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**Lucent INTUITY
Messaging Solutions
Release 4
MAP/100 System Installation**

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About This Book

Purpose

This book, *Lucent INTUITY Messaging Solutions Release 4 Map/100 System Installation, Issue 1*, 585-310-173, contains instructions for installing a Lucent INTUITY™ voice messaging system that has been assembled, loaded, and tested (ALT) at the Lucent factory. It includes procedures for unpacking, set up, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/100 platforms and the Lucent INTUITY system and most of its optional features, including networking and integration with the MERLIN LEGEND, System 75, System 85, and the DEFINITY G1, G2, and G3 series of switches.

Intended Audiences

This book is intended primarily for the on-site technical personnel who are responsible for installing the system and performing initial administration and acceptance testing. Secondary audiences include the following from Lucent:

- Field support—Technical Service Organization (TSO)
- Helpline personnel
- Factory assemble, load, and test (ALT) personnel
- Provisioning project managers—Sales and Technical Resource Center (STRC)

We assume that the primary users of this book have completed the Lucent INTUITY hardware installation training course (see “Related Documentation and Training” below).

Release History

This is the first release of this book.

How to Use This Book

Although this book is designed to step you through the entire installation process, you can also use it as a quick-reference to obtain specific information you may need on a particular topic.

For Complete Installation Instructions

Read Chapter 1, "Getting Started", before you begin for information on prerequisites, including site preparation and the tools and information you need to complete the installation successfully. If you need help logging in and navigating through the system screens and windows, review Appendix B, "Accessing Windows and Screens". From there, read and use each chapter in the order presented. This will take you step by step through the procedures you must perform to install a factory-assembled, -loaded, and -tested (ALT) Lucent INTUITY system.

⇒ NOTE:

If you are installing a non-ALT system, see Appendix C, "Building a System," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for instructions.

For an Installation Checklist

If you want a quick reference, Appendix A, "System Installation Checklist" contains a checklist of procedure titles. These titles are listed in the order in which you must perform them. Also included are references to where you will find the complete procedures in this book.

For Troubleshooting Information

Where troubleshooting information is available, notes in the text refer you to the appropriate place in Appendix C, "Troubleshooting Procedures", to look for help.

For Connectivity and Pinout Information

For supplemental pinout and connectivity information, see Appendix D, "Pinouts", and Appendix E, "Cable Connectivity", respectively.

To Locate Other Specific Topics

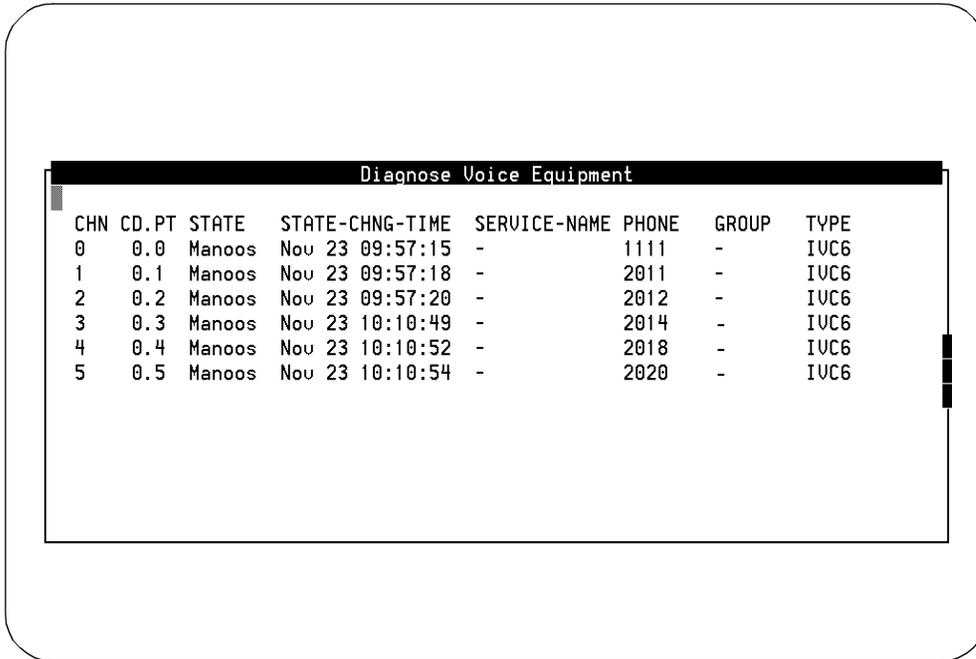
This book includes an alphabetical index at the end for quick access to specific topics.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

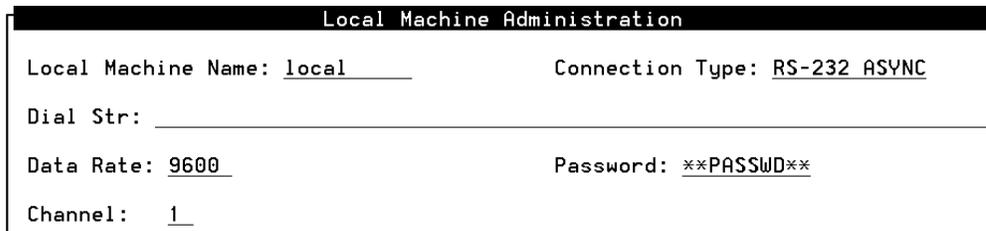
- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as:
Type **y** to continue.
- The word “enter” means to type a value and then press `ENTER`. For example, an instruction to type the letter “y” and press `ENTER` is shown 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 and request system information (Figure 1 and Figure 2, respectively). Screens request that you enter a command at the `entercommand:` prompt (Figure 3). 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 terminal window titled "Diagnose Voice Equipment". It contains a table with the following columns: CHN, CD.PT, STATE, STATE-CHNG-TIME, SERVICE-NAME, PHONE, GROUP, and TYPE. The data rows are as follows:

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	TYPE
0	0.0	Manoos	Nov 23 09:57:15	-	1111	-	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 terminal window titled "Local Machine Administration". It contains several configuration fields:

- Local Machine Name: local
- Connection Type: RS-232 ASYNC
- Dial Str: _____
- Data Rate: 9600
- Password: **PASSWORD**
- Channel: 1

Figure 2. Example of a Lucent INTUITY Window

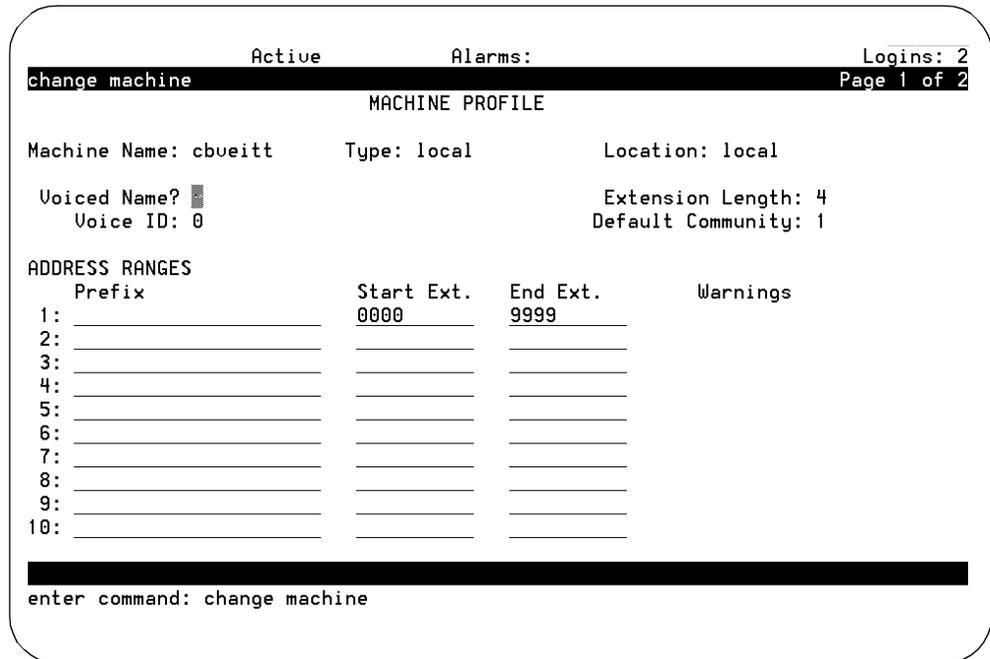


Figure 3. Example of a Lucent INTUITY Screen with a Command Line



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 square 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 **F3** (Choices).
- 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 Main Menu and select::

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Lucent INTUITY Main 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:

- 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

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.
- SUPERSET™ is a trademark of Mitel Corporation.
- 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

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

Documentation

 **NOTE:**

The *Lucent INTUITY Messaging Solutions Release 4 Documentation Guide*, 585-310-540, contains a detailed description of all books included in the Release 4 Lucent INTUITY documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an Lucent INTUITY system.

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

- *Lucent INTUITY Messaging Solutions System Description*, 585-310-235, for a complete description of the Lucent INTUITY product and features
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for a detailed source of complete maintenance procedures and troubleshooting information

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

Training

The following training class is recommended as a prerequisite to installing a Release 4 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 Comment on This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

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11900 North Pecos Street
Denver, Colorado 80234

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

Please be sure to mention the name and order number of this book.

Overview

This chapter describes:

- Site preparation, including environmental, space, and power requirements for the MAP/100
- Installation prerequisites; specifically, tools, test equipment, system information, documentation, and switch administration requirements
- Points of demarcation for installation and maintenance
- Your responsibility with regard to the security of the customer's system
- Technical assistance and other resources available to you during installation

 **NOTE:**

The information in this book assumes that you are installing an assembled, loaded, and tested (ALT) Lucent INTUITY system. If this is not the case, see Appendix C, "How to Build a System," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for additional instructions.

Purpose

The purpose of this chapter is to ensure that:

- The customer site meets the physical requirements for installation of the MAP/100
- You are prepared with the tools and information you need to complete the Lucent INTUITY system installation successfully

Site Preparation

This section describes physical requirements for the installation site.

Environmental Considerations

Place the MAP/100 in an area where the environmental conditions shown in Table 1-1 are maintained.

Table 1-1. Environmental Considerations

Operating State	Temperature	Humidity
Operating	+10 to +32°C (+50 to +90°F)	—
Nonoperating (that is, when the MAP/100 is being shipped or stored)	-40 to +60°C (-40 to +140°F)	5 to 92%, noncondensing

Installation Area Considerations

Observe the following when determining where to place the MAP/100.

- *Do not* install the unit in an area with high-power electrical equipment.
- *Do not* install the unit in the same area as copier machines because of the paper particles created by such equipment.
- Install the unit in an area that provides protection from excessive sunlight, heat, cold, chemicals, static electricity, magnetic fields, vibration, dust, and grime.
- Maintain an air-distribution system that provides adequately cooled, filtered, and humidity-controlled air.



NOTE:

The maximum heat output of a MAP/100 is approximately 1100 BTU.

- Provide surge protection and power backup in areas with volatile power (brown-outs or frequent power surges).
- Provide additional grounding if necessary in a multiple-system installation to facilitate an environment that is free of radio-frequency noise.

Space Requirements

Table 1-2 lists the approximate weight, size, and depth of the primary MAP/100 hardware components. Note that the weight listed includes only the basic chassis, hard disk, floppy disk, streaming tape drive, and three circuit cards: Pentium CPU, Video Controller, and SCSI Host Adapter Controller.

Table 1-2. Space Requirements

Equipment	Weight (lb.)	Height (in.)	Width (in.)	Depth (in.)
MAP/100	52	17.7	7.0 (12.6 with base)	21
Monitor	15	13.5	13	14.5
Keyboard	5	2.5	19	8
Printer	20	5	16	11

Power Requirements

The MAP/100 powers the monitor through an interface cable. Note that a receptacle is provided on the rear of the unit to supply power for the monitor.

The maximum power dissipation of a MAP/100 is 325 W.

Table 1-3 lists the power requirements for the MAP/100.

Table 1-3. Power Requirements

Attribute	MAP/100/s	Printer	Monitor
Volts AC (VAC)	90–130 or 200–250	115 +/- 5%	110–240
Hertz (Hz)	47–63	50–60	50–87
Phase	Single	Single	Single
Amps (RMS)	8	2	1
Input cords	NEMA ¹ 5–15P plug; 3 m (9 ft) long	NEMA 5–15P plug; 2 m (6 ft) long	Included with monitor; 1 m (3 ft) long
Unit input receptacles	IEC-320 inlet	IEC-320 inlet	N/A

1.National Electrical Manufacturer's Association.

In addition to the above power requirements, you must also:

- Locate each unit and printer within 6 feet of its power receptacle
- Keep the communication cables separate from the power cables
- Install communication and power cables in accordance with National Electrical Codes (NEC)
- Use the AC power output receptacle on the back of the unit for a video monitor only. Never plug any other device into this receptacle

 **CAUTION:**

Use only shielded cables and equipment in conjunction with the MAP/100 to maintain safe levels of electromagnetic compatibility.

System Grounding Connections

Customer-premise-provided outlets should be grounded in accordance with NEC and applicable local codes.

To maintain electromagnetic interference (EMI) protection, personal protection, and immunity from circuit noise, you must ground each MAP/100 to a solid, stable single-point ground.



CAUTION:

Use extreme care when you make power and ground connections.

Installation Prerequisites

This section:

- Lists the tools, test equipment, system information, and documentation you must have to install and test the MAP/100
- Describes the switch administration that must be done before you arrive on site

Tools

The following tools are recommended for installing the MAP/100:

- A medium-width flat-blade screwdriver
- A No. 2 Phillips screwdriver
- A small pair of needle-nose pliers
- A small pair of wire cutters
- A sharp, pointed instrument such as a ball-point pen



NOTE:

Do not use the point of a lead pencil. The graphite can damage a circuit card, and cause problems such as electrical shorts.

Test Equipment

It is recommended that the following test equipment be used when installing a MAP/100:

- A volt/ohm meter
- Two telephones connected through the switch. These must be of the same type as the majority of telephones the customer will be using on the system. If the message waiting indicator (MWI) for the Lucent INTUITY system is a lamp, the test telephones must be equipped with a lamp. If the MWI is a stutter tone, they must be able to give the stutter notification.

The two test telephones must be placed so that you can easily see the Lucent INTUITY monitor while you are using them.

- If the system includes Lucent INTUITY FAX Messaging, you must have access to a customer fax machine for testing.

System Information

You need the following information to complete this installation:

- Installation information worksheets

Your project manager or systems consultant will give you a series of worksheets prior to the installation. These worksheets have been completed with input from the customer.

One of the worksheets that you will receive is the Installation Worksheets Inventory. This inventory lists the names of the individual worksheets that contain the information you need to complete this installation. If you do not receive a certain worksheet, verify the values that are needed and then use the system defaults for those particular values.

- Basic system procedures

The installation procedures in this book assume that you know how to log on and off the system and how to move around using the INTUITY AUDIX and Lucent INTUITY system screens. To review this information, see Appendix B, "Accessing Windows and Screens".

Switch Administration

Before you begin the installation, the switch or PBX must be administered to support the following situations:

- Testing each channel connected to the Lucent INTUITY system before assigning the channel(s) to INTUITY AUDIX or another application; during this testing, you must be able to call each channel individually using the ChanTran option

- Testing the INTUITY AUDIX system with two test subscribers
- Performing cut-to-service procedures that provide the users with an active coverage path

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

 **NOTE:**

If the administration is not done, instructions are provided in Chapter 6, "Initial Administration for Switch Integration", for initial switch or PBX administration.

Documentation

Use the following documentation during installation of a MAP/100:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173

Use this book to familiarize yourself with installation prerequisites and to perform hardware installation, initial administration, and acceptance testing.

- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174

Use this book for troubleshooting, alarm retirement or to correct errors in the factory assembly process.

- PBX or switch book

There is a PBX or switch book for each PBX or switch that is used with the Lucent INTUITY system. Be sure that you have the book that matches your switch.

- Lucent INTUITY networking book

Networking is an option on the Lucent INTUITY system. If you are installing one of the optional networking features, you will need one of the following corresponding networking books:

— *AMIS Analog Networking*, 585-300-512

— *Lucent INTUITY AUDIX Digital Networking Administration*, 585-310-533

- Distributed Communications Systems (DCS) networking

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

Points of Demarcation

A *demarcation point* defines the extent of Lucent's responsibilities for a product. Beyond this point, the customer is responsible for providing overall service.

When installing a Lucent INTUITY system, you must be aware of the following demarcations:

- Non-Lucent switches or PBXs
- Local area network (LAN) connectivity for the Message Manager
- Lucent INTUITY FAX Messaging demarcation

Non-Lucent Switch or PBX Demarcation

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

- Administer the SID or translator for operation with the switch or PBX
- Connect the SID to the Lucent INTUITY system
- Connect cables to the SID ports

Lucent service technicians dispatched for Lucent INTUITY system installation are not responsible for making any connections directly to a non-Lucent switch or PBX.

NOTE:

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

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

LAN Connectivity Demarcation

The demarcation point for the Lucent INTUITY TCP/IP is the point of connection into the LAN circuit card. The customer is responsible for

- The LAN cable
- The connector at the end of the cable for connection to the Lucent INTUITY system
- LAN administration not performed on the Lucent INTUITY system
- Maintaining the TCP/IP addresses and administration on the Lucent INTUITY system after cutover, unless otherwise specified by contract

Lucent service technicians dispatched for Lucent INTUITY system installation are not responsible for troubleshooting the customer's LAN.

Lucent INTUITY FAX Messaging Demarcation

INTUITY FAX Messaging uses the same equipment as Lucent INTUITY voice messaging. The IVC6 universal ports support both voice and fax messages without additional cabling or hardware. As with INTUITY AUDIX, the point of demarcation for Lucent INTUITY Fax Messaging is the same as the switch integration point of demarcation.

Lucent service technicians dispatched for Lucent INTUITY system installation are not responsible for troubleshooting customer fax machines.

Maintaining System Security

During an installation, security of the customer's system is your responsibility. You must take the following precautions to protect password and system security.

Password Security

To ensure password security

- Change the passwords for the system administrator (sa), voice mail administrator (vm), and craft logins before you begin the verification and acceptance of the Lucent INTUITY system.
- While changing the passwords, follow exactly what is written on Worksheet 1: System Administration Initial Passwords.



NOTE:

Do not leave this worksheet laying out, or allow any one to see it.

- At the first opportunity, give this worksheet directly to the customer's designated representative.
- If you suspect that the security of any password has been compromised, notify your project manager or system administrator.

System Security

To ensure system security

- Remove all test subscribers and test mailboxes from the system when the procedures in this book instruct you to do so.
- Do not configure any unassigned mailboxes (unassigned mailboxes are mailboxes that have an extension, but no subscriber assignment).
- Do not leave a logged-on terminal unattended. Always log off the system if you will be leaving it unattended, even for a short period of time.

Getting Help with the Installation

The following resources are available for help during an installation:

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

System Help Screens

Online help is available for both the Lucent INTUITY system screens and the INTUITY AUDIX administration screens. To display help screens or command choices, press `(CHOICES)` (F6) from the field for which you want the help. If valid entries can be specified, the system displays a list of options from which you can choose. Otherwise, it displays general information about the field.

Remote Maintenance Center Support

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

You can also contact the Technical Support Organization (TSO) at 1-800-562-8349 or NSAC at 1-800-628-2888.

Unpacking the MAP/100 and Installing Nonassembled Hardware

2

Overview

This chapter describes:

- How to unpack and set up the MAP/100
- The importance of saving packing materials
- Where to locate key components of the MAP/100

Purpose

The purpose of this chapter is to:

- Facilitate unpacking and set up of the MAP/100
- Provide illustrations and descriptions of key components of the MAP/100 for reference during the installation

Unpacking the MAP/100

 **NOTE:**

Because of the size and weight of the MAP/100, the keyboard and monitor are shipped separately from the chassis.

1. At the installation site, cut the bands holding the carton to the wooden pallet and remove the top of the box.
2. Remove the accessory boxes and foam packing materials from the top.
3. Remove the large cardboard "sleeve" that surrounds the chassis. The MAP/100 should now be fully exposed and resting on the bottom foam packing material.
4. Remove the plastic bag by "peeling" it from around the sides of the MAP/100 as far as possible.
5. Using an appropriate lifting system (the MAP/100 weighs approximately 140 lb), lift the chassis from the bottom of the carton.

 **CAUTION:**

"Snap-on" dress covers may be installed on the sides of the MAP/100. Do not lift the chassis by these side covers. Rather, lift it from the front and rear.

Saving Packing Materials

Save the shipping carton and all packing materials to use in case you have to return the MAP/100 to the manufacturer. (If you ordered multiple MAP/100s, saving one carton and packing materials should be sufficient.) Packing materials include antistatic bags and bubble wrap as well as cardboard and foam inlays. This also applies to shipping cartons for the keyboard and monitor.

 **CAUTION:**

The manufacturer does not accept liability for a damaged unit if you do not return it in the original packing materials and carton. The carton has been designed to prevent damage and ensure product warranty.

Return Repair Tag

If you must return a MAP/100 to the manufacturer, complete the yellow GBCS return repair tag and attach it to the unit. The factory information packet included in the MAP/100 carton contains the yellow return repair tag.

Installing a Deskside MAP/100

If ordered with the MAP/100, deskside kits are factory installed and no additional assembly is needed. If ordered as a field-installable item, follow the instructions provided in each kit.

Deskside units are equipped with four casters that allow you to roll the chassis around as required. Once you position it, activate the locking mechanisms located on each caster to secure the MAP/100 in place.

Installing Split Ferrite Core Toroids

The split ferrite core toroid is placed on the MAP/100 power cable (Figure 2-1). If the MAP/100 monitor is plugged into the MAP/100 chassis, a split ferrite core toroid is also placed on the monitor power cord.

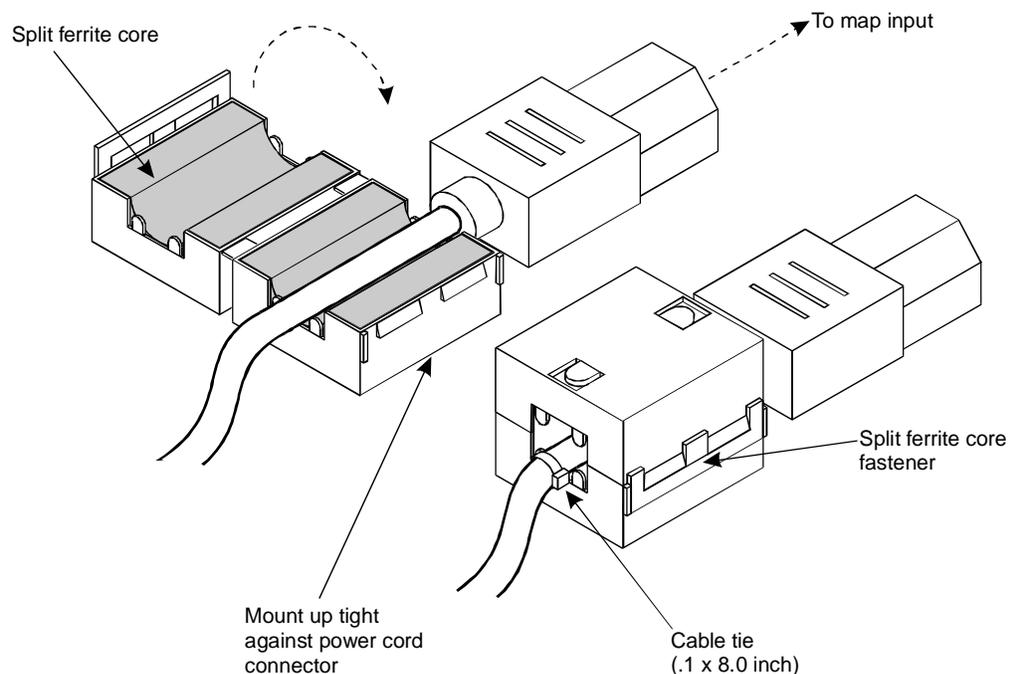


Figure 2-1. Split Ferrite Core Toroid Installation

NOTE:

If the MAP/100 monitor is plugged directly into a wall outlet, do not place a split ferrite core toroid on the power cord.

To install the split ferrite core toroids, do the following:

1. Open the split ferrite core toroid by gently pulling the fastener away from the body of the split ferrite core toroid (Figure 2-1).

2. Place the power cord in the groove inside a split ferrite core toroid (Figure 2-1).

Place the toroid against the female connector which connects to the 110 VAC power input on the back of the MAP/100.

3. Gently snap the split ferrite core toroid shut around the cable (Figure 2-1).
4. Attach a cable tie directly behind the split ferrite core toroid to secure it.
5. Cut off the excess cable tie.
6. Place the monitor power cord in the groove inside a split ferrite core toroid (Figure 2-1).

Place the toroid against the male connector which connects to the auxiliary monitor power input on the back of the MAP/100.

7. Gently snap the split ferrite core toroid shut around the cable (Figure 2-1).
8. Attach a cable tie directly behind the split ferrite core toroid to secure it.
9. Cut off the excess cable tie.

Installing the Cable Tie-Down Bracket

Each MAP/100 includes a cable tie-down bracket. Units equipped with multiple T/R circuit cards and a T/R distribution panel are shipped with cabling attached to this bracket. This bracket, however, may not be permanently attached to the unit. If it is not, see Figure 2-2 for an example of the position of the bracket during shipment.

Once you remove the unit from the shipping carton, follow these steps to install the cable tie-down bracket:

1. Loosen the four screws next to the 25-slot backplane.
2. Slide the bracket under the screw heads in the slots provided.
3. Tighten the screws.

Refer to Figure 2-2 and Figure 2-3 as you complete this procedure.

MAP/100s configured without the T/R distribution panel ship with the cable tie-down bracket located on the bottom of the shipping carton. It is recommended that you install the bracket as described above and use it as a cable strain relief for all external I/O cabling.

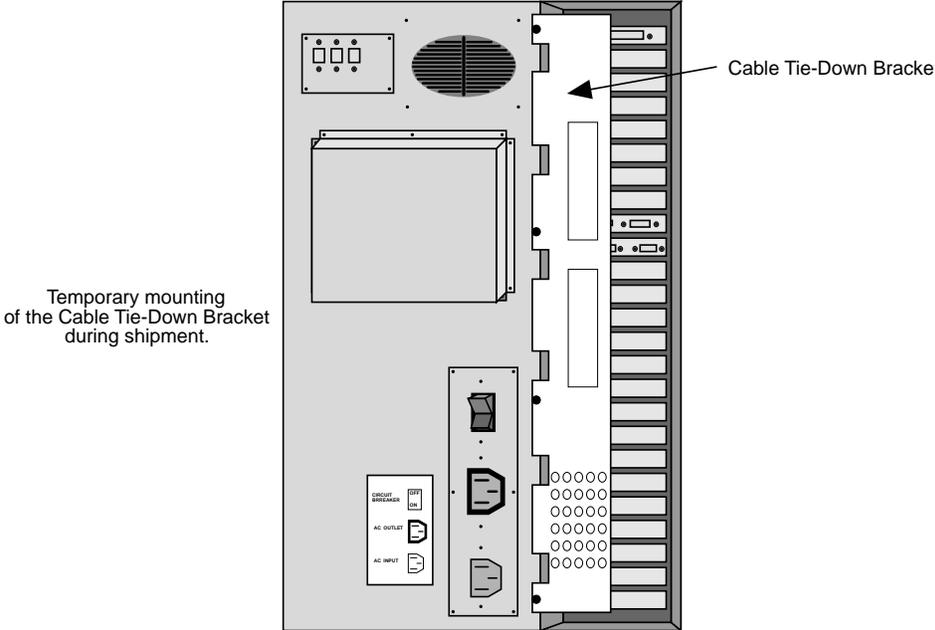


Figure 2-2. Cable Tie-Down Bracket Position During Shipment

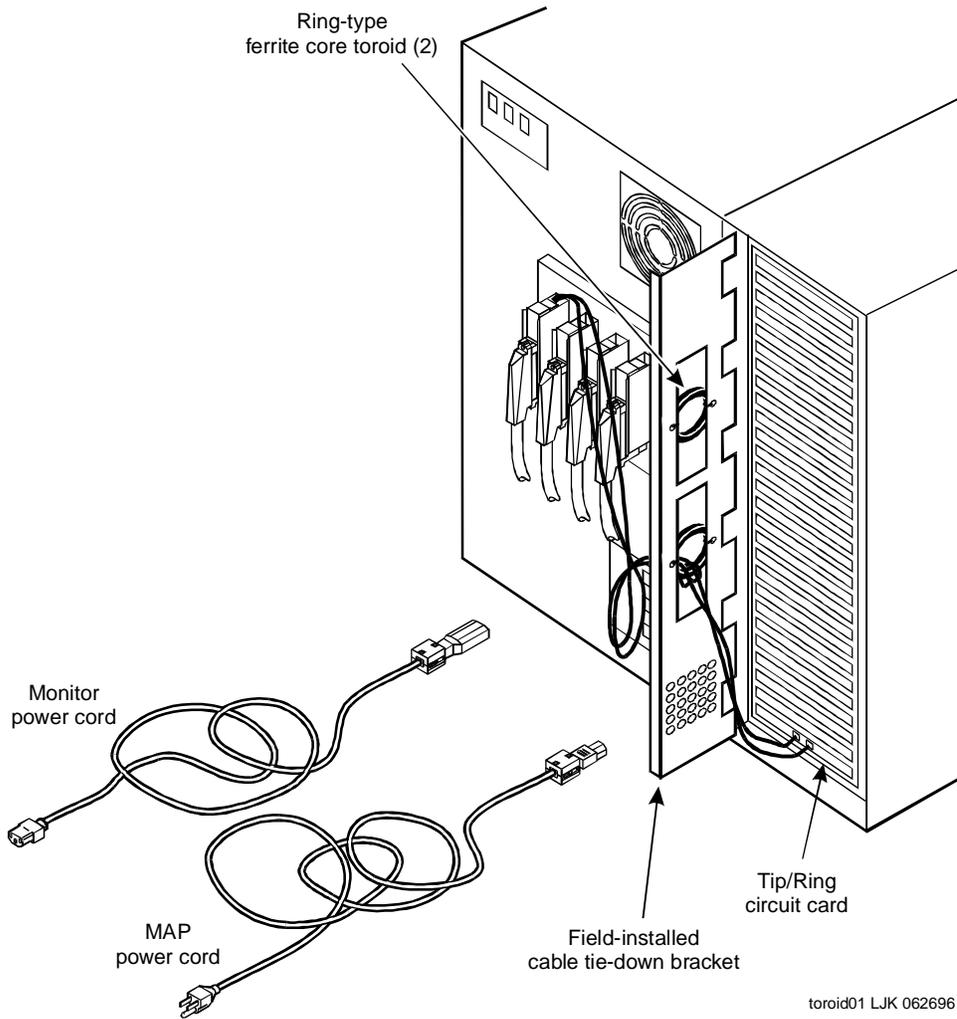


Figure 2-3. Cable Tie-Down Bracket Installation

Locating Key Components on the MAP/100

Use the following sections and diagrams to locate key components on the MAP/100. For additional information describing the MAP/100 hardware, see the *Lucent INTUITY Messaging Solutions System Description*, 585-310-235.

The Front of the Chassis

Figure 2-4 shows the front view of the MAP/100. Table 2-1 provides a description of the components on the front of the MAP/100.

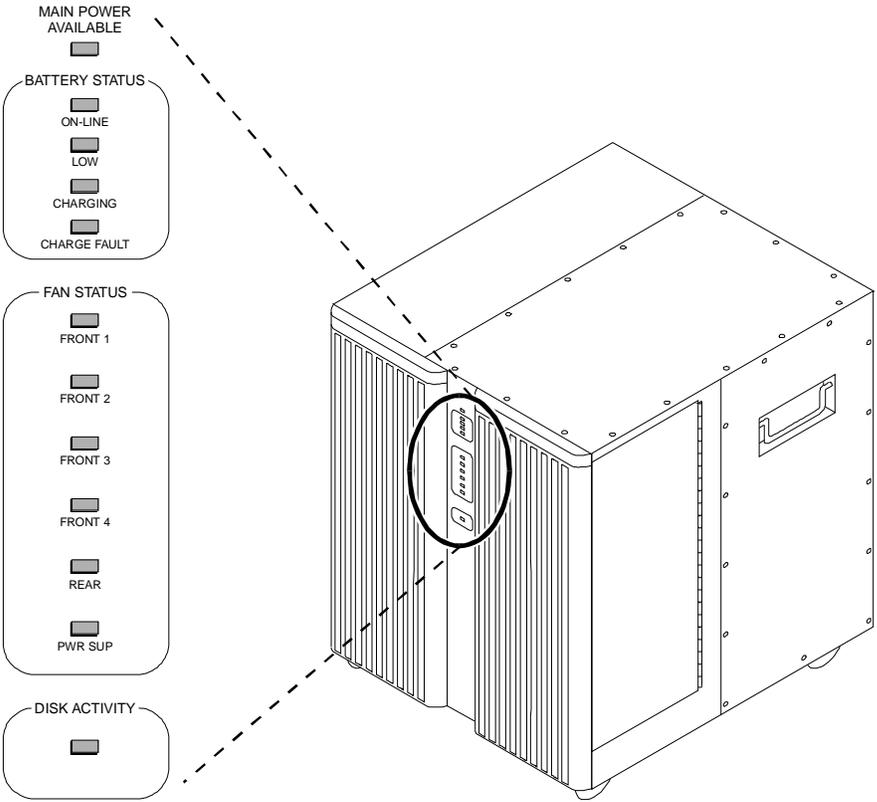


Figure 2-4. Front View of the MAP/100

Table 2-1. Components on the Front of the MAP/100

Component	Location	Description	Function
Front doors	One on each side	Hinged doors	Cover the peripheral bay (disk drives and cooling fans)
Temporary keyboard receptacle	Lower right side, behind door	5-pin circular DIN female	Connects the keyboard to the MAP/100
Temporary video receptacle ¹	Lower right side, behind door	15-pin high-density D subminiature female	Connects the monitor to the MAP/100
Power switch	Lower right side, behind door	Rocker switch	Turns the MAP/100 on and off
Reset button	Lower right side, behind door	Button	Resets the MAP/100
Main Power Available indicator	Center between doors	LED	Lights green when the power is on
Online Battery indicator	Center between doors	LED	Lights red when the unit is powered by battery
Low Battery indicator	Center between doors	LED	Lights yellow when the battery needs to be recharged
Charging Battery Indicator	Center between doors	LED	Lights yellow when the battery is being recharged
Fan Status indicators	Center between doors	Six LEDs; one for each fan	Light green when the corresponding fan is working normally
Disk Activity Indicator	Center between doors	LED	Lights green when the hard drive is activated

1.To use this receptacle, you must install the VGS Port jumper cable between the Video Controller circuit card and the video port labeled "VGS Video" on the back of the chassis.

Peripheral Drive Devices

Table 2-2 provides descriptions and functions of the various drives on the MAP/100. These devices are located in the peripheral bay behind the right front door.

Table 2-2. Peripheral Bay Drives

Drive¹	Description	Function
Cartridge tape	SCSI 2.0-Gbyte	Backup and restore; loading the system
Floppy disk drive	3.5-inch, 1.44-Mbyte high density	System configuration; diagnostic testing
Hard disk	2.0-Gbyte SCSI	Storage for operating system, application software, and speech data
Hard disk(s) (optional)	2.0-Gbyte SCSI	Disk mirroring; storage

1. These devices are subject to change.

Chassis Cooling System

The cooling system for the MAP/100 includes six fans. Four are located in front of the circuit card cage area, behind the left front door. Another cooling fan (the chassis fan) is located in the center on the back of the chassis. The last fan is located inside the power supply.

The fans maintain air flow in the unit to prevent components from overheating, which can cause a component to malfunction. To prevent overheating, you must also maintain adequate clearance around the unit so that air can circulate.

The Back of the Chassis

Figure 2-5 shows the back view of the MAP/100. Table 2-3 provides a description of the components on the back of the MAP/100.

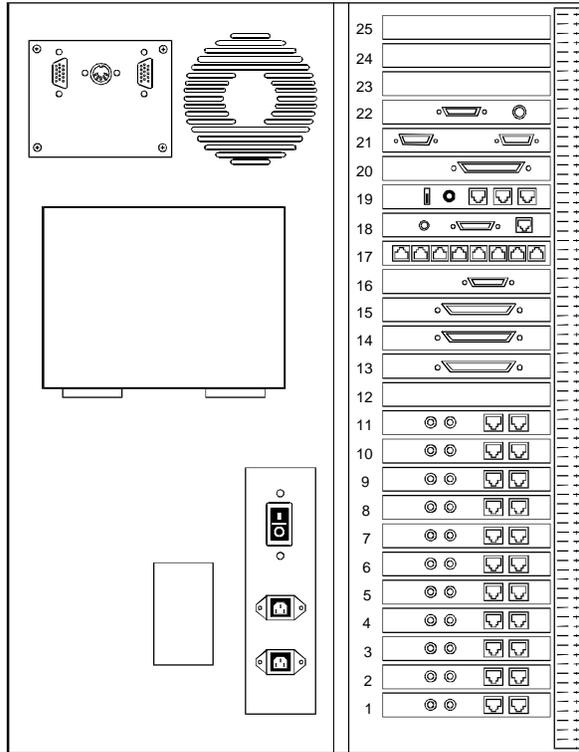


Figure 2-5. Back View of the MAP/100

Table 2-3. Components on the Rear of the MAP/100

Component	Location	Description	Function
Asynchronous port COM1	CPU circuit card faceplate: slot #16	9-pin male D subminiature	Communicates with external devices
Parallel port	CPU circuit card faceplate: left of COM1	25-pin female	Communicates with the printer
Video connector ¹	Video circuit card faceplate: slot #17	15-pin female D subminiature	Connects the MAP/100 to the monitor
Circuit breaker	Lower center	Rocker switch	Turns on/off incoming power to the MAP/100
AC power outlet connector	Lower center below circuit breaker	3-prong, 5-A, 110/220 V	Connects the MAP/100 to the monitor via a 6-ft power cord
AC power inlet receptacle	Lower center below AC power outlet	3-prong, 110/220 or 200/250 V	Connects the MAP/100 to the power source via a 9-ft power cord
Keyboard receptacle* ²	Upper left corner	5-pin female circular DIN	Connects <i>one keyboard only</i> to the MAP/100
Asynchronous port COM2	Upper left corner next to keyboard inlet	9-pin male D subminiature DB-9	Communicates with external devices
VGA Video Connector	Upper left corner	15-pin male D subminiature	Connects to the Video Controller card via the VGA Port jumper cable to enable use of a temporary monitor
One or two T/R distribution panels (optional)	Center	Square panels screwed to the MAP/100	Allows up to 8 (one panel) or 12 (two panels) T/R cards to communicate with customer premise equipment

1. Do not use the monitor or the keyboard receptacles for any other purpose than to connect the monitor and one keyboard, respectively.

2. You can connect only one keyboard to the MAP/100.

Making Cable Connections

3

Overview

The MAP/100 can contain up to 25 circuit cards that provide various functions for the system. These cards include video controls, peripheral controls, communication controls, CPU, and analog Tip/Ring. They are located in the circuit card cage in backplane slot positions 1 through 25 from the bottom of the unit.

This chapter serves as an introduction to connecting cables to the faceplates of circuit cards that are installed in the MAP/100. See Appendix E, "Cable Connectivity", for more detailed information.

This chapter also includes general steps for making cable connections, though additional steps may be required for some.

Purpose

The purpose of this chapter is to provide the information to make cable connections and complete the Lucent INTUITY system installation successfully.

Connecting the Tip/Ring Card

The MAP/100 IVC6 T/R (AYC10) circuit card uses two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up. You can connect the T/R 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 T/R distribution panel to the telephone line

Ring Type Ferrite Core Toroid Installation

To install a ring type ferrite core toroid on a MAP/100, do the following:

1. Attach the cable tie down bracket, with the two ring type toroids attached, (Figure 3-1) to the MAP/100 using the four screws provided with the bracket.

The cable tie down bracket attaches to the MAP/100 next to the circuit card faceplates (Figure 3-1).

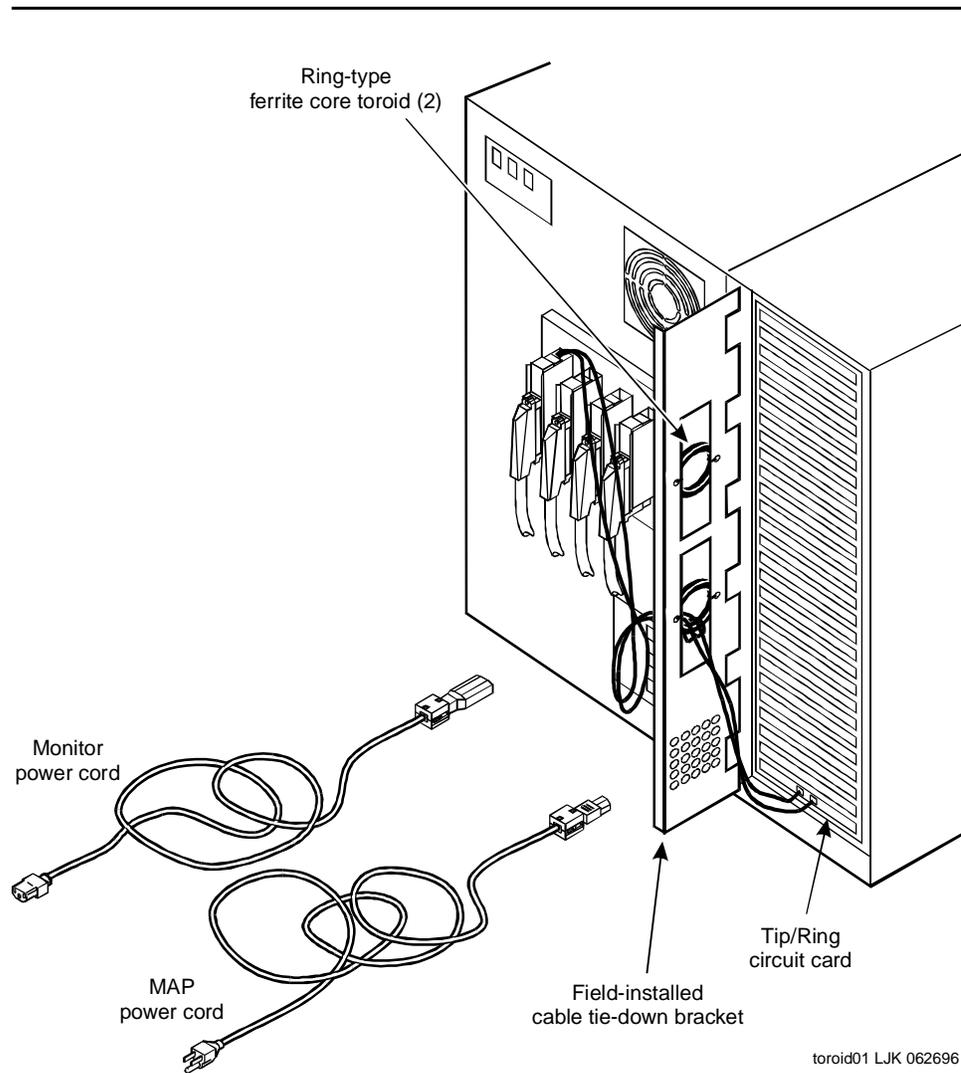


Figure 3-1. MAP/100 Ring Type Ferrite Core Toroid Installation

2. Dress a Tip/Ring cable through the ring type ferrite core toroid (Figure 3-2).
3. Loop it around and dress it through the ring type ferrite core toroid a second time (Figure 3-2).

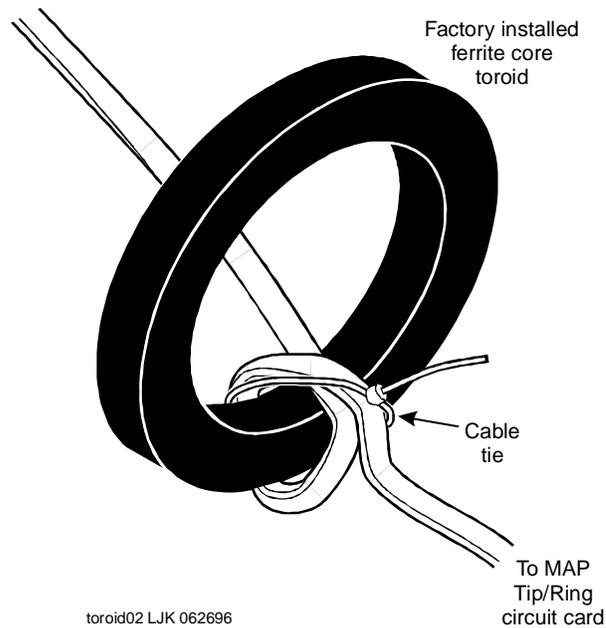


Figure 3-2. Ring Type Ferrite Core Toroid

4. Place the end of the Tip/Ring cable in the appropriate port on the Tip/Ring circuit card.

⚠ CAUTION:

Make sure that the length of cable between the ring type ferrite core toroid and the Tip/Ring circuit card is as short as possible. Any excess cable should be dressed neatly on the customer line side of the ring type ferrite core toroid.

5. Repeat Steps 2 through 4 for each Tip/Ring cable.
6. Secure all of the Tip/Ring cables to the ring type ferrite core toroid using a cable tie.

Direct Cable Connection

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

Figure 3-3 shows a typical direct T/R line connection for the IVC6 T/R circuit card. See Appendix D, "Pinouts", if you need pinout information.

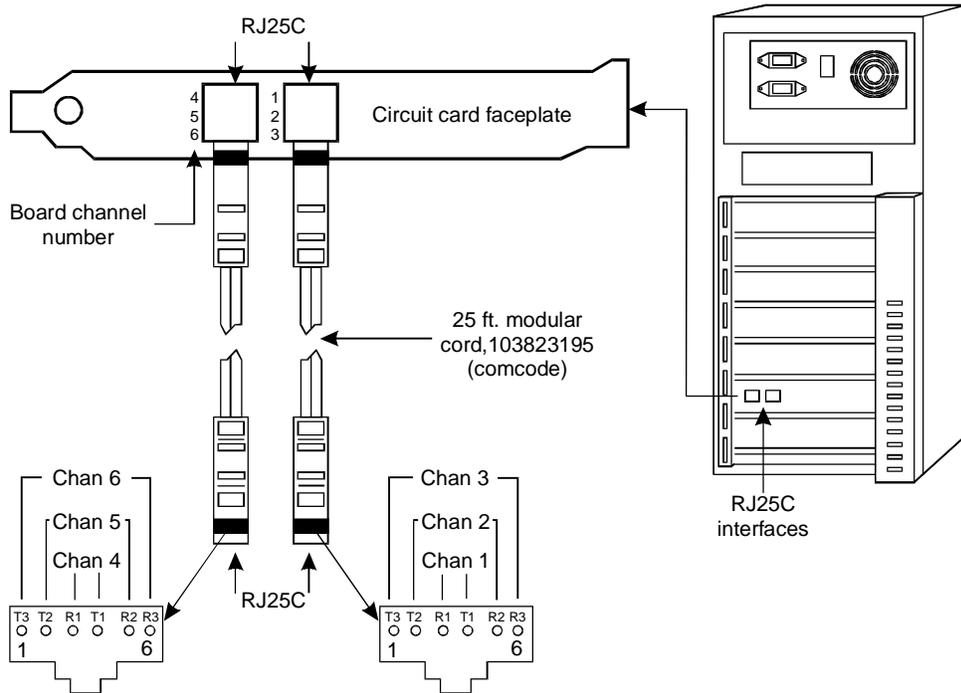


Figure 3-3. Direct Line Connection from IVC6 (AYC10) T/R Card

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 3-4) to connect the IVC6 T/R 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.

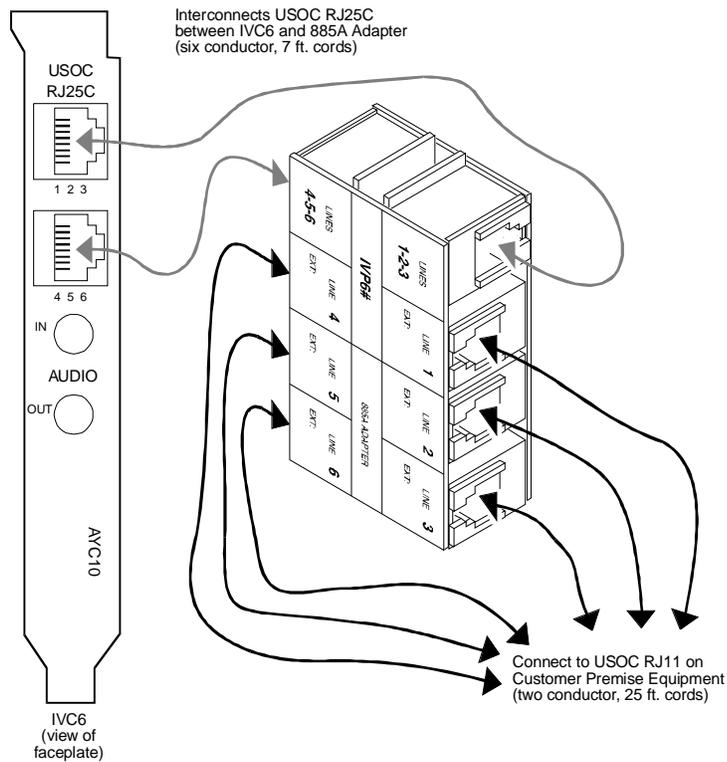


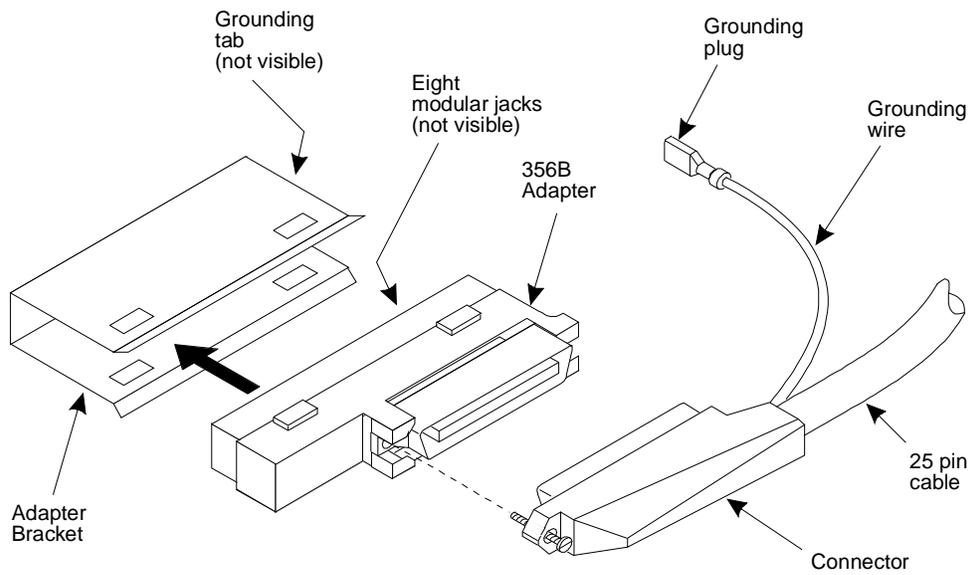
Figure 3-4. How to Use the 885A Adapter with a Tip/Ring Card

356B Adapter

Using the 356B adapter or line splitter (Figure 3-5) to connect the IVC6 T/R 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.



- SIDE VIEW -

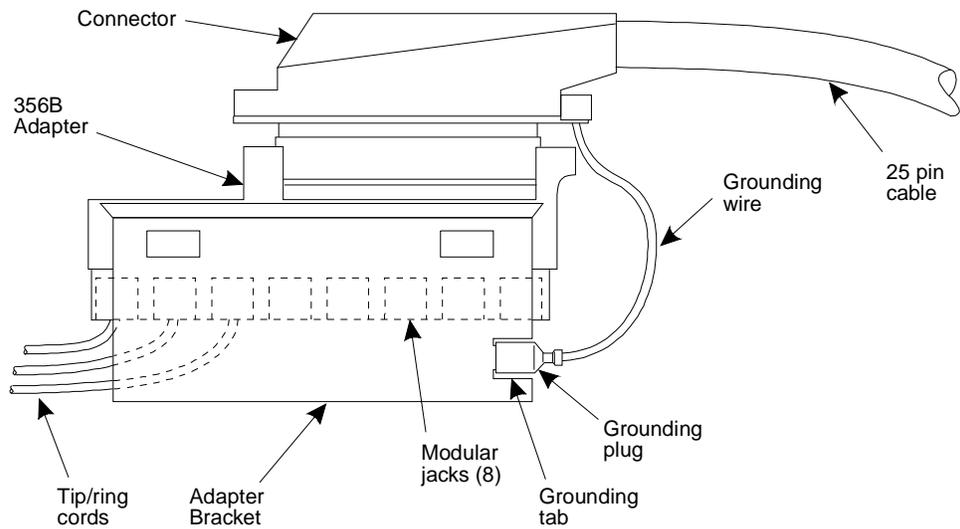


Figure 3-5. How to Use the 356B Adapter with a Tip/Ring Card

Cable Connection Using the Tip/Ring Distribution Panel

The MAP/100 T/R 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. This panel allows you to connect a maximum of 42 channels (up to seven T/R circuit cards).

Complete the following procedure to connect the panel:

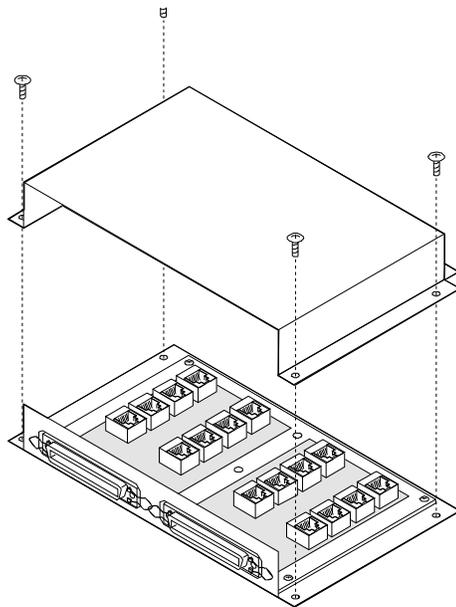


Figure 3-6. MAP/100 Tip/Ring Distribution Panel

1. Table 3-1 shows the numbering scheme for connecting the short modular cords provided with the T/R cards to the panel. Use this information, the channel numbers on the T/R circuit cards, and the number of T/R circuit cards in the system to connect the T/R circuit card modular jacks to the appropriate jacks on the T/R 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 MAP/100 with the 25-ft. 50-conductor shielded cable(s) equipped with USOC RJ21X connections.

Different cable lengths are available. These cables are listed in Appendix E, "Cable Connectivity".

See Appendix D, "Pinouts", if you need wiring and pinout connections for the T/R distribution panel.

Table 3-1. Connections from the MAP/100 Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

T/R Card	Channel Nos. on the T/R Card	Jack No. on the Panel
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

Connecting Asynchronous Devices

There are two ways to connect the MAP/100 to a terminal, modem, or other DTE or DCE devices via an asynchronous link:

- Using COM1, an asynchronous port on the rear of the MAP/100
- Using the additional asynchronous ports on the optional Multi-port Serial card

⇒ NOTE:

The MAP/100 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 MAP/100 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.

See Appendix D, "Pinouts", if you need pinout information for the COM1 connector.

Using the 8-Port Asynchronous Circuit Card

The optional 8-Port Asynchronous circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices. Each 8-Port card includes eight 6-conductor 14-ft modular cords (D6AP-87; comcode 102937604). 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 8-port card.

Follow the instructions provided with the device(s) you are installing for connection and setup. See Appendix B, "Accessing Windows and Screens" to determine how to cable these devices between the Lucent INTUITY system and the switches or other peripherals. See Appendix D, "Pinouts", if you need pinout information.

Switch Circuit Cards

There are two types of switch circuit cards available with the MAP/100

- GP-Synch circuit card
- DCIU circuit card

Both of these circuit cards allow the Lucent INTUITY system to connect to Lucent switches through an X.25 link.

Figure 3-7 shows a GP-Synch circuit card.

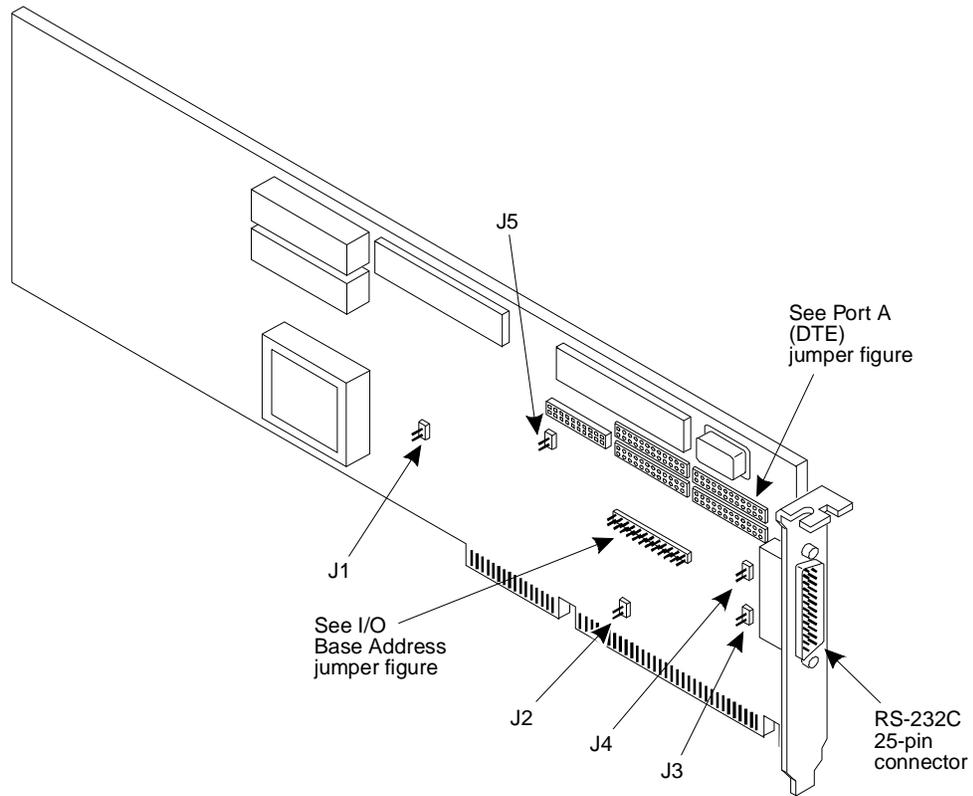


Figure 3-7. GP-Synch Card

Figure 3-8 shows a DCIU circuit card.

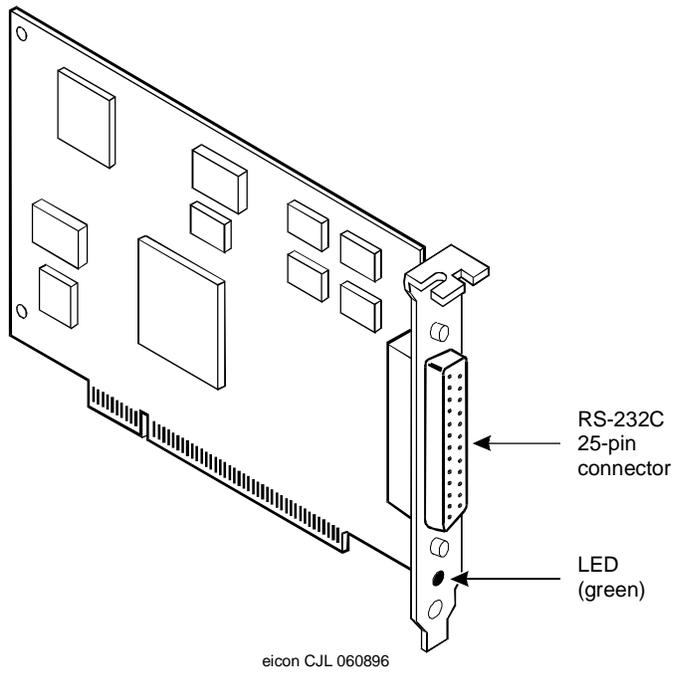


Figure 3-8. DCIU Circuit Card

Connecting the ACCX Circuit Card

Lucent INTUITY supports up to eight networking channels on the MAP/100 via digital and analog remote connections from the ACCX card using DCP and RS-232 links, respectively. Up to two ACCX cards can be installed in the MAP/100. 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 3-9) to connect from the card to the breakout box. The RS-232 line then connects through a modem to the customer connecting block (Figure 3-10). The DCP line connects directly to the block (Figure 3-11).

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 MAP/100.

See Appendix E, "Cable Connectivity", for more information on how to make cable connections from the ACCX card.

See Appendix D, "Pinouts", for pinout and signal information for RS-232 and DCP connections.

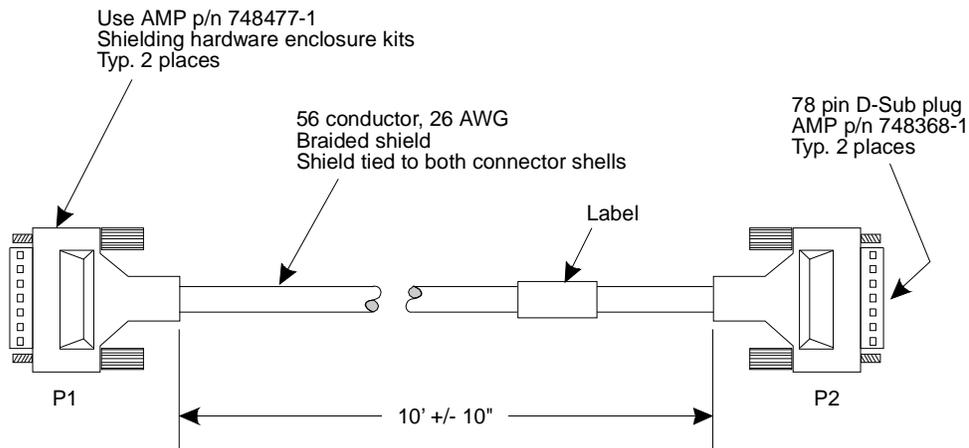


Figure 3-9. Cable for Connecting the ACCX Card and Break-Out Box

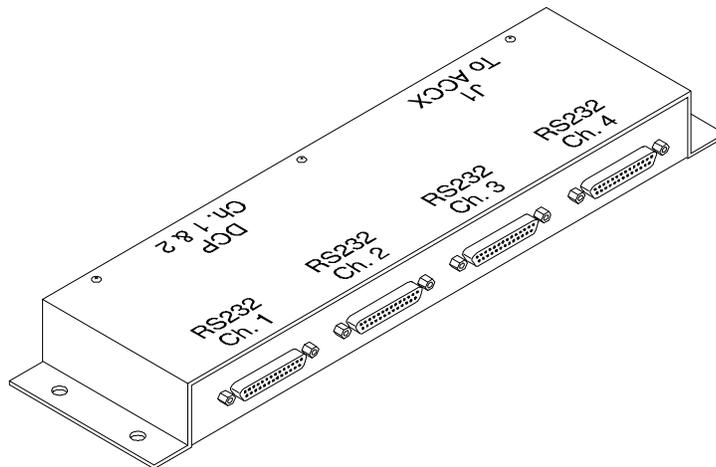


Figure 3-10. RS-232 Connections on a Break-Out Box

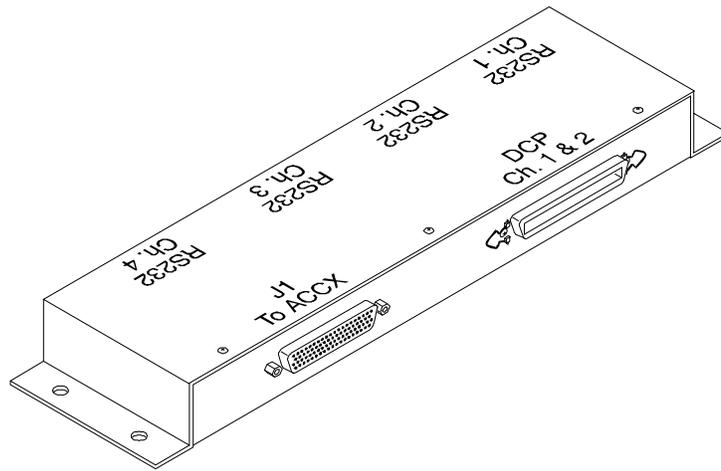


Figure 3-11. DCP Connections on a Break-Out Box

Connecting Other Devices for Switch Connections

You may use the following other devices to connect Lucent INTUITY and the switches or other peripherals:

- Z3A Asynchronous Data Unit
- Isolating data interface (IDI) ground isolation device
- Modular Processor Data Module (MPDM)
- Switch Integration Device (SID) for the following switches:
 - Mitel
 - Rolm
 - Northern Telecom Meridian
 - NEAX
- 3A translator

Follow the instructions provided with these devices for connection and setup. See Appendix E, "Cable Connectivity", to determine how to cable these devices between the Lucent INTUITY system and the switches or other peripherals.

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.

Figure 3-12 shows a LAN circuit card.

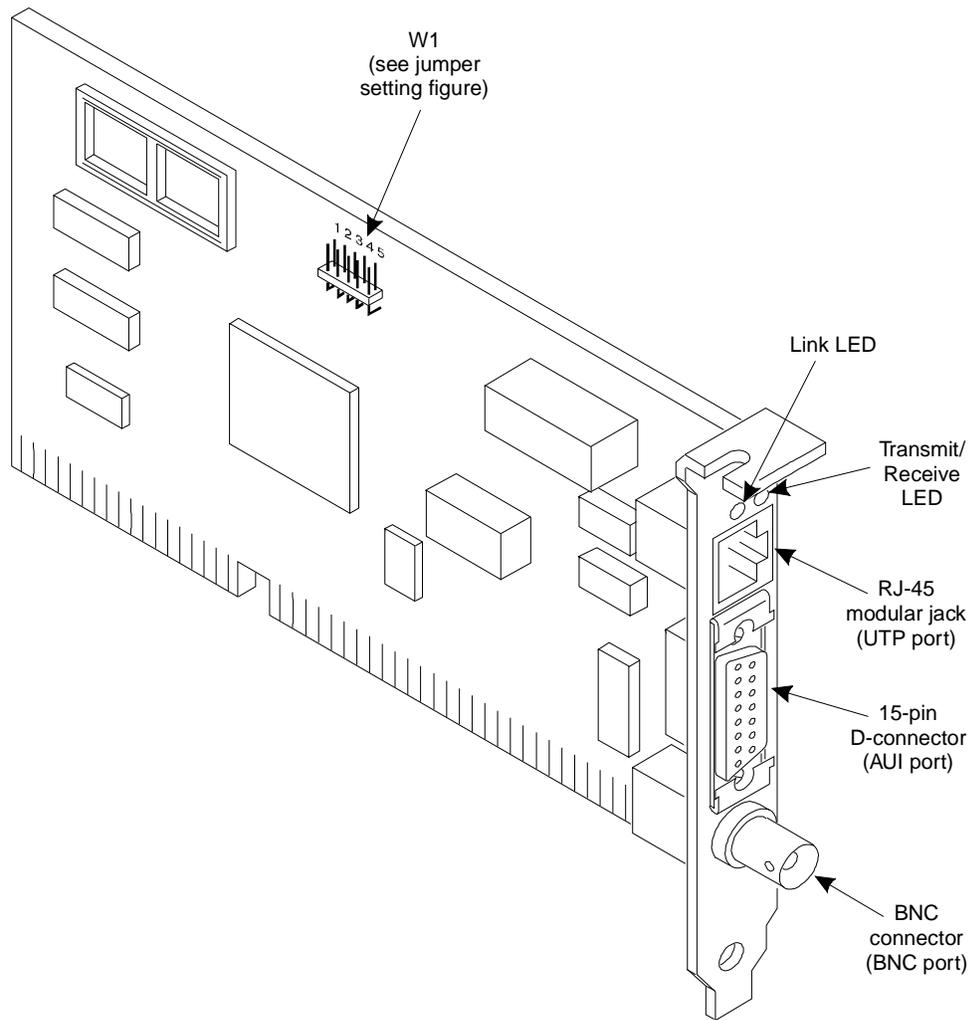


Figure 3-12. LAN Circuit Card

Connecting Peripherals and Powering Up

4

Overview

This chapter contains procedures for connecting peripherals and powering up. These procedures include:

- Connecting the Monitor
- Connecting the Keyboard
- Connecting the Printer
- Connecting the 7400A Data Module
- Connecting the 3820 Modem
- Powering Up the System

Purpose

The purpose of this chapter is to ensure proper connectivity of the MAP/100 to all peripherals.

Connecting the Monitor

This section describes how to make the connections between the MAP/100 and a monitor.

Required Cabling

A power cable and a signal cable connect the monitor to the MAP/100. 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.

Use the 15-pin, high-density D-subminiature female connector located on the video card faceplate (Figure 4-1) to connect to the monitor.

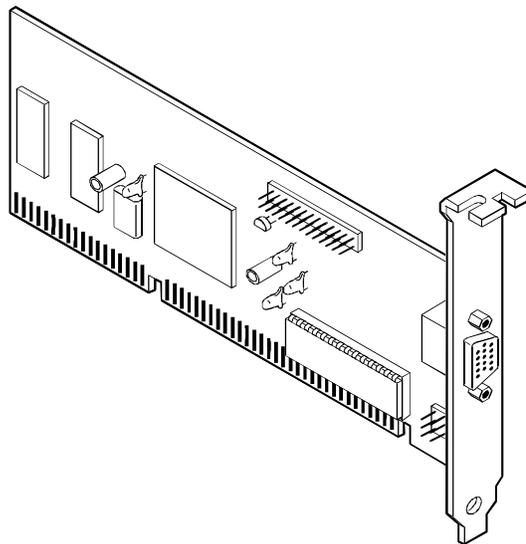


Figure 4-1. Video Card Cable Connector

Connecting Monitor Cables

Follow these steps to connect the cables:

 **CAUTION:**

Make sure the split ferrite core toroid has been installed on the monitor power cord. See "Installing Split Ferrite Core Toroids" in Chapter 2, "Unpacking the MAP/100 and Installing Nonassembled Hardware", for the procedure.

1. Locate the Video Controller circuit card. This card is located in slot #17 of the card cage and is accessible from the rear of the MAP/100.
2. Plug the signal cable connector from the monitor directly into the video connector on the Video Controller card. This is a 15-pin, high-density D subminiature female connector located on the faceplate (Figure 4-1).

 **CAUTION:**

Do not attempt to use the video connector located in the upper left corner on the rear of the unit. This connector is only for jumpering from the Video Controller circuit card to activate the video connection on the front of the MAP/100.

3. Tighten the thumbscrews on the signal cable connector by hand or with a small screw driver.
4. Using the monitor power cable provided, plug the female end of the cable into the monitor and the male end into the rear of the unit directly above the MAP/100 power cord.

Connecting the Keyboard

This section describes how to make connections between the MAP/100 and the keyboard when the keyboard is either a permanent or temporary part of the installation.

The keyboard can be attached to the MAP/100 permanently or for diagnostic purposes.

For permanent installation there is a 5-pin, female DIN connector in the rear, upper-left corner of the MAP/100. For temporary, diagnostic, installation there is a second keyboard connector behind the right front door of the MAP/100.

 **CAUTION:**

Do not use the temporary connector for a permanent installation.

To connect the keyboard, align the male plug, attached to the keyboard (Figure 4-2), with either the permanent or temporary connector on the MAP/100 and press gently.

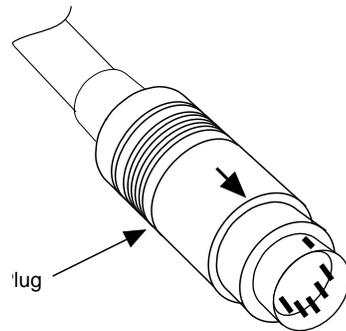


Figure 4-2. Circular DIN 5-Pin Connector for the Keyboard

Connecting the Printer

A 25-pin D-subminiature, female receptacle located on faceplate of the CPU circuit card provides a parallel printer interface.

Use the instructions supplied in the manufacturer's manual, *Users' Guide 570 Printer*, or the manual provided with your printer, to unpack and install your printer. The following installation overview supplements the information provided in the printer guide. See Appendix D, "Pinouts", if you need pinout information.

1. Unpack your printer according to the steps provided in the printer guide.
2. Install the ribbon cassette and paper as shown in your printer guide.
3. Ensure that the ON-OFF switch of the printer is OFF.
4. Set the options as described in your printer guide.



NOTE:

The Lucent INTUITY system works with the default settings for the 570 printer.

5. Connect the AC power cable to your printer.
6. If your printer has a self-test feature, plug the AC power cable into a grounded wall outlet and initiate the self test by following the instructions in the printer guide. When the self-test is completed, turn the printer off and disconnect the power cable from the wall outlet.

If your printer does not have a self-test feature, skip this step. Continue with Step 7.
7. Insert the male end of your cable into the 25-pin female parallel port connector on the back of the CPU circuit card.
8. Fasten the screws.
9. Insert the other end of your cable to the parallel port on your printer. Press the two wire-retaining clips together until you hear them click into the lock slots on either side of the plug.
10. Connect the AC power cable of the MAP/100 to a grounded outlet.

Connecting a Modem

A modem can be used for connection:

- To the multi-port serial card or COM1 on the CPU circuit card to enable remote access
- Between a remote terminal and the network at a remote site
- To the CPU circuit card if using COM2 to enable remote login for Lucent maintenance
- To the ACCX circuit card and break-out box via an RS-232 data communications interface unit (DCIU) cable for administration and networking

The following sections outline how to connect and set-up a 7400A and a 3820 modem.

Connecting the 7400A Data Module

Use the 7400A data module for connections to a distant modem or terminal to establish a data call or for remote administration. You can connect the 7400A data module to either COM1 on the CPU circuit card or to any of the eight ports on the Multi-port Serial card.

Setting Up the Hardware on the 7400A Data Module

Configure the modem for DCE operation. See "DTE/DCE Hardware Set Up" in Chapter 2, "Installation," in the *Lucent 7400A Data Module User's Manual*, 555-020-706.

 **NOTE:**

Make sure the EIA connector circuit card (located under the top panel of the 7400A data module) is set to DCE. If it is not, unplug the card and turn it around to the DCE setting.

Connecting the 7400A to COM1

Use the following procedure to connect the 7400A data module to COM1. See Appendix E, "Cable Connectivity", for illustrations and additional information.

1. Attach a 9- to 25-pin adapter to COM1 on the CPU circuit card.
2. Attach an RS-232 cable to the adapter on COM1.
3. Attach the other end of the RS-232 cable to the 7400A data module.
4. Make the remaining connections.

Connecting the 7400A Data Module to the Multi-Port Serial Card

Use the following procedure to connect the 7400A data module to the Multi-portserial card. See Appendix E, "Cable Connectivity", in the appropriate Lucent INTUITY installation guide for illustrations and additional information.

1. Attach the 14-foot modular cable (provided with the card) to the Multi-port Serial card.
2. Attach the other end of the 14-foot modular cable to a DTE adapter.
3. Connect the DTE adapter to the 7400A data module.
4. Make the remaining connections.

Testing the Hardware Connections and Setup

To verify that you have the hardware connections and the setup completed correctly, perform the following test.

1. Plug an RS-232 mini-tester into the COM2 port.
2. If the connections and set up are correct, DTR, RTS, and TD on the tester will light.
3. If the test fails, recheck the connections and setup.

Completing Setup on the 7400A Data Module

Set the options and interface baud rate on the 7400A data module. See Table 4-1 and "Using the Front Panel" in the *7400A Data Module User's Manual*, 555-020-706, for details.

In the set interface option menu, set the ANS ONLY? option to YES. Then select the other options as listed in Table 4-1.

Table 4-1. 7400A Data Module Option Settings

Option	Setting	Option	Setting
Baud rate	1200 and 9600	DTR	FOLLOW
ANS	AUTO	LL	OFF
BRK DISK	LONG	REMLOOP	GRANT
CI	OFF	RI	ON
CH	OFF	RL	OFF
CTS	ON	SIGLS DISC	OFF
DCD	Normal	TM	OFF
DSR	ON	DONE	YES
DTR	50 Msec		

Installing the Modem in Lucent INTUITY Software

To install the modem software, do the following:

1. Log in as craft.
2. Start at the Lucent INTUITY Main menu (Figure 4-3).

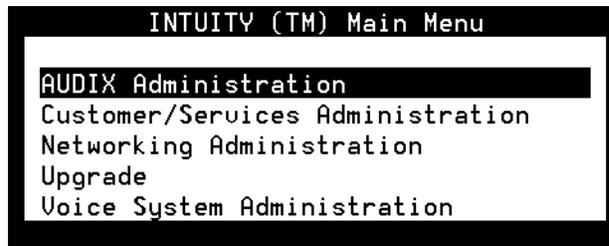
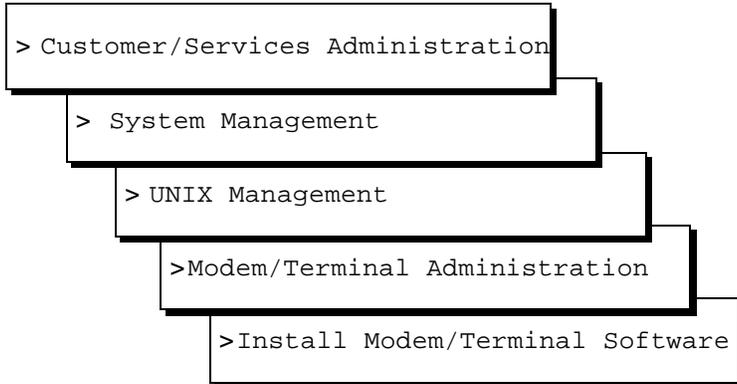


Figure 4-3. Lucent INTUITY Main Menu

3. Select:



The system displays the Install Modem/Terminal window (Figure 4-4).

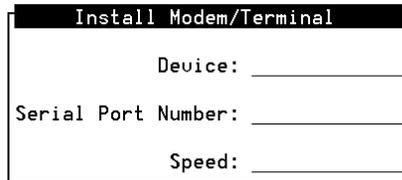


Figure 4-4. Install Modem/Terminal Window

4. Enter **modem** in the `Device:` field.
5. Enter the appropriate port name in the `Serial Port Number:` field, for example, `/dev/tty00` or `/dev/ttysaa`, ... `/dev/ttysah`, etc.
6. Enter the appropriate modem speed in the `Speed:` field, that is, either **9600**, **4800**, **2400**, **1200**, or **19200**.

⇒ NOTE:

The recommended speed for the 7400A data module is 19200.

Setting Up a Terminal to Log In Remotely to the Lucent INTUITY System via a 7400A Data Module

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

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

Connecting the 3820 Modem

The Paradyne 3820 modem is the only modem supported for connection to COM2. COM2 is reserved for Lucent remote maintenance. Complete the procedures in this section to install the 3820 modem.

Connecting the 3820 Modem to the Platform

Complete the following procedure to connect the 3820 modem to the hardware platform:

1. Connect a 9- to 25-pin adapter to the 9 pin COM2 port on the CPU circuit card.
2. Use a 25- to 8-pin adapter to complete the connection between the 9-pin COM2 port and the 8-pin modular cable that comes with the 3820 modem; connect the 9-25 pin adapter to the 25-8 pin adapter and then connect the 25-8 pin adapter to the 8-pin modular cable.
3. Plug the 8-pin modular cable into the 3820 modem.

Once connected, RTS, CTS, and LSD on the 3820 modem should be on.

⇒ NOTE:

If you are using the modem for anything other than Lucent remote maintenance, use the RS-232 adapter marked as DTE and the six-pin cable to connect to the ports (ttysaa, etc.) on the Multi-port Serial card and the 3820 modem.

Configuring the 3820 Modem for Remote Maintenance

The 3820 modem can be configured in three ways:

- Powering up the MAP/100 and performing an alarm origination download.

⇒ NOTE:

The alarm origination download occurs during software installation. It is not necessary to complete this procedure at this time.

- By using the control panel on the 3820 modem after connecting to the CPU circuit card on the hardware platform
- By connecting the modem to a terminal which acts as a DTE

Typically the first method is the easiest way to configure the 3820 modem. Select the method you want to use and turn to the appropriate section.

Performing an Alarm Origination Download to Configure the 3820 Modem

⚠ CAUTION:

If you select this method, you must complete all connections to the MAP/100 before powering up.

1. Power up the MAP/100. See “Powering Up the System” below for this procedure.
2. Log in as craft.
3. Starting at the Lucent INTUITY Main menu (Figure 4-3), select

```
>Customer/Services Administration
> Alarm Management
```

The system displays the Alarm Management screen (Figure 4-5).

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 4-5. Alarm Management Screen

4. Enter the appropriate information in the fields on the menu. Complete the fields as follows using Worksheet 2: Remote Support Parameters: Alarm Origination.

Product ID — Enter the unique product ID for the MAP/100.

Alarm Destination — Enter the telephone number of the Remote Maintenance Center or a number identified as the alarm destination.

Alarm Origination — Enter **Active** or **Inactive**

Alarm Level — Enter **Major** or **Minor**

Alarm Suppression — Enter **Active** or **Inactive**

Clear Alarm Notification — Enter **Active** or **Inactive**

5. Press **(F8)**.

The system displays the alternate set of function keys.

6. Press **(F1)** to select Test Alarm function.

The system displays the following in the left of the screen:

```
Alarm Origination Test
```

```
Execute Alarm Origination Test
```

```
Review Latest Test Results
```

7. Select `Execute Alarm Origination Test`.

8. Press **(RETURN)**.

The system begins the alarm origination download, which takes approximately 2 to 5 minutes to complete.

9. Press **(F8)**.

The system displays the alternate set of function keys.

10. Press **(F1)** to select Test Alarm function.

The system displays the following in the left of the screen:

```
Alarm Origination Test
```

```
Execute Alarm Origination Test
```

```
Review Latest Test Results
```

11. Select `Review Latest Test Results`.

The screen displays the word `Successful`.

Configuring the 3820 Modem via Its Control Panel

Use the procedures in the following sections to configure the 3820 modem via its control panel. Once configured, follow instructions to save the configuration so that if the modem loses power, you will not need to repeat these configuration steps.

The configuration process can be divided into the following procedures:

- Selecting the UNIX dial default factory configuration
- Setting the Async DTE rate to the required speed
- Setting the DTR action and the DSR control to standard RS-232
- Setting the error control mode to buffer mode

Using the Diagnostic Control Panel on the 3820 Modem

The 3820 modem has a Diagnostic Control Panel (DCP) which is the user interface to the modem. Table 4-2 shows how to use the keys on the DCP.

Table 4-2. Key Functions on the 3820 Modem Diagnostic Control Panel

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

Selecting the UNIX Dial Default Factory Configuration

NOTE:

Press  to scroll forward and  to scroll backward.

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

1. Turn the modem off and then back on.
2. Press  or  on the DCP until "CConfigure" comes into view.
3. Press the function key below CConfigure to select the Configure branch of the menu.

The LCD displays "CLd EditArea frm".

4. Press  or  until "CFactory" comes into view. Then press  to display the factory preset configuration.

The LCD displays "CAsync Dial".

5. Press  or  until "CUnix Dial" comes into view. Then press the function key below CUnix Dial to select the "Unix Dial" default factory setting.

"CChoose Function" appears and then "CEdit and Save".

6. Press  (Save) to save the just selected "Unix Dial" default factory setting.

"CSav EditArea to" appears and then "CActive (Saved)".

7. Press **F1** to save the configuration to the "Active (Saved)" configuration area.

The LCD displays "CCommand Complete".

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

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

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

1. Press **◀** or **▶** on the DCP until "CConfigure" comes into view.
2. Press the function key below CConfigure to select the "Configure" branch of the menu.

The LCD displays "CLd EditArea frm".

3. Press **◀** or **▶** until "CActive (Saved)" comes into view. Then press **F1** to select the "Active (Saved)" configuration area.

"CChoose Function" appears and then "CEdit and Save".

4. Press **F1** (Edit) to edit the "Active (Saved)" configuration area.

"CEdit StrapGroup" appears and then "CDTE Interface".

5. Press **F1** to edit the DTE Interface.

The LCD displays "CAsync/Sync Mode".

6. Press **F1** (Nxt) until "CAsync DTE Rate" comes into view. Then press **◀** or **▶** until the desired speed comes into view.

⇒ NOTE:

The desired speed for networking is 19,200 baud. The desired speed for administration is 9600 baud

When the desired speed comes into view, press **F2** to set the Async DTE Rate.

7. Continue with the next procedure, "Setting the DTR Action and the DSR Control to Standard RS-232 on the Modem." *Do not* return to the top-level menu.

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

To set the DTR action to standard RS-232 on the 3820 modem, begin Step 1 of this procedure directly from the ending step of the previous procedure.

1. Press **F1** (NXT) until "CDTR Action" comes into view.
2. Press **◀** or **▶** until "CStdndrd_RS-232" comes into view.
3. Press **F2** to set the DTR Action.
4. Press **F1** (Nxt) until "CDSR Control" comes into view.

5. Press ◀ or ▶ until "CStdndr_RS-232" comes into view.
6. Press F2 to set the DSR control.
7. Continue with the next procedure, "Setting the Error Control Mode to Buffer Mode on the 3820 Modem." *Do not* return to the top-level menu.

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

To set the error control mode to buffer mode, begin Step 1 of this procedure directly from the ending step of the previous procedure.

1. Press ▲ to move up one level from the current display.
The LCD displays "CEdit StrapGroup".
2. Press ◀ or ▶ until "CV42/MNP/Buffer" comes into view. Then press F1 to edit CV42/MNP/Buffer.
The LCD displays "CErr Control Mode".
3. Press ◀ or ▶ until "CBufferMode" comes into view. Then press F2 to select CBufferMode.
4. Press ▲ to move up one level from the current display.
The LCD displays "CEdit StrapGroup".
5. Press ▲ to move up one level from the current display.
"CChoose Function" appears and then "CEdit and Save".
6. Press F3 (Save) to save the configuration you just edited to the "Active (Saved)" configuration area.
"CSav EditArea to" appears and then "CActive (Saved)".
7. Press F1 to confirm the save request.
The LCD displays "CCommand Complete".
8. Press the Double Up Arrow key to return to the top-level menu.

Configuring the 3820 Modem via a Terminal

Use the following procedure to configure the 3820 via a terminal rather than on the control panel of the modem.

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

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

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

If the modem returns "OK", it is ready to accept AT commands from the terminal. If the modem does not return OK, check the connection and the terminal setup.

6. Enter the following AT command:

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

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

3=9600

5=4800

6=2400

7=1200 (V.22)

8=1200 (212A)

20=19200

For example, to set the 3820 modem for COM2 use where the baud rate is 9600, enter **3** as the <dial line rate> as shown below:

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

The modem should return "OK".

Powering Up the System

Before you power up the system, ensure that the MAP/100 is set to accommodate the appropriate intake voltage.

Verifying the Intake Voltage

The MAP/100 operates on either international (115 VAC) or domestic (220 VAC) power, which is switch selectable. The manufacturer labels the platform to indicate which intake voltage the MAP/100 is set to accommodate. Check this label. If it is necessary to change the intake voltage or verify the setting, check the rocker switch on the back of the MAP/100. This switch is located in the upper left corner between the power outlet and inlet receptacles.

Connecting the System to the AC Power Supply

Complete the following procedure to ensure that the system is connected properly to the power outlet and is receiving power.

 **CAUTION:**

Make sure the split ferrite core toroid has been installed on the power cord. See "Installing Split Ferrite Core Toroids" in Chapter 2, "Unpacking the MAP/100 and Installing Nonassembled Hardware", for the procedure.

 **NOTE:**

You must provide a dedicated line for the MAP/100.

1. Plug one end of the power cord into the input AC on the rear of the MAP/100.
2. Plug the other end of the MAP/100 power cord into the designated 115-V, 15-A power outlet or the 200- to 250-V power outlet if so configured.
3. Place the power switch for the monitor in the ON position.
4. Verify that circuit breaker on the rear panel is ON.
5. Turn on the power switch on the front of the unit.

The green light labeled "MAIN POWER" on the front of the main unit should light and resident diagnostics should be initiated on the monitor.

6. If the monitor lamp does not come on or if diagnostics do not initiate on the monitor screen, recheck the power connections.

Administering Passwords and Verifying Hardware, Software, and System Status

5

Overview

This chapter describes:

- Administering Passwords
- Verifying the Installed Hardware
- Verifying the Installed Software
- Verifying Lucent INTUITY Feature Options
- Verifying System Status

Purpose

The purpose of this chapter is to provide procedures to:

- Change and assign passwords for logins to protect system security.
- Identify the hardware and required software installed on the MAP/100 and verify system status.

Administering Passwords

Use the default craft password to change the password for the sa, vm, craft, and/or cas (call accounting system) logins.

⇒ NOTE:

If you do not know the default password for the craft login, contact your remote maintenance center.

1. Log in as craft.
2. Press `[ENTER]`.

The system displays the Lucent INTUITY Main Menu (Figure 5-1).

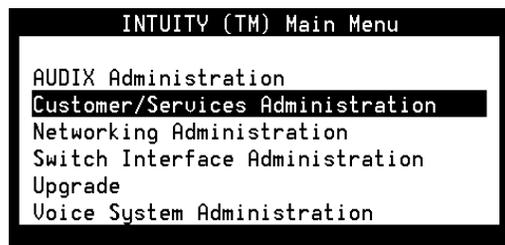
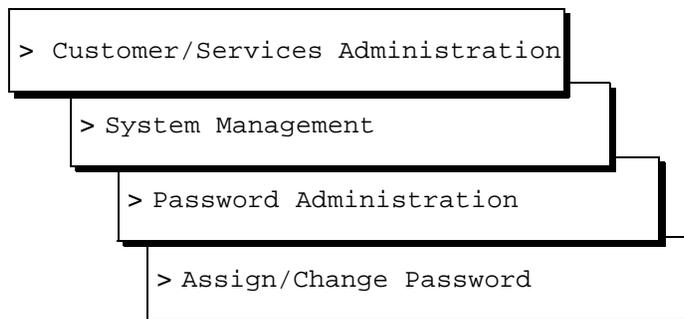


Figure 5-1. Lucent INTUITY Main Menu

3. Select:



The system displays the Assign/Change Password window (Figure 5-2).

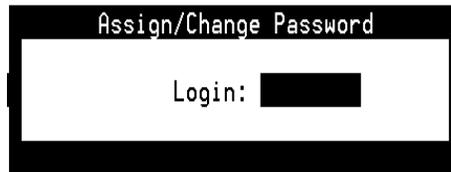


Figure 5-2. Assign/Change Password Window

4. Press `(CHOICES)` (F2).
The system displays a list of options.
5. Select the login for which you want to change the password.
6. Press `(ENTER)`.
7. Press `(SAVE)` (F3).
8. The system displays the following message:

```
You are about to change the password for 'sa'.  
Press <y> to confirm.  
Press <n> to cancel.
```
9. Enter **y** to change the password.
The system displays the following message:

```
Changing password command for sa  
New Password:
```
10. Enter the new password exactly as it is shown on Worksheet 1: "System Administration Initial Passwords."
The system displays the following message:

```
Re-enter new password:
```
11. 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.
12. Repeat Step 4 through Step 11 for each remaining login password you want to change.

13. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).



NOTE:

When you are using Lucent INTUITY platform windows, pressing **CANCEL** (F6) does not cancel an action that has started on the Lucent INTUITY system, but only returns you to the previous window. Pressing cancel does, however, erase all *unsaved* entries that you have made to fields.

14. Continue with the next procedure, "Verifying the Installed Hardware."

Verifying the Installed Hardware

Complete this procedure using the customer order or factory printout to identify the hardware installed on the system. This hardware includes:

- A LAN (ethernet) card
- An IVC6 voice ports card (AYC10)
- An ACCX digital networking card (AYC22)
- A Multi-port Serial card (Equinox)
- One or more disk drives and memory



NOTE:

This procedure only indicates if a hard disk is present. It does not indicate if the disk has been added to the system through the software, or if the disk is mirrored. For information on disk mirroring, see "Verifying Lucent INTUITY Feature Options" later in this chapter.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
> System Verification
> View Installed Hardware
```

The system displays the View Installed Hardware window (Figure 5-3).

⇒ NOTE:

It may take several seconds for this window to appear.

```
View Installed Hardware
2047 megabyte Hard Drive Installed at SCSI id 1
63 megabytes of memory installed.

Installed Hardware of netw

Networking Board      Equipped      Version Number
1                     no            N/A
2                     no            N/A
3                     no            N/A
Ethernet board installed, board type 8216C
```

Figure 5-3. View Installed Hardware Window

2. Compare the View Installed Hardware window on your system with the "Worksheet 3: Installation Features Selection" and verify that all the circuit cards ordered are present.
3. Physically check to see that the number of hard drives installed on the system matches the customer order.
4. Physically check to see that the GP Synch card and the Remote Maintenance Circuit Card (if ordered) are installed. See Chapter 2, "Unpacking the MAP/100 and Installing Nonassembled Hardware", for the physical locations.
5. If any of the hardware is missing, you must install it before proceeding. If a card is present but not detected by the system, check your options and circuit card seating. See Chapter 5, "Replacing or Installing Circuit Cards," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-171, for installation instructions.
6. Press **CANCEL** (F6) to return to the System Verification menu (Figure 5-4).

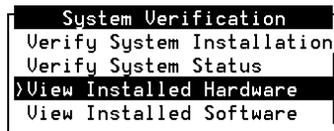


Figure 5-4. System Verification Menu

7. Continue with the next procedure, "Verifying the Installed Software."

Verifying the Installed Software

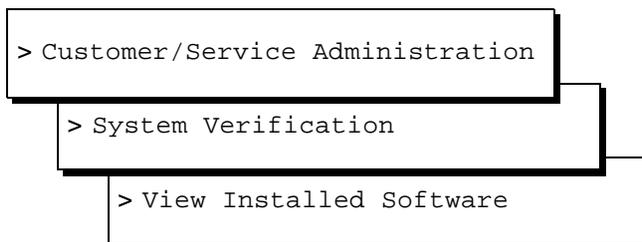
Complete the procedures in this section to verify that the required software is loaded on the Lucent INTUITY system.

⇒ NOTE:

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

Verifying Required Software

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the long form of the View Installed Software window (Figure 5-5).

⇒ NOTE:

It may take several minutes for this window to appear. While the system is collecting the data, the word *working...* is displayed in the upper right-hand corner of the window.

```

View Installed Software
PKGINST: VM-sw
NAME: AUDIX(R) Software
CATEGORY: intuition
ARCH: AUDIX
VERSION: 4.0-7
VENDOR: AT&T
PSTAMP: 4.6.2 01/25/96
INSTDATE: Nov 20 1995 03:59 PM
STATUS: completely installed
FILES: 257 installed pathnames
      48 shared pathnames
    
```

Figure 5-5. View Installed Software Window, Long Form

2. Verify that the application packages listed in the following table are loaded on the Lucent INTUITY system.

⇒ NOTE:

The following list is not a complete list. The system will display many packages that are not listed here including the required switch software, which varies from system to system. Also, even though networking is loaded, it may not be activated on the customer system.

Pkginst	Name	Version¹
Vex	Lucent INTUITY Application Software Set	3.0-xx
VM-sw	AUDIX® Software	4.0-xx
vs	Lucent INTUITY Runtime Processing Package	1.0-xx
netw	Lucent INTUITY Networking	4.0-xx
eng-us	US-ENG System Announcements (or other language default)	3.4-xx

1. "xx" indicates the software build number.

3. If all of the required packages are present, continue with the next procedure, "Verifying Optional Software."

If any of these packages is missing, you must load it onto the system. Contact your remote maintenance center and see Chapter 9, "Installing Base System Software" in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for software loading procedures and dependencies.



NOTE:

Before the remote maintenance center can dial in to the Lucent INTUITY system, you must provision the remote maintenance modem. If the maintenance center directs you to do this, see Chapter 4, "Connecting Peripherals and Powering Up", for instructions.

Verifying Optional Software

To verify optional software, do the following:

1. From the long form of the View Installed Software window, page through the listings until you reach the line-by-line listing (Figure 5-6).

```
View Installed Software
Displaying pkginfo for all packages installed on this system...

set      APPLset      AUDIX(R) Application Set
set      AUDIXset     INTUITY Platform AUDIX Set
intuity  AUDIXtune     INTUITY Platform AUDIX Tuning
set      DCIUset     INTUITY Platform DCIU Set
set      INTUNIX     UnixWare 1.1.2 Enhancement Set
patch    INTUNIX1    UnixWare 1.1.2 Platform Enhancements
Extension
application IVC6DI     AT&T Intuity IVC6 Device Interface for
softFAX 2.0
intuity  TSM         INTUITY Transaction State Machine Package
```

Figure 5-6. View Installed Software, Line-by-Line Listing

2. Refer to "Worksheet 3: Installation Features Selection," and verify that any optional packages the customer purchased are installed.



NOTE:

Verifying that the software is installed is the **only** acceptance test for the Multi-User Package.

3. If any of the purchased optional packages is missing, you must load the missing package. Contact your local remote maintenance center and see Chapter 9, "Installing Base System Software," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174.
4. Press **CANCEL** (F6) to return to the System Verification menu (Figure 5-4).
5. Continue with the next procedure, "Verifying Lucent INTUITY Feature Options."

Verifying Lucent INTUITY Feature Options

Complete this procedure to verify that customer-purchased features have been activated. These features can include disk mirroring, digital ports, hours of speech, voice ports, and/or networking options.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Service Administration
> Feature Options
```

The system displays the Feature Options window (Figure 5-7).

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
DCS	OFF	N/A
Fax Creation	ON	N/A
High speed digital ports	4	12
Low speed digital ports	4	12
Max Number of IMAPI Sessions	64	128
Multilingual	ON	N/A
SCSI Disk Mirroring	OFF	N/A
TCP/IP Administration	ON	N/A
TCPIP digital ports	4	12
Text-to-Speech Sessions	4	4
Trusted Servers	32	64
hours_of_speech	80	414
voice_ports	18	18

Figure 5-7. Feature Options Window

2. Refer to "Worksheet 3: Installation Features Selections," and verify that all of the feature options the customer purchased are activated.



CAUTION:

*Identifying the feature as activated on the Lucent INTUITY system constitutes the **only** acceptance test for the SCSI Disk Mirroring option.*

- If INTUITY Message Manager, digital networking, or a trusted server is included on the system, verify that the `Max Number of IMAPI Sessions` field is set.

Also verify the `TCP/IP Administration` field is set to `ON`.

- If Lucent INTUITY FAX Messaging is included on the system, verify that the `AMIS Analog Networking` and the `Fax Creation` fields are set to `ON`.

If all required features are activated and parameters set correctly, continue with Step 3.

Do *not* continue with Step 3 if any of the:

- Parameters in Step 2a or 2b above is not set correctly
- Customer-purchased features is not activated

Instead, contact your remote maintenance center for instructions.

3. Press `[CANCEL]` (F6) to return to the System Verification menu (Figure 5-4).
4. Continue with the next procedure, "Verifying System Status."

Verifying System Status

Complete this procedure to verify that the:

- System verification checks passed
- Voice system is operating
- Number of purchased voice ports shown on the window matches Worksheet 3: "Installation Features Selection"
- Number of purchased hours of speech shown on the window matches Worksheet 3: "Installation Features Selection"
- Number of purchased networking ports shown on the window matches Worksheet 3: "Installation Features Selection" (if the customer has ordered digital networking)

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
> System Verification
> Verify System Status
```

The system displays the Verify System Status window (Figure 5-8).

```
Verify System Status
System status of UM
AUDIX(R) IN SERVICE
System status of mtce
Begin System Verification Checks -
File System Capacity Check Passed
Process total check passed
IPC queue check passed
System memory usage check passed
```

Figure 5-8. Verify System Status Window

2. Verify that AUDIX is in service by locating `AUDIX(R) IN SERVICE` on the window. If AUDIX is not in service, contact your remote maintenance center.
3. Look at all of the entries in the Verify System Status window under `Begin System Verification Checks -`.
4. Verify that all of the system verification checks passed. If not, contact your remote maintenance center.



NOTE:

At this time, the SWIN and Networking connections will not have assigned services. The connections may be in a facility-out-of-service (FOOS) state if no connections have been made.

5. Verify that the number of purchased networking ports shown matches the number on Worksheet 3: "Installation Features Selection." If it does not, contact your remote maintenance center.
6. Verify that the voice system (vs) is up.

7. Verify that the number of purchased voice ports shown matches the number on Worksheet 3: "Installation Features Selection."



NOTE:

At this time, none of the channels has any assigned services. The ports themselves may be in a facility-out-of-service (FOOS) state if no cross-connects have been made on the cross-connect fields. The FOOS state should change to inservice (Inserv) when the port detects loop current.

8. Press **CANCEL** (F6) until you return to the Customer/Service Administration menu.
9. Continue with Chapter 6, "Initial Administration for Switch Integration".

Initial Administration for Switch Integration

6

Overview

This chapter describes how to perform initial administration for switch integration. That process consists of:

- Administering the Switch Link
 - Matching the date and time on Lucent INTUITY to that of the switch
 - Administering the switch interface to Lucent INTUITY
- Administering Channels
 - Mapping channels to switch extensions
 - Verifying channel state
 - Testing channels
 - Assigning services to called numbers

⇒ NOTE:

This chapter contains the complete integration procedures for the MERLIN LEGEND, System 75, System 85, and DEFINITY series of switches only. For other switches, refer to the switch integration book that accompanies the switch.

Purpose

This chapter provides the information you need to initiate basic operation of the Lucent INTUITY system with the customer's switch/PBX. Once the two are integrated, you can perform acceptance tests for individual system applications to ensure that they are operating properly on the system.

Administering the Switch Link

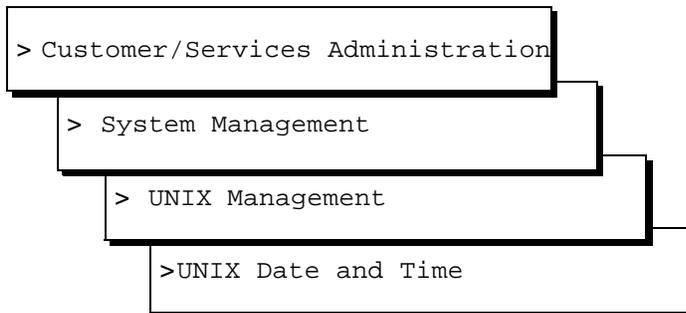
Complete the procedures in this section to:

- Check and assign the correct date, time, and time zone to the Lucent INTUITY system
- Match the clock to the switch clock
- Administer the switch interface to Lucent INTUITY system

Checking the UNIX Date and Time Window

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

1. Start at the Lucent INTUITY Main Menu (Figure 5-1).
2. Select:



The system displays the UNIX Date and Time window (Figure 6-1).

The screenshot shows a terminal window titled "UNIX Date and Time". The fields are as follows:

Date:	March	29, 1996
Time:	2:14	
AM/PM:	PM	
Timezone:	Eastern	
Is Daylight Savings Time used?:	YES	

Figure 6-1. UNIX Date and Time Window

3. Verify each field.

If all of the fields are correct, press **CANCEL** (F6) until the system displays the Lucent INTUITY Main Menu (Figure 5-1) and continue with "Administering the Lucent Intuity Switch Interface" below.

If one or more fields is incorrect, continue with the next procedure, "Changing the UNIX Date and Time Screen."

Changing the UNIX Date and Time Screen

1. Place the cursor on the month field in the UNIX Date and Time window or use the **TAB** key to move to the desired field.
2. If the month shown is correct, press **ENTER** and continue with Step 3.
If the month shown is incorrect, complete Steps a through c:
 - a. Press **CHOICES** (F2) to display the months of the year (Figure 6-2).

Figure 6-2. Months Choices Menu

- b. Use  or  to move the cursor and highlight the correct month.
- c. Press .



NOTE:

You 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.**

- 3. If the day of the month shown is correct, press .
- If the day of the month shown is incorrect, enter the correct day as a number from 1 to 31.
- 4. If the year shown is correct, press .
- If the year shown is incorrect, enter the correct year as a number from 1996 to 2038.
- 5. If the time shown is correct, press .
- If the time shown is incorrect, enter the correct time in the form of *hours:minutes*.



NOTE:

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

- 6. If AM/PM is correct as shown, press .
- If AM/PM is not correct as shown, type **a** for a.m. or **p** for p.m.
- 7. If the time zone shown is correct, press .
- If the time zone shown is incorrect, complete Steps a through c:
 - a. Press  (F2).

- b. Use **▲** or **▼** to move the cursor and highlight the correct time zone.
 - c. Press **ENTER**.
8. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year.
 9. Press **SAVE** (F3).
 10. Press **CANCEL** (F6) until you log off the system.



NOTE:

When you log back on to the system for the next procedure, the date and time changes will take affect.

11. Continue with the next procedure, "Administering the Lucent INTUITY Switch Interface."

Administering the Lucent INTUITY Switch Interface

This section describes how to administer the system to work with the switch. Regardless of the switch type, the first step in this process is to access the Switch Interface Administration window. Procedures then vary by switch type.



NOTE:

This section contains the complete integration procedures for the MERLIN LEGEND, System 75, System 85, and DEFINITY series of switches only. For other switches, refer to the switch integration book that accompanies the switch.

Accessing the Switch Interface Administration Screen



NOTE:

If you did not log off the system to activate changes to the Unix Date and Time window, begin this procedure with Step 3.

1. Log in as craft.
2. Press **ENTER**.

The system displays the Lucent INTUITY Main Menu (Figure 5-1).

3. Select `Switch Interface Administration`.

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration window (Figure 6-3).

```
Switch Interface Administration
Switch Link Type: DCIU           Switch Release: System 75 type
Extension Length: 5
Host Switch Number: 1
AUDIX Number: 1

          HOST SWITCH LINK ASSIGNMENTS
          AUDIX Port
Switch Logical Switch          AUDIX Port
Number Channel Port           Number Channel Port
1         1       57           2         —       —
3         3       53           4         2       54
5         —       —           6         —       —
7         —       —           8         —       —
9         —       —           10        —       —
11        —       —           12        —       —
13        —       —           14        —       —
15        —       —           16        —       —
17        —       —           18        —       —
19        —       —           20        —       —
extension length ranges from 3 to 5
```

Figure 6-3. Switch Interface Administration Window

4. To integrate the system with a:
 - MERLIN LEGEND, continue with “Administering the Lucent INTUITY System for Integration with the MERLIN LEGEND Switch.”
 - System 75 or DEFINITY G1 or G3, continue with “Administering the Lucent INTUITY System for Integration with the System 75 or DEFINITY G1 or G3 Switch.”
 - System 85 or DEFINITY G2, continue with “Administering the Lucent INTUITY System for Integration with the System 85 Switch or DEFINITY G2 Switch.”

Administering the Lucent INTUITY System for Integration with the MERLIN LEGEND Switch

Complete these procedures to integrate the system with the MERLIN LEGEND switch:

- Updating the Switch Interface Administration Screen
- Stopping and Restarting the Voice system

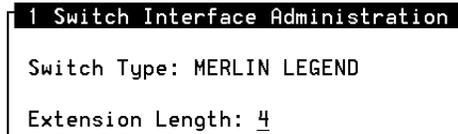
Updating the Switch Interface Administration Screen

1. From the Lucent INTUITY Main Menu (Figure 5-1) select:



```
> Switch Interface Administration
```

The system displays the Switch Interface Administration window (Figure 6-4).



```
1 Switch Interface Administration
Switch Type: MERLIN LEGEND
Extension Length: 4
```

Figure 6-4. Switch Interface Administration Window

⇒ NOTE:

This number must match the dial plan on the switch and will be a value of 3 or 4.

2. Press **SAVE** (F3).

The system displays the Update MERLIN LEGEND SWIP Parameters confirmation window (Figure 6-5). This window indicates that the extension length update was successful.

```
2 Update MERLIN LEGEND SWIP Parameters
UPDATE MERLIN LEGEND SWIP PARAMETERS
Update Successful.
In order for the new Extension Length to become
effective, please restart the Voice System.
Press CANCEL to leave this window.
```

Figure 6-5. The MERLIN LEGEND SWIP Parameters Window

3. Press **CANCEL** (F6) until you return to the Lucent INTUITY Main Menu (Figure 5-1).
4. Continue with the next procedure, "Stopping and Restarting the Voice System."

Stopping and Restarting the Voice System

To execute the changes you just made, you must stop and restart the voice system.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

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



CAUTION:

Be sure to choose Stop Voice System. Do not choose Shutdown Voice System.

The system displays the the Wait Time window (Figure 6-6).



Figure 6-6. Wait Time Window

2. Enter a time between 60 and 600 seconds as the time to wait for calls in progress.
3. Press **(SAVE)** (F3).

The system displays the following message:

```
The Voice System has stopped
Press ENTER to continue...
```

⇒ NOTE:

The system waits until all calls in progress disconnect before stopping the voice system.

4. Press **(ENTER)**.

The system displays the System Control Menu (Figure 6-7).

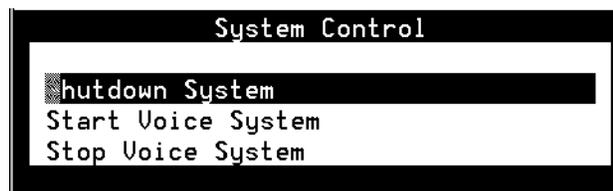
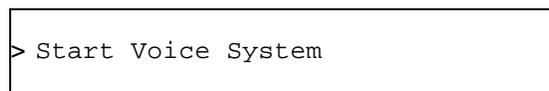


Figure 6-7. System Control Menu

5. From the System Control menu select:



The system displays the following message:

```
Startup of the Voice System is complete
Hit Acknowledge key to continue...
```

6. Press (F1).
The system redisplay the System Control window (Figure 6-7).
7. Press **CANCEL** (F6) until you return to the Lucent INTUITY Main Menu (Figure 5-1).
8. You have completed the system administration required for a MERLIN LEGEND switch integration. Continue with, "Administering Channels" below.

Administering the Lucent INTUITY System for Integration with the System 75 or DEFINITY G1 or G3 Switch

This section contains procedures to administer the system for integration with a System 75 or DEFINITY G1, G3i, G3r, G3s, or G3vs switch and for integration with a System 75 or DEFINITY G1, G3i, G3r, G3s, or G3vs switch in a Distributed Communications System (DCS) network. Follow the one procedure that is appropriate for your configuration.

Administering the Lucent INTUITY System for Integration with the System 75 or DEFINITY G1 or G3 Switch (without DCS)

To administer the Lucent INTUITY system for integration with the System 75 or DEFINITY G1 or G3 switch without DCS, complete the following procedure to update the Switch Interface Administration window.

CAUTION:

When you update the Switch Interface Administration window, the system resets the DCIU switch link.

1. On the Switch Interface Administration window (Figure 6-3), enter the number of digits of the dial plan into the `Extension Length:` field. This will be a value of 3, 4, or 5.
2. Enter the number of the host switch in the `Host Switch Number:` field.
3. Enter the AUDIX number in the `AUDIX Number:` field.
4. Enter the logical channel number in the `Logical Channel` field.

NOTE:

The logical channel must be the same number as the Interface Link and the Remote Processor Channel on the switch.

5. Enter the switch port in the `Switch Port` field.
 - On a System 75, DEFINITY G1, G3i, G3s, and G3vs switch, the number relates to the processor channel.
 - On a DEFINITY G3r switch, the number relates to the local channel.

6. Press **SAVE** (F3) to update the system with the changes you entered.
The system displays the Update dciu output window (Figure 6-8).

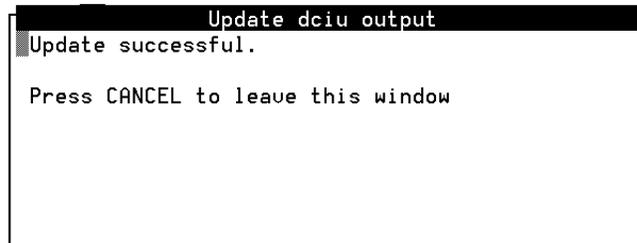


Figure 6-8. Update dciu output Window

7. Press **CANCEL** (F6).
8. You have completed the system administration required for integration with the System 75 switch (without DCS). Continue with "Administering Channels" below.

Administering the Lucent INTUITY System for Integration with the System 75 or DEFINITY G1 or G3 Switch within a DCS Network

Complete the following procedures to administer the system for integration with the System 75 or DEFINITY G1 or G3 switch within a DCS network:

- Updating the Switch Interface Administration Screen
- Administering the DCS Network Time Zone

Updating the Switch Interface Administration Screen.

Enter the number of digits in the dial plan into the `Extension Length:` field.

1. Enter the number of the host switch in the `Host Switch Number:` field.

⇒ NOTE:

This number must match the DCS node number on the switch.

2. Enter the AUDIX number in the `AUDIX Number` field ?.
3. Enter the logical channel number in the `Logical Channel` field.

⇒ NOTE:

The logical channel must be the same number as the Interface Link and the Remote Processor Channel on the switch.

4. Enter the switch port in the `Switch Port` field.
5. Press **SAVE** (F3).

- The system displays a message that indicates the switch link is resetting.
6. Press **CANCEL** (F6) to return to the Lucent INTUITY Main Menu (Figure 5-1).
 7. Continue with "Administering the DCS Network Time Zone."

Administering the DCS Network Time Zone.

You must administer the time zones for the individual switches in the DCS network.

⇒ NOTE:

This window does not change the time zone assignment for the host switch connected to the system. See Chapter 3, "Common Procedures," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for procedures on setting the system time zones.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

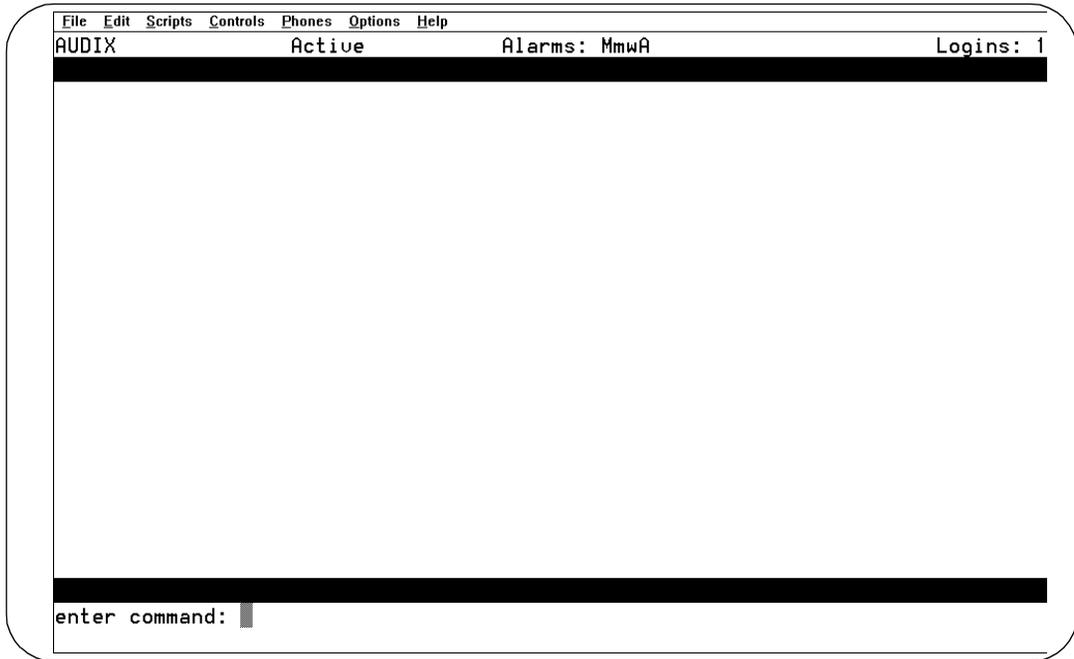


Figure 6-9. INTUITY AUDIX Forms Controller Screen

2. Enter **change switch-time-zone**.

The system displays the Change-Switch-Time-Zone Command Output screen (Figure 6-10).

```

AUDIX           Active           Alarms: MmWd           Logins: 1
change switch-time-zone           Page 1 of 1
                                SWITCH TIME ZONE
Switch          Time          Daylight          Switch          Time          Daylight
Number         Zone          Savings?         Number         Zone          Savings?
1:             5             y                2:             5             y
3:             5             y                4:             5             y
5:             5             y                6:             5             y
7:             5             y                8:             5             y
9:             5             y                10:            5             y
11:            5             y                12:            5             y
13:            5             y                14:            5             y
15:            5             y                16:            5             y
17:            5             y                18:            5             y
19:            5             y                20:            5             y

                                Host Switch: 1

enter command: change switch-time-zone

```

Figure 6-10. Change Switch-Time-Zone Command Output Screen

3. Enter the time zone and the daylight saving values for each switch.
4. Press **ENTER** (F3).
5. Enter **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).
6. You have completed the system administration required for a DCS network integration with the System 75 switch. Continue with the next section, "Administering Channels".

Changing the Switch Extension Length on the Lucent INTUITY System

You may need to change the extension or dial plan length to match the dial plan on the switch. The Lucent INTUITY system has a default extension length of four digits. Use the procedures in this section to change the extension length.

To change the system settings:

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration window (Figure 6-3). The cursor appears in the `Extension Length:` field.

2. Enter a value of "3", "4", or "5" in the `Extension Length:` field. The number must match the dial plan on the switch.
3. Press `SAVE` (F3).
4. Press `CANCEL` (F6).
5. Select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-10).

6. Enter **change machine** at the `enter command:` prompt.
The system displays page 1 of the Machine Profile screen (Figure 6-11).

```

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 6-11. Machine Profile Screen, Page 1

7. Enter the first extension of the range in the `Start Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.
8. Enter the ending extension of the range in the `End Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.



NOTE:

You cannot change the `Extension Length:` field on this screen. Use the Switch Interface Administration window (Figure 6-3) to change the extension length.

9. Press `(ENTER)` (F3).
10. Enter `exit` to return to the Lucent INTUITY Main Menu (Figure 5-1).
11. You must now stop and restart the voice system. For instructions, see "Stopping and Restarting the Voice System" earlier in this section.

When you have completed that procedure, continue with "Mapping Channels to Switch Extensions".

Administering the Lucent INTUITY System for Integration with a System 85 or DEFINITY G2 Switch

This section contains procedures to administer the system for integration with a System 85 or DEFINITY G2 switch or a System 85 or DEFINITY G2 switch within a DCS network. Follow the procedure that is appropriate for your configuration.

Administering the Lucent INTUITY System for Integration with the System 85 or DEFINITY G2 Switch (without DCS)

To administer the system for integration with the System 85 or DEFINITY G2 switch (without DCS), complete the following procedure to update the Switch Interface Administration window.

CAUTION:

When you update the Switch Interface Administration window, the system resets the DCIU switch link.

1. On the Switch Interface Administration window (Figure 6-3), enter the number of digits in the dial plan into the `Extension Length:` field. This will be a value of "3", "4", or "5."
2. Enter the number of the host switch in the `Host Switch Number:` field. Valid host switch numbers range from 1 to 20. The default for the host switch on a non-DCS integration is usually 1.
3. Enter the logical channel number in the `Logical Channel` field.

NOTE:

The logical channel must be the same number as the Interface Link and the Remote Processor Channel on the switch.

4. Enter the switch port in the `Switch Port` field. Valid switch port numbers range from 1 to 64.
5. Press `(SAVE)`.
The system displays a message that indicates the switch link is resetting.
6. Press `(CANCEL)` to return to the Lucent INTUITY Main Menu (Figure 5-1).
7. You have completed the system administration required for a non-DCS network integration with a System 85 or DEFINITY G2 switch. Continue with the next section, "Administering Channels".

Administering the Lucent INTUITY System for Integration with the System 85 or DEFINITY G2 Switch within a DCS Network

To administer the system for a DCS network integration with the System 85 or DEFINITY G2 switch, complete the following procedure to update the Switch Interface Administration window.

1. On the Switch Interface Administration window (Figure 6-3), enter the number of digits in the dial plan into the `Extension Length:` field. This will be a value of "3," "4," or "5".
2. Enter the number of the host switch in the `Host Switch Number:` field. Valid host switch numbers range from 1 to 20.



NOTE:

In a DCS network, enter the number of the host switch that connects directly to the system. The number must match the DCS node number on the switch.

3. Enter this Machine-ID number in the `AUDIX Number:` field.
4. Enter the logical channel number in the `Logical Channel` field.



NOTE:

The logical channel is the same number as the Interface Link and the Remote Processor Channel on the switch.

5. Enter the switch port in the `Switch Port` field.
6. Press `(SAVE)` (F3).
The system displays a message that indicates the switch link is resetting.
7. Press `(CANCEL)` to return to the Lucent INTUITY Main Menu (Figure 5-1).
8. You have completed the system administration required for a DCS network integration with a System 85 or DEFINITY G2 switch. Continue with the next section, "Administering Channels."

Administering Channels

Complete the procedures in this section for:

- Mapping Channels to Switch Extensions
- Verifying Channel State
- Assigning the ChanTran Service and Testing the Channels
- Assigning Services to Called Numbers

Mapping Channels to Switch Extensions

Complete this procedure to assign an extension number to each activated channel.



NOTE:

The Voice Equipment window displays only those channels that have been purchased and activated. These are the only channels you can assign.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Voice System Administration
> Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 6-12).



NOTE:

This window uses the following terminology:

- CD.PT: card number and port
- CHN: channel
- STATE: current port state
- STATE-CHG-TIME: the time that the change to the current port state occurred

There is also a field labeled `GROUP`. This field is not currently used for the system. Leave this setting at the default of 2.

Display Voice Equipment							
CD.PT	CHN	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS TYPE
CARD 0		STATE: Manooos	CLASS: Analog(TR)			O.S.INDEX: 0	
		NAME: AYC10	OPTIONS: master1,no tdm,tt				
		FUNCTION: TipRing					
0.0	0	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6
0.1	1	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6
0.2	2	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6
0.3	3	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6
0.4	4	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6
0.5	5	Manooos	Mar 18 09:17:17	-	-	2	talk IVC6

Figure 6-12. Display Voice Equipment Window Before Administration

2. Press `[CHG-KEYS]` (F8).

The system displays the actions menu (Figure 6-13).



Figure 6-13. Actions Window

3. Press (F3).

The system displays the Assign/Change menu (Figure 6-14).

 **NOTE:**
Channels may be in any state for this procedure.

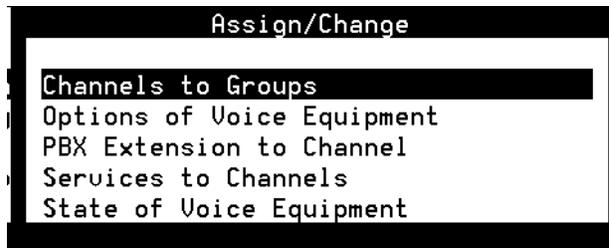


Figure 6-14. Assign/Change Menu

4. Select `PBX Extension to Channel`.
5. Press .

The system displays the Channel to PBX Extension window (Figure 6-15).

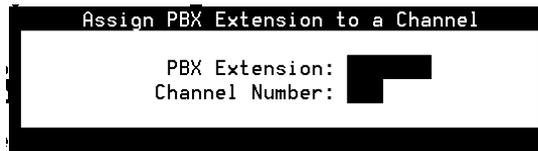


Figure 6-15. Channel to PBX Extension Window

6. Enter the switch extension for the appropriate channel in the `PBX Extension:` field.
7. Enter the channel number in the `Channel:` field.
8. Press `(SAVE)` (F3).

The system displays an information window confirming that the switch extension was mapped to the channel.

9. Press `(ENTER)`.



NOTE:

The system does not update the Voice Equipment window until you close the Channel to PBX Extension window.

10. Press `(CANCEL)` (F6) twice.

The system displays the Voice Equipment window (Figure 6-12).



NOTE:

Use this window to check your mapping at any time during the procedure.

11. Repeat Steps 6 through 9 for each channel to which you must assign a switch extension.
12. Press `(CANCEL)` (F6).
13. Continue with the next procedure, "Verifying Channel State."

Verifying Channel State

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

- Determining the Channel State
- Changing the Channel State to the Inserv state if necessary

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

- Connection
- Switch
- Hardware

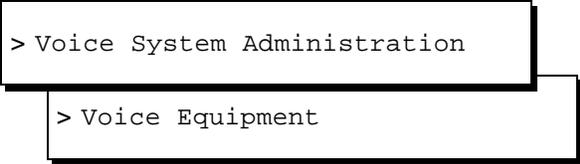
See *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for additional information. The diagnostics information is also located in this document.

⇒ NOTE:

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

Determining the Channel State

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



```
> Voice System Administration
> Voice Equipment
```

The system displays the Voice Equipment window (Figure 6-12).

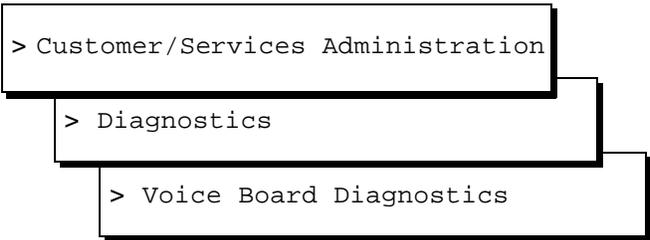
2. In the column labeled *State:*, scroll through all of the channels listed and verify that each is in the *inserv* state.

If any channel is in a state other than *Inserv*, you must change it. Continue with the next procedure, “Changing the Channel State.”

If all the channels are already *Inserv*, skip the next procedure. Continue with “Testing the Channels.”

Changing the Channel State

1. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
2. Select:



```
> Customer/Services Administration
> Diagnostics
> Voice Board Diagnostics
```

The system displays the Voice Board Diagnostics menu (Figure 6-16).



Figure 6-16. Voice Board Diagnostics Menu

3. Select Release.
4. Press **(ENTER)**.

The system displays the Release of Voice Equipment window (Figure 6-17).

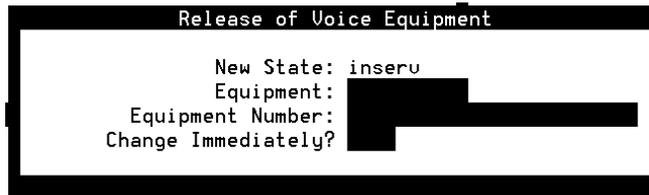


Figure 6-17. Release of Voice Equipment Window

5. Enter **channel** into the `Equipment :` field.
6. To change the state of one or more specific cards or channels, enter the equipment number(s) as either a:
 - Single number (for example: **1**)
 - Range of numbers (for example: **0-4**)
 - List of single numbers (for example: **6,9,10**)
 - List of single numbers and ranges (for example: **1,4-7,9**)
7. Enter **y** in the `Change immediately?` field.
8. Press **(SAVE)** (F3).

The system responds with the following message, where *x* is the channel number and *y* is the state of Inserv or Foos:

```
Channel x changed to state y.  
Press Enter to continue.
```

9. Press **[ENTER]**.
The system displays the Release of Voice Equipment window (Figure 6-17).
10. Press **[CANCEL]** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1) or refer to *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for information about diagnostics if necessary.
11. Continue with the next section, "Assigning the ChanTran Service and Testing the Channels."

Assigning the ChanTran Service and Testing the Channels

Complete the procedures in this section for:

- Assigning the ChanTran Service to all of the channels
- Testing the Channels

⇒ NOTE:

The ChanTran service is for testing only. It does not support any of the Lucent INTUITY applications, such as Voice Mail or Voice Response.

Assigning the ChanTran Service

⇒ NOTE:

Assigning Lucent INTUITY ChanTran to a channel does not stop an operating system from answering outside calls with the reassigned channel. If you assign ChanTran to a channel receiving outside calls, outside callers will receive the ChanTran test prompts.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Voice System Administration
> Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 6-12).

2. Press **[CHG-KEYS]** (F8).
The system displays the voice equipment function keys.
3. Press **[ASSIGN]** (F3).
The system displays the Assign/Change menu (Figure 6-14).
4. Select `Services to Channels`.

5. Press **ENTER**.

The system displays the Assign Services to Channels window (Figure 6-18).

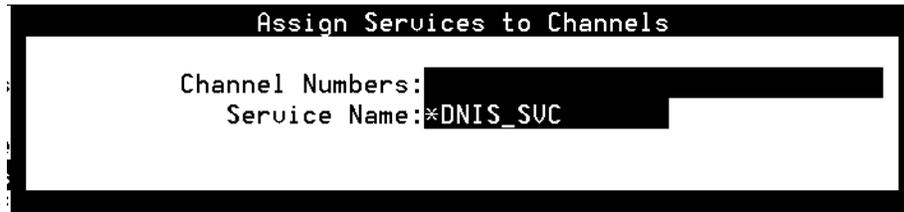


Figure 6-18. Assign Services to Channels Window

6. Verify that the cursor is on the `Service Name:` field.
7. Press **CHOICES** (F2).

The system displays the Service menu (Figure 6-19).



Figure 6-19. Service Menu

8. Select `ChanTran`.

The system redisplay the Assign Services to Channels window (Figure 6-18).

9. Type **all** in the `Channels:` field.
10. Press **SAVE** (F3).

The system displays a Command Output window that verifies the designated channels are assigned the selected service.

11. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).

Testing the Channels

Complete the procedure in this section for each channel that is purchased and activated for:

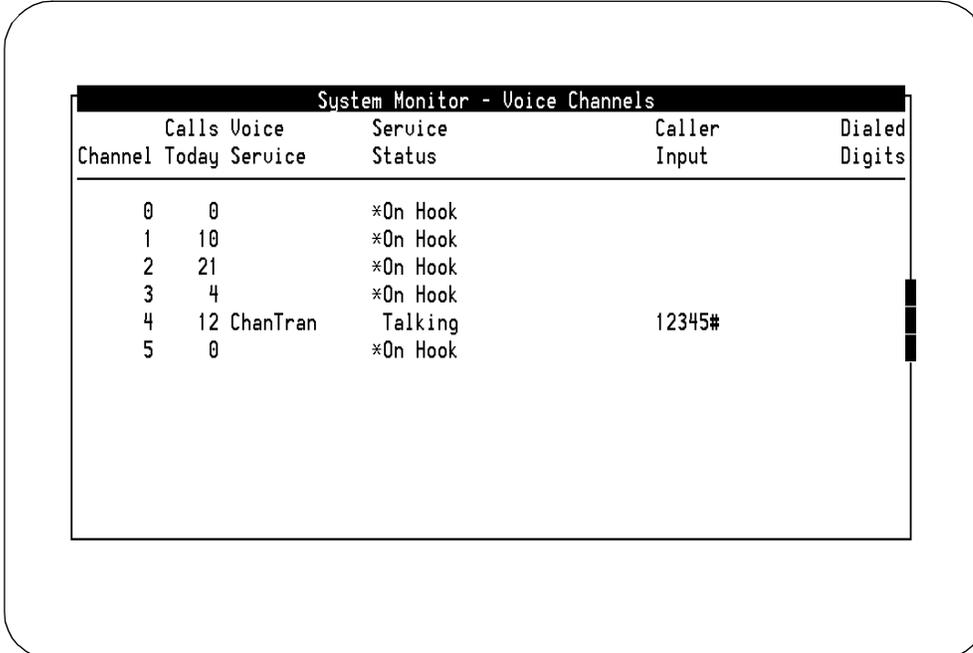
- Verifying On-Hook Status
- Testing Touch-Tone Recognition
- Testing Record and Playback

Verifying On-Hook Status

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Voice System Administration
> System Monitor
```

The system responds with the System Monitor - Voice Channels window (Figure 6-20).



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

Figure 6-20. System Monitor - Voice Channels Window

2. Verify that all purchased and activated voice channels are on-hook at the start of the testing.
3. Continue with "Verifying ChanTran Operation."

Verifying ChanTran Operation

1. From one of the test telephones, dial the extension number of the first channel to be tested. Begin with the extension assigned to channel 0.

The system responds:

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



NOTE:

Once ChanTran reports the number of the channel you are testing, you can "dial-through" and enter numbers or commands without listening to the rest of the message or prompts.

2. Verify that the channel number ChanTran reports matches the channel associated with the extension you dialed.
3. Verify that the channel is listed as ChanTran Talking on the System Monitor - Voice Channels window. (Figure 6-20 shows channel 4 being tested for touch-tone recognition.)
4. Continue with "Testing Touch-Tone Recognition."

Testing Touch-Tone Recognition



NOTE:

If you are using a speakerphone to test touch-tone recognition in an environment with background noise and ChanTran does not answer, use the mute button to stop the detection of background noise.

1. Press **[1]** to start the touch-tone recognition test.

The system responds:

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

2. Press **[1]**, **[2]**, **[3]**, **[4]**, **[5]**, and **[#]** on the telephone keypad.

The system responds through the telephone:

"The digits entered are 1 2 3 4 5."

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

"Press 1 to initiate..."

3. If you hear the sequence of digits you entered and see the numbers you entered on the System Monitor Screen, continue with Step 4.

If you did not hear the exact sequence of digits you entered or if the spoken digits are unclear or cannot be understood, contact your remote maintenance center.

4. Press **[1]** to restart the touch-tone recognition test.
5. Press **[6]**, **[7]**, **[8]**, **[9]**, and **[0]** on the telephone keypad.
6. Press **[#]**.

The system responds through the telephone:

“The digits entered are 6 7 8 9 0.”

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

“Press 1 to initiate...”

7. If you hear the sequence of digits you entered and see the numbers you entered on the System Monitor Screen (Figure 6-20), continue with “Testing Record and Playback.”

If you did not hear the sequence of digits you entered or if the spoken digits are unclear or cannot be understood, contact your remote maintenance center.

Testing Record and Playback

1. Press **[3]** to start the record and playback test.

The system responds:

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

2. Press **[1]**.

The system responds:

“Record test message at the tone.”

3. Speaking into the test telephone, record a short test message such as “This is a test.” The system automatically stops recording when you stop speaking.

The system responds through the telephone:

The recorded phrase is: “This is a test.”

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

“Press 1 to initiate...”

4. If you hear the phrase as you recorded it, continue with Step 5.

If you do not hear or cannot understand the spoken phrase, contact your remote maintenance center.

5. Press [*] to disconnect from the channel.
6. Hang up the telephone.
7. Verify the disconnection by looking at the System Monitor window (Figure 6-20). The channel should return to On Hook.
If the channel returns to On Hook, the test is successful.
8. Repeat "Verifying ChanTran Operation," "Testing Touch-Tone Recognition," and Testing Record and Playback" for each purchased channel until you have tested all of them.
9. When you have tested all purchased channels, Press [CANCEL] (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
10. Continue with "Assigning Services to Called Numbers."

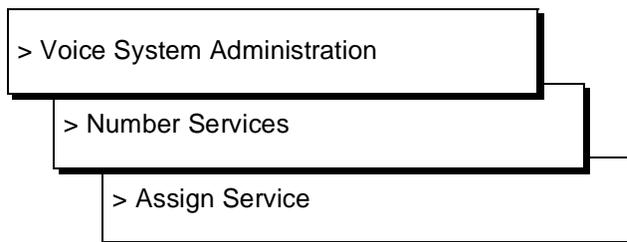
Assigning Services to Called Numbers

The Dialed Number Informaton Service (DNIS_SRV) service tells the voice channels what to do with the incoming call. Complete the procedures in this section to:

- Administering the DNIS Service
- Mapping Services to Channels for Operation

Administering the DNIS Service

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the Assign Number Service window (Figure 6-21).

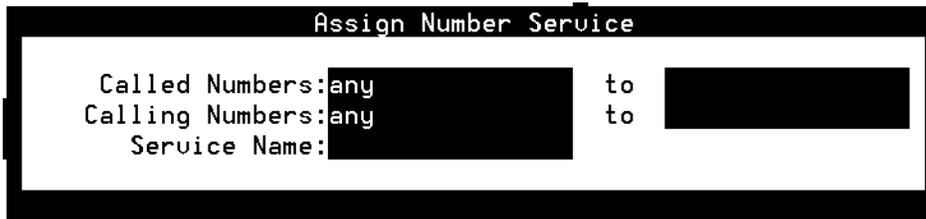


Figure 6-21. Add Service to Called Number Window

2. Place the cursor in the `SERVICE NAME` field.
3. Press `(CHOICES)` (F2).
The system displays the Services Menu (Figure 6-19).
4. Select `AUDIX`.
5. Press `(ENTER)`.
6. Type **any** for the `AUDIX` called number.
7. If one or more numbers require a specific service, enter the service and then the number.



NOTE:

If you are installing the system with `AUDIX` only, skip this step and continue with Step 14.

8. Press `(SAVE)` (F3).
The system displays the Command Output window appears confirming your selection to add or remove a called number from the `*DNIS_SVC` group (Figure 6-22).

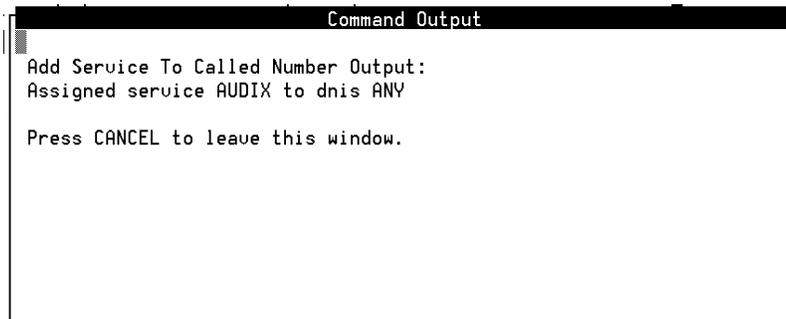


Figure 6-22. Command Output Window

9. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1), or continue with "Mapping Services to Channels for Operation."

Mapping Services to Channels for Operation

Complete this procedure to assign the channels to the dialed number information service (*DNIS_SRV), used during normal operation.

To assign channels to the dialed number information service

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select

```
> Voice System Administration
```

```
>Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 6-12).

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

The system displays the voice equipment function keys.

3. Press **ASSIGN** (F3).

The system displays the Assign/Change menu (Figure 6-14).

4. Select `Services to Channels`.

5. Press **ENTER**.

6. Press **CHOICES** (F2).

The system displays the Services menu (Figure 6-19).

7. Select `*DNIS_SVC` for all of the channels.

8. Press **ENTER**.

9. Enter the numbers of the channels that the customer has purchased as either a:

- Single number (for example: **1**)
- Range of numbers (for example: **0-4**)
- List of single numbers (for example: **6,9,10**)
- List of single numbers and ranges (for example: **1,4-7,9**)

⚠ CAUTION:

The system generates alarms if you enter the numbers of channels that have not been purchased.

10. Press **SAVE** (F3).

The system displays the Command Output window (Figure 6-22).

11. Verify that the designated channels are assigned the specified service.
12. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).

Testing the Channels

Complete the procedure in this section for each channel that is purchased and activated for:

- Verifying On-Hook Status
- Testing Touch-Tone Recognition
- Testing Record and Playback

Verifying On-Hook Status

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Voice System Administration
```

```
> System Monitor
```

The system responds with the System Monitor - Voice Channels window (Figure 6-20).

2. Verify that all purchased and activated voice channels are on-hook at the start of the testing.
3. Continue with the next chapter, Chapter 7, "Initial Administration and Test for Voice Messaging and the Optional Language Feature".

Initial Administration and Test for Voice Messaging and the Optional Language Feature

7

Overview

This chapter describes how to perform initial administration for Lucent INTUITY™ voice messaging. That process consists of:

- Changing the system defaults if necessary
- Adding and administering test subscribers

This chapter also describes how to test Lucent INTUITY voice messaging. That process consists of testing:

- Call answer
- Voice mail
- Optional multilingual feature if it is part of the system

Purpose

This chapter provides the information you need to initiate basic operation of Lucent INTUITY voice messaging and perform acceptance tests to ensure that the feature is operating properly on the customer's system.

Administering the Lucent INTUITY for Acceptance Testing

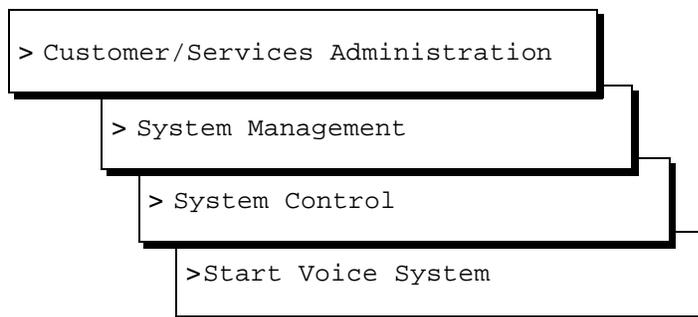
Complete the procedures in this section to administer the Lucent INTUITY for acceptance testing:

- Changing the System-Parameters Features (Defaults)
- Adding Test Subscribers 1 and 2

Starting the Voice System

You cannot perform the procedures in this section unless the voice system is running. If it is not, complete the following procedure to start it. If the voice system is already running, skip this procedure and continue with "Changing the System-Parameter Features (Defaults)".

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the following message:

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

2. Press **[ENTER]**.
3. Continue with the next procedure, "Changing the System-Parameter Features (Defaults)."

Changing the System-Parameter Features (Defaults)

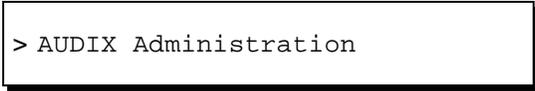
Perform this procedure *only* if the project manager has provided you with Worksheet 14: "Changing System-Parameter Features" with specific system parameters to change.

If the customer is accepting the system defaults, skip this procedure and continue with "Adding Test Subscribers".

⇒ NOTE:

This section assumes that changes to the System-Parameters Features screen will be performed first. This screen *must* be administered before testing the optional INTUITY AUDIX® Multilingual Feature for customers who have ordered this feature. Other administration for the INTUITY AUDIX application may be administered during cut-to-service procedures.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-10).

2. Enter **ch sy f** at the `enter` command: prompt.

The system displays Page 1 of the Change System-Parameters Features screen (Figure 7-1).

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

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

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

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

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

_____
enter command: change system-parameters features
```

Figure 7-1. Change System-Parameters Features Screen, Page 1

3. Refer to Worksheet 14 for the first field to be changed.
4. Press **(TAB)** to move the cursor to that field on the screen.
5. Enter the new value or press **(CHOICES)** (F6) and select the new value from the list.
6. Repeat Steps 3 through 5 for each of the parameters that you must change on Page 1 of the screen.
7. Press **(NEXTPAGE)** (F7).

The system displays Page 2 of the Change System-Parameters screen (Figure 7-2).

```
drintuit      Active      Alarms:  w      Logins:  4
change system-parameters features      Page 2 of 4
SYSTEM-PARAMETERS FEATURES

MISCELLANEOUS PARAMETERS
Broadcast Mailbox Extension: 99960
System Prime Time, Start: 7:00      End: 17:00
Increment(1/s), Rewind: s      Advance: s

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

MULTIMEDIA PARAMETERS
Fax Print Destination Prefix: _____
Text to Speech Conversion: headers_and_bodies

enter command: change system-parameters features
```

Figure 7-2. Change System-Parameters Features Screen, Page 2

8. Repeat Steps 3 through 5 for each of the parameters that you must change on Page 2 of the screen.
9. Press **(NEXTPAGE)** (F7).

The system displays Page 3 of the Change System-Parameters Features Screen (Figure 7-3).

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

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

ANNOUNCEMENT SETS
System: us-eng           Administrative: _____

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

enter command: change system-parameters features
```

Figure 7-3. Change System-Parameters Features Screen, Page 3

10. Repeat Steps 3 through 5 for each of the parameters that you must change on Page 3 of the screen.
11. Press **NEXTPAGE** (F7).
The system displays Page 4 of the Change System-Parameters Features Screen (Figure 7-4).

```
drintuit           Active           Alarms: none           Logins: 4
change system-parameters features           Page 4 of 4
SYSTEM-PARAMETERS FEATURES

NETWORKING PARAMETERS

Automatic Deletion of Non-administered Remote Subscribers
Days without Activity: 0_           Even If on a Mailing List? n

enter command: change system-parameters features
```

Figure 7-4. Change System-Parameters Features Screen, Page 4

12. Repeat Steps 3 through 5 for each of the parameters that you must change on Page 4 of the screen.
13. Press **ENTER** (F3) to enter changes from each page into the system.
14. Continue with the next procedure, "Adding Test Subscribers."

Adding Test Subscribers

Add test subscribers 1 and 2 to test the Voice Mail and Call Answer features and the optional INTUITY AUDIX Multilingual feature.

NOTE:

If you are already displaying the INTUITY AUDIX Forms Controller screen, begin this procedure with Step 2.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-10).

2. Enter **add su** at the `enter` command: prompt.

The system displays Page 1 of the Add Subscriber screen (Figure 7-5).

```
AUDIX           Active           Alarms: M wA           Logins: 1
add subscriber           Page 1 of 2
SUBSCRIBER

Name: _____           Locked? n
Extension: _____           Password: _____
COS: class00           Miscellaneous: _____
Switch Number: _____           Covering Extension: _____
Community ID: _____           Broadcast Mailbox? _
Secondary Ext: _____

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

Figure 7-5. Add Subscriber Screen, Page 1

3. Enter **test-1** into the `Name:` field.
4. Move the cursor to the `Extension:` field.
5. Enter the extension for the first test subscriber as listed on Worksheet 15: "Subscriber Administration".



NOTE:

On systems with Lucent INTUITY FAX Messaging active, the Subscriber form displays a `Secondary Extension:` field. Leave this field blank during this procedure.



NOTE:

If the system you are installing *does not* include the INTUITY AUDIX Multilingual feature, skip Steps 6, 7, and 8 and continue with Step 9.

6. If the system you are installing includes the INTUITY AUDIX Multilingual feature as indicated on Worksheet 15: "Subscriber Administration", press **(NEXTPAGE)** (F7).

The system displays the Subscriber Class of Service Parameters screen (Figure 7-6).

```

drintuit      Active      Alarms:  wA      Logins:  5
change subscriber [ ]      Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format:  extension      Login Announcement Set:  System
System Multilingual is ON      Call Answer Primary Annc. Set:  System
Call Answer Language Choice?  n      Call Answer Secondary Annc. Set:  System

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

INCOMING MAILBOX      Order:  fifo      Category Order:  nuo
Retention Times (days), New:  60      Old:  30      Unopened:  30
OUTGOING MAILBOX      Order:  fifo      Category Order:  undfa
Retention Times(days), File Cab:  60      Delivered/Nondeliverable:  5

Voice Mail Message (seconds), Maximum Length:  1200 Minimum Needed:  32
Call Answer Message (seconds), Maximum Length:  1200 Minimum Needed:  8
End of Message Warning Time (seconds):  _
Maximum Mailing Lists:  25      Total Entries in all Lists:  500
Mailbox Size (seconds), Maximum:  2400      Minimum Guarantee:  0

enter command: change subscriber XXXXX
    
```

Figure 7-6. Subscriber Class of Service Parameters Screen

7. Enter **y** in the Call Answer Language Choice? field.
8. Refer to the Worksheet 15. Enter the name of the Call Answer Secondary Announcement set into the Call Answer Secondary Annc. Set: field.



NOTE:

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

9. Press **ENTER** (F3) to add the test subscriber.



NOTE:

This procedure uses the defaults for the remaining fields.

The system displays the following message above the `enter` command:
prompt:

```
command successfully completed
```

10. To add the second test subscriber, enter **add su** at the `enter` command:
prompt.

The system displays Page 1 of the Add Subscriber screen
(Figure 7-5).

11. Enter **test-2** into the `Name:` field.
12. Move the cursor to the `Extension:` field.
13. Enter the extension for the second test subscriber as listed on Worksheet
15.



NOTE:

On systems with Lucent INTUITY FAX Messaging active, the
Subscriber form displays a `Secondary Extension:` field. Leave
this field blank during this procedure.

14. Repeat Steps 6 through 9 for the second test subscriber if the INTUITY
AUDIX Multilingual Feature is activated or press **ENTER** (F3) to add the
subscriber without the Multilingual Feature.
15. Enter **exit** at the prompt to return to the Lucent INTUITY Main Menu (Figure
5-1).
16. Continue with the next procedure, "Testing Lucent INTUITY Voice
Messaging and the Optional Multilingual Feature."

Testing Lucent INTUITY Voice Messaging and the Optional Multilingual Feature

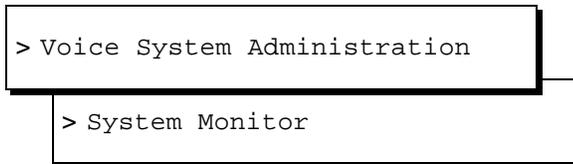
Complete the procedures in this section to test:

- Call answer
- Voice mail
- The multilingual feature if it is included on the system you are installing

Viewing the System Monitor

To monitor the processing of calls, it is necessary to view the System Monitor screen.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the System Monitor – Voice Channels screen (Figure 6-20).

⇒ NOTE:

The system automatically updates the information on this screen every 5 seconds however, a 1-second interval is recommended for these tests.

2. To change the data display rate for this screen, press **CHG-KEYS** (F8) followed by **CHG-RATE** (F1).

The system responds with the Change Refresh Rate screen (Figure 7-7).

3. To activate a change to the recommended interval, enter **1** into the Refresh Rate field or enter a value of your choice.
4. Press **SAVE** (F3).



Figure 7-7. Change Refresh Rate Screen

5. Press **CANCEL** (F6) until you return to Lucent INTUITY Main Menu (Figure 5-1).

Testing INTUITY AUDIX Call Answer

Complete the procedures in this section for:

- Creating and Sending a Test Message
- Verifying Receipt of the Test Message
- Deleting the Test Message

Creating and Sending a Test Message

1. Call the test-1 extension from the test-2 extension. Allow the INTUITY AUDIX application to answer.
2. Speak into the telephone and record the following or a similar test message after the tone:
"This is a test Call Answer message for INTUITY AUDIX."
3. Hang up the test-2 telephone to disconnect.
4. Continue with the next procedure, "Verifying Receipt of the Test Message."

Verifying Receipt of the Test Message

1. Check for the Message Waiting Indicator (MWI) on the test-1 extension. The MWI will be either a light, a screen display, or a dial-tone stutter.

If the MWI is not present, there may be a problem with the switch integration or switch integration software, or the wrong switch number may be administered for the test telephone. If problems exist, review entries from Worksheet 15 and see Appendix C, "Troubleshooting Procedures".
2. Dial the integrated message retrieval number from the test-1 telephone as listed on Worksheet 15.

3. Press **[#]** when INTUITY AUDIX asks for the extension.

If you must enter the extension of the test-1 telephone to retrieve the message, the channel mapping may have AUDIX assigned instead of *DNIS_SRV or the switch link may be down. See "Administering Channels" in Chapter 6, "Initial Administration for Switch Integration", for channel assignment information.

4. Press **[#]** when INTUITY AUDIX asks for the password.

NOTE:

If the system is administered to require a longer password, you may have to change the password. Follow the voiced instructions if this occurs, and supply a password of your own choice.

5. Voice in the name "test-1" if prompted to do so. The INTUITY AUDIX will provide instructions.
6. Press **[2]** to retrieve messages.
7. Press **[0]** to hear the message. If the message quality is not satisfactory, contact your remote support center.
8. Hang up the test-1 telephone to disconnect.
9. Check again for the MWI on the test-1 telephone. It should be off. If the MWI is not off, contact your remote support center.
10. Continue with the next procedure, "Deleting the Test Message."

Deleting the Test Message

1. Dial the INTUITY AUDIX message retrieval number as specified on Worksheet 15.
2. Press [#] when INTUITY AUDIX asks for the extension.
3. Press [#] or enter the password assigned in Step 4 above when INTUITY AUDIX asks for the password.
4. Press [2] to retrieve messages.
The system plays the date and time for the message.
5. Press [*] [0] to delete your test message.
6. Hang up the test-1 telephone to disconnect.
7. Continue with the next procedure, "Testing INTUITY AUDIX Voice Mail."

Testing INTUITY AUDIX Voice Mail

Complete the procedures in this section for:

- Creating and Sending a Test Message
- Verifying Receipt of the Test Message
- Deleting the Test Message

Creating and Sending a Test Message

1. Dial the integrated message retrieval number, as specified on Worksheet 15, from the test-1 telephone.
2. Press [#] when INTUITY AUDIX asks for the extension.
3. Press [#] when INTUITY AUDIX asks for the password.
4. Press [1] to create an INTUITY AUDIX message.
5. Speaking into the telephone, record the following or a similar test message after the tone.
"This is a test Voice Mail message for INTUITY AUDIX."
6. Press [#] to approve your message.
7. Enter the extension number for the test-2 telephone when INTUITY AUDIX prompts you for the extension.
8. Press [#].
9. Press [#] to deliver the test message to the test-2 extension.
10. Hang up the test-1 telephone to disconnect.
11. Continue with the next procedure, "Verifying Receipt of the Test Message."

Verifying Receipt of the Test Message

1. Dial the integrated message retrieval number, as specified on Worksheet 15, from the test-2 telephone.
2. Press **[#]** when INTUITY AUDIX asks for the extension.
3. Press **[#]** when INTUITY AUDIX asks for the password.
4. Press **[2]** to retrieve messages.
5. Press **[0]** to hear the message. If the message quality is not satisfactory, contact your remote maintenance center.
6. Continue with the next procedure, "Deleting the Test Message."

Deleting the Test Message

1. Press **[*] [D]** to delete your test message.
2. Hang up the test-2 telephone to disconnect.
3. Verify that the message waiting indicator (MWI) is turned off.
4. If the system you are installing includes the optional multilingual feature, continue with the next procedure, "Testing the Optional Multilingual Feature."

If the system you are installing *does not* include the optional multilingual feature, skip the next procedure and continue with "Removing Test Subscribers."

Testing the Optional Multilingual Feature

Complete this procedure to test the Optional Multilingual feature by directing the system to play the call-answer prompt in an optional language.

1. Call the test-1 extension from the test-2 extension. Allow INTUITY AUDIX to answer.
2. Press **[*] [1]** while the prompt is playing.
3. Listen for the system to begin to play the call answer prompt in the optional language.

This test is successful if you hear the system switch to the optional language.

If you do not hear the optional language, check your administration for the System-Parameters Features screen and the subscriber screen for test-1. The `Call Answer Language Choice:` field must be set to y (yes) or the system will not allow the subscriber to use the secondary announcement set. See Step 6 of "Adding Test Subscribers" above to change the `Call Answer Language Choice:` field or see Appendix C, "Troubleshooting Procedures".

4. Continue with the next procedure, "Removing Test Subscribers."

Removing Test Subscribers

Complete this procedure to remove test subscribers 1 and 2 from the system.

⇒ NOTE:

Only complete this procedure if Lucent INTUITY FAX Messaging is not being installed on your system. If Lucent INTUITY FAX Messaging will be installed do not remove test subscribers at this time.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the AUDIX Forms Controller screen (Figure 6-9).

2. Enter **rem su test-1** at the `enter command:` prompt.

The system displays the Remove Subscriber screen showing subscriber test-1 (Figure 7-8).

```
AUDIX           Active           Alarms: Mmw           Logins: 2
remove subscriber test-1           Page 1 of 2
SUBSCRIBER
Name: test-1           Locked? n
Extension: 1234           Password:
COS: class00           Miscellaneous:
Switch Number: 1           Covering Extension:
Community ID: 1           Broadcast Mailbox? n

Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

Figure 7-8. Remove Test Subscriber Screen

3. Press `ENTER` (F3) to remove the subscriber test-1.
The system displays the following message:
`command successfully completed`
4. Enter **rem su test-2** at the `enter command:` prompt.
The system displays the Remove Subscriber screen (Figure 7-8) now showing subscriber test-2 .
5. Press `ENTER` (F3) to remove the subscriber test-2.
The system displays the following message:
`command successfully completed`
6. Enter **exit** at the prompt to return to the Lucent INTUITY Main Menu (Figure 5-1).
7. Continue with Chapter 8, "Initial Administration and Test for TCP/IP Networking and Message Manager".

Initial Administration and Test for TCP/IP Networking and Message Manager

8

Overview

This chapter describes how to:

- Perform initial administration for TCP/IP networking
- Attach the customer's LAN cable
- Test the TCP/IP connection
- Perform initial administration for Message Manager

Purpose

This chapter provides the information you need to ensure that the customer's LAN is accessible to the Lucent INTUITY™ system and to administer the system for basic operations.

You are not responsible for the installation, administration, or test of communications between customer PCs and the LAN. To resolve problems with their LAN, customers should seek service as directed by their LAN administrator.

Administering TCP/IP Networking

Complete the procedures in this section to establish addresses for the Lucent INTUITY system to use to send and receive information over the customer's LAN. Before you begin this procedure, however, you must determine if the LAN has been administered for the system.

LAN Administration for Lucent INTUITY

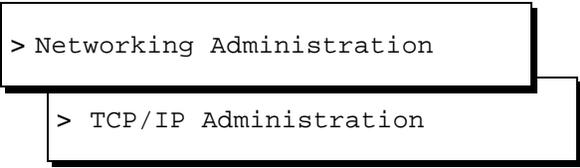
Some LANs may be administered prior to your arrival on site. Other LANs require that the administration for a new machine be done at the time of installation because an open connection may cause the LAN to fail.

Refer to Worksheet 16: "TCP/IP Administration and Test Parameters" to verify if you need to notify the LAN administrator and arrange for administration of the LAN for the system.

When the LAN is administered for the system, continue with "Establishing Network Addresses."

Establishing Network Addresses

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



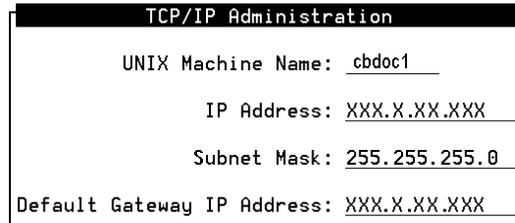
```
> Networking Administration
> TCP/IP Administration
```

The system displays the TCP/IP Administration window (Figure 8-1).



NOTE:

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



The screenshot shows a window titled "TCP/IP Administration" with the following fields and values:

UNIX Machine Name:	cbdoc1
IP Address:	XXX.X.XX.XXX
Subnet Mask:	255.255.255.0
Default Gateway IP Address:	XXX.X.XX.XXX

Figure 8-1. TCP/IP Administration Window

⇒ NOTE:

Worksheet 16: "TCP/IP Administration and Test Parameters" contains the values needed for this window.

2. Enter the UNIX machine name into the UNIX Machine Name: field *exactly* as it appears on Worksheet 16. This is a case-sensitive field. You must enter capital letters as capitals, and lower-case letters as lower case.

⚠ CAUTION:

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

⇒ NOTE:

Saving the information on the TCP/IP Administration window applies the UNIX name to the Lucent INTUITY machine. You do not have to administer this name any place else unless you are installing digital networking.

3. Enter the internet protocol (IP) address for the Lucent INTUITY system into the IP Address: field.

Enter the IP address exactly as it is shown on Worksheet 16, including the periods or dots, with the following exceptions:

- Do not enter prefacing zeros in any field. For example, if the IP address is written on the worksheet as 1xx.050.09.12, enter it as 1xx.50.9.12
- Do not enter any zero that appears in the right-most field. For example, if the IP address is written on the worksheet as 1xx.50.9.120, enter it as 1xx.50.9.12

4. Move the cursor to the Subnet Mask: field.

5. Enter the number of the subnet mask.



NOTE:

This is an optional field. If there is no entry for this field on your worksheet, leave the field blank.

6. Move the cursor to the `Default Gateway IP Address:` field.
7. Enter the default gateway IP address.



NOTE:

If there is no entry for this field on your worksheet, leave the field blank.

8. Continue with “Configuring the Ethernet LAN Circuit Card.”

Configuring the Ethernet LAN Circuit Card

To configure the Ethernet LAN Circuit Card:

1. Start at the TCP/IP Administration window (Figure 8-1) and press `(CHG-KEYS)` (F8).

The system displays the alternate set of function keys.

2. Press `(BRD CNFG)` (F2).

The system displays the Ethernet Board Configuration window (Figure 8-2).

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

Figure 8-2. Ethernet Board Configuration Window

3. Press `(CHOICES)` (F2).

The system displays the Network Interface Types menu (Figure 8-3).

Figure 8-3. Network Interface Types Menu

4. Select the network interface type to be used on this system and press **ENTER**.

The system displays your selection in the `Network Interface Type:` field.

5. Press **SAVE** (F3).

The system displays the Ethernet Board Configuration Results window (Figure 8-4).

```

Ethernet Board Configuration Results
SMC LAN Adapter Setup Program -- Version 1.07

Board Type:      8216C
Node Address:    0000C0B9547D

                Old          New soft
                Setup        Setup

I/O Base Address 280          280
IRQ              10          10
RAM Size         16 K        16 K
RAM Base Address 0D8000      0D8000
Add Wait States  Yes         Yes
Network Connection BNC or 10BaseT BNC or 10BaseT
Link Integrity   Enabled      Enabled

ROM Size         Disabled    Disabled
ROM Base Address Disabled    Disabled

```

Figure 8-4. Ethernet Board Configuration Results Window

6. Press **CANCEL** (F6) until the system returns to the Lucent INTUITY Main Menu (Figure 5-1).
7. Continue with “Rebooting the System and Attaching the LAN Cable.”

Rebooting the System and Attaching the LAN Cable

Complete this procedure to:

- Reboot the system and apply the newly entered networking administration
- Attach the LAN cable, which the customer has provided and tested

To reboot the system and attach the LAN cable, do the following:

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

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

2. The system displays the System Control menu (Figure 8-5).

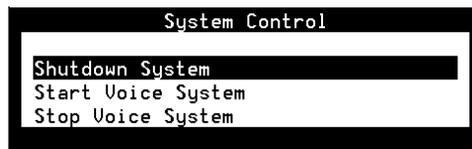


Figure 8-5. System Control Menu

3. Select:

```
>Shutdown System
```

The system displays the Wait Time Menu (Figure 8-6).



Figure 8-6. Wait Time Menu

4. Enter a time between 60 and 600 seconds to wait for calls in progress.

5. Press **(ENTER)**.

The system displays the following message:

```
Shutdown started. Month date time year
```

```
INIT: New run level: 0
```

```
The system is coming down. Please wait
```

```
The system is down.
```

```
Press CTRL-ALT-DEL to reboot your computer.
```

6. If you are installing the LAN cable, turn off the power switch on the front of the MAP/100 and continue with Step 7.

If you are *not* installing the LAN cable, press the reset button or **(CONTROL)** **(ALT)** **(DELETE)** to reboot the system. Skip Step 7 and continue with Step 8.

7. Attach the LAN cable to the LAN circuit card. See Chapter 4, "Connecting Peripherals and Powering Up", for procedures.

8. Turn the power switch on the front of the MAP/100 back on.

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

⇒ NOTE:

Do not press **(ENTER)** or **(ESC)** during this process. The system will automatically proceed to the next step.

This stage ends with the message:

```
The system is ready.
```

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

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

This message signals the start of the second stage, the stage that starts the voice system. The last messages in this series are:

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

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

⇒ NOTE:

Saving the output to trace process takes approximately 1 minute.

9. Press **(ENTER)** one or more times to obtain a console login prompt.

The system displays the following message:

```
The systems's name is Lucent Intuity
Welcome to USL UNIX system V Release 4.2 Version 1
Console Login:
```

10. Continue with "Testing the TCP/IP Connection."

Testing the TCP/IP Connection

Complete the procedures in this section to transmit test packets to the customer's LAN to make sure that the LAN is accessible to the Lucent INTUITY system and any remote machines on the same LAN. It also tests the internal set up of the LAN to verify transmissions are taking place.

Entering the IP Address for Lucent INTUITY

1. Log in as craft.
2. Press **(ENTER)**.
3. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
> Diagnostics
> TCP/IP Diagnostics
>Send & Receive Test Packets
```

The system displays the Send & Receive Test Packets From window (Figure 8-7).

```
Send & Receive Test Packets From
IP Address: █ _____
```

Figure 8-7. Send & Receive Test Packets From Window

4. Enter the Internet Protocol (IP) Address of this machine in the IP Address: field.



NOTE:

Worksheet 16: "TCP/IP Administration and Test Parameters" contains the IP Address.

5. Press **SAVE** (F3).
6. Continue with "Transmitting the Test Packets."

Transmitting the Test Packets

1. From the Send & Receive Test Packets From window, press **SAVE** (F3) to start the test.

The system displays the word *working* in the upper right-hand corner of the screen while it is performing this test. When the system finishes the test, it displays the Test Packets Results window (Figure 8-8).



NOTE:

Figure 8-8 is an example only. The test results displayed for your system will not match those shown here.

```
Test Packets Results
72 bytes from drintuit (135.9.180.4): icmp_seq=0. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=1. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=2. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=3. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=4. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=5. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=6. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=7. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=8. time=0. ms
72 bytes from drintuit (135.9.180.4): icmp_seq=9. time=0. ms

----135.9.180.4 PING Statistics----
10 packets transmitted, 10 packets received, 0% packet loss
round-trip (ms)  min/avg/max = 0/0/0

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

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

Figure 8-8. Test Packet Results Window — Internal Test

2. Examine the test results that are displayed around the midpoint of the window. In Figure 8-8, the sample results appear as:

```
----135.9.180.4 PING Statistics----  
10 packets transmitted, 10 packets received, 0% packet loss  
round-trip (ms) min/avg/max = 0/0/0
```

3. Evaluate the results and proceed as follows:
 - If the results show **0%** packet loss, skip the next procedure and continue with "Verifying the I/P Address for Remote Machines" below
 - If the results show **100%** packet loss, continue with the next procedure, "Correcting Diagnostic Failures for the Lucent INTUITY System"

Correcting Diagnostic Failures for the Lucent INTUITY System

1. From the Test Packet results window, press **CANCEL** (F6).
The system displays the Send & Receive Test Packets From window (Figure 8-7).
2. Ensure that the IP address you entered into the **IP Address:** field matches that on Worksheet 16: "TCP/IP Administration and Test Parameters" for your machine.
 - If it does not match, reenter the correct address from Worksheet 16 into the **IP Address:** field and repeat the procedure "Transmitting the Test Packets" above.
 - If it matches, continue with Step 3.
3. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
4. Select:

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

The system displays the TCP/IP Administration window (Figure 8-1).

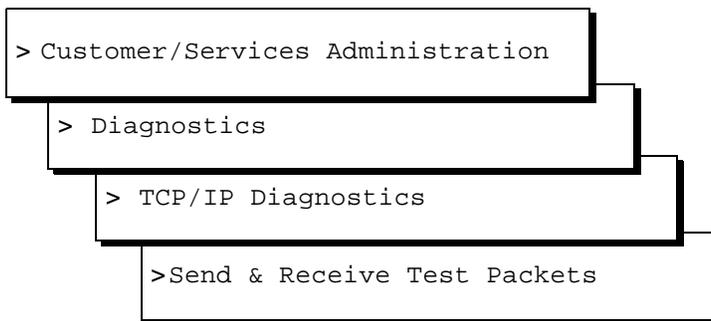
5. Verify that the address entered in the `IP Address:` field matches the Internet Protocol (IP) Address on Worksheet 16.
 - If it matches, contact your remote maintenance center. Once the problem is resolved, return to this procedure and repeat this test
 - If it does not match, continue with Steps 6 through 8 to readminister the TCP/IP Administration window and reboot the system
6. Begin with Step 2 of "Establishing Network Addresses" earlier in this chapter and complete that procedure.
7. Continue with the rebooting portion of "Rebooting the System and Attaching the LAN Cable".
8. Return to this procedure and attempt the test again. If the test is successful, continue with the next section, "Verifying the I/P Address for Remote Machines". If the test fails a second time, contact your remote maintenance center.

Verifying the I/P Address for Remote Machines

Complete the procedures in this section to test the ability of the system to communicate with other machines on the same LAN.

Entering the Test IP Address

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the Send & Receive Test Packets From window (Figure 8-7).

2. Refer to Worksheet 16. Type in the Test IP Address in the `IP Address:` field. This is the IP address of another machine on the same LAN.

Transmitting Test Packets to Remote Machines

1. From the Send & Receive Test Packets From window (Figure 8-7), press **SAVE** (F3) to start the test.

The system displays the word *working* in the upper right-hand corner of the screen. When the system finishes the test, it displays the Test Packets Results window (Figure 8-8).

NOTE:

Figure 8-8 is an example only. The test results displayed on your window will not match those shown.

2. Examine the test results that are displayed around the midpoint of the window. In Figure 8-8, these results are appear as:

```
----135.9.180.4 PING Statistics----  
10 packets transmitted, 10 packets received, 0% packet loss  
round-trip (ms) min/avg/max = 0/0/0
```

The percentage displayed in the packet loss field on your window will range from 0 to 100%.

3. Evaluate the results and proceed as follows:
 - If the packet loss is from **0** to **49%**, complete Steps a and b below and then continue with Step 4 in this procedure:
 - a. Contact the customer LAN or system administrator, *but only if the packet loss is from 10 to 49%*.
 - b. Check for packets out of sequence. To do this, examine the `icmp_seq=` field. *If more than two packets are out-of-sequence* (for example, 0, 2, 5, 3, 1...), contact the customer administrator.
 - If the packet loss is from **50** to **99%**, press **CANCEL** (F6) and see the troubleshooting procedures below.
 - If the packet loss is **100%** (as shown in Figure 8-9), verify that you entered the correct Test IP Address from Worksheet 16.

If the address you entered was correct, go back to "Establishing Network Addresses" above, and try this test again.

If the address you entered was *not* correct:

- Return to "Verifying the I/P Address for Remote Machines" and enter the correct address. Begin with Step 1 of "Entering the Test IP Address."
- Return to "Entering the Test IP Address" and repeat the test using the Alternate Test IP Address from Worksheet 16. If this test also fails with the Alternate Test IP Address, see the troubleshooting procedures below.

4. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
5. Continue with "Administering INTUITY Message Manager."

```
Test Packets Results
----001.7.2.110 PING Statistics----
10 packets transmitted, 0 packets received, 100% packet loss

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

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

Figure 8-9. Test Packets Results Failure

Administering INTUITY Message Manager

For the initial administration of Message Manager, you must administer one or more fields on the INTUITY AUDIX System-Parameters IMAPI-Options window. Refer to Worksheet:16 "TCP/IP Administration and Test Parameters" from your project manager or systems consultant for the settings for these parameters.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

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

The system displays the Change System-Parameters IMAPI Options window (Figure 8-10).

```
drintuit           Active           Alarms: M           Logins: 3
change system-parameters imapi-options           Page 1 of 1
SYSTEM-PARAMETERS IMAPI-OPTIONS

NUMBER OF IMAPI SESSIONS

Total Sessions Purchased: 32

Maximum Simultaneous Sessions: 32
Simultaneous Sessions Available for Trusted Server Access: 5

IMAPI PARAMETERS

IMAPI Session Timeout (minutes): 5
Trusted Server Session Timeout (minutes): 5
Check New Messages? y
Deliver CA Message? y
Message Transfer? y

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

Figure 8-10. Change System-Parameters IMAPI Options Window

3. Enter the number of sessions purchased in the `Total Sessions Purchased:` field as specified on Worksheet 16.

⇒ NOTE:

This number should match the number indicated in the `Max Number of IMAPI Sessions` field of the Feature Options window.

4. Move the cursor to the `Maximum Simultaneous Sessions:` field. Enter the number specified on Worksheet 16.
5. Move the cursor to the `Simultaneous Session Available for Trusted Server Access:` field. Enter the number specified on Worksheet 16.
6. Move the cursor to the `IMAPI Session Timeout (minutes):` field. Enter **5** or the number specified on Worksheet 16.
7. Move the cursor to the `Trusted Server Session Timeout (minutes):` field. Enter **30** or the number specified on Worksheet 16.
8. Move the cursor to the `Check New Message:` field. Enter **y** or **n** as specified on Worksheet 16.
9. Move the cursor to the `Deliver CA Message:` field. Enter **y** or **n** as specified on Worksheet 16.
10. Move the cursor to the `Message Transfer:` field. Enter **y** or **n** as specified on Worksheet 16.

11. Press **ENTER** (F3).
12. Type **exit** at the `enter command:` prompt.
13. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
14. Continue with "Testing INTUITY Message Manager."



NOTE:

The Lucent INTUITY system will not respond to subscribers who have the INTUITY Message Manager software loaded and running on their PCs unless the feature has been activated for each subscriber. Subscribers may be administered for the INTUITY Message Manager on an individual basis or through the use of a class-of-service assignment.

Testing INTUITY Message Manager

Testing INTUITY Message Manager is accomplished in "Testing the TCP/IP Connection" above. Complete these procedures before continuing. If these procedures have already been completed, continue with Chapter 9, "Initial Administration and Test for Lucent INTUITY FAX Messaging".

Initial Administration and Test for Lucent INTUITY FAX Messaging

9

Overview

This chapter describes:

- Administering a Remote Machine for Lucent INTUITY FAX Messaging
- Administering INTUITY AUDIX for Lucent INTUITY FAX Messaging
- Testing Lucent INTUITY FAX Messaging

Purpose

This chapter provides the information you need to initiate basic operation of Lucent INTUITY FAX Messaging and perform acceptance testing to ensure proper operation of the feature on the customer's system.

AMIS Analog Networking Administration

This information is not the full administration used to administer the AMIS Analog Networking feature. If the customer has ordered AMIS Analog Networking as indicated on Worksheet 3: "Installation Features Selection" as well as fax, complete the Lucent INTUITY system installation according to this chapter. After the Lucent INTUITY system installation is complete, see Chapter 12, "Initial Administration and Test for AMIS Analog Networking" for instructions to administer and accept AMIS Analog Networking. If the customer has ordered AMIS Analog Networking without the fax option, **do not** perform the administration in this chapter.

Administering a Remote Machine for Lucent INTUITY FAX Messaging

This procedure administers the Lucent INTUITY system so that it can send faxes to an in-house fax machine for acceptance testing.

⇒ NOTE:

The *local* machine is the INTUITY AUDIX system that you are installing. All other machines, including fax machines, are referred to as *remote* machines.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
  > Remote Machine Administration
    > AMIS Analog Machine Administration
```

The system displays the AMIS Analog Machine Administration window (Figure 9-1).

```
AMIS Analog Machine Administration
Machine Name: _____
Dial Str: _____
Message Transmission Schedule (hh:mm, 00:00 - 23:59) :
1: start: __:__ end: __:__
2: start: __:__ end: __:__
3: start: __:__ end: __:__
```

Figure 9-1. AMIS Analog Machine Administration Window

2. Enter **faxonsite** in the Machine Name: field.
3. Enter **"P"** in the Dial Str: field.

⇒ NOTE:

Include the quotation marks.

4. Enter **00:00** in the 1: start: field.
5. Enter **23:59** in the end: field.

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

7. Press **ADD** (F2).

The system responds with a statement that the machine has been added.

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

The system enters the new data into the fields.

9. Press **CANCEL** (F6) three times to return to the Lucent INTUITY Main Menu (Figure 5-1).

10. Continue with "Administering INTUITY AUDIX for Lucent INTUITY FAX Messaging."

Administering INTUITY AUDIX for Lucent INTUITY FAX Messaging

Complete the following procedures to create the INTUITY AUDIX administration necessary to test Lucent INTUITY FAX Messaging.

⇒ NOTE:

You cannot perform these procedures unless the voice system is running. If the voice system is not already running, see "Starting the Voice System" in Appendix C, "Troubleshooting Procedures".

Administering the Machine Profile

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. Enter **ch mach faxonsite** at the `enter` command: prompt.

The system displays the Machine Profile screen (Figure 9-2).

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

MACHINE PROFILE

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

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

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

enter command: change machine faxonsite

Figure 9-2. Machine Profile Screen

3. Enter **calld** in the `Type:` field.
4. Move the cursor to the `Prefix` field of the `ADDRESS RANGES` table.
5. Enter **1** for the `Prefix` in the first row, first column of the `Address Ranges` table.
6. Enter a series of zeros that is equal in length to the length of the extension in the `Start Ext.` field.

For example, if the extension length of the fax machine is 5 digits, enter **00000**.
7. Enter a series of nines that is equal in length to the length of the extension in the `End Ext.` field.

For example, if your extension length is 5 digits, enter **99999**.
8. Press `(ENTER)` (F3) to enter the values into the system.

The system displays the words "Please Wait..." in the upper right-hand corner of the screen and then "Command Successfully Completed" above the `enter command:` prompt.
9. From this screen, continue with the next procedure, "Administering System Parameters."

Administering System Parameters

1. On the Machine Profile window, enter **ch sys ana** at the enter command: prompt.

The system displays the System Parameters Analog Network screen (Figure 9-3).

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

CALLBACK NUMBERS:

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

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

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

AMIS Loopback Test Mailbox Extension: _____

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

Figure 9-3. System Parameters Analog Network Screen

2. Enter the callback number in the `CALLBACK NUMBERS:` table.



NOTE:

See Worksheet 17: "FAX Messaging Analog Networking Parameters."

3. Enter **y** in the `AMIS Analog Networking Outgoing Allowed?` field.



NOTE:

Leave all other fields on this screen set to the system defaults.

4. Press **ENTER** (F3).

The system displays "Please Wait..." and then "Command Successfully Completed."

5. Continue with the next procedure, "Administering Test Subscribers."

Administering Test Subscribers

1. On the System Parameters Analog Network window (Figure 9-3), enter **ch su test-1** at the `enter command:` prompt.

The system displays Page 1 of the Change Subscriber screen (Figure 9-4).

```
AUDIX           Active           Alarms: M wA           Logins: 1
change subscriber test-1           Page 1 of 2
SUBSCRIBER
Name: test-1
Extension: 4567
COS: class00
Switch Number: 1
Community ID: 1
Secondary Ext:
Locked? n
Password:
Miscellaneous:
Covering Extension:
Broadcast Mailbox? n
enter command: change subscriber test-1
```

Figure 9-4. Change Subscriber Screen, Page 1

2. Press **NEXTPAGE** (F7).

The system displays Page 2 of the Change Subscriber screen (Figure 9-5).

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

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

INCOMING MAILBOX      Order: fifo      Category Order: nuo
Retention Times (days), New: 60      Old: 30      Unopened: 30
OUTGOING MAILBOX      Order: fifo      Category Order: undfa
Retention Times(days), File Cab: 60      Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds):
Maximum Mailing Lists: 25      Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 2400      Minimum Guarantee: 0

enter command: change subscriber test-1
```

Figure 9-5. Change Subscriber Screen, Page 2

3. Move the cursor to the Fax Creation? field.
4. Enter **y**.
5. Press **(ENTER)** (F3).
6. To change subscriber information for test-2, enter **ch su test-2** at the enter command: prompt.
The system displays Page 1 of the Change Subscriber screen for the test extension test-2.
7. Repeat Steps 2 through 5 for the second test subscriber.
8. Enter **exit** at the enter command: prompt.
9. Stop and restart the voice system.

⇒ NOTE:

To enable the Lucent INTUITY system to use the administration for Lucent INTUITY FAX Messaging, you must stop and restart the voice system. See "Stopping and Starting the Voice System" in Appendix C, "Troubleshooting Procedures".

10. Continue with "Testing Lucent INTUITY FAX Messaging".

Testing Lucent INTUITY FAX Messaging

Use the customer's fax machine to call the INTUITY AUDIX application and complete the procedures in this section to send, retrieve, and print a test fax.

⇒ NOTE:

What you do may vary slightly from these procedures according to the type of fax machine the customer has.

Sending a Test Fax to the Lucent INTUITY System

1. Place a page of printed text into the customer's fax machine.
2. Call the message retrieval number (the hunt group number) from the customer's fax machine. Let INTUITY AUDIX answer the call.

The system answers your call with:

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

3. Enter the test-1 extension number as indicated on Worksheet 15: "Subscriber Administration" followed by [#] when the INTUITY AUDIX application asks for the extension.
4. Press [#] when the INTUITY AUDIX application asks for the password.

The system responds:

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

5. Press [1] to create a fax message.

The system responds:

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

6. Press [#] to create only a fax message.

The system responds:

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

7. Enter the extension for test-2 as specified on Worksheet 15, followed by .

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

“Test-2.”



NOTE:

If you enter the wrong extension, press to delete your entry. Then enter the correct extension number for Test-2.

If the Name Record By Subscriber feature has not been activated, the system responds with the extension number.

8. Press to approve the addressing.

The system responds:

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

9. Press .

The system responds:

“Press start on your fax machine now.”

10. Press the start button on the fax machine.
11. Hang up the handset. The fax machine continues to transmit to the INTUITY AUDIX application.
12. Remove the test fax and any confirmation page from the fax machine.
13. Continue with the next procedure, “Printing a Test Fax.”

Printing a Test Fax

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

Retrieving and Printing the Test Fax from the Customer’s Fax Machine

1. Call the message-retrieval number from the customer’s fax machine. Let INTUITY AUDIX answer the call.

The system answers your call with:

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

2. Enter the Test-2 extension number followed by for the extension.

3. Press [#] when the INTUITY AUDIX application asks for the password.

The system responds:

“One new message, one with fax. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3...”

4. Press [2].

The system responds:

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

5. Press [*] [1].

The system responds:

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

6. Press [*] [6].

The system responds:

“Press start on your fax machine now.”

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

8. Hang up the handset.

The system resends the fax to the fax machine.

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

 **NOTE:**

The quality of the test fax will vary according to the type of fax machine the customer is using. If problems occur, see Appendix C, "Troubleshooting Procedures".

10. Continue with Chapter 10, "Initial Administration and Test for Electronic Mail".

Retrieving and Printing the Test Fax from the Test-2 Telephone

1. Call the message-retrieval number from the Test-2 telephone. Let INTUITY AUDIX answer the call.

The system answers your call with:

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

2. Press [#] for the extension.



NOTE:

You can do this only if you are calling directly from the test telephone connected to the extension that received the fax. Otherwise, you must enter the extension number for Test-2 followed by [#].

3. Press [#] when the INTUITY AUDIX application asks for the password.

The system responds:

“One new message, one with fax. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3...”

4. Press [2].

The system responds:

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

5. Press [*] [1] to print the fax.

The system responds:

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

6. Enter 1 (or the number with which you administered the prefix field on the Machine Profile screen if that number is other than 1) and the extension number for the customer's fax machine followed by [#].



NOTE:

The AMIS analog networking prefix that you set up for this acceptance test is 1.

The system responds:

“Print scheduled.”

The system then prints the fax to the specified destination.



NOTE:

If the system is unable to connect, it waits approximately one half hour and tries again. If this occurs, log back into the Test-2 mailbox and press [2] for messages. The fax will be stored under old messages. Repeat Step 4 to send the fax again.

7. Remove the test fax from the fax machine.



NOTE:

The quality of the test fax will vary according to the type of fax machine the customer is using. If you encounter problems with sending and printing a fax, see Appendix C, "Troubleshooting Procedures", for instructions to remedy the problem.

8. Continue with Chapter 10, "Initial Administration and Test for Electronic Mail".

Removing Test Subscribers



NOTE:

Complete this procedure to remove test subscribers 1 and 2 from the system only if all switch administration has been completed.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the AUDIX Forms Controller screen (Figure 6-9).

2. Enter **rem su test-1** at the `enter command:` prompt.

The system displays the Remove Subscriber window showing subscriber test-1 (Figure 9-6).

```
AUDIX           Active           Alarms: Mmw           Logins: 2
remove subscriber test-1           Page 1 of 2
SUBSCRIBER
Name: test-1           Locked? n
Extension: 1234           Password:
COS: class00           Miscellaneous:
Switch Number: 1           Covering Extension:
Community ID: 1           Broadcast Mailbox? n

Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

Figure 9-6. Remove Test Subscriber Window

3. Press **ENTER** (F3) to remove the subscriber test-1.
The system displays the following message:
command successfully completed

4. Enter **rem su test-2** at the `enter command:` prompt.
The system displays the Remove Subscriber screen (Figure 9-6) now showing subscriber test-2.
5. Press `ENTER` (F3) to remove the subscriber test-2.
The system displays the following message:
`command successfully completed`
6. Enter **exit** at the prompt to return to the Lucent INTUITY Main Menu (Figure 5-1).
7. Continue with Chapter 10, "Initial Administration and Test for Electronic Mail".

Overview

This chapter provides procedures to administer and test Lucent INTUITY™ Mail (electronic mail or e-mail).

Purpose

The purpose of this chapter is to provide the information necessary to:

- Administer the Lucent INTUITY platform for e-mail
- Administer the INTUITY AUDIX application for e-mail
- Administer remote INTUITY AUDIX networks to receive e-mail
- Define remote e-mail users to the AUDIX system
- Enable users to send and receive e-mail from INTUITY AUDIX

⇒ NOTE:

The procedures in this chapter assume that an e-mail server running the synchronizer software has been installed, configured, and is available to you.

Setting the Number of Simultaneous IMAPI Sessions for Trusted Server Access

To dedicate some IMAPI sessions to trusted server use, perform the following tasks:

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select :

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, enter **change system-parameters imapi-options**.

The system displays the System-Parameters IMAPI-Options screen (Figure 10-1).

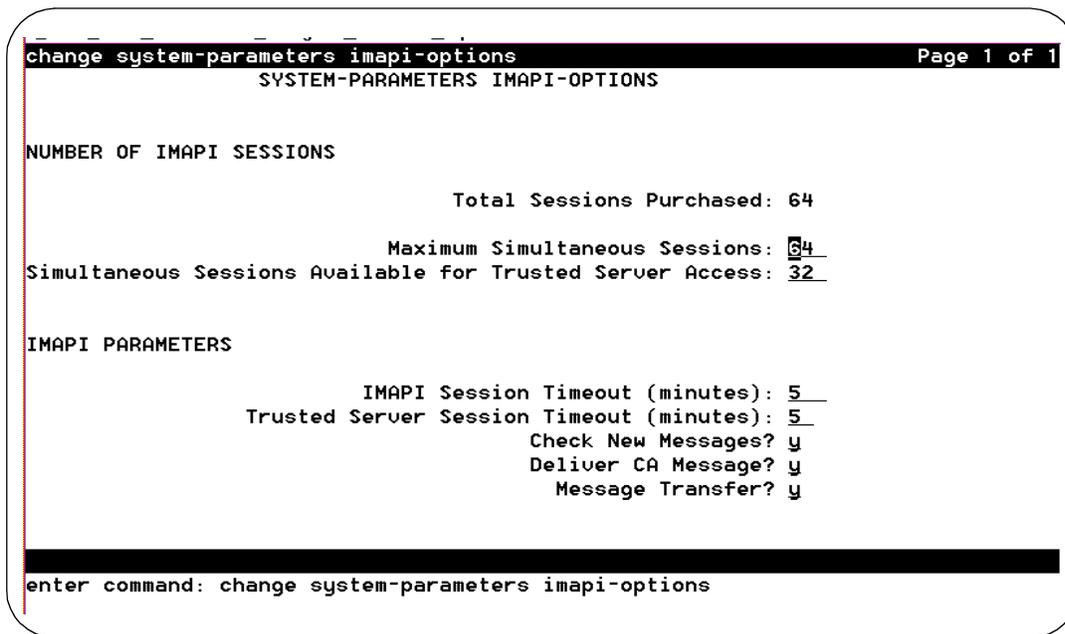


Figure 10-1. System-Parameters IMAPI-Options screen, Page 1; Setting IMAPI Sessions for Trusted Server Access

3. Enter the number of IMAPI LAN sessions in the `Maximum Simultaneous Sessions` field.
4. Enter the number of sessions available in the `Simultaneous Sessions Available for Trusted Server Access` field.

5. Enter a length of time in multiples of 5 minutes in the `IMAPI Session Timeout (minutes)` field.
6. Enter a length of time in multiples of 5 minutes in the `Trusted Server Session Timeout (minutes)` field.
7. Enter **y** to allow or **n** to disable message notification in the `Check New Messages?` field.



NOTE:

The `Deliver CA Message?` field is not applicable to e-mail administration. Use the default value.

8. Enter **y** to enable linkage or **n** to disable synchronization of messages in the `Message Transfer?` field.
9. Press `ENTER` (F3).
The system displays the following message:
`command successfully completed`
10. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Setting Up a Trusted Server

For the Lucent INTUITY server to receive messages from, or send messages to, an e-mail system (*other than* an internal application such as Message Manager), a trusted server must be administered between the Lucent INTUITY server and the e-mail system.



SECURITY ALERT:

The trusted server is empowered to do everything to a user's mailbox that INTUITY AUDIX can do. The procedures in this section include setting a password the trusted server must use to access AUDIX. There is a secondary layer of security (in addition to a trusted server password) that you can administer. This additional layer of security involves setting a separate IMAPI password that the trusted server must use before the system will allow an IMAPI session to be invoked.

Administration of a Trusted Server

Use the following procedure to add a trusted server to the Lucent INTUITY AUDIX server.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, enter **add trusted-server**.

The system displays the Trusted-Server Profile screen (Figure 10-2).



NOTE:

The following requested values are provided by the LAN/Network Administrator.

```

drmid10      Active      Alarms: mWA      Logins: 4
add trusted-server      Page 1 of 1
TRUSTED-SERVER PROFILE

Trusted-Server Name: _____
Password: _____
IP Address: _____

Service Name: _____

Access to Cross Domain Delivery? n
Default Community Number: 1_
Trusted Server ID:

Minutes of Inactivity Before Alarm: 0_
(IF field is 0, no Alarm will be generated)

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add trusted-server
    
```

Figure 10-2. Trusted-Server Profile Screen

3. Enter a name in the `Trusted-Server Name:` field.
4. Enter the password for the trusted server in the `Password:` field
5. Enter the TCP/IP address of the trusted server in the `IP Address:` field.

6. Enter the service name of the trusted server in the `Service Name:` field
7. Enter **y** to enable linkage or **n** to disable message exchange in the `Access to Cross Domain Delivery?` field.
8. If the system is administered to use communities, enter the community number in the `Default Community Number:` field.



NOTE:

The `Trusted Server ID:` field is display only.

9. Enter a length of time in the `Minutes of Inactivity Before Alarm:` field.
10. Press `ENTER` (F3).
The system displays the following message:
`command successfully completed`
11. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Setting Text-to-Speech Parameters

Use the following procedure to set the TTS choice for your system.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1), and select:

```
> AUDIX Administration
```

2. At the `enter` command: prompt, type **change system-parameters features**.
The system displays the System-Parameters Features screen (Figure 10-3).
3. Press `NEXTPAGE` (F7).
The system displays page 2.

```
drmid10      Active      Alarms: MmWA      Logins: 3
change system-parameters features      Page 2 of 4
SYSTEM-PARAMETERS FEATURES

MISCELLANEOUS PARAMETERS
  Broadcast Mailbox Extension: 29990
  System Prime Time, Start: 08:00      End: 17:00
  Increment(1/s), Rewind: s      Advance: s

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

MULTIMEDIA PARAMETERS
  Fax Print Destination Prefix: _____
  Text to Speech Conversion: headers_and_bodies

enter command: change system-parameters features
```

Figure 10-3. System-Parameters Features screen, Page 2; Setting Text-to-Speech Choices

4. Move the cursor to the `Text to Speech Conversion:` field.
5. Press `(CHOICES)` (F2).
The system displays the TTS Choices menu.
6. Select `headers and bodies`.
7. Press `(ENTER)` (F3).
The system displays the following message:
`command successfully completed`
8. Type `exit` to return to the Lucent INTUITY Main Menu (Figure 5-1).

Removing a Trusted Server

Use the following procedure to remove a trusted server.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1), and select:

```
> AUDIX Administration
```

2. At the `enter` command: prompt, enter **remove trusted-server *name/id*** where *<name/id>* is the text name or numeric identification (1–128) of the trusted server you would like to delete from the database.
The system displays the Trusted-Server Profile (Remove) screen (Figure 10-4).

```
remove trusted-server 5                                     Page 1 of 1
TRUSTED-SERVER PROFILE

Trusted-Server Name: Service Name (as determined by the e-mail vendor)
Password: ****
IP Address: 135.9.181.42

Service Name: Lotus Integrated Messaging

Access to Cross Domain Delivery? y
Default Community Number: 1
Trusted Server ID: 5

Minutes of Inactivity Before Alarm: 0
(If field is 0, no Alarm will be generated)

Press [Enter] to execute or [Cancel] to abort
enter command: remove trusted-server 5
```

Figure 10-4. Trusted-Server Profile Screen; Defining a Trusted Server to the Lucent INTUITY System

3. Press `(ENTER)` to delete this record from the system database.
The system displays the following message:
`command successfully completed`
4. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Setting up Remote Networked Machines to Receive Multimedia Messages

Use the following procedure to enable delivery of full multimedia messages over digital networking.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
>Networking Administration
  >Remote Machine Administration
    >Digital Network Machine Administration
```

The system displays the remote Digital Network Machine Administration screen (Figure 10-5).

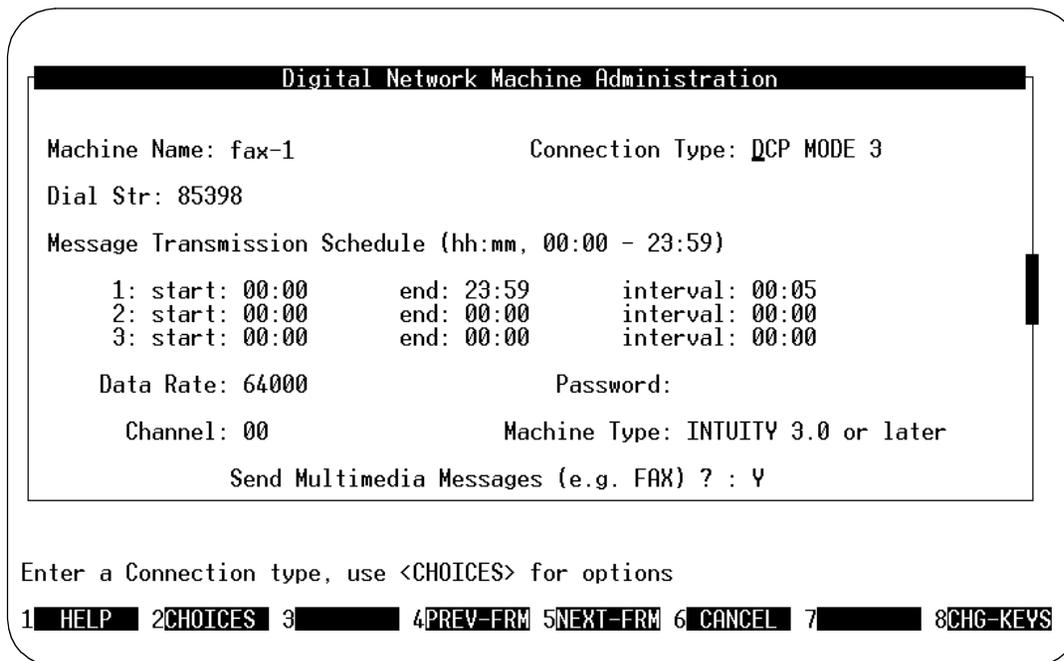


Figure 10-5. Digital Network Machine Administration Window; Enabling a Remote Networked Machine to Receive E-Mail

2. Move the cursor to the Send Multimedia Messages? field.
3. Type **y**
4. Press **ADD** (F2).
5. Press **CANCEL** (F6) to return to the Lucent INTUITY Main Menu (Figure 5-1).

Administering Users for E-Mail

There are two ways to enable users for e-mail:

- On a user-by-user basis
- By defining a Class of Service (COS)

Defining a COS is less time-consuming if you have a large number of users to administer.

NOTE:

The following tasks contain instructions relating only to the one or two fields on a particular screen that you must administer.

Enabling E-Mail on a User-by-User Basis

To administer each individual user for e-mail, perform the following tasks:

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select

> AUDIX Administration

2. At the `enter` command: prompt, type **change subscriber *name/extension*** where *<name/extension>* is the name or telephone number of the user you would like to administer.

The system displays the Subscriber Class of Service Parameters screen (Figure 10-6).

3. Press `(NEXTPAGE)` (F7).

The system displays page 2.

```

Active           Alarms: MmWA           Logins: 4
change subscriber 29990           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension           Login Announcement Set: System
System Multilingual is OFF           Call Answer Primary Annc. Set: System
Call Answer Language Choice? n           Call Answer Secondary Annc. Set: System

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

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

Voice Mail Message (seconds), Maximum Length: 230 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120 Minimum Needed: 8
End of Message Warning Time (seconds):    
Maximum Mailing Lists: 25           Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200           Minimum Guarantee: 0
enter command: change subscriber 29990

```

Figure 10-6. Subscriber Class of Service Parameters Screen, Page 2; Enabling a User for E-Mail

4. Enter **y** in the IMAPI Access? field.
5. Enter **y** in the IMAPI Message Transfer? field.
6. Enter **y** in the Fax? field.
7. Enter **y** in the Trusted Server Access? field.
8. Set the Voice Mail Message, Maximum Length to *a maximum of 1200 seconds*.
9. Set the Call Answer Message, Maximum Length to *at least 1200 seconds*. This size is sufficient to contain a 2.4Mbyte e-mail message.
10. Set the Mailbox Size, Maximum Length to *at least 4800 seconds*.
11. Press **ENTER** (F3).
The system displays the following message:
command successfully completed
12. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Enabling E-Mail by Defining a COS

Use the following procedure to administer pre-defined groups of users for e-mail.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

2. At the `enter` command: prompt, type **change COS name/number** where `<name/number>` is the unique Class of Service you would like to administer.

The system displays the Class of Service screen (Figure 10-7).

```

AUDIX           Active           Alarms: MmwA           Logins: 4
change cos 1                                         Page 1 of 2
                                CLASS OF SERVICE

                                Name: class01           COS Number: 1           Modified? n
Addressing Format: extension

                                Login Announcement Set: System
System Multilingual is OFF           Call Answer Primary Annc. Set: System
Call Answer Language Choice? n       Call Answer Secondary Annc. Set: System

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

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

Figure 10-7. Class of Service Screen, Page 1

3. Enter **y** in the IMAPI Access? field.
4. Enter **y** in the IMAPI Message Transfer? field.
5. Enter **y** in the Fax? field.
6. Enter **y** in the Trusted Server Access? field.
7. Press **(NEXTPAGE)** (F7).

The system displays page 2 (Figure 10-6).

```

AUDIX           Active           Alarms: Mm A           Logins: 1
change cos 1           Page 2 of 2
CLASS OF SERVICE

INCOMING MAILBOX      Order: fifo           Category Order: nuo
Retention Times (days), New: 60           Old: 60           Unopened: 60

OUTGOING MAILBOX      Order: fifo           Category Order: undfa
Retention Times(days),File Cab: 60         Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8

End of Message Warning Time (seconds):

Maximum Mailing Lists: 25           Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 4000           Minimum Guarantee: 0

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

Figure 10-8. Subscriber Class of Service Parameters Screen, Page 2; Enabling E-mail on a COS Basis

8. Set the Voice Mail Message, Maximum Length to *a maximum of 1200 seconds*.
9. Set the Call Answer Message, Maximum Length to *at least 1200 seconds*. This size is sufficient to contain a 2.4 Mbyte e-mail message.
10. Set the Mailbox Size, Maximum Length to *at least 4800 seconds*.
11. Press **(ENTER)** (F3).
The system displays the following message:
command successfully completed
12. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Defining Remote E-Mail Users

Before a remote e-mail user can be defined to the AUDIX system, a remote machine or trusted server must be identified and administered. To define and administer a trusted server, see "Setting Up a Trusted Server" on page 10-3.

Use the following procedure to define a remote e-mail user to the system.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select

```
> AUDIX Administration
```

2. At the `enter` command: prompt, type **add remote-subscriber *machine name/ trusted- server-name*** where *<machine name/trusted-server-name>* is the name of the remote machine or trusted server to which the e-mail user will be added.

⇒ NOTE:

A remote-subscriber with an embedded space, such as the user name **Jane Doe**, must be put in quotation marks, that is “**Jane Doe**”.

3. The system displays the Remote Subscriber screen (Figure 10-9).

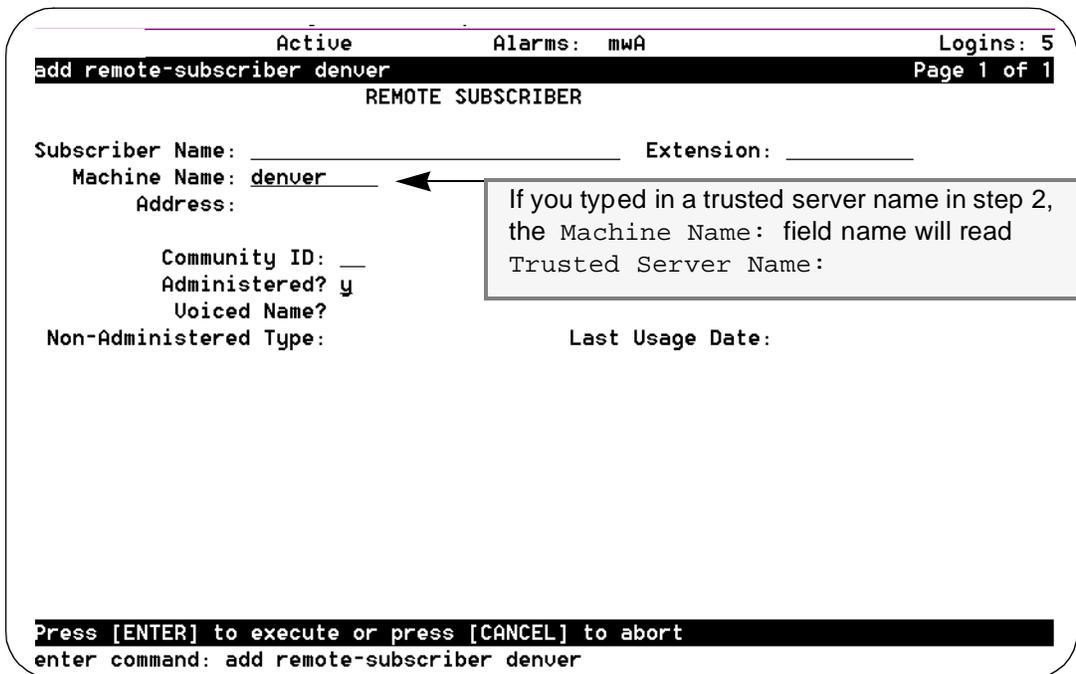


Figure 10-9. Remote Subscriber Screen; Defining Remote E-Mail Users

4. Type the *e-mail user's name* in the `Subscriber Name:` field.
5. Press `(TAB)`.
6. Type the e-mail user's 3- to 10-digit extension number (on the remote machine) in the `Extension:` field.
7. Press `(TAB)`.

8. Enter the *remote text address* in the format *mailbox@machine.domain* in the `Text Address:` field.
9. Press `(TAB)`.
10. If you are using community IDs to define sending communities, enter the *1- to 15-digit number* in the `Community ID:` field.
11. Press `(TAB)`.



NOTE:

This ID number should match that of the trusted server.

12. Press `(SAVE)` (F3).
The system displays the following message:
`command successfully completed`
13. Type **exit** to return to the Lucent INTUITY Main Menu (Figure 5-1).

Overview

This chapter describes how to administer the 715 BCS Remote Terminal. That process includes:

- Administering the 715 BCS Terminal Options
- Administering the 715 BCS Terminal on the Lucent INTUITY System

This chapter also includes how to administer and test a parallel printer and a modem for operation with the Lucent INTUITY system.

Purpose

This chapter provides the information you need to initiate basic operation of peripherals and perform testing to ensure proper operation of the equipment on the customer's system.

Administering the 715 BCS Remote Terminal

Before you add the remote terminal to the Lucent INTUITY system, you must administer the terminal options on the remote terminal itself. See Chapter 3, "Making Cable Connections", for instructions on adding a remote terminal.

Windowing on the 715 Terminal

If you are using the 715 BCT terminal, you should be aware of its windowing capabilities. You can use the 715 terminal to log in to both the switch and the Lucent INTUITY system to perform administration tasks and easily toggle back and forth between the two sessions.

To control the windowing functions, use the function keys **F1**, **F2**, **F3**, and **F8** as described in Table 11-1.

Table 11-1. Function Keys Used for Windowing on the 715 BCT Terminal

Key	Operation
CONTROL F3	Enables the windowing function keys and displays their labels
F1	Turns off the windowing function keys
F2	Toggles between the Lucent INTUITY system window and the switch window
F3	Toggles between split- and full-screen modes
CONTROL F8	When in an INTUITY AUDIX screen, enables the Lucent INTUITY function keys and displays their labels. Pressing CONTROL F3 enables the windowing keys again and displays their labels

Administering the 715 BCS Terminal Options

1. Turn the terminal on.
2. Press the **(CONTROL) (F1)** keys on the 715 BCS keyboard.
The remote terminal displays the set-up menu (Figure 11-1).

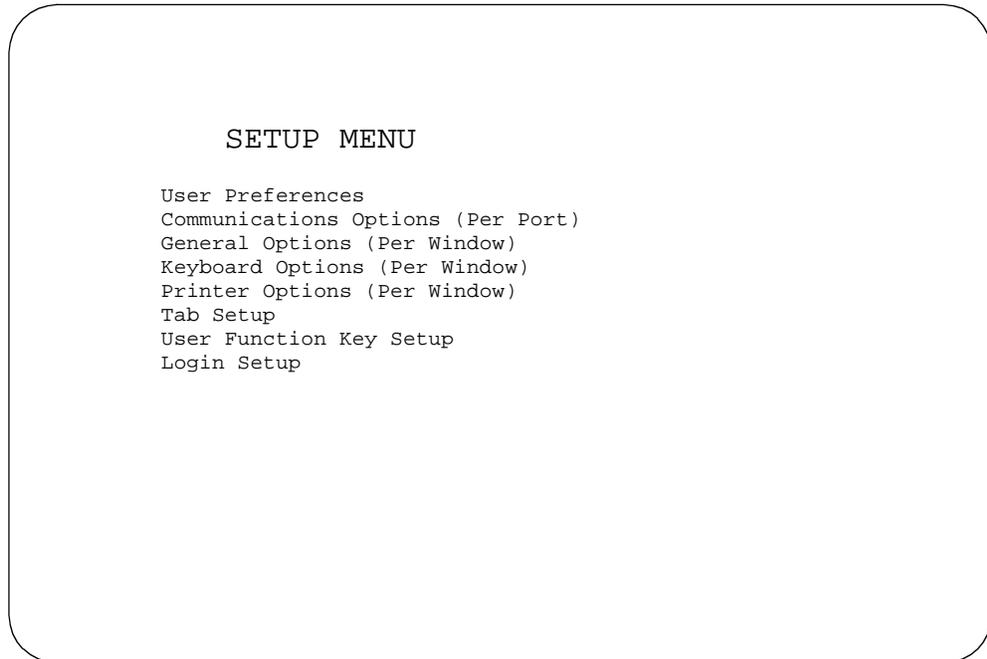


Figure 11-1. 715 BCS Terminal Set-Up Options

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

Option	Setting	Option	Setting
Columns	80	Key click	Off
Reverse video	No	Warning bell	On
Lines	24	Labels	On
Screen saver	15 minutes	Font size	Latge
Scrolling	Jump	Parallel port	Enabled
Scrolling speed	No option		

6. Highlight an option by using the arrow keys.
7. Press **(ENTER)**.
8. Press **(F1)**.
9. Select Communications Options (per port).
10. Press **(ENTER)**.
11. Set the following communications options for the remote terminal Port 1:

Option	Setting	Option	Setting
Port 1	Main	Encoding	Off
Speed	9600	Generate flow	XON/XOFF
Stop bits	1 bit	Receive flow	XON/XOFF
Data bits	8 bits	XOFF at	No option
Send parity	None	Transmit limits	No option
Check parity	No	Answerback on connect	No
Local echo	Off	Clear communication port	Main

12. Highlight an option by using the arrow keys.
13. Press **(ENTER)**.
14. Press **(F1)**.
15. Select Communications Options (Per Port).
16. Press **(ENTER)**.

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

Option	Setting	Option	Setting
Emulation	705	Backspace mode	Normal
Terminal ID	705	User features	No option
New line on LF	No	Conceal anserback	No
Transmit controls	No option	Answerback	No option

⇒ NOTE:

The Emulation and the Terminal ID must have matching settings.

Use the arrow keys to highlight the option.

18. Press (ENTER).

19. Press (F5).

The system displays the word “ done“ on the lower right-hand corner of the screen.

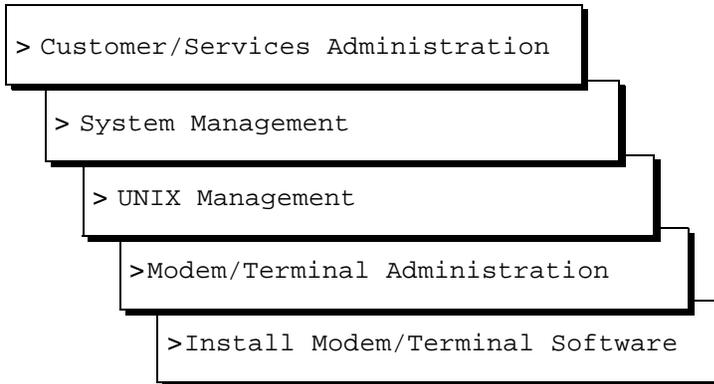
20. Press (F1) to exit.

Administering the 715 BCS Terminal on the Lucent INTUITY System

You may install a remote terminal directly to a serial port provided that it is not located over 50 ft. away. If the remote terminal is to be located at a distance greater than 50 ft., you must use a modem that connects the remote terminal to the Lucent INTUITY system through the switch.

To administer the 715 BCS terminal:

1. Start at the Lucent INTUITY Main Menu window (Figure 5-1), and select:



The system displays the Install Modem/Terminal screen (Figure 11-2).

Install Modem/Terminal
Device: _____
Serial Port Number: _____
Speed: _____

Figure 11-2. Install Modem/Terminal Screen

2. Type **terminal** in the Device: field.
3. Press (ENTER).
4. Type **<number>** in the Serial Port Number: field where *number* is the serial port number.
5. Press (ENTER).
6. Type **9600** in the Speed: field.
7. Press (ENTER).
8. Press (SAVE) (F3).

The system displays the Install Modem/Terminal Software window (Figure 11-3).

```
Install Modem/Terminal Software
/dev/tty00 is successfully registered.
Installation is successful.
The name of terminal is terminal1.
```

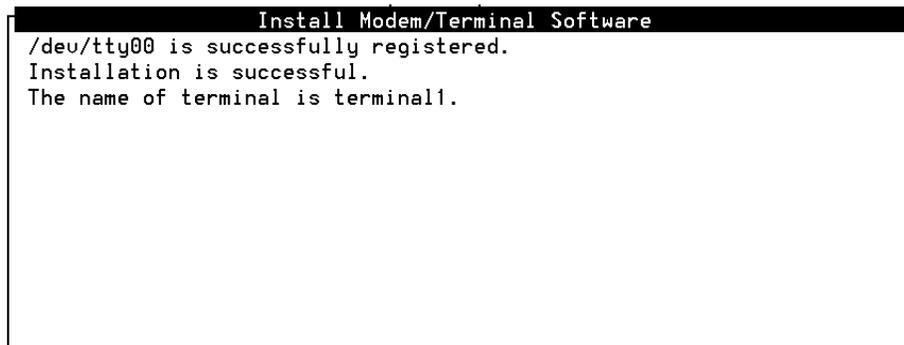


Figure 11-3. Install Modem/Terminal Software Window

9. Press **CANCEL** (F6).
10. Select **Display Serial Port Status**.
The system displays the Display Serial Port Status window (Figure 11-4).

Display Serial Port Status		
NAME	SERIAL_PORT	SPEED
alarm	/dev/tty01	9600
terminal1	/dev/tty00	9600

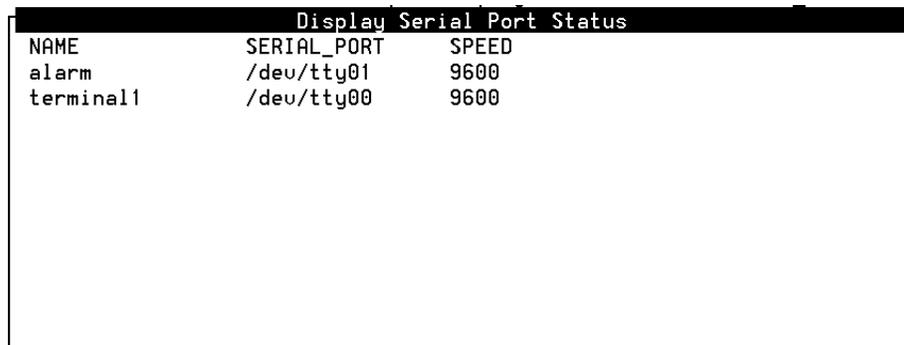


Figure 11-4. Display Serial Port Status Window

11. Verify that the device has been assigned to the correct serial port.
⇒ NOTE:
To remove a device from a serial port, see “Removing a Modem or Terminal Device.”
12. Continue with the next procedure, “Administering and Testing the Printer.”

Administering and Testing the Printer

If your system has a printer, you must perform the following tasks:

- Connect the printer to a display terminal
- Administer the printer
- Test the printer



NOTE:

The Lucent INTUITY system supports a parallel printer only. Do not attempt to install a serial printer.

Connecting the Printer

Connect a printer to your display terminal using the appropriate parallel or serial port for your printer. If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- Lucent 570 series of printers (preferred)
- Lucent 593
- Lucent 595
- NCR 6417



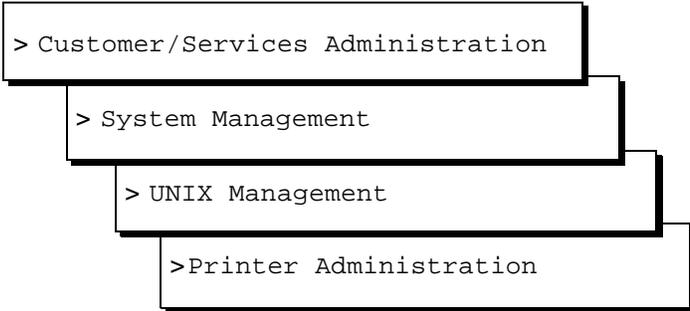
NOTE:

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

Administering the Printer

To administer a printer:

1. Start at the Lucent INTUITY Main Menu window (Figure 5-1) and select:



The system displays the Printer Administration menu (Figure 11-5).



Figure 11-5. Printer Administration Menu

2. Press **ENTER**.



NOTE:

The selection, *Install Printer Software*, is already highlighted.

The system displays the following message:

The Printer has been successfully added.

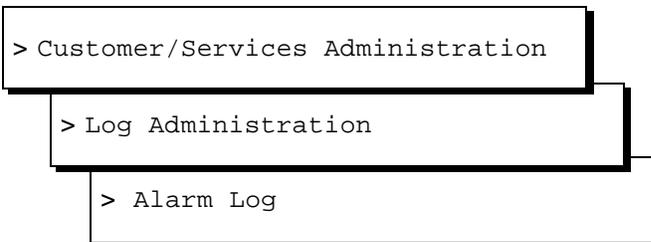
Press <Enter> to continue.

3. Press **ENTER**.
4. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
5. Continue with "Testing the Printer."

Testing the Printer

To test the printer

1. Verify that there is paper in the printer.
2. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the Alarm Log Display Selection window (Figure 11-6).

```

Alarm Log Display Selection
Alarm Log

The following options control which alarms will be displayed.

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

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

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

Figure 11-6. Alarm Log Display Selection Window

3. Press **SAVE** (F3).

The system displays the Alarm Log window (Figure 11-7).

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

Figure 11-7. Alarm Log Window

4. Press **CHG-KEYS** (F8).
The system displays the alternate set of function keys.
5. Press **PRINT** (F6).
6. Verify that the printer has printed a copy of the alarm information as displayed in the window.
7. Press **CHG-KEYS** (F8).
The system displays the alternate set of function keys.
8. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).

Removing a Modem or Terminal Device

Use the following procedure to reassign a modem or terminal to another serial port on the system, or to remove a device that will no longer be used on the system.



NOTE:

This procedure is required before you can change the serial port assignment for any peripheral.

1. Start at the Lucent INTUITY Main Menu window (Figure 5-1) and select:

```
> Customer/Services Administration
> System Management
> UNIX Management
> Modem/Terminal Administration
> Remove Modem/Terminal Software
```

The system displays the Remove Modem/Terminal window (Figure 11-8).



Remove Modem/Terminal

Name: _____

Figure 11-8. Remove Modem/Terminal Window

2. Enter **<device name>** in the Name : field, where *device name* is the name of the modem or terminal.
3. Press **ENTER**.
4. Press **SAVE** (F3).
5. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1).
6. Continue with Chapter 12, "Initial Administration and Test for AMIS Analog Networking", or reconfigure the device for the correct serial port. To reconfigure the device, see "Administering the 715 BCS Terminal on the Lucent INTUITY System" above.

Overview

This chapter describes how to implement the AMIS Analog Networking and Message Delivery features on a Lucent INTUITY system. It includes the following procedures:

- Verifying AMIS Service
- Displaying the Local Machine
- Administering a Loopback Test Mailbox (Optional)
- Administering AMIS Analog Networking/Message Delivery Parameters
- Administering the Outcalling Periods
- Adjusting the System Limits
- Administering Retransmission Intervals
- Activating the Changes
- Administering Remote Subscribers (Optional)

Do not start the AMIS network administration until the local Lucent INTUITY Voice Messaging system is operating. See Chapter 7, "Initial Administration and Test for Voice Messaging and the Optional Language Feature", for administration procedures.

SECURITY ALERT:

To minimize unauthorized long distance calls, restrict the AMIS Analog Networking and Message Delivery features to send messages to telephone numbers located in specific calling areas or to specific destinations needed to conduct business. Additionally, use the Message Sending Restrictions feature to administer which subscribers can send AMIS analog networking and message delivery messages, and to which locations they can send messages.

These machine-specific tasks must be done for each remote AMIS analog machine or message delivery telephone number. Because the AMIS Analog Networking and Message Delivery features have similar administration requirements, you may want to administer them simultaneously if you plan to use both features.

Purpose

This chapter provides the information you need to initiate basic operation of AMIS Analog Networking or Message Delivery features to ensure proper operation on the customer's system.

Machine Administration

For AMIS Analog Networking on the Lucent INTUITY system, there are two types of machines:

- A *local* machine is the machine on which you are administered as a local subscriber.
- A *remote* machine is any machine to which the local machine sends voice messages, whether that machine is at the same or at a different geographical location.

Local Machine Administration

Administration for the local machine is performed on both the Lucent INTUITY platform and the INTUITY AUDIX Voice Messaging feature package. The local machine administration should have been completed during one or more of the following administration activities:

- INTUITY AUDIX Voice Messaging administration
- Lucent INTUITY platform administration

Checking the Local Machine Administration on the Lucent INTUITY Platform

Use the following procedure to verify that the local machine is administered correctly.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
```

The system displays the Networking Administration menu (Figure 12-1).

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

Figure 12-1. Networking Administration Menu

2. Select Local Machine Administration.

The system displays the Local Machine Administration window (Figure 12-2).

```
Local Machine Administration
Local Machine Name: local      Connection Type: RS-232 ASYNC
Dial Str: _____
Data Rate: 9600              Password: **PASSWORD**
Channel: 1
```

Figure 12-2. Local Machine Administration Window

3. Check the following information on the screen:
 - Machine Name—The example uses the name “local”
 - Password—The field should contain a five- to ten-character password for the local machine. The password identifies the local machine to remote machines on the network. If you change the password after initially administering the network, contact each remote machine network administrator and inform them of the change. Lucent recommends that you do not change the password except when absolutely necessary.
4. Press **CANCEL** (F6).
5. Continue with the next procedure, “Checking the Local Machine Administration on the INTUITY AUDIX Feature Package.”

Checking the Local Machine Administration on the INTUITY AUDIX Feature Package

Use the following procedure to verify that the local machine is administered correctly.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. Enter **change machine** at the `enter command:` prompt.
The system displays the Local Machine Profile screen (Figure 12-3).

```

ax85      Active Alarms: A                               Logins: 2
display machine alphaudix                               Page 1 of 2
                                     MACHINE PROFILE
Machine Name: localda      Machine Type: 5              Location: 1
Voiced Name? n           Extension Length: 5
Voice ID: 0              Default Community: 1
ADDRESS RANGES
Prefix          Start Ext.  End Ext.  Warnings
1:              54001    54999
2:              56000    56999
3:
4:
5:
6:
7:
8:
9:
10:
enter command: display machine alphaudix
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 12-3. Local Machine Profile Screen

3. Check the following information on the screen:

- Prefix—Not typically used for the local machine
- Extension Ranges—Must not overlap with planned AMIS/message delivery addresses

⇒ NOTE:

The remaining fields on the screen are display-only.

4. Press **CANCEL** (F1).

5. Continue with “Administering a Loopback Test Mailbox.”

Administering a Loopback Test Mailbox (Optional)

If a remote user sends an AMIS message to this mailbox, the local system sends a copy of the message to the *incoming* mailbox of the remote user to indicate the message was received. The local loopback test mailbox keeps a copy of the message header in its *outgoing* mailbox.

Use the following procedure to administer a loopback test mailbox.

1. Start at the the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-10).

2. At the `enter command:` prompt, enter **add subscriber** **<subscriber-name>**, where **<subscriber-name>** is a name that is not defined for any other subscriber (for example, you might use the name "loopback").
3. Type an *unused* local extension in the `Extension` field.

⇒ NOTE:

Make a note of this extension. You must enter the same one on the System Parameters Analog Network screen in the next section, "Administering AMIS Analog/Message Delivery Parameters."

4. Press `(ENTER)` (F3).
5. Continue with the next procedure, "Administering AMIS Analog Networking/Message Delivery Parameters."

Administering AMIS Analog Networking/Message Delivery Parameters

Use the following procedure to administer the AMIS Analog Networking and/or the Message Delivery feature parameters.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, enter **change system-parameters analog-network**.

The system displays the System-Parameters Analog-Network screen (Figure 12-4).

```
drmf2 Active Alarms: A Logins: 1
display system-parameters analog-network Page 1 of 1
SYSTEM PARAMETERS ANALOG NETWORK

CALLBACK NUMBERS:

Country Area/Trunk Local Number
Default - 1: 1 : 303 : 5554000
          2: : : :
          3: : : :
          4: : : :
          5: : : :

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

AMIS Prefix: 7
AMIS Protocol - Use 8 Minutes For Incoming Message Length 0? n

AMIS Loopback Test Mailbox Extension: 2001

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

Figure 12-4. System-Parameters Analog-Network Screen

3. Enter the complete telephone number into the `CALLBACK NUMBERS:` field.

4. Enter **y** or **n** in the AMIS Analog Networking Incoming Allowed? field.
5. Enter **y** or **n** in the AMIS Analog Networking Outgoing Allowed? field.



NOTE:

This field applies to *both* AMIS analog networking and message delivery.

6. Enter a prefix in the AMIS Prefix: field.
7. Enter **y** or **n** in the AMIS Protocol—Use 8 Minutes For Incoming Message Length 0? field.
8. Enter the extension in the AMIS Loopback Test Mailbox Extension: field.
9. Press **ENTER** (F3).
10. Continue with “Administering the Outcalling Periods.”

Administering the Outcalling Periods

The AMIS Analog Networking and Message Delivery features use the outcalling ports to deliver messages.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter command:` prompt, enter **change system-parameters outcalling**.

The system displays the System-Parameters Outcalling screen (Figure 12-5).

```
lzmud           Active           Alarms:           Logins: 5
change system-parameters outcalling Page 1 of 1
SYSTEM-PARAMETERS OUTCALLING

Outcalling Active? n

Start Time      End Time      Interval      Maximum Simultaneous
(hh:mm)        (hh:mm)      (hh:mm)      Ports
1: 00:00        23:59        00:15        1
2: _:_         _:_         _:_         _
3: _:_         _:_         _:_         _

Initial Delay (mins): 0
Maximum Number Digits: 29

enter command: change system-parameters outcalling
```

Figure 12-5. System-Parameters Outcalling Screen

3. Enter **y** or **n** in the Outcalling Active? field.
4. Enter a start time.
5. Enter an end time.
6. Enter the maximum number of ports in the Maximum Simultaneous Ports field.
7. Press **ENTER** (F3).
8. Continue with "Adjusting the System Limits."

Adjusting the System Limits

For either the AMIS Analog Networking or Message Delivery features, you may have to adjust system limits to accommodate additional administered remote subscribers and/or message delivery recipients. Only remote users on systems administered for AMIS one-step addressing or message delivery recipients may be administered on the local system.

Use the following procedure to adjust system limits to accommodate administered remote subscribers.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter command:` prompt, enter **list measurements feature day**.

The system displays the Feature Daily Traffic screen (Figure 12-6).

```
drbig1           Active           Alarms:           Logins: 3
list measurements feature day      Page 1
FEATURE DAILY TRAFFIC

Date : 01/24/94           Ending Time : 16:13

Maximum Average Ports in Use: 0.9

SUBSCRIBERS
  Local: 176           Remote: 3           Non Administered Remote: 15

          VOICE MAIL
Successful Logins, External: 0           Internal: 0
Failed Logins, External: 203           Internal: 0
Session Usage (Seconds) : 10201

          CALL ANSWER
Completed Calls, External: 0           Internal: 265
Abandoned Calls, External: 0           Internal: 0
Session Usage (Seconds) : 2642
Press [NextPage], [PreuPage] or [Cancel.]
enter command: list measurements feature day
```

Figure 12-6. Feature Daily Traffic Screen

- Record the number displayed in the `Local:` field for use later with the System Parameters Limits screen.

⇒ **NOTE:**

Consider adding the number of local subscribers that the system administrator expects to administer over the next 12 months to the number shown on the screen.

- Record the number of subscribers displayed in the `Remote:` and `Non Administered Remote:` fields for use later with the System Parameters Limits screen.

⇒ **NOTE:**

Some remote subscribers may already be administered on the local system.

- Press `(CANCEL)` (F1).
- At the `enter command:` prompt, enter **change system-parameters limits**.

The system displays the System-Parameters Limits screen (Figure 12-7).

```

drtiny1      Active      Alarms:      Logins: 1
change system-parameters limits      Page 1 of 1
                SYSTEM-PARAMETERS LIMITS

MESSAGE LIMITS
Message Lengths, Maximum (seconds): 1200  Minimum (tenths of seconds): 10
Messages, Total In All Mailboxes: 50000      Awaiting Delivery: 5000

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

enter command: change system-parameters limits

```

Figure 12-7. System-Parameter Limits Screen

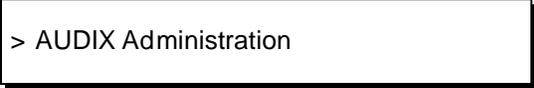
- Enter the number of local subscribers in the `Subscribers, Local:` field.

8. Enter the number of remote subscribers you expect to administer on the local system, in the `Administered Remote:` field.
9. Press `ENTER` (F3).
10. Continue with "Administering Retransmission Intervals."

Administering Retransmission Intervals

Use the following procedure to administer the intervals at which the local system makes delivery attempts.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



> AUDIX Administration

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter command:` prompt, enter **change system-parameters features**.

The system displays the System Parameters Features screen (Figure 12-8).

3. Press `NEXTPAGE` (F7) to display the appropriate page.

```

drmf22 Active Alarms: mWA Logins: 3
display system-parameters features Page 3 of 3
SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
System: us-eng Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 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: display system-parameters features
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 12-8. System-Parameters Features Screen (INTUITY AUDIX 3.2) — Page 3

4. Move the cursor to the RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY field.
5. Enter a number for the amount of time the local system waits before attempting to retransmit messages, in the Incr 1: through Incr 10: fields.
6. Press **ENTER** (F3).
7. Continue with "Activating the Changes."

Activating the Changes

You must run audits on the local system to activate the AMIS Analog Networking feature parameters. The following procedures explain how to run audits for any changes made on the following screens:

- Network-Data Audit
- Subscriber-Data Audit
- Switch-Translations Audit

Network-Data Audit

Use the following procedure to run an audit and activate changes.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, type **audit network-data**.
3. Press `ENTER` (F3).

Subscriber-Data Audit

Use the following procedure to run an audit and activate any changes made to the System-Parameters Features screen.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, type **audit subscriber-data**.
3. Press `ENTER` (F3).

Switch-Translations Audit

Use the following procedure to run an audit and activate changes made to the System-Parameters Outcalling screen.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the enter command: prompt, type **audit switch-translations**.
3. Press **ENTER** (F3).

Administer AMIS Remote Machines on the Lucent INTUITY Platform

Use the following procedure to administer the remote machines.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
```

```
> Remote Machine Administration
```

The system displays the Remote Machine Administration menu (Figure 12-9).

```
Remote Machine Administration
Remote Machines List
Digital Network Machine Administration
> Amis Analog Machine Administration
```

Figure 12-9. Remote Machine Administration Menu

2. Select AMIS Analog Machine Administration.

The system displays the AMIS Analog Machine Administration window (Figure 12-10).

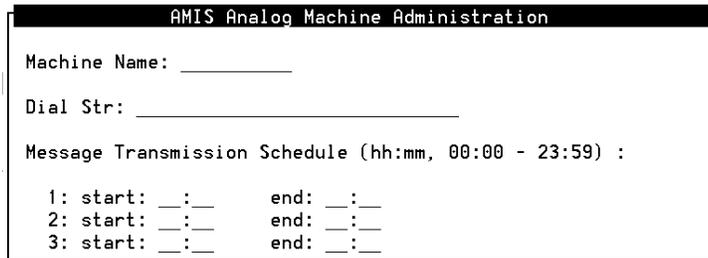


Figure 12-10. AMIS Analog Machine Administration Window

3. Enter a remote AMIS machine name in the `Machine Name:` field.
4. Enter the telephone number of the remote machine in the `Dial Str:` field.
5. Enter a start time in the `start:` field.



NOTE:

Use the format HH:MM where HH stands for hours and MM stands for minutes. Specify the time using a 24-hour or military time clock. For example, if you want the start time to be 11:00 p.m., enter 23:00 in the field.

6. Enter an end time in the `end:` field.
7. To establish multiple send times, repeat Steps 5 and 6 for the second and third schedules. If you need to establish only one schedule, continue with Step 8.



NOTE:

You can define up to three cycles for each remote system. Cycles may be assigned to avoid toll facilities or periods of heavy traffic if desired. The total time of the cycles can neither exceed 24 hours nor overlap. A cycle can span across midnight.

8. Press `CHG-KEYS` (F8).
9. Press `ADD` (F3).

The system returns you to the `Machine Name:` field and displays the following message:

Machine Added, Enter Machine Name, use <CHOICES> for list

10. For each AMIS remote machine you plan to send voice messages to, repeat Steps 4 through 9.
11. Enter the next remote machine name over the previous name.

**NOTE:**

When you press **ENTER** or **TAB** to move the cursor to the next field, the information for the previous machine clears from the screen.

12. When you finish entering remote machines, press **CANCEL** (F6) until you return to the Lucent INTUITY Main Menu (Figure 5-1).
13. Continue with the next procedure, "Administering AMIS Remote Machines on the AUDIX Voice Messaging Feature Package."

Administering AMIS Remote Machines on the INTUITY AUDIX Voice Messaging Feature Package

The INTUITY AUDIX Voice Messaging feature package needs specific information about the remote machines, such as the prefix and the address ranges, to be able to deliver messages to remote subscribers.

Use the following procedure to administer the remote AMIS machine.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, enter **change machine <remote machine name>**.

The system displays the Machine Profile screen (Figure 12-11).

```

ax85 Active Alarms: A Logins: 2
display machine alphaudix Page 1 of 2
MACHINE PROFILE

Machine Name: alphaudix Machine Type: amisac Location: remote
Voiced Name? n Extension Length: 7
Voice ID: Default Community: 1

ADDRESS RANGES
Prefix Start Ext. End Ext. Warnings
1: 0000000 9999999
2:
3:
4:
5:
6:
7:
8:
9:
10:

enter command: display machine alphaudix
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 12-11. Machine Profile Screen for a Remote AMIS Machine

⇒ NOTE:

The Machine Name:, Location:, and Voice ID: fields are display only. You cannot change the information in the fields.

3. Enter one of the following connection types in the Machine Type: field.
 - **amisac** for AMIS casual (two-step) addressing
 - **amisap** for AMIS preadministered (one-step) addressing
 - **calld** for the Message Delivery feature
4. Press (TAB) to move past the Voiced Name? field and to the Extension Length: field.
5. Enter an extension length for the remote machine.
6. Enter the number of the default community of users in the Default Community: field.

Enter the Address Ranges for the Remote Machine

Use the following procedure to enter address ranges information on the remote machine.

1. Enter a remote AMIS machine prefix in the `Prefix` field.
2. Enter the first extension number of the address range in the `Start Ext.` field.
3. Enter the last extension number of the address range in the `End Ext.` field.
4. Repeat steps 1 through 3 for each address range.
5. Press `(NEXTPAGE)` (F7).

The system displays Page 2 of the Machine Profile screen (Figure 12-12).

```

ax85      Active Alarms:  A                               Logins: 2
display machine alphasudix                               Page 2 of 2
                                MACHINE PROFILE

NETWORK CONNECTION PARAMETERS

Dial String: 9

Callback Number: 1 (1, 2, 3, 4, or 5)
  Choices:
    1: 1      : 303      : 5554000
    2:      :      :
    3:      :      :
    4:      :      :
    5:      :      :

Message Transmission Schedule (hh:mm)
  1. start: 07:30   end: 18:00
  2. start:      :   end:      :
  3. start:      :   end:      :

Send to Non-Administered Recipients? y
enter command: display machine alphasudix
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 12-12. Machine Profile Screen, Page 2

6. Enter **y** for yes or **n** for no in the `Send to Non-Administered Recipients?` field.
7. Press `(ENTER)` (F3).

The system displays the following message:

```
command successfully completed
```

8. Enter **exit** at the `enter` command: prompt to return to the Lucent INTUITY Main Menu (Figure 5-1).
9. You have completed the procedure for administering the remote AMIS machines on the AUDIX Voice Messaging feature package.
10. Continue with "Administering Remote Subscribers," if supported by the system configuration.

Administering Remote Subscribers (Optional)

Remote subscribers on systems administered for AMIS one-step addressing may be administered on the local system. Message Delivery recipients may also be administered on the local system. Because each remote subscriber must be manually administered on the local machine, you may want to administer only those remote subscribers who are regular AMIS analog networking or message delivery recipients.

NOTE:

Remote users on systems administered for AMIS two-step addressing *cannot* be administered on the local system.

Use the following procedure to administer remote subscribers on the local machine.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the `enter` command: prompt, enter **add remote-subscriber**.
The system displays the Remote Subscriber screen (Figure 12-13).

```
lzmyd          Active          Alarms:          Logins: 4
add remote-subscriber          Page 1 of 1
          REMOTE SUBSCRIBER

          Name: _____          Extension: _____
          Address: _____

          Community ID: ___          Administered? y
          Voiced Name?          Non-Administered Type:

          Last Usage Date:

          Machine Names
          _____
          _____
          _____
          _____
          _____
          _____
          _____

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

Figure 12-13. Remote Subscriber Screen

3. Complete the screen by inserting the subscriber's name, extension, community ID, and machine name(s).
4. Press **[ENTER]** (F3).
5. Repeat Steps 3 and 4 for each remote subscriber you need to administer.
6. Press **[CANCEL]** (F1).

Overview

This chapter contains the following procedures for performing initial administration on the Intuity AUDIX Digital Networking system:

- Machine Administration
- Configuring the Network Channels
- Administering the Switch
- Administering Remote Subscribers

Purpose

The instructions in this chapter provide the basic information necessary to administer an INTUITY AUDIX Digital Network and prepare the network for acceptance tests.

Machine Administration

Before you can use the digital networking feature, you must administer the local and all remote machines to which you plan to connect. During the machine administration process, you complete the following tasks:

- Configure the local machine
- Add information about each remote machine to the local machine database
- Enable the networking ports

Administering the Local Machine on the AUDIX Digital Networking Feature Package

Use the following procedure to administer the local machine.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
> Local Machine Administration
```

The system displays the Local Machine Administration window (Figure 13-1).

Local Machine Administration	
Local Machine Name: <u>local</u>	Connection Type: <u>RS-232 ASYNC</u>
Dial Str: _____	
Data Rate: <u>9600</u>	Password: <u>**PASSWD**</u>
Channel: <u>1</u>	

Figure 13-1. Local Machine Administration window

2. Press **CHOICES** (F2).

The system displays the Connection Types menu (Figure 13-2).

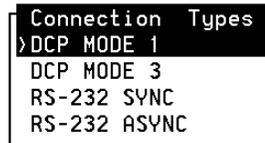


Figure 13-2. Connection Types Menu

3. Select the local machine connection type and press **(ENTER)**.

The system displays your selection in the `Connection Type:` field of the Local Machine Administration window (Figure 13-1).

⇒ NOTE:

When you select a connection type, the appropriate data rate automatically appears in the `Data Rate:` field. For example, if you select DCP mode 3 in the `Connection Type:` field, the value 64000 appears in the `Data Rate:` field.

4. Type the local machine dial string in the `Dial Str:` field.
5. Type the data rate for the connection in the `Data Rate:` field.
6. Type a five- to ten-character password for the local machine in the `Password:` field.
7. Do not enter any information in the `Channel:` field.

⇒ NOTE:

The system automatically selects the channel.

8. Press **(CHG-KEYS)** (F8).
The system displays the alternate set of function keys.
9. Press **(CHANGE)** (F3).
The system updates the information and returns you to the `Connection Type:` field.
10. Press **(CANCEL)** (F6) twice to return to the Lucent INTUITY Main Menu (Figure 5-1).
11. Continue with "Administering the Local Machine on AUDIX Voice Messaging."

Administering the Local Machine on AUDIX Voice Messaging

Use the Machine Profile screen to enter the networking information required for the local machine. Use the following instructions to access and complete the Machine Profile screen.

1. Start at the Lucent INTUITY Administration menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. Enter **change machine** at the `enter command:` prompt.

The system displays the Machine Profile screen (Figure 13-3).

```

drmid10      Active      Alarms: mWA      Logins: 4
change machine      Page 1 of 2
MACHINE PROFILE

Machine Name: drmid10      Type: local      Location: local
Voiced Name? n      Extension Length: 5
Voice ID: 0      Default Community: 1

ADDRESS RANGES
Prefix      Start Ext.      End Ext.      Warnings
1: _____ 36000      36999
2: _____ 20000      29999
3: _____
4: _____
5: _____
6: _____
7: _____
8: _____
9: _____
10: _____

enter command: change machine

```

Figure 13-3. Machine Profile Screen

⇒ NOTE:

The `Machine Name:`, `Type:`, `Location:`, `Voice ID:`, and `Default Community:` fields are display only. You cannot change the information in the fields. The voice ID of the local machine is always zero.

3. Enter the local machine prefix in the `Prefix` field.
4. Enter the first extension number in the extension range in the `Start Ext.` field.
5. Enter the last extension number in the extension range in the `End Ext.` field.
6. Repeat steps 3 through 5 for each prefix range you need to enter.

**NOTE:**

You can enter a maximum of ten address ranges.

7. Press `ENTER` (F3).

The system displays the following confirmation message:

```
command successfully completed
```

8. Enter **exit**

The system displays the Lucent INTUITY Main Menu (Figure 5-1).

9. Continue with "Administering the Remote Machines."

Administering the Remote Machines

The local machine must have specific information about each remote machine, including the machine name, password, machine type, and dial string.

Administering the Remote Machines on INTUITY AUDIX Digital Networking

Use the following instructions to access the Remote Machine Administration screen and administer the remote machines.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
  > Remote Machine Administration
```

The system displays the Remote Machine Administration menu (Figure 13-4).

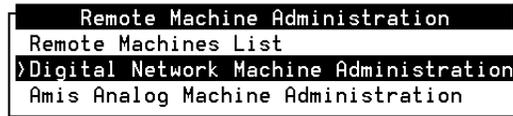


Figure 13-4. Remote Machine Administration Menu

2. Select Digital Network Machine Administration.
3. The system displays the Digital Network Machine Administration window (Figure 13-5).

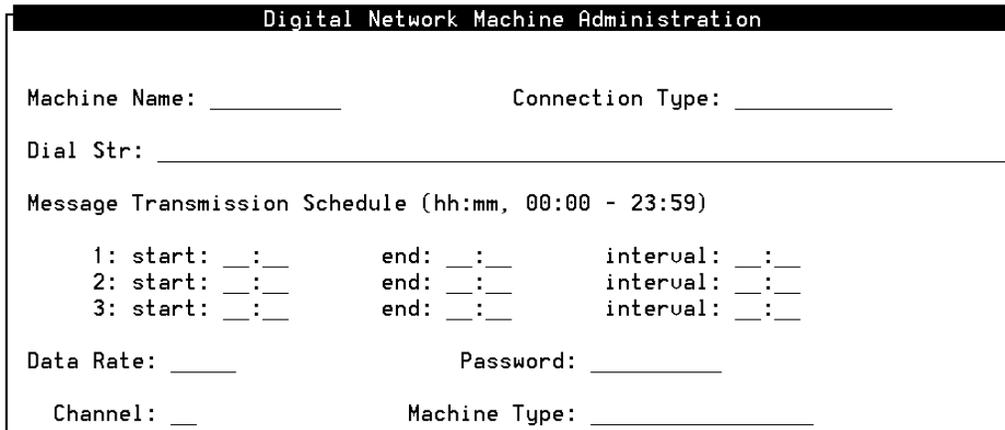


Figure 13-5. Digital Network Machine Administration Window

4. Enter a remote machine name in the Machine Name: field.
5. Enter the type of connection for the machine in the Connection Type: field. The field defaults to DCP Mode 1.

⇒ NOTE:

The connection type and the data rate fields are related. When you select a connection type, the most appropriate data rate appears in the data rate field. For example, if you select DCP Mode 3 in the Connection Type field, the value 64000 appears in the data rate field.

6. Enter the telephone number of the remote machine in the Dial Str: field.

7. Enter the first time interval start time in the `1: start:` field.

⇒ NOTE:

Use the format HH:MM, where HH stands for hours and MM stands for minutes. Specify the time using a 24-hour or military time clock. For example, if you want the start time to be 11:00 p.m., enter 23:00 in the field.

8. Enter the first time interval end time in the `end:` field.
9. Enter the send interval in the `interval:` field.

⇒ NOTE:

The system defaults to 5 minutes (00:50).

10. Press `(TAB)` and move the cursor to the `Data Rate:` field.

⇒ NOTE:

If you want to establish multiple send times, repeat Steps 7 through 9 for the second and third schedules.

11. Enter the data rate for the remote connection in the `Data Rate:` field.
12. Enter the remote machine password in the `Password:` field.
13. Enter the channel number in the `Channel:` field, if you have a dedicated line directly connected to another machine.

⇒ NOTE:

If you *do not* have a dedicated line, leave the field blank and continue with Step 14.

14. Press `(CHOICES)` (F2).
15. Select the correct remote machine type.
16. Press `(ENTER)`.

The system displays the machine type you selected in the `Machine Type:` field.

17. Press `(ADD)` (F3).

The system displays the following message:

```
Machine Added, Enter Machine Name, use <CHOICES> for
list
```

⇒ NOTE:

If you do not see `(ADD)` (F3) on your screen, press `(CHG-KEYS)` (F8).

18. Press `(ENTER)`.

19. Enter the next remote machine name over the previous name.



NOTE:

When you move the cursor to the next field, the information for the previous machine clears from the screen.

20. Repeat Steps 2 through 17 for each remote machine with which you will be exchanging voice messages.
21. Press **CANCEL** (F6) until you return to the Lucent INTUITY Main Menu (Figure 5-1).

Administer the Remote Machines on AUDIX Voice Messaging

The AUDIX Voice Messaging feature package must have specific information about the remote machines, such as the prefix and the address ranges, to deliver messages to remote users. Once you add a remote machine on the Digital Networking package, you must access AUDIX Voice Messaging and administer the remote machine.

Use the following procedure to administer the remote machines.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. Enter **change machine <remote machine name>** at the `enter command:` prompt.

The system displays the Machine Profile screen (Figure 13-6).



NOTE:

If you do not know the names of the remote machines, enter **list machines** to see a list of all machines administered on the system.

```

AUDIX           Active           Alarms: none           Logins: 8
change machine dig1           Page 1 of 2
                                MACHINE PROFILE
Machine Name: dig1           Type: VEX           Location: remote-digital
Voiced Name? n           Extension Length: 4
Voice ID: 3           Default Community: 1
ADDRESS RANGES
Prefix           Start Ext.   End Ext.     Warnings
1: _____   _____   _____
2: _____   _____   _____
3: _____   _____   _____
4: _____   _____   _____
5: _____   _____   _____
6: _____   _____   _____
7: _____   _____   _____
8: _____   _____   _____
9: _____   _____   _____
10: _____   _____   _____
enter command: change machine dig1

```

Figure 13-6. Machine Profile Screen for a Remote Machine

⇒ NOTE:

The machine name, type, location, and voice ID fields are display only. You cannot change the information in the fields.

3. Press **(TAB)** and move the cursor to the `Extension Length` field. Do not change the value in the `Voiced Name` field.
4. Enter the extension length for the remote machine in the `Extension Length` field.
5. Enter the default community number for the remote machine in the `Default Community` field.
6. Enter a remote machine prefix in the `Prefix` field.
7. Enter the first extension number of the extension range in the `Start Ext.` field.
8. Enter the last extension number of the extension range in the `End Ext.` field.
9. Repeat steps 3 through 8 for each address range you need to enter. You can enter a maximum of ten.
10. Press **(NEXTPAGE)** (F7).

The system displays Page 2 of the Machine Profile screen (Figure 13-7).

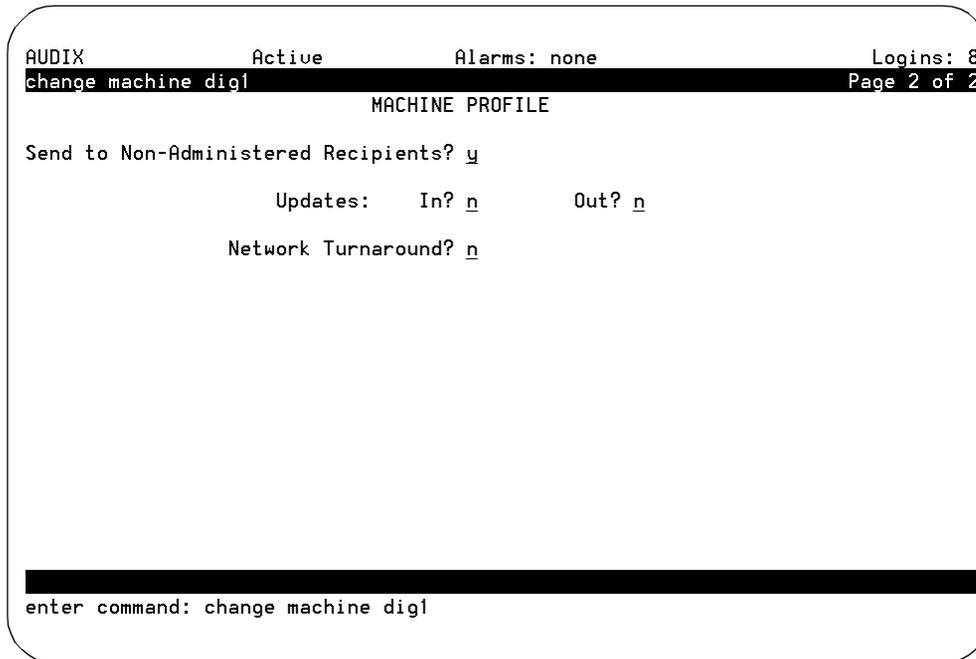


Figure 13-7. Machine Profile Screen, Page 2

11. Enter **n** in the Send to Non-Administered Recipients? field.
12. Enter **n** in the Updates: In? and Out? fields.
13. Enter **n** in the Network Turnaround? field.
14. Press **(ENTER)** (F3).
The system displays the following message:
command successfully completed
15. Type **exit**.
The system displays the Lucent INTUITY Main Menu (Figure 5-1).
16. Continue with "Configuring the Network Channels."

Configuring the Network Channels

Before the local Lucent INTUITY machine can exchange voice messages through the ACCX card and the DCP or modem connection, you must configure the network channels. When you configure the channels, you create a communication link between the ACCX card channels and the switch. You must configure each channel you plan to use. Channels can be configured as DCP or RS-232 synchronous or asynchronous using the Network Channel Configuration window shown in Figure 13-8.

Networking Channel Administration				
CHANNEL	TYPE	RATE	STATUS	MACHINE
-----	----	----	-----	-----
1	RS-232 ASYNC	0	NOT EQUIPPED	
2	RS-232 ASYNC	0	NOT EQUIPPED	
3	RS-232 ASYNC	0	NOT EQUIPPED	
4	RS-232 ASYNC	0	NOT EQUIPPED	
5	RS-232 ASYNC	0	NOT EQUIPPED	
6	RS-232 ASYNC	0	NOT EQUIPPED	
7	RS-232 ASYNC	0	NOT EQUIPPED	
8	RS-232 ASYNC	0	NOT EQUIPPED	
9	RS-232 ASYNC	0	NOT EQUIPPED	
10	RS-232 ASYNC	0	NOT EQUIPPED	
11	RS-232 ASYNC	0	NOT EQUIPPED	
12	RS-232 ASYNC	0	NOT EQUIPPED	

Figure 13-8. Networking Channel Administration Window



NOTE:

When you first access the Networking Channel Administration screen, you see all 12 channels on your system, whether or not the customer has purchased the right to use them. Until you configure the channels, all show the value “Not Equipped” in the *STATUS* field.

Use one of the following procedures to enable the networking ports:

- To enable a DCP channel, complete “Configuring the DCP Channel.”
- To enable an RS-232 channel, complete “Configuring the RS232 Channel.”

Configuring the DCP Channel

Use the following procedure to configure the DCP Channel.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Networking Administration
> Networking Channel Administration
```

The system displays the Networking Channel List window (Figure 13-8).

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

The system displays the second set of function keys.

3. Press **(CONFIG)** (F2).

The system displays the Networking Channel Configuration menu (Figure 13-9).

```
Networking Channel Configuration
>DCP Channel Configuration
RS232 Channel Configuration
TCP Channel Configuration
```

Figure 13-9. Networking Channel Configuration Menu

4. Select DCP Channel Configuration.

The system displays the DCP Channel Configuration window (Figure 13-10).

```
DCP Channel Configuration
Channel No.: ____
Equipped: _
```

Figure 13-10. DCP Channel Configuration Window

5. Enter the channel number you want to enable as a DCP channel in the Channel No.: field.
6. Enter **y** in the Equipped: field.
7. Press **ENTER** (F3).
The system displays the following message:
Press <CANCEL>for Channel Hardware Configuration
8. Press **CANCEL**.
The system displays the Network Channel Configuration window (Figure 13-11).

```

Networking Channel Configuration
The Networking Channels will be configured now.
This will take some time. Press <Enter> now.
```

Figure 13-11. Network Channel Configuration Window

9. Press **ENTER**.
The system displays the Networking Channel Administration screen (Figure 13-8).
10. Repeat Steps 2 through 8 for each channel you need to enable as a DCP channel.
11. Press **CANCEL** (F6).
12. Continue with the next procedure, "Configuring the RS-232 Channel."

Configuring the RS-232 Channel

Use the following procedure to configure the RS-232 channel.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```

> Networking Administration
> Networking Channel Administration
```

The system displays the Networking Channel Administration window (Figure 13-12).

Networking Channel Administration					
CHANNEL	TYPE	RATE	STATUS	MACHINE	ACTIVITY
-----	----	----	-----	-----	-----
1	DCP		NOT EQUIPPED		
2	DCP		NOT EQUIPPED		
3	DCP		NOT EQUIPPED		
4	DCP		NOT EQUIPPED		
5	DCP		NOT EQUIPPED		
6	DCP		NOT EQUIPPED		
7	DCP		NOT EQUIPPED		
8	DCP		NOT EQUIPPED		
9	DCP		NOT EQUIPPED		
10	DCP		NOT EQUIPPED		
11	DCP		NOT EQUIPPED		
12	DCP		NOT EQUIPPED		

Figure 13-12. Networking Channel Administration Window

2. Press **CHG-KEYS** (F8).
The system displays the alternate set of function keys.
3. Press **CONFIG** (F2).
The system displays the Networking Channel Configuration menu (Figure 13-9).
4. Select **RS232 Channel Configuration**.
The system displays the RS-232 Channel Configuration window (Figure 13-13).

```
RS232 Channel Configuration
Channel No.: __
Equipped: __
Sync Mode: ____
Data rate (1): ____
Data rate (2): ____
Data rate (3): ____
Configuration: _____
Modem Initialization String:
_____
```

Figure 13-13. RS-232 Channel Configuration Window

5. Enter the number of the channel you want to enable as an RS-232 channel in the `Channel No.:` field.
6. Enter **y** in the `Equipped:` field.
7. Enter **sync** for synchronous or **async** for asynchronous in the `Sync Mode:` field.
8. Enter the data rate for the channel in the `Date Rate (1):` field.
9. Enter **switched** or **dedicated** in the `Configuration:` field.
10. Enter the initialization string for the modem in the `Modem Initialization String:` field.

⇒ NOTE:

If the RS-232 channels are connected directly to another Lucent INTUITY machine system, leave the `Modem Initialization String` field blank.

11. Press `(SAVE)` (F3).

The system displays the following message:

```
Press <CANCEL> for Channel Hardware Configuration
```

12. Press `(CANCEL)`.

The system displays the Network Channel Configuration window (Figure 13-14).

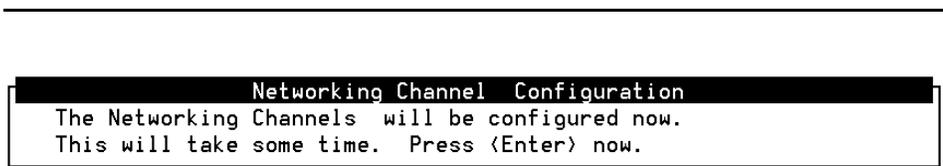


Figure 13-14. Network Channel Configuration Window

13. Press **[ENTER]**.
The system displays the Networking Channel Administration window (Figure 13-8).
14. Repeat Steps 2 through 13 for each channel you need to enable as an RS-232 channel.
15. Press **[CANCEL]** (F6).
16. Continue with the next section, "Initial Administration of Remote Subscribers."

Initial Administration of Remote Subscribers

During the initial administration process, you need to administer the remote subscribers. Administered remote subscribers are subscribers you enter into the local machine database. Each administered remote subscriber requires a name, machine name, and an extension. By administering remote subscribers, the local Lucent INTUITY machine knows where to send messages when a local subscriber records a message and addresses the message to a remote extension.

For acceptance tests, you must administer two test remote subscribers for each remote machine. For example, if you plan to network with four remote machines named CB1, CB2, CB3, and CB4, you need to administer two test subscribers on each machine. During acceptance testing, described in Chapter 7, you address voice messages to each of those test subscribers.

Administering Remote Subscribers

Use the following procedure to administer remote subscribers.

1. Start at the Lucent INTUITY Administration menu (Figure 5-1) and select:

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-9).

2. At the enter command: prompt, enter **add remote-subscriber**

The system displays the Remote Subscriber Administration window (Figure 13-15).

```
drintuit      Active      Alarms: mWA      Logins: 5
add remote-subscriber tso8200      Page 1 of 1
      REMOTE SUBSCRIBER

Subscriber Name: _____ Extension: _____
Machine Name: tso8200
Address:

Community ID: ___
Administered? y
Voiced Name?
Non-Administered Type:      Last Usage Date:

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add remote-subscriber tso8200
```

Figure 13-15. Remote Subscriber Window

3. Enter the name of the first test remote subscriber in the `Name:` field.
4. Enter the extension of the test remote subscriber in the `Extension:` field.
5. Enter the community ID number for the remote subscriber in the `Community ID:` field.

6. Enter **y** in the `Administered?` field.



NOTE:

The `Voiced Name`, `Non-Administered Type`, and `Last Usage Date` fields are display only. You cannot change the information in the fields. The `Voiced Name` field contains a “y” when a name has been recorded for the remote subscriber and an “n” when it has not.

7. Enter the remote machine name on the first line of the `Machine Name:` field.
8. Press `ENTER` (F3).
The system displays the following message:
`Command Successfully Completed`
9. Repeat Steps 2 through 8 for the second test remote subscriber and for each set of test subscribers on each remote machine with which you plan to communicate.
10. Type **exit**.
The system displays the Lucent INTUITY Main Menu (Figure 5-1).
11. Continue with “Acceptance Testing.”

Testing INTUITY AUDIX Digital Networking

Acceptance tests help you check the Intuity AUDIX Digital Networking feature package after installation and initial administration have been performed. By performing the following acceptance tests, you check all aspects of the networking feature including hardware connections, remote and local machine administration, remote subscriber administration, and the basic functions of the Digital Networking package.

- Busyout the channels you plan to test
- Perform a channel internal loop-around test
- Perform a modem loop-around test
- Perform remote connection tests
- Send a voice message to remote test subscribers
- Receive message from remote test subscribers

Testing a Remote Connection and Exchanging Voice Messages

The remote connection test checks the transmission path from the local machine to the remote machine. You must perform a remote connection test for each remote machine with which you plan to exchange voice messages.

Use the following procedure to test a remote connection.

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
```

The system displays the Customer/Services Administration menu (Figure 13-16).

```
Customer/Services Administration
Alarm Management
Backup/Restore
Database Audits
>Diagnostics
Feature Options
Log Administration
System Management
System Verification
```

Figure 13-16. Customer/Services Administration Menu

2. Select **Diagnostics**.

The system displays the Diagnostics menu (Figure 13-17).

```
Diagnostics
Networking Diagnostics
Serial Port Diagnostics
TCP/IP Diagnostics
Voice Board Diagnostics
Voice Port Loop Around Test
```

Figure 13-17. Diagnostics Menu

3. Select Networking Diagnostics.

The system displays the Networking Diagnostics window (Figure 13-18).

Networking Diagnostics				
CHANNEL	TYPE	RATE	STATUS	MACHINE
-----	-----	----	-----	-----
1	RS-232 ASYNC	0	NOT EQUIPPED	
2	RS-232 ASYNC	0	NOT EQUIPPED	
3	RS-232 ASYNC	0	NOT EQUIPPED	
4	RS-232 ASYNC	0	NOT EQUIPPED	
5	RS-232 ASYNC	0	NOT EQUIPPED	
6	RS-232 ASYNC	0	NOT EQUIPPED	
7	RS-232 ASYNC	0	NOT EQUIPPED	
8	RS-232 ASYNC	0	NOT EQUIPPED	
9	RS-232 ASYNC	0	NOT EQUIPPED	
10	RS-232 ASYNC	0	NOT EQUIPPED	
11	RS-232 ASYNC	0	NOT EQUIPPED	
12	RS-232 ASYNC	0	NOT EQUIPPED	

Figure 13-18. Networking Diagnostics Window

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

The system displays the second set of function keys.

5. Press **DIAGNOSE** (F4).

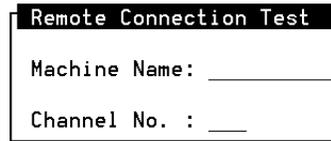
The system displays the Diagnostics menu (Figure 13-19).

Diagnostics
Networking Diagnostics
Serial Port Diagnostics
Switch Interface Diagnostics
TCP/IP Diagnostics
Voice Board Diagnostics
Voice Port Loop Around Test

Figure 13-19. Diagnostics Menu

6. Select Remote Connection Test.

The system displays the Remote Connection Test window (Figure 13-20).



```
Remote Connection Test
Machine Name: _____
Channel No. : ____
```

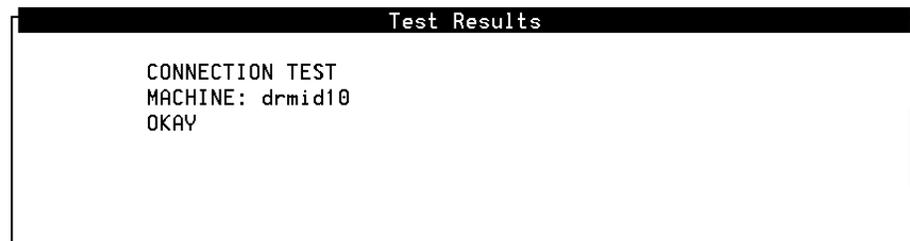
Figure 13-20. Remote Connection Test Window

7. Enter the name of the remote machine you want to test.
8. Enter the number of the dedicated channel.
9. Press **(ENTER)**.

The system displays the following message:

```
working...
```

When the process completes, the system displays the Test Results window (Figure 13-21).



```
Test Results
CONNECTION TEST
MACHINE: drmid10
OKAY
```

Figure 13-21. Test Results Window

10. If the test completed successfully, continue with Step 11.
If the test failed, press **(CANCEL)** (F6) to return to the Networking Diagnostics window (Figure 13-18). See “Test the Network Connections” below to determine why the remote connection test failed.
11. Press **(CANCEL)** (F6).
12. Repeat Steps 5 through 9 for each remote machine.
13. Press **(CANCEL)** (F6) until you return to the Lucent INTUITY Main Menu (Figure 5-1).
14. Continue with “Sending a Voice Message.”

Sending a Voice Message

Use the following procedure to test the digital networking voice messaging features.

⇒ NOTE:

The telephone menus and messages only repeat three times before the system disconnects.

1. Dial the INTUITY AUDIX voice messaging extension.
2. When prompted to enter an extension, use the telephone keypad to enter a local test subscriber extension followed by [#].
3. Enter the password for the local test subscriber followed by [#].

You hear the Lucent INTUITY activity menu.

4. Press [1] to record a message.

At the tone, say the following:

“This is a test message from <your name> Please call me to verify that you have received this message. My number is <your number>.”

5. Press [#] when you stop recording and approve the message.

After you approve the message, you hear the following prompt.

“Enter extension and pound sign. When finished addressing, press pound.”

6. Enter the address for a remote test subscriber followed by [#]. The address includes the prefix, if any, and the extension of the remote test subscriber.

After you press [#], the remote machine repeats the remote test subscriber extension you entered.

7. Repeat Step 6 for each remote test subscriber on each remote machine.

⇒ NOTE:

You do not have to record a message for each subscriber.

8. When you complete entering remote test subscriber addresses, press [#].

You hear the following prompt.

“To send message, press pound, or enter a delivery option. To hear a list of options, press 0.”

9. Press [#] to send the message. The system schedules the delivery and returns you to the activity menu.
10. Hang up the telephone.
11. Continue with “Receiving Voice Message from Remote Test Subscribers.”

Receiving Voice Messages from Remote Test Subscribers

The remote machine administrators send voice messages to your local test subscribers when they perform acceptance tests. You need to retrieve the messages to verify that your local machine is administered correctly with the remote machines and is receiving messages correctly. When you retrieve the messages, you should hear the system say the name of the remote machine and the remote test subscriber, if you recorded a name for the remote machine and the remote test subscriber.

Once you receive messages from the remote machines, contact each of the remote machine network administrators and inform them that you received a message from their machine.

Use the following procedure to retrieve messages from the test remote subscribers.

NOTE:

The Lucent INTUITY telephone menus and messages only repeat three times before the system disconnects.

1. Dial the INTUITY AUDIX voice messaging extension. This is the extension subscribers call to retrieve and send messages.
2. When prompted to enter an extension, use the telephone keypad to enter a local test subscriber extension followed by [#].
3. Enter the password for the local test subscriber followed by [#].

You hear the subscriber's name and a message telling you the number of messages in your mailbox, if any. Lucent INTUITY then plays the activity menu.

4. Press [2] to retrieve messages.

Lucent INTUITY plays the header for the first message. The header includes the name or extension of the sender and the date and time the message was sent.

5. Press [0] to listen to the message.
6. As you listen to the message, mark the received message to track the remote machines and remote test subscribers that were able to exchange messages with you.

At the end of the message, you hear the following prompt.

“To respond or forward, press one. To delete, press star d. To skip, press pound.”

7. Press [*] [D] to delete the message.
8. Repeat Steps 4 through 7 for each message in the local test subscriber's mailbox.



NOTE:

After you listen to each of the messages, the system returns you to the Lucent INTUITY activity menu.

9. When you finish retrieving messages from remote test subscribers, hang up the telephone.
10. Contact the remote machine network administrators and inform them that you received a message from their machine.
11. You have completed the acceptance tests required for INTUITY AUDIX Digital Networking.
12. Continue with Chapter 14, "Cut-to-Service Procedures".

Overview

This chapter contains cut-to-service procedures that are required for:

- Adding test subscriber stations
- Activating Alarm Origination
- Making an Attended Back-Up Tape

Purpose

This chapter provides the information to ensure that the system is fully operational.

Switch Cut-to-Service Procedures

This section contains the Lucent INTUITY system cut-to-service procedures for the MERLIN LEGEND; System 75 and DEFINITY G1 and G3 series; and System 85 and DEFINITY G2 switches only. For cut-to-service procedures for other switches/PBXs, refer to the documentation accompanying the switch.

Accessing the Switch Administration Screen

To access the Switch Interface Administration screen:

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

The system displays the Lucent INTUITY Main Menu (Figure 5-1).

3. Select:

```
> Switch Administration
```

The system displays the Switch Administration screen (Figure 6-3).

4. Enter the correct terminal type.
The system displays the `enter` command prompt.
5. Enter **add coverage path <coverage path number>** at the prompt.
The system displays the Coverage Path screen.
6. Enter the correct values in each of the screen fields. Use the entries described in Table 14-1 to complete the Coverage Path screen.

Table 14-1. Subscriber Coverage Path Screen Entries

Field	Description and Instructions	
Coverage Path Number:	Displays the coverage path number assigned to the coverage path when you entered the add coverage path command. This number should appear in the Coverage Path field on all subscriber station screens so that user stations will cover to the Lucent INTUITY voice ports.	
COVERAGE CRITERIA	The conditions that cause a call to redirect to coverage.	
Station/Group Status	Inside Call	Outside Call
Active?	y	y
Busy?	y	y
Don't Answer?	y	y
All?	n	n
SAC/Go to Cover?	y	y
Linkage:	A display-only field that shows up to two additional coverage paths that the Next Path Number field entry links to.	
Next Path Number:	Optional. Enter the number of the coverage path to which a call will be redirected in case of coverage failure at the current path.	
Number of Rings:	Enter the number of rings from 1 through 99. Three rings the default, is the recommended timing. This is the number of rings a user's voice terminal rings before the switch recognizes a no answer condition and sends the call to the first coverage point.	
COVERAGE POINTS	The Call Coverage Paths. For Point1, Point2, or Point3, enter h followed by the Lucent INTUITY hunt group number you assigned in the <i>Assign the Hunt Group</i> section.	

Modify the Station Screen for Each Subscriber

After you administer the call coverage path, you must administer the subscriber stations. Each subscriber station must contain the correct information for the system to operate. Use the instructions in this section to administer the stations.

1. Log on as craft.
2. Press **ENTER** to accept the AT386 default.

The system displays the Main Menu (Figure 5-1).

3. Select:

```
> Switch Administration
```

The system displays the Switch Administration screen (Figure 6-3).

4. Enter the correct terminal type.

The system displays the `enter` command prompt.

5. Enter **change station <station extension>** at the `enter` command prompt.

The system displays the Station screen (Figure 14-1).



NOTE:

If you receive the message `<station extension> Identifier not assigned`, you entered a station extension that does not exist in the system. Use the **add station** command to add the subscriber station.

```

add station 12001                                     Page 1 of 1
                                                    STATION
Extension: 12001      BCC: 0
                    Type: 2500      Lock Messages: n      COR: 1
Port: 01A0501      Security Code: _____      COS: 5
Name: AUDIX 1      Coverage Path: _____      Tests? n

FEATURE OPTIONS
LWC Reception? audix      Coverage Msg Retrieval? n
LWC Activation? n      Auto Answer? n
CDR Privacy? n      Data Restriction? n
Redirect Notification? n      Call Waiting Indication? n
Off Premise Station? n      Att. Call Waiting Indication? n
R Balance Network? n      Distinctive Audible Alert? n
Switchhook Flash? y      Message Waiting Indicator: _
                                                    Station Adjunct Supervision: y

AUDIX Name: AUDIX
Message Server Name: _____      Audible Message Waiting? n

```

Figure 14-1. Sample G3i Station Screen

6. In the Coverage Path: field, enter the coverage path you created for the system as part of the "Assign the Call Coverage Path for Subscribers" procedure above.
7. Enter **audix** in the LWC Reception? field.
8. Enter **y** in the LWC Activation? field if the subscriber is assigned the Leave Word Calling feature.
9. Enter **y** in the Redirect Notification? field.
10. Enter **led** or **neon** in the Message Waiting Indicator: field if the voice terminal has a message waiting indicator (MWI) lamp. You also can assign **audible** in the field to activate the stutter-dialtone feature. This instruction applies to 500, 2500, and 7104A voice terminals only.
11. After you enter the correct information in each of the screen fields, press **(ENTER)** to save the information.
The screen refreshes and the cursor returns to the command prompt.
12. Repeat steps 1 through 7 for all subscriber stations.

Activating Alarm Origination

⚠ CAUTION:

Do not activate alarm origination for MERLIN LEGEND integrations unless the customer has purchased the optional alarm origination feature.

1. Clear all alarms. See Figure 14-2.
2. Check the tape drive for a tape. The light on the tape drive is on if it contains a tape.

If the tape drive does not contain a tape for the nightly backup, locate a tape and insert it into the tape drive.

⚠ CAUTION:

Do not activate Alarm Origination unless the tape drive contains a back-up tape.

3. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
```

```
> Alarm Management
```

The system displays the Alarm Management window (Figure 14-2).

Alarm Management	
Product ID	2999999999
Alarm Destination	916148606427
Alarm Origination	ACTIVE
Alarm Level	MINOR
Alarm Suppression	ACTIVE
Clear Alarm Notification	ACTIVE

Figure 14-2. Alarm Management Window

- Enter the product ID number in the `Product ID` field.

⚠ CAUTION:

The product ID is always a 9-digit number beginning with the number 2. Do not continue without the correct product ID number.

- Move the cursor to the `Alarm Origination` field.
- Press `(CHOICES)` (F2).
- Select `ACTIVE`.
- Press `(ENTER)`.

⇒ NOTE:

With alarm origination active, the system automatically sends out alarms to the remote maintenance center.

- Verify that the entry in the `Alarm Suppression` field is inactive. If it is not, move the cursor to the `Alarm Suppression` field, press `(CHOICES)` (F2), and select `inactive` for the field.
- Press `(SAVE)` (F3).

The system responds with an information screen and the statement:

Alarm Form Update was successful

Press (Enter) to continue.

- Press `(ENTER)` to exit the information screen.

If you want to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management screen, continue with the next procedure, "Test Alarm Origination."

If you do not wish to test the alarm origination, continue with "Making an Attended Backup Tape."

Test Alarm Origination

1. Press **CHG-KEYS** (F8).
2. Press **TEST-ALM** (F1).

The system displays the Alarm Origination Test menu (Figure 14-3).

Figure 14-3. Alarm Origination Test Menu

3. Select `Execute Alarm Origination Test`.
4. Press **ENTER** to begin the test.
The system responds:
Alarm Origination tests may take up to 5 minutes to complete. This test will be run in the background.
Press <y> to confirm.
Press <n> to cancel.
5. Press **y**.
6. Wait approximately 1 minute.
7. Select `Review Latest Test Results`.
8. Press **ENTER** to display the Alarm Origination Test Results screen (Figure 14-5).

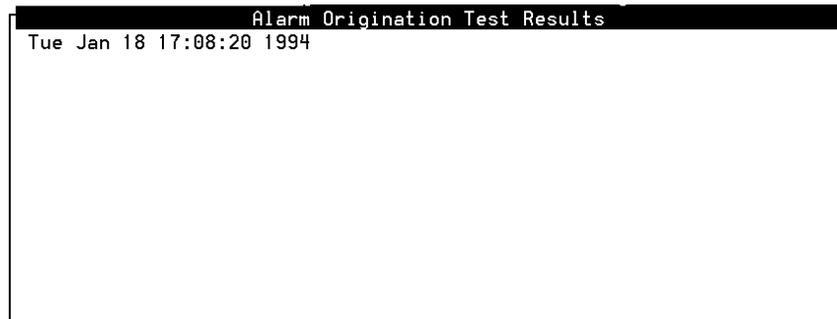


Figure 14-4. Alarm Origination Test Results Screen Showing a Test in Progress

9. Verify that there is not an entry on the screen that corresponds with the time you sent the alarm.
10. Wait for approximately 4 minutes.
11. Move the cursor to Review Latest Test Results.
12. Press **(ENTER)**.

The system displays the Alarm Origination Test Results screen (Figure 14-5).

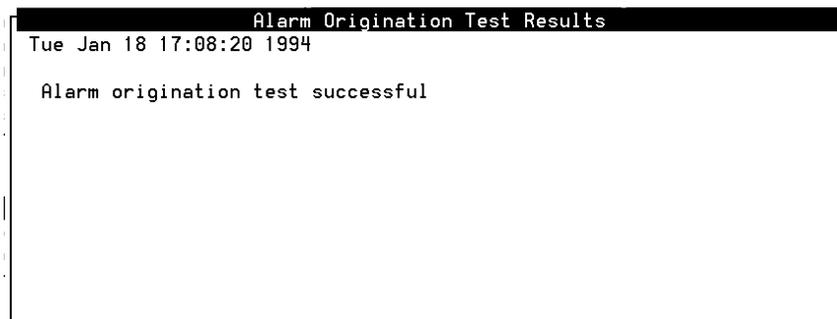


Figure 14-5. Alarm Origination Test Results Screen Showing Successful Test Results

13. Verify that the message on the screen reads:
Day Date Time

Alarm origination test successful.
14. Press **CANCEL** (F6) to exit the screen.
15. Press **CANCEL** (F6) until you reach the Lucent INTUITY Main Menu (Figure 5-1) if the test completed successfully, and continue with the next procedure on your checklist. If you are finished with the installation, press **CANCEL** (F6) until you log out of the system.

Making an Attended Back-Up Tape

This procedure creates a back-up tape that contains a record of all of the administration you have performed on the system to this point. It is the same as the nightly backup that occurs at 3:00 a.m. every morning.

You may wish to use the original installation back-up tape to perform a second installation backup after you have administered all of the subscribers.

Procedure

1. Insert a tape into the tape drive.
2. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:

```
> Customer/Services Administration
> Backup/Restore
> Backup
```

The system displays the Backup Data Type screen (Figure 14-6).

Backup	
<u>System Data</u>	<u>Yes</u>
<u>AUDIX Announcements</u>	<u>Yes</u>
<u>AUDIX Names</u>	<u>Yes</u>
<u>Greetings and Messages</u>	<u>Yes</u>
<u> </u>	<u> </u>

Figure 14-6. Backup Data Type Screen



NOTE:

The fields displayed on the Backup Data Type screen are based on system configuration. Therefore, the screen you see may look different than the one shown above.

3. Enter **y** in the System Data field to save the following information to tape:
 - Time zone setting
 - Serial port configuration
 - Channel configuration
 - Feature option configuration
 - Switch integration information
 - Subscriber administration

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

5. Press **SAVE** (F3) to back up the selected data types.

The system responds:

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

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

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

6. Enter **y**.

The system responds as follows, where *x* is the number of tapes:

```
please insert a cartridge tape into the tape drive to
back up tape 1
press <Enter> when tape is inserted.
press <Esc> key to terminate the backup.
```

7. Verify that you have enough tapes to perform the backup.

8. Press **ENTER** to begin the backup.

The system responds:

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

This message is followed by other messages indicating that the system is writing to the tape.

9. Label additional cartridge tapes if the system requires more than one tape.

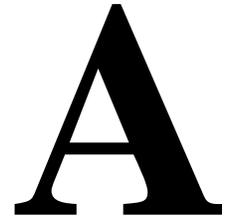
10. Insert additional cartridge tapes if the system asks for them.

When the attended backup is complete, the system responds with the following message:

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

11. Press **ENTER**.
12. Press **CANCEL** (F6) to return to the Lucent INTUITY Main Menu (Figure 5-1).
13. Remove the back-up tape from the tape drive.
14. Insert the tape to be used for the nightly backup.
15. Press **CANCEL** (F6) to exit the system.

System Installation Checklist



Overview

The checklist provides a description of the required procedures, in sequence, to use when installing an assembled, loaded, and tested (ALT) Lucent INTUITY system. A "Chapter/Section" or "Resource" column refers you to the appropriate document or chapter number and section title of the book that applies to the procedure and installation you are completing. Use the books listed on the next page to support the checklist.

Purpose

Using this checklist ensures that you complete the required procedures in the proper sequence.

Books to Use with the Checklists

Use the following books to install a Lucent INTUITY MAP/100:

- *Lucent INTUITY Messaging Solutions Release 4.0 MAP/100 System Installation, Issue 1*, 585-310-173
This is the primary reference book for installing a factory assembled MAP/100.
- *Lucent INTUITY Messaging Solutions Release 4.0 MAP/100 Maintenance*, 585-310-174

You will also need one of the following switch integration documents:

- *Lucent INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-214.
Use this book along with the system installation book, if integrating with System 75 and DEFINITY G1 and G3.
- *Lucent INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*, 585-310-215
Use this book along with the system installation book, if integrating with System 85 and DEFINITY G2.
- *Lucent INTUITY Integration with MERLIN LEGEND Communications System*, 585-310-231
Use this book along with the system installation book, if integrating with MERLIN LEGEND.

If you are installing networking, you will also need one or more of the following:

- *Lucent INTUITY AUDIX Digital Networking Administration*, 585-310-533
Use this book along with the system installation book, if connecting to the AUDIX digital network.
- *AMIS Analog Networking*, 585-300-512
Use this book along with the system installation book, if connecting to the AMIS analog network.
- *Lucent INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-214, or *Lucent INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*, 585-310-215
Use this book along with the system installation book, if connecting to a DCS network.

NOTE:

If you need to install a feature for the customer to an ALT system, contact your project manager to verify the requirement. and contact your remote maintenance center.

System Installation Checklist

The checklist provides a description of the required procedures numbered in the sequence in which you must complete them. A "Chapter/Section" column refers you to the appropriate chapter number and section title of the system installation book.

As you complete a procedure, make a check mark in the "✓" column.

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
1	Verify site environmental requirements.		Chapter 1— "Environmental Considerations"	
2	Verify site installation requirements.		Chapter 1 — "Installation Area Considerations"	
3	Verify site space requirements.		Chapter 1 — "Space Requirements"	
4	Verify site power requirements.		Chapter 1 — "Power Requirements"	
5	Verify site is prewired for all pinout connections.	Required for telephone lines and switch integration.	Chapter 1 — "Prewiring for Pinout Connections"	
6	Review all safety warnings before getting started.		Chapter 1 — "System Grounding Connections"	
7	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	Chapter 1 — "System Grounding Connections"	
8	Gather the required tools.		Chapter 1 — "Tools" and "Test Equipment"	

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
9	Unpack the MAP.	Open as instructed to reuse packing materials.	Chapter 2 — "Unpacking the MAP/100"	
10	Locate key components on the MAP.		Chapter 2 — "The Front of the Chassis" and "The Back of the Chassis"	
11	Make cable connections	Included are switch, network, and asynchronous connections. These MUST be made prior to powering up.	Chapter 3 — "Wiring and Networking the Lucent INTUITY MAP/100"	
12	Connect the MAP to the power service and power up.		Chapter 4 — "Connecting Peripherals and Powering Up"	
13	Verify the system setup screen is correct, if necessary.		Chapter 4 — "Accessing the Setup Screens"	
14	Continue with the checklist if the system setup screen is correct.	If, at this point, the system does not seem to be working, refer to Appendix C, "Troubleshooting Procedures" to verify hardware connections or to clean equipment if necessary.		
15	Review demarcation points	All systems, application dependent	Chapter 1 — "Points of Demarcation"	

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
16	Verify pre-installation switch task completion.	All systems	Chapter 1	
17	Administer passwords.	All systems	Chapter 5	
18	View installed hardware.	All systems	Chapter 5	
19	View installed software.	Optional for all systems	Chapter 5	
20	Verify Lucent INTUITY feature options.	All systems	Chapter 5	
21	Verify system status.	All systems	Chapter 5	
22	Assign date and time.	All systems	Chapter 6	
23	Administer the switch on the Lucent INTUITY system.	All systems	Chapter 6 and Switch Integration Document	
24	Map channels to switch extensions.	All systems	Chapter 6	
25	Verify channel state.	All systems	Chapter 6	
26	Assign service to channels for testing.	All systems	Chapter 6	
27	Test each channel.	All systems	Chapter 6	
28	Assign services to called numbers.	All systems	Chapter 6	
29	Map services to channels for operation.	All systems	Chapter 6	
30	Administer PBX/switch for acceptance testing.	All systems	Switch Integration Document	
31	Administer Lucent INTUITY AUDIX parameters and basic features (ch sy f).	INTUITY AUDIX	Chapter 7	

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
32	Add test subscribers 1 and 2.	INTUITY AUDIX	Chapter 7	
33	Test call answer and voice mail.	INTUITY AUDIX	Chapter 7	
34	Test INTUITY AUDIX Multilingual feature.	INTUITY AUDIX with Multilingual Feature	Chapter 7	
35	Administer and test TCP/IP for INTUITY Message Manager.	Systems that will operate with INTUITY Message Manager	Chapter 8	
36	Administer and test Lucent INTUITY FAX Messaging.	Lucent INTUITY FAX Messaging	Chapter 9	
37	Remove test subscribers 1 and 2.	INTUITY AUDIX	Chapter 9	
38	Text Messaging Procedures		Chapter 10	
39	Administer and test alarm origination or configure remote maintenance modem.	All systems except MERLIN LEGEND integrations without Alarm Origination	Chapter 4	
40	Administer modem for remote administration.	Systems using a modem for remote administration	Chapter 11	

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
41	Administer modem(s) on the Lucent INTUITY system. Do not use these procedures on the remote <i>maintenance</i> modem connected to COM2.	Systems using a modem for remote administration (Ports other than COM2)	Chapter 11	
42	Administer the remote terminal.	Systems using a remote terminal.	Chapter 11	
43	Administer remote terminal on the Lucent INTUITY system.	Systems using a remote terminal.	Chapter 11	
44	Administer the printer on the Lucent INTUITY system.	System using a printer.	Chapter 11	
45	Digital Networking Procedures		Chapter 12	
46	AMIS Analog Networking Procedures		Chapter 13	
47	Cut to Service Procedures	All systems	Chapter 14	
48	Make attended backup tape.	All systems	Chapter 14	

Table A-1. MAP Hardware Installation Checklist— Pre-assembled System

Task	Task Description	Comments	Chapter/Section	✓
49	<p>Insert new tape for nightly backup.</p> <p>⚠ CAUTION: <i>If you leave the tape drive empty, the system will alarm at 3:00 AM when it attempts to perform the nightly backup. Do not leave the tape drive empty.</i></p>	All systems	Chapter 14	
50	Administer INTUITY AUDIX System-Wide Parameters	INTUITY AUDIX	Chapter 14	
51	Administer INTUITY AUDIX subscribers	INTUITY AUDIX	Chapter 14	
52	Administer switch for cut-to-service .	All systems	Chapter 14 and Switch Integration Document	

Accessing Windows and Screens

B

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.”

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 in 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

Use the following 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 B-1).

**NOTE:**

Figure B-1 is a sample screen only and does not reflect the options loaded onto the actual system that you are installing.

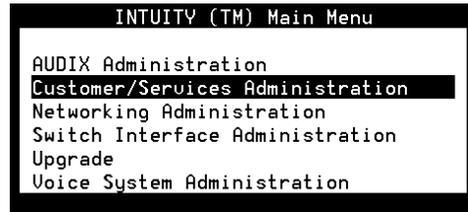


Figure B-1. Lucent INTUITY Main Menu

Logging Out of the Intuity AUDIX System

How you log out of the Lucent INTUITY system depends on whether you are logging out from a Lucent INTUITY window (Figure B-2) or an INTUITY AUDIX administration screen (Figure B-3).

Logging Out from a Lucent INTUITY Window

Use the following procedure to log out from a Lucent INTUITY window.

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 AUDIX Administration Screen

Use the following procedure to log out from an AUDIX administration screen:

1. Enter **exit**

The system displays the Lucent INTUITY Main Menu (Figure B-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 Lucent 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 B-2 shows the typical layout of a Lucent INTUITY window.

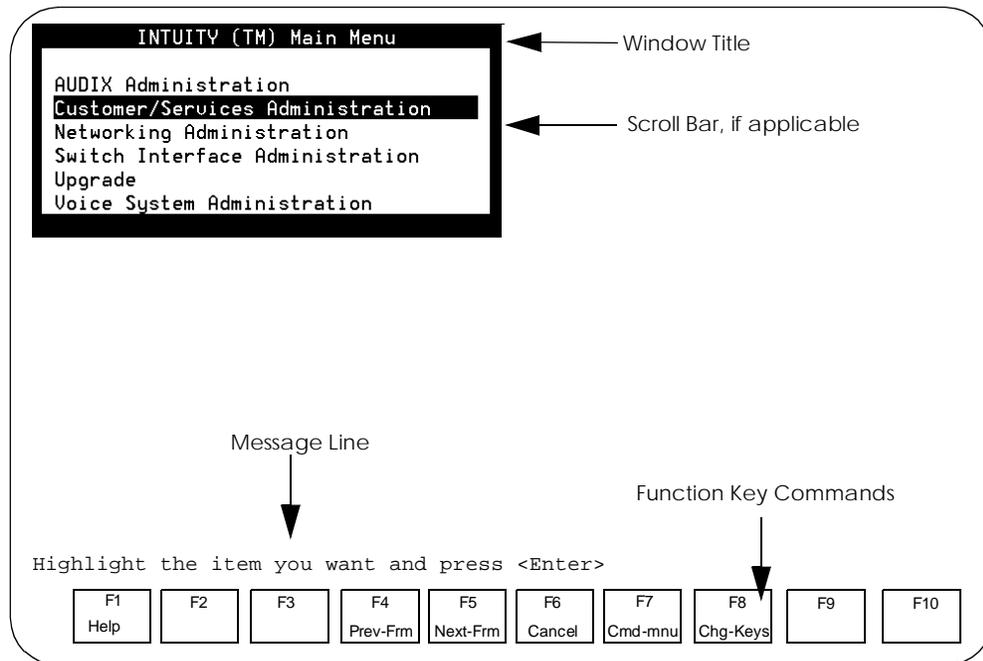


Figure B-2. Typical Lucent INTUITY Window Layout

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 B-1 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 B-1 describes the standard function key commands.

Table B-1. Lucent INTUITY Standard Function Keys

Command	Description
(HELP)	Displays information about the active window, including available function key commands. To close the help window, press (CANCEL).
(CHOICES)	From a data-entry field, displays a menu of possible options, if available. For more information, see "'Pop-Up' Menus" on page B-7.
(SAVE)	Saves any changes to the system database.
(PREVPAGE)	Scrolls to the previous page, when a window contains more than one screen (page) of information.
(NEXTPAGE)	Scrolls to the next page, when a window contains more than one screen (page) of information.
(PREV-FRM)	If more than 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.
(NEXT-FRM)	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.
(CANCEL)	Closes the active window and returns to the previous window. Any unsaved changes are lost.
(CHG-KEYS)	Toggles between two available sets of function key commands.
(PRINT)	If you have a printer connected to your Lucent INTUITY system, prints each page of the window that can be displayed.
(FRM-MGMT)	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 B-2 shows the keys that are used to move between data-entry fields within a window.

Table B-2. Window Navigation

(TAB) and (RETURN)	Moves the cursor to the next field in the window in a left-to-right, top-to-bottom order.
(SHIFT) (TAB)	Moves the cursor to the previous field in the window in a right-to-left, bottom-to-top order.
(▶) (right arrow)	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.
(◀) (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 B-1).

When you first access the INTUITY AUDIX administration screens, the system displays a blank screen (Figure B-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 B-3 shows the typical layout of an INTUITY AUDIX administrations screen.

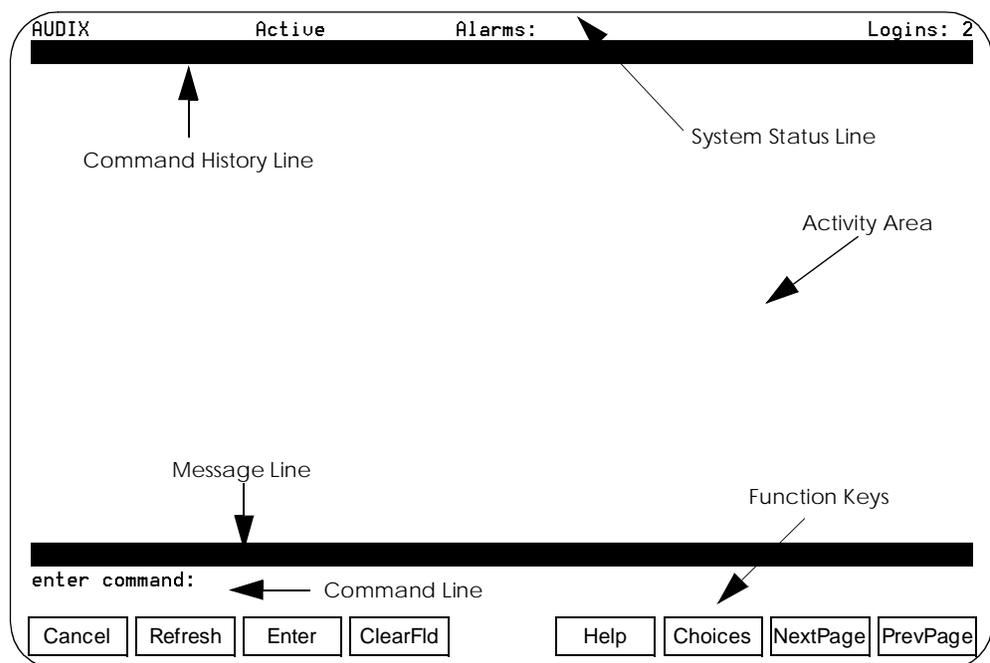


Figure B-3. INTUITY AUDIX Administration Screen Layout (Blank Screen)

Screen Components

Table B-3 describes the components of the AUDIX Administration screen.

Table B-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"> ■ The Lucent INTUITY machine name ■ A voice mail status indicator (Active or Inactive) ■ Any active alarms <ul style="list-style-type: none"> M = Major m = Minor A = Administrative w = Warning ■ The number of people currently logged in
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"> — Data-entry fields used to specify new or changed parameter values — Display-only fields, which contain current parameter values that cannot be changed from this screen — Report results, which display requested system information — Screen and field help activated with the (HELP) or (CHOICES) keys
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 B-4 describes the purpose of each standard function key.

Table B-4. AUDIX Administration Standard Function Keys

CANCEL (F1)	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.
REFRESH (F2)	Repaints the screen.
ENTER (F3)	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. NOTE: RETURN has the same effect as ENTER (F3) when the cursor is on the <i>command line</i> . In a screen, RETURN moves the cursor forward from one field to the next.
CLEAR_FLD (F4)	Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command list cos and you press F4, the command line changes to list .
HELP (F5)	When the cursor is in the command line, pressing this key is identical to typing the help 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.
CHOICES (F6)	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. 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.
NEXTPAGE (F7)	Moves forward through multiple-page administration screens, reports, or help screens.
PREVPAGE (F8)	Moves backward through multiple-page administration screens, reports, or help screens.

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.

add	audit	change	copy	display
exit*	help*	list	logoff*	
remove	reset	toggle		

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 you use more than one word, you must type a hyphen 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 you must put quotation marks around a qualifier with an embedded space, such as the user name "Jane Doe."

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 four 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 INTUITY 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 the Tab or arrow keys, or by typing the initial character of the desired menu choice.

Screen Navigation

Table B-5 shows the keys that are used to move between data-entry fields within a screen.

Table B-5. Screen Navigation

(TAB) and (RETURN)	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.
(SHIFT) (TAB)	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.
(▶) (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.
(◀) (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.
(▲) (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.
(▼) (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.
(backspace)	Deletes the last character entered into the field and moves the cursor backward one position.
(HOME)	Moves the cursor to the beginning of the current field.
(END)	Moves the cursor to the end of the current field.
(CLEAR_FLD) (F4)	Clears the current field.
(CHOICES) (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 a 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**, and the arrow keys, or by typing the initial character of a value.

Troubleshooting Procedures

C

Overview

This chapter provides common procedures that are repeated throughout the installation process and troubleshooting procedures for:

- TCP/IP connections
- Fax problems
- E-mail problems

Purpose

The purpose of this chapter is to provide the on-site technician or system administrator with repair procedures and references for the most common system problems. All of the troubleshooting procedures can be accomplished with a craft login.

Checking the Alarm Log

The alarm log contains descriptions of all significant problems detected by the system. The alarm log contains active alarms and resolved alarms (alarms corrected either automatically or by repair procedures).

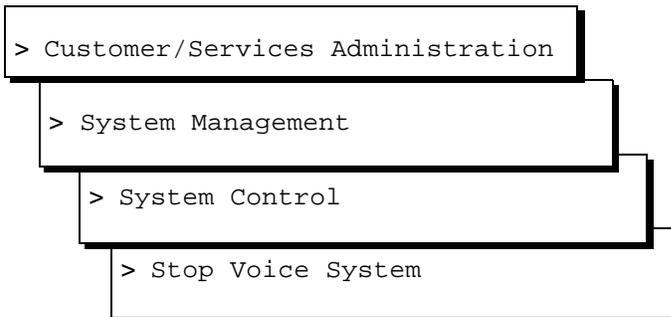
See *Lucent INTUITY Messaging Solutions Release 4 Alarm and Log Messages*, 585-310-566, for the alarms, warnings, and repair procedures for all features.

Stopping and Starting the Voice System

Perform the following procedures to stop and start the voice system to initiate changes made to the system.

Stopping the Voice System

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the following message:

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

2. Enter **y**.

The system displays the following message:

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

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

```
Orderly idling of system succeeded.
The AUDIX(R) module is being stopped. Please wait.
.....Networking module shutdown in progress....
.Networking Module shutdown.
.....
AUDIX(R) module stopped.
```

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

INIT : New run level : 3

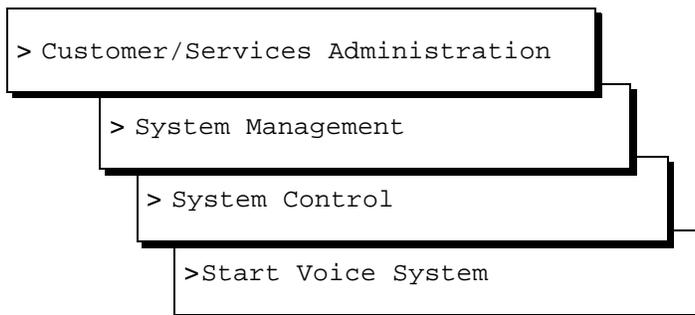
The Voice System has stopped

Press ENTER to continue.

3. Press **(ENTER)** to return to the screen.

Starting the Voice System

1. Start at the Lucent INTUITY Main Menu (Figure 5-1) and select:



The system displays the following message:

Startup of the Voice System is complete.

2. Press **(ENTER)**.
3. Press **(CANCEL)** (F6) 3 times to return to the Lucent INTUITY Main Menu (Figure 5-1).

TCP/IP Connection Troubleshooting Procedures for Lucent INTUITY

The following is a suggested troubleshooting procedure for use if the Lucent INTUITY system fails the TCP/IP send-and-receive packets test.

1. Verify the physical connection.
 - a. Visually inspect the faceplate of the LAN circuit card. The small, green LED on the faceplate should be on under the following conditions:
 - The interface type is twisted pair - no link integrity, or
 - The interface type is 10BASE-T and the hub device is up.

⇒ NOTE:

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

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

For 10BASE-T, if the green LED is flashing, the link is open or the LAN device is not optioned for the link integrity.

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

1. Verify that the Board Configuration is correct. Return to "Configuring the Ethernet LAN Circuit Card" and reenter the network interface type.

⇒ NOTE:

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

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

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

2. If the cable is 10BASE-T and the LED is not on, the LAN circuit card, cable, or the hub device may be bad.

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

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

3. If the cable is twisted pair and the cable is tight, the LAN circuit card is bad. Contact your remote maintenance center and replace the LAN circuit card.
- b. Visually inspect the faceplate of the LAN circuit card. For all interface types, the small, yellow transmit/receive LED on the faceplate should flash if the LAN circuit card is sensing packets on the LAN. On Ethernet LAN networks, each machine reads all of the packets transmitted to and from other machines on the network, and ignores the packets not addressed directly to that machine. At this stage, the Lucent INTUITY system should be sensing packets on the LAN.

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

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

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

If the connection is tight, continue with these procedures.

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

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

If the connection is live, continue with these procedures.

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

2. Verify your TCP/IP addressing and card configuration administration. Return to the Chapter 8, "Initial Administration and Test for TCP/IP Networking and Message Manager", and use the procedure listed to display the windows.

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

⇒ NOTE:

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

If your addressing or card configuration is not correct, readminister the Lucent INTUITY TCP/IP networking using procedures in Chapter 8, "Establishing Network Addresses" and "Configuring the Ethernet LAN Circuit Card". Retry the send-and-receive-packets test. If this test fails again, continue with these procedures.

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

If all of the information matches what you have administered on the Lucent INTUITY system, continue with these procedures.

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

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

⇒ NOTE:

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

Lucent INTUITY FAX Troubleshooting Procedure

If you encounter trouble with sending and printing the fax:

1. Check the condition of the fax machine for power, jammed paper, or line errors. If the fax is not operational, request the use of another fax machine and attempt the test again.
2. If you were doing the procedure from the Test-2 telephone, verify that you entered the digit "1" (or the number with which you administered the prefix field on the Machine Profile screen if that number was other than 1) and the correct fax telephone number.
3. Check your administration for the test subscribers. Use the **ch su test-1** and **ch su test-2** commands and go to Page 2 of the Change Subscriber screen (see Chapter 9, "Initial Administration and Test for Lucent INTUITY FAX Messaging") to:
 - a. Verify that the `Fax Creation?` parameter is set to **y** (yes).
 - b. Verify that the `Voice Mail Message (seconds), Maximum Length` is set to the default of **300** seconds.
 - c. Verify that the `Call Answer Message (seconds), Maximum Length` is set to the default of **120** seconds.
 - d. Verify that the `Mailbox Size (seconds), Maximum:` is set to the default of **1200** seconds.
4. Return to the Features Option screen and verify that the `AMIS Analog Networking` and `Fax` fields are both set to **ON**.
5. Contact your remote support center if all of your administration was correct.

Troubleshooting E-Mail Problems

Table C-1 gives a brief listing of the more commonly encountered problems for system administrators and users. A more complete listing can be found in the *(Lotus IM) System Administrator's Guide* and the *(Lotus IM) User's Guide*.

Table C-1. Commonly Encountered E-Mail Problems

Question/Symptom	Possible Cause	Answer/Suggested Remedy
A private message created in AUDIX and sent to an e-mail user is returned.	Private messages cannot be delivered via cross-domain delivery	Have user re-classify the message and re-send.
Messages have disappeared from user's AUDIX mailbox or from user's PC. This will be especially troublesome to PC users who are accustomed to saving e-mail to their hard drives until they decide to delete a selected item.	<p>User has "Transfer" selected.</p> <p>User has "Propagate Expiration" selected.</p>	<p>When messages are transferred, the synchronizer copies messages from one mail system to the other and deletes the messages in the originating mail system.</p> <ul style="list-style-type: none"> ■ Have user disable the transfer option ■ Educate users as to the implication of this feature ■ Administer the e-mail server to disable this feature. (Refer to the <i>(Lotus IM) System Administration Guide</i> for details.) <p>When the AUDIX message has expired, Propagate Expiration deletes the message from the user's PC.</p> <ul style="list-style-type: none"> ■ Have the user turn off the propagate expiration option. ■ Educate users as to the implication of this feature. ■ Administer the e-mail server to disable this feature. (See the <i>(Lotus IM) System Administration Guide</i> for details.)
A user receives an AUDIX message that is synchronized to his/her PC mailbox. The user applies the Notes "Reply" function to respond to the message. The user gets a "delivery failure" message.	Foreign domain gateway not administered.	For cross-domain reply to function, a gateway must be administered for every system that is in the network. If a gateway is not administered, users will have to log into their AUDIX mailboxes to respond to an AUDIX message sent from a remote Lucent INTUITY. See the <i>(Lotus IM) System Administrator's Guide</i> for more information.

Continued on next page

Table C-1. Commonly Encountered E-Mail Problems — Continued

Question/Symptom	Possible Cause	Answer/Suggested Remedy
<p>A user creates a message in AUDIX and sends it to three AUDIX users and two e-mail users. The two e-mail recipients are addressed with their Notes addresses. An e-mail recipient applies the Notes "Reply All" function to respond to the message. Only the e-mail users gets the reply.</p>	<p>Messages delivered from INTUITY AUDIX using cross-domain delivery do not retain all recipients' addresses.</p>	
<p>Users' AUDIX mailboxes are filling up with old messages stored on their PCs.</p>	<p>The initial synchronization date is incorrectly set.</p>	<p>Check the <i>synchronization date</i> set in the trusted server (synchronizer) server software.</p> <p>By default, the synchronization date on the trusted server is the date when the server software was installed. If you set the synchronization date to a previous day, all messages stored on users' PCs with timestamps that fall after the synchronization date will be synchronized to AUDIX. See the <i>(Lotus IM) System Administrator's Guide</i> for more information.</p>

Pinouts

D

Overview

This chapter provides the pinout information for the:

- Tip/Ring circuit card
- Asynchronous connections
- ACCX card
- Peripheral drives

Purpose

The purpose of this chapter is to provide the pinout information to ensure proper connectivity and complete the system installation successfully.

Pinouts for the Tip/Ring Circuit Card

Figure D-1 shows typical T/R line connection for the IVC6 circuit card. Table D-1 shows the numbering scheme for connecting the short modular cords provided with the T/R cards to the T/R distribution panel.

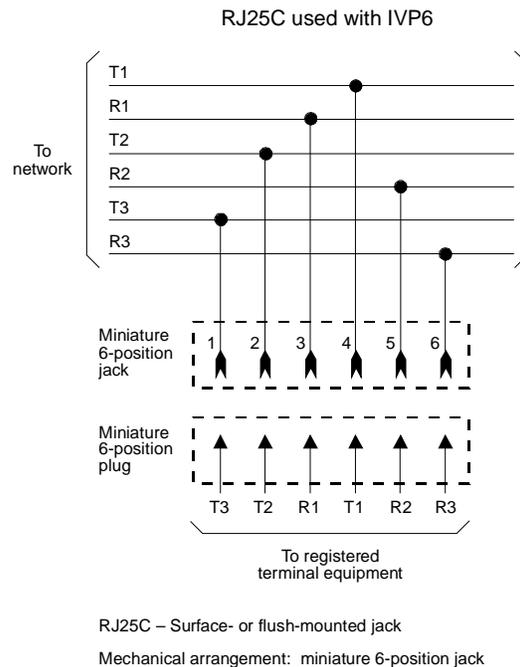


Figure D-1. Wiring and Pin Diagram for the IVC6 Tip/Ring Card

Table D-1. MAP/100Tip/Ring Consolidation Wiring and Pinouts

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	PinNo.	50-Pin Connector	
						T or R	Pin No.
1	1	1	3	1	4	R1	1
	1	1	4	1	5	T1	26
2	1	1	2	1	3	T2	27
	1	1	5	1	6	R2	2
3	1	1	1	1	2	T3	28
	1	1	6	1	7	R3	3
4	1	2	3	2	4	R4	4
	1	2	4	2	5	T4	29
5	1	2	2	2	3	T5	30
	1	2	5	2	6	R5	5
6	1	2	1	2	2	T6	31
	1	2	6	2	7	R6	6
7	2	1	3	3	4	R7	7
	2	1	4	3	5	T7	32
8	2	1	2	3	3	T8	33
	2	1	5	3	6	R8	8
9	2	1	1	3	2	T9	34
	2	1	6	3	7	R9	9
10	2	2	3	4	4	R10	10
	2	2	4	4	5	T10	35
11	2	2	2	4	3	T11	36
	2	2	5	4	6	R11	
12	2	2	1	4	2	T12	37
	2	2	6	4	7	R12	12

Continued on next page

Table D-1. MAP/100Tip/Ring Consolidation Wiring and Pinouts — Continued

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
13	3	1	3	5	4	R13	13
	3	1	4	5	5	T13	38
14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44
20	4	1	2	7	3	T20	45
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24
25	5	1	3	1	4	R25	1
	5	1	4	1	5	T25	26

Continued on next page

Table D-1. MAP/100Tip/Ring Consolidation Wiring and Pinouts — Continued

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
26	5	1	2	1	3	T26	27
	5	1	5	1	6	R26	2
27	5	1	1	1	2	T27	28
	5	1	6	1	7	R27	3
28	5	2	3	2	4	R28	4
	5	2	4	2	5	T28	29
29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9
34	6	2	3	4	4	R34	10
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12
37	7	1	3	5	4	R37	13
	7	1	4	5	5	T37	38
38	7	1	2	5	3	T38	39
	7	1	5	5	6	R38	14

Continued on next page

Table D-1. MAP/100Tip/Ring Consolidation Wiring and Pinouts — *Continued*

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
39	7	1	1	5	2	T39	40
	7	1	6	5	7	R39	15
40	7	2	3	6	4	R40	16
	7	2	4	6	5	T40	41
41	7	2	2	6	3	T41	42
	7	2	5	6	6	R41	17
42	7	2	1	6	2	T42	43
	7	2	6	6	7	R42	18

Pinouts for Asynchronous Connections

Table D-2 lists the pinouts for the COM1 asynchronous port on the rear of the MAP/100. Figure D-2 shows pinouts for the modular jacks on the 8-port asynchronous card. Figure D-3 shows pinouts for the terminal/printer or modem adapters.

Table D-2. COM1 Pinouts

Pin No.	Signal	Signal
1	Data Carrier Detect (DCD)	Input
2	Receive Data (RX)	Input
3	Transmit Data (TX)	Output
4	Data Terminal Ready (DTR)	Output
5	Signal Ground (GND)	Bidirectional
6	Data Set Ready (DSR)	Output
7	Request to Send (RTS)	Output
8	Clear to Send (CTS)	Input
9	Ring Indicator (RI)	Input

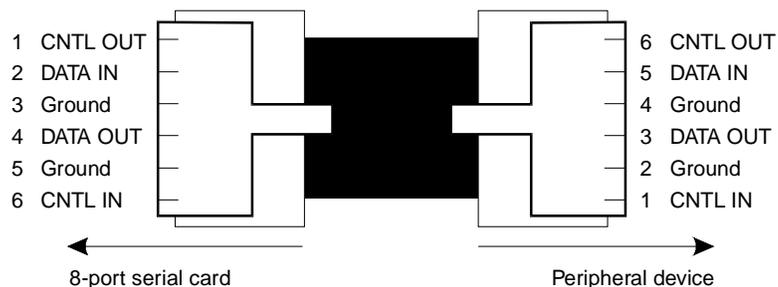
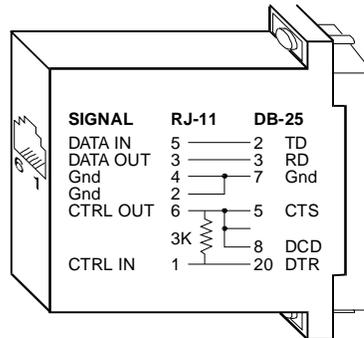


Figure D-2. Pinout Connections for Modular Jacks on the 8-Port Asynchronous Circuit Card

FOR TERMINALS & PRINTERS:
PEC 70854 [DB-25 DCE Male]



FOR MODEMS:
PEC 70853 [DB-25 DTE Male]

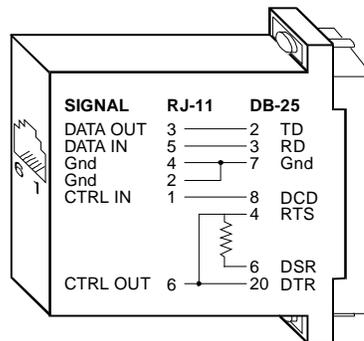


Figure D-3. Pinout Connections for DTE or DCE Devices

Pinouts for Connections from the ACCX Card

Table D-3 provides pinout and signal information for RS-232 connections and Table D-4 for DCP connections from the ACCX card.

Table D-3. RS-232 Signals, Connections, and Pinouts

Signal Name	Description	Pin No.	To or From ACCX Card
AA	Protective GND	1	—
BB	Signal GND	7	—
BA	Transmit Data	2	From
BB	Receive Data	3	To
CA	Request-to-Send	4	From
CB	Clear-to-Send	5	To
CC	Data-Set-Ready	6	To
CD	Data-Terminal-Ready	20	From
CE	Ring Indicator	22	To
CF	Carrier Detect	8	To
DA	Terminal Timing	24	From
DB	Transmit Timing	15	To
DD	Receive Timing	17	To

Table D-4. 50-Pin DCP Cable Termination Pin Assignments¹

Pin No.	Lead	Description	Pin No.	Lead	Description
27	TXR-0	DCP port 0 transmit signal ring side	2	TXT-0	DCP port 0 transmit signal tip side
28	RXR-0	DCP port 0 receive signal ring side	3	RXT-0	DCP port 0 receive signal tip side
30	TXR-1	DCP port 1 transmit signal ring side	5	TXT-1	DCP port 1 transmit signal tip side
31	RXR-1	DCP port 1 receive signal ring side	6	RXT-1	DCP port 1 receive signal tip side

1. Pins 1, 4, 7–25, 26, 29, and 32–50 are not used.

Pinouts for Peripheral Devices

Table D-5 shows pinouts for the DIN receptacles for keyboard connection. These receptacles are on the front and rear of the MAP/100. Table D-6 shows pinouts for the 25-pin D-subminiature connector for printer connection. This connector is on the faceplate of the Pentium card.

Table D-5. Pinout Connections for the Keyboard

Pin No.	Signal
1	Clock
1	Data
3	Reset
4	Ground
5	+5 Volts

Table D-6. Pinout Connections for a Printer

Pin No.	Description	Pin No.	Description
1	- Strobe	10	- Acknowledge
2	+ Data Bit 0	11	+ Busy
3	+ Data Bit 1	12	+ Paper Feed
4	+ Data Bit 2	13	+ Select
5	+ Data Bit 3	14	- Auto Feed
6	+ Data Bit 4	15	- Error
7	+ Data Bit 5	16	- Init. Printer
8	+ Data Bit 6	17	- Select Printer
9	+ Data Bit 7	18	Ground

Overview

This appendix details external connectivity and cabling from the MAP/100 platform to the following:

- Lucent switches
 - DEFINITY G1, G3 and System 74 R1V3
 - DEFINITY G2 and System 85 R2V4
 - MERLIN LEGEND
- Networks
- Terminals and distant modems

 **NOTE:**

For switches such as the 5ESS and DMS-100, see the individual documents associated with those switches for cable connectivity information.

 **NOTE:**

For MERLIN LEGEND switches, see *Lucent INTUITY Integration with MERLIN LEGEND Communications System* (585-310-231), for detailed information on connecting switch to Lucent INTUITY systems.

Tables which list cable ordering numbers and lengths are provided at the end of this appendix should you need to order cables.

Purpose

This appendix provides procedures and illustrations for connections to the switch, network, or terminals to help you make the connections made at those devices.

Slot Locations

The following sections detail the fixed and variable assignments for circuit cards installed in the MAP/100.

Table E-1 lists slot assignments which are fixed in the MAP/100 and are not variable in their arrangement. The slot assignments apply to both required and optional circuit cards.

Table E-1. MAP/100 Slot Assignments

Slot Number	Circuit Card	Required?
1,2	Tip/Ring	Yes
3-11	Tip/Ring	No
12	Vacant	-
13-15	ACCX	No
16	GP-Synch or DCIU	No
17	multi-port serial	No
18	Ethernet LAN	No
19	Remote Maintenance	No
20	Video controller	Yes
21	P5120/CPU	Yes
22	External SCSI Connector/Termination	Yes
23-25	Vacant	-

Continued on next page

Assignment Rules

The following rules apply to the placement of optional boards in the MAP/100.

- A maximum of eleven Tip/Ring circuit cards is supported.
- A maximum of three ACCX circuit cards is supported.
- All other circuit cards are supported as one per system.

- Tip/Ring circuit cards are assigned slots sequentially, starting with slot 1.
- ACCX circuit cards are assigned slots sequentially, starting with slot 13.

Connecting Cables from the Platform to the Switch

To begin switch connections from the MAP platform, you must connect to the GP-Synch or DCIU circuit card. Verify the slot location. The GP-Synch or DCIU circuit card has a single 25-pin RS-232 connector on the faceplate. The DCIU circuit card has a green LED on the faceplate.

Using an IDI or MPDM for Switch Connections

Connections from the platform to the switch must be made through either an isolating data device (IDI) or a modular processor data module (MPDM). Direct connections to the switch are not allowed.

An IDI functions as a ground device (RS-449). The cable is RS-232 on one end for connection to the GP-Synch or DCIU circuit card and RS-449 on the other end for connection to the IDI.

The MPDM provides a digital port connection to the switch from the GP-Synch or DCIU circuit card. You must use an MPDM in the following situations:

- The connection from the platform to the switch is greater than 400 feet (122 meters)
- The switch to which you are connecting has duplicated common control
- The switch has DC power

The last two items do *not* apply to DEFINITY G3r or G2 and System 85 R2V4.

See Figure E-1 for an overview of the types of connections that need to be made from the MAP platforms to various Lucent switches.

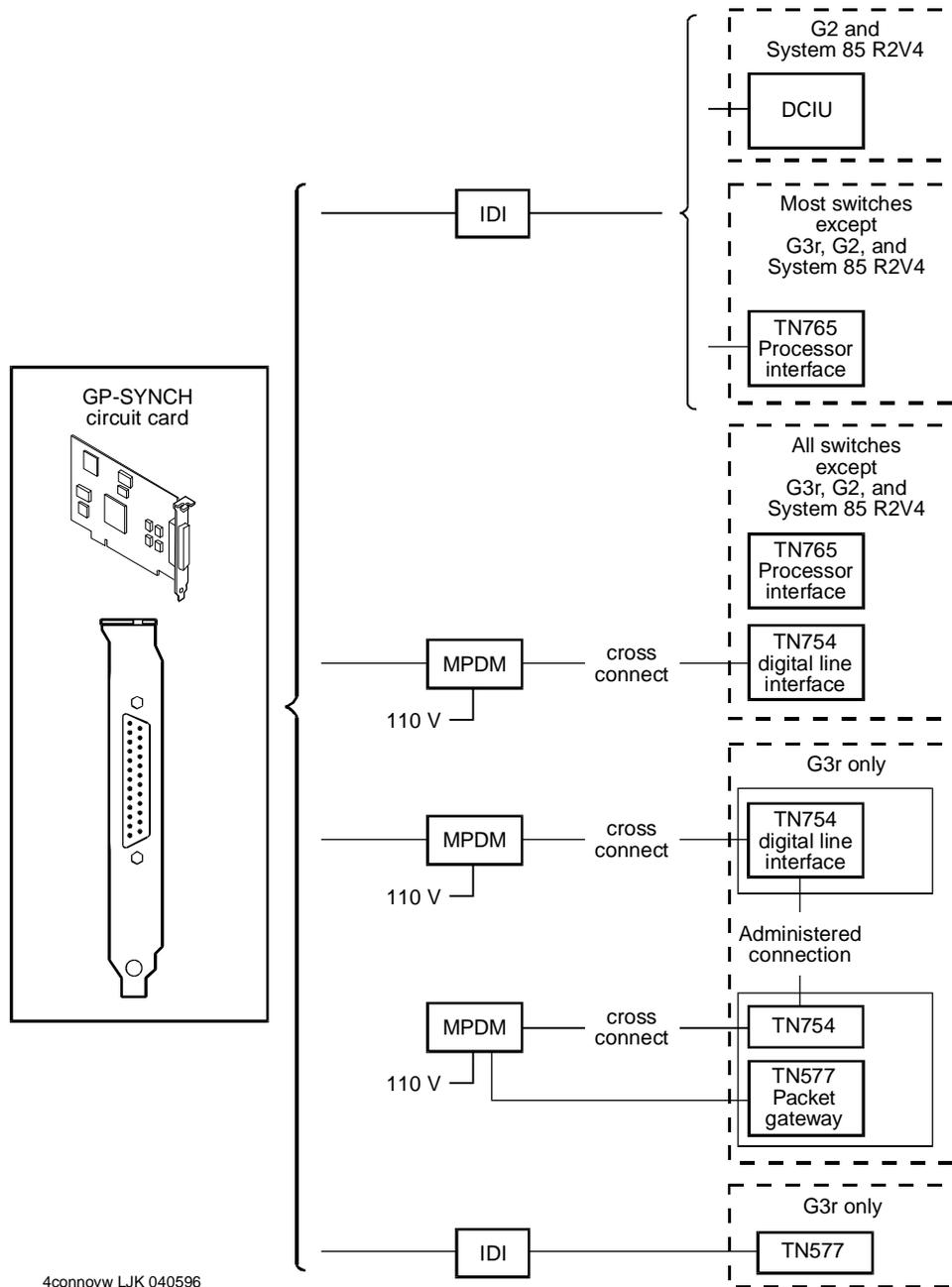
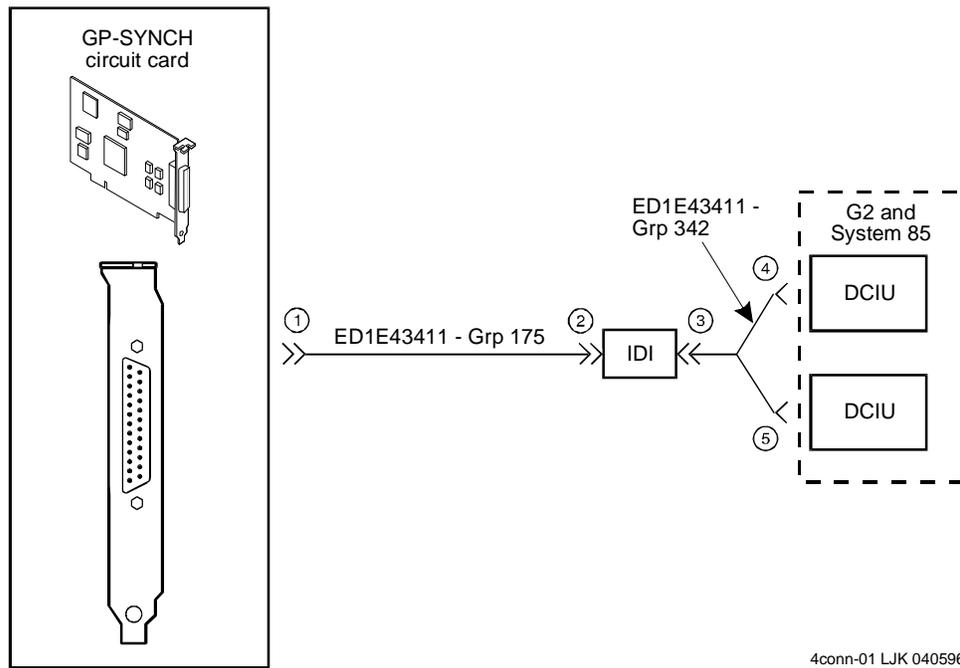


Figure E-1. Overview of Platform Switch Cable Connections

Connecting Lucent INTUITY to G2 and System85 R2V4 Using Duplicated Common Control via an IDI

Use the following procedure and Figure E-2 to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the GP-Synch or DCIU circuit card. The card has a 25-pin male connector on the faceplate (labeled 1).
2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI (labeled 2).
3. Attach the ED1E43411-Grp 342 cable to the *in* RS-449 connector on the IDI (labeled 3).
4. Though not shown in the figure below, attach an ED1E43411-Grp304 to the Grp 342 cable if the connection is more than 7 feet (2.1 meters) away (the length of the Grp 342 cable). The Grp 304 cable is 400 feet (122 meters) in length.
5. Attach the ED1E4311-Grp 342 or Grp 304 cable to both DCIUs in the G2 and System 85 R2V4 switch (labeled 4).



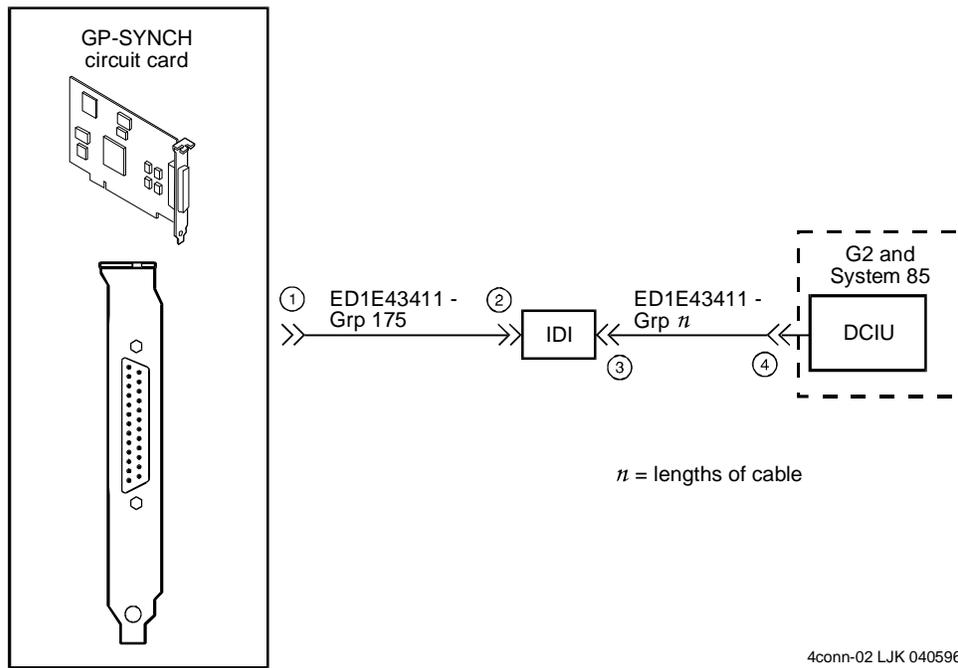
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Figure E-2. Connecting Lucent INTUITY to G2 and System 85 R2V4 Using Duplicated Common Control via an IDI

Connecting Lucent INTUITY to G2 and System 85 R2V4 via an IDI

Use the following procedure and Figure E-3 to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the GP-Synch or DCIU circuit card (labeled 1). The card has a 25-pin male connector on the faceplate.
2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI (labeled 2).
3. Attach the ED1E43411-Grp 304 cable to the *in* RS-449 connector on the IDI (labeled 3).
4. Attach the ED1E43411-Grp 304 cable to the DCIU in the G2 and System 85 R2V4 switch (labeled 4).



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Figure E-3. Connecting Lucent INTUITY to G2 and System 85 R2V4 via an IDI

NOTE:
In (Figure E-3), Grp n equals Grp 304.

Connecting Lucent INTUITY to the G3r via an IDI

Use the following procedure and Figure E-4 to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the GP-Synch or DCIU circuit card (labeled 1). The card has a 25-pin male connector on the faceplate.
2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI (labeled 2).
3. Attach one of the four RS-232 connectors on the H600-210 Grp *n* cable to the *in* RS-449 connector of the IDI (labeled 3).
4. Attach the other end of the H600-347 cable to an RS-232 connector on the packet gateway card (TN577) on the G3r switch (labeled 4).

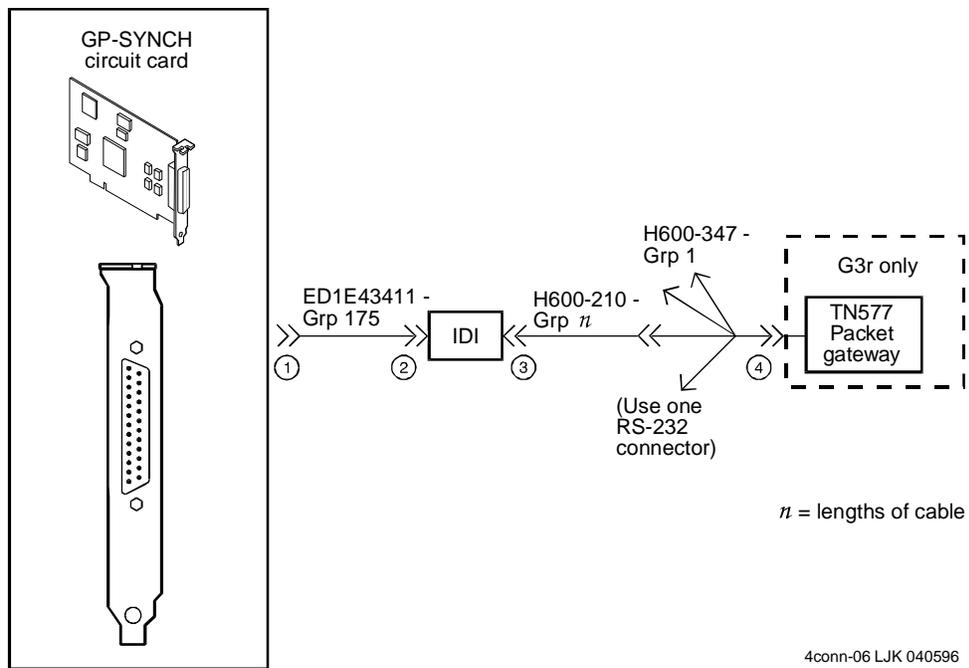


Figure E-4. Connecting Lucent INTUITY to the G3r via IDI

Connecting Lucent INTUITY to Most Lucent Switches via an IDI

Use the following procedure and Figure E-5 to make these cable connections:

⇒ NOTE:

The following switches are excluded from this procedure:

- G3r, System 85/G2 R2V4
- G1/G3i, G3s, G3V5 that have:
 - DC power
 - Duplicated common control
 - Another adjunct system using the single PI/EIA port

Some early models of System 75 R1V3 do not have a PI/EIA port, and in some cases, may not be equipped with a PI circuit card.

1. Attach one end of the ED1E43411-Grp 175 cable to the GP-Synch or DCIU circuit card (labeled 1). The card has a 25-pin male connector on the faceplate.
2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS449 connector on the IDI (labeled 2).
3. Attach the RS-449 end of the H600-210 Grp n cable to the *in* RS-449 connector on the IDI (labeled 3).
4. Attach the RS-232 end of the H600-210 cable to an EIA connector on the processor interface (labeled 4).

Connecting Lucent INTUITY to Most Lucent Switches via an IDI

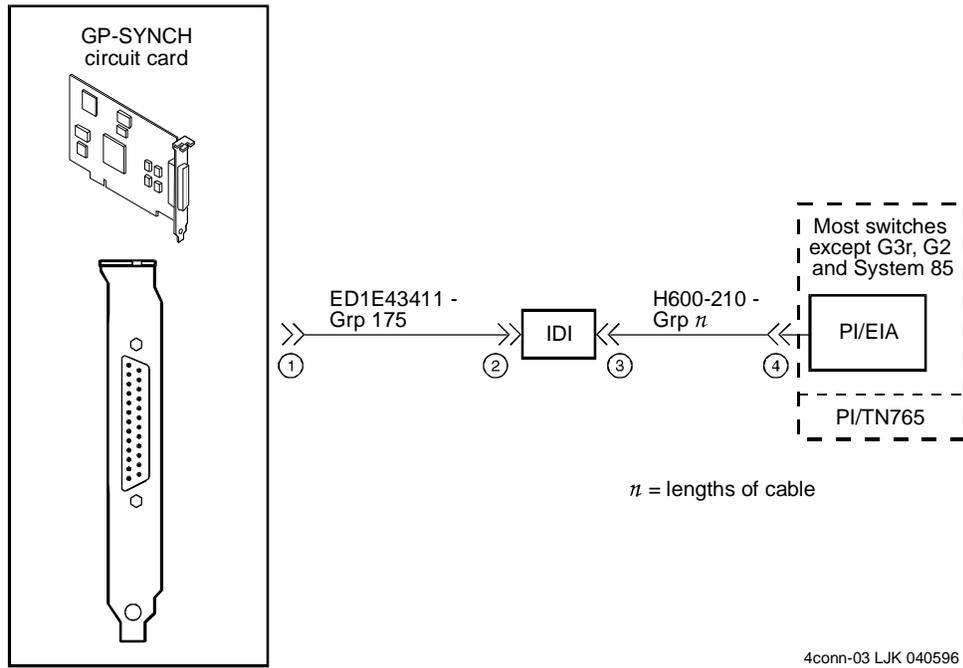


Figure E-5. Connecting Lucent INTUITY to Most Lucent Switches via an IDI

Connecting Lucent INTUITY to Most Lucent Switches via an MPDM — G3r or G2 and System 85 Excluded

Use the following procedure and Figure E-6 to complete these connections:

1. Attach one end of the 524124658 cable to the GP-Synch or DCIU circuit card (labeled 1).
2. Attach the other end of the 524124658 cable to the RS-232 connector of the MPDM (labeled 2).
3. Attach one end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM (labeled 3).
4. Attach the other end of the D8W-87 modular cord to the 103A adapter modular jack (labeled 4).
5. Attach a 3-pair cord from the 103 A adapter to the cross-connect field (labeled 5).
6. Attach a 25-pair cable between the cross-connect field and the digital line interface card (TN754) on the switch (labeled 6).

Connecting Lucent INTUITY to Most Lucent Switches via an MPDM — G3r or G2 and System 85 Excluded

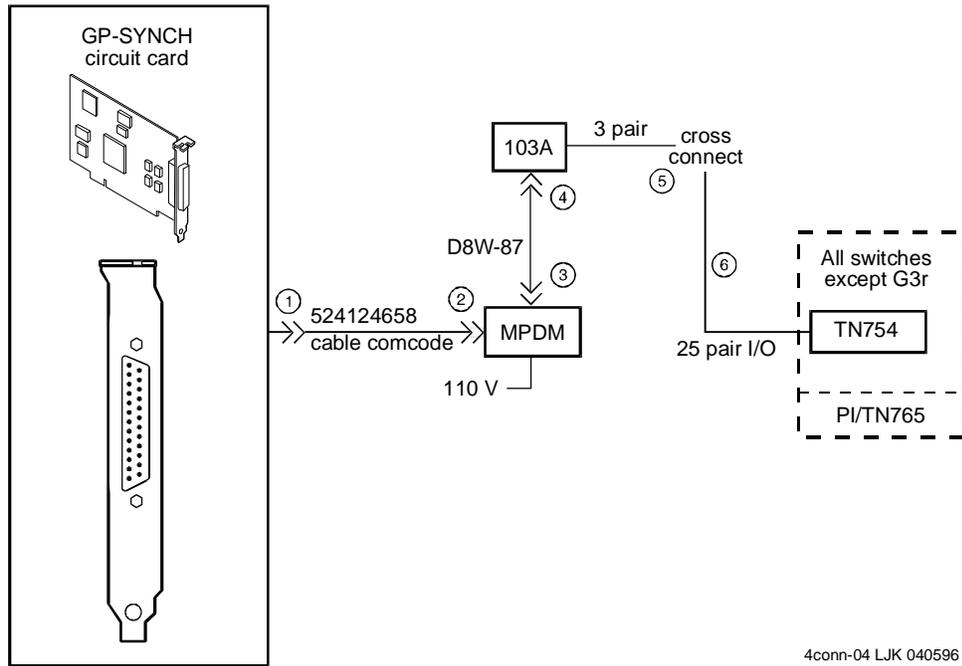


Figure E-6. Connecting Lucent INTUITY to Most Lucent Switches via an MPDM -- G3r or G2 and System 85 Excluded

Connecting Lucent INTUITY to the G3r via MPDMs

Use the following procedure and Figure E-7 to make these connections:

1. Attach one end of the 524124658 cable to the GP-Synch or DCIU circuit card (labeled 1).
2. Attach the other end of the 524124658 cable to the RS-232 connector of the MPDM (labeled 2).
3. Attach the one end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM (labeled 3).
4. Attach the other end of the D8W-87 modular cord to the 103A adapter with a 3-pair cord (labeled 4).
5. Attach a 3-pair cord from the 103A adapter to the cross-connect field (labeled 5).
6. Attach a 25-pair cable between the cross-connect field and the digital line interface card (TN754) on the switch (labeled 6).
7. Attach a 25-pair cable between the cross-connect field and a second digital line interface circuit card (TN754) on the switch (labeled 7).
8. Attach a 3-pair cord from the cross-connect field to the 103A adapter (labeled 8).
9. Attach one end of the D8W-87 modular cord to the 103A adapter (labeled 9).
10. Attach the other end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM (labeled 10).
11. Attach one end of the Group 110 cable to the RS-232 connector of the MPDM (labeled 11).
12. Attach the other end of the Group 110 cable to one of the four RS-232 connectors on the H600-347 (labeled 12).
13. Attach the other end of the H600-347 cable to an RS-232 connector on the packet gateway circuit card (TN577) on the G3r switch (labeled 13).

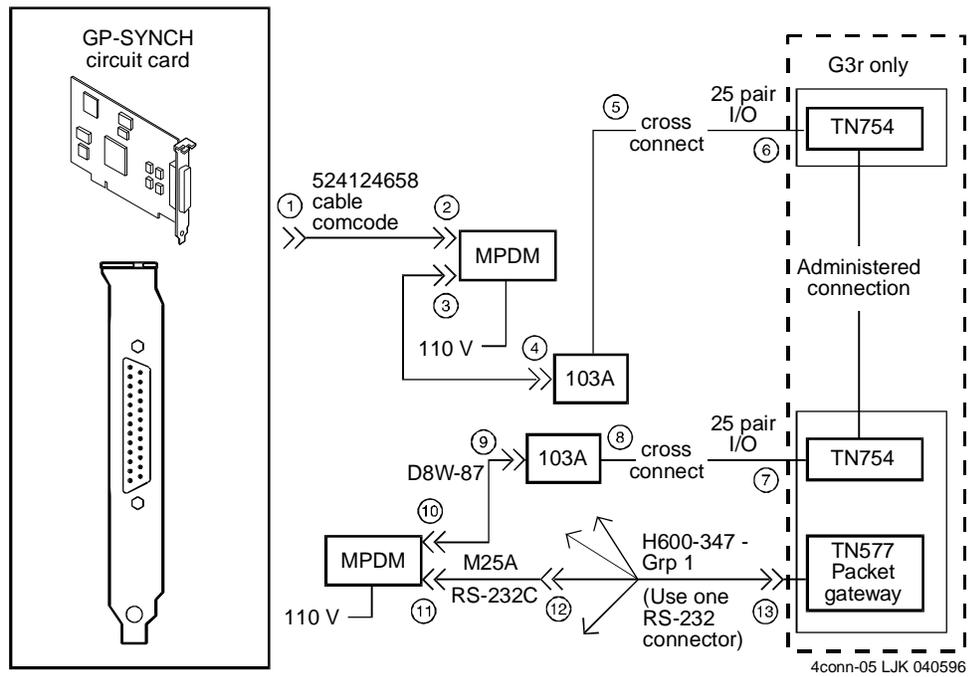


Figure E-7. Connecting Lucent INTUITY to the G3r via MPDMs

Connecting Lucent INTUITY to the Network

The ACCX circuit card is used on the MAP platforms for connections to the network. Each card supports four networking channels via digital and/or analog remote connections using DCP and/or RS-232 links, respectively. The MAP/100 supports up to three ACCX circuit cards. 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 you are connecting to, you may only be able to use one of the two I-channels of each DCP circuit as shown in the following list.
 - System 75 R1V3, DEFINITY G1 R1V4, and DEFINITY G3i, G3s, or G3vs Version 1 only support one I-channel.
 - DEFINITY G2, G3i, G3s, G3vs Version 2, and System 85 can use both of the I-channels. The option must be purchased, installed, and administered on the switch before Lucent INTUITY system administration is performed.
- Four RS-232 ports
- One DCP line (two I-channels) and two RS-232 ports

Each ACCX card includes a 10-foot cable and a breakout box for RS-232 or DCP connections. The ACCX card is located in varying locations on the MAP/100. See Table E-2 through Table E-5 for your configuration. Refer to Appendix D, "Pinouts", for information on RS-232 and DCP cable pinouts and the breakout box. See Chapter 3, *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, "Replacing or Installing Circuit Cards," for information on how to install the ACCX card.

Connecting Lucent INTUITY to the Network via Two DCP Lines

Use the following procedure and Figure E-8 to make these connections:

1. Attach the provided 78-pin cable to the ACCX circuit card.
2. Attach the other end of the cable to J1 on the provided breakout box.
3. Attach the ED5P208 - Grp 30 cable to the DCP connector on the breakout box.
4. Attach the other end of the ED5P208-Grp 30 cable to the customer wall field.

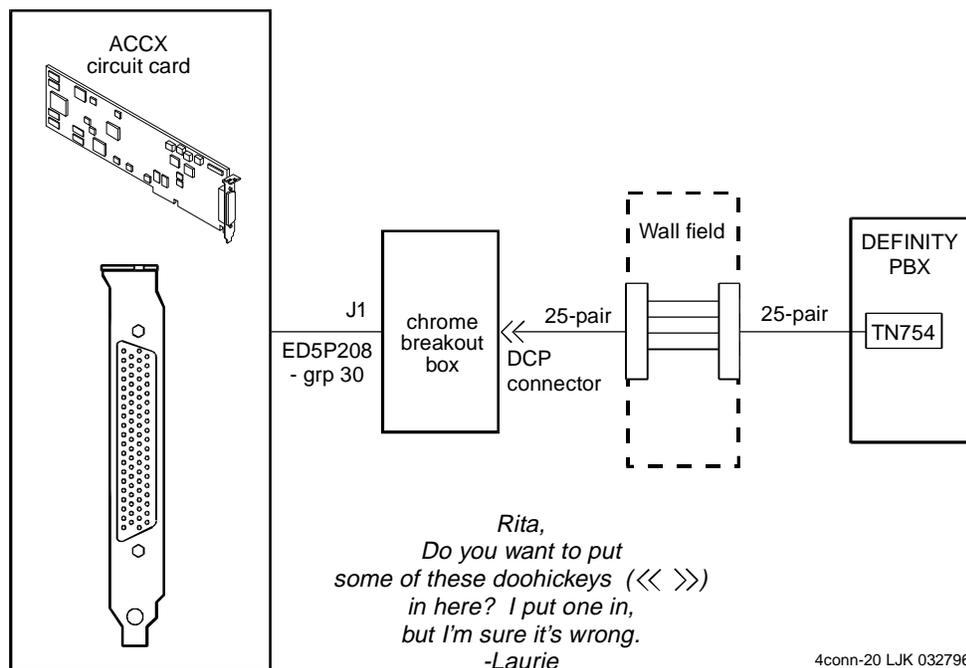


Figure E-8. Connecting Lucent INTUITY to the Network via Two DCP Lines

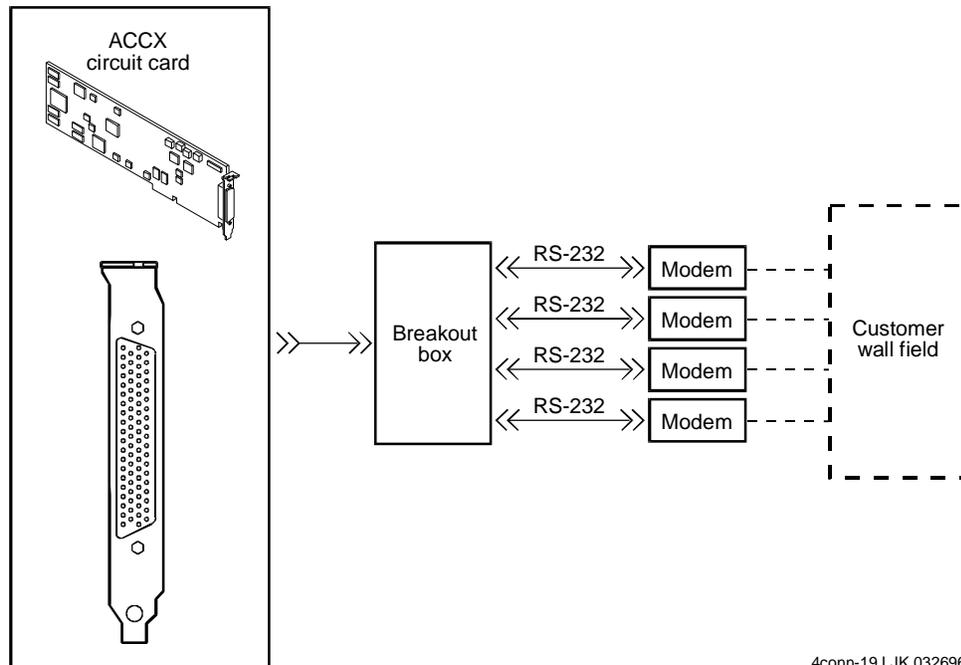
Connecting Lucent INTUITY to the Network via Two RS-232 and One DCP Lines

Use the following procedure and Figure E-9 to make these connections:

 **NOTE:**

See Figure E-8 for specific information on DCP connections.

1. Attach the provided 78-pin cable to the ACCX circuit card.
2. Attach the other end of the cable to J1 on the provided breakout box.
3. Attach the ED5P208-Grp 30 cable to the DCP connector on the breakout box.
4. Attach the other end of the ED5P208-Grp 30 cable to the customer wall field.
5. Attach one of the RS-232 cables to channel one on the breakout box and attach the other RS-232 cable to channel two on the breakout box.
6. Attach the other end of the RS-232 cables to modems -- one modem for each RS-232 cable.
7. Make the connections between the two modems and the customer wall field.



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Figure E-9. Connecting Lucent INTUITY to the Network via Two RS-232 and One DCP Line

Connecting Lucent INTUITY to the Network via Four RS-232 Cables

Use the following procedure and Figure E-10 to make these connections:

1. Attach the provided 78-pin cable to the ACCX circuit card.
2. Attach the other end of the cable to J1 on the provided breakout box.
3. Attach each of the four RS-232 cables to one of the four RS-232 connectors on the breakout box.
4. Attach the other end of each of the four RS-232 cables to one of four modems. Each RS-232 cable must have a modem.
5. Cable each of the four modems to the customer wall field.

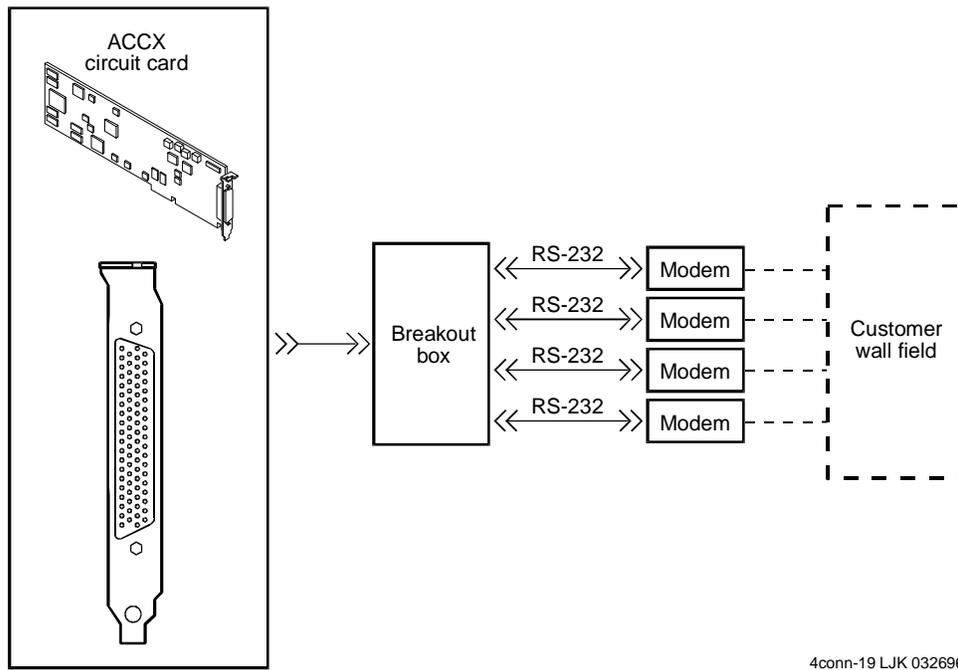


Figure E-10. Connecting Lucent INTUITY to the Network via Four RS-232 Cables

Overview of Lucent INTUITY Serial Port Connections

Serial port connections from the Lucent INTUITY system to terminals, distant modems, or other customer equipment can be made either from COM1 (Serial Port 1) on the back of the MAP/100 or from the Multi-port Serial circuit card.

If there is only one serial connection to be made, use COM1 (Serial Port 1) on the back of the MAP/100. If more than one serial connection is to be made, use the Multi-port card first (up to eight connections) and then use COM1.

For MERLIN LEGEND-integrated systems without automatic Alarm Origination, COM2 is available, but COM1 is reserved for the System Programming and Maintenance Utility (SPM), a utility that allows you to administer the MERLIN LEGEND from the Lucent INTUITY system.

See Table E-2 for circuit card slot locations on the platform. See Figure E-11 for an overview of serial port connections.

Table E-2. Serial Port Platform Locations

Circuit Card	Location
COM 1 (Serial Port 1)	Back of MAP/100
Multi-port Serial Card	See Table E-2, Table E-3, and Table E-4

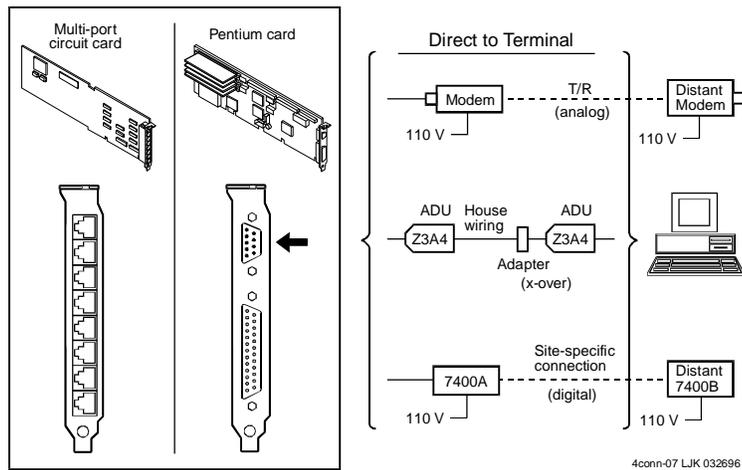
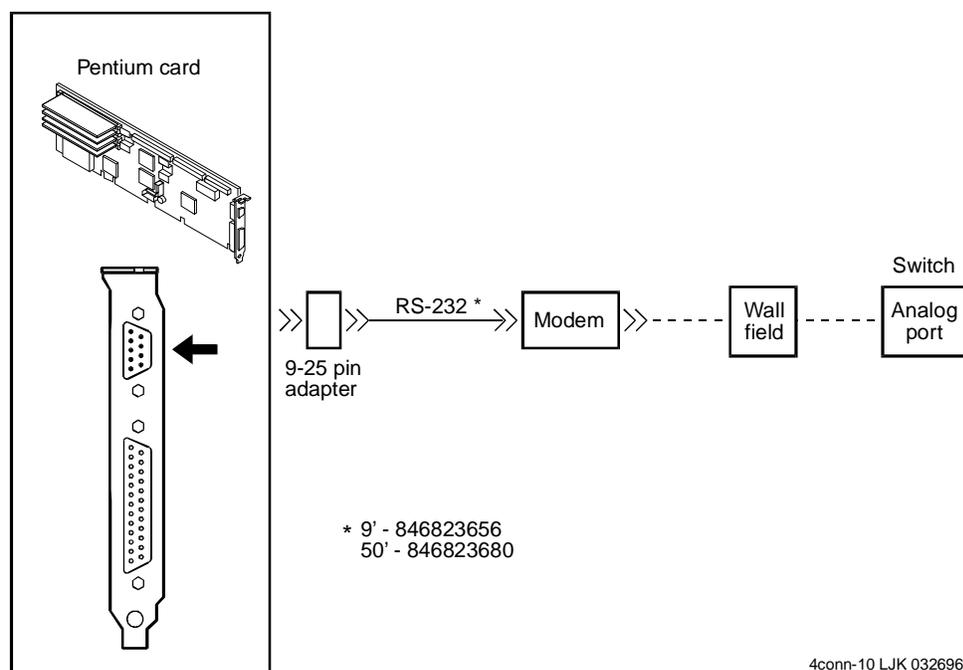


Figure E-11. Overview of Lucent INTUITY Serial Port Connections

Connecting Lucent INTUITY COM1 to Customer Equipment via a Modem

Use the following procedure and Figure E-12 to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to a modem.
3. Make cable connections between the modem and the customer equipment.



**Figure E-12. Connecting Lucent INTUITY COM1 to Customer Equipment
via a Modem**

Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port via ADUs

Use the following procedure and Figure E-13 to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to the ADU.
3. On the other end of the ADU, attach a D8AM crossover cord.
4. Connect the D8AM crossover cord to customer premises wiring.
5. At the other end of the customer premises wiring, attach the customer wiring to another ADU.
6. At the other end of that ADU, attach an RS-232 cable.
7. Attach the other end of this RS-232 cable to the 715 DCE port or other DCE device.

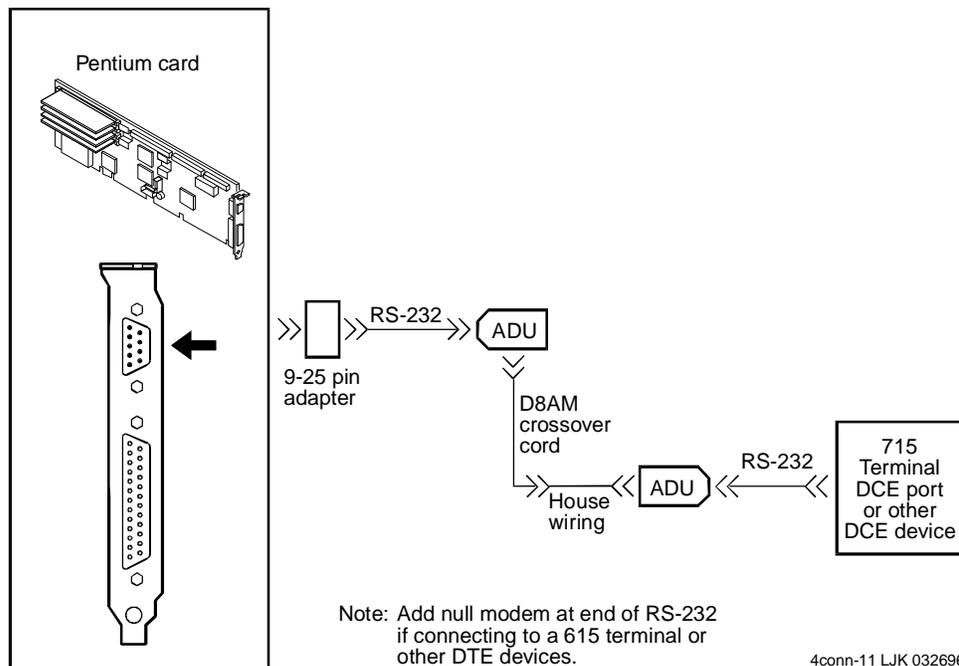


Figure E-13. Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port via ADUs

Connecting Lucent INTUITY COM1 to a Distant Data Module via a 7400A Data Module

Use the following procedure and Figure E-14 to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to a 7400A data module.
3. Cable between the 7400A data module and the distant 7400B data module.

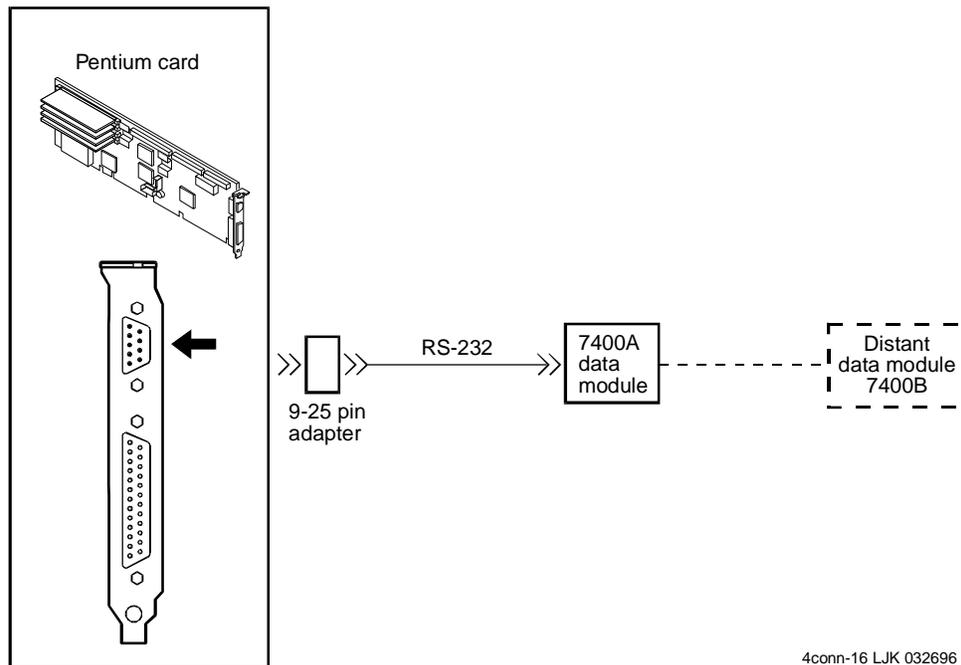


Figure E-14. Connecting Lucent INTUITY COM1 to a Distant Data Module via a 7400A Data Module

Connecting Lucent INTUITY COM1 to a 615 Terminal or Other DTE Device via a Null Modem

Use the following procedure and Figure E-15 to make these connections.

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to the NULL modem.



NOTE:

The NULL modem must be provided locally.

3. On the other end of the NULL modem, attach another RS-232 cable.
4. Attach the other end of this RS-232 cable to the 615 terminal or other DTE device.

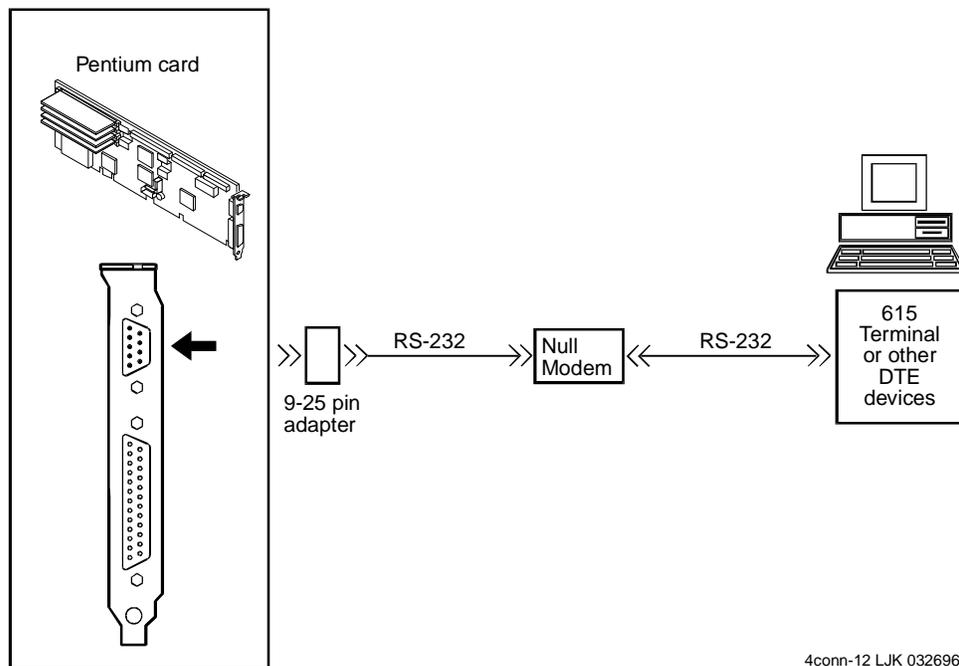


Figure E-15. Connecting Lucent INTUITY COM1 to a 615 Terminal via a Null Modem

Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Use the following procedure and Figure E-16 to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100 platform.
2. Attach the other end of the RS-232 cable to the 715 terminal DCE port or other DCE device.

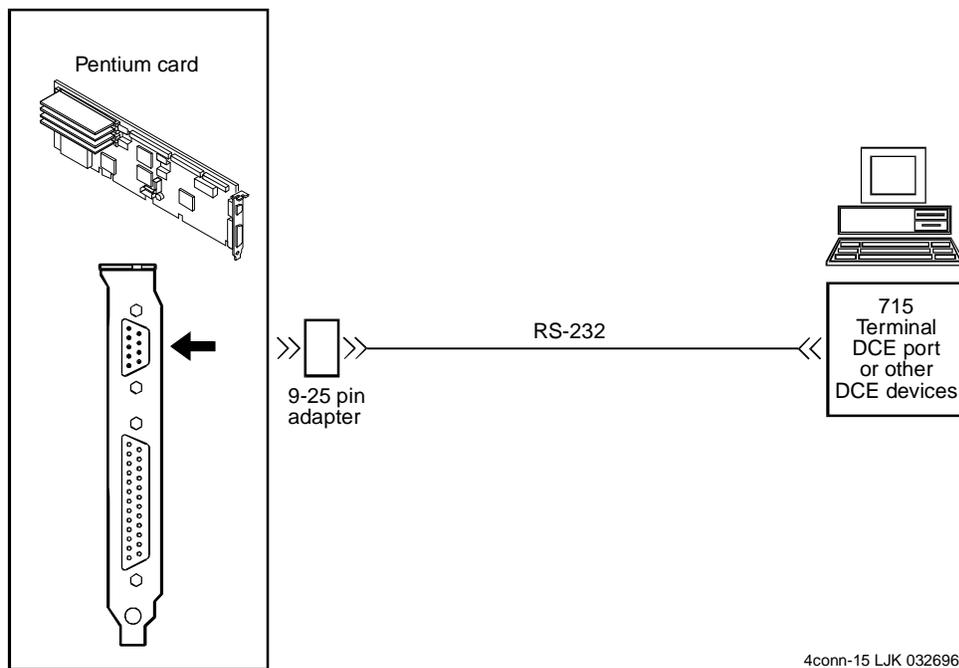
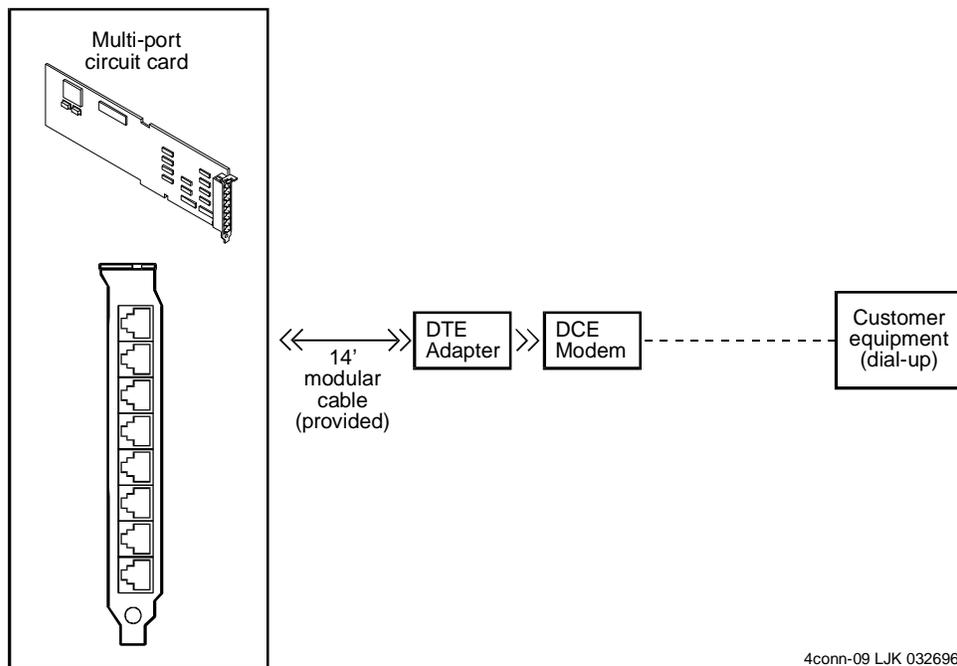


Figure E-16. Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Connecting the Lucent INTUITY Multi-Port Card to Customer Equipment via a Modem

Use the following procedure and Figure E-17 to make these connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the multi-port serial card.
 2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.
 3. Connect the DTE adapter to the DCE modem.
 4. Connect the DCE modem to customer equipment.
-



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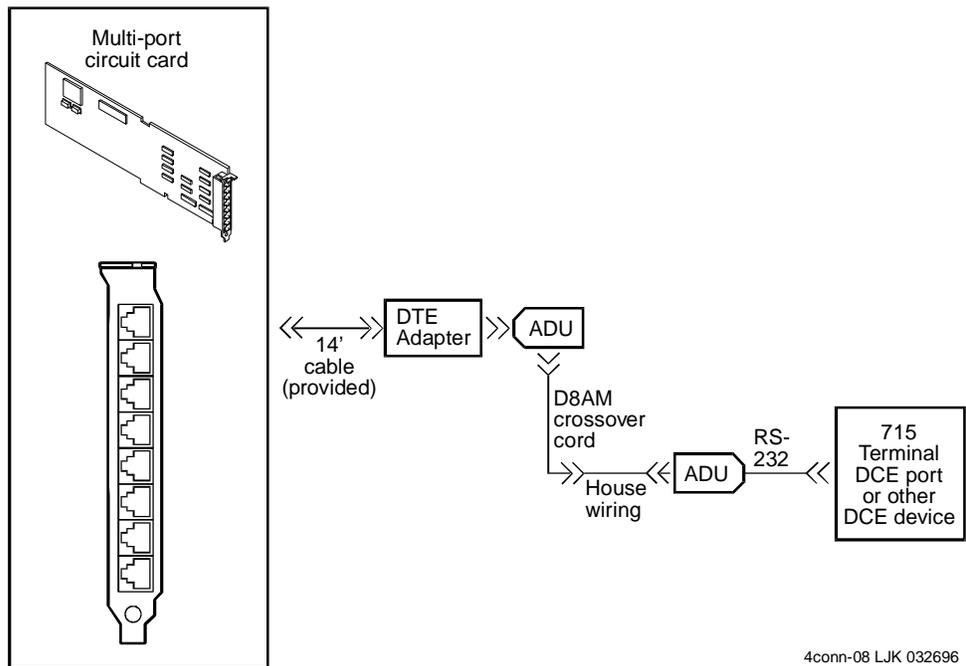
Figure E-17. Connecting the Lucent INTUITY Multi-Port Card to Customer Equipment via a Modem

Connecting the Lucent INTUITY Multi-Port Card to a Terminal via ADUs

Use the following procedure and Figure E-18 to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Connect the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.

DTE adapters are described in Chapter 1, "Getting Started".
3. Connect the DTE adapter to a 400D auxiliary power adapter if necessary. The MAP/100 may not have the needed power for the ADU connection.
4. Connect the 400D auxiliary power adapter to the ADU.
5. Attach a D8AM crossover cord to the other end of the ADU.
6. Connect the D8AM crossover cord to house wiring.
7. Connect another ADU to the other end of the house wiring.
8. Attach an RS-232 cable to the other end of this ADU.
9. Connect the other end of the RS-232 cable to the 715 terminal or other DCE device.



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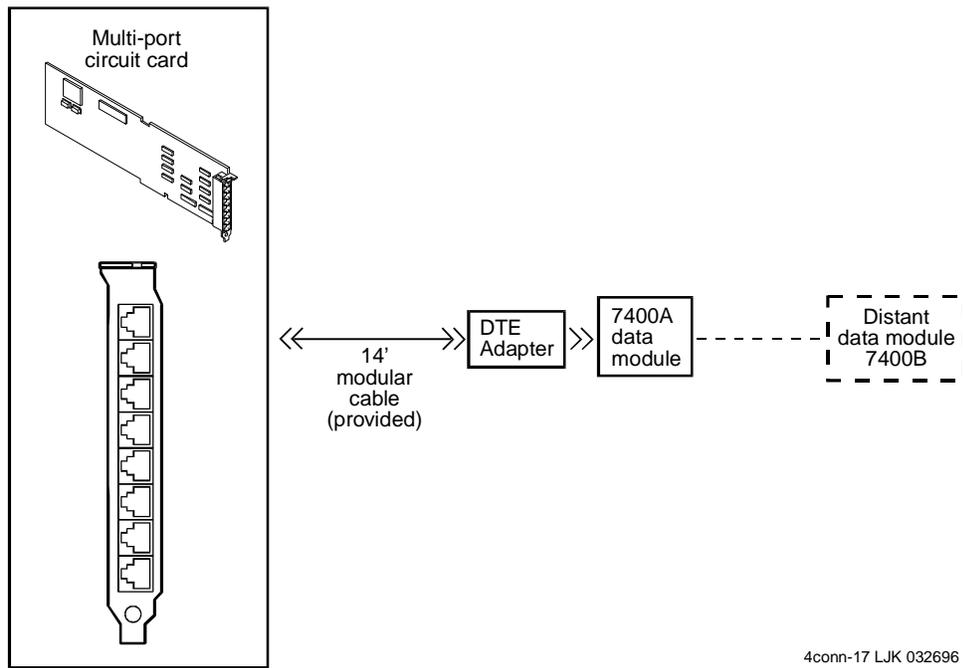
Figure E-18. Connecting the Lucent INTUITY Multi-port Serial Card to a Terminal via ADUs

Connecting the Lucent INTUITY Multi-Port Card to a Distant Data Module via a 7400A Data Module

Use the following procedure and Figure E-19 to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the Multi-port card) to the DTE adapter.
3. Connect the DTE adapter to the 7400A data module.
4. Make the connections between the 7400A data module and the 7400B data module.

Connecting the Lucent INTUITY Multi-Port Card to a Distant Data Module via a 7400A Data Module



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Figure E-19. Connecting the Lucent INTUITY Multi-port Serial Card to a Distant Data Module via a 7400A Data Module

Making a Direct Connection from the Lucent INTUITY Multi-port Card to a 615 Terminal or Other DTE Devices

Use the following procedure and Figure E-20 to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the Multi-port card) to the DTE adapter.
3. Connect the DTE adapter to the NULL modem.



NOTE:

The NULL modem must be provided locally.

4. Connect an RS-232 cable to the NULL modem.
5. Connect the other end of the RS-232 cable to a 615 terminal or other DTE device.

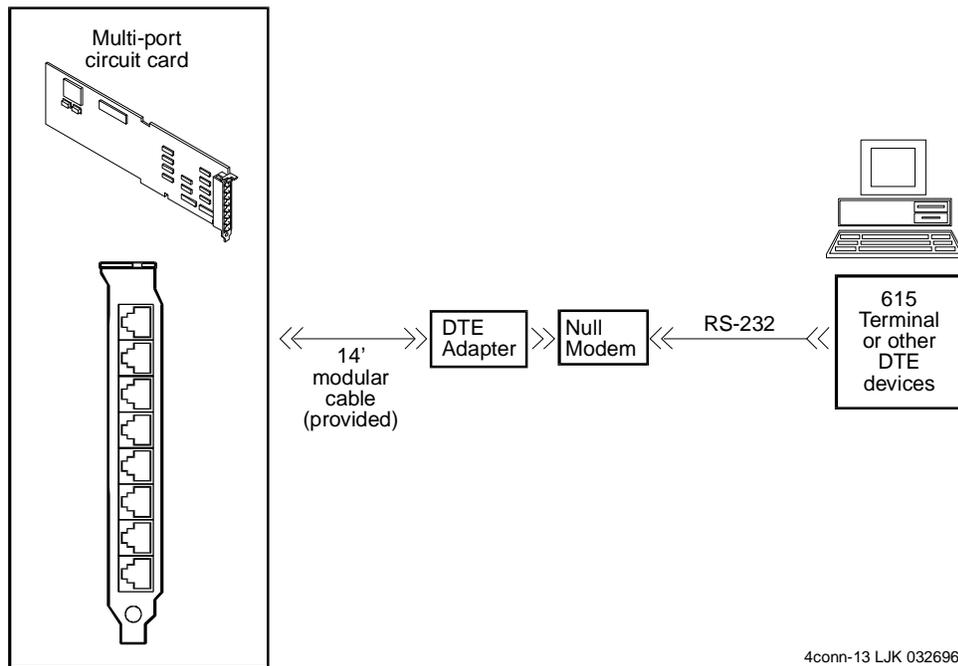


Figure E-20. Making a Direct Connection from Lucent INTUITY Multi-port Card to 615 Terminal or other DTE Devices

Making a Direct Connection from the Lucent INTUITY Multi-port Card to 715 Terminal or Other DCE Devices

Use the following procedure and Figure E-21 to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the multi-port serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.
3. Connect an RS-232 cable to the other end of the DTE adapter.
4. Connect the other end of the RS-232 cable to the 715 terminal DCE port or other DCE devices.

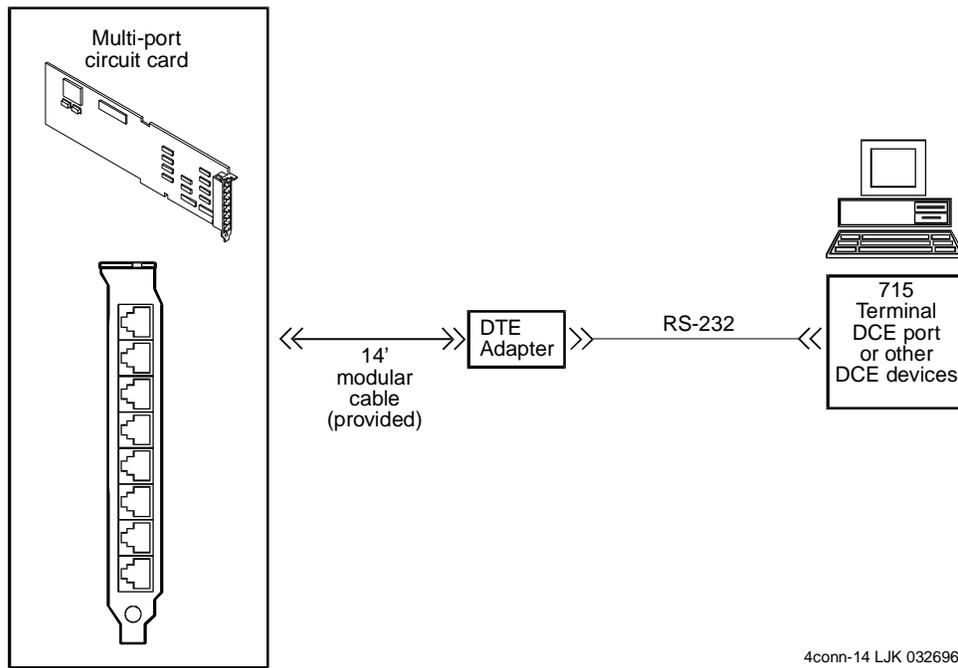


Figure E-21. Making a Direct Connection from Lucent INTUITY Multi-Port Card to a Terminal or other DCE Devices

Cable and Adapter Ordering Numbers

The following tables list cables, adapters, and ordering numbers for the following types of connections:

- Tip/Ring (voice) connections



NOTE:

The AYC29 circuit card is used for Australian installations.

- ACCX (AYC22 circuit card) network
- Serial (Multi-port Serial card)

Table E-3. Port Line Customer Interface Cable Types and Lengths for Tip/Ring – (Voice) Connections

Type	Length feet/meter	ED Number
G37A, F-to-M	15/4.6	ED5P208-30
G37B, F-to-M	20/6.1	ED5P208-30
G37C, F-to-M	25/7.6	ED5P208-30
G37D, F-to-M	30/9.1	ED5P208-30
G37E, F-to-M	35/10.7	ED5P208-30
G37F, F-to-M	40/ 2.2	ED5P208-30
G37G, F-to-M	45/13.7	ED5P208-30
G37H, F-to-M	50/ 5.2	ED5P208-30
G37J, F-to-M	55/ 6.8	ED5P208-30
G37K, F-to-M	60/18.3	ED5P208-30
G37L, F-to-M	65/19.8	ED5P208-30
G37M, F-to-M	70/21.3	ED5P208-30
G37N F-to-M	75/22.9	ED5P208-30
G37P, F-to-M	80/24.4	ED5P208-30
G37Q, F-to-M	85/25.9	ED5P208-30
G37R, F-to-M	90/27.4	ED5P208-30
G37S, F-to-M	95/29	ED5P208-30
G37T, F-to-M	100/30.5	ED5P208-30
G37U, F-to-M	125/38.1	ED5P208-30
G37V, F-to-M	150/45.7	ED5P208-30
G37W, F-to-M	175/53.3	ED5P208-30
G37X, F-to-M	200/61	ED5P208-30

Continued on next page

Table E-3. Port Line Customer Interface Cable Types and Lengths for Tip/Ring – (Voice) Connections

Type	Length feet/meter	ED Number
G37Y,F-to-M	300/91.4	ED5P208-30
G36A, F-to-F	15/4.6	ED5P208-30
G36B, F-to-F	20/6.1	ED5P208-30
G36C, F-to-F	25/7.6	ED5P208-30
G36D, F-to-F	30/9.1	ED5P208-30
G36E, F-to-F	35/10.7	ED5P208-30
G36F F-to-F	40/12.2	ED5P208-30
G36G, F-to-F	45/13.7	ED5P208-30
G36H, F-to-F	50/15.2	ED5P208-30
G36J, F-to-F	55/16.8	ED5P208-30
G36K, F-to-F	60/18.3	ED5P208-30
G36L, F-to-F	65/19.8	ED5P208-30
G36M, F-to-F	70/21.3	ED5P208-30
G36N, F-to-F	75/22.9	ED5P208-30
G36P, F-to-F	80/24.4	ED5P208-30
G36Q, F-to-F	85/25.9	ED5P208-30
G36R, F-to-F	90/27.4	ED5P208-30
G36S, F-to-F	95/29	ED5P208-30
G36T, F-to-F	100/30.5	ED5P208-30
G36U, F-to-F	125/38.1	ED5P208-30
G36V, F-to-F	150/45.7	ED5P208-30
G36W F-to-F	175/53.3	ED5P208-30
G36X, F-to-F	200/61	ED5P208-30
G36Y, F-to-F	300/91.4	ED5P208-30

Continued on next page

Table E-4. Customer Interface Cable Types and Lengths for the ACCX Circuit Card

Type	Length feet/meters	ED Number
G39A, M-to-M	15/4.6	ED5P208-30
G39B, M-to-M	20/6.1	ED5P208-30
G39C, M-to-M	25/7.6	ED5P208-30
G39D, M-to-M	30/9.1	ED5P208-30
G39E, M-to-M	35/10.7	ED5P208-30
G39F, M-to-M	40/12.2	ED5P208-30
G39G, M-to-M	45/13.7	ED5P208-30
G39H, M-to-M	50/15.2	ED5P208-30
G39J, M-to-M	55/16.8	ED5P208-30
G39K, M-to-M	60/18.3	ED5P208-30
G39L, M-to-M	65/19.8	ED5P208-30
G39M, M-to-M	70/21.3	ED5P208-30
G39N M-to-M	75/22.9	ED5P208-30
G39P, M-to-M	80/24.4	ED5P208-30
G39Q, M-to-M	85/25.9	ED5P208-30
G39R, M-to-M	90/27.4	ED5P208-30
G39S, M-to-M	95/29	ED5P208-30
G39T, M-to-M	100/30.5	ED5P208-30
G39U M-to-M	125/38.1	ED5P208-30
G39V, M-to-M	150/45.7	ED5P208-30
G39W M-to-M	175/53.3	ED5P208-30
G39X, M-to-M	200/61	ED5P208-30
G39Y, M-to-M	300/91.4	ED5P208-30
G38A, M-to-F	15/4.6	ED5P208-30
G38B, M-to-F	20/6.1	ED5P208-30
G38C, M-to-F	25/7.6	ED5P208-30
G38D, M-to-F	30/9.1	ED5P208-30
G38E, M-to-F	35/10.7	ED5P208-30
G38F, M-to-F	40/12.2	ED5P208-30
G38G, M-to-F	45/13.7	ED5P208-30
G38H, M-to-F	50/15.2	ED5P208-30

Continued on next page

**Table E-4. Customer Interface Cable Types and Lengths
for the
ACCX Circuit Card — *Continued***

Type	Length feet/meters	ED Number
G38J, M-to-F	55/16.8	ED5P208-30
G38K, M-to-F	60/18.3	ED5P208-30
G38L, M-to-F	65/19.8	ED5P208-30
G38M, M-to-F	70/21.3	ED5P208-30
G38N M-to-F	75/22.9	ED5P208-30
G38P, M-to-F	80/24.4	ED5P208-30
G38Q, M-to-F	85/25.9	ED5P208-30
G38R, M-to-F	90/27.4	ED5P208-30
G38S, M-to-F	95/29	ED5P208-30
G38T, M-to-F	100/30.5	ED5P208-30
G38U M-to-F	125/38.1	ED5P208-30
G38V, M-to-F	150/45.7	ED5P208-30
G38W M-to-F	175/53.3	ED5P208-30
G38X, M-to-F	200/61	ED5P208-30
G38Y, M-to-F	300/91.4	ED5P208-30

Continued on next page

**Table E-5. Cables (Length), Adapters, Comcodes -
Serial Configurations**

Cable/Adapter	Length feet/meters	Comcode
Modular cord with 10 wires and terminated with RJ45 connectors	10/3	846362705
	25/7.6	846362713
	50/15.2	846362721
Modular cord with 8 wires	7/2.1	403600968
	14/4.3	403600976
	25/7.6	403600984
	50/15.2	403600992
Null modem cable 25-pin, male to male	7/2.1	524565959
	14/4.3	524565967
	25/7.6	524565975
	50/15.2	524565975
Null modem cable 25-pin, male to female	6/1.8	524163417
Modem extension cable 25-pin, male to male M25A	7/2.1	524161742
	14/4.3	524161759
	25/7.6	524161767
	50/15.2	524161775
Modem extension cable 25-pin, male to female M25B	7/2.1	524080652
	12/3.7	524080660
	25/7.6	524080678
	50/15.2	524080686
Parallel printer cable 25-pin male to 36-pin male	7/ 2.1	524305000
Terminal/Printer 10-pin modular to 25-pin male	Adapter	846362739
Modem 10-pin modular to 25-pin male	Adapter	846362754

Continued on next page

**Table E-5. Cables (Length), Adapters, Comcodes –
Serial Configurations**

Cable/Adapter	Length feet/meters	Comcode
Modem 10-pin modular to 25-pin female	Adapter	846362762
Terminal/printer 8-pin modular to 25-pin male	Adapter	403602717
Modem 8-pin modular to 25-pin male	Adapter	403417538

Continued on next page

Initial Administration for Switches

F

Overview

This chapter explains how to administer a MERLIN LEGEND switch, a System 75 and DEFINITY G1/G3-series switches, and System 85 and DEFINITY G2 switches to perform acceptance tests for the system. This process consists of:

- Accessing the Switch Interface Administration Screen
- Entering the Business Schedules
- Entering the Holiday Schedules
- Entering the Routing Table
- Assigning the Call Coverage Path for Test Subscribers
- Modifying the Station Screen for Each Test Subscriber

This chapter also describes the procedure for entering the Routing Table, Business Schedules, and Holiday Schedules. These procedures are for new features not described elsewhere at this time. They are not unique to the MERLIN LEGEND system.

Purpose

This chapter provides the information you need to initiate basic operation of the customer's switch.

Accessing the Switch Interface Administration Screen

To access the switch interface administration screen, do the following:

1. Log on as craft.
2. Press **(ENTER)** to accept the AT386 default.
The system displays the Lucent INTUITY Main Menu (Figure B-1).
3. Select:

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration screen (Figure 6-4).

4. Continue with the next procedure, "Entering the Business Schedules".

Entering the Business Schedules

You must enter the business schedule(s) before the routing table. Use the following procedure:

1. Start at the Lucent INTUITY Main Menu (Figure B-1) and select:

```
> AUDIX Administration
```

2. Press **(ENTER)**.
The system displays the AUDIX Form screen (Figure F-1).

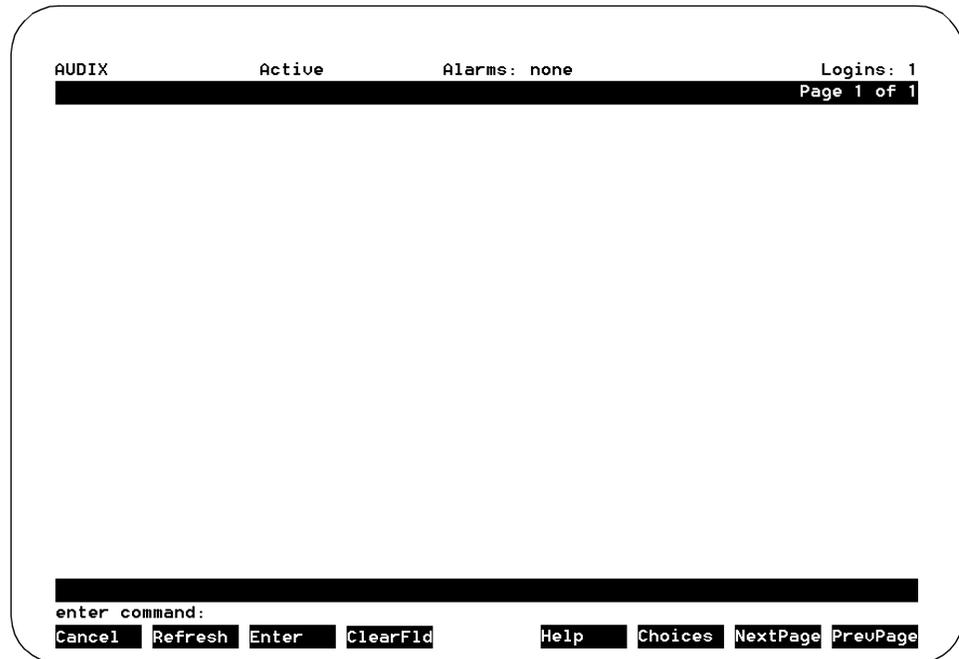


Figure F-1. The AUDIX Form Screen

⇒ NOTE:

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

3. Enter **ch** or **change** at the `enter command:` prompt.
The system displays a list of choices.
4. Select the following sequence:

```
> auto-attend-routing
> business-schedule
```

The system prompts you to enter the business schedule number or name.

5. Enter the business schedule number or name at the `enter command:` prompt.
The system displays the business schedule form (Figure F-2).

```

AUDIX           Active           Alarms: none           Logins: 1
change auto-attend-routing business-schedule bus1      Page 1 of 1
AUTO-ATTENDANT ROUTING BUSINESS SCHEDULES

           Business Schedule 1: bus1

           Follow Switch Night Service Status? y
           (Night Service applies to all hours not specified below)

           Day           Day Service Hours           Alternate Service Hours
           of           Start           End           Start           End
           Week         Time           Time         Time           Time
                   (hh:mm) (hh:mm)         (hh:mm) (hh:mm)

Monday:           : - :           12:00 - 13:00
Tuesday:          : - :           12:00 - 13:00
Wednesday:        : - :           12:00 - 13:00
Thursday:         : - :           12:00 - 13:00
Friday:           : - :           12:00 - 13:00

Saturday:         : - :           : - :
Sunday:           : - :           : - :

```

enter command: change auto-attend-routing business-schedule bus1

Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage

Figure F-2. Sample Business Schedule Form

6. Enter the business schedule information at the `enter` command: prompt.

⇒ NOTE:

Mailboxes must exist before you can enter them on this form.

7. Press `(ENTER)` (F3).
8. Press `(CANCEL)` (F6) to return to the Lucent INTUITY Main Menu (Figure B-1).
9. Continue with the next procedure, "Entering the Holiday Schedules."

Entering the Holiday Schedules

The holiday schedule(s) must be entered before the routing table. Use the following procedure:

1. Start at the Lucent INTUITY Main Menu (Figure B-1) and select:

```
> AUDIX Administration
```

2. Press `(ENTER)` to display the AUDIX Form screen (Figure F-1).

3. Enter **ch** or **change**.

The system responds with a list of choices.

4. Select the following sequence:

```
> auto-attend-routing  
> holiday-schedule
```

The system requests the holiday schedule number or name be entered on the command line.

5. Enter the holiday schedule number or name.

The system displays the holiday schedule form (Figure F-3).

AUDIX Active Alarms: none Logins: 1
change auto-attend-routing holiday-schedule holl Page 1 of 2
AUTO-ATTENDANT ROUTING HOLIDAY SCHEDULES

Holiday Schedule 1: holl

Holiday Name	Date (mm/dd)	Mailbox
New Years	01/01	9010
Fourth of July	07/04	9010
Halloween	10/31	9010

enter command: change auto-attend-routing holiday-schedule holl
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage

Figure F-3. Sample Holiday Schedule Form

6. Enter the holiday schedule information.



NOTE:

Mailboxes must exist before you can enter them on this form.

7. Press **ENTER** (F3).
The holiday schedule is saved.
8. Press **CANCEL** (F6) to return to the Lucent INTUITY Main Menu (Figure B-1).
9. Continue with the next procedure, "Entering the Routing Table."

Entering the Routing Table

The routing table must be entered after any business schedules or holiday schedules that it references. Use the following procedure:

1. Start at the Lucent INTUITY Main Menu (Figure B-1) and select:

:

```
> AUDIX Administration
```

2. Press **ENTER** .
The system displays the AUDIX Form screen (Figure F-1).
3. Enter **ch** or **change**.
The system responds with a list of choices.
4. Select the following sequence:

:

```
> auto-attend-routing
```

```
> routing-table
```

The system displays the routing table form (Figure F-4).

```

AUDIX           Active           Alarms: none           Logins: 1
change auto-attend-routing routing-table           Page 1 of 2
                AUTO-ATTENDANT ROUTING TABLE
                Routing Table Administration

    Incoming Called      Business  Holiday   Day       Night     Alternate
    Number              Schedule Schedule   Service   Service   Service
                        login
801                    bus1      hol2      9001      9002      9003
802                    bus2      hol2      9004      9005      9006
4003-4004              bus3      hol3      9007      9008      9009
4005

enter command: change auto-attend-routing routing-table
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage
    
```

Figure F-4. Sample Routing Table Form

5. Enter the routing table information.



NOTE:

Business schedules, holiday schedules, and mailboxes must exist before you can enter them on this form.

6. Press **(ENTER)** (F3).
The routing table is saved.
7. Press **(CANCEL)** (F6) to return to the Lucent INTUITY Main Menu (Figure B-1).
8. Continue with the next procedure, "Assigning the Call Coverage Path for Test Subscribers."

Assigning the Call Coverage Path for Test Subscribers



NOTE:

The figures in this chapter show DEFINITY G3i screens. However, the screens for all of these supported switches are similar, and the text explains any differences between them and the switch screens shown.

Define a call coverage path for the test subscribers with the Lucent INTUITY hunt group as a coverage point. If the system has been integrated with an existing switch, you may need to add the Lucent INTUITY hunt group as another coverage point for existing coverage paths.

Use the following procedure to define a call coverage path for the test subscribers.

1. Log on to the switch System Administration Terminal (SAT) or the G3-Management Terminal (G3-MT) by entering the *craft* or *inads* user id.
2. Enter your password.
3. Enter the correct terminal type.

The system displays the `enter` command: prompt.

4. Enter **add coverage path <coverage path number>** at the `enter` command prompt.

The system displays the Coverage Path screen (Figure F-5).

```

Page 1 of 1
          COVERAGE PATH
Coverage Path Number: 21
Next Path Number:  ___  Linkage:  ___  ___

COVERAGE CRITERIA
Station/Group Status  Inside Call  Outside Call
      Active?           Y             Y
      Busy?             Y             Y
      Don't Answer?     Y             y   Number of Rings: 3
      All?               n             n
      SAC/Go to Cover?  Y             Y

COVERAGE POINTS
      Point1: h10           Point3:  ___
      Point2:  ___

```

Figure F-5. G3i Subscriber Coverage Path Screen

5. Use Table F-1 to enter the correct values in each field on the Coverage Path screen.
6. Press **[ENTER]**.

The screen refreshes and the cursor returns to the `enter` command prompt.

- When you are finished entering correct information into each of the screen fields, press `(ENTER)` to save the information.

The screen refreshes and the cursor returns to the command prompt.

- Continue with the next procedure, "Modifying the Station Screen for Each Subscriber."

Table F-1. Subscriber Coverage Path Screen Entries

Field	Description and Instructions	
Coverage Path Number:	Displays the coverage path number assigned when you entered the add coverage path command. This number must appear in the Coverage Path field on all subscriber station screens so the user stations cover to the Lucent INTUITY voice ports.	
COVERAGE CRITERIA	Use the entries under this heading to set the conditions that make a call redirect to coverage.	
Station/Group Status	Inside Call	Outside Call
Active?	y	y
Busy?	y	y
Don't Answer?	y	y
All?	n	n
SAC/Go to Cover?	y	y
Linkage:	A display-only field that shows up to two additional coverage paths to which the <code>Next Path Number:</code> field entry links.	
Next Path Number:	Optional. Enter the number of the coverage path to which a call redirects in case of coverage failure at the current path.	
Number of Rings:	The number of times a user's telephone rings before the switch recognizes a no-answer condition and sends the call to the first coverage point.	
COVERAGE POINTS	The call coverage paths. For <code>Point1:</code> , <code>Point2:</code> , or <code>Point3:</code> , enter h followed by the system hunt group number assigned in the section in Chapter 6, "Initial Administration for Switch Integration", in the "Assign the Hunt Group" section for your switch.	

Modifying the Station Screen for Each Test Subscriber

Complete this procedure to ensure that each test subscriber station contains the correct information for the system to operate.

1. Enter **change station <test station extension>** at the `enter` command prompt.

The system displays the Station screen (Figure F-6).

```

add station 12001                                     Page 1 of 1
                                                    STATION
Extension: 12001      BCC: 0
                    Type: 2500      Lock Messages: n      COR: 1
Port: 01A0501      Security Code: ____      COS: 5
Name: AUDIX 1      Coverage Path: ____      Tests? n

FEATURE OPTIONS
LWC Reception? audix      Coverage Msg Retrieval? n
LWC Activation? n      Auto Answer? n
CDR Privacy? n      Data Restriction? n
Redirect Notification? n      Call Waiting Indication? n
Off Premise Station? n      Att. Call Waiting Indication? n
R Balance Network? n      Distinctive Audible Alert? n
Switchhook Flash? y      Message Waiting Indicator: _
                        Station Adjunct Supervision: y

AUDIX Name: AUDIX
Message Server Name: _____      Audible Message Waiting? n

```

Figure F-6. G3i Station Screen



NOTE:

If you receive the message `<station extension>` Identifier not assigned, you entered a station extension that does not exist in the system. Use the **add station** command to add the subscriber station and then continue with Step 2.

2. Enter the coverage path you created for the system in the above procedure, "Assign the Call Coverage Path for the Test Subscribers.
3. Enter **audix** in the `LWC Reception?` field.
4. Enter **y** in the `LWC Activation?` field if the test subscriber is assigned the Leave Word Calling feature.
5. Enter **y** in the `Redirect Notification?` field.

6. Enter **led**, **neon**, or **audible** in the `Message Waiting Indicator:` field if the telephone has a message waiting indicator (MWI). This instruction applies to 500, 2500, and 7104A telephones only.
7. Press `ENTER` to save the information.
The screen refreshed and the cursor returns to the `enter` command:
prompt.
8. Repeat Steps 1 through 7 for the second test subscriber station.

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

BCS

Business Communications Systems

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

Abbreviations

CPU
central processing unit

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DBP
database processor

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSR
data set ready

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ESD
electrostatic discharge

ESS
electronic switching system

F

F key
function key

FIFO
first-in first-out

FNPA
foreign numbering plan area

FOOS
facility out of service

FRL
facilities restriction level

FX
foreign exchange

G

GOS
grade of service

H

Hz
hertz

I

I/O

input/output

IDI

isolating data interface

IMAPI

Lucent 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 (Lucent 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 (Lucent 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

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 (Lucent 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 a Lucent INTUITY system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system 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

A Lucent 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.

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 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 a 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 *Lucent 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. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing [*] [*] [N] 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.

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 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.

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 *Lucent 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.

Lucent INTUITY messaging application programming interface (IMAPI)

A software function-call interface that allows INTUITY AUDIX to interact with 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.

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 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 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 *Lucent 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 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 *U.

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 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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