Lucent Technologies
Bell Labs Innovations

INTUITY™ AUDIX®

High Capacity Option Administration

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EMC Directive	89/336/EEC
Low-Voltage Directive	73/23/EEC
CE	The "CE" mark affixed to the equipment means that it conforms to the above directives.

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

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About This Document

Purpose

This book, *Lucent INTUITY™ AUDIX® High Capacity Option Administration*, 585-310-571, contains instructions for administrating the INTUITY AUDIX High Capacity Option system. The book only contains the information that is specific to administration for INTUITY AUDIX High Capacity Option systems. See *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for information on administration for the INTUITY AUDIX system.

Intended Audiences

This book is intended primarily for the personnel responsible for configuration and administration of INTUITY AUDIX High Capacity Option systems.

Release History

This is the fourth release of this book.

How to Use This Book

This book is organized into the following sections:

- Chapter 1, "INTUITY AUDIX High Capacity Option Feature Description", provides a description of the INTUITY AUDIX High Capacity Option. It includes information about hardware and software requirements and call flows for users and callers.
- Chapter 2, "High Capacity Option Administration Planning", provides information needed during the High Capacity Option administration.
- Chapter 3, "High Capacity Option Administration", provides administration information for the DEFINITY LAN Gateway, the DEFINITY G3 switch, and the INTUITY AUDIX system that is specific to the INTUITY AUDIX High Capacity Option.
- Chapter 4, "High Capacity Option Acceptance Tests", provides the acceptance test procedures specific to the High Capacity Option cluster.
- Appendix A, provides the procedures for administering an INTUITY High Capacity Option hunt group on a DEFINITY G3 switch in the Expert Agent Selection (EAS) environment.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “**y**” is shown as

  Type **y** to continue.

- The word “enter” means to type a value and then press [ENTER]. For example, an instruction to type the letter “**y**” and press [ENTER] is shown as

  Enter **y** to continue.

- The word “select” means to move the cursor to the desired menu item and then press [ENTER]. For example, an instruction to move the cursor to the `start test` option on the Network Loop-Around Test screen and then press [ENTER] is shown as

  Select `Start Test.`

- The Lucent INTUITY system displays *windows, screens,* and *menus*.
  - “Windows” show and request system information (Figure 1 and Figure 2).

```
High Capacity AUDIX Machine Administration

Machine Name: __________                IP Address: ______________
Hunt Group Extension: __________        VDN: __________
Primary Language: ______________        Secondary Language: ______________

Emergency Call Answer:
Starting Temporary Mailbox Extension: __________   Mailboxes Required: ___
Ending Temporary Mailbox Extension: __________
Community ID: __
```

Figure 1. Example of a Lucent INTUITY Window

```
Switch Adjunct Administration Form

            Mailbox Access VDN:  54000
Definity LAN Gateway IP Address:  135.24.92.36
   Primary Adjunct Machine Name:  lzleo1
 Secondary Adjunct Machine Name:  lzleo2
          EAS Enabled on Switch:  y
```

Figure 2. Example of a Lucent INTUITY Window

— "Screens" request that you enter a command at the `enter command:` prompt (Figure 3).

— "Menus" (Figure 4) present options from which you can choose to view another menu, screen, or window.

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

Machine Name: cbveitt      Type: local          Location: local

 Voiced Name?                                   Extension Length: 4
    Voice ID: 0                                Default Community: 1

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

enter command: change machine
```

Figure 3. Example of a Lucent INTUITY Screen

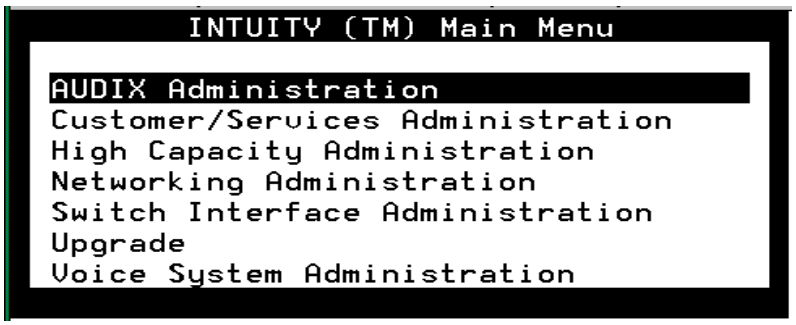

Figure 4. Example of a Lucent INTUITY Menu

- 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.

Terminal Keys

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

  Press (ENTER).

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

  Press (ALT) (D).

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as

  Press (F2) (Choices).

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

  Press [1] to record a message.

Screen Displays

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

  Example 1:

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

  Example 2:

  ```
  Alarm Form Update was successful.

  Press <Enter> to continue.
  ```

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

  Start at the Lucent INTUITY Administration menu and select

  ```
  > Customer/Services Administration
  ```

  ```
  > 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.

Other Typography

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

  Example 1:

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

  Example 2:

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

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

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

Safety 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 loss of service or harm to software, including loss of data.

WARNING:
indicates the presence of a hazard that if not avoided could result in harm to hardware or equipment.

DANGER:
Indicates the presence of a hazard that if not avoided will cause harm to personnel.

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

Related Resources

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

Documentation

NOTE:
The *Lucent INTUITY Messaging Solutions Release 4 Documentation Guide*, 585-310-016, contains a detailed description of all books included in the Release 4 Lucent INTUITY documentation library. Always see 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 installation book:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173, for detailed information on installing the MAP/100
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100P System Installation*, 585-313-114, for detailed information on installing the MAP/100
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for detailed information on installing software
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, for detailed information on installing software
- *INTUITY AUDIX High Capacity Option Installation*, 585-310-753, for complete installation procedures for INTUITY AUDIX High Capacity Option systems
- *Lucent INTUITY Messaging Solutions Release 4 Alarm and Log Messages*, 585-310-566, for complete maintenance procedures and troubleshooting information for INTUITY AUDIX High Capacity Option systems

Use the following book for information on security and toll fraud issues for INTUITY Release4.3 and greater:

- *BCS Products Security Handbook*, 555-025-600

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

Trademarks and Service Marks

The following trademarked products are mentioned in this book:

- AUDIX, Claviers, and DEFINITY are registered trademarks and INTUITY is a trademark of Lucent Technologies.
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- Ethernet is a trademark of Xeros Corporation.
- MAX is a trademark of ASCEND Communications, Inc.
- UNIX is a registered trademark of UNIX System Laboratories, Inc.

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INTUITY AUDIX High Capacity Option Feature Description

1

What's in This Chapter?

This chapter provides a description of the INTUITY™ AUDIX® High Capacity Option. It includes information about hardware and software requirements and call flows for subscribers and callers.

What is the High Capacity Option?

The High Capacity Option consists of multiple INTUITY AUDIX systems configured as message servers. These multiple systems appear as one large system to the subscribers with adjunct system software designed specifically for the High Capacity Option. The adjunct system provides single-number access to the subscribers on all the individual systems by using an adjunct/switch application interface (ASAI) to a DEFINITY® G3R V4 or later) switch through a DEFINITY Local Area Network (LAN) Gateway. The message servers are linked over a TCP/IP LAN.

NOTE:
Administrative access is to each individual system. There is no centralized administration for the High Capacity Option. The High Capacity Option only makes INTUITY AUDIX systems appear as one to the end telephone users, not to the administrator.

In addition, the High Capacity Option provides increased call answer availability by enabling a back-up message server to accept a call answer message if the subscriber's home message server is unavailable.

The INTUITY AUDIX High Capacity Option configuration contains a BayStack Ethernet Workgroup Switch used as a hub to provide communication between the devices on the LAN.

INTUITY AUDIX High Capacity Option Features

The INTUITY AUDIX High Capacity Option provides the following features:

- Increased system capacity
- Single-number access
- Enhanced availability
- Scalability
- Emergency call answer
- Administration access via the LAN
- Support for switches connected in a Distributed Communications System (DCS)
- Caller information

The features associated with the INTUITY AUDIX High Capacity Option are explained below.

System Capacity

The INTUITY AUDIX High Capacity Option increases the number of ports available from 64 ports to 512 ports. It also increases the number of storage hours from 1,250 hours to 10,000 hours.

Single–Number Access

The adjunct system provides the call routing between INTUITY AUDIX systems using the High Capacity Option. A subscriber uses a single, system-wide number to access the mailbox, regardless of the message server on which the mailbox actually resides. When the call is placed from the subscriber's own telephone, the call is automatically routed to the home INTUITY AUDIX system. When the call is placed from any other telephone, it may need to be transferred to the home INTUITY AUDIX system after the required extension and password are entered.

A subscriber may occasionally be routed to the incorrect message server. If this happens, the login module of High Capacity Option automatically transfers the subscriber to the appropriate message server when the subscriber attempts to log in to his or her own mailbox.

NOTE:
Message Manager subscribers must know to which INTUITY AUDIX server to directly connect for client access.

Enhanced Availability

The High Capacity cluster includes support of primary and secondary routing adjunct systems that reside on separate INTUITY AUDIX message servers. If the primary system does not respond or operate (for example, because the server is down), the secondary adjunct system automatically controls the routing function.

NOTE:
Manual intervention is required to switch the secondary system back to the primary system when the primary system recovers.

In addition, the High Capacity cluster provides increased call answer availability. A back–up message server is automatically enabled to accept a call answer message if the subscriber's home message server is down. See "Emergency Call Answer" below.

Scalability

Scalability within the High Capacity Option provides the customer with:

- Enhanced system capabilities
- Enhanced subscriber capabilities
- Seamless growth of additional INTUITY AUDIX systems into the High Capacity configuration

A High Capacity Option cluster is made up of two to eight Multi-Application Platform 100 (MAP/100) or Multi-Application Platform 100P (MAP/100P) systems. All voice ports and hours of storage on existing systems apply to the High Capacity Option. Using the maximum of eight INTUITY AUDIX systems in the High Capacity Option cluster provides 492 voice ports and 10,000 hours of message storage.

NOTE:
The maximum number of subscribers on a single INTUITY AUDIX system is 20,000. Using a maximum of eight INTUITY AUDIX systems in the High Capacity Option cluster, could provide for a total of 150,000 subscribers.

Emergency Call Answer

Emergency call answer provides call coverage for a subscriber when an INTUITY AUDIX system within the High Capacity Option cluster is unavailable. Call answer is automatically switched to another INTUITY AUDIX system in the cluster. Call answer coverage is provided for subscribers on the affected INTUITY AUDIX system. When the affected INTUITY AUDIX system is again available, messages received during the downtime are transmitted from the covering system.

NOTE:
When Emergency Call Answer is invoked, the caller hears the following INTUITY AUDIX message:

"Your call is being answered by AUDIX. <voice name> <extension xxxxx> is not available. To leave a message that will be delivered as soon as possible, record at the tone."

Limitations of Emergency Call Answer

Limitations of emergency call answer feature exist because information about the receiving subscriber is not available at the time the call is handled by the emergency call answer module. As a result, default parameters must be used for that subscriber.

The following limitations apply to emergency call answer for the INTUITY AUDIX High Capacity Option:

- Fax is not supported. It is not known if the subscriber has the fax feature at the time the message is recorded on the back-up INTUITY AUDIX system.
- The back–up message server does not know if a subscriber has the call answer feature turned on or is enabled for the call answer feature. As a result, a subscriber always receives an emergency call answer message.
- A subscriber's mailbox may be full. This may cause a delay in delivering a message until space becomes available in the subscriber's mailbox.
- The back–up message server uses the standard network-wide maximum message length of 120 seconds.
- When the emergency call answer message is deposited in the subscriber's mailbox, it is marked as a networked message from a mailbox with the voiced name "Call Answer Agent" instead of a call answer message. The message is also marked with the date and time that it was delivered to the subscriber mailbox, not the time at which the message was received by the emergency call answer mailbox.
- Transfer permissions only include "Enhanced no 0" to allow transfers within the dial plan of the DEFINITY switch. There is no 0 coverage.
- Some playback control features may not be enabled (speed up, slow down, etc.) during the recording of the message.
- Only U.S. English prompts are provided.
- A default system greeting is used.
- Automated attendant mailboxes and bulletin board mailboxes are treated as other mailboxes.

  To avoid this, create the same automated attendant mailbox or bulletin board mailbox, with the same extension on all systems. The automated attendant mailbox or bulletin board mailbox then functions in emergency call answer mode.

- The recipient of an emergency call answer message cannot send a reply to the caller.
- The return call feature is unavailable to the recipient of an emergency call answer message.

Administration Access via the LAN

The INTUITY AUDIX High Capacity Option provides administration access via the LAN to the INTUITY AUDIX systems in the High Capacity Option cluster through a single personal computer (PC). This feature allows a system administrator to access multiple INTUITY AUDIX systems through a PC that is running a standard terminal emulator software package. The PC with the terminal emulator software is connected to each of the INTUITY AUDIX systems via the TCP/IP LAN. Separate telnet sessions are used to log into each INTUITY AUDIX system from the PC.

We recommend the Terranova LAN Terminal Emulation running a 4410 emulator on Microsoft Windows for Workgroups 3.1. However, any other comparable terminal emulator package may be used.

NOTE:
Keyboard mappings may differ depending on the terminal emulator package used. See the documentation provided with the package for specific keyboard mappings.

Support for Switches Connected in a DCS

The DCS network feature on Lucent switches allows multiple switches to work together as one switch. The High Capacity Option supports DCS configurations. DCS allows an INTUITY AUDIX system to integrate with up to 20 switches. However, in the High Capacity Option configuration, all the INTUITY AUDIX message servers must be connected to a single switch in the DCS network. The DEFINITY LAN Gateway must be installed on the DEFINITY switch to which the INTUITY AUDIX message servers are connected.

If you use the High Capacity Option within a DCS configuration, 10-digit caller information is only received for subscribers whose telephones are connected to the switch associated with INTUITY AUDIX High Capacity Option message servers. Subscribers on any other switches in the DCS configuration do not receive caller information.

Caller Information

If a customer configuration supports the receipt of 10-digit caller identification/automatic number identification (ANI) information for subscribers, the High Capacity Option allows the receipt of the 10-digit caller information in the message header. This caller information is played to the subscriber as part of the message header. If your telephone has display capabilities, the High Capacity Option captures this information for the call answer message. If Expert Agent Selection (EAS) is enabled, 10-digit caller information is not available for calls that transferred to AUDIX using the “Transfer to AUDIX” feature access code.

See “Support for Switches Connected in a DCS”above for limitations of 10-digit caller information in a DCS configuration.

Hardware Requirements

The following describes hardware requirements for the INTUITY AUDIX High Capacity Option cluster:

- DEFINITY Switch Generic 3R Version 4.0 (or later) with the DEFINITY LAN Gateway
- A LAN board installed on each INTUITY AUDIX in the cluster that has LAN connectivity
- Two to eight MAP/100s with INTUITY Release 3.0 or higher
- BayStack Ethernet Workgroup Switch, a dedicated LAN segment with a switched Ethernet hub

Software Requirements

The following describes the software requirements for the INTUITY AUDIX High Capacity Option cluster:

- Lucent INTUITY System Release 4.3 or later software on all MAP/100s or MAP/100Ps in the cluster
- INTUITY AUDIX High Capacity Option Application software on all systems in the cluster
- High Capacity Option Remote Field Update (if necessary)

Limitations of the INTUITY AUDIX with High Capacity Option

The following describes the limitations of an INTUITY AUDIX system with the High Capacity Option as compared to an INTUITY AUDIX system without the High Capacity Option:

- If EAS is enabled on the DEFINITY G3 switch, the messaging vector cannot be used to send calls to AUDIX from a vector. A “phantom” extension, whose coverage path points to AUDIX, should be created and the call routed to that extension.

  For example, to send a call to AUDIX, create phantom extension **10000** with a coverage path to **AUDIX** and use the following vector:

  `route-to number 10000 with cov y, if unconditional`.

  The cause of this limitation is a feature interaction between EAS and ASAI. ASAI is used by the primary and secondary adjunct systems to monitor the INTUITY AUDIX hunt groups. With EAS enabled, ASAI cannot monitor the hunt group. Instead, a VDN in front of the hunt group will be monitored. Thus, to be detectable by ASAI, all calls must pass through the VDN before reaching AUDIX. The messaging vector sends the call directly to the hunt group, bypassing the VDN.

  NOTE:
  This feature interaction will be eliminated in a future switch release.

- The ability to customize the AUDIX voice prompts heard during the login and call answer portions of the user interface is limited. Only changes to the “Welcome to AUDIX ... ” and “Your call is being answered by AUDIX ... ” prompts made prior to the installation of the High Capacity Option software will take effect.
- An INTUITY AUDIX system with the High Capacity Option supports U.S. English only.
- After entering their AUDIX login password, users cannot type ahead using touch tones to access AUDIX until after hearing the voice prompt. For example, users cannot program a speed-dial button on their telephones to type their login passwords and the touch-tone digit 2 to get their messages.
- Mailing lists cannot be shared between INTUITY AUDIX systems.
- Broadcast messages cannot be sent across INTUITY AUDIX systems.
- AUDIX automated attendant call answer treatment can only be used for subscribers on the same machine as the automated attendant.

  NOTE:
  This limitation also exists for “stacked” INTUITY AUDIX systems.

For example, the following *cannot* be done:

> A user has two AUDIX machines using the High Capacity Option. The user wants to create an automated attendant on the primary system that allows callers to leave messages for users without logging into AUDIX and sending a message or calling a user's telephone. The user creates an automated attendant that prompts for the extension of the person for which the caller wants to leave a message and then uses the call answer treatment to deliver the message.

Since the call answer treatment may be used only for subscribers on the same machine as the automated attendant, the user's implementation will not work for subscribers on the secondary adjunct system.

To help eliminate this limitation, the user should instead create three automated attendants, one of which prompts for the subscriber's machine name (or location, if subscribers are split between machines based on a predetermined factor). This automated attendant then transfers the call to one of the two other automated attendants, (one on each machine). This automated attendant to which the call is transferred in turn prompts for the extension of the subscriber and then delivers the call answer treatment.

High Capacity Option Call Flows

The following describes the call flows for High Capacity Option call answer and mailbox access.

Call Answer

The following is a summary of the call flow for a call intended for an INTUITY AUDIX High Capacity Option subscriber.

1. The caller dials the subscriber's telephone number. The subscriber is unavailable, so the call goes to coverage.
2. The DEFINITY G3 switch executes the coverage path for the subscriber's extension. The coverage path contains a vector directory number (VDN) that is been programmed to route the call to the subscriber's home INTUITY AUDIX system. If the subscriber's home INTUITY AUDIX system is unavailable, the vector routes the call to one of the remaining INTUITY AUDIX systems in the cluster.
3. The INTUITY AUDIX system designated as the adjunct system constantly monitors the hunt groups on the INTUITY AUDIX systems in the High Capacity Option cluster. The adjunct system receives the call information from the DEFINITY switch and an alerting (ringing) event that contains the chosen hunt group member.
4. The adjunct system sends the 10-digit call information to the chosen INTUITY AUDIX system over the LAN.

5. Call information (such as called extension and calling extension information) arrives on the data communications interface unit (DCIU) link.
6. AUDIX answers the call in call answer mode since call type was “no answer.”

NOTE:
If the subscriber’s INTUITY AUDIX system is down when the call is received, the vector routes the call to another INTUITY AUDIX system. In this case, the INTUITY AUDIX system that actually receives the call invokes the emergency call answer feature since the call is for a remote subscriber.

Mailbox Access

The following is a summary of the call flow for an INTUITY AUDIX High Capacity Option subscriber to access his mailbox.

NOTE:
This description uses the terms INTUITY AUDIX A, B, and C to differentiate between different systems.

If the subscriber is calling from his or her own telephone:

1. The subscriber dials the mailbox access number.
2. The mailbox access number, a VDN in the DEFINITY G3 switch, sends a route request to the INTUITY AUDIX system designated as the primary system (INTUITY AUDIX A). This route request contains the calling number.
3. The adjunct system maps the calling number to the appropriate INTUITY AUDIX system (for example, INTUITY AUDIX B) by using the AUDIX subscriber database. It then sends a route–select message to the DEFINITY switch. The route–select message directs the DEFINITY switch to send the call to the hunt group number for the INTUITY AUDIX B system.
4. The DEFINITY switch routes the call to the hunt group for the INTUITY AUDIX B system.
5. The INTUITY AUDIX system designated as the primary system (INTUITY AUDIX A) constantly monitors the hunt groups on the other INTUITY AUDIX systems in the High Capacity Option cluster. The primary system receives the call information from the DEFINITY switch and an alerting (ringing) event that contains the chosen hunt group member.
6. The primary system sends the 10-digit caller information to the INTUITY AUDIX B system over the LAN.
7. Call information (such as called extension and calling extension information) arrives on the DCIU link.
8. The INTUITY AUDIX system answers the call in mailbox access mode since call type was “direct.”

9. The subscriber enters the login and password.

If the subscriber is not calling from his or her own telephone:

1. The subscriber dials the mailbox access VDN.
2. The mailbox access number, a VDN in the DEFINITY G3 switch, sends a route request to the INTUITY AUDIX system designated as the primary system (INTUITY AUDIX A system). This route request contains the calling number.
3. The primary system maps the calling number to the appropriate INTUITY AUDIX system (for example, INTUITY AUDIX B) by using the AUDIX subscriber database. It then sends a route select message to the DEFINITY switch. The route select message directs the DEFINITY switch to send the call to the hunt group number for the INTUITY AUDIX B system.
4. The DEFINITY switch routes the call to the hunt group for the INTUITY AUDIX B system.
5. The INTUITY AUDIX system designated as the primary system (INTUITY AUDIX A) constantly monitors the hunt groups on the other INTUITY AUDIX systems in the High Capacity Option cluster. The primary system receives the call information from the DEFINITY switch and an alerting (ringing) event that contains the chosen hunt group member.
6. The primary system sends the 10-digit caller information to the INTUITY AUDIX B system over the LAN.
7. Call information (such as called extension and calling extension information) arrives on the DCIU link.
8. The INTUITY AUDIX system answers the call in mailbox access mode since call type was “direct.”
9. The subscriber enters the login and password.
10. After collecting the login and password, the INTUITY AUDIX B system determines that the subscriber’s mailbox is located on another INTUITY AUDIX system (for example, INTUITY AUDIX C system).
11. The INTUITY AUDIX B system uses the Lucent INTUITY Messaging Application Programming Interface (IMAPI) to validate the login and password on the INTUITY AUDIX C. If this login and password is invalid, the login module requests the subscriber to re-enter it.
12. After the password is validated, the login on the INTUITY AUDIX B system requests the primary system (on INTUITY AUDIX A system) to transfer the call to INTUITY AUDIX C system.
13. The primary system requests the DEFINITY switch to transfer the call to INTUITY AUDIX C system and provide the call information.

14. The subscriber hears ringing during the call transfer.

    NOTE:
    If the primary system is down, the DCIU link is used to make the call transfer. In this degraded mode, the subscriber is reprompted for his login and password after being transferred.

15. The primary system constantly monitors the hunt group on INTUITY AUDIX C. The adjunct system receives the 10-digit caller information from the DEFINITY switch and an alerting (ringing) event that contains the chosen hunt group member.
16. The primary system sends the 10-digit caller/called information over the LAN to the chosen INTUITY AUDIX system.
17. The caller/called extension information arrives on the DCIU link.
18. The call is answered with the voiced name and greeting that is normally heard after entering the extension and password.

High Capacity Option Administration Planning

2

What's in This Chapter?

This chapter provides tables to record information required during administration of the INTUITY™ AUDIX® High Capacity Option. This information applies to administration of the DEFINITY® G3 Switch, DEFINITY local area network (LAN) Gateway, and INTUITY AUDIX system.

High Capacity Option Administration Planning

Use the following procedures to record information for the administration of the INTUITY AUDIX High Capacity Option.

1. Use Table 2-1 to record the Internet Protocol (IP) addresses for each INTUITY AUDIX system and DEFINITY LAN Gateway in the High Capacity Option cluster.

Table 2-1. IP Addresses

System	IP Address
Primary	
Secondary adjunct	
#3	
#4	
#5	
#6	
#7	
#8	
DEFINITY LAN Gateway	

2. Use Table 2-2 to record the hunt group number for each INTUITY AUDIX system in the High Capacity Option cluster using the **list hunt group** command on the DEFINITY system.

Table 2-2. Hunt Group Number

System	Hunt Group Number
Primary	
Secondary adjunct	
#3	
#4	
#5	
#6	
#7	
#8	

3. Use Table 2-3 to record the INTUITY AUDIX system and its vector numbers and mailbox access vector directory numbers (VDN). Determine the current vector numbers using the **list vector** command on the DEFINITY system. Determine the VDNs using the **list VDN** command on the DEFINITY system.

Table 2-3. Vector Numbers

System	Vector Number	VDNs
Primary		
Secondary adjunct		
#3		
#4		
#5		
#6		
#7		
#8		
Mailbox access VDN		

4. Determine whether Expert Agent Selection (EAS) is enabled using the **change system-parameter features** command on the DEFINITY system to check the call center system parameters.

High Capacity Option Administration

3

What's in This Chapter?

This chapter provides administration information for the DEFINITY® local area network (LAN) Gateway, the DEFINITY G3 switch, and the INTUITY AUDIX system that is specific to the INTUITY AUDIX High Capacity Option. It is expected that the information required to complete the procedures in this chapter will be designed by the Lucent Technologies Design Engineering organization and that the procedures in this chapter will be performed by the Lucent Technologies Enhanced Services organization. These procedures will be performed upon completion of hardware and software installation.

DEFINITY LAN Gateway Administration

The following administration is required on the DEFINITY LAN Gateway. The information provided in this section assumes that the DEFINITY LAN Gateway is installed and initially administered. It provides only those options that must be set for the INTUITY AUDIX High Capacity Option. See *Lucent DEFINITY Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor ASAI over the DEFINITY LAN Gateway*, 555-230-223, for complete details.

Assigning a Host Name and IP Address to the DEFINITY LAN Gateway

In order for the DEFINITY LAN Gateway to recognize the INTUITY AUDIX systems that have the adjunct system installed, you must assign a host name and IP address.

To assign a host name and IP Address to the DEFINITY LAN Gateway, do the following:

1. Log in to the DEFINITY system.

   The system displays the DEFINITY LAN Gateway main menu (Figure 3-1).

```
Release 1.0, Issue 1.0
                                    Main Menu


  1. Login/Password Administration
  2. TCP/IP Administration...
  3. Brouter Administration
  4. Maintenance...
  5. Port Status/Control
  6. Exit



view/add/delete user logins or modify passwords
```

Figure 3-1. DEFINITY LAN Gateway Main Menu

2. Select

```
> 2. TCP/IP Administration
```

```
> This Host
```

   The system displays the TCP/IP Administration This Host screen (Figure 3-2).

```
                    TCP/IP Administration
                         This Host

          Host Name:        lzasai1
          Host IP Address:  135.24.92.97
          Subnet Mask:      255.255.0.0




specify the host name of this machine
```

Figure 3-2. TCP/IP Administration This Host Screen

3. Complete the form for the DEFINITY LAN Gateway using the information below. Using the TAB key to move between fields.
   a. Type the host name. The maximum field size is 20 characters.
   b. Type the IP address of the DEFINITY LAN Gateway. The maximum field size is 15 characters.
   c. Optionally, type the subnet mask. This used only if alternate network subnetting is desired. Enter the value as *x.x.x.*, where *x* is a number between 0 and 255. The maximum field size is 15 digits.
4. Press F3 (Enter) to submit the data.
5. Press F1 (Cancel) to return to the TCP/IP Administration menu.
6. Continue with "Adding the INTUITY AUDIX Systems to the Local Host Table" below.

Adding the INTUITY AUDIX Systems to the Local Host Table

In order for the DEFINITY LAN Gateway to recognize the INTUITY AUDIX systems that have the adjunct system installed, you must supply the IP addresses for primary and secondary adjunct systems.

NOTE:
The IP addresses supplied at this time for the primary and secondary systems must be used during administration High Capacity Option detailed later in this chapter.

To add the INTUITY AUDIX systems to the local host table, do the following;

1. Starting at the TCP/IP Administration menu, select

```
> Local Host Table
```

   The system displays the TCP/IP Administration Local Host Table screen (Figure 3-3).

```
                          TCP/IP Administration                Page
                            Local Host Table                 1 of 2

  IP Address         Host Name                Aliases

  135.24.92.85       lzccs15
  135.24.92.74       lzccs4
  135.24.92.76       lzccs6
  135.24.92.27       lzintuit7
  135.24.92.28       lzintuit8

Press DELETE to delete this entry or ADD to add a new entry
```

Figure 3-3. TCP/IP Administration Local Host Table Screen

2. Press F3 (Enter).
3. Complete the form for the primary system using the information below. Use the TAB key to move between fields.
   a. Type the IP Address of the adjunct system. The maximum field size is 15 characters.
   b. Type the host name of the adjunct system. The maximum field size is 20 characters.
4. Press F3 (Enter) to submit the data.
5. Repeat this procedure for the INTUITY AUDIX system designated as the secondary adjunct system.
6. Press F1 (Cancel) twice to return to the DEFINITY LAN Gateway Main menu.
7. Continue with “Adding a Client Link” below.

Adding a Client Link

The Brouter Administration screen in the DEFINITY LAN Gateway software displays all the ASAI links currently being used by the DEFINITY switch. You must have two client links available for High Capacity Option administration, one each for the systems designated as the primary and secondary adjunct systems. A maximum of eight links are available.

To add a client link, do the following:

1. Start at the DEFINITY LAN Gateway Main Menu (Figure 3-1) and select

```
> 3. Brouter Administration...
```

   The system displays the Brouter Administration screen (Figure 3-4).

```
                         Brouter Administration

        Port     Client Name or IP Address    Client Link   Client Status

         2         lzccs4                          1            in use
         3         lzintuit8                       1            in use
         4         lzccs6                          1            in use
         5         lzccs15                         1            in use
         6         lzintuit7                       1            in use
         __        ____________________            _            ______
         __        ____________________            _            ______
         __        ____________________            _            ______



Press DELETE to delete this entry or ADD to add a new entry
```

Figure 3-4. Brouter Administration Screen

2. Press F3 (Add).

   The system displays the Brouter Administration Add Client screen (Figure 3-5).

```
                    Brouter Administration
                          Add Client

          Port      Client Name or IP Address    Client Link

           __        ____________________            _





port number used on the DEFINITY switch - range is 1-12
```

Figure 3-5. Brouter Administration Add Client Screen

3. Complete the form for the primary system using the information below. Use the TAB key to move between fields.
   a. Enter the next available port number in the `Port` field.
   b. Enter the host name of the adjunct system in the `Client Name or IP Address` field.
   c. Enter **1** in the `Client Link` field.
4. Press F3 (Enter) to submit the data.
5. Repeat Steps 3 and 4 for the secondary adjunct system.
6. Press F1 (Cancel) twice to return to the DEFINITY LAN Gateway Main menu.
7. Continue with "Checking the ASAI Link" below.

Checking the ASAI Link

NOTE:
INTUITY AUDIX High Capacity Option Application software must be installed and administered on the INTUITY AUDIX systems to perform this procedure.

To check the ASAI link, do the following:

1. Start at the DEFINITY LAN Gateway Main Menu (Figure 3-1) and select

```
> 5. Port Status/Control
```

The system displays the Port Status/Control screen (Figure 3-6).

```
                              Port Status/Control

        DEFINITY          TCP/IP        Brouter       Messages Messages  Message
          Port          Connection      Service          to      from    Period
 Port     State           State          State        DEFINITY DEFINITY (minutes)

  2  CONNECTED        ESTABLISHED  in service          20       17       30
  3  CONNECTED        ESTABLISHED  in service          21       19       30
  4  CONNECTED        ESTABLISHED  in service          14       20       30
  5  CONNECTED        ESTABLISHED  in service          15       15       30
  6  CONNECTED        ESTABLISHED  in service          15       15       30
  __  ______________   ___________  ______________   _______  _______    ___
  __  ______________   ___________  ______________   _______  _______    ___
  __  ______________   ___________  ______________   _______  _______    ___
  __  ______________   ___________  ______________   _______  _______    ___



Press STATE, DROP, or MSGPER to effect this entry
```

Figure 3-6. Port Status/Control Screen

2. Verify the following values for the port numbers that correspond to the two INTUITY AUDIX systems for which you just added a client link.
   - `DEFINITY Port State` field is **CONNECTED**
   - `TCP/IP Connection State` field is **ESTABLISHED**
   - `Brouter Service State` field is **in service**
3. Press F1 (Cancel) twice to return to the DEFINITY LAN Gateway main menu.

DEFINITY G3 Switch Administration

The procedures to administer the ASAI link between the DEFINITY G3 switch and the INTUITY AUDIX systems for the High Capacity Option are detailed in this section.

Verifying ASAI Feature Settings

To verify that the DEFINITY switch has the optional features turned on for the High Capacity Option.

1. Log in using **craft** or **inads**.
2. Enter the correct terminal type.

3. At the command prompt, enter
   display system-parameters customer-options

   The system displays the Optional Features Screen, Page 1 (Figure 3-7).

```
display system-parameters customer-options                    Page   1 of   2
                                OPTIONAL FEATURES

                  G3 Version: V4                  Maximum Ports: 10000
        Logged-In ACD Agents: 5200

    Abbreviated Dialing Enhanced List? n                   Call Work Codes? n
 A/D Grp/Sys List Dialing Start at 01? n                        CAS Branch? n
                                  ACD? y                          CAS Main? n
                   AT&T Adjunct Links? y                      DCS (Basic)? y
Answer Supervision by Call Classifier? n                 DCS Call Coverage? y
                                  ARS? y    DTMF Feedback Signals For VRU? n
                 ARS/AAR Partitioning? y    Emergency Access to Attendant? y
                       ASAI Interface? n     Expert Agent Selection (EAS)? y
                                 ATMS? n      External Device Alarm Admin? n
              Audible Message Waiting? n                Flexible Billing? n
                  Authorization Codes? n                Forced ACD Calls? n
                           BCMS (Basic)? y    Forced Entry of Account Codes? n
                 BCMS/VuStats LoginIDs? y             Hospitality (Basic)? y
           BCMS/VuStats Service Level? n    G3V3 Hospitality Enhancements? y

        (NOTE: You must logoff & login to effect the permission changes.)
```

Figure 3-7. Optional Features Screen, Page 1

4. Verify that the value of the `AT&T Adjunct Links`? field is set to **y**.
5. Verify that the value of the `Forced ACD Calls?` field is set to **y**.
6. Press F7 (Next Page).

   The system displays the Optional Features, Page 2 screen (Figure 3-8).

```
display system-parameters customer-options                    Page   2 of   2
                                OPTIONAL FEATURES

    Hospitality Parameter Reduction? n            Service Observing (VDNs)? n
                             ISDN-PRI? y               Station and Trunk MSP? n
                                                         Tenant Partitioning? n
          Lookahead Interflow (LAI)? y         Terminal Trans. Init. (TTI)? n
               Malicious Call Trace? y                  Time of Day Routing? y
            Multifrequency Signaling? y                 Uniform Dialing Plan? y
Multiple Call Handling (On Request)? n                    Vectoring (Basic)? y
    Multiple Call Handling (Forced)? n               Vectoring (Prompting)? y
  PASTE (Display PBX Data on Phone)? n           Vectoring (G3V4 Enhanced)? y
                     PNC Duplication? n   Vectoring (ANI/II-Digits Routing)? n
                                          Vectoring (G3V4 Advanced Routing)? n
           Processor and System MSP? n          VDN of Origin Announcement? n
                  Private Networking? y             VDN Return Destination? n
      Restrict Call Forward Off Net? y
             Secondary Data Module? y                                VuStats? n
          Service Observing (Basic)? y          VuStats (G3V4 Enhanced)? n
  Service Observing (Remote/By FAC)? n                 Wideband Switching? n

        (NOTE: You must logoff & login to effect the permission changes.)
```

Figure 3-8. Optional Features Screen, Page 2

7. Verify that he value of the `Vectoring (Basic)`? field is set to ***y***.
8. If either of these fields is not correct, contact your next level of support. These fields must be turned on by the DEFINITY group with a designated password.
9. Press F1 (Cancel) to return to the command prompt.
10. Continue with "Verifying the Number of ASAI/Adjunct Link Stations" below.

Verifying the Number of ASAI/Adjunct Link Stations

The DEFINITY switch supports up to eight ASAI and/or adjunct links. The High Capacity Option uses two of these links, one for each of the INTUITY AUDIX systems designated as the primary and secondary adjunct systems.

To verify that there are sufficient links for the High Capacity Option, do the following:

1. At the command prompt, enter **list station type ASAI**

   The system displays the List Station Type ASAI screen (Figure 3-9).

```
list station type ASAI

                                STATIONS

                                                  Data  Cu   COR/
Ext   Port    Type    Name           Room         Ext   Pth     COS Cable Jack

Command successfully completed
```

Figure 3-9. List Station Type ASAI Screen

2. Record the number of ASAI links that are displayed.
3. Press F1 (Cancel) to return to the command prompt.
4. At the command prompt, enter **list station type ADJLK**

   The system displays the List Station Type ADJLK screen (Figure 3-10).

```
list station type ADJLK

                                STATIONS

                                                    Data  Cv   COR/
Ext   Port    Type    Name            Room          Ext   Pth     COS Cable Jack

55005 01D1903 ADJLK   lzleo1 ASAI                               1  1
55007 01D1902 ADJLK   lzleo2 asai                               1  1

Command successfully completed
```

Figure 3-10. List Station Type ADJLK Screen

5. Record the number of adjunct links (ADJLK) that are displayed.
6. Add the two numbers together. They must not exceed a total of six. Two links must be available for the High Capacity Option.
7. Press F1 (Cancel) to return to the command prompt.
8. Continue with "Adding a Station for the Primary and Secondary Adjunct Systems" below.

Adding a Station for the Primary and Secondary Adjunct Systems

NOTE:
You must perform this procedure for the INTUITY AUDIX systems designated as the primary and secondary adjunct systems.

Before adding a station, you must determine the extension that is going to be used for the DEFINITY LAN Gateway connection to the DEFINITY switch for the primary and secondary adjunct system.

To determine the extension, do the following:

1. At the command prompt, enter **add station <*extension*>**

   where <*extension*> is an unused extension on the dial plan.

   The system displays the Add Station screen (Figure 3-11).

```
add station 54013                                                Page   1 of   3
                                    STATION
Extension: 54013            BCC: 0                                   TN: 1
     Type: 7406D                        Lock Messages? n             COR: 1
     Port: _______                      Security Code: ____          COS: 1
     Name: ________________             Coverage Path: ____
FEATURE OPTIONS
           LWC Reception: spe                   Auto Select Any Idle Appearance? n
          LWC Activation? y                              Coverage Msg Retrieval? y
             CDR Privacy? n                                          Auto Answer: none
   Redirect Notification? y                                   Data Restriction? n
 Per Button Ring Control? n                             Idle Appearance Preference? n
   Bridged Call Alerting? n                           Personalized Ringing Pattern: 1
  Active Station Ringing: single                          Restrict Last Appearance? y
            Data Module? n
          Display Module? n


            AUDIX Name: ________
 Messaging Server Name: ________
                                                                  Disp Client Redir? n
      Message Lamp Ext: 54013                          Select Last Used Appearance? n
```

Figure 3-11. Add Station Screen

2. Use the information in Table 3-1 to enter the values for the fields on the primary system.

Table 3-1. Add Station Screen Field Descriptions

Field	Value
Type	ADJLK
Port	Port number used for the *<extension>* For example, the value 010C0103 identifies in two-digit increments the cabinet, carrier, slot, and port on the DEFINITY. The cabinet and carrier slot must correspond to the fourth slot occupied by the DEFINITY LAN Gateway (that is, the slot occupied by TN2208). The port entry must correspond to the port number on the Brouter Administration screen in the DEFINITY LAN Gateway main menu.
Name	INTUITY AUDIX system name of the primary (or secondary) adjunct system **NOTE:** This field is for informational purposes only.
CRV Length	2

3. Press F3 (Enter) to enter the changes.
4. Repeat Steps 2 and 3 for the secondary adjunct system.
5. Press F1 (Cancel) to return to the command prompt.
6. Continue with "Creating a Vector for an INTUITY AUDIX System" below.

Creating a Vector for an INTUITY AUDIX System

NOTE:
This procedure assumes that all the INTUITY AUDIX systems are installed and that you know the hunt group number for each INTUITY AUDIX system.

NOTE:
You must perform this procedure for each INTUITY AUDIX system in the High Capacity Option cluster.

To create a vector for each INTUITY AUDIX system, do the following:

1. At the `command` prompt, enter **change vector *x***

   where *x* is the vector number you selected from the list of unused vectors in Chapter 2, "High Capacity Option Administration Planning".

   The system displays the Call Vector screen (Figure 3-12).

```
change vector 1                                                    Page   1 of   3
                                   CALL VECTOR

 Number: 1                      Name lzleo11cvg

     Basic? y   EAS? y   G3V4 Enhanced? y   ANI/II-Digits? n   ASAI Routing? n
 Prompting? y   LAI? y  G3V4 Adv Route? n

01 route-to     number 82212000          with cov n if unconditionally
02 route-to     number 63000             with cov n if unconditionally
03 route-to     number 61000             with cov n if unconditionally
04 busy
05
06
07
08
09
10
11
```

Figure 3-12. Call Vector Screen

2. Enter the name of the call vector for the INTUITY AUDIX system.
3. Enter the hunt group extension number on the first `route-to` line.

   NOTE:
   The hunt group extension number must match the hunt group extension number for the INTUITY AUDIX system that is next in the High Capacity Option numbering plan.

4. For each remaining INTUITY AUDIX system, complete a `route-to` line. The order of the `route-to` lines *must* follow the order of the INTUITY AUDIX systems. For example, INTUITY AUDIX system 5 must have INTUITY AUDIX system 6 listed as its first route-to line as shown in Step 5.
5. Enter **busy** on the last `route-to` line of the Call Vector screen after all INTUITY AUDIX systems are added.

   NOTE:
   The last line number (for example, 06) depends on the number of INTUITY AUDIX systems that are in the High Capacity Option cluster.

6. Use the default values for all other fields.
7. Press F3 (Enter) to enter the changes.
8. Repeat Steps 3 through 7 for each INTUITY AUDIX system in the High Capacity Option cluster.
9. Press F1 (Cancel) to return to the `command` prompt.
10. Continue with "Creating a Mailbox Access Vector" below.

Creating a Mailbox Access Vector

NOTE:
This procedure assumes that all the INTUITY AUDIX systems are installed and that you know the hunt group number for each INTUITY AUDIX system.

To create a mailbox access vector, do the following:

1. At the `command` prompt, enter **change vector *x***

   where *x* is a vector number that was not previously used. See Chapter 2, "High Capacity Option Administration Planning" for the vector number you selected as the mailbox access vector.

   The system displays the Call Vector screen (Figure 3-12).

2. Enter the name of the call vector. Be sure to uniquely identify this vector as the mailbox access vector for the High Capacity Option.
3. Enter the following information:

   NOTE:
   Required entries are underlined below.

   01 adjunct routing link *<extension for primary system>*
   02 wait-time 6 secs hearing silence
   03 adjunct routing link *<extension for secondary adjunct >*
   04 wait-time 6 secs hearing silence
   05 route-to number *<vdn of the vector for the primary system machine>*
   with cov n if unconditionally
   06 busy

4. Press F3 (Enter) to enter the changes.
5. Press F1 (Cancel) to return to the command prompt.
6. Continue with "Creating VDNs" below.

Creating VDNs

In order for the DEFINITY switch to access a vector, a vector directory number (VDN)is required. You must create a VDN for *each* INTUITY AUDIX system in the High Capacity Option cluster and another VDN for the mailbox access vector.

To create a VDN, do the following:

1. At the command prompt, enter **add vdn <*extension*>**

   where <*extension*> is the VDN extension to be associated with a vector. This extension should be an unused extension in the dial plan you identified in Table 2-3 in Chapter 2, "High Capacity Option Administration Planning".

   The system displays the Vector Directory Number screen (Figure 3-13).

```
add vdn 54013                                                  Page   1 of   1
                          VECTOR DIRECTORY NUMBER

                           Extension: 54013
                                Name: _______________
                  Allow VDN Override? n
                                 COR: 1
                                  TN: 1
                        Vector Number: 1
                           AUDIX Name: _______
                Messaging Server Name: _______
                            Measured: none

                           1st Skill: ___
                           2nd Skill: ___
                           3rd Skill: ___
```

Figure 3-13. Vector Directory Number Screen

2. In the `Name:` field, enter the name of the INTUITY AUDIX system or the name for the mailbox access VDN.
3. In the `Vector Number:` field, enter the number of the vector that corresponds to this INTUITY AUDIX system or mailbox access vector.
4. Change the `Allow VDN Override?` field to **y**.

5. Press F3 (Enter) to enter the changes.
6. Repeat Steps 2 through 5 for each VDN. There must be a VDN for each INTUITY AUDIX system and one for the mailbox access vector.
7. Press F1 (Cancel) to return to the command prompt.
8. Continue with "Administering Hunt Groups" below.

Administering Hunt Groups

A hunt group should already be created for each INTUITY AUDIX system in the High Capacity Option cluster. The High Capacity Option software requires that the ACD? and Queue? fields for the hunt group be turned on for each hunt group.

To turn on the ACD? and Queue? fields, do the following:

1. See Chapter 2, "High Capacity Option Administration Planning" for the hunt group number for each INTUITY AUDIX system in the High Capacity Option cluster.
2. At the command prompt, enter **change hunt <*hunt group #*>**

   where *<hunt group #>* is the hunt group extension number for an INTUITY AUDIX system in the High Capacity Option cluster.

   The system displays the Hunt Group screen (Figure 3-14).

```
change hunt-group 1                                          Page   1 of   2
                                  HUNT GROUP

    Group Number: 1              Group Extension: 51600    Group Type: ucd
      Group Name: lzleo2_________          Skill? y              ACD? y
           Queue? y                      Vector? y              AAS? n
   Security Code: ____                                           COR: 1__
ISDN Caller Disp: ________                                        TN: 1__

               Measured: none____                 Supervisor Extension: _____

   Controlling Adjunct: none_


           Queue Length: 64_
Calls Warning Threshold: ___      Calls Warning Port: _______
 Time Warning Threshold: ___       Time Warning Port: _______

                                  Redirect on No Answer (rings): __
               Forced Entry of Stroke Counts or Call Work Codes? n
```

Figure 3-14. Hunt Group Screen

3. In the ACD? field, enter **y**
4. If EAS is enabled, the Skill? and Vector? fields must be set to **y**.
5. In the Queue? field, enter **y**.

6. In the `Queue Length:` field, enter the number of ports on the INTUITY system.
7. Press F3 (Enter) to enter the changes.
8. Repeat Steps 3 through 7 for each INTUITY AUDIX system hunt group.
9. Press F1 (Cancel) to return to the `command` prompt.
10. Continue with "Defining a Coverage Path" below.

Defining a Coverage Path

NOTE:
You must perform this procedure for each coverage path.

A coverage path defines the order in which calls are redirected to alternate answering positions. If administration is being performed for a new customer, a coverage path must be defined using VDNs. If administration is being performed for a customer with existing INTUITY AUDIX systems, you must change the coverage path from hunt group numbers to VDNs.

To define a coverage path, do the following:

1. At the `command` prompt, enter **change coverage path <*coverage path number*>**

   where <*coverage path number*> is the coverage path.

   The system displays the Coverage Path screen (Figure 3-15).

```
change coverage path 1                                          Page   1 of   1
                                COVERAGE PATH

                   Coverage Path Number: 1

                       Next Path Number: ____      Linkage

COVERAGE CRITERIA

    Station/Group Status    Inside Call     Outside Call
             Active?            n               n
               Busy?            y               y
        Don't Answer?           y               y         Number of Rings: 2_
              All?              n               n
 DND/SAC/Goto Cover?            y               y

COVERAGE POINTS

    Terminate to Coverage Pts. with Bridged Appearances? n

      Point1: u54001            Point2: ______            Point3: ______
```

Figure 3-15. Coverage Path Screen

2. In the `Point1:` field, enter **v *VDN***

   where *VDN* is the vector directory number created earlier in this chapter. This VDN corresponds to the user's home INTUITY AUDIX system.

3. Press F3 (Enter) to enter the changes.
4. Repeat Steps 2 through 4 for each coverage path.
5. Press F1 (Cancel) to return to the command prompt.

INTUITY AUDIX Administration

All administration for an INTUITY AUDIX Release 4 system is described in *Lucent INTUITY™ Messaging Solutions Release 4 Administration*, 585-310-564. You must perform the following procedures before proceeding with High Capacity Option administration.

Assign Service to a Called Number

To assign service to a called number within the High Capacity Option cluster, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 3-16).

```
    INTUITY (TM) Administration
>AUDIX Administration
 Customer/Services Administration
 High Capacity Administration
 Intro Voice Response Administration
 Networking Administration
 Switch Interface Administration
 Upgrade
 Voice System Administration
```

Figure 3-16. Lucent INTUITY Administration Menu

2. Select

```
> Voice System Administration
    > Number Services
        > Assign Service
```

The system displays the Assign Number Service screen (Figure 3-17).

```
                    Assign Number Service

     Called Numbers:                    to
    Calling Numbers:                    to
       Service Name:
```

Figure 3-17. Assign Number Service Screen

3. In the `Called Numbers:` field, enter **any**
4. In the `Calling Numbers:` field, enter **any**
5. In the `Service Name:` field, enter **hc_init**
6. Press F3 (Save).
7. Press F6 (Cancel) twice to return to the Lucent INTUITY Administration menu (Figure 3-16).

Setting Community Sending Restrictions

It is strongly recommended that you set restrictions on a community specified for emergency call answer mailboxes.

This prevents a subscriber from replying to a message that was received from an emergency call answer mailbox or inadvertently sending a message to an emergency call answer mailbox.

To set up community restrictions, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) and select

```
> AUDIX Administration
```

2. Enter **change system-parameters sending-restrictions** at the `enter command:` prompt.

   The system displays the Sending Restrictions screen (Figure 3-18).

```
lzleo1              Active            Alarms: MmwA                          Logins: 3
change system-parameters sending-restrictions                            Page 1 of 1
                                SENDING RESTRICTIONS
Activate Restrictions? n

                                        Recipient Community
                    1   2   3   4   5   6   7   8   9  10  11  12  13  14  15
Sender        1     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
Community     2     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              3     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              4     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              5     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              6     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              7     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              8     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
              9     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             10     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             11     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             12     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             13     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             14     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _
             15     _   _   _   _   _   _   _   _   _   _   _   _   _   _   _

enter command: change system-parameters sending-restrictions
```

Figure 3-18. Sending Restrictions Screen

3. Enter **y** in the `Activate Restrictions?` field to activate the sending restrictions.
4. Identify the `Recipient Community` across the top of the screen to be used for emergency call answer mailboxes.
5. Enter **r** at the intersection of the `Sender Community` and the `Recipient Community` identified in Step 4.

   NOTE:
   Do not choose `Sender Community 1` because it is the system default.

6. Press F3 (Enter) to save your changes.

   The system returns to the `enter command:` prompt.

Verify IMAPI Sessions

To verify the number of IMAPI sessions, do the following:

1. Enter **display system-parameters imapi-options** at the `enter command:` prompt.

   The system displays the System-Parameters IMAPI-Options screen (Figure 3-19).

```
lzleo1              Active          Alarms: MmwA                        Logins: 3
display system-parameters imapi-options                              Page 1 of 1
                    SYSTEM-PARAMETERS IMAPI-OPTIONS


NUMBER OF IMAPI SESSIONS

                                  Total Sessions Purchased: 32

                             Maximum Simultaneous Sessions: 32
Simultaneous Sessions Available for Trusted Server Access: 0


IMAPI PARAMETERS

                           IMAPI Session Timeout (minutes): 5
                  Trusted Server Session Timeout (minutes): 5
                                       Check New Messages? y
                                       Deliver CA Message? y
                                         Message Transfer? y


Command Successfully Completed
```

Figure 3-19. System-Parameters IMAPI-Options Screen

2. Verify that `Maximum Simultaneous Sessions`: is set to at least **32**.
3. If the value is not set to at least **32**, do the following:
   a. Enter **exit** to return to the `enter command:` prompt.
   b. Enter **change system-parameters imapi-options** at the `enter command:` prompt.
   c. Change the `Total Sessions Purchased` field to at least **32**.

      NOTE:
      If you are unable to change the value, contact the AUDIX Upgrade and Control Center at (800) 562-8349 for assistance.

   d. Press F3 (Enter).
   e. Enter **exit** at the `enter command:` prompt to exit the screen.

High Capacity Option Administration

NOTE:
Before administering High Capacity Option, all INTUITY systems in the High Capacity Option cluster must be functional, connected to the LAN, and have the High Capacity Option software installed. For these procedures, see the following:

- *INTUITY AUDIX Release 3.3 Administration and Feature Operations*, 585-310-552, for installation procedures for the INTUITY AUDIX or
- *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for installation procedures for the INTUITY AUDIX and
- *INTUITY AUDIX High Capacity Option Installation,* 585-310-753 for the installation procedures for the High Capacity Option.

The High Capacity Option Administration component from the Lucent INTUITY Administration menu provides you the tools to administer the current adjunct system configuration. You can administer the switch adjunct system and the INTUITY AUDIX machines, and you can specify whether the primary or secondary adjunct system is in control.

To access the High Capacity Option Administration screens, do the following from the system designated as the primary system:

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) and select

   ```
   > High Capacity Administration
   ```

   If you are accessing the High Capacity Option Administration screen for the first time (that is, no primary or secondary adjunct systems have been specified yet), the system displays the following message:

   ```
   The name of the Primary Adjunct System is not currently set.
   High Capacity Administration may only be done on the Primary
   Adjunct system.

   Is this system going to be the Primary Adjunct System? [y,n,?]
   ```

2. Select **y** if this system is the primary system, or **n** if this is not the primary system.

   If you select **y**, the system displays the High Capacity Option Administration menu (Figure 3-20).

```
        High Capacity Administration
>High Capacity Auto Attendant Administration
 Switch Adjunct Module Administration
 High Capacity AUDIX Machine Administration
 Switch Adjunct Module Control Menu
```

Figure 3-20. High Capacity Option Administration Menu

NOTE:
The following procedures are listed in the order in which they should be performed, not in the order in which they appear on the High Capacity Option Administration menu.

High Capacity Option AUDIX Machine Administration

The High Capacity Option AUDIX Machine Administration screen provides information about each INTUITY AUDIX system in the High Capacity Option cluster. This information includes the IP address, hunt group extension, languages, and emergency call answer information.

To administer each INTUITY AUDIX High Capacity Option system, do the following from the primary system:

1. Start at the High Capacity Option Administration menu (Figure 3-20) and select

   ```
   > High Capacity AUDIX Machine Administration
   ```

   The system displays the High Capacity Option AUDIX Machine Administration screen (Figure 3-21).

```
                    High Capacity AUDIX Machine Administration

Machine Name: __________                IP Address: ______________

Hunt Group Extension: __________        VDN: __________

Primary Language: ______________        Secondary Language: ______________


Emergency Call Answer:

Starting Temporary Mailbox Extension: __________   Mailboxes Required: ___

Ending Temporary Mailbox Extension: __________

Community ID: __
```

Figure 3-21. High Capacity Option AUDIX Machine Administration Screen

2. Press F8 (Chg-Keys).
3. Press F1 (Add) to add a new INTUITY AUDIX system or press F2 (Change) to change information for an existing system.
4. Use the information in Table 3-2 to enter the appropriate field values.

Table 3-2. High Capacity Option AUDIX Machine Administration Screen Field Descriptions

Field	Description	Valid Input
`Machine Name:`	The name of the INTUITY AUDIX machine **NOTE:** For the High Capacity Option to function correctly, this INTUITY AUDIX machine name must match the UNIX system network name.	Maximum of 10 alphanumeric characters
`IP Address:`	The IP address of the INTUITY AUDIX system	Maximum of 15 digits
`Hunt Group Extension:`	The hunt group extension for the INTUITY AUDIX system	Maximum of 6 digits

Continued on next page

Table 3-2. High Capacity Option AUDIX Machine Administration Screen Field Descriptions — *Continued*

Field	Description	Valid Input
`VDN:`	The VDN for the INTUITY AUDIX system that must be monitored for the ASAI data **NOTE:** This VDN should be the same as the call answer VDN for the INTUITY AUDIX machine.	Maximum of 6 digits
`Primary Language:`	A protected field that identifies the primary language used on the INTUITY AUDIX system	Maximum of 14 alphanumeric characters **NOTE:** The default value is **us-eng** (U.S. English)
`Secondary Language:`	A protected field that identifies the secondary language used on the INTUITY AUDIX system	Maximum of 14 alphanumeric characters **NOTE:** The default value is **us-eng** (US English)
`Emergency Call Answer:`		
`Starting Temporary Mailbox Extension:`	The starting extension for the INTUITY AUDIX system temporary mailbox **NOTE:** Changes to this field delete existing temporary system mailboxes and add new mailboxes. Any undelivered messages in these mailboxes are deleted when the field value is changed.	Maximum of 10 digits

Continued on next page

Table 3-2. High Capacity Option AUDIX Machine Administration Screen Field Descriptions — *Continued*

Field	Description	Valid Input
`Mailboxes Required:`	A read-only field that specifies the number of mailboxes required by the INTUITY AUDIX system	Maximum of 3 digits
`Ending Temporary Mailbox Extension:`	A field that specifies the ending extension for the INTUITY AUDIX system temporary mailbox; this field is populated by the system	Maximum of 10 digits
`Community ID:`	The community identifier for the INTUITY AUDIX system **NOTE:** This value must match the `Sender Community` value you specified in the "Setting Community Sending Restrictions" earlier in this chapter.	Maximum of 2 digits

5. Press F3 (Save) to save the values you entered.

   The system displays a message indicating the changes made to the High Capacity Option AUDIX Machine Administration screen.

6. Press F8 (Chg-Keys).
7. Press F5 (IMAPI-On to enable IMAPI for all subscribers on this INTUITY AUDIX system.

   NOTE:
   For Step 7 to take effect, 32 IMAPI sessions for this machine must be enabled. See "Verify IMAPI Sessions" earlier in this chapter for more information.

8. Repeat Steps 2 through 7 on the primary system for each INTUITY AUDIX system in the High Capacity Option cluster.
9. Press F6 (Cancel) to exit the screen and return to the High Capacity Option Administration menu (Figure 3-20).

Switch Adjunct System Administration

The Switch Adjunct Module Administration screen provides the mailbox access VDN, DEFINITY LAN Gateway IP address, and the machine name for the primary and secondary adjunct systems.

NOTE:
You must use the IP addresses supplied for the primary and secondary systems during DEFINITY LAN Gateway administration in this procedure. See "Assigning a Host Name and IP Address to the DEFINITY LAN Gateway" above for procedures.

To administer the switch adjunct system, do the following:

1. Start at the High Capacity Option Administration menu (Figure 3-20) and select

```
> Switch Adjunct Module Administration
```

   The system displays the Switch Adjunct Administration Form screen (Figure 3-22).

```
        Switch Adjunct Administration Form

              Mailbox Access VDN:  54000

Definity LAN Gateway IP Address:  135.24.92.36

   Primary Adjunct Machine Name:  lzleo1

 Secondary Adjunct Machine Name:  lzleo2

          EAS Enabled on Switch:  y
```

Figure 3-22. Switch Adjunct Administration Form Screen

2. Use the data in Table 3-3 to enter the appropriate field values.

Table 3-3. Switch Adjunct Module Administration Form Screen Field Descriptions

Field	Description	Valid Input
`Mailbox Access VDN:`	The VDN assigned to the mailbox access number (see Chapter 2, ''High Capacity Option Administration Planning'')	Maximum of 6 digits
`Definity LAN Gateway IP Address:`	The IP address of the DEFINITY LAN Gateway	Maximum of 15 digits
`Primary Adjunct Machine Name:`	The name of the INTUITY AUDIX system designated as the primary system; this system must have the adjunct system software installed	Maximum of 10 alphanumeric characters
`Secondary Adjunct Machine Name:`	The name of the INTUITY AUDIX system designated as the secondary adjunct system; this system must have the adjunct system software installed	Maximum of 10 alphanumeric characters
`EAS Enabled on Switch:`	Indicates that the EAS VDN associated with the INTUITY AUDIX system is to be monitored for ASAI data	y if enabled on switch n if not enabled on switch

3. Press F3 (Save) to save the values you entered.

   The system displays a message indicating the changes made to the Switch Adjunct Module Administration screen.

4. Press F6 (Cancel) to exit the screen and return to the High Capacity Option Administration menu (Figure 3-20).

Switch Adjunct Module Control Menu

The Switch Adjunct Module Control menu allows you to switch the adjunct system control from the primary system to the secondary adjunct system. This switch must be done manually for an anticipated downtime. The High Capacity Option software automatically switches control to the INTUITY AUDIX system designated as the secondary adjunct system if the primary system is down.

NOTE:
It is not recommended that you switch control of the adjunct systems during busy periods. The primary system is engineered with additional system resources to handle adjunct system responsibilities. The secondary adjunct system may not have those resources readily available.

If the primary system fails unexpectedly, the secondary adjunct system automatically assumes primary system tasks within 5–minutes of the failure. However, some calls received during this 5–minute interval may experience errors (for example, a call may be routed to the wrong machine).

If the secondary adjunct system automatically assumes primary system tasks because the primary system failed, an alarm is generated.

To switch control of the adjunct systems, do the following:

1. Determine which adjunct system is currently in use. See *INTUITY™ AUDIX® High Capacity Option Installation*, 585-310-573, for the procedure.
2. Start at the High Capacity Option Administration menu (Figure 3-20) and select

   ```
   > Switch Adjunct Module Control Menu
   ```

   The system displays the Switch Adjunct Module Control menu (Figure 3-23).

```
   Switch Adjunct Module Control
>Failover to Secondary Adjunct Machine
 Fallback to Primary Adjunct Machine
```

Figure 3-23. Switch Adjunct Module Control Menu

3. Select one of the following:
   - `Failover to Secondary Adjunct Machine` — This selection transfers responsibility for performing adjunct system tasks from the primary system to the secondary adjunct system. Use this selection during a scheduled maintenance downtime to ensure minimal disruption of calls.

- `Fallback to Primary Adjunct Machine` — This selection transfers adjunct system responsibilities from the secondary adjunct system to the primary system. The primary system is again responsible for routing all calls, providing call information, and transferring calls between INTUITY AUDIX systems. The secondary adjunct system returns to monitoring the primary system for failure.

  Use this selection after all scheduled or unscheduled downtimes of the primary system. Perform this action immediately after the primary system is back online.

  NOTE:
  The primary and secondary adjunct systems should not run in "adjunct mode" simultaneously. This causes unnecessary system load on the secondary adjunct system.

4. Press F3 (Save) to save the selection made.
5. Press F6 (Cancel) twice to return to the Lucent INTUITY Administration menu (Figure 3-16)

High Capacity Option Acceptance Tests

4

What's in This Chapter?

This chapter provides the acceptance test procedures specific to the INTUITY AUDIX High Capacity Option cluster. This chapter assumes that acceptance test procedures described in *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, or *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, have already been performed on each INTUITY AUDIX system.

Acceptance test procedures include:

- Testing link status and ping
- Running remote updates
- Testing call answer
- Testing the mailbox access vector directory number (VDN)
- Testing adjunct system transfers

You must complete these procedures before turning the High Capacity Option cluster over to the customer.

NOTE:
If subscribers exist on all the INTUITY AUDIX systems in the High Capacity Option cluster, you may proceed with the tests in this chapter. If subscribers do not exist, you must administer the subscriber database on each INTUITY AUDIX system with at least a single subscriber to perform these tests. See "Adding Test Subscribers" in this chapter to add test subscribers for these procedures; otherwise, see *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for procedures to create subscribers.

Testing Prerequisites

This chapter tests basic link and voice messaging capabilities of the High Capacity Option cluster. You must have a test subscriber and a test telephone administered for each INTUITY AUDIX system in the High Capacity Option cluster. See "Adding Test Subscribers" later in this chapter for information on adding a test subscriber.

Testing Link Status and Ping

The following tests verify the link between the INTUITY AUDIX systems and the DEFINITY® LAN Gateway.

Test 1

NOTE:
You must perform this test should for each INTUITY AUDIX system in the cluster and for the DEFINITY LAN Gateway.

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) on the primary adjunct system and select

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

The system displays the Send & Receive Test Packets From screen (Figure 4-1).

```
Send & Receive Test Packets From

IP Address: _______________
```

Figure 4-1. Send & Receive Test Packets From Screen

2. Enter the Internet Protocol (IP) address for system.

3. Press F3 (Save) to start the test.

   The system displays the message `working...` in the upper right corner of the screen. While the cursor flashes, the system is performing the test. When finished, the system displays the Test Packets Results window (Figure 4-2).

   NOTE:
   Figure 4-2 is an example only. The test results displayed on your system will not match those shown here.

```
                          Test Packets Results
72 bytes from xxx.xx.xx.xx: icmp_seq=0. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=1. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=2. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=3. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=4. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=5. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=6. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=7. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=8. time=0. ms
72 bytes from xxx.xx.xx.xx: icmp_seq=9. time=0. ms

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

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

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

Figure 4-2. Test Packets Results Window

4. Examine the `packet loss` field in the `PING Statistics` fields displayed on the Test Packets Results window. The value for this field will be either 0% or 100%, as described below:

   - If 0% packet loss is reported, the test is successful. This result indicates that the problem is *not* with the DEFINITY LAN Gateway.
   - If 100% packet loss is reported, the test failed. Check with your LAN administrator to ensure that you used the correct IP address for the system. This result may indicate a problem with the Lucent INTUITY system's UNIX TCP/IP software. Reboot the system, and repeat this test. If the test still fails, contact your remote service center. See *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance,* 585-310-174, or *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance,* 585-313-115, for procedures to reboot the system.

5. Repeat this procedure for each INTUITY AUDIX system in the High Capacity Option cluster and for the DEFINITY LAN Gateway.

If any of these tests are unsuccessful, perform the following repair actions:

1. Check the TCP/IP digital networking administration. See Chapter 3, "High Capacity Option Administration".
2. Verify that LAN and the DEFINITY LAN Gateway are administered and physically connected properly. See Chapter 3, "High Capacity Option Administration" and *Lucent DEFINITY Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor® ASAI over the DEFINITY LAN Gateway*, 555-230-223, for administration information for the DEFINITY LAN Gateway.

Test 2

NOTE:
You must perform this test from the primary or secondary adjunct system.

1. Log in to the INTUITY AUDIX primary adjunct system as **tsc** or **root.**
2. Enter **link_status**

   The system displays the following information:

```
Link    Dest        Type    Status
- - - - - - - - - - - - - - - - - -
  1     lzasai2     LAN     Talking
```

3. Verify that the entry in the `Status` column is **`Talking`**.
4. If this test fails, perform the following repair actions.
   a. Verify that the High Capacity Option cluster is administered properly. See Chapter 3, "High Capacity Option Administration".
   b. Verify that both the LAN and the DEFINITY LAN Gateway are administered and that the physical connections between them are correct. See Chapter 3, "High Capacity Option Administration" and *Lucent DEFINITY Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor ASAI over the DEFINITY LAN Gateway*, 555-230-223, for administration information for the DEFINITY LAN Gateway.

Adding Test Subscribers

NOTE:
You must have a test subscriber and a test telephone for each INTUITY AUDIX system.

Add a test subscriber to test the High Capacity Option cluster. The test subscriber and the test telephone number must be unique for each INTUITY AUDIX system. Identify the test subscriber with the INTUITY AUDIX system number. For example, subscriber **test-3** should be added to INTUITY AUDIX system #3 in the High Capacity Option cluster.

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) and select

```
> AUDIX Administration
```

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

   The system displays Page 1 of the Add Subscriber screen (Figure 4-3).

```
add subscriber                                                    Page 1 of 2
                                   SUBSCRIBER

         Name: ________________________________          Locked? n
    Extension: _________                              Password: ______________
          COS: class00                              Miscellaneous: ___________
Switch Number: __                                 Covering Extension: __________
 Community ID: __                                  Broadcast Mailbox? _
Secondary Ext: __________

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

Figure 4-3. Add Subscriber Screen, Page 1

3. Enter **test-*x*** in the `Name:` field, where x is the number of this system
4. Move the cursor to the `Extension:` field.
5. Enter the extension associated with the test telephone for this subscriber.

6. Move to the `Password:` field and enter the system number as the password for this subscriber (for example, between 1 and 8).
7. Press F3 (Enter) to add the test subscriber to the system.

   NOTE:
   This procedure uses the default for the remaining fields.

   The system displays the following message:

   `command successfully completed`

8. Repeat Steps 3 through 7 for each INTUITY AUDIX system in the High Capacity Option cluster.
9. Enter **exit** at the `enter command:` prompt to return to the Lucent INTUITY Administration menu (Figure 3-16).

Running a Remote Update

NOTE:
You must perform this procedure after all subscribers have been added to the INTUITY AUDIX systems.

You must run a remote update for each INTUITY AUDIX system from each INTUITY AUDIX to update the user database on each INTUITY AUDIX machine. For example, if there are three systems in the High Capacity Option cluster, perform this procedure for the following machines:

From INTUITY AUDIX System #	For INTUITY AUDIX Systems #
1	2 and 3
2	1 and 3
3	1 and 2

Therefore, a remote update must be performed six times to completely update the user database on each INTUITY AUDIX system in the High Capacity Option cluster.

To run a remote update, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) and select

   ```
   > AUDIX Administration
   ```

2. Enter **get remote_updates** ***remote machine name*** at the `enter command:` prompt.

The system displays the Remote Update Request screen (Figure 4-4).

```
drmid11            Active           Alarms:  mwA                        Logins: 4
get remote_updates lzbart                                              Page 1 of 1
                              REMOTE UPDATE REQUEST


Request Full Update from Machine:  lzbart

           Status of Last Update:  completed

           Last Completed Update:  01/10/94 19:54

    Press [Enter]  for Full Update Request
          [Cancel] to Abort




enter command: get remote_updates lzbart
```

Figure 4-4. Remote Update Request Screen

3. Press (ENTER) to begin the remote update.

   NOTE:
   The update may take some time, possibly hours, depending on the number of users on the remote system.

4. Determine if the remote update is complete by entering **get remote_updates *remote machine name*** at the `enter command:` prompt. The status of the last update should say **`completed`** and the time stamp should be recent.
5. Press (CANCEL) to exit the screen without starting another update.
6. When the remote updates procedure is complete, do the following:
   a. Check to see that the remote users are on the local system by entering **list remote extensions *machine_name*** at the `enter command:` prompt.
   b. Display the Administration Log screen by entering **display administration-log** at the `enter command:` prompt. Verify that no conflicts or problems occurred with the remote update.
7. Repeat Steps 2 through 6 from this INTUITY AUDIX system for all other systems in the High Capacity Option cluster.

8. Repeat this procedure from each INTUITY AUDIX system in the High Capacity Option cluster.

Testing INTUITY AUDIX Call Answer

Complete the procedures in this section to

- Create and send a test message.
- Verify emergency call answer.

Creating and Sending a Test Message

To create and send a test message, do the following:

1. From test telephone #1, place a call to test telephone #2.
2. Speak into the telephone and record the following (or a similar test message) after the tone, where *<x>* is the system number of the INTUITY AUDIX associated with the test extension dialed:

   "This is a test call answer message for test telephone <x>"
3. Hang up the telephone to disconnect.
4. Repeat Steps 1 through 3 above, calling test telephone #3 from test telephone #2, etc, for all the INTUITY AUDIX test extensions. A message should be left in the mailbox for each test subscriber.
5. Continue with the next procedure, ''Verifying Emergency Call Answer''.

Verifying Emergency Call Answer

To verify emergency call answer, do the following:

1. From an INTUITY AUDIX system, perform the "Stopping the Voice System" procedure as described in one of the following documents:
   - *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, or
   - *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance,* 585-310-174, or
   - *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance,* 585-313-115.
2. Dial the extension for the test subscriber that resides on the INTUITY AUDIX system for which the voice system is stopped.

   The system responds with the emergency call answer message.
3. Leave a message for the subscriber.
4. Perform the "Starting the Voice System" procedure as described in one of the following documents:

- *Lucent* INTUITY *Messaging Solutions Release 4 MAP/100 Maintenance,* 585-310-174, or
- *Lucent* INTUITY *Messaging Solutions Release 4 MAP/100P Maintenance,* 585-313-115.

NOTE:
It may take up to 10 minutes for the message to be delivered to the subscriber's mailbox once the voice system is started.

5. Log in to the test subscriber's mailbox and verify that the voiced name in the message header indicates that it is from the emergency call answer mailbox.
6. Repeat Steps 1 through 5 for each INTUITY AUDIX system in the High Capacity Option cluster.

If this test is unsuccessful, perform the following repair actions:

1. Verify that the High Capacity Option is administrated correctly. See Chapter 3, "High Capacity Option Administration".
2. Verify that the emergency call answer mailboxes are administered. See Chapter 3, "High Capacity Option Administration".
3. Verify that the digital network name and system name are identical.

Testing the Mailbox Access VDN

NOTE:
You must perform this test locally and twice for each INTUITY AUDIX system in the High Capacity Option cluster.

To test the mailbox access VDN, do the following.

1. Call the mailbox access VDN. Allow the INTUITY AUDIX application to answer.
2. Press [#] when INTUITY AUDIX asks for the extension.
3. Enter the INTUITY AUDIX system number when INTUITY AUDIX asks for the password.

NOTE:
If the system is administered to require a longer password, you may have to change the password. Follow the voiced instructions if this occurs and use a string of digits that still identifies the INTUITY AUDIX system number. We recommend that the first digit in the password be used to identify the system's place within the cluster. For example, if this is INTUITY AUDIX system #1, use 1736 as the password. The first digit "1" in the password indicates that this is the first INTUITY within the High Capacity Option cluster.

After entering the password, you should *not* hear the message "`Please wait`" because it indicates a transfer.

4. Add the voice name "test subscriber."
5. Verify the call answer message exists in the subscriber mailbox by pressing [2] to retrieve messages.

   The system plays the date and time that the message was received.
6. Press [*] [D] to delete the test message.
7. Hang up the telephone to disconnect.
8. Repeat Steps 1 through 8 above on each INTUITY AUDIX system in the High Capacity Option cluster.

Testing Adjunct System Transfers

To test adjunct system transfers, do the following.

1. Call the mailbox access VDN from test telephone #1. Allow the INTUITY AUDIX application to answer.
2. Enter the extension of test telephone #2, which is on a different INTUITY from test telephone #1.
3. Enter the password associated with test telephone #2 when INTUITY AUDIX asks for the password.

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

   You should hear "`Please wait`" and then a voiced name for the extension to which you are logging. This verifies that you have accessed the correct INTUITY AUDIX system for this subscriber.
4. Repeat Steps 1 through 3, using test telephone #3 from test telephone #2, etc, for all the INTUITY AUDIX test extensions in the High Capacity Option cluster.

Removing Test Subscribers

Complete this procedure to remove test subscriber *x* (for example, between 1 and 8) for each of the INTUITY AUDIX systems.

1. Start at the Lucent INTUITY Administration menu (Figure 3-16) and select

```
> AUDIX Administration
```

2. Enter **rem su test *x*** at the `enter command:` prompt, where *x* is the INTUITY AUDIX system number.

   The system displays the Remove Subscriber screen showing subscriber test-*x* (Figure 4-5).

```
lzleo1              Active          Alarms: MmwA                    Logins: 3
remove subscriber test13                                            Page 1 of 2
                                  SUBSCRIBER

         Name: test13                                   Locked? n
    Extension: 01111                                   Password:
          COS: class00                             Miscellaneous:
Switch Number: 2                               Covering Extension:
 Community ID: 1                                Broadcast Mailbox? n
Secondary Ext:

Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test13
```

Figure 4-5. Remove Subscriber Screen

3. Press F3 (Enter) to remove the test subscriber from the system.

   The system displays the following message:

   `command successfully completed`

4. Enter **exit** at the `enter command:` prompt to return to the Lucent INTUITY Administration menu.

INTUITY Administration in the Expert Agent Selection Environment

A

What's in This Appendix?

This appendix contains procedures for administering an *INTUITY™* High Capacity Option hunt group on a DEFINITY® G3 switch in the Expert Agent Selection (EAS) environment.

NOTE:
You should complete the "Assign User Defined Adjunct Names" and "Administer the Voice Port Stations" procedures as described in Chapter 4, "DEFINITY G3r Administration" in *INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-214, prior to beginning the administration procedure described in this appendix.

Administering the Hunt Group in the EAS Environment

The hunt group is a set of analog ports on the switch. These ports connect subscribers and users to the Lucent INTUITY system by distributing new calls to idle ports. DEFINITY G3r switches use Uniform Call Distribution (UCD) for distributing calls to the ports. See the appropriate switch documentation for more information about call distribution groups.

To administer the voice ports connected to a hunt group starting with port 1, do the following:

1. Log in to the switch Management Terminal (MT) as **craft** or **inads**.
2. Enter your password.
3. Enter the correct terminal type for the MT.

4. At the command prompt, enter **add hunt-group *hunt group number***

   where *hunt group number* is the number of the hunt group to be administered.

   The system displays Page 1 of the Hunt Group screen (Figure A-1).

```
add hunt-group 31                                          Page   1 of   2
                                 HUNT GROUP

    Group Number: 31             Group Extension: 51999    Group Type: ucd
      Group Name: lzleo2                  Skill? y               ACD? y
           Queue? y                     Vector? y               AAS? n
   Security Code: ____                                           COR: 1
ISDN Caller Disp: ________                                        TN: 1

              Measured: none                   Supervisor Extension: _____

   Controlling Adjunct: none



           Queue Length: 64
Calls Warning Threshold: ___      Calls Warning Port: _______
 Time Warning Threshold: ___       Time Warning Port: _______

                                 Redirect on No Answer (rings): __
               Forced Entry of Stroke Counts or Call Work Codes? n
```

Figure A-1. Hunt Group Screen, Page 1

5. Use the information in Table A-1 to enter the appropriate field values. Only the fields listed in the table should be administered. Leave all other fields should at their default values.

Table A-1. G3r Hunt Group Screen, Page 1 Field Descriptions

Field	Description
`Group Number:`	The hunt group identification number assigned to the hunt group
`Group Extension:`	The extension number assigned to the hunt group
`Group Type:`	ucd
`Group Name:`	The name display set users see when they call the INTUITY system to access voice messaging features

Continued on next page

Table A-1. G3r Hunt Group Screen, Page 1 Field Descriptions — *Continued*

Field	Description
`Skill?`	y
`ACD?`	y
`Queue?`	y
`Vector?`	y
`AAS?`	n
`COR:`	Class of Restriction
`ISDN Caller Disp:`	Grp-name or mbr-name to specify whether the hunt group name or member name will be sent to the originating user.
`TN:`	1
`Measured:`	None
`Controlling Adjunct:`	None
`Queue Length:`	Queue length should be equal to the number of Lucent INTUITY voice ports configured for the Lucent INTUITY system.
`Forced Entry of Stroke Counts or Call Work Codes?`	n

6. Press F3 (Enter) to save the information.

   The system refreshes the screen.

7. Press F7 (Next Page) to move to Page 2 of the Hunt Group screen (Figure A-2).

```
change hunt-group 1                                          Page   2 of   2
                                   HUNT GROUP

             Message Center: audix
  Message Center AUDIX Name: lzleo2                 Primary? y
               LWC Reception: audix
                  AUDIX Name: lzleo2
      Messaging Server Name: _______
```

Figure A-2. Hunt Group Screen, Page 2

8. Use the information in Table A-2 to enter the appropriate field values.

Table A-2. Hunt Group Screen, Page 2 Field Descriptions

Fields	Description
`Message Center:`	**audix** in this field identifies the Lucent INTUITY system as a voice messaging product
`Message Center AUDIX Name:`	Name assigned to this AUDIX Message Center
`Primary:`	y
`LWC Reception:`	audix
`AUDIX Name:`	Name associated with the INTUITY AUDIX machine
`Messaging Server Name:`	Leave this field blank

9. Press F3 (Enter) to save the information.

   The system refreshes the screen.

10. Press F1 (Cancel) to exit the Hunt Group screen and return to the command prompt.

Administering the Agent in the EAS Environment

To administer the agent connected to a hunt group, do the following:

1. At the command prompt, enter **add agent-login ID *extension***

   where *extension* is the extension number to be administered.

   The system displays the Agent LoginID screen (Figure A-3).

```
add agent-loginID 50008                                          Page   1 of   1
                              AGENT LOGINID

       Login ID: 50008                                              TN: 1
           Name: lzleo2 8                                          COR: 1
  Coverage Path: ____                                   Security Code: ____
  LWC Reception: audix                       AUDIX Name for Messaging: lzleo2
           AAS? n                 Messaging Server Name for Messaging: _______
         AUDIX? y                          LoginID for ISDN Display? n
 Port Extension: 51501


                 Skill   Primary/Secondary   AUDIX Name
               1: 1__    primary__
               2: ___    _________
               3: ___    _________
               4: ___    _________

    WARNING:  Agent must log in again before skill changes take effect
```

Figure A-3. Agent LoginID Screen

2. Use the information in Table A-3 to enter the appropriate field values. Only the fields listed in the table should be administered. Leave all other fields at their default values.

Table A-3. Agent LoginID Screen Field Descriptions

Field	Description
`Login ID:`	Login ID associated with the agent being administered
`TN:`	1
`Name:`	Name associated with this agent ID
`COR:`	A number associated with the Class of Restriction

Continued on next page

Table A-3. Agent LoginID Screen Field Descriptions — *Continued*

Field	Description
`LWC Reception:`	audix
`AUDIX NAME for Messaging:`	AUDIX name used by the Lucent INTUITY system for voice messaging.
`AAS?`	n
`AUDIX?`	y
`Port Extension:`	**NOTE:** This field is *only* displayed after you enter a **y** in the AUDIX field. Station for this hunt group for this INTUITY AUDIX machine **NOTE:** Each member of the hunt group should be administered using this field.
`Skill`	(1 through 4) The hunt group for which this port extension is a member.
`Primary/Secondary`	Always set as primary
`AUDIX Name`	AUDIX name associated with this port extension.

3. After you enter the correct information in each field, press F3 (Enter) to save the information.

   The system refreshes the screen.

4. Press F1 (Cancel) to exit the Agent LoginID screen and return to the `command` prompt.
5. Repeat Steps 1 through 4 for each port in the INTUITY hunt group.
6. Enter **logoff** at the `command` prompt to exit the system.

Abbreviations

A

AAG
AMIS Analog Gateway module

ADAP
administration and data acquisition package

ALT
assemble load and test

AMIS
audio messaging interchange specification

API
application programming interchange

AUDIX
audio information exchange

B

BCS
Business Communications Systems

bit
binary digit

bps
bits per second

C

CPU
central processing unit

D

DCIU
data communications interface unit

DCP
digital communication protocol

DCS
distributed communication system

DID
direct inward dialing

DNIS
dialed number identification service

E

ESD
electrostatic discharge

H

HMM
Hub message manager

I

IMAPI
INTUITY messaging application programming interface

INADS
initialization and administration system

IP
Internet protocol

L

LAN
local area network

LDAP
lightweight directory access protocol

M

MAP
multi-application platform

MT
maintenance (Lucent INTUITY software component)

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NW
INTUITY AUDIX Digital Networking module

P

PEC
price element code

PPP
point to point protocol

R

RFU
remote field update

RTU
right to use

S

SCE
service creation environment

SNMP
simple networking management protocol

SWIN
switch interface

T

TCP/IP
Transmission Control Protocol/Internet Protocol

TSC
Technical Services Center

TSO
Technical Services Organization

V

VDN
vector directory number

VP
voice platform (INTUITY software component)

W

WAN
wide area network

Glossary

5ESS Switch
A central office switch manufactured by Lucent that can be integrated with the Lucent INTUITY system.

A

accessed message
A message that was received and scanned (either the entire message or just the header).

ACD
See *automatic call distribution*.

activity menu
The list of options spoken to users when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP
See *administration and data acquisition package*.

address
INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the [*] [A] (Address) command.

adjunct
A separate system closely integrated with a switch, such as an Lucent INTUITY system or a call management system (CMS).

administration
The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)
A software package that allows the system administrator to transfer system user, maintenance, or traffic data from an INTUITY AUDIX system to a personal computer (PC).

ADU
See *asynchronous data unit*.

alarm log
A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms
Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

American wire gauge (AWG)
A standard measuring gauge for nonferrous conductors.

AMIS
See *Audio Messaging Interchange Specification*.

AMIS prefix
A number added to the destination number to indicate that it is an AMIS analog networking number.

ampere (amp)
The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking
A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal
In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement
A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment
A numbered piece of spoken information that makes up a system message or prompt.

antistatic
A treatment for material to prevent the build-up of static electricity.

API
See *application programming interface.*

application
A computer software program.

application programming interface (API)
A set of formalized software calls and routines that an application program can reference to access underlying network services.

assemble, load, and test (ALT)
The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than time. See also *synchronous communication*.

asynchronous data unit (ADU)
An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs for use with the Lucent INTUITY system include Z3A1 or Z3A4.

asynchronous transmission
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Lucent INTUITY system provides asynchronous EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

Audio Messaging Interchange Specification (AMIS)
An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent.

Audio Information Exchange (AUDIX)
A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX
See *Audio Information Exchange*.

autodelete
An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

automatic call distribution (ACD)
The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users and users to the system. See also *call-distribution group*.

automatic message scan
An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY Fax Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint
An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

autoscan
See *automatic message scan*.

AWG
See *American wire gauge.*

B

background testing
Testing that runs continuously when the system is not busy doing other tasks.

backplane
A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup
A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)
A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

baud
A unit of measurement that describes the speed of transferred information.

baud rate
Transmission signaling speed.

basic call transfer
The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access
See *basic rate interface*.

basic rate interface (BRI)
International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary digit (bit)
Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

bit
See *binary digit*.

bits per second
The number of binary units of information (1s or 0s) that can be transmitted per second. *Mbps* refers to a million bits per second; *Kbps* refers to a thousand bits per second.

body
The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot
The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem
The filesystem from which the system loads its initial programs.

bps
See *bits per second*.

BRI
See *basic rate interface*.

broadcast messaging
An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC
See *binary synchronous communications*.

buffer
A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board
An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling
Combining several calls and handling them as a single call. See also *automatic message scan*.

bus
An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release
To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports may be busied out if they appear faulty or when maintenance tests are run.

byte
A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

C

call accounting system (CAS)
A software device that monitors and records information about a calling system.

call-answer
An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice
The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number
In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call coverage
A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call delivery
See *message delivery*.

call-distribution group
The set of analog port cards on the switch that connects switch users to the Lucent INTUITY system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)
An inbound call distribution and management reporting package.

called tone (CED tone)
The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)
The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)
The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring
A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage
An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS
See *call accouting system*.

CED tone
See *called tone*.

CELP
See *code excited linear prediction*.

central office (CO)
An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
The component of the computer that manipulates data and processes instructions coming from software.

channel
A telecommunications transmission path for voice and/or data.

channel capacity
A measure of the maximum bit rate through a channel.

CICS
See *customer information control system*.

class of service (COS)
The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Lucent INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

CMS
See *call management system*.

CNG tone
See *calling tone*.

CO
See *central office*.

code excited linear prediction (CELP)
An analog-to-digital voice coding scheme.

collocated
A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct
Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode
A numbering system for telecommunications equipment used by Lucent. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command
An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

community
A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message
A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles as a single message.

configuration
The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS
See *class of service*.

coverage path
The sequence of alternate destinations to which a call to a user on an Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU
See *central processing unit*.

cross connect
Distribution-system equipment used to terminate and administer communication circuits.

cross connection
The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI
See *called subscriber information*.

CTS
See *clear to send*.

D

DAC
See *dial access code*.

database
A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data communications equipment (DCE)
Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)
A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link
A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)
A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Lucent INTUITY system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set
Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)
Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)
A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP
See *data base processor*.

DCE
See *data communications equipment*.

DCIU
See *data communications interface unit*.

DCP
See *digital communications protocol*.

DCS
See *distributed communications system*.

debug
See *troubleshoot*.

dedicated line
A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default
A value that is automatically supplied by the system if no other value is specified.

default community
A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number
The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message
A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing
Testing performed on request (usually by service personnel).

diagnostic testing
A program run for testing and determining faults in the system.

dial-ahead/dial-through
The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string
A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)
An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID
See *direct inward dialing*.

digital
Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital communications protocol (DCP)
A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking
A method of transferring messages between messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

digital signal processor
A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch
See *dual in-line package switch*.

direct inward dialing
The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)
A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory
1. An INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing [*] [*] [N] at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal
A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)
A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list
See *mailing list*.

DMA
See *direct memory access*.

DNIS
See *dialed number identification service*.

domain
An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

DSP
See *digital signal processor*.

DSU
See *data service unit*.

DTE
See *data terminal equipment*.

DTMF
See *dual tone multifrequency*.

dual in-line package (DIP) switch
A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings
The capability of INTUITY AUDIX users to create personal greetings in two different languages—one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)
A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface
A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

electrostatic discharge (ESD)
Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail
See *e-mail*.

e-mail
The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled
The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint
See *fax endpoint*.

enhanced call transfer
An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface
A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message
A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors
Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply
The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses #.

ESD
See *electrostatic discharge*.

event
An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facility out-of-service
State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile
1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

fax
See *facsimile*.

fax addressing prefix
Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a “template” to differentiate all call-delivery machines on the network from each other.

fax endpoint
Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix
A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field
An area on a screen, menu, or report where information can be typed or displayed.

FIFO
See *first-in/first-out*.

file
A collection of data treated as a basic unit of storage.

filename
Alphanumeric characters used to identify a particular file.

file redundancy
See *mirroring*.

file system
A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)
A method of processing telephone calls or data in which the first call (or data) to be received is the first call (or data) to be processed.

F key
See *function key.*

FOOS
See *facility out-of-service*.

format
To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function
Individual steps or procedures within a mailbox activity.

function key (F key)
A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

G

Generic 1, 2, or 3
Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape
A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS
See *grade of service*.

grade of service (GOS)
A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax
A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password
A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help
A command run by pressing [HELP] or [CTRL] [?] on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press [*] [H] on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)
A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

host switch
The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group
A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz
See *hertz*.

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See *INTUITY messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

integrated services digital network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

I/O address
input/output address.

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

Kbps
Kilobits per second; one thousand bits per second.

Kbyte
Kilobytes per second; 1024 thousand bytes per second.

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*.

LDAP
See *lightweight directory access protoco*l.

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.

lightweight directory access protocol (LDAP)
A protocol used to create a global database made up of local databases, each which holds part of the data.

LIFO
See *last-in/first-out*.

light emitting diode (LED)
A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)
The 10-character alphanumeric display that shows the status of the system, including alarms.

load
The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)
A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of Lucent INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local AUDIX machine
The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation
A switch, adjunct, or peripheral installed physically near the host switch or system. See also *collocated*.

local network
An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login
A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also *password*.

login announcement
A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes
Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC
See *leave word calling*.

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox
A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list
A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance
The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm
An alarm detected by Lucent INTUITY software that affects at least one fourth of the INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS
See *manually out-of-service*.

manually out-of-service
State of operation during which a unit has been intentionally taken out of service.

MAP
See *multi-application platform*.

mean time between failures
The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type
The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

megabyte
A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

memory
A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu
A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

message categories
Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component
A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery
An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager
See *INTUITY Message Manager*.

message-waiting indicator (MWI)
An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)
See *message-waiting indicator*.

migration
An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring
A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

mode code
A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem
A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular
A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)
A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
See *modular processor data module*.

MTBF
See *mean time between failures*.

multi-application platform (MAP)
The computer hardware platform used by the Lucent INTUITY system.

multilingual feature
A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI
See *message-waiting indicator*.

MWL
See *message waiting lamp*.

N

networking
See *INTUITY AUDIX Digital Networking*.

networking prefix
A set of digits that identifies a Lucent INTUITY machine.

not deliverable message
A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

on-line help
A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)
An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)
The set of software programs that runs the hardware and interprets software commands.

option
A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS
See *operating system*.

OSI
See *open systems interconnection*.

outcalling
A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox
A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission
The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password
1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login.*

password aging
An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX
See *private branch exchange*.

PC
See *power converter*.

PDM (processor data module)
See *modular processor data module (MPDM)*.

PEC
See *price element code*.

peripheral device
Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory
An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension
See *secondary extension*.

pinouts
The signal description per pin number for a particular connector.

PMS
See *property management system*.

port
A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST
See *power-on self test*.

power on self test (POST)
A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

priority call answer
An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses 2 after recording.

priority messaging
An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling
An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)
An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list
A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging
A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)
See *modular processor data module (MPDM)*.

processor interface (PI)
A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key
See *function key*.

protocol
A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list
A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

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 ele-

ments such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot
See *boot*.

remote access
Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation
A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance
The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

remote network
A network in which the systems are integrated with more than one switch.

remote service center
A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance.*

remote terminal
A terminal connected to a computer over a telephone line.

remote users
INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN
See *ringer equivalence number*.

reply loop escape
An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender
An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)
One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the [*] [R] (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time
The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)
A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee
A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)
A number required in the United States for registering your telephone equipment with a service provider.

ROM
See *read-only memory.*

RS-232
See *EIA interface.*

RTS
See *request to send*.

S

SCA
See *switch communications adapter*.

scan
To automatically play mail messages, headers, or both.

scheduled delivery time
A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen
That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

SCSI
See *small computer system interface*.

secondary extension
A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission
The transmission of one bit at a time over a single wire.

server
A computer that processes and stores data that is used by other smaller computers. For Lucent INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

shielded cables
Cables that are protected from interference with metallic braid or foil.

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

simplified message service interface (SMSI)
Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

single in-line memory module (SIMM)
A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI
See *simplified message service interface*.

subscriber
A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge
A sudden rise and fall of voltage in an electrical circuit.

surge protector
A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW
See *switch integration*.

switch
An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access
A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook
The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone is *off hook*).

switch-hook flash
A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration
Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)
A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network
Two or more interconnected switching systems.

synchronized mailbox
A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer
The name given to the trusted server by the e-mail vendor, Lotus Notes.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission
A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration
See *configuration*.

T

T.30
The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge
One or more spare removable cartridges required to back up system information.

tape drive
The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP
See *transmission control protocol/internet program*.

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

telecommunications device for the deaf (TDD)
A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal
See *display terminal*.

terminal type
A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor
A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)
A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring
A term used to denote the analog telecommunications interface.

tone generator
A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic
The flow of attempts, calls, and messages across a telecommunications network.

translations
Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)
A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R
See *tip/ring*.

troubleshooting
The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server
A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

U

UCD
See *uniform call distribution*.

Undelete
An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing * 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.

voice link
The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail
See *voice message*.

voice mailbox
See *mailbox*.

voice message
Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port
The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal
A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing
1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

volt
The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

W

WAN
See *wide area network*.

watt
The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

wide area network (WAN)
A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window
That portion of the Lucent INTUITY user interface through which you can view system information or status.

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