Lucent Technologies
Bell Labs Innovations

INTUITY™ Messaging Solutions

Release 4
Upgrade Procedures

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Comcode 108096843
Issue 4
October 1997

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Acknowledgment
This document was prepared by Product Documentation, Lucent Technologies, Columbus, OH.

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About This Book

Purpose

This book, *Lucent™ INTUITY™ Messaging Solutions Release 4 Upgrade Procedures,* 585-310-168*,* contains the procedures needed for upgrading a Lucent INTUITY system with an updated release of Lucent INTUITY software.

This chapter describes:

- Intended audiences
- Prerequisite skills and knowledge the audience should possess
- How this book is organized
- How to use this book
- Conventions used in this book
- Trademarks and Service Marks
- Related resources, including additional documentation and training available
- How to comment on this book

Intended Audiences

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

- Field support and remote maintenance centers
- Helpline personnel

Prerequisite Skills and Knowledge

The primary users of this book must have fundamental knowledge regarding computers and PBXs, and are familiar with previous products such as INTUITY AUDIX® or AUDIX Voice Power™.

Organization of This Book

This book is divided into the following chapters and appendices:

- Chapter 1, "Getting Started"

  This chapter provides an overview of the in-service and out-of-service upgrade process and hints for performing a successful in-service and out-of-service upgrade. It also describes the materials and information needed to complete an in-service or out-of-service upgrade, as well as how to move around in the screens, windows, and menus. Additionally, this chapter contains an upgrade checklist.

- Chapter 2, "Preparing Both Lucent Intuity Systems for an In-Service or Out-of-Service Upgrade"

  This chapter provides step-by-step procedures for setting up the Lucent INTUITY Release 4 system for the in-service and out-of-service upgrade and preparing the Lucent INTUITY Release 2 or Release 3 system for data transfer.

- Chapter 3, "Connecting the Lucent Intuity Systems for an In-Service or Out-of-Service Upgrade"

  This chapter describes the procedures used to connect the new and existing Lucent INTUITY systems. The procedures include running the Pre-Upgrade Package, installing a LAN card (if needed), and making cable connections.

- Chapter 4, "Running the Out-of-Service Upgrade"

  This chapter describes the procedure used to run the data transfer from the existing system to the new system while the existing system is unavailable to callers or users.

- Chapter 5, "Running the In-Service Upgrade"

  This chapter describes the procedure used to run the data transfer from the existing system to the new system while the existing system is available for callers and users for most of the upgrade.

- Chapter 6, "Verifying the In-Service or Out-of-Service Upgrade"

  This chapter describes the procedures the technician performs to verify that all the Lucent INTUITY Release 2 or Release 3 data has transferred to the Lucent INTUITY Release 4 system and that the Release 4 system is capable of taking calls and operating properly.

- Chapter 7, "Completing the In-Service or Out-of-Service Upgrade"

  This chapter provides instructions to ensure that all final connections to Lucent INTUITY Release 4 system are made. Additionally, procedures are included for the orderly removal of the Lucent INTUITY Release 2 or Release 3 system from the customer's site.

- Appendix A, "Installing a LAN Circuit Card in the MAP/5"

  This appendix provides instructions for installing a LAN card in a Lucent INTUITY Release 2 or Release 3 MAP/5 system. The procedures in this appendix are only performed if there is no LAN card in the existing Release 2 or Release 3 machine.

- Appendix B, "Installing a LAN Circuit Card in the MAP/40"

  This appendix provides instructions for installing a LAN card in a Lucent INTUITY Release 2 or Release 3 MAP/40 system. The procedures in this appendix are only performed if there is no LAN card in the existing Release 2 or Release 3 machine.

- Appendix C, "Installing a LAN Circuit Card in the MAP/100"

  This appendix provides instructions for installing a LAN card in a Lucent INTUITY Release 2 or Release 3 MAP/100 system. The procedures in this appendix are only performed if there is no LAN card in the existing Release 2 or Release 3 machine.

- Appendix D, "Preparing for the Transfer of Custom Announcement Sets"

  This appendix provides instructions for identifying the base announcement set that a corresponding custom announcement set uses. Additionally, procedures are included to enable the technician to transfer the custom announcement sets from the Lucent INTUITY Release 2 or Release 3 to the Lucent INTUITY Release 4 system.

- Appendix E, "Running a Software Upgrade (Release 4.0 to Release 4.n)"

  This appendix provides instructions for upgrading the Lucent INTUITY Release 4 system from Release 4.0 to Release 4.n.

- Glossary

  This section lists abbreviations and acronyms used in Lucent INTUITY system documentation and defines the terms and acronyms used in Lucent INTUITY system documentation, respectively.

- Index

  An alphabetized list which provides a cross reference of specific terms used in the book and the page numbers on which they are mentioned.

How to Use This Book

Use this book to complete several varieties of upgrades.

- If you are performing an out-of-service upgrade, use the ''Out-of-Service Checklist'', follow the directions in Chapter 4, and skip Chapter 5. Within each chapter, follow the procedures in the order presented.
- If you are performing an in-service upgrade, use the appropriate ''In-Service Checklists'', follow the directions in Chapter 5, and skip Chapter 4. Within each chapter, follow the procedures in the order presented.
- If you are performing a Release 4 software upgrade, use the procedures described in Appendix E. A software upgrade increments the software and platform packages from Lucent INTUITY Release 4 to Release 4.n.

Conventions Used in This Book

This section describes the terminology and data-entry conventions used in this book.

Terminology

- The words *subscriber* and *user* are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word *user* is the preferred term in the text; however, *subscriber* appears on most of the screens and is the command word you must type at the command line, for example, **change subscriber "Jane Doe".**
- The word *type* means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as

  Type **y** to continue.
- The word *enter* means to type a value and then press ENTER. For example, an instruction to type the letter "y" and press ENTER is shown as

  Enter **y** to continue.
- The word *select* means to move the cursor to the desired menu item and then press ENTER. For example, an instruction to move the cursor to the `Start Test` option on the Network Loop-Around Test screen and then press ENTER is shown as

  Select `Start Test.`

- The system displays windows, screens, and menus.
  - — *Windows* show system information (Figure 1).
  - — *Screens* request user input. This input is either a value or other specific information you must type into a field (Figure 2) or a command you must enter from the `enter command:` prompt (Figure 2).
  - — *Menus* (Figure 3) present options from which you can choose to view another menu, screen, or window.

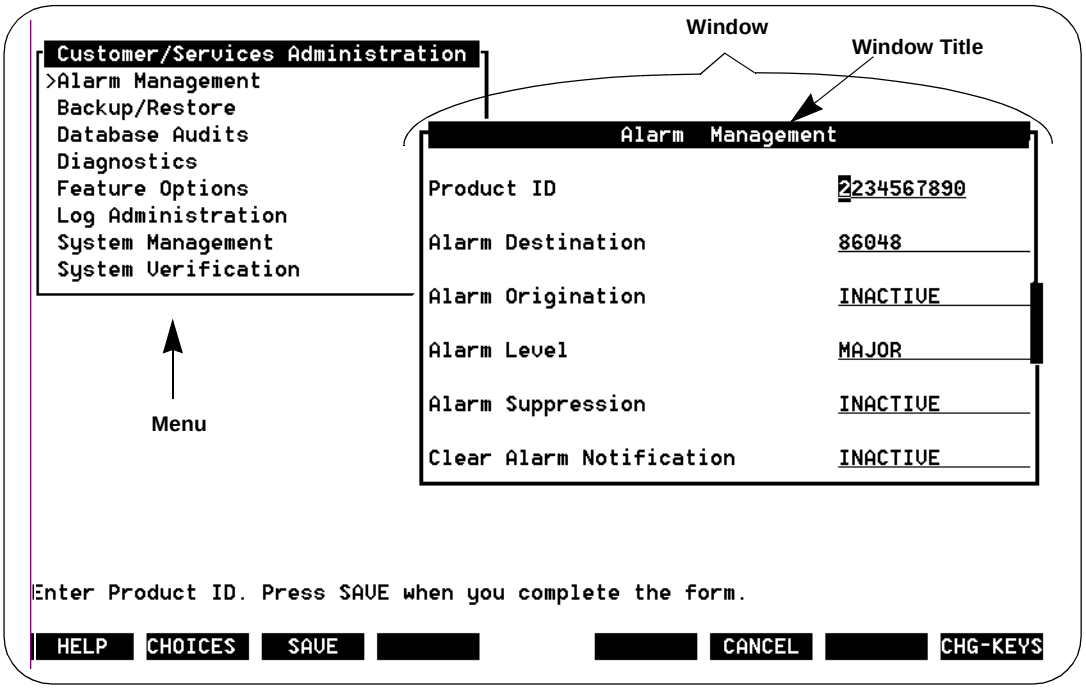


Figure 1. Example of a Lucent INTUITY Window

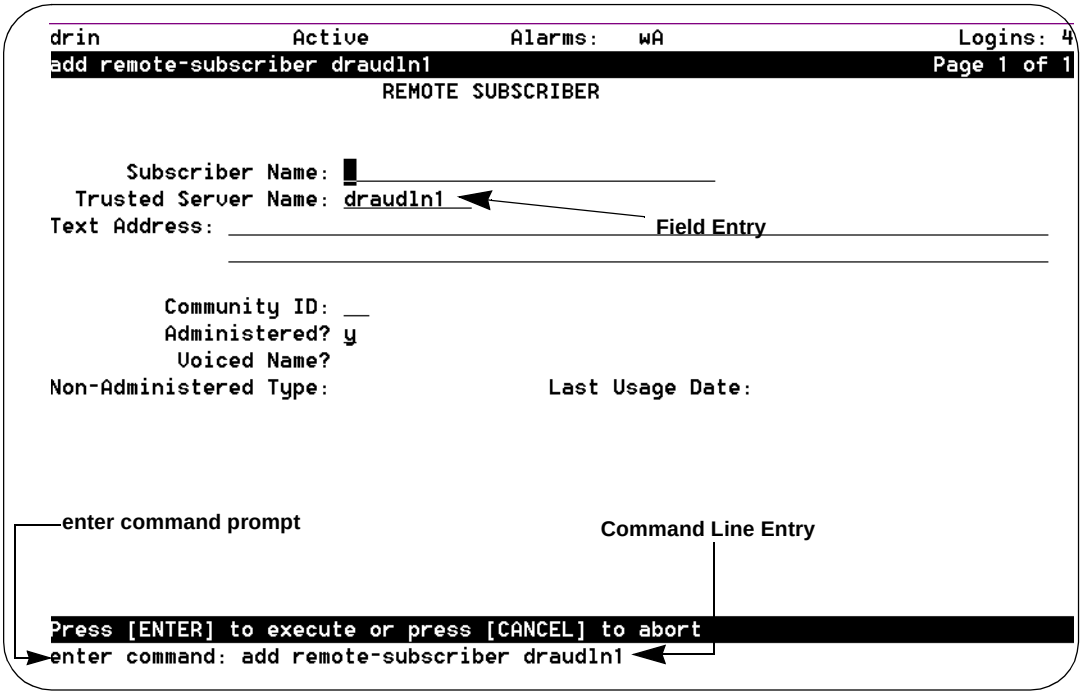


Figure 2. Example of an AUDIX Administration Screen with an Entry in a Field and in the Command Line

Figure 3. Example of a Lucent INTUITY Menu

Keyboard and Telephone Keypad Representations

- Keys that you press on your terminal or PC keyboard are represented as rounded boxes. For example, an instruction to press the enter key is shown as

  Press ENTER.

- Two keys that you press at the same time on your terminal or PC keyboard (that is, you press and hold down the first key and then press the second key) are represented as a series inside a rounded box. For example, an instruction to press and hold ALT while typing the letter “d” is shown as

  Press ALT D.

- A combination keystroke is a series of keystrokes that combines the two key function described above plus a third key, that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold ALT while typing the letter “d” and then typing the number “1” is shown as

  Press ALT D + 1.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as rounded boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

  Press F3 (Save).

- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

  Press 1 to record a message.

Screen Displays

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

  Example 1:

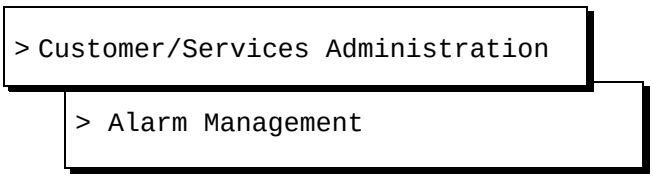
  Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports:` field.

  Example 2:

  The system displays the message `Alarm Form Update was successful.`

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

  Start at the Lucent INTUITY main menu and select

  In this example, you would access the main menu and select the line item `Customer/Service Administration`. From the Customer/Service Administration menu that then displays, you would select the line item `Alarm Management`.

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

Data Entry Conventions

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

  Example 1:

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

  Example 2:

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

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

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

Safety and Security Alert Labels

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

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

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

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

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

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- Voice Bridge is a registered trademark of Voice Technologies Group, Inc.
- VOXEM is a registered trademark of VOXEM, Inc.
- VT100 is a trademark of Digital Equipment Corporation.
- Windows is a trademark of Microsoft Corporation.

Related Resources

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

Documentation

NOTE:
The *INTUITY™ Messaging Solutions Release 4 Documentation Guide,* 585-310-016, contains a detailed description of all books included in the Release 4.0 Lucent INTUITY documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining a Lucent INTUITY system.

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

- *INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173
- *INTUITY™ Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185
- *INTUITY™ Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196
- *INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning,* 585-310-607

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

Training

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

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

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

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INTUITY™ Messaging Solutions Release 4 Upgrade Procedures,
585-310-168

Getting Started

1

Overview

There are several varieties of upgrades available to provide customers with added functionality, features, and system capability. Those upgrades are:

- Upgrading from a Lucent™ INTUITY™ Release 2 or Release 3 system to a Lucent INTUITY Release 4 system. This system upgrade can be either an in-service upgrade or an out-of-service upgrade. This chapter provides information on in-service and out-of-service upgrades.
- Upgrading the software and platform packages on an existing Lucent INTUITY system from Release 4.0 to Release 4.n. See Appendix E, ''Running a Software Upgrade (Release 4.0 to Release 4.n)'' for information on software upgrades.

Purpose

The purpose of this chapter is to provide the technician with a general understanding of the in-service and out-of-service upgrade process. The information outlined in this chapter is covered in detail in the subsequent chapters of this book.

System Upgrade Overview

Upgrading a Lucent INTUITY Release 2 or Release 3 system to a Lucent INTUITY Release 4 system includes transferring the customer's data onto the new machine and removing the existing machine from the customer's site.

The in-service and out-of-service upgrades consist of the following:

- Preparing for an In-Service or Out-of-Service Upgrade
- Verifying LAN Card Requirements for the Lucent INTUITY Systems
- Running an In-Service or Out-of-Service Upgrade
- Installing the Lucent INTUITY Release 4 System

This section provides an overview of each of these processes.

WARNING:
The traffic data and Activity Log data are not transferred during an upgrade. If you use traffic data on a regular basis, run the appropriate traffic reports immediately prior to the start of the system upgrade.

NOTE:
See Appendix E for information on software upgrades, that is, upgrading the software and platform packages on an existing Lucent INTUITY Release 4 system from Release 4.0 to Release 4.n.

Preparing for an In-Service or Out-of-Service Upgrade

Place the new and existing Lucent INTUITY systems so that video cables that run from each system to the monitor, can connect to both systems. Typically, video cables are 10 feet long. In that case, the new and existing systems can be no more than 20 feet apart. Additionally, the new Release 4 system must be located so that the cables from the existing system can be swung to the new system once the in-service or out-of-service upgrade is complete.

NOTE:
Check the contents of the Reusable Upgrade Kit (RUK). Call the remote maintenance center at least 48 hours prior to the upgrade if you did not receive all the required documentation and software.

LAN Card Requirements for the Lucent INTUITY Systems

Copying data from a Release 2 or Release 3 machine to a Release 4 machine requires that both machines have LAN cards. The pre-upgrade software, after it is installed on the existing platform, checks to see if a LAN card is on the platform. If the existing system does not contain a LAN card, the pre-upgrade software will alert you that a LAN card must be installed.

A LAN card is included in the RUK.

Running an In-Service or Out-of-Service Upgrade

Running an in-service or out-of-service upgrade consists of transferring the customers messages, customer greetings, and user database from the Release 2 or Release 3 system to the Release 4 system. The upgrade can be run with the customer's system in-service or out-of-service.

Out-of-Service Upgrade

An out-of-service upgrade is conducted with the Release 2 or Release 3 system out of service, that is, unavailable to users or callers. For the duration of an out-of-service upgrade, the customer will experience a loss of service.

The upgrade package copies and translates the data from the Release 2 or Release 3 system to the Release 4 system.

In-Service Upgrade

An in-service upgrade is conducted with the Release 2 or Release 3 system in service during most of the upgrade process. As in the out-of-service upgrade, the upgrade package copies and translates the data from the Release 2 or Release 3 system to the Release 4 system. However, most of the data transfer occurs while the Release 2 or Release 3 system is processing calls.

The in-service upgrade can be conducted on the customer's LAN or through a direct connection between the Release 2 or Release 3 system and the Release 4 system. File transfers are moderated so that the effect on the Release 2 or Release 3 system performance and the customer's LAN is minimized.

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

The in-service upgrade allows the customer to maintain service on the Release 2 or Release 3 system for most of the data transfer. However, at some point the Release 2 or Release 3 system will have to be shut down to complete the upgrade and move the cables from the Release 2 or Release 3 system to the new Release 4 system.

Installing the Lucent INTUITY Release 4 System

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

- The systems must be rearranged so that the Release 4 system is in the appropriate spot, as designated by the customer.
- The cables that were connecting the Release 2 or Release 3 system must be attached to the Release 4 system.
- If a DEFINITY® switch was busyed out, the switch link must be released.
- User data and system configuration settings are transferred during the in-service or out-of-service upgrade process. However, there is some additional administration and testing on the Release 4 system that must be performed.
- The appropriate passwords must be assigned to the Release 4 system.
- The upgrade software package must be removed.
- The Release 4 system must be backed up.

Before You Begin; Materials and Information Needed

Table 1-1 lists the materials and information which are necessary before you start the in-service or out-of-service upgrade procedure.

Table 1-1. System Upgrade Materials

Material	Source
Upgrade checklist (out-of-service or in-service)	This chapter
Login password for craft	Customer representative or Lucent project manager
Name and telephone number of the remote maintenance center contact	Lucent project manager
Verification that the customer has backed up any custom announcements	Customer representative
Lucent INTUITY Release 4 system platform	Lucent project manager
Female–male gender changer	Lucent project manager
Reusable Upgrade Kit (RUK) — A/B switch box — Video cables — Ethernet LAN circuit card — 25-foot coaxial cable with two “T” adapters and terminators — Pre-upgrade software package — Lucent INTUITY Messaging Solutions Release 4 Upgrade Procedures (document)	Lucent project manager
Several initialized, blank cartridge tapes for a backup	Lucent project manager
The appropriate Lucent INTUITY documentation: *INTUITY Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173 or *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185.	Customer representative (This book was delivered with the Lucent INTUITY Release 4 system.)

Continued on next page

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

Material	Source
Name for the Lucent INTUITY Release 4 system **NOTE:** If you are doing an in-service upgrade on the customer's LAN, the customer must provide a temporary system name. If the upgrade is being done with a direct connection, a default name will be assigned.	Customer representative
IP address for the Lucent INTUITY Release 4 system **NOTE:** If you are doing an in-service upgrade on the customer's LAN, the customer must provide a temporary IP address. If the upgrade is being done with a direct connection, a default IP address will be assigned.	Customer representative
Subnet mask for the Lucent INTUITY Release 4 system **NOTE:** If you are doing an in-service upgrade on the customer's LAN, the customer must provide the subnet mask. If the upgrade is being done with a direct connection, a default subnet mask will be assigned.	Customer representative
If the customer's configuration includes customized announcements, you need a: ■ Listing of all changed fragments ■ Description of what changed to make the announcement custom, for example, rerecorded fragments, substitution of silence or blank for a fragment. **NOTE:** The wording for some of the standard U S English fragments has changed for Release 4.	Customer representative

Stopping an In-Service or Out-of-Service Upgrade

WARNING:

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

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

In-Service and Out-of-Service Upgrade Connectivity

The Lucent INTUITY systems can be connected through:

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

The procedure for connecting the systems is presented in a later chapter. The in-service or out-of-service upgrade checklist will direct you how and when to perform the cabling procedure.

Direct Connection

Figure 1-1 shows the cabling for an out-of-service or in-service upgrade using a direct connection.

Most in-service transfers are done using a direct connection. However, using a direct connection requires a reboot of the system.

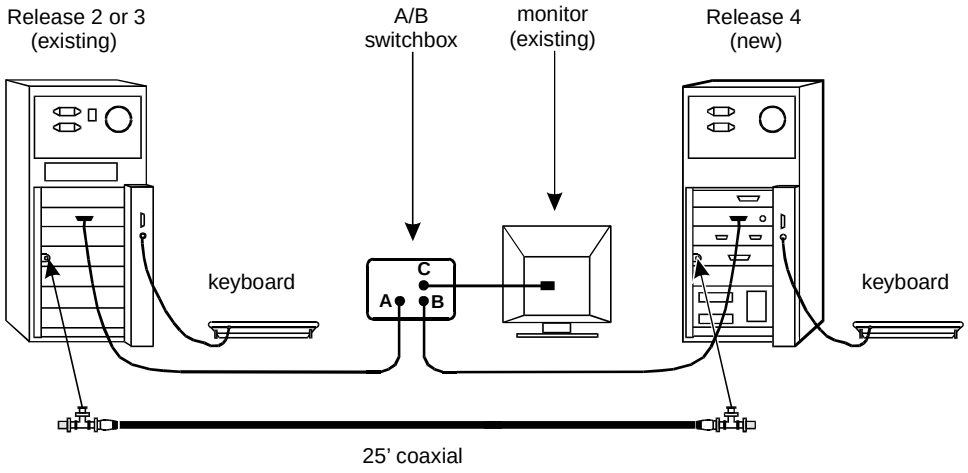

Figure 1-1. Direct Connection

Customer LAN Connection

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

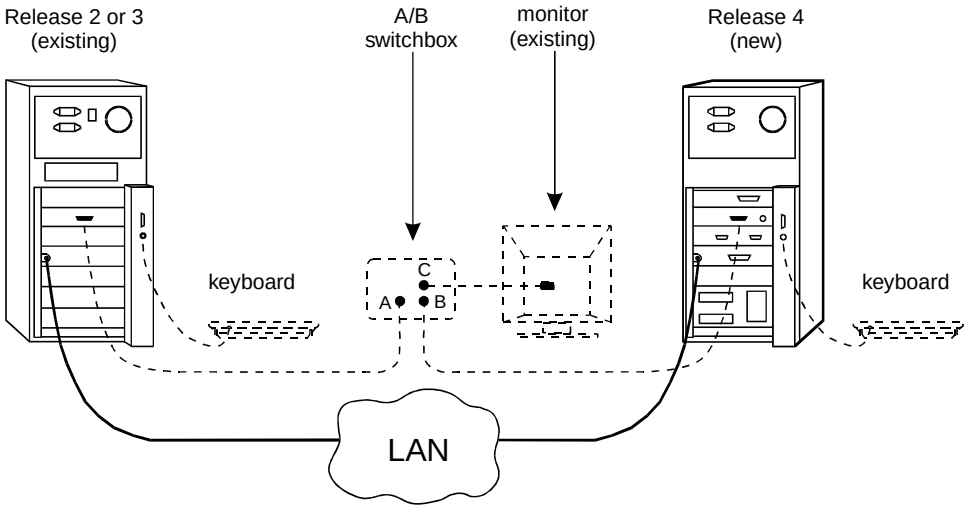

Figure 1-2. Customer LAN Connection

Out-of-Service and In-Service Upgrade Checklists

The following checklists can be used for easy reference for the tasks necessary to perform either an:

- Out-of-service
- In-service upgrade

Out-of-Service Checklist

CAUTION:
If you are conducting an in-service transfer, do not use the checklist in this section. See ''In-Service Checklists'' for the correct checklist.

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

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
1.	Set up the Lucent INTUITY Release 4 system, including connecting the ■ Monitor ■ Keyboard ■ A/B switchbox.	''Setting Up the Lucent Intuity Release 4 System'' in this book *INTUITY Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173 *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185	
2.	Change the name of the Release 4 system, if necessary.	''Setting the Lucent Intuity Release 4 Machine Name'' in this book	
3.	Obtain the Lucent INTUITY Release 2 or Release 3 LAN settings.	''Obtaining the Lucent Intuity Release 2 or Release 3 LAN Settings'' in this book	
4.	Check for the presence of custom announcement sets.	''Checking the Lucent Intuity Release 2 or Release 3 System for Custom Announcements'' in this book	

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
5.	**NOTE:** If the Release 2 or Release 3 system does not have custom announcements, skip this step. Prepare for the transfer of custom announcement sets.	Appendix D, ''Preparing for the Transfer of Custom Announcement Sets'' in this book	
6.	Install the pre-upgrade package on the Release 2 or Release 3 system.	''Installing the Pre-Upgrade Package on the Existing System'' in this book	
7.	Run the pre-upgrade package.	''Running the Pre-Upgrade Package'' in this book	
8.	Turn off alarm origination for the Release 2 or Release 3 system.	''Turning Off Alarm Origination on the Lucent Intuity Release 2 or Release 3 System'' in this book	
9.	**CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Busy out the switch data link.	''Busying Out the Switch Data Link'' in this book	
10.	**CAUTION:** *If the Release 2 or Release 3 system is already equipped with a LAN card, skip this step.* Install a LAN card, if applicable.	''Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System'' in this book Appendix A, ''Installing a LAN Circuit Card in the MAP/5'' in this book Appendix B, ''Installing a LAN Circuit Card in the MAP/40'' in this book Appendix C, ''Installing a LAN Circuit Card in the MAP/100'' in this book	

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
11.	Set the LAN settings on the Release 2 or Release 3 system to the default settings. If the customer site has an existing LAN, this procedure changes the LAN address. In that case, the system must be rebooted.	''Setting the LAN Configuration for an Out-of-Service Upgrade'' in this book	
12.	Connect the coaxial cable between the Release 2 or Release 3 system and the Release 4 system one of two ways:		
	■ If the Release 2 or Release 3 system does not have a LAN, connect the platforms.	''Establishing a Cable Connection Between the Lucent Intuity Systems'' in this book	
	■ If the Release 2 or Release 3 system has an existing LAN, unhook the LAN and connect the platforms.	''Establishing a Cable Connection Between the Lucent Intuity Systems'' in this book **⚠ CAUTION:** *Before unhooking the LAN, confirm with the customer that the loss of Message Manager service is acceptable.*	
13.	Run the upgrade package on the Release 4 system.	''Running the Platform Upgrade Package'' in this book	
14.	Start the data transfer. This will shut down the Release 2 or Release 3 system. **⚠ CAUTION:** *Before executing the shutdown, confirm with the customer that the loss of service is acceptable.*	''Starting the Out-of-Service Data Transfer'' in this book	

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
15.	Monitor the transfer status until the data transfer is complete.	''Monitoring the Out-of-Service Data Transfer'' in this book	
16.	Complete the data transfer. This includes an automatic reboot of the Release 4 system.	''Completing the Data Transfer'' in this book	
17.	Check for alarms.	''Checking for Alarms that Indicate an Upgrade Failure'' in this book	
18.	Verify system date and time.	''Verifying the Lucent Intuity Release 4 System Date and Time'' in this book	
19.	Check the Release 4 system date and time.	''Setting the UNIX Date and Time Window'' in this book	
20.	Shut down the Release 4 system.	''Shutting Down the Lucent Intuity Release 4 System'' in this book	
21.	Shut down the Release 2 or Release 3 system.	''Shutting Down the Lucent Intuity Release 2 or Release 3 System'' in this book	
22.	Remove the LAN connection between the Lucent INTUITY systems.	''Removing the LAN Connection Between the Lucent Intuity Systems'' in this book	
23.	Remove the switch box and cables.	''Removing the Switch Box and Cables'' in this book	
24.	Rearrange the Lucent INTUITY systems.	''Rearranging the Lucent Intuity Systems'' in this book	
25.	Move the cables.	''Moving the Cables'' in this book	
26.	**⚠ CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Release the Switch Data Link.	''Releasing the Switch Data Link'' in this book	
27.	Turn alarm origination on.	''Turning Alarm Origination On'' in this book	

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
28.	Register Release 4 system with remote maintenance center.	''Sending Test Alarm to Register New Release 4 System'' in this book	
29.	Change the default announcement set to a custom announcement set, if applicable.	''Changing the Default Announcement Set to a Custom Announcement Set'' in this book	
30.	Test the Release 4 system and peripherals.	''Testing the Lucent Intuity Release 4 System'' in this book	
31.	Assign passwords.	''Assigning Passwords'' in this book	
32.	Perform final administration on the Release 4 system.	''Controlling Call Transfers on the Lucent Intuity Release 4 System'', ''Setting the Number of Simultaneous IMAPI Sessions'', and ''Removing the Platform Upgrade Package'' in this book	
33.	Back up the Release 4 system.	''Backing Up the Lucent Intuity Release 4 System'' in this book	
34.	⚠ **CAUTION:** *If the Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.* Remove the LAN circuit card from the Release 2 or Release 3 system.	''Removing the LAN Circuit Card from the Lucent Intuity Release 2 or Release 3 System'' in this book	
35.	Repack and return the RUK.	Procedures start with ''Repacking and Returning the RUK'' in this book	
36.	Return the Release 2 or Release 3 system.		

In-Service Checklists

The in-service checklists include:

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

In-Service Upgrade Using a Direct Connection Checklist

CAUTION:

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

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

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

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

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

Step	Procedure	Reference Documentation/ Location of Procedure	✔
1.	Set up the Lucent INTUITY Release 4 system, including connecting the: ■ Monitor ■ Keyboard ■ A/B switchbox	''Setting Up the Lucent Intuity Release 4 System'' in this book *INTUITY Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173 *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185.	
2.	Change the name of the Release 4 system, if necessary.	''Setting the Lucent Intuity Release 4 Machine Name'' in this book	
3.	Obtain the Lucent INTUITY Release 2 or Release 3 LAN settings.	''Obtaining the Lucent Intuity Release 2 or Release 3 LAN Settings'' in this book	

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

4.	Check for the presence of custom announcement sets.	''Checking the Lucent Intuity Release 2 or Release 3 System for Custom Announcements'' in this book	
5.	If the Release 2 or Release 3 system does not have custom announcements, skip this step. Prepare for the transfer of custom announcement sets.	Appendix D, ''Preparing for the Transfer of Custom Announcement Sets'' in this book	
6.	Install the pre-upgrade package on the Release 2 or Release 3 system.	''Installing the Pre-Upgrade Package on the Existing System'' in this book	
7.	Turn off alarm origination for the Release 2 or Release 3 system.	''Turning Off Alarm Origination on the Lucent Intuity Release 2 or Release 3 System'' in this book	
8.	Run the pre-upgrade package.	''Running the Pre-Upgrade Package'' in this book	
9.	**CAUTION:** *If the Release 2 or Release 3 system is already equipped with a LAN card, skip this step.* Install a LAN card, if applicable.	''Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System'' in this book Appendix A, ''Installing a LAN Circuit Card in the MAP/5'' in this book Appendix B, ''Installing a LAN Circuit Card in the MAP/40'' Appendix C, ''Installing a LAN Circuit Card in the MAP/100''	
10.	Set the LAN settings on the Release 2 or Release 3 system to the default settings **NOTE:** If the customer site has an existing LAN, this procedure changes the LAN address. In that case, the system must be rebooted.	''Setting the LAN Configuration for an In-Service Upgrade'' in this book	

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

11.	Connect the coaxial cable between the Release 2 or Release 3 system and the Release 4 system one of two ways:		
	■ If the Release 2 or Release 3 system does not have a LAN, connect the platforms.	''Establishing a Cable Connection Between the Lucent Intuity Systems'' in this book	
	■ If the Release 2 or Release 3 system has an existing LAN, unhook the LAN and connect the platforms.	''Establishing a Cable Connection Between the Lucent Intuity Systems'' in this book **CAUTION:** *Before unhooking the LAN, confirm with the customer that the loss of Message Manager service is acceptable.*	
12.	Run the upgrade package on the Release 4 system.	''Running the Platform Upgrade Package'' in this book	
13.	Start the in-service data transfer. **CAUTION:** *This process takes several hours to complete. The actual number of hours depends on the number of users and callers on the system during the transfer. If possible, start this procedure during a period of low system demand. At the scheduled down time (as specified by the customer), perform the final transfer (the part that requires system down time).*	''Starting the In-Service Data Transfer'' in this book	
14.	Monitor the transfer status until the system is on at least the second pass.	''Monitoring the In-Service Data Transfer'' in this book	

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

15.	**CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Busy out the switch data link.	''Busying Out the Switch Data Link'' in this book	
16.	Start the final transfer. The system must be on at least the second pass. This will shut down the voice services of the Release 2 or Release 3 system and initiate the data transfer. **CAUTION:** *Before executing the shutdown, confirm with the customer that the loss of service is acceptable.*	''Starting the Final Transfer'' in this book	
17.	Complete the transfer. This includes an automatic reboot of the Release 4 system.	''Completing the Data Transfer'' in this book	
18.	Check for alarms.	''Checking for Alarms that Indicate an Upgrade Failure'' in this book	
19.	Check the Release 4 system date and time.	"Verifying the Lucent INTUITY Release 4 System Date and Time" in this book	
20.	Shut down the Release 4 system.	"Shutting Down the Lucent INTUITY Release 4 System" in this book	
21.	Shut down the Release 2 or Release 3 system.	"Shutting Down the Lucent INTUITY Release 2 or Release 3 System" in this book	
22.	Remove the LAN connection between the Lucent INTUITY systems.	"Removing the LAN Connection Between the Lucent INTUITY Systems" in this book	
23.	Remove the switch box and cables.	''Removing the Switch Box and Cables'' in this book	

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

24.	Rearrange the Lucent INTUITY systems.	"Rearranging the Lucent INTUITY Systems" in this book	
25.	Move the cables.	‘‘Moving the Cables’’ in this book	
26.	**⚠ CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Release the Switch Data Link.	‘‘Releasing the Switch Data Link’’ in this book	
27.	Turn alarm origination on.	‘‘Turning Alarm Origination On’’ in this book	
28.	Register Release 4 system with remote maintenance center.	‘‘Sending Test Alarm to Register New Release 4 System’’ in this book	
29.	Change the default announcement set to a custom announcement set, if applicable.	‘‘Changing the Default Announcement Set to a Custom Announcement Set’’ in this book	
30.	Test the Release 4 system.	"Testing the Lucent INTUITY Release 4 System" in this book	
31.	Assign passwords.	‘‘Assigning Passwords’’ in this book	
32.	Perform final administration on the Release 4 system.	"Controlling Call Transfers on the Lucent INTUITY Release 4 System", ‘‘Setting the Number of Simultaneous IMAPI Sessions’’, and ‘‘Removing the Platform Upgrade Package’’ in this book	
33.	Back up the Release 4 system.	"Backing Up the Lucent INTUITY Release 4 System" in this book	

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

34.	Remove the LAN circuit card from the Release 2 or Release 3 system. If the Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.	"Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System" in this book	
35.	Repack and return the RUK.	Procedures start with ''Repacking and Returning the RUK'' in this book	
36.	Return the Release 2 or Release 3 system.		

In-Service Upgrade Using the Customer's LAN Checklist

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

CAUTION:

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

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

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

Step	Procedure	Reference Documentation	✔
1.	Set up the Lucent INTUITY Release 4 system, including connecting the ■ Monitor ■ Keyboard ■ A/B switchbox.	"Setting Up the Lucent INTUITY Release 4 System" in this book *INTUITY Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173 *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185.	
2.	Change the name of the Release 4 system, if necessary.	"Setting the Lucent INTUITY Release 4 Machine Name" in this book	
3.	Obtain the Lucent INTUITY Release 2 or Release 3 LAN settings.	"Obtaining the Lucent INTUITY Release 2 or Release 3 LAN Settings" in this book	
4.	Check for the presence of custom announcement sets.	"Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements" in this book	
5.	If the Release 2 or Release 3 system does not have custom announcements, skip this step. Prepare for the transfer of custom announcement sets.	Appendix D, ''Preparing for the Transfer of Custom Announcement Sets'' in this book	
6.	Install the pre-upgrade package on the Release 2 or Release 3 system.	''Installing the Pre-Upgrade Package on the Existing System'' in this book	
7.	Turn off alarm origination for the Release 2 or Release 3 system.	"Turning Off Alarm Origination on the Lucent INTUITY Release 2 or Release 3 System" in this book	
8.	Run the pre-upgrade package.	''Running the Pre-Upgrade Package'' in this book	

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

Step	Procedure	Reference Documentation	✔
9.	**CAUTION:** *If the Release 2 or Release 3 system is already equipped with a LAN card, skip this step.* Install a LAN card, if applicable.	"Installing a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System" in this book Appendix A, ''Installing a LAN Circuit Card in the MAP/5'' in this book Appendix B, ''Installing a LAN Circuit Card in the MAP/40'' in this book Appendix C, ''Installing a LAN Circuit Card in the MAP/100'' in this book	
10.	Set the LAN settings on the Release 2 or Release 3 system to the settings prescribed by the customer.	''Using the Customer's LAN'' in this book	
11.	Connect the Release 4 system to the customer's LAN. The customer must provide the cabling for the LAN connection.	''Establishing a Cable Connection Between the Lucent Intuity Systems'' in this book	
12.	Run the upgrade package on the Release 4 system.	Procedures start with ''Running the Platform Upgrade Package'' in this book	
13.	Start the in-service data transfer. **CAUTION:** *This process takes several hours to complete. The actual number of hours depends on the number of users and callers on the system during the transfer. If possible, start this procedure during a period of low system demand. At the scheduled down time (as specified by the customer), perform the final transfer (the part that requires system down time).*	''Starting the In-Service Data Transfer'' in this book	
14.	Monitor the transfer status until the system is on at least the second pass.	''Monitoring the In-Service Data Transfer'' in this book	

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

Step	Procedure	Reference Documentation	✔
15.	**CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Busy out the switch data link.	''Busying Out the Switch Data Link'' in this book	
16.	Start the final transfer. The system must be on at least the second pass. This will shut down the voice services of the Release 2 or Release 3 system and initiate the data transfer. **CAUTION:** *Before executing the shutdown, confirm with the customer that the loss of service is acceptable.*	''Starting the Final Transfer'' in this book	
17.	Complete the transfer. This includes an automatic reboot of the Release 4 system.	''Completing the Data Transfer'' in this book	
18.	Check for alarms.	''Checking for Alarms that Indicate an Upgrade Failure'' in this book	
19.	Check the Release 4 system date and time.	"Verifying the Lucent INTUITY Release 4 System Date and Time" in this book	
20.	Shut down the Release 4 system.	"Shutting Down the Lucent INTUITY Release 4 System" in this book	
21.	Shut down the Release 2 or Release 3 system.	"Shutting Down the Lucent INTUITY Release 2 or Release 3 System" in this book	
22.	Remove the LAN connection through the customer's LAN.	''Removing a Connection through the Customer's LAN'' in this book	
23.	Remove the switch box and cables.	''Removing the Switch Box and Cables'' in this book	

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

Step	Procedure	Reference Documentation	✔
24.	Rearrange the Lucent INTUITY systems.	"Rearranging the Lucent INTUITY Systems" in this book	
25.	Move the cables.	''Moving the Cables'' in this book	
26.	**⚠ CAUTION:** *If the Release 2 or Release 3 system is not connected to a DEFINITY switch, skip this step.* Release the Switch Data Link.	''Releasing the Switch Data Link'' in this book	
27.	Turn alarm origination on.	''Turning Alarm Origination On'' in this book	
28.	Register Release 4 system with remote maintenance center.	''Sending Test Alarm to Register New Release 4 System'' in this book	
29.	Change the default announcement set to a custom announcement set, if applicable.	''Changing the Default Announcement Set to a Custom Announcement Set'' in this book	
30.	Test the Release 4 system.	"Testing the Lucent INTUITY Release 4 System" in this book	
31.	Assign passwords.	''Assigning Passwords'' in this book	
32.	Perform final administration on the Release 4 system.	"Controlling Call Transfers on the Lucent INTUITY Release 4 System", ''Setting the Number of Simultaneous IMAPI Sessions'', and ''Removing the Platform Upgrade Package'' in this book	
33.	Back up the Release 4 system.	"Backing Up the Lucent INTUITY Release 4 System" in this book	

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

Step	Procedure	Reference Documentation	✔
34.	Remove the LAN circuit card from the Release 2 or Release 3 system. **⚠ CAUTION:** *If the Release 2 or Release 3 system was previously equipped with the LAN circuit card, skip this step.*	"Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System" in this book	
35.	Repack and return the RUK.	Procedures start with ''Repacking and Returning the RUK'' in this book	
36.	Return the Release 2 or Release 3 system.		

Preparing Both Lucent INTUITY Systems for an In-Service or Out-of-Service Upgrade

2

Overview

This chapter provides the instructions for the initial setup and system feature checks for an in-service or out-of-service upgrade.

NOTE:
If you are performing a Release 4 software upgrade, see Appendix E, "Running a Software Upgrade (Release 4.0 to Release 4.n)".

Purpose

The procedures in this chapter enable you to set up the Lucent INTUITY Release 4 system for the upgrade from the Lucent™ INTUITY™ Release 2 or Release 3 system.

Setting Up the Lucent INTUITY Release 4 System

Setting up the Release 4 system consists of:

- Unpacking the Computer
- Positioning the Computer
- Connecting the Keyboard
- Connecting the Monitor and A/B Switch Box

For procedures on unpacking, positioning, and connecting the keyboard to the computer, use one of the following books:

NOTE:
These documents are shipped with the Release 4 system.

- *INTUITY Messaging Solutions Release 4 MAP/100 System Installation,* 585-310-173
- *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185
- *INTUITY Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196

Connect the two Lucent INTUITY systems using the 25-foot coaxial cable that was shipped with the system and continue with, ''Connecting the Monitor and A/B Switch Box''.

Connecting the Monitor and A/B Switch Box

The Release 4 system is not shipped with a monitor. Both the Release 4 system and the existing system use the same monitor during the upgrade. Place the monitor as close to the new system as possible.

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

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

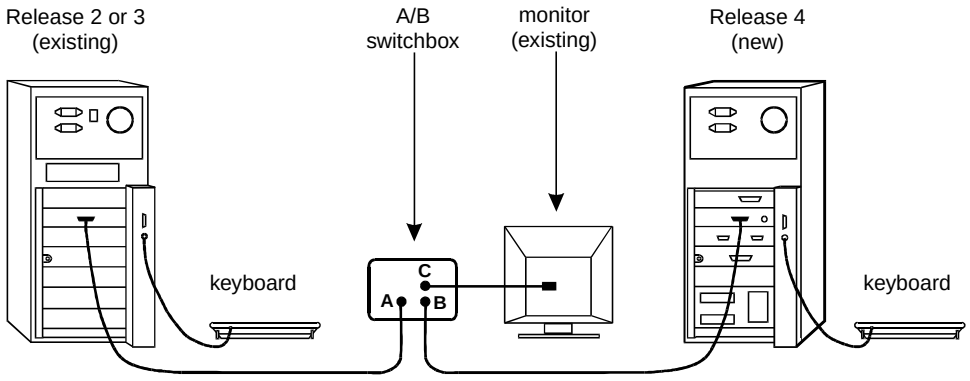


Figure 2-1. Cabling for Connecting the Monitor

To connect the monitor, do the following:

1. Make sure the power cable is routed to a wall outlet.
2. Disconnect the signal cable from the Release 2 or Release 3 system.

   NOTE:
   The signal cable is currently attached to a female connector on the video controller circuit card faceplate.

3. Attach the signal cable to Position C on the A/B switch box (Figure 2-1).
4. Attach one of the two video cables, included in the RUK, to the Release 2 or Release 3 system video controller circuit card and tighten the thumb-screws on the video cable connector.
5. Attach the other end of this video cable to Position A on the A/B switch box (Figure 2-1).
6. Attach the second video cable to the Release 4 system video controller circuit card and tighten the thumb-screws on the video cable connector.
7. Attach the other end of this video cable to Position B on the A/B switch box (Figure 2-2).
8. Power up the monitor.
9. Power up the Release 4 system.

Obtaining the Lucent INTUITY Release 2 or Release 3 LAN Settings

Upgrades using a direct connection or in-service upgrades using an existing LAN involve changes to the LAN address. These settings are restored after the upgrade is complete. However, for validation purposes, you should record the existing settings.

To obtain the Release 2 or Release 3 LAN settings, perform the following tasks:

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

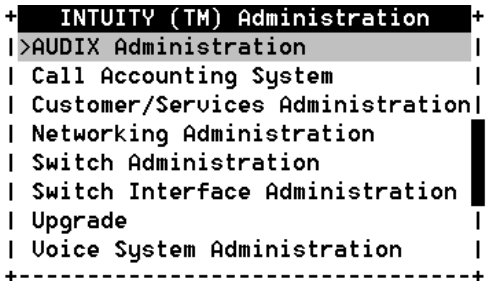
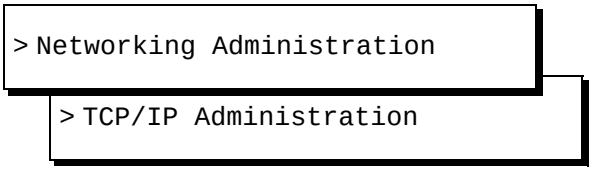


Figure 2-2. Lucent INTUITY Administration Menu for Release 2 or Release 3

3. Select



The system displays the TCP/IP Administration window (Figure 2-3).

NOTE:
If the customer does not have a LAN, TCP/IP Administration will not appear as a menu option on the Networking Administration menu. In that case, ask the customer for the temporary IP address and temporary system name. Write that temporary information in Table 2-3 and continue with the next procedure, "Checking the Lucent INTUITY Release 2 or Release 3 System for Custom Announcements.”

If the customer has a LAN, continue with the next step.

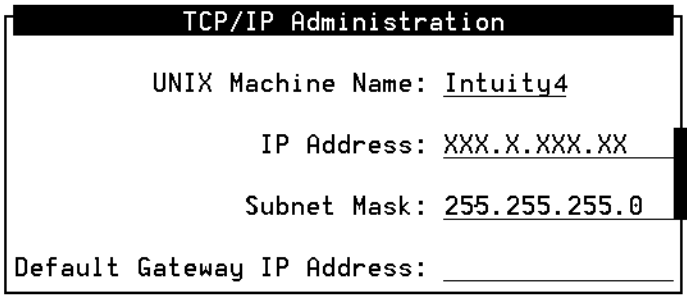


Figure 2-3. TCP/IP Administration Window

NOTE:
The settings on your screen may vary from this illustration.

4. Write the displayed values in their appropriate place in Table 2-1.

Table 2-1. Lucent INTUITY Release 2/3 and Release 4 LAN Parameters

Parameter	Value
Release 4 LAN Parameters	
Temporary system name (UNIX machine name) This name cannot start with a number and cannot contain any embedded spaces, for example, denver 1 is not allowed, but denver_1 is allowed.	
Temporary IP address	
Release 2 or Release 3 LAN Parameters	
System name (UNIX machine name)	
IP address	
Subnet mask	
Default Gateway IP Address:	
Network interface type	

5. Press F8 (Chg-Keys) and F2 (Brd Cnfg).

   The system displays the Ethernet Board Configuration window (Figure 2-4).

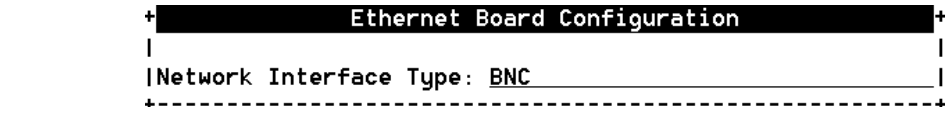


Figure 2-4. Ethernet Board Configuration Window

6. Write the Network Interface Type in Table 2-1.
7. Press F6 (Cancel) repeatedly to return to the Administration menu (Figure 2-2).
8. Continue with the next procedure, ''Checking the Lucent Intuity Release 2 or Release 3 System for Custom Announcements''.

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

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

To check for custom announcements, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the "A" position (the Release 2 or Release 3 system position).
2. Starting from the main Administration menu (Figure 2-2), select

   ```
   > AUDIX Administration
   ```

   The system displays the AUDIX Administration screen (Figure 2-5).

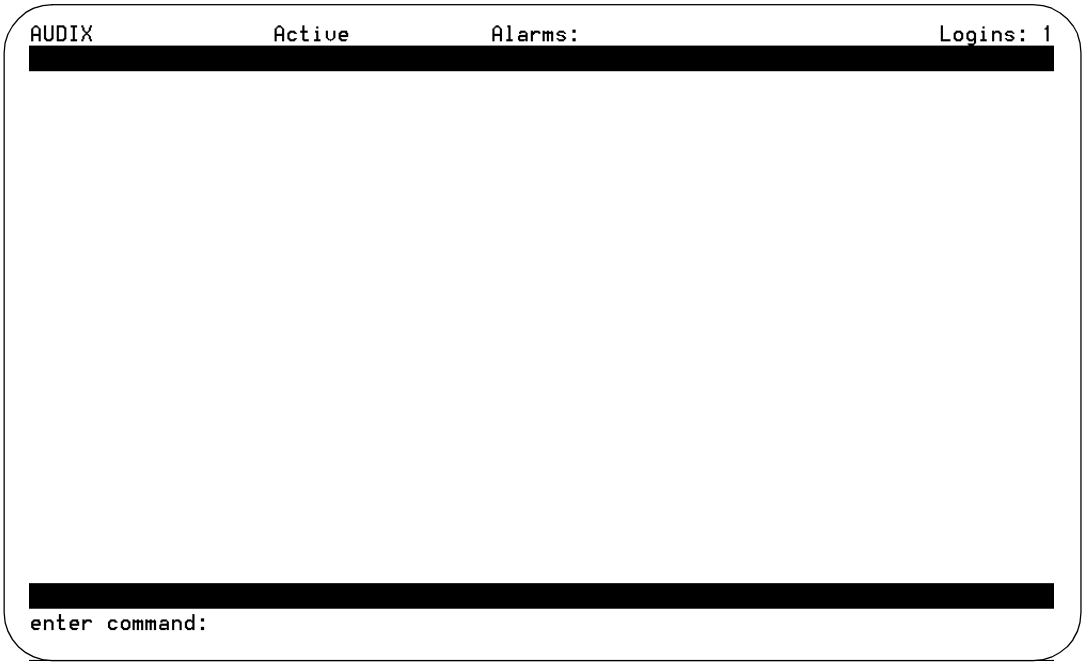


Figure 2-5. AUDIX Administration Screen

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

Full Command Version	Short Command Version
list annc-sets	**li annc**

The system displays the Announcement Sets screen (Figure 2-6).

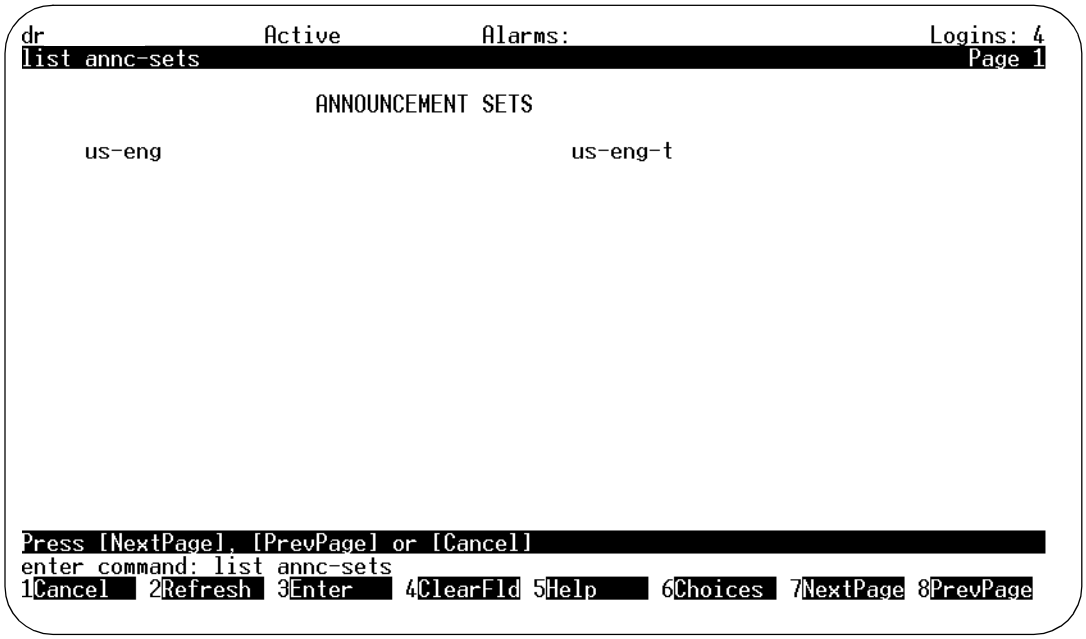


Figure 2-6. Announcement Sets Screen

4. Determine if any of the announcement sets are custom announcement sets by comparing the announcements set(s) listed on your screen with the supported announcements listed in Table 2-2.

   The first word in each cell is the announcement set abbreviation as it appears on the screen, and the full name is in parentheses.

Table 2-2. Supported Announcements Sets

us-eng (U.S. English)	czech (Czechoslovakian)	japanese
us-eng-t (U.S. English Terse)	dutch (Dutch)	lat-span (Latin American Spanish)
us-tdd (U.S. TDD)	french-c (Canadian French)	polish (Polish)
us-123 (U.S. English 1,2,3)	french-p (French)	portug (Brazilian Portuguese)
arabic (Arabic)	german (German)	russian (Russian)
british (British English)	greek (Greek)	slovak (Slovakia)
cantonese (Cantonese)	italian (Italian)	
cas-span (Castilian Spanish)	japan (Japanese)	

5. Write down in Table 2-3 the custom announcement sets on the Release 2 or Release 3 system that do not match the sets listed in Table 2-2. Ask the customer their preference for a base announcement set, and record that base announcement set here, as well.

Table 2-3. Custom Announcement Set Names

Custom Announcement Set Name	**Base Announcement Set** (the standard announcement set that the custom announcement set is based on)

Customer preference for system announcement set:_____
(not necessarily a custom announcement set name)

6. Press F6 (Cancel) repeatedly to return to the main Administration menu.
7. If the Release 2 or Release 3 system does contain custom announcement sets, and you know which standard announcement set the custom announcement set was originally copied from, then complete the procedures in Appendix D, "Preparing for the Transfer of Custom Announcement Sets", before continuing with the upgrade. if you do not know which standard announcement set was the source for the custom announcement set, you must contact Professional Services to determine this.

   If the Release 2 or Release 3 system does not include any custom announcement sets, proceed to Chapter 3, "Connecting the Lucent Intuity Systems for an In-Service or Out-of-Service Upgrade".

Connecting the Lucent INTUITY Systems for an In-Service or Out-of-Service Upgrade

3

⚠ CAUTION:

If you are performing a Release 4 software upgrade, use the procedures described in Appendix E, "Running a Software Upgrade (Release 4.0 to Release 4.n)". A software upgrade increments the software and platform packages from Lucent™ INTUITY™ Release 4.0 to Release 4.n.

Overview

This chapter provides procedures to complete final preparations on both Lucent INTUITY systems.

Final preparations on the existing system include:

- Installing and running the pre-upgrade package
- Turning off alarm origination
- Installing a LAN circuit card, if necessary

You will also establish a cable connection between the Lucent INTUITY systems.

Purpose

Completing the procedures in this chapter ensures that the existing and new systems are prepared for the upgrade.

Before performing the procedures in this section, do the following:

- Complete checklist items 1 – 5 for the type of upgrade you are doing (out-of-service or in-service)
- Verify that the customer is aware that their system is unavailable for at least 30 minutes during the course of an in-service upgrade, and that there might be multiple instances of system unavailability

Installing the Pre-Upgrade Package on the Existing System

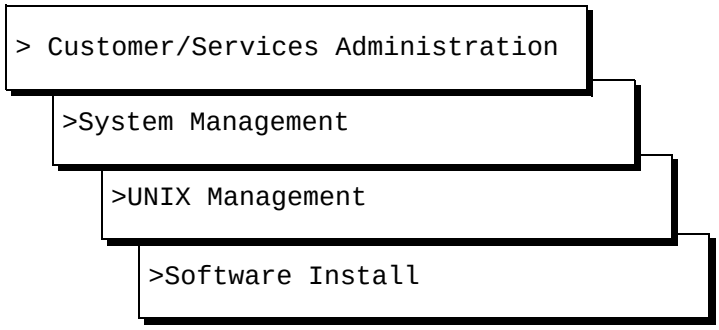
The pre-upgrade package is provided with the Reusable Upgrade Kit (RUK). The package is contained on a floppy disk labeled “Pre-Upgrade Package”.

NOTE:
The pre-upgrade package provides a way to back out of the upgrade.

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

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

1. Place the A/B switch on the A/B switch box in the “A” position (the Release 2 or Release 3 system position).
2. Starting at the Administration menu (Figure 2-2), select



The system displays the Software Install menu (Figure 3-1).

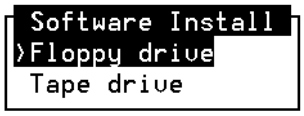


Figure 3-1. Software Install Menu

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

4. Select

```
> Floppy drive
```

   The system displays the message:

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

5. Press ENTER.

   The system displays the message:

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

The following packages are available:
    1 pupgrade  Platform Pre-Upgrade Package

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

   NOTE:
   If you receive a `device open` failure message, the disk was inserted after you selected `Floppy Drive` or the system did not see the disk. In that case, complete Step a – Step d below.

   a. Enter **q**

      The system displays the Software Install menu (Figure 3-1).

   b. Remove the disk from the floppy disk drive.

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

   d. Repeat Step 5.

6. Press ENTER.

   The system installs the software and displays several status messages. When the software installation is complete, the system displays the message:

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

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

7. Remove the diskette from the floppy drive.

8. Enter **q**
9. Press F6 (Cancel) repeatedly to log off the Lucent INTUITY system.

   NOTE:
   You must log off the system and log back on to get Platform Pre-Upgrade to display as an option on the Administration menu.

10. Continue with ‘‘Turning Off Alarm Origination on the Lucent Intuity Release 2 or Release 3 System’’.

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

The process of upgrading your system involves rebooting both the Release 2 or Release 3 system and the Release 4 system. This will cause the system to unnecessarily send alarms to the remote maintenance center.

To turn off alarm origination, perform the following tasks:

1. Place the A/B switch in the “A” position
   (the Release 2 or Release 3 system position).
2. Start at the Administration menu (Figure 3-1) and select

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

   The system displays the Alarm Management window (Figure 3-2).

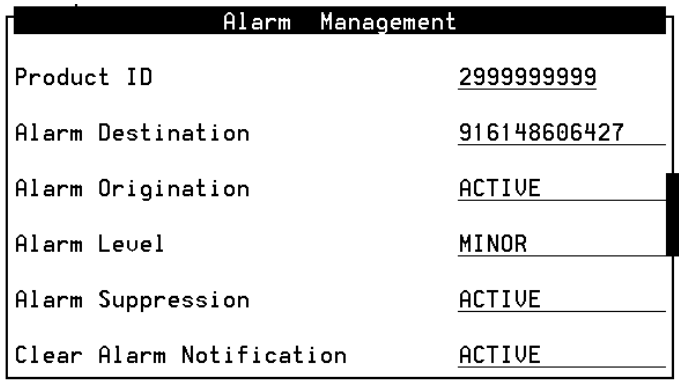


Figure 3-2. Alarm Management Window

NOTE:
The settings on your screen may vary from this illustration.

3. Enter **inactive** in the `Alarm Origination` field.
4. Press F3 (Save).
5. Press F6 (Cancel) repeatedly to return to the main Administration menu.
6. Continue with ''Running the Pre-Upgrade Package''.

Running the Pre-Upgrade Package

The pre-upgrade package:

- Verifies that a pre-sales script has been run by the AUCC

  NOTE:
  If the pre-sales script has not been run, the upgrade will stop and you must contact the remote maintenance center.

- Checks for a LAN circuit card on the Release 2 or Release 3 system

  CAUTION:
  Installing a LAN circuit card involves rebooting the Release 2 or Release 3 system. Confirm with the customer that the temporary loss of service is acceptable.

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

1. Place the A/B switch on the A/B switch box in the “A” position (the Release 2 or Release 3 system position).
2. Start at the Administration menu (Figure 3-1), and select

   ```
   > Platform Pre-Upgrade
   ```

   The system begins to run the platform pre-upgrade and displays the message `working...`
3. Continue with Step 4, if the system displays the Current LAN Configuration window (Figure 3-4).

   If the system displays the LAN Circuit Card Check screen (Figure 3-3), go to ‘‘Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System’’.

   NOTE:
   The original settings for the customer’s LAN are changed. If it is necessary to back-out of the upgrade you can recover the old LAN settings by pressing F2 (Undo) at the Current LAN Configuration window (Figure 3-4).

```
LAN CARD CHECK

STATUS-------------------

No LAN card is currently installed. A LAN card is required to
upgrade this system.

SELECT TASK--------------

To install a LAN card...........Press <CONTINUE> (F3)

To return to the Main Menu......Press <CANCEL> (F6)
```

Figure 3-3. LAN Circuit Card Check Screen

```
                    Current LAN Configuration

A LAN card is currently installed using the LAN settings shown below:

              IP Address: 135.9.181.23
              NetMask:    255.255.255.0
              Interface:  AUI or 10BaseT

SELECT TASK---------

To restore original LAN settings.............Press <UNDO>     (F2)

To setup for Out-of-Service upgrade...........Press <OUT-SERV> (F3)

To setup for In-Service upgrade...............Press <IN-SERV>  (F4)

To return to main menu.......................Press <CANCEL>   (F6)
```

Figure 3-4. Current LAN Configuration Window

4. Set the LAN configuration for an Out-of-Service upgrade or for an In-Service upgrade.

Setting the LAN Configuration for an Out-of-Service Upgrade

CAUTION:

If you are going to perform an in-service upgrade, do not use this procedure. See ''Setting the LAN Configuration for an In-Service Upgrade'' for the correct procedure.

An out-of-service upgrade is conducted with the Release 2 or Release 3 system unavailable to callers and users for the duration of the upgrade. The upgrade package copies and translates the data from the Release 2 or Release 3 system to the Release 4 system.

NOTE:

If your site has an existing LAN, this procedure changes the LAN address. In that case, the system will automatically reboot the system after you have performed Step 2. If you have installed a LAN for the first time, you will not perform the reboot.

To set the LAN configuration for an out-of-service upgrade, do the following:

1. Ensure that there is no diskette in the floppy diskette drive.
2. Starting from the Current LAN Configuration window (Figure 3-4), press F3 (Out-Serv).

   If your site has an existing LAN circuit card, the system displays a message indicating that it will perform a system reboot.

   a. After the reboot is complete, start at the Administration menu (Figure 3-1) and select

   ```
   > Platform Pre-Upgrade
   ```

   The system displays the Current LAN Configuration window (Figure 3-4).

   b. Verify that the IP address in the window matches the address you wrote in Table 2-1.

   c. Press F6 (Cancel) to accept the LAN settings.

   d. Proceed to ''Establishing a Cable Connection Between the Lucent Intuity Systems''.

   If you have installed a new LAN circuit card, the system displays the Administration menu (Figure 3-1).

a. Select

```
> Platform Pre-Upgrade
```

The system displays the Current LAN Configuration window (Figure 3-4).

b. If there are values in the IP Address, NetMask, and Interface fields, press F6 (Cancel) to accept the LAN settings and continue with Step d.

If you see Not Available in any of the fields, press F3 (Out-Serv) to have the upgrade package configure the settings. The system displays a message indicating that it will perform a system reboot. When the reboot is complete, access the Administration menu (Figure 3-1) and select

```
> Platform Pre-Upgrade
```

The system displays the Current LAN Configuration window (Figure 3-4).

c. Press F6 (Cancel) to accept the LAN settings.

d. Proceed to ‘‘Establishing a Cable Connection Between the Lucent Intuity Systems’’.

Setting the LAN Configuration for an In-Service Upgrade

CAUTION:

If you are going to perform an out-of-service upgrade, do not use this procedure. See ‘‘Setting the LAN Configuration for an Out-of-Service Upgrade’’ for the correct procedure.

An in-service upgrade is conducted with the Release 2 or Release 3 system available to callers and users during *most* of the upgrade process. The upgrade package copies and translates the data from the Release 2 or Release 3 system to the Release 4 system. File transfers are moderated so that the Release 2 or Release 3 system performance and the customer’s LAN are not adversely affected.

An in-service upgrade can be conducted through:

- A direct connection
- The customer's LAN

Using a direct connection requires a reboot of the system. If you are using the customer's LAN, you will not perform the reboot.

The Release 2 or Release 3 system LAN configuration will differ, depending on the connection type.

Using a Direct Connection

⚠ CAUTION:
Using a direct connection involves using the default LAN configuration. A reboot of the Release 2 or Release 3 system is required. Confirm with the customer that the temporary loss of service is acceptable.

To initialize an in-service upgrade using a direct connection, perform the following tasks on the Release 2 or Release 3 system:

1. Ensure that there is no diskette in the floppy diskette drive.
2. Starting from the Current LAN Configuration window (Figure 3-4), press F4 (In-Serv).

   The system displays the In-Service LAN Configuration window (Figure 3-5).
3. Verify that **125.50.50.2** is the value in the `New System's IP Address` field.

   This is the default IP address for the Lucent INTUITY Release 4 system.
4. Press F4 (Direct).

   The system asks for confirmation that it is all right to interrupt service and reboot the system.
5. Confirm with the customer that the temporary loss of service is acceptable and press F3 (Continue).

   The system automatically reboots. This process takes some time and the system displays numerous messages during the reboot. When the reboot is complete, the system displays the message:

   ```
   Please hit the <ENTER> key after messages stop
   scrolling.
   ```
6. Press ENTER.
7. Proceed to ''Establishing a Cable Connection Between the Lucent Intuity Systems''.

Using the Customer's LAN

To initialize an in-service upgrade using the customer's LAN, perform the following tasks on the Release 2 or Release 3 system:

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

   The system displays the In-Service LAN Configuration window (Figure 3-5).

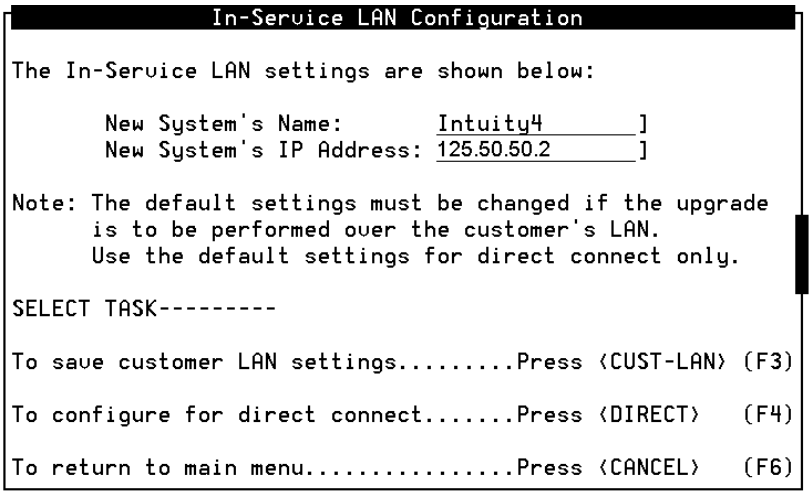


Figure 3-5. In-Service LAN Configuration Window

2. Using the information you wrote down in Table 2-1, enter:
   - The name of the Lucent INTUITY Release 4 system in the `New System's Name` field.
   - The IP address of the Lucent INTUITY Release 4 system in the `New System's IP Address` field.
3. Press F3 (Cust-Lan) to save these LAN settings and continue.

   The system displays the Administration menu (Figure 3-1).
4. Proceed to Chapter 5, "Running the In-Service Upgrade".

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

NOTE:
If you are able to access the Current LAN Configuration window (Figure 3-4), skip this procedure and proceed to ''Establishing a Cable Connection Between the Lucent Intuity Systems''.

To install a LAN circuit card on the Release 2 or Release 3 system, perform the following tasks:

1. Starting from the LAN Circuit Card Check screen (Figure 3-3), press F3 (Continue).

   The system displays the Confirm LAN Board Installation screen (Figure 3-6).

```
CONFIRM LAN BOARD INSTALLATION

Installing a LAN Card will require the system to be shut down and
powered off. INTUITY AUDIX will be Out of service.

Confirm with the customer that a loss of service is acceptable.
After confirmation, review the following steps before you begin:

    1) Shutdown the machine
    2) Open the system cabinet and install the LAN Card
    3) Connect the coaxial cables between the INTUITY machines
    4) Power up the machine
    5) Login as "craft"
    6) Select "Platform Pre-Upgrade" from the Main Menu

SELECT TASK--------------

To shutdown this machine.............Press <CONTINUE> (F3)

To return to the Main Menu............Press <CANCEL> (F6)
```

Figure 3-6. Confirm LAN Circuit Card Installation Screen

2. Confirm with the customer that the temporary loss of service is acceptable and press F3 (Continue).

   (If you do not wish to proceed with the LAN circuit card installation, press F6 (Cancel).

The Release 2 or Release 3 system begins the shutdown process. During the shutdown the pre-upgrade package will:

- Install the LAN card driver
- Configure the system for the default upgrade IP address
- Complete the system shutdown

When installing the LAN card driver, the pre-upgrade package may have to rebuild the UNIX operating system. In that case, the system displays the message:

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

When the system is ready to proceed, it displays the message:

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

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

When the system has shut down the AUDIX® voice system and is ready to reboot, it displays the message:

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

NOTE:
Other messages may be display on the screen during shutdown. Ignore messages such as:

```
svc_create: Bad file number
unable to create [NLM_PROG, NLM_VERS) for netpath.

Abnormal termination of RSE activities
```

3. Power off the Release 2 or Release 3 machine.
4. Install the LAN circuit card.

   If the Release 2 or Release 3 system is a:

   - MAP/5, see Appendix A, "Installing a LAN Circuit Card in the MAP/5" for the procedure.
   - MAP/40, see Appendix B, "Installing a LAN Circuit Card in the MAP/40" for the procedure.
   - MAP/100, see Appendix C, "Installing a LAN Circuit Card in the MAP/100" for the procedure.
5. Power on the Release 2 or Release 3 machine, if it is not already back on.

6. Starting from the Administration menu on the Release 2 or Release 3 machine (Figure 3-1), select

```
> Platform Pre-Upgrade
```

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

```
working...
```

7. If the LAN circuit card has been installed correctly, the system displays the Current LAN Configuration window (Figure 3-4). Proceed to one of these options, as appropriate:

   - ''Setting the LAN Configuration for an Out-of-Service Upgrade''
   - ''Setting the LAN Configuration for an In-Service Upgrade''

   If LAN circuit card has not been installed correctly, the system does not display the Current LAN Configuration window. In that case, contact the remote maintenance center.

Establishing a Cable Connection Between the Lucent INTUITY Systems

The Lucent INTUITY systems can be connected through:

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

Establishing a Direct Connection

A direct connection involves linking the Lucent INTUITY systems through a coaxial cable that attaches to both LAN circuit cards (Figure 3-7).

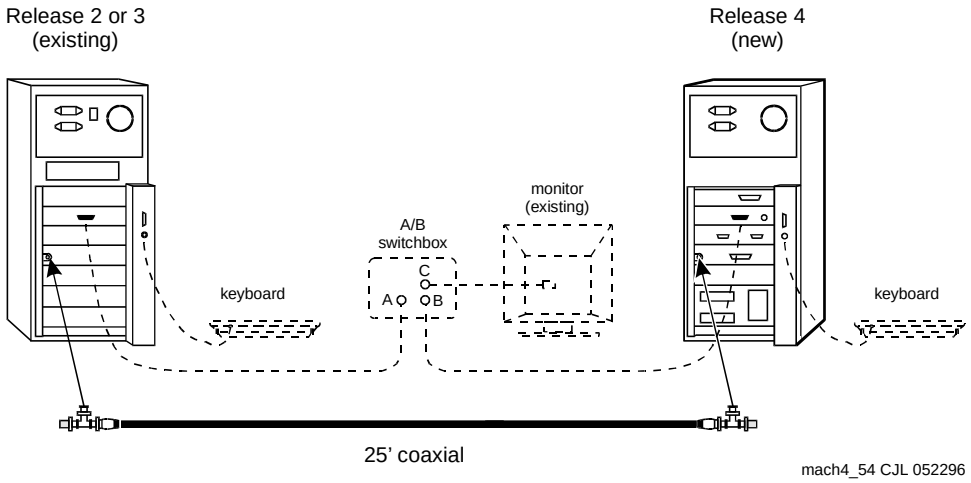


Figure 3-7. Cabling for a Direct Connection

The RUK contains a 25-foot coaxial cable. At either end of this cable is a T-connector and terminator (Figure 3-8). The LAN circuit cards on both Lucent INTUITY systems are equipped with a BNC connector to which the T-connector attaches (Figure 3-9).

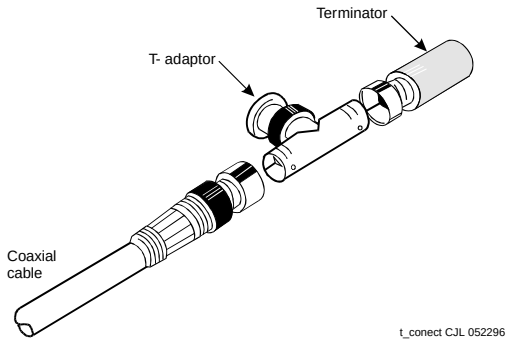


Figure 3-8. Coaxial Cable T-Connector

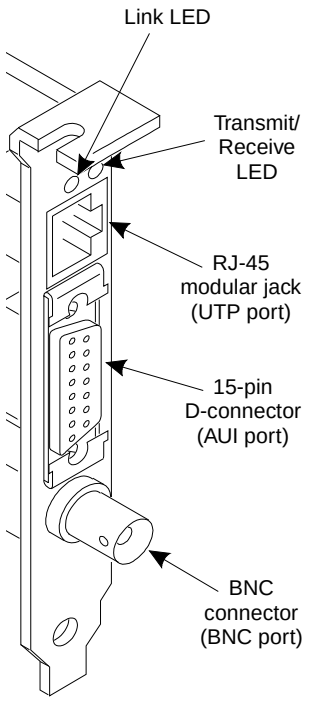


Figure 3-9. Ethernet LAN Circuit Card Faceplate

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

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

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

2. Connect the coaxial cable to the BNC connector on the Release 2 or Release 3 system. Make sure the cable connector is seated properly.
3. Connect the other end of the coaxial cable to the BNC connector on the Release 4 system. Make sure the cable connector is seated properly.
4. Proceed to Chapter 4, "Running the Out-of-Service Upgrade" or Chapter 5, "Running the In-Service Upgrade", as appropriate.

Establishing a Connection through the Customer's LAN

A connection through the customer's LAN involves linking the Lucent INTUITY systems through the customer's LAN (Figure 3-10).

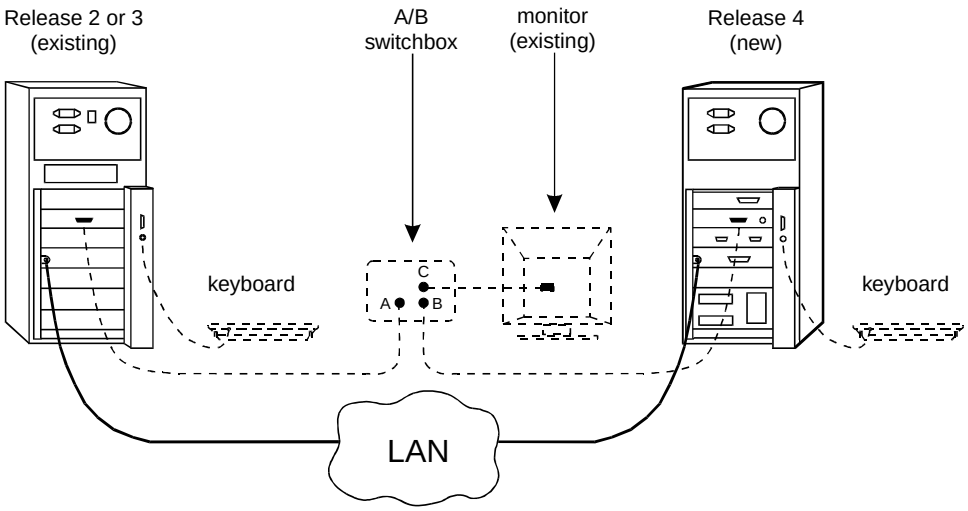


Figure 3-10. Cabling for a Connection through the Customer's LAN

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

1. Connect the Release 4 system to the customer's LAN using the appropriate type of cable.
2. Ensure that the temporary IP address and temporary system name for the Lucent INTUITY Release 4 system are available. This temporary information should be recorded in Table 2-1.

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

3. Proceed to Chapter 4, "Running the Out-of-Service Upgrade" or Chapter 5, "Running the In-Service Upgrade", as appropriate.

Running the Out-of-Service Upgrade

4

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

Overview

This chapter describes the following procedures for executing an out-of-service data transfer on a Lucent™ INTUITY™ Release 4 system:

- Busying out the switch data link, if applicable
- Verifying the installation of the platform upgrade package by the factory
- Running the platform upgrade package
- Starting the out-of-service data transfer
- Monitoring the out-of-service data transfer
- Completing the data transfer

Purpose

The procedures in this chapter enable you to complete an out-of-service data transfer which contains all of the customer's messages and greetings, as well as the user data base.

Busying Out the Switch Data Link

CAUTION:
If the customer does not have a DEFINITY switch, do not complete these procedures. Continue with ''Verifying the Installation of the Platform Upgrade Package by the Factory''.

When the voice system is shut off for an upgrade, DEFINITY switches activate an alarm. If the customer has a DEFINITY switch, busy out the data link. For this procedure, DEFINITY switches are divided as follows:

- System 75, G1, and G3
- G2

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

To busy out the data link, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

   where n is the number of the link going to the Lucent INTUITY system. Valid input is an integer from 1 to 8.

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

2. Proceed to ''Verifying the Installation of the Platform Upgrade Package by the Factory''.

Busying Out the Data Link on a G2 Switch

To busy out the data link, perform the following tasks on the switch administration terminal (SAT):

1. Enter **proc650 test 3**
2. Enter **bo bo**

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

3. Proceed to ''Verifying the Installation of the Platform Upgrade Package by the Factory''.

Setting the Lucent INTUITY Release 4 Machine Name

If you are performing an In-Service Upgrade using the customer's LAN, you should use the appropriate machine names and IP addresses, as provided by the customer. If this is not possible, it is recommended that you perform an Out-of-Service Upgrade.

If you are performing an upgrade using the customer's LAN, the customer will provide a temporary machine name for the Release 4 system. For all other cases, the Release 4 system's name is Intuity4.

1. Place the A/B switch on the A/B switch box in the "B" position (the Release 4 system position).
2. Log into the Release 4 system as craft.

   The system displays the Lucent INTUITY main menu (Figure 4-1).

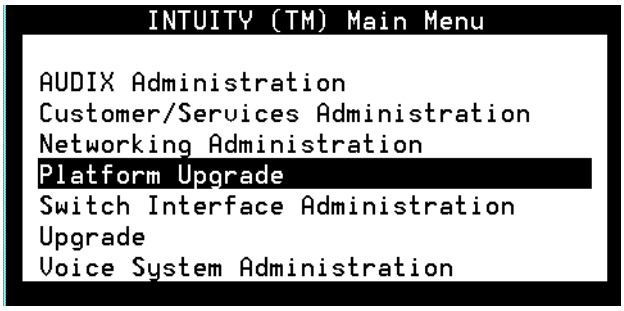
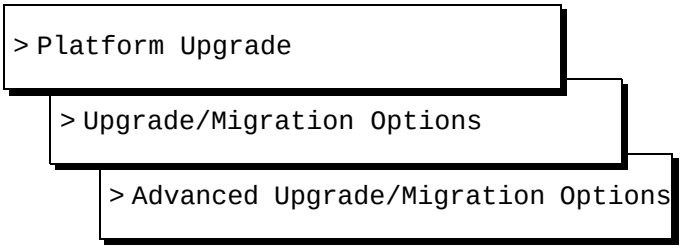


Figure 4-1. Lucent INTUITY Main Menu for Release 4

3. Select



   The system displays the Advanced Upgrade/Migration Options window (Figure 4-2).

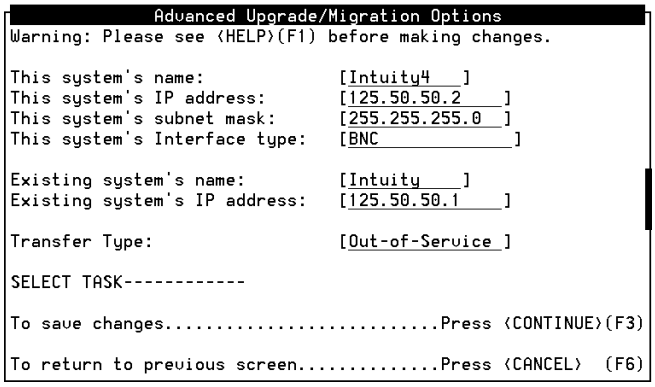


Figure 4-2. Advanced Upgrade/Migration Options Window

CAUTION:

If you are using the customer's LAN, enter information as provided by the customer's PC/LAN administrator. Otherwise, enter the information shown in the steps below.

4. Enter **Intuity4** in the `System's Name:` field.
5. Enter **125.50.50.2** in the `System's IP Address:` field.
6. Enter **255.255.255.0** in the `System's Subnet Mask:` field.
7. Enter **BNC** into the `System's Interface Type:` field.

   Press F2 (Choices) to display a list of the network interface types.
8. If necessary, change the `Existing System's Name:` field to **Intuity**
9. If necessary, change the `Existing System's IP address:` field to **125.50.50.1**
10. Enter **Out-of-Service** into the `Transfer Type:` field.
11. Press F3 (Save).
12. Press F6 (Cancel) to return to the main menu.
13. Write the machine name and IP Address in Table 2-1.

Verifying the Installation of the Platform Upgrade Package by the Factory

The platform upgrade package should be installed on the new Release 4 system.

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

1. Place the A/B switch on the A/B switch box in the “B” position (the Release 4 system position).
2. Verify that the Lucent INTUITY main menu (Figure 4-3) displays the `Platform Upgrade` option.

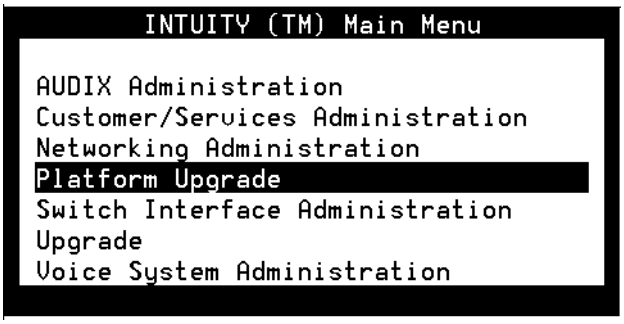


Figure 4-3. Lucent INTUITY Main Menu for Release 4 with Platform Upgrade Option

3. If the `Platform Upgrade` option is displayed, continue with ‘‘Running the Platform Upgrade Package’’.

   If the `Platform Upgrade` option is not displayed, call the remote maintenance center.

Running the Platform Upgrade Package

To run the platform upgrade package, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the “B” position (the Release 4 system position).
2. Starting at the main menu (Figure 4-3), select

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

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

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

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

SELECT TASK------------

To use different transfer settings.......Press <CHG-CFG> (F2)

To use these settings....................Press <CONTINUE>(F3)

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

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

3. Verify that the transfer settings (Figure 4-4) match the settings in Table 4-1.

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

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

If the settings do not match, call the remote maintenance center.

4. Press F3 (Continue).

   The upgrade software runs a connectivity test between the Lucent INTUITY systems.

   If the connectivity test passes, the system displays the Connectivity Test Passed window (Figure 4-5). Continue with Step 5.

   If the connectivity test does not pass, the system displays the Check Connectivity and Configuration window (Figure 4-6). Verify that the cable is firmly seated.

   Press F3 (Continue) to retest the connectivity. If the test fails, call the remote maintenance center.

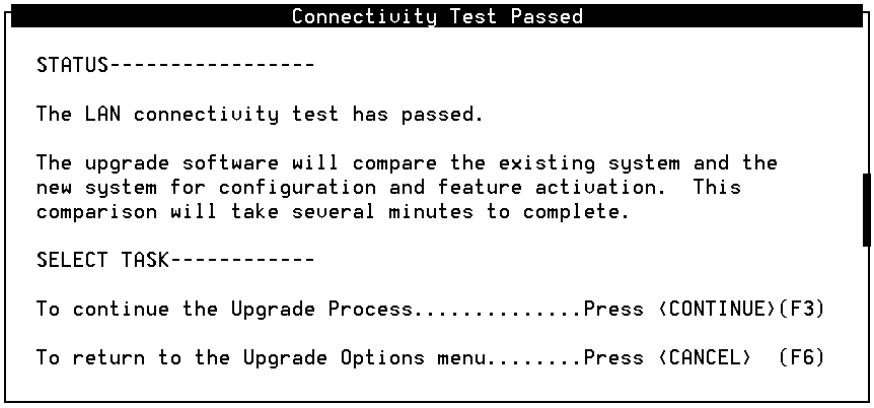


Figure 4-5. Connectivity Test Passed Window

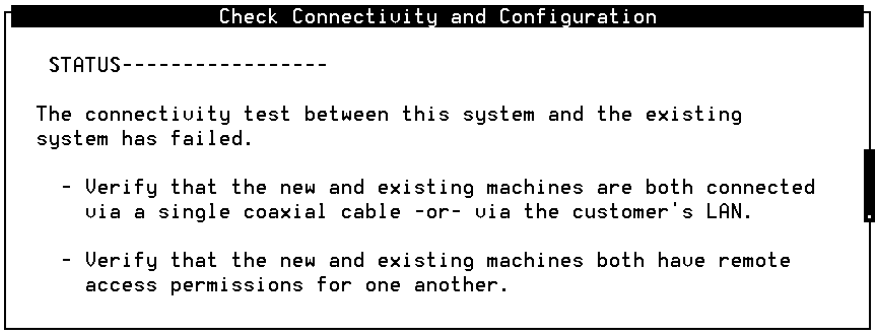


Figure 4-6. Check Connectivity and Configuration Window

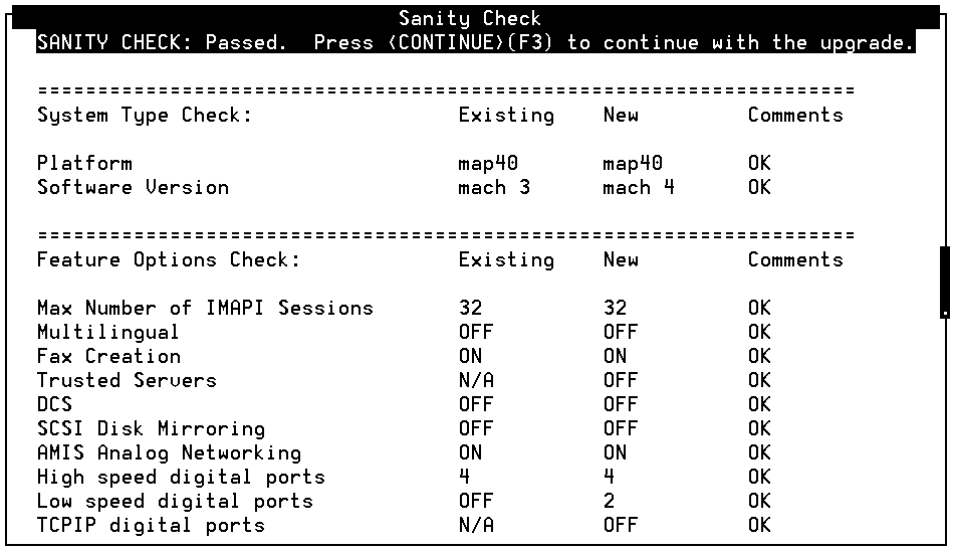
5. Press F3 (Continue).

   The Release 4 system conducts a sanity check.

   NOTE:
   The sanity check takes a few minutes to complete. The system displays several status messages. When the sanity check is complete, the system displays the message:

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

   The system displays the Sanity Check window (Figure 4-7).



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

=====================================================================
System Type Check:                  Existing    New         Comments

Platform                            map40       map40       OK
Software Version                    mach 3      mach 4      OK

=====================================================================
Feature Options Check:              Existing    New         Comments

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

Figure 4-7. Sanity Check Window

NOTE:
The listed features and settings on your screen may vary from this illustration.

6. If the message at the top of the window reads, "SANITY CHECK: Passed", go to Step 7.

NOTE:
Errors are flagged with the word ERROR! and an error message in the Comments column. If an error is found, the upgrade process will not proceed. Contact your remote maintenance center.

7. Continue with ''Starting the Out-of-Service Data Transfer''.

Starting the Out-of-Service Data Transfer

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

1. Starting at the Sanity Check window (Figure 4-7), press F3 (Continue).

   The system displays the Out-of-Service Data Transfer screen (Figure 4-8).

```
OUT-OF-SERVICE DATA TRANSFER

An Out-of-Service data transfer will take the existing system out
of service for approximately xx hour(s).  This consists of two
sets of data:

     Voice files will take approximately xx hour(s) to transfer.

     Database files will take approximately xx hour(s).


Please verify that this is acceptable before continuing.

SELECT TASK--------------

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

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

Figure 4-8. Out-of-Service Data Screen

2. Confirm with the customer that the temporary loss of service is acceptable and press F3 (Continue).

   The system stops the voice system and other applications that may be running (for example, CAS). This process takes a few minutes to complete, during which time the system displays several status messages.

   Once the shutdown is completed, the system data transfer begins.

3. Continue with ‘‘Monitoring the Out-of-Service Data Transfer’’.

Monitoring the Out-of-Service Data Transfer

When the data transfer begins, the system displays the Out-of-Service Data Transfer Updates window (Figure 4-9).

The data transfer takes some time to complete. You do not need to monitor the system for the duration of the transfer.

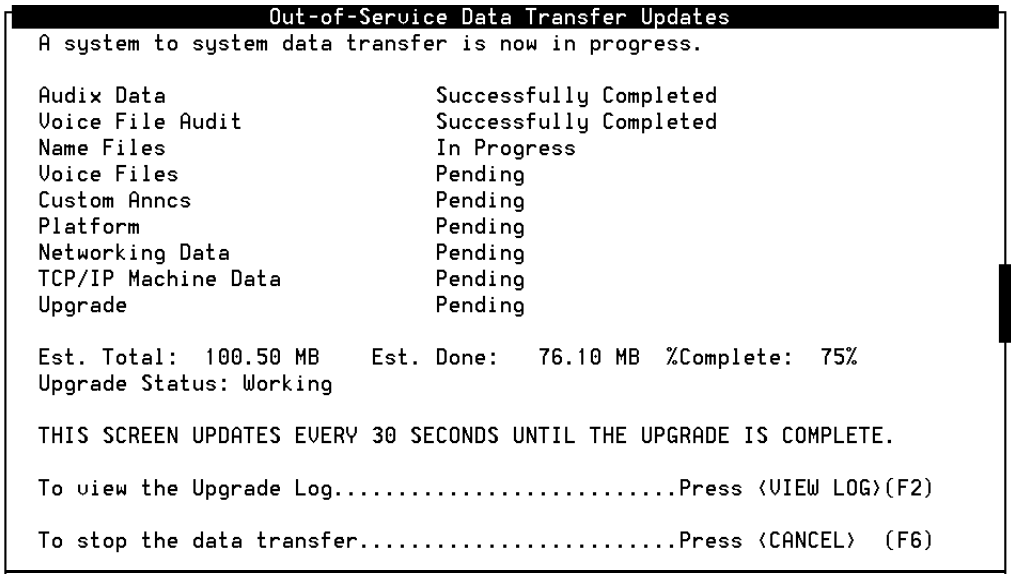


Figure 4-9. Out-of-Service Data Transfer Updates Window

At this point the Release 4 system continues to transfer data until the upgrade is complete. During this transfer, you can:

- View the Log File to monitor the status of the transfer
- Stop the data transfer

Accessing the View Log File Window

During the data transfer, the Out-of-Service Data Transfer Updates window (Figure 4-9) is updated every 30 seconds with an estimate of how much data have been copied and how much data are left to be copied. If errors are found, the screen displays the status with a note that errors were found.

You can access the View Log File window and view the transfer status at any time during the data transfer. To do so, perform the following tasks:

1. Starting from the Out-of-Service Data Transfer Updates window (Figure 4-9), press F2 (View Log).

   The system displays the View Log File window (Figure 4-10).

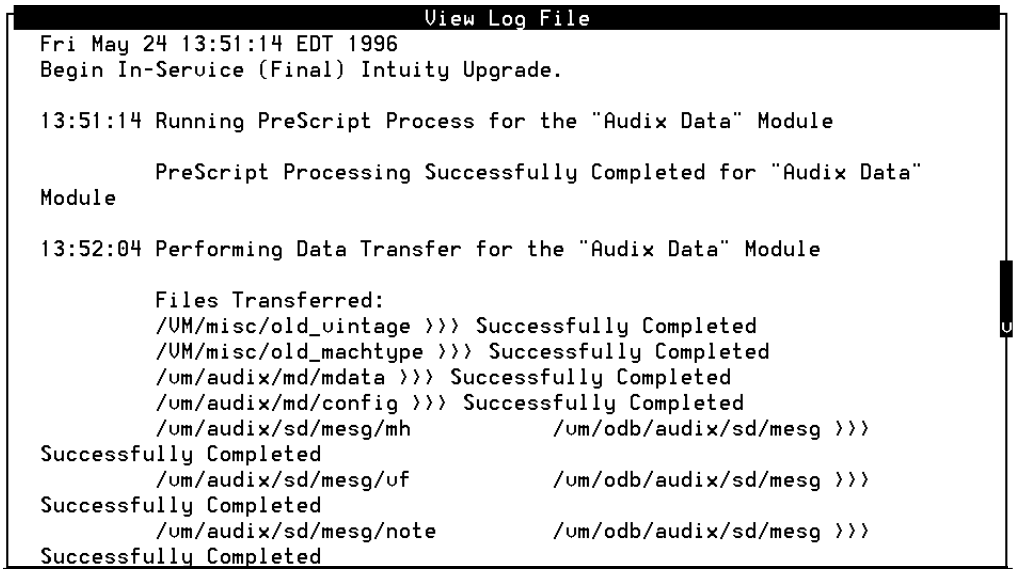


Figure 4-10. View Log File Window

2. After viewing, press F6 (Cancel).

   The system redisplays the Out-of-Service Data Transfer Updates window (Figure 4-9).

WARNING:
It takes a few moments for the system to cancel out of this window. Do not press F6 (Cancel) a second time (thinking that nothing is happening), as this will initiate the Stop the Data Transfer process.

3. The out-of-service data transfer continues until complete. When it is complete, the system displays the Data Transfer Completion window (Figure 4-12). Continue with the next procedure, ‘‘Completing the Data Transfer’’.

Stopping the Data Transfer

WARNING:

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

To stop the data transfer, perform the following tasks:

1. Starting from the Out-of-Service Data Transfer Updates window (Figure 4-9), press F6 (Cancel).

   The system displays the Stop Data Transfer Confirmation window (Figure 4-11).

```
                    Stop Data Transfer Confirmation
You have chosen to stop the data transfer, at this point you have
three options:

- Stop the data transfer and RESTART the existing Intuity system
  (putting it In-Service).  The next upgrade attempt will cause all
  data to be transferred.  (Use this option if uncorrectable problems
  with the LAN or upgrade process have been encountered).

- Stop the data transfer and leave the existing Intuity System
  Out-of-Service.  The next upgrade attempt will CONTINUE the
  transfer of any remaining data. (Use this option if there are
  correctable problems with the LAN or upgrade process).

- Do not stop the data transfer.  CANCEL the request to stop the
  data transfer and return to the previous screen.

To restart the existing system.................Press <RESTART> (F2)

To leave the existing system Out-of-Service...Press <CONTINUE>(F3)

To return to the previous screen..............Press <CANCEL>  (F6)
```

Figure 4-11. Stop Data Transfer Confirmation Window

2. Choose 1 of the 3 options:
   - If you do not wish to stop the upgrade, press F6 (Cancel). This returns you to the Out-of-Service Data Transfer Updates window (Figure 4-9) and the upgrade will continue.
   - If you would like to stop the upgrade but do not need to put the Release 2 or Release 3 system back into *service*, press F3 (Continue). This puts the upgrade 'on hold' and enables the Release 4 system to continue transferring the remaining data when the upgrade resumes.
   - If you would like to stop the upgrade and need to put the Release 2 or Release 3 system back into service, press F2 (Restart). This causes the Release 4 system to begin transferring all the data again when the upgrade resumes.

Completing the Data Transfer

CAUTION:
If the customer has a DEFINITY switch, do not complete this procedure until you have completed "Busying Out the Switch Data Link".

When the out-of-service data transfer is complete, the system displays the Data Transfer Completion window (Figure 4-12).

NOTE:
The listing of modules on your screen may vary from this illustration.

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

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

The data transfer is complete!

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

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

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

Figure 4-12. Data Transfer Completion Window

1. If anything other than `Successfully Completed` displays, contact the remote maintenance center.
2. At this point you should:
   a. Press F2 (View Log) to access the View Log File window Figure 4-10.
   b. If no errors are found, press F6 (Cancel).

      If errors are found, contact the remote maintenance center.
   c. Continue with Step 3.
3. Continue with ‘‘Continue with ‘‘Continue with ‘‘Continue with ‘‘Continue with .’’.’’.’’.’’.

Now that all existing system data are transferred onto the Release 4 machine, you need to reboot the Release 4 system.

To reboot the system, perform the following tasks:

1. Press F3 (Continue).

   The system displays the message:

   ```
   Shutdown started.
   ```

   The Release 4 system automatically reboots and displays the console login.
2. Log in and verify the Release 4 system LAN settings match the settings from the Release 2 or Release 3 system that you wrote in Table 2-1. From the main menu (Figure 4-3), select

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

   The system displays the TCP/IP Administration window (Figure 2-3).

   NOTE:
   Perform this task whether or not the customer uses a LAN. If the customer does not have a LAN, TCP/IP Administration is not displayed as a menu option on the Network Administration menu.
3. If the LAN settings match, proceed to Step 5.

4. If the LAN settings do not match, perform the following tasks:
    a. Using the values in Table 2-1 and information from the customer, enter:
        - The Lucent INTUITY Release 4 server name in the `UNIX Machine Name:` field.

          NOTE:
          This is a case-sensitive field, so capital letters must be typed as capitals, and lowercase letters as lowercase.

        - The IP (Internet Protocol) address in the `IP Address:` field
        - The subnet mask in the `Subnet Mask:` field

          This is an optional entry field. If you do not enter anything, the system will automatically use a default.

          NOTE:
          The default value may conflict with the customer's LAN configuration. Check with the customer to ensure compatibility.

        - The default gateway IP address in the `Default Gateway IP Address:` field

          NOTE:
          This field remains blank if the Lucent INTUITY system only communicates with other machines on the same LAN.

    b. Press F8 (Chg-Keys).
    c. Press F2 (Brd Cnfg).

       The system displays the Ethernet Board Configuration window.

    d. Press F2 (Choices) to display a list of the network interface types.
    e. Highlight the network interface type and press RETURN.
    f. Press F3 (Save).
    g. Press F6 (Cancel) to return to the TCP/IP Administration window.
    h. Press F3 (Save).
5. Press F6 (Cancel) to return to the main menu
6. Continue with Chapter 6, "Verifying the In-Service or Out-of-Service Upgrade".

Running the In-Service Upgrade

5

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

Overview

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

This chapter is organized as follows:

- Verifying the installation of the platform upgrade package by the factory
- Running the platform upgrade package
- Starting the in-service data transfer
- Monitoring the in-service data transfer
- Busying out the switch data link, if applicable
- Starting the final transfer
- Completing the data transfer

Purpose

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

Verifying the Installation of the Platform Upgrade Package by the Factory

The platform upgrade package should be installed on the new Lucent INTUITY Release 4 system.

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

1. Place the A/B switch on the A/B switch box in the "B" position (Release 4 system position).
2. Check the Lucent INTUITY main menu (Figure 5-1) for the `Platform Upgrade` option.

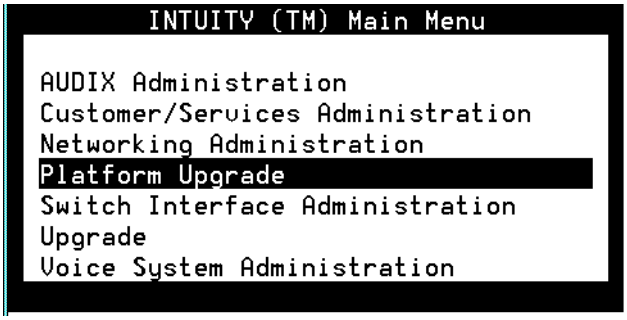


Figure 5-1. Lucent INTUITY Main Menu

3. If the `Platform Upgrade` option is present, proceed to ''Running the Platform Upgrade Package''.

   If the `Platform Upgrade` option is not present, call the remote maintenance center.

Running the Platform Upgrade Package

The in-service upgrade can be run through:

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

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

To run the platform upgrade package, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the "B" position (Release 4 system position).
2. Starting from the main menu (Figure 5-1), select

```
> Platform Upgrade
```

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

The system displays the Platform-to-Platform Upgrade window (Figure 5-2).

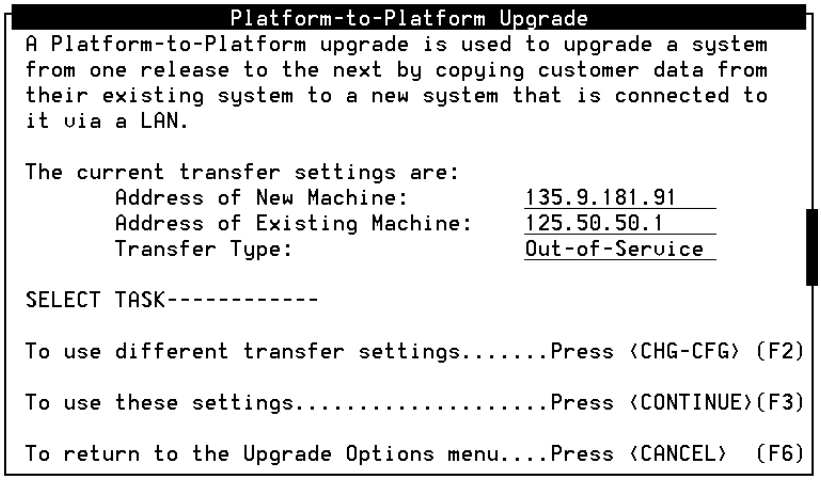


Figure 5-2. Platform-to-Platform Upgrade Window

NOTE:
The settings on your screen may vary from this illustration.

3. Press F2 (Chg-Cfg).

   The system displays the Advanced Upgrade/Migration Options window (Figure 5-3).

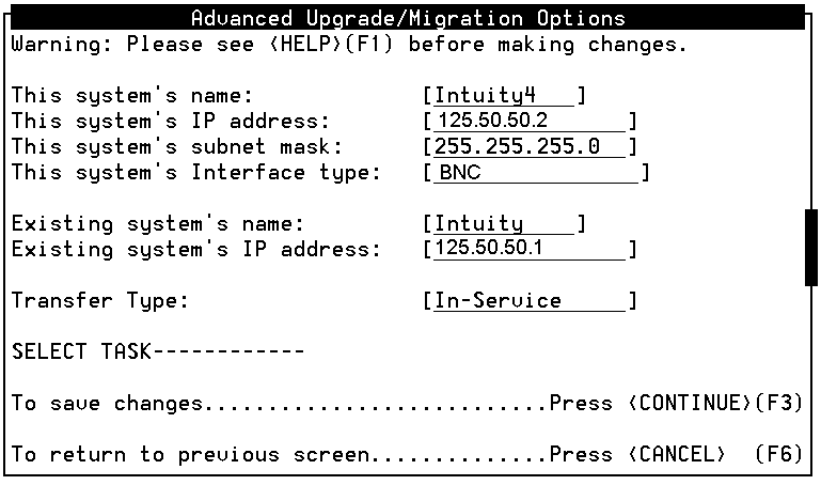


Figure 5-3. Advanced Upgrade/Migration Options Window

Table 5-1 describes the fields displayed in Advanced Upgrade/Migration Options window (Figure 5-3) and lists the correct settings for a direct connection upgrade and for a customer's LAN connection upgrade.

4. Compare the values on your screen with those in Table 5-1.

   If the correct values display, proceed to Step 5.

   If the displayed values are not correct, complete Step a – Step c below.

   a. Use the down arrow ▼ to position the cursor in the field to be changed and type the correct value.

   b. Repeat for all incorrect settings.

   c. Continue with Step 5.

Table 5-1. Advanced Upgrade/Migration Options Window with Transfer Settings

Field	Description	Setting using Direct Connection	Setting using Customer' LAN
This system's name	The name provided for the Lucent INTUITY Release 4 system.	Intuity4 (Type exactly as shown)	See Table 2-1.
This system's IP address	The IP address provided for the Lucent INTUITY Release 4 system.	125.50.50.2	See Table 2-1.
This system's subnet mask	The subnet mask will hide the first 2 or 3 portions of the IP address from the system.	255.255.255.0	See Table 2-1.
This system's Interface type	This is the LAN cable type, such as: ■ BNC ■ Twisted Pair ■ 10 Base-T ■ AUI	BNC	Ask the customer
Existing system's name	The name provided for the Lucent INTUITY Release 2 or Release 3 system.	Intuity	See Table 2-1.

Continued on next page

Table 5-1. Advanced Upgrade/Migration Options Window with Transfer Settings — *Continued*

Field	Description	Setting using Direct Connection	Setting using Customer' LAN
Existing system's IP address	The IP address provided for the Lucent INTUITY Release 2 or Release 3 system.	125.50.50.1	See Table 2-1.
Transfer type	The data transfer type.	In-Service	In-Service

5. Press F3 (Continue).

   The system redisplays Platform-to-Platform Upgrade window (Figure 5-2).

6. Press F3 (Continue) again to continue.

   The upgrade software runs a connectivity test between the Lucent INTUITY systems.

   If the connectivity test passes, the system displays the Connectivity Test Passed window (Figure 5-4). In that case, proceed to Step 7.

   If the connectivity test does not pass, the system displays the Check Connectivity and Configuration window (Figure 5-5). Make sure the cable is firmly seated. If it seems loose, unplug it and reconnect it.

   Press F3 (Continue) again to retest the connectivity. If it still fails, call the remote maintenance center.

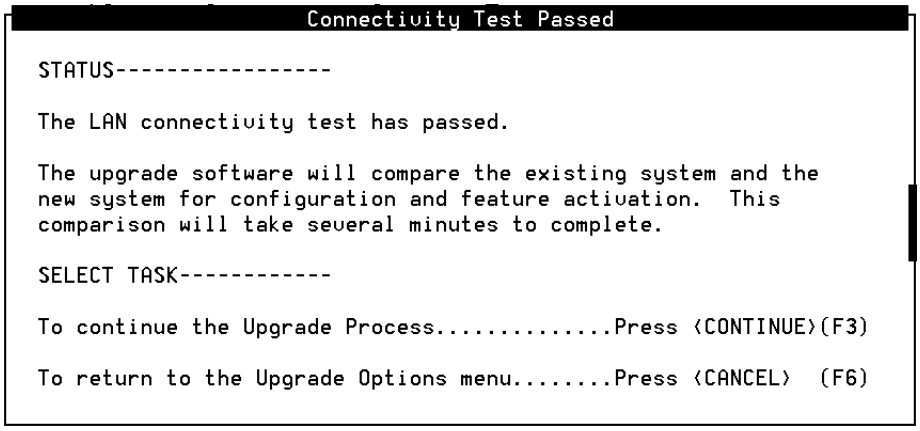


Figure 5-4. Connectivity Test Passed Window

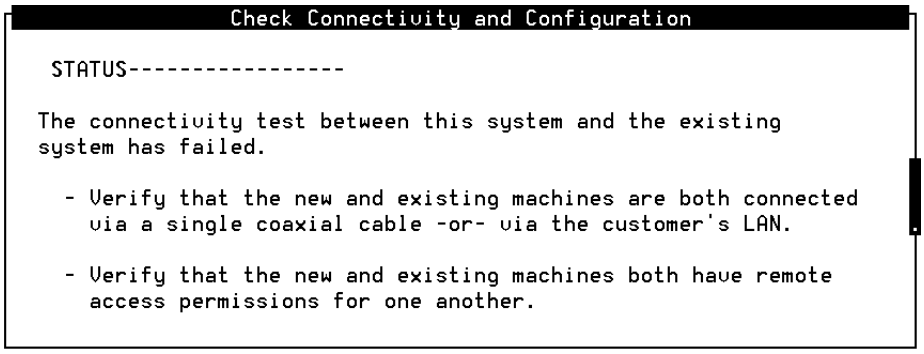


Figure 5-5. Check Connectivity and Configuration Window

7. Press F3 (Continue).

   The Release 4 system conducts a sanity check that compares the features activate in both Lucent INTUITY systems. The sanity check also verifies that the features on both systems have the same configuration.

   The sanity check takes a few minutes to complete, during which time the system displays several status messages. When the sanity check is complete, the system displays the message:

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

   After approximately 30 more seconds the system displays the Sanity Check window (Figure 5-6).

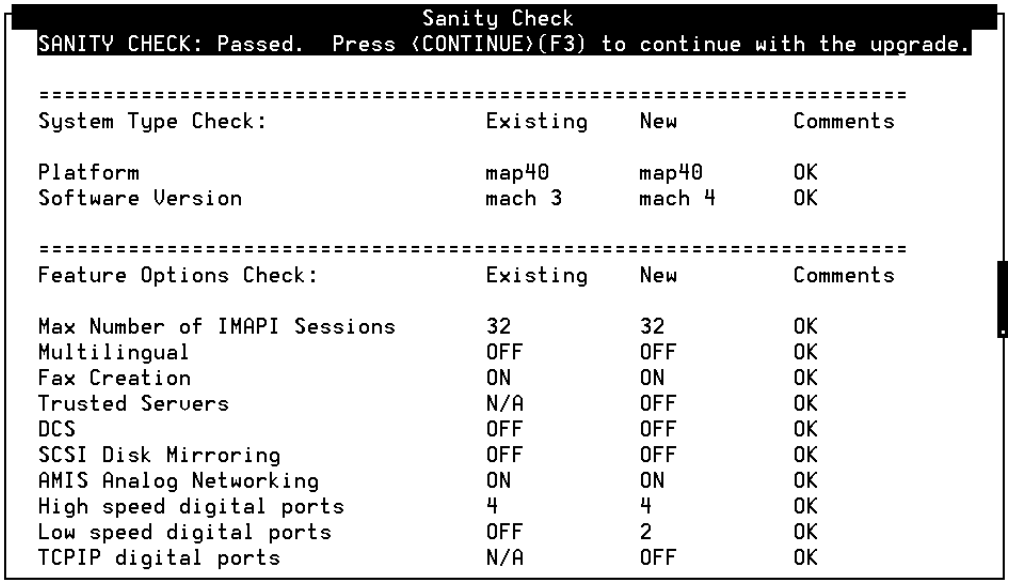


Figure 5-6. Sanity Check Window

NOTE:
The listed features and settings on your screen may differ from this sample.

8. Any errors are flagged with the word ERROR! and an error message in the Comments column. If an error is found, the upgrade process will not proceed. Contact your remote maintenance center.

   If no errors are found, continue with the next step.

   Checks are made for the following:

   - System type

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

   - Feature options installed on each system

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

   - Switch integration check

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

- Default language setting

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

- Optional software

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

- Voice file space

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

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

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

9. Press F3 (Continue).
10. Continue with the next procedure, ''Starting the In-Service Data Transfer''.

Starting the In-Service Data Transfer

NOTE:
This process takes several hours to complete. The actual number of hours depends on the number of users and callers on the system during the transfer. Start this procedure during a period of low system demand. At the scheduled down time (as specified by the customer), perform the final transfer (the part that requires the system to be down).

To start the in-service data transfer, perform the following tasks on the Release 4 machine:

1. Place the A/B switch in the “B” position (Release 4 system position).
2. Starting from the Sanity Check window (Figure 5-6), press F3 (Continue)

   The system displays the In-Service Data Transfer window (Figure 5-7).

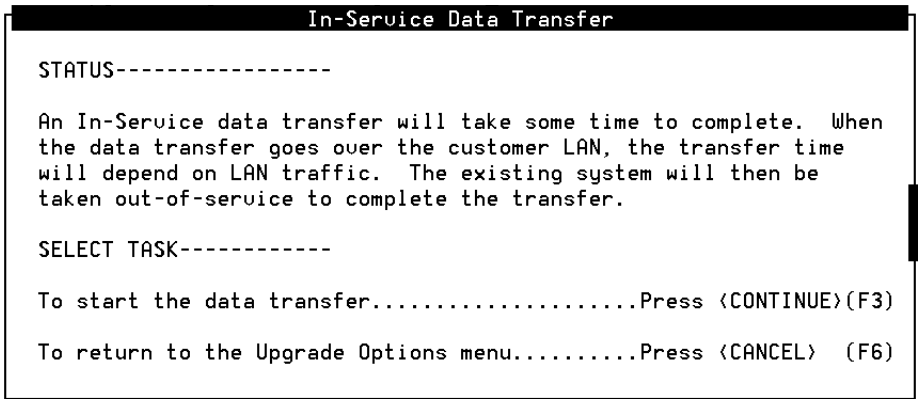


Figure 5-7. In-Service Data Transfer Window

3. Press F3 (Continue).

   The system starts the data transfer and displays several status messages.
4. The data transfer is in progress. This process takes several hours to complete. Read the next section, ‘‘Monitoring the In-Service Data Transfer’’, before you press any other function keys.

Monitoring the In-Service Data Transfer

The in-service data transfer copies and moves all available customer information while the system is still in service and taking calls. The process of copying and moving the data is called a *pass*. The pass number is located in the upper left hand corner of the In-Service Data Transfer Updates window (Figure 5-8).

NOTE:
The pass number must be at least 2 before the final data transfer is started.

The first pass copies and translates (if necessary) the most pertinent and largest blocks of customer data from the Release 2 or Release 3 system to the Release 4 system. Each module determines the data to be copied while in-service. Data transfer is a low priority.

Typically, additional messages or other customer-generated data are initiated while the in-service data transfer is processing the first pass. As a result, the in-service data transfer makes multiple passes. The second and subsequent passes only copy newly-generated information, so each of these passes take less time to process then the first pass.

When the data transfer begins, the system displays the In-Service Data Transfer Updates window (Figure 5-8). The window shows the 3 modules that are involved in the data transfer. These modules and what data they look for are:

- Voice File Audit — Looks for messages, greetings, and names that have been deleted on the existing Release 2 or Release 3 machine and deletes them on the Release 4 machine
- Name Files — Copies over any names that don't exist on the Release 4 machine
- Voice Files — Copies over any messages and greetings that don't exist on the Release 4 machine

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

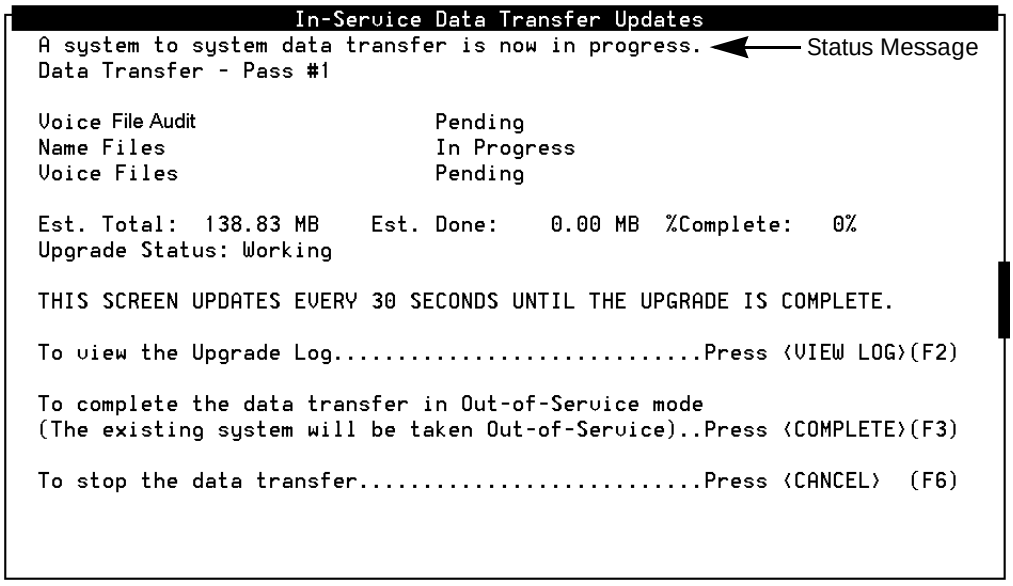


Figure 5-8. In-Service Data Transfer Updates Window

During the in-service data transfer, you can

- View the Log File to monitor the status of the transfer
- Stop the data transfer
- Start the final data transfer after, at least, the second pass is complete

Accessing the View Log File Window

You can access the View Log File window and view the transfer status at any time during the data transfer. To do so, perform the following tasks:

1. Start from the In-Service Data Transfer Updates window (Figure 5-8), and press F2 (View Log).

   The system displays the View Log File window (Figure 5-9).

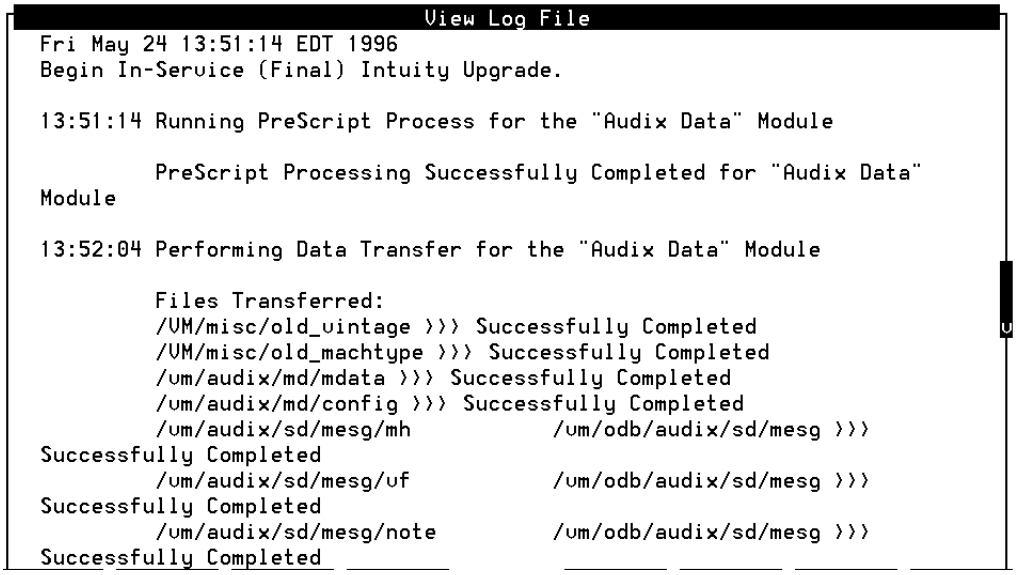


Figure 5-9. View Log File Window

2. After viewing, press F6 (Cancel).

   The system redisplays the In-Service Data Transfer Updates window (Figure 5-8).

   WARNING:

   It takes a few moments for the system to cancel out of this window. Do not press F6 (Cancel) a second time (thinking that nothing is happening), as this will initiate the Stop the Data Transfer process.

3. If the upgrade has completed, at least, the second pass, proceed to ''Busying Out the Switch Data Link''.

   If the upgrade has not completed the second pass, continue monitoring the upgrade. When the second pass is complete, proceed to ''Busying Out the Switch Data Link''.

Stopping the Data Transfer

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

To stop the data transfer, perform the following tasks:

1. Start from the In-Service Data Transfer Updates window (Figure 5-8), and press F6 (Cancel).

   The system displays the Stop In-Service Data Transfer Confirmation window (Figure 5-10).

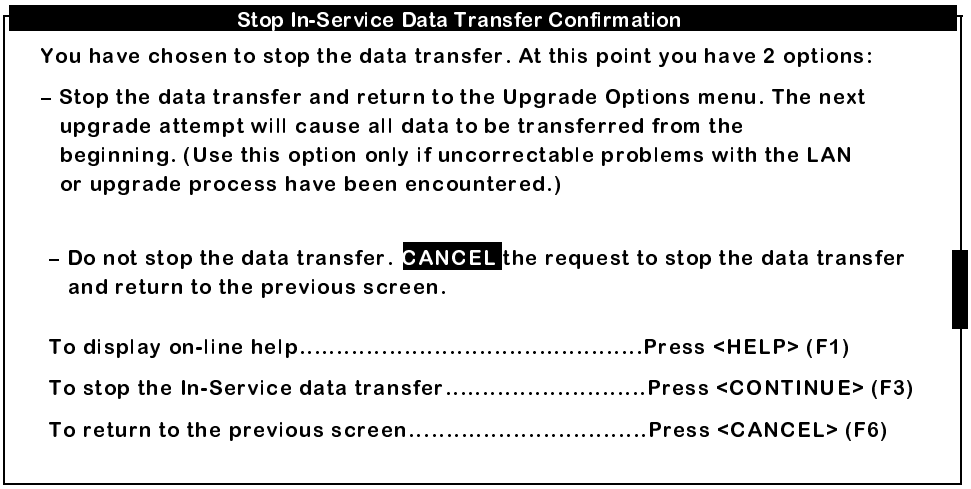


Figure 5-10. Stop Data Transfer Confirmation Window

2. Choose an option:
   - If you do not wish to stop the upgrade, press F6 (Cancel) to return to the In-Service Data Transfer Updates window (Figure 5-8).

     Continue to monitor the data transfer until the pass number is at least 2, and then proceed to ''Busying Out the Switch Data Link''.
   - If you would like to stop the upgrade, press F3 (Continue) to return to the main menu. The next upgrade attempt starts the data transfer from the beginning.

Busying Out the Switch Data Link

CAUTION:

If the customer does not have a DEFINITY switch, do not complete these procedures. In that case, proceed to ''Completing the Data Transfer''.

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

- System 75, G1, and G3
- G2

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

To busy out the data link, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link *n***

   where n is the number of the link going to the Lucent INTUITY system. Valid input is an integer from 1 to 8.

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

2. Continue with the next procedure, ''Starting the Final Transfer''.

Busying Out the Data Link on a G2 Switch

To busy out the data link, perform the following tasks:

1. Enter **proc650 test 3**
2. Enter **bo bo**

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

3. Continue with the next procedure, ''Starting the Final Transfer''.

Starting the Final Transfer

CAUTION:

The in-service data transfer must be on at least the second pass before the final transfer is started.

Additionally, this part of the transfer requires that the Release 2 or Release 3 system be out of service. Confirm with the customer that the temporary loss of service is acceptable. Typically, this part of the transfer is done during scheduled down time, as specified by the customer.

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

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

Before You Begin

The following tasks should have already been completed:

- The in-service data transfer has completed at least 2 complete passes

  The pass number is listed on the top of the In-Service Data Transfer Updates window (Figure 5-8) in the `Data Transfer` field
- Alarm origination has been turned off on the Release 2 or Release 3 system
- The switch link has been busied out, if applicable
- The customer is aware that their voice system will be out of service for at least 2 hours

Starting the Final Transfer

To initiate the final transfer, perform the following tasks:

1. Start from the In-Service Data Transfer Updates window (Figure 5-8) and press F3 (Complete).

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

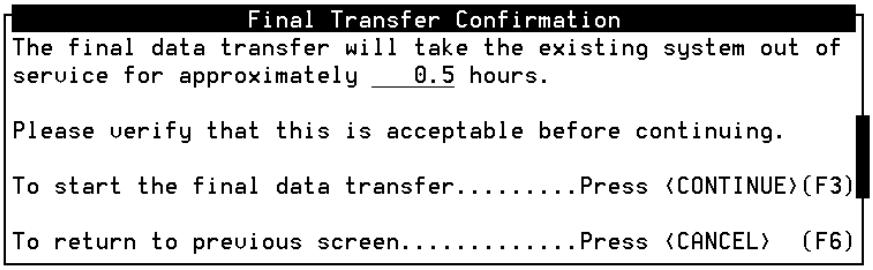


Figure 5-11. Final Transfer Confirmation Window

2. Verify with the customer that the temporary loss of service is acceptable and press F3 (Continue).

   The system displays the following message:

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

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

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

   The length of time that it takes for shutdown to occur depends on the number of users currently on the system.

3. Continue with the next procedure, ‘‘Completing the Data Transfer’’.

Completing the Data Transfer

When the final portion of the data transfer begins, the system displays the Out-of-Service Data Transfer Updates window (Figure 5-12).

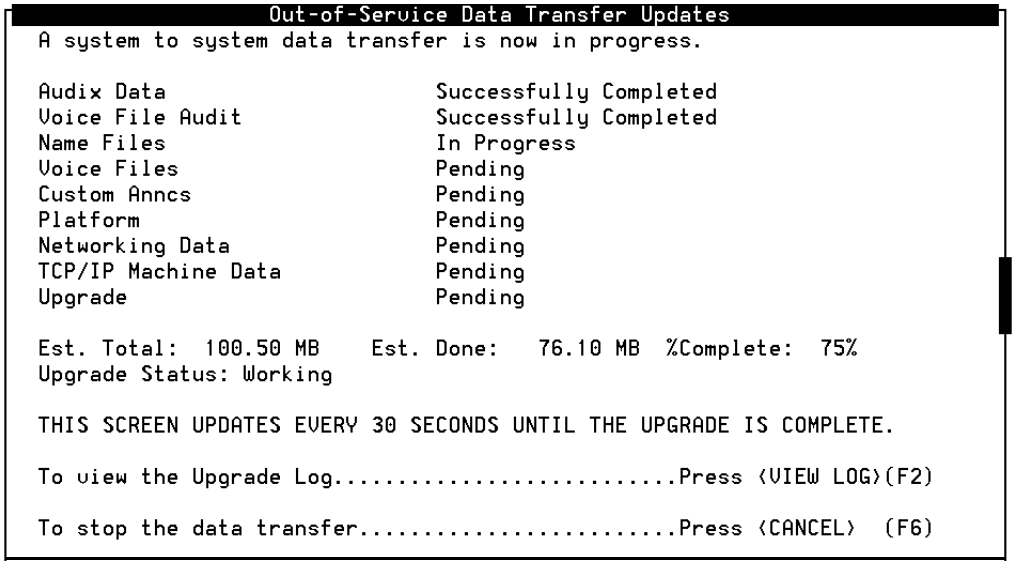


Figure 5-12. Out-of-Service Data Transfer Updates Window

When the data transfer is complete, the system displays the Data Transfer Completion window (Figure 5-13).

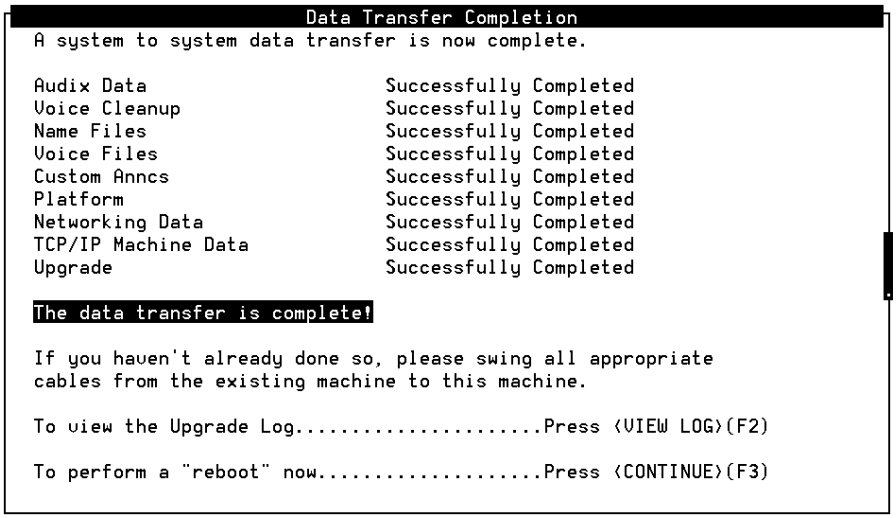


Figure 5-13. Data Transfer Completion Window

1. If anything other than `Successfully Completed` displays, contact the remote maintenance center.
2. At this point the technician should:
   a. Press F2 (View Log) to access the View Log File window (Figure 5-9).

      NOTE:
      The log for the most recent pass is listed first. The order then reverts to ascending, starting from the first pass. For example, if the upgrade is on its fourth pass, the order of the logs will be fourth, first, second, third. Also, only six logs are kept. If the upgrade makes more than six passes, those logs are not shown.

   b. If no errors are found, press F6 (Cancel).

      If errors are found, contact the remote maintenance center.

   c. Continue with Step 3.
3. Continue with the next procedure, ‘‘Rebooting the Lucent Intuity Release 4 System’’.

Rebooting the Lucent INTUITY Release 4 System

Now that all Release 2 or Release 3 system data have been transferred onto the Release 4 machine, you need to make final changes to the Release 4 system by rebooting the Release 4 system.

To perform a system reboot, perform the following tasks:

1. Press F3 (Continue).

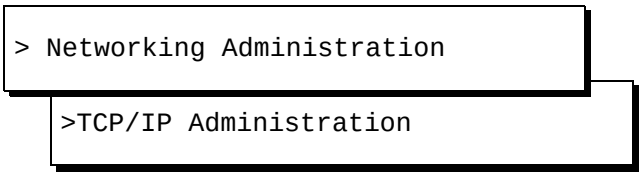
   The system displays the message:

   ```
   Shutdown started.
   ```

   The Release 4 system automatically reboots and displays the console login.

2. Log in and verify the Release 4 system LAN settings match the settings for the Release 2 or Release 3 system that you wrote in Table 2-1.

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   The system displays the TCP/IP Administration window.

4. If the LAN settings match, proceed to Step 6.

5. If the LAN settings do not match, administer them by performing the following tasks:

   a. Using the values in Table 2-1 and information from the customer, enter:

      - The Lucent INTUITY Release 4 server name in the `UNIX Machine Name:` field. This is a case-sensitive field, so capital letters must be typed as capitals, and lowercase letters as lowercase.

        This name cannot contain any embedded spaces, for example, denver 1, and cannot start with a number.

      - The IP (Internet Protocol) address in the `IP Address:` field

- The subnet mask in the `Subnet Mask:` field

  This is an optional entry field. If you do not enter anything, the system will automatically use a default.

  NOTE:
  The default value may conflict with the customer's LAN configuration. Check with the customer to ensure compatibility.

- The default gateway IP address in the `Default Gateway IP Address:` field

  This field should be left blank if the Lucent INTUITY system will only be communicating with other Lucent INTUITY systems on the same LAN.

b. Press F8 (Chg-Keys) and then F2 (Brd-Cnfg).

   The system displays the Ethernet Board Configuration window.

c. Press F2 (Choices) to display a list of the network interface types.

d. Highlight the network interface type to be used on this system and press RETURN.

e. Press F3 (Save) to save the Ethernet Board configuration.

f. Press F6 (Cancel) to return to the TCP/IP Administration window.

g. Press F3 (Save) to save the TCP/IP administration values.

h. Continue with the next step.

6. Press F6 (Cancel) repeatedly to return to the main menu.
7. Proceed to Chapter 6, "Verifying the In-Service or Out-of-Service Upgrade".

Verifying the In-Service or Out-of-Service Upgrade

6

Overview

This chapter describes procedures that verify the data transfer from a Lucent INTUITY Release 2 or Release 3 system onto the Lucent™ INTUITY™ Release 4 system.

This chapter is organized as follows:

- Checking for alarms that indicate an upgrade failure
- Verifying the Lucent INTUITY Release 4 system date and time

Purpose

At this point, all the customer's Lucent INTUITY Release 2 or Release 3 system data have been transferred to the Lucent INTUITY Release 4 system. Before the Release 2 or Release 3 system is removed from the customer site, it is necessary that the technician make sure the Release 4 system is capable of taking calls and operating properly. The procedures in this chapter provide the technician will the necessary information to determine the operational readiness of the Release 4 system.

Checking for Alarms that Indicate an Upgrade Failure

There are several alarms that can appear on the Release 4 system that indicate that the in-service or out-of-service upgrade was not successful and that the Release 4 system is not capable of operating. If these alarms are generated do not continue with the upgrade.

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

To access the alarm log, perform the following tasks:

1. Place the A/B switch in the “B” position (the Release 4 system position).
2. Start at the Lucent INTUITY main menu (Figure 6-1).

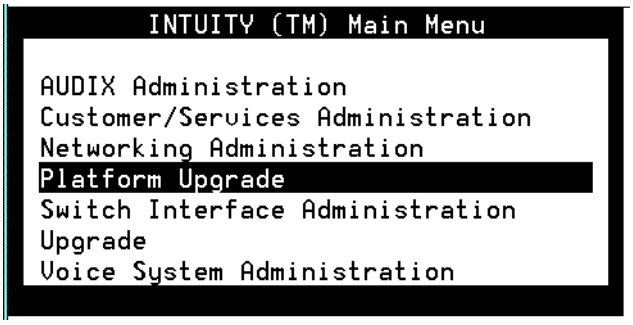
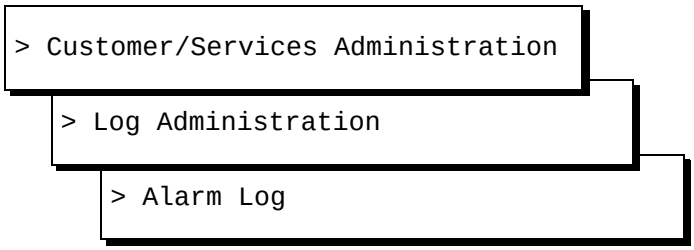


Figure 6-1. Lucent INTUITY Main Menu

3. Select



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

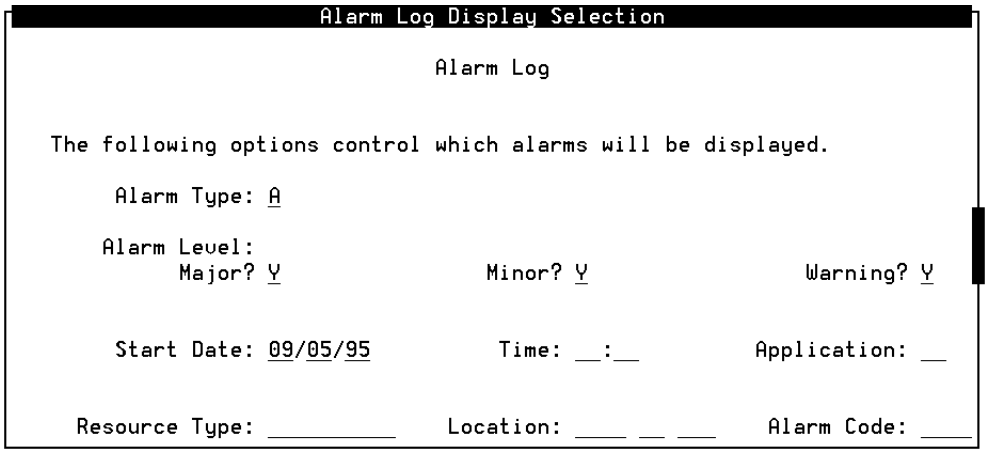


Figure 6-2. Alarm Display Selection Window

4. Press F3 (Save) to display the alarm log using the default display options (recommended) or enter information based on the following:
   - **A** (active) in the `Alarm Type:` field
   - **Y** in the Alarm Level: `Major` field

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

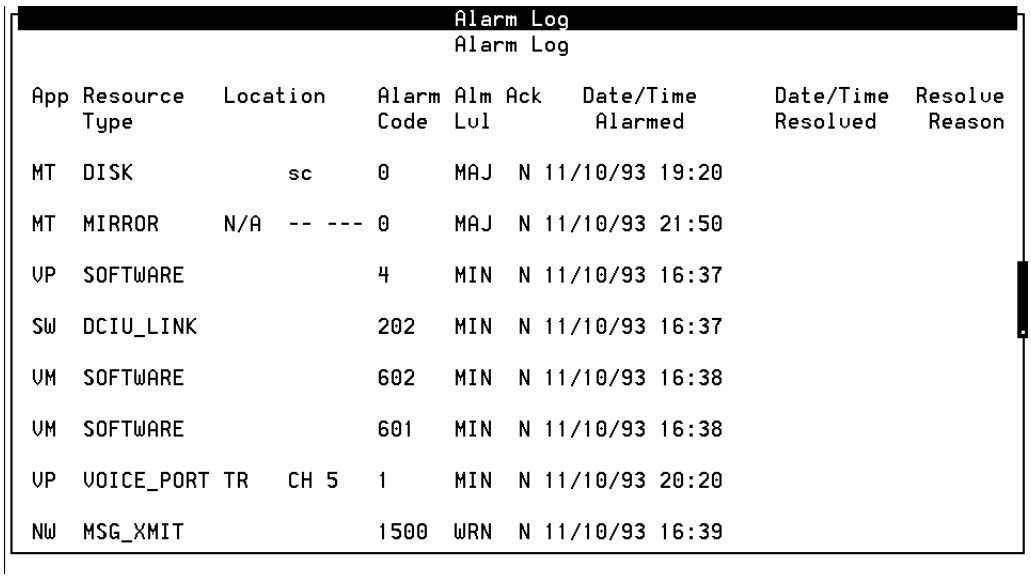


Figure 6-3. Alarm Log Window

Alarms That Indicate a Failure of the Upgrade

The following alarms indicate a failure of the upgrade.

If the Application Code (App column) reads:	and the Alarm Level (`Alarm Lvl` column) reads:	Contact:
UP	(any entry)	remote maintenance center
VM	MAJ	
MT	MAJ	

5. If you received any of these alarms, contact the remote maintenance center.

   If none of these alarms display, proceed to ''Alarms That Indicate a Failure of the Custom Announcement Set Transfer''.

Alarms That Indicate a Failure of the Custom Announcement Set Transfer

NOTE:
If the Release 2 or Release 3 system did not have custom announcement sets, skip this section. Proceed to ''Alarms That Can Be Ignored''.

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

Application Code	Resource Type	Alarm Code	Alarm Level
VM	ANNC	4	MAJ

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

   If none of these alarms display, proceed to ''Alarms That Can Be Ignored''.

Alarms That Can Be Ignored

The Lucent INTUITY Release 4 system will probably generate:

- Networking alarms
- Voice platform alarms
- Switch alarms
- Software alarms

These alarms, along with any other alarm not specified in the sections above, can be ignored.

7. If there are no alarms that indicate an upgrade failure, press F6 (Cancel) repeatedly to return to the main menu.
8. Continue with the next procedure, ‘‘Checking Feature Options’’.

Checking Feature Options

The information in the Release 4 system should match the information in the Release 2 or Release 3 system. If necessary, change the Release 4 information.

1. Starting from the Lucent INTUITY main menu (Figure 6-1), select

```
> AUDIX Administration
```

   The system displays the AUDIX Administration screen.

2. Enter **change system-parameters features**

   The system displays the System-Parameters Features screen.

3. Change the information for Release 4 to correct any discrepancies that might have occurred during the data transfer.
4. Continue with the next procedure, “Verifying the Lucent Intuity Release 4 System Date and Time.”

Verifying the Lucent INTUITY Release 4 System Date and Time

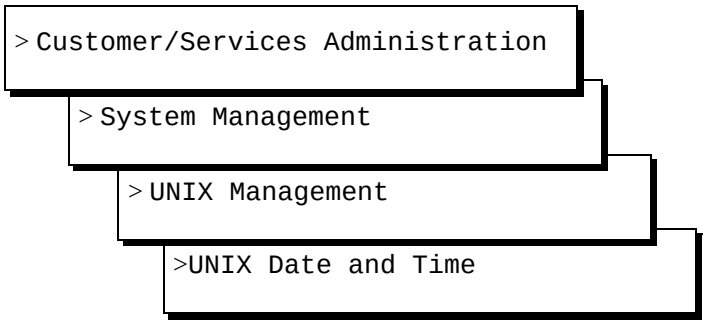
Verifying the Lucent INTUITY Release 4 system date and time includes:

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

Setting the UNIX Date and Time Window

To check the UNIX Date and Time window, perform the following tasks:

1. Start from the Lucent INTUITY main menu (Figure 6-1) and select



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

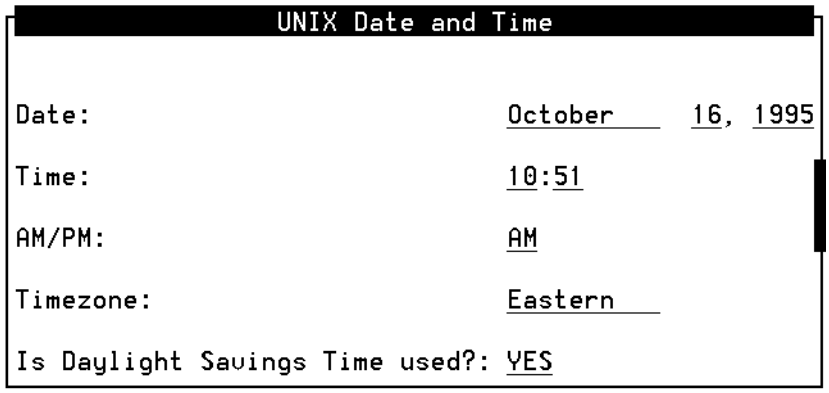


Figure 6-4. UNIX Date and Time Window

2. Check the date and time information. If there are inaccuracies, continue according to the information in Table 6-1.
3. If there are no inaccuracies, press F6 (Cancel) repeatedly to return to the main menu.

Table 6-1. Field Definitions: UNIX Date and Time window

Field Name	Description/Procedure
Date: Valid Input: Month: First 3 alphabetic characters of the current month Day: Numeric value 1 – 31 Year: 4-digit number between 1996 – 2038	Type the first 3 characters of the current month and press TAB. Type a value from 1 to 31 and press TAB. Type the current year and press TAB.
Time: Valid Input: Hour: A number from 0 – 12 Minute: A number from 00 – 59.	Type in the hour and minute and press TAB.
AM/PM Valid Input a or p	Type **a** or **p** and press TAB.
Timezone: Valid Input: (see description at right)	Enter a valid timezone as follows: ■ Greenwich ■ Pacific ■ Atlantic ■ Yukon ■ Eastern ■ Alaska ■ Central ■ Bering ■ Mountain ■ Hawaii **NOTE:** Changes made to the timezone field will not take effect until you log out of the Lucent INTUITY system and then log back in.
Is Daylight Savings Time Used? Valid Input: y = yes n = no	Type **y** (yes) or **n** (no) to indicate whether the system clock is in a timezone that implements daylight savings time from April to October.

4. Press F3 (Save) to save the UNIX system date and time changes.

   The system logs a message to the Administrator's Log informing you of any changes made to the UNIX date and time.

5. Press F6 (Cancel) repeatedly to reach the main menu.
6. Proceed to Chapter 7, "Completing the In-Service or Out-of-Service Upgrade".

Completing the In-Service or Out-of-Service Upgrade

7

Overview

This chapter describes the procedures to follow after the files have been successfully copied from the existing system to the new Lucent INTUITY Release 4 system. All connections to the Release 2 or Release 3 system are removed and connected to their corresponding location on the Release 4 system. These procedures should be performed in the order that they are presented here.

This chapter is organized as follows:

- Shutting down the Lucent INTUITY Release 4 system
- Shutting down the Lucent INTUITY Release 2 or Release 3 system
- Removing the LAN Connection between the Lucent INTUITY systems
- Removing the switch box and cables
- Rearranging the Lucent INTUITY systems
- Moving the cables, including:
  - — Moving the tip/ring cables
  - — Connecting peripheral devices, using COM1, COM2, and the multi-port serial circuit card, if applicable
  - — Connecting the GP-Synch or Eicon circuit card
  - — Connecting the ACCX circuit card
  - — Connecting the LAN circuit card
- Powering up the Lucent INTUITY Release 4 machine
- Releasing the switch data link, if applicable
- Turning alarm origination on

- Sending test alarm to register new Release 4 system
- Testing the Lucent INTUITY Release 4 system
- Assigning passwords
- Additional administration, including:
  - Controlling call transfers
  - Setting IMAPI sessions
  - Removing the platform upgrade package
  - Backing Up the Release 4 system
- Removing the LAN circuit card from the Lucent INTUITY Release 2 or Release 3 system
- Repacking and returning the RUK
- Returning the Lucent INTUITY Release 2 or Release 3 system

Purpose

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

Shutting Down the Lucent INTUITY Release 4 System

To shut down the Release 4 system, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the “B” position (Release 4 system position).
2. Start from the Lucent INTUITY main menu (Figure 7-1).

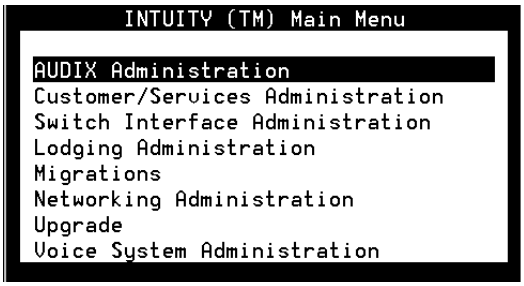
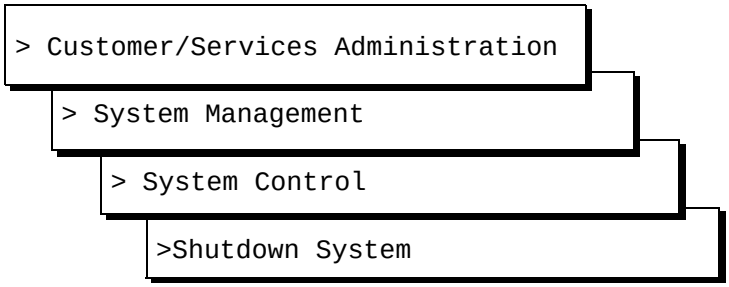


Figure 7-1. Lucent INTUITY Main Menu for Release 4 with Platform Upgrade Option

3. Select



   The system displays the Wait Time window.

4. Enter **0** (zero) to indicate that you would like an immediate shutdown.
5. Press F3 (Save).

   The system displays the message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, the system displays the message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

6. Turn off the power to the Release 4 system.
7. Continue with the next procedure, ''Shutting Down the Lucent Intuity Release 2 or Release 3 System''.

Shutting Down the Lucent INTUITY Release 2 or Release 3 System

To shut down the Release 2 or Release 3 system, perform the following tasks:

WARNING:

The traffic data and Activity Log data are not transferred during an upgrade. If you use traffic data on a regular basis, run the appropriate traffic reports before you remove the modem from the Release 2 or Release 3 system.

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

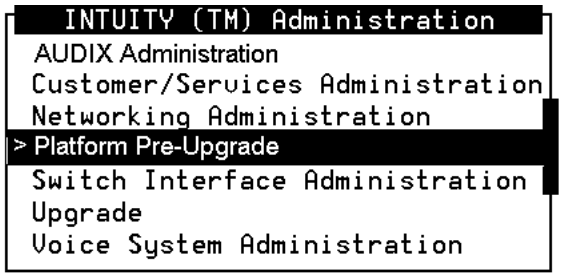
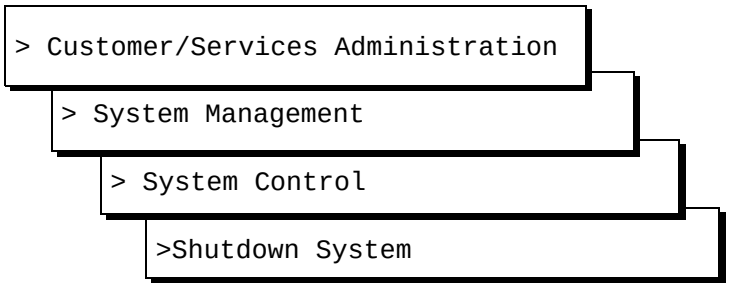


Figure 7-2. Lucent INTUITY Administration Menu for Release 2 and Release 3

3. Select



The system displays the message:

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

4. Enter **y**

   The system displays the message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, the system displays the message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

5. Turn off the power to the Release 2 or Release 3 system.
6. Continue with the next procedure, ‘‘Removing the LAN Connection Between the Lucent Intuity Systems’’.

Removing the LAN Connection Between the Lucent INTUITY Systems

The following procedures provide instructions for removing a:

- Direct connection
- Customer's LAN connection

Removing a Direct Connection

Figure 7-3 illustrates how the direct connection is attached.

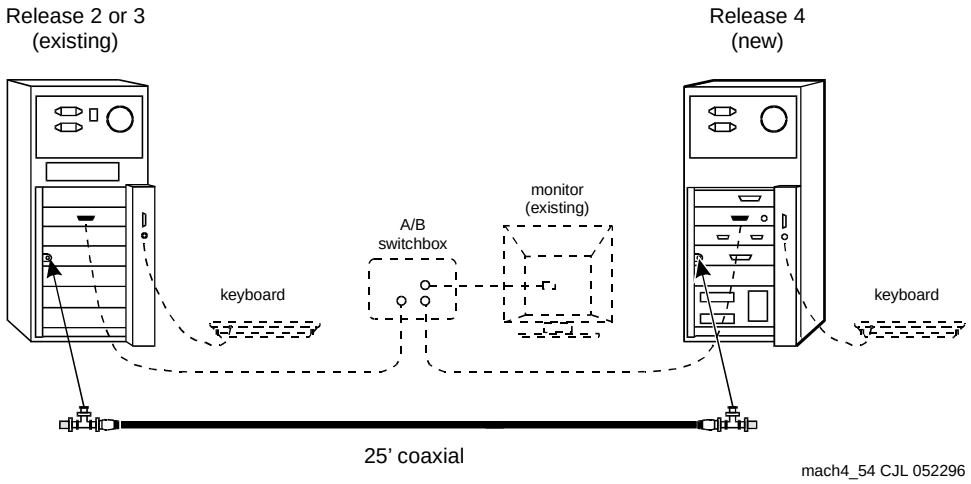


Figure 7-3. Cabling for a Direct Connection

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

1. Remove the coaxial cable from the BNC connector on the Release 2 or Release 3 system.
2. Remove the coaxial cable from the BNC connector on the Release 4 system.
3. Repack the cable in the RUK.
4. Proceed to ''Removing the Switch Box and Cables''.

Removing a Connection through the Customer's LAN

Figure 7-4 illustrates the connection through the customer's LAN.

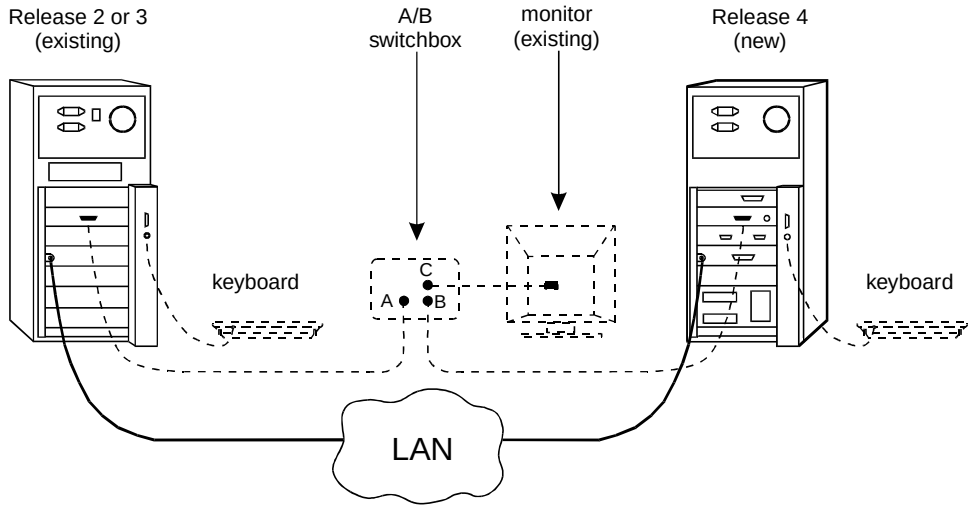


Figure 7-4. Cabling for a Connection through the Customer's LAN

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

1. Disconnect the Release 4 system from the customer's LAN by removing the cable (provided by the customer) from the LAN.
2. Remove the cable from the Release 4 system.
3. Disconnect the LAN cable from the Release 2 or Release 3 system and label the cable.
4. Continue with the next procedure, ''Removing the Switch Box and Cables''.

Removing the Switch Box and Cables

You no longer need the switch box and cables. To remove them, perform the following tasks:

1. Remove the cable that goes from position “A” on the A/B switchbox to the Release 2 or Release 3 system (Figure 2-1).
2. Remove the cable that goes from position “B” on the A/B switchbox to the Release 4 system (Figure 2-1).
3. Disconnect the monitor from position “C” on the A/B switchbox and plug the cable to the Release 4 machine
4. Place the switchbox and cables back in the RUK.
5. Continue with the next procedure ‘‘Rearranging the Lucent Intuity Systems’’.

Rearranging the Lucent INTUITY Systems

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

To rearrange the Lucent INTUITY systems, perform the following tasks:

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

   The Release 4 system must be located so that all the cables that were attached to the Release 2 or Release 3 system can connect to the new system.
3. Continue with the next procedure ‘‘Moving the Cables’’.

Moving the Cables

You now need to move all the cables from the Release 2 or Release 3 system to their corresponding positions on the Release 4 system. This includes:

- Moving the tip/ring cables
- Connecting peripheral devices to:
  - COM1
  - COM2
  - The multi-port serial circuit card
- Connecting the GP-Synch or Eicon circuit card
- Connecting the ACCX circuit card
- Connecting the LAN circuit card

Figure 7-5 illustrates the back of a MAP/5 system.

Figure 7-6 displays the back of a MAP/40 system.

Figure 7-7 illustrates the back of a MAP/100 system.

Figure 7-8 illustrates the back of a MAP/5P system.

Use these illustrations as guides for recabling when following the procedures outlined in this section.

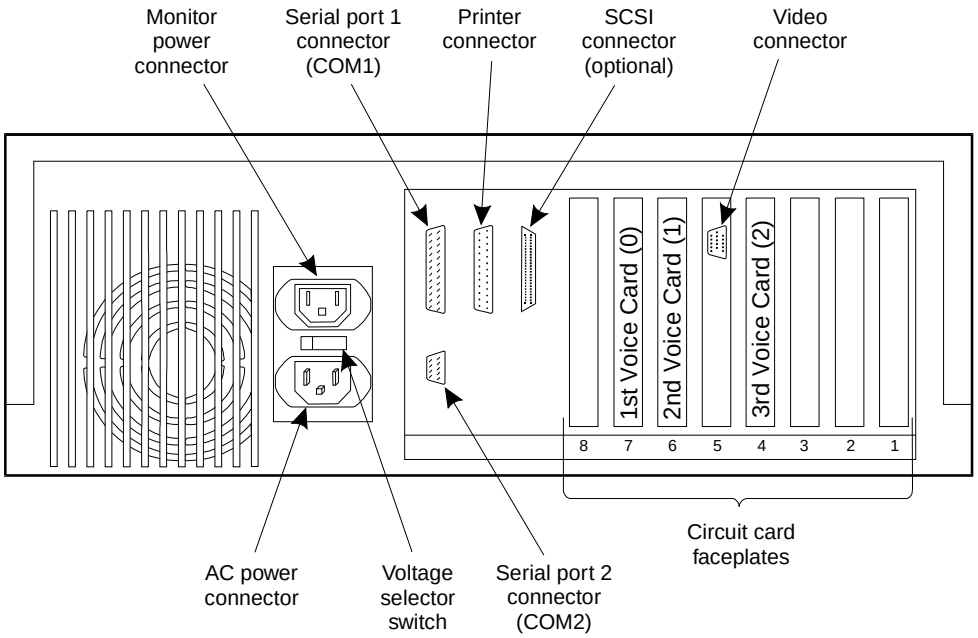


Figure 7-5. Back View of the MAP/5

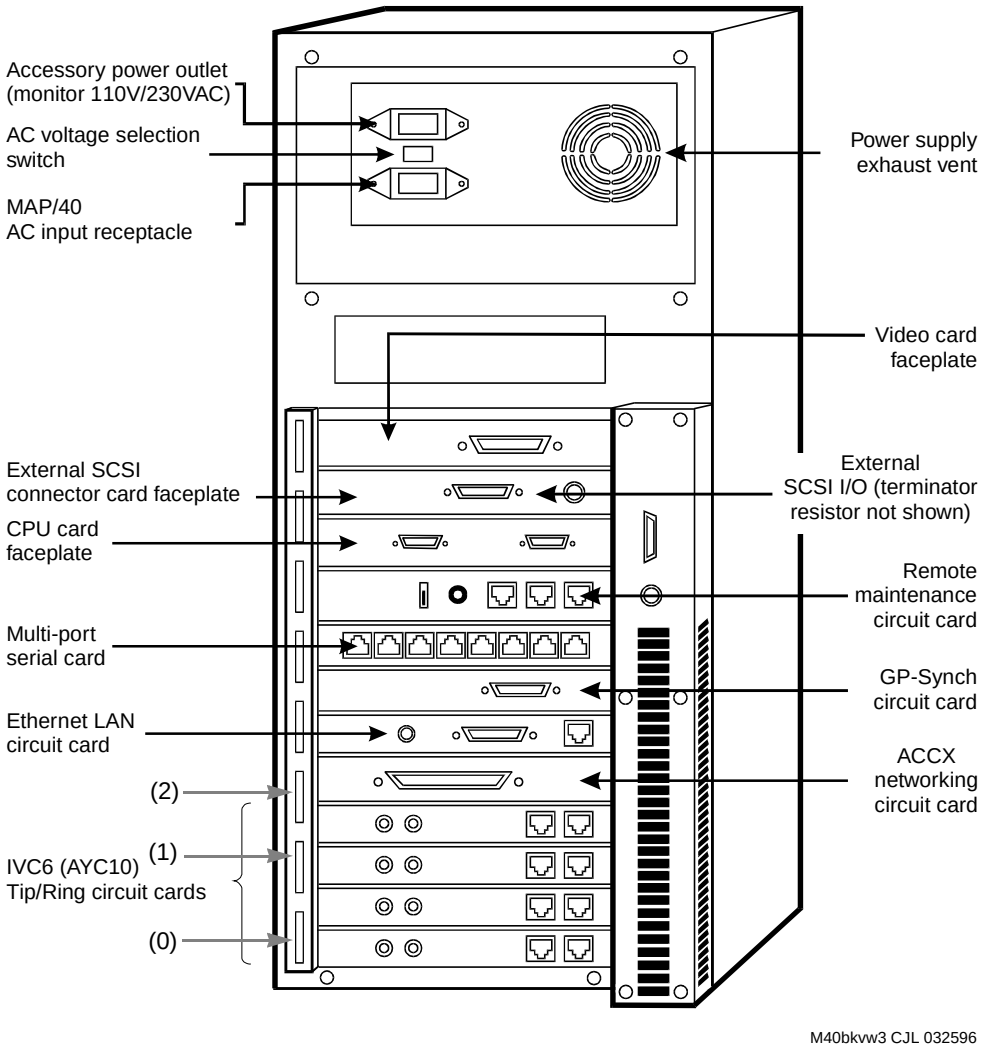


Figure 7-6. Back View of the MAP/40

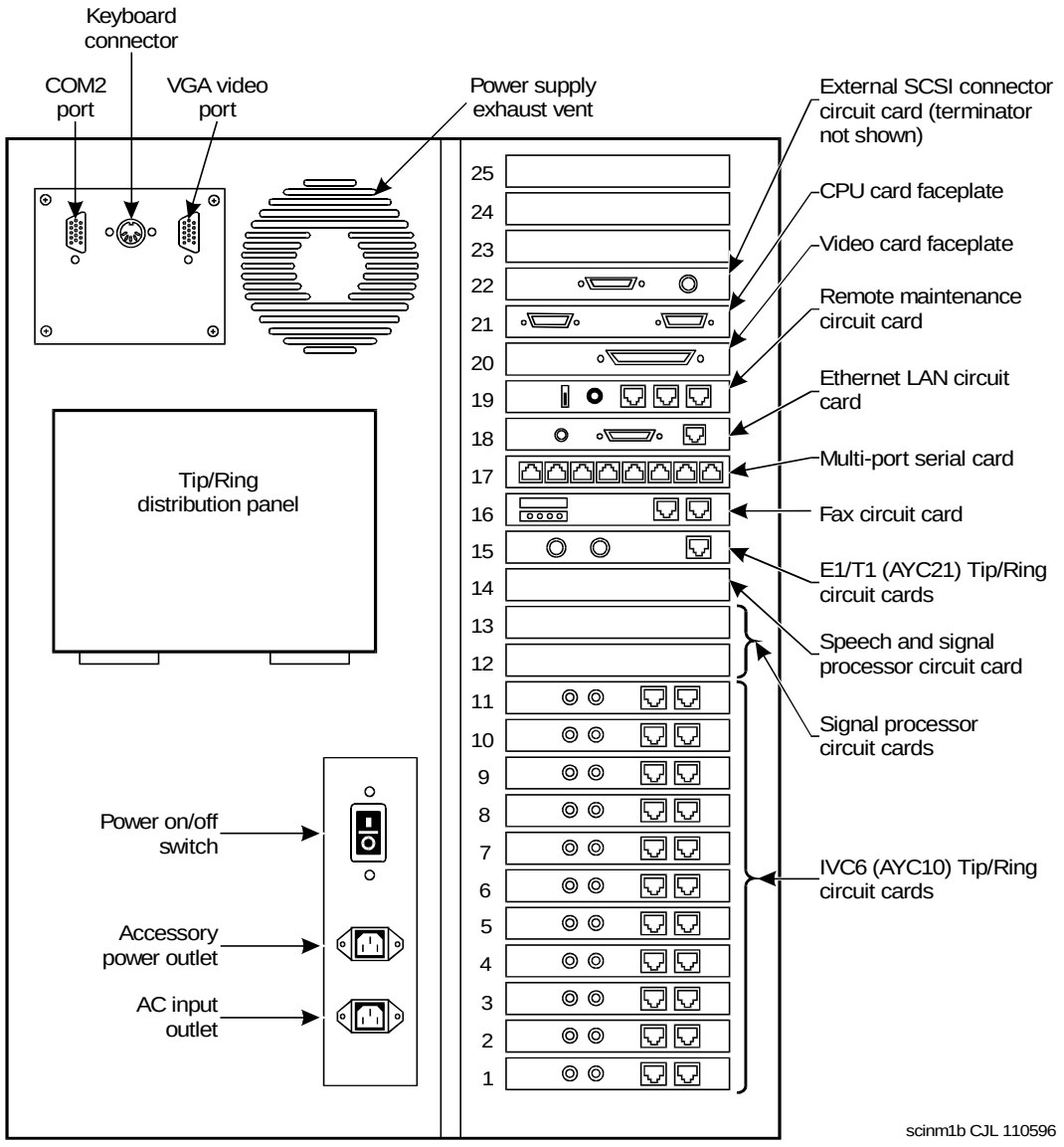
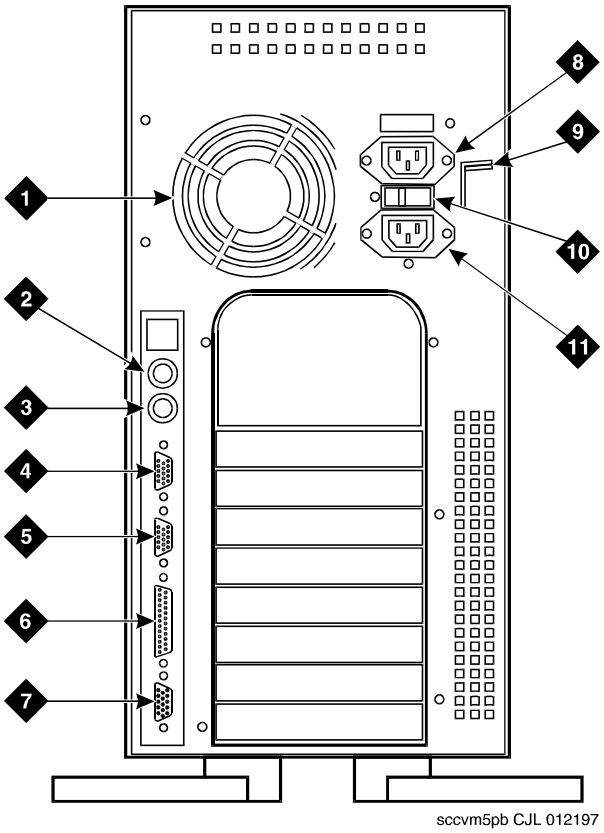


Figure 7-7. Back View of a MAP/100



1. Power supply fan intake
2. Keyboard connector
3. Mouse connector
4. COM1
5. COM2
6. Parallel port
7. Video connector
8. AC power supply outlet
9. Dress cover lock
10. AC voltage selector switch
11. AC power inlet receptacle

Figure 7-8. Back View of a MAP/5P

Moving the Tip/Ring Cables

The IVC6 Tip/Ring (AYC10) circuit card uses two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up.

CAUTION:
Maintain the appropriate channel mapping when performing this recabling. For example, if you take the cable out of channel 0 on the Release 2 or Release 3 system, put in into channel 0 on the Release 4 system.

1. After completing the recabling, remove any slack in the cable and use cable ties, if necessary, to dress the cables neatly.
2. Continue with the next procedure, ‘‘Connecting Peripheral Devices’’.

Connecting Peripheral Devices

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

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

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

Connecting COM1

A 9-pin D subminiature male connector is provided on the rear panel of the Lucent INTUITY Release 4 system for COM1. This connector connects internally to the CPU.

1. Remove the cable from COM1 on the Release 2 or Release 3 system and plug it into COM1 on the Release 4 system.
2. Continue to the next procedure, ‘‘Connecting COM2’’.

Connecting COM2

On the Release 4 system, COM2 is typically used for Lucent remote maintenance through a modem. Typically, Release 2 and Release 3 systems have a remote maintenance modem connected to COM2.

1. If your Release 4 system has a modem, take — from the Release 2 or Release 3 system — the RS232 that is plugged into the modem, and plug it into COM 2 on the Release 4 system. The remote maintenance modem will continue to be the remote access device.

   If your Release 4 system has a remote maintenance board, take the Tip/Ring cable out of the remote maintenance modem and plug it into the remote maintenance board on the Release 4 system.

2. If your configuration includes multi-port serial cards, proceed to ‘‘Connecting the Multi-Port Serial Card’’.

   If your configuration does not include multi-port serial cards, proceed to ‘‘Connecting the GP-Synch or Eicon Circuit Card’’.

Connecting the Multi-Port Serial Card

NOTE:
If your configuration does not include the optional multi-port serial card, skip this section. Proceed to ‘‘Connecting the GP-Synch or Eicon Circuit Card’’.

CAUTION:
Maintain the appropriate port mapping when performing this recabling. For example, if you take the cable out of port 3 on the Release 2 or Release 3 system, put in into port 3 on the Release 4 system.

1. After completing the recabling, remove any slack in the cable and use cable ties, if necessary, to dress the cables neatly.
2. Continue with the next procedure, ‘‘Connecting the GP-Synch or Eicon Circuit Card’’.

Connecting the GP-Synch or Eicon Circuit Card

The GP-Synch or Eicon circuit card connects to Lucent switches through an X.25 link. If your system has an Eicon board, there should be a gender-changer connected to the circuit card. The circuit card is labelled GP-Synch circuit card).

1. If the circuit card is a GP-Synch card, attach the cable directly.

   If the circuit card is an Eicon card, and there is no gender changer on the Release 4 system, you will need to provide a Female-to-Male gender changer and then attach the cable. (You will know if it's an Eicon card, because you will not be able to attach the existing cable without a gender-changer.)

2. After completing the recabling, continue with the next procedure, ''Connecting the ACCX Circuit Card''.

Connecting the ACCX Circuit Card

CAUTION:
Maintain the appropriate card order and breakout when performing this recabling. For example, if you take the cable out of channel 3 on the Release 2 or Release 3 system, put in into channel 3 on the Release 4 system.

1. After completing the recabling, continue with the next procedure, ''Connecting the LAN Circuit Card''.

Connecting the LAN Circuit Card

Take the cable you labelled as part of the procedure ''Removing a Connection through the Customer's LAN'' and connect it to the LAN card on the Release 4 system.

Powering Up the Lucent INTUITY Release 4 Machine

The Release 4 system should now be in position and completely reconnected to the telephone circuit cards, switch, network, and any peripheral devices. You can now restore power to the machine.

1. Power up the Release 4 machine. You are now ready to release the switch link (if applicable) and perform some final Lucent INTUITY administration.
2. If the customer is using a DEFINITY switch, continue with the next procedure ''Releasing the Switch Data Link''.

   If the customer is not using a DEFINITY switch, proceed to ''Changing the Default Announcement Set to a Custom Announcement Set''.

Releasing the Switch Data Link

CAUTION:
If the customer does not have a DEFINITY switch, do not complete these procedures. Proceed to ''Changing the Default Announcement Set to a Custom Announcement Set''.

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

- System 75, G1, and G3
- G2

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

To release the data link, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link *n***

   where n is the number of the link going to the Lucent INTUITY system. Valid input is an integer from 1 to 8.

   If additional information is needed, see the documentation associated with the DEFINITY switch.
2. Continue with the next procedure ''Turning Alarm Origination On''.

Releasing the Data Link on a G2 Switch

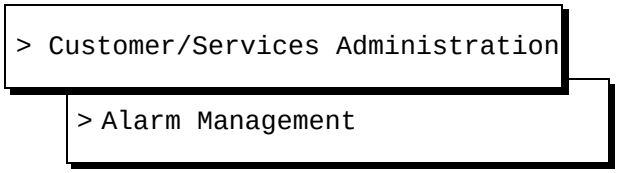
To release the data link, perform the following tasks:

1. Enter **proc650 test 3**
2. Enter **rb**

   If additional information is needed, see the documentation associated with the DEFINITY switch.
3. Continue with the next procedure ‘‘Turning Alarm Origination On’’.

Turning Alarm Origination On

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select



The system displays the Alarm Management window (Figure 7-9).

The settings on your screen may vary from this illustration

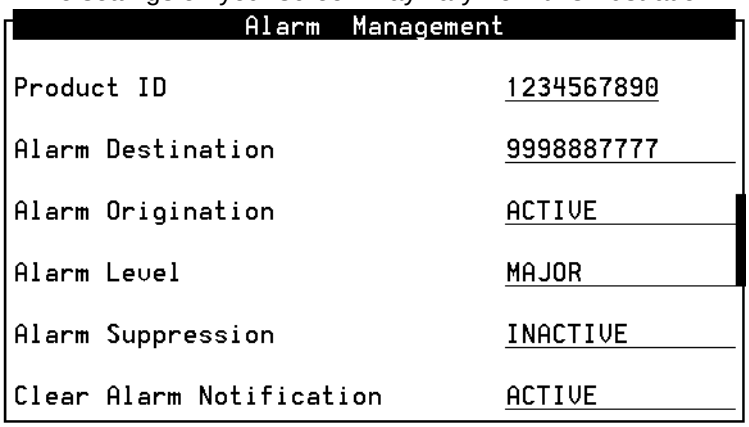


Figure 7-9. Alarm Management Window

2. Enter **ACTIVE** in the `Alarm Origination` field.
3. Press F3 (Save).

4. Press F6 (Cancel) repeatedly to return to the Lucent INTUITY main menu (Figure 7-1).
5. Continue with the next procedure, ‘‘Sending Test Alarm to Register New Release 4 System’’.

Sending Test Alarm to Register New Release 4 System

To register the new Release 4 system with the remote maintenance center, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select

```
> AUDIX Administration
```

The system displays the AUDIX Administration screen (Figure 7-10).

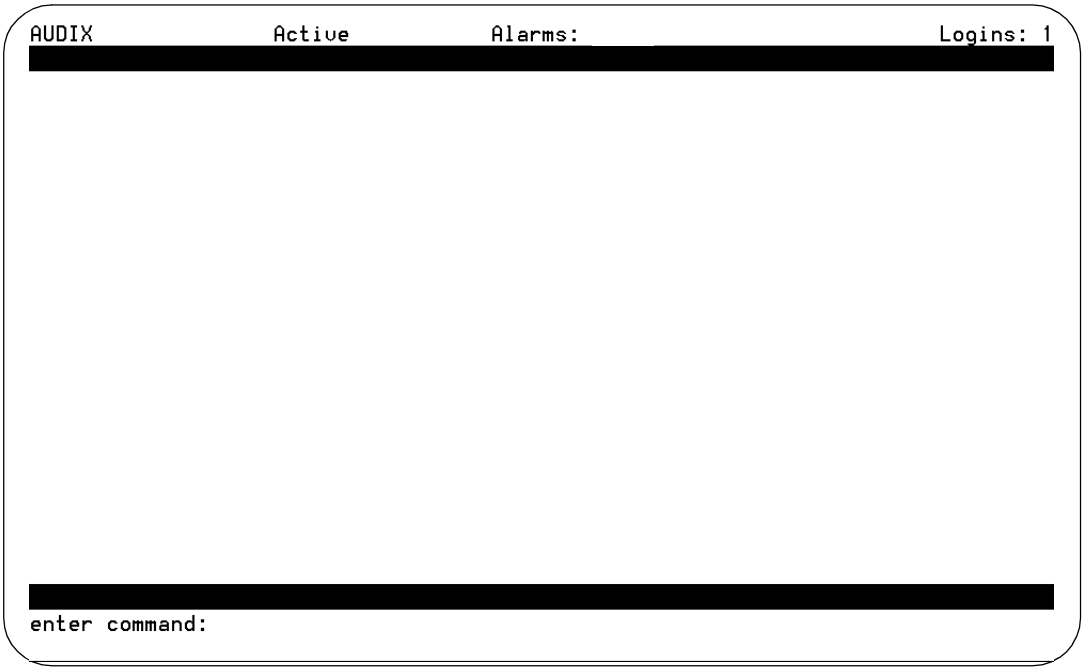


Figure 7-10. AUDIX Administration Screen

2. At the `enter command:` prompt, enter **test alarm origination**

   The system sends an alarm to the remote maintenance center that registers the new Release 4 system as the system of record.

   NOTE:
   This will raise a warning alarm. However, the alarm will be resolved when the remote maintenance center registers the new system and acknowledges the alarm.

Testing the Lucent INTUITY Release 4 System

A final series of system tests ensure full system functionality.

- ''INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173'', or *INTUITY™ Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185 for the test procedures.

3. If the customer's configuration included custom announcements, test that the custom announcements are correct.

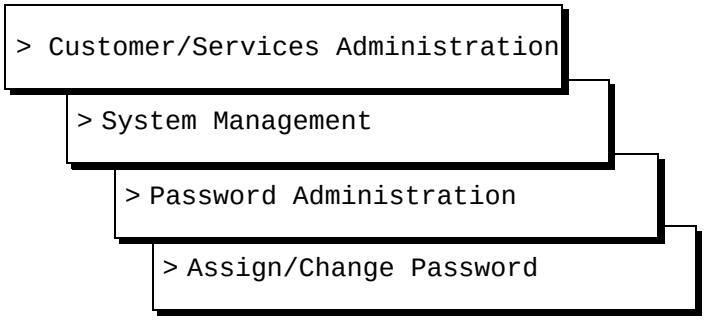
   CAUTION:
   You must also test any peripheral devices or applications, such as Switch Administration Terminal (SAT) access or Message Manager. The customer must provide you with a listing of such devices or applications. Refer to device or application documentation for test procedures.

4. When those procedures are complete, continue with the next procedure, ''Assigning Passwords''.

Assigning Passwords

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

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select



   The system displays the Assign/Change Password window (Figure 7-11).

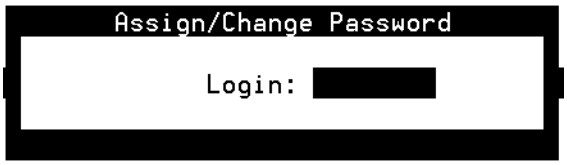


Figure 7-11. Assign/Change Password Window

2. Press F2 (Choices) to display a list of options and select the login for which you would like to change the password.
3. Press F3 (Save).

   The system displays the message:

   ```
   You are about to change the password for
   'selectedlogin'.
   Press <y> to confirm.
   Press <n> to cancel.
   ```

4. Enter **y** to change the password.

   The system displays the message:

   ```
   Changing password command for selectedlogin
   New Password:
   ```

5. Enter the new password exactly as it is provided by the customer. If the customer is available, have them type in the passwords directly.

   The password must adhere to the following guidelines:

   - Use 6–11 alphanumeric characters. The password must include at least 1 numeric and 2 alpha characters.
   - The password cannot be a sequential alpha or numeric string, for example, 123456, or a repetitive string, such as bbbbbb.
   - Never use obvious passwords, such as a phone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, denver or audix).

     To increase system security, we recommend that the customer's system administrator administer the system to age the password, thus forcing a periodic change of password (at least once per month).

   The system asks you to confirm the password.

6. Enter the new password again.
7. Repeat Step 2 through Step 6 for each remaining login password you wish to change.
8. Press F6 (Cancel) repeatedly to reach the Lucent INTUITY main menu (Figure 7-1).
9. Continue with the next procedure, ''Additional Administration''.

Additional Administration

Additional administration is required to address some enhanced features and capabilities of the Release 4 system, including:

- Controlling call transfers
- Setting IMAPI sessions
- Removing the platform upgrade package
- Backing up the Release 4 system

Controlling Call Transfers on the Lucent INTUITY Release 4 System

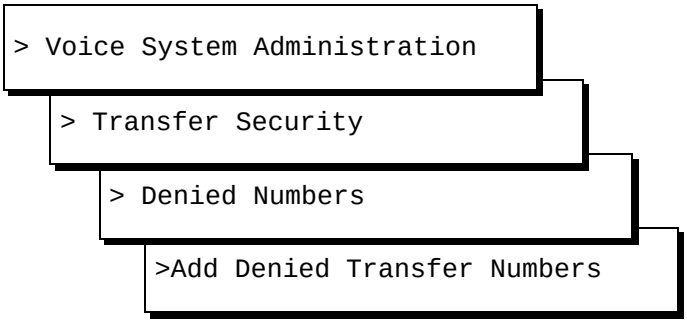
The following procedures describe how to deny transfers to certain numbers out of the AUDIX system and enable transfers to others. Setting up control on call transfers requires that you:

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

Denying Call Transfers

To deny call transfers, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select



The system displays the Add Denied Transfer Numbers window (Figure 7-12). In the window are two fields with the cursor in the first of the two fields.

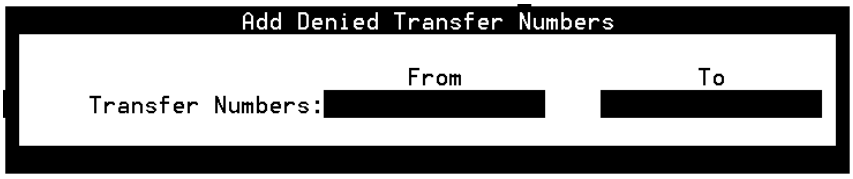


Figure 7-12. Add Denied Transfer Numbers Window

2. Enter either:
   - **all** in the `From` and `To` fields to deny all transfers. Most administrators choose to deny all transfers, then `allow` a few numbers or range of numbers that do not endanger the system.

     or

   - A starting extension in the `From` field and an ending extension in the `To` field to deny a range of numbers.

     For example, entering 4000 in the `From` field and 5999 in the `To` field would restrict 4-digit transfers to any numbers between 4000 and 6000.

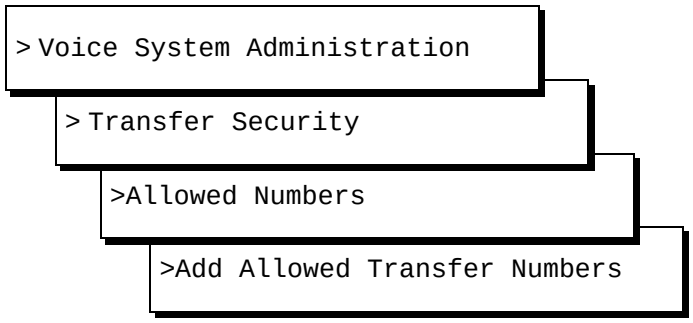
     NOTE:
     No two restricting entries can overlap each other.

3. When you finish entering transfer number information, press F3 (Save) to save the information in the system database.
4. To confirm that your entries will have the correct accumulated effect, you can display the ranges together. Press F6 (Cancel) to back up to the Denied Numbers menu.
5. Select Display Denied Numbers to view the extension ranges you have selected. Verify that all the extensions you would like to deny are included in the displayed ranges.
6. Continue with the next procedure, ‘‘Allowing Call Transfers’’.

Allowing Call Transfers

To allow call transfers, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select



   The system displays the Add Allowed Transfer Number window which is very similar to the one just described (Figure 7-13).

   In the window are two fields with the cursor in the first of the two fields.

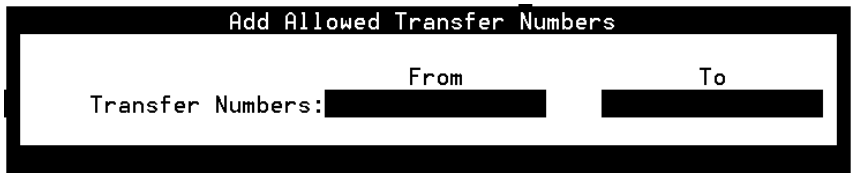


Figure 7-13. Add Allowed Transfer Numbers Window

2. Enter either:

   - A starting extension in the `From` field and an ending extension in the `To` field to allow a range of numbers. (Most administrators choose to deny all transfers, then use this window to specify the few numbers or classes of numbers that do not endanger the system.)

     For example, entering 4000 in the `From` field and 5999 in the `To` field would allow 4-digit transfers to any numbers between 4000 and 6000.

     NOTE:
     No two allowed transfer entries can overlap each other.

3. Press F3 (Save) to save the information in the system database, and continue entering ranges of numbers until you have allowed the necessary numbers.

4. To confirm that your entries will have the correct accumulated effect, you can display the ranges together. Press F6 (Cancel) to back up to the Allowed Numbers menu.
5. Select Display Allowed Numbers to view the extension ranges you have selected. Verify that all the extensions you would like to allow are included in the displayed ranges.
6. Press F6 (Cancel) repeatedly to return to the Lucent INTUITY main menu.
7. Continue with the next procedure, ''Setting the Number of Simultaneous IMAPI Sessions''.

Setting the Number of Simultaneous IMAPI Sessions

IMAPI, the software that allows access to INTUITY AUDIX mailboxes through the LAN, allows up to 96 active sessions simultaneously, depending on the system purchased. For IMAPI to function, some number of the purchased sessions must be available for use simultaneously.

To set the number of simultaneous IMAPI sessions, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select

```
> AUDIX Administration
```

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

Full Command Version	Short Command Version
change system-parameters imapi-options	**ch sy i**

The system displays the System-Parameters IMAPI-Options screen (Figure 7-14).

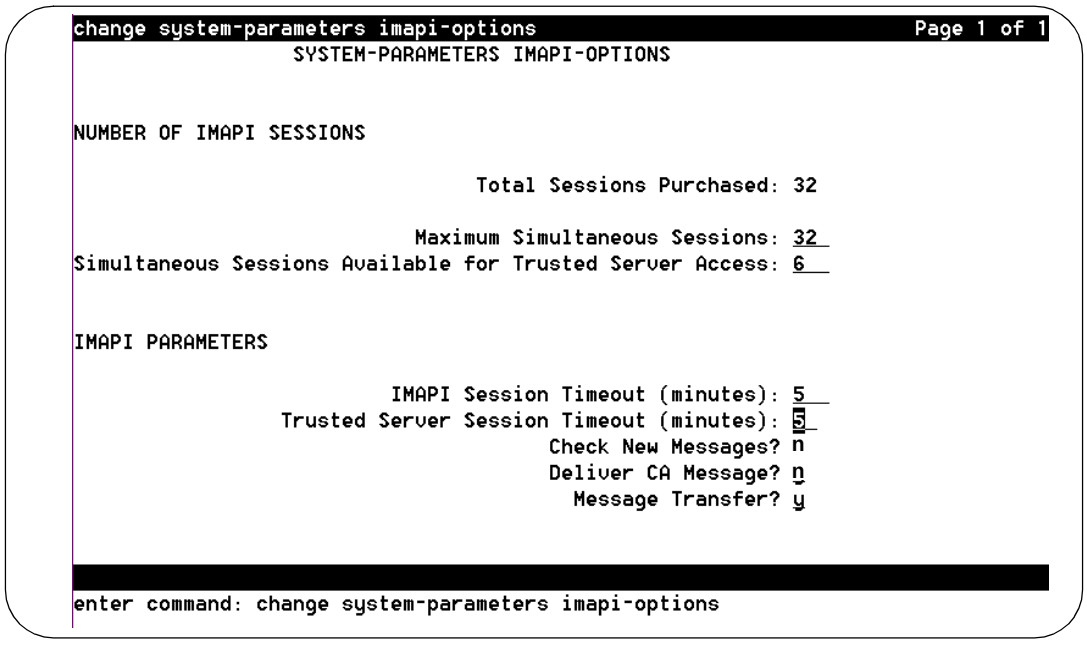


Figure 7-14. System-Parameters IMAPI-Options Screen, Page 1

3. In the `Maximum Simultaneous Session:` field, enter a value equal to the number in the `Total Sessions Purchased` field.
4. Press F3 (Enter) to save this information to the system database.

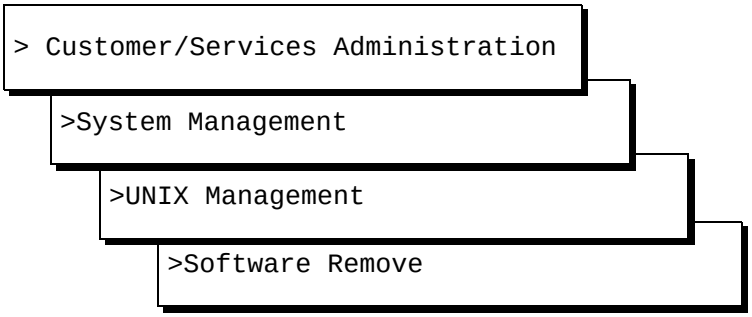
   The cursor returns to the command line, and the system displays the message `Command Successfully Completed`.
5. Continue with the next procedure, ‘‘Removing the Platform Upgrade Package’’.

Removing the Platform Upgrade Package

Before turning the Lucent INTUITY Release 4 system over to the customer, remove the platform upgrade package. This gives the customers more available space on their systems.

To remove the platform upgrade package, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1), select



The system displays the Software Remove screen (Figure 7-15).

```
The following packages are available:
  1  APPLset       AUDIX(R) Application Set
                   (AUDIX) 4.0-7
  2  AUDIXset      INTUITY Platform AUDIX Set
                   (i486) FID7-i.1.0
  3  AUDIXtune     INTUITY Platform AUDIX Tuning
                   (i486) i.1.0-FID7
  4  DCIUset       INTUITY Platform DCIU Set
                   (i486) i.1.0-FID7
  5  INTUNIX       UnixWare 1.1.2 Enhancement Set
                   (486) 1.0
  6  INTUNIX1      UnixWare 1.1.2 Platform Enhancements Extension
                   (486) 1.0
  7  IVC6DI        AT&T Intuity IVC6 Device Interface for softFAX 2.0
                   (x86sur4_wicd1) i.1.0-FID7
  8  TSM           INTUITY Transaction State Machine Package
                   (i486) i.1.0-FID7
  9  VM            AUDIX(R) Module marker file
                   (AUDIX) NA
 10  VM-dfltdb     AUDIX(R) Default db
                   (AUDIX) 4.0-7

... 69 more menu choices to follow;
<RETURN> for more choices, <CTRL-D> to stop display:
```

Figure 7-15. Software Remove Screen

2. Select `platupg (Upgrade Package)`.

   CAUTION:
   Do not select `pltupg (Upgrade).`

3. Type in the number to the left of the package name.
4. Press ENTER.

   The system asks you to confirm that you would like to delete the Upgrade Package, `platupg`.

5. Enter **y**
6. Press CANCEL repeatedly until you log out of the system.
7. Log in and verify that Platform Upgrade longer appears as an option on the Lucent INTUITY main menu (Figure 7-1).
8. Continue with the next procedure, ‘‘Backing Up the Lucent Intuity Release 4 System’’.

Backing Up the Lucent INTUITY Release 4 System

To back up the Release 4 system, perform the following tasks:

1. Starting from the Lucent INTUITY main menu (Figure 7-1) select

   ```
   > Customer/Services Administration
       > Backup/Restore
           > Backup
   ```

   The system displays the Backup window (Figure 7-16).

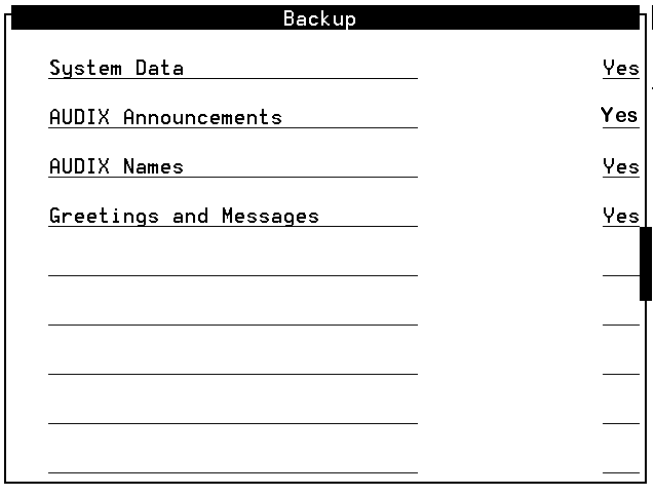


Figure 7-16. Backup Window

2. Enter **y** in all fields to indicate you would like a full system back-up.
3. Press F3 (Save) to initiate the back up of system data.

   The system calculates the number of tapes needed, and displays the message:

   ```
   the backup will need:
   x yyy MB cartridge tape(s)
   ```

   Where x is the number of tapes and yyy is the size of the tapes. Make sure that you have enough cartridge tapes to accommodate the backup.

   The system displays the message:

   ```
   Verify whole backup tape(s) will double the amount
   of backup time. Do you really want to verify
   tape(s)? (Strike y or n)
   ```

   The system verifies a backup tape by reading back the entire set of data written to the tape during the backup. Verification increases the time it takes for a backup process to complete to approximately 3 hours. This verification step is not necessary to ensure a good backup tape.

4. If time is an issue, press **n**. If time is not an issue, press **y**

   The system displays the message:

   ```
   please insert a tape into the tape drive to backup
   press <Enter> when tape is inserted
   press <Esc> key to terminate the backup
   ```

   If you insert an uninitialized tape, the system displays the message `brand new tape(s) need to be initialized by using Format UNIX Floppy/Tape`. Press ESC and initialize the tape before continuing.

5. Insert the first cartridge tape in the tape drive.

   It takes approximately 3 hours to back up one tape with the verify option turned on. If the verify option is not on, it takes approximately 1-1/2 hours to back up one tape.

6. Press ENTER when the light on the tape drive goes off.

   The tape drive light flashes when a backup is occurring and various status messages are displayed on the screen.

7. If you are prompted for another tape, remove the current tape, label it with the current date and back up data type(s), and insert the next tape.

   When the backup is complete, the system displays the message:

   ```
   backup process has been completed successfully
   press any key to continue.
   ```

8. Press ENTER to continue.

9. The Lucent INTUITY Release 4 system verifies a backup tape by reading back the entire set of data it has just written on the tape.

   When the verification is complete the system displays the message

   ```
   verification has been completed successfully
   press any key to continue.
   ```

10. Press ENTER to continue.

11. Press CANCEL repeatedly to return to the Lucent INTUITY main menu (Figure 7-1).

12. If you installed a LAN circuit card on the Release 2 or Release 3 system, continue with the next procedure ‘‘Removing the LAN Circuit Card from the Lucent Intuity Release 2 or Release 3 System’’.

    If you did not install a LAN circuit card on the Release 2 or Release 3 system, you have completed the upgrade. Proceed to ‘‘Repacking and Returning the RUK’’.

Removing the LAN Circuit Card from the Lucent INTUITY Release 2 or Release 3 System

CAUTION:

If you did not install the LAN circuit card in the Release 2 or Release 3 system, do not complete these procedures. Continue with ''Repacking and Returning the RUK''.

To remove the LAN circuit card from the Release 2 or Release 3 system, perform the following tasks:

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground.

1. Access the circuit card cage. See the appropriate appendix for the correct procedures for shutting down and getting inside of your platform.
2. Remove the LAN circuit card from the Release 2 or Release 3 system.
3. Place the LAN circuit card in the anti-static bag in the reusable upgrade kit so it can be used at the next upgrade site.
4. Replace any circuit cards you removed to make room for the LAN circuit card.
5. Close the circuit card cage. See the appropriate appendix for the correct procedures for closing your platform.
6. Continue with the next procedure, ''Repacking and Returning the RUK''.

Repacking and Returning the RUK

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground.

Repack the RUK components in the box in which they were provided and ship it to the remote maintenance center. Use Table 7-1 to ensure all components of the RUK are included.

Table 7-1. RUK Components

Component	✓
A/B switch box	
Video cables (2)	
Ethernet LAN circuit card	
25-foot coaxial cable with two “T” adapters and terminators	
Pre-upgrade software package	
Upgrade documentation	
Red 8-pin modular cable	

Returning the Lucent INTUITY Release 2 or Release 3 System

Pack the Release 2 or Release 3 system in the box the Release 4 system came in and ship it to the remote maintenance center.

You have completed all of the required system upgrade tasks.

Installing a LAN Circuit Card in the MAP/5

A

Installing the LAN Circuit Card

To install a LAN circuit card, you must complete the following tasks:

- Stop the voice system
- Shut down the Lucent™ INTUITY™ system
- Remove power from the computer
- Access the circuit card cage
- Prepare the LAN circuit card
- Install the LAN circuit card
- Close the computer
- Restore power to the computer
- Reboot to effect LAN driver change

CAUTION:

If you are reading this appendix because you were directed here (from "Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System"), the first procedures are already complete. In that case, proceed to "Accessing the Circuit Card Cage".

Stopping the Voice System

Before doing any work inside any electrical device, the power must be off. Before powering down the Release 2 or Release 3 system, you must perform a graceful stop of the voice system and then a shutdown of the entire Release 2 or Release 3 system.

⚠ CAUTION:

When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing but there will be no answer.

To stop the voice system, perform the following tasks:

1. Place the A/B switch in the "A" position (the Release 2 or Release 3 system position).
2. Start at the Lucent INTUITY Administration menu (Figure A-1).

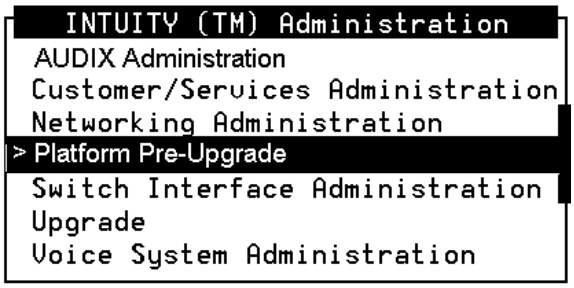
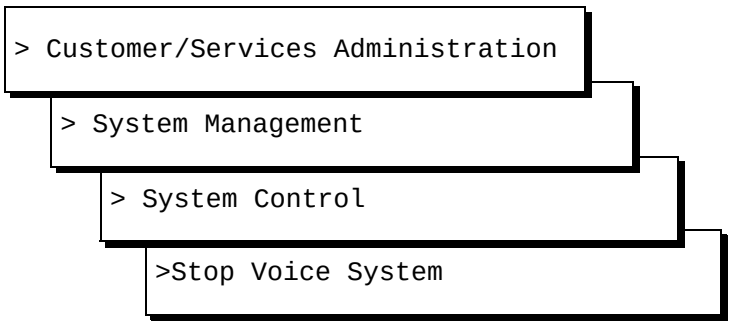


Figure A-1. Lucent INTUITY Main Menu for Release 2 or Release 3

3. Select



The system displays the message:

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

4. Enter **y**

   The system displays the following message:

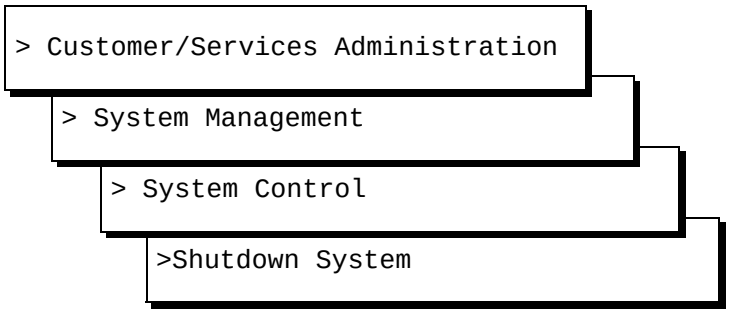
```
The Voice System is now stopping.

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

Orderly idling of the system succeeded.

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

The Voice System has stopped.

Press Enter to Continue.
```

5. Press ENTER.
6. Continue with the next procedure, "Shutting Down the Lucent Intuity Release 2 or Release 3 System".

Shutting Down the Lucent INTUITY Release 2 or Release 3 System

With the voice system stopped, you can proceed to shut down the Release 2 or Release 3 system.

1. Starting from the Lucent INTUITY main menu (Figure A-1) select



   The system displays the following message:

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

2. Enter **y**

   The system displays the following message:

   ```
   Shutdown started.
   ```

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

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

3. You have completed shutting down the Lucent INTUITY system. Continue with the next procedure, "Removing Power From the Computer".

Removing Power From the Computer

The MAP/5 requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/5 at the point labeled AC input receptacle (Figure A-2).

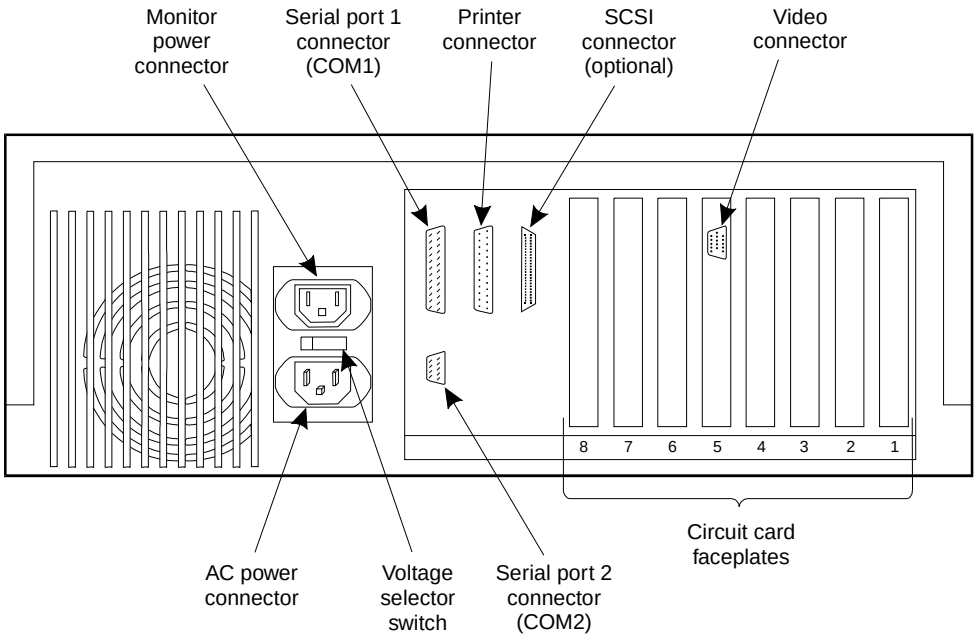


Figure A-2. Back View of the MAP/5

To remove power from the MAP/5, perform the following tasks:

1. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

2. Turn off the power switch on the front of the MAP/5 next to the cartridge tape drive (Figure A-3).

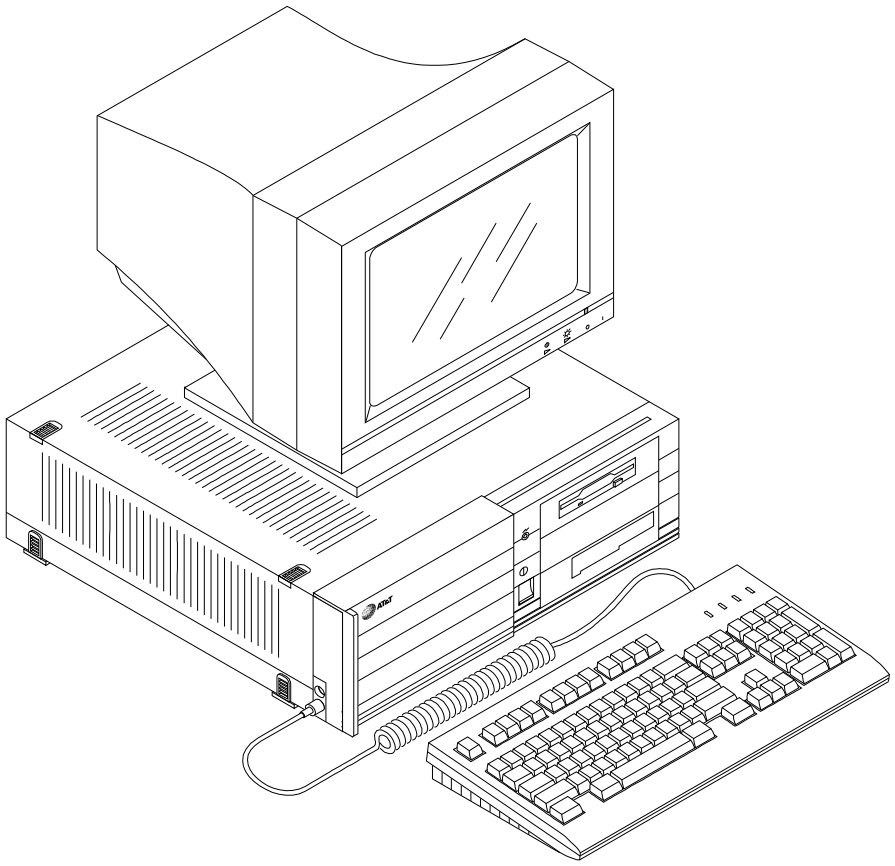


Figure A-3. Front View of the MAP/5

3. Remove the incoming AC line (Figure A-2).
4. Disconnect keyboard cord (Figure A-3).
5. Disconnect monitor cord (Figure A-2).
6. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.
7. Continue with the next procedure, "Accessing the Circuit Card Cage".

Accessing the Circuit Card Cage

In order to access the circuit card cage, you must remove the:

- Front panel
- Top cover

Removing the Front Panel

To remove the front panel, perform the following tasks:

1. Place the MAP/5 on its rear panel (Figure A-4).

   The bottom of the unit should face toward you. The front panel latches should also face you.

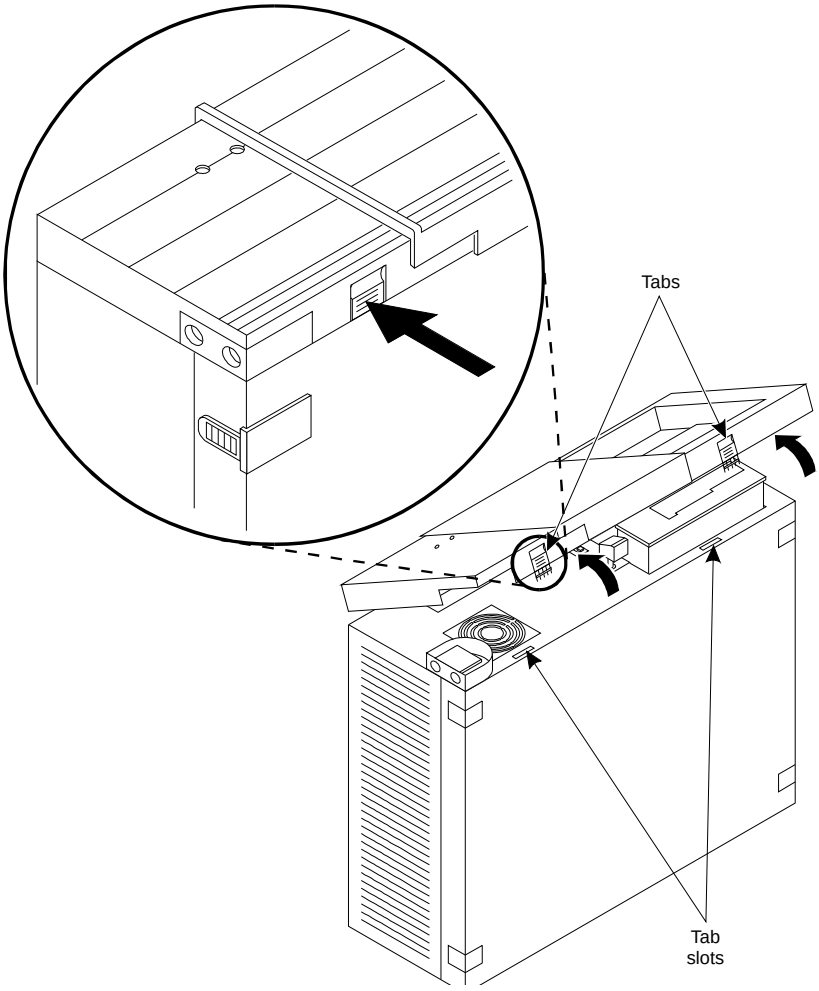


Figure A-4. Removing the MAP/5 Front Panel

2. Push inward and upward on the two front panel latches to release the bottom edge of the front panel (Figure A-4).

   The front panel is flexible enough for you to press one latch and then the other.

3. When the bottom of the front panel is loose, rotate the panel away from you and lift it to remove.
4. Return the unit to its correct desktop position.
5. Continue with the next procedure, "Removing the Top Cover".

Removing the Top Cover

To remove the top cover, perform the following tasks:

1. Unlock the system unit by inserting the key in the lock and turning it counterclockwise to the unlocked position.

   A case lock is located next to the floppy disk drive on the front of the unit (Figure A-5). Keys are included with the system. The case lock must be in the open position in order to remove the top cover.

2. Press the holding tabs outward while pushing the top cover away from you.

   The locking tabs are located on either side of the front of the unit.

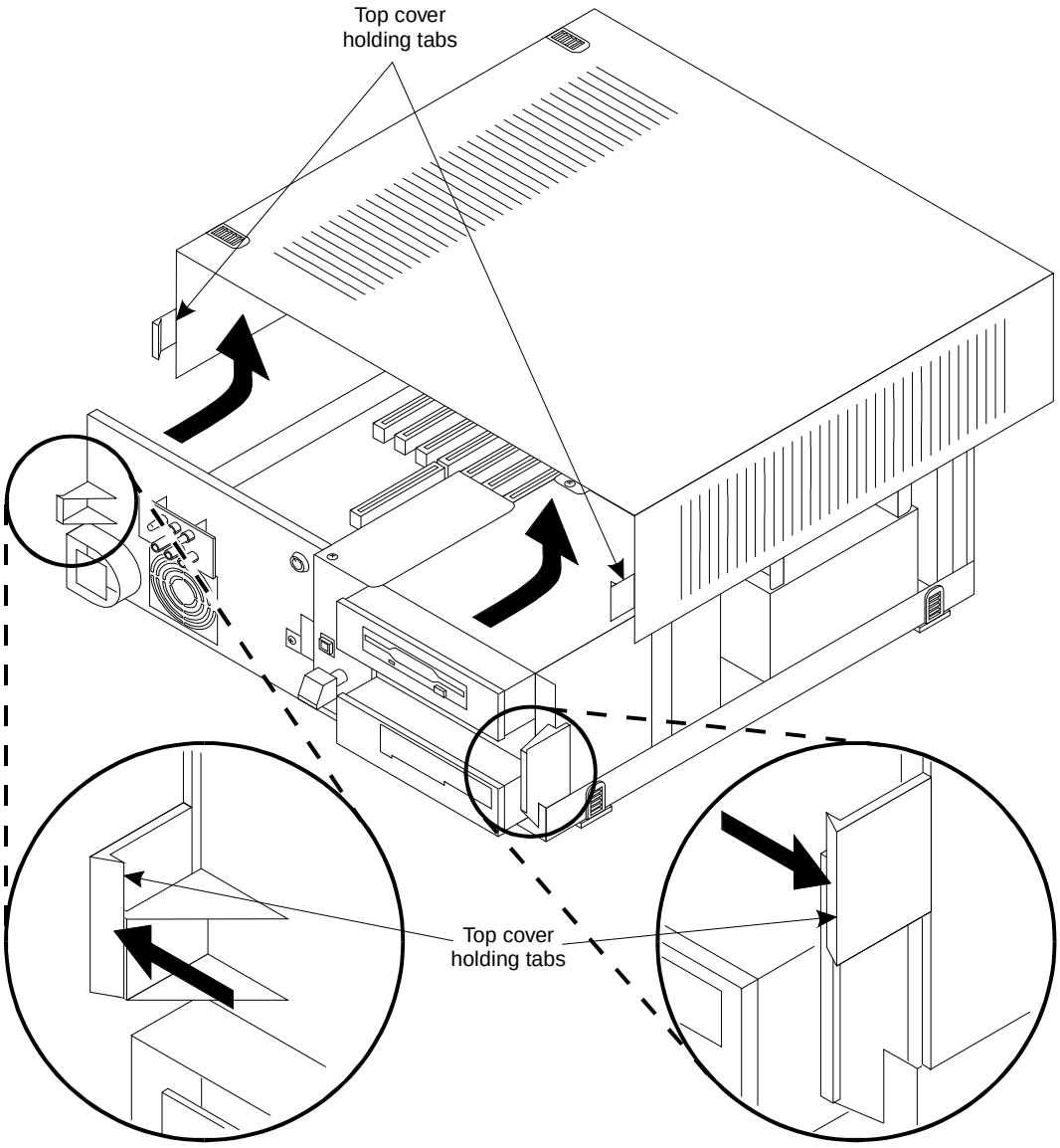


Figure A-5. Removing the MAP/5 Top Cover

3. Slide the top cover as far back as it will go, which is about 1/2-inch.
4. Lift the top cover straight up to remove.
5. Continue with the next procedure, "Preparing the LAN Circuit Card".

Preparing the LAN Circuit Card

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174, for detailed electrostatic discharge precautions.

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure A-6 shows the location of the jumper. (The 8416 has no jumper.)

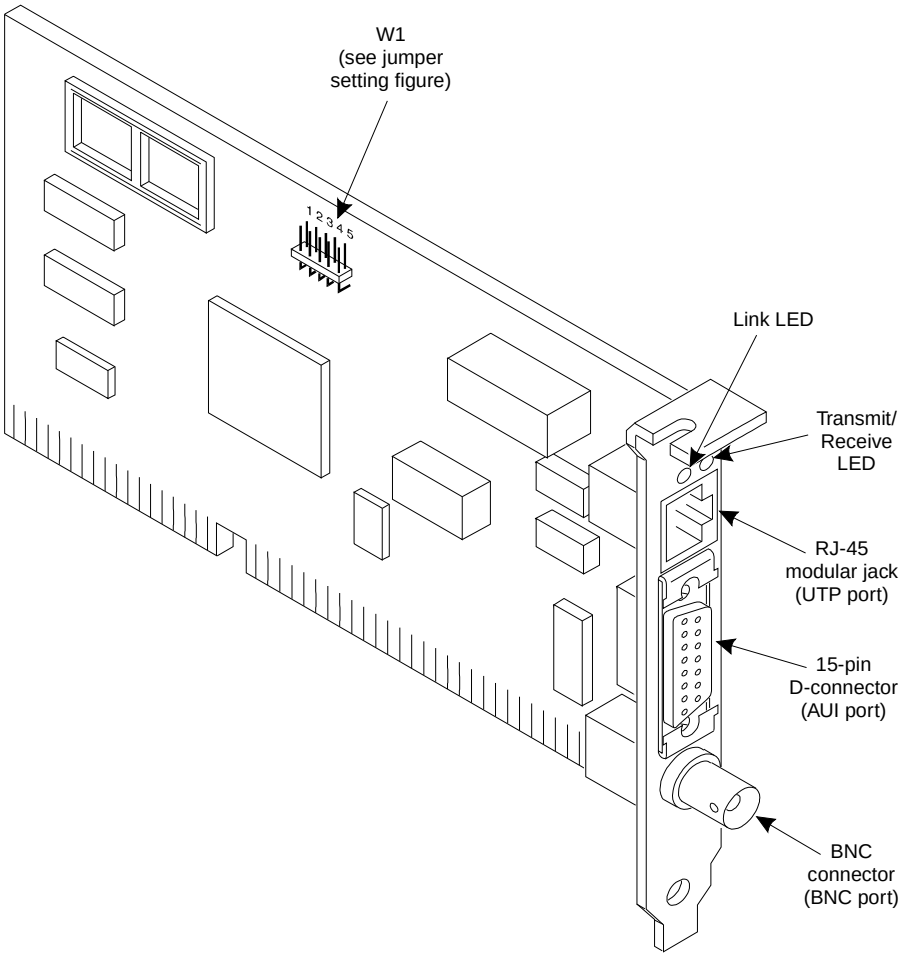


Figure A-6. The Ethernet LAN Interface Card with Jumper Location

Switches

There are no switches to set on the LAN card.

Jumpers

The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure A-7 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ — 10
- I/O base address — 280
- RAM base address — C8000

The jumper default setting for W1 is “1”. This setting configures the card to be software programmable beginning at the default settings. Figure A-7 illustrates the placement of the jumper.

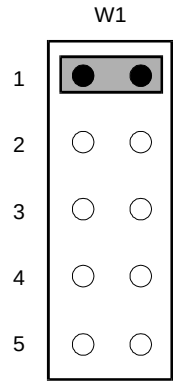


Figure A-7. LAN Card Jumper Setting

1. Set the jumper in W1.
2. Continue with the next procedure, "Installing the LAN Circuit Card".

Installing the LAN Circuit Card

1. Locate Slot 2. (Figure A-8).

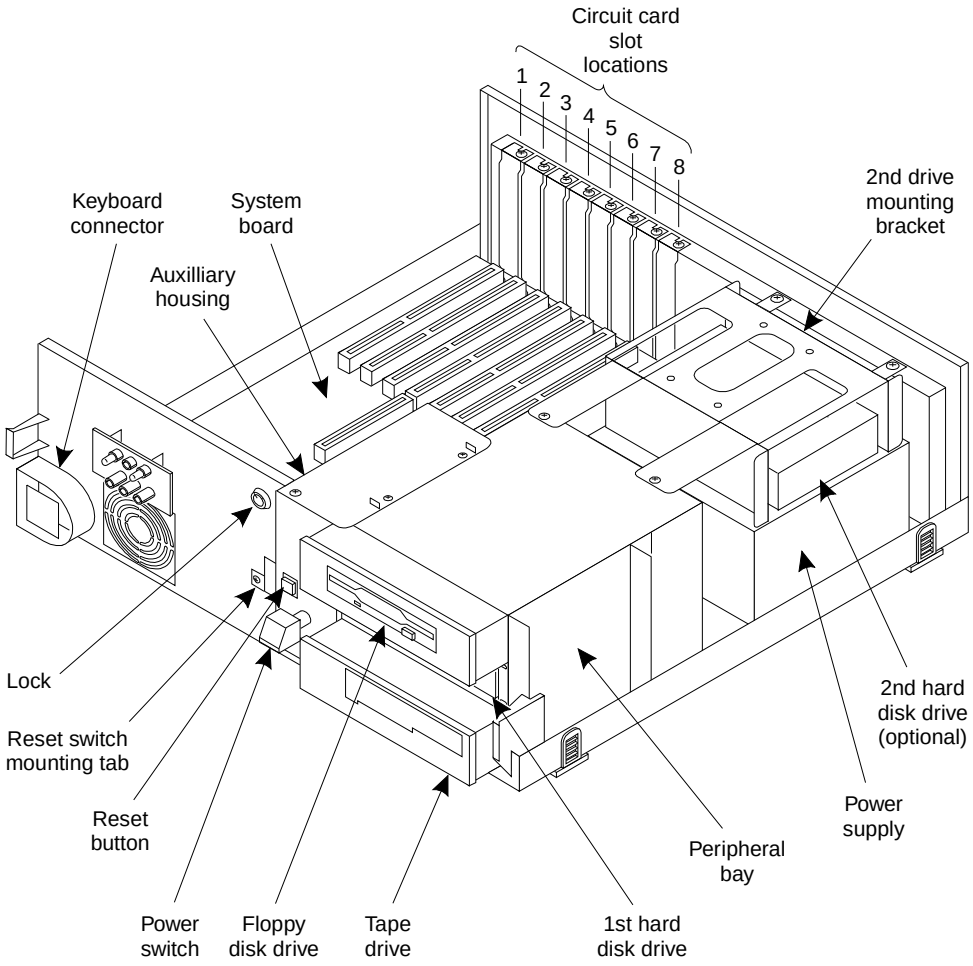


Figure A-8. Internal View of the MAP/5

2. Holding the circuit card by its upper corners, slide the card into the backplane connector slot.
3. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
4. Secure the circuit card faceplate into position by replacing the retaining screw.
5. You have completed the procedure for installing the LAN circuit card. Continue with the next procedure, "Closing the Computer".

Closing the Computer

To close the computer, perform the following tasks:

1. Align the top cover with the MAP/5 so that the front of the top cover is about 1/2-inch from the front of the MAP/5 (Figure A-5).
2. Lower the cover over the MAP/5 until the cover is parallel with the bottom of the MAP/5.
3. Pull the top cover toward you until it snaps into the locking tabs located on either side of the front of the MAP/5.
4. Lock the MAP/5 by inserting the key into the lock and turning clockwise to the locked position.
5. Place the MAP/5 on its rear panel. The bottom of the MAP/5 will be facing you (Figure A-4).
6. Align the front panel with the front of the MAP/5 and hook the top flanges of the panel underneath the top cover.
7. Lower the panel and snap into position so that the panel latches have caught.
8. Return the MAP/5 to its correct desktop position.
9. Continue with the next procedure, "Restoring Power to the Computer".

Restoring Power to the Computer

To restore power to the computer, perform the following tasks:

1. Place the MAP/5 power cord in the AC input receptacle on the rear of the unit (Figure A-2).
2. Plug the MAP/5 power cord into the designated power outlet.
3. Turn on the power switch on the front of the MAP/5 (Figure A-3).

   The green lamp — labeled POWER ON — on the front of the unit should be lit.
4. Turn on the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be lit.
5. The Lucent INTUITY system will automatically boot and the voice system will be started.
6. Continue with the next procedure, "Rebooting to Effect LAN Driver Change".

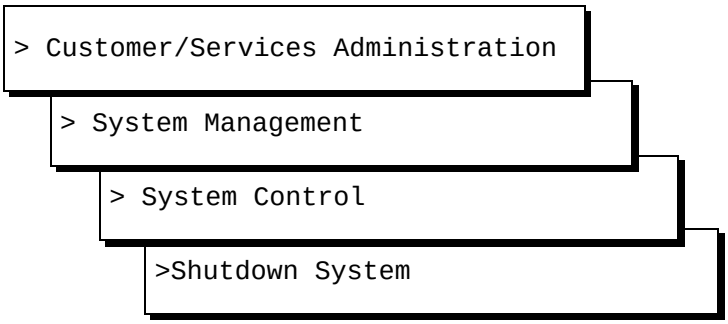
Rebooting to Effect LAN Driver Change

Before you can continue the upgrade, the system must recognize the LAN driver for the new LAN card. To reboot the system to effect the LAN driver changes, perform the following tasks:

1. Log into the system as craft.

   The system displays the Lucent INTUITY main menu (Figure A-1).

2. Select



   The system displays the Wait Time window.

3. Enter **0** (zero) to indicate you would like an immediate shutdown.

4. Press F3 (Save).

   The system displays the message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, it displays the message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

5. Press CONTROL ALT DEL

   The system performs a power-on self test (POST). The system lists the various hardware components and the status of the tests performed on those components.

   When the reboot is complete, the system displays the message:

   ```
   Startup of the Voice System is complete.
   Console Login:
   ```

6. Log into the system as craft.

CAUTION:

If you performed these procedures because you were directed to do so (from "Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System"), return to step 5.

Installing a LAN Circuit Card in the MAP/40

B

Installing the LAN Circuit Card

To install a LAN circuit card you must complete the following steps:

- Stop the voice system
- Shut down the Lucent INTUITY system
- Remove power from the computer
- Access the circuit card cage
- Prepare the LAN circuit card
- Install the LAN circuit card
- Close the computer
- Restore power to the computer
- Reboot to effect LAN driver change

CAUTION:

If you are reading this appendix because you were directed here (from "Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System"), the first procedures are already complete. In that case, proceed to "Accessing the Circuit Card Cage".

Stopping the Voice System

Before doing any work inside any electrical device, the power must be off. Before powering down the Release 2 or Release 3 system, you must perform a graceful stop of the voice system and then a shutdown of the entire Release 2 or Release 3 system.

⚠ CAUTION:

When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing but there will be no answer.

To stop the voice system, perform the following tasks:

1. Place the A/B switch in the "A" position (the Release 2 or Release 3 system position).
2. Start at the Lucent INTUITY main menu (Figure B-1).

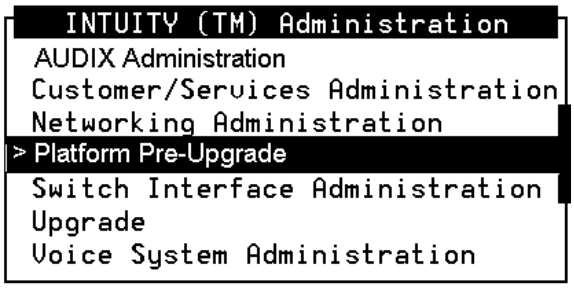
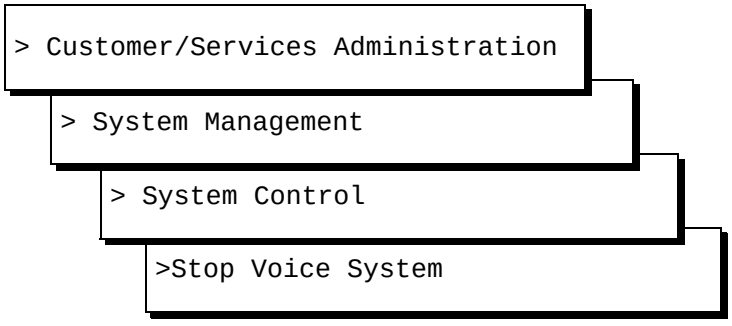


Figure B-1. Lucent INTUITY Main Menu for Release 2 or Release 3

3. Select



The system displays the message:

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

4. Enter **y**

   The system displays the following message:

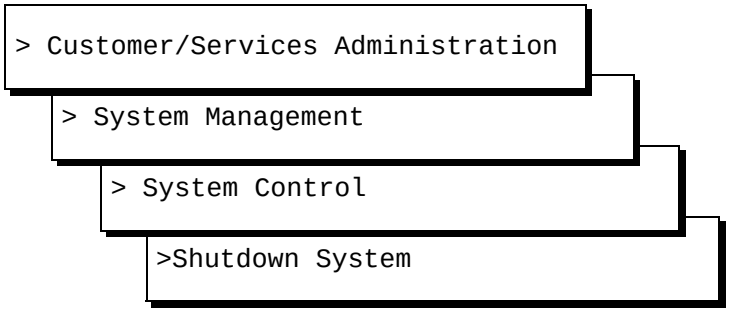
   ```
   The Voice System is now stopping.

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

   Orderly idling of the system succeeded.

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

   The Voice System has stopped.

   Press Enter to Continue.
   ```

5. Press ENTER.
6. Continue with the next procedure, "Shutting Down the Lucent Intuity Release 2 or Release 3 System".

Shutting Down the Lucent INTUITY Release 2 or Release 3 System

With the voice system stopped, you can proceed to shut down the Release 2 or Release 3 system.

1. Starting from the Lucent INTUITY main menu (Figure B-1) select

   The system displays the following message:

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

2. Enter **y**

   The system displays the following message:

   ```
   Shutdown started.
   ```

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

```
The system is down.
Press Ctrl-Alt-Del to reboot your computer.
```

3. You have completed shutting down the Lucent INTUITY system. Continue with the next procedure, "Removing Power From the Computer".

Removing Power From the Computer

The MAP/40 requires a dedicated circuit with a dedicated circuit breaker. The power cord connects to the rear of the MAP/40 at the point labeled AC input receptacle (Figure B-2).

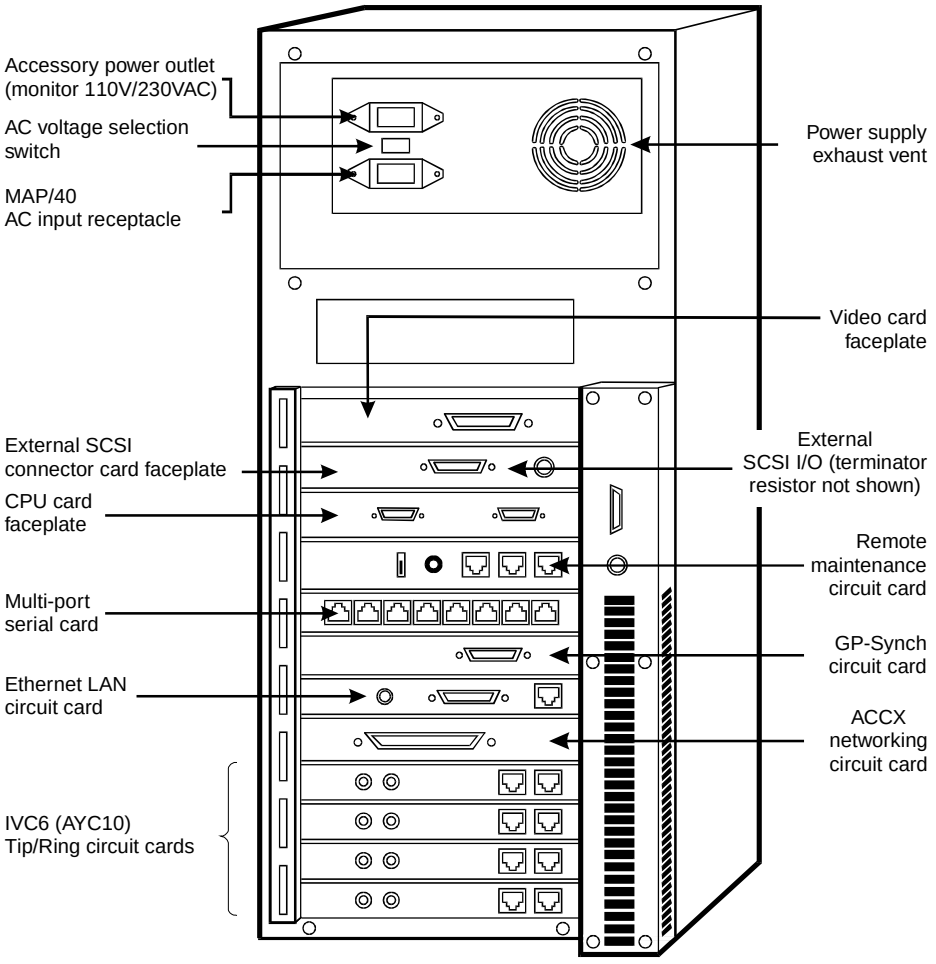


Figure B-2. Back View of the MAP/40

To remove power from the MAP/40, perform the following tasks:

1. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

2. Turn off the power switch on the front of the MAP/40.

   The green lamp, labeled POWER ON, on the front of the unit should be off.

3. Unplug the MAP/40 from the power outlet.
4. Remove the MAP/40 power cord from the AC input receptacle on the rear of the MAP/40 (Figure B-2).
5. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.
6. Continue with the next procedure, "Accessing the Circuit Card Cage".

Accessing the Circuit Card Cage

In order to access the circuit card cage, you must remove the:

- Dress cover
- Circuit card cage access panel
- Circuit card cage retaining bracket

Removing the Dress Cover

To remove the dress cover, perform the following tasks:

1. Ensure that the MAP/40 tower configuration is in an upright position on the support base.
2. Locate the two screws on both the bottom left and right corners of the dress cover (Figure B-3).

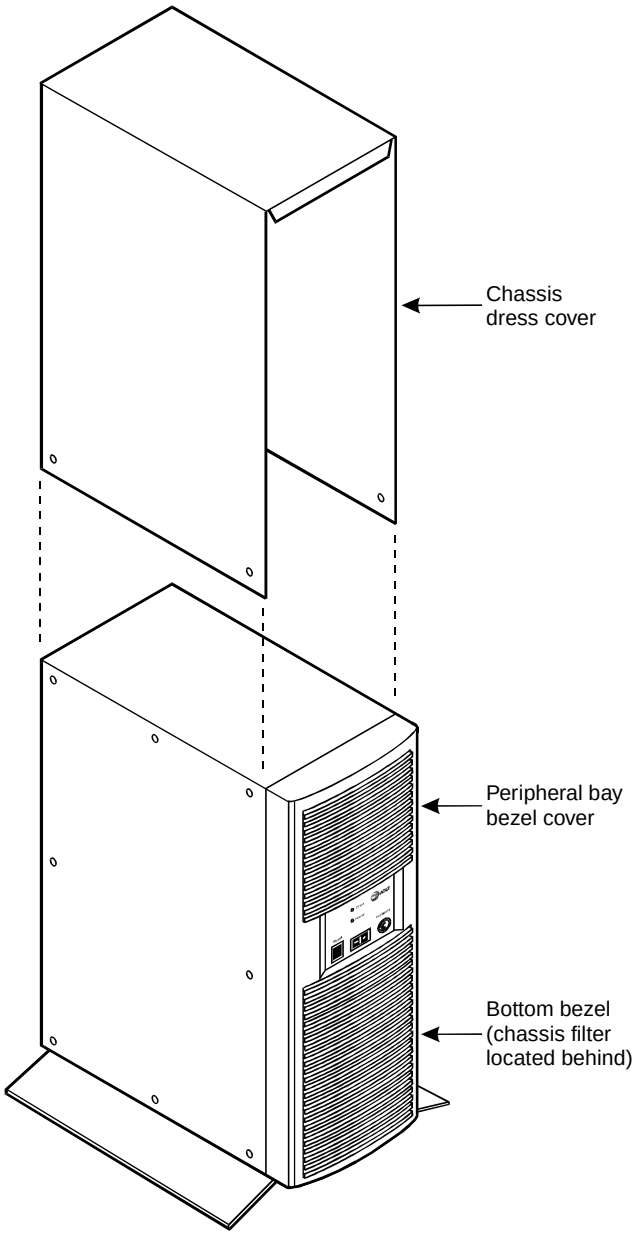


Figure B-3. Removing the Dress Cover

3. Remove the screws.
4. Remove the front bezel by pulling it forward.
5. Slide the dress cover forward and then up to remove it from the MAP/40.

   CAUTION:
   As more of the dress cover is removed, it may begin to collapse inward from the pressure. Move your hands downward on the dress panel to reduce the pressure as you lift it.

6. Continue with the next procedure, "Removing the Circuit Card Cage Access Panel".

Removing the Circuit Card Cage Access Panel

To remove the circuit card cage access panel, perform the following tasks:

1. Place the MAP/40 on one side. The circuit card cage area is more accessible if the MAP/40 (tower configuration) is on its side. Use one of the following methods to place the MAP/40 on its side:
   a. If you have cables attached to the MAP/40 and want to leave the computer on the floor
      - Place two books the size of large telephone books or a similar form of support on the floor.
      - Turn the MAP/40 on its side, resting the side of the computer opposite from the support base on the two books (Figure B-4).
   b. If you do not have cables attached to the MAP/40 or currently have it sitting on a table, place the MAP/40 (tower configuration) on its side with the support base over the edge of the table (Figure B-5).
2. Use the Phillips screwdriver to loosen the 1/4-in. flathead screws by two turns only.
3. Apply gentle downward pressure to the access cover with the palms of your hands.
4. Push into the chassis with your palms and slide the access cover back toward the chassis area.
5. Lift and remove the access cover once you have cleared the screw heads.

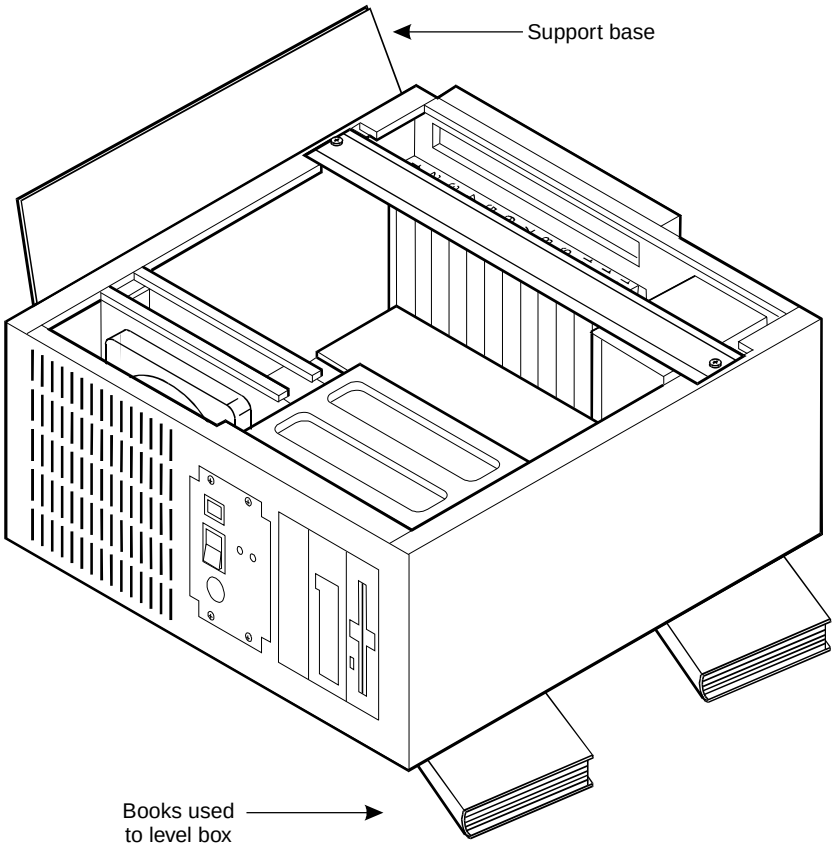


Figure B-4. Working Within the Card Cage — Floor Position

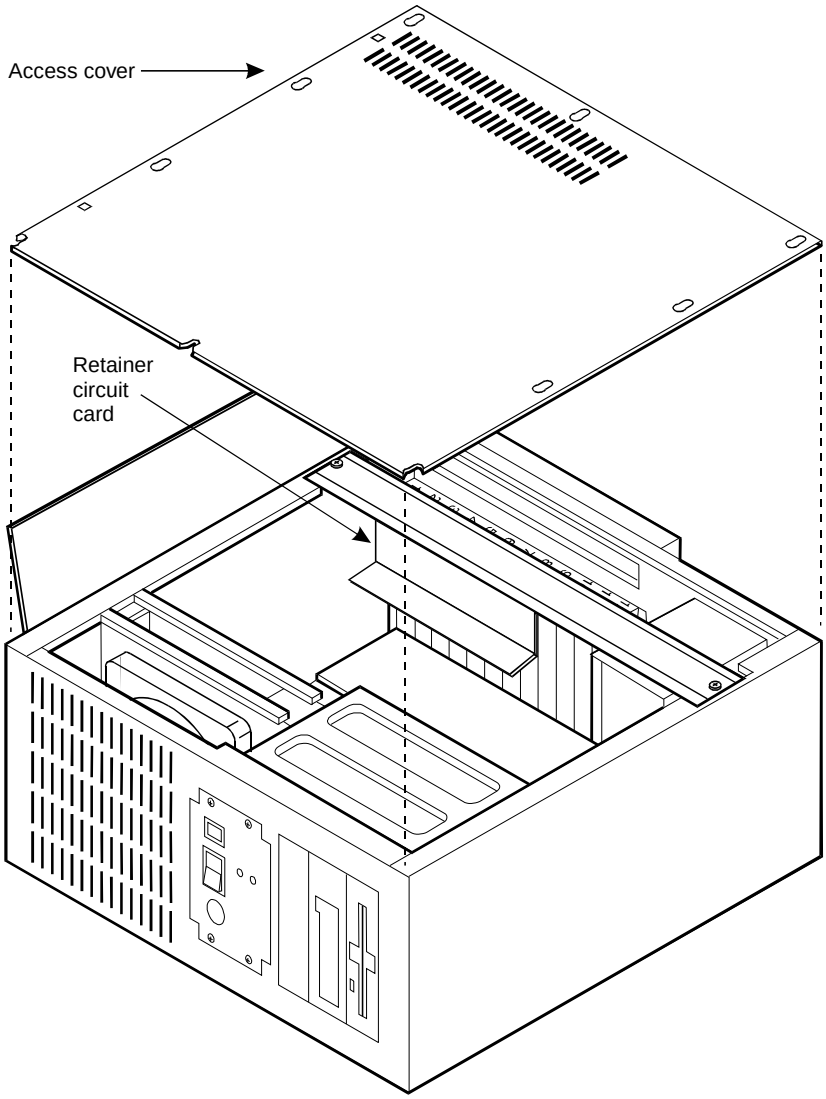


Figure B-5. Removing the Access Panel

6. Continue with the next procedure. "Removing the Circuit Card Cage Retaining Bracket".

Removing the Circuit Card Cage Retaining Bracket

To remove the circuit card cage retaining bracket, perform the following tasks:

1. Use a Phillips #2 screwdriver to loosen and remove the two screws in the retaining bracket (Figure B-6).

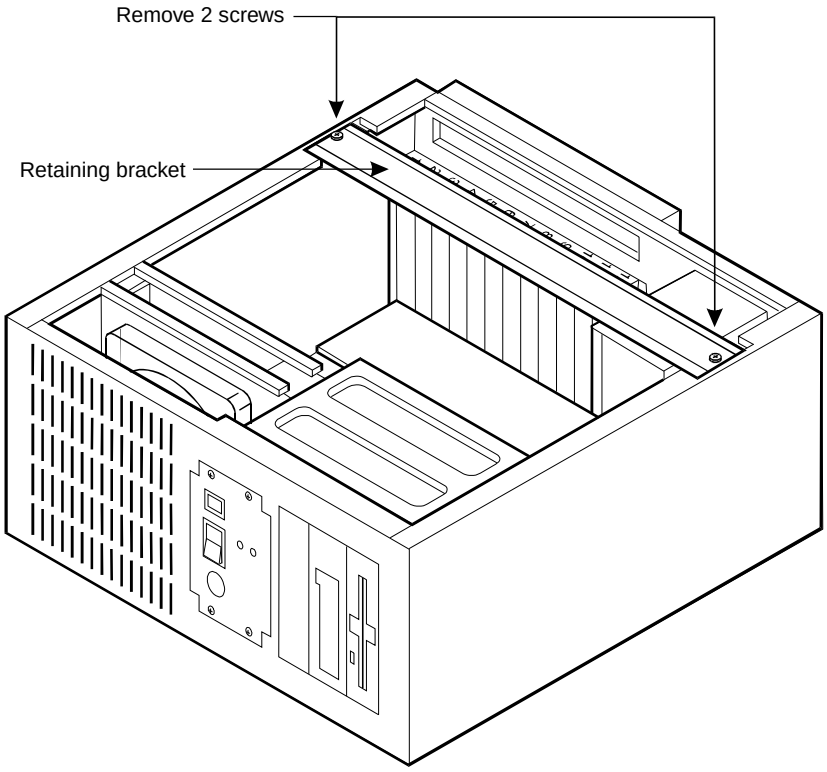


Figure B-6. Removing Screws in the Retaining Bracket.

2. Lift the retaining bracket and remove it from the MAP/40.
3. You have completed removing the circuit card cage retaining bracket. Continue with the next procedure, "Preparing the LAN Circuit Card".

Preparing the LAN Circuit Card

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY™ Messaging Solutions Release 4 Maintenance book for your platform*, for detailed electrostatic discharge precautions.*

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure B-7 shows the location of the jumper. (The 8416 has no jumper.)

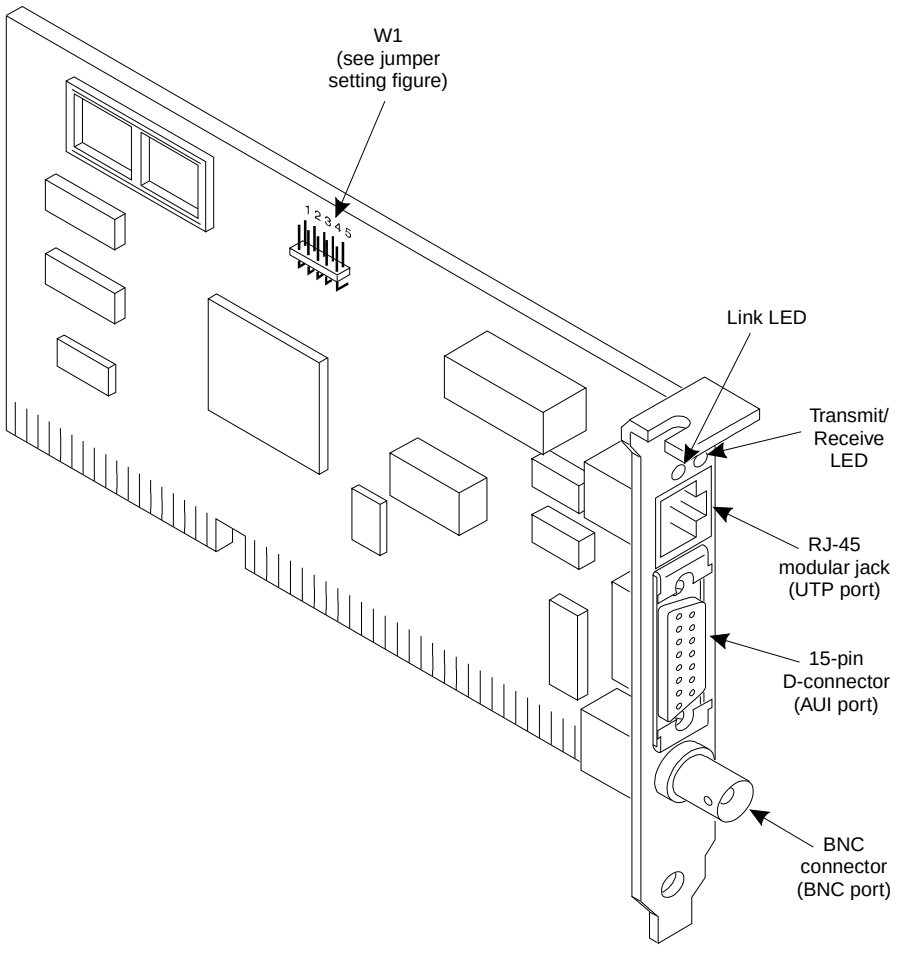


Figure B-7. The Ethernet LAN Interface Card with Jumper Location

Switches

There are no switches to set on the LAN card.

Jumpers

The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure B-8 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ — 10
- I/O base address — 280
- RAM base address — C8000

The jumper default setting for W1 is “1”. This setting configures the card to be software programmable beginning at the default settings. Figure B-8 illustrates the placement of the jumper.

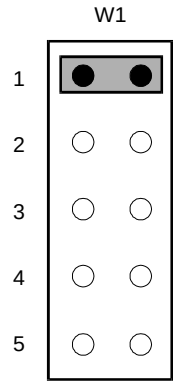


Figure B-8. LAN Card Jumper Setting

1. Set the jumper in W1.
2. Continue with the next procedure, "Installing the LAN Circuit Card".

Installing the LAN Circuit Card

1. Determine the slot in which the LAN circuit card should be placed.
   - If the Slot 7 is empty, place the LAN circuit card in Slot 7.
   - If Slot 7 is not empty, place the LAN circuit card in the highest available slot.
   - If no slots are empty, remove the Tip/Ring circuit card in the highest slot and place the LAN circuit card in its place.
2. Holding the circuit card by its upper corners, slide the card into the backplane connector slot.
3. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
4. Secure the circuit card faceplate into position by replacing the retaining screw.
5. Continue with the next procedure, "Closing the Computer".

Closing the Computer

To close the computer, perform the following tasks:

1. Place the MAP/40 on one side.
2. Remount the circuit card cage retaining bracket across the circuit cards using two screws (Figure B-6). Leave the two screws only partially tightened to provide adequate clearance for the access panel.
3. Place the access panel on top of the MAP/40. Align the access panel so that it slides over the eight screws on the MAP/40 (Figure B-5).
4. Apply pressure gently on the access panel.
5. Push in and slide the access panel into place.
6. Tighten the eight access panel screws and the two retaining bracket screws.
7. Place the MAP/40 in the upright position.
8. Slide the dress cover over the unit.
9. Replace and tighten the four dress cover retaining screws.
10. Continue with "Restoring Power to the Computer"

Restoring Power to the Computer

To restore power to the computer, perform the following tasks:

1. Place the MAP/40 power cord in the AC input receptacle on the rear of the unit (Figure B-2).
2. Plug the MAP/40 power cord into the designated power outlet.
3. Turn on the power switch on the front of the MAP/40.

   The green lamp, labeled POWER ON, on the front of the unit should be lit.
4. Turn on the monitor's power switch.

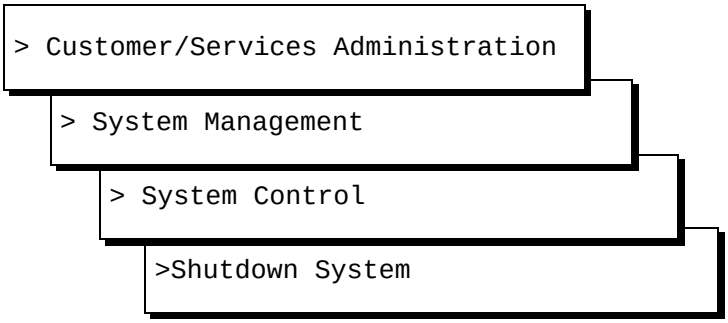
   The green or amber lamp on the front bottom of the monitor should be lit.
5. The Lucent INTUITY system will automatically boot and the voice system will be started.
6. Continue with "Rebooting to Effect LAN Driver Change".

Rebooting to Effect LAN Driver Change

Before you can continue the upgrade, the system must recognize the LAN driver for the new LAN card. To reboot the system to effect the LAN driver changes, perform the following tasks:

1. Log into the system as *craft*.

   The system displays the Lucent INTUITY main menu (Figure B-1).
2. Select



The system displays the Wait Time window.

3. Enter **0** (zero) to indicate you would like an immediate shutdown.
4. Press F3 (Save).

   The system displays the message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, it displays the message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

5. Press CONTROL. ALT DELETE

   The system performs a power-on self test (POST). The system lists the various hardware components and the status of the tests performed on those components.

   When the reboot is complete, the system displays the following

   ```
   Startup of the Voice System is complete.
   Console Login:
   ```

6. Log into the system as craft.

CAUTION:

If you performed these procedures because you were directed to do so (from "Installing a LAN Circuit Card on the Lucent INTUITY Release 2 or Release 3 System"), return to step 5.

Installing a LAN Circuit Card in the MAP/100

C

Installing the LAN Circuit Card

To install a LAN circuit card you must complete the following steps:

- Stop the voice system
- Shut down the Lucent™ INTUITY™ system
- Remove power from the computer
- Access the circuit card cage
- Prepare the LAN circuit card
- Install the LAN circuit card
- Close the computer
- Restore power to the computer
- Rebooting to effect LAN driver change

CAUTION:

If you are reading this appendix because you were directed here (from "Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System"), the first procedures are already complete. In that case, proceed to "Accessing the Circuit Card Cage".

Stopping the Voice System

Before doing any work inside any electrical device, the power must be off. Before powering down the Release 2 or Release 3 system, you must perform a graceful stop of the voice system and then a shutdown of the entire Release 2 or Release 3 system.

⚠ CAUTION:

When the voice system is stopped all calls in progress will be disconnected. Users calling AUDIX will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing but there will be no answer.

To stop the voice system, perform the following tasks:

1. Place the A/B switch in the "A" position (the Release 2 or Release 3 system position).
2. Start at the Lucent INTUITY main menu (Figure C-1).

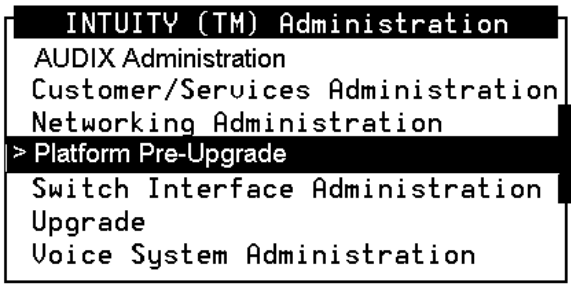
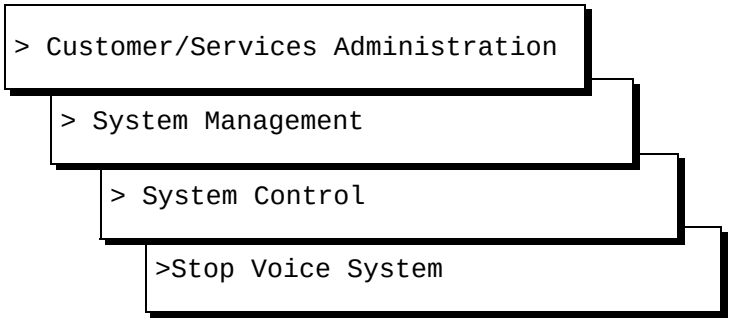


Figure C-1. Lucent INTUITY Main Menu for Release 2 or Release 3

3. Select



The system displays the message:

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

4. Enter **y**

   The system displays the following message:

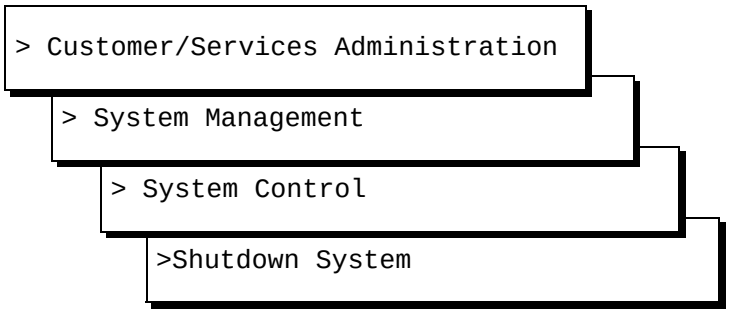
```
The Voice System is now stopping.

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

Orderly idling of the system succeeded.

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

The Voice System has stopped.

Press Enter to Continue.
```

5. Press ENTER.
6. Continue with the next procedure, "Shutting Down the Lucent Intuity Release 2 or Release 3 System".

Shutting Down the Lucent INTUITY Release 2 or Release 3 System

With the voice system stopped, you can proceed to shut down the Release 2 or Release 3 system.

1. Starting from the Lucent INTUITY main menu (Figure C-1) select



The system displays the following message:

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

2. Enter **y**

   The system displays the following message:

   ```
   Shutdown started.
   ```

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

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

3. You have completed shutting down the Lucent INTUITY system. Continue with the next procedure, "Removing Power from the Computer".

Removing Power from the Computer

The MAP/100 requires a dedicated power line. The power cord connects to the rear of the MAP/100 at the point labeled AC power input receptacle (Figure C-2). Before you begin any work in the MAP/100 you must disconnect the incoming power.

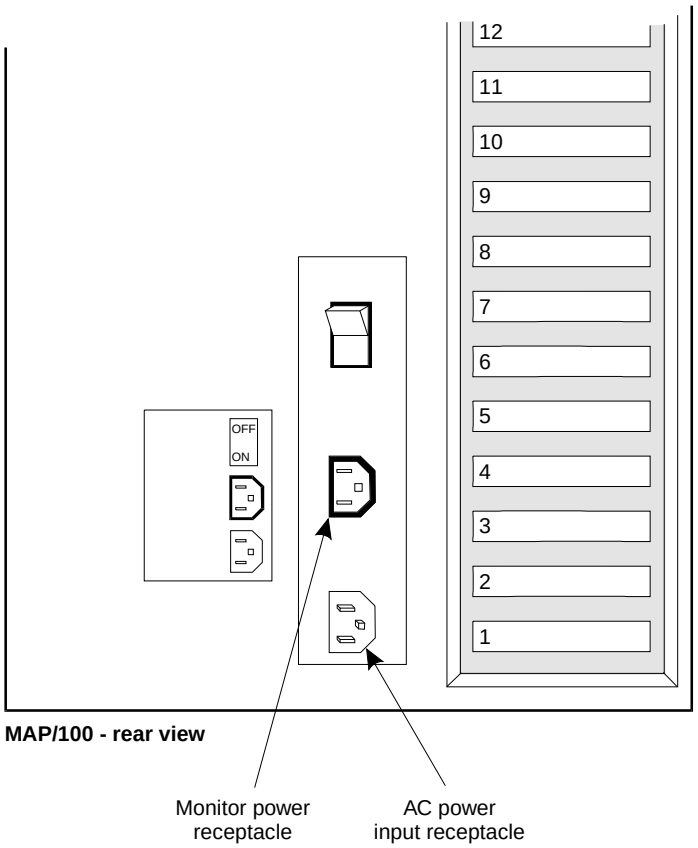


Figure C-2. MAP/100 Power Connections

To remove power from the MAP/100, perform the following tasks:

1. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

2. Turn off the power switch on the lower front of the MAP/100 peripheral bay (Figure C-3).

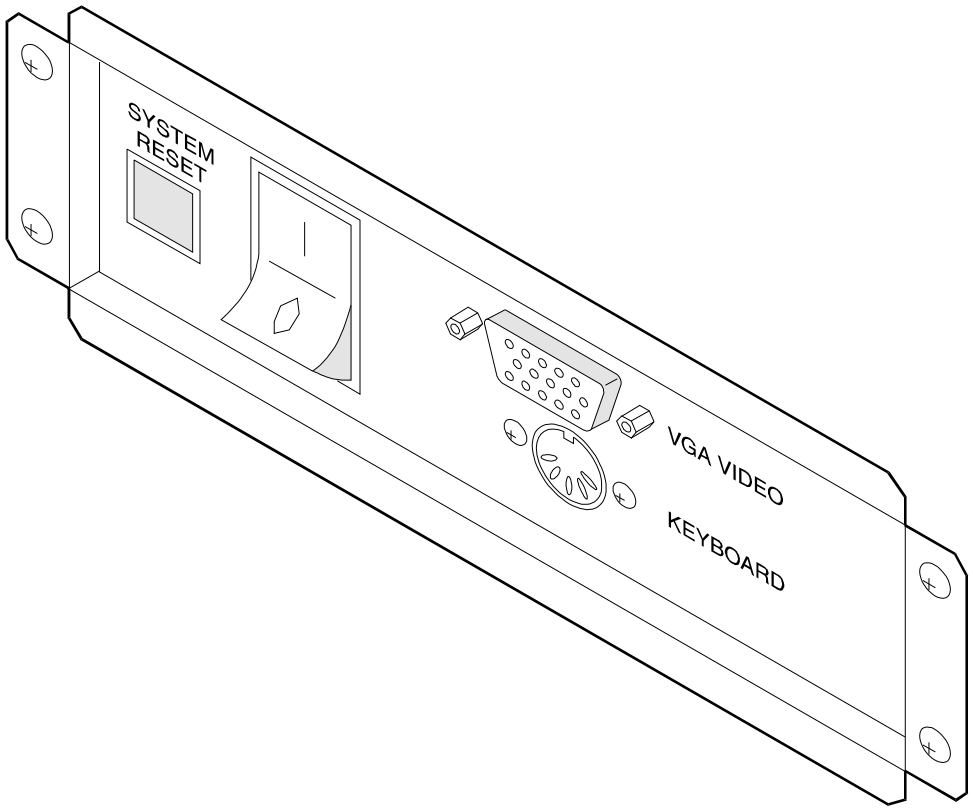


Figure C-3. MAP/100 Power Switch

3. Turn off the circuit breaker on the back of the MAP/100 (Figure C-2).
4. Unplug the MAP/100 from the power outlet.
5. Remove the MAP/100 power cord from the AC power input receptacle on the rear of the MAP/100 (Figure C-2).
6. Observe the correct lock-out/tag-out precautions for isolating power as outlined in the Lucent lock-out/tag-out procedure.
7. Continue with the next procedure, "Accessing the Circuit Card Cage".

Accessing the Circuit Card Cage

In order to access the circuit card cage, you must remove the:

- Dress cover
- Circuit card cage access panel
- Circuit card cage retaining bracket

Removing the Dress Cover

To remove the side dress cover, do the following:

1. Place your fingertips at the top of the side dress cover.
2. Gently pry off the dress cover by pulling out at each corner.
3. Continue with the next procedure, "Removing the Circuit Card Cage Access Panel".

Removing the Circuit Card Cage Access Panel

To remove the circuit card cage access panel, do the following:

1. Loosen the eight 1/4-turn fasteners around the card cage access door (Figure C-4).
2. Open the door.

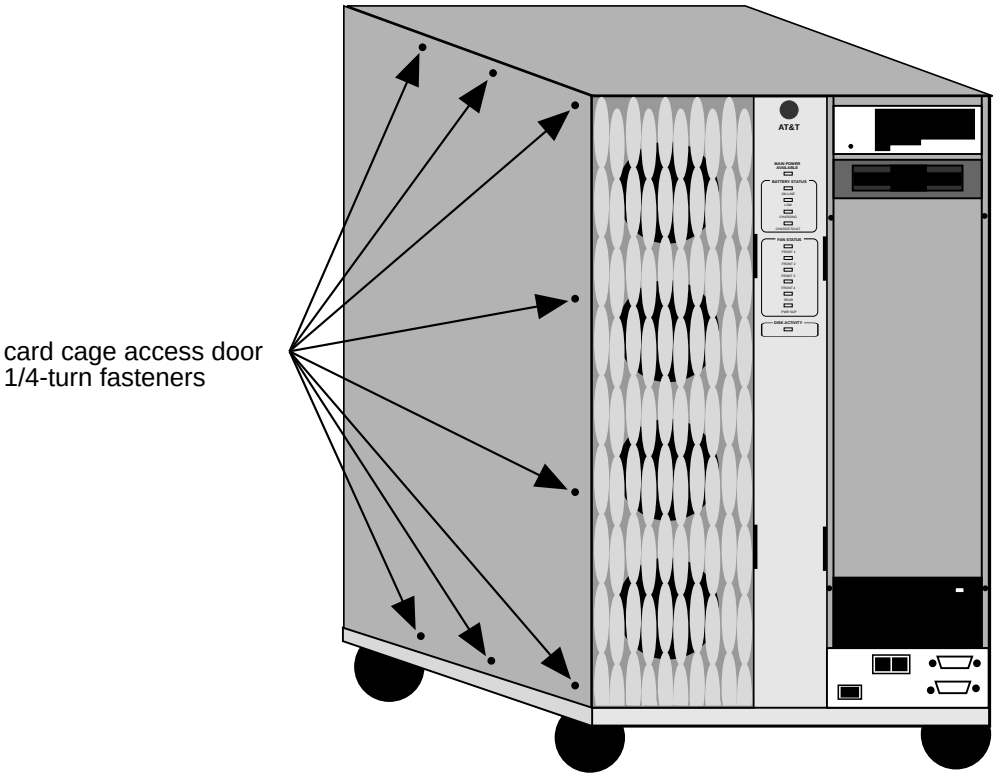


Figure C-4. Fasteners Around the Card Cage Access Panel

3. Continue with the next procedure, "Preparing the LAN Circuit Card".

Preparing the LAN Circuit Card

CAUTION:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground. See Chapter 4, "Getting Inside the Computer" in Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174, for detailed electrostatic discharge precautions.

The Ethernet LAN circuit card has one jumper, W1, to set the I/O base address, IRQ channel, RAM base address, and ROM base address. Figure C-5 shows the location of the jumper. (The 8416 has no jumper.)

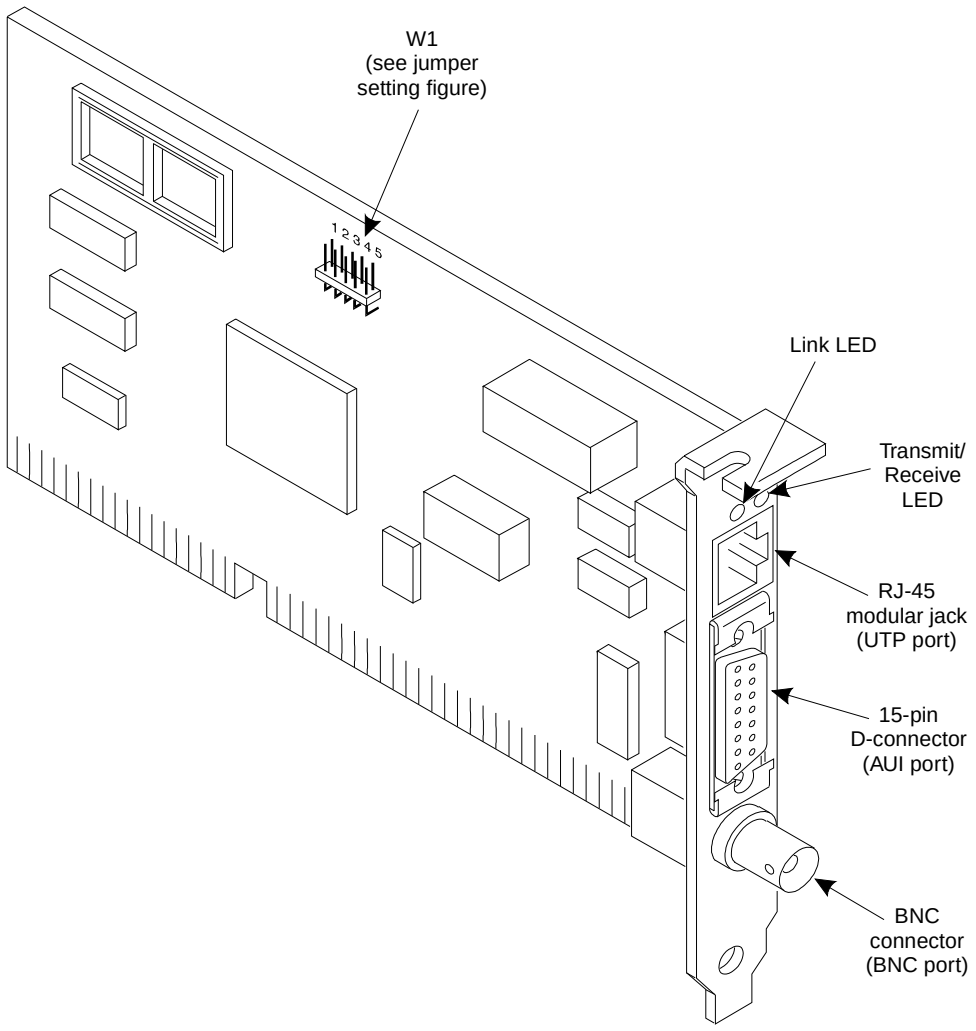


Figure C-5. The Ethernet LAN Interface Card with Jumper Location

Switches

There are no switches to set on the LAN card.

Jumpers

The LAN card has one jumper, W1, to set the I/O base address, IRQ channel, and RAM base address. See Figure C-6 for the location of W1.

The Lucent INTUITY software configuration is as follows:

- IRQ — 10
- I/O base address — 280
- RAM base address — C8000

The jumper default setting for W1 is “1,” which configures the card to be software programmable beginning at the default settings. Figure C-6 illustrates the placement of the jumper.

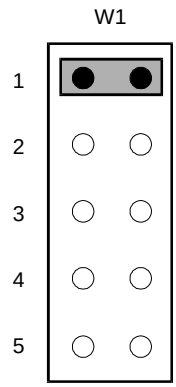


Figure C-6. LAN Card Jumper Setting

1. Set the jumper in W1.
2. Continue with the next procedure, "Installing the LAN Circuit Card".

Installing the LAN Circuit Card

The LAN circuit card must be placed in Slot 15. If this slot is currently occupied call the remote maintenance center.

To install the LAN circuit card, perform the following tasks:

1. Holding the circuit card by its upper corners, slide the card into the backplane connector slot.
2. Apply even pressure to both corners of the circuit card until it is locked into the backplane.
3. Secure the circuit card faceplate into position by replacing the retaining screw.
4. Continue with the next procedure, "Closing the Computer".

Closing the Computer

To close the computer, perform the following tasks:

1. Close the circuit card cage access door.
2. Tighten the eight 1/4-turn fasteners around the card cage access door (Figure C-4).
3. Replace the dress cover as follows:
    a. Align the holes on the back of the cover with the pegs on the MAP/100.
    b. Push the cover on by pressing in at each of the corners.
    c. Continue to step 4.
4. Continue with the next procedure, "Restoring Power to the Computer".

Restoring Power to the Computer

To restore power to the computer, perform the following tasks:

1. Place the MAP/100 power cord in the AC input receptacle on the rear of the unit (Figure C-2).
2. Plug the MAP/100 power cord into the designated power outlet.
3. Turn on the circuit breaker on the back of the MAP/100 (Figure C-2).
4. Turn on the power switch on the lower front of the MAP/100 peripheral bay (Figure C-2).

    The green lamp – labeled “Main Power Available” – on the front of the unit should be lit (Figure C-7).

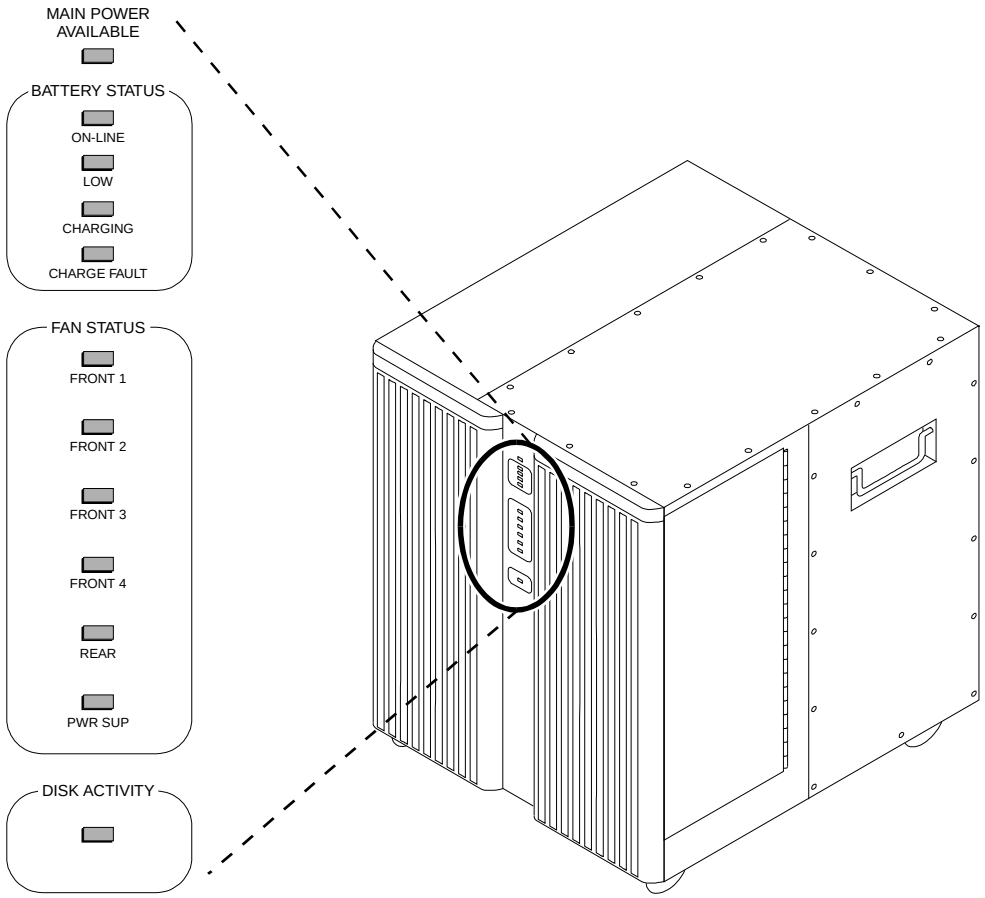


Figure C-7. MAP/100 Monitoring Panel

5. Turn on the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be lit.

6. The Lucent INTUITY system will automatically boot and the voice system will be started.

7. Continue with the next procedure, "Rebooting to Effect LAN Driver Change".

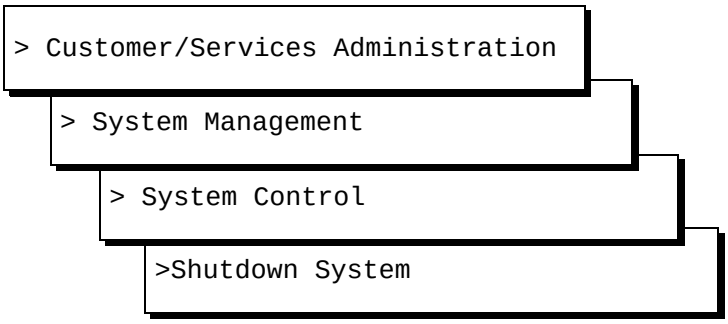
Rebooting to Effect LAN Driver Change

Before you can continue the upgrade, the system must recognize the LAN driver for the new LAN card. To reboot the system to effect the LAN driver changes, perform the following tasks:

1. Log into the system as craft.

   The system displays the Lucent INTUITY main menu (Figure C-1).

2. Select



   The system displays the Wait Time window.

3. Enter **0** (zero) to indicate you would like an immediate shutdown.

4. Press F3 (Save).

   The system displays the message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, it displays the message:

   ```
   The system is down.
   Press Ctrl-Alt-Del to reboot your computer.
   ```

5. Press CONTROL ALT DELETE.

   The system performs a power-on self test (POST). The system lists the various hardware components and the status of the tests performed on those components.

   When the reboot is complete, the system displays the message:

   ```
   Startup of the Voice System is complete.
   Console Login:
   ```

6. Log into the system as craft.

CAUTION:

If you performed these procedures because you were directed to do so (from "Installing a LAN Circuit Card on the Lucent Intuity Release 2 or Release 3 System"), return to step 5.

Preparing for the Transfer of Custom Announcement Sets

D

CAUTION:
If the Lucent INTUITY Release 2 or Release 3 system does not have custom announcement sets, do not complete the procedures listed in this appendix.

Overview

This appendix provides the information needed to complete a system upgrade.

Before the upgrade can continue, you (or the remote maintenance center) must prepare for the transfer of custom announcement sets by doing the following:

- Verifying the list of custom announcement sets you wrote down in Table 2-3.
- Identifying the base announcement set for each custom announcement set. If the customer does not know, or is unsure of, this information, see ''Identifying the Base Announcement Set on a pre-Release 4 System''.
- Adding (to the Lucent INTUITY Release 4 system) the name of the custom announcement set(s) that is/are presently on the Lucent INTUITY Release 2 or Release 3 system.
- Copying the appropriate base announcement set into each newly-created custom announcement set on Lucent INTUITY Release 4 system.

CAUTION:
The customer must have any non-English announcements sets available to proceed. Check with an account representative for available announcement sets.

Purpose

The procedures described in this chapter will allow technicians to copy many simple custom announcement sets from existing Lucent INTUITY systems to Lucent INTUITY Release 4 systems. These procedures are, however, limited in their effectiveness. They are not guaranteed to work for all custom announcement sets.

Identifying the Base Announcement Set on a pre-Release 4 System

When a customer develops a custom announcement set, they first make a copy of one of the standard Lucent INTUITY announcement sets and save the copy under a new name. Then, the customer re-records individual fragments of the new announcement set, thereby creating a custom announcement set. The standard announcement set on which the custom announcement set is based is called the base announcement set.

If the customer knows that the base announcement set for each of their custom announcement sets, proceed to ‘‘Adding the Custom Announcement Set Name to the Lucent Intuity Release 4 System’’.

If the customer is not sure of, or does not know, the base announcement set, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the “A” position (the Release 2 or Release 3 system position).
2. Start from the Lucent INTUITY main menu (Figure D-1).

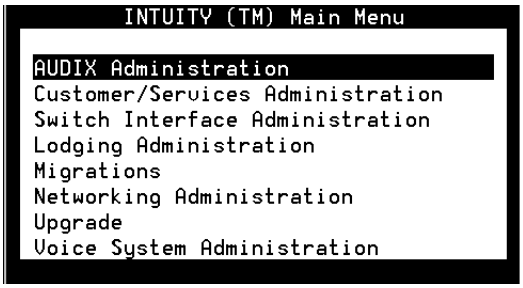


Figure D-1. Lucent INTUITY Main Menu

3. Select

```
> AUDIX Administration
```

The system displays a blank AUDIX Administration screen.

4. Enter **list annc-set**

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

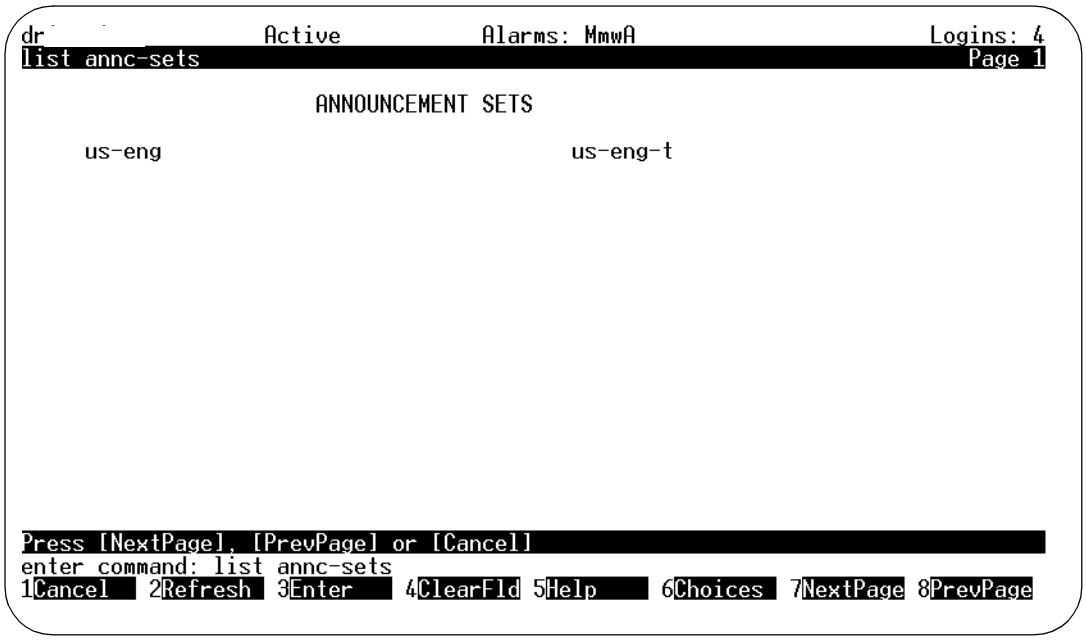


Figure D-2. Announcement Sets Screen

5. Typically, the announcement set names `us-eng` and `us-eng-t` are shown. With Table 2-3 in front of you, work with the customer and write down the base announcement set that was used for each custom announcement set in the space provided in Table 2-3.

   NOTE:
   If the customer is unsure which announcement set they used to create a custom announcement set, call the remote maintenance center for assistance.

6. Press F1 (Cancel).
7. Type **exit** at the `enter command:` prompt and press F3 (Enter).

   The system displays the Lucent INTUITY main menu (Figure D-1).
8. Continue with ‘‘Changing the Default Announcement Set to a Custom Announcement Set’’.

Changing the Default Announcement Set to a Custom Announcement Set

CAUTION:

If the Release 2 or Release 3 system did not use a custom announcement set as the default, do not complete the procedures listed in this section.

1. Start from the Lucent INTUITY main menu and select

```
> AUDIX Administration
```

   The system displays the AUDIX Administration screen.

2. Enter **change system-parameters features**

   The system displays the System-Parameters Features screen (Figure D-3).

3. Press F3 (Next Page) twice.

   The system displays page 3 of the System-Parameters Features screen (Figure D-3).

```
AUDIX              Active          Alarms:                          Logins: 1
change system-parameters features                                   Page 3 of 4
                          SYSTEM-PARAMETERS FEATURES

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

ANNOUNCEMENT SETS
             System: us-eng                 Administrative: _____

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

enter command: change system-parameters features
```

Figure D-3. System-Parameters Features Screen

4. Press TAB until the cursor is in the `Announcement Sets, System:` field.
5. Enter the name of the default custom announcement set.

   NOTE:
   This is the name you entered in Table 2-3.

6. Press F3 (Save).

   The system displays the following

   `Command Successfully Completed`

7. Enter **exit**

Adding the Custom Announcement Set Name to the Lucent INTUITY Release 4 System

At this point, you must add a name for each custom announcement set to the Release 4 system. You need to do this before you can add the actual announcement set. (The same way that you must create a directory on a PC before you can put files into it.) To add an announcement set to the Release 4 system, perform the following tasks:

1. Place the A/B switch on the A/B switch box in the “B” position (the Release 4 system position).
2. Start at the Lucent INTUITY main menu (Figure D-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the AUDIX Administration screen.

3. Enter **add announcement-set *annc-set-name***

   where *annc-set-name* is the name of the custom announcement set(s) you entered in Table 2-3.

4. Press F3 (Enter).

   The system displays the Announcement Set screen, with the name of the new announcement set listed (Figure D-4).

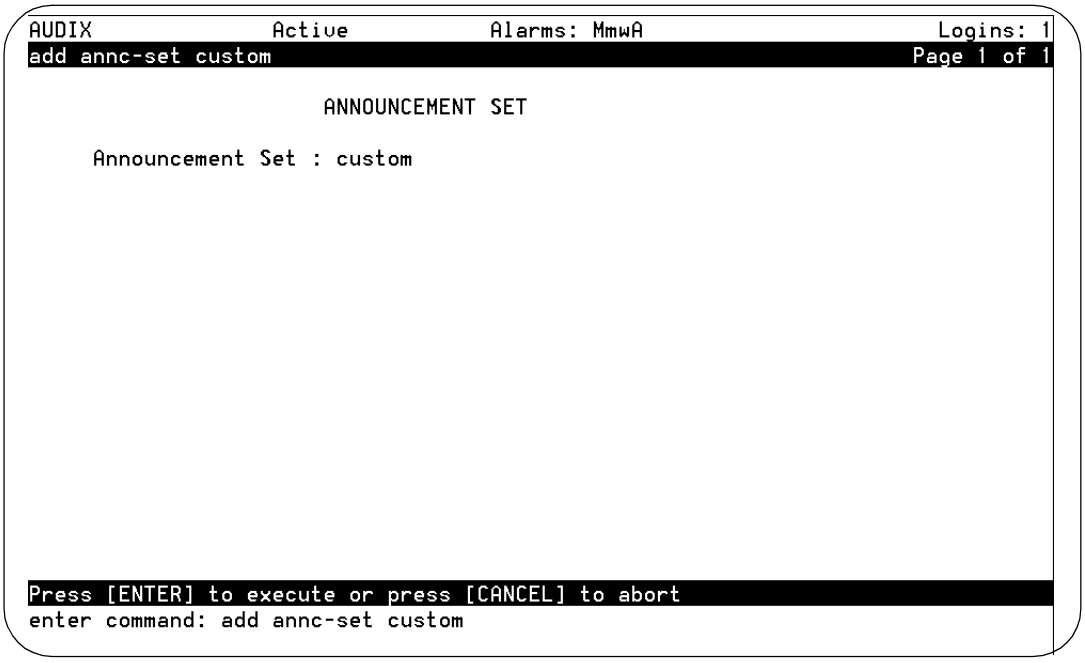


Figure D-4. Announcement Set Screen

The system displays the following

`Command Successfully Completed.`

NOTE:
The announcement set you just named is empty until you copy the announcements from another set into it, as described in the next procedure.

5. Repeat Step 4 for all of the custom announcement sets written in Table 2-3.
6. Continue with the next procedure, ‘‘Copying the Base Announcement Set into the Lucent Intuity Release 4 System Custom Announcement Set’’.

Copying the Base Announcement Set into the Lucent INTUITY Release 4 System Custom Announcement Set

After you have added the name(s) of the custom announcement set on the Release 4 system, you must copy the appropriate base announcement set into its corresponding custom announcement set name. Then, as the upgrade proceeds, the custom fragments will replace the corresponding base fragments, and the custom announcement sets will be restored.

To copy the appropriate base announcement set to its custom announcement set on the Release 4 system, do the following:

1. Start at the Lucent INTUITY main menu (Figure D-1) and select

```
> AUDIX Administration
```

2. Enter **copy annc-set**

   The system displays the Copy Announcement Set screen (Figure D-5).

```
AUDIX              Active          Alarms: MmwA                    Logins: 1
copy annc-set                                                      Page 1 of 1
                    COPY ANNOUNCEMENT SET

  From Announcement Set: Appropriate base announcement set as listed in Table 2-3.

    To Announcement Set: Appropriate custom announcement set as listed in Table 2-3.

enter command: copy annc-set
```

Figure D-5. Copy Announcement Set Screen

3. With Table 2-3 in front of you, enter the first base announcement set name in the `From Announcement Set:` field.
4. Enter the name of the corresponding custom announcement set in the `To Announcement Set:` field.
5. Press F3 (Enter) to save the information to the system database.

   The system displays the message `Command Successfully Completed`, and the cursor returns to the command line.
6. Repeat Step 1 through Step 5 for all custom announcement set names created in ''Adding the Custom Announcement Set Name to the Lucent Intuity Release 4 System''.

⚠ CAUTION:

If the customer customized an announcement set by replacing a fragment with silence or a 'blank' (typically, a fragment is customized by rerecording the fragment verbiage), the upgrade software will not recognize that the fragment has been customized. In that case, the fragment will be replaced with the Release 4 standard fragment and the customer will have to recustomize that fragment to again be silence or blank.

7. Continue with Chapter 3, "Connecting the Lucent Intuity Systems for an In-Service or Out-of-Service Upgrade".

Running a Software Upgrade (Release 4.0 to Release 4.n)

E

This appendix will be updated and released as an addendum. It will be available through the Lucent Technologies Publication Center. Until further notice, please call your remote maintenance center for additional information.

Glossary

5ESS Switch
A central office switch manufactured by Lucent Technologies that can be integrated with the Lucent INTUITY™ system.

A

accessed message
A message that was received and scanned (either the entire message or just the header).

ACA
See *automatic circuit assurance*.

ACD
See *automatic call distribution*.

activity menu
The list of options spoken to users when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP
See *administration and data acquisition package*.

address
INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the * A (Address) command.

adjunct
A separate system closely integrated with a switch, such as a Lucent INTUITY system or a call management system (CMS).

administration
The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)
A software package that allows the system administrator to transfer system user, maintenance, or traffic data from an INTUITY AUDIX system to a personal computer (PC).

ADU
See *asynchronous data unit*.

alarm log
A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms
Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

American wire gauge (AWG)
A standard measuring gauge for nonferrous conductors.

AMIS
See *Audio Messaging Interchange Specification*.

AMIS prefix
A number added to the destination number to indicate that it is an AMIS analog networking number.

analog networking
A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal
In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement
A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment
A numbered piece of spoken information that makes up a system message or prompt.

antistatic
A treatment for material to prevent the build-up of static electricity.

API
See *application programming interface.*

application
A computer software program.

application identifer
A two-letter code used in the administrator's log to identify the application or subsystem for which an alarm is being generated. There are 11 application identifiers as follows: CA (Call Accounting), EL (Enhanced List), LF (Lodging Fax), LG (Lucent INTUITY Lodging), ML (MERLIN LEGEND), MT (Maintenance), NW (Digital Networking), SW (Switch Integration), VM (Voice Messaging), VP (Voice Processing), and VR (Voice Response).

application programming interface (API)
A set of formalized software calls and routines that an application program can reference to access underlying network services.

assemble, load, and test (ALT)
The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

ASP
advanced signal processor

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than time. See also *synchronous communication*.

asynchronous data unit (ADU)
An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs for use with the Lucent INTUITY system include Z3A1 or Z3A4.

asynchronous transmission
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Lucent INTUITY system provides asynchronous EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

attendant console
A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)
An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent Technologies.

Audio Information Exchange (AUDIX)
A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX
See *Audio Information Exchange*.

autodelete
An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

automated attendant
A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)
The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users to the system. See also *call-distribution group*.

automatic circuit assurance (ACA)
A feature of the switch that keeps records of both very long and very short calls and notifies the attendant when these calls exceed a certain parameter. The logic is that many very short calls or one very long one may suggest a trunk that is hung, broken, or out of order. The attendant can then physically dial into the trunk to check it.

automatic message scan
An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY FAX Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint
An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

autoscan
See *automatic message scan*.

AWG
See *American wire gauge.*

B

background testing
Testing that runs continuously when the system is not busy doing other tasks.

backplane
A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup
A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)
A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

basic call transfer
The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access
See *basic rate interface*.

basic rate interface (BRI)
International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

body
The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot
The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem
The filesystem from which the system loads its initial programs.

BRI
See *basic rate interface*.

broadcast messaging
An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC
See *binary synchronous communications*.

buffer
A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board
An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling
Combining several calls and handling them as a single call. See also *automatic message scan*.

bus
An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release
To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports can be busied out if they appear faulty or when maintenance tests are run.

C

CA
Call accounting system application identifer. See *application identifier*.

call accounting system (CAS)
A software device that monitors and records information about a calling system.

call-answer
An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice
The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number
In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call classification analysis (CCA)
A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls.

call coverage
A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system can be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call data handler process (CDH)
A software process that accumulates generic call statistics and application events.

call detail recording (CDR)
A switch feature that uses software and hardware to record call data. See also *call detail recording utility*.

call detail recording utility (CDRU)
Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices. See also *call detail recording*.

call delivery
See *message delivery*.

call-distribution group
The set of analog port cards on the switch that connects switch users to the Lucent INTUITY system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)
An inbound call distribution and management reporting package.

called tone (CED tone)
The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)
The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)
The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring
A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage
An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS
See *call accouting system*.

CCA
See *call classification analysis.*

CDH
See *call data handler process*.

CDR
See *call detail recording*.

CDRU
See *call detail recording utility (CDRU).*

CED tone
See *called tone*.

CELP
See *code excited linear prediction*.

central office (CO)
An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
The component of the computer that manipulates data and processes instructions coming from software.

channel
A telecommunications transmission path for voice and/or data.

channel capacity
A measure of the maximum bit rate through a channel.

class of restriction (COR)
A feature that allows up to 64 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also *class of service*.

class of service (COS)
The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox). See also *class of restriction*.

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Lucent INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

CMS
See *call management system*.

CNG tone
See *calling tone*.

CO
See *central office*.

COR
See *class of restriction*.

COS
See *class of service*.

code excited linear prediction (CELP)
An analog-to-digital voice coding scheme.

collocated
A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct
Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode
A numbering system for telecommunications equipment used by Lucent Technologies. Each comcode is a 9-digit number that represents a specific piece of hardware, software, or documentation.

command
An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one-key or two-key touch tones that control a mailbox activity or function.

community
A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message
A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then
handles as a single message.

configuration
The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS
See *class of service*.

coverage path
The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU
See *central processing unit*.

cross connect
Distribution-system equipment used to terminate and administer communication circuits.

cross connection
The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI
See *called subscriber information*.

CTS
See *clear to send*.

D

DAC
See *dial access code*.

database
A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data communications equipment (DCE)
Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)
A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link
A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)
A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Lucent INTUITY system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set
Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)
Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

DBP
See *data base processor*.

DCE
See *data communications equipment*.

DCIU
See *data communications interface unit*.

DCP
See *digital communications protocol*.

DCS
See *distributed communications system*.

debug
See *troubleshooting*.

dedicated line
A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default
A value that is automatically supplied by the system if no other value is specified.

default community
A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number
The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message
A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing
Testing performed on request (usually by service personnel).

diagnostic testing
A program run for testing and determining faults in the system.

dial-ahead/dial-through
The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string
A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)
An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID
See *direct inward dialing*.

digital communications protocol (DCP)
A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking
A method of transferring messages between messaging systems in a digital format. See also *INTUITY AUDIX Digital Networking*.

digital signal processor (DSP)
A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch
See *dual in-line package switch*.

direct inward dialing (DID)
The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)
A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory
1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing ✱ ✱ N at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal
A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)
A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list
See *mailing list*.

DMA
See *direct memory access*.

DNIS
See *dialed number identification service*.

domain
An area where data processing resources are under common control. The INTUITY AUDIX system is one domain and an e-mail system is another domain.

DSP
See *digital signal processor*.

DSU
See *data service unit*.

DTE
See *data terminal equipment*.

DTMF
See *dual tone multifrequency*.

dual in-line package (DIP) switch
A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings
The capability of INTUITY AUDIX users to create personal greetings in two different languages—one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on, and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)
A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface
A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

ELA
See Enhanced-List Application.

electronic mail
See *e-mail*.

electrostatic discharge (ESD)
The discharge of a static charge on a surface or body through a conductive path to ground, ESD can damage integrated circuits.

e-mail
The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII files or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled
The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint
See *fax endpoint*.

enhanced call transfer
An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

Enhanced-List Application (ELA)
An INTUITY AUDIX option that facilitates message delivery to large numbers of recipients. There can be up to 100 enhanced lists per system, each of which can contain up to 1500 addresses.

enhanced serial data interface (ESDI)
A software-controlled and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message
A message on the screen indicating that something is wrong within the system and possibly suggesting how to correct it.

errors
Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply
The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses #.

escape to attendant
An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD
See *electrostatic discharge*.

ESDI
See *enhanced serial data interface*.

event
An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facilities restriction level (FRL)
A value that determines which types of calls the users of a switch are allowed to make.

facility out-of-service (FOOS)
State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile
1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine, but can remain stored electronically.

fax
See *facsimile*.

fax addressing prefix
Uniquely identifies a particular fax nodepoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint
Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix
A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field
An area on a screen, menu, or report where information can be typed or displayed.

FIFO
See *first-in/first-out*.

file
A collection of data treated as a basic unit of storage.

filename
Alphanumeric characters used to identify a particular file.

file redundancy
See *mirroring*.

file system
A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)
A method of processing telephone calls or data in which the first call or data to be received is the first call or data to be processed.

F key
See *function key*.

FNPAC
See *foreign numbering-plan area code*.

FOOS
See *facility out-of-service*.

foreign exchange (FX)
A central office (CO) other than the one providing local access to the public telephone network.

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.

format
To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

FRL
See *facilities restriction level*.

function
Individual steps or procedures within a mailbox activity.

function key (F key)
A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

FX
See *foreign exchange*.

G

Generic 1, 2, or 3
Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape
A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS
See *grade of service*.

grade of service (GOS)
A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax
A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password
A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive
A high-capacity data-storage and data-retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help
A command run by pressing HELP or CTRL ? on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press * H on the telephone keypad to get a list of options. See also *on-line help*.

host switch
The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group
A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See *INTUITY messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

integrated services digital network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

L

label
The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as “3.3”) to show the software release, or a descriptive name if for back-up copies (such as “back01”). Disk drive labels usually indicate the disk position (such as “disk00” or “disk02”).

LAN
See *local area network*.

last-in/first-out (LIFO)
A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD
See *liquid crystal display*.

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED
See *light emitting diode*.

LIFO
See *last-in/first-out*.

light emitting diode (LED)
A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)
The 10-character alphanumeric display that shows the status of the system, including alarms.

load
The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)
A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of Lucent INTUITY Message Manager requires that the INTUITY AUDIX system and the users’ PCs be on a LAN.

local AUDIX machine
The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation
A switch, adjunct, or peripheral device installed physically near the host switch or system. See also *collocated*.

local network
An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login
A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also *password*.

login announcement
A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes
Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC
See *leave word calling*.

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox
A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list
A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance
The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm
An alarm detected by Lucent INTUITY software that affects at least one fourth of the Lucent INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS
See *manually out-of-service*.

manually out-of-service
State of operation during which a unit has been intentionally taken out of service.

MAP
See *multi-application platform*.

mean time between failures
The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type
The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

memory
A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu
A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree
The way in which nested automated attendants are set up.

message categories
Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component
A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery
An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager
See *INTUITY Message Manager*.

message waiting indicator (MWI)
An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)
See *message-waiting indicator*.

migration
An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring
A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

ML
MERLIN LEGEND application identifer. See *application identifier*.

mode code
A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem
A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular
A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)
A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs can connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
See *modular processor data module*.

MT
Maintenance application identifer. See *application identifier*.

MTBF
See *mean time between failures*.

multi-application platform (MAP)
The computer hardware platform used by the Lucent INTUITY system.

multilingual feature
A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI
See *message waiting indicator*.

N

networking
See *INTUITY AUDIX Digital Networking*.

networking prefix
A set of digits that identifies a Lucent INTUITY machine.

night attendant
The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message
A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

NPA
See *numbering plan area*.

NT
Networking application identifer. See *application identifier*.

MWL
See *message waiting lamp*.

numbering plan area
Formal name for 3-digit telephone area codes in North America. Within an area code, no two telephone lines may have the same 7-digit phone number. The code is often designated as *NXX*, to indicate the three digits.

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

on-line help
A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)
An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)
The set of software programs that runs the hardware and interprets software commands.

option
A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS
See *operating system*.

OSI
See *open systems interconnection*.

outcalling
A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox
A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission
The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password
1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login.*

password aging
An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX
See *private branch exchange*.

PC
See *power converter*.

PDM (processor data module)
See *modular processor data module (MPDM)*.

peripheral device
Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet, but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory
An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension
See *secondary extension*.

PI
See *processor interface*.

PIB
See *processor interface*.

pinouts
The signal description per pin number for a particular connector.

PMS
See *property management system*.

port
A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST
See *power-on self test*.

power on self test (POST)
A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

priority call answer
An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses 2 after recording.

priority messaging
An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling
An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)
An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list
A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging
A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)
See *modular processor data module (MPDM)*.

processor interface (PI)
A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key
See *function key*.

property management system (PMS)
A product used by lodging establishments to automate the management of guest records, reservations, room assignments, and billing. In an integrated PMS environment, special software links the PMS to the Lucent INTUITY Lodging system so that both systems share a common set of messages and commands.

protocol
A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list
A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter
A device connected to the switch that converts signals from a rotary pulses to touch tone signals. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM
See *random access memory*.

random access memory (RAM)
The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)
A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot
See *boot*.

remote access
Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communication (that is, telephone) links.

remote installation
A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance
The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

remote network
A network in which the systems are integrated with more than one switch.

remote service center
A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance.*

remote terminal
A terminal connected to a computer over a telephone line.

remote users
INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN
See *ringer equivalence number*.

reply loop escape
An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender
An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)
One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the * R (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time
The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)
A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee
A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent Technologies personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)
A number required in the United States for registering your telephone equipment with a service provider.

ROM
See *read-only memory*.

RS-232
See *EIA interface.*

RTS
See *request to send*.

RUK
See *reusable upgrade kit*.

S

scan
To automatically play mail messages, headers, or both.

scheduled delivery time
A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen
That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

SCSI
See *small computer system interface*.

secondary extension
A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission
The transmission of one bit at a time over a single wire.

server
A computer that processes and stores data that is used by other smaller computers. For Lucent INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

shielded cables
Cables that are protected from interference with metallic braid or foil.

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

simplified message service interface (SMSI)
Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

simplified message desk interface (SMDI)
Also known as station message desk interface. Type of data link from the central office that contains information and instructions for the Lucent INTUITY system. With SMDI, the caller need not re-enter the called number once the call terminates to the Lucent INTUITY system. See also *simplified message service interface*.

single in-line memory module (SIMM)
A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMDI
See *station message desk interfac*e.

SMDR
See *station message detail recording*.

SMSI
See *simplified message service interface*.

SP
signal processor

SSP
scaleable signal processor

station message desk interface (SMDI)
See *simplified message desk interface*.

station message detail recording
See *call detail recording (CDR)*.

subscriber
A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge
A sudden rise and fall of voltage in an electrical circuit.

surge protector
A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW
Switch integration application identifer. See *application identifier*.

switch
An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access
A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook
The device at the top of most telephones that is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash
A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration
Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)
A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network
Two or more interconnected switching systems.

synchronized mailbox
A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer
The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission
A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

System 75
An advanced digital switch manufactured by Lucent Technologies that supports up to 800 lines for voice and data communications.

System 85
An advanced digital switch manufactured by Lucent Technologies that supports up to 3000 lines for voice and data communications.

system configuration
See *configuration*.

T

T.30
The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge
One or more spare removable cartridges required to back up system information.

tape drive
The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP
See *transmission control protocol/internet protocol*.

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

telecommunications device for the deaf (TDD)
A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal
See *display terminal*.

terminal type
A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor
A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)
A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring
A term used to denote the analog telecommunications interface.

tone generator
A device acoustically coupled to a rotary telephone used to produce touch-tone signals.

traffic
The flow of attempts, calls, and messages across a telecommunications network.

translations
Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)
A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R
See *tip/ring*.

troubleshooting
The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server
A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

TTS
Text-to-Speech

U

UCD
See *uniform call distribution*.

Undelete
An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing * U.

undelivered message
A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

unequipped
See *equipped/unequipped*.

unfinished message
A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)
The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply (UPS)
An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system
A multi-user, multi-tasking computer operating system.

upgrade
An installation that moves a Lucent INTUITY system to a newer release.

untouched message
An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the * * H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS
See *uninterruptable power supply*.

U. S. 123
An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "*Press star three,"* instead of, *"Press star D*."

user interface
The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

user population
A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector
A customized program in the switch for processing incoming calls.

VM
Voice messaging application identifier. See *application identifier*.

voice link
The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail
See *voice message*.

voice mailbox
See *mailbox*.

voice message
Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port
The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal
A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing
1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

VP
Voice platform application identifier. See *application identifier*.

VR
Voice response application identifier. See *application identifier*.

W

WAN
See *wide area network*.

wide area network (WAN)
A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window
That portion of the Lucent INTUITY user interface through which you can view system information or status.

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