

Lucent Technologies
Bell Labs Innovations



DEFINITY
Enterprise Communications Server
Release 6
Upgrades and Additions for R6vs/si

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Comcode 108042094
Issue 3
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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Federal Communications Commission Statement

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-11185-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

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

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Trademarks

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Lucent Technologies provides a limited warranty on this product. Refer to the "Limited use Software License Agreement" card provided with your package.

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Lucent Technologies Business Communications Systems declares that XXX equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low Voltage Directive 73/23/EEC

The "CE" mark affixed to the equipment means that it conforms to the above Directives.

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Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

Acknowledgment

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	<u>ASAI</u>	<u>A-6</u>
	<u>ACD</u>	<u>A-8</u>
	<u>Call Detail Recording</u>	<u>A-8</u>
	<u>Console Operations</u>	<u>A-8</u>
	<u>Hospitality</u>	<u>A-9</u>
<u>GL</u>	<u>Glossary and Abbreviations</u>	<u>GL-1</u>
<u>IN</u>	<u>Index</u>	<u>IN-1</u>

About This Book

This book provides the procedures for upgrading existing systems to a DEFINITY[®] Enterprise Communications Server Release 6. This book also contains instructions for adding equipment to an existing Release 6 system.

This document covers information related to DEFINITY ECS Release 6 and is intended for use by a trained installation technician.

Administration

Use the management terminal to enter commands to access and display screens (forms). The forms list data and allow you to add, change, and remove system and voice terminal features. System administration is detailed in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Security Issues

To ensure the greatest security possible for customers, Lucent Technologies offers services that can reduce toll-fraud liabilities. Contact your Lucent Technologies representative for more security information.

Login security is an attribute of the DEFINITY ECS software. Existing passwords expire 24 hours after installation.

Upgrade Paths

[Table 1](#) correlates each upgrade to an associated chapter number.



NOTE:

To upgrade G3 systems to at least G3V4, refer to *DEFINITY Communications System Generic 3vs and Generic 3si Upgrades and Additions*, 555-230-108.

Table 1. Software and Hardware Upgrade Chapters

Description	Chapter
G3vs (I386) to Release 6vs	1
G3vs (I386) to Release 6si	2
G3s/G3si (I386) to Release 6si	3
Release 5vs (8 MBytes) to Release 6si	4
Release 5si/Release 5si + Memory (8 or 12 MBytes) to Release 6si	5
Release 5 (16 MBytes) to Release 6 (Software Only)	6

The following table indicates the processes and their corresponding time allotment. Not all processes are required for every upgrade; the table shows maximum times and includes high and critical reliability processes.

Process	Minutes
Save translations	10
Busyout/release multimedia interface circuit packs	2
Disable/enable TTI	2
Disable/enable scheduled maintenance and alarm origination	2
Save announcements (TN750/B Only)	40
Restore announcements (TN750/B Only)	40
List configuration software long	5
Shutdown/restart AUDIX and LAN Gateway	20
Reboot and upgrade software	15
Miscellaneous	15

Related Documents

As supplemental information, the following books may be required to perform upgrades and additions to DEFINITY ECS Release 6 systems:

- *BCS Products Security Handbook*, 555-025-600
- *DEFINITY Enterprise Communications Server Release 6 Installation for Adjuncts and Peripherals*, 555-230-125
- *DEFINITY Enterprise Communications Server Release 6 Installation and Upgrades for R6vs*, 555-230-124
- *DEFINITY Enterprise Communications Server Release 5 Installation and Test for Single-Carrier Cabinets*, 555-230-894
- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*, 555-230-522
- *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*, 555-230-127
- *DEFINITY Enterprise Communications Server Release 6 System Description Pocket Reference*, 555-230-211
- *Switch Administration for DEFINITY AUDIX*, 585-300-509

Conventions Used in This Book

This book uses the following conventions:

- Information you type is shown as: **save announcements**
- Information displayed on the screen is shown as: login:
- Keyboard keys are shown as: Enter.
- Circuit pack codes (for example, TN772 or TN754B) are shown with the *minimum acceptable* alphabetic suffix (like the "B" in the code "TN754B").

Generally, an alphabetic suffix higher than the 1 shown is also acceptable. However, not every *vintage* of either the minimum suffix or a higher suffix code is necessarily acceptable.

NOTE:

Refer to *Technical Monthly: Reference Guide for Circuit Pack Vintages and Change Notices*, for current information about the usable vintages of specific circuit pack codes (including the suffix) in a DEFINITY ECS Release 6 system.

The following conventions are used to describe the systems referred to in this book.

- The word *system*, is a general term encompassing Release 6 and includes references to the DEFINITY Enterprise Communications Server
- Systems in this book are called: G3V4, Release 5, and Release 6
- Older DEFINITY Communications Systems Generic 3vs, Generic 3s, and Generic 3i are referred to as G3vs, G3s, and G3i
- All occurrences of G3s, G3i, G3siV4, G3siV4+m, Release 5si, Release 5si + memory, and Release 6si are called Release 6si unless a specific configuration is required to differentiate between product offerings
- Information in this book is applicable for G3V4 through Release 6, unless otherwise specified
- DEFINITY Enterprise Communications Server is abbreviated as DEFINITY ECS

How to Order Books

In addition to this book, other description, installation and test, maintenance, and administration books are available. A complete list of DEFINITY books can be found in the *Business Communications System Publications Catalog*, 555-000-010.

This book and any other DEFINITY books can be ordered directly from the Lucent Technologies Business Communications System Publications Fulfillment Center at 1-317-361-5353 or toll free at 1-800-457-1235.

How to Comment on This Book

Lucent Technologies welcomes your feedback. Please fill out the reader comment card found at the front of this manual and return it. Your comments are of great value and help improve our documentation.

If the reader comment card is missing, FAX your comments to 1-303-538-1741 or to your Lucent Technologies representative, and mention this book's name and number, *DEFINITY Enterprise Communication Server Release 6 Upgrades and Additions for R6vs/si*, 555-230-120.

LASER Product

DEFINITY ECS may contain a Class 1 LASER device if single-mode fiber optic cable is connected to a remote Expansion Port Network (EPN). The LASER device operates within the following parameters:

Maximum Power Output: -5 dBm

Wavelength: 1310 nm

Mode Field Diameter: 8.8 microns

CLASS 1 LASER PRODUCT

IEC 825 1993



CAUTION:

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

Contact your Lucent Technologies representative for more information.

Single-Mode Fiber Attenuators

Attenuators may be required when using single-mode fiber. See the table below.

106060718	5 dB attenuator	2 for each fiber connection
106060734	10 dB attenuator	2 for each fiber connection

A different value attenuator may be required on the transmit side versus the receive side, even though the fiber span is between the same 2 cabinets (local and remote cabinet). Refer to *DEFINITY Enterprise Communications Server Release 6 Installation and Test for Multi-Carrier Cabinets* for detailed fiber attenuator information.

Where to Call for Technical Support

Use the telephone numbers in the following table for technical support.

	Telephone Number
Streamlined Implementation (for missing equipment)	1-800-772-5409
USA/Canada Technical Service Center	1-800-248-1234
Technical Service Center (INADS Database Administration)	1-800-248-1111
Asia/Pacific Regional Support Center	65-872-8686
Western Europe/South Africa/Middle East	441-252-391-889
Business Communications Europe	441-252-391-789
Eastern/Central Europe	361-270-5160
Latin/Central America & Caribbean - ITAC	1-303-538-4666
DEFINITY Helpline	1-800-225-7585
Lucent Technologies Toll Fraud Intervention	1-800-643-2353
Lucent Technologies Technical Service Center	1-800-242-2121
Lucent Technologies Corporate Security	1-800-822-9009

Trademarks

This document contains references to the following Lucent Technologies trademarked products:

- ACCUNET®
- AUDIX®
- Callmaster®
- CallVisor®
- CONVERSANT®
- DEFINITY®
- FORUM™
- MEGACOM®
- SYSTIMAX®
- TRANSTALK™

The following products are trademarked by their appropriate vendor:

- Audichron® is a registered trademark of Audichron Company
- LINX™ is a trademark of Illinois Tool Works, Incorporated
- Music Mate® is a registered trademark of Harris Corporation
- PagePac® is a registered trademark of Harris Corporation, Dracon Division
- PORTA™ Systems is a trademark of PORTA Systems Corporation
- Shockwatch® is a registered trademark of Media Recovery, Incorporated
- Styrofoam® is a registered trademark of Styrofoam Corporation
- Tiltwatch® is a registered trademark of Media Recovery, Incorporated
- Zone Mate® is a registered trademark of Harris Corporation

Standards Compliance

The equipment presented in this book complies with the following (as appropriate):

- ITU-T (Formerly CCITT)
- ECMA
- ETSI
- IPNS
- DPNSS
- National ISDN-1
- National ISDN-2
- ISO-9000
- ANSI
- FCC Part 15 and Part 68
- EN55022
- EN50081
- EN50082
- CISPR22
- Australia AS3548 (AS/NZ3548)
- Australia AS3260
- IEC 825
- IEC 950
- UL 1459
- UL 1950
- CSA C222 Number 225
- TS001

Electromagnetic Compatibility Standards

This product complies with and conforms to the following:

- Limits and Methods of Measurements of Radio Interference Characteristics of Information Technology Equipment, EN55022 (CISPR22), 1993
- EN50082-1, European Generic Immunity Standard
- FCC Part 15
- Australia AS3548



NOTE:

The system conforms to Class A (industrial) equipment. Voice terminals meet Class B requirements.

- Electrostatic Discharge (ESD) IEC 1000-4-2
- Radiated radio frequency field IEC 1000-4-3
- Electrical Fast Transient IEC 1000-4-4
- Lightning effects IEC 1000-4-5
- Conducted radio frequency IEC 1000-4-6
- Mains frequency magnetic field IEC 1000-4-8
- Low frequency mains disturbance

The system conforms to the following:

- Electromagnetic compatibility General Immunity Standard, part 1; residential, commercial, light industry, EN50082-1, CENELEC, 1991
- Issue 1 (1984) and Issue 2 (1992), Electrostatic discharge immunity requirements (EN55024, Part 2) IEC 1000-4-2
- Radiated radio frequency field immunity requirements IEC 1000-4-3
- Electrical fast transient/burst immunity requirements IEC 1000-4-4

European Union Standards

Lucent Technologies Business Communications Systems declares that the DEFINITY equipment specified in this document bearing the "CE" mark conforms to the European Union Electromagnetic Compatibility Directives.

The "CE" (Conformité Européenne) mark indicates conformance to the European Union Electromagnetic Compatibility Directive (89/336/EEC) Low Voltage Directive (73/23/EEC) and Telecommunication Terminal Equipment (TTE) Directive (91/263/EEC) and with i-CTR3 Basic Rate Interface (BRI) and i-CTR4 Primary Rate Interface (PRI) as applicable.

The "CE" mark is applied to the following Release 6 products:

- Global AC powered Multi-Carrier Cabinet (MCC)
- DC powered Multi-Carrier Cabinet (MCC) with 25 Hz ring generator
- AC powered Single-Carrier Cabinet (SCC) with 25 Hz ring generator
- AC powered Compact Single-Carrier Cabinet (CSCC) with 25 Hz ring generator
- Enhanced DC Power System
- Compact Modular Cabinet (CMC) with 25 Hz ring generator

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as an unpainted metal surface on the DEFINITY System.

Federal Communications Commission Statement

Part 68: Statement

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

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

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Lucent Technologies attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

This equipment complies with Part 68 of the FCC Rules. On the rear of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed 5.0. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

NOTE:

REN is not required for some types of analog or digital facilities.

Means of Connection

Connection of this equipment to the telephone network is shown in the following table.

Manufacturer's Port Identifier	FIC Code	SOC/REN/ A.S. Code	Network Jacks
Off/On Premises Station	OL13C	9.0F	RJ2GX, RJ21X, RJ11C
DID Trunk	02RV2-T	0.0B	RJ2GX, RJ21X
CO Trunk	02GS2	0.3A	RJ21X
CO Trunk	02LS2	0.3A	RJ21X
Tie Trunk	TL31M	9.0F	RJ2GX
1.544 Digital Interface	04DU9-B,C	6.0P	RJ48C, RJ48M
1.544 Digital Interface	04DU9-BN,KN	6.0P	RJ48C, RJ48M
120A2 Channel Service Unit	04DU9-DN	6.0P	RJ48C

If the terminal equipment (DEFINITY[®] System) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Technical Service Center at 1-800-242-2121. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

It is recommended that repairs be performed by Lucent Technologies certified technicians.

The equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment, if it uses a telephone receiver, is hearing aid compatible.

G3vs (I386) to Release 6vs

1

This chapter provides the information to upgrade from a G3vsV4 system with an Intel® 386 processor to a DEFINITY ECS Release 6vs.

 **NOTE:**

This upgrade assumes the current system is at least a DEFINITY G3vsV4 system with an Intel 386 processor. If the system is not at this level, refer to *DEFINITY Communications System Generic 3vs and Generic 3si Upgrades and Additions*, 555-230-108. After that portion of the upgrade is finished, return to this chapter to finish the upgrade.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and provides the commands, procedures, and forms to initialize and administer the system.

Task Table

[Table 1-1](#) provides the high-level tasks to perform the upgrades in this chapter. Refer to the appropriate page for instructions for each step.

Table 1-1. Tasks to Upgrade to Release 6vs

✓	Task Description	Page
	Disable TTI	1-5
	Disable Scheduled Maintenance and Alarm Origination to INADS	1-6
	Save Current Translations onto Original Translation Card	1-6
	Save Recorded Announcements (TN750/B)	1-6
	List Configuration Software Version	1-7
	Shut Down DEFINITY LAN Gateway System	1-7
	Shut Down DEFINITY AUDIX System	1-7
	Power Down System Cabinet	1-7
	Replace Circuit Packs	1-7
	Reboot the System	1-8
	Display Memory-Configuration	1-8
	Administer the System	1-8
	Enable TTI	1-9
	Enable Scheduled Maintenance	1-9
	Resolve Alarms	1-9
	Enable Customer Options and Alarm Origination	1-9
	Save Upgraded Translations onto Release 6 Translation Card	1-10
	Return Equipment	1-10

Read This First

Service Interruption

The upgrade process requires a service interruption of about 10 minutes. This interruption must be closely coordinated with the customer and the local account team.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the update or upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6vs.

Those circuit packs must meet the usable vintage specifications. In addition, at a presale site inspection, the QPPCN process must check the vintages of every circuit pack to be reused and replace those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit-Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the *ITAC Technical Alert* from your regional distributor.

DC Isolator

Each peripheral device connecting to a DC-powered system, from the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. Install the isolator at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Software Upgrade

Even though the translations upgrade automatically to Release 6, several features require special attention because of form changes or potential naming conflicts in the update or upgrade procedure.

Between customer confirmation and the actual upgrade, the Software Specialist and Associate should check these forms to ensure the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to:

- *DEFINITY Communications System Generic 3 V2 to DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*
- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

No administration changes should be made during the upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire upgrade process.

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as the ground jack on the DEFINITY System.

Translation Card Compatibility

An upgrade from a G3V4 requires a Release 6 formatted translation card. For the most current information, refer to the *Quality Protection Plan Change Notice (QPPCN) Update Supplement*.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

Upgrade to Release 6vs

Required Hardware

The equipment in [Table 1-2](#) must be on-site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process call 1-800-772-5409, or call the number provided by your Lucent Technologies representative.

Table 1-2. Required Hardware

Equipment	Description	Quantity
406805481	J58890TG L4 20 Mbyte Generic Program Card	1 ¹
601817448 or 601817422 or 601817430	2 Mbyte Mass-Storage Translation Card (White Card) or 4 Mbyte Mass-Storage Translation Card (White Card) or 10 Mbyte Mass-Storage Translation Card (White Card)	1 ²
407780501	TN790 Processor Circuit Pack (16 Mbyte)	1

1. Contains the current software release running on the system.
2. A 4 Mbyte translation card is required for a system with recorded announcements. A 10 Mbyte translation card is required if a DEFINITY Wireless Business System is installed.

Disable TTI

1. Enter **change system-parameters features**. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance** and press Enter. Disable scheduled daily maintenance so it does not interfere with the upgrade.
2. If scheduled maintenance has begun, set the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `Start Time` field to a time after the upgrade will be finished.
3. Enter **neither** in the *Alarm Origination Activated to OSS Numbers* field.

NOTE:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

4. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before pressing Enter.

Save Current Translations onto Original Translation Card

1. Enter **save translation** and press Enter to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent distributor immediately.

NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Recorded Announcements (TN750/B)

NOTE:

The TN750C Multiple Announcement circuit pack contains on-board, non-volatile memory. Saving announcements is not needed.

1. If the system contains a TN750/B Announcement circuit pack, enter **display announcements** and press Enter.
2. If administered recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>** and press Enter. This takes about 40 minutes.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the `UPDATE FILE` column, note whether any patches have been applied.

NOTE:

If the system must be restored to the old software, these patches must be downloaded onto the system.

Shut Down DEFINITY LAN Gateway System

WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System

WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to ["DEFINITY AUDIX Power Procedures" on page 1-11](#).

Power Down System Cabinet

1. From behind the cabinet, set the circuit breaker to OFF.

Replace Circuit Packs

1. Remove the existing processor circuit pack from the system cabinet and place it in anti-static packing material.
2. Install the TN790 Processor circuit pack into the slot labeled "PROCR".

Reboot the System

1. Set the cabinet circuit breaker to ON. The system performs the reset level 4 reboot process and loads translations from the original translation card. This takes about 10 minutes.
2. Peel the paper backing from the new TN790 circuit pack position label (designation strip) and affix it to the front of the cabinet.

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to [“Translation Corruption Detected” on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field “A” must contain a 16.

Administer the System

1. Enter **status system 1** to check for unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the Memory Resident field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:
 - a. **list station**
 - b. **list trunk-group**
 - c. **list hunt-group**

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Use this form to enable scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

Save Upgraded Translations onto Release 6 Translation Card

1. Remove the original translation card and insert the Release 6 translation card.
2. Enter **save translation**. This instructs the system to write all translation information from memory onto the Release 6 translation card.
3. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

4. When the announcements are restored, enter **save announcements** <port network> <carrier> <slot> and press Enter. This takes about 40 minutes.

Return Equipment

1. Return replaced equipment to Lucent Technologies according to the requirements outlined in:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown process.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

G3vs (I386) to Release 6si

2

This chapter provides the information necessary to upgrade a G3vs with an Intel® 386 to a Release 6si.

This upgrade requires a major change of hardware and software. The port circuit packs from the present system may be reused only if a site inspection determines that the port circuit pack vintages are usable in the Release 6si.

Some of the interconnect cables from the existing system may be too short to reach from the Release 6si cabinet to the Main Distribution Frame (MDF). If so, the cables must be replaced as part of the upgrade process.

NOTE:

This chapter assumes that the current system is at least a G3vsV4. If the system is not at this level, refer to *DEFINITY Communications System Generic 3vs and Generic 3si Upgrades and Additions*, 555-230-108, for information about upgrading to a G3vsV4. After that portion of the upgrade is finished, return to this chapter to complete the upgrade.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and also provides the commands, procedures, and forms to initialize and administer the DEFINITY System.

Task Tables

[Table 2-1](#) provides the high-level tasks to perform the upgrades in this chapter. Refer to the appropriate page for instructions for each step.

Table 2-1. Tasks to Upgrade to Release 6si

✓	Task Description	Page
	Unpack and Inspect Control Cabinet	2-5
	Install Control Cabinet	2-6
	Add Earthquake Protection	2-6
	Label Existing Cables	2-6
	Install TDM/LAN Bus Terminators	2-7
	Swing Existing System into Maintenance Position	2-7
	Disable TTI	2-7
	Disable Scheduled Maintenance and Alarm Origination to INADS	2-8
	Save Current Translations onto Original Translation Card	2-8
	Shut Down DEFINITY LAN Gateway System	2-9
	Shut Down DEFINITY AUDIX System	2-9
	Save Recorded Announcements (TN750/B)	2-9
	List Configuration Software Version	2-9
	Power Down Existing System	2-10
	Remove Ground Connections	2-11
	Remove 25-Pair Cables from G3vs System and Connect to R6si	2-11
	Remove Circuit Packs from G3vs System and Install in R6si	2-11
	Connect Control Cabinet Power and Ground	2-12
	Reboot the System	2-13
	Display Memory-Configuration	2-13
	Administer the System	2-13
	Enable TTI	2-14
	Enable Scheduled Maintenance	2-14
	Resolve Alarms	2-14
	Enable Customer Options and Alarm Origination	2-14
	Save Upgraded Translations onto Release 6 Translation Card	2-15
	Disassemble the G3vs System	2-15
	Return Equipment	2-16

Read This First

Service Interruption

The upgrade process for a standard reliability system requires a service interruption of about 20 minutes. The service interruption for a high or critical reliability system is about 15 minutes. Coordinate the service interruption with the customer and the local account team.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6.

Those circuit packs must meet the usable vintage specifications. In addition, at a presale site inspection, the inspection process must check the vintages of every circuit pack to be reused and replace those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the ITAC Tech Alert from your regional distributor.

Software Upgrade

Even though the translations upgrade automatically to Release 6, several features require special attention because of form changes or potential naming conflicts in the upgrade procedure. Between customer confirmation and the actual installation of an upgrade, the Software Specialist and Associate should check these forms to ensure that the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to *DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*.

No administration changes should be made during the upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire upgrade process.

Translation Card Compatibility

An upgrade from a G3V4 requires a Release 6 formatted translation card.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- Flash maintenance kit (MTCE 00037) (from Material Stocking Location)
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

DC Isolator

Each peripheral connected to a DC-powered system, by the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. The isolator is inserted at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as the ground jack on the system.

Upgrade to Release 6si

Required Hardware

The equipment in [Table 2-2](#) must be on-site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Table 2-2. Required Hardware

Equipment	Description	Quantity
J58890L-1 L5	Basic Control Cabinet	1
405970229	WP-91153 Power Unit	1
407780501	TN790 (16 Mbyte) Processor Circuit Pack	1 ¹
105631527	AHF110 TDM/LAN Bus Terminator	2
601817448 or 601817422 or 601817430	2 Mbyte Mass-Storage Translation Card (White Card) or 4 Mbyte Mass-Storage Translation Card (White Card) or 10 Mbyte Mass-Storage Translation Card (White Card)	1 ²
846408250	Stiffener (Earthquake mounting only)	1
846408243	Earthquake Front Mounting Angle (Earthquake mounting only)	1

1. The TN790 Ships inside the Basic Control Cabinet.
2. A 4 Mbyte translation card is required for a system that uses recorded announcements. A 10 Mbyte card is required if a DEFINITY Wireless Business System is installed.

Unpack and Inspect Control Cabinet

1. Unpack J58890L Control Cabinet.



CAUTION:

Take care to avoid injury while cutting and removing bands.

2. Inspect cabinet for any shipping damage. Report any damage per local procedures.
3. Remove all of the packing material from the cabinet.

Install Control Cabinet

1. Position the control cabinet at the desired location (as close to the Main Distribution Frame (MDF) as possible).



CAUTION:

The cabinet may weigh as much as 130 pounds (58 kg). Use lifting precautions to avoid injury.

2. If earthquake protection is not required, install hole plugs (provided with cabinet) in the holes previously occupied by the 2 carriage bolts at the bottom rear of the cabinet.

Add Earthquake Protection

1. If earthquake protection is required, refer to [Chapter 7, "Hardware Additions"](#).

Label Existing Cables

1. To make reconnecting the cables simpler and more reliable, label every reusable connector cable in the system.



NOTE:

The cables connecting to the existing system are probably too short. Replace these cables with new, longer cables (if necessary).

2. Install new connector cables, as necessary, onto the connectors on the rear of the cabinet.
3. Route the cables to the MDF and cross-connect as necessary.

Install TDM/LAN Bus Terminators

1. Install the two AHF110 TDM/LAN bus terminators per [Figure 2-1](#).

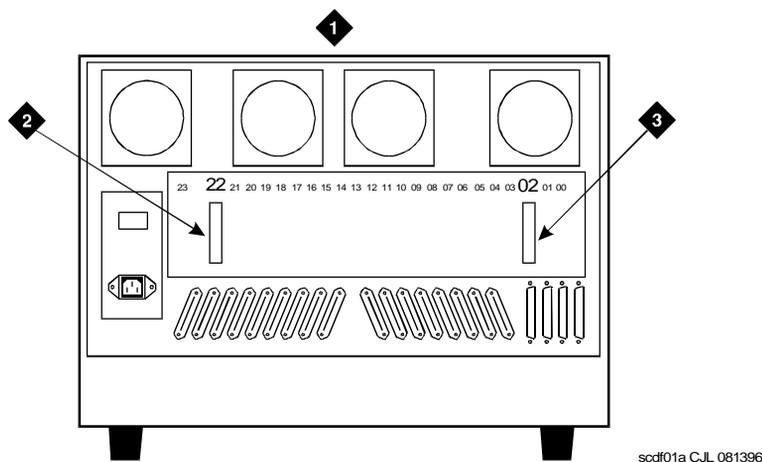


Figure Notes:

1. Rear of Control Cabinet
2. TDM/LAN Bus Terminator in Slot 22
3. TDM/LAN Bus Terminator in Slot 02

Figure 2-1. Location of TDM/LAN Bus Terminators

Swing Existing System into Maintenance Position

1. While lifting on the left side of the existing cabinet, allow the left side to swing outward and to the right.

Disable TTI

1. Enter **change system-parameters features** and press Enter. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance** and press Enter. Use this form to prevent scheduled daily maintenance from interfering with the update or upgrade.
2. If scheduled maintenance has begun, set the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `Start Time` field to a time after the upgrade is finished.
3. Enter **neither** in the `Alarm Origination to OSS Numbers` field.
4. For some releases of software, disable `Cleared Alarm Notification` and `Restart Notification` before pressing Enter.



CAUTION:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

Save Current Translations onto Original Translation Card



NOTE:

G3vsV4 translations need not be saved for a system that was just upgraded to a G3vsV4 as the first stage of the upgrade.

1. Enter **save translation** and press Enter to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent distributor immediately.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to ["DEFINITY AUDIX Power Procedures" on page 2-17](#).

Save Recorded Announcements (TN750/B)

1. If the system contains announcements on a TN750/B Announcement circuit pack, enter **save announcements <port network> <carrier> <slot>** and press Enter. This takes about 40 minutes.



NOTE:

The TN750C Multiple Announcement circuit pack contains on-board, non-volatile memory. Saving announcements is not needed.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the **UPDATE FILE** column, note whether any patches have been applied.



NOTE:

If the system must be restored to the old software, these patches must be downloaded onto the system.

Power Down Existing System

NOTE:

Powering down the cabinet causes important system data, such as BCMS data, records of queued ACD calls, Automatic Wakeup requests, and Do Not Disturb requests to be lost. BCMS data cannot be stored to or retrieved from flash.

1. Behind the G3vs cabinet, set the circuit breaker to OFF. See [Figure 2-2](#).

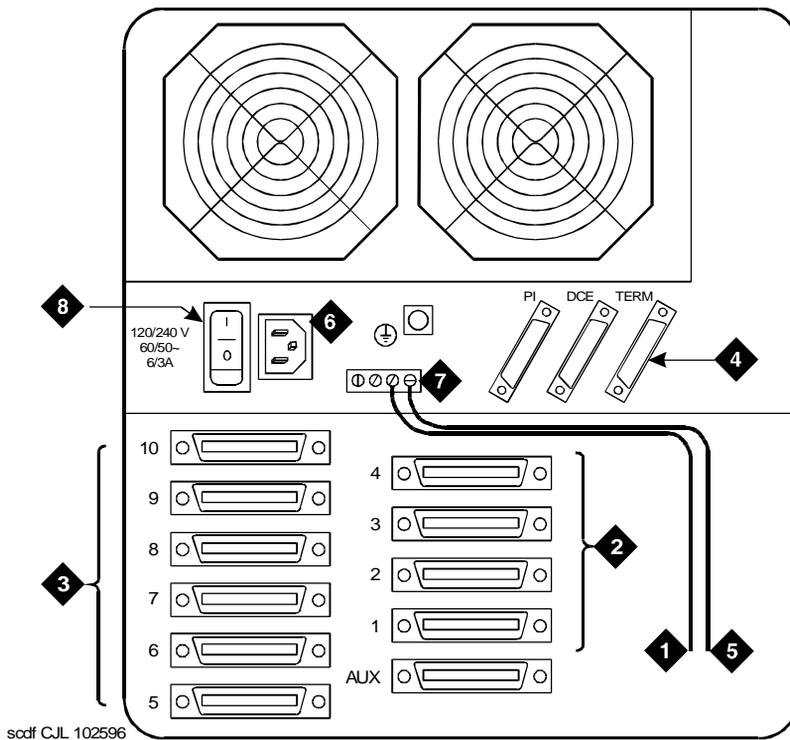


Figure Notes

- | | |
|--|--|
| 1. 10 AWG (#25) (6 mm ²) Wire to Coupled Bonding Conductor (CBC) | 5. 6 AWG (#40) (16 mm ²) Wire to Approved Ground |
| 2. Backplane Connectors 1-4 | 6. AC Power Receptacle |
| 3. Backplane Connectors 5-10 | 7. Ground Block |
| 4. TERM Connector | 8. Circuit Breaker |

Figure 2-2. Rear of G3vs System Cabinet

Remove Ground Connections

1. Remove the 6 AWG (#40) (16 mm²) ground wire from the ground block on the rear of the G3vs system. This wire later attaches to the new control cabinet.
2. Remove the 10 AWG (#25) (6 mm²) Coupled Bonding Conductor (CBC) wire from the ground block. This wire later attaches to the new control cabinet.

Remove 25-Pair Cables from G3vs System and Connect to R6si

1. Remove any reusable 25-pair cables from the rear of the G3vs system.

NOTE:

The distance from the wall-mount G3vs system and the Release 6si system may require that all cables be replaced with longer cables.

2. Attach any reusable 25-pair cables to the required connectors on the rear of the Release 6si system.
3. Attach any *new* 25-pair cables to the required connectors on the rear of the Release 6si system. Route the new cables to the MDF and attach.

Remove Circuit Packs from G3vs System and Install in R6si

1. Label each port circuit pack in the G3vs system with its slot number.
2. Remove all circuit packs from the G3vs system. Store the circuit packs in the static-proof packaging.
3. Remove and retain all circuit pack blanks.
4. Install the power unit and the remaining control circuit packs into the new control cabinet.

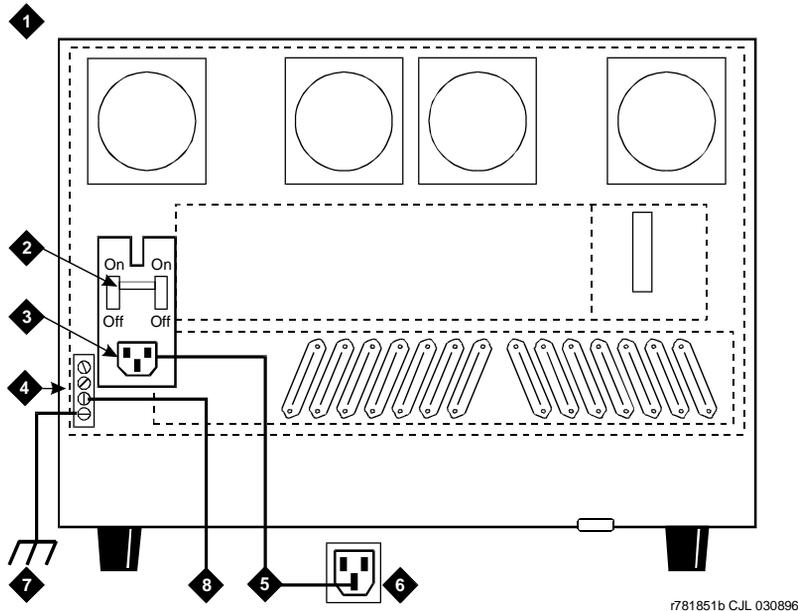
NOTE:

A TN2182 Tone-Clock can replace the TN756 Tone-Detector/Generator. If a TN2182 is used, a TN748B Tone-Detector is not required.

5. Install the port circuit packs into the control cabinet. Since the new control cabinet has more port slots than the G3vs cabinet, there should not be a need to retranslate these circuit packs.
6. Install circuit pack blanks in empty slots.

Connect Control Cabinet Power and Ground

1. Connect a 6 AWG (#40) (16 mm²) wire from the single-point ground block on the control cabinet to the approved ground. See [Figure 2-3](#).



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Figure Notes

- | | |
|-----------------------------------|---|
| 1. Control Cabinet | 6. NEMA 5-15 or 5-20 Receptacle or Equivalent |
| 2. Circuit Breaker | 7. 6 AWG (16 mm ²) CABINET GROUND Wire to Approved Ground |
| 3. AC Power Receptacle | 8. 10 AWG (6 mm ²) Wire to CBC |
| 4. Single-Point Ground Block | |
| 5. 8-Foot Power Cord (2.5 Meters) | |

Figure 2-3. Typical AC Power and Ground Layout

2. Connect a 10 AWG (#25) (6 mm²) wire between the cabinet single-point ground block and the CBC.
3. Connect the supplied cabinet AC power cord to the AC receptacle on the rear of the control cabinet. Plug the opposite end of the cord into the dedicated electrical outlet.

Reboot the System

1. Set the cabinet circuit breaker to ON. The system performs the reset level 4 reboot process and loads translations from the original translation card. This takes about 10 minutes.
2. Peel the paper backing from the new TN790 circuit pack position label (designation strip) and affix it to the front of the cabinet.

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to [“Translation Corruption Detected” on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field “A” must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the Memory Resident field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:
 - a. **list station**
 - b. **list trunk-group**
 - c. **list hunt-group**

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.
6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Enable the scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

Save Upgraded Translations onto Release 6 Translation Card

1. Remove the original translation card and insert the Release 6 translation card.
2. Enter **save translation**. This instructs the system to write all translation information from memory onto the Release 6 translation card.
3. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

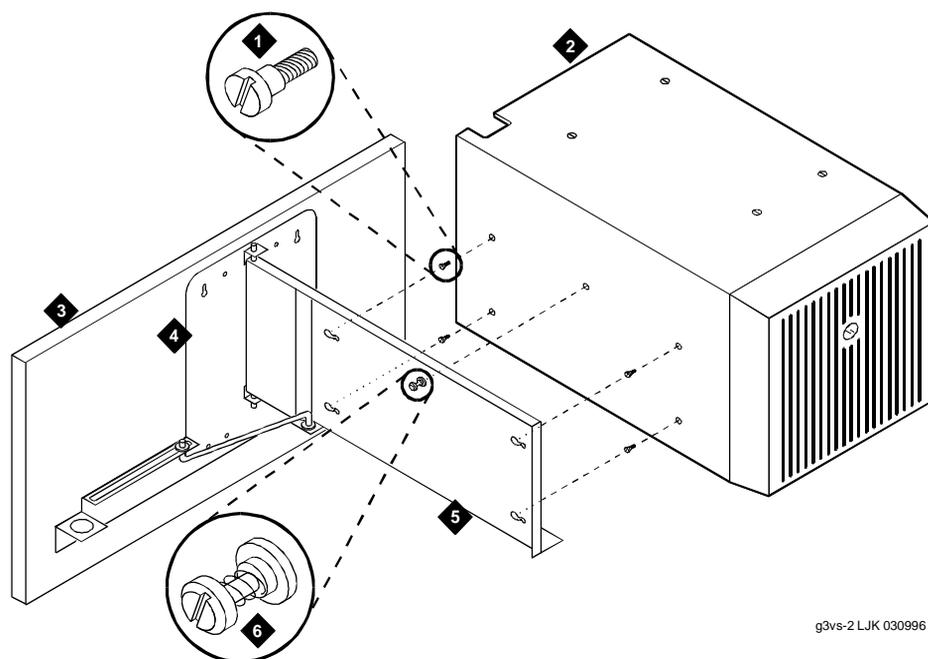
NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

4. When the announcements are restored, enter **save announcements** <port network> <carrier> <slot> and press Enter. This takes about 40 minutes.

Disassemble the G3vs System

1. Remove the 6 AWG (#40) (16 mm²) ground wire from the ground block.
2. Remove the 10 AWG (#25) (6 mm²) CBC wire from the ground block.
3. Remove any unused 25-pair cables from the rear of the system.
4. Loosen the 4 shoulder screws holding the cabinet to the mounting plate. See [Figure 2-4](#).
5. Remove the locking screw holding the cabinet to the center of the mounting plate.
6. Return the system cabinet to its locked operating position.
7. Align the 4 shoulder screws with the keyhole slots and remove the cabinet from the mounting plate.
8. Remove the 5 lower wood screws from the wall plate and loosen the top 2 wood screws. Remove the mounting assembly.
9. Remove the top 2 wood screws.



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Figure Notes:

- | | |
|-----------------------------------|--|
| 1. Shoulder Screws | 4. Wall Mounting Plate Showing Keyhole Slots |
| 2. Compact Single-Carrier Cabinet | 5. Cabinet Support Bracket |
| 3. Plywood Sheet | 6. Spring-Loaded Housing Locking Screws |

Figure 2-4. Exploded View of G3vs System

Return Equipment

1. Return replaced equipment to Lucent Technologies according to the requirements outlined in:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown process.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

G3s/G3si (I386) to Release 6si

3

This chapter provides the information necessary to upgrade a DEFINITY G3sV4 or DEFINITY G3siV4.3 system to a DEFINITY ECS Release 6si system.

This chapter assumes that the current system is at least a G3sV4 or G3siV4.3. If the system is not at this level, refer to *DEFINITY Communications System Generic 3vs and Generic 3si Upgrades and Additions*, 555-230-108. After that portion of the upgrade is finished, return to this chapter to complete the upgrade.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and also provides the commands, procedures, and forms to initialize and administer the DEFINITY System.

Task Table

[Table 3-1](#) and [Table 3-2](#) provide the high-level tasks to perform the upgrades in this chapter. Refer to the appropriate page for instructions for each step.

Table 3-1. Tasks to Upgrade to Release 6si — Standard Reliability

✓	Task Description	Page
	Disable TTI	3-6
	Disable Scheduled Maintenance and Alarm Origination to INADS	3-6
	Save Current Translations to Original Translation Card	3-7
	Save Announcements (TN750/B)	3-7
	Shut Down DEFINITY LAN Gateway System	3-7
	Shut Down DEFINITY AUDIX System	3-8
	List Configuration Software Version	3-8
	Power Down Basic Control Cabinet	3-8
	Reboot the System	3-8
	Display Memory-Configuration	3-8
	Administer the System	3-9
	Enable TTI	3-9
	Enable Scheduled Maintenance	3-9
	Enable TTI	3-9
	Resolve Alarms	3-9
	Enable Customer Options and Alarm Origination	3-10
	Save Upgraded Translations onto Release 6 Translation Card	3-10
	Return Equipment	3-10

Table 3-2. Tasks to Upgrade to Release 6si — High or Critical Reliability

✓	Task Description	Page
	Disable TTI	3-11
	Disable Scheduled Maintenance and Alarm Origination to INADS	3-11
	Save Current Translations onto Original Translation Card	3-12
	Save Announcements (TN750/B Only)	3-12
	Shut Down DEFINITY LAN Gateway System	3-12
	Shut Down DEFINITY AUDIX System	3-13
	List Configuration Software Version	3-13
	Power Down Basic Control Cabinet	3-13
	Replace Circuit Packs	3-13
	Reboot the System	3-14
	Power Down Duplicated Control Cabinet	3-14
	Replace Circuit Packs	3-14
	Reboot the System	3-14
	Display Memory-Configuration	3-14
	Enable TTI	3-15
	Enable Scheduled Maintenance	3-15
	Administer the System	3-15
	Resolve Alarms	3-15
	Enable Customer Options and Alarm Origination	3-16
	Save Upgraded Translations onto Release 6 Translation Card	3-16
	Return Equipment	3-16

Read this First

Service Interruption

The upgrade process for a standard reliability system requires a service interruption of about 20 minutes. The service interruption for a high or critical reliability system is about 15 minutes. Coordinate the service interruption with the customer and the local account team.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

DC Isolator

Each peripheral connected to a DC-powered system, by the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. The isolator is inserted at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Translation Card Compatibility

An upgrade from a G3V4 requires a Release 6 formatted translation card.

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as ground jack on the DEFINITY System.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6. Those circuit packs must meet the usable vintage specifications. In addition, at a presale site inspection, the inspection process must check the vintages of every circuit pack to be reused and replace those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the ITAC Tech Alert from your regional distributor.

Software Upgrade

Even though the translations upgrade automatically to Release 6si, several features require special attention because of form changes or potential naming conflicts in the update or upgrade procedure.

Between customer confirmation and the actual installation of an upgrade, the Software Specialist and Associate should check these forms to ensure that the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to:

- *DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*
- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

No administration changes should be made during the following upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire upgrade process.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- Static-proof or original circuit pack packaging for transporting circuit packs
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

Standard Reliability

Required Hardware

The equipment in [Table 3-3](#) must be on site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Table 3-3. Required Hardware

Equipment	Description	Quantity
407780501	TN790 Processor circuit pack (16 Mbyte)	1
106590953	Circuit Pack Blank	1 ¹
601817448 or 601817422 or 601817430	2 Mbyte Mass-Storage Translation Card (White Card) or 4 Mbyte Mass-Storage Translation Card (White Card) or 10 Mbyte Mass-Storage Translation Card (White Card)	1 ²
847008463	Control Cabinet Label	1

1. The CPP1 attached to the TN786B is removed as a combined assembly from the control cabinet.
2. A 4 Mbyte translation card is required for a system using recorded announcements. A 10 Mbyte card is required for systems with a DEFINITY Wireless Business System installed.

Disable TTI

1. Enter **change system-parameters features**. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance**.
2. If scheduled maintenance has begun, set the **stop Time** field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the **start Time** field to a time after the upgrade is finished.
3. Enter **neither** in the **Alarm Origination to OSS Numbers** field to prevent the system from generating unnecessary trouble tickets.
4. For some releases of software, disable **Cleared Alarm Notification** and **Restart Notification** before pressing Enter.

Save Current Translations to Original Translation Card

G3vsV4 translations need not be saved for a system that was just upgraded to a G3vsV4 as the first stage of the upgrade.

1. Enter **save translation** and press **Enter**. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent Technologies distributor immediately.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Announcements (TN750/B)

1. If the system is equipped with a TN750/B Announcement circuit pack, enter **display announcements**.
2. If recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>**. This takes about 40 minutes.



NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to "[DEFINITY AUDIX Power Procedures](#)" on page 3-17.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the UPDATE FILE column, note whether any patches have been applied.



NOTE:

If the system must be restored to the old software, these patches must be downloaded onto the system.

Power Down Basic Control Cabinet

1. Behind the basic control cabinet, set the circuit breaker to OFF.

Replace Circuit Packs

1. Remove the combined TN786B/CPP1 Processor/Memory circuit pack.
2. Install the TN790 Processor circuit pack into the control cabinet slot labeled "PROCR".

Reboot the System

1. Behind the basic control cabinet, set the circuit breaker to ON. The system performs the reset level 4 reboot process and loads translations from the translation card. This takes about 10 minutes.
2. Install the circuit pack blank into the slot previously occupied by the CPP1.
3. Peel the paper backing from the TN790 Processor circuit pack position label (designation strip) and affix it to the front of the control cabinet.

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to "[Translation Corruption Detected](#)" on page 8-2.
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field "A" must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the `Memory Resident` field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:

a. list station

b. list trunk-group

c. list hunt-group

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Enable the scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS. As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.
4. Log off and log back in as **craft**.

Save Upgraded Translations onto Release 6 Translation Card

1. Remove the original translation card and insert the Release 6 translation card.
2. Enter **save translation**. This instructs the system to write all translation information from memory onto the Release 6 translation card.
3. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

4. When the announcements are restored, enter **save announcements** <**port network**> <**carrier**> <**slot**> and press Enter. This takes about 40 minutes.

Return Equipment

Return the replaced equipment to Lucent Technologies according to the requirements outlined in the following books:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

High or Critical Reliability

Required Hardware

The equipment in [Table 3-4](#) must be on site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Table 3-4. Required Hardware for High and Critical Reliability Systems

Equipment	Description	Quantity
407780501	TN790 Processor Circuit Pack (16 Mbyte)	2
106590953	Circuit Pack Blank	2
601817448 or 601817422 or 601817430	2 Mbyte Mass-Storage Translation Card (White Card) or 4 Mbyte Mass-Storage Translation Card (White Card) or 10 Mbyte Mass-Storage Translation Card (White Card)	2 ¹ 2 ¹ 2 ¹
847008463 and 847008851	Control Cabinet Label Duplex Control Cabinet Label	1 1

1. A 4 Mbyte translation card is required for systems using recorded announcements. A 10 Mbyte translation card is required for systems with a DEFINITY Wireless Business System installed.

Disable TTI

1. Enter **change system-parameters features** and press Enter. On page 2, disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance**.
2. If scheduled maintenance has begun, set the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `Start Time` field to a time after the upgrade is finished.
3. Enter **neither** in the `Alarm Origination to OSS Numbers` field to prevent the system from generating unnecessary trouble tickets.
4. For some releases of software, disable `Cleared Alarm Notification` and `Restart Notification` before submitting the form.

Save Current Translations onto Original Translation Card

1. Enter **save translation** to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent distributor immediately.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Announcements (TN750/B Only)

1. If the system is equipped with a TN750/B Announcement circuit pack, enter **display announcements**.
2. If administered recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>**. This takes about 40 minutes.



NOTE:

The TN750C Announcement circuit pack contains on-board non-volatile storage. It is not necessary to back up a TN750C.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to "[DEFINITY AUDIX Power Procedures](#)" on page 3-17.

List Configuration Software Version

1. Issue the **list configuration software-version** command. Under the UPDATE FILE column, note whether any patches have been applied.



NOTE:

If the system must be restored to the old software, these patches must be downloaded back onto the system.

Power Down Basic Control Cabinet



CAUTION:

Do not power down the entire system. This defeats the purpose of high or critical reliability configurations.



CAUTION:

Powering down the control cabinet causes important system data, such as BCMS data, records of queued ACD calls, Automatic Wakeup request, and Do Not Disturb requests to be lost.

1. Set the basic control cabinet power supply circuit breaker to OFF.

Replace Circuit Packs

1. Remove the combined TN786B/CPP1 Processor/Memory circuit pack from the basic control cabinet.
2. Install the TN790 Processor circuit pack into the control cabinet slot labeled "PROCR."

Reboot the System

1. Set the basic control cabinet power supply circuit breaker to ON.
2. The system performs the reset level 4 rebooting process by loading translations from the translation card. This takes about 10 minutes.
3. Peel the paper backing from the new circuit pack position label (designation strip) and affix it to the front of the basic control cabinet.
4. Install a circuit pack blank into the slot previously occupied by the CPP1.

Power Down Duplicated Control Cabinet

CAUTION:

Do not power down the entire system. This defeats the purpose of high or critical reliability configurations.

1. Set the duplicated control cabinet power supply circuit breaker to OFF.

Replace Circuit Packs

1. Remove the combined TN786B/ CPP1 Processor/Memory circuit pack from the duplicated control cabinet.
2. Install the TN790 Processor circuit pack into the control cabinet slot labeled "PROCR."

Reboot the System

1. Set the duplicated control cabinet power supply circuit breaker to ON.
2. The system performs the reset level 4 reboot process and loads translations from the translation card. This takes about 10 minutes.
3. Peel the paper backing from the new circuit pack position label (designation strip) and affix it to the front of the duplicated control cabinet.
4. Install a circuit pack blank into the slot previously occupied by the CPP1.

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to ["Translation Corruption Detected" on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field "A" must contain a 16.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Enable the scheduled daily maintenance.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the `Memory Resident` field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:
 - a. **list station**
 - b. **list trunk-group**
 - c. **list hunt-group**

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS. As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.
4. Log off and log back in as **craft**.

Save Upgraded Translations onto Release 6 Translation Card

1. Remove the original translation card and insert the Release 6 translation card.
2. Enter **save translation**. This instructs the system to write all translation information from memory onto the Release 6 translation card.
3. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

4. When the announcements are restored, enter **save announcements** <**port network**> <**carrier**> <**slot**> and press Enter. This takes about 40 minutes.

Return Equipment

1. Return the replaced equipment to Lucent Technologies according to the requirements outlined in the following books:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

Release 5vs (8 MBytes) to Release 6si

4

This chapter, along with the *Quality Protection Plan Change Notice (QPPCN) Update Supplement*, provides the information necessary to upgrade a Release 5vs with 8 MBytes of memory, to a Release 6si with 16 MBytes of memory.

This upgrade requires a major change of hardware and software. The port circuit packs from the present system may be reused only if a site inspection determines that the port circuit pack vintages are usable in the Release 6si.

Some of the interconnect cables from the existing system may be too short to reach from the Release 6si cabinet to the Main Distribution Frame (MDF). If so, the cables must be replaced as part of the upgrade process.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and also provides the commands, procedures, and forms to initialize and administer the DEFINITY System.

Task Tables

[Table 4-1](#) provides the high-level tasks to perform a standard reliability upgrade. Refer to the appropriate page for instructions for each step.

Table 4-1. Tasks to Upgrade to Release 6si

✓	Task Description	Page
	Check Required Hardware	4-5
	Unpack and Inspect Control Cabinet	4-5
	Install Control Cabinet	4-5
	Add Earthquake Protection	4-5
	Label Existing Cables	4-6
	Install TDM/LAN Bus Terminators	4-6
	Swing Existing System into Maintenance Position	4-6
	Disable TTI	4-7
	Disable Scheduled Maintenance and Alarm Origination to INADS	4-7
	Save Current Translations onto Original Translation Card	4-7
	Shut Down DEFINITY LAN Gateway System	4-8
	Shut Down DEFINITY AUDIX System	4-8
	Save Recorded Announcements (TN750/B)	4-8
	List Configuration Software Version	4-8
	Connect Control Cabinet Power and Ground	4-9
	Perform Procedures in QPPCN	4-10
	Display Memory-Configuration	4-10
	Administer the System	4-11
	Enable TTI	4-11
	Enable Scheduled Maintenance	4-11
	Resolve Alarms	4-11
	Enable Customer Options and Alarm Origination	4-12
	Save Upgraded Translations onto Translation Card	4-12
	Disassemble the Release 5vs System	4-12
	Return Equipment	4-14

Read This First

Changes to Upgrade Procedures

For the most current upgrade information, refer to the *Quality Protection Plan Change Notice (QPPCN) Update Supplement* provided with this upgrade.

Service Interruption

The upgrade process for a standard reliability system requires a service interruption of about 20 minutes. The service interruption for a high or critical reliability system is about 15 minutes. Coordinate the service interruption with the customer and the local account team.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6.

Those circuit packs must meet the usable vintage specifications. In addition, at a presale site inspection, the QPPCN process must check the vintages of every circuit pack to be reused and replace those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the ITAC Tech Alert from your regional distributor.

Software Upgrade

Even though the translations upgrade automatically to Release 6, several features require special attention because of form changes or potential naming conflicts in the upgrade procedure.

Between customer confirmation and the actual installation of an upgrade, the Software Specialist and Associate should check these forms to ensure that the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to:

- *DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*
- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

No administration changes should be made during the following upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire upgrade process.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- Flash maintenance kit (MTCE 00037) (from Material Stocking Location)
- Current DEFINITY ECS Release 6 QPPCN
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

DC Isolator

Each peripheral connected to a DC-powered system, by the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. The isolator is inserted at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as the ground jack on the DEFINITY System.

Upgrade to Release 6si

Check Required Hardware

1. The equipment detailed in the QPPCN must be on site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Unpack and Inspect Control Cabinet

1. Unpack J58890L Control Cabinet.



CAUTION:

Take care to avoid injury while cutting and removing bands.

2. Inspect cabinet for any shipping damage. Report any damage per local procedures.
3. Remove all of the packing material from the cabinet.

Install Control Cabinet

1. Position the control cabinet at the desired location (as close to the MDF as possible).



CAUTION:

The cabinet may weigh as much as 130 pounds (58 kg). Use lifting precautions to avoid injury.

2. If earthquake protection is not required, install hole plugs (provided with cabinet) in the holes previously occupied by the 2 carriage bolts at the bottom rear of the cabinet.

Add Earthquake Protection

1. If earthquake protection is required, refer to [Chapter 7, "Hardware Additions"](#).

Label Existing Cables

1. To make reconnecting the cables simpler and more reliable, label every reusable connector cable in the system.



NOTE:

The cables connecting to the existing system are probably too short. Replace these cables with new, longer cables (if necessary).

2. Install new connector cables, as necessary, onto the connectors on the rear of the cabinet.
3. Route the cables to the MDF and cross-connect as necessary.

Install TDM/LAN Bus Terminators

1. Install the two AHF110 TDM/LAN bus terminators per [Figure 4-1](#).

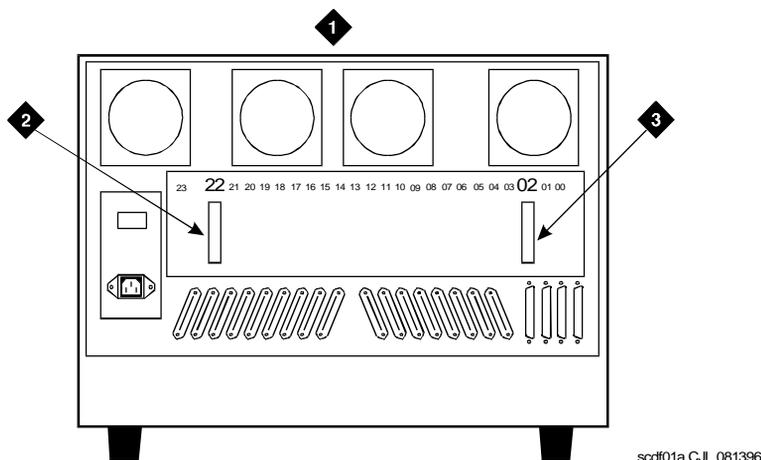


Figure Notes:

1. Rear of Control Cabinet
2. TDM/LAN Bus Terminator in Slot 22
3. TDM/LAN Bus Terminator in Slot 02

Figure 4-1. Location of TDM/LAN Bus Terminators

Swing Existing System into Maintenance Position

1. While lifting on the left side of the Release 5vs cabinet, allow the left side to swing outward and to the right.

Disable TTI

1. Enter **change system-parameters features** and press Enter. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance** and press Enter. Use this form to prevent scheduled daily maintenance from interfering with the update or upgrade.
2. If scheduled maintenance has begun, set the value of the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the value of the `Start Time` field to a time after the upgrade is finished.
3. Enter **neither** in the `Alarm Origination to OSS Numbers` field.
4. For some releases of software, disable `Cleared Alarm Notification` and `Restart Notification` before pressing Enter.



CAUTION:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

Save Current Translations onto Original Translation Card

1. Enter **save translation** and press Enter to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent distributor immediately.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to [“Translation Corruption Detected” on page 8-2](#) to clear the problem.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to ["DEFINITY AUDIX Power Procedures" on page 4-14](#).

Save Recorded Announcements (TN750/B)

1. If the system contains announcements on a TN750/B Announcement circuit pack, enter **save announcements <port network> <carrier> <slot>** and press Enter. This takes about 40 minutes.



NOTE:

The TN750C Multiple Announcement circuit pack contains on-board, non-volatile memory. Saving announcements is not needed.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the **UPDATE FILE** column, note whether any patches have been applied.

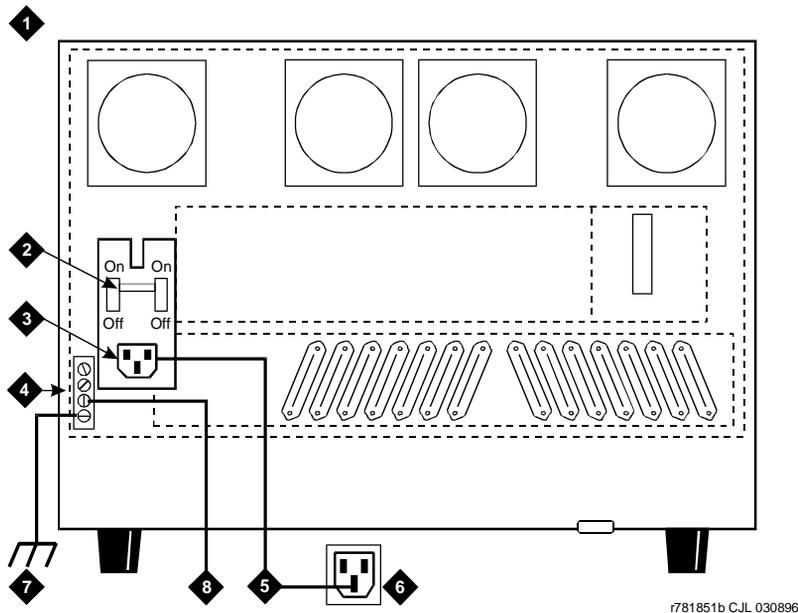


NOTE:

If the system must be restored to the old software, these patches must be downloaded onto the system.

Connect Control Cabinet Power and Ground

1. Connect a 6 AWG (#40) (16 mm²) wire between the single-point ground block on the control cabinet and the approved ground. See [Figure 4-2](#).



r781851b C.J.L 030896

Figure Notes

- | | |
|-----------------------------------|--|
| 1. Control Cabinet | 6. NEMA 5-15 or 5-20 Receptacle or Equivalent |
| 2. Circuit Breaker | 7. 6 AWG (4.1 mm) CABINET GROUND Wire to Approved Ground |
| 3. AC Power Receptacle | 8. 10 AWG (2.6 mm) Wire to Coupled Bonding Conductor |
| 4. Single-Point Ground Block | |
| 5. 8-Foot Power Cord (2.5 Meters) | |

Figure 4-2. Typical AC Power and Ground Layout

2. Connect a 10 AWG (#25) (6 mm²) wire between the cabinet single-point ground block and the Coupled Bonding Conductor (CBC).
3. Connect the supplied cabinet AC power cord to the AC receptacle on the rear of the control cabinet. Plug the opposite end of the cord into the dedicated electrical outlet.

Perform Procedures in QPPCN

1. Perform the procedures detailed in the QPPCN that accompanies this upgrade. The 4 Mbyte SIMMs must be removed and replaced with a single 16 MByte SIMM. See [Figure 4-3](#).
-

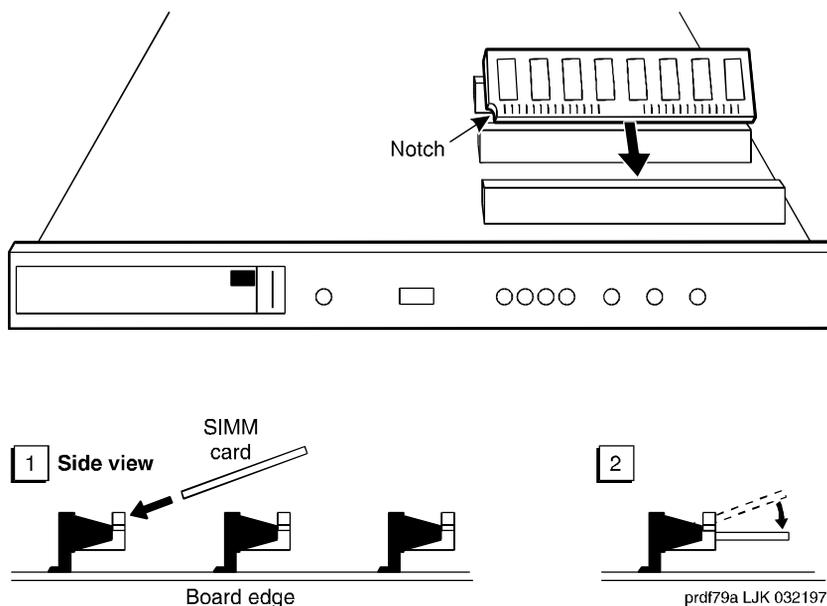


Figure 4-3. SIMM Removal and Installation

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to ["Translation Corruption Detected" on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field "A" must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the `Memory Resident` field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:

a. list station

b. list trunk-group

c. list hunt-group

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Enable the scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA (Customer Software Administrator) to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

Save Upgraded Translations onto Translation Card

1. Enter **save translation**. This instructs the system to write all translation information from memory onto the Release 6 translation card.
2. If the system contains any TN750/B Announcement circuit packs and if announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

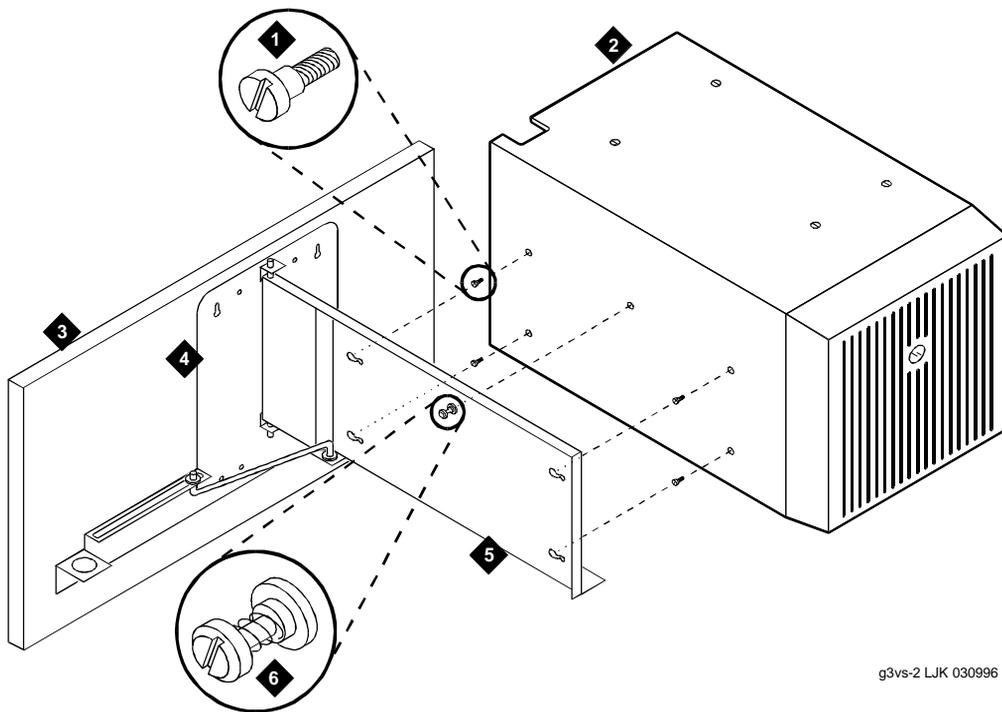
The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

3. When the announcements are restored, enter **save announcements** **<port network>** **<carrier>** **<slot>** and press Enter. This takes about 40 minutes.

Disassemble the Release 5vs System

1. Remove the 6 AWG (#40) (16 mm²) ground wire from the ground block.
2. Remove the 10 AWG (#25) (6 mm²) Coupled Bonding Conductor (CBC) wire from the ground block.
3. Remove any unused 25-pair cables from the rear of the system.

4. Loosen the 4 shoulder screws holding the cabinet to the mounting plate.
See [Figure 4-4](#).
5. Remove the locking screw holding the cabinet to the center of the mounting plate.
6. Return the system cabinet to its locked operating position.
7. Align the 4 shoulder screws with the keyhole slots and remove the cabinet from the mounting plate.
8. Remove the 5 lower wood screws from the wall plate and loosen the top 2 wood screws. Remove the mounting assembly.
9. Remove the top 2 wood screws.



g3vs-2 LJK 030996

Figure Notes:

- | | |
|-----------------------------------|--|
| 1. Shoulder Screws | 4. Wall Mounting Plate Showing Keyhole Slots |
| 2. Compact Single-Carrier Cabinet | 5. Cabinet Support Bracket |
| 3. Plywood Sheet | 6. Spring-Loaded Housing Locking Screws |

Figure 4-4. Exploded View of Release 5vs System

Return Equipment

1. Return replaced equipment to Lucent Technologies according to the requirements outlined in:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown process.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

Release 5si/Release 5si + Memory (8 or 12 MBytes) to Release 6si

5

This chapter, along with the *Quality Protection Plan Change Notice (QPPCN) Update Supplement*, provides the information necessary to upgrade a DEFINITY Release 5si or Release 5si + Memory with 8 or 12 MBytes of memory, to a Release 6si system.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and also provides the commands, procedures, and forms to initialize and administer the DEFINITY System.

Task Tables

[Table 5-1](#) and [Table 5-2](#) provide the high-level tasks to perform the upgrades in this chapter. Refer to the appropriate page for instructions for each step.

Table 5-1. Tasks to Upgrade to Release 6si — Standard Reliability

✓	Task Description	Page
	Check Required Hardware	5-7
	Disable TTI	5-7
	Disable Scheduled Maintenance and Alarm Origination to INADS	5-7
	List Configuration Software Version	5-7
	Save Current Translations to Original Translation Card	5-8
	Save Announcements (TN750/B)	5-8
	Shut Down DEFINITY LAN Gateway System	5-8
	Shut Down DEFINITY AUDIX System	5-9
	Perform Procedures in QPPCN	5-9
	Display Memory-Configuration	5-10
	Administer the System	5-10
	Enable TTI	5-10
	Enable Scheduled Maintenance	5-10
	Resolve Alarms	5-11
	Enable Customer Options and Alarm Origination	5-11
	Save Upgraded Translations onto Translation Card	5-12
	Return Equipment	5-12

Table 5-2. Tasks to Upgrade to Release 6si — High or Critical Reliability

✓	Task Description	Page
	Check Required Hardware	5-13
	Busyout Multimedia Interface Circuit Packs	5-13
	Disable TTI	5-13
	Disable Scheduled Maintenance and Alarm Origination to INADS	5-13
	List Configuration Software Version	5-14
	Save Current Translations to Original Translation Card	5-14
	Save Announcements (TN750/B)	5-14
	Shut Down DEFINITY LAN Gateway System	5-15
	Shut Down DEFINITY AUDIX System	5-15
	Perform Procedures in QPPCN	5-15
	Display Memory-Configuration	5-16
	Administer the System	5-17
	Enable TTI	5-17
	Enable Scheduled Maintenance	5-17
	Resolve Alarms	5-18
	Enable Customer Options and Alarm Origination	5-18
	Save Upgraded Translations onto Translation Card	5-19
	Return Equipment	5-19

Read This First

Changes to Upgrade Procedures

For the most current upgrade information, refer to the *Quality Protection Plan Change Notice (QPPCN) Update Supplement* provided with this upgrade.

Service Interruption

The standard reliability upgrade requires a service interruption of about 15 minutes. The high or critical reliability upgrade requires a service interruption of about 10 minutes. Coordinate the service interruption with the customer and the local account team. All multimedia calls (MMCH) are not call preserving.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the update or upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

Translation Card Compatibility

Release 5 formatted translation cards are compatible with Release 6 systems and, therefore, can be reused. It is not necessary to obtain new Release 6 formatted translation cards.

For the most current information, refer to the *Quality Protection Plan Change Notice (QPPCN) Update Supplement*.

DC Isolator

Each peripheral connecting to a DC-powered system, via the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. Insert the isolator at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6si.

Those circuit packs must meet the usable vintage specifications. In addition, at a presale site inspection, the QPPCN process must check the vintages of every circuit pack to be reused and replace those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit-Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the ITAC Tech Alert via your regional distributor.

Software Upgrade

Even though the translations upgrade automatically to Release 6si, several features require special attention because of form changes or potential naming conflicts in the update or upgrade procedure. Between customer confirmation and the actual upgrade, the Software Specialist and Associate should check these forms to ensure that the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to:

- *DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*
- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

No administration changes should be made during the upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire software upgrade process.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- Static-proof or original circuit pack packaging for transporting circuit packs
- Current DEFINITY ECS Release 6 QPPCN
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

Standard Reliability

Check Required Hardware

1. The equipment detailed in the QPPCN must be on site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Disable TTI

1. Enter **change system-parameters features**. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance**. Use this form to prevent scheduled daily maintenance from interfering with the update or upgrade.
2. If scheduled maintenance has begun, set the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `Start Time` field to a time after the upgrade is finished.
3. Enter **neither** in the `Alarm Origination to OSS Numbers` field.

⇒ NOTE:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

4. For some releases of software, disable `Cleared Alarm Notification` and `Restart Notification` before pressing Enter.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the `UPDATE FILE` column, note whether any patches have been applied.

⇒ NOTE:

If the system must be restored to the old software, these patches must be downloaded back onto the system.

Save Current Translations to Original Translation Card

1. Enter **save translation** and press Enter to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:



WARNING:

Translation corruption detected; call Lucent distributor immediately.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Announcements (TN750/B)

1. If the system is equipped with a TN750/B Announcement circuit pack, enter **display announcements**. If administered recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>**. This takes about 40 minutes.



NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System

WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to "[DEFINITY AUDIX Power Procedures](#)" on page 5-20.

Perform Procedures in QPPCN

1. When upgrading from a Release 5si or a Release 5si + memory to a Release 6si, perform the procedures detailed in the QPPCN that accompanies this upgrade.
2. The 4 Mbyte SIMMs must be removed and replaced with a single 16 MByte SIMM. See [Figure 5-1](#).

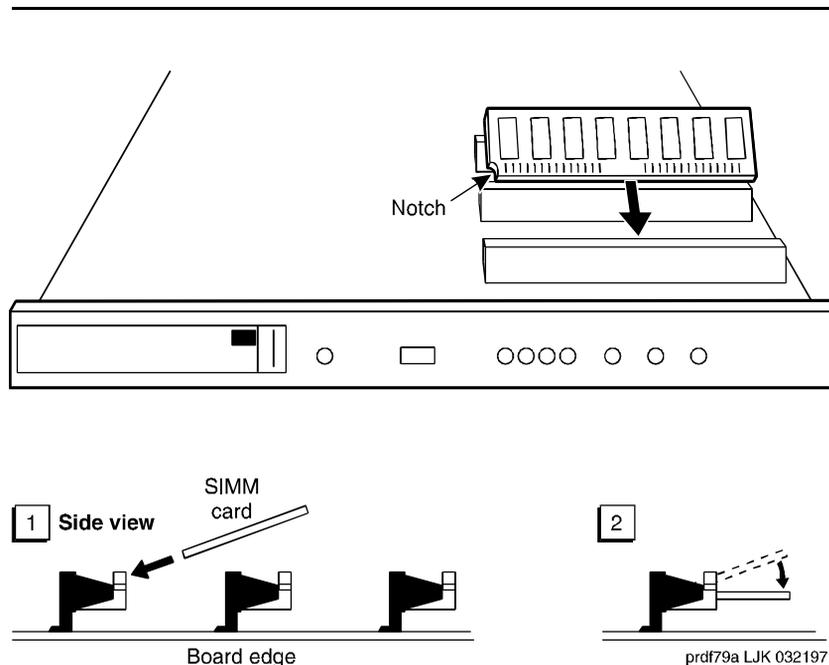


Figure 5-1. SIMM Removal and Installation

3. When finished, proceed to [Display Memory-Configuration](#).

Display Memory-Configuration

1. Log in as **craft**. If the `Translation Corruption Detected` message appears, refer to [“Translation Corruption Detected” on page 8-2](#).
2. Enter **display memory-configuration**. Check the `total DRAM` field. SIMM field “A” must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the `Memory Resident` field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:
 - a. **list station**
 - b. **list trunk-group**
 - c. **list hunt-group**

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the following requirements:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.
6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features**.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance**. Enable scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the V6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

NOTE:

Certain forms have changed for DEFINITY ECS Release 6. Upgraded translations may appear on a different form, fields may shift within a form, and the name assignments to particular fields may change.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

Save Upgraded Translations onto Translation Card

1. Enter **save translation**. This instructs the system to write all translation information from memory onto the original translation card.
2. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

3. When the announcements are restored, enter **save announcements** <**port network**> <**carrier**> <**slot**> and press Enter. This takes about 40 minutes.

Return Equipment

1. Return the replaced equipment to Lucent Technologies according to the requirements outlined in the following books:

BSC/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

High or Critical Reliability

Check Required Hardware

1. The equipment detailed in the QPPCN must be on site before the upgrade begins. To place a claim for missing equipment, as part of the Streamlined Implementation process, call 1-800-772-5409, or the number provided by your Lucent Technologies representative.

Busyout Multimedia Interface Circuit Packs

Multimedia-to-voice station calls are *not* preserved on an upgrade. Failure to busy-out the TN787 Multimedia Interface circuit packs will result in unusable TN787 and TN788 Multimedia Voice Conditioner ports.

1. Enter **display system-parameters customer-options**. Scroll to page 2 of the form. If the MMCH option is set to **y**, continue to step 2. If not, skip to [Disable TTI](#).
2. Enter **list configuration all**. Note the location of all of the TN787 Multimedia Interface circuit packs.
3. Enter **busyout board <location>** for each TN787. This prevents any further multimedia-to-voice connections and drops active connections.

Disable TTI

Enter **change system-parameters features** and press Enter. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance**. Use this form to prevent scheduled daily maintenance from interfering with the update or upgrade.
2. If scheduled maintenance has begun, set the `stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `start Time` field to a time after the upgrade is finished.
3. Enter **neither** in the `Alarm Origination to OSS numbers` field and press Enter.
4. For some releases of system software, disable `Cleared Alarm Notification` and `Restart Notification` before pressing Enter.



CAUTION:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

List Configuration Software Version

1. Issue the **list configuration software-version** command. Under the UPDATE FILE column, note whether any patches have been applied.

 **NOTE:**

If the system must be restored to the old software, these patches must be downloaded back onto the system.

Save Current Translations to Original Translation Card

1. Enter **status system 1** to verify which SPE is in the "standby" mode.
2. Enter **save translation** to get translations onto both translation cards. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:

 **WARNING:**

Translation corruption detected; call Lucent distributor immediately.

 **NOTE:**

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Announcements (TN750/B)

1. If the system is equipped with a TN750/B Announcement circuit pack, enter **display announcements**.
2. If administered recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>**. This takes about 40 minutes.

 **NOTE:**

The TN750C Multiple Announcement circuit pack contains on-board non-volatile storage. It is not necessary to back up a TN750C.

Shut Down DEFINITY LAN Gateway System



WARNING:

Neglecting to shut down the LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select **Maintenance**.
3. Select **Reset System** from the **Maintenance** menu.
4. Select **Shutdown** from the **Reset System** menu.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down the AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to ["DEFINITY AUDIX Power Procedures" on page 5-20](#).

Perform Procedures in QPPCN

1. Perform the procedures detailed in the QPPCN that accompanies this upgrade. The 4 Mbyte SIMMs must be removed and replaced with a single 16 MByte SIMM. See [Figure 5-2](#).

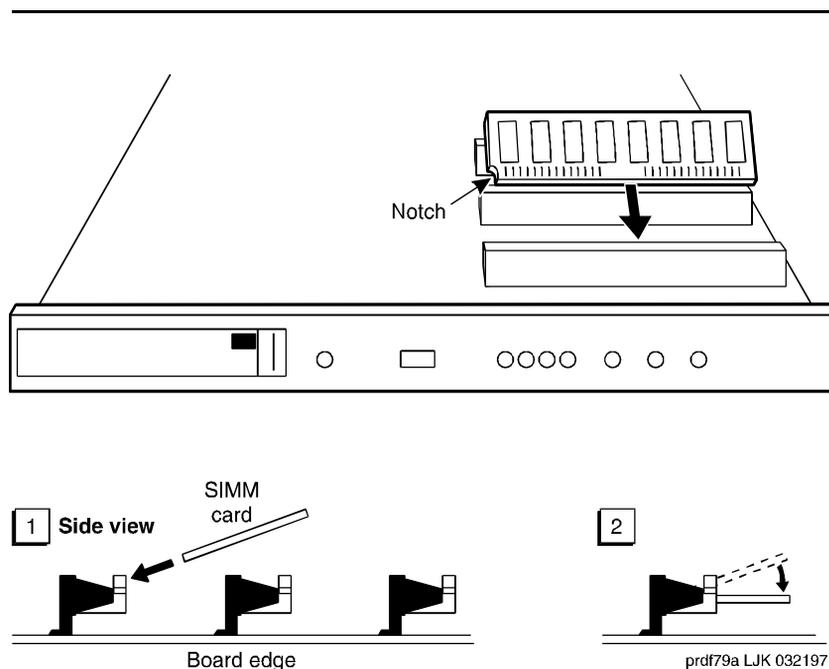


Figure 5-2. SIMM Removal and Installation

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to ["Translation Corruption Detected" on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field "A" must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system. The spe fields may read `selected` and `maint/not tested`. This is normal and should change to `active` and `standby` within 30 minutes.

NOTE:

If more than 30 minutes passes and the "active/standby" mode is not achieved, there is a problem with the software compatibility. Contact your Lucent Technologies representative.

2. Enter **set time** and press `Enter`. Set the system time and date.
3. Enter **list configuration software-version long** and press `Enter` to compare the software versions of both TN790 Processors (in the `Memory Resident` field). SPE A and SPE B must be identical.
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:
 - a. **list station**
 - b. **list trunk-group**
 - c. **list hunt-group**

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the requirements below.

NOTE:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press `Enter`.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press `Enter`. Use this form to enable scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the V6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

NOTE:

Certain forms have changed for DEFINITY ECS Release 6. Upgraded translations may appear on a different form, fields may shift within a form, and the name assignments to particular fields may change.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

CAUTION:

*Do not enter the **refresh standby** command. Allow the system to perform this function automatically. This takes about 20 minutes.*

Save Upgraded Translations onto Translation Card

1. Enter **save translation**. This instructs the system to write all translation information from memory onto both original translation cards.
2. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

3. When the announcements are restored, enter **save announcements** <**port network**> <**carrier**> <**slot**> and press Enter. This takes about 40 minutes.

Return Equipment

1. Return the replaced equipment to Lucent Technologies according to the requirements outlined in the following books:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown process.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

Release 5 (16 MBytes) to Release 6 (Software Only)

6

This chapter provides the information to upgrade from a DEFINITY ECS Release 5 with 16 MBytes of memory, to a DEFINITY ECS Release 6 as a software upgrade only.

DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description lists DEFINITY ECS Release 6 features and functions and provides the commands, procedures, and forms to initialize and administer the system.

Task Table

[Table 6-1](#) provides the high-level tasks to perform the upgrades in this chapter. Refer to the appropriate page for instructions for each step.

Table 6-1. Tasks to Upgrade to Release 6

✓	Task Description	Page
	Disable TTI	6-6
	Disable Scheduled Maintenance and Alarm Origination to INADS	6-6
	Save Current Translations onto Translation Card	6-6
	Save Recorded Announcements (TN750/B)	6-7
	List Configuration Software Version	6-7
	Upgrade Software	6-7
	Display Memory-Configuration	6-7
	Administer the System	6-8
	Enable TTI	6-8
	Enable Scheduled Maintenance	6-8
	Resolve Alarms	6-8
	Enable Customer Options and Alarm Origination	6-9
	Save Upgraded Translations onto Translation Card	6-9
	Return Equipment	6-9

Read This First

Service Interruption

The upgrade process requires a service interruption of about 10 minutes and must be closely coordinated with the customer and the local account team.

Call Management System (CMS)

The CMS link is dropped and restarted during the upgrade. This causes CMS data to be lost. This data loss can be minimized if the upgrade is performed just after the last CMS measurement interval.

All measurement data is lost during the upgrade (including BCMS). If needed, the reports may be printed before the upgrade begins.

CMS could abort the processing of a call if a measured trunk that was part of the conference dropped off the call before the end of the call. Customers experiencing this symptom and who are running R3V4 CMS should update to r3v4ao.e or higher.

Contact Network Technicians

Contact the technician for each public and private network before the update or upgrade begins. Otherwise, it is possible that network access trunk facilities will be busied out at the far end.

Translation Card Upgrade Procedures

Release 5 formatted translation cards are compatible with Release 6 systems and, therefore, can be reused. It is not necessary to obtain new Release 6 formatted translation cards.

DC Isolator

Each peripheral device connecting to a DC-powered system, from the asynchronous EIA RS-232 interface, requires a 116A or 105C isolator. Install the isolator at the RS-232 interface between the peripheral and the interface connector to isolate ground between the system and external adjuncts.

Usable Circuit Packs

Every port or control circuit pack used in the upgraded system must conform to the minimum usable vintage requirements for Release 6. Those circuit packs must meet the usable vintage specifications. At a presale site inspection, the vintages of every circuit pack must be checked. Remove those circuit packs with unusable vintages.

Refer to *Technical Quarterly, Reference Guide for Circuit-Pack Vintages and Change Notices*, for current information about usable vintages. For information about usable vintages of international circuit packs, refer to the *ITAC Technical Alert* from your regional distributor.

Software Upgrade

Even though the Release 5 translations upgrade automatically to Release 6, several features require special attention because of form changes or potential naming conflicts in the update or upgrade procedure.

Between customer confirmation and the actual upgrade, the Software Specialist and Associate should check these forms to ensure the upgraded translations are appropriate for the customer's needs. Enter these translations either locally by the Software Associate or remotely at the FSAC (with possible assistance from the upgrade technician). For more information, refer to:

- *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

No administration changes should be made during the upgrade procedure. There can be time gaps between steps and, since the system cannot prevent administration changes, it is up to the system technician to make sure that none are attempted during the entire upgrade process.

Anti-Static Protection



CAUTION:

When handling circuit packs or any components of a DEFINITY System, always wear an anti-static wrist ground strap. Connect the strap to an approved ground such as ground jack on the DEFINITY System.

Required Hardware

The equipment in [Table 6-2](#) must be on-site before the upgrade begins. Ensure that the following items are available before proceeding:

- Generic program card with the current software release running in the system
- Original translation card on which the system translations are to be saved
- Software patch (if it exists) that is currently applied to the system (download this patch if a software backout is necessary)

Table 6-2. Required Hardware

Equipment	Description	Quantity
406805481	Release 6 Generic Program Card (Orange Card)	1
601817448 or 601817422 or 601817430	2 Mbyte Mass-Storage Translation Card (White Card) or 4 Mbyte Mass-Storage Translation Card (White Card) or 10 Mbyte Mass-Storage Translation Card (White Card)	1 ¹

1. A 4 Mbyte translation card is required for a system with recorded announcements. A 10 Mbyte translation card is required if a DEFINITY Wireless Business System is installed.

Required Tools

This upgrade may require the following tools and other items:

- Wrist ground strap
- One copy of each of the following books:
 - *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*
 - *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*

Upgrade to Release 6

Disable TTI

1. Enter **change system-parameters features**. Use Page 2 of the form to disable Terminal Translation Initialization (TTI) by changing the value to **n**.

Disable Scheduled Maintenance and Alarm Origination to INADS

1. Enter **change system-parameters maintenance** and press Enter. Disable scheduled daily maintenance so it does not interfere with the upgrade.
2. If scheduled maintenance has begun, set the `Stop Time` field to 1 minute after the current time. If scheduled maintenance has not yet begun, change the `Start Time` field to a time after the upgrade will be finished.
3. Enter **neither** in the *Alarm Origination Activated to OSS Numbers* field.

NOTE:

Disabling alarm origination prevents the system from generating alarms, thus preventing unnecessary trouble tickets.

4. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before pressing Enter.

Save Current Translations onto Translation Card

1. Enter **save translation** and press Enter to get translations onto the translation card. This takes about 10 minutes. If the translations were corrupted, the following error message displays when logging in:

WARNING:

Translation corruption detected; call Lucent distributor immediately.

NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Save Recorded Announcements (TN750/B)

1. If the system contains a TN750/B Announcement circuit pack, enter **display announcements** and press Enter.
2. If administered recorded announcements are listed, enter **save announcements <port network> <carrier> <slot>** and press Enter. This takes about 40 minutes.



NOTE:

The TN750C Multiple Announcement circuit pack contains on-board, non-volatile memory. Saving announcements is not needed.

List Configuration Software Version

1. Enter **list configuration software-version**. Under the UPDATE FILE column, note whether any patches have been applied.



NOTE:

If the system must be restored to the old software, these patches must be downloaded onto the system.

Upgrade Software

1. Insert the Release 6 generic program card (orange card) into the TN777B.
2. Enter **upgrade software**. The system loads the Release 6 software.
3. When prompted, replace the orange card with the original translation card.
4. When the login: prompt appears. The software is loaded onto the TN790.

Display Memory-Configuration

1. Log in as **craft**. If the Translation Corruption Detected message appears, refer to ["Translation Corruption Detected" on page 8-2](#).
2. Enter **display memory-configuration**. Check the total DRAM field. SIMM field "A" must contain a 16.

Administer the System

1. Enter **status system 1** to check out unusual status in the system.
2. Enter **set time** and press Enter. Set the system time and date.
3. Enter **list configuration software-version long** and press Enter to verify the system software version (in the `Memory Resident` field).
4. Perform a sanity check on the system by executing the following commands to ensure the translations were read in properly:

a. list station

b. list trunk-group

c. list hunt-group

This ensures there is no translation corruption and the translations can be saved with the new software.

5. Notify the switch administrator that any previous login names and passwords still exist, but that the passwords expire in 24 hours. When changed, the new login names and passwords must conform to the requirements below.

NOTE:

A password must have from 4 to 11 symbols including at least 1 alphabetic character and 1 numeric character. As before, a login name must have from 3 to 6 alphanumeric characters.

6. Since an R1V3.0 G3-MA cannot notify users about expiring passwords, disable password aging for any login name used with an R1V3.0 G3-MA.

Enable TTI

1. Enter **change system-parameters features** and press Enter.
2. Use page 2 of the form to change the TTI field back to **y** (if necessary).

Enable Scheduled Maintenance

1. Enter **change system-parameters maintenance** and press Enter. Use this form to enable scheduled daily maintenance.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

3. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

4. Logoff and log back in as **craft**.

Save Upgraded Translations onto Translation Card

1. Enter **save translation**. This instructs the system to write all translation information from memory onto both original translation cards.
2. If the system contains any TN750/B Announcement circuit packs and announcements were saved earlier, enter **restore announcements**. This takes about 40 minutes.

NOTE:

The TN750C Announcement circuit pack has on-board non-volatile storage and does not need to be saved to the translation card.

3. When the announcements are restored, enter **save announcements** <**port network**> <**carrier**> <**slot**> and press Enter. This takes about 40 minutes.

Return Equipment

1. Return replaced equipment to Lucent Technologies according to the requirements outlined in:

BCS/Material Logistics, MSL/Attended Stocking Locations

Methods and Procedures for Basic Material Returns

Hardware Additions

7

This chapter details the information required to install some equipment associated with upgrading an existing system.

For more information about installing cabinets, refer to *DEFINITY Enterprise Communications Server Release 5 Installation and Test for Single-Carrier Cabinets*.

For more information about installing adjuncts and peripheral devices, refer to *DEFINITY Enterprise Communications Server Release 6 Installation for Adjuncts and Peripherals*.

Add Circuit Packs

When installing additional features or equipment, it may be necessary to install additional circuit packs. This is a general procedure to use when adding features or equipment that require adding circuit packs.

1. Log onto the system and answer **y** to the *Suppress Alarm Origination* question during login.
2. Install the circuit pack into the carrier.
3. Log off the system after the addition (and any required administration) is complete.

For information about administering circuit packs and other equipment, refer to *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

List of Circuit Packs

[Table 7-1](#) lists the circuit packs sorted by apparatus code, including circuit packs used in non-United States installations.

Table 7-1. Circuit Packs and Circuit Modules

Apparatus Code	Name	Type
631DA1	AC Power Unit	Power
631DB1	AC Power Unit	Power
644A1	DC Power Unit	Power
645B1	DC Power Unit	Power
649A	DC Power Unit	Power
676B	DC Power Supply	Power
982LS	Current Limiter	Power
CFY1B	Current Limiter	Power
CPP1	Memory Expansion	Control
ED-1E546 (TN2169) (TN2170) (TN566) (TN567)	DEFINITY AUDIX R3 System	Port Assembly
ED-1E546 (TN2208) (TN2170)	Call Visor ASAI over the DEFINITY (LAN) Gateway R1	Port Assembly
J58890M1	CallVisor over the DEFINITY LAN Gateway R2	Port Assembly
TN417	Auxiliary Trunk	Port
TN419B	Tone-Clock	Control
TN420B/C	Tone Detector	Service
TN429	Direct Inward/Outward Dialing (DIOD) Trunk	Port
TN433	Speech Synthesizer	Service
TN436B	Direct Inward Dialing Trunk	Port
TN437	Tie Trunk	Port
TN438B	Central Office Trunk	Port
TN439	Tie Trunk	Port
TN447	Central Office Trunk	Port
TN457	Speech Synthesizer	Service

Continued on next page

Table 7-1. Circuit Packs and Circuit Modules — Continued

Apparatus Code	Name	Type
TN458	Tie Trunk	Port
TN459B	Direct Inward Dialing Trunk	Port
TN464C/D/E/F	DS1 Interface - T1, 24 Channel - E1, 32 Channel	Port
TN465/B/C	Central Office Trunk	Port
TN467	Analog Line	Port
TN468B	Analog Line	Port
TN479	Analog Line	Port
TN497	Tie Trunk	Port
TN553	Packet Data Line	Port
TN556/B	ISDN-BRI 4-Wire S/T-NT Line (A-Law)	Port
TN570/B/C	Expansion Interface	Port
TN572	Switch Node Clock	Control
TN573/B	Switch Node Interface	Control
TN574	DS1 Converter - T1, 24 Channel	Port
TN577	Packet Gateway	Port
TN722B	DS1 Tie Trunk	Port
TN725B	Speech Synthesizer	Service
TN726/B	Data Line	Port
TN735	MET Line	Port
TN742	Analog Line	Port
TN744/B	Call Classifier	Service
TN744/C/D	Call Classifier - Detector	Service
TN746/B	Analog Line	Port
TN747B	Central Office Trunk	Port
TN748/B/C/D	Tone Detector	Service
TN750/B/C	Announcement	Service
TN753	Direct Inward Dialing Trunk	Port
TN754/B	Digital Line 4-Wire DCP	Port
TN755B	Neon Power Unit	Power
TN756	Tone Detector	Service
TN758	Pooled Modem	Port
TN760B/C/D	Tie Trunk	Port
TN762B	Hybrid Line	Port
TN763B/C/D	Auxiliary Trunk	Port

Continued on next page

Table 7-1. Circuit Packs and Circuit Modules — Continued

Apparatus Code	Name	Type
TN765	Processor Interface	Control
TN767B/C/D/E	DS1 Interface - T1, 24 Channel	Port
TN768	Tone-Clock	Control
TN769	Analog Line	Port
TN771D	Maintenance/Test	Service
TN772	Duplication Interface	Control
TN773	Processor	Control
TN775/B	Maintenance	Service
TN776	Expansion Interface	Port
TN777/B	Network Control	Control
TN778	Packet Control	Control
TN780	Tone-Clock	Control
TN786	Processor	Control
TN786B	Processor	Control
TN787F/G	Multimedia Interface	Service
TN788B	Multimedia Voice Conditioner	Service
TN789	Radio Controller	Control
TN790	Processor	Control
TN796B	Processor	Control
TNPRI/BRI	PRI to BRI Converter	Port
TN1648	System Access/Maintenance	Control
TN1650B	Memory	Control
TN1654	DS1 Converter - T1, 24 Channel/E1, 32 Channel	Port
TN1655	Packet Interface	Control
TN1656	Tape Drive	Control
TN1657	Disk Drive	Control
TN2135	Analog Line	Port
TN2136	Digital Line 2-Wire DCP	Port
TN2138	Central Office Trunk	Port
TN2139	Direct Inward Dialing Trunk	Port
TN2140/B	Tie Trunk	Port
TN2144	Analog Line	Port
TN2146	Direct Inward Dialing Trunk	Port
TN2147/C	Central Office Trunk	Port

Continued on next page

Table 7-1. Circuit Packs and Circuit Modules — Continued

Apparatus Code	Name	Type
TN2149	Analog Line	Port
TN2180	Analog Line	Port
TN2181	Digital Line 2-Wire DCP	Port
TN2182B	Tone-Clock -Tone Detector and Call Classifier	Control
TN2183	Analog Line	Port
TN2184	DIOD Trunk	Port
TN2198	ISDN-BRI 2-Wire U Interface	Port
TN2199	Central Office Trunk	Port
TN2202	Ring Generator	Power
TN2224	Digital Line, 24-Port, 2-Wire DCP	Port
UN330B	Duplication Interface	Control
UN331B	Processor	Control
UN332	Mass Storage/Network Control	Control
WP-90510	AC Power Supply (Compact Single-Carrier Cabinet)	Power
WP-91153	AC Power Supply (Single-Carrier Cabinet)	Power

Add Multimedia Call Handling (MMCH)

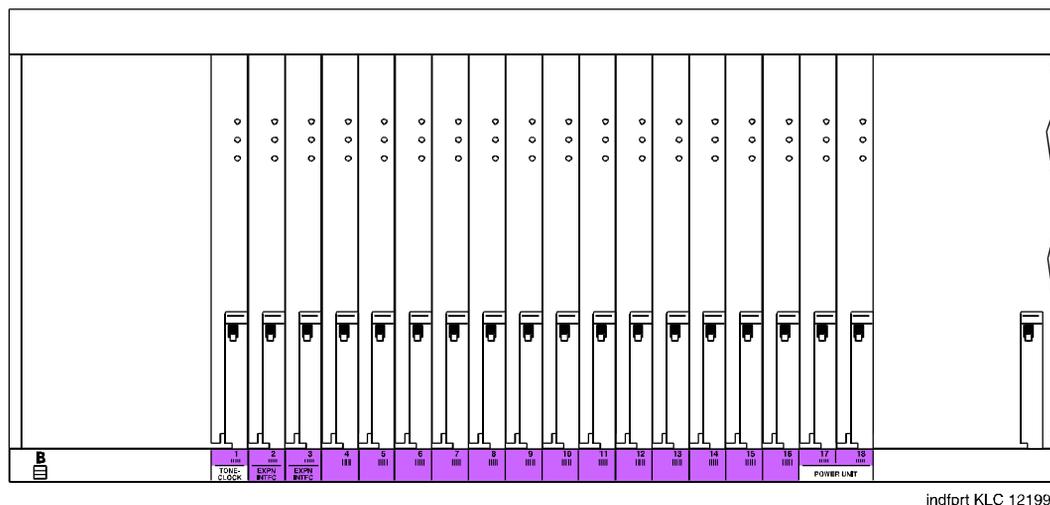


Figure 7-1. Typical Multimedia Call Handling Installation



NOTE:

Install the TN787 Multimedia Interface and TN788 Voice Conditioner circuit packs in 1 port network per system (PPN or EPN, not both).

1. Install TN787F (or later) and TN788B (or later) MMCH circuit packs into any available purple port slots. See [Figure 7-1](#).
2. Refer to *DEFINITY Enterprise Communications Server Release 6 Installation for Adjuncts and Peripherals* to install and test the multimedia endpoints (Personal Computer).

Add CO, FX, WATS, and PCOL

Requirements

Each Central Office (CO), Foreign Exchange (FX), Personal Central Office Line (PCOL), or Wide Area Telecommunications Service (WATS) trunk connects to 1 port of either an 8-port TN747B or to 1 of several CO trunk circuit packs.

Installation

1. Determine the port assignment of the trunk from Trunk Group form.

EXAMPLE:	Port Number	3	A	07	01
		Cabinet	Carrier	Slot	Circuit
		(Port Network)	(or Single-Carrier Cabinet)		

2. Install a TN747B or a CO Trunk circuit pack in the assigned carrier slot (if an additional circuit pack is required).
3. Administer the forms listed under CO, FX, WATS, or PCOL Trunk Group in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Add DID Trunks

Requirements

Each Direct Inward Dial (DID) trunk connects to 1 port of a TN753 or to 1 of an assortment of DID trunk circuit packs.

Installation

1. Determine the port assignment of the trunk from Trunk Group form.

EXAMPLE:	Port Number	1	A	07	01
		Cabinet	Carrier	Slot	Circuit
		(Port Network)	(or Single-Carrier Cabinet)		

2. Install a TN753 or a DID Trunk circuit pack in assigned carrier slot (if an additional circuit pack is required).
3. Administer forms listed under "DID Trunk Group" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Add Tie Trunks

Requirements

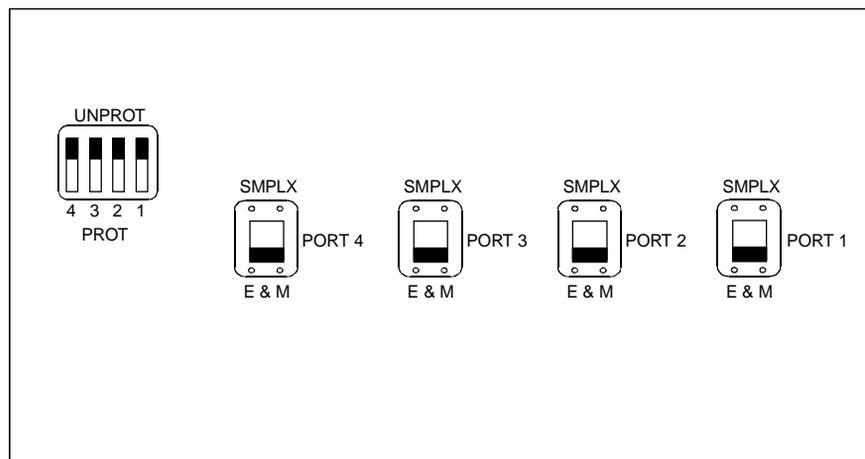
Each tie trunk connects to 1 port of a 4-port TN760B/C/D/E or to an assortment of international tie trunk circuit packs.

Installation

1. Determine the port assignment of the trunk from Trunk Group form.

EXAMPLE:	Port Number	3	A	02	01
		Cabinet	Carrier	Slot	Circuit
		(Port Network)	(or Single-Carrier Cabinet)		

2. Install TN760B/C/D or an international tie trunk circuit pack in assigned carrier slot (if an additional circuit pack is required).
3. For customer-owned (not leased) tie-trunk facilities (such as campus environments), TN760B/C/D circuit packs provide signaling capabilities beyond those specified by the industry-wide E&M standard. Use [Figure 7-2](#) and [Table 7-2](#) to choose the preferred signaling format, set switches on the TN760B/C/D circuit pack, and administer the port.
4. Administer forms listed under "Tie Trunk Group" in the *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.



r758183 RBP 050896

Figure 7-2. TN760 Tie Trunk Circuit Packs (Component Side)

Table 7-2. TN760 Option-Switch Settings and Administration

Installation Situation		Preferred Signaling Format		E&M/SMPLX Switch	Prot/Unprot Switch	Administered Port
Circumstance	To	System	Far-End			
Co-Located	DEFINITY	E&M Type 1 Compatible	E&M Type 1 Standard	E&M	Unprotected	Type 1 Compatible
Inter-Building	DEFINITY	Protected Type 1 Compatible	Protected Type 1 Standard Plus Protection Unit	E&M	Protected	Type 1 Compatible
Co-Located	Net Integrated	E&M Type 1 Standard	Any PBX	E&M	Unprotected	Type 1

Add DS1 Tie and OPS

The TN722B DS1 Tie Trunk and TN767B (or later) DS1 Interface circuit packs provide connections to a 1.544 Mbps DS1 facility (T1) as 24 independent 64 kbps trunks.

The TN722B DS1 Tie Trunk and TN464C (or later) DS1 Interface circuit packs provide connections to a 2.048 Mbps DS1 facility (E1) as 32 independent 64 kbps trunks.

Service Interruption

1. Since the addition of DS1 tie-trunk service may require a service interruption, notify the customer in advance as to when the addition will occur.

Add Speech Synthesis

The TN725B Speech Synthesizer circuit pack is required when the Voice Message Retrieval, Automatic Wakeup, or Do Not Disturb features are activated. The TN725B circuit pack does not require administration.

1. Determine the port assignment of the Speech Synthesizer circuit pack being added.
2. Install the TN725B Speech Synthesizer circuit pack in the designated carrier slot.

Add Code Calling Access

The tones for the Code Calling feature are generated by the TN756, TN768, TN780, TN2182/B, or TN419B Tone-Clock circuit packs in the port networks.

1. Install a TN763B/C/D (or an international TN417) Auxiliary Trunk circuit pack or a TN457 Speech Synthesizer circuit pack and connect for Loudspeaker Paging. The Code Calling Access feature shares the same ports as Loudspeaker Paging. An Auxiliary Trunk circuit pack provides 4 ports for Loudspeaker Paging and Code Calling Access.
2. Administer the form listed under "Code Calling Access" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Add Pooled Modem

Modem Pooling supports 2 types of conversion resources: "integrated" and "combined." The integrated type requires a TN758 Pooled Modem circuit pack for each 2 conversion resources provided.

The combined type requires a port of a TN754B or TN2136 Digital Line circuit pack and a port of either an 8-port TN742, TN769, or TN467 or a 16-port TN746B, TN468B, TN2135, TN2144, or TN2149 Analog Line circuit pack for each conversion resource provided.

1. Determine the port assignment of the circuit packs to be added (if required).
2. Install the appropriate circuit packs in assigned carrier slot (if required).
3. Administer the forms listed under "Modem Pooling" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Add Multiple Integrated Recorded Announcement

TN750C circuit packs are required if the system has multiple announcement circuit packs. Up to 5 TN750Cs are allowed in a Release 6si. Only 1 TN750C is allowed in a Release 6vs.

The announcements from a TN750 or TN750B can be copied to a TN750C.



CAUTION:

Do not copy or restore announcements from a TN750C to a TN750 or TN750B circuit pack, as this process may corrupt the announcement data.

1. Install the TN750C circuit pack into any port or service (TDM) slot.



NOTE:

Only 1 TN750 or TN750B can reside in the system with a TN750C. The TN750C need not reside in a control carrier for extra power holdover.

TN750C Announcement Circuit Pack

The TN750C circuit pack contains on-board flash memory that provides internal backup of announcements. Thus, the TN750C circuit pack does not need the save and restore processes.

The TN750C circuit pack can replace a TN750 or TN750B. The difference in operation is that the TN750C automatically restores and reports the availability of announcements from its own internal flash memory in 5 minutes, rather than the 40 minutes for the TN750 or TN750B.

If a circuit pack already has announcements in its flash memory, the yellow LED flashes as the announcements copy to the voice RAM.

Save and Restore Recorded Announcements



CAUTION:

If the yellow LED is flashing, do not remove the circuit pack, as this will corrupt the announcement data.

1. Enter **save announcements** <port network> <carrier> <slot>.
2. To restore announcements, enter **restore announcements** <disk> or <tape> to <port network> <carrier> <slot>.

After 5 minutes (with no alterations to the announcements), the TN750C automatically copies the announcements from the voice RAM to the internal flash memory. The yellow LED on the front of the TN750C flashes.

You can only save the announcement contents of 1 circuit pack at a time. For the contents of every circuit pack, save to separate translation cards. Label each card to match the circuit pack saved to it.

TN750 and TN750B Announcement Circuit Packs

The recorded announcements in the system can be saved by entering the **save announcements spe-active/spe-standby** command. These commands should only be used after business hours or when the system is operating during a low-usage period. The system takes about 40 minutes to transfer the recorded announcements from the announcement circuit pack to the translation card. During this time, the management terminal cannot be used to administer the system; however, all other administration terminals, if provided, are allowed to perform administration procedures.

The recorded announcements in the system can be restored to system memory from the translation card by entering the **restore announcements** command.

Replace a TN750/B with a TN750C or Move all Announcements from a TN750/B to a TN750C

Use this procedure to replace a TN750/B circuit pack with a TN750C circuit pack or to move every announcement from a TN750/B to a TN750C.



CAUTION:

Do not copy or restore announcements from a TN750C to a TN750 or TN750B circuit pack, as this may corrupt the announcement data.

1. Save announcements from the TN750/B to the translation card.
2. Insert the TN750C into a vacant slot of a carrier.
3. Administer a new data module on the TN750C, as described in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.
4. Execute the **restore announcements** command to the TN750C location.
5. Wait until announcements copy from voice RAM to flash memory (yellow LED on the TN750C stops flashing). This may take about 10 minutes.
6. Execute the **busyout board <location>** command for the TN750/B.
7. Enter the **change integrated announcements** command. This modifies the translations for the TN750/B to reference the TN750C circuit pack.
8. Verify proper playback of the announcements from the TN750C.
9. Enter the **release board <location>** command for the TN750/B.

Add Additional TN750C Circuit Packs

1. Insert the TN750C into a vacant slot in a carrier.
2. Administer a new data module on the TN750C, as described in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.
3. Administer new announcements to that TN750C slot by executing the **change announcements <location>** command.
4. Record the announcements, as described in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.
5. Wait until the announcements copy from voice RAM to the on-board flash memory (the yellow LED on the TN750C starts and then stops flashing). This takes about 10 minutes.

Move a Single Announcement to Another Announcement Circuit Pack

1. Enter the **change announcements** command to change the circuit pack locations of a particular announcement. (you may also change the compression rate at this time.)
2. Re-record the announcement, as described in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Add ISDN — PRI

North American

1. Use a TN767E (or later) DS1 or a TN464F DS1/E1 circuit pack for a signaling link and up to 23 ISDN — PRI Trunk Group members.
2. Install a TN768, TN780, or TN2182B Tone-Clock circuit pack to provide synchronization for the DS1 circuit pack.
3. Install a TN765 Processor Interface circuit pack for use with the TN767 DS1 circuit pack when PRI is activated.

As an option to the TN768 or TN2182B Tone-Clock, a TN780 Tone-Clock (installed in the PPN) can interface external Stratum 3 synchronization for DS1.

International

1. Install a TN464C (or later) DS1/E1 circuit pack for the assignment of the 2 signaling channels and up to 30 ISDN — PRI Trunk Group members. Each E1 span provides 32 ports.
2. Install a TN780, TN2182B, or TN419B Tone-Clock circuit pack to provide synchronization for the DS1/E1 circuit pack.
3. Install a TN765 Processor Interface circuit pack for use with the TN464C (or later) DS1/E1 circuit pack when PRI is activated.

As an option to the TN2182B or TN419B Tone-Clock, a TN780 Tone-Clock (installed in the PPN) can interface external Stratum 3 synchronization for DS1.

Service Interruption

1. Since the addition of ISDN — PRI requires a service interruption, notify the customer in advance as to when the addition will be carried out.

Disable Alarm Origination

1. Enter **change system-parameters maintenance**, and press Enter.
2. Set the Alarm Origination Activated field to **n**.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable Cleared Alarm Notification and Restart Notification before submitting the form.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B Announcement circuit pack, enter **display announcements** and press Enter. If administered recorded announcements are listed, enter **list configuration software-version long** and press Enter. To save the announcements, enter **save announcements** and press Enter.

Power Down Cabinet (Standby Cabinet)

1. At the PPN, set the main circuit breaker to OFF.
2. At an EPN, set the main circuit breaker to OFF.

Add Circuit Packs

1. Determine port assignment of circuit packs to be added.
2. Install the DS1 Interface circuit pack in the assigned carrier slot.
3. Remove an existing TN756 Tone Detector/Generator circuit pack and install the TN768, TN780, TN2182B, or TN419B Tone-Clock circuit pack in assigned carrier slots, if required.
4. Install a TN765 Processor Interface circuit pack, if required, and a TN748B (or later) (or the international TN420B/C) Tone Detector circuit pack if required.

Install Cables

1. Install cables from cabinet to MDF as required.

Power Up System

1. At the EPN, set the main circuit breaker to ON.
2. At the PPN, set the main circuit breaker to ON.
3. The system performs a level 4 reboot, loading the system translations from the translation cards. Rebooting takes about 10 minutes.
4. After all trouble is cleared, verify the EMERGENCY TRANSFER CONTROL switch is set to AUTO. This restores the system to the normal mode.

Enter Added Translations

1. Administer the forms listed under "Integrated Services Digital Network — Primary Rate Interface" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation** and press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B/C Announcement circuit pack, enter **restore announcements** and press Enter.
4. Update backup cards, if necessary.

Add Packet Bus to R6vs and R6si

Standard Reliability R6si System

Disable Alarm Origination

1. Enter **change system-parameters maintenance**, and press Enter.
2. Set the *Alarm Origination Activated* field to **n**.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Save Translations

1. Enter **save translation** and press Enter. This instructs the system to take all translation information in memory and write it to the translation card.

Power Down Control Cabinet

1. Power down the control cabinet.
2. At the control cabinet, install the appropriate circuit packs. See [Table 7-3](#).

Table 7-3. Circuit-Pack Locations for Packet Bus in R5si

Circuit Pack	Carrier	Quantity	Slot
TN778	Control Cabinet A	1	PACKET CONT
TN771C	Control Cabinet A	1 ¹	01 to 16

1. Optional for digital trunk testing.

Power Up the Control Cabinet

1. Power up the control cabinet.
2. Enter **change system-parameters maintenance** and press Enter. Use this form to enable the packet bus (set to **y**).
3. Perform tests.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using the *DEFINITY Enterprise Communications Server Release 6 Maintenance R6vs/si* manual.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Standard Reliability R6si System

Disable Alarm Origination

1. Enter **change system-parameters maintenance**, and press Enter.
2. Set the Alarm Origination Activated field to **n**.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable Cleared Alarm Notification and Restart Notification before submitting the form.

Save Translations

1. If the system is high or critical reliability, enter **status system 1**, and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation card.

Install Circuit Packs

1. Power down the PPN, then EPN1, and then EPN2 as required.
2. At the PPN, install the appropriate circuit packs. See [Table 7-4](#).

Table 7-4. Circuit Pack Locations for Packet Bus in R5si+m PPN

Circuit Pack	Carrier	Quantity	Slot
TN778	Control Carrier A	1	PACKET CONT
TN570	Control Carrier A	1 or 2 ¹	EXPN INTFC/1 and /2
TN771C	Control Carrier A	1 ²	Any Available Port Slot

1. Quantity of this pack should equal the number of EPNs.
2. Optional for digital trunk testing.

3. At each EPN, install the appropriate circuit packs. See [Table 7-5](#).
4. Power up EPN2, then EPN1, then the PPN.
5. Enter **change system-parameters maintenance** and press Enter. Use this form to enable the packet bus.
6. Perform tests.

Table 7-5. Circuit Pack Locations for Packet Bus in Each EPN

Circuit Pack	Carrier	Quantity	Slot
TN570	Expansion Control Carrier A	1 or 2 ¹	EXPN INTFC/1 and /2
TN771C	Expansion Control Carrier A	1 ²	Any Available Port Slot

1. Quantity of this pack should equal the number of EPNs.
2. Optional for digital trunk testing.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

High or Critical Reliability R6si System

Disable Alarm Origination

1. Enter **change system-parameters maintenance** and press Enter.
2. Set the Alarm Origination Activated to OSS Numbers field to **n**.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable Cleared Alarm Notification and Restart Notification before submitting the form.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. This instructs the system to take all translation information in memory and write it to the translation cards.

Power Down the System



NOTE:

Do not power down all control carriers at the same time. This defeats the purpose of the reliability feature.

1. Power down the basic control carrier.
2. At the PPN, install the appropriate circuit packs. See [Table 7-6](#).

Table 7-6. Circuit Pack Locations for Packet Bus in PPN

Circuit Pack	Carrier	Quantity	Slot
TN778	Control Carrier A	2	PACKET CONT
	Control Carrier B	2	PACKET CONT
TN570	Control Carrier A	1 or 2 ¹	EXPN INTFC/1 and /2
	Control Carrier B	1 or 2	EXPN INTFC/1 and /2
TN771C	Control Carrier A	1 ²	Any Available Port Slot

1. Quantity of this pack should equal the number of EPNs.
2. Required for critical-reliability PPN. Optional for digital trunk testing in high-reliability PPN.

7 Hardware Additions

Add Packet Bus to R6vs and R6si

- At each EPN, install the appropriate circuit packs. See [Table 7-7](#).

Table 7-7. Circuit-Pack Locations for Packet Bus in Each EPN

Circuit Pack	Carrier	Quantity	Slot
TN570	Expansion Control Carrier A	1 or 2 ¹	EXPN INTFC/01 and /02
	Port Carrier B	1 or 2	EXPN INTFC/02 and /03
TN771C	Expansion Control Carrier A	1 ²	Any Available Port Slot

- Quantity of this pack should equal the number of EPNs.
- Required for critical-reliability EPN. Optional for digital trunk testing in high-reliability EPN.

Power Up System

- Power up EPN2, then EPN1, then the PPN, as required.
- Enter **change system-parameters maintenance** and press Enter. Use this form to enable the packet bus.
- Perform tests.

Resolve Alarms

- Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.



NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.



CAUTION:

If you do not enable Alarm Origination when the customer has purchased a services contract, the system cannot report any alarm to the TSC automatically, causing the TSC to be unable to fulfill the services contract.

Add CallVisor ASAI

Service Interruption

1. If adding the packet bus, adding CallVisor ASAI requires a service interruption. Notify the customer in advance as to when the addition will take place.

Disable Alarm Origination

1. Enter **change system-parameters maintenance** and press Enter.
2. Set the *Alarm Origination* field to n.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Enter Added Translations

1. On the System-Parameters Customer-Options form, disable the Calling Party Number/Billing Number (CPN/BN) option, and enable the CallVisor ASAI Interface option.
2. Enable the Packet Bus Activated option on the System-Parameters Maintenance form.
3. See *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*, for details on disabling and enabling these options.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B/C Announcement circuit pack, enter **display announcements** and press Enter.
4. If administered recorded announcements are listed, enter **list configuration software-version** and press Enter. To save the announcements, enter **save announcements** and press Enter.

Power Down System

If the packet bus is being added:

1. At the PPN, set the main circuit breaker to OFF.
2. At each EPN, set the main circuit breaker to OFF.

Add Circuit Packs

1. Determine port assignment of circuit packs to be added.
2. Install the appropriate circuit packs in assigned cabinet slot (as required).

EXAMPLE:	Port Number	3	B	02	01
		Cabinet (Port Network)	Carrier (or Single-Carrier Cabinet)	Slot	Circuit

The TN748B (or later) or TN744/C/D Call Classifier circuit pack is required. The TN744 is required for those customers who desire switch call classification.

A vacant port is required on a TN556/B ISDN—BRI circuit pack.

3. A packet bus is required with CallVisor ASAI. If the system is not equipped with a packet bus, see "[Add Packet Bus to R6vs and R6si](#)" earlier in this chapter.

Install Cables

1. Install cables from cabinet to the MDF as required.

Power Up System

If the packet bus was added:

1. At each EPN, set the main circuit breaker to ON.
2. At the PPN, set the main circuit breaker to ON.
3. The system performs a reset level 4, loading the system translations from the translation cards. Rebooting takes several minutes.
4. After the system reboot is finished and all trouble is cleared, verify the EMERGENCY TRANSFER CONTROL switch is set to AUTO. This restores the system to the normal mode.

Enter Added Translations

1. Administer the required translation data using the forms listed under "Adjunct/Switch Applications Interface (ASA1)" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B/C Announcement circuit pack, enter **list configuration software-version** and press Enter. Restore these announcements using **restore announcements** and press Enter.
4. Update backup translation cards, if required.

Add ISDN—BRI

Service Interruption

1. Since, if the packet bus is being added, the addition of ISDN—BRI requires a service interruption, notify the customer in advance as to when the addition will be carried out.

Disable Alarm Origination

1. Enter **change system-parameters maintenance** and press Enter.
2. Set the *Alarm Origination* field to n.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of system software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B/C Announcement circuit pack, enter **display announcements** and press Enter.

If administered recorded announcements are listed, enter **list configuration software-version** and press Enter. To save the announcements, enter **save announcements** and press Enter.

Power Down System

1. If the packet bus is being added, set the main circuit breaker to OFF.

Add Circuit Packs

1. Determine port assignment of circuit packs to be added.
2. Install the appropriate circuit packs in assigned cabinet slot (as required).

EXAMPLE:	Port Number	3	B	02	01
		Cabinet (Port Network)	Carrier (or Single-Carrier Cabinet)	Slot	Circuit

The TN778 Packet Control circuit pack and the TN556 or TN2198 ISDN BRI circuit pack are required. The TN778 Packet Control circuit pack should be added first. If an EPN is present, a TN570/B/C Expansion Interface circuit pack is required.

3. The packet bus is required with BRI. If the system is not equipped with a packet bus see "[Add Packet Bus to R6vs and R6si](#)" earlier in this chapter.

Install Cables

1. Install cables from cabinet to the MDF as required.

NOTE:

BRI requires a 12-port backplane cable terminator (breakout connector). Connect this terminator to the 25-pair cable. This is different from the 8-port connector used for DCP.

Power Up System

1. At each EPN, set the main circuit breaker to ON.
2. At the PPN, set the main circuit breaker to ON.
3. The system performs a level 4 reboot, loading the system translations from the translation cards. Rebooting takes several minutes.
4. After the system reboot is finished and all trouble is cleared, verify the EMERGENCY TRANSFER CONTROL switch is set to AUTO. This restores the system to the normal mode.

Enter Added Translations

1. Administer the required translation data using the forms listed under 7500D voice terminals and 8500 voice terminals in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B/C Announcement circuit pack, enter **list configuration software-version** and press Enter. These announcements can be restored using **restore announcements** and press Enter.
4. Update backup cards, if required.

Add PRI Over PACCON to R6vs and R6si

The optional asynchronous packet bus provided by a TN778 Packet Control circuit pack can allow TN464C/D/C/F ISDN-PRI interfaces on an R6si system to communicate with the system's SPE.

Tone-Clock Circuit Packs

Like DS1 and ISDN-PRI using a TN765 Processor Interface, a TN756 Tone Detector/Generator circuit pack cannot be used with PRI Over PACCON interfaces.

1. Replace the TN756 circuit pack with both a:
 - TN768, TN780, TN419B, or TN2182/B Tone-Clock circuit pack
 - TN748/B (or later), TN420B, or TN744C Tone Detector circuit pack

NOTE:

If a TN756 tone-detector/generator is removed from the R6si control cabinet, the TN2182/B tone clock should replace this circuit pack. The TN2182/B Tone-Clock serves to replace the tone detector circuits on the old TN756. If using a TN2182, no TN748/B (or later) is required.

Expansion Interface (EI) Circuit Packs

1. If a new packet bus is being added to provide PRI Over PACCON for a system with an EPN, replace every TN776 EI circuit pack in the system with a TN570/B/C EI circuit pack. These TN570 EIs allow packet-based communication between the PPN and each EPN in the system.

DS1/E1 Interface Circuit Packs

1. Like ISDN-PRI using a TN765 Processor Interface, a TN464C (minimum "C" suffix) DS1/E1 circuit pack is required to assign a European 32-port E1 interface.

PRI Over PACCON Versus “PRI Over Processor Interface”

NOTE:

In a system with Non-facility-Associated Signaling, a TN767B (or later) DS1 circuit pack may still provide B channels for a PRI Over PACCON link as long as each controlling D channel for the link (primary and optional backup) resides on a TN464C (or later) DS1 circuit pack.

Release 6 administration does not allow Packet Interface *and* Processor Interface circuit packs to control ISDN-PRI calls for the *same* system at the *same* time.

1. Replace every TN767B (or later) DS1 circuit pack used to provide a D-channel signaling for ISDN-PRI with a TN464C (or later) DS1 circuit pack. This frees up PI circuits to control other links such as DCS, CMS, and AUDIX.

Service Interruption

1. Since the addition of PRI Over PACCON requires a service interruption, notify the customer in advance as to when the addition will take place.

Disable Alarm Origination

1. Enter **change system-parameters maintenance** and press Enter.
2. Set the *Alarm Origination* field to n.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the “active/standby” mode.
2. Enter **save translation**. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the system contains a TN750/B Announcement circuit pack, enter **display announcements** and press Enter.

If administered recorded announcements are listed, enter **list configuration software-version**, press Enter. To save the announcements, enter **save announcements** and press Enter.

Shut Down DEFINITY AUDIX System

WARNING:

Neglecting to shut down AUDIX before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down. Refer to "[DEFINITY AUDIX Power Procedures](#)" on [page 7-73](#).

Power Down System

If the packet bus is being added:

1. At the PPN, set the main circuit breaker to OFF.
2. At each EPN, set the main circuit breaker to OFF.

Add Circuit Packs

1. To control every ISDN-PRI link in the system, a TN778 Packet Control circuit pack and TN464C (or later) ISDN-PRI circuit packs are required.

Since the packet bus is required with PRI Over PACCON, add the TN778 Packet Control circuit pack first. If the system is not equipped with a packet bus see "[Add Packet Bus to R6vs and R6si](#)" earlier in this chapter.

If EPNs reside in the system, replace every TN776 EI circuit pack with a TN570C EI to provide packet-based communication between the PPN and each EPN.

2. Remove an existing TN756 Tone Detector/Generator circuit pack and install the TN768, TN780, or TN419B Tone-Clock circuit pack in assigned carrier slot, if required.
3. Determine the port assignment of port circuit packs to be added.
4. Install the TN464C (or later) circuit packs in the assigned carrier slot.

EXAMPLE:	Port Number	3	B	02	01
		Cabinet (Port Network)	Carrier (or Single-Carrier Cabinet)	Slot	Circuit

5. Install the TN748B (or later) (or the international TN420B/C) Tone Detector circuit packs, as required.

Install Cables

1. Install cables from cabinet to the MDF as required.

Power Up System

1. At each EPN, set the main circuit breaker to ON.
2. At the PPN, set the main circuit breaker to ON.
3. The system performs a level 4 reboot, loading the system translations from the translation cards. Rebooting takes several minutes.
4. After the system reboot is finished and all trouble is cleared, verify the EMERGENCY TRANSFER CONTROL switch is set to AUTO. This restores the system to the normal mode.

Enter Added Translations

1. Log in as **craft** at the `login:` prompt on the management terminal.

For a system where ISDN-PRI interfaces were previously controlled by a TN765 PI circuit pack, preliminary administration must first remove any:

- Existing PI-controlled ISDN-PRI links
- TN767C (minimum "B" suffix) DS1 Interface circuit packs used to provide D-channel signaling for ISDN-PRI links

The preliminary administration includes:

2. Remove the existing PI-controlled ISDN-PRI link translations
 - **busyout link <n>** — For each PRI link assigned
 - **change trunk <nn>** — To not reference the signaling groups associated with each trunk's B channel
 - **remove signaling-group <nn>** — For each signaling group assigned
 - **change communications link** — To set the "Enable" field to "n" for each link of type **ISDN**
 - **change communications processor-channel** — To vacate all fields for each processor channel of type "**ISDN**"
 - **change communications link** — To vacate all fields for each link of type **ISDN**
3. For each TN767B (or later) previously used to provide D-channel signaling for ISDN-PRI, remove its existing DS1 translations, and reassign circuit pack as a TN464C (or later).

Assign ISDN-PRI and PRI Over PACCON Options

1. Get the DOSS order number of the ISDN-PRI addition and call the regional CSA to request an "init" login. Once logged in as "init," the CSA should assign the "ISDN-PRI" (if necessary) and the "PRI Over PACCON" option to the system.

The CSA should enter `change system-parameters customer-options`, and press Enter to enable the "ISDN-PRI" (if necessary) and the "PRI Over PACCON" option.

The CSA also assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the `Basic Call Setup` field to `y`.

Assign or Reassign ISDN-PRI Feature

1. Assign or reassign ISDN-PRI using the forms listed under "Integrated Services Digital Network — Primary Rate Interface" in *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance R6vs/si*.

Enable Alarm Origination

1. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Save Translations

1. If the system is high or critical reliability, enter `status system 1` and press Enter to verify that the system is in the "active/standby" mode.
2. Enter `save translation`. This instructs the system to take all translation information in memory and write it to the translation cards.

7 Hardware Additions

Add PRI Over PACCON to R6vs and R6si

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3. If the system contains a TN750/B Announcement circuit pack, enter **list configuration software-version** and press Enter. These announcements can be restored using **restore announcements** and press Enter.
4. Update backup cards, if required.

Reboot the System

1. Behind the PPN, set the circuit breaker to ON.
2. The system performs a reset level 4 reboot, loading translations from the translation card. Rebooting requires 8 to 11 minutes.
3. Set the time to ensure that the system is booted properly.
4. Enter **list configuration software-version** and press Enter to compare the version number of the software program (displayed on the terminal) with the TN790 version number (written on a label on the TN790's faceplate). If the version numbers are not the same, change the version number on the TN790 label so that they agree.

NOTE:

Certain forms have changed for Release 6. Upgraded translations may appear on a different form, fields may shift within a form, or the names assigned to particular fields may change. Refer to *DEFINITY Enterprise Communications Server Release 6.1.0 Transition Reference*, and *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*, and make the necessary changes.

Enable Customer Options

1. Enter **change system-parameters customer-options** and press Enter.
2. Use these forms to verify the customer options are properly set.

NOTE:

In the **Basic Call Setup** field, if **ISDN-PRI?** was set to **y** before the upgrade, be sure to set the field back to **y**.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Add Release 6si SCC Port Cabinets

Up to 3 port cabinets may be stacked on a Release 6si PPN's basic control cabinet or EPN's expansion control cabinet.



CAUTION:

A port cabinet may weigh as much as 125 pounds. Use lifting precautions to avoid injury.

Unpack and Inspect for Damage

1. Unpack the cabinets.
2. Inspect the cabinets for any damage caused during shipping. Report any damage per local procedures.

Service Interruption

1. Since the addition of port cabinets requires a service interruption, notify the customer in advance when the addition will take place.

Disable Alarm Origination

1. Enter **change system-parameters maintenance** and press Enter.
2. Set the *Alarm Origination* field to **n**.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Save Translations and Announcements

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active" mode.
2. Enter **save translation**. Press Enter. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the SCC port network contains a TN750/B/C Announcement circuit pack, enter **display announcements** and press Enter.
4. If administered recorded announcements are listed, enter **list configuration software-version** press Enter. To save the announcements, enter **save announcements** and press Enter.

Shut Down DEFINITY AUDIX System

WARNING:

Neglecting to shut down an AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. Shut down the AUDIX assembly and allow the disk to completely spin down.

Power Down SCC Cabinet Stack

1. At the cabinet stack being upgraded, set the circuit breaker to OFF.
2. Unplug the power cord from the receptacle of each cabinet.

Position Port Cabinets

1. Stack the port cabinets on top of the control cabinet (A) or expansion control cabinet (B, if present). See [Figure 7-3](#).
2. Install cabinet labels on the front and rear of cabinets to the left of the circuit pack labels. Label the second cabinet "B", the third cabinet "C", and the fourth cabinet "D".

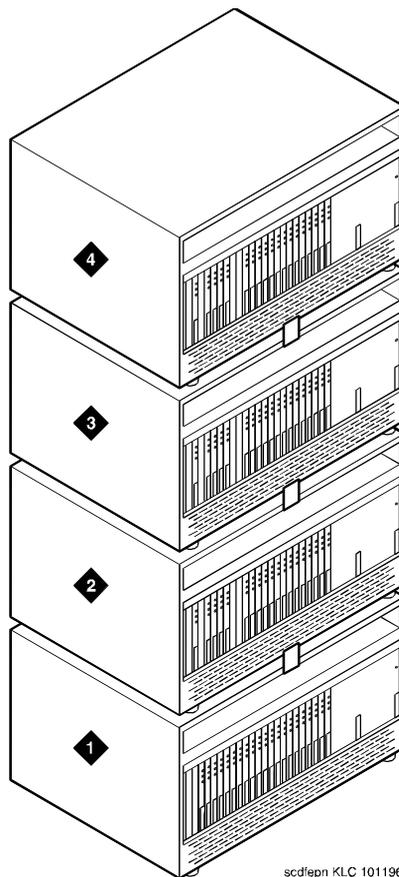


Figure Notes

- | | |
|--|--------------------------------|
| 1. Control Cabinet or Expansion Control Cabinet ("A" Position) | 3. Port Cabinet ("C" Position) |
| 2. Port Cabinet ("B" Position) | 4. Port Cabinet ("D" Position) |

Figure 7-3. PPN Cabinet — Front View

Connect TDM or TDM/LAN Cables

1. Disconnect the TDM or TDM/LAN bus terminator from Slot 22 of the control cabinet, or from Slot "18" of an expansion control cabinet, or from Slot "17" of a port cabinet.
2. Move the terminator to slot "17" of the top port cabinet. See [Figure 7-4](#), [Figure 7-5](#), or [Figure 7-6](#).
3. Connect the TDM/LAN cables behind the lower rear cover.

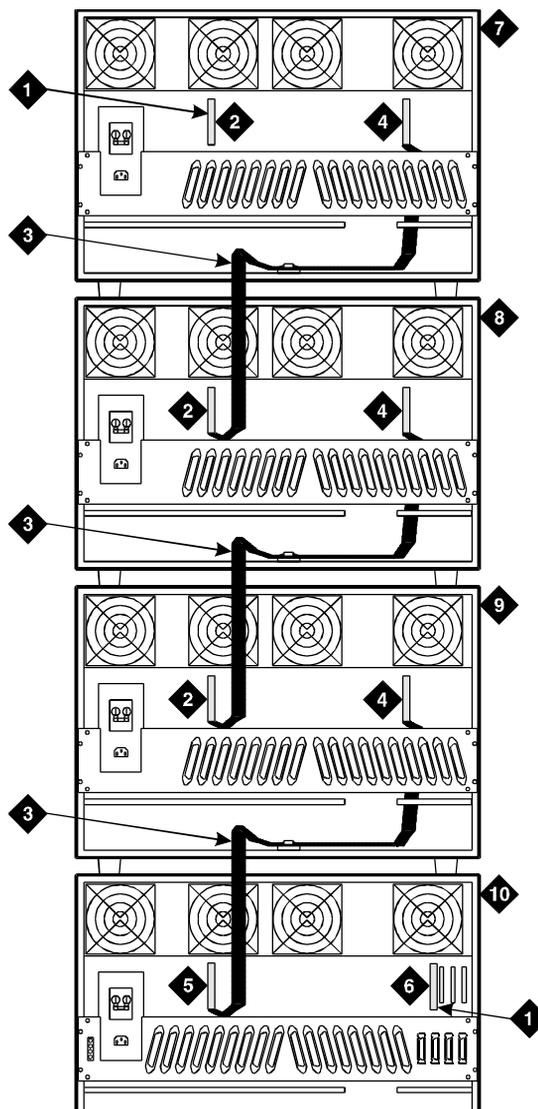


Figure Notes

- | | |
|----------------------------------|------------------------------------|
| 1. AHF110 TDM/LAN Bus Terminator | 6. Slot 02 |
| 2. Slot 17 | 7. Port Cabinet ("D" Position) |
| 3. TDM/LAN Cable (WP91716 L3) | 8. Port Cabinet ("C" Position) |
| 4. Slot 00 | 9. Port Cabinet ("B" Position) |
| 5. Slot 22 | 10. Control Cabinet ("A" Position) |

Figure 7-4. TDM/LAN Connections for Standard or High Reliability PPN or EPN

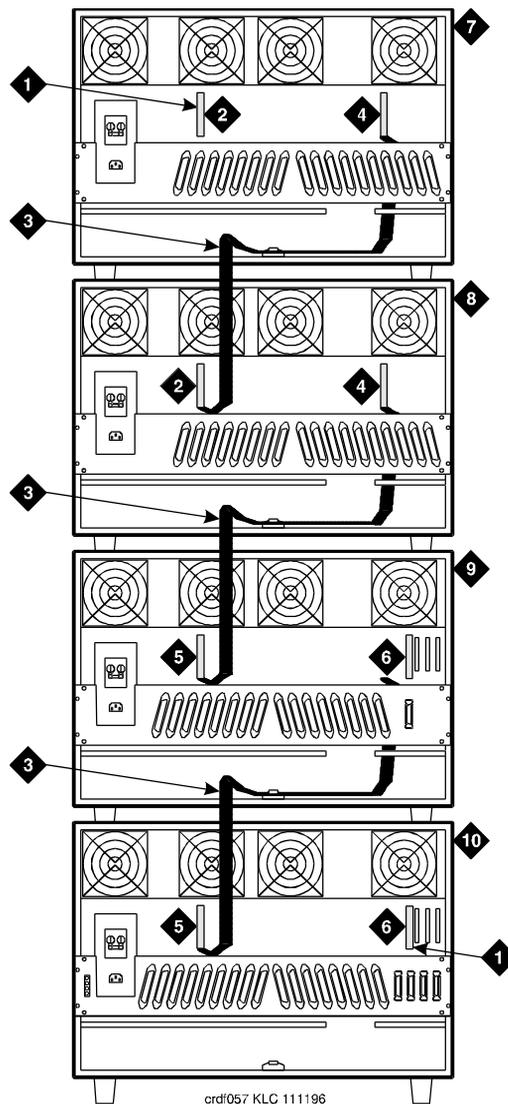


Figure Notes

- | | |
|----------------------------------|--|
| 1. AHF110 TDM/LAN Bus Terminator | 6. Slot 02 |
| 2. Slot 17 | 7. Port Cabinet ("D" Position) |
| 3. TDM/LAN Cable (WP91716 L3) | 8. Port Cabinet ("C" Position) |
| 4. Slot 00 | 9. Duplicated Control Cabinet ("B" Position) |
| 5. Slot 22 | 10. Control Cabinet ("A" Position) |

Figure 7-5. TDM/LAN Connections High or Critical Reliability PPN

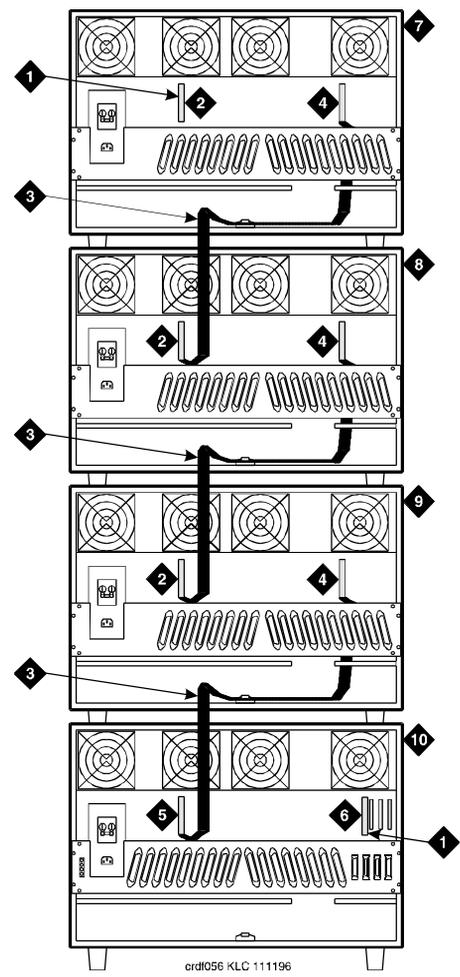


Figure Notes

- | | |
|----------------------------------|--|
| 1. AHF110 TDM/LAN Bus Terminator | 6. Slot 01 (TDM/LAN Bus Terminator) |
| 2. Slot 17 | 7. Port Cabinet ("D" Position) |
| 3. TDM/LAN Cable (WP91716 L3) | 8. Port Cabinet ("C" Position) |
| 4. Slot 00 | 9. Port Cabinet ("B" Position) |
| 5. Slot 18 | 10. Expansion Control Cabinet ("A" Position) |

Figure 7-6. TDM/LAN Connections for Critical Reliability EPN

Connect ICC Cables

If the new port cabinet is cabinet "B" of a critical reliability EPN, install ICC cables.

1. Connect the cables to the "ICC" block on expansion control cabinet A and port cabinet B. Install each cable so the dark stripe on the cable is on the bottom. See [Table 7-8](#), [Figure 7-7](#), and [Figure 7-8](#).

Table 7-8. Intercabinet Cable Connections

Connect ICC Cables				
	From		To	
	Carrier	Pin-Field Block	Carrier	Pin-Field Block
EPN	J58890N	ICCA	J58890H	ICCA
		ICCB		ICCB

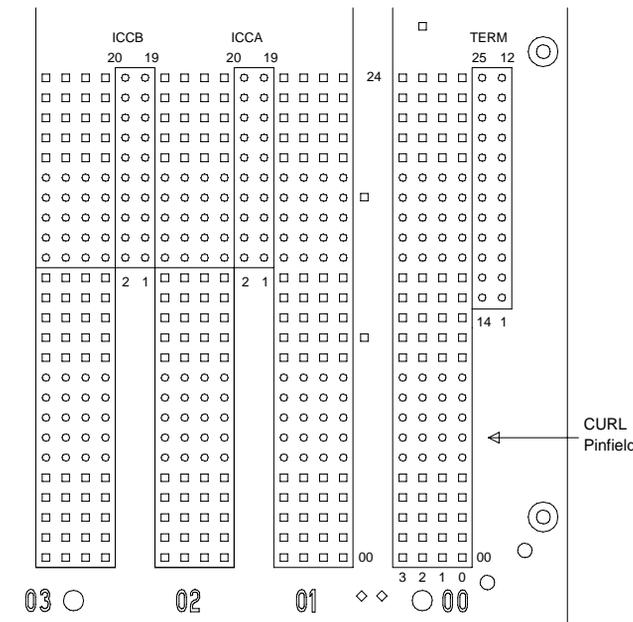


Figure 7-7. ICC Pin-Field Blocks on J58890N Expansion Control Cabinet

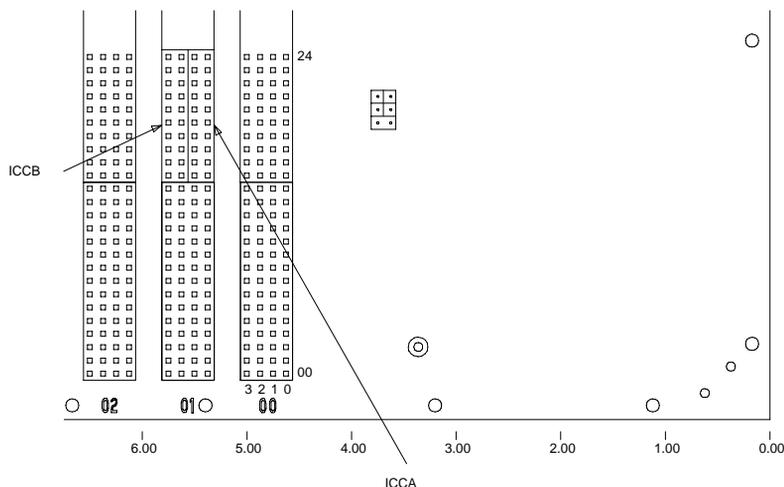


Figure 7-8. ICC Pin-Field Blocks on J58890H Port Cabinet

Verify Port Cabinet Address Plugs

The address plug is a jumper field on port cabinets only. The address plug is located on the far right hand side of the backplane, to the right of slot 00.

1. A group of 6 pins is labeled for the cabinet (carrier) jumper connections. Verify the address plug for *each* port carrier is in the correct location for that carrier. See [Figure 7-9](#). The factory default setting is "B" (Callout 2 in [Figure 7-9](#)).

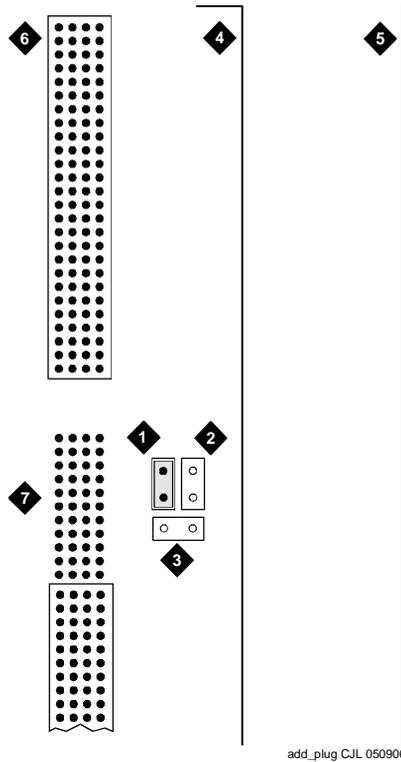
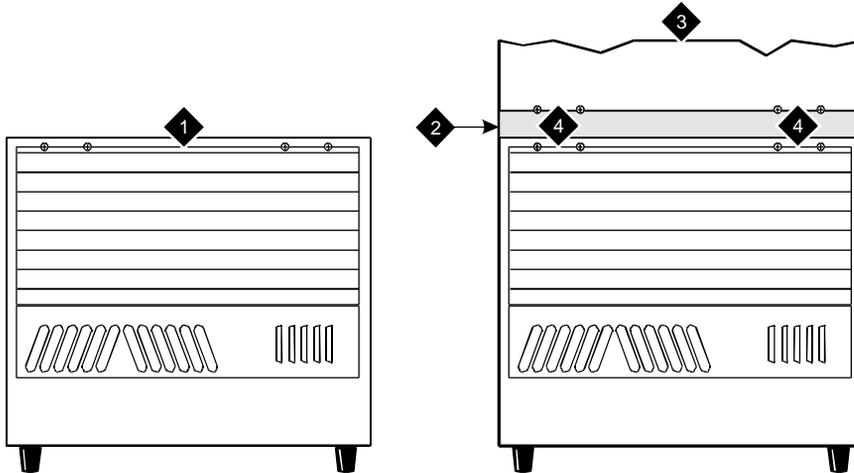


Figure Notes

- 1. Address Plug (Shown Set to Carrier D)
- 2. Carrier B Jumper Location (Default)
- 3. Carrier C Jumper Location
- 4. Right Edge of Backplane
- 5. Right Edge of Cabinet
- 6. Backplane Slot 00
- 7. To Connector Panel

Figure 7-9. Port Cabinet Address Plug Location — Cabinet Rear

Install Rear Panels



grnd_plt CJL 030696

Figure Notes

1. Cabinet in A Position (No Ground Plate is Installed on an Unstacked Cabinet)
2. Rear Ground Plate (Attach Between Stacked Cabinets)
3. Cabinet in B Position
4. Screws to Loosen

Figure 7-10. Rear Panel Screw Locations

1. Install the rear panels and loosely thread each screw. See [Figure 7-10](#).
2. For *unstacked* cabinets, tighten the screws securely.
For a *stack* of cabinets, allow the screws labeled Callout 4 to remain loose. These screws are tightened when the ground plates are installed.
3. Be sure the TDM bus cables and the Inter-Cabinet Cables (ICC) are not pinched by the panels. Also be sure the cables are routed through the channels provided on the rear panels.

Install Ground Plates

1. Install ground plates between stacked cabinets to provide the ground connection between cabinets, provide radio frequency (RF) radiation protection, and help stabilize the cabinets.

Install Rear Ground Plates (Systems with Earthquake Protection)

1. Loosen the 4 screws at the bottom of the top cabinet and at the top of the cabinet underneath the top cabinet. See [Figure 7-10](#).
2. Align the mounting holes in the rear ground plate over the bottom screws in the top cabinet.
3. Align the mounting holes in the ground plate with the 4 holes at the top of the cabinet below the top cabinet. Slide the mounting plate down to seat on the screws.
4. Check all TDM bus cables and the Inter-Cabinet Cables (ICC) to be sure they are not pinched by the plates.
5. Repeat Steps 1-3 until the rear ground plates are installed between all stacked cabinets.
6. Do not tighten the screws yet.

Install Front Ground Plates (Systems with Radiation Shielding and Earthquake Protection)

Use the front ground plate instead of the cabinet clip to attach the cabinets to each other. Use one front ground plate between two *stacked* cabinets.

1. At the front of the cabinets, align the holes in the top of the front ground plate with the holes at the bottom of the upper cabinet, and insert the 4 screws. Do not tighten the screws yet. See [Figure 7-11](#).
2. At the front of the cabinets, align the holes in the bottom of the front ground plate with the holes at the top of the lower cabinet. Insert the 4 supplied #12-24 x 1/2-inch (1.27 cm) thread-forming screws. Do not tighten the screws yet.
3. Repeat Steps 1 and 2 until all stacked cabinets are fastened together.
4. Tighten all screws securely.

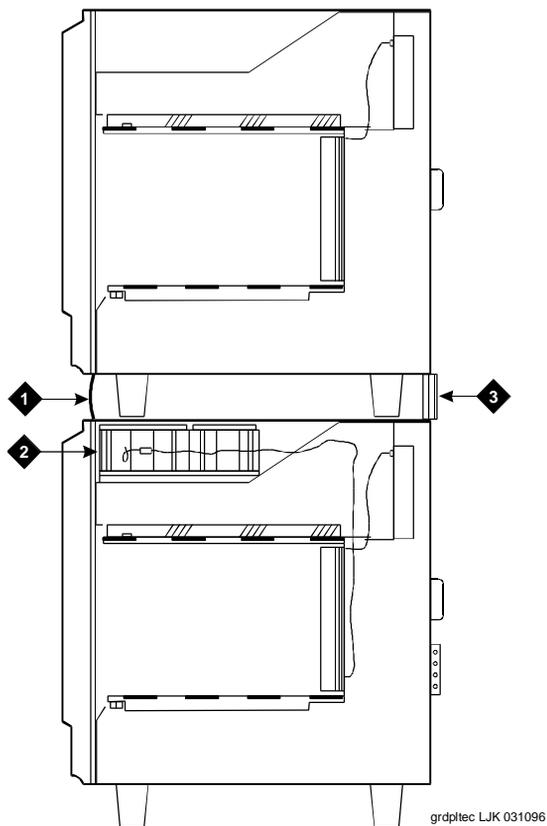


Figure Notes

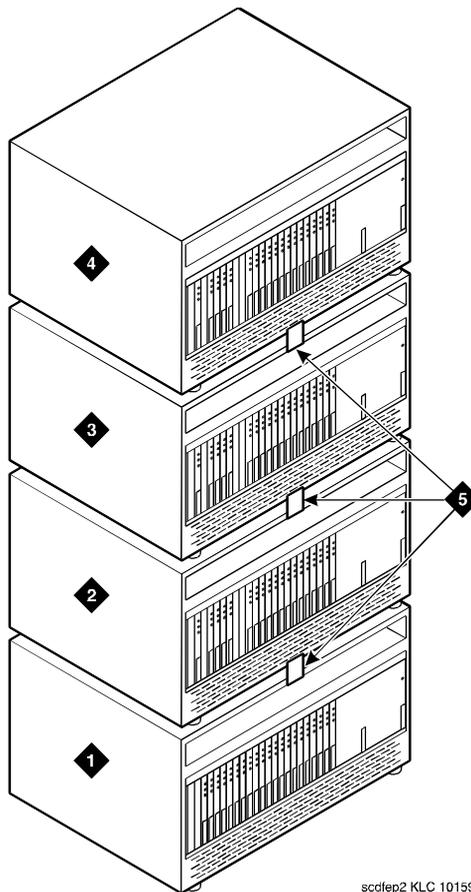
- 1. Front Ground Plate or Cabinet Clip
- 2. Battery
- 3. Rear Ground Plate

Figure 7-11. Rear Ground Plate and Front Plate or Cabinet Clip — Side View

Install Cabinet Clips (Systems without Earthquake Protection)

A cabinet clip is required between each pair of stacked cabinets.

1. At the front of the cabinets, install a cabinet clip between each pair of cabinets by hooking the clip into the slot of the upper cabinet and snapping the straight leg of the clip into the slot on the lower cabinet. See [Figure 7-12](#).



scclep2 KLC 101596

Figure Notes

- | | |
|---|------------------|
| 1. Control Cabinet A or Expansion Control Cabinet | 3. Port Cabinet |
| 2. Port Cabinet or Duplicated Control Cabinet | 4. Port Cabinet |
| | 5. Cabinet Clips |

Figure 7-12. Location of Cabinet Clips

Install Cable Clamps

1. At the rear of the cabinets, install 2 cable clamps on each ground plate. These clamps hold the port cables.

Install Port Circuit Packs

1. Install circuit packs in the slots specified by the Customer Service Document and Port Assignment Worksheet.

Install Cables

1. Install cables from the port cabinets to the MDF, as required.

Connect Cabinet Power

Connect AC Power

1. Connect an AC power cord to each added cabinet.
2. Connect the AC power cord from each cabinet to the power receptacles.

Connect DC Power

1. Connect DC power to the cabinets using the instructions earlier in this chapter.

Power Up SCC Cabinet Stack

1. At the cabinet stack, behind each cabinet power supply, set the circuit breaker to ON.
2. The system performs the level 4 rebooting process, loading the translations from the translation cards. This takes about 10 minutes.
3. After the system reboot is finished and all trouble is cleared, set the EMERGENCY TRANSFER CONTROL switch to AUTO. This restores the system to the normal operating mode.

Enter Added Translations

1. Enter added translation data using *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the SCC cabinet stack contains a TN750/B/C Announcement circuit pack, enter **list configuration software-version** and press Enter. If Page 2 of this form shows that recorded announcements were saved, these announcements can be restored by entering **restore announcements** and press Enter.

Add Control Cabinet to Release 6si

For 1 cabinet stack, upgrade a simplex system to a duplex system by setting the J58890M Duplicated Control Cabinet on top of the basic control cabinet.

For 2 cabinet stacks, upgrade a simplex system to a duplex system by setting a J58890M Duplicated Control Cabinet on top of the basic control cabinet. Set a J58890N Expansion Control Cabinet on the floor, next to the first cabinet stack. Remove the top port cabinet from the existing cabinet stack and place it on top of the expansion control cabinet.

For 3 cabinet stacks, upgrade a simplex system to a duplex system by setting a J58890M Duplicated Control Cabinet on top of the basic control cabinet. Set a J58890N Expansion Control Cabinet on the floor, next to the first cabinet stack. Set a second J58890N on the floor, next to the second cabinet stack.

Follow Routine Preventive Maintenance

1. Follow routine preventive maintenance procedures on the system to be upgraded. Refer to the "Preventive Maintenance" section in *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Remove Translations

1. If the existing system is pre-G3V4 and contains TN768 Tone-Clock circuit packs, remove the NETCON, PE, and tone translations before starting the upgrade. The active tone clock in 0x1c cannot be properly inserted while PI translations exist from the old carrier. Re-add the translations after the upgrade.

Label Cables

1. To make reconnecting the cables simpler and more reliable, label every connector cable associated with the system.

Service Interruption

1. Since the addition of the second control cabinet requires a service interruption, notify the customer in advance as to when the addition will take place.

Disable Alarm Origination

1. Enter **change system-parameters maintenance**, and press Enter.
2. Set the *Alarm Origination* field to n.



CAUTION:

If you do not disable Alarm Origination, the system may generate alarms, resulting in unnecessary trouble tickets.

3. For some releases of system software, disable *Cleared Alarm Notification* and *Restart Notification* before submitting the form.

Save Translations

1. Enter **save translation**. This command instructs the system to take all translation information in memory and write it to the translation cards.
2. If the system contains a TN750/B/C Announcement circuit pack, enter **display announcements**.

If administered recorded announcements are listed, enter **list configuration software-version**. Save the announcements using the **save announcements** command.

3. Update backup card, if required.

Shut Down DEFINITY AUDIX System



WARNING:

Neglecting to shut down an AUDIX assembly before powering down the system cabinet where it resides can damage the AUDIX disk.

1. If a DEFINITY AUDIX System resides in the system to be upgraded, shut down the AUDIX assembly and allow the disk to completely spin down.

Shut Down DEFINITY LAN Gateway System

CAUTION:

Before shutting down the DEFINITY LAN Gateway, save the system parameters if you plan to reuse the current system.

WARNING:

Neglecting to shut down a DEFINITY LAN Gateway assembly before powering down the system cabinet where it resides can damage the LAN Gateway disk.

1. Log onto the DEFINITY LAN Gateway.
2. When the main menu appears, select *Maintenance*.
3. Select *Reset System* from the *Maintenance* menu.
4. Select *Shutdown* from the *Reset System* menu.

Power Down System

1. Behind each PPN cabinet's power supply, set the circuit breaker to OFF.
2. Behind each EPN cabinet's power supply, set the circuit breaker to OFF.

CAUTION:

Powering down the control cabinet causes important system data, such as BCMS data, records of queued ACD calls, Automatic Wakeup requests, and Do Not Disturb requests to be lost. BCMS data cannot be stored to or retrieved from tape.

Install Power Failure Transfer Ground Wire

CAUTION:

To avoid contaminating single-point ground, do not connect the ground wire while the system is powered up.

1. Connect a 10 AWG (#25) (6 mm²) wire to pin 49 of the connecting block or to pin 49 of the CAP (cable access panel) associated with the power failure transfer panel.
2. Route the other end of the wire to an approved ground and connect.

Disconnect Cables

1. Disconnect all of the previously labeled connector cables.
2. Disconnect the management terminal from the TERM connector.
3. Remove the ground plates from between all of the stacked cabinets.
4. Remove the top and bottom rear covers from all of the cabinets.

Disconnect Power and Ground

1. Disconnect the cabinet power cords from the rear of each cabinet.
2. Disconnect the 10 AWG (#25) (2.6 mm) coupled bonding conductor wire.
3. Disconnect the 6 AWG (#40) (4.1 mm) cabinet ground wire from the single-point ground block on the rear of the cabinet.

Remove the Existing Port Cabinets

If the PPN stack contains 3 port cabinets, the new control cabinet must replace the port cabinet occupying the "B" position. This cabinet can either be moved to an available position in an EPN or can be set aside for future use.

Replacing (without moving) the "B" position port cabinet (containing 18 port slots) by a duplicated control cabinet (containing 16 port slots) leads to a net loss of at least 2 available port slots.

1. Remove the cabinet clip from between each cabinet.
2. Remove the port cabinets from the stack and place them aside.



CAUTION:

A port cabinet may weigh as much as 125 pounds. Use lifting precautions.

Unpack and Inspect Duplicated Control Cabinet



CAUTION:

Take care to avoid injury while cutting and removing bands.

1. Unpack and inspect the J58890M Duplicated Control Cabinet.
2. Report any damage per local procedures.

Install Duplicated Control Cabinet

1. Set the duplicated control cabinet above cabinet "A" (in the "B" position). See [Figure 7-3](#).

Install Port Cabinets

1. Set port cabinets "C" and "D" into their original positions. See [Figure 7-3](#).

Verify Usable Circuit Pack Vintages

1. Verify each reused circuit pack conforms to the usable vintages for a Release 6 system. See *Reference Guide for Circuit Pack Vintages and Change Notices*.

Install Circuit Packs

1. Install the new TN790 Processor circuit pack into the "PROCR" slot in the duplicated control cabinet.
2. Install a new TN772 Duplication Interface circuit pack into the "DUPN INTFC" slot in control cabinet "A."

⇒ NOTE:

Currently, both TN768 Tone Clock circuit packs reside in port slots of the basic control cabinet. Relocate one of these circuit packs to the "TONE CLOCK" slot of the duplicated control cabinet. Lucent recommends upgrading to the TN2182/B Tone-Clock.

3. For a critical reliability system, install the other TN768 Tone-Clock and either a TN776 or TN570/B/C EI in slots "1" and "2" of port cabinet "C." See [Table 7-9](#).

⇒ NOTE:

Installing these circuit packs may require moving a port circuit pack to an available slot now. Retranslate its port circuits after rebooting the system (with the Release 6 translation card)

Table 7-9. TN776 or TN570/B/C Requirements

Cabinet	2 Port Networks w/o Critical Reliability	2 Port Networks w/Critical Reliability	3 Port Networks w/o Critical Reliability	3 Port Networks w/Critical Reliability
PPN	1	2	2	4
EPN 1	1	2	2	4
EPN 2	N/A	N/A	2	4

4. Install the new control circuit packs into control cabinet "B."
5. Install the new TN776 or TN570/B/C Expansion Interface circuit packs into cabinets "A" and "B."
6. For a critical reliability system with optional packet bus, install a new TN771D Maintenance/Test circuit pack into an available port slot of each port network (if not already present).
7. Install circuit pack blanks in slots not equipped with circuit packs.
8. Interconnect the port networks with the fiber optic cables.

Verify Port Cabinet Address Plugs

1. Behind each port cabinet, locate the address plug attaching to two of the six backplane pins to the right of the pin-field block for slot "00."
2. Verify the location of each port cabinet address plug matches the cabinet's current position. See [Figure 7-9](#).

Relocate Port Cabinet B

PPN Cabinet Stack Only

1. If the PPN stack contained 3 port cabinets and this installation is for a PPN cabinet stack *only* (no EPN cabinets), return the port cabinet to Lucent Technologies according to the requirements outlined in:

*BCS/Material Logistics, MSL/Attended Stocking Locations
 Methods and Procedures for Basic Material Returns*

PPN and EPN Cabinet Stack

1. If the PPN stack contained three port cabinets, relocate the port cabinet to the last EPN stack.
2. Behind the port cabinet, locate the address plug attaching to two of the six backplane pins to the right of the pin-field block for slot "00."
3. Change the location of the port cabinet address plug to match the cabinet's current position. See [Figure 7-9](#).

Install TDM/LAN Bus Terminators

1. Install the TDM/LAN bus terminator in Slot "01" on the right side of the control cabinet as shown in [Figure 7-13](#).
2. Install the TDM/LAN bus terminator in Slot "17" on the top port cabinet.

Connect TDM/LAN Cables and ICC Cables

1. If any port cabinets were R1V3 System 75 port cabinets, use the following steps to route a cable between an R1V3 upper cabinet and cabinet beneath it. Do not run a new cable through the existing slot in the rear shelf of the upper cabinet.
 - a. Loosen the two left connector panel screws, then remove the other two connector panel screws.
 - b. Attach the TDM/LAN cable to the backplane. Slide the cable between the connector panel and the rear shelf (not through the existing slot in the shelf). Route the cable along the bottom of the cabinet.
 - c. Replace and tighten the connector panel screws.
2. Connect the new ICC cables (H600-248 G1). See [Figure 7-14](#) and [Figure 7-15](#).

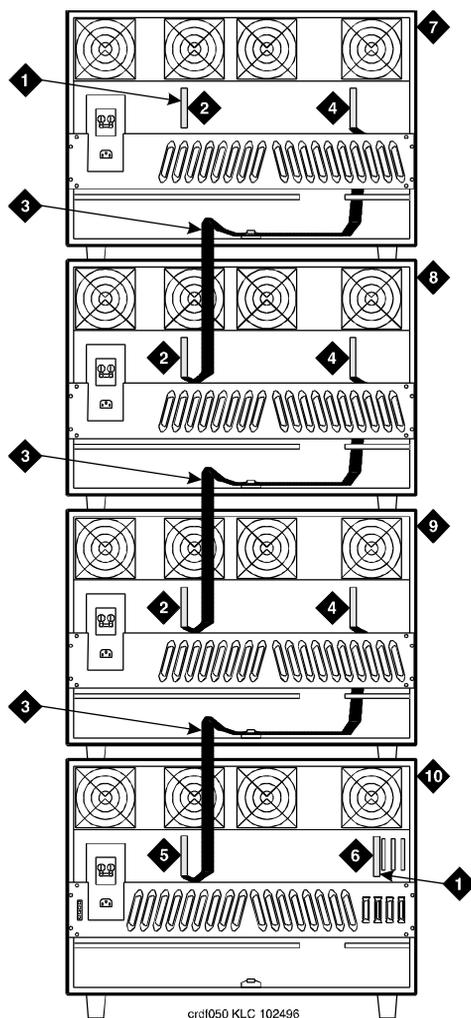


Figure Notes

- | | |
|----------------------------------|-----------------------------------|
| 1. AHF110 TDM/LAN Bus Terminator | 6. Slot 01 |
| 2. Slot 17 | 7. Control Cabinet ("D" Position) |
| 3. TDM/LAN Cable (WP91716 L3) | 8. Port Cabinet ("C" Position) |
| 4. Slot 00 | 9. Port Cabinet ("B" Position) |
| 5. Slot 18 | 10. Port Cabinet ("A" Position) |

Figure 7-13. TDM/LAN Connections for Release 6 EPN

Reconnect Remaining Cables

1. Install the CFY1 current limiter (CURL) on the "A" carrier, to pin-field block "00." See [Figure 7-14](#). The CURL's components are on the left side.
2. Replace all cables that were labeled and removed.
3. Install the front door on each cabinet. Install the top and bottom rear covers on the new expansion control cabinet. Do not use these rear covers on the port cabinets.

Table 7-10. Intercabinet Cable Connections

Connect ICC Cables				
	From		To	
	Control Cabinet	Pin-Field Block	Port Cabinet	Pin-Field Block
EPN	J58890N	ICCA ICCB	J58890H	ICCA ICCB

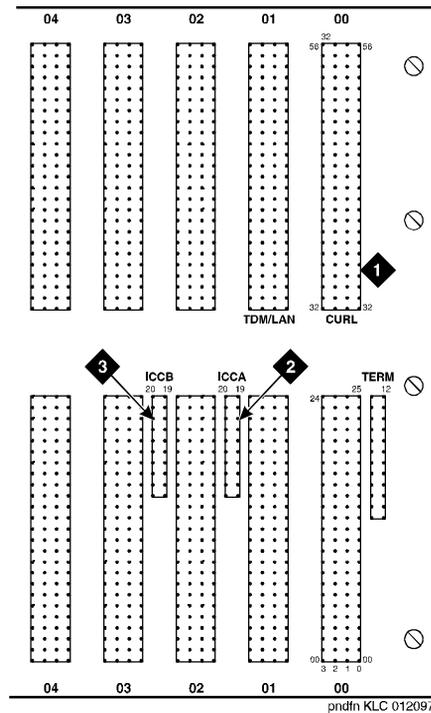


Figure Notes

- 1. CURL (Current Limiter) Connector
- 2. ICCA Connectors
- 3. ICCB Connectors

Figure 7-14. ICC Pin-Field Blocks on Expansion Control Cabinet

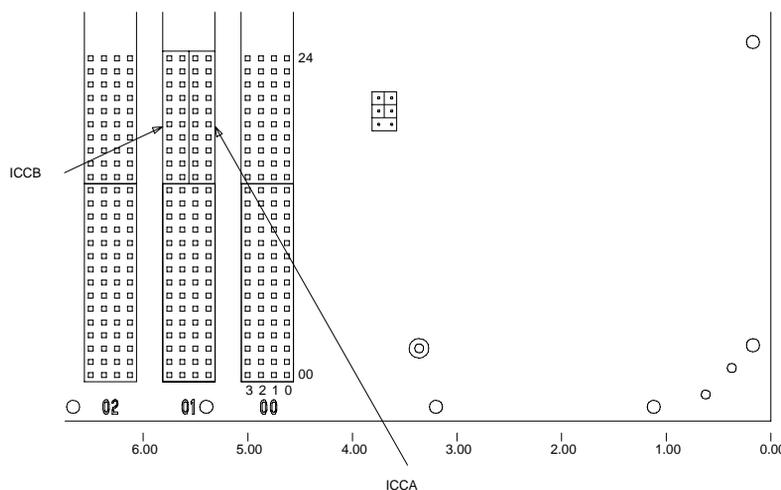


Figure 7-15. ICC Pin-Field Blocks on Port Cabinet

Install Rear Panels

1. Install the rear panels and loosely thread each screw. See [Figure 7-10](#).
2. For *unstacked* cabinets, tighten the screws securely.

For a *stack* of cabinets, allow the screws labeled Callout 4 to remain loose. These screws are tightened when the ground plates are installed.

3. Be sure the TDM bus cables and the ICC are not pinched by the panels. Be sure the cables route through the channels on the rear panels.

Install Ground Plates (Systems with Earthquake Protection)

The ground plates provide the ground connection between cabinets, provide radio frequency (RF) radiation protection, and help stabilize the cabinets.

1. Refer to "[Install Rear Ground Plates \(Systems with Earthquake Protection\)](#)" earlier in this chapter.

Install Cabinet Clips (Systems without Earthquake Protection)

A cabinet clip is required between each pair of stacked cabinets.

1. Refer to "[Install Cabinet Clips \(Systems without Earthquake Protection\)](#)" earlier in this chapter.

Connect Power and Ground

1. Reconnect the 6 AWG (#40) (16 mm²) cabinet ground wire to the single-point ground block on the cabinet.
2. Reconnect the 10 AWG (#25) (6 mm²) coupled bonding conductor wire.
3. Reconnect the cabinet power cords behind each cabinet.

Remove Power-Failure Ground Wire

1. Remove the previously installed ground wire from the power-failure transfer unit.

Reconnect Cables (Systems without Earthquake Protection)

1. Behind each PPN cabinet's power supply set the circuit breaker to OFF.
2. Replace all cables that were labeled and removed.
3. Install the top and bottom rear covers on the new control cabinets. Do not use these rear covers on the port cabinets.

Reconnect Cables (Systems with Earthquake Protection)

1. Replace all cables that were labeled and removed.
2. Install the upper and lower rear covers with all of the screws except the screws that run along the top and bottom of the cabinet. Do not tighten the screws.

NOTE:

The rear covers for the control cabinets need two detents (1 for the TDM/LAN cable and another for the ICC cables).

3. Align the 4 holes in the ground plate with the four holes at the bottom of the lower rear cover of the upper cabinet. Loosely install the screws.
4. Align the ground plate with the top holes of the upper rear cover of the lower cabinet. Install the 4 screws but do not tighten.
5. Align the earthquake front plate with the holes at the top and bottom of the cabinet. Install the eight screws.
6. Tighten all screws.
7. Repeat the above steps for the remaining cabinets.
8. Install the front door on each cabinet.
9. Install a DEFINITY label on each existing port cabinet.

Reboot the System

1. Connect the management terminal to the "TERMINAL" connector behind PPN control carrier "A," or install the G3-MA according to *DEFINITY Communications System Generic 3 Management Applications — Operations*, 585-229-202.
2. Verify that the translation cards are inserted in the TN777B circuit packs.
3. At each cabinet set the main circuit breaker to ON. The system performs the reset level 4 reboot process, loading the default system translations from the translation cards. This takes 10 minutes.
4. Enter **set time** to set the date and time.
5. Enter **list configuration software-version long** and press Enter to compare the version number of the Release 6 software program (displayed on the terminal or G3-MA) with the TN790 version number (written on a label on the TN790's faceplate). If the version numbers are not the same, change the version number on the TN790 label so that they agree.
6. Get the order number of the upgrade and call the regional CSA to request an "init" login so that the right-to-use options can be enabled.
7. Enter **change system-parameters customer-options** and press Enter. Use this form to enable the customer's other right-to-use options on the Release 6 upgrade order.
8. Enter **change site-data** and press Enter. Use this form to assign system-specific information (such as building, floor, and stations).
9. Enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
10. Enter **save translation** and press Enter. This instructs the system to write all translation information from memory to the translation cards.



CAUTION:

If the terminal displays "translation corruption detected; call Lucent distributor immediately", an error was detected in the translations.



NOTE:

The **save translation** command cannot function if the translation corruption message appears. Refer to ["Translation Corruption Detected" on page 8-2](#) to clear the problem.

Add Translations

1. If the system was upgraded from G3V4 or earlier and contains TN768 Tone-Clock circuit packs, the NETCON, PE, and tone translations were removed before starting the upgrade. Re-add the translations now.

Install Cable Clamps

1. Behind the cabinets using screws provided, install 2 cable clamps on each ground plate. See [Figure 7-16](#). These clamps hold the port cables.

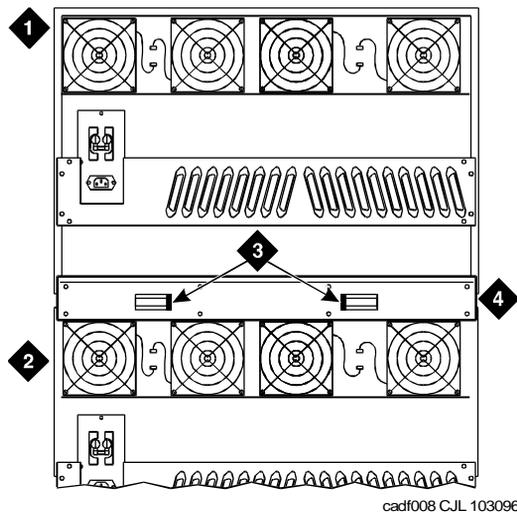


Figure Notes

- | | |
|--------------------|-----------------|
| 1. Port Cabinet | 3. Cable Clamps |
| 2. Control Cabinet | 4. Ground Plate |

Figure 7-16. Locations of Ground Plate and Cable Clamps

Retranslate Port Circuits

If port circuit packs in the control cabinet were relocated to put one of the following into a slot in the duplicated control cabinet:

- A critical port circuit pack, requiring longer nominal battery holdover (such as a DS1 or an Announcement circuit pack), in a port slot
- A TN755B power supply in port slots "16" and "17"
- A TN776 or TN570/B/C Expansion Interface in port slot "1" or in port slot "2" (for a second directly-connected EPN)

1. Verify retranslations during the off-site software upgrade. If not, retranslate them now. Refer to *DEFINITY Enterprise Communications Server Release 6 Administration and Feature Description*.

Enable Customer Options and Alarm Origination

1. Get the DOSS order number of the upgrade and call the regional CSA to request an "init" login. The CSA assigns the Release 6 option, which automatically sets the 24-hour password aging for the customer logins.
2. Enter **change system-parameters customer-options** and press Enter.
3. Use these forms to verify the customer options are properly set.

NOTE:

If the customer was using Supplementary Services Protocol "b" or "d" on an ISDN-PRI trunk group before the upgrade, set the **Basic Call Setup** field to **y**.

4. Be sure the system is part of the existing INADS database by calling the INADS Database Administrator at the Technical Service Center (TSC). Verify that INADS can dial into the system and that the system can dial out to INADS.

As part of the system registration process, the INADS Database Administrator enables Alarm Origination and customer options.

Resolve Alarms

1. Examine the alarm log. Resolve any alarms that may exist using *DEFINITY Enterprise Communications Server Release 6 Maintenance for R6vs/si*.

Save Translations

1. If the system is high or critical reliability, enter **status system 1** and press Enter to verify that the system is in the "active/standby" mode.
2. Enter **save translation**. This instructs the system to take all translation information in memory and write it to the translation cards.
3. If the SCC cabinet stack contains a TN750/B/C Announcement circuit pack, enter **list configuration software-version** and press Enter. These announcements can be restored by entering **restore announcements**.

Return Replaced Equipment

1. Return equipment to Lucent according to the requirements outlined in:
*BCS/Material Logistics, MSL/Attended Stocking Locations
Methods and Procedures for Basic Material Returns*

Install Earthquake Protection

Earthquake protection only installs on Single-Carrier Cabinets.

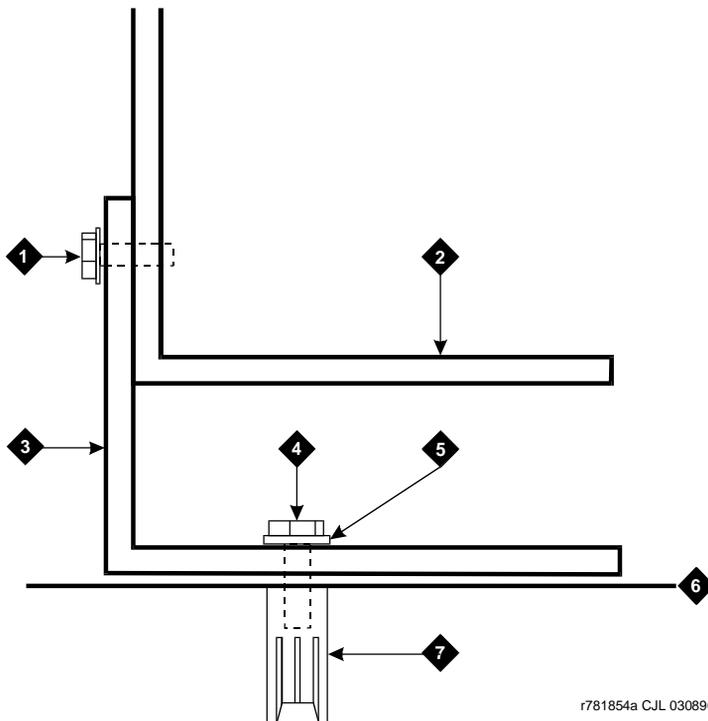


Figure Notes

- | | |
|---|----------------------------|
| 1. #12-24x1/2-inch Thread Forming Screw | 5. Nylon Insulating Washer |
| 2. Control Cabinet | 6. Concrete Floor |
| 3. Front Mounting Angle | 7. Concrete Floor Anchor |
| 4. Hex Head Bolt | |

Figure 7-17. Front Mounting Angle Location

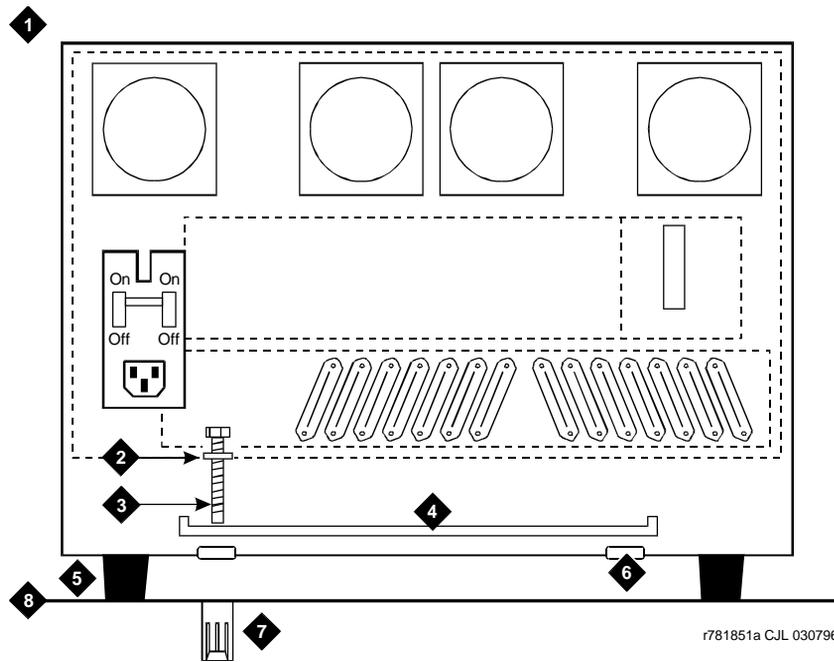
1. Position the Control Cabinet (J58890L) in the position it is to occupy when the installation is complete. Be sure the cabinet is level.
2. Using a pencil or marker and using the Front Mounting Angle as a template, mark the locations of the 2 floor mounting holes.
3. Move the cabinet out of the way and drill a hole 1/2-inch (1.3 cm) in diameter and 1.5 inches (3.8 cm) deep at the locations marked in Step 2.

4. Insert a concrete floor anchor (STARR part number 3425) into each hole.
5. Secure the Front Mounting Angle to the floor using the short hex head bolts provided.
6. Move the cabinet back into place.
7. At the rear of the cabinet, remove the 2 hole plugs from the bottom of the cabinet. See [Figure 7-18](#).
8. Insert a pencil or marker through the holes in the bottom of the cabinet and mark the floor directly beneath each hole.
9. Move the cabinet out of the way and drill a hole 1/2-inch (1.3 cm) in diameter and 1.5 inches (3.8 cm) deep at the locations marked in Step 9.
10. Insert a concrete floor anchor (STARR part number 3425) into each hole.
11. Move the cabinet back into place and align with the Front Mounting Angle.
12. Attach the cabinet to the Front Mounting Angle using the 4 supplied #12-24 x 1/2-inch (1.27 cm) thread-forming screws. See [Figure 7-17](#).
13. Lay the supplied Stiffener on the bottom rear of the cabinet and align with the holes in the bottom of the cabinet. See [Figure 7-18](#).
14. Slide a nylon washer onto each of the 2 supplied long hex head bolts.
15. Insert the bolts through the Stiffener and thread into the concrete floor anchor. Tighten securely.



NOTE:

If critical reliability is installed, the Expansion Control Cabinet sets on the floor, next to Control Cabinet A. Repeat the above procedures.



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Figure Notes

- | | |
|---|--------------------------|
| 1. Cabinet | 5. Cabinet Foot |
| 2. Nylon Insulating Washer (2 Required) | 6. Floor Plugs (Remove) |
| 3. Long Hex Head Bolt (2 Required) | 7. Concrete Floor Anchor |
| 4. Stiffener | 8. Concrete Floor |

Figure 7-18. Cabinet Earthquake Mounting — Rear View

DEFINITY AUDIX Power Procedures

Power Down the AUDIX System

A yellow caution sticker on the system's power unit notifies technicians to shut down the DEFINITY AUDIX System prior to powering down the system.

1. Log into the AUDIX System as **craft**.
2. Enter the **reset system shutdown** command. Press Enter.
3. Press Enter again to start the shutdown process.
4. The "SHUTDOWN Completed" message appears when the AUDIX is successfully shutdown. This takes about 2 minutes.
5. The AUDIX System can now be removed for service.

Power Up the AUDIX System

- If the AUDIX was removed from the cabinet:
 1. Re-install the AUDIX and allow it to boot up automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet but power was removed from the cabinet:
 1. Power up the cabinet. The AUDIX reboots automatically.
 2. Check for AUDIX System errors.
- If the AUDIX remained in the cabinet and the cabinet was *not* powered down:
 1. At the AUDIX console, hold the **ctrl** key and enter **cc**.
 2. Enter **5** at the prompt. In about 2 minutes, the AUDIX boots up.
 3. When the system initialization is complete, log in as **craft**.
 4. Check for AUDIX System errors.

7 Hardware Additions

DEFINITY AUDIX Power Procedures

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Troubleshooting an Upgrade

8

This chapter provides the information necessary to correct many problems when upgrading a system.

The information in this chapter is a compilation of the most commonly reported troubles received by Tier 4 Support at Lucent Technologies.

It is the desire of the Product Documentation Department to update this chapter with new information at each product/document release. If you have information that you feel would be valuable to other technicians, please FAX your comments to us at 1-303-538-1741 (United States).

Tone Clock Does Not Function in New EPN

Remove Translations

1. If the existing system is pre-G3V4 and contains TN768 Tone-Clock circuit packs, remove the NETCON, PE, and tone translations before starting the upgrade. The active tone clock in 0x1c cannot be properly inserted while PI translations exist from the old carrier.
2. Re-add the translations after the upgrade.

Translation Corruption Detected

This usually means that the translations were not successfully backed up to the translation card or that the current software version may not be compatible with the new software version.

Unsuccessful Translation Backup

1. If the processor circuit pack was replaced as part of the upgrade, remove the processor and replace it with the original processor circuit pack.
2. Insert the original translation card (or backup translation card) into the TN777B.
3. Enter **reset system 4** to reboot the system and to reinstall the original translations.
4. The translation corruption problem should be corrected.

Software Incompatibility

If the above procedures do not clear the corruption problem, then software incompatibility is suspected. It is possible that the current software version must be upgraded to an interim software version before being upgraded to the final software version.

1. Contact your Lucent Technologies representative for this information.

References



This section contains a list of user documents for the DEFINITY Enterprise Communications Server (ECS) Release 6.

To order these or other DEFINITY documents, contact the Lucent Technologies Publications Center at the address and phone number on the back of the title page of this document. A complete catalog of Business Communications Systems (BCS) documents, including previous issues of the documents listed here, is available on the World Wide Web. Ask your account team for the web address.

Basic DEFINITY ECS Documents

These documents are issued for all new and upgrade DEFINITY ECS Release 6 systems.

Administration

DEFINITY ECS Release 6 — Overview, Issue 4, 555-230-024

Provides a detailed overview of the ECS including descriptions of many of the major features, applications, hardware, system capabilities, and the support provided with the system. This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Latin Spanish (SPL), Italian (IT), Russian (RU), and Japanese (JA). To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.

DEFINITY ECS Release 6.1.0 — Change Description, Issue 1, 555-230-474

Gives a high-level overview of what is new in DEFINITY ECS Release 6. Describes the hardware and software enhancements and lists the problem corrections for this release.

DEFINITY ECS Release 6 — System Description Pocket Reference, Issue 1, 555-230-211

Provides hardware descriptions, system parameters, listing of hardware required to use features, system configurations, and environmental requirements. This compact reference combines and replaces Release 6 *System Description and Specifications* and Release 6 *Pocket Reference*.

DEFINITY ECS Release 6 — Administration and Feature Description, Issue 2, 555-230-522

Provides descriptions of system features. Also provides step-by-step procedures for preparing the screens that are required to implement the features, functions, and services of the system. Includes the applications and benefits, feature interactions, administration requirements, hardware requirements, and procedures for voice terminal, data module, and trunk group administration.

DEFINITY System's Little Instruction Book, Issue 2, 555-230-727

Provides step-by-step procedures for performing basic switch administration tasks. Includes managing phones, managing features, generating reports, enhancing system security, and troubleshooting.

DEFINITY ECS Release 5 — System Monitoring and Reporting, Issue 4, 555-230-511

Provides detailed descriptions of the measurement, status, security, and recent change history reports available in the system and is intended for administrators who validate traffic reports and evaluate system performance. Includes corrective actions for potential problems. Issue 2 of this document was titled *Traffic Reports*. The Release 5 version of this document applies to Release 6 as well.

DEFINITY ECS Release 5 — Implementation Blank Forms, Issue 2, 555-230-303

Provides blank paper forms corresponding to the screens that are required to implement the features, functions, and services of the system. The Release 5 forms apply to Release 6 as well.

DEFINITY Communications System Generic 3 Planning and Configuration, Issue 2, 555-230-601

This document was written for Generic 3 Version 2 software, but still contains relevant information for the ECS.

Provides step-by-step procedures for the account team in determining the customer's equipment and hardware requirements to configure a system according to the customer specifications. Includes detailed requirements and block diagrams.

Installation and Maintenance

DEFINITY ECS Release 5 — Installation and Test for Single-Carrier Cabinets, Issue 3, 555-230-894

Provides procedures and information for hardware installation and initial testing of single-carrier cabinets. The Release 5 version of this document applies to Release 6 as well.

This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Castilian Spanish (SP), Italian (IT), Russian (RU), and Japanese (JA). To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.

DEFINITY ECS Release 5 — Installation and Upgrades for R5vs, Issue 1, 555-230-124

Provides procedures and information for hardware installation, upgrades, and initial testing of compact single-carrier cabinets. The Release 5 version of this document applies to Release 6 as well.

DEFINITY ECS Release 6 — Installation and Test for Multi-Carrier Cabinets, Issue 3, 555-230-112

Provides procedures and information for hardware installation and initial testing of multi-carrier cabinets.

DEFINITY ECS Release 6 — Installation and Test for Compact Modular Cabinets, Issue 1, 555-230-128

Provides procedures and information for hardware installation and initial testing of compact modular cabinets.

DEFINITY ECS Release 6 — Installation for Adjuncts and Peripherals, Issue 2, 555-230-125

Provides procedures and information for hardware installation and initial testing of ECS adjunct and peripheral systems and equipment.

DEFINITY Communications System Generic 3vs/si — Upgrades and Additions, Issue 1, 555-230-108

Provides procedures for an installation technician to convert an existing DEFINITY Communications System earlier than Generic 3 Version 4 to Generic 3vs/si Version 4.

DEFINITY Communications System Generic 3r — Upgrades and Additions, Issue 1, 555-230-109

Provides procedures for an installation technician to convert an existing DEFINITY Communications System earlier than Generic 3 Version 4 to Generic 3r Version 4.

DEFINITY ECS Release 6 — Upgrades and Additions for R6r, Issue 3, 555-230-121

Provides procedures for an installation technician to convert an existing Generic 3 Version 4 DEFINITY Communications System to DEFINITY ECS and from DEFINITY ECS Release 5 to DEFINITY ECS Release 6.

Included are upgrade considerations, lists of required hardware, and step-by-step upgrade procedures. Also included are procedures to add control carriers, switch node carriers, port carriers, circuit packs, auxiliary cabinets, and other equipment.

DEFINITY ECS Release 6 — Upgrades and Additions for R6vs/si, Issue 3, 555-230-120

Provides procedures for an installation technician to convert an existing DEFINITY Communications System Generic 3 Version 4 to DEFINITY ECS and from DEFINITY ECS Release 5 to DEFINITY ECS Release 6.

Included are upgrade considerations, lists of required hardware, and step-by-step upgrade procedures. Also included are procedures to add control carriers, switch node carriers, port carriers, circuit packs, auxiliary cabinets, and other equipment.

DEFINITY ECS Release 6 — Maintenance for R6r, Issue 1, 555-230-126

Provides detailed descriptions of the procedures for monitoring, testing, troubleshooting, and maintaining the R6r ECS. Included are maintenance commands, step-by-step trouble-clearing procedures, the procedures for using all tests, and explanations of the system's error codes.

DEFINITY ECS Release 6 — Maintenance for R6vs/si, Issue 1, 555-204-127

Provides detailed descriptions of the procedures for monitoring, testing, troubleshooting, and maintaining the R6vs/si ECS. Included are maintenance commands, step-by-step trouble-clearing procedures, the procedures for using all tests, and explanations of the system's error codes.

DEFINITY ECS Release 6 — Maintenance for Compact Modular Cabinets, Issue 1, 555-204-129

Provides detailed descriptions of the procedures for monitoring, testing, troubleshooting, and maintaining the CMC ECS. Included are maintenance commands, step-by-step trouble-clearing procedures, the procedures for using all tests, and explanations of the system's error codes.

BCS Products Security Handbook, Issue 6, 555-025-600

Provides information about the risks of telecommunications fraud and measures for addressing those risks and preventing unauthorized use of BCS products. This document is intended for telecommunications managers, console operators, and security organizations within companies.

DEFINITY ECS Release 5 — Terminals and Adjuncts Reference, Issue 8, 555-015-201

Provides descriptions of the peripheral equipment that can be used with System 75, System 85, DEFINITY Communications System, and DEFINITY ECS. This document is intended for customers and Lucent Technologies account teams for selecting the correct peripherals to accompany an ECS. The Release 5 version of this document applies to Release 6 as well.

DEFINITY ECS — Generic 1, Generic 3, System 75, and Voice Terminal Guide Builder, Issue 3, 555-230-755

Provides capability to produce laser-printed documentation for specific telephones. The software is supported by a comprehensive user's guide and on-line help. This product requires a 386 PC, minimum of 6MB disk space, minimum of 4MB RAM, a printer supported by Microsoft GDI printer drive, and Microsoft Windows 3.1 or higher. A mouse is recommended. This document applies to Release 6 as well as earlier DEFINITY systems.

Call Center Documents

These documents are issued for DEFINITY ECS Call Center applications.

DEFINITY

DEFINITY ECS Release 5 — Call Vectoring/EAS Guide, Issue 1, 585-230-521

Provides information on how to write, use, and troubleshoot vectors, which are command sequences that process telephone calls in an Automatic Call Distribution (ACD) environment. This document applies to Release 6 as well as earlier DEFINITY systems.

It is provided in two parts: tutorial and reference. The tutorial provides step-by-step procedures for writing and implementing basic vectors. The reference includes detailed descriptions of the call vectoring features, vector management, vector administration, adjunct routing, troubleshooting, and interactions with management information systems (including the Call Management System).

DEFINITY ECS Release 5 — Basic Call Management System (BCMS) Operations, Issue 1, 555-230-706

Provides detailed instructions on how to generate reports and manage the system. It is intended for telecommunications managers who wish to use BCMS (Basic Call Management System) reports and for system managers responsible for maintaining the system. This documentation applies to Release 6 as well as earlier DEFINITY systems.

CentreVu CMS

CentreVu Call Management System Release 3 Version 5 — Administration, Issue 1, 585-215-820

CentreVu Call Management System Release 3 Version 5 — Reports, Issue 1, 585-215-821

CentreVu Call Management System Release 3 Version 5 — Custom Reports, Issue 1, 585-215-822

CentreVu Call Management System Release 3 Version 5 — Upgrades and Migrations, Issue 1, 585-215-826

CentreVu Call Management System Release 3 Version 5 — External Call History Reference, Issue 1, 585-215-824

CentreVu Call Management System Release 3 Version 5 — Forecast, Issue 1, 585-215-825

Application-Specific Documents

These documents support specific DEFINITY applications.

DEFINITY ECS Generic 2 to Release 5 — Transition Reference, Issue 1, 555-230-523

Provides information on the differences in features and administration between the old and new systems when upgrading from a Generic 2 system to DEFINITY ECS Release 5.

ASAI

DEFINITY ECS Release 5 — CallVisor ASAI Planning Guide, Issue 4, 555-230-222

Provides procedures and directions for the account team and customer personnel for effectively planning and implementing the CallVisor Adjunct/Switch Application Interface (ASAI) PBX-Host environment. The CallVisor ASAI is a communications interface that allows adjunct processors to access switch

features and to control switch calls. It is implemented using an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI). Hardware and software requirements are included.

DEFINITY ECS Release 5 — CallVisor ASAI Protocol Reference, Issue 5, 555-230-221

Provides detailed layer 3 protocol information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the library or driver programmer of an adjunct processor to create the library of commands used by the applications programmers. Describes the ISDN message, facility information elements, and information elements.

DEFINITY ECS Release 5 — CallVisor ASAI Technical Reference, Issue 5, 555-230-220

Provides detailed information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the application designer responsible for building and/or programming custom applications and features.

DEFINITY ECS Release 5 — Installation, Administration, and Maintenance of CallVisor ASAI Over the DEFINITY LAN Gateway, Issue 2, 555-230-223

Provides procedures for installation, administration, and maintenance of the CallVisor Adjunct/Switch Application Interface (ASAI) Ethernet application over the DEFINITY LAN Gateway and is intended for system administrators, telecommunications managers, Management Information System (MIS) managers, LAN managers, and Lucent personnel. The ASAI-Ethernet application provides ASAI functionality using 10Base-T Ethernet rather than BRI as a transport media.

DEFINITY ECS Release 5 — Call Visor ASAI Overview, Issue 1, 555-230-225

Provides a general description of Call Visor ASAI.

This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Colombian Spanish (SPL), and Japanese (JA). To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.

DEFINITY ECS Release 5 — CallVisor PC ASAI Installation and Reference, Issue 1, 555-230-227

Provides procedural and reference information for installers, Tier 3 support personnel, and application designers.

ACD

DEFINITY ECS Release 5 — Automatic Call Distribution (ACD) Agent Instructions, Issue 5, 555-230-722

Provides information for use by agents after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

DEFINITY ECS Release 5 — Automatic Call Distribution (ACD) Supervisor Instructions, Issue 4, 555-230-724

Provides information for use by supervisors after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

Call Detail Recording

Call Detail Acquisition & Processing Reference, Issue 2, 555-006-202

Provides a general technical description of the ECS call detail recording feature and of the products that collect, store, poll, and process call records.

Console Operations

DEFINITY Communications System Generic 1 and Generic 3 Console Operations, Issue 3, 555-230-700

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call-handling procedures, basic system troubleshooting information, and routine maintenance procedures.

DEFINITY ECS Release 6 — Console Operations Quick Reference, Issue 3, 555-230-890

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call handling, basic system-troubleshooting information, and routine maintenance procedures.

This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Colombian Spanish (SPL), and Japanese (JA). To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.

Hospitality

An Introduction to DEFINITY Communications System Generic 3 Hospitality Services, Issue 1, 555-230-021

Provides an overview of the features available for use by the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Included are brief definitions of many of the system features, descriptions of the hardware, planning considerations, and list of the system capabilities. This documentation also applies to Release 6.

DEFINITY ECS Release 5 — Hospitality Operations, Issue 3, 555-230-723

Provides step-by-step procedures for using the features available for the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Includes detailed descriptions of reports.

Glossary and Abbreviations

Numerics

800 service

A service in the United States that allows incoming calls from certain areas to an assigned number for a flat-rate charge based on usage.

A

AA

Archangel. See [angel](#).

AAC

ATM access concentrator

AAR

See [Automatic Alternate Routing \(AAR\)](#).

abandoned call

An incoming call in which the caller hangs up before the call is answered.

Abbreviated Dialing (AD)

A feature that allows callers to place calls by dialing just one or two digits.

AC

1. Alternating current.
2. See [Administered Connection \(AC\)](#).

AAR

Automatic Alternate Routing

ACA

See [Automatic Circuit Assurance \(ACA\)](#).

ACB

See [Automatic Callback \(ACB\)](#).

ACD

See [Automatic Call Distribution \(ACD\)](#).

ACD agent

See [agent](#).

ACU

See [Automatic calling unit \(ACU\)](#)

ACW

See [after-call work \(ACW\) mode](#).

access code

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature, or access an outgoing trunk.

access endpoint

Either a nonsignaling channel on a DS1 interface or a nonsignaling port on an analog tie-trunk circuit pack that is assigned a unique extension.

access tie trunk

A trunk that connects a main communications system with a tandem communications system in an electronic tandem network (ETN). An access tie trunk can also be used to connect a system or tandem to a serving office or service node. Also called access trunk.

access trunk

See [access tie trunk](#).

ACCUNET

A trademarked name for a family of digital services offered by AT&T in the United States.

ACD

See [Automatic Call Distribution \(ACD\)](#). ACD also refers to a work state in which an agent is on an ACD call.

ACD work mode

See [work mode](#).

active-notification association

A link that is initiated by an adjunct, allowing it to receive event reports for a specific switch entity, such as an outgoing call.

active-notification call

A call for which event reports are sent over an active-notification association (communication channel) to the adjunct. Sometimes referred to as a monitored call.

active notification domain

VDN or ACD split extension for which event notification has been requested.

ACU

See [Automatic calling unit \(ACU\)](#).

AD

See [Abbreviated Dialing \(AD\)](#).

ADAP

AUDIX Data Acquisition Package

ADC

See [analog-to-digital converter \(ADC\)](#).

adjunct

A processor that does one or more tasks for another processor and that is optional in the configuration of the other processor. See also [application](#).

adjunct-control association

A relationship initiated by an application via *Third Party Make Call*, the *Third Party Take Control*, or *Domain (Station) Control* capabilities to set up calls and control calls already in progress.

adjunct-controlled call

Call that can be controlled using an adjunct-control association. Call must have been originated via *Third Party Make Call* or *Domain (Station) Control* capabilities or must have been taken control of via *Third Party Take Control* or *Domain (Station) Control* capabilities.

adjunct-controlled split

An ACD split that is administered to be under adjunct control. Agents logged into such splits must do all telephony work, ACD login/ logout, and changes of work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may not log in/out or change work mode).

adjunct-monitored call

An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.

Adjunct-Switch Application Interface (ASAI)

A recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.

ADM

Asynchronous data module

administer

To access and change parameters associated with the services or features of a system.

Administered Connection (AC)

A feature that allows the switch to automatically establish and maintain end-to-end connections between access endpoints (trunks) and/or data endpoints (data modules).

administration group

See [capability group](#).

administration terminal

A terminal that is used to administer and maintain a system. See also [terminal](#).

Administration Without Hardware (AWOH)

A feature that allows administration of ports without associated terminals or other hardware.

ADU

See [asynchronous data unit \(ADU\)](#).

AE

See [access endpoint](#).

after-call work (ACW) mode

A mode in which agents are unavailable to receive ACD calls. Agents enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call.

AG

ASAI Gateway

agent

A person who receives calls directed to a split. A member of an ACD hunt group or ACD split. Also called an ACD agent.

agent report

A report that provides historical traffic information for internally measured agents.

AIM

Asynchronous interface module

AIOD

Automatic Identification of Outward Dialing

ALBO

Automatic Line Build Out

All trunks busy (ATB)

The state in which no trunks are available for call handling.

ALM-ACK

Alarm acknowledge

American Standard Code for Information Interchange

See [ASCII \(American Standard Code for Information Interchange\)](#).

AMW

Automatic Message Waiting

AN

Analog

analog

The representation of information by continuously variable physical quantities such as amplitude, frequency, and phase. See also [digital](#).

analog data

Data that is transmitted over a digital facility in analog (PCM) form. The data must pass through a modem either at both ends or at a modem pool at the distant end.

analog telephone

A telephone that receives acoustic voice signals and sends analog electrical signals along the telephone line. Analog telephones are usually served by a single wire pair (tip and ring). The model-2500 telephone set is a typical example of an analog telephone.

analog-to-digital converter (ADC)

A device that converts an analog signal to digital form. See also [digital-to-analog converter \(DAC\)](#).

angel

A microprocessor located on each port card in a processor port network (PPN). The angel uses the control-channel message set (CCMS) to manage communications between the port card and the archangel on the controlling switch-processing element (SPE). The angel also monitors the status of other microprocessors on a port card and maintains error counters and thresholds.

ANI

See [Automatic Number Identification \(ANI\)](#).

ANSI

American National Standards Institute. A United States professional/technical association supporting a variety of standards.

answerback code

A number used to respond to a page from a code-calling or loudspeaker-paging system, or to retrieve a parked call.

AOL

Attendant-offered load

AP

Applications processor

APLT

Advanced Private-Line Termination

appearance

A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence. See also [call appearance](#).

application

An adjunct that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the switch cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application. The terms application and adjunct are used interchangeably throughout this document.

applications processor

A micro-computer based, program controlled computer providing application services for the DEFINITY switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.

application service element

See [capability group](#).

architecture

The organizational structure of a system, including hardware and software.

ARS

See [Automatic Route Selection \(ARS\)](#).

ASAI

See [Adjunct-Switch Application Interface \(ASAI\)](#)

ASCII (American Standard Code for Information Interchange)

The standard code for representing characters in digital form. Each character is represented by an 8-bit code (including parity bit).

association

A communication channel between adjunct and switch for messaging purposes. An active association is one that applies to an existing call on the switch or to an extension on the call.

asynchronous data transmission

A method of transmitting data in which each character is preceded by a start bit and followed by a stop bit, thus permitting data characters to be transmitted at irregular intervals. This type transmission is advantageous when transmission is not regular (characters typed at a keyboard). Also called asynchronous transmission. See also [synchronous data transmission](#).

asynchronous data unit (ADU)

A device that allows direct connection between RS-232C equipment and a digital switch.

asynchronous Transfer Mode (ATM)

A packet-like switching technology in which data is transmitted in fixed-size (53-byte) cells. ATM provides high-speed access for data communication in LAN, campus, and WAN environments.

ATB

See [All trunks busy \(ATB\)](#).

ATD

See [Attention dial \(ATD\)](#).

attendant

A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations. See also [attendant console](#).

ATM

See [asynchronous Transfer Mode \(ATM\)](#).

attendant console

The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called console. See also [attendant](#).

Attention dial (ATD)

A command in the Hayes modem command set for asynchronous modems.

Audio Information Exchange (AUDIX)

A fully integrated voice-mail system. Can be used with a variety of communications systems to provide call-history data, such as subscriber identification and reason for redirection.

AUDIX

See [Audio Information Exchange \(AUDIX\)](#).

auto-in trunk group

Trunk group for which the CO processes all of the digits for an incoming call. When a CO seizes a trunk from an auto-in trunk group, the switch automatically connects the trunk to the destination — typically an ACD split where, if no agents are available, the call goes into a queue in which callers are answered in the order in which they arrive.

Auto-In Work mode

One of four agent work modes: the mode in which an agent is ready to process another call as soon as the current call is completed.

Automatic Alternate Routing (AAR)

A feature that routes calls to other than the first-choice route when facilities are unavailable.***

Automatic Callback (ACB)

A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both parties when the called party becomes available.

Automatic Call Distribution (ACD)

A feature that answers calls, and then, depending on administered instructions, delivers messages appropriate for the caller and routes the call to an agent when one becomes available.

Automatic Call Distribution (ACD) split

A method of routing calls of a similar type among agents in a call center. Also, a group of extensions that are staffed by agents trained to handle a certain type of incoming call.

Automatic calling unit (ACU)

A device that places a telephone call.

Automatic Circuit Assurance (ACA)

A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls may signify a faulty trunk.

Automatic Number Identification (ANI)

Representation of the calling number, for display or for further use to access information about the caller. Available with Signaling System 7.

automatic restoration

A service that restores disrupted connections between access endpoints (nonsignaling trunks) and data endpoints (devices that connect the switch to data terminal and/or communications

equipment). Restoration is done within seconds of a service disruption so that critical data applications can remain operational.

Automatic Route Selection (ARS)

A feature that allows the system to automatically choose the least-cost way to send a toll call.

automatic trunk

A trunk that does not require addressing information because the destination is predetermined. A request for service on the trunk, called a seizure, is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group. Also called automatic incoming trunk and automatic tie trunk.

AUX

Auxiliary

auxiliary equipment

Equipment used for optional system features, such as Loudspeaker Paging and Music-on-Hold.

auxiliary trunk

A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.

Aux-Work mode

A work mode in which agents are unavailable to receive ACD calls. Agents enter Aux-Work mode when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call.

AVD

Alternate voice/data

AWOH

See [Administration Without Hardware \(AWOH\)](#).

AWG

American Wire Gauge

AWT

Average work time

B

B8ZS

Bipolar Eight Zero Substitution.

bandwidth

The difference, expressed in hertz, between the defined highest and lowest frequencies in a range.

barrier code

A security code used with the Remote Access feature to prevent unauthorized access to the system.

baud

A unit of transmission rate equal to the number of signal events per second. See also [bit rate](#) and [bits per second \(bps\)](#).

BCC

See [Bearer capability class \(BCC\)](#).

BCMS

Basic Call Management System

BCT

See [business communications terminal \(BCT\)](#).

Bearer capability class (BCC)

Code that identifies the type of a call (for example, voice and different types of data).

Determination of BCC is based on the caller's characteristics for non-ISDN endpoints and on the Bearer Capability and Low-Layer Compatibility Information Elements of an ISDN endpoint. Current BCCs are 0 (voice-grade data and voice), 1 (DMI mode 1, 56 kbps data transmission), 2 (DMI mode 2, synchronous/asynchronous data transmission up to 19.2 kbps) 3 (DMI mode 3, 64 kbps circuit/packet data transmission), 4 (DMI mode 0, 64 kbps synchronous data), 5 (temporary signaling connection, and 6 (wideband call, 128–1984 kbps synchronous data).

BER

Bit error rate

BHCC

Busy-hour call completions

bit (binary digit)

One unit of information in binary notation, having two possible values: 0 or 1.

bits per second (bps)

The number of binary units of information that are transmitted or received per second. See also [baud](#) and [bit rate](#).

bit rate

The speed at which bits are transmitted, usually expressed in bits per second. Also called data rate. See also [baud](#) and [bits per second \(bps\)](#).

BLF

Busy Lamp Field

BN

Billing number

BOS

Bit-oriented signaling

BPN

Billed-party number

bps

See [bits per second \(bps\)](#).

bridge (bridging)

The appearance of a voice terminal's extension at one or more other voice terminals.

BRI

The ISDN Basic Rate Interface specification.

bridged appearance

A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.

BTU

British Thermal Unit

buffer

1. In hardware, a circuit or component that isolates one electrical circuit from another. Typically, a buffer holds data from one circuit or process until another circuit or process is ready to accept the data.
2. In software, an area of memory that is used for temporary storage.

bus

A multiconductor electrical path used to transfer information over a common connection from any of several sources to any of several destinations.

business communications terminal (BCT)

A digital data terminal used for business applications. A BCT can function via a data module as a special-purpose terminal for services provided by a processor or as a terminal for data entry and retrieval.

BX.25

A version of the CCITT X.25 protocol for data communications. BX.25 adds a fourth level to the standard X.25 interface. This uppermost level combines levels 4, 5, and 6 of the ISO reference model.

bypass tie trunks

A 1-way, outgoing tie trunk from a tandem switch to a main switch in an ETN. Bypass tie trunks, provided in limited quantities, are used as a last-choice route when all trunks to another tandem switch are busy. Bypass tie trunks are used only if all applicable intertandem trunks are busy.

byte

A sequence of (usually eight) bits processed together.

C

CACR

Cancellation of Authorization Code Request

cabinet

Housing for racks, shelves, or carriers that hold electronic equipment.

cable

Physical connection between two pieces of equipment (for example, data terminal and modem) or between a piece of equipment and a termination field.

cable connector

A jack (female) or plug (male) on the end of a cable. A cable connector connects wires on a cable to specific leads on telephone or data equipment.

CAG

Coverage answer group

call appearance

1. For the attendant console, six buttons, labeled a–f, used to originate, receive, and hold calls. Two lights next to the button show the status of the call appearance.
2. For the voice terminal, a button labeled with an extension and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance.

call-control capabilities

Capabilities (*Third Party Selective Hold, Third Party Reconnect, Third Party Merge*) that can be used in either of the Third Party Call Control ASE (cluster) subsets (Call Control and Domain Control).

Call Detail Recording (CDR)

A feature that uses software and hardware to record call data (same as CDRU).

Call Detail Recording utility (CDRU)

Software that collects, stores, optionally filters, and outputs call-detail records.

Call Management System (CMS)

An application, running on an adjunct processor, that collects information from an ACD unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and VDNs, and enables customers to partially administer the ACD feature for a communications system.

call-reference value (CRV)

An identifier present in ISDN messages that associates a related sequence of messages. In ASAI, CRVs distinguish between associations.

call vector

A set of up to 15 vector commands to be performed for an incoming or internal call.

callback call

A call that automatically returns to a voice-terminal user who activated the Automatic Callback or Ringback Queuing feature.

call-waiting ringback tone

A low-pitched tone identical to ringback tone except that the tone decreases in the last 0.2 seconds (in the United States). Call-waiting ringback tone notifies the attendant that the Attendant Call Waiting feature is activate and that the called party is aware of the waiting call. Tones in international countries may sound different.

call work code

A number, up to 16 digits, entered by ACD agents to record the occurrence of customer-defined events (such as account codes, social security numbers, or phone numbers) on ACD calls.

CAMA

Centralized Automatic Message Accounting

carrier

An enclosed shelf containing vertical slots that hold circuit packs.

carried load

The amount of traffic served by traffic-sensitive facilities during a given interval.

CARR-POW

Carrier Port and Power Unit for AC Powered Systems

CAS

Centralized Attendant Service or Call Accounting System

CCS or hundred call seconds

A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. If the facility is busy, it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, then it is said to have been busy for 36 CCS. See also [Erlang](#).

capability

A request or indication of an operation. For example, *Third Party Make Call* is a request for setting up a call; *event report* is an indication that an event has occurred.

capability group

Set of capabilities, determined by switch administration, that can be requested by an application. Capability groups denote association types. For example, *Call Control* is a type of association that allows certain functions (the ones in the capability group) to be performed over this type of association. Also referred to as administration groups or application service elements (ASEs).

CA-TSC

Call-Associated Temporary Signaling Connection

cause value

A value is returned in response to requests or in event reports when a denial or unexpected condition occurs. ASAI cause values fall into two coding standards: Coding Standard 0 includes any cause values that are part of AT&T and CCITT ISDN specifications; Coding standard 3 includes any other ASAI cause values. This document uses a notation for cause value where the coding standard for the cause is given first, then a slash, then the cause value. Example: CS0/100 is coding standard 0, cause value 100.

CBC

Call-by-call or coupled bonding conductor

CC

Country code

CCIS

Common-Channel Interoffice Signaling

CCITT

CCITT (Comite Consultatif International Telephonique et Telegraphique), now called *International Telecommunications Union* (ITU). See [International Telecommunications Union \(ITU\)](#).

CCMS

Control-Channel Message Set

CCS

See [CCS or hundred call seconds](#).

CCSA

Common-Control Switching Arrangement

CDM

Channel-division multiplexing

CDOS

Customer-dialed and operator serviced

CDR

See [Call Detail Recording \(CDR\)](#).

CDRP

Call Detail Record Poller

CDRR

Call Detail Recording and Reporting

CDRU

See [Call Detail Recording utility \(CDRU\)](#).

CEM

Channel-expansion multiplexing

center-stage switch (CSS)

The central interface between the processor port network and expansion port networks in a CSS-connected system.

central office (CO)

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

central office (CO) codes

The first three digits of a 7-digit public-network telephone number in the United States.

central office (CO) trunk

A telecommunications channel that provides access from the system to the public network through the local CO.

CEPT

European Conference of Postal and Telecommunications Rate 1

channel

1. A circuit-switched call.
2. A communications path for transmitting voice and data.
3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call. Example: an H0-channel uses six 64-kbps time slots.
4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.

channel negotiation

The process by which the channel offered in the Channel Identification Information Element (CIIE) in the SETUP message is negotiated to be another channel acceptable to the switch that receives the SETUP message and ultimately to the switch that sent the SETUP. Negotiation is attempted only if the CIIE is encoded as *Preferred*. Channel negotiation is not attempted for wideband calls.

CI

Clock input

circuit

1. An arrangement of electrical elements through which electric current flows.
2. A channel or transmission path between two or more points.

circuit pack

A card on which electrical circuits are printed, and IC chips and electrical components are installed. A circuit pack is installed in a switch carrier.

CISPR

International Special Committee on Radio Interference

Class of Restriction (COR)

A feature that allows up to 64 classes of call-origination and call-termination restrictions for voice terminals, voice-terminal groups, data modules, and trunk groups. See also [Class of Service \(COS\)](#).

Class of Service (COS)

A feature that uses a number to specify if voice-terminal users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features. See also [Class of Restriction \(COR\)](#).

cm

Centimeter

CM

Connection Manager

CMDR

Centralized Message Detail Recording

CMS

Call Management System

CO

See [central office \(CO\)](#).

common-control switching arrangement (CCSA)

A private telecommunications network using dedicated trunks and a shared switching center for interconnecting company locations.

communications system

The software-controlled processor complex that interprets dialing pulses, tones, and keyboard characters and makes the proper connections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the connections. A communications system provides voice and data communications services, including access to public and private networks, for telephones and data terminals on a customer's premises. See also [switch](#).

confirmation tone

A tone confirming that feature activation, deactivation, or cancellation has been accepted.

connectivity

The connection of disparate devices within a single system.

console

See [attendant console](#).

contiguous

Adjacent DS0s within one T1 or E1 facility or adjacent TDM or fiber time slots. The first and last TDM bus, DS0, or fiber time slots are not considered contiguous (no wraparound). For an E1 facility with a D-channel, DS0s 15 and 17 are considered contiguous.

control cabinet

See [control carrier](#).

control carrier

A carrier in a multicarrier cabinet that contains the SPE circuit packs and, unlike an R5r control carrier, port circuit packs. Also called control cabinet in a single-carrier cabinet. See also [switch-processing element \(SPE\)](#).

controlled station

A station that is monitored and controlled via a domain-control association.

COR

See [Class of Restriction \(COR\)](#).

COS

See [Class of Service \(COS\)](#).

coverage answer group

A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

coverage call

A call that is automatically redirected from the called party's extension to an alternate answering position when certain coverage criteria are met.

coverage path

The order in which calls are redirected to alternate answering positions.

coverage point

An extension or attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.

covering user

A person at a coverage point who answers a redirected call.

CP

Circuit pack

CPE

Customer-premises equipment

CPN

Called-party number

CPN/BN

Calling-party number/billing number

CPTR

Call-progress-tone receiver

CRC

Cyclical Redundancy Checking

critical-reliability system

A system that has the following duplicated items: control carriers, tone clocks, EI circuit packs, and cabling between port networks and center-stage switch in a CSS-connected system. See also [duplicated common control](#), and [duplication](#).

CSA

Canadian Safety Association

CSCC

Compact single-carrier cabinet

CSCN

Center-stage control network

CSD

Customer-service document

CSM

Centralized System Management

CSS

See [center-stage switch \(CSS\)](#).

CSSO

Customer Services Support Organization

CSU

Channel service unit

CTS

Clear to Send

CWC

See [call work code](#).

D

DAC

1. Dial access code or Direct Agent Calling
2. See [digital-to-analog converter \(DAC\)](#).

data channel

A communications path between two points used to transmit digital signals.

data-communications equipment (DCE)

The equipment (usually a modem, data module, or packet assembler/disassembler) on the network side of a communications link that makes the binary serial data from the source or transmitter compatible with the communications channel.

data link

The configuration of physical facilities enabling end terminals to communicate directly with each other.

data module

An interconnection device between a BRI or DCP interface of the switch and data terminal equipment or data communications equipment.

data path

The end-to-end connection used for a data communications link. A data path is the combination of all elements of an interprocessor communication in a DCS.

data port

A point of access to a computer that uses trunks or lines for transmitting or receiving data.

data rate

See [bit rate](#).

data service unit (DSU)

A device that transmits digital data on transmission facilities.

data terminal

An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.

data terminal equipment (DTE)

Equipment consisting of the endpoints in a connection over a data circuit. In a connection between a data terminal and host, the terminal, the host, and their associated modems or data modules make up the DTE.

dB

Decibel

dBa

Decibels in reference to amperes.

dBmC

Decibels above reference noise with C filter.

DC

Direct current

DCE

Data-communications equipment

D-channel backup

Type of backup used with Non-Facility Associated Signaling (NFAS). A primary D-channel provides signaling for an NFAS D-channel group (two or more PRI facilities). A second D-channel, on a separate PRI facility of the NFAS D-channel group, is designated as backup for the D-channel. Failure of the primary D-channel causes automatic transfer of call-control signaling to the backup D-channel. The backup becomes the primary D-channel. When the failed channel returns to service, it becomes the backup D-channel.

DCO

Digital central office

DCP

Digital Communications Protocol

DCS

Distributed Communications System

DDC

Direct Department Calling

DDD

Direct Distance Dialing

delay-dial trunk

A trunk that allows dialing directly into a communications system (digits are received as they are dialed).

denying a request

Sending a negative acknowledgement (NAK), done by sending an FIE with a *return error* component (and a cause value). It should not be confused with the denial event report that applies to calls.

designated voice terminal

The specific voice terminal to which calls, originally directed to a certain extension, are redirected. Commonly used to mean the forwarded-to terminal when Call Forwarding All Calls is active.

dial-repeating trunks

A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.

dial-repeating tie trunk

A tie trunk that transmits called-party addressing information between two communications systems.

DID

Direct Inward Dialing

digit conversion

A process used to convert specific dialed numbers into other dialed numbers.

digital

The representation of information by discrete steps. See also [analog](#).

digital communications protocol (DCP)

A proprietary protocol used to transmit both digitized voice and digitized data over the same communications link. A DCP link is made up of two 64-kbps information (I-) channels and one 8-kbps signaling (S-) channel.

digital data endpoints

In DEFINITY ECS, devices such as the 510D terminal or the 515-type business communications terminal (BCT).

digital multiplexed interface (DMI)

An interface that provides connectivity between a communications system and a host computer or between two communications systems using DS1 24th-channel signaling. DMI provides 23 64-kbps data channels and 1 common-signaling channel over a twisted-pair connection. DMI is offered through two capabilities: bit-oriented signaling (DMI-BOS) and message-oriented signaling (DMI-MOS).

digital signal level 0 (DS0)

A single 64-kbps voice channel. A DS0 is a single 64-kbps channel in a T1 or E1 facility and consists of eight bits in a T1 or E1 frame every 125 microseconds.

digital signal level 1 (DS1)

A single 1.544-Mbps (United States) or 2.048-Mbps (outside the United States) digital signal carried on a T1 transmission facility. A DS1 converter complex consists of a pair, one at each end, of DS1 converter circuit packs and the associated T1/E1 facilities.

digital terminal data module (DTDM)

An integrated or adjunct data module that shares with a digital telephone the same physical port for connection to a communications system. The function of a DTDM is similar to that of a PDM and MPDM in that it converts RS-232C signals to DCP signals.

digital-to-analog converter (DAC)

A device that converts data in digital form to the corresponding analog signals. See also [analog-to-digital converter \(ADC\)](#).

digital transmission

A mode of transmission in which information to be transmitted is first converted to digital form and then transmitted as a serial stream of pulses.

digital trunk

A circuit that carries digital voice and/or digital data in a telecommunications channel.

DIOD

Direct Inward and Outward Dialing

direct agent

A feature, accessed only via ASAI, that allows a call to be placed in a split queue but routed only to a specific agent in that split. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.

Direct Extension Selection (DXS)

A feature on an attendant console that allows an attendant direct access to voice terminals by pressing a group-select button and a DXS button.

Direct Inward Dialing (DID)

A feature that allows an incoming call from the public network (not FX or WATS) to reach a specific telephone without attendant assistance.

Direct Inward Dialing (DID) trunk

An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

disk drive

An electromechanical device that stores data on and retrieves data from one or more disks.

distributed communications system (DCS)

A network configuration linking two or more communications systems in such a way that selected features appear to operate as if the network were one system.

DIVA

Data In/Voice Answer

DLC

Data line circuit

DLDM

Data-line data module

DMI

Digital-multiplexed interface

DND

Do not disturb

DNIS

Dialed-Number Identification Service

DOD

Direct Outward Dialing

domain

VDNs, ACD splits, and stations. The VDN domain is used for active-notification associations. The ACD-split domain is for active-notification associations and domain-control associations. The station domain is used for the domain-control associations.

domain-control association

A *Third Party Domain Control Request* capability initiates a unique CRV/link number combination, which is referred to as a domain-control association.

domain-controlled split

A split for which *Third Party Domain Control* request has been accepted. A domain-controlled split provides an event report for logout.

domain-controlled station

A station for which a *Third Party Domain Control* request has been accepted. A domain-controlled station provides event reports for calls that are alerting, connected, or held at the station.

domain-controlled station on a call

A station that is active on a call, and which provides event reports over one or two domain-control associations.

DOSS

Delivery Operations Support System

DOT

Duplication Option Terminal

DPM

Dial Plan Manager

DPR

Dual-port RAM

DS1

Digital Signal Level 1

DS1C

Digital Signal Level-1 protocol C

DS1 CONV

Digital Signal Level-1 converter

DSI

Digital signal interface

DSU

Data service unit

DTDM

Digital-terminal data module

DTE

Data-terminal equipment

DTGS

Direct Trunk Group Select

DTMF

Dual-tone multifrequency

DTS

Disk-tape system

duplicated common control

Two processors ensuring continuous operation of a communications system. While one processor is online, the other functions as a backup. The backup processor goes online periodically or when a problem occurs.

duplication

The use of redundant components to improve availability. When a duplicated subsystem fails, its backup redundant system automatically takes over.

duplication option

A system option that duplicates the following: control carrier containing the SPE, EI circuit packs in carriers, fiber-optic cabling between port networks, and center-stage switch in a CSS-connected system.

DWBS

DEFINITY Wireless Business System

DXS

Direct extension selection

E

E1

A digital transmission standard that carries traffic at 2.048 Mbps. The E1 facility is divided into 32 channels (DS0s) of 64 kbps information. Channel 0 is reserved for framing and synchronization information. A D-channel occupies channel 16.

E & M

Ear and mouth (receive and transmit)

EA

Expansion archangel

EAL

Expansion archangel link

ear and mouth (E & M) signaling

Trunk supervisory signaling, used between two communications systems, whereby signaling information is transferred through 2-state voltage conditions (on the E and M leads) for analog applications and through a single bit for digital applications.

EEBCDIC

Extended Binary-Coded Decimal Interexchange Code

ECC

Error Correct Code

ECMA

European Computer Manufacturers Association

EPF

Electronic power feed

EI

Expansion interface

EIA

Electronic Industries Association

EIA-232

A physical interface specified by the EIA. EIA-232 transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet. EIA-232 replaces RS-232 protocol in some DEFINITY applications.

electronic tandem network (ETN)

A tandem tie-trunk network that has automatic call-routing capabilities based on the number dialed and the most preferred route available. Each switch in the network is assigned a unique private network office code (RNX), and each voice terminal is assigned a unique extension.

Electronics Industries Association (EIA)

A trade association of the electronics industry that establishes electrical and functional standards.

emergency transfer

If a major system failure occurs, automatic transfer is initiated to a group of telephones capable of making outgoing calls. The system operates in this mode until the failure is repaired and the system automatically returns to normal operation. Also called power-failure transfer.

EMI

Electromagnetic interference

end-to-end signaling

The transmission of touch-tone signals generated by dialing from a voice terminal to remote computer equipment. These digits are sent over the trunk as DTMF digits whether the trunk signaling type is marked as tone or rotary and whether the originating station is tone or rotary. Example: a call to a voice-mail machine or automated-attendant service. A connection is first established over an outgoing trunk. Then additional digits are dialed to transmit information to be processed by the computer equipment.

enhanced private-switched communications service (EPSCS)

An analog private telecommunications network based on the No. 5 crossbar and 1A ESS that provides advanced voice and data telecommunications services to companies with many locations.

EPN

Expansion-port network

EPROM

Erasable programmable read-only memory

EPSCS

Enhanced Private Switched Communications Services

ERL

Echo return loss

Erlang

A unit of traffic intensity, or load, used to express the amount of traffic needed to keep one facility busy for one hour. One Erlang is equal to 36 CCS. See also [CCS or hundred call seconds](#).

ESF

Extended superframe format

ESPA

European Standard Paging Access

ETA

Extended Trunk Access; also Enhanced Terminal Administration

ETN

Electronic tandem network

ETSI

European Telecommunications Standards Institute

expansion archangel (EAA)

A network-control microprocessor located on an expansion interface (EI) port circuit pack in an expansion port network. The EA provides an interface between the EPN and its controlling switch-processing element.

expansion-archangel link (EAL)

A link-access function on the D-channel (LAPD) logical link that exists between a switch-processing element and an expansion archangel (EA). The EAL carries control messages from the SPE to the EA and to port circuit packs in an expansion port network.

expansion control cabinet

See [expansion control carrier](#).

expansion control carrier

A carrier in a multicarrier cabinet that contains extra port circuit packs and a maintenance interface. Also called expansion control cabinet in a single-carrier cabinet.

expansion interface (EI)

A port circuit pack in a port network that provides the interface between a PN's TDM bus/ packet bus and a fiber-optic link. The EI carries circuit-switched data, packet-switched data, network control, timing control, and DS1 control. In addition, an EI in an expansion port network communicates with the master maintenance circuit pack to provide the EPN's environmental and alarm status to the switch-processing element.

expansion port network (EPN)

A port network (PN) that is connected to the TDM bus and packet bus of a processor port network (PPN). Control is achieved by indirect connection of the EPN to the PPN via a port-network link (PNL). See also [port network \(PN\)](#).

extension-in

Extension-In (ExtIn) is the work state agents go into when they answer (receive) a non-ACD call. If the agent is in Manual-In or Auto-In and receives an extension-in call, it is recorded by CMS as an AUX-In call.

extension-out

The work state that agents go into when they place (originate) a non-ACD call.

external measurements

Those ACD measurements that are made by the External CMS adjunct.

extension

A 1- to 5-digit number by which calls are routed through a communications system or, with a Uniform Dial Plan (UDP) or main-satellite dialing plan, through a private network.

external call

A connection between a communications system user and a party on the public network or on another communications system in a private network.

F

FAC

Feature Access Code

facility

A telecommunications transmission pathway and associated equipment.

facility-associated signaling (FAS)

Signaling for which a D-channel carries signaling only for those channels on the same physical interface.

FAS

Facility-associated signaling

FAT

Facility access trunk

FAX

Facsimile

FCC

Federal Communications Commission

FEAC

Forced Entry of Account Codes

feature

A specifically defined function or service provided by the system.

feature button

A labeled button on a telephone or attendant console used to access a specific feature.

FEP

Front-end processor

FIC

Facility interface codes

fiber optics

A technology using materials that transmit ultrawideband electromagnetic light-frequency ranges for high-capacity carrier systems.

fixed

A trunk allocation term. In the fixed allocation scheme, the time slots necessary to support a wideband call are contiguous, and the first time slot is constrained to certain starting points.

flexible

A trunk allocation term. In the flexible allocation scheme, the time slots of a wideband call can occupy noncontiguous positions within a single T1 or E1 facility.

floating

A trunk allocation term. In the floating allocation scheme, the time slots of a wideband call are contiguous, but the position of the first time slot is not fixed.

FNPA

Foreign Numbering-Plan Area

foreign-exchange (FX)

A CO other than the one providing local access to the public telephone network.

foreign-exchange trunk

A telecommunications channel that directly connects the system to a CO other than its local CO.

foreign numbering-plan area code (FNPAC)

An area code other than the local area code, that must be dialed to call outside the local geographical area.

FRL

Facilities Restriction Level

FX

Foreign exchange

G

G3-MA

Generic 3 Management Applications

G3-MT

Generic 3 Management Terminal

G3r

Generic 3, RISC (Reduced Instruction Set Computer)

generalized route selection (GRS)

An enhancement to Automatic Alternate Routing/Automatic Route Selection (AAR/ARS) that performs routing based on call attributes, such as Bearer Capability Classes (BCCs), in addition to the address and facilities restriction level (FRL), thus facilitating a Uniform Dial Plan (UDP) that is independent of the type of call being placed.

glare

The simultaneous seizure of a 2-way trunk by two communications systems, resulting in a standoff.

GM

Group manager

GPTR

General-purpose tone receiver

grade of service

The number of call attempts that fail to receive service immediately. Grade of service is also expressed as the quantity of all calls that are blocked or delayed.

ground-start trunk

A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.

GRS

Generalized Route Selection

H

H0

An ISDN information transfer rate for 384-kbps data defined by CCITT and ANSI standards.

H11

An ISDN information transfer rate for 1536-kbps data defined by CCITT and ANSI standards.

H12

An ISDN information transfer rate for 1920-kbps data defined by CCITT and ANSI standards.

handshaking logic

A format used to initiate a data connection between two data module devices.

hertz (Hz)

A unit of frequency equal to one cycle per second.

high-reliability system

A system having the following: two control carriers, duplicate expansion interface (EI) circuit packs in the PPN (in R5r with CSS), and duplicate switch node clock circuit packs in the switch node (SN) carriers. See also [duplicated common control](#), [duplication](#), [duplication option](#), and [critical-reliability system](#).

HNPA

See [home numbering-plan area code \(HNPA\)](#).

holding time

The total length of time in minutes and seconds that a facility is used during a call.

home numbering-plan area code (HNPA)

The local area code. The area code does not have to be dialed to call numbers within the local geographical area.

hop

Nondirect communication between two switch communications interfaces (SCI) where the SCI message passes automatically without intermediate processing through one or more intermediate SCIs.

host computer

A computer, connected to a network, that processes data from data-entry devices.

hunt group

A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension reroutes to an idle extension in the group. See also [ACD work mode](#).

Hz

See [hertz \(Hz\)](#).

I

I1

The first information channel of DCP.

I2

The second information channel of DCP.

I2 Interface

A proprietary interface used for the DEFINITY Wireless Business System for the radio-controller circuit packs. Each interface provides communication between the radio-controller circuit pack and up to two wireless fixed bases.

I3 Interface

A proprietary interface used for the DEFINITY Wireless Business System for the cell antenna units. Each wireless fixed base can communicate to up to four cell antenna units.

IAS

Inter-PBX Attendant Service

ICC

Intercabinet cable or intercarrier cable

ICD

Inbound Call Director

ICDOS

International Customer-Dialed Operator Service

ICHT

Incoming call-handling table

ICI

Incoming call identifier

ICM

Inbound Call Management

IDDD

International Direct Distance Dialing

IDF

Intermediate distribution frame

IE

Information element

immediate-start tie trunk

A trunk on which, after making a connection with a distant switching system for an outgoing call, the system waits a nominal 65 ms before sending the digits of the called number. This allows time for the distant system to prepare to receive digits. On an incoming call, the system has less than 65 ms to prepare to receive the digits.

IMT

Intermachine trunk

in

Inch

INADS

Initialization and Administration System

incoming gateway

A PBX that routes an incoming call on a trunk *not* administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

information exchange

The exchange of data between users of two different systems, such as the switch and a host computer, over a LAN.

Information Systems Network (ISN)

A WAN and LAN with an open architecture combining host computers, minicomputers, word processors, storage devices, PCs, high-speed printers, and nonintelligent terminals into a single packet-switching system.

INS

ISDN Network Service

inside call

A call placed from one telephone to another within the local communications system.

Integrated Services Digital Network (ISDN)

A public or private network that provides end-to-end digital communications for all services to which users have access by a limited set of standard multipurpose user-network interfaces defined by the CCITT. Through internationally accepted standard interfaces, ISDN provides digital circuit-switched or packet-switched communications within the network and links to other ISDNs to provide national and international digital communications. See also [Integrated Services Digital Network Basic Rate Interface \(ISDN-BRI\)](#) and [Integrated Services Digital Network Primary Rate Interface \(ISDN-PR\)](#).

Integrated Services Digital Network Basic Rate Interface (ISDN-BRI)

The interface between a communications system and terminal that includes two 64-kbps B-channels for transmitting voice or data and one 16-kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. ISDN-BRI also includes 48 kbps for transmitting framing and D-channel contention information, for a total interface speed of 192 kbps. ISDN-BRI serves ISDN terminals and digital terminals fitted with ISDN terminal adapters. See also [Integrated Services Digital Network \(ISDN\)](#) and [Integrated Services Digital Network Primary Rate Interface \(ISDN-PRI\)](#).

Integrated Services Digital Network Primary Rate Interface (ISDN-PRI)

The interface between multiple communications systems that in North America includes 24 64-kbps channels, corresponding to the North American digital signal level-1 (DS1) standard rate of 1.544 Mbps. The most common arrangement of channels in ISDN-PRI is 23 64-kbps B-channels for transmitting voice and data and 1 64-kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. With nonfacility-associated signaling (NFAS), ISDN-PRI can include 24 B-channels and no D-channel. See also [Integrated Services Digital Network \(ISDN\)](#) and [Integrated Services Digital Network Basic Rate Interface \(ISDN-BRI\)](#).

intercept tone

An tone that indicates a dialing error or denial of the service requested.

interface

A common boundary between two systems or pieces of equipment.

internal call

A connection between two users within a system.

International Telecommunications Union (ITU)

Formerly known as International Telegraph and Telephone Consultative Committee (CCITT), ITU is an international organization that sets universal standards for data communications, including ISDN. ITU members are from telecommunications companies and organizations around the world. See also [BX.25](#).

International Telegraph and Telephone Consultative Committee

See [International Telecommunications Union \(ITU\)](#).

interflow

The ability for calls to forward to other splits on the same PBX or a different PBX using the Call Forward All Calls feature.

intraflow

The ability for calls to redirect to other splits on the same PBX on a conditional or unconditional basis using call coverage busy, don't answer, or all criteria.

internal measurements

BCMS measurements that are made by the system. ACD measurements that are made external to the system (via External CMS) are referred to as external measurements.

in-use lamp

A red light on a multiappearance voice terminal that lights to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.

INWATS

Inward Wide Area Telephone Service

IO

Information outlet

ISDN

See [Integrated Services Digital Network \(ISDN\)](#).

ISDN Gateway (IG)

A feature allowing integration of the switch and a host-based telemarketing application via a link to a gateway adjunct. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.

ISDN trunk

A trunk administered for use with ISDN-PRI. Also called ISDN facility.

ISDN-PRI terminal adapter

An interface between endpoint applications and an ISDN PRI facility. ISDN-PRI terminal adapters are currently available from other vendors and are primarily designed for video conferencing applications. Accordingly, currently available terminal adapters adapt the two pairs of video codec data (V.35) and dialing (RS-366) ports to an ISDN PRI facility.

IS/DTT

Integrated Services/digital tie trunk

ISN

Information Systems Network

ISO

International Standards Organization

ISV

Independent software vendor

ITP

Installation test procedure

ITU

International Telecommunications Union

IXC

Interexchange carrier code

K

kHz

Kilohertz

kbps

Kilobits per second

kbyte

Kilobyte

kg

Kilogram

L

LAN

Local area network

LAP-D

Link Access Procedure on the D-channel

LAPD

Link Access Procedure data

LATA

Local access and transport area

lb

Pound

LBO

Line buildout

LDN

Listed directory number

LDS

Long-distance service

LEC

Local exchange carrier

LED

See [light-emitting diode \(LED\)](#).

light-emitting diode (LED)

A semiconductor device that produces light when voltage is applied. LEDs provide a visual indication of the operational status of hardware components, the results of maintenance tests, the alarm status of circuit packs, and the activation of telephone features.

lightwave transceiver

Hardware that provides an interface to fiber-optic cable from port circuit packs and DS1 converter circuit packs. Lightwave transceivers convert electrical signals to light signals and vice versa.

line

A transmission path between a communications system or CO switching system and a voice terminal or other terminal.

line appearance

See [appearance](#).

line buildout

A selectable output attenuation is generally required of DTE equipment because T1 circuits require the last span to lose 15–22.5 dB.

line port

Hardware that provides the access point to a communications system for each circuit associated with a telephone or data terminal.

link

A transmitter-receiver channel that connects two systems.

link-access procedure on the D-channel (LAPD)

A link-layer protocol on the ISDN-BRI and ISDN-PRI data-link layer (level 2). LAPD provides data transfer between two devices, and error and flow control on multiple logical links. LAPD is used for signaling and low-speed packet data (X.25 and mode 3) on the signaling (D-) channel and for mode-3 data communications on a bearer (B-) channel.

LINL

Local indirect neighbor link

local area network (LAN)

A networking arrangement designed for a limited geographical area. Generally, a LAN is limited in range to a maximum of 6.2 miles and provides high-speed carrier service with low error rates. Common configurations include daisy chain, star (including circuit-switched), ring, and bus.

logical link

The communications path between a processor and a BRI terminal.

loop-start trunk

A trunk on which, after establishing a connection with a distant switching system for an outgoing call, the system waits for a signal on the loop formed by the trunk leads before sending the digits of the called number.

LSU

Local storage unit

LWC

Leave Word Calling

M

MAC

Medium access

MADU

Modular asynchronous data unit

main distribution frame (MDF)

A device that mounts to the wall inside the system equipment room. The MDF provides a connection point from outside telephone lines to the PBX switch and to the inside telephone stations.

main-satellite-tributary

A private network configuration that can either stand alone or access an ETN. A main switch provides interconnection, via tie trunks, with one or more subtending switches, called satellites; all attendant positions for the main/satellite configuration; and access to and from the public network. To a user outside the complex, a main/satellite configuration appears as one switch, with one listed directory number (LDN). A tributary switch is connected to the main switch via tie trunks, but has its own attendant positions and LDN.

maintenance

Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

management terminal

The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the BCMS feature.

major alarm

An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.

Manual-In work mode

One of four agent work modes: the mode in which an agent is ready to process another call manually. See [Auto-In Work mode](#) for a contrast.

MAP

Maintenance action process

MAPD

Multiapplication platform for DEFINITY

MA-UUI

Message-Associated User-to-User Signaling

Mbps

Megabits per second

M-Bus

Memory bus

Mbyte

Megabyte

MCC

Multicarrier cabinet

MCS

Message Center Service

MCT

Malicious Call Trace

MCU

Multipoint control unit

MDF

Main distribution frame

MDM

Modular data module

MDR

Message detail record

MEM

Memory

memory

A device into which information can be copied and held, and from which information can later be obtained.

memory shadowing link

An operating-system condition that provides a method for memory-resident programs to be more quickly accessed, allowing a system to reboot faster.

message center

An answering service that supplies agents to and stores messages for later retrieval.

message center agent

A member of a message-center hunt group who takes and retrieves messages for voice-terminal users.

MET

Multibutton electronic telephone

MF

Multifrequency

MFB

Multifunction board

MFC

Multifrequency code

MHz

Megahertz

MIM

Management information message

minor alarm

An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

MIPS

Million instructions per second

MIS

Management information system

MISCID

Miscellaneous identification

MMCS

Multimedia Call Server

MMCH

Multimedia call handling

MMI

Multimedia interface

MMS

Material Management Services

MO

Maintenance object

modem

A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

modem pooling

A capability that provides shared conversion resources (modems and data modules) for cost-effective access to analog facilities by data terminals. When needed, modem pooling inserts a conversion resource into the path of a data call. Modem pooling serves both outgoing and incoming calls.

modular processor data module (MPDM)

A processor data module (PDM) that can be configured to provide several kinds of interfaces (RS-232C, RS-449, and V.35) to customer-provided data terminal equipment (DTE). See also [processor data module \(PDM\)](#).

modular trunk data module (MTDM)

A trunk data module that can be configured to provide several kinds of interfaces (RS-232, RS-449, and V.35) to customer-provided data terminal equipment.

modulator-demodulator

See [modem](#).

monitored call

See [active-notification call](#).

MOS

Message-oriented signaling

MPDM

Modular processor data module

MS

Message server

ms

Millisecond

MS/T

Main satellite/tributary

MSA

Message servicing adjunct

MSG

Message service

MSL

Material stocking location

MSM

Modular System Management

MSS

Mass storage system

MSSNET

Mass storage/network control

MT

Management terminal

MTDM

Modular trunk data module

MTP

Maintenance tape processor

MTT

Multitasking terminal

multiappearance voice terminal

A terminal equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time.

Multicarrier cabinet

A structure that holds one to five carriers. See also [single-carrier cabinet](#).

Multifrequency Compelled (MFC) Release 2 (R2) signaling

A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch. R2 designates signaling used in the United States and in countries outside the United States.

multiplexer

A device used to combine a number of individual channels into a single common bit stream for transmission.

multiplexing

A process whereby a transmission facility is divided into two or more channels, either by splitting the frequency band into a number of narrower bands or by dividing the transmission channel into successive time slots. See also [time-division multiplexing \(TDM\)](#).

multirate

The new N x DS0 service (see N x DS0).

MWL

Message-waiting lamp

N

N+1

Method of determining redundant backup requirements. Example: if four rectifier modules are required for a DC-powered single-carrier cabinet, a fifth rectifier module is installed for backup.

N x DS0

N x DS0, equivalently referred to as N x 64 kbps, is an emerging standard for wideband calls separate from H0, H11, and H12 ISDN channels. The emerging N x DS0 ISDN multirate circuit mode bearer service will provide circuit-switched calls with data-rate multiples of 64 kbps up to 1536 kbps on a T1 facility or up to 1920 kbps on an E1 facility. In the switch, N x DS0 channels will range up to 1984 kbps using NFAS E1 interfaces.

NANP

North American Numbering Plan

narrowband

A circuit-switched call at a data rate up to and including 64 kbps. All nonwideband switch calls are considered narrowband.

native terminal support

A predefined terminal type exists in switch software, eliminating the need to alias the terminal (that is, manually map call appearances and feature buttons onto some other natively supported terminal type).

NAU

Network access unit

NCA/TSC

Noncall-associated/temporary-signaling connection

NCOSS

Network Control Operations Support Center

NCSO

National Customer Support Organization

NEC

National Engineering Center

NEMA

National Electrical Manufacturer's Association

NETCON

Network-control circuit pack

network

A series of points, nodes, or stations connected by communications channels.

network-specific facility (NSF)

An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.

network interface

A common boundary between two systems in an interconnected group of systems.

NFAS

See [Nonfacility-associated signaling \(NFAS\)](#).

NI

Network interface

NID

Network Inward Dialing

NM

Network management

NN

National number

node

A switching or control point for a network. Nodes are either tandem (they receive signals and pass them on) or terminal (they originate or terminate a transmission path).

Nonfacility-associated signaling (NFAS)

A method that allows multiple T1 and/or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel on each facility), and the other facilities that share the D-channels are configured without D-channels.

NPA

Numbering-plan area

NPE

Network processing element

NQC

Number of queued calls

NSE

Night-service extension

NSU

Network sharing unit

null modem cable

Special wiring of an RS-232-C cable such that a computer can talk to another computer (or to a printer) without a modem.

NXX

Public-network office code

O

OA

Operator assisted

occurrence

See [appearance](#).

OCM

Outbound Call Management

offered load

The traffic that would be generated by all the requests for service occurring within a monitored interval, usually one hour.

ONS

On-premises station

OPS

Off-premises station

OPX

Off-premises extension

OQT

Oldest queued time

OSHA

Occupational Safety and Health Act

OSI

Open Systems Interconnect

OSS

Operations Support System

OSSI

Operational Support System Interface

OTDR

Optical time-domain reflectometer

othersplit

The work state that indicates that an agent is currently active on another split's call, or in ACW for another split.

OTQ

Outgoing trunk queuing

outgoing gateway

A PBX that routes an incoming call on a trunk administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

P

PACCON

Packet control

packet

A group of bits (including a message element, which is the data, and a control information element (IE), which is the header) used in packet switching and transmitted as a discrete unit. In each packet, the message element and control IE are arranged in a specified format. See also [packet bus](#) and [packet switching](#).

packet bus

A wide-bandwidth bus that transmits packets.

packet switching

A data-transmission technique whereby user information is segmented and routed in discrete data envelopes called packets, each with its own appended control information, for routing, sequencing, and error checking. Packet switching allows a channel to be occupied only during the transmission of a packet. On completion of the transmission, the channel is made available for the transfer of other packets. See also [BX.25](#) and [packet](#).

PAD

Packet assembly/disassembly

paging trunk

A telecommunications channel used to access an amplifier for loudspeaker paging.

party/extension active on call

A party is on the call if he or she is actually connected to the call (in active talk or in held state). An originator of a call is always a party on the call. Alerting parties, busy parties, and tones are not parties on the call.

PBX

Private branch exchange

PC

See [personal computer \(PC\)](#).

PCM

See [pulse-code modulation \(PCM\)](#).

PCOL

Personal central-office line

PCOLG

Personal central-office line group

PCS

Permanent switched calls

PDM

See [processor data module \(PDM\)](#).

PDS

Premises Distribution System

PE

Processing element

PEC

Price element code

PEI

Processor element interchange

personal computer (PC)

A personally controllable microcomputer.

PGATE

Packet gateway

PGN

Partitioned group number

PI

Processor interface

PIB

Processor interface board

pickup group

A group of individuals authorized to answer any call directed to an extension within the group.

PIDB

Product image database

PKTINT

Packet interface

PL

Private line

PLS

Premises Lightwave System

PMS

Property Management System

PN

Port network

PNA

Private network access

POE

Processor occupancy evaluation

POP

Point of presence

port

A data- or voice-transmission access point on a device that is used for communicating with other devices.

port carrier

A carrier in a multicarrier cabinet or a single-carrier cabinet containing port circuit packs, power units, and service circuits. Also called a port cabinet in a single-carrier cabinet.

port network (PN)

A cabinet containing a TDM bus and packet bus to which the following components are connected: port circuit packs, one or two tone-clock circuit packs, a maintenance circuit pack, service circuit packs, and (optionally) up to four expansion interface (EI) circuit packs in DEFINITY ECS. Each PN is controlled either locally or remotely by a switch processing element (SPE). See also [expansion port network \(EPN\)](#) and [processor port network \(PPN\)](#).

port-network connectivity

The interconnection of port networks (PNs), regardless of whether the configuration uses direct or switched connectivity.

PPM

1. Parts per million
2. Periodic pulse metering

PPN

See [processor port network \(PPN\)](#).

PRI

See [Primary Rate Interface \(PRI\)](#).

primary extension

The main extension associated with the physical voice or data terminal.

Primary Rate Interface (PRI)

A standard ISDN frame format that specifies the protocol used between two or more communications systems. PRI runs at 1.544 Mbps and, as used in North America, provides 23 64-kbps B-channels (voice or data) and one 64-kbps D-channel (signaling). The D-channel is the 24th channel of the interface and contains multiplexed signaling information for the other 23 channels.

PRI endpoint (PE)

The wideband switching capability introduces PRI endpoints on switch line-side interfaces. A PRI endpoint consists of one or more contiguous B-channels on a line-side T1 or E1 ISDN PRI facility and has an extension. Endpoint applications have call-control capabilities over PRI endpoints.

principal

A terminal that has its primary extension bridged on one or more other terminals.

principal (user)

A person to whom a telephone is assigned and who has message-center coverage.

private network

A network used exclusively for the telecommunications needs of a particular customer.

private network office code (RNX)

The first three digits of a 7-digit private network number.

PROCR

Processor

processor carrier

See [control carrier](#).

processor data module (PDM)

A device that provides an RS-232C DCE interface for connecting to data terminals, applications processors (APs), and host computers, and provides a DCP interface for connection to a communications system. See also [modular processor data module \(MPDM\)](#).

processor port network (PPN)

A port network controlled by a switch-processing element that is directly connected to that PN's TDM bus and LAN bus. See also [port network \(PN\)](#).

processor port network (PPN) control carrier

A carrier containing the maintenance circuit pack, tone/clock circuit pack, and SPE circuit packs for a processor port network (PPN) and, optionally, port circuit packs.

Property Management System (PMS)

A stand-alone computer used by lodging and health-services organizations for services such as reservations, housekeeping, and billing.

protocol

A set of conventions or rules governing the format and timing of message exchanges to control data movement and correction of errors.

PSC

Premises service consultant

PSDN

Packet-switch public data network

PT

Personal terminal

PTC

Positive temperature coefficient

PTT

Postal Telephone and Telegraph

public network

The network that can be openly accessed by all customers for local and long-distance calling.

pulse-code modulation (PCM)

An extension of pulse-amplitude modulation (PAM) in which carrier-signal pulses modulated by an analog signal, such as speech, are quantized and encoded to a digital, usually binary, format.

Q

QPPCN

Quality Protection Plan Change Notice

quadrant

A group of six contiguous DS0s in fixed locations on an ISDN-PRI facility. Note that this term comes from T1 terminology (one-fourth of a T1), but there are five quadrants on an E1 ISDN-PRI facility (30B + D).

queue

An ordered sequence of calls waiting to be processed.

queuing

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

R

RAM

See [random-access memory \(RAM\)](#).

random-access memory (RAM)

A storage arrangement whereby information can be retrieved at a speed independent of the location of the stored information.

RBS

Robbed-bit signaling

RC

Radio controller

RCL

Restricted call list

read-only memory (ROM)

A storage arrangement primarily for information-retrieval applications.

recall dial tone

Tones signalling that the system has completed a function (such as holding a call) and is ready to accept dialing.

redirection criteria

Information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

Redirection on No Answer

An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.

remote home numbering-plan area code (RHNPA)

A foreign numbering-plan area code that is treated as a home area code by the Automatic Route Selection (ARS) feature. Calls can be allowed or denied based on the area code and the dialed CO code rather than just the area code. If the call is allowed, the ARS pattern used for the call is determined by these six digits.

Remote Operations Service Element (ROSE)

A CCITT and ISO standard that defines a notation and services that support interactions between the various entities that make up a distributed application.

REN

Ringer equivalency number

reorder tone

A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available.

report scheduler

Software that is used in conjunction with the system printer to schedule the days of the week and time of day that the desired reports are to be printed.

RFP

Request for proposal

RHNPA

See [remote home numbering-plan area code \(RHNPA\)](#).

RINL

Remote indirect neighbor link

RISC

Reduced-instruction-set computer

RLT

Release-link trunk

RMATS

Remote Maintenance, Administration, and Traffic System

RNX

Route-number index (private network office code)

ROM

See [read-only memory \(ROM\)](#).

RPN

Routing-plan number

RS-232C

A physical interface specified by the Electronic Industries Association (EIA). RS-232C transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet.

RS-449

Recommended Standard 449

RSC

Regional Support Center

ROSE

See [Remote Operations Service Element \(ROSE\)](#).

S

S1

The first logical signalling channel of DCP. The channel is used to provide signaling information for DCP's I1 channel.

S2

The second logical signaling channel of DCP. The channel is used to provide signaling information for DCP's I2 channel.

SABM

Set Asynchronous Balance Mode

SAC

Send All Calls

SAKI

See [sanity and control interface \(SAKI\)](#).

sanity and control interface (SAKI)

A custom VLSI microchip located on each port circuit pack. The SAKI provides address recognition, buffering, and synchronization between the angel and the five control time slots that make up the control channel. The SAKI also scans and collects status information for the angel on its port circuit pack and, when polled, transmits this information to the archangel.

SAT

System access terminal

SCC

1. See [single-carrier cabinet](#).
2. Serial communications controller

SCD

Switch-control driver

SCI

Switch communications interface

SCO

System control office

SCOTCH

Switch Conferencing for TDM Bus in Concentration Highway

SCSI

See [small computer system interface \(SCSI\)](#).

SDDN

Software-Defined Data Network

SDI

Switched Digital International

SDLC

Synchronous data-link control

SDN

Software-defined network

SFRL

Single-frequency return loss

SID

Station-identification number

simplex system

A system that has no redundant hardware.

simulated bridged appearance

The same as a temporary bridged appearance; allows the terminal user (usually the principal) to bridge onto a call that had been answered by another party on his or her behalf.

single-carrier cabinet

A combined cabinet and carrier unit that contains one carrier. See also [Multicarrier cabinet](#).

single-line voice terminal

A voice terminal served by a single-line tip and ring circuit (models 500, 2500, 7101A, 7103A).

SIT

Special-information tones

small computer system interface (SCSI)

An ANSI bus standard that provides a high-level command interface between host computers and peripheral devices.

SMDR

Station Message Detail Recording

SN

Switch Node

SNA

Systems Network Architecture

SNC

Switch Node Clock

SNI

Switch Node Interface

SNMP

Simple Network Management Protocol

software

A set of computer programs that perform one or more tasks.

SPE

Switch Processing Element

SPID

Service Profile Identifier

split

See [ACD work mode](#).

split condition

A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, active on a call, presses the start button.

split number

The split's identity to the switch and BCMS.

split report

A report that provides historical traffic information for internally measured splits.

split (agent) status report

A report that provides real-time status and measurement data for internally measured agents and the split to which they are assigned.

SSI

Standard serial interface

SSM

Single-site management

SSV

Station service

ST3

Stratum 3 clock board

staffed

Indicates that an agent position is logged in. A staffed agent functions in one of four work modes: Auto-In, Manual-In, ACW, or AUX-Work.

STARLAN

Star-Based Local Area Network

Station Message Detail Recording (SMDR)

An obsolete term now called CDR — a switch feature that uses software and hardware to record call data. See [Call Detail Recording \(CDR\)](#).

standard serial interface (SSI)

A communications protocol developed for use with 500-type business communications terminals (BCTs) and 400-series printers.

status lamp

A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).

stroke counts

A method used by ACD agents to record up to nine customer-defined events per call when CMS is active.

SVN

Security-violation notification

switch

Any kind of telephone switching system. See also [communications system](#).

switchhook

The buttons located under the receiver on a voice terminal.

switch-node (SN) carrier

A carrier containing a single switch node, power units, and, optionally, one or two DS1 converter circuit packs. An SN carrier is located in a center-stage switch.

switch-node (SN) clock

The circuit pack in an SN carrier that provides clock and maintenance alarm functions and environmental monitors.

switch-node interface (SNI)

The basic building block of a switch node. An SNI circuit pack controls the routing of circuit, packet, and control messages.

switch-node link (SNL)

The hardware that provides a bridge between two or more switch nodes. The SNL consists of the two SNI circuit packs residing on the switch nodes and the hardware connecting the SNIs. This hardware can include lightwave transceivers that convert the SNI's electrical signals to light signals, the copper wire that connects the SNIs to the lightwave transceivers, a full-duplex fiber-optic cable, DS1 converter circuit cards and DS1 facilities if a company does not have rights to lay cable, and appropriate connectors.

switch-processing element (SPE)

A complex of circuit packs (processor, memory, disk controller, and bus-interface cards) mounted in a PPN control carrier. The SPE serves as the control element for that PPN and, optionally, for one or more EPNs.

SXS

Step-by-step

synchronous data transmission

A method of sending data in which discrete signal elements are sent at a fixed and continuous rate and specified times. See also [association](#).

SYSAM

System Access and Administration

system administrator

The person who maintains overall customer responsibility for system administration. Generally, all administration functions are performed from the Management Terminal. The switch requires a special login, referred to as the system administrator login, to gain access to system-administration capabilities.

system printer

An optional printer that may be used to print scheduled reports via the report scheduler.

system report

A report that provides historical traffic information for internally measured splits.

system-status report

A report that provides real-time status information for internally measured splits.

system manager

A person responsible for specifying and administering features and services for a system.

system reload

A process that allows stored data to be written from a tape into the system memory (normally after a power outage).

T

T1

A digital transmission standard that in North America carries traffic at the DS1 rate of 1.544 Mbps. A T1 facility is divided into 24 channels (DS0s) of 64 kbps. These 24 channels, with an overall digital rate of 1.536 Mbps, and an 8-kbps framing and synchronization channel make up the 1.544-Mbps transmission. When a D-channel is present, it occupies channel 24. T1 facilities are also used in Japan and some Middle-Eastern countries.

TAAS

Trunk Answer from Any Station

TABS

Telemetry asynchronous block serial

TAC

Trunk-access code

tandem switch

A switch within an electronic tandem network (ETN) that provides the logic to determine the best route for a network call, possibly modifies the digits outpulsed, and allows or denies certain calls to certain users.

tandem through

The switched connection of an incoming trunk to an outgoing trunk without human intervention.

tandem tie-trunk network (TTTN)

A private network that interconnects several customer switching systems.

TC

Technical consultant

TCM

Traveling class mark

TDM

See [time-division multiplexing \(TDM\)](#).

TDR

Time-of-day routing

TEG

Terminating extension group

terminal

A device that sends and receives data within a system. See also [administration terminal](#).

tie trunk

A telecommunications channel that directly connects two private switching systems.

time-division multiplex (TDM) bus

A bus that is time-shared regularly by preallocating short time slots to each transmitter. In a PBX, all port circuits are connected to the TDM bus, permitting any port to send a signal to any other port.

time-division multiplexing (TDM)

Multiplexing that divides a transmission channel into successive time slots. See also [multiplexing](#).

time interval

The period of time, either one hour or one-half hour, that BCMS measurements are collected for a reports.

time slice

See [time interval](#).

time slot

64 kbps of digital information structured as eight bits every 125 microseconds. In the switch, a time slot refers to either a DS0 on a T1 or E1 facility or a 64-kbps unit on the TDM bus or fiber connection between port networks.

time slot sequence integrity

The situation whereby the N octets of a wideband call that are transmitted in one T1 or E1 frame arrive at the output in the same order that they were introduced.

to control

An application can invoke *Third Party Call Control* capabilities using either an adjunct-control or domain-control association.

to monitor

An application can receive *event reports* on an active-notification, adjunct-control, or domain-control association.

TOD

Time of day

tone ringer

A device with a speaker, used in electronic voice terminals to alert the user.

TOP

Task-oriented protocol

trunk

A dedicated telecommunications channel between two communications systems or COs.

trunk allocation

The manner in which trunks are selected to form wideband channels.

trunk-data module

A device that connects off-premises private-line trunk facilities and DEFINITY ECS. The trunk-data module converts between the RS-232C and the DCP, and can connect to DDD modems as the DCP member of a modem pool.

trunk group

Telecommunications channels assigned as a group for certain functions that can be used interchangeably between two communications systems or COs.

TSC

Technical Service Center

TTI

Terminal translation initialization

TTR

Touch-tone receiver

TTT

Terminating trunk transmission

TTTN

See [tandem tie-trunk network \(TTTN\)](#).

TTY

Teletypewriter

U

UAP

Usage-allocation plan

UART

Universal asynchronous transmitter

UCD

Uniform call distribution

UCL

Unrestricted call list

UDP

See [Uniform Dial Plan \(UDP\)](#).

UL

Underwriter Laboratories

UM

User manager

Uniform Dial Plan (UDP)

A feature that allows a unique 4- or 5-digit number assignment for each terminal in a multiswitch configuration such as a DCS or main-satellite-tributary system.

UNMA

Unified Network Management Architecture

UNP

Uniform numbering plan

UPS

Uninterruptible power supply

USOP

User service-order profile

UUCP

UNIX-to-UNIX Communications Protocol

UUI

User-to-user information

V

VAR

Value-added reseller

VDN

See [vector directory number \(VDN\)](#).

vector directory number (VDN)

An extension that provides access to the Vectoring feature on the switch. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.

vector-controlled split

A hunt group or ACD split administered with the vector field enabled. Access to such a split is possible only by dialing a VDN extension.

VIS

Voice Information System

VLSI

Very-large-scale integration

VM

Voltmeter

VNI

Virtual nodepoint identifier

voice terminal

A single-line or multiappearance telephone.

W

WATS

See [Wide Area Telecommunications Service \(WATS\)](#).

WCC

World-Class Core

WCR

World-Class Routing

WCTD

World-Class Tone Detection

WFB

Wireless fixed base

Wide Area Telecommunications Service (WATS)

A service in the United States that allows calls to certain areas for a flat-rate charge based on expected usage.

wideband

A circuit-switched call at a data rate greater than 64 kbps. A circuit-switched call on a single T1 or E1 facility with a bandwidth between 128 and 1536 (T1) or 1984 (E1) kbps in multiples of 64 kbps. H0, H11, H12, and N x DS0 calls are wideband.

wideband access endpoint

Access endpoints, extended with wideband switching to include wideband access endpoints. A wideband access endpoint consists of one or more contiguous DS0s on a line-side T1 or E1 facility and has an extension. The Administered Connections feature provides call control for calls originating from wideband access endpoints.

wink-start tie trunk

A trunk with which, after making a connection with a distant switching system for an outgoing call, the system waits for a momentary signal (wink) before sending the digits of the called number. Similarly, on an incoming call, the system sends the wink signal when ready to receive digits.

work mode

One of four states (Auto-In, Manual-In, ACW, AUX-Work) that an ACD agent can be in. Upon logging in, an agent enters AUX-Work mode. To become available to receive ACD calls, the agent enters Auto-In or Manual-In mode. To do work associated with a completed ACD call, an agent enters ACW mode.

work state

An ACD agent may be a member of up to three different splits. Each ACD agent continuously exhibits a work state for every split of which it is a member. Valid work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. An agent's work state for a particular split may change for a variety of reasons (example: when a call is answered or abandoned, or the agent changes work modes). The BCMS feature monitors work states and uses this information to provide BCMS reports.

write operation

The process of putting information onto a storage medium, such as a hard disk.

WSA

Waiting session accept

WSS

Wireless Subscriber System

Z

ZCS

Zero Code Suppression

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