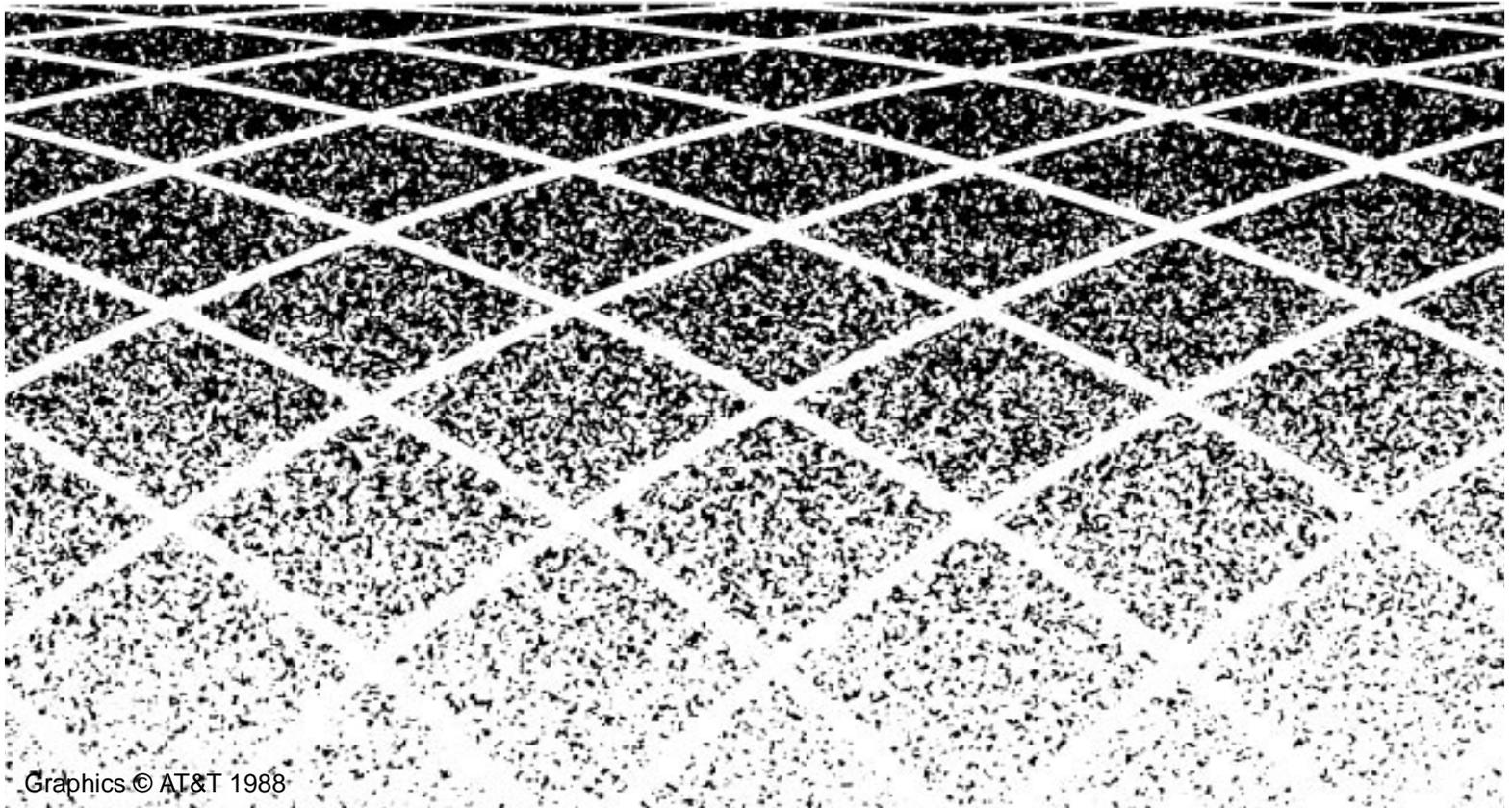




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# **INTUITY Messaging Solutions Release 4.0 Upgrade Procedures**





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## About This Book

---

### **Purpose**

---

This book, *Lucent INTUITY Messaging Solutions Release 4.0 Upgrade Procedures*, contains the procedures needed for upgrading a Lucent INTUITY system with an updated release of Lucent INTUITY software.

### **Intended Audiences**

---

This book is intended primarily for the on-site service technician and technical customer personnel. Secondary audiences include:

- Field support and remote maintenance centers
- Helpline personnel

## **Prerequisite Skills and Knowledge**

---

We assume that the primary users of this book have fundamental knowledge regarding computers and PBXs and are familiar with previous products such as INTUITY AUDIX or AUDIX Voice Power.

## **Organization of This Book**

---

- Chapter 1, "Getting Started"  
This chapter provides an overview of the upgrade process and hints for performing a successful upgrade. It also describes the materials and information needed to complete an upgrade, as well as how to move around in the screens and menus. This chapter also contains an upgrade checklist.
- Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"  
This chapter describes the procedures used to connect the new and existing Lucent INTUITY systems. The procedures include running the Pre-Upgrade Package, installing a LAN card (if needed), and making cable connections.
- Chapter 3, "Connecting the Lucent Intuity Systems"  
This chapter describes the procedure used to run the data transfer from the existing system to the new system with the existing system out-of-service.
- Chapter 4, "Running the Upgrade (Out-of-Service)"  
This chapter describes the procedure used to run the data transfer from the existing system to the new system with the existing system in-service.
- Chapter 5, "Running the Upgrade (In-Service)"  
This chapter describes the steps to be taken after the data transfer but before backing up the new system.
- Abbreviations  
This section lists abbreviations and acronyms used in Lucent INTUITY system documentation.
- Glossary  
This section defines the terms and acronyms used in Lucent INTUITY system documentation.
- Index  
An alphabetized list which provides a cross reference of specific terms used in the book and the page numbers on which they are mentioned.

## How to Use This Book

---

Use this book to complete an upgrade. If you are performing an out-of-service upgrade, follow the directions in Chapter 3 and skip Chapter 4. If you are performing an in-service upgrade, skip Chapter 3 and follow the directions in Chapter 4. Within each chapter, follow the procedures in the order presented. Use the upgrade procedure checklist (out-of-service or in-service) for easy reference.

## Conventions Used

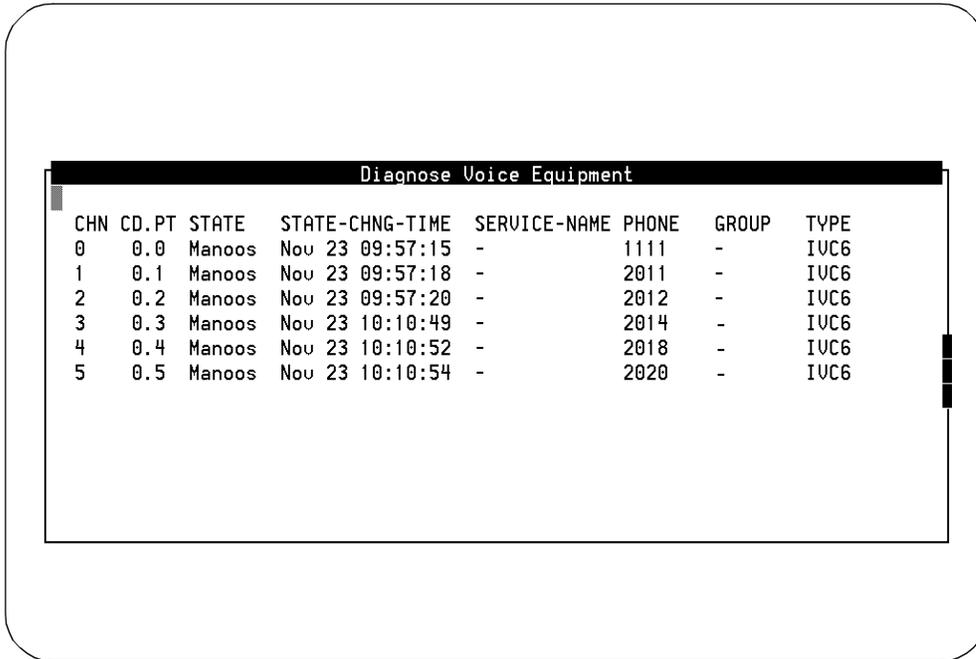
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This section describes the conventions used in this book.

### Terminology

---

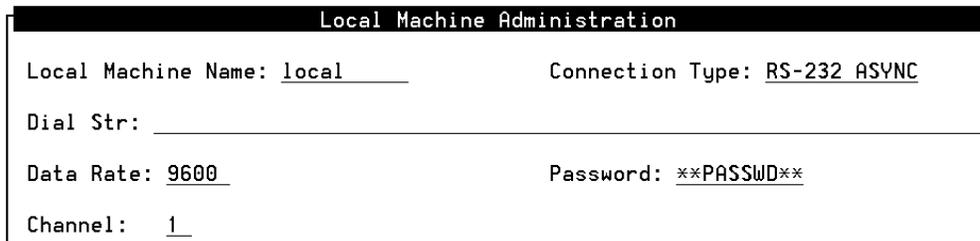
- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as  
Type **y** to continue.
- The word “enter” means to type a value and then press `(ENTER)`. For example, an instruction to type the letter “y” and press `(ENTER)` is shown as  
Enter **y** to continue.
- The word “select” means to move the cursor to the desired menu item and then press `(ENTER)`. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press `(ENTER)` is shown as  
Select Start Test.
- The Lucent INTUITY system displays *windows*, *screens*, and *menus*. “Windows” show system information (Figure 1). “Screens” request user input. This input is either a value or other specific information you must input through a field (Figure 2) or a command you must enter from the `enter command: prompt` (Figure 3). “Menus” (Figure 4) present options from which you can choose to view another menu, or a screen or window.
- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.



The screenshot shows a window titled "Diagnose Voice Equipment" containing a table with the following data:

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 1. Example of a Lucent INTUITY Window**



The screenshot shows a window titled "Local Machine Administration" with the following configuration fields:

Local Machine Name: local                      Connection Type: RS-232 ASYNC

Dial Str: \_\_\_\_\_

Data Rate: 9600                                  Password: \*\*PASSWD\*\*

Channel: 1

**Figure 2. Example of a Lucent INTUITY Screen**

```
Active           Alarms:           Logins: 2
change machine   Page 1 of 2

MACHINE PROFILE

Machine Name: cbueitt      Type: local      Location: local
Voiced Name? █           Extension Length: 4
Voice ID: 0              Default Community: 1

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

enter command: change machine
```

**Figure 3. Example of a Lucent INTUITY Screen with a Command Line**

---

```
Networking Administration
>Local Machine Administration
Remote Machine Administration
Networking Channel Administration
Networking Traffic
```

**Figure 4. Example of a Lucent INTUITY Menu**

---

## Terminal Keys

---

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as  
Press `ENTER`.
- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold `ALT` while typing the letter “d” is shown as  
Press `ALT` `D`.
- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as rounded boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as  
Press `CHOICES` (F3).
- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as  
Press `1` to record a message.

## Screen Displays

---

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

Example 1:

```
Enter the number of ports to be dedicated to outbound traffic in the
Maximum Simultaneous Ports field.
```

Example 2:

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

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the Lucent INTUITY Administration menu and select:

:

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Lucent INTUITY Administration menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

## Other Typography

---

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter` command: prompt.

Example 2:

Type **high** or **low** in the `Speed:` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

Enter **ch ma *machine\_name***, where *machine\_name* is the name of the call delivery machine you just created.

## Safety and Security Alert Labels

---

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

 **CAUTION:**

*Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.*



**WARNING:**

*Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.*



**DANGER:**

*Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.*



**SECURITY ALERT:**

*Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.*

## **Trademarks and Service Marks**

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The following trademarked products are mentioned in books in the Lucent Intuity document set:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of Lucent Technologies™.
- cc:Mail® is a registered trademark of cc:Mail, a subsidiary of Lotus Development Corporation.
- COMSPHERE® is a registered trademark of Paradyne Corp.
- CONVERSANT® Voice Information System is a registered trademark of Lucent Technologies™.
- DEFINITY® is a registered trademark of Lucent Technologies™.
- DMS-100™ is a trademark of Northern Telecom Limited.
- Dterm™ is a trademark of NEC Telephones, Inc.
- Equinox™ is a trademark of Equinox Systems, Inc.
- 5ESS® is a registered trademark of Lucent Technologies™.
- INTUITY™ is a trademark of Lucent Technologies™.
- Lotus Notes® is a registered trademark of Lotus Development Corporation.
- MEGAPORT™ is a trademark of Equinox Systems, Inc.
- MEGAPLEX™ is a trademark of Equinox Systems, Inc.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of Lucent Technologies™.

- 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.
- Mitel™ is a trademark of Mitel Corporation.
- NEAX™ is a trademark of NEC Telephone, Inc.
- NEC® is a registered trademark of NEC Telephone, Inc.
- Netware® is a registered trademark of Novell, Inc.
- Netware® Loadable Module™ 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.
- Paradyne® is a registered trademark of AT&T.
- Phillips® is a registered trademark of Phillips Screw Company.
- Rolm® is a registered trademark of International Business Machines.
- SL-1™ is a trademark of Northern Telecom Limited.
- softFAX® is a registered trademark of VOXEM, Inc.
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- SX-100™ is a trademark of Mitel Corporation.
- SX-200™ is a trademark of Mitel Corporation.
- SX-2000™ is a trademark of Mitel Corporation.
- TMI™ is a trademark of Texas Micro Systems, Inc.
- UNIX® is a registered trademark of UNIX Systems Laboratories, Inc.
- Voice Bridge® is a registered trademark of Voice Technologies Group, Inc.
- VOXEM® is a registered trademark of VOXEM, Inc.
- VT100™ is a trademark of Digital Equipment Corporation.
- Windows™ is a trademark of Microsoft Corporation.

## Related Resources

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This section describes additional documentation and training available for you to learn more about installation of the Lucent INTUITY product.

### Documentation

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 **NOTE:**

The *Lucent INTUITY Messaging Solutions Release 4.0 Documentation Guide*, 585-310-540, contains a detailed description of all books included in the Release 4.0 Lucent INTUITY documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining a Lucent INTUITY system.

It is suggested that you obtain and use the following books in conjunction with this upgrade book:

- *Lucent INTUITY Messaging Solutions Release 4.0 MAP/40 and MAP/40S System Installation*, 585-310-169 or *Lucent INTUITY Messaging Solutions Release 4.0 MAP/100 System Installation*, 585-310-173
- *Lucent INTUITY Messaging Solutions Release 4.0 Change Description and Upgrade Planning*, 585-310-607

See the inside front cover for information on how to order Lucent INTUITY documentation.

### Training

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The following training class is recommended as a prerequisite to installing a Release 4.0 Lucent INTUITY system:

- Course No. MO1616A, Lucent INTUITY Messaging Solutions Installation and Maintenance

For more information on Lucent INTUITY training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent: (904) 636-3261
- Lucent customers and all others: (800) 255-8988

## **How to Make Comments About This Book**

---

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

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

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Product Documentation Development Department  
Room 22-2H15  
11900 North Pecos Street  
Denver, Colorado 80234

Please include the book title and order number of this book.



**Overview**

---

This chapter provides:

- An overview of upgrade procedures
- An explanation of types of upgrades and data transfers
- A description of pre-sales analysis
- A list of pre-upgrade issues
- A list of materials and information needed for an upgrade
- Checklists for upgrades:
  - Using an out-of-service data transfer
  - Using an in-service data transfer

**Purpose**

---

The purpose of this chapter is to provide the technician with a general understanding of the overview process. The information covered in this chapter is covered in detail in the subsequent chapters of this book.

## **Upgrade Overview**

---

Upgrading a Lucent INTUITY Release 2 or Release 3 system to a Lucent INTUITY Release 4 system includes the following processes:

- Preparing for the Upgrade
- Connecting the Lucent INTUITY Systems
- Running the Upgrade
- Establishing the Lucent INTUITY Release 4 System

### **Preparing for the Upgrade**

---

The new and existing Lucent INTUITY systems must be set up close enough so that the cables from the existing platform can be swung to the new platform once the upgrade is complete.

### **Connecting the Lucent INTUITY Systems**

---

Copying data from one platform to another requires that both platforms have LAN cards. The pre-upgrade software, which is installed on the existing platform, checks to see if a LAN card is on the platform. If the existing system does not contain a LAN card, the pre-upgrade software will alert you that a LAN card must be installed. A LAN card is included in the Reusable Upgrade Kit (RUK).

### **Running the Upgrade**

---

Running the upgrade consists of transferring the customers messages, customer greetings, and subscriber database from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. The upgrade can be run with the customers system in or out of service.

### **Out-of-Service Upgrade**

An out-of-service upgrade is conducted with the Lucent INTUITY Release 2 or Release 3 system out-of-service. The upgrade package copies and translates the data from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. The customer will experience a loss of service for the duration of this type of upgrade.

### **In-Service Upgrade**

An in-service upgrade is conducted with the Lucent INTUITY Release 2 or Release 3 system in-service during most of the upgrade process. As in the out-of-service upgrade, the upgrade package copies and translates the data from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. However, most of the data transfer occurs when the Lucent INTUITY Release 2 or Release 3 system processing calls. File transfers are moderated so that effect on the Lucent INTUITY Release 2 or Release 3 system performance and the customer's LAN is minimized.

**⇒ NOTE:**

Because of the amount of traffic produced by the Lucent INTUITY Release 2 or Release 3 system on the customer's LAN, the LAN service will be slightly degraded.

The in-service upgrade can be conducted on the customer's LAN or through a direct connection between the Lucent INTUITY Release 2 or Release 3 system and the Lucent INTUITY Release 4 system.

The in-service upgrade allows the customer to maintain service on the Lucent INTUITY Release 2 or Release 3 system for most of the data transfer. However, at some point the Lucent INTUITY Release 2 or Release 3 system will have to be shut down to complete the upgrade.

### **Installing the Lucent INTUITY Release 4 System**

Once the customer data has been copied from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system it must be established as a working system. To install the Lucent INTUITY Release 4 System, the following steps must be taken:

- The systems must be rearranged so that the Lucent INTUITY Release 4 system is in the appropriate spot, as designated by the customer.
- The cables which were connecting the Lucent INTUITY Release 2 or Release 3 system must be attached to the Lucent INTUITY Release 4 system.
- If a DEFINITY switch was busyed out, it must be released.
- The Lucent INTUITY Release 4 system must be administered and tested.
- The appropriate passwords must be assigned to the Lucent INTUITY Release 4 system.
- A backup tape of the Lucent INTUITY Release 4 must be created.
- The upgrade software package must be removed.

## Materials and Information Needed

Table 1-1 lists the materials and information which are necessary before you start the upgrade procedure:

**Table 1-1. Upgrade Materials**

<b>Material</b>	<b>Source</b>
Upgrade checklist (out-of-service or in-service)	This chapter
Login password for craft	Customer representative or project manager
Name and telephone number of the remote maintenance center contact	Project manager
Verification that the customer has backed up any custom announcements	Customer representative
Name for the Lucent INTUITY Release 4 system   <b>NOTE:</b> If you are doing an in-service upgrade on the customer's LAN, the customer must provide a name. If the upgrade is being done with a direct connection a default name will be assigned.	Customer representative
IP address for the Lucent INTUITY Release 4 system   <b>NOTE:</b> If you are doing an in-service upgrade on the customer's LAN, the customer must provide an IP address If the upgrade is being done with a direct connection a default IP address will be assigned.	Customer representative

*Continued on next page*

**Table 1-1. Upgrade Materials***Continued*

<b>Material</b>	<b>Source</b>
Subnet mask for the Lucent INTUITY Release 4 system  <b>⇒ NOTE:</b> If you are doing an in-service upgrade on the customer's LAN, the customer must provide the subnet mask. If the upgrade is being done with a direct connection a default subnet mask will be assigned.	Customer representative
Lucent INTUITY Release 4 system platform.	Project manager
Reusable Upgrade Kit (RUK) — A/B switch box — Video cables — Ethernet LAN circuit card — 25-foot coaxial cable with two "T" adapters and terminators — Preupgrade software package	Project manager
Several blank cartridge tapes for a backup	Project manager
<i>Lucent INTUITY Release 4 MAP/40 and 40s System Installation</i> or <i>Lucent INTUITY Release 4 MAP/100 System Installation</i>	Customer representative  This book was delivered with the Lucent INTUITY Release 4 system.

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## Stopping an Upgrade

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**⚠ WARNING:**

*Do not stop the upgrade unless it is absolutely necessary. Contact the remote maintenance center before stopping an upgrade.*

If the upgrade process stops, contact your remote maintenance center. If you are instructed to begin the upgrade again, the upgrade process has tracked which packages have been upgraded and will begin again at the place where it stopped.

## Upgrade Checklists

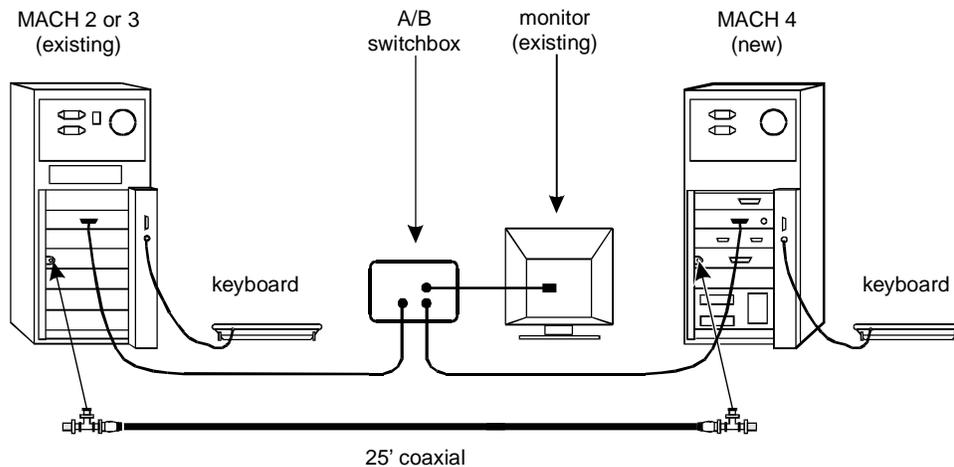
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The following checklist can be used for easy reference on the tasks necessary to perform an upgrade.

### Out-of-Service Checklist

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Figure 1-1 shows the connection for a out-of-service upgrade.



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**Figure 1-1. Direct Connection**

Table 1-2 is a checklist of procedures necessary when upgrading using an out-of-service data transfer through a direct connection.

 **CAUTION:**

*If you are conducting an in-service transfer, do not use this checklist. See "In-Service Checklists", below for the correct checklist.*

**Table 1-2. Out-of-Service Upgrade Using a Direct Connection Checklist**

Step	Procedure	Reference Documentation	4
1	Set up the Lucent INTUITY Release 4 system	<p>"Setting up the Lucent INTUITY Release 4 system," in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation</i>, Chapter 2, "Unpacking the MAP/40 and MAP/40s and Installing the Nonassembled Hardware"</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation</i>, Chapter 2, "Unpacking the MAP/100 and Installing the Nonassembled Hardware"</p>	
2	Check for the presence of custom announcement sets.	"Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements," in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"	
2a	<p> <b>NOTE:</b> If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcements, skip this step.</p> <p>Prepare for the transfer of custom announcement sets.</p>	Appendix E, "Preparing for the Transfer of Custom Announcement Sets"	

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**Table 1-2. Out-of-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
3	Install the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system	"Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3, "Connecting the Lucent Intuity Systems"	
4	Run the pre-upgrade package	"Running the Pre-Upgrade Package," in Chapter 3, "Connecting the Lucent Intuity Systems"	
4a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is already equipped with a LAN card, skip this step.</i></p> <p>Install a LAN card</p>	<p>"Installing a LAN Circuit Card in the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3, "Connecting the Lucent Intuity Systems"</p> <p>Appendix A, "Installing a LAN Circuit Card in the MAP/5"</p> <p>Appendix B, "Installing a LAN Circuit Card in the MAP/40"</p> <p>Appendix C, "Installing a LAN Circuit Card in the MAP/100"</p>	
4b	<p><b>⚠ CAUTION:</b>  <i>If your Lucent INTUITY Release 2 or Release 3 system is not connected to a LAN, skip this step.</i></p> <p>If the Lucent INTUITY Release 2 or Release 3 system has an existing LAN, unhook the LAN and connect the platforms with coaxial cable for a direction connection</p> <p><i>Before unhooking the LAN, confirm with the customer that the loss of Message Manager service is acceptable.</i></p>	<p>"Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems," in Chapter 3, "Connecting the Lucent Intuity Systems"</p>	

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**Table 1-2. Out-of-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
5	Set the LAN settings on the Lucent INTUITY Release 2 or Release 3 system to the default settings	"Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade," in Chapter 3, "Connecting the Lucent Intuity Systems"	
6	Install the Platform Upgrade Package on the Lucent INTUITY Release 4 system.   <b>NOTE:</b> If this package was installed at the factory, skip this step.	"Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
7	Initialize the upgrade package on the Lucent INTUITY Release 4 system.	"Initializing the Platform Upgrade Package," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
8	Verify the LAN settings.	"Initializing the Platform Upgrade Package," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
9	Start the data transfer. This will shut down the Lucent INTUITY Release 2 or Release 3 system.   <b>CAUTION:</b> <i>Before executing the shutdown, confirm with the customer that the loss of service is acceptable.</i>	"Starting the Out-of-Service Data Transfer," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
9a	 <b>CAUTION:</b> <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i>  Turn off alarm origination on the Lucent INTUITY Release 2 or Release 3 system.	"Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 system.," in Chapter 4, "Running the Upgrade (Out-of-Service)"	

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**Table 1-2. Out-of-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
9b	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Busy out the switch data link.</p>	"Busying Out the Switch Data Link," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
10	Monitor the transfer status until the data transfer is complete	"Monitoring the Out-of-Service Data Status," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
11	Automatically reboot the Lucent INTUITY Release 4 system from the Transfer Complete screen.	"Completing the Data Transfer," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
12	Remove the LAN connection between the Lucent INTUITY systems.	"Removing the LAN Connection Between the Lucent INTUITY Systems," in Chapter 4, "Running the Upgrade (Out-of-Service)"	
13	Check for alarms.	"Checking for Alarms," in Chapter 6, "Verifying the Upgrade"	
14	Verify system date and time.	"Verifying the Lucent INTUITY Release 4 System Date and Time," in Chapter 6, "Verifying the Upgrade"	
15	Check the Lucent INTUITY Release 4 system date and time.	"Verifying the Lucent INTUITY Release 4 System Date and Time," in Chapter 6, "Verifying the Upgrade"	
16	Shut down the Lucent INTUITY Release 4 system.	"Shutting Down the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
17	Shut down the Lucent INTUITY Release 2 or Release 3 system.	"Shutting Down the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"	
18	Rearrange the Lucent INTUITY systems	"Rearranging the Lucent INTUITY Systems," in Chapter 7, "Completing the Upgrade"	

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**Table 1-2. Out-of-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
19	Move the cables	"Moving the Cables," in Chapter 7, "Completing the Upgrade"	
19a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Release the Switch Data Link</p>	"Releasing the Switch Data Link," in Chapter 7, "Completing the Upgrade"	
20	Test the Lucent INTUITY Release 4 system	"Testing the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
21	Assign passwords	"Assigning Passwords," in Chapter 7, "Completing the Upgrade"	
22	Create a back-up tape of the Lucent INTUITY Release 4 system	"Backing-Up the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
23	Remove the upgrade package	"Removing the Upgrade Package," in Chapter 7, "Completing the Upgrade"	
23a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.</i></p> <p>Remove the LAN circuit card from the Lucent INTUITY Release 2 or Release 3 system.</p>	"Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"	
24	Repack and return the RUK.	"Repacking and Returning the RUK," in Chapter 7, "Completing the Upgrade"	
25	Return the Lucent INTUITY Release 2 or Release 3 system.	"Returning the Lucent INTUITY Release 2 or Release 3 system," in Chapter 7, "Completing the Upgrade"	

## **In-Service Checklists**

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The in-service checklists include:

- In-Service Upgrade Using a Direct Connection Checklist
- In-Service Upgrade Using the Customer's LAN Checklist

### **In-Service Upgrade Using a Direct Connection Checklist**

Figure 1-1 shows a direct connection for an in-service upgrade.

Table 1-3 is a checklist of procedures necessary when upgrading using an in-service data transfer through a direct connection.

#### **CAUTION:**

*If you are conducting an out-of-service transfer, do not use this checklist. See "Out-of-Service Checklist", above for the correct checklist.*

*If you are conducting an in-service data transfer using the customers LAN, do not use this checklist. See "In-Service Upgrade Using the Customer's LAN Checklist," below for the correct checklist.*

**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist**

Step	Procedure	Reference Documentation	4
1	Set up the Lucent INTUITY Release 4 system	<p>“Setting up the Lucent INTUITY Release 4 system,” in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation</i>, Chapter 2, "Unpacking the MAP/40 and MAP/40s and Installing the Nonassembled Hardware"</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation</i>, Chapter 2, "Unpacking the MAP/100 and Installing the Nonassembled Hardware"</p>	
2	Check for the presence of custom announcement sets.	“Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements,” in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"	
2a	<p> <b>NOTE:</b> If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcements, skip this step.</p> <p>Prepare for the transfer of custom announcement sets.</p>	Appendix E, "Preparing for the Transfer of Custom Announcement Sets"	
3	Install the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system	“Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System,” in Chapter 3, "Connecting the Lucent Intuity Systems"	
4	Run the pre-upgrade package	“Running the Pre-Upgrade Package,” in Chapter 3, "Connecting the Lucent Intuity Systems"	

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**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
4a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is equipped with a LAN card, skip this step.</i></p> <p>Install a LAN card</p>	<p>“Installing a LAN Circuit Card in the Lucent INTUITY Release 2 or Release 3 System,” in Chapter 3, “Connecting the Lucent Intuity Systems”</p> <p>Appendix A, “Installing a LAN Circuit Card in the MAP/5”</p> <p>Appendix B, “Installing a LAN Circuit Card in the MAP/40”</p> <p>Appendix C, “Installing a LAN Circuit Card in the MAP/100”</p>	
4b	<p><b>⚠ CAUTION:</b>  <i>If your Lucent INTUITY Release 2 or Release 3 system is not connected to a LAN, skip this step.</i></p> <p>If the Lucent INTUITY Release 2 or Release 3 system has an existing LAN, unhook the LAN and connect the platforms with coaxial cable for a direction connection</p> <p><i>Before unhooking the LAN, confirm with the customer that the loss of Message Manager service is acceptable.</i></p>	<p>“Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems,” in Chapter 3, “Connecting the Lucent Intuity Systems”</p>	
5	<p>Set the LAN settings on the Lucent INTUITY Release 2 or Release 3 system to the default settings</p>	<p>“Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade,” in Chapter 3, “Connecting the Lucent Intuity Systems”</p>	

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**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist *Continued***

<b>Step</b>	<b>Procedure</b>	<b>Reference Documentation</b>	<b>4</b>
6	Install the Platform Upgrade Package on the Lucent INTUITY Release 4 system.   <b>NOTE:</b> If this package was installed at the factory, skip this step.	"Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in Chapter 5, "Running the Upgrade (In-Service)"	
7	Initialize the upgrade package on the Lucent INTUITY Release 4 system.	"Initializing the Platform Upgrade Package," in Chapter 5, "Running the Upgrade (In-Service)"	
8	Verify the LAN settings.	"Initializing the Platform Upgrade Package," in Chapter 5, "Running the Upgrade (In-Service)"	
9	Start the in-service data transfer.	"Starting the In-Service Data Transfer," in Chapter 5, "Running the Upgrade (In-Service)"	
10	Monitor the transfer status.	"Monitoring the In-Service Data Status," in Chapter 5, "Running the Upgrade (In-Service)"	
11	Start the final transfer.  This will shut down the voice services of the Lucent INTUITY Release 2 or Release 3 system and start the data transfer.   <b>CAUTION:</b> <i>Before executing the shutdown, confirm with the customer that the loss of service is acceptable.</i>	"Starting the Final Transfer," in Chapter 5, "Running the Upgrade (In-Service)"	

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**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist *Continued***

Step	Procedure	Reference Documentation	4
11a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Turn off alarm origination on the Lucent INTUITY Release 2 or Release 3 system.</p>	<p>"Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 system.," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
11b	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Busy out the switch data link.</p>	<p>"Busying Out the Switch Data Link," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
12	<p>Automatically reboot the Lucent INTUITY Release 4 system from the Transfer Complete screen.</p>	<p>"Completing the Data Transfer," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
13	<p>Remove the LAN connection between the Lucent INTUITY systems.</p>	<p>"Removing the LAN Connection Between the Lucent INTUITY Systems," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
14	<p>Check for alarms.</p>	<p>"Checking for Alarms," in Chapter 6, "Verifying the Upgrade"</p>	
15	<p>Check the Lucent INTUITY Release 4 system date and time.</p>	<p>"Verifying the Lucent INTUITY Release 4 System Date and Time," in Chapter 6, "Verifying the Upgrade"</p>	
16	<p>Shut down the Lucent INTUITY Release 4 system.</p>	<p>"Shutting Down the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"</p>	
17	<p>Shut down the Lucent INTUITY Release 2 or Release 3 system.</p>	<p>"Shutting Down the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"</p>	

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**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist *Continued***

<b>Step</b>	<b>Procedure</b>	<b>Reference Documentation</b>	<b>4</b>
18	Rearrange the Lucent INTUITY systems	"Rearranging the Lucent INTUITY Systems," in Chapter 7, "Completing the Upgrade"	
19	Move the cables	"Moving the Cables," in Chapter 7, "Completing the Upgrade"	
19a	<p> <b>CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Release the Switch Data Link</p>	"Releasing the Switch Data Link," in Chapter 7, "Completing the Upgrade"	
20	Test the Lucent INTUITY Release 4 system	"Testing the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
21	Assign passwords	"Assigning Passwords," in Chapter 7, "Completing the Upgrade"	
22	Create a back-up tape of the Lucent INTUITY Release 4 system	"Backing-Up the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
23	Remove the upgrade package	"Removing the Upgrade Package," in Chapter 7, "Completing the Upgrade"	

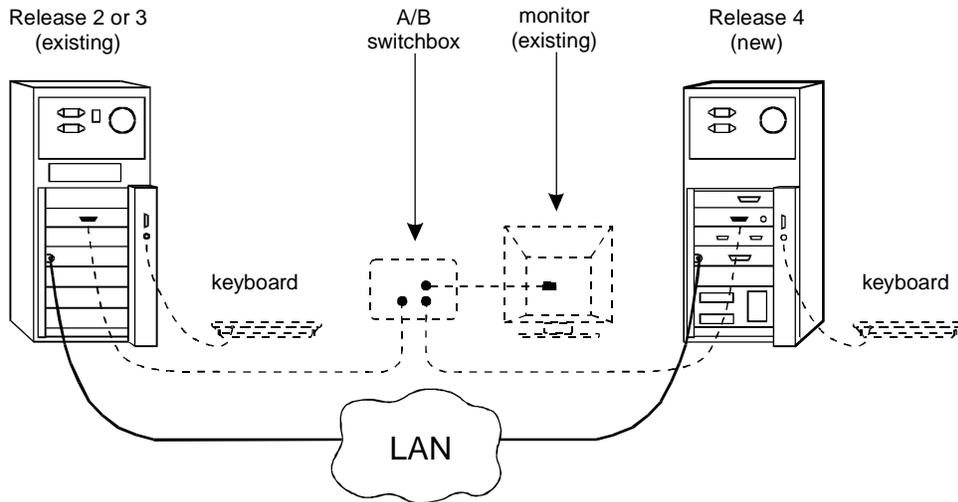
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**Table 1-3. In-Service Upgrade Using a Direct Connection Checklist *Continued***

<b>Step</b>	<b>Procedure</b>	<b>Reference Documentation</b>	<b>4</b>
23a	Remove the LAN circuit card from the Lucent INTUITY Release 2 or Release 3 system.   <b>NOTE:</b> If the Lucent INTUITY Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.	"Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"	
24	Repack and return the RUK.	"Repacking and Returning the RUK," in Chapter 7, "Completing the Upgrade"	
25	Return the Lucent INTUITY Release 2 or Release 3 system.	"Returning the Lucent INTUITY Release 2 or Release 3 system," in Chapter 7, "Completing the Upgrade"	

### In-Service Upgrade Using the Customer's LAN Checklist

Figure 1-2 shows a direct connection for an in-service upgrade.



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**Figure 1-2. Customer LAN Connection**

Table 1-4 is a checklist of procedures necessary when upgrading using an out-of-service data transfer through a direct connection.

**⚠ CAUTION:**

*If you are conducting an out-of-service transfer, do not use this checklist. See "Out-of-Service Checklist," above for the correct checklist.*

*If you are conducting an in-service data transfer using a direct connection, do not use this checklist. See "In-Service Upgrade Using a Direct Connection Checklist," below for the correct checklist.*

**Table 1-4. In-Service Upgrade Using the Customer's LAN Checklist**

Step	Procedure	Reference Documentation	4
1	Set up the Lucent INTUITY Release 4 system	<p>"Setting Up the Lucent INTUITY Release 4 System" in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade."</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation</i>, Chapter 2, "Unpacking the MAP/40 and MAP/40s and Installing the Nonassembled Hardware"</p> <p><i>Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation</i>, Chapter 2, "Unpacking the MAP/100 and Installing the Nonassembled Hardware"</p>	
2	Check for the presence of custom announcement sets.	"Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements," in Chapter 2, "Preparing Both Lucent INTUITY Systems for the Upgrade"	
2a	<p> <b>NOTE:</b> If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcements, skip this step.</p> <p>Prepare for the transfer of custom announcement sets.</p>	Appendix E, "Preparing for the Transfer of Custom Announcement Sets"	
3	Install the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system	"Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3, "Connecting the Lucent Intuity Systems"	
4	Run the pre-upgrade package	"Running the Pre-Upgrade Package," in Chapter 3, "Connecting the Lucent Intuity Systems"	

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**Table 1-4. In-Service Upgrade Using the Customer's LAN Checklist *Continued***

Step	Procedure	Reference Documentation	4
4a	<p> <b>CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is equipped with a LAN card, skip this step.</i></p> <p>Install a LAN card</p>	<p>"Installing a LAN Circuit Card in the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3, "Connecting the Lucent Intuity Systems"</p> <p>Appendix A, "Installing a LAN Circuit Card in the MAP/5"</p> <p>Appendix B, "Installing a LAN Circuit Card in the MAP/40"</p> <p>Appendix C, "Installing a LAN Circuit Card in the MAP/100"</p>	
5	<p>Connect the Lucent INTUITY Release 4 system to the customer's LAN.</p> <p> <b>NOTE:</b>  The customer must provide the cabling for LAN connection.</p>	<p>"Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems," in Chapter 3, "Connecting the Lucent Intuity Systems"</p>	
6	<p>Set the LAN settings on the Lucent INTUITY Release 2 or Release 3 system to the settings prescribed by the customer</p>	<p>"Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade," in Chapter 3, "Connecting the Lucent Intuity Systems"</p>	
7	<p>Install the Platform Upgrade Package on the Lucent INTUITY Release 4 system.</p> <p> <b>NOTE:</b>  If this package was installed at the factory, skip this step.</p>	<p>"Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
8	<p>Initialize the upgrade package on the Lucent INTUITY Release 4 system.</p>	<p>"Initializing the Platform Upgrade Package," in Chapter 5, "Running the Upgrade (In-Service)"</p>	
9	<p>Insert the LAN settings.</p>	<p>"Initializing the Platform Upgrade Package," in Chapter 5, "Running the Upgrade (In-Service)"</p>	

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**Table 1-4. In-Service Upgrade Using the Customer's LAN Checklist *Continued***

<b>Step</b>	<b>Procedure</b>	<b>Reference Documentation</b>	<b>4</b>
10	Administer the LAN interface type.	"Initializing the Platform Upgrade Package," in Chapter 5, "Running the Upgrade (In-Service)"	
11	Start the in-service data transfer.	"Starting the In-Service Data Transfer," in Chapter 5, "Running the Upgrade (In-Service)"	
12	Monitor the transfer status until the system is on at least the second pass.	"Monitoring the In-Service Data Status," in Chapter 5, "Running the Upgrade (In-Service)"	
13	<p>Start the final transfer. The system must be on at least the second pass.</p> <p>This will shut down the voice services of the Lucent INTUITY Release 2 or Release 3 system and start the data transfer.</p> <p><b>⚠ CAUTION:</b> <i>Before executing the shutdown, confirm with the customer that the loss of service is acceptable.</i></p>	"Starting the Final Transfer," in Chapter 5, "Running the Upgrade (In-Service)"	
13a	<p><b>⚠ CAUTION:</b> <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Turn off alarm origination on the Lucent INTUITY Release 2 or Release 3 system.</p>	"Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 system.," in Chapter 5, "Running the Upgrade (In-Service)"	

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**Table 1-4. In-Service Upgrade Using the Customer's LAN Checklist *Continued***

Step	Procedure	Reference Documentation	4
13b	<p> <b>CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Busy out the switch data link.</p>	"Busying Out the Switch Data Link," in Chapter 5, "Running the Upgrade (In-Service)"	
14	Automatically reboot the Lucent INTUITY Release 4 system from the Transfer Complete screen.	"Completing the Data Transfer," in Chapter 5, "Running the Upgrade (In-Service)"	
15	Remove the LAN connection between the Lucent INTUITY systems.	"Removing the LAN Connection Between the Lucent INTUITY Systems," in Chapter 5, "Running the Upgrade (In-Service)"	
16	Check for alarms.	"Checking for Alarms," in Chapter 6, "Verifying the Upgrade"	
17	Check the Lucent INTUITY Release 4 system date and time.	"Verifying the Lucent INTUITY Release 4 System Date and Time," in Chapter 6, "Verifying the Upgrade"	
18	Shut down the Lucent INTUITY Release 4 system.	"Shutting Down the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
19	Shut down the Lucent INTUITY Release 2 or Release 3 system.	"Shutting Down the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"	
20	Rearrange the Lucent INTUITY systems	"Rearranging the Lucent INTUITY Systems," in Chapter 7, "Completing the Upgrade"	
21	Move the cables	"Moving the Cables," in Chapter 7, "Completing the Upgrade"	

*Continued on next page*

**Table 1-4. In-Service Upgrade Using the Customer's LAN Checklist *Continued***

Step	Procedure	Reference Documentation	4
21a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.</i></p> <p>Release the Switch Data Link</p>	"Releasing the Switch Data Link," in Chapter 7, "Completing the Upgrade"	
22	Test the Lucent INTUITY Release 4 system	"Testing the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
23	Assign passwords	"Assigning Passwords," in Chapter 7, "Completing the Upgrade"	
24	Create a back-up tape of the Lucent INTUITY Release 4 system	"Backing-Up the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade"	
25	Remove the upgrade package	"Removing the Upgrade Package," in Chapter 7, "Completing the Upgrade"	
25a	<p><b>⚠ CAUTION:</b>  <i>If the Lucent INTUITY Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.</i></p> <p>Remove the LAN circuit card from the Lucent INTUITY Release 2 or Release 3 system</p>	"Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System," in Chapter 7, "Completing the Upgrade"	
26	Repack and return the RUK.	"Repacking and Returning the RUK," in Chapter 7, "Completing the Upgrade"	
27	Return the Lucent INTUITY Release 2 or Release 3 system.	"Returning the Lucent INTUITY Release 2 or Release 3 system," in Chapter 7, "Completing the Upgrade"	

---

# Preparing Both Lucent INTUITY Systems for the Upgrade

# 2

---

## **Overview**

---

This chapter provides:

- Instructions for setting up the Lucent INTUITY Release 4 system
- Instructions for preparing for the transfer of customized announcements

## **Purpose**

---

The purpose of this chapter is to provide step by step procedures for setting up the Lucent INTUITY Release 4 system for the upgrade.

## Setting Up the Lucent INTUITY Release 4 System

---

Setting up the Lucent INTUITY Release 4 system consists of:

- Unpacking the computer
- Positioning the computer
- Connecting the keyboard
- Connecting the monitor

### Unpacking the Computer

---

For procedures on unpacking the computer, see

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*, Chapter 2, "Unpacking the MAP/40 and MAP/40s and Installing the Nonassembled Hardware"
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation*, Chapter 2, "Unpacking the MAP/100 and Installing the Nonassembled Hardware"

Both of these documents should have been shipped with the Lucent INTUITY Release 4 system. Once you have completed this procedure, continue with the next procedure, "Positioning the Computer."

### Positioning the Computer

---

The Lucent INTUITY Release 4 system must be set up close to the Lucent INTUITY Release 2 or Release 3 system. The two Lucent INTUITY systems will be connected with a 25-foot coaxial cable. In addition, there are video cables which allow both Lucent INTUITY systems to use the same monitor. These cables will determine the maximum distance between the two Lucent INTUITY systems.

The Lucent INTUITY Release 4 system also requires a dedicated circuit with a dedicated circuit breaker. The Lucent INTUITY Release 4 system can use the same circuit breaker as the The Lucent INTUITY Release 2 or Release system, provided there is sufficient amperage.

The Lucent INTUITY Release 4 system is equipped with a 4-foot power cord. If the Lucent INTUITY Release 4 system cannot be placed in a location in which it can be connected to both the Lucent INTUITY Release 2 or Release 3 system and a dedicated circuit simultaneously, an extension cord must be used.

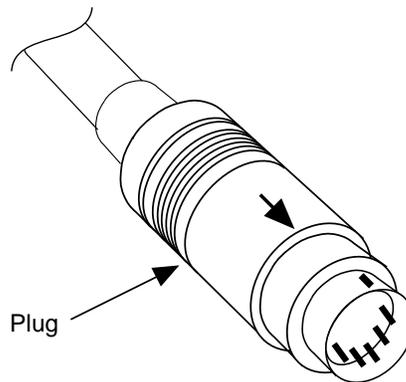
Once you have completed this procedure, continue with the next procedure, "Connecting the Keyboard."

## **Connecting the Keyboard**

---

A 5-pin, female DIN receptacle is located in the rear of the MAP/40 or MAP/100. The mating male plug is provided with the keyboard (Figure 2-1). Both of the connector assemblies are keyed to provide proper alignment.

---



---

**Figure 2-1. Circular DIN 5-Pin Connector for the Keyboard**

Once you have completed this procedure, continue with the next procedure, "Connecting the Monitor."

## **Connecting the Monitor**

---

The Lucent INTUITY Release 4 system is not shipped with a monitor. Both the Lucent INTUITY Release 4 system and the Lucent INTUITY Release 2 or 3 system will use the same monitor during the upgrade.

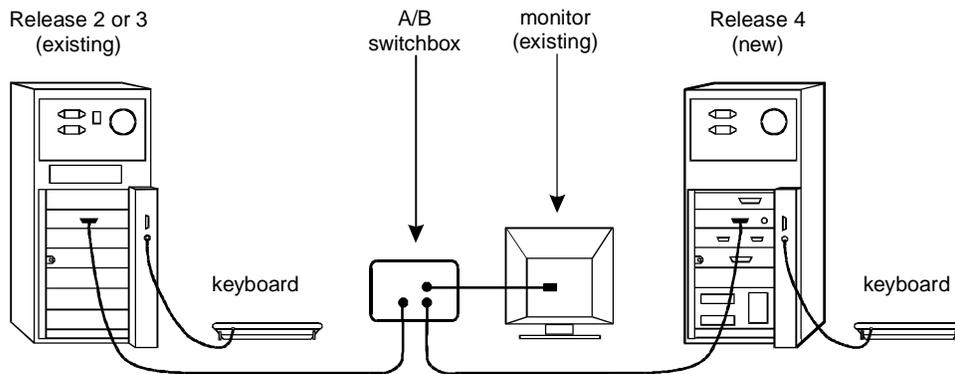
**⇒ NOTE:**

If the customer has another monitor available, both Lucent INTUITY systems can be equipped with a separate monitor. If this is the case, disregard the steps in this document which refer to an A/B switch box.

The Lucent INTUITY Release 2 or Release 3 system monitor is equipped with a power cable and a signal cable. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector and the other end is permanently attached to the monitor.

To connect the monitor, do the following:

1. Make sure the power cable is routed to a wall outlet.
2. Disconnect the signal cable from the Lucent INTUITY Release 2 or Release 3 system.  
The signal cable is currently attached to a female connector on the video controller circuit card faceplate.
3. Attach the signal cable to Position C on the A/B switch box (Figure 2-2).
4. Attach one of the two video cables, included in the RUK, to the Lucent INTUITY Release 2 or Release 3 system video controller circuit card.
5. Tighten the thumb-screws on the video cable connector with your fingers or with a small flat-blade screw driver.
6. Attach the other end of this video cable to Position A on the A/B switch box (Figure 2-2).
7. Attach the second video cable to the Lucent INTUITY Release 4 system video controller circuit card.
8. Tighten the thumb-screws on the video cable connector with your fingers or with a small flat-blade screw driver.
9. Attach the other end of this video cable to Position B on the A/B switch box (Figure 2-2).



**Figure 2-2. Cabling for Connecting the Monitor**

If the Lucent INTUITY Release 2 or Release 3 system has custom announcements, continue with the next step "Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements."

If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcements continue with "Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3 "Chapter 3, "Connecting the Lucent Intuity Systems"."

## **Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements**

---

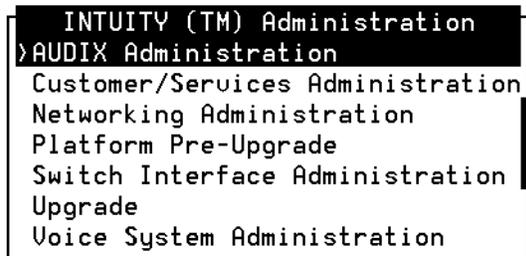
The presales package compares the Lucent INTUITY Release 2 or Release 3 system's default announcement set with a list of known announcement set names. If the default is not on the list, the presales package raises a warning flag that the transfer of custom announcements is required during the upgrade.

Before beginning the upgrade the technician should check for the presence of custom announcements

To check for custom announcements, do the following:

1. Place the A/B switch on the A/B switch box in the "A" position.
2. Start from the Lucent INTUITY Administration menu (Figure 2-3).

---



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

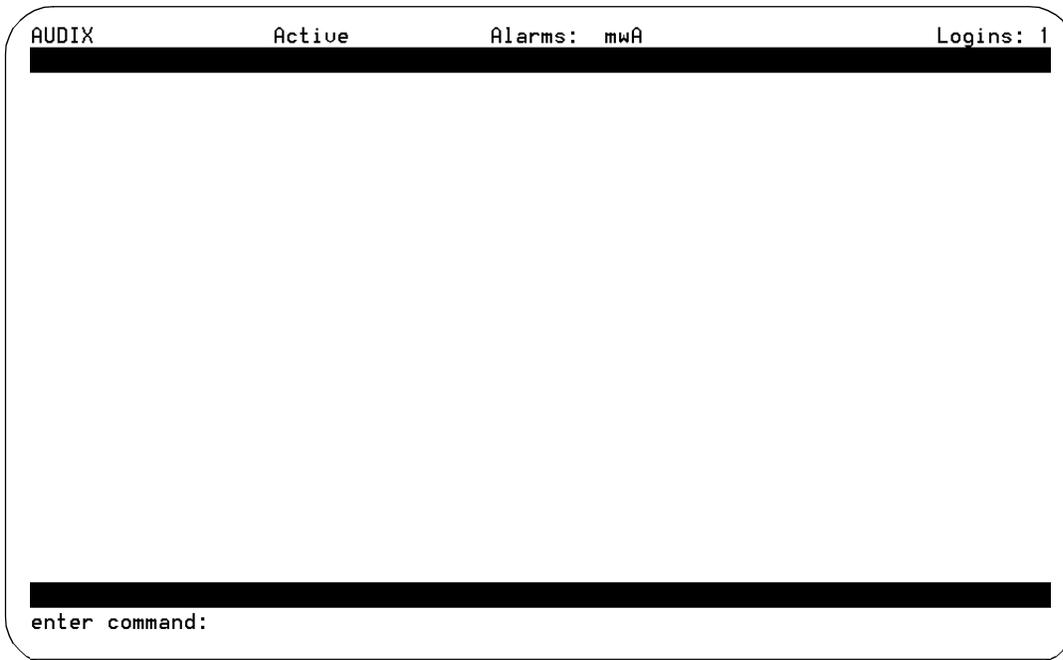
---

**Figure 2-3. Lucent INTUITY Administration Menu**

3. Select

```
> AUDIX Administration
```

The system displays the AUDIX Administration screen (Figure 2-4).



**Figure 2-4. AUDIX Administration Screen**

4. At the `enter command:` prompt, enter either:

Full Command Version

Short Command Version

**list annc-sets**

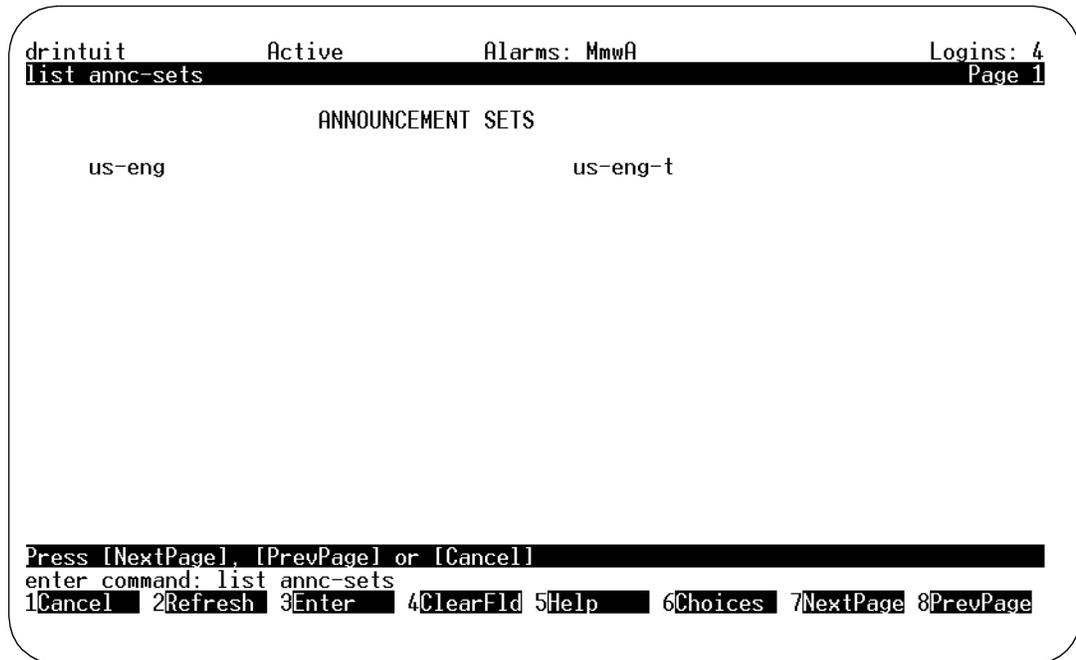
**li annc**

The system displays the Announcement Sets screen (Figure 2-5).



**NOTE:**

**list** can be preceded by **print** to print the contents of this screen.



**Figure 2-5. Announcement Sets Screen**

- Determine if any of the announcement sets are custom announcement sets by comparing the Lucent INTUITY Release 2 or Release 3 system announcements with the supported announcements listed below.

U.S. English	Hindi	Czech
U.S. English 123	Mandarin Chinese	Castillion Spanish
TDD	Dutch	Polish
Canadian French	French	Italian
Latin American Spanish	Brazilian Portuguese	Arabic
British English	Japanese	Malay
Greek	German	Thai

6. Write down the announcement sets included on the Lucent INTUITY Release 2 or Release 3 system which do not match the above listed sets.

**Table 2-1. Custom Announcement Set Names**


7. If the Lucent INTUITY Release 2 or Release 3 system does not include any custom announcement sets, continue with the next procedure "Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System," in "Chapter 3, "Connecting the Lucent Intuity Systems"."

If the Lucent INTUITY Release 2 or Release 3 system does contain custom announcement sets, complete the procedures in Appendix E, "Preparing for the Transfer of Custom Announcement Sets".

---

# Connecting the Lucent INTUITY Systems

# 3

---

## **Overview**

---

This chapter describes:

- Installing the pre-upgrade package
- Installing a LAN circuit card (if necessary)
- Creating a cable connection between the Lucent INTUITY systems
- Initializing the Lucent INTUITY Release 2 or Release 3 system for the upgrade

## **Purpose**

---

The purpose of this chapter is to provide step by step procedures for preparing both Lucent INTUITY systems for the upgrade. After completing these procedures the technician will be able to start the upgrade.

## **Pre-Upgrade Package Description**

---

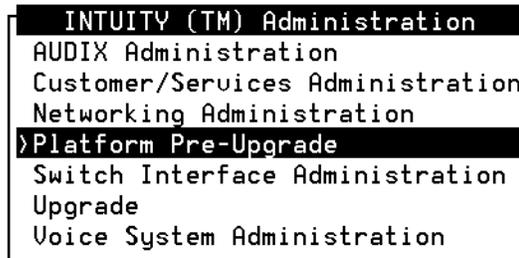
The technician installs the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system and prepares it for the connection to the Lucent INTUITY Release 4 system. The pre-upgrade package provides a way to back out of the upgrade if something goes wrong.

**▲ WARNING:**

*Do not stop the upgrade unless it is absolutely necessary. Contact the remote maintenance center before stopping an upgrade.*

The pre-upgrade package creates an entry on the Lucent INTUITY Administration menu (Figure 3-1).

---



---

**Figure 3-1. Lucent INTUITY Administration Menu**

When selected, the pre-upgrade package displays the current LAN network configuration and gives you the following options:

- Install a LAN card (if not already installed)
- Set the LAN card and system for the upgrade, including
  - saving current status (IP address, interface type, netmask) in a known location
  - changing the IP address to a predetermined value
  - changing the interface type to BNC
  - allowing you to reboot the system (if necessary)
- Undoing the LAN administration changes (for back-out purposes)

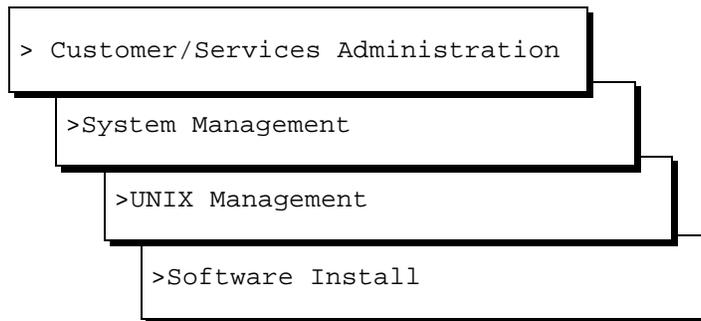
## Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System

---

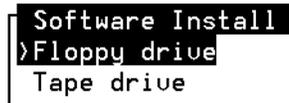
The pre-upgrade package is provided with the reusable upgrade kit. The package is contained on a floppy disk labeled "Pre-Upgrade Package."

To install the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system, do the following:

1. Place the A/B switch on the A/B switch box in the "A" position.
2. Starting at the Lucent INTUITY Administration menu (Figure 3-1), select



The system displays the Software Install menu (Figure 3-2).



---

**Figure 3-2. Software Install Menu**

3. Insert the disk labeled INTUITY Pre-Upgrade Package into the floppy disk drive with the label facing up.

4. Select

```
> Floppy drive
```

The system displays the following message:

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

If you receive a device open failure message, the system did not see the disk or the disk was inserted after you selected Floppy Drive. Complete the following Steps a through d.

a. Enter **q**

The system displays the Software Install menu (Figure 3-2).

- b. Remove the disk from the floppy disk drive.
- c. Re-insert the disk into the floppy disk drive.
- d. Repeat Step 4.

5. Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the diskette.  
The following packages are available:  
    1  Upgrade Platform Pre-Upgrade Package  
Select package(s) you wish to process (or 'all' to  
process all packages). (default: all) [?, ??, q].
```

6. Press **ENTER**.

The system displays the following message:

```
Installation of Upgrade Platform Pre-Upgrade Package  
was successful.  
Insert a diskette into Floppy Drive 1.  
Type [go] when ready  
    or [q] to quit: (default: go)
```

- 7. Remove the floppy diskette from the floppy drive.
- 8. Enter **q**
- 9. Press **CANCEL** (F6) five times to log off the Lucent INTUITY system.
- 10. Continue with the next procedure, "Running the Pre-Upgrade Package."

## **Running the Pre-Upgrade Package**

---

To run the pre-upgrade package on the Lucent INTUITY Release 2 or Release 3 system, do the following:

1. Place the A/B switch on the A/B switch box in the "A" position.
2. Starting at the Lucent INTUITY Administration menu (Figure 3-1), select

```
> Platform Pre-Upgrade
```

The system begins to run the platform pre-upgrade and displays the following message:

```
working...
```

The pre-upgrade package

- Verifies that the pre-sales package has been run
- Checks for a LAN circuit card

## **Verifying the Pre-Sales Packages**

---

The upgrade will continue only if the pre-sales package has been run. If the pre-sales package has not been run, the upgrade will not continue and you will be instructed to contact the remote maintenance center.

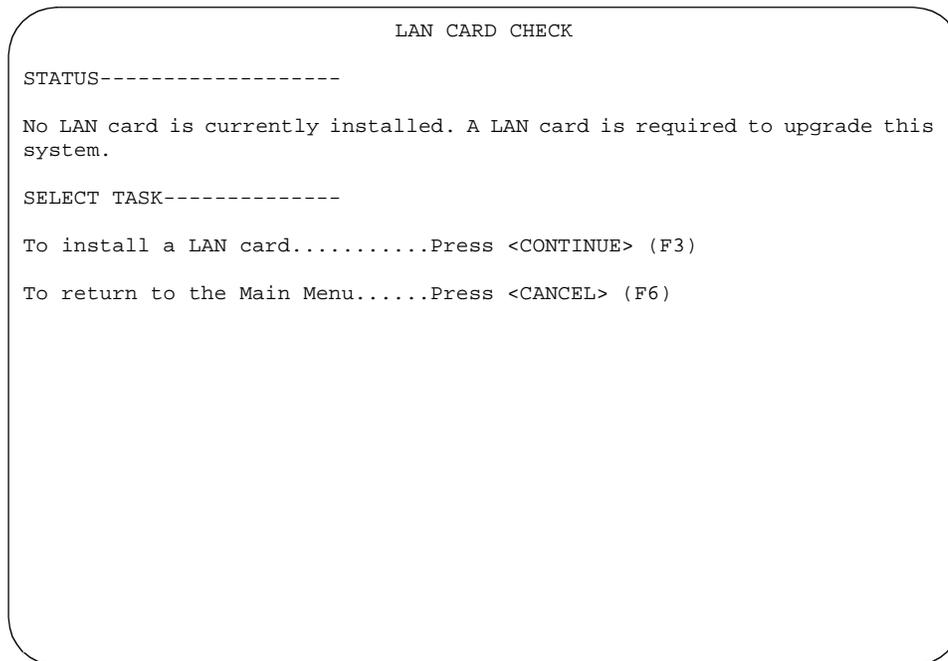
## **Checking for a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System**

---

Because both Lucent INTUITY systems will be connected by a coaxial cable or through the customer's LAN, a LAN circuit card is required on the Lucent INTUITY Release 2 or Release 3 system for the upgrade to proceed. A LAN circuit card will have to be installed by the technician on Lucent INTUITY Release 2 or Release 3 systems which are not currently equipped to operate on a LAN.

The pre-upgrade package checks the Lucent INTUITY Release 2 or Release 3 system for the presence of a LAN circuit card.

If the Lucent INTUITY Release 2 or Release 3 system does not have a LAN circuit card the system displays the LAN Circuit Card Check screen (Figure 3-3).



**Figure 3-3. Lan Circuit Card Check Screen**

Continue with the next procedure “Installing a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System.”

If the Lucent INTUITY Release 2 or Release 3 system does have a LAN circuit card, the system displays the Current LAN Configuration window (Figure 3-4).

```
Current LAN Configuration
A LAN card is currently installed using the LAN settings shown below:
      IP Address: 135.9.181.23
      NetMask:   255.255.255.0
      Interface: AUI or 10BaseT

SELECT TASK-----
To restore original LAN settings.....Press <UNDO>      (F2)
To setup for Out-of-Service upgrade.....Press <OUT-SERU> (F3)
To setup for In-Service upgrade.....Press <IN-SERU>  (F4)
To return to main menu.....Press <CANCEL>      (F6)
```

**Figure 3-4. Current LAN Configuration Window**

Skip the next procedure and continue with "Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems".

## Installing a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System

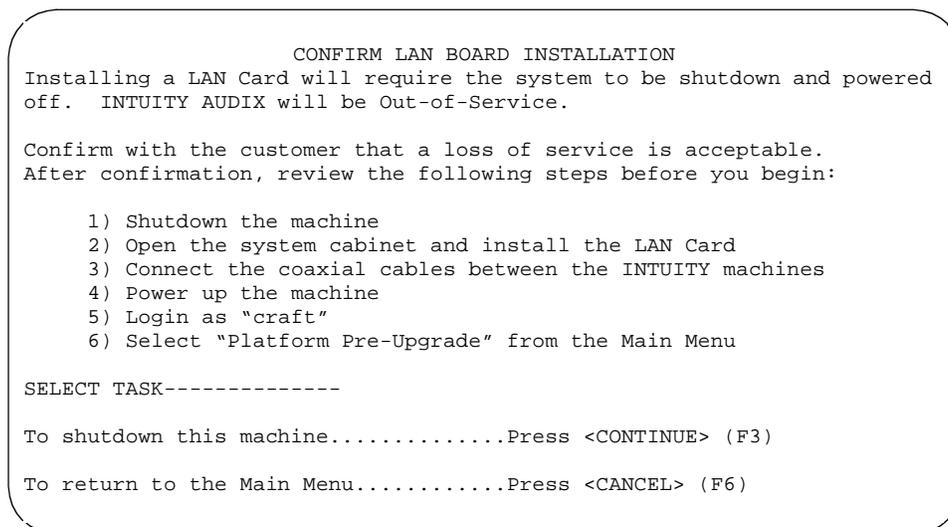
**⚠ CAUTION:**

*If your Lucent Intuity system is displaying the Current LAN Configuration window (Figure 3-4), skip this procedure and continue with "Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems".*

To install a LAN circuit card on the Lucent INTUITY Release 2 or Release 3 system, do the following:

1. Starting at the LAN Circuit Card Check screen (Figure 3-3), press **CONTINUE** (F3).

The system displays the Confirm LAN Circuit Card Installation screen (Figure 3-5).



**Figure 3-5. Confirm LAN Circuit Card Installation Screen**

If you want to stop the upgrade and return to the Lucent INTUITY Administration Menu (Figure 3-1), press **CANCEL** (F6).

**⚠ WARNING:**

*Do not stop the upgrade unless it is absolutely necessary. Contact the remote maintenance center before stopping an upgrade.*

2. Press `CONTINUE` (F3).

The Lucent INTUITY Release 2 or Release 3 system will begin to shut down. During the shut down the pre-upgrade package will:

- Install the LAN card driver
- Configure the system for the default upgrade IP address
- Shut down the system

When installing the LAN card, the pre-upgrade package may have to rebuild the UNIX system. If that is the case, the system will display the following message:

```
The UNIX Operating System kernel will be rebuilt now.  
This will take some time. Please wait.
```

When the system is ready to proceed, you will see the following message:

```
The UNIX operating system kernel has been rebuilt.
```

```
The AUDIX Voice System will now shut down  
automatically. After AUDIX stops, the UNIX system will  
shut down.
```

When the system is ready to proceed, you will see the following message:

```
The system is down  
Press CTRL-ALT-DEL to reboot your computer.
```

**⇒ NOTE:**

The following messages may be displayed on the screen during shutdown. Ignore these messages

```
svc_create: Bad file number  
unable to create [NLM_PROG, NLM_VERS) for netpath.  
Abnormal termination of RSE activities
```

3. Install the LAN circuit card.

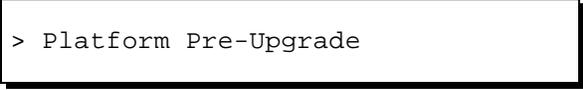
If the Lucent INTUITY Release 2 or Release 3 system is a MAP/5, see Appendix A, "Installing a LAN Circuit Card in the MAP/5" for the procedure.

If the Lucent INTUITY Release 2 or Release 3 system is a MAP/40, see Appendix B, "Installing a LAN Circuit Card in the MAP/40" for the procedure.

If the Lucent INTUITY Release 2 or Release 3 system is a MAP/100, see Appendix C, "Installing a LAN Circuit Card in the MAP/100" for the procedure.

4. Reboot the Lucent INTUITY Release 2 or Release 3 system.

5. Starting at the Lucent INTUITY Administration menu (Figure 3-1), select



```
> Platform Pre-Upgrade
```

The system begins to run the platform pre-upgrade and displays the following message:

```
working...
```

If the LAN circuit card has been installed correctly, the system will display the Current LAN Configuration window (Figure 3-4). Continue with the next procedure "Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems."

If the system does not display the Current LAN Configuration window (Figure 3-4), the LAN circuit card has not been installed correctly. Contact the remote maintenance center.

## Hardware Procedures for Establishing a Cable Connection Between the Lucent INTUITY Systems

---

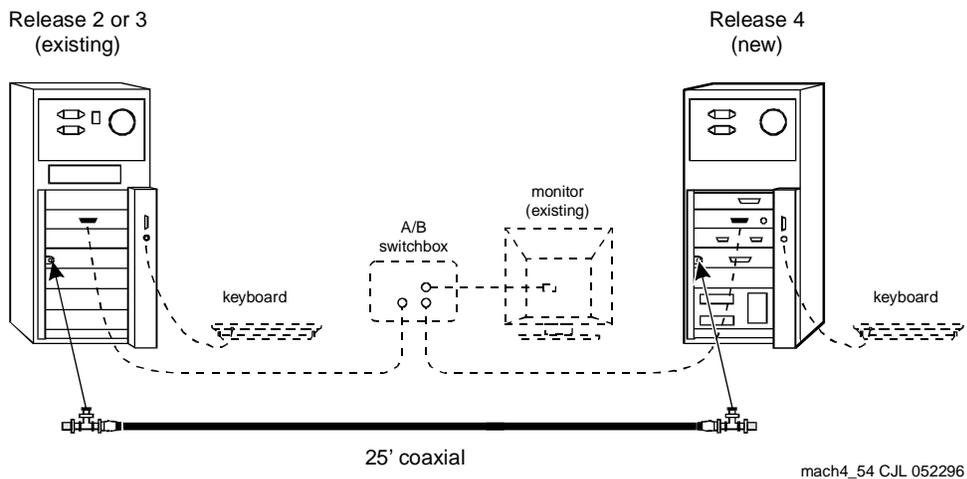
The Lucent INTUITY systems can be connected through

- A direct connection, which involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards
- The customer's LAN, which involves linking the Lucent INTUITY systems through the customers LAN

### Establishing a Direct Connection

---

A direct connection involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards (Figure 3-6).



**Figure 3-6. Cabling for a Direct Connection**

The reusable upgrade kit contains a 25-foot coaxial cable. At either end of this cable is a T-connector and terminator (Figure 3-7). The LAN circuit cards, on both Lucent INTUITY systems, are equipped with a BNC connector to which the T-connector attaches (Figure 3-8).



---

**Figure 3-7. Coaxial Cable T-Connector**

---

---

**Figure 3-8. Ethernet LAN Circuit Card Faceplate**

To establish a direct cable link between the Lucent INTUITY systems, do the following:

1. If the Lucent INTUITY Release 2 or Release 3 system is connected to an operating LAN, unhook the LAN cable.

**⚠ CAUTION:**

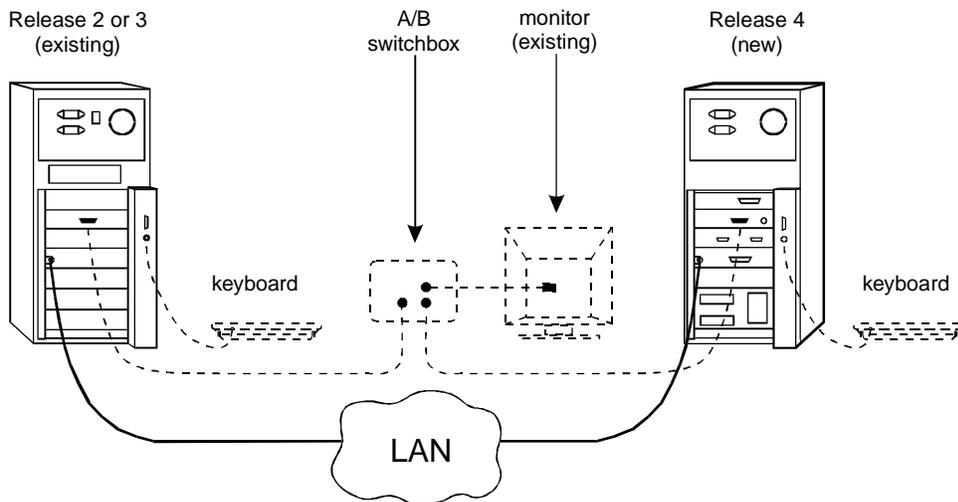
*Before unhooking the LAN, confirm with the customer that the loss of the Message Manager service is acceptable.*

2. Connect the coaxial cable to the BNC connector. Make sure the cable connectors are seated properly.
3. Continue with the next procedure, "Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade."

### Establishing a Connection through the Customer's LAN

---

A connection through the customer's LAN involves linking the Lucent INTUITY systems through the customer's LAN (Figure 3-9).



**Figure 3-9. Cabling for a Connection through the Customer's LAN**

To establish a connection through the customer's LAN, do the following:

1. Obtain the *temporary* IP address for the Lucent INTUITY Release 4 system from the customer.



**NOTE:**

The IP address for the Lucent INTUITY Release 4 system must be provided by the customer to establish a connection through the customer's LAN.

2. Write the temporary IP address in Table 3-1.

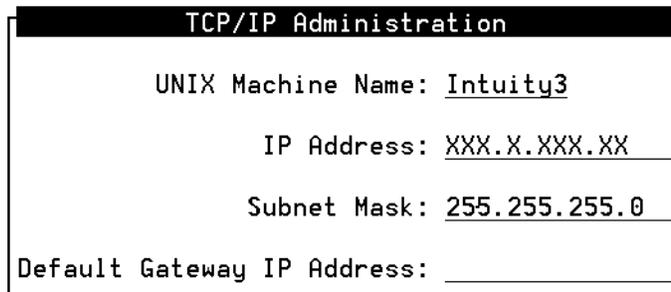
**Table 3-1. Lucent INTUITY Release 4 System Parameters**

Parameter	Value
Temporary IP address	
Temporary system name	

3. Obtain the *temporary* system name for the Lucent INTUITY Release 4 system from the customer.
4. Write the temporary IP address in Table 3-1.
5. Record the Lucent INTUITY Release 2 or Release 3 system address information by completing Steps a through c.
  - a. Place the A/B switch in the "A" position.
  - b. Starting at the Lucent INTUITY Administration menu (Figure 3-1), select

```
> Networking Administration
>TCP/IP Administration
```

The system displays the TCP/IP Administration window (Figure 3-10).



```
TCP/IP Administration
UNIX Machine Name: Intuity3
IP Address: XXX.X.XXX.XX
Subnet Mask: 255.255.255.0
Default Gateway IP Address: _____
```

**Figure 3-10. TCP/IP Administration Window**

- c. Write down the value in the UNIX Machine Name field in Table 3-1.

**Table 3-2. Lucent INTUITY Release 2 or Release 3 System Parameters**

Parameter	Value
UNIX machine name	
IP address	
Subnet mask	
Network interface type	

- d. Write down the value in the IP Address field in Table 3-1.
- e. Write down the value in the Subnet Mask field in Table 3-1.
- f. Starting at the TCP/IP Administration window (Figure 3-10), press (CHG-KEYS) (F8).
- g. Press (BRD CNFG) (F2).

The system displays the Ethernet Board Configuration window (Figure 3-11).



```
Ethernet Board Configuration
Network Interface Type: Twisted Pair - No Link Integrity
```

**Figure 3-11. Ethernet Board Configuration Window**

- h. Write down the value in the `Network Interface Type` field in Table 3-1.
6. Connect the Lucent INTUITY Release 4 system to the customer's LAN using the appropriate type of cable.
7. Continue with the next procedure, "Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade."

## **Preparing the Lucent INTUITY Release 2 or Release 3 System for an In-Service or an Out-of-Service Upgrade**

---

The upgrade can be run with the customer's system in or out of service. An out-of-service upgrade is conducted with the Lucent INTUITY Release 2 or Release 3 system out-of-service. The upgrade package copies and translates the data from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. The customer will experience a loss of service for the extent of this type of upgrade.

An in-service upgrade is conducted with the Lucent INTUITY Release 2 or Release 3 system in-service during most of the upgrade process. As in the out-of-service upgrade, the upgrade package copies and translates the data from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. However, most of the data transfer occurs when the Lucent INTUITY Release 2 or Release 3 system processing calls. File transfers are moderated so that the Lucent INTUITY Release 2 or Release 3 system performance and the customer's LAN are not adversely affected.

At this point you must initialize the Lucent INTUITY Release 2 or Release 3 system to begin the appropriate type of upgrade.

### **CAUTION:**

*At this point, the Lucent INTUITY Release 2 or Release 3 system should be displaying the Current LAN Configuration window (Figure 3-4). If the system is displaying the LAN Circuit Card Check screen, see "Installing a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System" above.*

## **Preparing for an Out-of-Service Upgrade**

---

### **CAUTION:**

*If you are going to perform an in-service upgrade, do not use this procedure. See "Preparing for an In-Service Upgrade" for the procedure.*

To initialize an out-of-service upgrade, do the following:

1. Starting from the Current LAN Configuration window (Figure 3-4), press **(OUT-SERV)** (F3).

The system displays the Lucent INTUITY Administration menu (Figure 3-1).

2. Continue with "Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in "Chapter 4, "Running the Upgrade (Out-of-Service)".

## Preparing for an In-Service Upgrade

---

### CAUTION:

*If you are going to perform an out-of-service upgrade, do not use this procedure. See "Preparing for an Out-of-Service Upgrade" for the procedure.*

An in-service upgrade can be conducted through

- A direct connection
- The customer's LAN

The Lucent INTUITY Release 2 or Release 3 system will be initialized differently depending on the connection type.

### Using a Direct Connection

To initialize an in-service upgrade using a direct connection, do the following:

1. Starting from the Current LAN Configuration window (Figure 3-4), press  (F4).

The system displays the In-Service LAN Configuration window (Figure 3-12).

2. Change the *New System's IP Address* field to **125.50.50.2**

This is the default IP address for the Lucent INTUITY Release 4 system.

3. Press  (F4).

The system displays the Lucent INTUITY Administration menu (Figure 3-1).

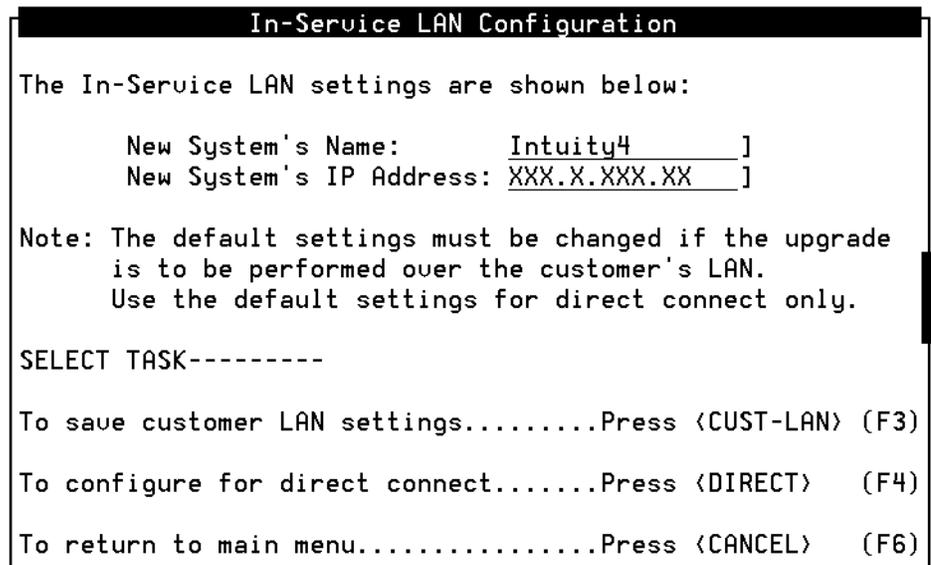
4. Continue with "Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in "Chapter 5, "Running the Upgrade (In-Service)".

### Using the Customer's LAN

To initialize an in-service upgrade using the customer's LAN, do the following:

1. Starting from the Current LAN Configuration window (Figure 3-4), press  (F4).

The system displays the In-Service LAN Configuration window (Figure 3-12).



**Figure 3-12. In-Service LAN Configurion Window**

2. Change the *New System's Name* field to reflect the name of the Lucent INTUITY Release 4 system.  
This is the name you wrote down in Table 3-1.
3. Change the *New System's IP Address* field to reflect the IP address of the Lucent INTUITY Release 4 system.  
This is the IP address you wrote down in Table 3-1.
4. Press **CUST-LAN** (F3).  
The system displays the Lucent INTUITY Administration menu (Figure 3-1).
5. Continue with "Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System," in "Chapter 5, "Running the Upgrade (In-Service)".

### **Undoing LAN Administration Changes (for Back-Out Purposes)**

---

When the pre-upgrade package is run, the original settings for the customer's LAN are changed. If it is necessary to back-out of the upgrade you can recover the old LAN settings by pressing **UNDO** (F2) at the Current LAN Configuration window (Figure 3-4).



---

# Running the Upgrade (Out-of-Service)

# 4

---

## Overview

---

This chapter describes procedures to be followed for executing the Lucent INTUITY system out-of-service data transfer on the Lucent INTUITY Release 4 system.



**CAUTION:**

*If you intend to perform an in-service upgrade, do not use the procedures in this chapter. See Chapter 5, "Running the Upgrade (In-Service)" for the correct procedures.*

## Purpose

---

The purpose of this chapter is to provide step by step instructions for completing the out-of-service data transfer. At the completion of these procedures the Lucent INTUITY Release 4 system will contain all of the customer's messages and greetings, as well as the subscriber data base.

## Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System

---

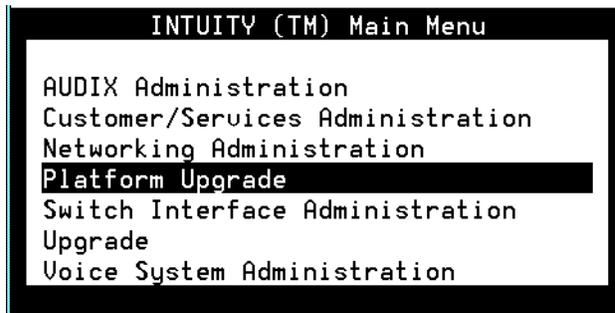
The platform upgrade package should be installed on the new Lucent INTUITY Release 4 system. However, it is also included on disk in the reusable upgrade kit in case the upgrade package was not installed.

### Verifying the Installation of the Platform Upgrade Package by the Factory

---

To verify that the platform upgrade package was installed by the factory, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Check the Lucent INTUITY Main menu (Figure 4-1) for the Platform Upgrade option.



**Figure 4-1. Lucent INTUITY Main Menu**

3. If the Platform Upgrade option is present, skip the next procedure and continue with "Initializing the Platform Upgrade Package."

If the Platform Upgrade option is not present, continue with the next procedure "Installing the Platform Upgrade Package."

## Installing the Platform Upgrade Package

To install the platform upgrade package, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Starting at the Lucent INTUITY Main menu (Figure 4-1), select

```
> Customer/Services Administration
>System Management
>UNIX Management
>Software Install
```

The system displays the Software Install menu (Figure 4-2).

---

```
Software Install
>Floppy drive
Tape drive
```

**Figure 4-2. Software Install Menu**

3. Insert the disk labeled INTUITY Platform Upgrade Package into the floppy disk drive with the label facing up.
4. Select

```
> Floppy drive
```

The system displays the following message:

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

If you receive a device open failure message, the system did not see the disk or the disk was inserted after you selected Floppy Drive. Complete the following Steps a through d.

a. Enter **q**

The system displays the Software Install menu (Figure 4-2).

b. Remove the disk from the floppy disk drive.

c. Re-insert the disk into the floppy disk drive.

d. Repeat Step 4.

5. Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the diskette.
```

```
The following packages are available:
```

```
1 Upgrade Platform Pre-Upgrade Package
```

```
Select package(s) you wish to process (or 'all' to process all packages). (default: all) [?, ??, q].
```

6. Press **ENTER**.

The system displays the following message:

```
Installation of Upgrade Platform Pre-Upgrade Package was successful.
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

7. Remove the floppy diskette from the floppy drive.

8. Enter **q**

9. Continue with the next procedure, "Initializing the Platform Upgrade Package."

## Initializing the Platform Upgrade Package

---

To run the platform upgrade package, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Starting at the Lucent INTUITY Main menu (Figure 4-1), select

```
> Platform Upgrade
```

```
> Platform-to-Platform Data Transfer
```

The system displays the Platform-to-Platform Upgrade window (Figure 4-3).

```
Platform-to-Platform Upgrade
A Platform-to-Platform upgrade is used to upgrade a system
from one release to the next by copying customer data from
their existing system to a new system that is connected to
it via a LAN.

The current transfer settings are:
  Address of New Machine: 135.9.181.91
  Address of Existing Machine: 125.50.50.1
  Transfer Type: Out-of-Service

SELECT TASK-----

To use different transfer settings.....Press <CHG-CFG> (F2)
To use these settings.....Press <CONTINUE>(F3)
To return to the Upgrade Options menu....Press <CANCEL> (F6)
```

---

**Figure 4-3. Platform-to-Platform Upgrade Window**

3. Verify that the values are correct.

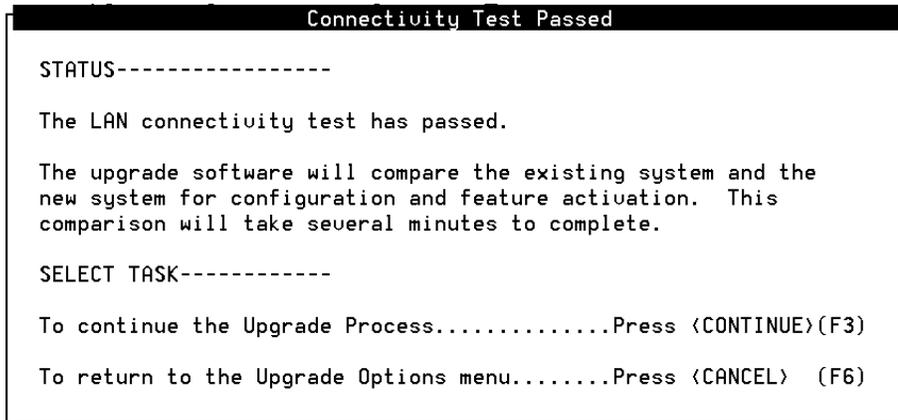
Table 4-1 lists the correct values for a direct connection upgrade.

**Table 4-1. Transfer Settings for a Direct Connection Upgrade**

Field	Setting
Address of New Machine	125.50.50.2
Address of Existing Machine	125.50.50.1
Transfer Type	Out-of-Service

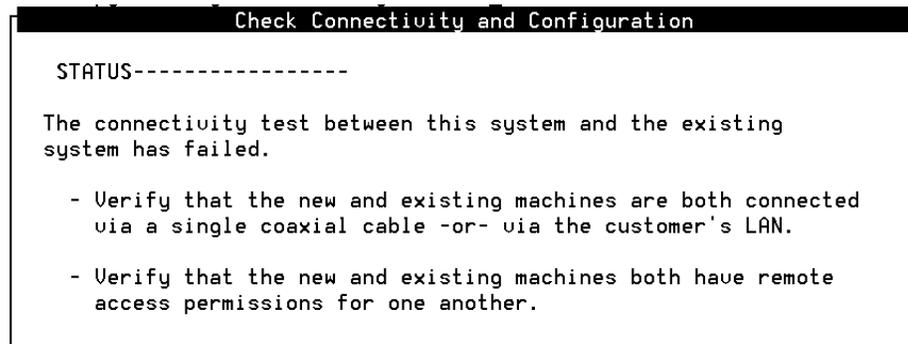
4. Press **CONTINUE** (F3).

The upgrade software runs a connectivity test between the Lucent INTUITY systems. If the connectivity test passes, the system displays the Connectivity Test Passed window (Figure 4-4). Continue with Step 5.



**Figure 4-4. Connectivity Test Passed Window**

If the connectivity test does not pass, the system displays the Check Connectivity and Configuration window (Figure 4-5). Check the connectivity press **CONTINUE** again to retest the connectivity.



---

**Figure 4-5. Check Connectivity and Configuration Window**

5. Press **CONTINUE** (F3).

The Lucent INTUITY Release 4 system conducts a sanity check which compares the features that are activated in both Lucent INTUITY systems. The sanity check also verifies that the features are configured the same.

The system displays the following message:

```
Checking AUDIX Status. Please Wait...
```

After approximately two minutes, the system displays the following message:

```
Voice system is being started on the existing machine.
```

After approximately two minutes, the system displays the following message:

```
Successfully Completed
Running Pre-Sales script on existing machine.
```

After approximately two minutes, the system displays the following message:

```
Successfully Completed
Copying presales.csv
```

After approximately 30 seconds, the system displays the following message:

```
Successfully Completed
Running Pre-Sales script on new machine.
```

After approximately 30 seconds the system displays the Sanity Check window (Figure 4-6).

```

Sanity Check
SANITY CHECK: Passed. Press <CONTINUE>(F3) to continue with the upgrade.

=====
System Type Check:          Existing   New       Comments
Platform                   map40    map40    OK
Software Version           mach 3   mach 4    OK

=====
Feature Options Check:     Existing   New       Comments
Max Number of IMAPI Sessions 32        32       OK
Multilingual               OFF       OFF       OK
Fax Creation               ON        ON        OK
Trusted Servers            N/A      OFF       OK
DCS                        OFF       OFF       OK
SCSI Disk Mirroring        OFF       OFF       OK
AMIS Analog Networking     ON        ON        OK
High speed digital ports   4        4        OK
Low speed digital ports    OFF       2        OK
TCPIP digital ports        N/A      OFF       OK
    
```

**Figure 4-6. Sanity Check Window**



**NOTE:**

The initial Sanity Check window does not show all of the sanity check information. Scroll down the window to see all of the sanity check information.

Any errors are flagged with an error message. If an error is found, the upgrade process will not proceed. Contact your remote maintenance center.

Checks are made for the following:

- System type
 

The upgrade package checks the machine type (for example, MAP/40) and version of both the existing and new machine.
- Feature options installed on each system
 

The upgrade package collects all the options information from the existing machine and compare it to the values on the new machine. If there is a discrepancy (for instance, hours of speech on the new machine are less than hours of speech on the existing machine), the system displays an error message.
- Switch integration check
 

The upgrade package then checks which SWIN is installed on the existing system and the new system. If they are different, the system displays an error message.

- Default language setting

The upgrade package checks for the default language on the existing system and verifies that the same language is installed and defaulted on the new system. If the language is not installed on the new system, the system displays an error message. If the language is installed but not defaulted, the system displays a warning message.

- Optional software

The upgrade package then checks for the System Programming and Maintenance (SPM) and Call Accounting System (CAS) modules on both the existing and new systems. An error results if the new system does not contain a module that the existing system contains.

- Voice file space

The voice file systems (VFS) space check queries the existing system for its current voice file system names and then determines how much space is consumed in each (not counting announcement sets). It then takes these space consumption values and compares them to the space (in blocks) available in each VFS on the new system.

If the space consumed by each VFS is less than the amount of space available for each VFS on the new system, then the system displays `OK` in the comment column.

If the space consumed by any VFS is greater than the amount of space available for the VFS on the new system, a transfer cannot be successfully completed. The system displays `ERROR!` in the comment column. If this occurs, the customer will have to delete voice messages from the Lucent INTUITY Release 2 or Release 3 system.

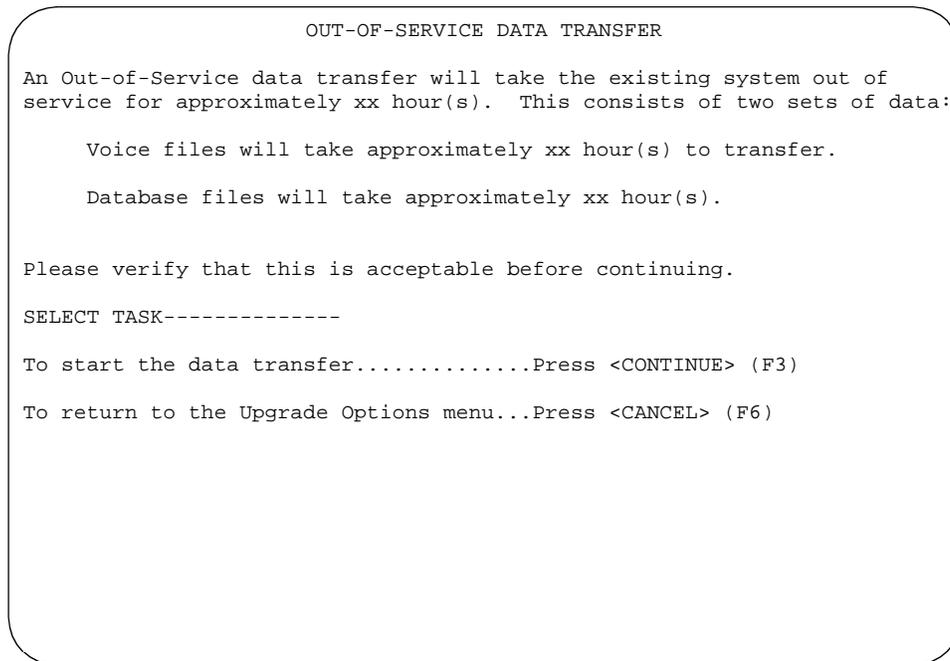
6. Continue with the next procedure "Starting the Out-of-Service Data Transfer."

## Starting the Out-of-Service Data Transfer

---

To start the out-of-service data transfer, do the following:

1. Starting at the Sanity Check window (Figure 4-6), press **CONTINUE** (F3).  
The system displays the Out-of-Service Data Transfer screen (Figure 4-7).



**Figure 4-7. Out-of-Service Data Screen**



**CAUTION:**

*Before executing the shutdown, confirm with the customer that the temporary loss of service is acceptable.*

2. Press **CONTINUE** (F3)

The system displays the following message:

Checking AUDIX status. Please wait...

After approximately two minutes, the system displays the following message:

Voice system is being shut down on the existing machine...

After approximately two minutes, the system displays the following message:

Voice system is being shut down on the new machine...

The shut down stops other applications that may be running (for example, CAS). Once the shut down is completed, the system data transfer begins.

3. If your system is equipped with a DEFINITY switch, continue with the next procedure "Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 System."

If your system is not equipped with a DEFINITY switch, skip the next procedure and continue with "Monitoring the Out-of-Service Data Transfer."

## Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 System

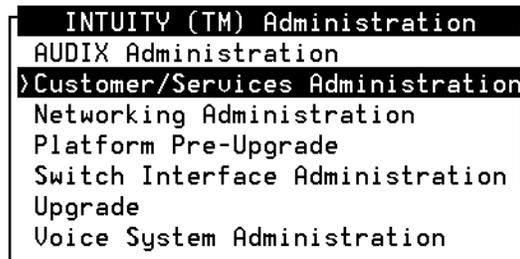
---

**⚠ CAUTION:**

*If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with "Monitoring the Out-of-Service Data Transfer."*

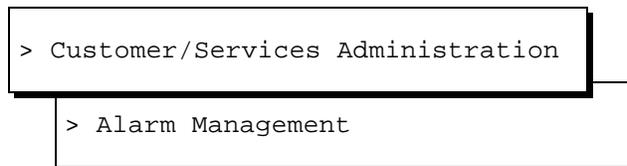
To turn off alarm origination, do the following:

1. Place the A/B switch in the "A" position.
2. Start at the Lucent INTUITY Administration menu (Figure 4-8).



**Figure 4-8. Lucent INTUITY Administration Menu**

3. Select



The system displays the Alarm Management window (Figure 4-9)

Alarm Management	
Product ID	<u>2999999999</u>
Alarm Destination	<u>916148606427</u>
Alarm Origination	<u>ACTIVE</u>
Alarm Level	<u>MINOR</u>
Alarm Suppression	<u>ACTIVE</u>
Clear Alarm Notification	<u>ACTIVE</u>

---

**Figure 4-9. Alarm Management Window**

4. Use the down arrow (▼) to position the cursor in the `Alarm Origination` field and type **inactive**
5. Press (SAVE) (F3).
6. Continue with the next procedure "Busying Out the Switch Data Link."

## **Busying Out the Switch Data Link**

---

### **⚠ CAUTION:**

*If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with "Monitoring the Out-of-Service Data Transfer."*

When the voice system is shut off for an upgrade, DEFINITY switches activate an alarm. If the customer has a DEFINITY switch, busy out the data link once the voice system is off and the upgrade has begun. For the purpose of busying out, DEFINITY switches are divided as follows:

- System 75, G1, and G3
- G2

### **Busying Out the Data Link on a System 75, G1, or G3 Switch**

---

To busy out the data link, do the following:

1. Enter **busy link n**



#### **NOTE:**

N is the number of the link going to the Lucent INTUITY system. N may have a value of 1 to 8.

If additional information is needed, see the documentation associated with the DEFINITY switch.

2. Continue with the next procedure "Monitoring the Out-of-Service Data Transfer."

### **Busying Out the Data Link on a G2 Switch**

---

To busy out the data link, do the following:

1. Enter **proc650 test 3**
2. Press the busyout key twice.

If additional information is needed, see the documentation associated with the DEFINITY switch.

3. Continue with the next procedure "Monitoring the Out-of-Service Data Transfer."

## Monitoring the Out-of-Service Data Transfer

---

When the data transfer begins, the system displays the Out-of-Service Data Transfer Updates window (Figure 4-10).

**⇒ NOTE:**

If you busyed out a DEFINITY switch you will have to place the A/B switch in the "B" position to view this window.

---

```
Out-of-Service Data Transfer Updates
A system to system data transfer is now in progress.

Audix Data                Successfully Completed
Voice File Audit          Successfully Completed
Name Files                In Progress
Voice Files               Pending
Custom Annncs             Pending
Platform                  Pending
Networking Data           Pending
TCP/IP Machine Data       Pending
Upgrade                   Pending

Est. Total: 100.50 MB   Est. Done: 76.10 MB   %Complete: 75%
Upgrade Status: Working

THIS SCREEN UPDATES EVERY 30 SECONDS UNTIL THE UPGRADE IS COMPLETE.

To view the Upgrade Log.....Press <VIEW LOG>(F2)
To stop the data transfer.....Press <CANCEL> (F6)
```

**Figure 4-10. Out-of-Service Data Transfer Updates Window**

At this point the Lucent INTUITY Release 4 system will continue to transfer data until the upgrade is complete. During this transfer, the technician can:

- Monitor the data transfer
- Access the View Log File window
- Stop the data transfer

## Monitoring the Data Transfer

---

During the data transfer, the Out-of-Service Data Transfer Updates window (Figure 4-10) is updated every 30 seconds with an estimate of how much data has been copied and how much data is left to be copied. If errors are found, the screen displays the status with a note that errors were found.

**⇒ NOTE:**

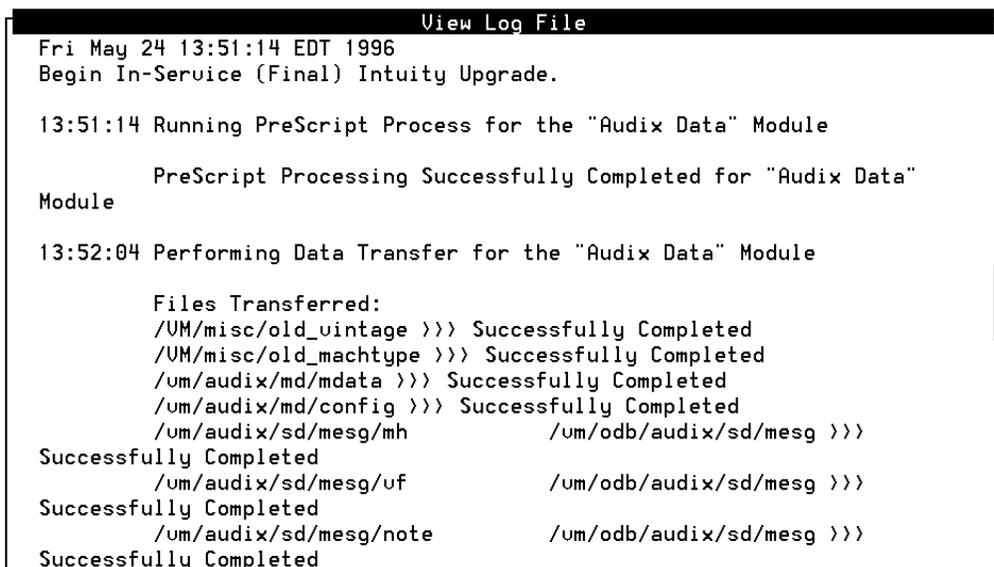
The data transfer will take some time to complete. The technician does not have to monitor the system for the duration of the transfer.

Continue with the next procedure, "Completing the Data Transfer."

## Accessing the View Log File Window

---

The technician can view the View Log File window (Figure 4-11) at any time during the data transfer.



```
View Log File
Fri May 24 13:51:14 EDT 1996
Begin In-Service (Final) Intuity Upgrade.

13:51:14 Running PreScript Process for the "Audix Data" Module
      PreScript Processing Successfully Completed for "Audix Data"
Module

13:52:04 Performing Data Transfer for the "Audix Data" Module

Files Transferred:
/UM/misc/old_vintage >>> Successfully Completed
/UM/misc/old_machtype >>> Successfully Completed
/um/audix/md/mdata >>> Successfully Completed
/um/audix/md/config >>> Successfully Completed
/um/audix/sd/mesg/mh          /um/odb/audix/sd/mesg >>>
Successfully Completed
/um/audix/sd/mesg/uf          /um/odb/audix/sd/mesg >>>
Successfully Completed
/um/audix/sd/mesg/note       /um/odb/audix/sd/mesg >>>
Successfully Completed
```

Figure 4-11. View Log File Window

**⇒ NOTE:**

The initial View Log File window does not show all of the log information. Scroll down the window to see all of the log information.

To access the View Log File window, do the following:

1. Press **VIEW LOG** (F2)

The system displays the View Log File window (Figure 4-11).

2. After viewing, press **CANCEL** (F6)

The system displays the Out-of-Service Data Transfer Updates window (Figure 4-10).

## Stopping the Data Transfer

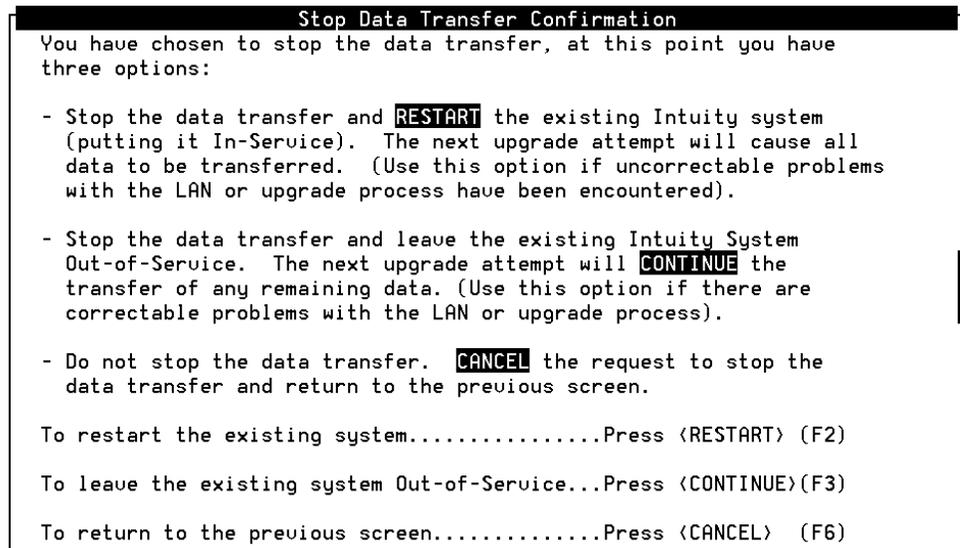
### **WARNING:**

*Do not stop the upgrade unless it is absolutely necessary. Contact the remote maintenance center before stopping an upgrade.*

To stop the data transfer, do the following:

1. Starting at the Out-of-Service Data Transfer Updates window (Figure 4-10), press **CANCEL** (F6).

The system displays the Stop Data Transfer Confirmation window (Figure 4-12).



**Figure 4-12. Stop Data Transfer Confirmation Window**

2. Choose one of the three options.

If you do not want to stop the upgrade, press **CANCEL** (F6). This will return you to the Out-of-Service Data Transfer Updates window (Figure 4-10) and the upgrade will continue.

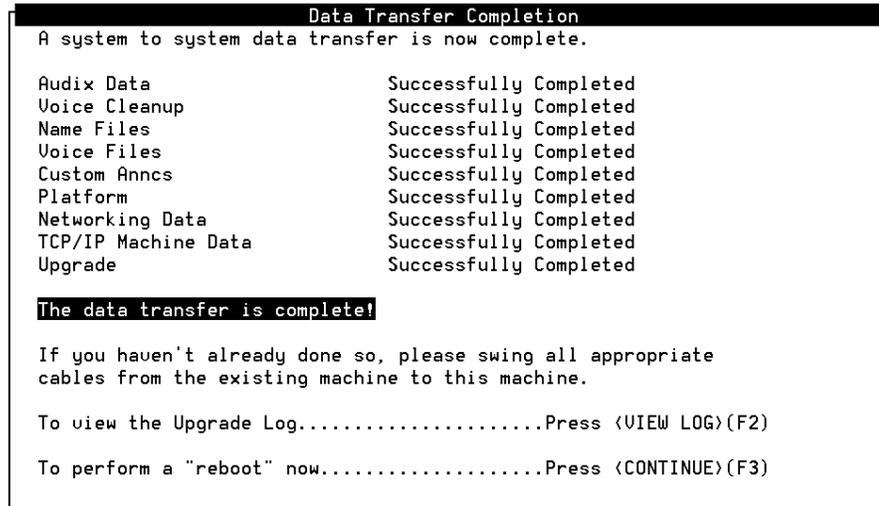
If you want to stop the upgrade but do not need to put the Lucent INTUITY Release 2 or Release 3 system back into service, press **CONTINUE** (F3). This will allow the Lucent INTUITY Release 4 system to continue transferring the remaining data when the upgrade resumes.

If you want to stop the upgrade and need to put the Lucent INTUITY Release 2 or Release 3 system back into service, press **RESTART** (F2). This will cause the Lucent INTUITY Release 4 system to begin transferring the all data again when the upgrade resumes.

## Completing the Data Transfer

---

When the data transfer is complete, the system displays the Data Transfer Completion window (Figure 4-13).



---

**Figure 4-13. Data Transfer Completion Window**

If any errors are noted, contact the remote maintenance center.

At this point the technician can:

- Cause an automatic reboot of the Lucent INTUITY Release 4 system
- Access the View Log File window

To access the View Log File window (Figure 4-11), see "Accessing the View Log File Window" above.

To cause an automatic reboot of the Lucent INTUITY Release 4 system, press **(CONTINUE)** (F3). The system displays the following message:

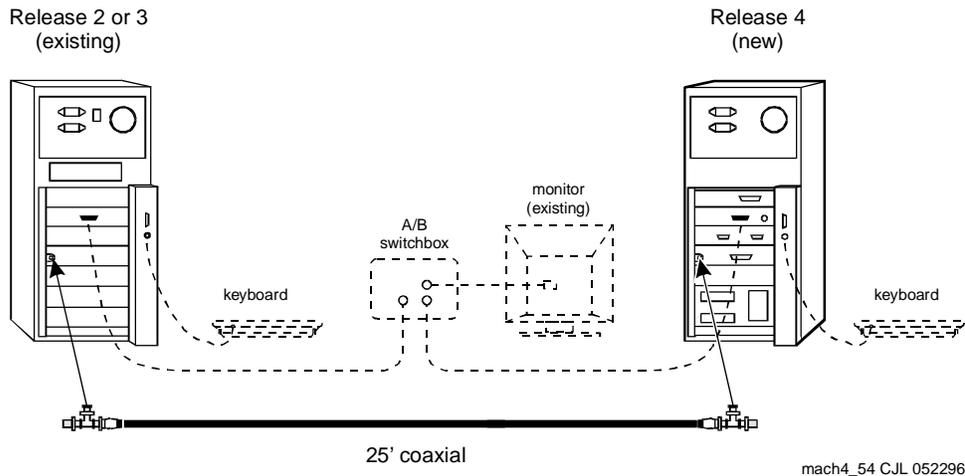
```
Shutdown started.
```

The Lucent INTUITY Release 4 system will automatically reboot and will display the console login. Continue with the next procedure "Checking for Alarms," in Chapter 6, "Verifying the Upgrade".

## Removing the LAN Connection Between the Lucent INTUITY Systems

---

A direct connection involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards (Figure 4-14).



---

**Figure 4-14. Cabling for a Direct Connection**

To remove a direct cable link between the Lucent INTUITY systems, do the following:

1. Remove the coaxial cable from the BNC connector on the Lucent INTUITY Release 2 or Release 3 system.
2. Remove the coaxial cable from the BNC connector on the Lucent INTUITY Release 4 system.
3. Continue with the next procedure, "Checking for Alarms," in Chapter 6, "Verifying the Upgrade".

---

## Running the Upgrade (In-Service)

# 5

---

### Overview

---

This chapter describes procedures to be followed for executing the Lucent INTUITY system in-service data transfer on the Lucent INTUITY Release 4 system.



**CAUTION:**

*If you intend to perform an out-of-service upgrade, do not use the procedures in this chapter. See Chapter 4, "Running the Upgrade (Out-of-Service)" for the correct procedures.*

### Purpose

---

The purpose of this chapter is to provide step by step instructions for completing the in-service data transfer. At the completion of these procedures the Lucent INTUITY Release 4 system will contain all of the customer's messages and greetings, as well as the subscriber data base.

## Installing the Platform Upgrade Package on the Lucent INTUITY Release 4 System

---

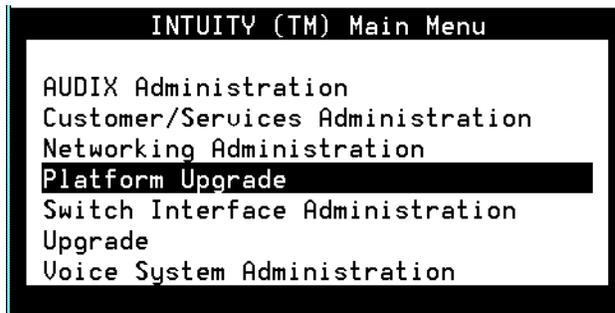
The platform upgrade package should be installed on the new Lucent INTUITY Release 4 system. However, it is also included on disk in the reusable upgrade kit in case the upgrade package was not installed.

### Verifying the Installation of the Platform Upgrade Package by the Factory

---

To verify that the platform upgrade package was installed by the factory, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Check the Lucent INTUITY Main menu (Figure 5-1) for the Platform Upgrade option.



**Figure 5-1. Lucent INTUITY Main Menu**

3. If the Platform Upgrade option is present, skip the next procedure and continue with "Running the Platform Upgrade Package."

If the Platform Upgrade option is not present, continue with the next procedure "Installing the Platform Upgrade Package."

## Installing the Platform Upgrade Package

To install the platform upgrade package, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Starting at the Lucent INTUITY Main menu (Figure 5-1), select

```
> Customer/Services Administration
>System Management
>UNIX Management
>Software Install
```

The system displays the Software Install menu (Figure 5-2).

```
Software Install
>Floppy drive
Tape drive
```

---

**Figure 5-2. Software Install Menu**

3. Insert the disk labeled INTUITY Platform Upgrade Package into the floppy disk drive with the label facing up.
4. Select

```
> Floppy drive
```

The system displays the following message:

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

If you receive a device open failure message, the system did not see the disk or the disk was inserted after you selected Floppy Drive. Complete the following Steps a through d.

a. Enter **q**

The system displays the Software Install menu (Figure 5-2).

b. Remove the disk from the floppy disk drive.

c. Re-insert the disk into the floppy disk drive.

d. Repeat Step 4.

5. Press **ENTER**.

The system displays the following message:

```
Installation in progress. Do not remove the diskette.
```

```
The following packages are available:
```

```
1 Upgrade Platform Pre-Upgrade Package
```

```
Select package(s) you wish to process (or 'all' to  
process all packages). (default: all) [?, ??, q].
```

6. Press **ENTER**.

The system displays the following message:

```
Installation of Upgrade Platform Pre-Upgrade Package  
was successful.
```

```
Insert a diskette into Floppy Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

7. Remove the floppy diskette from the floppy drive.

8. Enter **q**

9. Continue with the next procedure, "Initializing the Platform Upgrade Package."

## Initializing the Platform Upgrade Package

---

The in-service upgrade can be run through:

- A direct connection, which involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards
- The customer's LAN, which involves linking the Lucent INTUITY systems through the customers LAN

The Lucent INTUITY Release 4 system will be initialized differently depending on the connection type. The difference will be clearly noted in this procedure.

To run the platform upgrade package, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Starting at the Lucent INTUITY Main menu (Figure 5-1), select

```
> Platform Upgrade
```

```
> Platform-to-Platform Data Transfer
```

The system displays the Platform-to-Platform Upgrade window (Figure 5-3).

```
Platform-to-Platform Upgrade
A Platform-to-Platform upgrade is used to upgrade a system
from one release to the next by copying customer data from
their existing system to a new system that is connected to
it via a LAN.

The current transfer settings are:
  Address of New Machine:      135.9.181.91
  Address of Existing Machine: 125.50.50.1
  Transfer Type:              Out-of-Service

SELECT TASK-----

To use different transfer settings.....Press <CHG-CFG> (F2)
To use these settings.....Press <CONTINUE>(F3)
To return to the Upgrade Options menu....Press <CANCEL> (F6)
```

**Figure 5-3. Platform-to-Platform Upgrade Window**

3. Press **CHG-CFG** (F2)

The system displays the Advanced Upgrade/Migration Options window (Figure 5-4).

```
Advanced Upgrade/Migration Options
Warning: Please see <HELP>(F1) before making changes.

This system's name:          [Intuity4  ]
This system's IP address:    [XXX.X.XXX.XX ]
This system's subnet mask:   [255.255.255.0 ]
This system's Interface type: [AUI          ]

Existing system's name:      [Intuity3  ]
Existing system's IP address: [XXX.X.XXX.XX ]

Transfer Type:              [In-Service  ]

SELECT TASK-----

To save changes.....Press <CONTINUE>(F3)
To return to previous screen.....Press <CANCEL> (F6)
```

**Figure 5-4. Advanced Upgrade/Migration Options Window**

The fields displayed in Advanced Upgrade/Migration Options window (Figure 5-4) are described in Table 5-1.

**Table 5-1. Advanced Upgrade/Migration Options Window Fields**

<b>Field</b>	<b>Description</b>
This system's name	The name provided for the Lucent INTUITY Release 4 system. See Table 5-2 and Table 5-2.
This system's IP address	The IP address provided for the Lucent INTUITY Release 4 system. See Table 5-2 and Table 5-2.
This system's subnet mask	<p>The subnet mask will hide the first two or three portions of the IP address from the system.</p> <p>If you are using a direct connection, the subnet mask should be <b>255. 255. 255. 0</b></p> <p>If you are using a connection via the customer's LAN, subnet mask should be the value you recorded in "Establishing a Connection Through the Customer's LAN," in Chapter 3, "Connecting the Lucent Intuity Systems"</p>
This system's Interface type	If the transfer is taking place on the customer's LAN, the interface type should be whatever the customer is using for the LAN (for example, twisted pair, or if using a coaxial cable, BNC). However, if the in-service transfer is taking place on a direct connection using a coaxial cable, the interface type should be BNC.
Existing system's name	The name provided for the Lucent INTUITY Release 2 or Release 3 system. See Table 5-2 and Table 5-2.
Existing system's IP address	The IP address provided for the Lucent INTUITY Release 2 or Release 3 system. See Table 5-2 and Table 5-2.
Transfer type	For an in-service data transfer, the Transfer Type field should be changed to In-Service even if the transfer is taking place on a direct connection.

Table 5-2 lists the correct values for a direct connection upgrade.

**Table 5-2. Transfer Settings for a Direct Connection Upgrade**

<b>Field</b>	<b>Setting</b>
This system's name	INTUITY4
This system's IP address	125.50.50.2
This system's subnet mask	255.255.255.0
This system's Interface type	BNC
Existing system's name:	INTUITY3
This system's subnet mask	125.50.50.1
Transfer Type	In-Service

Table 5-2 lists the correct values for a customer's LAN connection upgrade.

**Table 5-3. Transfer Settings for a Customer's LAN Connection Upgrade**

<b>Field</b>	<b>Setting</b>
This system's name	See Table 3-1 in Chapter 3, "Connecting the Lucent Intuity Systems."
This system's IP address	See Table 3-1 in Chapter 3, "Connecting the Lucent Intuity Systems".
This system's subnet mask	See Table 3-1 in Chapter 3, "Connecting the Lucent Intuity Systems".
This system's Interface type	See Table 3-1 in Chapter 3, "Chapter 3, "Connecting the Lucent Intuity Systems".
Existing system's name:	See Table 3-1 in Chapter 3, "Connecting the Lucent Intuity Systems".
This system's subnet mask	See Table 3-1 in Chapter 3, "Connecting the Lucent Intuity Systems".
Transfer Type	In-service

If the correct values appear, continue with Step 4.

If the correct values do not appear, complete the following Steps a through d:

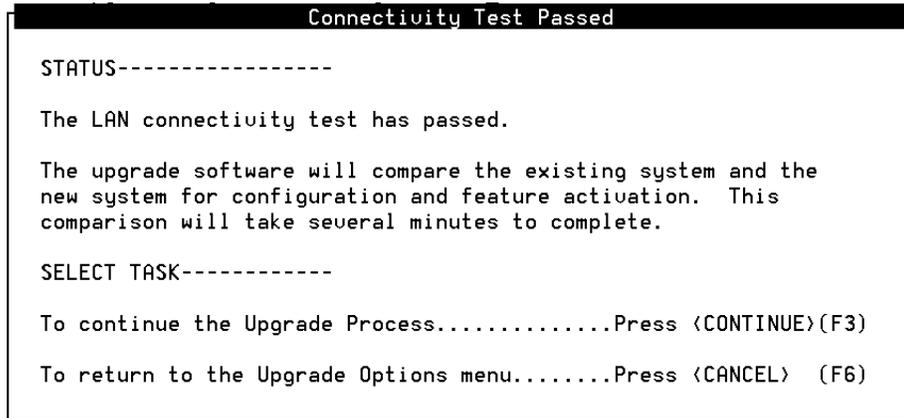
- a. Use the down arrow (▼) to position the cursor in the field to be changed and type the correct value.
- b. Repeat Step b for all incorrect settings.
- c. Press **CONTINUE** (F3)

The system displays the Platform-to-Platform Upgrade window (Figure 5-3).

- d. Continue with Step 4.

4. Press **CONTINUE** (F3).

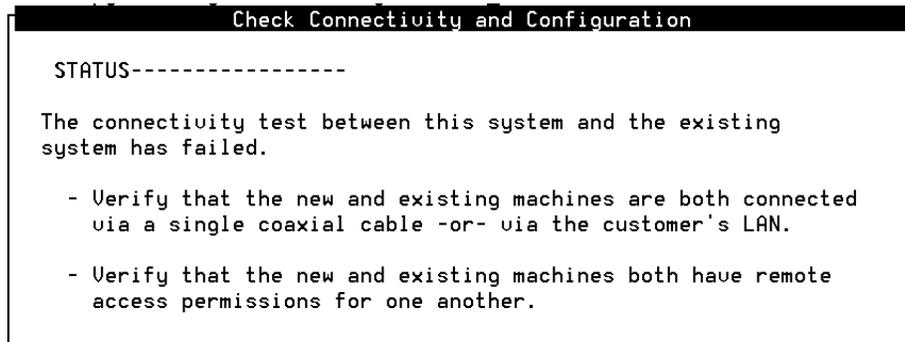
The upgrade software runs a connectivity test between the Lucent INTUITY systems. If the connectivity test passes, the system displays the Connectivity Test Passed window (Figure 5-5). Continue with Step 5.



---

**Figure 5-5. Connectivity Test Passed Window**

If the connectivity test does not pass, the system displays the Check Connectivity and Configuration window (Figure 5-6). Check the connectivity press **CONTINUE** again to retest the connectivity.



**Figure 5-6. Check Connectivity and Configuration Window**

5. Press **CONTINUE** (F3).

The Lucent INTUITY Release 4 system conducts a sanity check which compares the features that are activated in both Lucent INTUITY systems. The sanity check also verifies that the features are configured the same.

The system displays the following message:

```
Checking AUDIX Status. Please Wait...
```

After approximately two minutes, the system displays the following message:

```
Voice system is being started on the existing machine.
```

After approximately two minutes, the system displays the following message:

```
Successfully Completed  
Running Pre-Sales script on existing machine.
```

After approximately two minutes, the system displays the following message:

```
Successfully Completed  
Copying presales.csv
```

After approximately 30 seconds, the system displays the following message:

```
Successfully Completed  
Running Pre-Sales script on new machine.
```

After approximately 30 seconds the system displays the Sanity Check window (Figure 5-7).

```

Sanity Check
SANITY CHECK: Passed. Press <CONTINUE>(F3) to continue with the upgrade.

=====
System Type Check:
Existing      New          Comments
Platform     map40       map40       OK
Software Version mach 3      mach 4      OK

=====
Feature Options Check:
Existing      New          Comments
Max Number of IMAPI Sessions 32          32          OK
Multilingual  OFF         OFF         OK
Fax Creation  ON          ON          OK
Trusted Servers N/A        OFF         OK
DCS          OFF         OFF         OK
SCSI Disk Mirroring OFF        OFF         OK
AMIS Analog Networking ON         ON          OK
High speed digital ports 4          4          OK
Low speed digital ports  OFF        2          OK
TCPIP digital ports  N/A        OFF         OK
    
```

**Figure 5-7. Sanity Check Window**



**NOTE:**

The initial Sanity Check window does not show all of the sanity check information. Scroll down the window to see all of the sanity check information.

Any errors are flagged with an error message. If an error is found, the upgrade process will not proceed. Contact your remote maintenance center.

Checks are made for the following:

- System type

The upgrade package checks the machine type (for example, MAP/40) and version of both the existing and new machine.

- Feature options installed on each system

The upgrade package collects all the options information from the existing machine and compare it to the values on the new machine. If there is a discrepancy (for instance, hours of speech on the new machine are less than hours of speech on the existing machine), the system displays an error message.

- Switch integration check

The upgrade package then checks which SWIN is installed on the existing system and the new system. If they are different, the system displays an error message.

- Default language setting

The upgrade package checks for the default language on the existing system and verifies that the same language is installed and defaulted on the new system. If the language is not installed on the new system, the system displays an error message. If the language is installed but not defaulted, the system displays a warning message.

- Optional software

The upgrade package then checks for the System Programming and Maintenance (SPM) and Call Accounting System (CAS) modules on both the existing and new systems. An error results if the new system does not contain a module that the existing system contains.

- Voice file space

The voice file systems (VFS) space check queries the existing system for its current voice file system names and then determines how much space is consumed in each (not counting announcement sets). It then takes these space consumption values and compares them to the space (in blocks) available in each VFS on the new system.

If the space consumed by each VFS is less than the amount of space available for each VFS on the new system, then the system displays `OK` in the comment column.

If the space consumed by any VFS is greater than the amount of space available for the VFS on the new system, a transfer cannot be successfully completed. The system displays `ERROR!` in the comment column. If this occurs, the customer will have to delete voice messages from the Lucent INTUITY Release 2 or Release 3 system.

6. Continue with the next procedure "Starting the In-Service Data Transfer."

## Starting the In-Service Data Transfer

To start the out-of-service data transfer, do the following:

1. Starting at the Sanity Check window (Figure 5-7), press **CONTINUE** (F3).  
The system displays the In-Service Data Transfer window (Figure 5-8).

```

In-Service Data Transfer

STATUS-----

An In-Service data transfer will take some time to complete. When
the data transfer goes over the customer LAN, the transfer time
will depend on LAN traffic. The existing system will then be
taken out-of-service to complete the transfer.

SELECT TASK-----

To start the data transfer.....Press <CONTINUE>(F3)

To return to the Upgrade Options menu.....Press <CANCEL> (F6)

```

---

**Figure 5-8. In-Service Data Transfer Window**

2. Press **CONTINUE** (F3).

The system displays the following message:

Checking AUDIX Status. Please Wait...

After approximately 30 seconds, the system displays the following message:

Voice system is being shut down on the new machine...

After approximately 2 minutes, the system displays the following message:

Waiting for INIT to finish...

**⇒ NOTE:**

The voice system on the Lucent INTUITY Release 2 or Release 3 system remains in-service.

3. Continue with the next procedure “Monitoring the In-Service Data Transfer.”

## Monitoring the In-Service Data Transfer

---

When the data transfer begins, the system displays the In-Service Data Transfer Updates window (Figure 5-9).

```
In-Service Data Transfer Updates
A system to system data transfer is now in progress.
Data Transfer - Pass #1

Voice Cleanup           Pending
Name Files              In Progress
Voice Files             Pending

Est. Total: 138.83 MB   Est. Done:  0.00 MB   %Complete:  0%
Upgrade Status: Working

THIS SCREEN UPDATES EVERY 30 SECONDS UNTIL THE UPGRADE IS COMPLETE.

To view the Upgrade Log.....Press <VIEW LOG>(F2)

To complete the data transfer in Out-of-Service mode
(The existing system will be taken Out-of-Service)..Press <COMPLETE>(F3)

To stop the data transfer.....Press <CANCEL> (F6)
```

---

**Figure 5-9. In-Service Data Transfer Updates Window**

During the in-service data transfer, the upgrade package copies and translates (if necessary) the most pertinent and largest blocks of customer data from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. Each module determines what data should be copied while in-service. Data transfer is a low priority.

The in-service data transfer allows data to be transferred while the Lucent INTUITY Release 2 or Release 3 system is operational. The final data transfer will be conducted after the Lucent INTUITY Release 2 or Release 3 system has been taken out of service.

The in-service data transfer copies and moves all available customer information while the system is still in service and taking calls. The process of copying and moving the data is called a *pass*.

Additional customer data will be generated while the in-service data transfer is processing the first pass. As a result, the in-service data transfer makes multiple passes to ensure that all data, which is added to the Lucent INTUITY Release 2 or Release 3 system during a pass, is transferred.

Because the in-service data transfer only copies new information on each pass, each pass takes less time to process than the pass before. The technician can make sure most of the customer data is transferred while the Lucent INTUITY Release 2 or Release 3 system is in service by waiting until the pass number is high enough before starting the final data transfer.

The pass number is located in the upper left hand corner of the In-Service Data Transfer Updates window (Figure 5-9). The pass number must be at least 2 before the final data transfer is started. See "Starting the Final Transfer" below for the procedure.

During the in-service data transfer, the technician can:

- Monitor the data transfer
- Access the View Log File window
- Stop the data transfer
- Start the final data transfer

### **Accessing the View Log File Window**

The technician can view the View Log File window (Figure 5-10) at any time during the data transfer.

```
View Log File
Fri May 24 13:51:14 EDT 1996
Begin In-Service (Final) Intuity Upgrade.

13:51:14 Running PreScript Process for the "Audix Data" Module

      PreScript Processing Successfully Completed for "Audix Data"
Module

13:52:04 Performing Data Transfer for the "Audix Data" Module

      Files Transferred:
      /UM/misc/old_vintage >>> Successfully Completed
      /UM/misc/old_machtype >>> Successfully Completed
      /um/audix/md/mdata >>> Successfully Completed
      /um/audix/md/config >>> Successfully Completed
      /um/audix/sd/mesg/mh          /um/odb/audix/sd/mesg >>>
Successfully Completed
      /um/audix/sd/mesg/uf          /um/odb/audix/sd/mesg >>>
Successfully Completed
      /um/audix/sd/mesg/note       /um/odb/audix/sd/mesg >>>
Successfully Completed
```

**Figure 5-10. View Log File Window**

**⇒ NOTE:**

The initial View Log File window does not show all of the log information. Scroll down the window to see all of the log information.

To access the View Log File window, do the following:

1. Press **VIEW LOG** (F2).

The system displays the View Log File window (Figure 5-10).

2. After viewing, press **CANCEL** (F6).

The system displays the In-Service Data Transfer Updates window (Figure 5-9).

---

### Stopping the Data Transfer

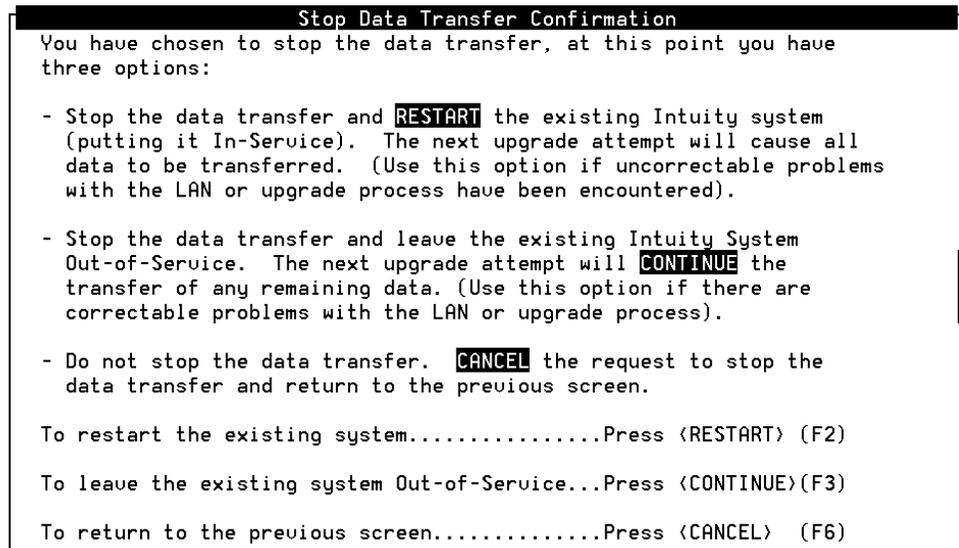
**⚠ WARNING:**

*Do not stop the upgrade unless it is absolutely necessary. Contact the remote maintenance center before stopping an upgrade.*

To stop the data transfer, do the following:

1. Starting at the In-Service Data Transfer Updates window (Figure 5-9), press **CANCEL** (F6).

The system displays the Stop Data Transfer Confirmation window (Figure 5-11).



---

**Figure 5-11. Stop Data Transfer Confirmation Window**

2. Choose one of the three options.

If you do not want to stop the upgrade, press **CANCEL** (F6). This will return you to the In-Service Data Transfer Updates window (Figure 5-9) and the upgrade will continue.

If you want to stop the upgrade but do not need to put the Lucent INTUITY Release 2 or Release 3 system back into service, press **CONTINUE** (F3). This will allow the Lucent INTUITY Release 4 system to continue transferring the remaining data when the upgrade resumes.

If you want to stop the upgrade and need to put the Lucent INTUITY Release 2 or Release 3 system back into service, press **RESTART** (F2). This will cause the Lucent INTUITY Release 4 system to begin transferring the all data again when the upgrade resumes.

## Starting the Final Transfer

---

**⚠ CAUTION:**

*The in-service data transfer must be on at least the second pass before the final transfer is started. It is recommended that the pass number be five or greater.*

When the final transfer is initiated, most of the customer data has been copied from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system. The final data transfer must be completed with the Lucent INTUITY Release 2 or Release 3 system out of service. The final data transfer copies:

- The audfs database
- Any files that were not copied by the in-service data transfer
- Any new files created since the last incremental backup.

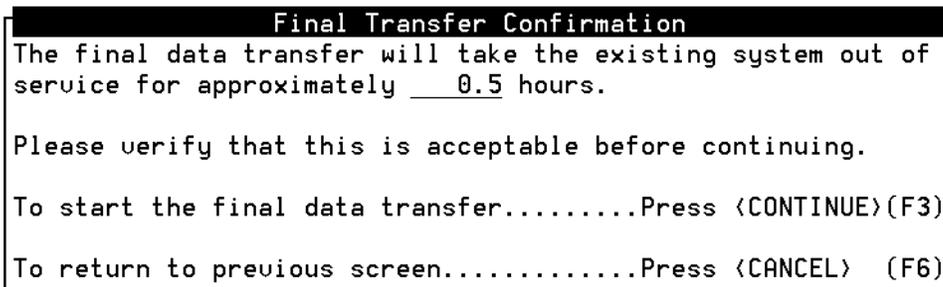
To start the final data transfer, do the following:

1. Make sure that the in-service data transfer has completed at least one pass.

The pass number is listed on the top of the In-Service Data Transfer Updates window (Figure 5-9) in the `Data Transfer` field. This field must indicate that the pass number is two or greater.

2. Starting at the In-Service Data Transfer Updates window (Figure 5-9), press `COMPLETE` (F3)

The system displays the Final Transfer Confirmation window (Figure 5-12).



---

**Figure 5-12. Final Transfer Confirmation Window**



**CAUTION:**

*Before starting the final data transfer, confirm with the customer that the loss of service is acceptable.*

3. Press **CONTINUE** (F3).

The system displays the following message:

Checking AUDIX Status. Please Wait...

After approximately 30 seconds, the system displays the following message:

Voice system is being shut down on the existing machine...

4. If your system is equipped with a DEFINITY switch, continue with the next procedure "Busying Out the Switch Data Link."

If your system is not equipped with a DEFINITY switch, skip the next procedure and continue with "Completing the Data Transfer".

## Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 System

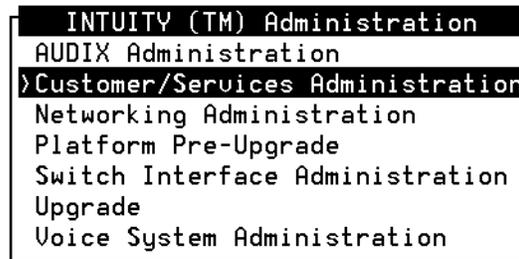
---

**⚠ CAUTION:**

*If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with "Completing the Data Transfer."*

To turn off alarm origination, do the following:

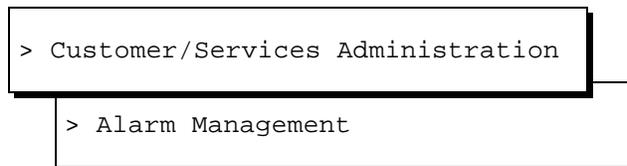
1. Place the A/B switch in the "A" position.
2. Start at the Lucent INTUITY Administration menu (Figure 5-13).



---

**Figure 5-13. Lucent INTUITY Administration Menu**

3. Select



The system displays the Alarm Management window (Figure 5-14)

Alarm Management	
Product ID	<u>2999999999</u>
Alarm Destination	<u>916148606427</u>
Alarm Origination	<u>ACTIVE</u>
Alarm Level	<u>MINOR</u>
Alarm Suppression	<u>ACTIVE</u>
Clear Alarm Notification	<u>ACTIVE</u>

---

**Figure 5-14. Alarm Management Window**

4. Use the down arrow (▼) to position the cursor in the `Alarm Origination` field and type **inactive**
5. Press (SAVE) (F3).
6. Continue with the next procedure "Busying Out the Switch Data Link."

## **Busying Out the Switch Data Link**

---

### **⚠ CAUTION:**

*If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with "Completing the Data Transfer."*

When the voice system is shut off for an upgrade, DEFINITY switches activate an alarm. If the customer has a DEFINITY switch, busy out the data link once the voice system is off and the upgrade has begun. For the purpose of busying out, DEFINITY switches are divided as follows:

- System 75, G1, and G3
- G2

### **Busying Out the Data Link on a System 75, G1, or G3 Switch**

---

To busy out the data link, do the following:

1. Enter **busy link n**



#### **NOTE:**

N is the number of the link going to the Lucent INTUITY system. N may have a value of 1 to 8.

If additional information is needed, see the documentation associated with the DEFINITY switch.

2. Continue with the next procedure "Completing the Data Transfer."

### **Busying Out the Data Link on a G2 Switch**

---

To busy out the data link, do the following:

1. Enter **proc650 test 3**
2. Press the busyout key twice.

If additional information is needed, see the documentation associated with the DEFINITY switch.

3. Continue with the next procedure "Completing the Data Transfer."

## Completing the Data Transfer

---

When the out-of-service portion of the data transfer begins, the system displays the Out-of-Service Data Transfer Updates window (Figure 5-15).

**⇒ NOTE:**

If you busyed out a DEFINITY switch you will have to place the A/B switch in the "B" position to view this window.

---

```
Out-of-Service Data Transfer Updates
A system to system data transfer is now in progress.

Audix Data                Successfully Completed
Voice File Audit          Successfully Completed
Name Files                In Progress
Voice Files               Pending
Custom Annncs            Pending
Platform                 Pending
Networking Data           Pending
TCP/IP Machine Data      Pending
Upgrade                   Pending

Est. Total: 100.50 MB   Est. Done: 76.10 MB   %Complete: 75%
Upgrade Status: Working

THIS SCREEN UPDATES EVERY 30 SECONDS UNTIL THE UPGRADE IS COMPLETE.

To view the Upgrade Log.....Press <VIEW LOG>(F2)
To stop the data transfer.....Press <CANCEL> (F6)
```

**Figure 5-15. Out-of-Service Data Transfer Updates Window**

When the data transfer is complete, the system displays the Data Transfer Completion window (Figure 5-16).

```

                                Data Transfer Completion
A system to system data transfer is now complete.

Audix Data                      Successfully Completed
Voice Cleanup                   Successfully Completed
Name Files                     Successfully Completed
Voice Files                    Successfully Completed
Custom Annncs                 Successfully Completed
Platform                       Successfully Completed
Networking Data               Successfully Completed
TCP/IP Machine Data          Successfully Completed
Upgrade                       Successfully Completed

The data transfer is complete!

If you haven't already done so, please swing all appropriate
cables from the existing machine to this machine.

To view the Upgrade Log.....Press <VIEW LOG>(F2)

To perform a "reboot" now.....Press <CONTINUE>(F3)

```

---

**Figure 5-16. Data Transfer Completion Window**

At this point the technician can:

- Reboot the Lucent INTUITY Release 4 system
- Access the View Log File window

To access the View Log File window (Figure 5-10), see "Accessing the View Log File Window" above. If errors are found, contact the remote maintenance center.

To reboot the Lucent INTUITY Release 4 system, press **CONTINUE** (F3). The system displays the following message:

Shutdown started.

The Lucent INTUITY Release 4 system will automatically reboot and will display the console login. Continue with the next procedure "Checking for Alarms" in Chapter 6, "Verifying the Upgrade".

## Removing the LAN Connection Between the Lucent INTUITY Systems

---

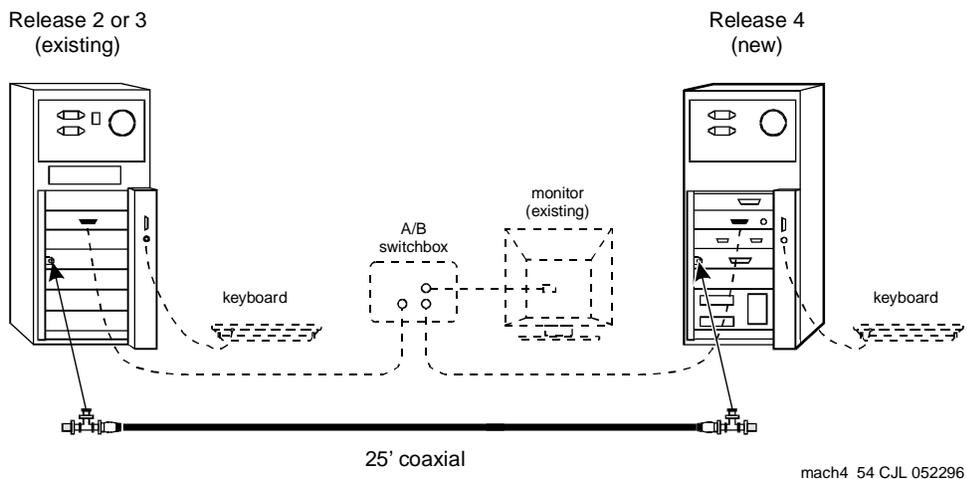
The following procedures provide instruction for removing a:

- Direct connection
- Customer's LAN connection

### Removing a Direct Connection

---

A direct connection involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards (Figure 5-17).



**Figure 5-17. Cabling for a Direct Connection**

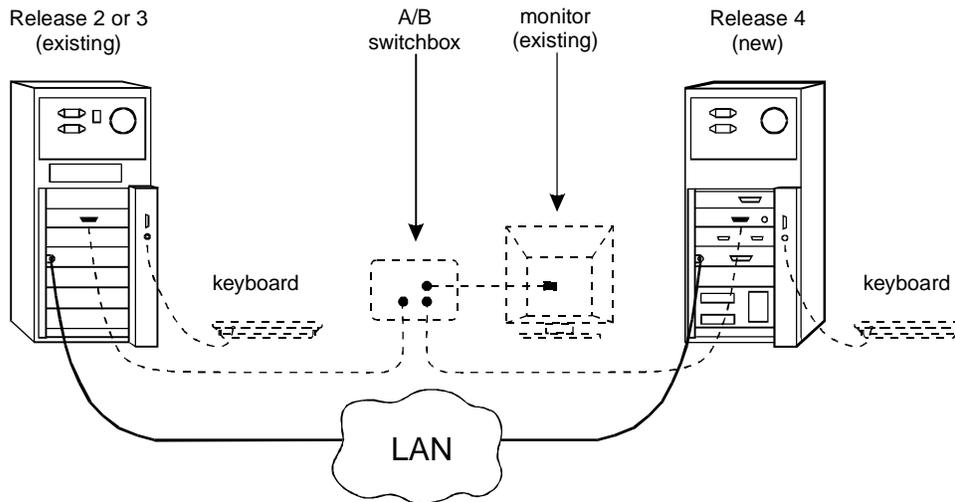
To remove a direct cable link between the Lucent INTUITY systems, do the following:

1. Remove the coaxial cable from the BNC connector on the Lucent INTUITY Release 2 or Release 3 system.
2. Remove the coaxial cable from the BNC connector on the Lucent INTUITY Release 4 system.
3. Continue with the next procedure, "Checking for Alarms," in Chapter 6, "Verifying the Upgrade".

## Removing a Connection through the Customer's LAN

---

A connection through the customer's LAN involves linking the Lucent INTUITY systems through the customers LAN (Figure 5-18).



**Figure 5-18. Cabling for a Connection through the Customer's LAN**

To remove a connection through the customer's LAN, do the following:

1. Disconnect the Lucent INTUITY Release 4 system from the customer's LAN by removing the cable, provided by the customer, from the LAN.
2. Remove the cable from the Lucent INTUITY Release 4 system.
3. Disconnect the Lucent INTUITY Release 2 or Release 3 system from the customer's LAN by removing the cable from the LAN.
4. Remove the cable from the Lucent INTUITY Release 2 or Release 3 system.
5. Continue with the next procedure, "Checking for Alarms," in Chapter 6, "Verifying the Upgrade".

---

# Verifying the Upgrade

# 6

---

## Overview

---

This chapter describes:

- Checking for alarms
- Verifying the Lucent INTUITY Release 4 system date and time.

## Purpose

---

Before the Lucent INTUITY Release 2 or Release 3 system is removed from the customer site, it is necessary that the technician make sure the Lucent INTUITY Release 4 system is capable of taking calls and operating properly. The procedures in this chapter provide the technician with the necessary information to determine the operational readiness of the Lucent INTUITY Release 4 system.

## Checking for Alarms

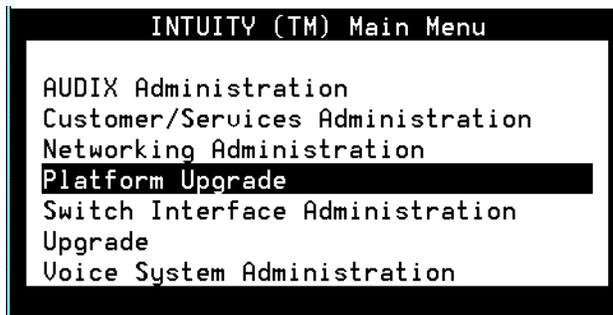
---

There are several alarms which will appear on the Lucent INTUITY Release 4 system which will indicate that the upgrade was not successful and that the Lucent INTUITY Release 4 system is not capable of operating. If these alarms are generated DO NOT continue with the upgrade.

In addition, there are several alarms which will be generated during the upgrade which can be ignored by the technician. These alarms indicate temporary conditions which will be corrected when the Lucent INTUITY Release 4 system is connected to the switch and placed in service.

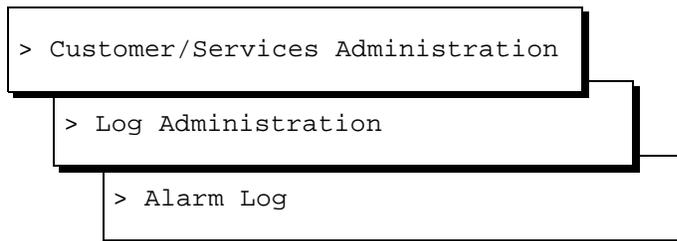
To access the alarm log, do the following:

1. Start at the Lucent INTUITY Main menu (Figure 6-1).



**Figure 6-1. Lucent INTUITY Main Menu**

2. Select



The system displays the Alarm Log Display Selection window (Figure 6-2).

```

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: 09/05/95   Time: __:__   Application: __

Resource Type: _____ Location: __ __ __ Alarm Code: _____
    
```

**Figure 6-2. Alarm Display Selection Window**

3. Press **SAVE** (F3) to display the alarm log using the default display options. See "Alarm Log Display Selection Window" below for information on other display options.

The system displays the Alarm Log window (Figure 6-3).

```

Alarm Log
Alarm Log

```

App	Resource Type	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
MT	DISK	sc	0	MAJ	N	11/10/93 19:20		
MT	MIRROR	N/A	-- --- 0	MAJ	N	11/10/93 21:50		
UP	SOFTWARE		4	MIN	N	11/10/93 16:37		
SW	DCIU_LINK		202	MIN	N	11/10/93 16:37		
UM	SOFTWARE		602	MIN	N	11/10/93 16:38		
UM	SOFTWARE		601	MIN	N	11/10/93 16:38		
UP	VOICE_PORT	TR CH 5	1	MIN	N	11/10/93 20:20		
NW	MSG_XMIT		1500	WRN	N	11/10/93 16:39		

**Figure 6-3. Alarm Log Window**

### **Alarms Which Indicate a Failure of the Upgrade**

The following alarms indicate a failure of the upgrade.

- Any upgrade alarm  
These alarms have a UP in the App field on the alarm log.
- Any major voice mail alarm  
These alarms have a VM in the App field and MAJ in the Alarm Lvl field on the alarm log.
- Any major maintenance alarm  
These alarms have a MT in the App field and MAJ in the Alarm Lvl field on the alarm log.

If these alarms appear in the alarm log, contact the remote maintenance center.

### **Alarms Which Indicate a Failure of the Custom Announcement Set Transfer**



#### **CAUTION:**

*If the Lucent Intuity Release 2 or Release 3 system did not have custom announcement sets, skip this section. Continue with "Alarms Which Can Be Ignored."*

The following alarm is an indication that the transferring of custom announcements failed.

<b>Application Code</b>	<b>Resource Type</b>	<b>Alarm Code</b>	<b>Alarm Level</b>
VM	ANNC	4	MAJ

If you receive this alarm, contact the remote maintenance center.

### **Alarms Which Can Be Ignored**

The Lucent INTUITY Release 4 system will probably generate networking, voice platform, switch, and software alarms. These alarms, along with any other alarm not specified in the sections above, can be ignored.

Continue with the next procedure, "Verifying the Lucent INTUITY Release 4 System Date and Time."

## Verifying the Lucent INTUITY Release 4 System Date and Time

---

Verifying the Lucent INTUITY Release 4 system date and time includes:

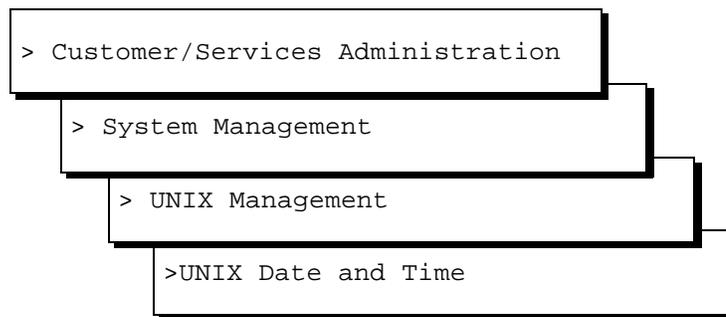
- Checking the UNIX Date and Time window
- Changing the date and time, if necessary

### Checking the UNIX Date and Time Window

---

To check the UNIX Date and Time window, do the following:

1. Starting at the Lucent INTUITY Main Menu (Figure 6-1) select



The system displays the UNIX Date and Time window (Figure 6-4).

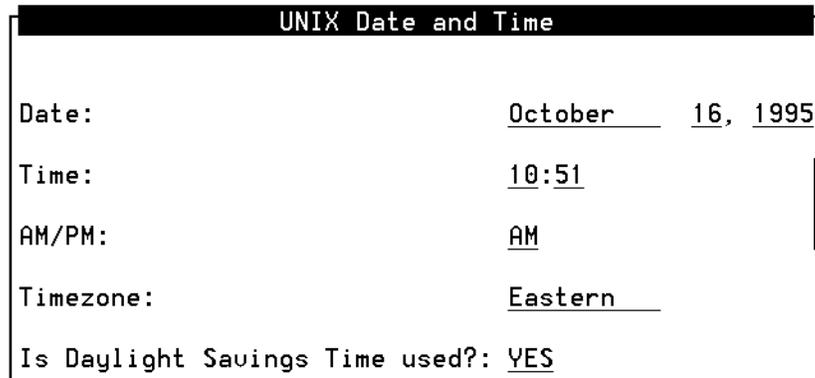


Figure 6-4. UNIX Date and Time Window

2. Check each of the fields under UNIX Date and Time.

If all of the fields are correct, press **CANCEL** (F6).

If a field contains incorrect information, continue with the next procedure, "Changing the UNIX Date and Time Window."

### **Changing the UNIX Date and Time Window**

The user can change any of the displayed fields. To change one field in the Date and Time window, the user must either change or acknowledge the information in each field.

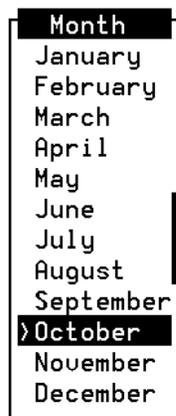
### **Changing the Date Field**

The date field contains the month, day, and year.

### **Changing the Month**

To change the month, do the following:

1. Place the cursor on the Month field in the UNIX Date and Time window.
2. If the month shown is not correct, complete Steps a through c:
  - a. Press **CHOICES** (F2) to display the months of the year (Figure 6-5).



---

**Figure 6-5. UNIX Month Choices Menu**

- b. Use  or  to move the cursor and highlight the correct month.
- c. Press  to place the name of the correct month into the month field.

 **NOTE:**

The user can also select the current month by entering the corresponding alphabetic abbreviation from this list: **Ja, F, Mar, Ap, May, Jun, Jul, Au, S, O, N, D.**

Continue with the next procedure "Changing the Day."

If the month shown is correct, press  for no change and continue with the next procedure "Changing the Day."

### Changing the Day

If the day of the month shown is not correct, enter the correct day as a number from 1 to 31 and continue with the next procedure "Changing the Year."

If the day of the month shown is correct, press  for no change and continue with the next procedure "Changing the Year."

### Changing the Year

If the year shown is not correct, enter the correct year as a number from 1996 to 2038 and continue with the next procedure "Changing the Time Field."

If the year shown is correct, press  for no change and continue with the next procedure "Changing the Time Field."

### Changing the Time Field

If the time shown is not correct, enter the correct time in the form of *hours:minutes* and continue with the next procedure "Changing the AM/PM Field."

 **NOTE:**

Use a 12-hour a.m./p.m. standard. Do not use the 24-hour military standard.

If the time shown is correct, press  for no change and continue with the next procedure "Changing the AM/PM Field."

### Changing the AM/PM Field

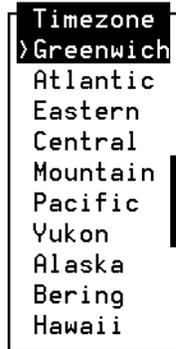
If *AM/PM* is not correct as shown, type **a** for a.m. or **p** for p.m. and continue with the next procedure "Changing the Time Zone Field."

If *AM/PM* is correct as shown, press  for no change and continue with the next procedure "Changing the Time Zone Field."

### Changing the Time Zone Field

If the time zone shown is not correct, complete Steps 1 through 3 and continue with the next procedure "Changing the Is Daylight Savings Time Used Field."

1. Press **(CHOICES)** (F2) to display the list of time zones (Figure 6-6).



---

**Figure 6-6. UNIX Time Zone Choices Menu**

2. Use **(▲)** or **(▼)** to move the cursor and highlight the correct time zone.
3. Press **(ENTER)** to place the name of the correct time zone into the Timezone field.

If the time zone shown is correct, press **(ENTER)** for no change and continue with the next procedure "Changing the Is Daylight Savings Time Used Field."

### Changing the Is Daylight Savings Time Used Field

1. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year.
2. Press **(SAVE)** (F3) to save the changes and continue with the next procedure "Acknowledging the Changes to the Date and Time Window."

Continue with the next procedure "Shutting Down the Lucent INTUITY Release 4 System," in Chapter 7, "Completing the Upgrade".

---

# Completing the Upgrade

# 7

---

## Overview

This chapter describes the procedures to follow after the files have been successfully copied from the existing system to the new Lucent INTUITY Release 4.0 System. These procedures should be performed in the order that they are presented here.

## Purpose

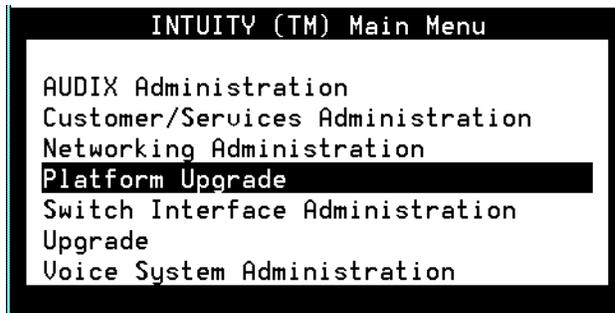
The purpose of this chapter is to ensure that the Lucent INTUITY Release 4 system is placed into service and the Lucent INTUITY Release 2 or Release 3 system is removed from the customer's site in an orderly manner.

## Shutting Down the Lucent INTUITY Release 4 System

---

To shut down the Lucent INTUITY Release 4 system, do the following:

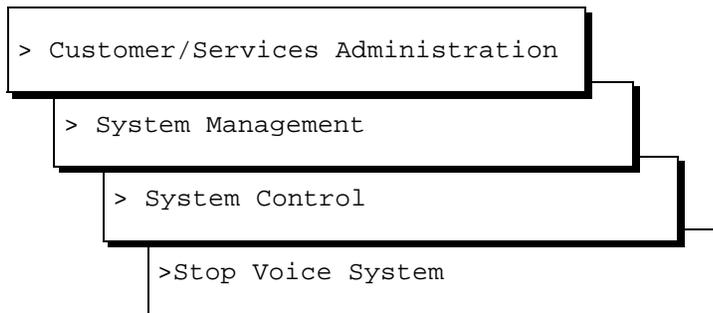
1. Place the A/B switch on the A/B switch box in the "B" position.
2. Start at the Lucent INTUITY Main menu (Figure 7-1).



---

**Figure 7-1. Lucent INTUITY Main Menu**

3. Select



The system displays the Wait Time window (Figure 7-2).



---

**Figure 7-2. Wait Time Window**

4. Enter a number between 60 and 600 to designate how long the system will wait for calls in progress to finish before stopping the voice system.
5. Press **(SAVE)** (F3).

The system displays the following message:

The Voice System is now stopping.

Initiating request to clear all calls in the next 60 seconds.

Orderly idling of the system succeeded.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

Press Enter to Continue.

**⇒ NOTE:**

When the voice system is stopped, the user cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent INTUITY Main menu, but the user cannot select this option. To view INTUITY AUDIX administration screens, the user must restart the voice system. See "Starting the Voice System" for the procedure.

6. Press **(ENTER)**.

7. Starting at the Lucent INTUITY Main Menu (Figure 7-1) select

```
> Customer/Services Administration
> System Management
> System Control
>Shutdown System
```

The system displays the Wait Time window (Figure 7-2).

8. Enter a number between 0 and 60 to designate how long the system will wait for users to log off.
9. Press **SAVE** (F3).

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

```
The system is down.
Press Ctrl-Alt-Del to reboot your computer.
```
10. Remove power from the Lucent INTUITY Release 4 system.
11. Continue with the next procedure "Shutting Down the Lucent INTUITY Release 2 or Release 3 System."

## Shutting Down the Lucent INTUITY Release 2 or Release 3 System

---

To shut down the Lucent INTUITY Release 2 or Release 3 system, do the following:

1. Place the A/B switch on the A/B switch box in the "A" position.
2. Start at the Lucent INTUITY Administration Menu (Figure 7-3).

---

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

---

**Figure 7-3. Lucent INTUITY Administration Menu**

3. Select

```
> Customer/Services Administration
> System Management
> System Control
>Stop Voice System
```

The system displays the following message:

Enter y to continue, n to quit.

4. Enter **y**

The system displays the following message:

```
The Voice System is now stopping.
```

```
Initiating request to clear all calls in the next 60
seconds.
```

```
Orderly idling of the system succeeded.
```

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

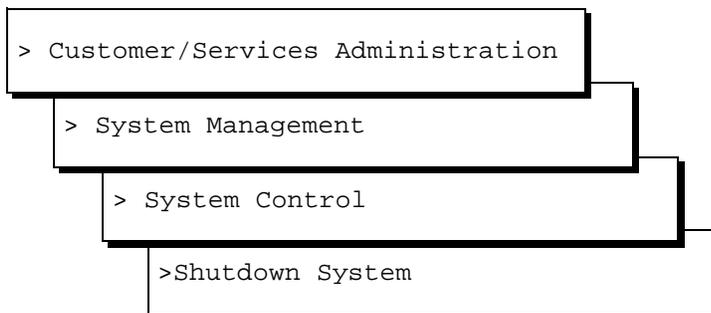
Press Enter to Continue.

**⇒ NOTE:**

When the voice system is stopped, the user cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent INTUITY Main menu, but the user cannot select this option. To view INTUITY AUDIX administration screens, the user must restart the voice system. See "Starting the Voice System" for the procedure.

5. Press **(ENTER)**.

6. Starting at the Lucent INTUITY Administration Menu (Figure 7-3) select



The system displays the following message:

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

7. Enter **y**

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your computer.
```

8. Remove power from the Lucent INTUITY Release 2 or Release 3 system.

Continue with the next procedure "Rearranging the Lucent INTUITY Systems."

## **Rearranging the Lucent INTUITY Systems**

---

Once this has been verified and both Lucent INTUITY systems are down, the Lucent INTUITY Release 4 system can be moved to the permanent location designated by the customer. The Lucent INTUITY Release 2 or Release 3 system can be moved out of the way.

To rearrange the Lucent INTUITY systems, do the following:

1. Move the Lucent INTUITY Release 2 or Release 3 system out of the way.
2. Move the Lucent INTUITY Release 4 system to the place designated by the customer.

 **NOTE:**

The Lucent INTUITY Release 4 system must be located so that all the cables that were attached to the Lucent INTUITY Release 2 or Release 3 system will be able to be connected.

3. Continue with the next procedure "Moving the Cables."

## **Moving the Cables**

---

Move all the cables from the Lucent INTUITY Release 2 or Release 3 system to the Lucent INTUITY Release 4 system.

## **Moving the Tip/Ring Cables**

---

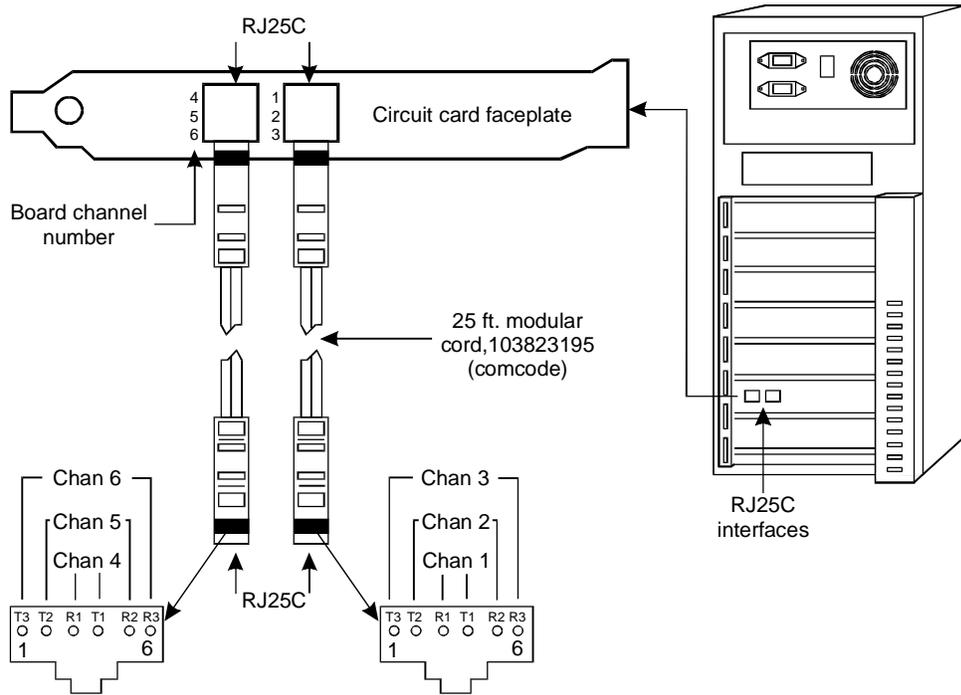
The IVC6 Tip/Ring (AYC10) circuit card uses two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up. You can connect the Tip/Ring circuit card to telephone lines in one of three ways:

- Direct cable connection from the card to the telephone line
- Cable connection from the card through a line splitter and then to the telephone line
- Cable connection using a Tip/Ring distribution panel to the telephone line

### **Direct Cable Connection**

When you use a two-conductor modular cord to make a direct connection from either of the two Tip/Ring circuit card jacks to the telephone line, only line 1 or line 4 of the three telephone lines is connected.

Figure 7-4 shows a typical direct Tip/Ring line connection for the IVC6 Tip/Ring circuit card.



**Figure 7-4. Direct Line Connection from IVC6 (AYC10) Tip/Ring Card**

### Cable Connection Using a Line Splitter

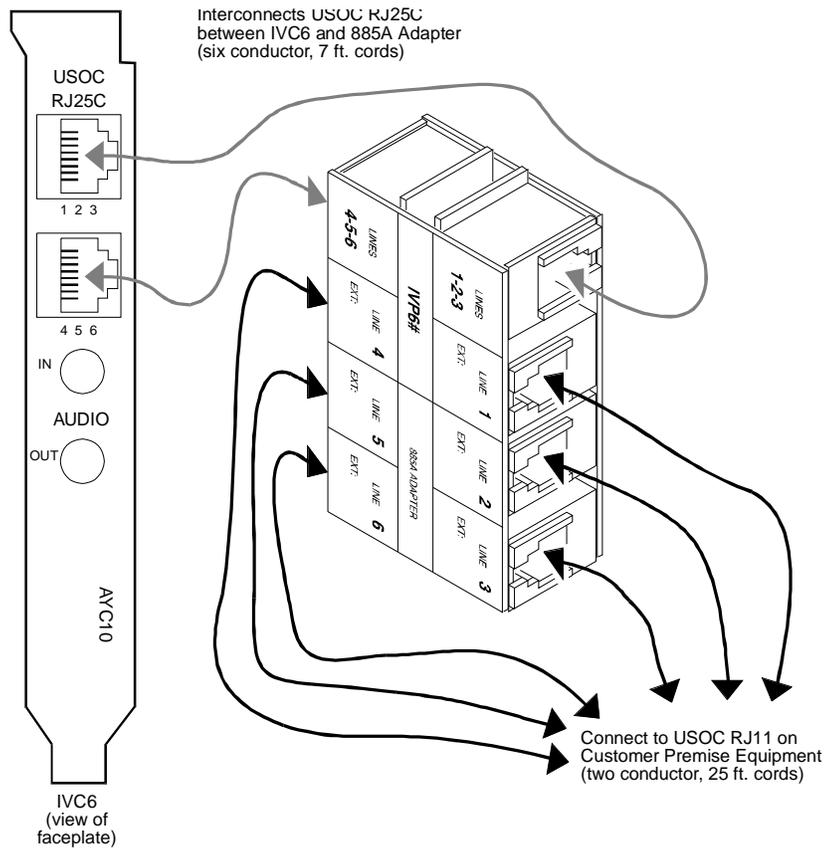
Adapters or line splitters enable you to use multiple channels in modular cords.

#### 855A Adapter

Using the 855A adapter or line splitter (Figure 7-5) to connect the IVC6 Tip/Ring card to the telephone line enables you to use all three channels in the 6-pin-conductor modular cord.

**NOTE:**

Be sure to record the circuit card slot number and telephone extension numbers on the adapter.



**Figure 7-5. How to Use the 885A Adapter with a Tip/Ring Card**

### 356B Adapter

Using the 356B adapter or line splitter (Figure 7-6) to connect the IVC6 Tip/Ring card to the telephone line enables you to use eight 6-pin-conductor modular cords.

**NOTE:**

Be sure to record the circuit card slot number and telephone extension numbers on the adapter.

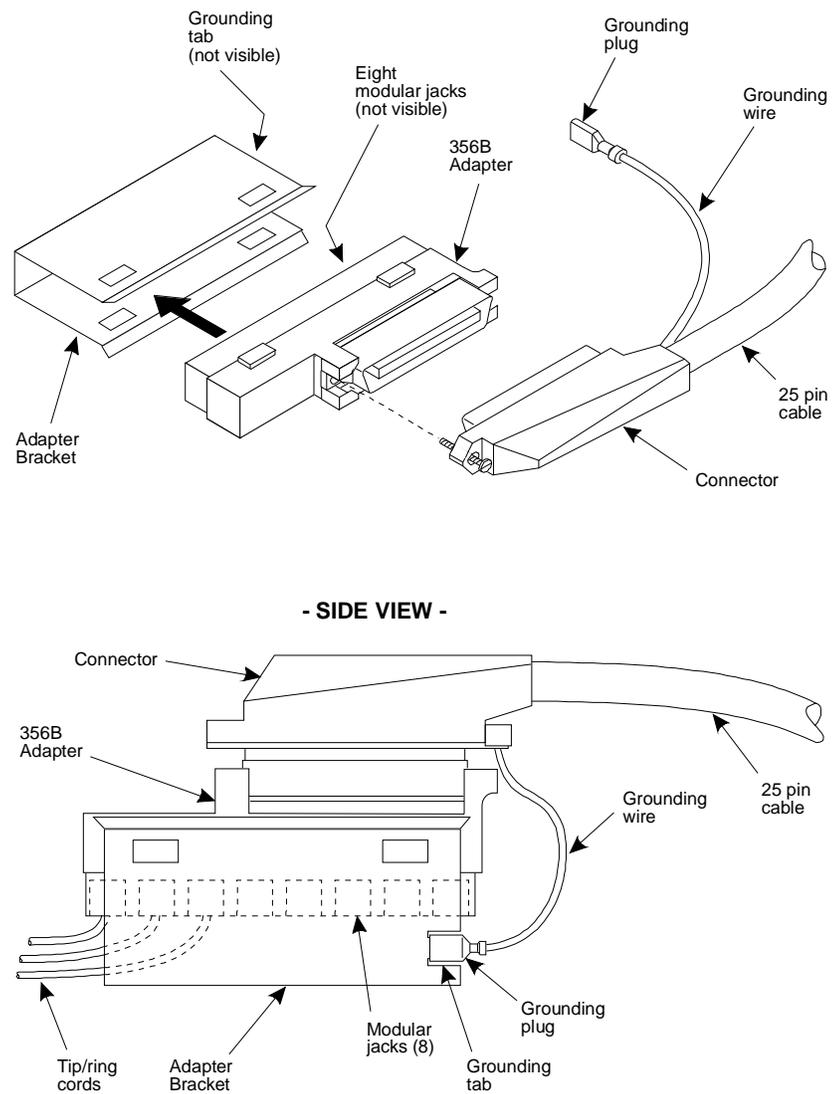
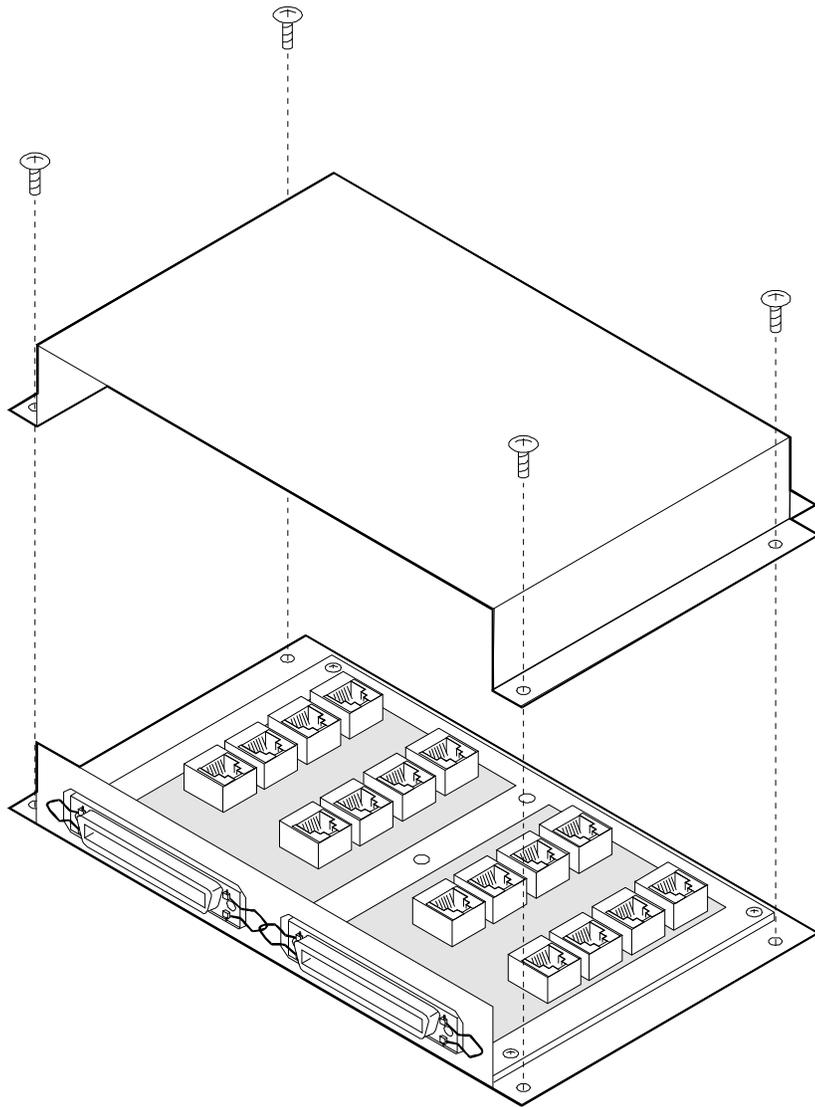


Figure 7-6. How to Use the 356B Adapter with a Tip/Ring Card

### Cable Connection Using the Tip/Ring Distribution Panel

The Tip/Ring distribution panel is located on the back of the chassis. This panel provides a simplified wiring scheme for connecting to the local customer premise equipment or building connecting block provided by the central office.

To connect the panel, do the following:



---

**Figure 7-7. Tip/Ring Distribution Panel**

1. Table 7-1 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring cards to the panel.

**Table 7-1. Connecting the Modular Cords from the Tip/Ring Circuit Cards to the Tip/Ring Distribution Panels**

<b>T/R Card</b>	<b>Channel Numbers on the T/R Card</b>	<b>First Distribution Panel Jack Number</b>	<b>Second Distribution Panel Jack Number</b>
1st	1,2,3	J1	—
	4,5,6	J2	—
2nd	1,2,3	J3	—
	4,5,6	J4	—
3rd	1,2,3	J5	—
	4,5,6	J6	—
4th	1,2,3	J7	—
	4,5,6	J8	—
5th	1,2,3	J9	—
	4,5,6	J10	—
6th	1,2,3	J11	—
	4,5,6	J12	—
7th	1,2,3	J13	—
	4,5,6	J14	—
8th	1,2,3	J15	—
	4,5,6	J16	—
9th	1,2,3	—	J1
	4,5,6	—	J2
10th	1,2,3	—	J3
	4,5,6	—	J4
11th	1,2,3	—	J5
	4,5,6	—	J6
12th	1,2,3	—	J7
	4,5,6	—	J8

Use this information, the channel numbers on the Tip/Ring circuit cards, and the number of Tip/Ring circuit cards in the system to connect the Tip/Ring circuit card modular jacks to the appropriate jacks on the Tip/Ring distribution panel.

2. After you insert the modular cord into the appropriate jack, remove any slack in the cable on the back of the unit by dressing it so that it is stored in the area above the distribution panel. Use cable ties, if necessary, to dress the cables neatly.
3. Make telephone line connections to the Lucent INTUITY Release 4 system with the 25-ft. 50-conductor shielded cable(s) equipped with USOC RJ21X connections.

### **Connecting Asynchronous Devices to the Multi-Port Serial Circuit Card**

---

There are two ways to connect the Lucent INTUITY Release 4 system to a terminal, modem, or other DTE or DCE devices via an asynchronous link:

- Using COM1, an asynchronous port on the rear of the Lucent INTUITY Release 4 system
- Using the additional asynchronous ports on the optional Multi-port Serial card

#### **⇒ NOTE:**

The Lucent INTUITY Release 4 system provides two asynchronous ports, COM1 and COM2. However, COM2 is reserved for Lucent remote maintenance and is not available to use for asynchronous connections.

### **Using COM1**

A 9-pin D subminiature male connector is provided on the rear panel of the Lucent INTUITY Release 4 system for COM1. This connector connects internally to the CPU. COM1 supports asynchronous host connections running at 300–19,200 baud. Networking modems typically use the 19,200 baud rate.

### **Using the Multi-Port Serial Circuit Card**

The optional multi-port serial circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices. Each multi-port serial circuit card includes eight 6-conductor 14-ft modular cords. The faceplate of the card contains modular jacks. These jacks connect to two types of 25-pin D subminiature adapters, one of which is needed for each device you are connecting:

- A terminal/printer adapter for connection to terminals, printers, or other DTE devices
- A modem adapter for connection to modems or other DCE devices

#### **⇒ NOTE:**

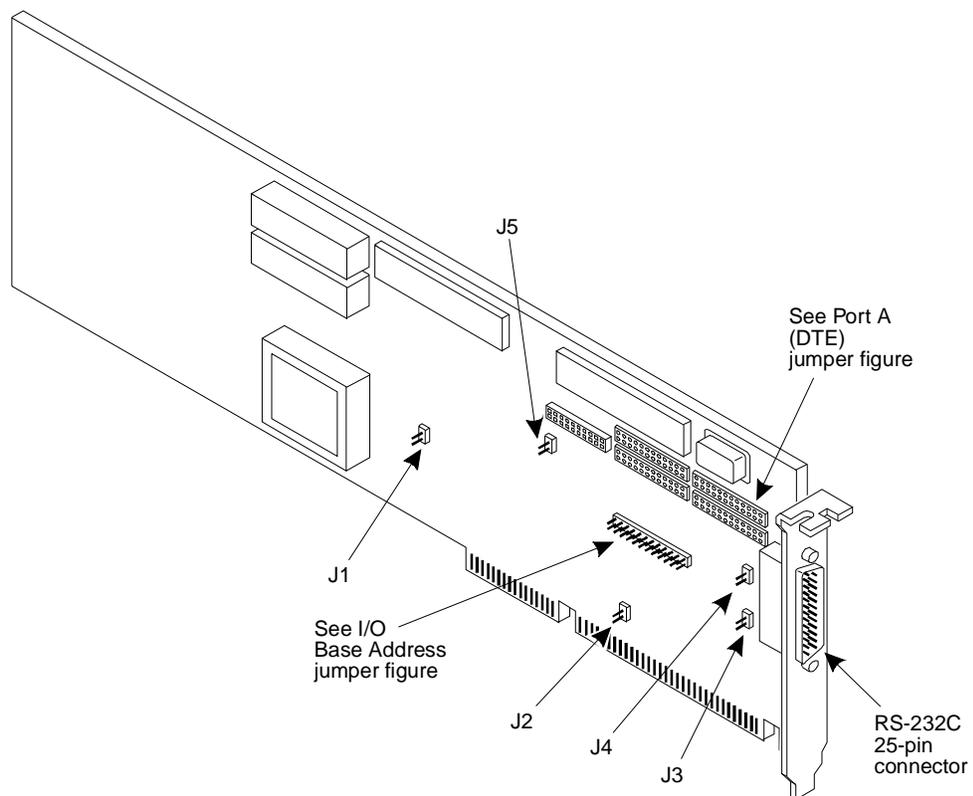
These are special adapters that have been customized for use with the multi-port serial circuit card.

Follow the instructions provided with the device(s) you are installing for connection and setup.

### Connecting the GP-Synch or DCIU Circuit Card

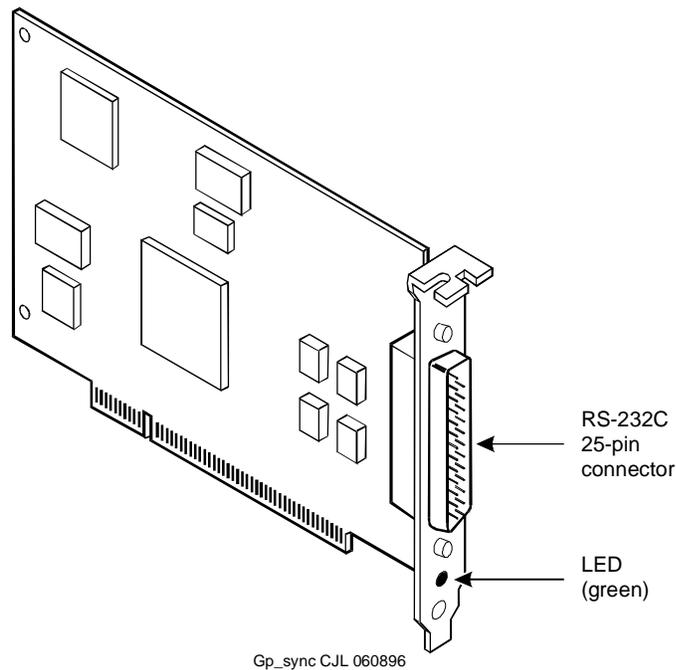
The GP-Synch (Figure 7-8) or the DCIU (Figure 7-8) circuit card connects to Lucent switches through an X.25 link.

---



---

**Figure 7-8. GP-Synch Circuit Card**



**Figure 7-9. DCIU Circuit Card**

### **Connecting the ACCX Circuit Card**

---

Lucent INTUITY supports networking channels via digital and analog remote connections from the ACCX card using DCP and RS-232 links, respectively. Each ACCX card terminates four data channels in one of the following combinations:

- Two DCP lines, each providing two I-channels. Depending on the version of the switch to which you are connecting, you may only be able to use one of the two I-channels of each DCP circuit:
  - System 75 R1V3, DEFINITY G1 R1V4, and DEFINITY G3i, G3s, or G3vs Version 1 support the use of one I-channel only.
  - System 85, DEFINITY G2, and DEFINITY G3i, G3s, and G3vs Version 2 support the use of both of the I-channels.



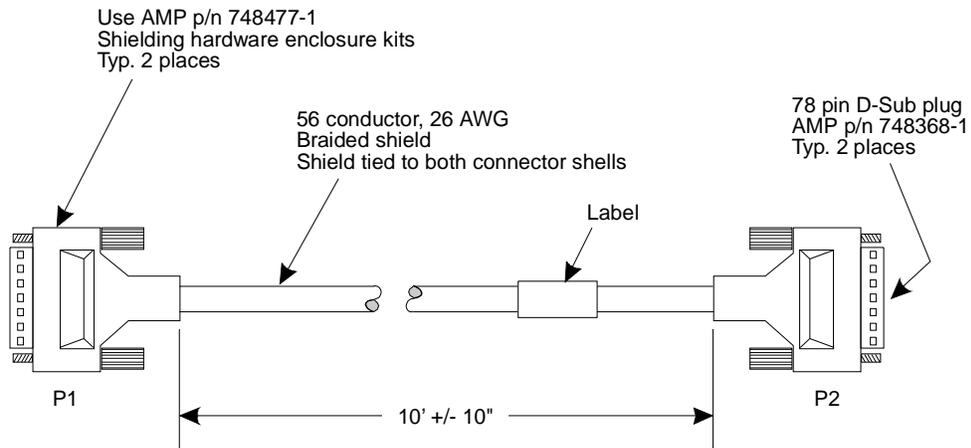
**NOTE:**

For DEFINITY G3i, G3s, and G3vs, this option must be installed and administered on the switch before you perform Lucent INTUITY system administration.

- Four RS-232 ports
- One DCP line (two I-channels) and two RS-232 ports

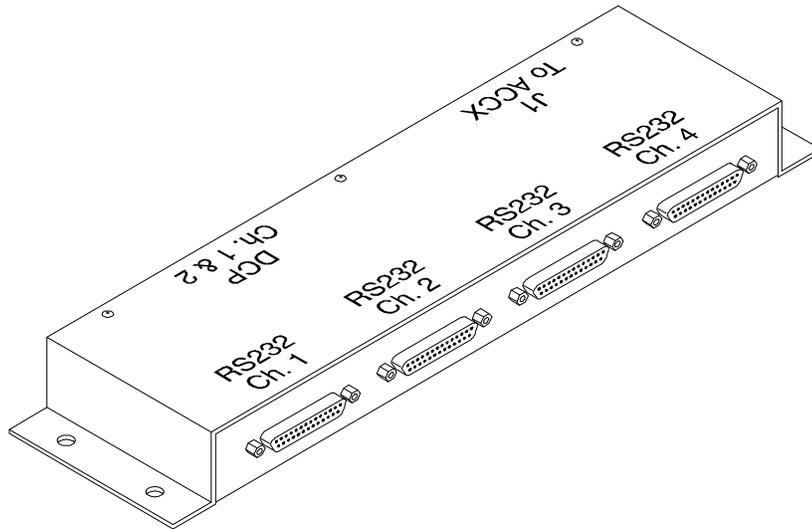
A break-out box and a cable are provided with each ACCX card. Use the cable (Figure 7-10) to connect from the card to the breakout box. The RS-232 line then connects through a modem to the customer connecting block (Figure 7-11). The DCP line connects directly to the block (Figure 7-12).

You can place the box on the floor or attach it to the wall. The cable length allows placement up to 10 feet away from the computer.



---

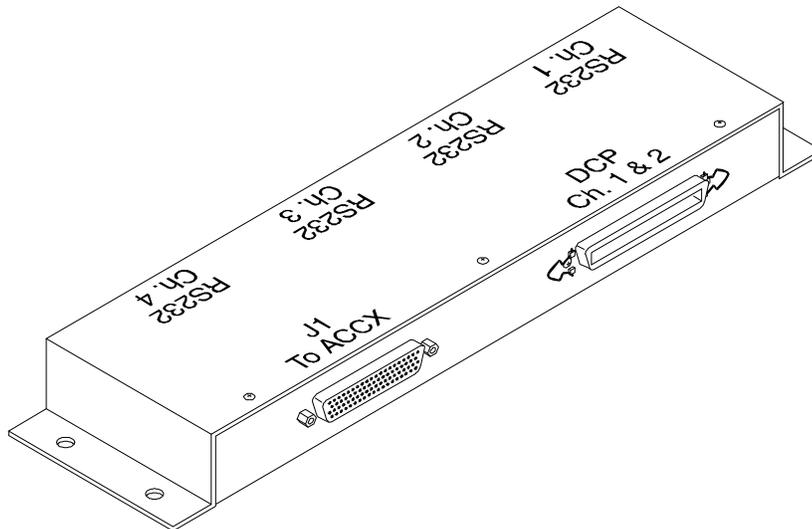
**Figure 7-10. Cable for Connecting the ACCX Card and Break-Out Box**



---

**Figure 7-11. RS-232 Connections on a Break-Out Box**

---



---

**Figure 7-12. DCP Connections on a Break-Out Box**

---

### **Connecting the LAN Circuit Card**

---

The type of cable you use to connect the LAN ethernet card to the customer's LAN depends on the connection already in use for the LAN. This cable connection can be one of three types:

- Thin Ethernet (BNC)
- Thick Ethernet (AUI)
- 8-pin modular connector (Tbase or twisted pair)



**CAUTION:**

*Do NOT cable the ethernet LAN card before you power up. Doing so can disturb the customer's existing LAN. See Chapter 8, "Initial Administration and Test for TCP/IP Networking and Message Manager," for information on how and when to cable.*

If your system is equipped with a DEFINITY switch, continue with the next procedure "Releasing the Switch Data Link."

If your system is not equipped with a DEFINITY switch, skip the next procedure and continue with "Changing the Default Announcement Set."

## Releasing the Switch Data Link



### **CAUTION:**

*If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with "Testing the Lucent INTUITY Release 4 System."*

For the purpose of releasing the data link, DEFINITY switches are divided as follows:

- System 75, G1, and G3
- G2

### Releasing the Data Link on a System 75, G1, or G3 Switch

To release the data link, do the following:

1. Enter **release link n**



#### **NOTE:**

N is the number of the link going to the Lucent INTUITY system. N may have a value of 1 to 8.

If additional information is needed, see the documentation associated with the DEFINITY switch.

2. Continue with the next procedure "Changing the Default Announcement Set."

### Releasing the Data Link on a G2 Switch

To release the data link, do the following:

1. Enter **proc650 test 3**
2. Press the busyout key twice.

If additional information is needed, see the documentation associated with the DEFINITY switch.

3. Continue with the next procedure "Changing the Default Announcement Set."

## **Controlling Call Transfers on the Lucent INTUITY Release 4 System**

---

The following procedures describe how to deny transfers to certain numbers out of the AUDIX system and enable transfers to others. Setting up control on call transfers requires that you:

- Deny call transfers to some numbers
- Allow call transfers to other numbers

### **Denying Call Transfers**

---

To deny call transfers, do the following:

1. Contact the remote maintenance center and have them activate transfer security.
2. Starting at the Lucent INTUITY Main menu (Figure 7-1), select

```
> Voice System Administration
> Transfer Security
> Denied Numbers
>Add Denied Transfer Numbers
```

The system displays the Add Denied Transfer Numbers window (Figure 7-13).

---

```
Add Denied Transfer Numbers
Transfer Numbers: [From] [To]
```

**Figure 7-13. Add Denied Transfer Numbers Window**

3. Enter a starting extension number in the `From` field.
4. Enter an ending extension number in the `To` field.

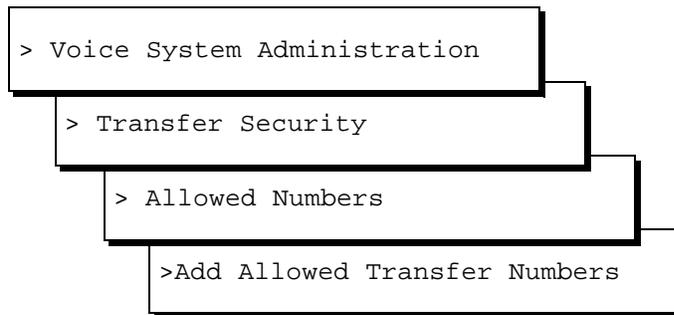
This will deny call transfers to all numbers between these two fields. For example, entering 4001 in the `From` field and 5999 in the `To` field would restrict 4-digit transfers to any numbers between 4000 and 6000.

5. Press `SAVE` (F3).

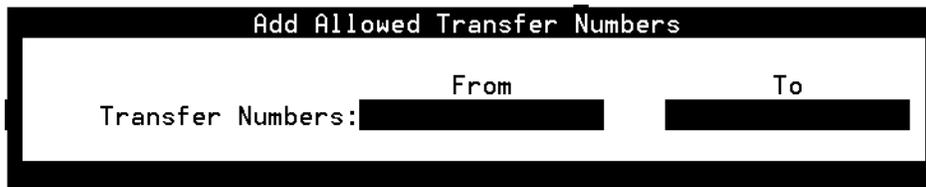
### Allowing Call Transfers

To allow call transfers, do the following:

1. Starting at the Lucent INTUITY Main menu (Figure 7-1), select



The system displays the Add Allowed Transfer Numbers window (Figure 7-14).



---

**Figure 7-14. Add Allowed Transfer Numbers Window**

2. Enter a starting extension number in the `From` field.
3. Enter an ending extension number in the `To` field.

This will allow call transfers to all numbers between these two fields. For example, entering 4001 in the `From` field and 5999 in the `To` field would allow 4-digit transfers to any numbers between 4000 and 6000.

4. Press `SAVE` (F3).

## Changing the Default Announcement Set

---

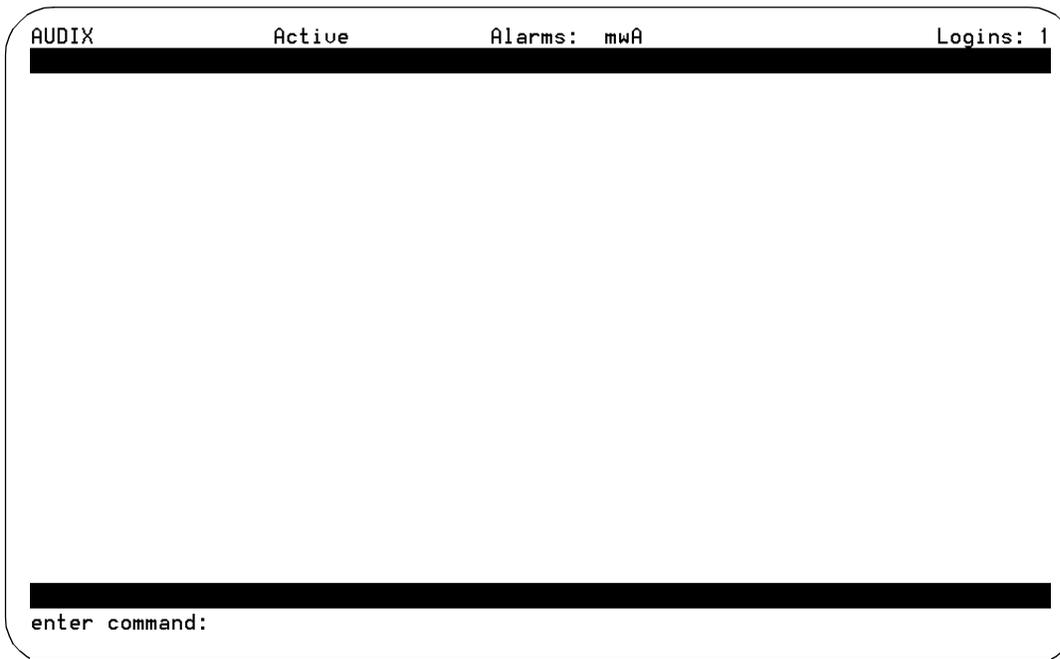
### CAUTION:

*If the Lucent INTUITY Release 2 or Release 3 system did not use a custom announcement set as the default, do not complete the procedures listed in this section. Continue with "Testing the Lucent INTUITY Release 4 System."*

1. Starting from the Lucent INTUITY Main menu (Figure 7-1), select

```
> AUDIX Administration
```

The system displays the AUDIX Administration screen (Figure 7-15).

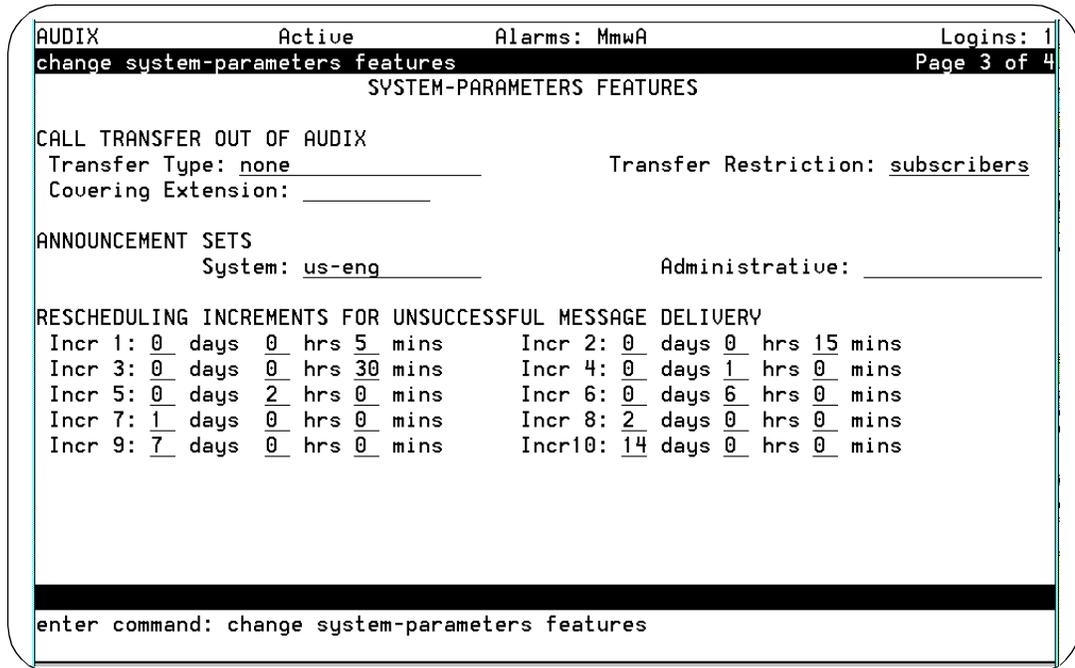


**Figure 7-15. AUDIX Administration Screen**

2. At the `enter command:` prompt, enter either:

Full Command Version	Short Command Version
<b>change system-parameters features</b>	<b>ch sys f</b>

The system displays the System-Parameters Features screen (Figure 7-16).



**Figure 7-16. System-Parameters Features Screen**

3. Press **(NEXTPAGE)** (F7) twice to see page 3.
4. Press **(TAB)** until the cursor is on the `Announcement Sets` field
5. Enter the name of the default announcement set.  
This is the name you wrote down in Table E-1.
6. Press **(CANCEL)** (F1).  
The system displays the AUDIX Administration screen (Figure 7-15).
7. Enter **exit**  
The system displays the Lucent INTUITY Main menu (Figure 7-1).
8. Continue with the next procedure.

## Testing the Lucent INTUITY Release 4 System

---

Once the cables are connected to the Lucent INTUITY Release 4 system, test the system. See *Lucent INTUITY Messaging Solutions Release 4.0 MAP/40 and MAP/40s System Installation* or *Lucent INTUITY Messaging Solutions Release 4.0 MAP/100 System Installation* for the test procedures.

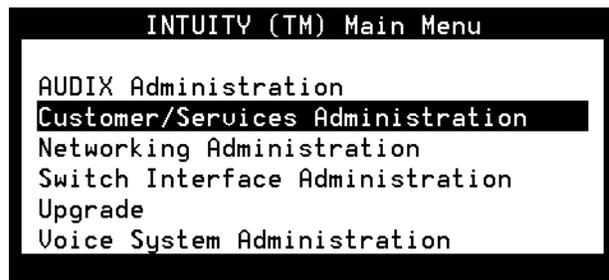
Continue with the next procedure “Assigning Passwords.”

## Assigning Passwords

---

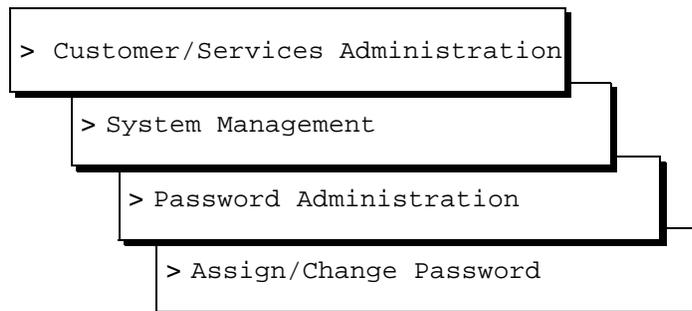
Use the default craft password to change the password for the sa, vm, craft, and/or cas (call accounting system) logins.

1. Start at the Lucent INTUITY Main menu (Figure 7-17).



**Figure 7-17. Lucent INTUITY Main Menu**

2. Select



The system displays the Assign/Change Password window (Figure 7-18).



---

**Figure 7-18. Assign/Change Password Window**

3. Press **(CHOICES)** (F2) to display a list of options, select the login for which you want to change the password.
4. Press **(ENTER)**.
5. Press **(SAVE)** (F3).

6. The system displays the following message:

```
You are about to change the password for 'sa'.  
Press <y> to confirm.  
Press <n> to cancel.
```

7. Enter **y** to change the password.

The system displays the following message:

```
Changing password command for sa  
New Password:
```

8. Enter the new password exactly as it is provided by the customer.

**⇒ NOTE:**

If the customer is available, have them type in the passwords directly.

The system displays the following message:

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

9. Enter the new password again.

**⇒ NOTE:**

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

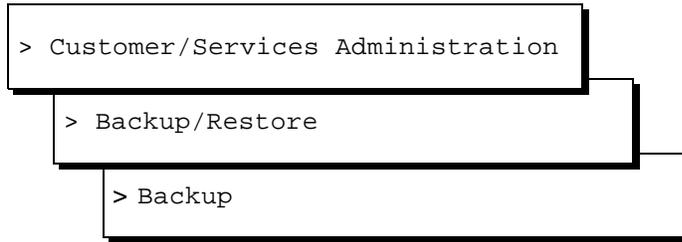
10. Repeat Step 4 through Step 9 for each remaining login password you wish to change.
11. Press **(CANCEL)** (F6) until you reach the Lucent INTUITY Main menu (Figure 7-17).

## Backing-Up the Lucent INTUITY Release 4 System

---

To perform an attended backup of the Lucent INTUITY Release 4 system, do the following:

1. Starting at the Lucent INTUITY Main Menu (Figure 7-17) select



The system displays the Backup window (Figure 7-19).

---

Backup	
<u>S</u> ystem Data	<u>Y</u> es
<u>A</u> UDIX Announcements	<u>N</u> o
<u>A</u> UDIX Names	<u>Y</u> es
<u>G</u> reetings and Messages	<u>Y</u> es
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

---

Figure 7-19. Backup Window

2. Enter **n** in the AUDIX Announcements field.
3. Enter **y** in the other fields.



**NOTE:**

The fields displayed on the Backup window are based on the system's configuration. Therefore, the window you see may look different than the one shown here.

4. Press  (F3).

The system displays the following message.

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

```
the backup will need approximately:
x yyy MB cartridge tape(s)
```

5. Make sure that there are enough cartridge tapes to accommodate the backup.

The system displays the following message:

```
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. The Lucent INTUITY Release 4 system verifies a backup tape by reading back the entire set of data it has just written on the tape.



**NOTE:**

Verifying the back-up tape increases the total time for backup from 1-1/2 hours to 3 hours. Verification is not necessary to ensure a good back-up tape.

To verify the back-up tape press **y**. If you do not want to verify the backup tape press **n**.

The system displays the following message:

```
please insert a tape into the tape drive to back up
tape 1
press <Enter> when tape is inserted
press <Esc> key to terminate the backup
```

7. Insert the first cartridge tape in the tape drive.

8. Press **ENTER** when the tape drive is idle.

The system displays a series of messages indicating what is being stored on the backup tape.

 **NOTE:**

The light on the 2-Gbyte drive will blink when the drive is in use. If the light is not blinking, the tape drive is idle. The light on the 525-Mbyte tape drive is on when the drive is in use. If the light is not on, the tape drive is idle.

9. If another tape is necessary
  - a. Remove the current tape.
  - b. Label the tape with the current date and back-up data type(s) and tape numbers.
  - c. Insert the next tape.

If another tape is not necessary, continue with Step 10.

When the backup is complete and the system displays the following message.

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

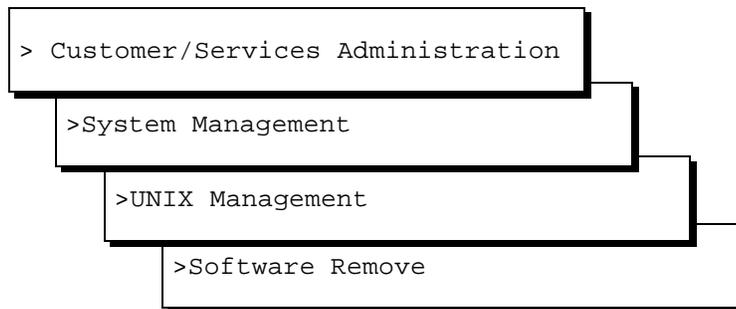
10. Press **ENTER**.
11. Press **CANCEL** three times to return to the Lucent INTUITY Main Menu (Figure 7-17).
12. Continue with the next procedure "Removing the Upgrade Package."

## **Removing the Upgrade Package**

Before turning the Lucent INTUITY Release 4 system over to the customer, remove the upgrade package. This gives the customers more available space on their systems.

To remove the upgrade package, do the following:

1. Starting at the Lucent INTUITY Main menu (Figure 7-17), select



The system displays the Software Remove screen (Figure 7-20).

```
The following packages are available:
1  APPLset      AUDIX(R) Application Set
                   (AUDIX) 4.0-7
2  AUDIXset     INTUITY Platform AUDIX Set
                   (i486) FID7-i.1.0
3  AUDIXtune    INTUITY Platform AUDIX Tuning
                   (i486) i.1.0-FID7
4  DCIUset      INTUITY Platform DCIU Set
                   (i486) i.1.0-FID7
5  INTUNIX      UnixWare 1.1.2 Enhancement Set
                   (486) 1.0
6  INTUNIX1     UnixWare 1.1.2 Platform Enhancements Extension
                   (486) 1.0
7  IVC6DI       AT&T Intuity IVC6 Device Interface for softFAX 2.0
                   (x86sur4_wicd1) i.1.0-FID7
8  TSM          INTUITY Transaction State Machine Package
                   (i486) i.1.0-FID7
9  UM           AUDIX(R) Module marker file
                   (AUDIX) NA
10 UM-dfltdb    AUDIX(R) Default db
                   (AUDIX) 4.0-7

... 69 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

**Figure 7-20. Software Remove Screen**

2. Select the Upgrade Package `platupg`.
3. Type in the number to the left of the package name.
4. Press `ENTER` .
5. Enter `q`
6. If you installed a LAN circuit card on the Lucent INTUITY Release 2 or Release 3 system, continue with the next procedure "Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System".  
  
If you did not install a LAN circuit card on the Lucent INTUITY Release 2 or Release 3 system, you have completed the upgrade.

## Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System

---

 **CAUTION:**

*If you did not install the LAN circuit card in the Lucent INTUITY Release 2 or Release 3 system, do not complete these procedures. Continue with "Repacking and Returning the RUK."*

To remove the LAN circuit card from the Lucent INTUITY Release 2 or Release 3 system, do the following:

 **CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY Release 4 MAP/40 and MAP/40s Maintenance for detailed electrostatic discharge precautions.*

1. Access the circuit card cage. See the appropriate appendix for the correct procedures for shutting down and getting inside of your platform.
2. Remove the LAN circuit card from the Lucent INTUITY system.
3. Place the LAN circuit card in the reusable upgrade kit so it can be used at the next upgrade site.
4. Replace any circuit cards you removed to make room for the LAN circuit card.
5. Close the circuit card cage. See the appropriate appendix for the correct procedures for closing your platform.

Repacking and Returning the RUK

 **CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY Release 4 MAP/40 and MAP/40s Maintenance for detailed electrostatic discharge precautions.*

Repack the RUK in the box in which it was provided and ship it to the remote maintenance center. Use Table 7-2 to ensure all portions of the RUK are included.

**Table 7-2. RUK Components**

<b>Component</b>	<b>✓</b>
A/B switch box	
Video cables	
Ethernet LAN circuit card	
25-foot coaxial cable with two "T" adapters and terminators	
Pre-upgrade software package	

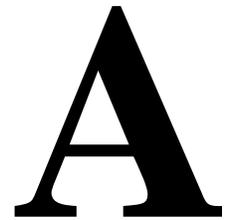
## **Returning the Lucent INTUITY Release 2 or Release 3 System**

---

Pack the Lucent INTUITY Release 2 or Release 3 system in the box in which the Lucent INTUITY Release 4 system was provided and ship it to the remote maintenance center.

---

## Installing a LAN Circuit Card in the MAP/5



---

### Installing the LAN Circuit Card

To install a LAN circuit card you must complete the following steps:

- Stopping the voice system
- Shutting down the Lucent INTUITY system
- Removing power from the computer
- Accessing the circuit card cage
- Preparing the LAN circuit card
- Installing the LAN circuit card
- Closing the computer
- Restoring power to the computer

### Stopping the Voice System

 **CAUTION:**

*When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing with no answer.*

To stop the voice system, do the following:

1. Place the A/B switch in the "A" position.
2. Start at the Lucent INTUITY Administration Menu (Figure A-1).

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

---

**Figure A-1. Lucent INTUITY Administration Menu**

3. Select

```
> Customer/Services Administration
> System Management
> System Control
>Stop Voice System
```

The system displays the following message:

Enter y to continue, n to quit.

4. Enter **y**

The system displays the following message:

The Voice System is now stopping.

Initiating request to clear all calls in the next 60 seconds.

Orderly idling of the system succeeded.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

Press Enter to Continue.

 **NOTE:**

When the voice system is stopped, the user cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent INTUITY Main menu, but the user cannot select this option. To view INTUITY AUDIX administration screens, the user must restart the voice system. See "Starting the Voice System" for the procedure.

5. Press **ENTER**.

You have completed stopping the voice system. Continue with the next procedure "Shutting Down the Lucent INTUITY System".

## Shutting Down the Lucent INTUITY System

1. Starting at the Lucent INTUITY Administration Menu (Figure A-1) select

```
> Customer/Services Administration
> System Management
> System Control
> Shutdown System
```

The system displays the following message:

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

2. Enter **y**

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

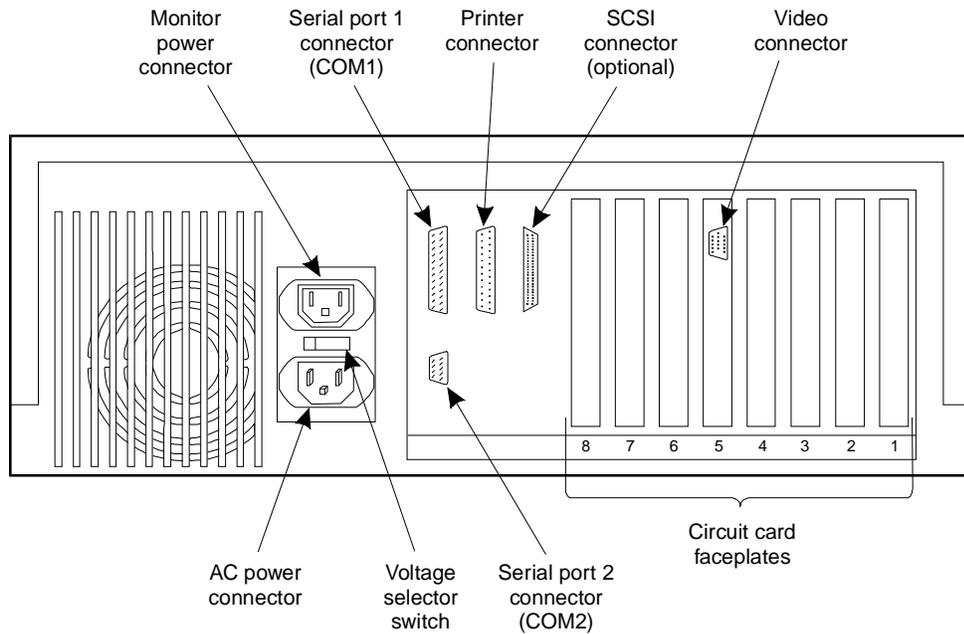
```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your computer.
```

You have completed shutting down the Lucent INTUITY system. Continue with the next procedure "Removing Power from the Computer."

## Removing Power From the Computer

The MAP/5 requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/5 at the point labeled AC input receptacle (Figure A-2).

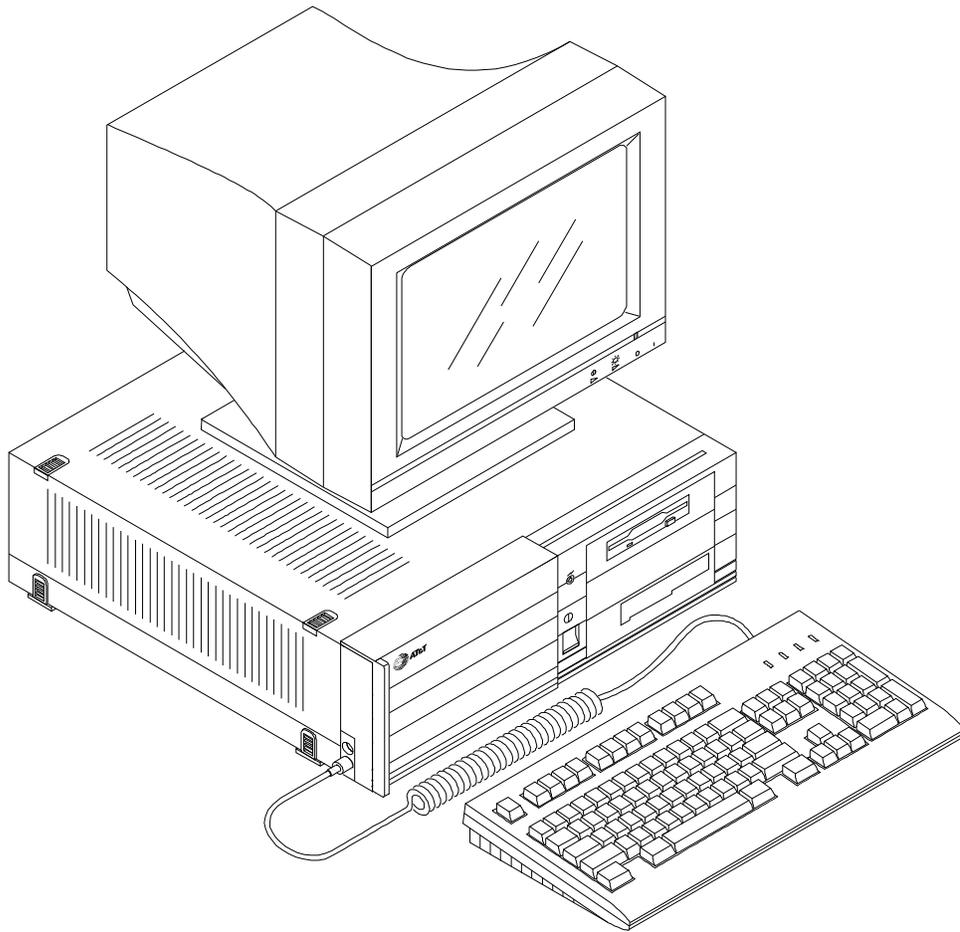


---

**Figure A-2. Back View of the MAP/5**

To remove power from the MAP/5, do the following:

1. Turn off the monitor's power switch.  
The green or amber lamp on the front bottom of the monitor should be off.
2. Turn off the power switch on the front of the MAP/5 next to the cartridge tape drive (Figure A-3).



---

**Figure A-3. Front View of the MAP/5**

3. Remove the incoming AC line (Figure A-2).
4. Disconnect keyboard cord (Figure A-3).
5. Disconnect monitor cord (Figure A-2).
6. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

You have completed removing power from the computer. Continue with the next procedure "Accessing the Circuit Card Cage."

### **Accessing the Circuit Card Cage**

---

In order to access the circuit card cage, you must remove the

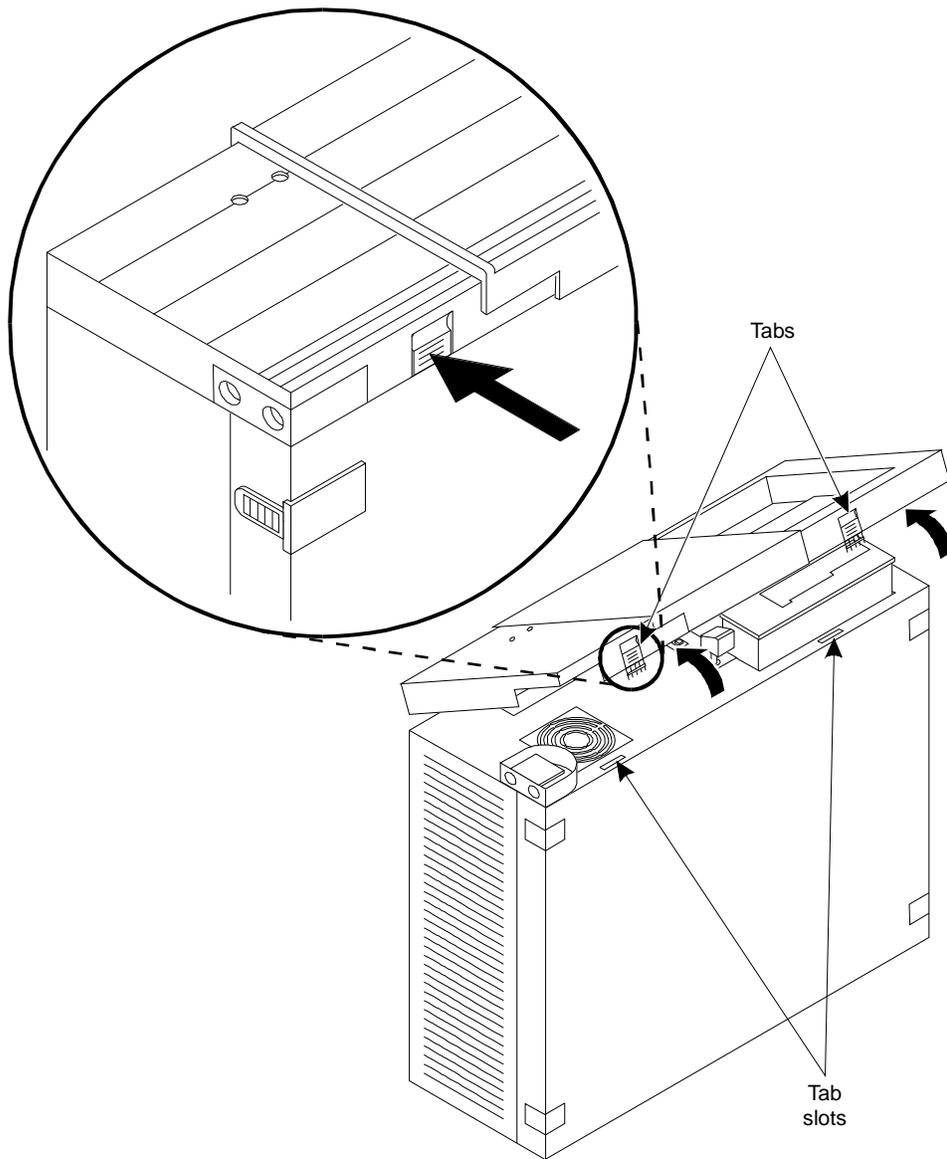
- Front panel
- Top cover

### **Removing the Front Panel**

To remove the front panel, do the following:

1. Place the MAP/5 on its rear panel (Figure A-4).

The bottom of the unit should face toward you. The front panel latches should also face you.



---

**Figure A-4. Removing the MAP/5 Front Panel**

2. Push inward and upward on the two front panel latches to release the bottom edge of the front panel (Figure A-4).

The front panel is flexible enough for you to press one latch and then the other.

3. When the bottom of the front panel is loose, rotate the panel away from you and lift it to remove.

4. Return the unit to its correct desktop position.

### **Removing the Top Cover**

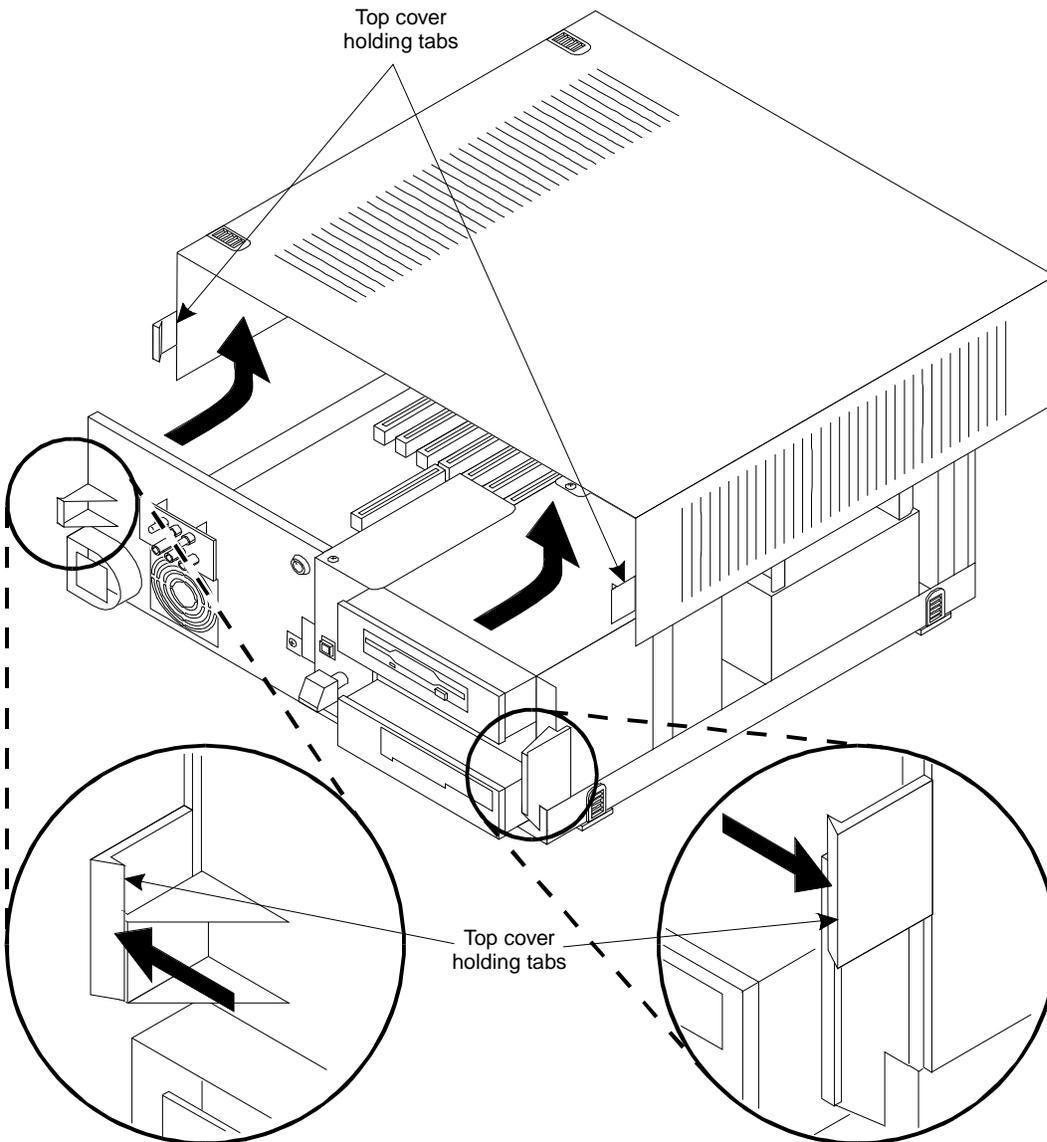
To remove the top cover, do the following:

1. Unlock the system unit by inserting the key in the lock and turning it counter-clockwise to the unlocked position.

A case lock is located next to the floppy disk drive on the front of the unit (Figure A-5). Keys are included with the system. The case lock must be in the open position in order to remove the top cover.

2. Press the holding tabs outward while pushing the top cover away from you.

The locking tabs are located on either side of the front of the unit.



---

**Figure A-5. Removing the MAP/5 Top Cover**

3. Slide the top cover as far back as it will go, which is about 1/2-inch.
4. Lift the top cover straight up to remove.

You have completed accessing the circuit card cage. Continue with the next procedure "Preparing the LAN Circuit Card."

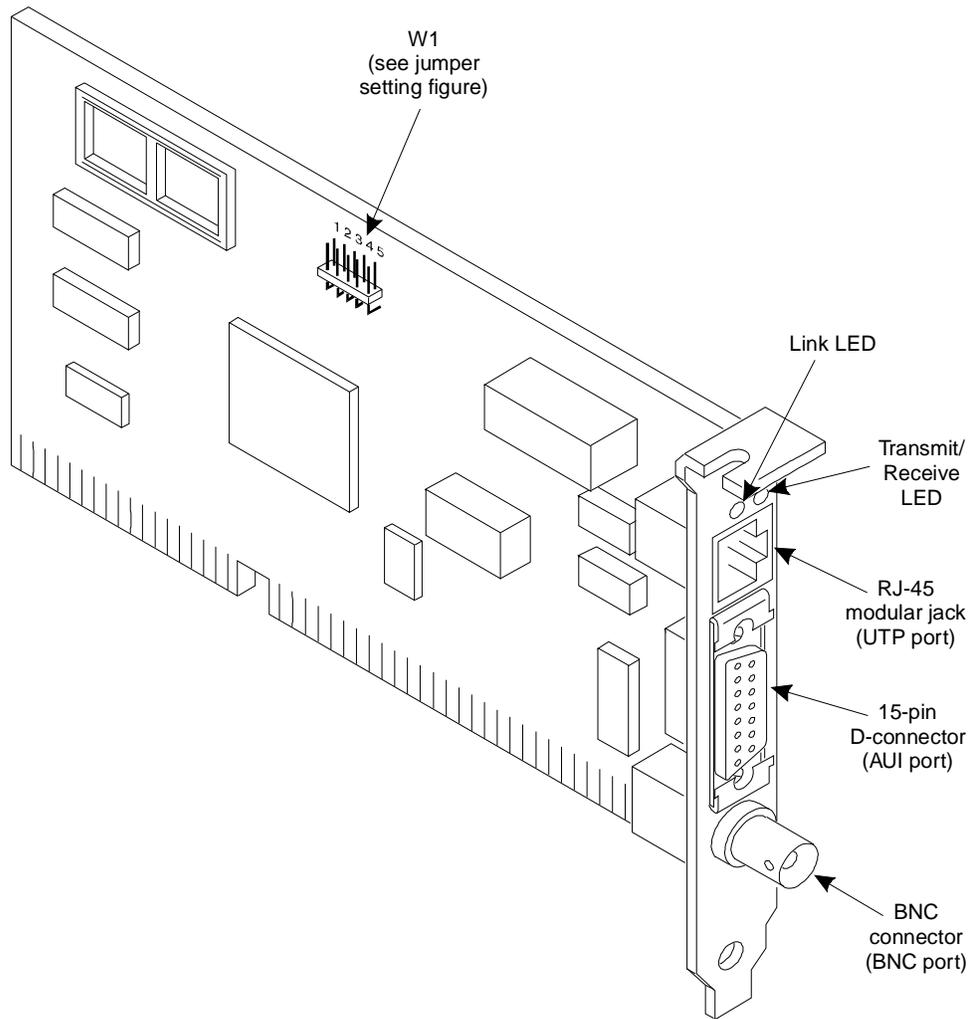
## Preparing the LAN Circuit Card

---

 **CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY Release 4 MAP/40 and MAP/40s Maintenance for detailed electrostatic discharge precautions.*

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure A-6 shows the location of the jumper.



---

**Figure A-6. The Ethernet LAN Interface Card with Jumper Location**

**Switches**

There are no switches to set on the LAN card.

## Jumpers

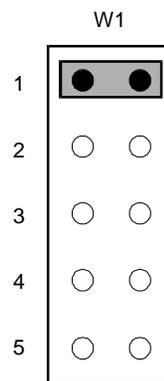
The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure A-7 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - C8000

The jumper default setting for W1 is "1," which configures the card to be software programmable beginning at the default settings. Figure A-7 illustrates the placement of the jumper.

---



---

**Figure A-7. LAN Card Jumper Setting**

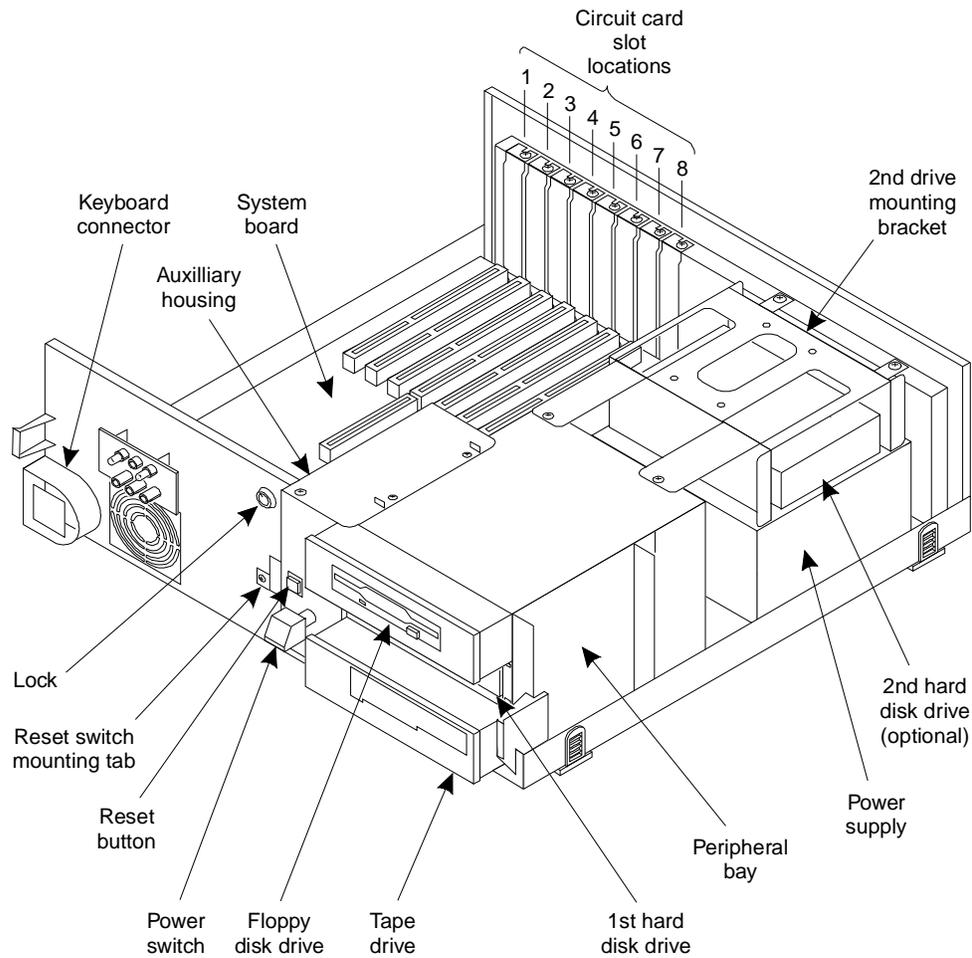
After setting the jumper, continue with the next procedure "Installing the LAN Circuit Card."

## Installing the LAN Circuit Card

---

1. Locate the slot in which the LAN circuit card should be placed (Figure A-8).

The LAN circuit card should be placed in Slot 2.



**Figure A-8. Internal View of the MAP/5**

2. Holding the circuit card by its upper corners, slide the card into the backplane connector slot .
3. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
4. Secure the circuit card faceplate into position by replacing the retaining screw.

You have completed the procedure for installing the LAN circuit card. Continue with the next procedure "Closing the Computer."

## **Closing the Computer**

---

To close the computer, do the following:

1. Align the top cover with the MAP/5 so that the front of the top cover is about 1/2-inch from the front of the MAP/5 (Figure A-5).
2. Lower the cover over the MAP/5 until the cover is parallel with the bottom of the MAP/5.
3. Pull the top cover toward you until it snaps into the locking tabs located on either side of the front of the MAP/5.
4. Lock the MAP/5 by inserting the key into the lock and turning clockwise to the locked position.
5. Place the MAP/5 on its rear panel. The bottom of the MAP/5 will be facing you (Figure A-4).
6. Align the front panel with the front of the MAP/5 and hook the top flanges of the panel underneath the top cover.
7. Lower the panel and snap into position so that the panel latches have caught.
8. Return the MAP/5 to its correct desktop position.

You have completed the procedure for closing the computer. Continue with the next procedure "Restoring Power to the Computer."

## **Restoring Power to the Computer**

---

To restore power to the computer, do the following:

1. Place the MAP/5 power cord in the AC input receptacle on the rear of the unit (Figure A-2).
2. Plug the MAP/5 power cord into the designated power outlet.
3. Turn on the power switch on the front of the MAP/5 (Figure A-3).  
The green lamp, labeled POWER ON, on the front of the unit should be lit.
4. Turn on the monitor's power switch.  
The green or amber lamp on the front bottom of the monitor should be lit.
5. The Lucent INTUITY system will automatically boot and the voice system will be started.

You have completed the procedure for restoring power to the computer.



---

## Installing a LAN Circuit Card in the MAP/40

# B

---

### Installing the LAN Circuit Card

To install a LAN circuit card you must complete the following steps:

- Stopping the voice system
- Shutting down the Lucent INTUITY system
- Removing power from the computer
- Accessing the circuit card cage
- Preparing the LAN circuit card
- Installing the LAN circuit card
- Closing the computer
- Restoring power to the computer

### Stopping the Voice System

 **CAUTION:**

*When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing with no answer.*

To stop the voice system, do the following:

1. Place the A/B switch in the "A" position.
2. Start at the Lucent INTUITY Administration Menu (Figure B-1).

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

---

**Figure B-1. Lucent INTUITY Administration Menu**

3. Select

```
> Customer/Services Administration
> System Management
> System Control
>Stop Voice System
```

The system displays the following message:

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

4. Enter **y**

The system displays the following message:

```
The Voice System is now stopping.
```

```
Initiating request to clear all calls in the next 60
seconds.
```

```
Orderly idling of the system succeeded.
```

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

Press Enter to Continue.



**NOTE:**

When the voice system is stopped, the user cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent INTUITY Main menu, but the user cannot select this option. To view INTUITY AUDIX administration screens, the user must restart the voice system. See "Starting the Voice System" for the procedure.

5. Press **ENTER**.

You have completed stopping the voice system. Continue with the next procedure "Shutting down the Lucent INTUITY system."

### Shutting Down the Lucent INTUITY System

1. Starting at the Lucent INTUITY Administration Menu (Figure B-1) select

```
> Customer/Services Administration
> System Management
> System Control
>Shutdown System
```

The system displays the following message:

Enter y to continue, n to quit.

2. Enter **y**

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

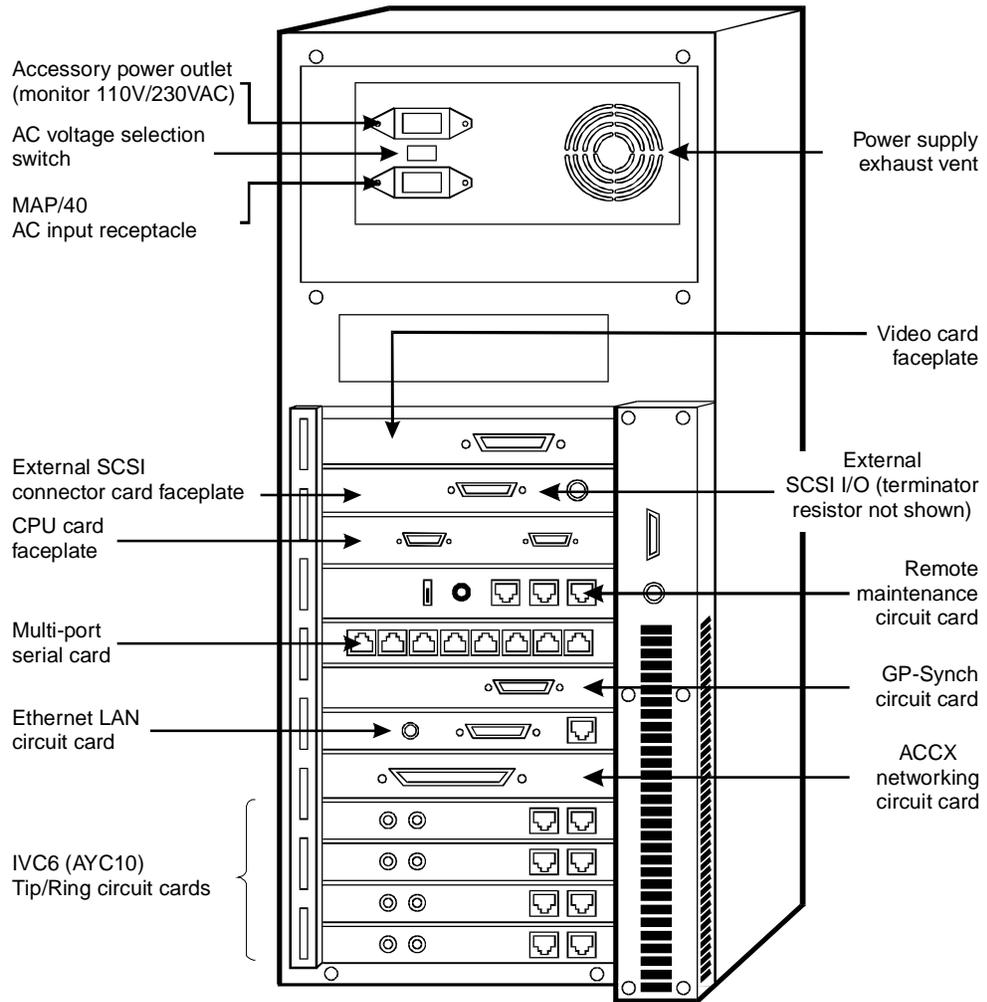
```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your computer.
```

You have completed shutting down the Lucent INTUITY system. Continue with the next procedure "Removing Power from the Computer."

### **Removing Power From the Computer**

The MAP/40 requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/40 at the point labeled AC input receptacle (Figure B-2).



**Figure B-2. Back View of the MAP/40 or 40s**

To remove power from the MAP/40, do the following:

1. Turn off the monitor's power switch.  
The green or amber lamp on the front bottom of the monitor should be off.
2. Turn off the power switch on the front of the MAP/40.  
The green lamp, labeled POWER ON, on the front of the unit should be off.
3. Unplug the MAP/40 from the power outlet.

4. Remove the MAP/40 power cord from the AC input receptacle on the rear of the MAP/40 (Figure B-2).
5. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

You have completed removing power from the computer. Continue with the next procedure "Accessing the Circuit Card Cage."

### **Accessing the Circuit Card Cage**

---

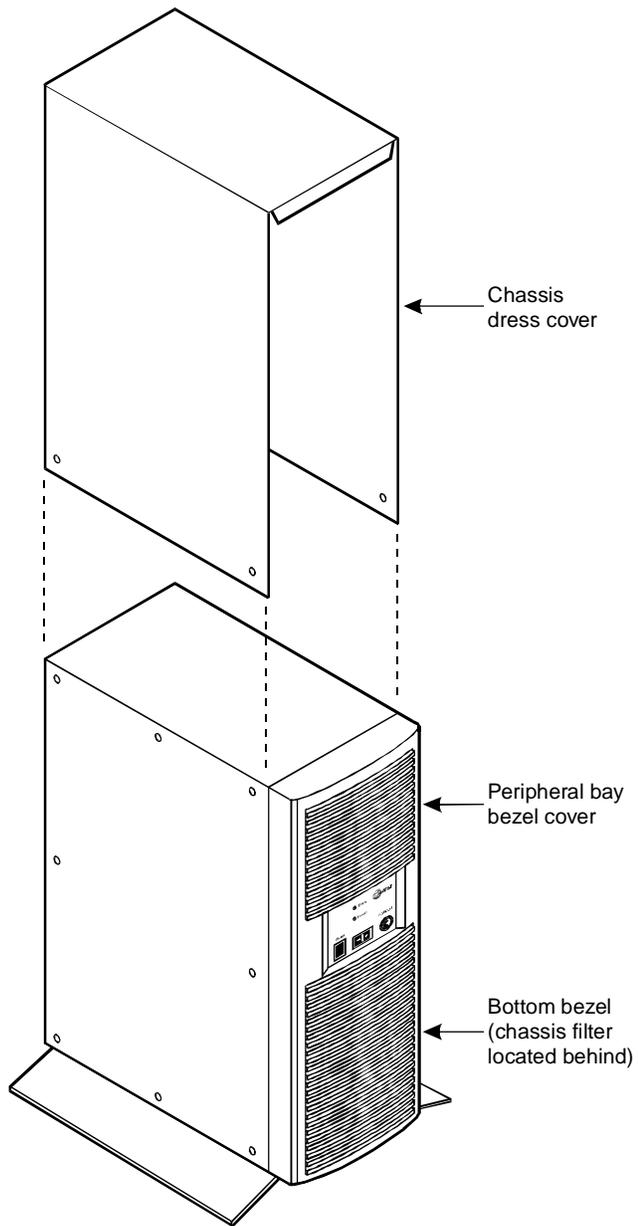
In order to access the circuit card cage, you must remove the

- Dress cover
- Circuit card cage access panel
- Circuit card cage retaining bracket

### **Removing the Dress Cover**

To remove the dress cover, do the following:

1. Ensure that the MAP/40 tower configuration is in an upright position on the support base.
2. Locate the two screws on both the bottom left and right corners of the dress cover (Figure B-3).



---

**Figure B-3. Removing the Dress Cover**

3. Remove the screws.
4. Remove the front bezel by pulling it forward.
5. Slide the dress cover forward and then up to remove it from the MAP/40.



**CAUTION:**

*As more of the dress cover is removed, it may begin to collapse inward from the pressure. Move your hands downward on the dress panel to reduce the pressure as you lift it.*

You have completed removing the dress cover. Continue with the next procedure "Removing the Circuit Card Cage Access Panel."

### Removing the Circuit Card Cage Access Panel

To remove the circuit card cage access panel, do the following:

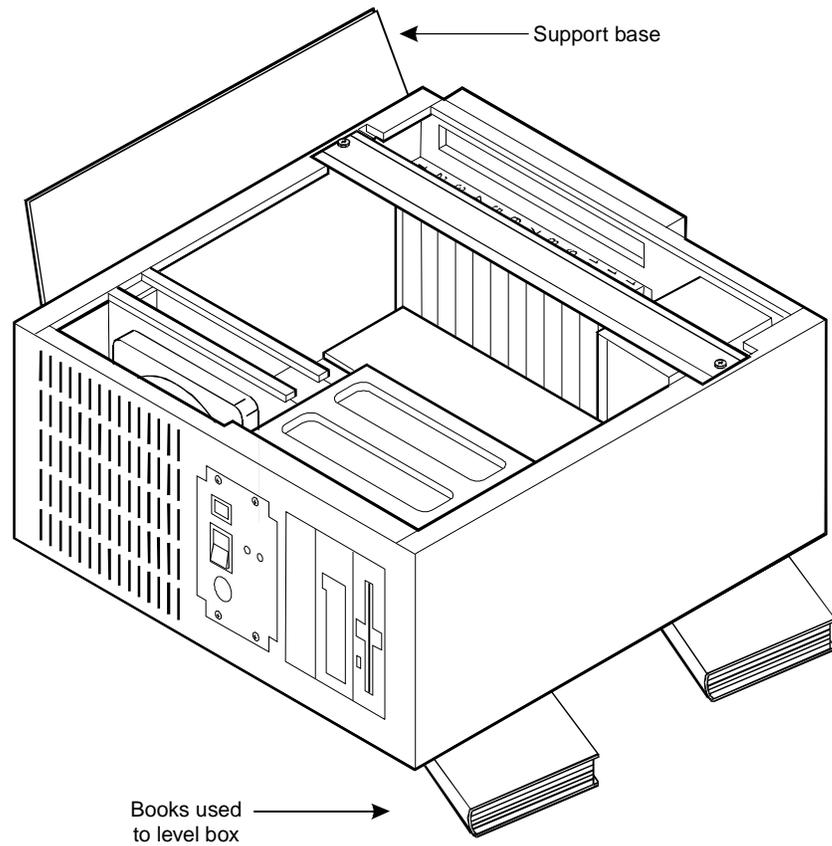
1. Place the MAP/40 on one side. The circuit card cage area is more accessible if the MAP/40 (tower configuration) is on its side. Use one of the following methods to place the MAP/40 on its side:
  - a. If you have cables attached to the MAP/40 and want to leave the computer on the floor
    - Place two books the size of large telephone books or a similar form of support on the floor.
    - Turn the MAP/40 on its side, resting the side of the computer opposite from the support base on the two books (Figure B-4).
  - b. If you do not have cables attached to the MAP/40 or 40s or currently have it sitting on a table, place the MAP/40 or 40s (tower configuration) on its side with the support base over the edge of the table (Figure B-5).
2. Use the Phillips screwdriver to loosen the 1/4-in. flathead screws by *two turns only*.



**NOTE:**

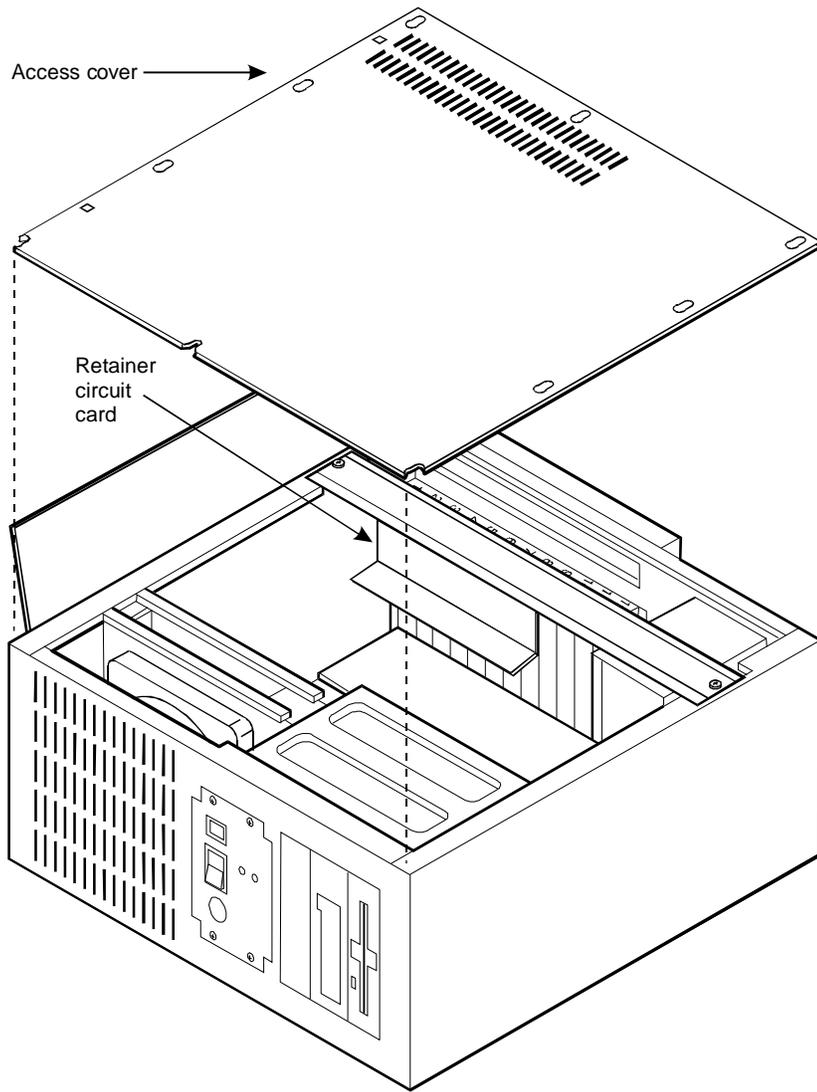
You only need provide adequate clearance. It is not necessary to remove the screws.

3. Apply gentle downward pressure to the access cover with the palms of your hands.
4. Push into the chassis with your palms and slide the access cover back toward the chassis area.
5. Lift and remove the access cover once you have cleared the screw heads.



---

**Figure B-4. Working Within the Card Cage - Floor Position**



---

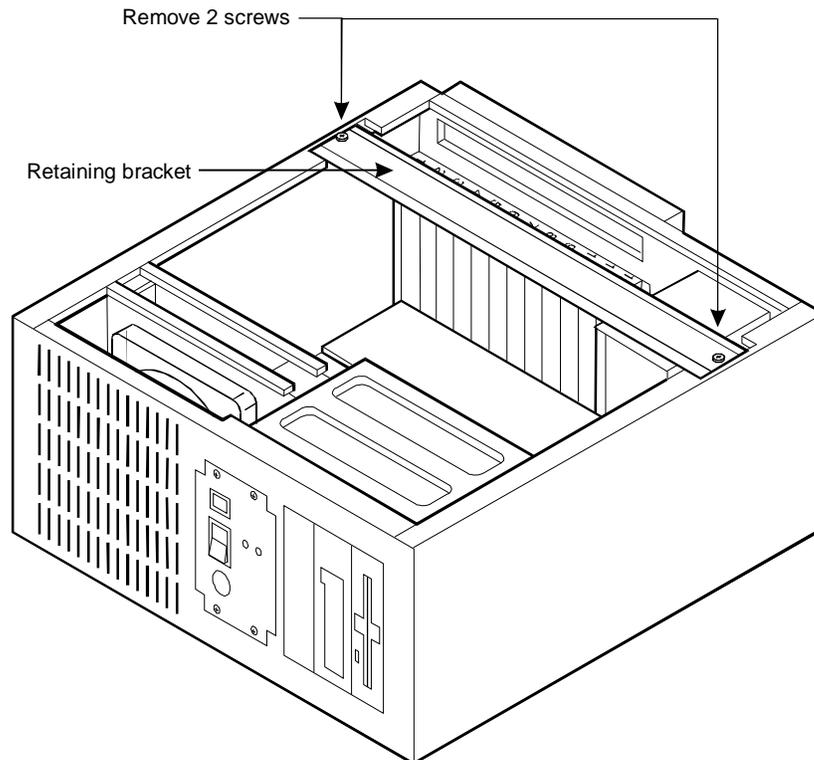
**Figure B-5. Removing the Access Panel**

You have completed removing the circuit card cage access panel. Continue with the next procedure "Removing the Circuit Card Cage Retaining Bracket."

### Removing the Circuit Card Cage Retaining Bracket

To remove the circuit card cage retaining bracket, do the following:

1. Use a Phillips #2 screwdriver to loosen and remove the two screws in the retaining bracket (Figure B-6).



---

**Figure B-6. Removing Screws in the Retaining Bracket.**

2. Lift the retaining bracket and remove it from the MAP/40.

You have completed removing the circuit card cage retaining bracket. Continue with the next procedure "Preparing the LAN Circuit Card."

## Preparing the LAN Circuit Card

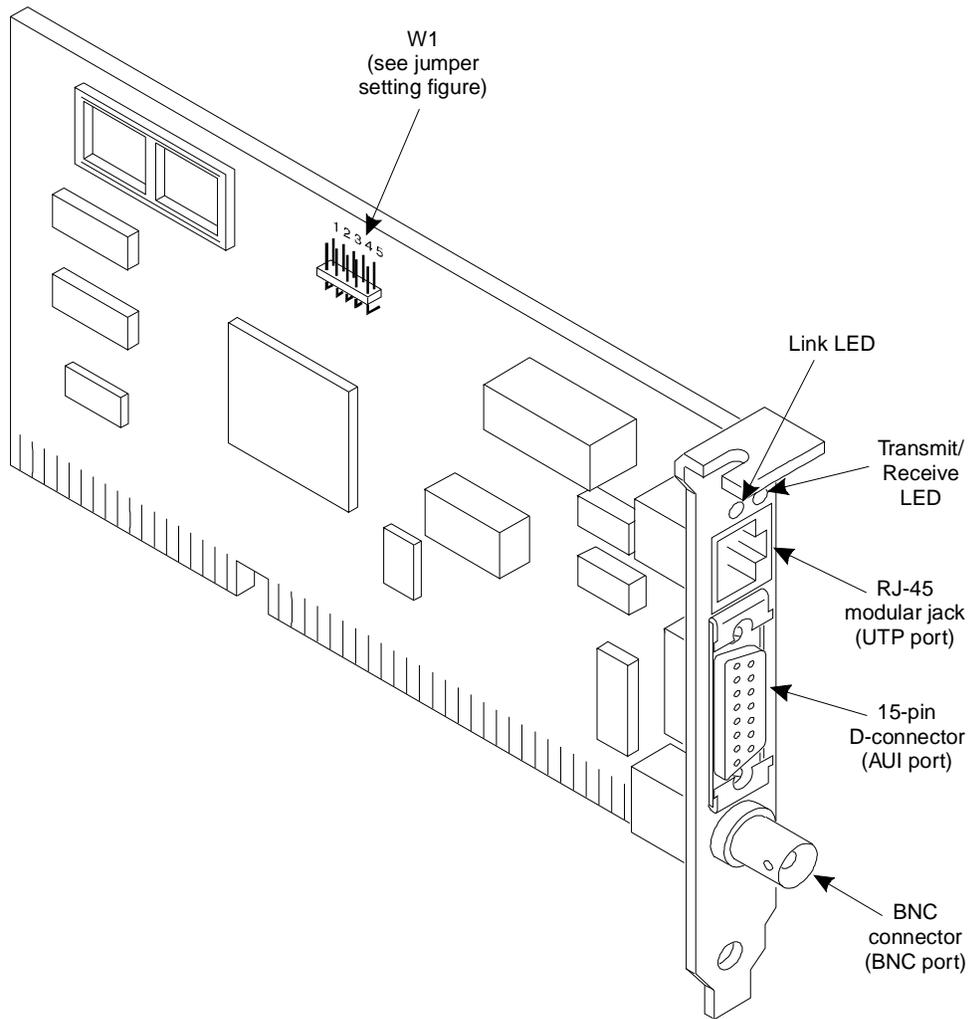
---



**CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY Release 4 MAP/40 and MAP/40s Maintenance for detailed electrostatic discharge precautions.*

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure B-7 shows the location of the jumper.



---

**Figure B-7. The Ethernet LAN Interface Card with Jumper Location**

**Switches**

There are no switches to set on the LAN card.

## Jumpers

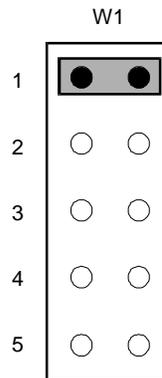
The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure B-8 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - C8000

The jumper default setting for W1 is "1," which configures the card to be software programmable beginning at the default settings. Figure B-8 illustrates the placement of the jumper.

---



---

**Figure B-8. LAN Card Jumper Setting**

After setting the jumper, continue with the next procedure "Installing the LAN Circuit Card."

## Installing the LAN Circuit Card

---

1. Determine the slot in which the LAN circuit card should be placed.  
If the slot is empty, the LAN circuit card should be placed in Slot 7.  
If Slot 7 is not empty, place the LAN circuit card in the highest available slot.  
If no slots are empty, remove the Tip/Ring circuit card in the highest slot and place the LAN circuit card in its place.
2. Holding the circuit card by its upper corners, slide the card into the backplane connector slot .

3. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
4. Secure the circuit card faceplate into position by replacing the retaining screw.

You have completed the procedure for installing the LAN circuit card. Continue with the next procedure "Closing the Computer."

### **Closing the Computer**

---

To close the computer, do the following:

1. Place the MAP/40 on one side.
2. Remount the circuit card cage retaining bracket across the circuit cards using two screws (Figure B-6). Leave the two screws only partially tightened to provide adequate clearance for the access panel.
3. Place the access panel on top of the MAP/40. Align the access panel so that it slides over the eight screws on the MAP/40 (Figure B-5).
4. Apply pressure gently on the access panel.
5. Push in and slide the access panel into place.
6. Tighten the eight access panel screws and the two retaining bracket screws.
7. Place the MAP/40 in the upright position.
8. Slide the dress cover over the unit.
9. Replace and tighten the four dress cover retaining screws.

You have completed the procedure for closing the computer. Continue with the next procedure "Restoring Power to the Computer."

### **Restoring Power to the Computer**

---

To restore power to the computer, do the following:

1. Place the MAP/40 power cord in the AC input receptacle on the rear of the unit (Figure B-2).
2. Plug the MAP/40 power cord into the designated power outlet.
3. Turn on the power switch on the front of the MAP/40.

The green lamp, labeled POWER ON, on the front of the unit should be lit.

4. Turn on the monitor's power switch.

The green or amber lamp on the front bottom of the monitor should be lit.

5. The Lucent INTUITY system will automatically boot and the voice system will be started.

You have completed the procedure for restoring power to the computer.

---

## Installing a LAN Circuit Card in the MAP/100

# C

---

### Installing the LAN Circuit Card

To install a LAN circuit card you must complete the following steps:

- Stopping the voice system
- Shutting down the Lucent INTUITY system
- Removing power from the computer
- Accessing the circuit card cage
- Preparing the LAN circuit card
- Installing the LAN circuit card
- Closing the computer
- Restoring power to the computer

### Stopping the Voice System

 **CAUTION:**

*When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing with no answer.*

To stop the voice system, do the following:

1. Place the A/B switch in the "A" position.
2. Start at the Lucent INTUITY Administration Menu (Figure C-1).

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

---

**Figure C-1. Lucent INTUITY Administration Menu**

3. Select

```
> Customer/Services Administration
> System Management
> System Control
>Stop Voice System
```

The system displays the following message:  
Enter y to continue, n to quit.

4. Enter **y**

The system displays the following message:

```
The Voice System is now stopping.
```

```
Initiating request to clear all calls in the next 60
seconds.
```

```
Orderly idling of the system succeeded.
```

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

Press Enter to Continue.

 **NOTE:**

When the voice system is stopped, the user cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Lucent INTUITY Main menu, but the user cannot select this option. To view INTUITY AUDIX administration screens, the user must restart the voice system. See "Starting the Voice System" for the procedure.

5. Press **[ENTER]**.

You have completed stopping the voice system. Continue with the next procedure "Shutting down the Lucent INTUITY system."

## **Shutting Down the Lucent INTUITY System**

1. Starting at the Lucent INTUITY Administration Menu (Figure C-1) select

```
> Customer/Services Administration
> System Management
> System Control
> Shutdown System
```

The system displays the following message:

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

2. Enter **y**

The system displays the following message:

```
Shutdown started.
```

When the system is completely shut down, the system will display the following message.

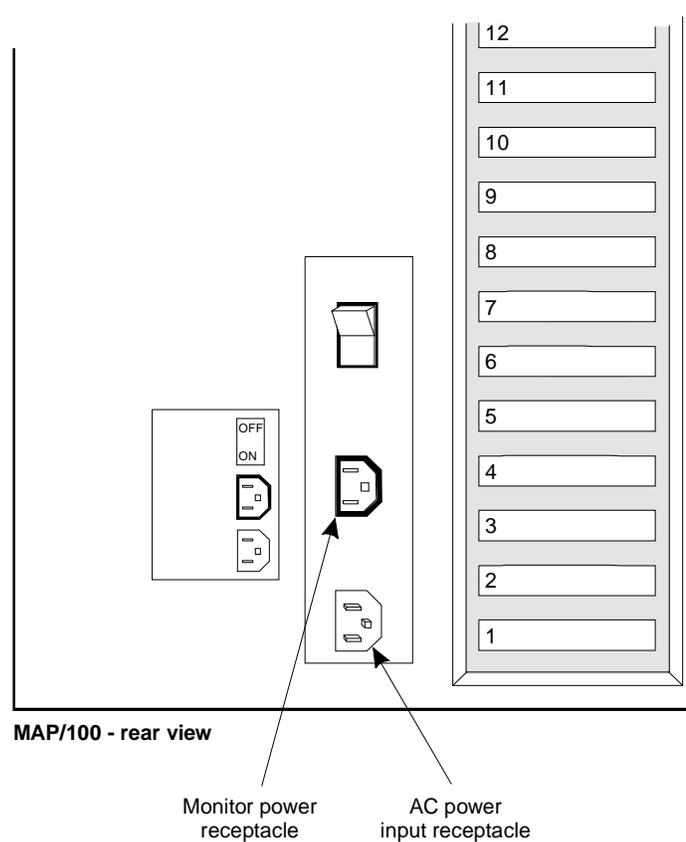
```
The system is down.
```

```
Press Ctrl-Alt-Del to reboot your computer.
```

You have completed shutting down the Lucent INTUITY system. Continue with the next procedure "Removing Power from the Computer."

## **Removing Power from the Computer**

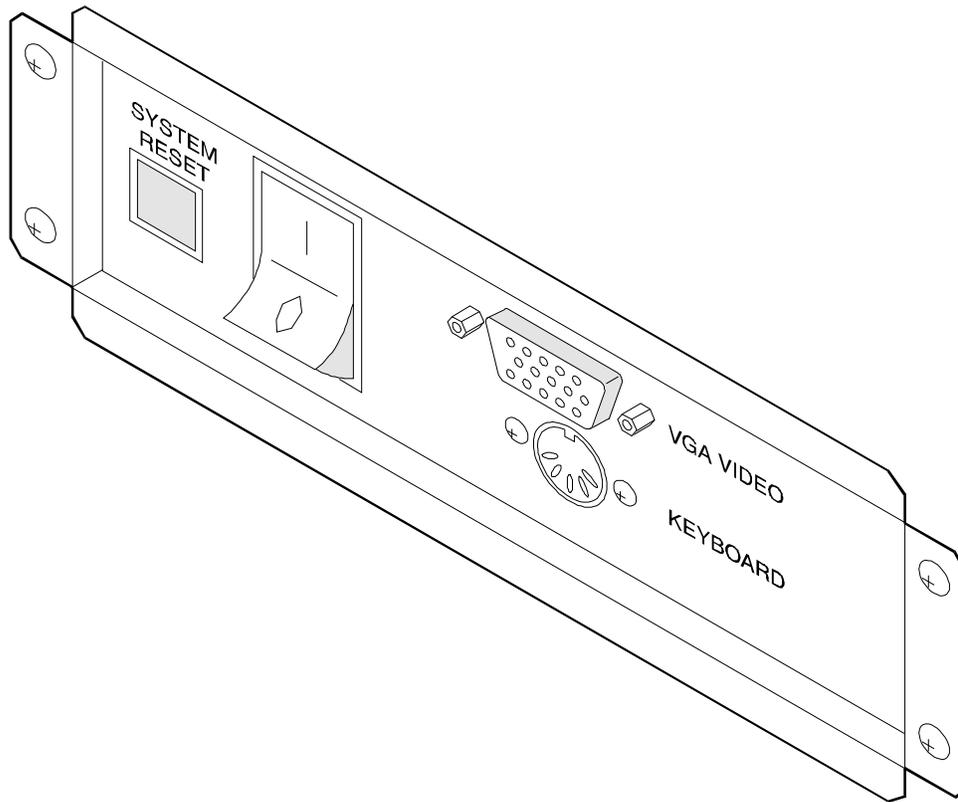
The MAP/100 requires a dedicated power line. The power cord connects to the rear of the MAP/100 at the point labeled AC power input receptacle (Figure C-2). Before you begin any work in the MAP/100 you must disconnect the incoming power.



**Figure C-2. MAP/100 Power Connections**

To remove power from the MAP/100, do the following:

1. Shut down the voice system. See "Shutting Down and Rebooting the System," in Chapter 3, "Common System Procedures."
2. Turn off the monitor's power switch.  
The green or amber lamp on the front bottom of the monitor should be off.
3. Turn off the power switch on the lower front of the MAP/100 peripheral bay (Figure C-3).



---

**Figure C-3. MAP/100 Power Switch**

4. Turn off the circuit breaker on the back of the MAP/100 (Figure C-2).
5. Unplug the MAP/100 from the power outlet.
6. Remove the MAP/100 power cord from the AC power input receptacle on the rear of the MAP/100 (Figure C-2).
7. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.

You have completed removing power from the computer. Continue with the next procedure "Accessing the Circuit Card Cage."

## **Accessing the Circuit Card Cage**

---

In order to access the circuit card cage, you must remove the

- Dress cover
- Circuit card cage access panel
- Circuit card cage retaining bracket

### **Removing the Dress Cover**

To remove the side dress cover, do the following:

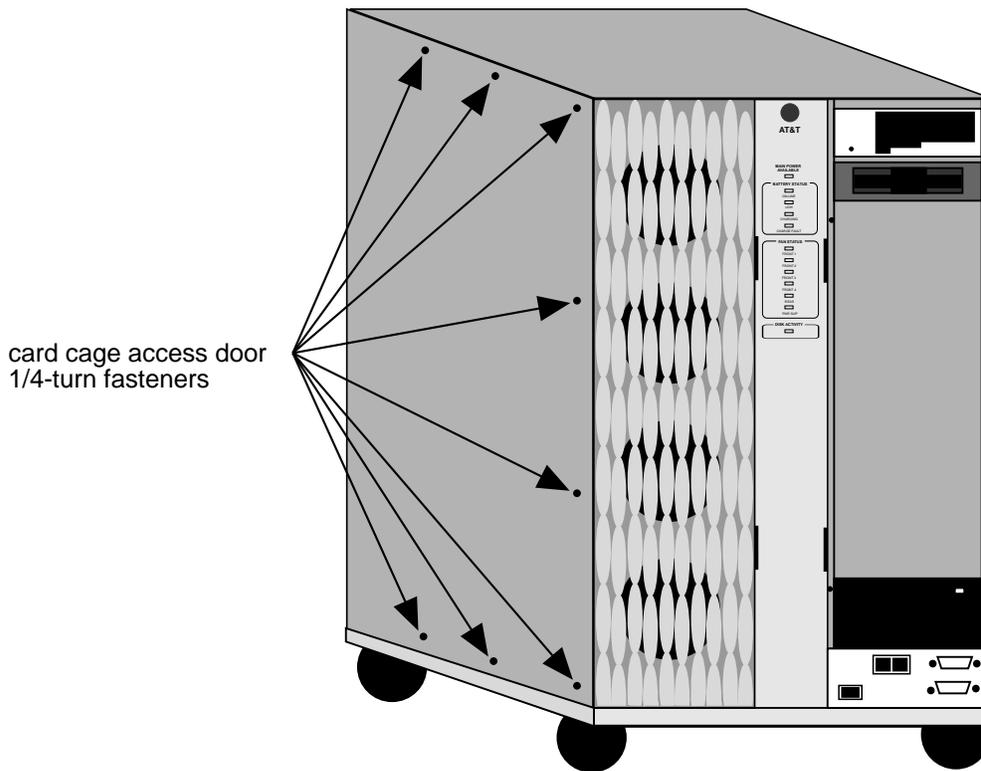
1. Place your fingertips at the top of the side dress cover.
2. Gently pry off the dress cover by pulling out at each corner.

You have completed removing the dress cover. Continue with the next procedure "Removing the Circuit Card Cage Access Panel."

### **Removing the Circuit Card Cage Access Panel**

To remove the circuit card cage access panel, do the following:

1. Loosen the eight 1/4-turn fasteners around the card cage access door (Figure C-4).
2. Open the door.



---

**Figure C-4. Fasteners Around the Card Cage Access Panel**

You have completed removing the circuit card cage access panel. Continue with the next procedure "Preparing the LAN Circuit Card."

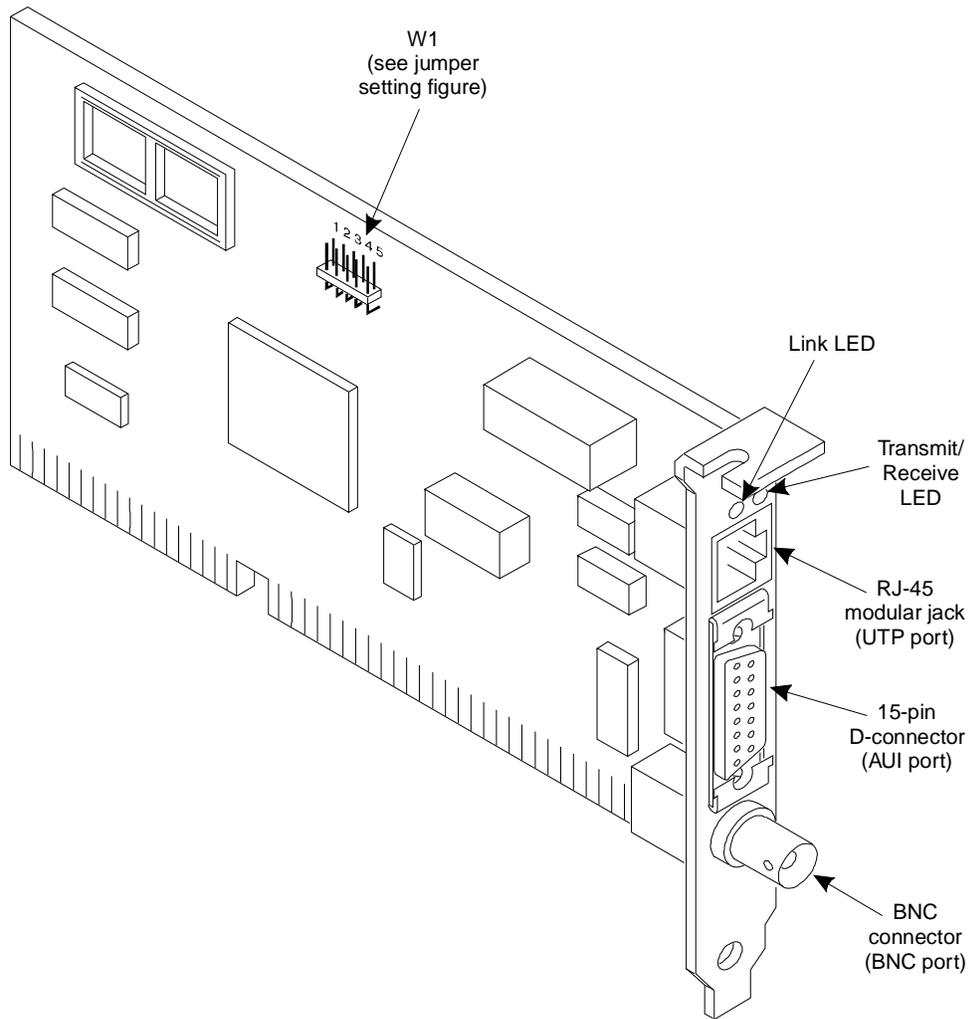
### **Preparing the LAN Circuit Card**

---

**⚠ CAUTION:**

*Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY Release 4 MAP/100 Maintenance for detailed electrostatic discharge precautions.*

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure C-5 shows the location of the jumper.



---

**Figure C-5. The Ethernet LAN Interface Card with Jumper Location**

**Switches**

There are no switches to set on the LAN card.

## Jumpers

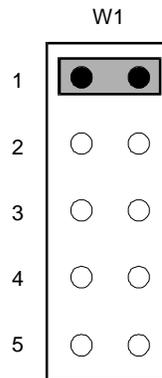
The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure C-6 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - C8000

The jumper default setting for W1 is "1," which configures the card to be software programmable beginning at the default settings. Figure C-6 illustrates the placement of the jumper.

---



---

**Figure C-6. LAN Card Jumper Setting**

After setting the jumper, continue with the next procedure "Installing the LAN Circuit Card."

## **Installing the LAN Circuit Card**

The LAN circuit card must be placed in Slot 15. If this slot is currently occupied call the remote maintenance center.

To install the LAN circuit card, do the following:

1. Holding the circuit card by its upper corners, slide the card into the backplane connector slot .
2. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
3. Secure the circuit card faceplate into position by replacing the retaining screw.

You have completed the procedure for installing the LAN circuit card. Continue with the next procedure "Closing the Computer."

## **Closing the Computer**

To close the computer, do the following:

1. Close the circuit card cage access door.
2. Tighten the eight 1/4-turn fasteners around the card cage access door (Figure C-4).
3. Replace the dress cover by completing Steps a and b:
  - a. Align the holes on the back of the cover with the pegs on the MAP/100.
  - b. Push the cover on by pressing in at each of the corners.

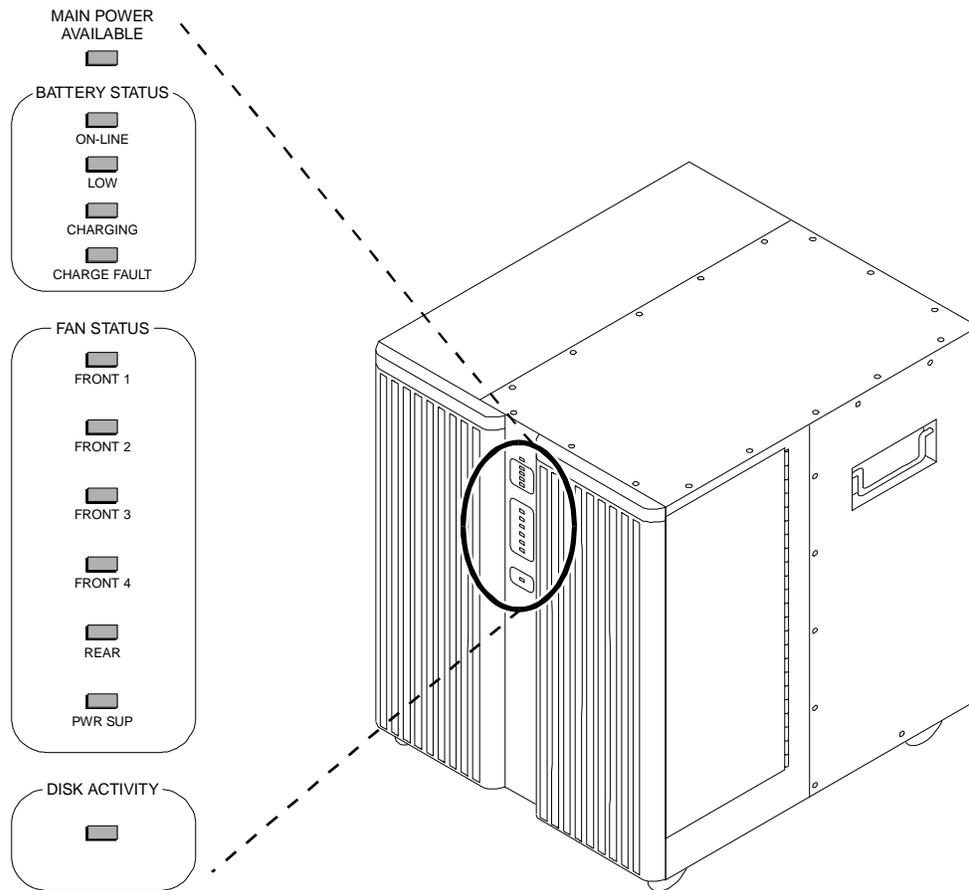
You have completed the procedure for closing the computer. Continue with the next procedure "Restoring Power to the Computer."

## **Restoring Power to the Computer**

To restore power to the computer, do the following:

1. Place the MAP/100 power cord in the AC input receptacle on the rear of the unit (Figure C-2).
2. Plug the MAP/100 power cord into the designated power outlet.
3. Turn on the circuit breaker on the back of the MAP/100 (Figure C-2).
4. Turn on the power switch on the lower front of the MAP/100 peripheral bay (Figure C-2).

The green lamp, labeled "Main Power Available," on the front of the unit should be lit (Figure C-7).



---

**Figure C-7. MAP/100 Monitoring Panel**

5. Turn on the monitor's power switch.  
The green or amber lamp on the front bottom of the monitor should be lit.
6. The Lucent INTUITY system will automatically boot and the voice system will be started.

You have completed the procedure for restoring power to the computer.

---

## Accessing Windows and Screens

# D

---

### **Overview**

---

This chapter gives you an overview of how to access and use the Lucent INTUITY™ AUDIX® administration screens and the Lucent INTUITY platform windows. It describes

- How to activate a screen/window
- The layout of the screens and windows
- How to use screen, window, and field help
- How to navigate through the data-entry fields of a screen/window
- How to enter data in a field
- How to invoke or cancel the screen/window operation
- The terminals supported

This chapter also details command line "shortcuts" and cross-references all the commands with the chapter in which they are fully described.

### **Purpose**

---

This chapter provides instructions to use INTUITY AUDIX Release 4 system windows and screens. After reading this chapter, you should understand

- Logging in and out of the AUDIX system
- Lucent INTUITY AUDIX screen layout, navigation, and data entry
- Command line syntax and shortcuts
- Function keys

- How to change the sequence of the function keys
- Window management, that is, how to move and size windows
- How to enable a system printer and print screen display contents
- How to change administrator passwords, check for password compliance, and set administrator password aging parameters

## Logging In to the INTUITY AUDIX System

---

You must log on to the Lucent INTUITY system to access the screens from which you perform the initial administration and test procedures in this book. In general, these procedures require the **craft** login, which is designed specifically for system installation and configuration. This login allows you to administer all Lucent INTUITY feature packages and access logs.

### Login Procedure

---

To log in to the Lucent INTUITY computer as **craft**.

1. Turn on your terminal.
2. Enter **craft** at the following prompt:

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



**NOTE:**

The term “enter” means to type in the desired character(s) and then press **(ENTER)** or the return key.

The system displays the following prompt.

```
Password:
```

3. Enter your password.

The system displays the Terminal Type prompt:

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

4. If you are at the Lucent INTUITY computer and monitor, press **ENTER** to accept AT386 as your terminal type.

If you are logged in remotely, enter either **513, 715, 4410, 4425**, or **pc**, depending upon your remote terminal type.

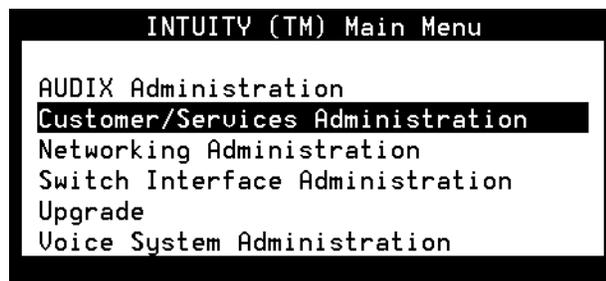
**⇒ NOTE:**

If you have trouble with the function keys, or if you are using a VT100 which does not display the function keys with the Lucent INTUITY system, press **CONTROL F** and then enter the number of the function key.

The system displays the Lucent INTUITY Main Menu (Figure D-1).

**⇒ NOTE:**

Figure D-1 is a sample screen only and does not reflect the options loaded onto the actual system that you are installing.



---

**Figure D-1. Lucent INTUITY Main Menu**

## **Logging Out of the INTUITY AUDIX System**

---

How you log out of the Lucent INTUITY system depends on whether you are logging out from an Lucent INTUITY window (Figure D-2) or an INTUITY AUDIX administration screen (Figure D-3).

### **Logging Out from an Lucent INTUITY Window**

---

To log out from an Lucent INTUITY widow

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

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

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

### **Logging Out from an INTUITY AUDIX Administration Screen**

---

To log out from an AUDIX administration screen

1. Enter **exit**

The system displays the Lucent INTUITY Main Menu (Figure D-1).

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

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

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

## Lucent INTUITY Administration Windows and Menus

You perform Lucent INTUITY platform administration tasks using windows accessed by selecting any option from the Lucent INTUITY Main Menu *except* AUDIX Administration. Through the Lucent INTUITY Administration windows you view or enter information, access "pop-up" menus, or select available system options.

### Using INTUITY Windows

Lucent INTUITY windows are *menu-driven*; that is, you select an option from a list to display another menu or window. You can display more than one window or menu concurrently, but only the last one displayed is active. To return to the previous window, you can cancel the active window.

### Window Layout

Figure D-2 shows the typical layout of an Lucent INTUITY window.

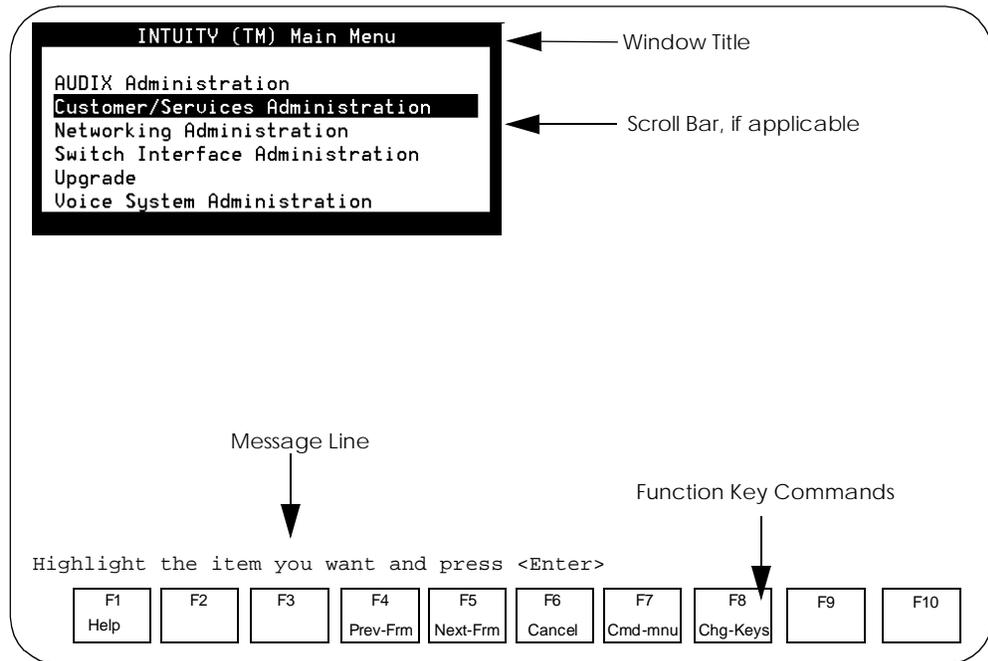


Figure D-2. Typical Lucent INTUITY Window Layout

These windows consists of the following components:

- The *title* describes the window or menu.
- When present, the *scroll bar* indicates that the window contains more than a single page of information.



**NOTE:**

See Table D-1 below for how to scroll between windows.

- The *message line* provides a brief instruction about how to use the window.
- The *function keys* (F1 through F8) allow you to execute commands. To use, press the function key that is labeled with the command you want to execute. To display an additional set of function keys, press **CHG-KEYS** (F8).



**NOTE:**

If more than one window is open, the commands displayed apply only to the active window.



**NOTE:**

If no command label appears for a given function key, that key is not available for the active screen.

Several function key commands perform standard actions regardless of the window you are viewing. Other commands are unique to a particular window. Table D-1 describes the standard function key commands. Standard Function Key Commands for Lucent INTUITY Windows

**Table D-1. Lucent INTUITY Standard Function Keys**

Command	Description
<b>HELP</b>	Displays information about the active window, including available function key commands. To close the help window, press <b>CANCEL</b> .
<b>CHOICES</b>	From a data-entry field, displays a menu of possible options, if available. For more information, see "Pop-Up" Menu" on page D-8
<b>SAVE</b>	Saves any changes to the system database.
<b>PREVPAGE</b>	Scrolls to the previous page, when a window contains more than one screen (page) of information.
<b>NEXTPAGE</b>	Scrolls to the next page, when a window contains more than one screen (page) of information.
<b>PREV-FRM</b>	If more that one window is open, makes the previous window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. NOTE: This choice not present in all windows.

*Continued on next page*

**Table D-1. Lucent INTUITY Standard Function Keys**

<b>Command</b>	<b>Description</b>
<b>(NEXT-FRM)</b>	If more than one window is open, makes the next window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. NOTE: This choice not present in all windows.
<b>(CANCEL)</b>	Closes the active window and returns to the previous window. Any unsaved changes are lost.
<b>(CHG-KEYS)</b>	Toggles between two available sets of function key commands.
<b>(PRINT)</b>	If you have a printer connected to your Lucent INTUITY system, prints each page of the window that can be displayed.
<b>(FRM-MGMT)</b>	Displays a menu that allows you to control several physical characteristics of the window.

### **Lucent INTUITY Window Navigation and Data Entry**

---

Some Lucent INTUITY windows have data-entry fields into which you enter values, such as user IP addresses, machine names, dial strings, etc. Other fields are display-only fields. You cannot enter data into display-only fields.

#### **Window Navigation**

Table D-2 shows the keys that are used to move between data-entry fields within a window.

**Table D-2. Window Navigation**

<b>(TAB) (Tab) and (RETURN)</b>	Moves the cursor to the next field in the window in a left-to-right, top-to-bottom order.
<b>(SHIFT)+(TAB)</b>	Moves the cursor to the previous field in the window in a right-to-left, bottom-to-top order.
<b>(▶) (right arrow)</b>	Moves to the next field to the right on the current line in the window. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field in a window, this moves to the first field on the first line in the window.

*Continued on next page*

**Table D-2. Window Navigation***Continued*

← (left arrow)	Moves to the next field to the left on the current line in the window. From the first field on a line, this moves to the last field on the previous line that contains a field.
▲ (up arrow)	Moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line in the window that contains a field.
▼ (down arrow)	Moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line in the window that contains a field.
⌫ (backspace)	Deletes the last character entered into the field and moves the cursor backward one position.
⌵ (HOME)	Moves the cursor to the first field in the window.
⌴ (END)	Moves the cursor to the last field in the window.

### "Pop-Up" Menus

A "pop-up" menu is a special type of window that contains a list of valid entries for a data-entry field. Not all data-entry fields have a pop-up menu available. If a menu is available, you access it by pressing **CHOICES** (F2). You can populate the data-entry field with a selection from the menu.

#### Selecting a Menu Option

To select a menu option, 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 desired menu option. 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 desired menu option. 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 uniquely identify the option you would like. If the cursor is already on the first letter of an option beginning with the same letter, type the second letter in the desired option.
  - To move the cursor back to the beginning of a menu option's name, press **BACKSPACE**.
  - This feature is not case sensitive, that is, you can type either **a** or **A**.

### **Data Entry**

Some windows contain fields that require you to enter information. To enter data in a field, type in the lines displayed in the window.

The following guidelines apply to data entry:

- In most cases, the length of the line represents the maximum number of characters allowed for that field.
- Valid input varies depending on the window. The message line at the bottom of the display provides information about what constitutes valid input.
- Once you type information in a field, you can either save the changes to the system database or cancel without saving any new information.

### **Using Help**

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

## Using INTUITY AUDIX Administration Screens

You perform most INTUITY AUDIX administration tasks using screens accessed through the AUDIX Administration screens. With these screens, you view information, enter information, or select available system options.

You access the various AUDIX administration screens primarily via commands that you type at the *command line*. This differs from the windows and menus that are employed for other parts of the Lucent INTUITY system.

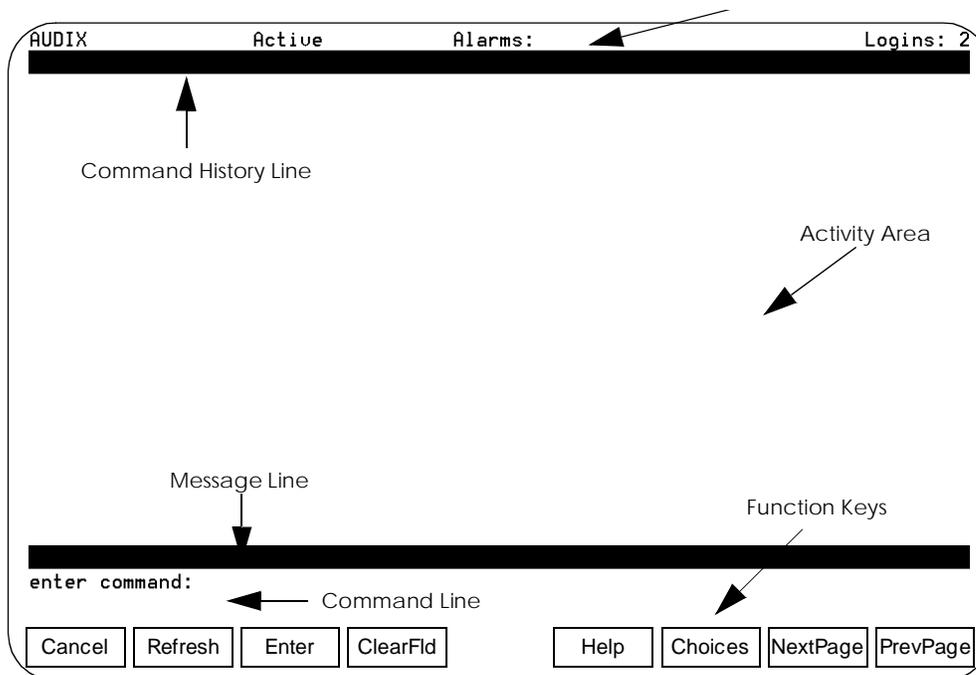
### ⇒ NOTE:

You can 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 displays an error message and returns you to the Lucent INTUITY Main Menu (Figure D-1).

When you first access the INTUITY AUDIX administration screens, a blank screen is displayed (Figure D-3). From this screen, you enter commands. These commands 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 help information.

### Screen Layout

Figure D-3 shows the typical layout of an INTUITY AUDIX administration screen.



**Figure D-3. INTUITY AUDIX Administration Screen Layout (Blank Screen)**

## Screen Components

Table D-3 describes the components of the AUDIX Administration screen.

**Table D-3. INTUITY AUDIX Administration Screen Layout**

System Status Line	<p>This line displays Lucent INTUITY system information. Starting from the left, the Status Line indicates:</p> <ul style="list-style-type: none"> <li>■ The Lucent INTUITY machine name</li> <li>■ A voice mail status indicator (Active or Inactive)</li> <li>■ Any active alarms <ul style="list-style-type: none"> <li>M = Major</li> <li>m = Minor</li> <li>A = Administrative</li> <li>w = Warning</li> </ul> </li> <li>■ The number of people currently logged in</li> </ul>
Command History Line	<p>This line displays the fully-expanded command currently entered in the command line and the current page number and page count (for example, change subscriber "Jane Doe" Page 1 of 2). If the active screen is a help screen, this line contains the title of the screen or field help (for example, change subscriber "Jane Doe" : field help Page 1 of 1).</p>
Activity Area	<p>The activity area displays:</p> <ul style="list-style-type: none"> <li>— Data-entry fields used to specify new or changed parameter values</li> <li>— Display-only fields, which contain current parameter values that cannot be changed from this screen</li> <li>— Report results, which display requested system information</li> <li>— Screen and field help activated with the <i>Help</i> or <i>Choices</i> keys</li> </ul>
Help/Error Message Line	<p>This line is used to display system feedback (command successfully completed, for example), error messages, and prompts.</p>
Command Line	<p>This line is where you type commands to access a new screen or exit AUDIX Administration.</p>
Function Key Labels	<p>This line shows labels for function keys F1 through F8. The labels indicate the actions invoked by pressing the function keys while a screen is active.</p>

## Standard Screen Function Keys

Several function keys perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. Table D-4 describes the purpose of each standard function key.

**Table D-4. AUDIX Administration Standard Function Keys**

<p><b>CANCEL</b> (F1)</p>	<p>Aborts the current activity and returns the cursor to the command line. When the cursor is in the command line, F1 erases the entire contents of the command line. In a help screen, F1 returns to the screen on which the help was requested.</p>
<p><b>REFRESH</b> (F2)</p>	<p>Repaints the screen.</p>
<p><b>ENTER</b> (F3)</p>	<p>Submits the information entered on a completed screen for the action specified on the command line. When the cursor is in the command line, F3 requests execution of the command.</p> <p>NOTE: <b>RETURN</b> has the same effect as <b>ENTER</b> (F3) when the cursor is <i>on the command line</i>. In a screen, <b>RETURN</b> moves the cursor forward from one field to the next.</p>
<p><b>CLEAR_FLD</b> (F4)</p>	<p>Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command <b>list cos</b> and you press F4, the command line changes to <b>list</b>.</p>
<p><b>HELP</b> (F5)</p>	<p>When the cursor is in the command line, pressing this key is identical to typing the <b>help</b> command, that is, it displays a screen explaining all the types of help available in the INTUITY AUDIX system. When the cursor is in a screen, this key requests help for the entire screen.</p>
<p><b>CHOICES</b> (F6)</p>	<p>When the cursor is in the command line, this key requests a menu of valid entries for command line keywords. Once a CHOICES menu is displayed, pressing F6 selects the highlighted item from the menu.</p> <p>When the cursor is in a screen, F6 requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 again selects the highlighted item from the menu.</p>
<p><b>NEXTPAGE</b> (F7)</p>	<p>Moves forward through multiple-page administration screens, reports, or help screens.</p>
<p><b>PREVPAGE</b> (F8)</p>	<p>Moves backward through multiple-page administration screens, reports, or help screens.</p>

## The Command Line

This section describes the syntax for the screen-activation commands.

### Verb-Object Orientation

The commands to activate the INTUITY AUDIX administration screens follow a *verb-object syntax*. A qualifier (such as a user or machine name) is added to some verb-object commands, depending on the desired command outcome.

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

#### **Verb      Object/Object-Phrase      Qualifier(s)**

One or more of these verbs + the object/object-phrase (usually a screen name) + a qualifier (if applicable), compose a command to which the INTUITY AUDIX system responds.

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

### Command-Line Verbs

The first command-line element is the verb, which specifies the type of action. The following is a list of INTUITY AUDIX command-line verbs. Note that those commands marked with an asterisk (\*) are complete commands, that is, they are not combined with objects or qualifiers.

<b>add</b>	<b>audit</b>	<b>change</b>	<b>copy</b>	<b>display</b>
<b>exit*</b>	<b>help*</b>	<b>list</b>	<b>logoff*</b>	
<b>remove</b>	<b>reset</b>	<b>toggle</b>		

### Command-Line Objects/Object-Phrases

The second command-line element is the object or object-phrase. This is usually a screen name. The screen name consists of one or more words (nouns and adjectives) that identifies the screen. If more than one word is used, a hyphen must be typed between the two words to ensure that the object-phrase has no embedded spaces. The screen names are generally (but not always) the same as the title of the screen as it appears on your screen when activated. Examples of object phrases are **alarms**, **measurements**, **remote-messages**, and **subscribers**.

### Command-Line Qualifiers

The third command-line element is the qualifier. A command-line qualifier can be a user extension number (**12345**), a date (**7/21/96**), a user name ("**Jane Doe**"), machine name, and other specific parameters. Notice that a qualifier with an embedded space, such as the user name "Jane Doe", must be put in quotation marks.

### Variations of Commands

You can activate most screens by more than one version of a command. The different versions of the screen-activation command are distinguished by the verb that begins, and the qualifiers that end, the command line. For example, there are 4 versions of the versions of the command to activate the Subscriber screen:

**add subscriber** *name/number*

**change subscriber** *name/number*

**display subscriber** *name/number*

**remove subscriber** *name/number*

All of these commands activate the Subscriber screen with information about the user, as specified by typing either the user's name or telephone number. The **display** and **remove** versions of the command activate a display-only version of the screen. The **add** and **change** version of the command activate a data-entry version of the screen that allows you to make changes to the features assigned to the AUDIX user specified by *name/number*.

### Building a Command

You can build a command one word at a time. For example, at the beginning of the command line you can press CHOICES (F6) to see a list of all valid command verbs. If you then type **ch** and press RETURN, the system expands **ch** to **change** and lists all valid words that can follow **change**. If you then type **sy** and press CHOICES (F6) the system expands the command line to **change system-parameters** and lists all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system notifies you of the mistake. If you omit a required command qualifier (such as a user name or extension, or a port address) the system prompts you for the missing information.

### Command-Line Help

During command entry, the CHOICES (F6) function key displays a menu of allowable command-component words in the activity window. The choices displayed depend on the position of the cursor in the command line. That is, the allowable command-component words displayed when you press CHOICES (F6) are only those command words that can follow what is currently to the left of the cursor, if any. Select from the displayed choices on the menu by using Tab or arrow keys, or by typing the initial character of the desired menu choice.

### Screen Navigation

Table D-5 shows the keys that are used to move between data-entry fields within a screen.

**Table D-5. Screen Navigation**

<b>(TAB)</b> (Tab) and <b>(RETURN)</b>	Moves the cursor to the next field on the current page in a left-to-right, top-to-bottom order. From the last field on a page, this moves to the first field on the same page.
<b>(SHIFT)+(TAB)</b>	Moves the cursor to the previous field on the current page in a right-to-left, bottom-to-top order. From the first field on a page, this moves to the last field on the same page.
<b>(▶)</b> (right arrow)	Moves to the next field to the right on the current line of the screen. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field on a page, this moves to the first field on the first line of the same page that contains a field.
<b>(◀)</b> (left arrow)	Moves to the next field to the left on the current line of the screen. From the first field on a line, this moves to the last field on the first preceding line that contains a field. From the first field on a page, this moves to the last field on the last line of the same page that contains a field.
<b>(▲)</b> (up arrow)	Moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line of the current page that contains a field.
<b>(▼)</b> (down arrow)	Moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line of the current page that contains a field.
<b>(backspace)</b>	Deletes the last character entered into the field and moves the cursor backward one position.
<b>(HOME)</b>	Moves the cursor to the beginning of the current field.
<b>(END)</b>	Moves the cursor to the end of the current field.
<b>(CLEAR_FLD)</b> (F4)	Clears the current field.
<b>(CHOICES)</b> (F6)	Displays a menu listing the valid values, if any, for a field. You can select from the menu entries to populate that field.

### Data Entry

When a screen is activated, the cursor is initially positioned at the beginning of the first data-entry field. The data-entry fields have various character limitations, depending on the nature of the field. To obtain this information, position the cursor in a data-entry field and press **(CHOICES)** (F6). If you type invalid information into a field, the system displays a help prompt containing information to help clarify the required input. Generally, the length of the field corresponds to the maximum number of characters allowed for that field.

Some data-entry fields are optional, while others require a value before saving the information to the system database. If you try to save information entered into a screen without entering all required information, the system displays a help prompt noting the missing information.

You can "re-use" a screen once information entered on it has been saved. Combine the editing and cursor movement operations to place the cursor back at the first data-entry field. When you type a character into the first position of a field, the previous field contents are cleared and the new characters are entered into the field.

### **Field Help and Selecting Valid Values from the Help Screen**

When the cursor is in a field, the **(CHOICES)** (F6) function key displays information about field and lists the valid values that can be entered in the field, if any. If there are several valid values, you can select one from the list using **(TAB)** (Tab), **(←TAB)** (Backtab), and arrow keys, or by typing the initial character of a value.

---

# Preparing for the Transfer of Custom Announcement Sets



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## Overview

---



**CAUTION:**

*If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcement sets, do not complete the procedures listed in this appendix.*

Before the upgrade begins, the technician (or the remote maintenance center) must prepare for the transfer of custom announcement sets by doing the following:

- Making the default announcement set on the Lucent INTUITY Release 2 or Release 3 system U.S. English or other standard language announcement set.
- Adding an announcement set name, to the Lucent INTUITY Release 4 system, which matches the custom announcement set on the Lucent INTUITY Release 2 or Release 3 system. This must be done for every custom announcement set present on the Lucent INTUITY Release 2 or Release 3 system.
- Copying the contents of the U.S. English announcement set into the custom announcement set Lucent INTUITY Release 4 system.



**NOTE:**

This procedure will not work for custom announcement sets which are based on an announcement set other than U.S. English.

- Changing the default announcement set on the Lucent INTUITY Release 4 system to the customer's desired announcement set.

## **Purpose**

---

The procedures described in this chapter will allow for the copying of many simple custom announcement sets. These procedures are, however, limited in their effectiveness. They are not guaranteed to work for all custom announcement sets.

## **Changing the Default Announcement Set on the Lucent INTUITY Release 2 or Release 3 System to U.S. English**

---

If the default announcement set on the Lucent INTUITY Release 2 or Release 3 system is already U.S. English, then it is not necessary to change the default announcement set.

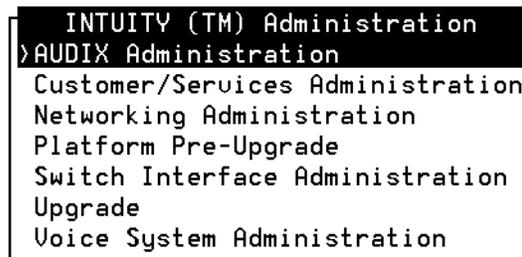
## **Checking the Lucent INTUITY Release 2 or Release 3 System's Default Announcement Set**

---

To check the default announcement set on the Lucent INTUITY Release 2 or Release 3 system, do the following:

1. Place the A/B switch on the A/B switch box in the "A" position.
2. Start from the Lucent INTUITY Administration menu (Figure E-1).

---



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

---

**Figure E-1. Lucent INTUITY Administration Menu**



```
drmid12          Active          Alarms:  wA          Logins:  1
display system-parameters features          Page 3 of 4
                SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
Transfer Type: enhanced_no_cover_0          Transfer Restriction: digits
Covering Extension: 25093

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 5 mins
Incr 3: 0 days 0 hrs 5 mins          Incr 4: 0 days 1 hrs 5 mins
Incr 5: 0 days 0 hrs 5 mins          Incr 6: 0 days 0 hrs 5 mins
Incr 7: 0 days 0 hrs 7 mins          Incr 8: 0 days 0 hrs 8 mins
Incr 9: 0 days 0 hrs 0 mins          Incr10: 0 days 0 hrs 9 mins

enter command: display system-parameters features
```

**Figure E-3. System-Parameters Features Screen**

5. Press **(NEXTPAGE)** (F7) twice to see page 3.
6. Write down the announcement set listed in the Announcement Sets: System field.

**Table E-1. Lucent INTUITY Release 2 or Release 3 System Default Announcement Set**

---

---

7. Press **(CANCEL)** (F1).  
The system displays the AUDIX Administration screen (Figure E-2).
8. If the announcement set listed is not U.S. English, continue with the next procedure "Changing the Lucent INTUITY Release 2 or Release 3 System Default Announcement Set."  
If the announcement set listed is U.S. English, skip the next procedure and continue with "."

## Changing the Lucent INTUITY Release 2 or Release 3 System Default Announcement Set

To change the default announcement set on the Lucent INTUITY Release 2 or Release 3 system to U.S. English, do the following:

1. Starting at the AUDIX Administration screen (Figure E-2), at the `enter` command prompt, enter either:

Full Command Version	Short Command Version
<b>change system-parameters features</b>	<b>ch sys f</b>

The system displays the System-Parameters Features screen (Figure E-4).

```
AUDIX Active Alarms: MmWf Logins: 1
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 E-4. System-Parameters Features Screen**

2. Press `(NEXTPAGE)` (F7) twice to see page 3.
3. Press `(TAB)` until the cursor is on the `Announcement Sets` field
4. Enter **us-eng**
5. Press `(CANCEL)` (F1).

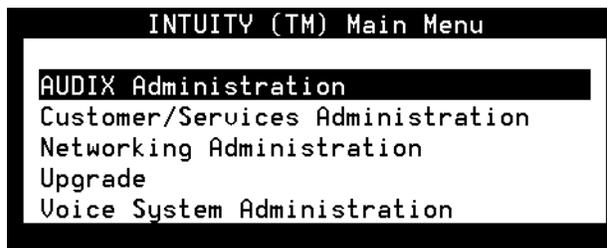
The system displays the AUDIX Administration screen (Figure E-2).

## Adding the Custom Announcement Set Name to the Lucent INTUITY Release 4 System

---

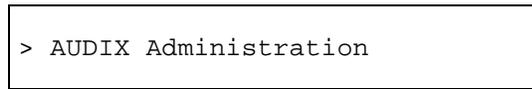
To add an announcement set to the Lucent INTUITY Release 4 system, do the following:

1. Place the A/B switch on the A/B switch box in the "B" position.
2. Start at the Lucent INTUITY Main menu (Figure E-5).



**Figure E-5. Lucent INTUITY Main Menu**

3. Select



The system displays the AUDIX Administration screen (Figure E-2).

4. At the `enter` command: prompt, enter either:

Full Command Version	Short Command Version
<b>add announcement-set <i>annc-set-name</i></b>	<b>ad an <i>annc-set-name</i></b>

where ***annc-set-name*** is the name of the announcement set or sets you wrote down in Table 2-1.

5. Press `ENTER` (F3).

The system displays the Announcement Set screen, with the name of the new announcement set listed (Figure E-6).

```
AUDIX           Active           Alarms: MmWA           Logins: 1
add annc-set custom           Page 1 of 1

ANNOUNCEMENT SET

Announcement Set : custom

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add annc-set custom
```

**Figure E-6. Announcement Set Screen**

6. Press **[ENTER]** (F3) to add the set.  
The system displays the message `Command Successfully Completed`, and the cursor returns to the command line. The announcement set you just named is empty until you copy into it the announcements from another set.
7. Repeat Steps 4 through 6 for all of the custom announcement sets written in Table 2-1.
8. Press **[CANCEL]** (F1).  
The system displays the AUDIX Administration screen (Figure E-2).
9. Continue with the next procedure “Copying U.S. English into the Lucent INTUITY Release 4 System Custom Announcement Set.”

## **Copying U.S. English into the Lucent INTUITY Release 4 System Custom Announcement Set**

After you have added a name for the announcement set on the Lucent INTUITY Release 4 system, you must copy the announcements from the U.S. English announcement set into the new set.

To copy U.S. English to an announcement set on the Lucent INTUITY Release 4 system, do the following:

1. Starting at the AUDIX Administration screen (Figure E-2), at the `enter command:` prompt, enter either:

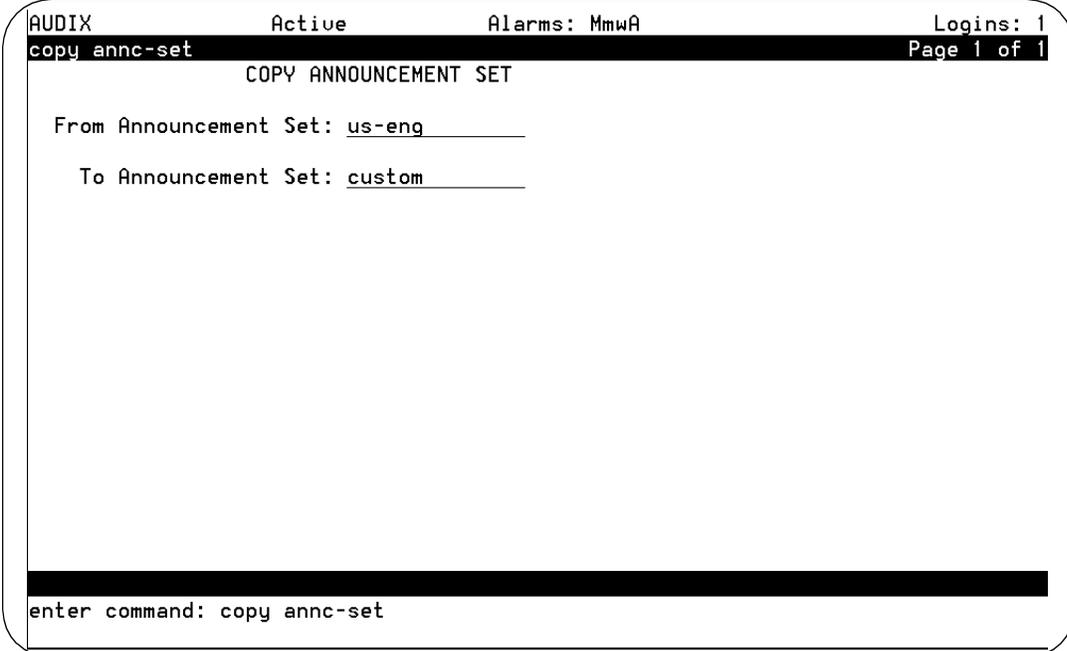
Full Command Version

**copy annc-set**

Short Command Version

**co annc**

The system displays the Copy Announcement Set screen (Figure E-7).



```
AUDIX Active Alarms: MmWA Logins: 1
copy annc-set Page 1 of 1
COPY ANNOUNCEMENT SET
From Announcement Set: us-eng
To Announcement Set: custom
enter command: copy annc-set
```

**Figure E-7. Copy Announcement Set Screen**

2. Enter **us-eng** in the From Announcement Set field.
3. Enter the name a custom announcement set in the To Announcement Set field.

This is the name of a custom announcement set you created in "Adding the Custom Announcement Set Name to the Lucent INTUITY Release 4 System."

4. Press **ENTER** (F3) to save the information to the system database.

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

Command Successfully Completed.

5. Repeat Steps 1 through 4 for all custom announcement sets created in "Adding the Custom Announcement Set Name to the Lucent INTUITY Release 4 System."
6. Continue with the next procedure "Installing the Pre-Upgrade Package on the Lucent INTUITY Release 2 or Release 3 System," in Chapter 3, "Connecting the Lucent Intuity Systems."



---

# Abbreviations

---

## A

**AAR**

automatic alternate routing

**AC**

alternating current

**ACA**

automatic circuit assurance

**ACD**

automatic call distribution

**ADAP**

administration and data acquisition package

**ADU**

asynchronous data unit

**ALT**

assemble load and test

**AMIS**

Audio Messaging Interchange Specification

**API**

application programming interface

**ARS**

automatic route selection

**ASCII**

American Standard Code for Information Exchange

**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

**CDR**

call detail recording

**CED**

called tone

**CELP**

code excited linear prediction

**CICS**

customer information control system

**CMS**

call management system

**CNG**

calling tone

**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

## Abbreviations

---

**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

**FNPA**  
foreign numbering plan area

**FOOS**  
facility out of service

**FRL**  
facilities restriction level

**FX**  
foreign exchange

---

### G

**BCS**  
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)

---

## 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

**MAP**  
multi-application platform

**MANOOS**  
manually out of service

**Mbyte**  
megabyte (one million bytes)

**MHz**  
megahertz

**MMISC**  
Multimedia Messaging Implementation and Sales Center

**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

**NPA**  
numbering plan area

**NW**  
INTUITY AUDIX Digital Networking

---

## O

**OA&M**  
operations, administration, and maintenance

## Abbreviations

---

**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

**PI**  
processor interface

**PIB**  
processor interface board

**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

**RUK**  
reusable upgrade kit

---

**S**

**SAT**  
system access terminal

**SCA**  
switch communications adapter

**SCSI**  
small computer systems interface

**SID**  
switch integration device

**SIMM**  
single in-line memory module

**SMDR**  
station message detail recording

**SMSI**  
simplified message service interface

**SW**  
switch integration (INTUITY software component)

---

**T**

**TAC**  
trunk access code

**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**  
Technical Services Center

## Abbreviations

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### U

**UCD**

uniform call distribution

**UCL**

unrestricted call list

**UPS**

uninterruptable power supply

---

### V

**VM**

INTUITY AUDIX Voice Messaging

**VNI**

virtual nodepoint identifier

**VP**

voice platform (INTUITY software component)

**VROP**

voice response output process

---

### W

**WAN**

wide area network

**WATS**

wide area telephone service

**WCR**

world class routing



---

# Glossary

## **5ESS Switch**

A central office switch manufactured by Lucent 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 users 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 user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the  \*  A (Address) command.

### **adjunct**

A separate system closely integrated with a switch, such as an 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 user, 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**

Consisting of alphabetic and numeric symbols or punctuation marks.

**ALT**

See *assemble, load, and test*.

**American wire gauge (AWG)**

A standard measuring gauge for nonferrous conductors.

**AMIS**

See *Audio Messaging Interchange Specification*.

**AMIS prefix**

A number added to the destination number to indicate that it 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 transfer.

**analog signal**

In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

**announcement**

A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

**announcement fragment**

A numbered piece of spoken information that makes up a system message or prompt.

**antistatic**

A treatment for material to prevent the build-up of static electricity.

**API**

See *application programming interface*.

**application**

A computer software program.

**application programming interface (API)**

A set of formalized software calls and routines that an application program can reference to access underlying network services.

**assemble, load, and test (ALT)**

The Lucent 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 spaced by start and stop bits rather than 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 for use with the Lucent INTUITY system 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 EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

**attendant console**

A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

**Audio Messaging Interchange Specification (AMIS)**

An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent.

**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 users to designate that faxes be automatically deleted from their mailboxes after they are printed.

**automated attendant**

A Lucent INTUITY system feature that allows users 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 Lucent INTUITY users and users to the system. See also *call-distribution group*.

**automatic message scan**

An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent 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 users to designate that faxes be automatically sent to a specified print destination.

**autoscan**

See *automatic message scan*.

**AWG**

See *American wire gauge*.

## B

### **background testing**

Testing that runs continuously when the system is not busy doing other tasks.

### **backplane**

A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

### **backup**

A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can 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 for which the information is intended.

### **baud**

A unit of measurement that describes the speed of transferred information.

### **baud rate**

Transmission signaling speed.

### **basic call transfer**

The 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 *basic rate access*.

### **binary digit (bit)**

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

### **binary synchronous communications (BSC)**

A character-oriented synchronous link protocol.

### **BIOS**

See *basic input/output system*.

### **bit**

See *binary digit*.

### **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.

### **body**

The part of a Lucent INTUITY 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**

See *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 users automatically.

**BSC**

See *binary synchronous communications*.

**buffer**

A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

**bulletin board**

An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board 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 a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports may be busied out if they appear faulty or when maintenance tests are run.

**byte**

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

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**C**

**call accounting system (CAS)**

A software device that monitors and records information about a calling system.

**call-answer**

An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

**call-answer language choice**

The capability of user 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 Lucent 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 switch users to the Lucent 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 (a 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 (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

**call vectoring**

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

**card cage**

An area within the Lucent 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 accounting system*.

**CED tone**

See *called tone*.

**CELP**

See *code excited linear prediction*.

**central office (CO)**

An office or location in which large telecommunication equipment 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 users 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 Lucent INTUITY Message Manager, the user'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*.

**code excited linear prediction (CELP)**

An analog-to-digital voice coding scheme.

**collocated**

A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

**collocated adjunct**

Two or more adjuncts that are serving the same switch (that is, 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**

A numbering system for telecommunications equipment used by Lucent. 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.

**community**

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

**compound message**

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles 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 to a user on an Lucent INTUITY system is automatically sent when it is not answered by the user. 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 telephone 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 support diagnostic testing and the DATAPHONE II Service network system.

**data set**

Another term for a modem, although 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 can be formed with directly connected cables. MPDMs, DSUs, or other devices can 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 community**

A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

**default print number**

The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user 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.

**dial string**

A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

**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 switch**

See *dual in-line package switch*.

**direct inward dialing**

The ability for an outside caller 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**

1. An INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing \* at the activity menu.
2. 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*.

**domain**

An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

**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 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 users 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 user mailboxes can be in either of the two languages.

**dual tone multifrequency (DTMF)**

A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

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**E**

**EIA interface**

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

**electrostatic discharge (ESD)**

Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

**electronic mail**

See *e-mail*.

**e-mail**

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

**enabled/disabled**

The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. 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 user who encounters a problem trying to respond to a message. To escape, the user presses **#**.

**escape to attendant**

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

**ESD**

See *electrostatic discharge*.

**event**

An 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**

State of operation during which the current channel is not receiving a dial tone and is not functioning.

### **facsimile**

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

### **fax**

See *facsimile*.

### **fax addressing prefix**

Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

### **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.

### **fax print destination prefix**

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

### **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 (FIFO)**

A method of processing telephone calls or data in which 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 read the information on it.

**function**

Individual steps or procedures within a mailbox activity.

**function key (F key)**

A key on a computer keyboard programmed to perform 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, designed for serving large communities of System 75 and System 85 users.

**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 hear the system answer and 5% hear ringing until a port becomes 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 callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

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## H

**hard disk drive**

A high-capacity data storage/retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable 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 1 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 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 the IVC6 card.

**interface**

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

**internal e-mail**

Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

**interrupt request (IRQ)**

Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

**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 users. See also *digital networking*.

**INTUITY Message Manager**

A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

**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*.

---

**J**

**jumper**

Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

---

## K

### **Kbps**

Kilobits per second; one thousand bits per second.

### **Kbyte**

Kilobytes per second; 1024 thousand bytes per second.

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## 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 back-up 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 (LIFO)**

A method of processing telephone calls or data in which the last call (or data) 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 on the hardware platform that shows the status of operations.

### **liquid crystal display (LCD)**

The 10-character alphanumeric display that shows the status of the system, including alarms.

### **load**

The process of reading software from external storage (such as disk) and placing 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 users' PCs be on a LAN.

### **local AUDIX machine**

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

**local installation**

A switch, adjunct, or peripheral installed physically near the host switch or system. See also *collocated*.

**local network**

An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

**login**

A unique code a user must enter 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 users every time they log in to the system.

**Lotus Notes**

Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

**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 allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

**mailing list**

A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

**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 INTUITY ports in service. Often a major alarm indicates that service is affected.

**MANOOS**

See *manually out-of-service*.

**manually out-of-service**

State of operation during which a unit has been intentionally taken out of service.

**MAP**

See *multi-application platform*.

**mean time between failures**

The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

**media type**

The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

**megabyte**

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

**memory**

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

**menu**

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

**menu tree**

The way in which nested automated attendants are set up.

**message categories**

Groups of messages in INTUITY AUDIX users' 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 component**

A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

**message delivery**

An optional Lucent INTUITY feature that permits users 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 Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

**message waiting lamp (MWL)**

See *message-waiting indicator*.

**migration**

An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

**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 back-up (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 INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

**modem**

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

**modular**

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

**modular processor data module (MPDM)**

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect the Lucent INTUITY system 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.

**multilingual feature**

A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users 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**

A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

---

## O

### **off-hook**

See *switch hook*.

### **on-hook**

See *switch hook*.

### **on-line help**

A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

### **open systems interconnection (OSI)**

An internationally accepted framework of standards for communication between systems made by different vendors.

### **operating system (OS)**

The set of software 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 specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

## OS

See *operating system*.

## OSI

See *open systems interconnection*.

### **outcalling**

A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

### **outgoing mailbox**

A storage area on the Lucent INTUITY system where users can 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**

1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string 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 user's AUDIX password or the administrator's system password expires. The user or administrator must then 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 such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

**personal directory**

An INTUITY AUDIX feature that allows each user 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 that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

**POST**

See *power-on self test*.

**power on self test (POST)**

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

**priority call answer**

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses (2) after recording.

**priority messaging**

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

**priority outcalling**

An INTUITY AUDIX feature that 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 telephone switching 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 Lucent INTUITY system user who owns it can access.

**private messaging**

A feature of INTUITY AUDIX that allows a user 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*.

**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 user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

**pulse-to-tone converter**

A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

---

**R**

**RAM**

See *random access memory*.

**random access memory (RAM)**

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

**read-only memory (ROM)**

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

**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 (that is, telephone) 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 maintenance**

The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

**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 in to your system and remedy problems. See also *remote maintenance*.

**remote terminal**

A terminal connected to a computer over a telephone line.

**remote users**

INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

**REN**

See *ringer equivalence number*.

**reply loop escape**

An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

**reply to sender**

An INTUITY AUDIX feature that allows users 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 an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

**restart**

1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the \*R (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. 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 back-up tapes, floppy diskette, or another disk device.

**retention time**

The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

**reusable upgrade kit (RUK)**

A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

**right-to-use (RTU) fee**

A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

**ringer equivalence number (REN)**

A number required in the United States for registering your telephone equipment with a service provider.

**ROM**

See *read-only memory*.

**RS-232**

See *EIA interface*.

**RTS**

See *request to send*.

---

**S**

**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 user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

**screen**

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

**SCSI**

See *small computer system interface*.

**secondary extension**

A second, fax-dedicated extension that directs incoming faxes directly into a user'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*.

**SIMM**

See *single in-line memory module*.

**simplified message service interface (SMSI)**

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

**single in-line memory module (SIMM)**

A method of containing random access memory (RAM) chips on narrow 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*.

**subscriber**

A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

**surge**

A sudden rise and fall of voltage in an electrical circuit.

**surge protector**

A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

**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 (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone 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 to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

**switch integration device (SID)**

A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

**switch network**

Two or more interconnected switching systems.

**synchronized mailbox**

A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

**synchronizer**

The name given to the trusted server by the e-mail vendor, Lotus Notes.

**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 to magnetic tape.

**TCP/IP**

See *transmission control protocol/internet program*.

**TDD**

See *telecommunications device for the deaf*.

**TDM**

See *time division multiplexing*.

**telecommunications device for the deaf (TDD)**

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone 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 from which a user is logging in 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 a bus, line, or cable to prevent signals from being reflected or echoed.

**time division multiplexing (TDM)**

A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

**tip/ring**

A term used to denote the analog telecommunications interface.

**tone generator**

A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

**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. Translations customize the Lucent INTUITY system and switch features for users.

**transmission control protocol/internet protocol (TCP/IP)**

A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

**T/R**

See *tip/ring*.

**troubleshooting**

The process of locating and correcting errors in computer programs (also called *debugging*) or systems.

**trusted server**

A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

---

**U**

**UCD**

See *uniform call distribution*.

**Undelete**

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing \*.

**undelivered message**

A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox 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 as 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 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 (UPS)**

An auxiliary power unit 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 user 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 remains 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 telephone keypad presses. For example, a prompt might say, "Press star three," instead of, "Press star D."

**user interface**

The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

**user population**

A combination of different types of 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 IVC6 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 INTUITY AUDIX users.

**voicing**

1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

**volt**

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

---

## W

**WAN**

See *wide area network*.

**watt**

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

**wide area network (WAN)**

A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

**window**

That portion of the Lucent INTUITY user interface through which you can view system information or status.

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