

These procedures are 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.*

Requirements

Login: root

Materials: INTUITY AUDIX Voice Messaging R3.3 Vex 1 of 1
             (1 cartridge tape), or

             INTUITY AUDIX R3.3e Base Software
             (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. Perform Task 3, Page B-11, to busyout a Lucent Technologies DEFINITY switch. Go to the next step if you are working on a system with another type of switch integration.

2. Perform Task 4, Page B-11, to remove the nightly backup tape.

3. Perform Task 5, Page B-12, to obtain the attended backup tape.

4. Verify that you have one of the following software tapes:

   - INTUITY AUDIX Voice Messaging R3.3 Vex 1 of 1
     (J1P321TC-11 List 4, PG-5Y075 or later), or

   - INTUITY AUDIX R3.3e Base software
     (J1P321TC-11 List 75, PG-5Y307)

5. Replace the MAP/100 Disk 6. Refer to INTUITY Platform Administration and Maintenance (585-310-557), Chapter 22, "Common Administration and Maintenance Procedures," and use the procedure "Replacing a Hard Disk."

6. Apply power to the system.

7. Contact the remote maintenance center and ask them to clear the database.

   Clearing the database will cause the system to remove 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.

8. Insert the INTUITY AUDIX Voice Messaging R3.3 Vex 1 of 1 or INTUITY AUDIX R3.3e Base Software into the tape drive.

   The system responds by tensioning the tape if the cartridge is placed properly.

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

> Customer Services Administration

   > System Management

      > UNIX Management
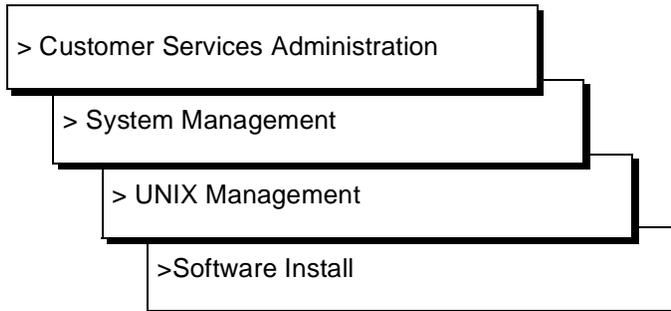
         >Software Install

The system responds with the Software Install screen shown in Figure B-7.

```
┌──────────────────────────────────────────────────────────────────────┐
│                                                                        │
│    ┌─Customer/Services Administration─┐   ┌─System Management─┐         │
│    │ Alarm Management                 │   │ Disk Management   │         │
│    │ Backup/Restore                   │   │ System Control    │         │
│    │ Database Audits                  │   │>UNIX Management   │         │
│    │ Diagnostics                      │   └───────────────────┘         │
│    │ Feature Options                  │                                 │
│    │ Log Administration               │                                 │
│    │>System Management                │                                 │
│    │ System Verification              │   ┌────UNIX Management────┐      │
│    └──────────────────────────────────┘   │ Format UNIX Floppy    │      │
│                                            │ Modem/Terminal Administration│
│                                            │ Password Administration│     │
│    ┌─Software Install─┐                    │ Printer Administration │     │
│    │▓Floppy drive     │                    │>Software Install       │     │
│    │ Tape drive       │                    │ Software Remove        │     │
│    └──────────────────┘                    │ UNIX Date and Time     │     │
│                                            └───────────────────────┘      │
│                                                                        │
│                                                                        │
│    Highlight the item you want and press <Enter>                       │
│                                                                        │
└──────────────────────────────────────────────────────────────────────┘
```

Figure B-26.   Software Install Screen

10. 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).

11. 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)
    ```

12. 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) 3.x-xx

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??, q]
    ```

13. 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 B-27.

```
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 B-27.   Installation Information Screen

14. 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)
   ```

15. 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 tcpadm? (default:n)
   ```

16. Enter **y** for the VM-dfltdb (voice mail default database). Press (ENTER) for
   all of the other packages.

The system begins to load the VM-dfltdb 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)
```

17. Enter **q** to quit.

18. Remove the INTUITY System Software cartridge tape from the tape drive.

19. Press ⌨CANCEL⌨ (F6) twice to return to the System Management screen.

20. Perform Task 14, Page B-64, to reboot the system.

21. Restore the customer's data. Use Task 17, Page B-71, "Restore Customer Data from the Backup Tapes for Systems with All New Disks."

22. Perform Task 18, Page B-78, to view the Feature's Option Screen.

23. Perform Task 19, Page B-80, to verify system's the date and time.

24. Perform Task 21, Page B-85, if you busied out a DEFINITY switch.

25. Perform Task 22 and Task 23, Page B-85, to test.

Adding INTUITY Applications, Features, and Options

C

Appendix C presents either the location of the procedures or the procedures used to add applications, features, and options to existing systems.

Optional applications and options for the INTUITY system include:

- Alarm Origination for MERLIN LEGEND integrations
- AMIS Analog Networking
- INTUITY AUDIX Application
- INTUITY AUDIX Optional Languages (announcement sets) such as U.S. English, U.S. English 1, 2, 3, U.S. TDD, U.K. English, Latin Spanish, Greek, and others[*]
- INTUITY Call Accounting System (CAS)
- INTUITY AUDIX Digital Networking
- Disk Mirroring
- INTUITY FAX Messaging
- INTUITY HackerTracker
- Switch Integration Software for Lucent PBXs (DCIU Integration)
- INTUITY Intro Voice Response Application
- INTUITY Lodging Application
- INTUITY Lodging Optional Languages
- INTUITY Message Manager (IMAPI) on the INTUITY System

---

[*]   Additional language packages may be available at the time of installation.

- UNIX Multi-User

- System Programming Utility (SPM)

Refer to this appendix if you need to add any of these above applications or options to an existing system that does not require the installation of any other software such as the platform or operating system software.

Adding Alarm Origination

In the United States and Canada, Alarm Origination is required for all systems except INTUITY systems integrated with the MERLIN LEGEND. In countries other than the United States and Canada, the availability of alarm origination varies with location.

General Installation Instructions

To install this option:

1. Verify that you have the product ID and telephone number for the remote maintenance center.

2. For MERLIN LEGEND integrations, verify that the remote maintenance center has dialed into the system and activated the Alarm Origination option. View the Features Option screen to confirm the activation. For integrations other than the MERLIN LEGEND, the system does not require specific activation of an Alarm Origination parameter on the Features Option screen.

3. Shutdown the system and remove the power cords.

4. Cable the remote administration modem to COM2. Move any peripheral currently cabled to COM2 to the next available serial port.

5. Reconnect the power cords and return power to the system.

6. Reconfigure the serial ports. Remove any peripheral or modem administration from COM2, using the procedures at the end of Chapter 8, "Peripheral Administration and Test". Administer the new serial port for the peripheral that previously occupied COM2 using the procedures in Chapter 8 to administer a modem or a terminal on the INTUITY system.

7. Administer the Alarm Origination screen using procedures in Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance".

8. Perform the Alarm Origination test in Chapter 12, "Platform and Optional Applications Cut-to-Service Procedures".

Adding AMIS Analog Networking

AMIS Analog Networking allows the system to place calls to another voice mail system or a telephone and play out the recorded message.

The software for this feature is included with the INTUITY AUDIX software, so that this option only needs to be activated by the remote maintenance center for installation. After activation, it is the responsibility of the customer to perform AMIS Analog Networking administration per the instructions in *AMIS Analog Networking*, 585-300-512, unless otherwise specified by contract.

Adding the INTUITY AUDIX Application

Adding the INTUITY AUDIX application involves installing software, and performing initial administration and acceptance tests.

The procedure below provides the steps for installing the INTUITY AUDIX application to an existing system that is already operating the INTUITY Lodging application.

General Installation Instructions

To install this application:

1. "Inactivate Alarm Origination" for systems equipped with automatic Alarm Origination, Page C-45 of this appendix.

2. Stop the voice system, Page C-48 of this appendix.

3. Install the INTUITY AUDIX application, default language, and any additional INTUITY AUDIX announcement tape(s), Page C-4.

4. Reconfigure the Assign Services to Called Number screen, Chapter 3, Page 3-22. Use the Assign Services to Called Numbers worksheet from your project manager.

5. Shutdown the system, Page C-53.

6. Determine your next step:

   a. If you are not installing additional hardware such as voice port circuit cards, hard disk(s), or Multi-port circuit cards, or if you have already added the hardware as a part of an upgrade procedure, reboot the system by pressing CTRL-ALT-DEL at the same time and continue with the next step in this list.

   b. If you need to install additional hardware such as voice port circuit cards, hard disk(s), and/or Multi-port circuit cards, turn the power for the system off with the system's power switch(es), remove the power cords, and refer to the hardware installation manual for

information about removing and replacing the system covers and installing the new hardware. After you have finished the hardware installation, return power to the system. If you have added voice ports, refer to Chapter 3, and map the channels. After you have finished mapping the channels, or if you do not need to map the channels, continue with the next step.

7. Determine your next step:

   a. If you installed the Multi-port circuit card, install the UNIX Multi-User software. Refer to this appendix for instructions.

   b. If you did not install the Multi-port circuit card and/or do not need to install UNIX Multi-User, continue with the next step.

8. Perform all tasks in Chapter 4, "INTUITY AUDIX Administration and Test".

9. Remove INTUITY Lodging Test Guest Subscribers, Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance".

10. Clear Any Alarms, Chapter 9.

11. Administer INTUITY AUDIX system-wide parameters and subscribers if included in the contract. Refer to Chapter 10 for the procedures.

12. Perform any required switch tasks. Refer to Chapter 12 and the switch integration document.

13. Make an attended backup tape. Refer to Chapter 12.

14. Perform Alarm Origination Cut-to-Service Procedures for systems using Alarm Origination or return to the upgrade checklist if you are installing a newer release. For Alarm Origination procedures, refer to Chapter 12.

Requirements

Login: craft

Materials: INTUITY AUDIX R3.3I Base Software
            (1 cartridge tape)

            INTUITY AUDIX language tape(s)
            (1 cartridge tape per language)

Procedure To Install the INTUITY AUDIX Application and Default Language

> **NOTE:**
> If you are already logged in, continue with Step 3. From the UNIX Management screen, select Software Install.

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:

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

The system responds with the Software Install screen, as shown in Figure C-1.


```
    Customer/Services Administration        System Management
    Alarm Management                        Disk Management
    Backup/Restore                          System Control
    Database Audits                        >UNIX Management
    Diagnostics
    Feature Options
    Log Administration
   >System Management
    System Verification
                                                    UNIX Management
                                            Format UNIX Floppy
                                            Modem/Terminal Administration
    Software Install                        Password Administration
    Floppy drive                            Printer Administration
    Tape drive                             >Software Install
                                            Software Remove
                                            UNIX Date and Time


    Highlight the item you want and press <Enter>
```
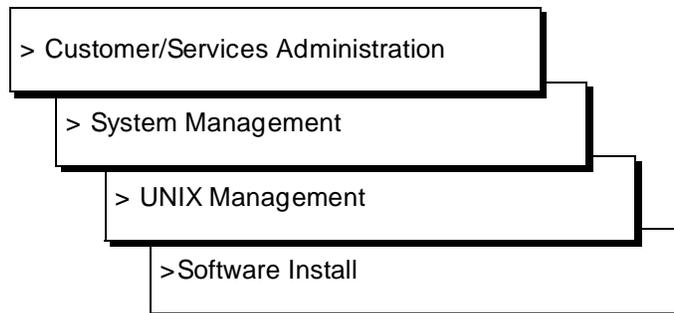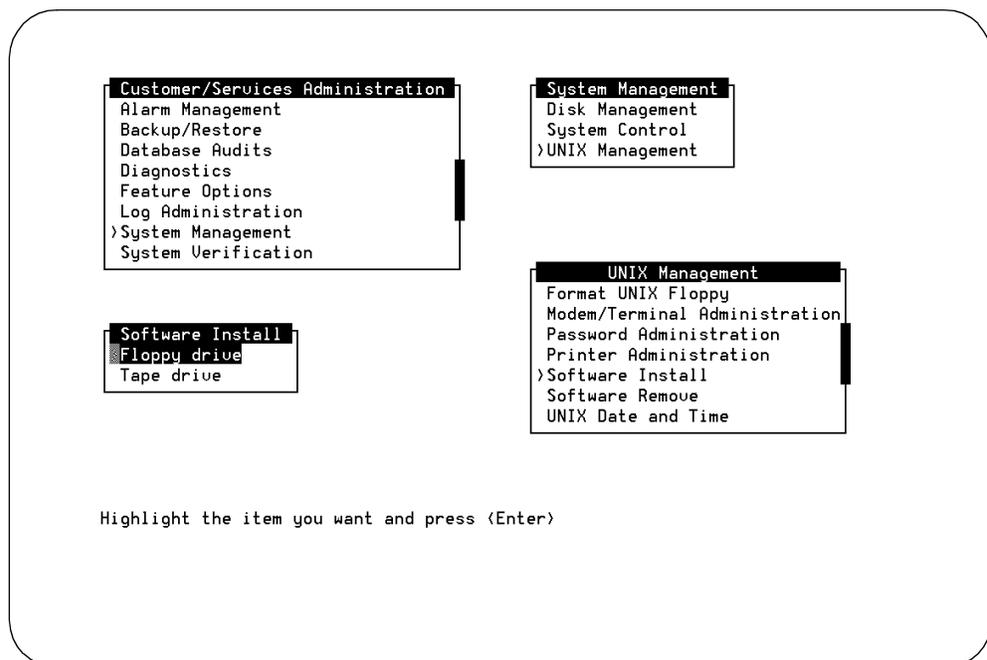
Figure C-1.   Software Install Screen

4. Remove the nightly backup tape from the tape drive.

5. Insert the INTUITY AUDIX R3.3I Base Software tape into the cartridge tape drive.

6. Select Tape Drive.

7. 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)
   ```

   ⮕ 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 actions will return you to the Software Install
   scree. Insert the tape, and with the tape inserted, select "Tape
   Drive."

8. 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  VMset  Intuity AUDIX software set
                 (486) 3.xi-xx

   Select package(s) you wish to process (or 'all' to process
   all packages). (default: all) [?,??,q]
   ```

   ⮕ NOTE:
   The x's in the above description indicate the release increment and
   IP number.

9. Press ⎡ENTER⎤ to accept the default of all.

   The system responds:

   ```
   PROCESSING:
   Set:Intuity AUDIX software set (VMset)from <ctape1>.

   Intuity AUDIX software set
   (486) xx-xx
   Using </> as the package base directory.
   For Intuity R3.0,

   The following types of installations are available. They are:

   1 - All Packages - Installs software and the initial database

   2  -  Software Only - Install 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

                   Enter Selection:
```

10. Enter **1** to install all software.

    The system responds:

    ```
    Confirm: You selected option 1. (y/n)
    ```

11. Enter **y** to confirm your selection.

    The system responds by processing the software and loading packages
    for the INTUITY AUDIX application, including networking.

    When the system is finished loading the software packages, the system
    displays the message:

    ```
     Processing of <Intuity AUDIX software set> is completed.

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

12. Remove the INTUITY AUDIX R3.3I Base Software tape from the tape
    drive.

13. Insert the INTUITY AUDIX language tape into the cartridge tape drive.
    This tape should be for the language that will serve as the default
    language for the INTUITY AUDIX application.

14. Press ‎ENTER‎ to load the information from the tape.

    The system responds:

    ```
    Installation in progress. Do not remote the tape.

    The following sets are available:
        1   language name   Language Name System Announcements
                            (AUDIX) R3.x

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]
    ```

15. Press ‎ENTER‎ to accept the default of all.

    The system begins to process the packages and then presents the
    message:

    ```
    (Language Name) System Announcements
    (AUDIX) R3.x
    Using</> as the package base directory.
    Lucent Technologies Bell Laboratories
    Is this the default language set?
    (default: y) [y, n, ?, q]
    ```

16. 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)
    ```

17. Determine next step:

    a. If you are installing additional languages, remove the tape from the tape drive and return to Step 13.

    b. If you are finished installing languages, enter **q** to quit. Continue with the next step.

18. Remove any INTUITY AUDIX software tape from the cartridge tape drive.

19. Replace the nightly backup tape into the tape drive.

    ### ⚠ CAUTION:
    The system must have a backup tape in the cartridge tape drive for the nightly, 3:00 AM backup. If this tape is not in the drive, the system will generate an alarm. This alarm will not clear until a successful 3:00 AM backup occurs the following morning.

20. Continue with the next step in the general installation instructions.

Add 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 different releases of INTUITY AUDIX . All optional language tapes used with the INTUITY AUDIX R3.2 should be labeled R3.2 and all languages used with INTUITY AUDIX R3.3 should be labeled R3.3.

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 C-58, "View Installed Software", or on Page C-60, "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:

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

The system responds with the Software Install screen, as shown in Figure C-2.

```
┌─────────────────────────────────┐        ┌───────────────────────┐
│Customer/Services Administration │        │  System Management    │
│ Alarm Management                │        │ Disk Management       │
│ Backup/Restore                  │        │ System Control        │
│ Database Audits                 │        │>UNIX Management       │
│ Diagnostics                     │        └───────────────────────┘
│ Feature Options                 │
│ Log Administration              │
│>System Management               │        ┌───────────────────────────┐
│ System Verification             │        │     UNIX Management        │
└─────────────────────────────────┘        │ Format UNIX Floppy         │
                                           │ Modem/Terminal Administration│
                                           │ Password Administration    │
┌───────────────────┐                      │ Printer Administration     │
│ Software Install  │                      │>Software Install           │
│ Floppy drive      │                      │ Software Remove            │
│ Tape drive        │                      │ UNIX Date and Time         │
└───────────────────┘                      └───────────────────────────┘



  Highlight the item you want and press <Enter>
```

Figure C-2.   Software Install Screen

4. Insert the optional language set tape into the tape drive.

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. Press (ENTER) to display the installation instructions.

The system responds:

```
Installation in progress. Do not remote the tape.

The following sets are available:
    1   language name   Language Name System Announcements
                        (AUDIX) R3.x

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

7. Press ⟨ENTER⟩ to accept the default of all.

   ⇒ **NOTE:**
   If the system asks you if this is the default language, enter **y** for yes or **n** for no, according to the system's configuration. The system may have only one default 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. Determine next step:

   a. If you are installing additional languages, remove the tape from the tape drive and return to Step 6.

   b. If you are finished installing languages, enter **q** to quit. Continue with the next step.

9. Remove the cartridge tape from the drive.

10. Replace the nightly backup tape into the tape drive.

    ⚠ **CAUTION:**
    The system must have a backup tape in the cartridge tape drive for the nightly, 3:00 AM backup. If this tape is not in the drive, the system will generate an alarm. This alarm will not clear until a successful 3:00 AM backup occurs the following morning.

11. Press ⟨CANCEL⟩ (F6) until you reach the INTUITY(TM) Administration screen.

12. Continue with the next step of the general installation instructions.

Adding 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

Adding INTUITY AUDIX Digital Networking

1. Inactivate Alarm Origination for systems equipped with automatic Alarm Origination, Page C-45 of this appendix.

2. Shutdown the system, Page C-53, and remove all power cords from the system.

3. Install and cable the ACCX circuit card.

4. Return the power cords to the system and apply power.

5. Contact the remote maintenance center so that they can activate networking.

6. Administer and test the networking according to the procedures in *INTUITY AUDIX Digital Networking Administration*, 585-310-533.

7. Make an attended backup tape. Refer to Chapter 12.

8. Perform Alarm Origination Cut-to-Service Procedures for systems using Alarm Origination. For Alarm Origination procedures, refer to Chapter 12. For systems with Alarm Origination, you have completed these procedures.

Adding INTUITY Disk Mirroring

No software needs to be added to the system.

Contact your remote maintenance center. They must dial into the system to activate disk mirroring.

Adding INTUITY FAX Messaging

Your remote support center must activate AMIS Analog Networking and INTUITY FAX Messaging. You do not need to install additional software.

Perform the procedures in Chapter 5 to accept and to test INTUITY FAX Messaging.

Adding INTUITY HackerTracker

For installation procedures for the INTUITY HackerTracker, refer to:

INTUITY Call Accounting System User Guide, 585-310-728

Adding Switch Integration Software for Lucent PBXs (DCIU Integration)

Use this procedure only for INTUITY systems using one of the following switches:

- Lucent System 75, G1, and G3i, G3r, G3s
- Lucent System 85, and G2

⚠ WARNING:
> *Do not install this software on any system using any integration not listed above. If you install this software on INTUITY systems integrated with a Centrex switch, MERLIN LEGEND, a switch integration device (SID), or a translator, the system will fail.*

➡ NOTE:
> For other switch integrations, refer to the documentation provided for the integration for specific instructions.

Operation of this software requires that the INTUITY platform have an Lucent GP-Sync (AYC22) or DCIU 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

1. If the system has a different switch integration package loaded, contact your remote maintenance center to identify which software packages need to be removed before the DCIU switch integration software may be loaded. To remove the package(s), you will need to use the Software Remove screen, located by selecting:

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

Follow your remote maintenance center's instructions.

If the system already has Lucent DCIU integration software loaded, continue with the next step.

2. Inactivate alarm origination for systems equipped with automatic alarm origination, Page C-45 of this appendix. If the system does not have Alarm Origination, continue with the next step.

3. Stop the voice system, Page C-48 of this appendix.

4. Install the switch integration software, Page C-14.

5. Reboot the system, Page C-55.

6. Wait until the voice system is fully operational, and make random test calls to the system to verify that the INTUITY system is communicating with the switch.

7. Perform Alarm Origination Cut-to-Service Procedures for systems equipped with Alarm Origination. If the system does not have Alarm Origination, you have completed these procedures.

Requirements

Login: craft

Materials: Lucent DCIU Switch Integration Software (1 cartridge tape)

Procedure to Install Switch Integration Software for Lucent PBXs

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

> Customer/Services Administration

> System Management

> UNIX Management

>Software Install

The system responds with the Software Install screen, as shown in Figure C-3.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│                                                                               │
│   ┌────────────────────────────────────┐    ┌──────────────────────┐          │
│   │ Customer/Services Administration  │    │ System Management   │          │
│   │ Alarm Management                   │    │ Disk Management      │          │
│   │ Backup/Restore                     │    │ System Control       │          │
│   │ Database Audits                    │    │ >UNIX Management     │          │
│   │ Diagnostics                        │    └──────────────────────┘          │
│   │ Feature Options                    │                                      │
│   │ Log Administration                 │                                      │
│   │ >System Management                 │    ┌──────────────────────────────┐  │
│   │ System Verification                │    │         UNIX Management      │  │
│   └────────────────────────────────────┘    │ Format UNIX Floppy           │  │
│                                              │ Modem/Terminal Administration│  │
│                                              │ Password Administration      │  │
│   ┌──────────────────┐                       │ Printer Administration       │  │
│   │ Software Install │                       │ >Software Install            │  │
│   │ Floppy drive     │                       │ Software Remove              │  │
│   │ Tape drive       │                       │ UNIX Date and Time           │  │
│   └──────────────────┘                       └──────────────────────────────┘  │
│                                                                               │
│                                                                               │
│      Highlight the item you want and press <Enter>                            │
│                                                                               │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure C-3.   Software Install Screen

2. Remove the nightly backup tape from the tape drive if one is present.

3. Insert the DCIU tape into the tape drive.

4. 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)
```

5. Press (ENTER) to display the installation instructions.

The system responds:

```
Installation in progress. Do not remote the tape.

The following sets are available:
    1   DCIU            Intuity DCIU Link Software Set
                        (486) R3.x-xx
```

```
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
   messages:

   ```
   PROCESSING:
   Set: Intuity DCIU Link Software Set (DCIU) from <ctape1>.

   INTUITY DCIU Link Software Set
   (486) 3.x-xx
   Using </> as the package base directory.

   There are currently 1 GPSC-AT board(s) in the system:


   A total of 1 port(s) will be configured for
   X.25 Release 2.1

   Select your host switch type:
       1) 75, G1, G3r, G3i
       2) 85, G2

   Enter 1 or 2: [1] :
   ```

7. Enter 1 or 2 to indicate the appropriate switch type.

   The system responds by processing package information and loading the
   different packages that make up the DCIU set.

   ## ⇒ NOTE:

   If you see the message:

   ```
   mkfs: make vxfs file system?
   (DEL if wrong)
   ```

   ignore this message. Do not enter DEL at any point during this
   installation.

   When the process is finished, the system responds:

   ```
   Installation of Enhanced Services-Messages Switch Link (ehs)
   was successful.

   Installation of <Intuity DCIU Link Software Set> is
   completed.

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

   ## ⇒ NOTE:

   If you see an error that reads:

   ```
   s25adm not currently running
   s25act: System error
   ```

ignore this error. This error occurs because the software will not be operating until after the system is rebooted.

8. Press q to quit.

   The system returns you to the screens.

9. Remove the DCIU cartridge tape from the drive.

10. Replace the nightly backup tape into the tape drive.

   ⚠ **CAUTION:**
   The system must have a backup tape in the cartridge tape drive for the nightly, 3:00 AM backup. If this tape is not in the drive, the system will generate an alarm. This alarm will not clear until a successful 3:00 AM backup occurs the following morning.

11. Determine your next step:

   a. If you need to add a switch integration update package, continue with the next step, Step 12. Switch integration update packages contain software that adjusts certain parameters so the the switch integration package will operate with a switch in a specific country.

   b. If you do not need to add a switch update package (installations in the United States and Canada), continue with Step 18.

12. Select Floppy Drive from the Software Install screen.

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

13. Insert the switch integration update Diskette 1 of 1 into the floppy drive.

14. Press (ENTER) to display the installation options.

   The system responds:

   ```
   Installation in progress. Do not remote the diskette.

   The following sets are available:
       1  yyswinupd  Definity Switch Integration Update-country
                       (486) 3.xi-xx

   Select package(s) you wish to process (or 'all' to process
   all packages). (default: all) [?,??,q]
   ```

   ⇒ **NOTE:**
   The y's in the above description indicate a country abbreviation, and the x's indicate the release increment and IP number.

15. Press (ENTER) to accept the default of all.

   The system responds by loading the information from the diskette.

When the process is finished, the system responds:

```
Installation of Definity Switch Integration Update-Country
(xxswinupd) was successful.

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

16. Remove the floppy from the floppy drive.

17. Enter **q** to quit and return to the Software Install screen.

18. Press ⌐CANCEL⌐ (F6) until you reach the INTUITY(TM) Administration
    screen.

19. Continue with the next procedure in the general installation instructions.

Adding Switch Integration Updates for Lucent PBXs (DCIU Integration)

Use this procedure only for INTUITY systems using one of the following switches
in a location other than the United States or Canada:

> Lucent System 75, G1, and G3i, G3r, G3s

This software modifies internal switch operating parameters in the INTUITY
system.

⚠️ **WARNING:**
> *Do not install this software on any system using any integration not listed
> above. If you install this software on INTUITY systems integrated with a
> Centrex switch, MERLIN LEGEND, a switch integration device (SID), or a
> translator, the system will fail.*

General Installation Instructions

1. To load this software, the system must already have the switch integration
   software for Lucent PBXs loaded. If you need to verify this, use the "View
   Installed Software" procedures (Page C-58), scroll through the line-by-line
   listing, and look for the following packages:

   - ehs

   - rse

   - rsegpsc

   - x25str

If these packages are present, the DCIU software is already installed. If
you do not need to load the switch integration software for Lucent PBXs,
continue with the next step. If you need to load the packages listed
above, refer to Page C-13, "Adding Switch Integration Software for Lucent
PBXs (DCIU Integration).

⇒ NOTE:
If the stem already has a switch integration update package on it,
you must remove the previously installed switch integration update
package and before you load the new update package.

2. Inactivate alarm origination for systems equipped with automatic alarm
   origination, Page C-45 of this appendix. If the system does not have
   Alarm Origination, continue with the next step.

3. Stop the voice system, Page C-48 of this appendix.

4. Install the switch integration update package, Page C-19.

5. Start the voice system, Page C-51.

6. Wait until the voice system is fully operational, and make random test
   calls to the system to verify that the INTUITY system is communicating
   with the switch.

7. Perform Alarm Origination Cut-to-Service Procedures for systems
   equipped with Alarm Origination. If the system does not have Alarm
   Origination, you have completed these procedures.

Requirements

Login: craft

Materials: DEFINITY Administration floppies
            (3 floppy diskettes)

Procedure To Install the Switch Integration Update Package

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 Install

4. Press ⌈ENTER⌉ to display the installation drive options.

The path to the Software Install screen, as shown in Figure C-4.


```
   Customer/Services Administration        System Management
    Alarm Management                       Disk Management
    Backup/Restore                         System Control
    Database Audits                       >UNIX Management
    Diagnostics
    Feature Options
    Log Administration
   >System Management                        UNIX Management
    System Verification                    Format UNIX Floppy
                                           Modem/Terminal Administration
                                           Password Administration
                                           Printer Administration
    Software Install                      >Software Install
    Floppy drive                           Software Remove
    Tape drive                             UNIX Date and Time



   Highlight the item you want and press <Enter>
```

Figure C-4.   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 switch INTUITY Administration for DEFINITY integration update Diskette 1 of 3 into the floppy drive.

7. Press ⎡ENTER⎤ to display the installation options.

The system responds:

```
Installation in progress. Do not remote the diskette.

The following sets are available:
    1  defadm  Intuity Administration for Definity
               (486) x.x-xx

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

> **➡ NOTE:**
> The y's in the above description indicate a country abbreviation,
> and the x's indicate the release increment and IP number.

8. Press ⎡ENTER⎤ to accept the default of all.

The system responds by loading the information from the diskette.

When the processing is finished, the system responds:

```
READY TO PROCESS:

Package:  Intuity Administration for Definity  (defadm)
              diskette 2 of 3

Insert diskette 2 of 3 into Floppy Drive 1
Type [go] when ready,
    or [q] to quit:  (default:go)
```

9. Remove Diskette 1 of 3.

10. Insert the switch INTUITY Administration for DEFINITY integration update
Diskette 2 of 3 into the floppy drive.

11. Press ⎡ENTER⎤ to install Diskette 2 of 3.

The hard disk drive light will flash as the software loads. When the
system is finished loading Diskette 2 of 3, it responds:

```
READY TO PROCESS:

Package:  Intuity Administration for Definity  (defadm)
              diskette 3 of 3

Insert diskette 3 of 3 into Floppy Drive 1
Type [go] when ready,
    or [q] to quit:  (default:go)
```

12. Remove Diskette 2 of 3.

13. Insert the switch INTUITY Administration for DEFINITY integration update
Diskette 3 of 3 into the floppy drive.

14. Press ⎡ENTER⎤ to install Diskette 3 of 3.

The hard disk drive light will flash as the software loads. When the
system is finished loading Diskette 3 of 3, it responds:

> **⇒ NOTE:**
> If you see an error that reads:
>
> ```
> s25adm not currently running
> s25act: System error
> ```
>
> ignore this error. This error occurs because the software will not be operating until after the system is rebooted.

```
Installation of Intuity Administration for Definity
(defadm) was successful.
```

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

15. Remove the floppy from the floppy drive

16. Enter **q** to quit and return to the Software Install screen.

17. Press `CANCEL` (F6) three times to return to the Customer/Services Administration screen.

18. Continue with the next procedure in the general installation instructions.

Adding the INTUITY Lodging Application

Adding the INTUITY Lodging application involves installing software, and performing initial administration and acceptance tests. If this system will be operating with a Property Management System, you will also need to install the link.

The General Installation Instructions section below lists the steps for installing the INTUITY Lodging application onto an existing system that is already operating the INTUITY AUDIX application.

> **⚠ CAUTION:**
> *Do not attempt to load the INTUITY Lodging software onto a system operating a release earlier than Release 3.0. Because of differences in the software, INTUITY Lodging will only operate on systems Release 3.0 and above.*

General Installation Instructions

To install this application:

1. Inactivate alarm origination for systems equipped with automatic alarm origination. Refer to Page C-45.

⇒ **NOTE:**
If you are installing the INTUITY Lodging application as a part of an upgrade installation to a newer release and you are following the upgrade checklist, you will not have to inactivate alarm origination at this time. Alarm origination will not be active on the system. Continue with the next step.

2. Stop the voice system, Page C-48 of this appendix.

3. Determine the identity of the software operating on the system, Page C-58.

   Look for:

   ```
    PKGINST: vs
       NAME: Voice Processing Platform
   CATEGORY: intuity
       ARCH: 486
    VERSION: 3.0i-x
   ```

   If an "i" appears in the version number, for example 3.0i-4, you will not need to load the INTUITY Lodging R1.0 Platform Update. If there is no "i," for example 3.0-41, you will need to load the update.

4. Determine your next step:

   a. If no "i" appeared or the package, load the INTUITY Lodging R1.0 Platform Update floppy, Page C-25, and then continue with Step 5.

   b. If an "i" appeared, continue with Step 5.

5. Install the INTUITY Lodging software tape and announcement(s) floppy diskette(s), Page C-24.

6. Reconfigure the Assign Services to Called Number screen, Chapter 3, Page 3-22. Use the Assign Services to Called Numbers worksheet from your project manager.

7. Shutdown the system, Page C-53.

8. Determine your next step:

   a. If you are not installing additional hardware such as voice port circuit cards, hard disk(s), or Multi-port circuit cards, or if you have already added the hardware as a part of an upgrade procedure, reboot the system by pressing CTRL-ALT-DEL at the same time and continue with the next step in this list.

   b. If you need to install additional hardware such as voice port circuit cards, hard disk(s), and/or Multi-port circuit cards, turn the power for the system off with the system's power switch(es), remove the power cords, and refer to the hardware installation manual for information about removing and replacing the system covers and installing the new hardware. After you have finished the hardware installation, return power to the system. If you have added voice

ports, refer to Chapter 3, and map the channels. After you have finished mapping the channels, or if you do not need to map the channels, continue with the next step.

9. Determine your next step:

    a. If you installed the Multi-port circuit card, follow instructions for "Adding UNIX Multi-User Software". Refer to this appendix for instructions.

    b. If you did not install the Multi-port circuit card and/or do not need to install UNIX Multi-User, continue with the next step.

10. Perform all tasks in Chapter 6, "Lucent INTUITY Lodging Administration and Test"

11. Remove INTUITY Lodging Test Guest Subscribers, Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance".

12. Clear Any Alarms, Chapter 9, "Clear Alarms and System Backup".

13. If this system will be operating with a Property Management System (PMS), cable the PMS and synchronize the databases. Refer to Chapter 11, "Lucent INTUITY Lodging Cut-to-Service Procedures" for the procedures.

14. Perform any required switch tasks. Refer to Chapter 12 and the switch integration document.

15. Make an attended backup tape. Refer to Chapter 12.

16. Perform "Alarm Origination Cut-to-Service Procedures" for systems using Alarm Origination or return to the upgrade checklist if you are installing a newer release. For Alarm Origination procedures, refer to Chapter 12.

Requirements for INTUITY Lodging Software Installation

Login: craft

Materials: for systems not loaded with 3.xi:
INTUITY Lodging R1.0 Platform Update

                INTUITY Lodging R1.0 Base and PMS Software 1 of 1
(1 cartridge tape)

                INTUITY Lodging language software
(1 floppy diskette per language)

Software Installation Procedure for INTUITY
INTUITY Lodging R1.0 Platform Update

➡ **NOTE:**

Only install this update on systems not loaded with 3.xi software. For additional information, refer to the General Installation Instructions, Page C-22.

If you are already logged in, continue with Step 3. From the UNIX Management screen, select Software Install.

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 Install

4. Press ⌷ENTER⌷ to display the installation drive options.

   The path to the Software Install screen, as shown in Figure C-5.

```
┌─Customer/Services Administration─┐        ┌─System Management─┐
│ Alarm Management                 │        │ Disk Management   │
│ Backup/Restore                   │        │ System Control    │
│ Database Audits                  │        │>UNIX Management   │
│ Diagnostics                      │        └───────────────────┘
│ Feature Options                  │
│ Log Administration               │
│>System Management                │        ┌──────UNIX Management──────┐
│ System Verification              │        │ Format UNIX Floppy        │
└──────────────────────────────────┘        │ Modem/Terminal Administration│
                                             │ Password Administration   │
                                             │ Printer Administration    │
  ┌─Software Install─┐                       │>Software Install          │
  │▓Floppy drive     │                       │ Software Remove           │
  │ Tape drive       │                       │ UNIX Date and Time        │
  └──────────────────┘                       └───────────────────────────┘



  Highlight the item you want and press <Enter>
```
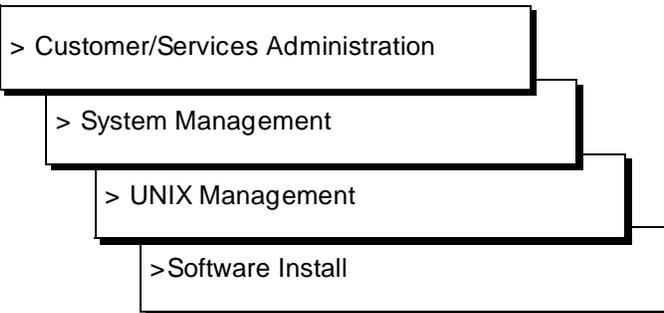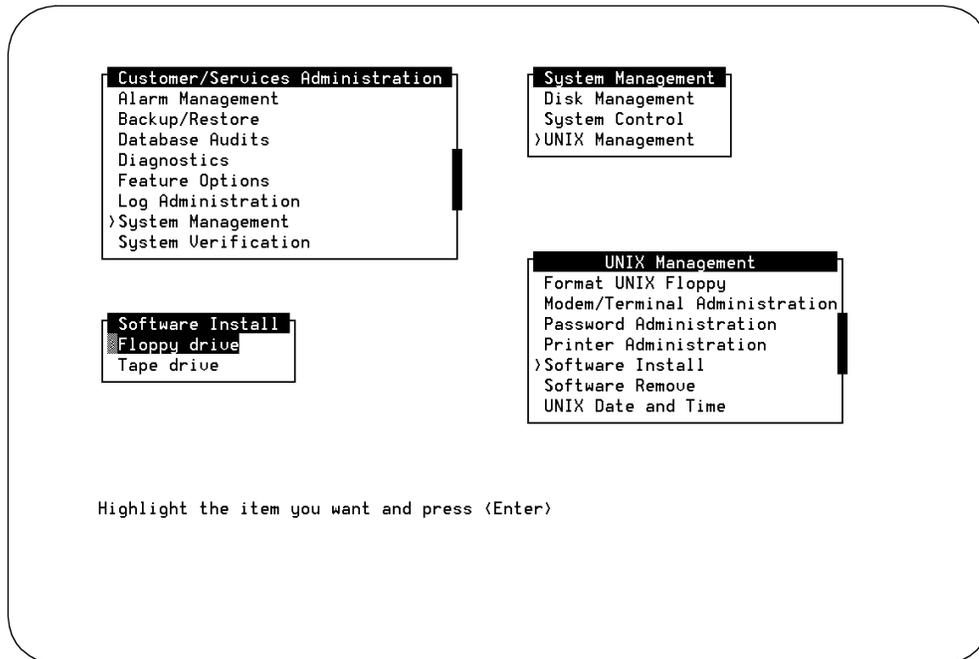
Figure C-5.   Software Install Screen

5. Select Floppy Drive.

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

6. Insert the INTUITY Lodging R1.0 Platform Update diskette 1 of 1 into the floppy drive.

7. Press (ENTER) to display the installation options.

    The system responds:

    Installation in progress. Do not remote the diskette.

    The following sets are available:
        1 *xxxxx*   INTUITY Lodging R1.0 Platform Update
                      (486) 3.*xi-xx*

    Select package(s) you wish to process (or 'all' to process
    all packages). (default: all) [?,??,q]

    ➡ **NOTE:**
        The x's in the above description indicate the release increment and
        IP number.

8. Press (ENTER) to accept the default of all.

    The system responds by loading the information from the diskette.

When the process is finished, the system responds:

```
Installation of INTUITY Lodging R1.0 Platform Update (xxxxx)
was successful.

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

9. Remove the floppy from the floppy drive.

10. Enter **q** to quit and return to the Software Install screen.

11. Press ⌐CANCEL⌐ (F6) three times to return to the Customer/Services Administration screen.

12. Continue with the next procedure in the general installation instructions.

Software Installation Procedure for INTUITY Lodging Software

➡ **NOTE:**

If you are already logged in, continue with Step 3. From the UNIX Management screen, select Software Install.

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:

```
> Customer/Services Administration
    > System Management
        > UNIX Management
            >Software Install
```

The system responds with the Software Install screen, as shown in Figure C-6.

```
┌Customer/Services Administration┐        ┌System Management┐
│ Alarm Management               │        │ Disk Management │
│ Backup/Restore                 │        │ System Control  │
│ Database Audits                │        │〉UNIX Management │
│ Diagnostics                    │        └─────────────────┘
│ Feature Options                │
│ Log Administration             │
│〉System Management              │        ┌     UNIX Management      ┐
│ System Verification            │        │ Format UNIX Floppy       │
└────────────────────────────────┘        │ Modem/Terminal Administration│
                                          │ Password Administration  │
                                          │ Printer Administration   │
┌Software Install┐                        │〉Software Install         │
│▓Floppy drive   │                        │ Software Remove          │
│ Tape drive     │                        │ UNIX Date and Time       │
└────────────────┘                        └──────────────────────────┘



 Highlight the item you want and press 〈Enter〉
```
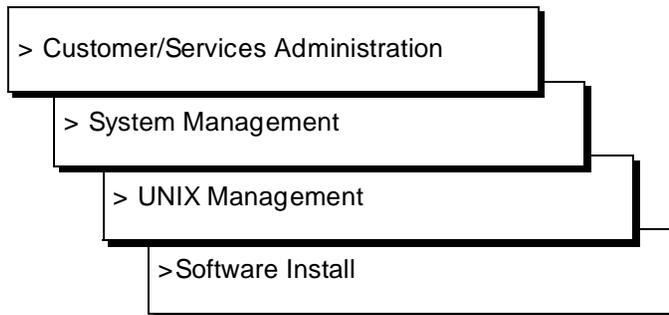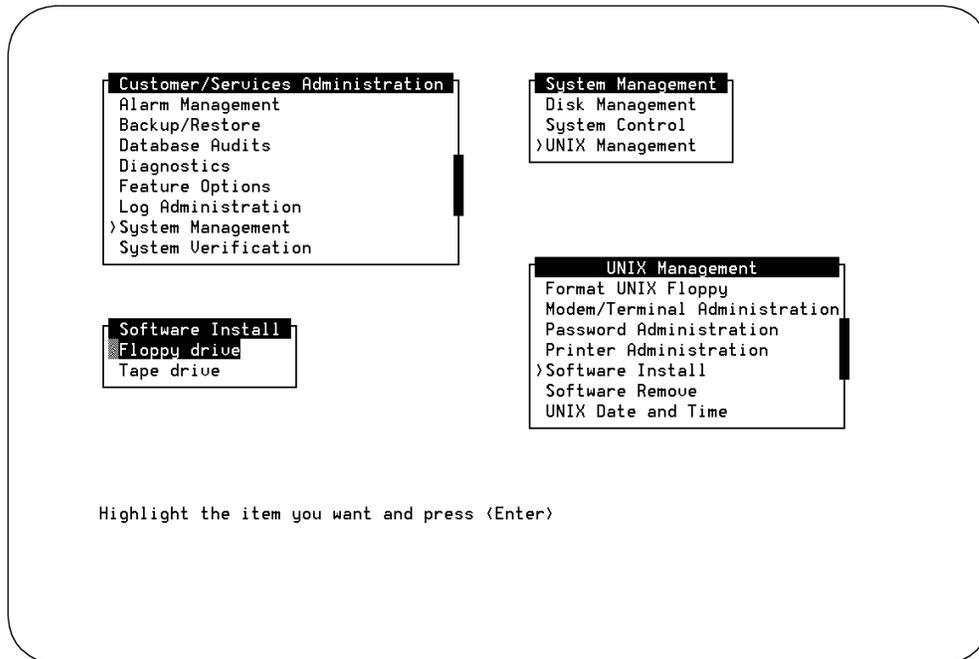
Figure C-6.   Software Install Screen

4. Remove the nightly backup tape from the tape drive.

5. Insert the INTUITY Lodging R1.0 Base and PMS Software 1 of 1 tape into
    the cartridge tape drive.

    The system responds by tensioning the tape.

6. Select Tape Drive.

7. 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)
    ```

    ⇒ **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, an with the tape inserted, highlight "Tape
    Drive" and press [ENTER].

8. 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 LODGING  Intuity Lodging Software Set R1.0
             (486)1.0-xx
```

```
Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

9. Press ⌈ENTER⌋ to accept the default of all.

The system responds:

```
PROCESSING:
Set:Intuity Lodging Software Set R1.0 (Lodging)from <ctape1>.
```

```
Intuity Lodging Software Set R1.0
(486) 1.0-xx
Using </> as the package base directory.
For Intuity Lodging R1.0,
```

```
The following types of installations are available. They are:
```

```
1 - All Packages - Installs software and the initial database
```

```
2 - Custom - Installs one or more packages selected by the
installer.
```

```
Select type of installation:
```

```
    1) All Packages
    2) Custom
```

```
Enter Selection:
```

10. Determine your next step:

   a. If this system will be integrated with a Property Management
      System (PMS):

      1. Enter **1** to install all software.

         The system responds:

         ```
         Confirm: You selected option 1. (y/n)
         ```

      2. Enter **y** to confirm your selection.

         The system responds by processing the software and
         loading packages for the Property Management System
         (PMS) and the INTUITY Lodging software.

         When the system is finished loading the software packages,
         the system displays the message:

         ```
         Processing of <Intuity Lodging Software Set R1.0>
         is completed.
         ```

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

      3. Continue with Step 11.

b. If this system will not be integrated with a Property Management System (PMS):

    1. Enter **2** to perform a custom install.

    The system responds:

```
Confirm: You selected option 2. (y/n)
```

    2. Enter **y** to confirm your selection.

    The system responds:

```
Install vlodg? (default:n)
```

    3. Enter **y** to install the INTUITY Lodging software.

    The system responds with the next prompt:

```
Install vpms? (default: n)
```

    4. Press ENTER to accept the default of no to not install the Property Management System (PMS) software.

    The system responds by installing the INTUITY Lodging software only.

> **NOTE:**
> If you see the message: make vxfs file system? (DEL if wrong), do not press the delete key.

    When the system is finished loading INTUITY Lodging, the system displays the message:

```
Processing of <Intuity Lodging Software Set R1.0>
is completed.

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

    5. Continue with Step 11.

11. Enter **q** to quit the tape installation and return to the Software Install screen.

12. Remove the INTUITY Lodging R1.0 Base and PMS Software 1 of 1 tape from the cartridge tape drive.

13. Replace the nightly backup tape into the tape drive.

> **⚠ CAUTION:**
> *The system must have a backup tape in the cartridge tape drive for the nightly, 3:00 AM backup. If this tape is not in the drive, the system will generate an alarm. This alarm will not clear until a successful 3:00 AM backup occurs the following morning.*

14. 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)
```

15. Insert the INTUITY Lodging Language Diskette 1 of 1 into the floppy drive. You may install the languages in any order, if you are installing more than 1 language.

16. Press ⌷ENTER⌷ to install the floppy.

    The system responds:

```
Installation in progress. Do not remote the diskette.

The following sets are available:
    1   vxxx  Intuity Lodging xxxxx License R1.0
              (486) 1.0-xx

Select package(s) you wish to process (or 'all' to process
all packages). (default: all) [?,??,q]
```

    ⇒ **NOTE:**
    The *xxx* in the above example represents a language abbreviation or the full language name. The word "License" only appears with U.S English.

17. Press ⌷ENTER⌷ to accept the default of all.

    The system responds by loading the information from the diskette.

    When the system has finished loading the software, the system displays the message:

```
Installation of Intuity Lodging xxxx License R1.0 (vxxx) was
successful.

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

18. Remove the floppy from the floppy diskette drive.

19. Determine your next step:

    a. If you are installing additional languages, return to Step 15, and repeat these steps for each additional language.

    b. If you are not installing additional languages, continue with the next step.

20. Enter **q** to return to the Software Install screen.

21. Press ⌷CANCEL⌷ (F6) four times to return to the INTUITY(TM) Administration screen.

22. Continue with the next procedure in the general installation instructions.

Adding INTUITY Lodging Optional Languages

Adding the INTUITY Lodging application optional languages involves installing software from floppy diskette(s). The INTUITY system does not limit the number of INTUITY Lodging optional languages that may be installed.

General Installation Instructions

1. Inactivate alarm origination for systems equipped with automatic alarm origination. Refer to Page C-45.

2. Stop the voice system, Page C-48 of this appendix.

3. Load the INTUITY Lodging optional language.

4. Start the voice system, Page C-51.

5. Perform Alarm Origination Cut-to-Service Procedures for systems using Alarm Origination, Chapter 12. If the system does not use Alarm Origination, you have completed these procedures.

Requirements

Login: craft

Materials: INTUITY Lodging language software
            (1 floppy diskette per language)

Software Installation Procedure for INTUITY Lodging Optional Languages

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:

> Customer/Services Administration

> System Management

> UNIX Management

> Software Install

The system responds with the Software Install screen, as shown in Figure C-7.


```
        Customer/Services Administration            System Management
       Alarm Management                            Disk Management
       Backup/Restore                              System Control
       Database Audits                            >UNIX Management
       Diagnostics
       Feature Options
       Log Administration
      >System Management
       System Verification
                                                          UNIX Management
                                                   Format UNIX Floppy
                                                   Modem/Terminal Administration
        Software Install                           Password Administration
       Floppy drive                                Printer Administration
       Tape drive                                 >Software Install
                                                   Software Remove
                                                   UNIX Date and Time


       Highlight the item you want and press ⟨Enter⟩
```

Figure C-7. Software Install Screen

4. 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)
```

5. Insert the INTUITY Lodging Language Diskette 1 of 1 into the floppy drive. You may install the languages in any order, if you are installing more than 1 language.

6. Press ENTER to install the floppy.

   The system responds:

   ```
   Installation in progress. Do not remote the diskette.

   The following sets are available:
       1   vxxx  Intuity Lodging xxxxx License R1.0
                 (486) 1.0-xx

   Select package(s) you wish to process (or 'all' to process
   all packages). (default: all) [?,??,q]
   ```

   ⮕ **NOTE:**
   The *xxx* in the above example represents a language abbreviation or the full language name. The word "License" only appears with U.S English.

7. Press ENTER to accept the default of all.

   The system responds by loading the information from the diskette.

   When the system has finished loading the software, the system displays the message:

   ```
   Installation of Intuity Lodging xxxx License R1.0 (vxxx) was
   successful.

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

8. Remove the floppy from the floppy diskette drive.

9. Determine your next step:

   a. If you are installing additional languages, return to Step 15, and repeat these steps for each additional language.

   b. If you are not installing additional languages, continue with the next step.

10. Enter **q** to return to the Software Install screen.

11. Press CANCEL (F6) twice to return to the System Management Screen.

12. Continue with the next procedure in the General Installation Instructions.

Adding 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. Inactivate Alarm Origination for systems equipped with automatic Alarm Origination. Refer to Page C-45.

2. Stop the voice system, Page C-48 of this appendix.

3. Install the C Software Package and the INTUITY Intro Voice Response tape, below.

4. Reboot the system, Page C-55.

5. Verify the installation. Use the procedure on Page C-58, "View Installed Software" or on Page C-60, "Verify System Installation".

6. Perform "Alarm Origination Cut-to-Service Procedures" for systems using Alarm Origination, Chapter 12, "Platform and Optional Applications Cut-to-Service Procedures". If the system does not have Alarm Origination, you have completed this procedure.

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:

> > Customer/Services Administration

> > System Management

> > UNIX Management

> >Software Install

The system responds with the Software Install screen, as shown in Figure C-8.

```
┌─────────────────────────────────┐   ┌─────────────────────────┐
│Customer/Services Administration │   │  System Management      │
│ Alarm Management                │   │ Disk Management         │
│ Backup/Restore                  │   │ System Control          │
│ Database Audits                 │   │>UNIX Management         │
│ Diagnostics                     │   └─────────────────────────┘
│ Feature Options                 │
│ Log Administration              │
│>System Management               │      ┌──────────────────────────┐
│ System Verification             │      │      UNIX Management      │
└─────────────────────────────────┘      │ Format UNIX Floppy       │
                                          │ Modem/Terminal Administration│
                                          │ Password Administration  │
   ┌──────────────────────┐               │ Printer Administration   │
   │  Software Install    │               │>Software Install         │
   │ Floppy drive         │               │ Software Remove          │
   │ Tape drive           │               │ UNIX Date and Time       │
   └──────────────────────┘               └──────────────────────────┘



   Highlight the item you want and press ⟨Enter⟩
```
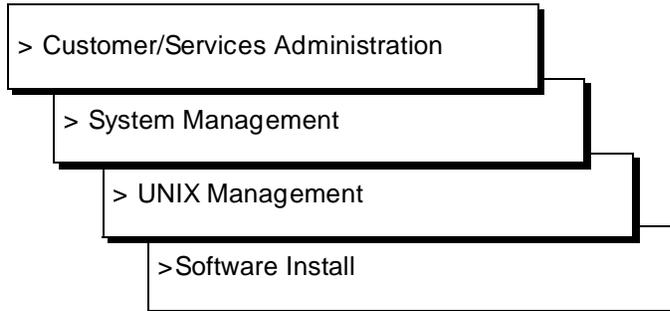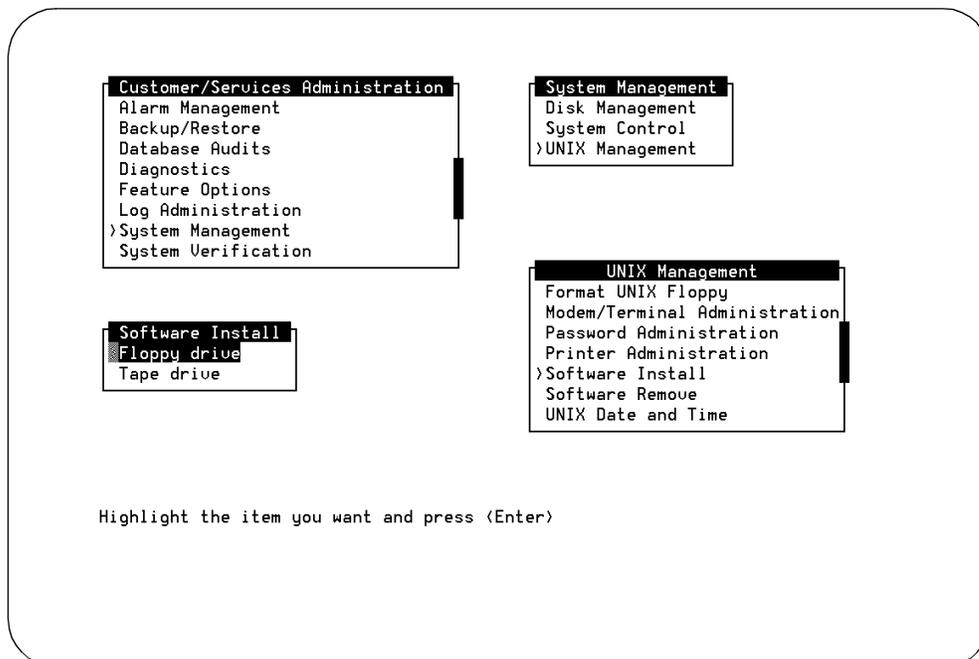
Figure C-8. Software Install Screen

4. Insert the tape into the cartridge tape drive.

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 C-9.   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)
```
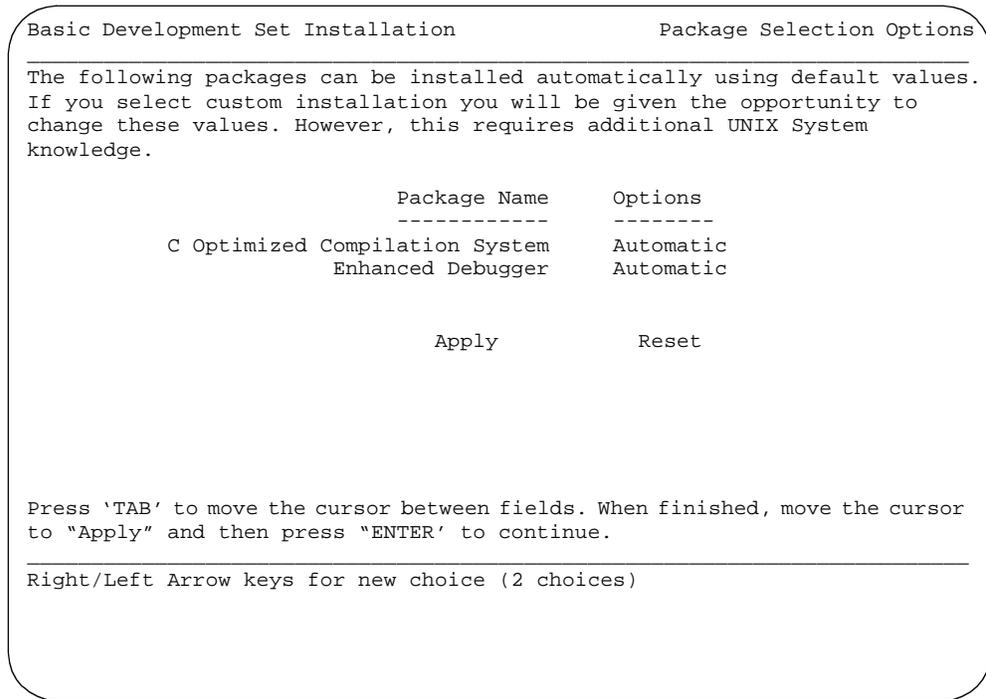
Figure C-10.   Package Installation Options for the Basic Development Set

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 Basic Development Set 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.

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.

Adding 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

Adding 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 C-55.

3. Verify the installation. Use the procedure on Page C-58, "View Installed Software", or on Page C-60, "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 Install

4. Press ENTER to display the installation drive options.

The path to the Software Install screen, as shown in Figure C-11.

```
Customer/Services Administration        System Management
 Alarm Management                        Disk Management
 Backup/Restore                          System Control
 Database Audits                        >UNIX Management
 Diagnostics
 Feature Options
 Log Administration
>System Management                              UNIX Management
 System Verification                     Format UNIX Floppy
                                         Modem/Terminal Administration
                                         Password Administration
                                         Printer Administration
 Software Install                       >Software Install
 Floppy drive                            Software Remove
 Tape drive                              UNIX Date and Time


Highlight the item you want and press <Enter>
```

Figure C-11. 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 remote 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.

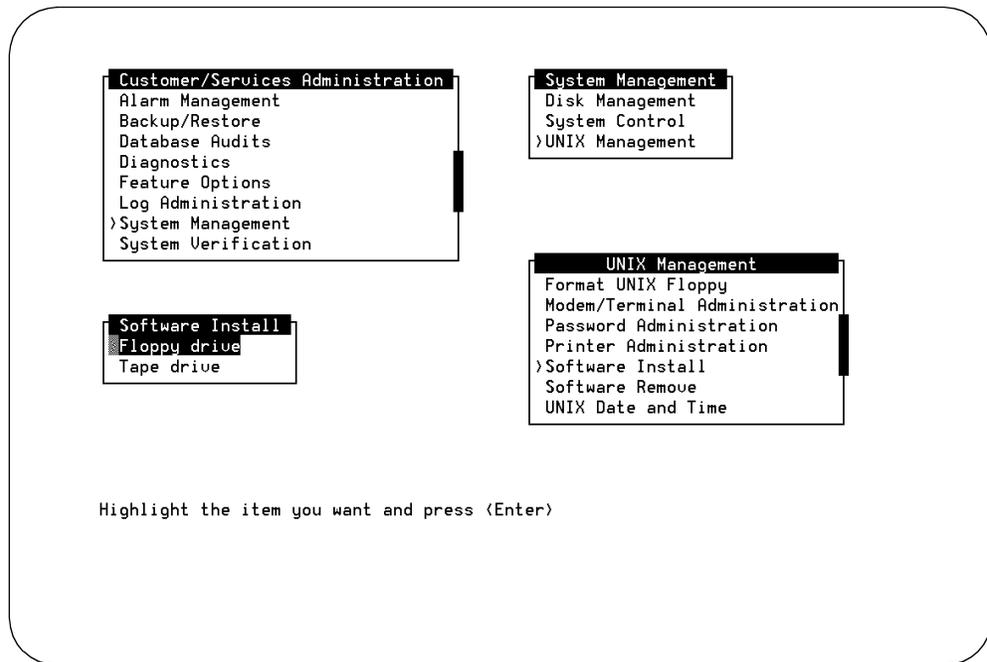   The system responds by loading the information from the diskette. Next, the system presents the Package Selection Screen, as shown in Figure C-12.

```
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)
```
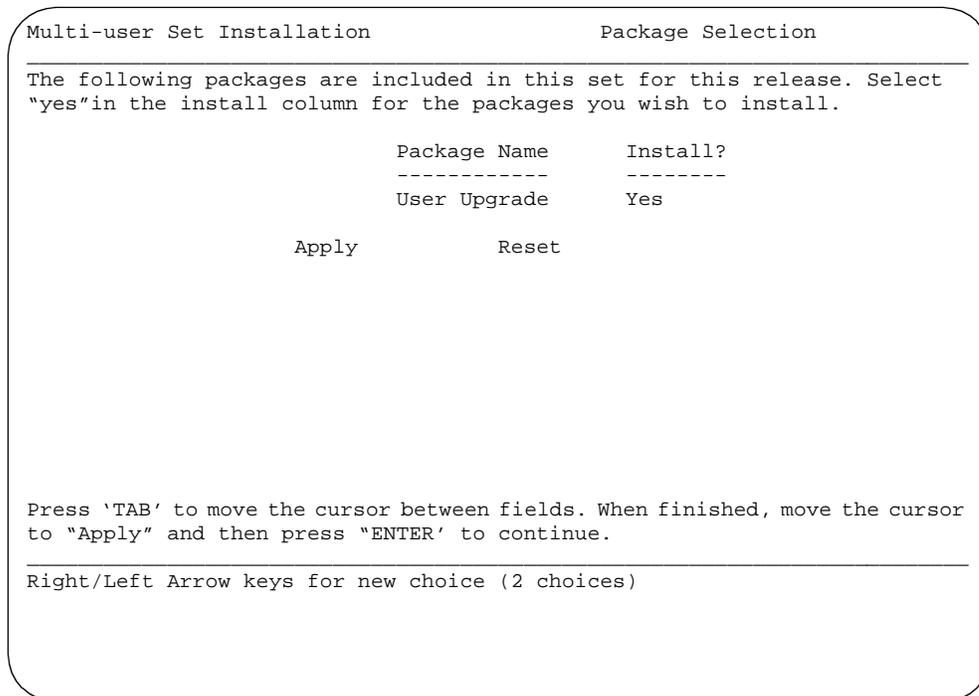
Figure C-12.   Package Selection Screen for Multi-User Software

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 750.
     Is it OK to change it to 200? (y/n)
     ```

14. Enter **n** for no. Do not change the NPROC parameter.

     ⇒ **NOTE:**
     > Earlier releases of this software used 500. Do not change the
     > Tunable Parameter "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)
     ```

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.

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 software installation procedure.

⇒ **NOTE:**
Alarm Origination is required for all INTUITY systems in the United States and Canada, except systems installed with the MERLIN LEGEND switch integration. Alarm Origination is optional with the MERLIN LEGEND integration. For countries other that the United States, availability varies. If the system does not have automatic Alarm Origination, continue with the next step of you general installation procedures.

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:

> Customer/Services Administration

> Alarm Management

The system responds with the Alarm Management screen, as shown in Figure C-13.
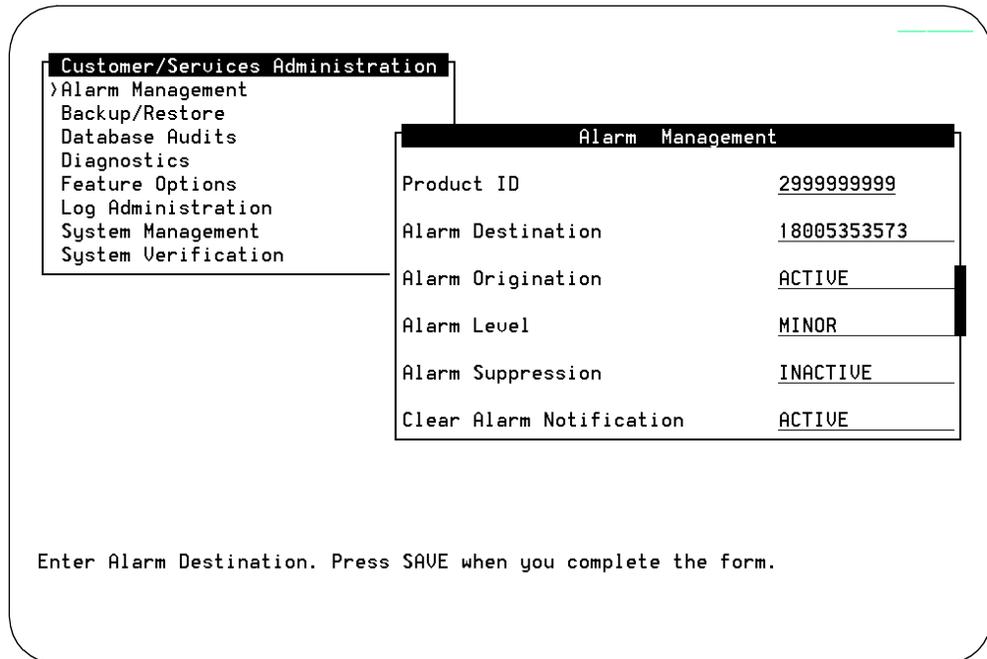
```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                              ──────       │
│                                                                           │
│      ▐████████████████████████████████▌                                   │
│      │ Customer/Services Administration │                                 │
│      │ ›Alarm Management               │                                  │
│      │  Backup/Restore          ▐███████████████████████████████████████▌ │
│      │  Database Audits         │            Alarm   Management         │ │
│      │  Diagnostics             │                                       │ │
│      │  Feature Options         │ Product ID                2999999999  │ │
│      │  Log Administration      │                                       │ │
│      │  System Management       │ Alarm Destination         18005353573 │ │
│      │  System Verification     │                           ─────────── │ │
│      └──────────────────────────│ Alarm Origination         ACTIVE     ▐█│ │
│                                 │                           ──────     ▐█│ │
│                                 │ Alarm Level               MINOR      ▐█│ │
│                                 │                           ─────        │ │
│                                 │ Alarm Suppression         INACTIVE     │ │
│                                 │                           ──────────   │ │
│                                 │ Clear Alarm Notification  ACTIVE       │ │
│                                 │                           ──────       │ │
│                                 └───────────────────────────────────────┘ │
│                                                                           │
│                                                                           │
│      Enter Alarm Destination. Press SAVE when you complete the form.      │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure C-13.   Alarm Management Screen

4. Move the cursor to the Alarm Origination field. Use the up and/or down arrow keys to move the cursor.

5. Press (CHOICES) (F2) with the cursor on the Alarm Origination field.

    The system responds with a Choices screen.

6. Highlight the choice "inactive." Use the up and/or down arrow keys to move the highlight bar.

7. Press (ENTER) to change the entry in the Alarm Origination field to inactive.

8. Press (SAVE) (F3) to save the change to the Alarm Origination field.

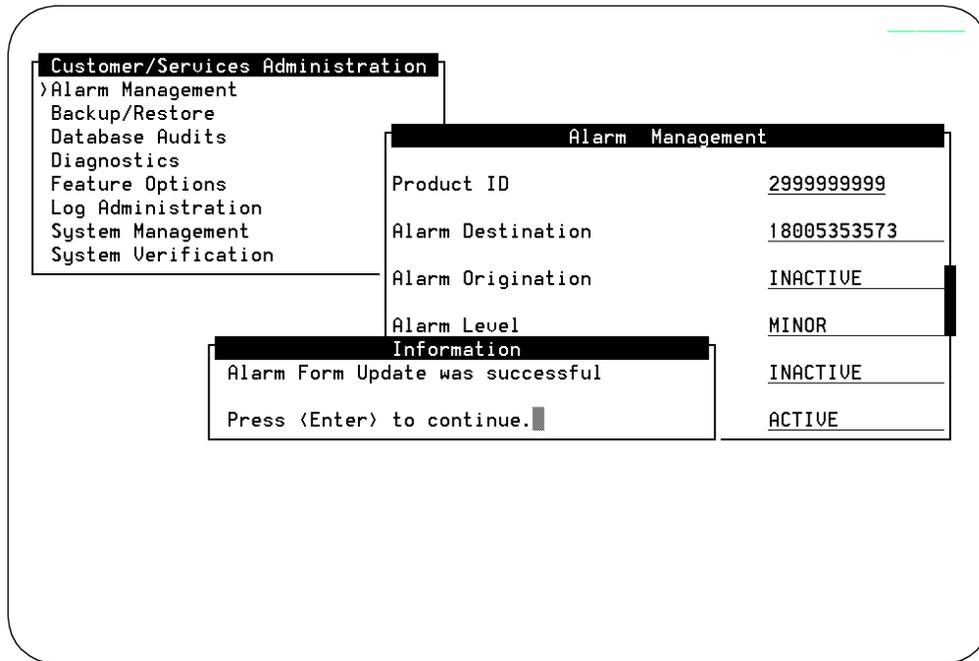   The system responds with a confirmation message as shown in Figure C-13, below.

Figure C-14.   Alarm Management Screen Update Information Screen

      9. Press ⌑ENTER⌑ to close the Information screen.

    10. Press ⌑CANCEL⌑ (F6) to return to the Customer/Services Administration screen.

    11. Continue with the next step in your general installation instructions.

Stop the Voice System

    ⚠ **CAUTION:**
       Certain software packages will fail to install if the voice system is 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 voice systems.
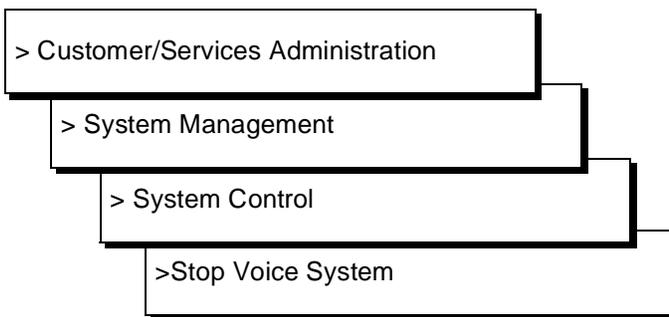
Requirements

        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:

> Customer/Services Administration

    > System Management

        > System Control

           >Stop Voice System

The path to the System Control screen is shown in Figure C-15.

```
┌─Customer/Services Administration─┐        ┌─System Management──┐
│ Alarm Management                 │        │ Disk Management    │
│ Backup/Restore                   │        │〉System Control     │
│ Database Audits                  │        │ UNIX Management    │
│ Diagnostics                      │        └────────────────────┘
│ Feature Options                  │
│ Log Administration               │
│〉System Management                │
│ System Verification              │        ┌──System Control────┐
└──────────────────────────────────┘        │ Shutdown Voice System│
                                             │ Start Voice System │
                                             │〉Stop Voice System  │
                                             └────────────────────┘



     Highlight the item you want and press 〈Enter〉
```
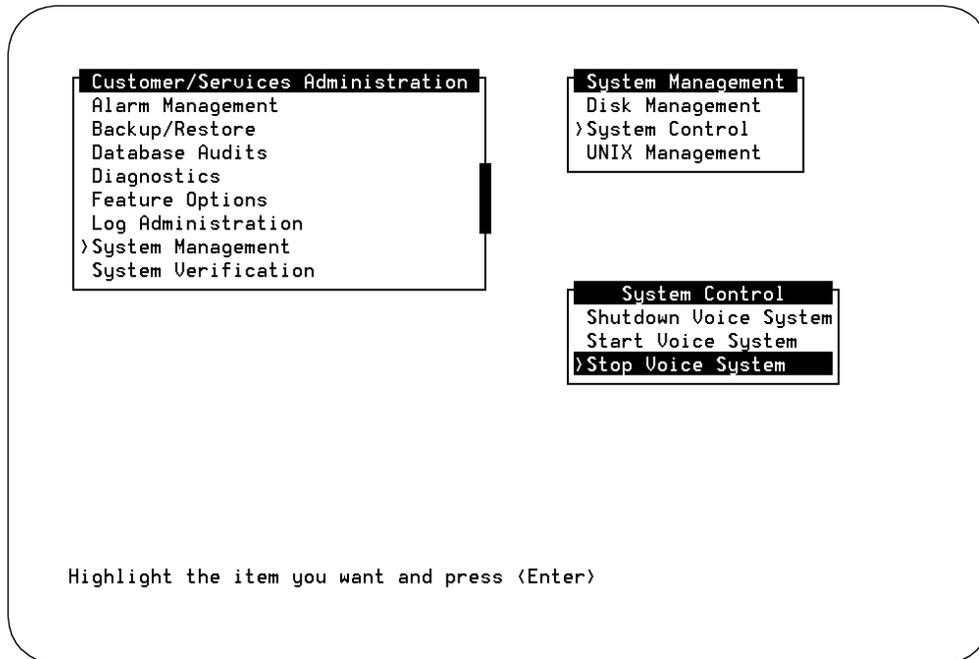
Figure C-15.   System Control Screen

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 to return to the Customer/Services Administration screen.

7. Continue with the next step of the general installation instructions.

Start the Voice System

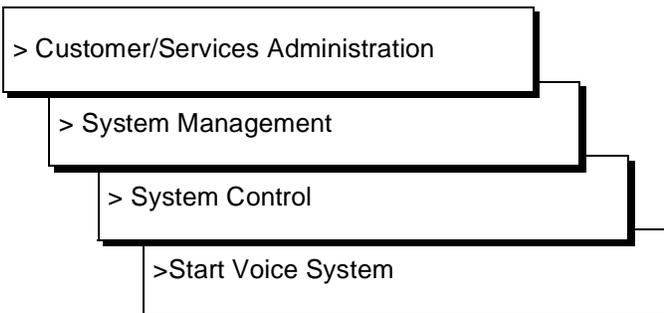The following procedure describes how to start the voice system without a reboot.

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:

> Customer/Services Administration

> System Management

> System Control

>Start Voice System

The path to the System Control screen is shown in Figure C-16.

```
┌─────────────────────────────────┐          ┌──────────────────────┐
│█Customer/Services Administration█│          │█System Management█████│
│ Alarm Management                │          │ Disk Management      │
│ Backup/Restore                  │          │〉System Control       │
│ Database Audits                 │          │ UNIX Management      │
│ Diagnostics                     │          └──────────────────────┘
│ Feature Options                 │
│ Log Administration              │
│〉System Management               │          ┌──────────────────────┐
│ System Verification             │          │█████System Control████│
└─────────────────────────────────┘          │ Shutdown Voice System│
                                              │ Start Voice System   │
                                              │█〉Stop Voice System████│
                                              └──────────────────────┘



     Highlight the item you want and press 〈Enter〉
```
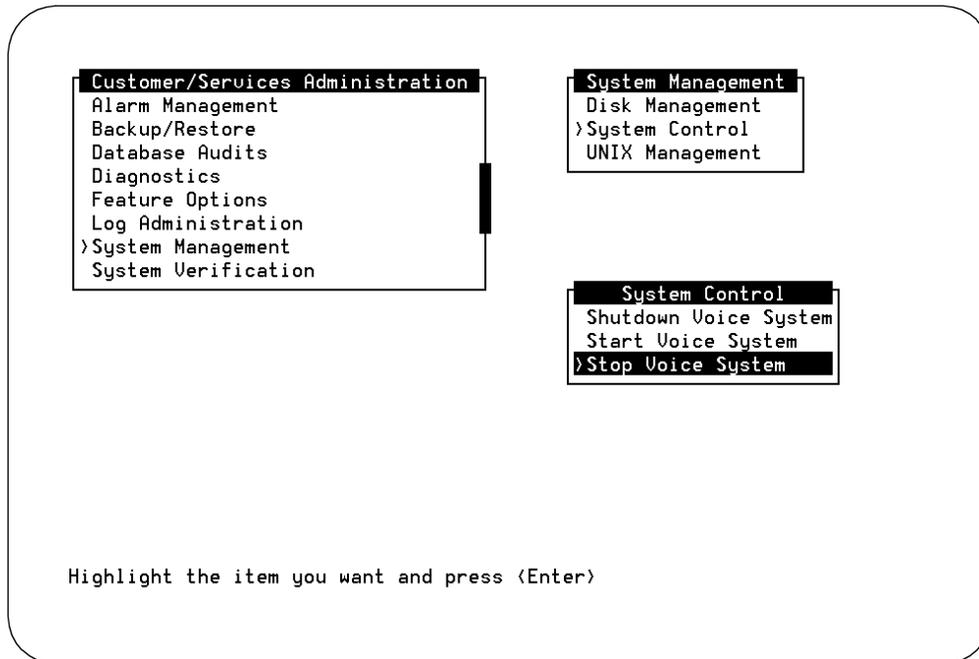
Figure C-16.   System Control Screen

The system responds with database audits and the message that the voice system is starting.

When the system is finished with the process, it responds:

```
Startup of the Voice System is complete

The system messages might wipe out the
Console Login prompt

Please hit the <ENTER> key after the messages stop
scrolling on the screen


Press Enter to continue.
```

> ⇒ **NOTE:**
> If you place test calls to the system and the system does not respond, wait a few minutes and try again. The voice system may not be completely operational.

4. Press (ENTER) to return to the screens.

5. Press (CANCEL) (F6) twice to return to the Customer/Administration screen.

6. Continue with the next step of the general installation instructions.

Shutdown the System

This procedure stops system operations so that it you may remove power from the system. This 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.

> ⚠ **CAUTION:**
> *Do not use this procedure from a remote terminal. This procedure requires you to be at the system's local keyboard. You may not reboot the INTUITY system remotely.*

Requirements

Login: craft

Materials: none

Procedure

1. Starting at the System Management screen select:

> Customer/Services Administration

> System Management

> System Control

> Shutdown Voice System

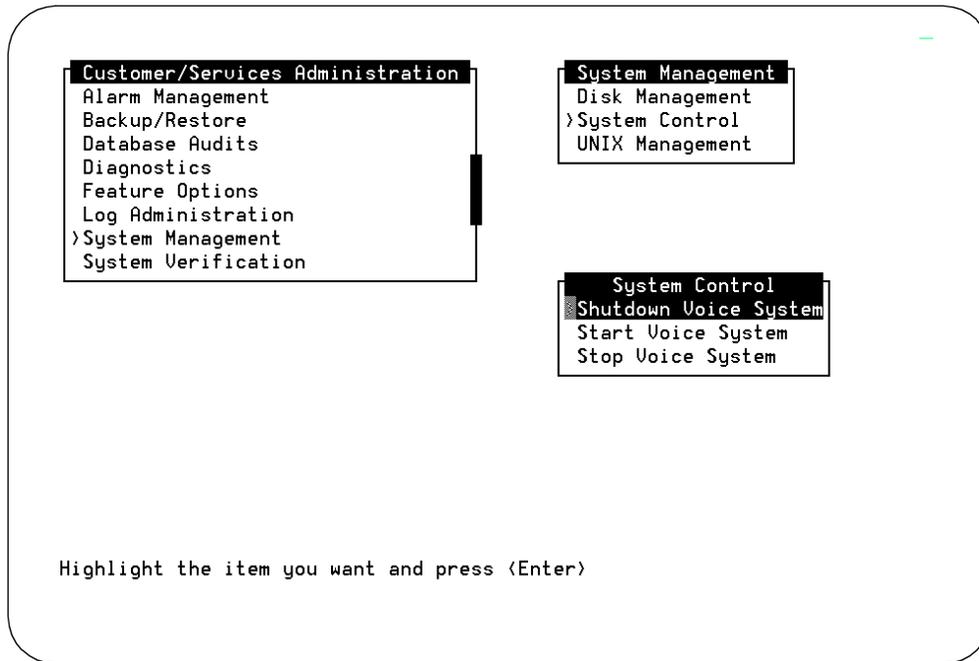The path to the System Control screen is shown in Figure C-18.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                       ─   │
│   ▐Customer/Services Administration▌      ▐System Management▌              │
│    Alarm Management                        Disk Management                │
│    Backup/Restore                         ›System Control                 │
│    Database Audits                         UNIX Management                 │
│    Diagnostics                                                            │
│    Feature Options                                                        │
│    Log Administration                                                     │
│   ›System Management                          ▐System Control▌            │
│    System Verification                    ▐Shutdown Voice System▌         │
│                                            Start Voice System             │
│                                            Stop Voice System              │
│                                                                           │
│                                                                           │
│                                                                           │
│    Highlight the item you want and press ⟨Enter⟩                          │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```
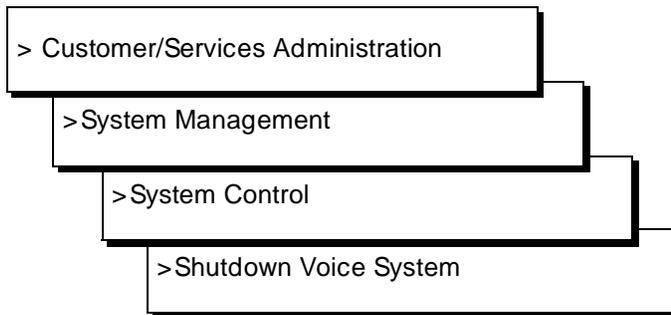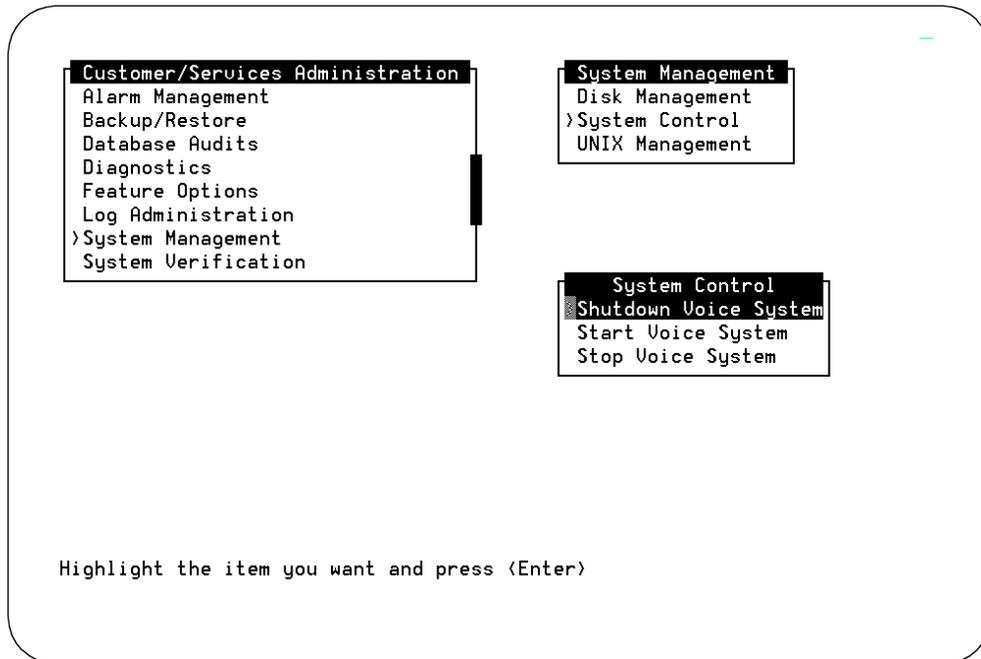
Figure C-17.   System Control Screen

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. Continue with the next step in 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:

> Customer/Services Administration
> System Management
> System Control
> Shutdown Voice System

The path to the System Control screen is shown in Figure C-18.

```
 ┌─────────────────────────────────────────────────────────┐
 │                                                      ─    │
 │   ▐Customer/Services Administration▌  ▐System Management▌  │
 │    Alarm Management                    Disk Management    │
 │    Backup/Restore                     ›System Control     │
 │    Database Audits                     UNIX Management     │
 │    Diagnostics                                            │
 │    Feature Options                                        │
 │    Log Administration                                     │
 │   ›System Management                                      │
 │    System Verification                ▐  System Control ▌  │
 │                                       ▐Shutdown Voice System▌│
 │                                        Start Voice System │
 │                                        Stop Voice System  │
 │                                                           │
 │                                                           │
 │                                                           │
 │                                                           │
 │   Highlight the item you want and press <Enter>           │
 │                                                           │
 └─────────────────────────────────────────────────────────┘
```

Figure C-18. 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 9, "Clear Alarms 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:

> Customer/Service Administration

> System Verification

> View Installed Software
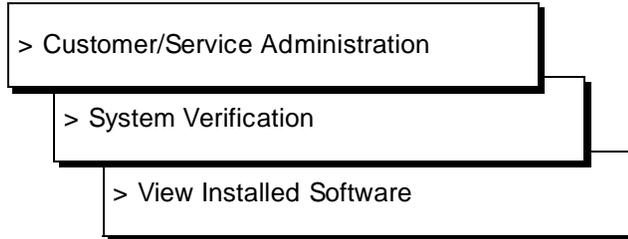
➡ **NOTE:**
It will take the system a few minutes to present this information. While the system is generating the data, the word "working" and a flashing cursor appear at the top right-hand corner of the monitor screen.

The system responds with the Verify Installed Software screen when the process is finished. Figure C-19 shows an example of this screen.
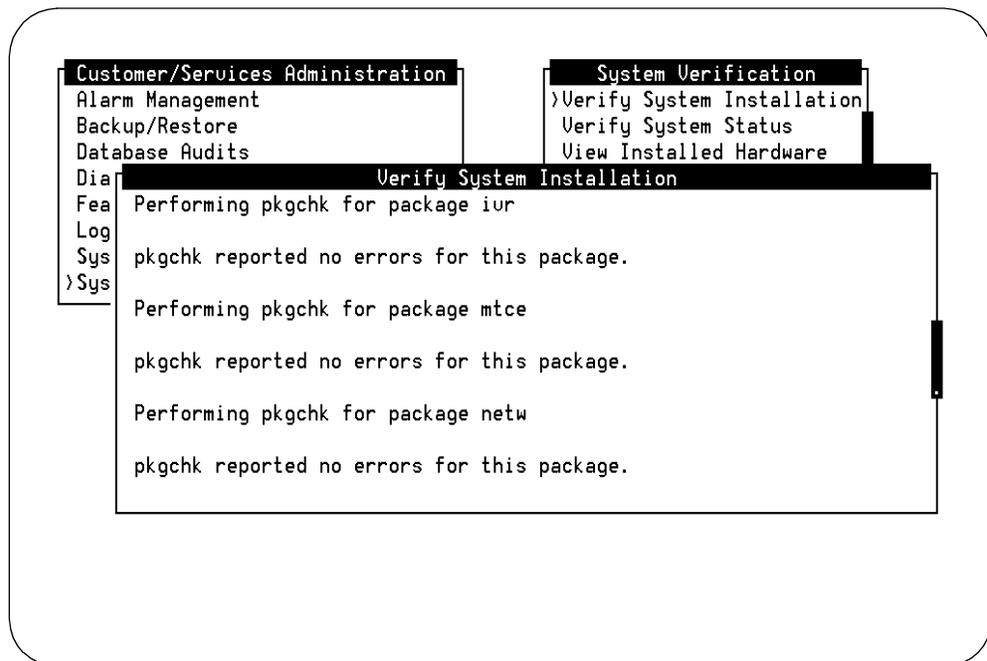
```
┌─────────────────────────────────────┐ ┌───────────────────────────────┐
│Customer/Services Administration│ │   System Verification   │
│Alarm Management                │ │Verify System Installation│
│Backup/Restore                  │ │Verify System Status      │
│Database Audits                 │ │View Installed Hardware   │
│Dia┌─────────────────View Installed Software──────────────────┐
│Fea│                                                          │
│Log│ Displaying pkginfo (long version) for only the application│
│Sys│ packages...                                              │
│>Sys│                                                         │
│    │ Displaying pkginfo for package Vex                      │
│    │                                                         │
│    │    PKGINST:  Vex                                        │
│    │       NAME:  Intuity Application Software Set           │
│    │   CATEGORY:  set                                        │
│    │       ARCH:  486                                        │
│    │    VERSION:  3.0-26                                     │
│    │     PSTAMP:  3.26.0 R3.0 IP26 Fri Feb 24 16:25:55 EST 1995│
│    └──────────────────────────────────────────────────────────┘
```

Figure C-19. **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.

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:

> Customer/Services Administration

> System Verification

> Verify System Installation

➡ **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 C-20 shows an example of this screen.

```
┌Customer/Services Administration┐    ┌    System Verification    ┐
 Alarm Management                      ›Verify System Installation
 Backup/Restore                         Verify System Status
 Database Audits                        View Installed Hardware
 Dia┌            Verify System Installation            ┐
 Fea│ Performing pkgchk for package ivr
 Log│
 Sys│ pkgchk reported no errors for this package.
›Sys│
     │ Performing pkgchk for package mtce
     │
     │ pkgchk reported no errors for this package.
     │
     │ Performing pkgchk for package netw
     │
     │ pkgchk reported no errors for this package.
     └
```

Figure C-20.   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

D

Lucent Technologies 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 D-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 B, "Installing Lucent INTUITY Software".

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

Table D-1. Installation Checklist for Installing an RFU

✓	Task	Source
	Stop the voice system	Page D-3
	Remove any previous RFU	Page D-5
	Load the RFU software tape	Page D-7
	Reboot the system	Page D-10
	Verify the date and time	Page D-13
	Verify the installation (Optional)	Page D-16

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: Load the INTUITY RFU Software Update Tape."

⟹ 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 D-1 shows the path the stop the voice system.

```
 ┌─────────────────────────────────────────────────────────────────┐
 │                                                                   │
 │    ┌─────────────────────────────────┐   ┌──────────────────────┐│
 │    │Customer/Services Administration │   │  System Management   ││
 │    │ Alarm Management                │   │ Disk Management      ││
 │    │ Backup/Restore                  │   │〉System Control       ││
 │    │ Database Audits                 │   │ UNIX Management      ││
 │    │ Diagnostics                     │   └──────────────────────┘│
 │    │ Feature Options                 │                           │
 │    │ Log Administration              │                           │
 │    │〉System Management               │   ┌──────────────────────┐│
 │    │ System Verification             │   │     System Control   ││
 │    └─────────────────────────────────┘   │ Shutdown Voice System││
 │                                          │ Start Voice System   ││
 │                                          │〉Stop Voice System     ││
 │                                          └──────────────────────┘│
 │                                                                   │
 │                                                                   │
 │    Highlight the item you want and press 〈Enter〉                  │
 │                                                                   │
 └─────────────────────────────────────────────────────────────────┘
```
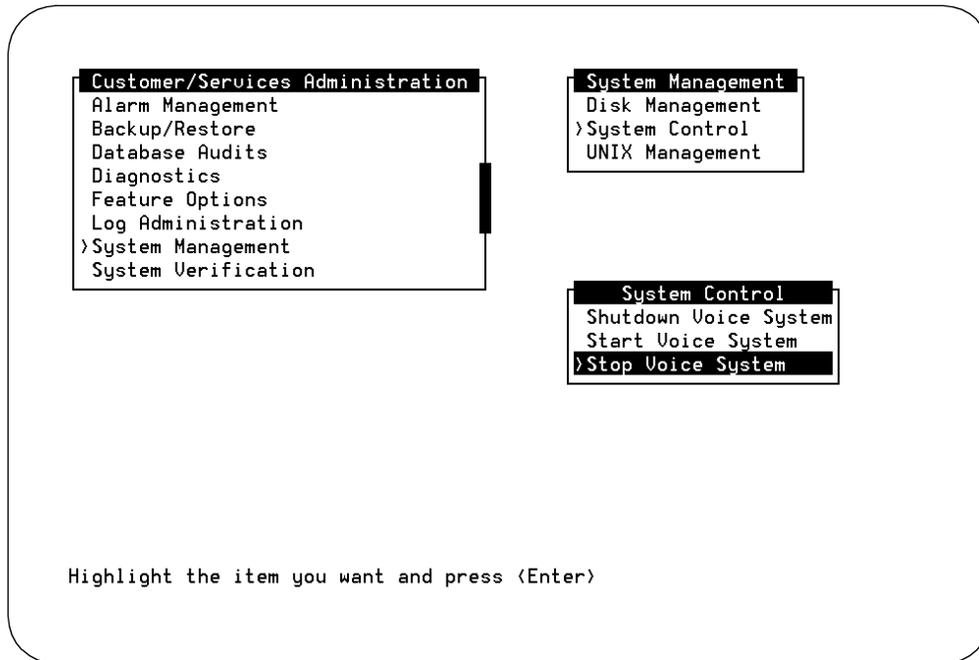
Figure D-1.   System Control Screen

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.

    Initiating request to clear all calls in the next 180
    seconds.

    Orderly idling of system succeeded.
    The AUDIX(R) module is being stopped. Please wait.
    ............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 D-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  VM            AUDIX(R) Module marker file
                    (AUDIX) NA
   4  VM+3          AUDIX(R) Software Patches
                    (AUDIX) 2.0-16
   5  VM-britsh     British System Announcements
                    (AUDIX) 2.0-14
   6  VM-dfltdb     AUDIX(R) Default db
                    (AUDIX) 2.0-14
   7  VM-french     French-c System Announcements
                    (AUDIX) 2.0-14
   8  VM-sat        AUDIX(R) English Announcements
                    (AUDIX) 2.0-14
   9  VM-spansh     Lat-Span System Announcements
                    (AUDIX) 2.0-14
  10  VM-sw         AUDIX(R) Software
                    (AUDIX) 2.0-16

... 53 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

Figure D-2.   Software Remove Screen

2. Scan the list of software. Look for a package marked "I*X*rfu+*n*," where *X* is the number such as 15 or 16 and *n* ia a letter designation of a, b, c, or d.

    For example, you may see the RFUs I15rfu+a, I15rfu+b, I16rfu+a, I16rfu+b, or an IP29rfu+a 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, "Step Three: Load the RFU Software Update Cartridge Tape".

    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
D-3.

```
┌──────────────────────────────────────────────────────────────────────┐

   ┌─────────────────────────────────┐    ┌──────────────────────────┐
   │ Customer/Services Administration│    │    System Management     │
   │ Alarm Management                │    │  Disk Management         │
   │ Backup/Restore                  │    │  System Control          │
   │ Database Audits                 │    │ >UNIX Management          │
   │ Diagnostics                     │    └──────────────────────────┘
   │ Feature Options                 │
   │ Log Administration              │
   │ >System Management               │       ┌───────────────────────────┐
   │ System Verification             │       │      UNIX Management       │
   └─────────────────────────────────┘       │ Format UNIX Floppy         │
                                             │ Modem/Terminal Administration│
                                             │ Password Administration    │
                                             │ Printer Administration     │
   ┌──────────────────────┐                  │ >Software Install           │
   │  Software Install     │                  │ Software Remove            │
   │ ▓Floppy drive         │                  │ UNIX Date and Time         │
   │  Tape drive           │                  └───────────────────────────┘
   └──────────────────────┘



   Highlight the item you want and press <Enter>


└──────────────────────────────────────────────────────────────────────┘
```

Figure D-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) 3.0-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 or 3.0-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:
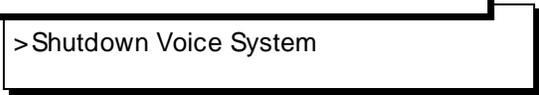
> System Control

> Shutdown Voice System

The system responds with the System Control screen as shown in Figure D-4.

```
┌─────────────────────────────────────────────────────────────────────────┐
│                                                                      ─    │
│   ┌──────────────────────────────┐      ┌─────────────────────────┐       │
│   │ Customer/Services Administration│    │ System Management       │       │
│   │ Alarm Management             │      │  Disk Management         │       │
│   │ Backup/Restore               │      │ ›System Control          │       │
│   │ Database Audits              │      │  UNIX Management         │       │
│   │ Diagnostics                  │      └─────────────────────────┘       │
│   │ Feature Options              │                                        │
│   │ Log Administration           │                                        │
│   │›System Management            │      ┌─────────────────────────┐       │
│   │ System Verification          │      │     System Control      │       │
│   └──────────────────────────────┘      │ Shutdown Voice System   │       │
│                                         │  Start Voice System     │       │
│                                         │  Stop Voice System      │       │
│                                         └─────────────────────────┘       │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│   Highlight the item you want and press ⟨Enter⟩                           │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure D-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, "Subscriber Deletion and Alarm Origination/Remote Maintenance".

   ➡ **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.

➡ **NOTE:**
The INTUITY system does not have an automatic synchronization feature. Therefore, use the following procedure. Match the switch and the system time as closely as possible to ensure efficient link operations.

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 UNIX Date and Time screen, as shown in Figure D-5.

```
 _____
/                                                           \
|                                                           |
|  ┌Customer/Services Administration┐  ┌System Management┐  |
|  │        Set Date and Time       │  │            ement│  |
|  │                                │  │            trol │  |
|  │                                │  │            ement│  |
|  │ Date:              September  2, 1993                |
|  │                                │                     |
|  │ Time:                  2:15    │                     |
|  │                                │                     |
|  │ AM/PM:                 PM      │ ┌Management────────┐ |
|  │                                │ │X Floppy          │ |
|  │ Timezone:              Eastern │ │inal Administration│ |
|  │                                │ │dministration     │ |
|  │ Is Daylight Savings in effect?: Yes │ministration  │ |
|  │                                │  Software Install  │ |
|  │                                   Software Remove   │ |
|  │                                  >Unix Date and Time│ |
|  │                                └──────────────────┘  |
|  │                                                      |
|  │ Enter month (Jan - Dec) or press CHOICES.            |
|  └                                                      |
_____/
```
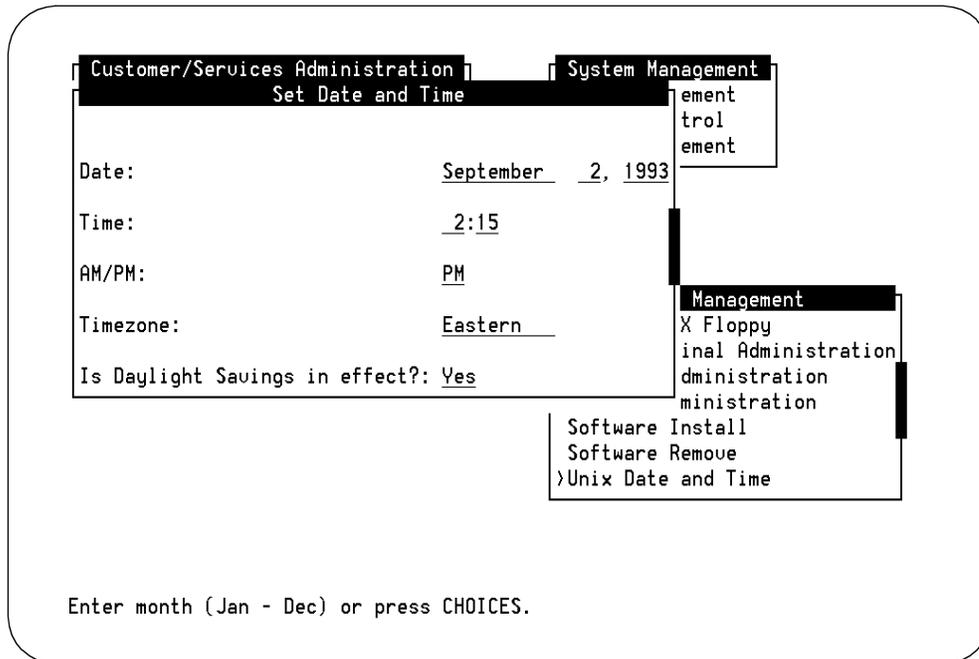
Figure D-5. Set Date and Time Screen

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 month field in the UNIX 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 D-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).

```
            UNIX Date and Time        agement     Month
                                       ement       January
                                       trol        February
Date:                   November   19, 1993 ement  March
                                                   April
Time:                       4:36                   May
                                                   June
AM/PM:                      PM                      July
                                                   August
Timezone:               Eastern          Management September
                                       X Floppy    October
Is Daylight Savings in effect?: NO     inal Adminis >November
                                       dministratio December
                              Printer Administration
                              Software Install
                              Software Remove
                              >UNIX Date and Time


    Highlight the item you want and press <Enter>
```
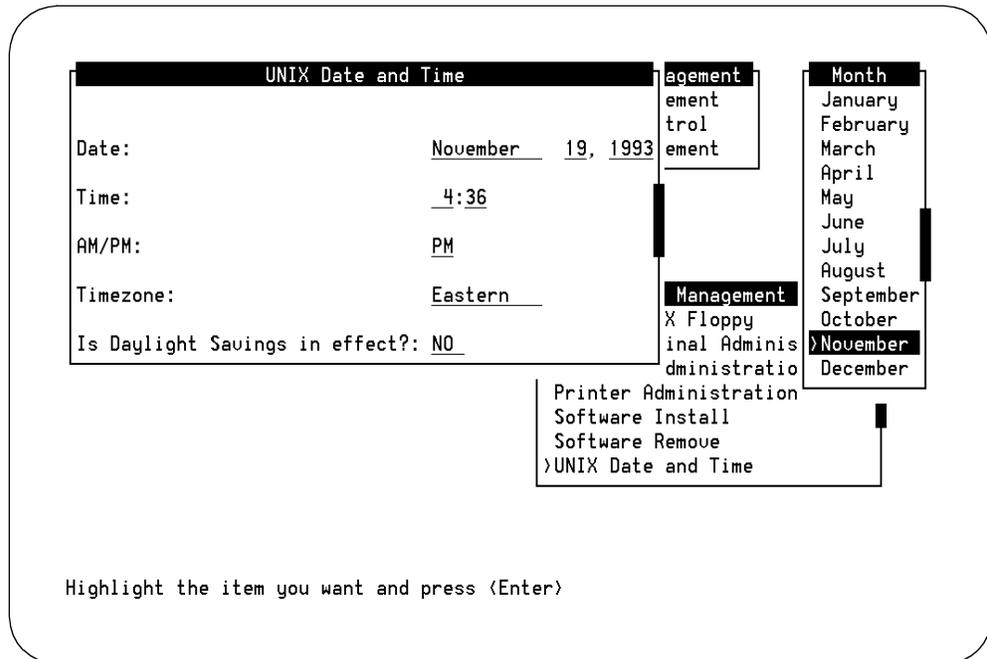
Figure D-6.   Set Date and Time Screen With the Months Choices Screen

8. Select the current month by using the arrow keys to highlight the name of the month.

9. Press (ENTER) to place the name of the correct month into the month field.

10. Enter the current day (numeric, 1 through 31) or press (ENTER) for no change.

11. Enter the current year (numeric, 1993 through 2038) or press (ENTER) for no change.

12. 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.

13. Enter **a** for AM, **p** for PM, or press (ENTER) for no change.

14. Press (CHOICES) (F2) and select your time zone, or press (ENTER) for no change.

15. 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.

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 RFU Software Update Installation."

> **NOTE:**
> "Step Six: Verify the RFU Software Update Installation" 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:

> > Customer/Service Administration
> >
> > > System Verification
> > >
> > > > View Installed Software

2. Press ⌈ENTER⌉ to view the installed software.

   The system responds with the View Installed Software Screen, as shown in Figure D-7.

```
┌─────────────────────────────────────────────────────────────────────┐
│  ┌─────────────────────────────┐      ┌────────────────────────────┐ │
│  │Customer/Services Administration│   │    System Verification     │ │
│  │Alarm Management             │      │Verify System Installation  │ │
│  │Backup/Restore               │      │Verify System Status        │ │
│  │Database Audits              │      │View Installed Hardware      │ │
│  │Dia┌──────────────────────────────────────────────┐              │ │
│  │Fea│          View Installed Software              │              │ │
│  │Log│                                               │              │ │
│  │Sys│ Displaying pkginfo (long version) for only the application │ │
│  │)Sys│ packages...                                  │              │ │
│  │    │                                               │              │ │
│  │    │ Displaying pkginfo for package Vex            │              │ │
│  │    │                                               │              │ │
│  │    │    PKGINST:  Vex                              │              │ │
│  │    │       NAME:  Intuity Application Software Set  │              │ │
│  │    │   CATEGORY:  set                              │              │ │
│  │    │       ARCH:  486                              │              │ │
│  │    │    VERSION:  3.0-26                           │              │ │
│  │    │     PSTAMP:  3.26.0 R3.0 IP26 Fri Feb 24 16:25:55 EST 1995 │ │
│  │    └───────────────────────────────────────────────┘             │ │
│  └─────────────────────────────┘                                   │ │
└─────────────────────────────────────────────────────────────────────┘
```

Figure D-7.   Installed Software Screen, Long Form

3. Verify that the following package is loaded onto the INTUITY system:

   PKGINST: I*xx*rfu+*x*

   NAME: Remote Field Update *X* for IP*xx*

   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

E

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

API
application programming interface

AUDIX
Audio Information Exchange

AWG
American wire gauge

B

BIOS
basic input/output system

bit
binary digit

bps
bits per second

BRI
basic rate interface

BSC
binary synchronous communications

BTU
British thermal unit

C

CAS
call accounting system

CCA
call classification analysis

CDH
call data handler process

CELP
code excited linear prediction

CICS
customer information control system

CMS
call management 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

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DBP
database processor

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

DSR
data set ready

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

F key
function key

FIFO
first-in first-out

FOOS
facility out of service

G

GBCS
Global Business Communications Systems

GOS
grade of service

H

Hz
hertz

I

I/O
input/output

IDI
isolating data interface

IMAPI
Intuity messaging application programming interface

INADS
initialization and administration system

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

ABB-2 Issue 3.0 September

IVR
integrated voice response

K

Kbps
kilobits per second

Kbyte
kilobyte (1024 bytes)

kHz
kilohertz

L

LAN
local area network

LCD
liquid crystal display

LED
light-emitting diode

LIFO
last-in first-out

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

MWL
message-waiting lamp

N

NW
Intuity AUDIX Digital Networking

O

OA&M
operations, administration, and maintenance

OS
operating system

OSI
open systems interconnection

P

PBX
private branch exchange

PC
power converter or personal computer

PDM
processor data module

PEC
price element code

PIB
processor interface board

PMS
property management system

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

SCA
switch communications adapter

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

TCP/IP
Transmission Control Protocol/Internet Program

TDD
telecommunications device for the deaf

TDM
time division multiplex

T/R
tip/ring

TRIP
tip/ring input process

TSC
Lucent Technologies'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)

VROP
voice response output process

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Glossary

5ESS Switch

A Lucent Technologies central office switch that can be integrated with the Lucent Intuity system.

A

accessed message

A 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 spoken to subscribers when they first access a messaging 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 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 a Lucent Intuity system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a 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 a Lucent 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.

ALT
See *assemble load and test.*

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 message from one 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.

API
See *application programming interface.*

application programming interface
A set of formalized software calls and routines that can be referenced by an application program to access underlying network services.

assemble load and test
The factory process that preloads software, installs hardware, and tests the system prior to shipping.

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 Lucent Intuity system provides asynchronous RS-232 capabilities for Intuity AUDIX Digital Networking, if required.

attendant console
A special purpose phone with numerous lines and features located at the front desk. The front desk attendant uses the phone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)

An analog networking protocol that allows subscribers to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on Lucent Intuity systems as well as with users on remote messaging systems made by vendors other than Lucent Technologies.

Audio Information Exchange (AUDIX)

A complete 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*.

autodelete

An Intuity AUDIX feature that allows subscribers to indicate that faxes are automatically deleted from their mailbox after being printed.

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. With Intuity FAX Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint

An Intuity AUDIX feature that allows subscribers to indicate that faxes are automatically sent to a specified print destination.

autoscan

See *automatic message scan*.

AWG

See *American wire gauge.*

American wire gauge

A standard measuring gauge for non-ferrous conductors.

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 switch hook-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 b*asic 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 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*.

bundling
Combining several calls and handling them as a single call. See also *automatic message scan*.

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 accounting system (CAS)
A software device that monitors and records information about a calling system.

call-answer
An Intuity AUDIX or Lucent Intuity Lodging 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. Intuity AUDIX subscribers may record a personal greeting for these callers.

call-answer language choice
The capability of subscriber mailboxes to accept messages in different languages. For the Intuity AUDIX application, this capability exists when the multilingual feature is turned on.

callback number
In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning 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 delivery

See *message delivery*.

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 management system (CMS)

An inbound call distribution and management reporting package.

called tone (CED tone)

The distinctive tone generated by a fax endpoint when it answers a call (constant 2100 Hz tone).

called subscriber information (CSI)

The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)

The distinctive tone generated by a fax endpoint when placing a call (constant 1100 Hz tone on for one-half second, off for three seconds).

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.

CAS

See *call accouting system*.

CED tone

See *called tone*.

CELP

See *code excited linear prediction*.

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
A telecommunications transmission path for voice and/or data.

channel capacity
A measure of the maximum bit rate through a channel.

CICS
See *customer information control system*.

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.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Intuity Message Manager, the subscriber's PC running Message Manager is the client. See also *server*.

CMS
See *call management system*.

CNG tone
See *calling tone*.

CO
See *central office*.

COS
See *class of service*.

code excited linear prediction
An analog-to-digital voice coding scheme.

co-located
An Intuity system installed in the same physical location as the host switch. See also *local installation*.

co-located 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
Lucent'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 mailbox activity or function.

compound message

A message that combines both a message and a fax message into one unit, which is then handled by Intuity AUDIX as a single message.

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*.

coverage path

The sequence of alternate destinations to which a call is automatically sent when the call is not answered by a subscriber. This sequence is set up on the switch, normally with the Lucent Intuity system as the last or only destination.

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.

CSI

See *called subscriber information*.

CTS

See *clear to send*.

D

DAC

See *dial access code*.

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 Lucent 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 a Lucent Intuity system and a Lucent 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 Lucent 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

Lucent Technologies 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 Lucent 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.

default print number

The subscriber-administered extension to which autoprinted faxes are redirected upon their receipt into the subscriber's mailbox. This default print destination is also provided as a print option when the subscriber is manually retrieving and printing faxes from the mailbox.

delivered message

A 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.

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the Lucent Intuity system. Assigning this service to a channel permits the Lucent Intuity system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID

See *direct inward dialing*.

digital

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

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 messages between messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

digital signal processor

A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP

See *data interface process*.

DIP switch

See *dual in-line package switch*.

direct inward dialing

The ability for a caller outside a company to call an internal extension without having to pass through an operator or attendant.

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 Lucent 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*.

DNIS

See *dialed number identification service*.

DSP

See *digital signal processor*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTMF

See *dual tone multifrequency*.

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.

dual language greetings

The capability of Intuity AUDIX subscribers to create personal greetings in two different languages — one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for subscriber mailboxes can be in either of the two languages.

dual tone multifrequency

A way of signaling consisting of a pushbutton or touch tone dial that sends out a sound which consists of two discrete tones picked up and interpreted by telephone switches.

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 Lucent Intuity system can use it. Devices must be equipped before they can be enabled (made active). See also *equipped/ unequipped*.

endpoint

See *fax endpoint*.

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 Lucent 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 from reply
The ability to quickly return to getting messages for a subscriber who gets stuck trying to respond to a message. To escape, the subscriber simply presses #.

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

facility out-of-service
The current channel is not receiving a dial tone and is not functioning.

fax endpoint
Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

field
An area on a screen, menu, or report where information can be typed or displayed.

FIFO
See *first-in/first-out*.

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*.

file system
A collection of related files (programs or data) stored on disk that are required to initialize a Lucent Intuity system.

first-in/first-out
The first call (or data) to be received is the first call (or data) to be processed.

F key
See *function key*.

FOOS
See *facility out-of-service*.

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 mailbox activity.

function key (F key)
A key on a computer keyboard that performs a defined function when pressed. The user interface for the Lucent Intuity system defines keys F1 through F8.

G

Generic 1, 2, or 3
Lucent 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 stand-alone tape utilities that is shipped with a new Lucent Intuity system.

GOS
See *grade of service*.

grade of service (GOS)
A parameter that describes the delays in accessing a port on the Lucent Intuity system. For example, if the GOS is P05, 95% of the callers would hear the system answer and 5% would hear ringing until a port became available to answer the call.

guaranteed fax
A feature of Lucent Intuity FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an Intuity AUDIX mailbox.

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 a Lucent 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 Lucent Intuity system over the data link. Also, the physical link connecting a Lucent 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

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See *Intuity messaging application programming 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 (IVC6) card

A computer tip/ring circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent Intuity system are processed through tip/ring circuit cards.

integrated voice response

An application module that allows customers to write their own alternate applications, also known as a script builder.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *subscriber interface*.

interrupt request (IRQ)

A device that signals the data bus and the CPU that it needs attention.

Intuity AUDIX Digital Networking

A Lucent Intuity feature that allows customers to link together up to 500 remote Lucent Intuity machines for a total of up to 500,000 remote subscribers. See also *digital networking*.

Intuity Message Manager

A Windows-based software product that allows Intuity AUDIX subscribers to receive, store, and send their voice/FAX messages from a PC.

Intuity messaging application programming interface (IMAPI)

A software function-call interface that allows Intuity AUDIX to interact with Lucent Intuity Message Manager.

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 a Lucent Intuity GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

IVR
See *integrated voice response.*

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.

Kbyte
kilobyte per second; 1024 thousand bytes 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).

LAN
See *local area network.*

last-in/first-out
The last call (or data) to be received is the first call (or data) to be processed.

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.*

LIFO
See *last-in/first-out.*

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 area network (LAN)
A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of Lucent Intuity Message Manager requires that the Intuity AUDIX system and the subscribers' PCs are on a LAN.

local AUDIX machine
The Lucent Intuity system where a subscriber's Intuity AUDIX 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 *colocated*.

local network
An Intuity AUDIX Digital Network in which all Lucent Intuity systems are connected to the same switch.

login
A unique code used to gain approved access to the Lucent Intuity system. See also *password*.

login announcement
A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all Intuity AUDIX subscribers every time they login to the system.

LWC
See *leave word calling*.

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 subscriber for creating and storing outgoing and incoming messages.

mailing list
A group of 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 Lucent Intuity software that affects at least one fourth of the Lucent Intuity ports in service. Often a major alarm indicates that service is affected.

MANOOS
See *manually out-of-service*.

manually out-of-service
A unit has been intentionally taken out of service.

mean time between failures
The average time a manufacturer estimates before a failure occurs in a component or system.

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).

menu tree
The way in which nested automated attendants are set up.

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 Lucent Intuity feature that permits subscribers to send 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 Manager
See *Intuity Message Manager*.

message-waiting indicator (MWI)
An indicator that alerts subscribers that they have received new mail messages. An MWI can be LED, neon, or audio (stutter dial tone).

message waiting lamp (MWL)
An lamp that alerts subscribers that they have received new mail messages. An MWL can be LED, neon, or audio (stutter dial tone). Also known as a message-waiting indicator.

migration
An installation that moves data from another messaging system to the Lucent Intuity system.

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Lucent Intuity ports in service, but has exceeded error thresholds or may impact service.

mirroring
a Lucent 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.

mode code
> A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the Lucent Intuity AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting lamps.

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-vera.

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 Lucent Intuity to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
> See *modular processor data module*.

MTBF
> See *mean time between failures*.

multi-application platform (MAP)
> The computer hardware platform used by the Lucent Intuity system. Currently, a MAP/5, MAP/40, and MAP/100 are available.

multilingual feature
> A feature that allows simultaneously-active language announcement sets on the system. With this feature, mailboxes can be administered so that subscribers can hear prompts in the language of their choice.

MWI
> See *message-waiting indicator*.

MWL
> See *message waiting lamp*.

N

networking
> See *Intuity AUDIX Digital Networking*.

networking prefix
> A set of digits that identifies a Lucent Intuity machine.

night attendant
> The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message
> Al 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
A Lucent Intuity feature that provides information about Lucent Intuity user interface screens by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)
Internationally accepted framework of standards for communication between two systems made by different vendors.

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*.

OSI
See *open systems interconnection*.

outcalling
A Lucent 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 Lucent 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.*

password aging
An Intuity AUDIX feature that allows administrators to set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

PBX
See *private branch exchange*.

PC
See *power converter*.

PDM (processor data module)
> See *modular processor data module (MPDM)*.

PEC
> See *price element code*.

peripheral device
> Equipment external to the Lucent Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the Lucent Intuity system. Also called *peripherals*.

personal directory
> An Intuity AUDIX feature allowing each subscriber to create a private list of customized names.

personal fax extension
> See *secondary extension*.

pinouts
> The signal description per pin number for a particular connector.

PMS
> See *property management system*.

port
> A connection or link between two devices, allowing information to travel to a desired location. For example, a switch port connects to a Lucent Intuity voice port to allow a subscriber to leave a message.

POST
> See power-on self test.

priority call answer
> An Intuity AUDIX feature that allows callers to designate a call answer message as a priority message. To make a message priority, the caller presses 2 after recording the 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)
> An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list
> A list of addresses that only the owning subscriber can access.

private messaging
> A feature of Intuity AUDIX that allows a subscriber to send a 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*.

property management system
Term used in hospitality industry referring to the database used by hotels for guest records and billing information.

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 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.

pulse-to-touchtone converter
A device connected to the switch that converts signals from a rotary phone to touch tones. This device allows callers to use rotary phones to access options in a subscriber's mailbox or to access options in an automated attendant.

R

RAM
See *random access memory*.

random access memory (RAM)
The primary memory in a computer that can be overwritten with new information.

read-only memory
A memory device which is programmed at the factory and whose contents thereafter cannot be altered.

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
A Lucent or Lucent-certified organization that provides remote support to Lucent 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 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

A Lucent 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 Lucent Intuity system when all the ports are busy. Also, the reinitialization of certain software. For example, restarting the messaging 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 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.

ROM

See *read-only memory*.

RS-232

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between computers, terminals, and modems.

RTS

See *request to send*.

S

sales representative

A Lucent or Lucent-certified person who assists you in the purchasing, planning, and implementation of Lucent equipment and solutions.

SCA

See *switch communications adapter*.

scan

To automatically play 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*.

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a subscriber's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For Lucent Intuity Message Manager, Intuity AUDIX is the server. See also *client*.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See *switch integration device*.

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 Lucent 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

A Lucent Intuity user who has been assigned the ability to access the Intuity AUDIX Voice Messaging system.

subscriber interface

The devices that subscribers use to access their mailboxes, manage mailing lists, administer personal greeting, and use other messaging capabilities. Subscriber interfaces include a touch-tone telephone keypad and a PC using Lucent Intuity Message Manager.

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.

SW
See *switch integration*.

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 integration
Sharing of information between a messaging system and a switch in order to provide a seamless interface to callers and subscribers.

switch integration device
Operates as a digital telephone set emulator.

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

T.30
The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

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.

TCP/IP
    See *transmission control protocol/internet program*.

TDD
    See *telecommunications device for the deaf*.

TDM
    See *time division multiplex*.

telecommunications device for the deaf (TDD)
    A device with a keyboard and display unit that connects to or substitutes for a phone. The TDD allows a deaf or hearing-impaired person to communicate over the phone lines with other people who have TDDs. It also allows a deaf person to communicate with the Intuity AUDIX system.

terminal
    See *display terminal*.

terminal type
    A number indicating the type of terminal being used to log on to the Lucent Intuity system. Terminal type is the last required entry before gaining access to the Lucent 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.

time division multiplex
    A device which derives multiple channels on a single transmission facility by connecting bit streams one at a time at regular intervals.

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 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 Lucent Intuity system and switch features for users.

transmission control protocol/internet program (TCP/IP)
    A set of protocols developed by the Department of Defense to link dissimilar computers across many kinds of networks. It is the protocol commonly used over Ethernet, as well as x.25, networks. Although committed to an eventual migration to an Open Systems Interconnection (OSI) architecture. TCP/IP currently divides networking functionality into only four layers: network interface, Internet, transport, and application.

T/R
    See *tip/ring*.

troubleshoot
    The process of locating and correcting errors in computer programs. Also called *debug*.

U

UCD

See *uniform call distribution*.

Undelete

An Intuity AUDIX feature that allows subscribers to restore the last message deleted. The subscriber presses * U to restore a deleted message.

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*.

uninterruptable power supply

An auxiliary power unit for a telephone system that provides continuous power in cases where commercial power is lost.

UNIX operating system

A multi-user, multi-tasking computer operating system.

upgrade

An installation that moves a Lucent Intuity system to a newer release.

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).

UPS

See *uninterruptable power supply*.

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify phone keypad presses. For example, a prompt might say, "press star three," instead of, "press star D."

user population

A combination of light, medium, and heavy users on which Lucent Intuity configuration guidelines are based.

V

vector
A customized program in the switch for processing incoming calls.

voice link
The Lucent 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 information stored by the Lucent Intuity system on disk memory. Also called *voice mail*.

voice port
The tip/ring circuit card port that provides the interface between the Lucent Intuity system and the analog ports on the switch.

voice terminal
A telephone used for spoken communications with the Lucent 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 Lucent 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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