Lucent Technologies
Bell Labs Innovations

INTUITY

Interchange Administration

585-310-573
Comcode 107952400
Issue 2
February 1997

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Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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

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

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

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

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This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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Lucent Technologies Business Communications Systems declares thatMAP/100 equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive	89/336/EEC
Low-Voltage Directive	73/23/EEC
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™ Interchange Administration*, 585-310-573, contains instructions for administrating the Lucent INTUITY™ Interchange. The book only contains the information that is specific to administration for Lucent INTUITY Interchange. See *Lucent INTUITY™ Platform Administration and Maintenance*, 585-310-557, for information on administration for the Lucent INTUITY Release 3.0 system.

Intended Audiences

This book is intended primarily for the personnel responsible for configuration and administration of the Lucent INTUITY Interchange systems. This book also contains information for the end-users, or subscribers, of the Lucent INTUITY Interchange.

Release History

This is the first release of this book.

How to Use This Book

This book is organized into the following sections:

- Chapter 1, “Lucent Intuity Interchange Feature Description”, provides a description of the Lucent INTUITY Interchange. It also includes information about hardware and software requirements and user interface changes.
- Chapter 2, “Lucent Intuity Interchange Administration Checklists”, provides checklists for initial and ongoing administration of the Lucent INTUITY Interchange.
- Chapter 3, “Lucent Intuity Interchange Administration”, provides administration procedures for the Lucent INTUITY Interchange system.
- Chapter 4, “Subscriber Administration”, provides information for administering Interchange subscribers.
- Chapter 5, “AMIS Analog Gateway Telephone Administration”, provides the procedures to administer the AMIS Analog Gateway through the telephone interface.
- Chapter 6, “End-Point Administration”, provides the procedures that must be performed on the end-point (remote) machines to communicate with the Lucent INTUITY Interchange.
- Chapter 7, “Acceptance Tests”, provides the acceptance test procedures specific to the Lucent INTUITY Interchange.
- Chapter 8, “Subscriber Interface”, provides information for a Lucent INTUITY Interchange subscribers to self-register as an AMIS analog subscriber and for changes to the subscriber interface.
- Chapter 9, “Lucent Intuity Interchange Reports”, provides information on AMIS analog and digital traffic reports generated by the Lucent INTUITY Interchange.
- Appendix A, "Interchange Forms", provides all of the Lucent INTUITY Interchange blank forms.

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” request and show system information (Figure 1 and Figure 2 respectively). “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, a screen or a window.

- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.

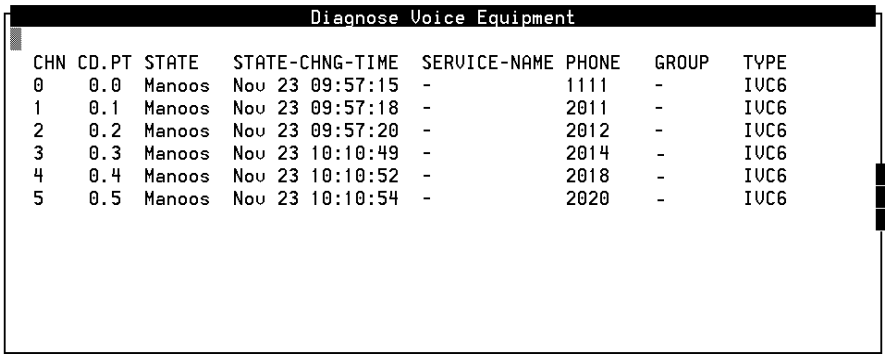


Figure 1. Example of a Lucent INTUITY Window

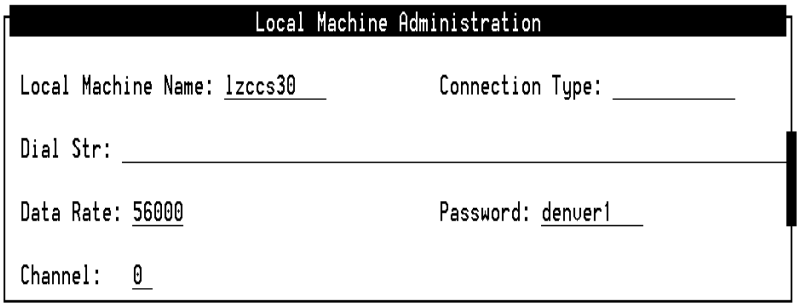


Figure 2. Example of a Lucent INTUITY Window

```
                    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

```
   INTUITY (TM) Administration
>Country Parameter Administration
 Customer/Services Administration
 Interchange Administration
 Networking Administration
 Upgrade
 Voice System Administration
```

Figure 4. Example of a Lucent INTUITY Menu

Terminal Keys

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

  Press ENTER.

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

  Press ALT D.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as 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.

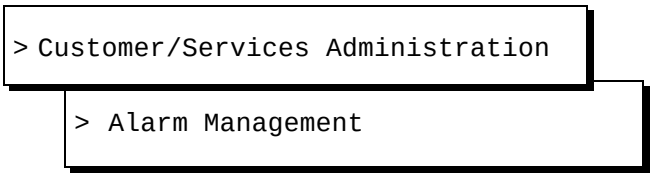
Example 2:

```
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:

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

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

Other Typography

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

  Example 1:

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

  Example 2:

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

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

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

Safety and Security Alert Labels

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

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

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

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

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™ Documentation Guide*, 585-310-540, contains a detailed description of all books included in the Release 3.0 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™ MAP/100 Hardware Installation*, 585-310-139, for detailed information on installing hardware on the MAP/100
- *Lucent INTUITY™ Software Installation for Release 3.0*, 585-310-160, for detailed information on installing software
- *Lucent INTUITY™ Interchange Installation*, 585-310-608, for detailed installation procedures for Lucent INTUITY Interchange systems

- *Lucent INTUITY™ Interchange Maintenance*, 585-310-574, for detailed maintenance procedures and troubleshooting information for Lucent INTUITY Interchange systems

It is suggested that you obtain and use the following book for information on security and toll fraud issues:

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

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

Training

The following training class is recommended as a prerequisite to installing a Release 3.0 Lucent INTUITY system:

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

The following diskette accompanies the Lucent INTUITY Interchange documentation:

- Course No. MC9615C, INTUITY AUDIX High Capacity Option and Lucent INTUITY Interchange

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

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

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- Ethernet is a trademark of Xerox Corporation.
- MAX is a trademark of Ascend Communications, Inc.
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Lucent INTUITY Interchange Feature Description

1

What's in This Chapter?

This chapter provides a description of the Lucent INTUITY™ Interchange. It includes information about architecture, hardware and software requirements, user interface changes, the AMIS Analog Gateway, and system capacities.

What is Lucent INTUITY Interchange?

The Lucent INTUITY Interchange allows Lucent INTUITY networking customers to simplify their current point to point network topology and administration by supporting store and forward message protocols. With Lucent INTUITY Interchange, you can exchange messages between Lucent INTUITY and non-INTUITY systems.

Figure 1-1 shows a sample architecture of the Lucent INTUITY Interchange.

NOTE:
The Interchange supports a peer-to-peer configuration. A Lucent INTUITY Interchange may be connected to another Lucent INTUITY Interchange to increase network capacities.

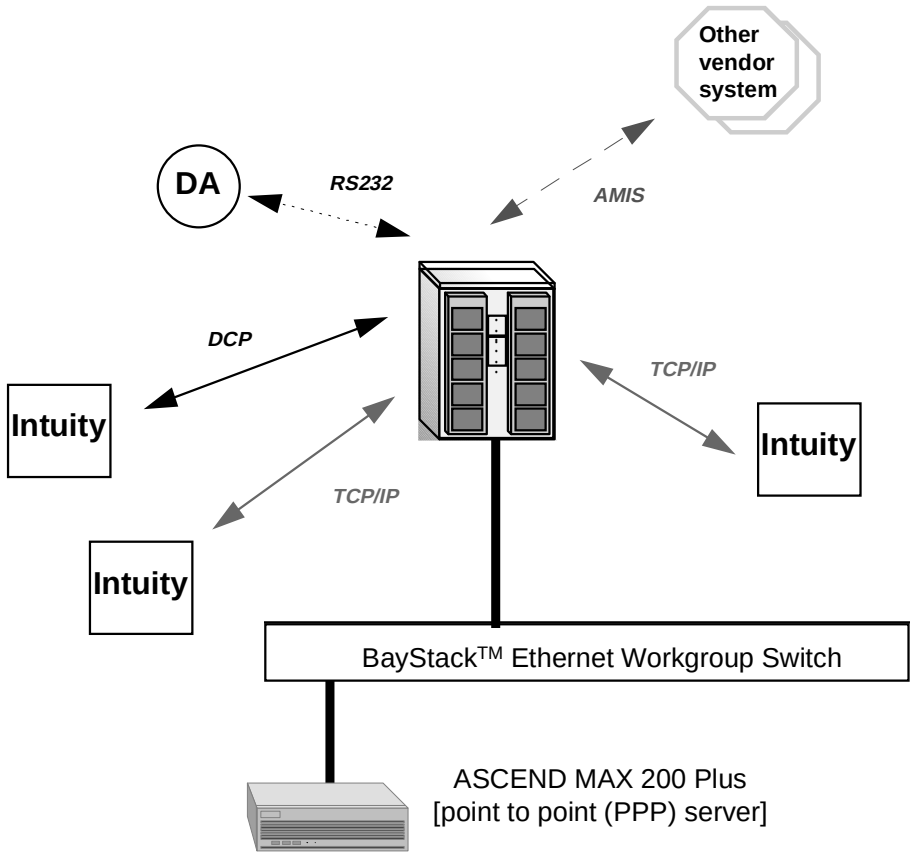

Figure 1-1. Lucent Intuity Interchange Cluster Configuration

The Lucent INTUITY Interchange cluster configuration includes:

- A Multi-Application Platform 100 (MAP/100) with Lucent INTUITY Interchange software installed
- BayStack Ethernet Workgroup Switch which is a dedicated local area network (LAN) segment with a switched Ethernet hub
- Ascend MAX 200 Plus is a point to point protocol (PPP) server used for as an installation and maintenance dial-up connection to the LAN network
- 2 to 500 remote (end point) machines that support AUDIX® digital networking (AUDIX R1, DEFINITY® AUDIX, Lucent INTUITY) or AMIS analog networking

Lucent INTUITY Interchange Features

The following are features of the Lucent INTUITY Interchange Release 2.0.

- Compatibility with existing systems that support AUDIX digital networking — These systems include AUDIX R1v3 or higher, DEFINITY AUDIX R3.2, and all releases of INTUITY AUDIX.
- Transport and protocol conversion — Automatically transcodes analog to digital and digital to analog with connectivity transcoding between DCP, RS-232, TCP/IP, and AMIS analog.
- AMIS Analog Gateway support — Allows Lucent INTUITY systems to exchange messages with non-INTUITY messaging systems using the AMIS analog protocol (See ''AMIS Analog Gateway'' later in this chapter.)
- Lucent INTUITY Interchange to Lucent INTUITY Interchange configurations — Supports a Lucent INTUITY Interchange to Lucent INTUITY Interchange configuration to increase network capacities.
- Uniform mailbox addressing — Allows systems to be added or moved within the Interchange network without readministering individual remote machines by using a uniform addressing scheme (10 digits is recommended)
- Directory views — Allows for a subset of names to be downloaded from the Interchange to a specific location.
- Administration support — Professional Services provides initial translation support for the Lucent INTUITY Interchange.
- Voice and fax messaging support

  NOTE:
  Only Lucent INTUITY Release 3.0 or higher supports fax messaging.

- Uses Routing Information Protocol (RIP)

AMIS Analog Gateway

The AMIS Analog Gateway allows Lucent INTUITY systems and non-INTUITY systems to exchange messages with other non-INTUITY messaging systems using the AMIS analog protocol. End-points, or remote machines, only need to be configured (using digital or AMIS analog networking) to communicate with the Lucent INTUITY Interchange. The Lucent INTUITY Interchange handles the communication to the other remote machines. This module simplifies the network topology and the administration required.

For digital networks, the AMIS Analog Gateway supports AUDIX R1 and INTUITY AUDIX systems using RS-232, DCP Modes 1 and 3, and TCP/IP Networking. For AMIS analog networks, the AMIS Analog Gateway supports any vendor's messaging systems using AMIS Analog Version 1.0.

Administration of the AMIS Analog Gateway can be performed either through a screen-based interface or a telephone-based interface.

The following digital networking features are supported by the AMIS Analog Gateway for AMIS analog subscribers:

- Reply to sender of AMIS analog messages
- Play back of name during message addressing and directory searches for subscribers registered as AMIS analog subscribers
- Automatic directory updates
- Optional voice name in messages sent from INTUITY AUDIX subscribers to AMIS mailboxes
- Priority and private message markings in messages sent from INTUITY AUDIX subscribers to AMIS mailboxes
- Undeliverable messages automatically returned to sender on INTUITY AUDIX machines and remote machines

Lucent INTUITY Interchange System Requirements

The following describes the Lucent INTUITY Interchange hardware and software requirements. Lucent INTUITY Interchange systems follow assemble, load, and test procedures prior to shipment to the installation site. See *Lucent INTUITY™ Interchange Installation*, 585-310-608, for additional information.

- Hardware requirements
  - — A MAP/100 with six hard disk drives using disk mirroring and at least two IVC6 or ngtr (for customers outside the U.S., Canada, and Mexico) circuit cards installed
  - — BayStack Ethernet Workgroup Switch is a dedicated LAN segment with a switched Ethernet hub)
  - — Ascend MAX 200 Plus is a point to point protocol (PPP) server for remote maintenance support

- Software requirements
  - — UNIX SVR4.2
  - — A subset of the AUDIX Voice Messaging Release 3.3 software modules
  - — Interchange platform RFU
  - — Oracle 7.0.16 (unique for the Interchange)
  - — Lucent INTUITY Interchange Application software which includes the optional AMIS Analog Gateway module
  - — Lucent INTUITY Interchange application remote field update (RFU+x)

Lucent INTUITY Interchange System Capacities

Each Lucent INTUITY Interchange supports:

- Up to 500,000 administered subscribers or up to 300,000 subscribers with a voice name
- An average 15-minute delivery time once the Interchange receives a message until it is delivered to the remote machine
- Only two simultaneous networking sessions between the Lucent INTUITY Interchange and the remote machine (one session from the Lucent INTUITY Interchange to the remote machine and one session from the remote machine to the Interchange)
- A maximum of 12 digital ports (any combination of the following)
  - — Maximum of 12 TCP/IP ports per Lucent INTUITY Interchange
  - — Maximum of 12 RS232 ports per Lucent INTUITY Interchange
  - — Maximum of 12 DCP ports per Lucent INTUITY Interchange

    NOTE:
    DCP channels must exist in pairs. If you assign channel 1 as DCP, you also must assign channel 2 as DCP, whether you have purchased or equipped the channel.

    TCP/IP channels always exist in groups of four (channel 1 through 4, 5 through 8, or 9 through 12). If you administer one TCP/IP channel, the remaining three channels in the group become TCP/IP unequipped or TCP/IP equipped if purchased.
- A maximum of 30 AMIS analog ports
- Up to 500 remote machines (end-points)

Subscriber Interface

The enhanced addressing features of the Lucent INTUITY Interchange create some changes for the subscriber interface on the remote machines.

For subscriber's residing on digital remote machines, the status "delivered" means the message was delivered to the Lucent INTUITY Interchange successfully. This message may be returned to the sending subscriber if the Lucent INTUITY Interchange can not deliver the message to the receiving subscriber successfully for some reason.

If a message cannot be delivered to a receiving subscriber successfully, the sender receives two messages in the incoming mailbox. One message includes an annotation that indicates why the message failed to be delivered. The other message is the actual message that was sent.

The Lucent INTUITY Interchange attempts to deliver any components of a message that it can to the receiving mailbox. For example, if a subscriber sends a voice and fax message to a subscriber that is not fax-enabled, the voice message is deposited in the receiver's mailbox if the transmission is successful. The receiving subscriber is also provided an "earcon" (or message) that not all components of the message were received.

If a subscriber residing on a digital remote machine sends a message to an AMIS analog subscriber, the sending subscriber is provided with voiced nameback, delivery status, and directory lookup from the Lucent INTUITY Interchange for that subscriber.

AMIS analog subscriber can optionally receive the sender's voice name (if administered) and private and priority marking on messages.

Administrator Interface

This section defines the differences and enhancements to the administrator interface for Lucent INTUITY Interchange.

Defining Directory Views

A directory view allows you to define, for a particular remote machine, what other remote machines can provide updates to that machine. You may specify a range of mailbox IDs on a remote machine from which to accept update information. Only those mailboxes defined in the directory view are treated as remote subscribers on the local message server. You may also defined whether to include a voice names for the subscriber.

Defining Number Mapping

Dial plan number mapping allows messages to be delivered to locations with different addressing schemes. For example, a message that is addresses using a 10-digit numbering scheme can be delivered to a location that has 5-digit local addressing automatically using dial plan mapping. An end-point does not have to modify current addressing practices.

Registering AMIS Subscribers on the Lucent INTUITY Interchange

AMIS subscribers can be administered on the Lucent INTUITY Interchange through one of the following ways:

- Lucent INTUITY Interchange Administration screen interface — Subscriber administration component described in *Lucent INTUITY™ Interchange Administration*, 585-310-573
- AMIS Analog Gateway telephone administration interface in *Lucent INTUITY™ Interchange Administration*, 585-310-573
- Self-registration mailbox — A specific network address can be defined on the Lucent INTUITY Interchange to which an AMIS subscriber may send a message containing a voice name and automatically register as a subscriber.
- Sending a message to another subscriber on the Lucent INTUITY Interchange — An AMIS subscriber not currently registered on the Lucent INTUITY Interchange may send a networked message to another subscriber that already exists on the Lucent INTUITY Interchange and automatically register as a subscriber.

Table 1-1 shows the information available about a subscriber when added to the Lucent INTUITY Interchange through one of the administration methods described above. An “X” in a particular box indicates that information is provided when a subscriber is added through that administration method.

.

Table 1-1. AMIS Subscriber Information

Field	Administration Method			
	Screen Interface	**Telephone Administration**	**Self-Registration**	**Sending a Message**
Network Address	X	X	X	X
Mailbox ID	X	X	X	X
Name	X			
Remote Machine	X	X	X	X
Type	AMIS Analog	AMIS Analog	AMIS Analog	AMIS analog
Community ID	X	Default	Default	Default
Voice Name		X	X	
Last Updated	Default is current time	Default is current time	Default is current time	Default is current time
LastUsage Date	N/A	N/A	N/A	N/A

Aging Dynamic Subscribers

The Lucent INTUITY Interchange provides the capability to automatically delete dynamically created subscribers which have not sent a message for a specific period of time. This capability, based on an administrative setting on the Lucent INTUITY Interchange (in days), conserves message server disk space.

Lucent INTUITY Interchange Administration Checklists

2

What's in This Chapter?

This chapter provides the tasks that must be performed to administer the Lucent INTUITY™ Interchange system and the remote machines (endpoints) connected to the Lucent INTUITY Interchange. Initial administration tasks must be performed prior to using the Lucent INTUITY Interchange. Ongoing administration tasks may include some tasks listed under Initial Administration, plus general maintenance and reporting tasks.

Initial Administration

Table 2-1 provides a description of the required initial administration procedures listed in the sequence that the items must be completed.

NOTE:
Table 2-1 provides a high-level view of the procedures involved in initial administration of the Lucent INTUITY Interchange. See the specific procedures noted in the checklist for complete instructions.

Some of the procedures in Table 2-1 may not apply to your configuration.

Table 2-1. Lucent INTUITY Interchange Initial Administration Checklist

(√)	Task	Reference Documentation
	Verify the Feature Options screen for the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Verifying Feature Options for Lucent Intuity Interchange''
	Administer the Interchange as the local machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering the Lucent Intuity Interchange as the Local Machine''
	Administer the system parameters on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting System Parameters''
	Administer the networking channels.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering Digital Channels''
	Administer TCP/IP on the INTUITY Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering TCP/IP''
	Administer the AMIS Analog ports on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering AMIS Analog Ports''
	Perform networking administration for digital remote machines on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Adding a Digital Remote Machine''

Continued on next page

Table 2-1. Lucent INTUITY Interchange Initial Administration Checklist — *Continued*

(√)	Task	Reference Documentation
	Perform networking administration for the AMIS analog remote machines on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' —''Adding an AMIS Analog Remote Machine''
	Set the remote machine parameters on the Interchange for the digital remote machines.	Chapter 3, ''Lucent Intuity Interchange Administration'' —''Setting Remote Machine Parameters''
	Set the remote machine parameters on the Interchange for the AMIS analog remote machines.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Parameters''
	Set the dial plan mapping for each remote machine (digital and AMIS analog).	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering Remote Machine Dial Plan Mapping''
	Administer the directory view for each remote machine (digital and AMIS analog).	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Directory Views''
	Administer any AMIS analog subscribers.	Chapter 4, ''Subscriber Administration'', contains information on administering subscribers through the screen interface. Chapter 5, ''AMIS Analog Gateway Telephone Administration'', contains information on administering subscribers through the telephone interface.
	Verify Interchange administration.	Chapter 9, ''Lucent Intuity Interchange Reports'' — ''Remote Machine List'' — ''Remote Machine Dial Plan List''
	Administer the Interchange as a remote machine on each digital and AMIS analog endpoint.	Chapter 6, ''End-Point Administration''

Continued on next page

Table 2-1. Lucent INTUITY Interchange Initial Administration Checklist — *Continued*

(√)	Task	Reference Documentation
	Perform connectivity tests.	Chapter 7, ‘‘Acceptance Tests’’
	Turn on remote updates.	Chapter 7, ‘‘Acceptance Tests’’
	Demand remote updates from all endpoints.	Chapter 7, ‘‘Acceptance Tests’’
	Verify the success of the remote updates.	Chapter 7, ‘‘Acceptance Tests’’
	Send a message to an AMIS subscriber.	Chapter 7, ‘‘Acceptance Tests’’

Ongoing Administration

Table 2-2 provides a list of the ongoing administration procedures and their related tasks to be performed on the Lucent INTUITY Interchange and the location of those procedures in this book.

Table 2-2. Lucent INTUITY Interchange Ongoing Administration Procedures

Procedure	Task	Reference Documentation
Adding a New Digital Remote Machine	Perform networking administration for new digital remote machines on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Adding a Digital Remote Machine''
	Set the remote machine parameters on the Interchange for the digital remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Parameters''
	Set the dial plan mapping for the digital remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering Remote Machine Dial Plan Mapping''
	Administer the directory view for each digital remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Directory Views''
	Verify Interchange administration.	Chapter 9, ''Lucent Intuity Interchange Reports'' — ''Remote Machine List'' — ''Remote Machine Dial Plan List''
	Administer the Interchange as a remote machine on the digital remote machine.	Chapter 6, ''End-Point Administration''
	Perform connectivity tests.	Chapter 7, ''Acceptance Tests''

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Table 2-2. Lucent INTUITY Interchange Ongoing Administration Procedures — *Continued*

Procedure	Task	Reference Documentation
Adding a New Digital Remote Machine *(Continued)*	Turn on remote updates, then demand remote updates from the new digital remote machine. **NOTE:** If you are adding a new digital remote machine in an Interchange to Interchange configuration, demand remote updates on the first Interchange from the remote machine. Then, demand remote updates from first Interchange to the second Interchange.	Chapter 7, ''Acceptance Tests''
Adding a New AMIS Remote Machine Through the Interchange Screen interface[1]	Perform networking administration for new AMIS remote machine on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' —''Adding an AMIS Analog Remote Machine''
	Set the remote machine parameters on the Interchange for the AMIS remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Parameters''
	Set the dial plan mapping for the AMIS remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering Remote Machine Dial Plan Mapping''

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Table 2-2. Lucent INTUITY Interchange Ongoing Administration Procedures — *Continued*

Procedure	Task	Reference Documentation
Adding a New AMIS Remote Machine through the Interchange Screen Interface *(Continued)*	Perform networking administration for new AMIS remote machine on the Interchange.	Chapter 3, ''Lucent Intuity Interchange Administration'' —''Adding an AMIS Analog Remote Machine''
	Set the remote machine parameters on the Interchange for the AMIS remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Parameters''
	Set the dial plan mapping for the AMIS remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Administering Remote Machine Dial Plan Mapping''
	Administer the directory view for each AMIS remote machine.	Chapter 3, ''Lucent Intuity Interchange Administration'' — ''Setting Remote Machine Directory Views''
	Administer any AMIS analog subscribers.	Chapter 4, ''Subscriber Administration''
	Verify Interchange administration.	Chapter 9, ''Lucent Intuity Interchange Reports'' — ''Remote Machine List'' — ''Remote Machine Dial Plan List''
	Administer the Interchange as a remote machine on the AMIS remote machine.	Chapter 6, ''End-Point Administration''
	Send a message to AMIS subscriber.	Chapter 7, ''Acceptance Tests''

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Table 2-2. Lucent INTUITY Interchange Ongoing Administration Procedures — *Continued*

Procedure	Task	Reference Documentation
Adding a New AMIS Analog Remote Machine through the AMIS Analog Gateway Telephone Administration	Add the AMIS analog remote machine	Chapter 5, ''AMIS Analog Gateway Telephone Administration'' — ''Adding a Remote Machine''
	Administer any AMIS analog subscribers.	Chapter 5, ''AMIS Analog Gateway Telephone Administration'' — ''Adding Remote Subscribers''
	Verify Interchange administration.	Chapter 9, ''Lucent Intuity Interchange Reports'' — ''Remote Machine List'' — ''Remote Machine Dial Plan List''
	Administer the Interchange as a remote machine on the AMIS remote machine.	Chapter 6, ''End-Point Administration''
	Send a message to an AMIS subscriber.	Chapter 7, ''Acceptance Tests''

1. Once you begin administration of an AMIS remote machine through the Interchange screen interface, you must complete both the AMIS Analog Remote Machine Administration form through Networking Administration and the AMIS Analog Machine Profile form through the Remote Machine Parameters. After that time, you may update information for that machine through the AMIS Analog Gateway telephone administration interface.

Lucent INTUITY Interchange Administration

3

What's in This Chapter?

This chapter provides administration information for the Lucent INTUITY™ Interchange. It is expected that the information required to complete the procedures in this chapter will be designed by Lucent Technologies Design Engineering and the procedures in this chapter will be performed by Lucent Technologies Professional Services organization. These procedures will be performed upon completion of hardware and software installation.

Administering the Lucent INTUITY Interchange

Use the procedures in this chapter in conjunction with the initial and ongoing checklists in "Lucent INTUITY Interchange Administration Checklists."

Verifying Feature Options for Lucent INTUITY Interchange

The Lucent INTUITY Interchange system has a variety of optional features. If you purchase an optional feature, you can verify that it is enabled (turned on) for your system by checking its status on the Feature Options window. In addition, hardware and software features must be enabled through the Feature Options window.

NOTE:
Only certified Lucent personnel can change options in this window, but it can be displayed for information purposes.

Accessing the Feature Options Window

To display the Feature Options window, do the following:

1. Log in to the Lucent INTUITY Interchange as sa.

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

Figure 3-1. Lucent INTUITY Administration Menu

2. Select

   > Customer/Services Administration

   > Feature Options

   The system displays the Feature Options (Read Only) window (Figure 3-2).

Feature Options (Read Only)

Feature Option	Current	Maximum
AMIS Analog Gateway Module	ON	N/A
High speed digital ports	4	12
Low speed digital ports	0	12
Maximum Number of AMIS Nodes	50	500
Maximum Number of Digital Nodes	400	500
SCSI Disk Mirroring	ON	N/A
TCP/IP Administration	ON	N/A
TCPIP digital ports	8	12
hours of speech	300	514
voice ports	30	30

Figure 3-2. Feature Options Window (Read Only)

Table 3-1 describes the feature options in this window that apply to the Lucent INTUITY Interchange.

Table 3-1. Feature Options Window (Read Only) Field Descriptions

Feature Option	Current	Maximum for Interchange
AMIS Analog Gateway Module	Feature is ON	N/A
High speed digital ports	Current number of high-speed INTUITY AUDIX® digital networking (DCP) ports enabled.	Up to 12
Low speed digital ports	Current number of low-speed INTUITY AUDIX Digital Networking ports (RS-232) enabled.	Up to 12
Maximum Number of AMIS Analog Remote Machines	Number of remote AMIS analog machines connected to this Lucent INTUITY Interchange. **NOTE:** The sum of this field and the Maximum Number of Remote Digital Machines must *not* exceed 500.	500
Maximum Number of Remote Digital Machines	Number of remote digital machines connected to this Lucent INTUITY Interchange. **NOTE:** The sum of this field and the Maximum Number of AMIS Analog Remote Machines must *not* exceed 500.	500
SCSI Disk Mirroring	Feature is ON	N/A
TCP/IP Administration	Feature is either on or off. Depends on whether TCP/IP is purchased.	N/A

Continued on next page

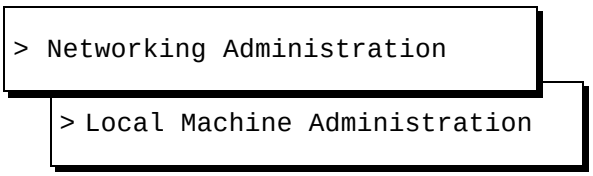
Table 3-1. Feature Options Window (Read Only) Field Descriptions —

Feature Option	Current	Maximum for Interchange
TCPIP Digital Ports	Current number of digital ports purchased.	12
hours_of_speech	Number of hours of speech on the Lucent INTUITY Interchange system's hard disks that have been paid for and activated.	300
voice_ports	Number of analog ports on the Lucent INTUITY Interchange system that have been paid for and activated.	The number of IVC6 circuit cards multiplied by 6

Administering the Lucent INTUITY Interchange as the Local Machine

Use the following instructions to update the Local Machine Administration window for the Lucent INTUITY Interchange. In this configuration, the Lucent INTUITY Interchange is the local machine.

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



The system displays the Local Machine Administration window (Figure 3-3).

NOTE:
The `Local Machine Name` field shows the default as `local` when the screen is first accessed.

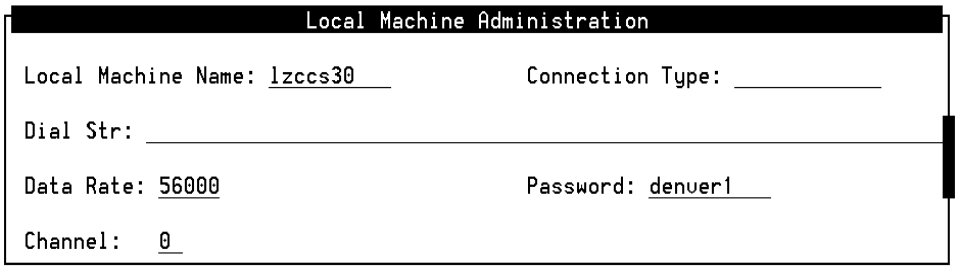


Figure 3-3. Local Machine Administration Window

2. Use TAB or ENTER to move the cursor to the field you need to change.
3. Press F8 (CHG-KEYS) to display the alternate set of function keys.
4. Press F5 (RENAME) to display the Rename Local Machine window (Figure 3-4).

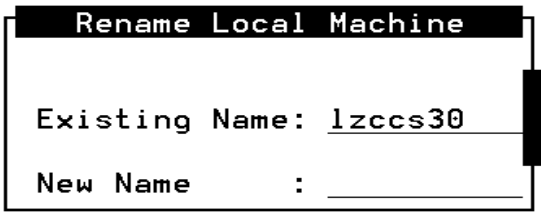


Figure 3-4. Rename Local Machine Window

5. Enter the new name for the Lucent INTUITY Interchange in the `New Name` field.

   NOTE:
   The new name must be the same as the `UNIX Machine Name` on the TCP/IP Administration window (Figure 3-5).

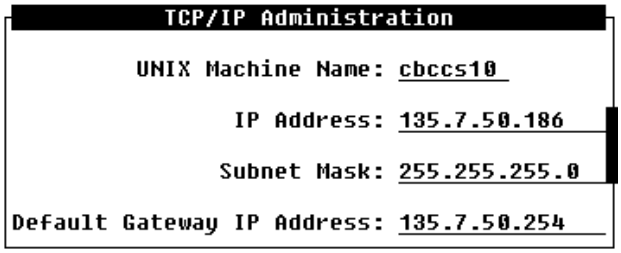


Figure 3-5. TCP/IP Administration Window

The machine name for the Lucent INTUITY Interchange may be up to 8 alpha-numeric characters in length. The following rules apply:

- Case-sensitive letters — Uppercase letters must be entered as upper case, and lowercase as lower case.
- Hyphen (-) or underscore (_)
- Cannot start with a number
- No blank spaces

6. Press F3 (SAVE) to enter the new name.

   If you do not see F3 (SAVE), press F8 (CHG-KEYS) to display the alternate set of function keys and then press F3 (SAVE).

7. Use Table 3-2 for field descriptions to complete the remainder of the Local Machine Administration screen. Use F2 (CHOICES), when available, to view options for the fields.

   If you do not see F2 (CHOICES) on the screen, press F8 (CHG-KEYS).

Table 3-2. Local Machine Administration Window Field Descriptions

Field	Description
`Local Machine Name`	The name of the Lucent INTUITY Interchange.
`Connection Type`	*This field is used only when this system calls itself for testing purposes.* This is the type of connection the system will attempt to set up for a test call. Select the type of connection administered for the channel on the Networking Channel Administration window. To see a list of valid connection types, press F2 (CHOICES). If you do not see F2 (CHOICES) on the screen, press F8 (CHG-KEYS). Use the arrow keys to move the cursor to the selection you need and press ENTER. The selections are: ■ `DCP Mode 1` (56 Kbps data rate) ■ `DCP Mode 3` (64 Kbps data rate) ■ `RS-232 Sync` (56 Kbps used to direct connect machines) ■ `RS-232 Async` (9.6 [DDD] or 19.2 Kbps [ISDN or SDDN]; used when digital facilities are not available) ■ `TCP/IP` (used when connecting over a LAN and/or WAN)
`Dial Str`	The local machine uses the dial string to call itself for loop-around testing. The dial string has to match what you want to test. When determining the dial string, use any dialing conventions or restrictions normally used to call outside or to access private networks, central office numbers, or long distance lines. The connection type used by the Lucent INTUITY Interchange determines the channel type used for calling out of the Lucent INTUITY Interchange. The dial string determines the loop used to get the call back to the Lucent INTUITY Interchange and the type of channel used once the call gets there. Use the following guidelines to establish the dial string.

Continued on next page

Table 3-2. Local Machine Administration Window Field Descriptions — *Continued*

Field	Description
`Dial Str` *(continued)*	Valid entries are 0 to 65 alphanumeric characters including the following: ■ Digits ■ Upper and lower case letters ■ Pound sign (#), asterisk (*), plus sign (+), percent sign (%), parentheses (), hyphen (-), spaces, 2-second pause (,) **TCP/IP** When the connection type is TCP/IP, use the IP address of the Lucent INTUITY Interchange as the dial string. **DCP Dial String Guidelines** ■ Use the digits 0 through 9. For example, *6000.* 6000 is an extension number assigned to the first of the local system network channels or to a hunt group of channels. ■ If you dial a number to reach an outside local line, such as 9, include the number in the dial string. Use + to create a pause for dial tone. For example, *9+2346000.* The 234 is the office code assigned to the local switch, and 6000 is the same as the previous example. ■ If you dial a number to access a private network switch, such as 8, include the access number in the dial string. For example, *8+7896000.* 8 is the private network access code at the local switch, 789 is the private network code for the local switch, and 6000 is the same as the first example.

Continued on next page

Table 3-2. Local Machine Administration Window Field Descriptions — *Continued*

Field	Description
`Dial Str` *(continued)*	**RS-232 Dial String Guidelines** ■ Use the digits 0 through 9 and include the attention code, *ATDT*, of the modem. For example, *ATDT 6000.* 6000 represents the extension of the other RS-232 channel. ■ If you dial a number to reach an outside local line, such as 9, include the attention code, *ATDT*, and the outside access number in the dial string. Use a comma (,) to create a 2-second pause for dial tone. For example, *ATDT 9,2346000*. ■ If the local system uses a dedicated RS-232 channel to call itself, do not enter a dial string. **Additional Dial String Guidelines** Character strings that have special meaning within the Lucent INTUITY Interchange must be enclosed within double quotes. Valid special strings are: "W" — wait for another dial prompt "B" — replace with a BREAK character "CR" — replace with a carriage return "LF" — replace with a line feed
`Data Rate`	*This field is used only when this system calls itself for testing purposes.* Select the data rate that matches the connection type (**9600**, **19200**, **56000**, or **64000**). The data rate is **00** for TCP/IP.
`Password`	Enter the 5- to 10-alphanumeric-character password remote machines must use to establish networking connections to the Lucent INTUITY Interchange.
`Channel`	Enter the channel number for the remote machine. Use 0 unless the machines are directly connected or if you are doing a local machine test. A zero means the system selects the first idle channel it finds for the specified data rate. Specify the channel if the machines are directly connected or if you are doing a local machine test.

8. Press F3 (CHANGE) to enter the information.

   The system updates the information and returns you to the `Connection Type` field.

9. Press F8 (CHG-KEYS).
10. Press F6 (CANCEL) twice to return to the Lucent INTUITY Administration menu.

Setting System Parameters

The System Parameters screen allows you to define the Lucent INTUITY Interchange system settings such as allowing automatic full updates, specifying maximum message delivery times, and rescheduling increments for unsuccessful message delivery.

NOTE:
Set the system parameters once for the Lucent INTUITY Interchange.

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

```
> Interchange Administration
    > System Parameters
```

The system displays the System Parameters Administration screen (Figure 3-6).

```
                              System Parameters
Local Machine Name:  cbccs10                    Network Address Length: 10
Automatic Full Updates? y   UPDATES: In? y Out? y  Network Turnaround? y
System Prime Time  Start: 08:00        End: 17:00

MAXIMUM DELIVERY TIMES:
  Priority: 0 days 4 hrs 0 mins    Non-Priority: 0 days 12 hrs 0 mins
STATUS MESSAGES TIMES:
Expiration: 7 days 0 hrs 0 mins   Poll Interval: 0 days 1 hrs 0 mins
RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY:
   Incr 1: 0 days 0 hrs 5 mins          Incr 2: 0 days 0 hrs 10 mins
   Incr 3: 0 days 0 hrs 15 mins         Incr 4: 0 days 0 hrs 30 mins
   Incr 5: 0 days 1 hrs 0 mins          Incr 6: 0 days 2 hrs 0 mins
   Incr 7: 0 days 3 hrs 0 mins          Incr 8: 0 days 5 hrs 0 mins
   Incr 9: 0 days 0 hrs 0 mins          Incr10: 0 days 0 hrs 0 mins

AMIS ANALOG GATEWAY PROFILE:    Country Code  Area/Trunk  Telephone Number
Default Interchange Callback Number: 1          123          4567890
Self-Reg. Network Address: 6148619000        Touch Tone Administration? y
```

Figure 3-6. System Parameters Screen

2. Use Table 3-3 to complete the System Parameters Administration screen for the Lucent INTUITY Interchange.

CAUTION:

If you wish to change the Network Address Length on an Interchange that is already provisioned in the network, it is recommended that you delete the address information, and add the new Interchange address information.

Table 3-3. System Parameters Administration Screen Field Descriptions

Field	Description	Valid input
`Local Machine Name`	Display only field which contains the name of the Lucent INTUITY Interchange as specified under Networking Administration (for example, lzccs30)	
`Network Address Length`	The length (in digits) of the network address for this Lucent INTUITY Interchange	3 to 10 digits Default is 10 digits
`Automatic Full Updates`	Specifies whether the Lucent INTUITY Interchange can automatically request full updates from remote machines	***y*** — Lucent INTUITY Interchange automatically requests full updates. **n** — Lucent INTUITY Interchange does not automatically request full updates Default is y

Continued on next page

Table 3-3. System Parameters Administration Screen Field Descriptions — *Continued*

Field	Description	Valid input
UPDATES: IN	Specifies whether the Lucent INTUITY Interchange accepts updated user database information from any remote machine	**y** — Lucent INTUITY Interchange accepts updated user information from remote machines **n** — Lucent INTUITY Interchange does not accept updated user information from any remote machine Default is n
UPDATES: Out	Specifies whether the Lucent INTUITY Interchange sends user information updates to remote machines	**y** — Lucent INTUITY Interchange sends user information updates to remote machines **n** — Lucent INTUITY Interchange does not send user information updates to remote machines Default is n
Network Turnaround	Specifies whether the Lucent INTUITY Interchange network connection can turn around after it has sent all network data to any remote machine **NOTE:** The remote machine may return updated information on the same connection.	**y** — Turns on feature system wide **n** — Disables feature system wide Default is y

Continued on next page

Table 3-3. System Parameters Administration Screen Field Descriptions — *Continued*

Field	Description	Valid input
System Prime Time: Start	Display only field which specifies the prime time start for the Interchange **NOTE:** The Interchange will not pull updates from the remote machine during the specified prime time.	hh:mm using a 24-hour clock Default is 08:00
System Prime Time: End	Display only field which specifies the prime time end for the Interchange **NOTE:** The Interchange will not pull updates from the remote machine during the specified prime time.	hh:mm using a 24-hour clock Default is 17:00
MAXIMUM DELIVERY TIMES		
Priority	Specifies how long the Lucent INTUITY Interchange keeps the priority message before it is returned to the remote machine as a failed message	Specified in days, hours, and minutes (1 hour minimum) Default is 4 hours
Non-Priority	Specifies how long the Lucent INTUITY Interchange keeps the non-priority message before it is returned to the remote machine as a failed message	Specified in days, hours, and minutes (1 hour minimum) Default is 2 hours

Continued on next page

Table 3-3. System Parameters Administration Screen Field Descriptions — *Continued*

Field	Description	Valid input
STATUS MESSAGES		
Expiration	Specifies how long the Lucent INTUITY Interchange holds any message destined for a remote machine before deleting the message	Specified in days, hours, and minutes (1 day minimum) Default is 7 days
Poll Interval	Specifies the interval that the Lucent INTUITY Interchange monitors the message queue for failed or status messages	Specified in days, hours, and minutes (15 minute minimum) Default is 15 minutes
RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY		
Incr 1 Incr 2 Incr 3 Incr 4 Incr 5 Incr 6 Incr 7 Incr 8 Incr 9 Incr 10	Specifies the increments for the Lucent INTUITY Interchange to reschedule a message that was not delivered successfully **NOTE:** The total of all rescheduling increments can not exceed the maximum delivery times for non-priority messages.	Specified in days, hours, minutes Default for each increment (1–10, respectively) 5 minutes 10 minutes 15 minutes 30 minutes 1 hour 2 hours 3 hours 5 hours 0 0

Continued on next page

Table 3-3. System Parameters Administration Screen Field Descriptions — *Continued*

Field	Description	Valid input
AMIS ANALOG GATEWAY PROFILE		
Default Interchange Callback Number	The concatenation of the country code, area/trunk, and telephone number to uniquely identify the Lucent INTUITY Interchange when the Lucent INTUITY Interchange calls an AMIS remote machine.	Numeric entry
Country Code	Specifies the country code for the AMIS Analog Gateway module on the Interchange	Numeric entry up to 4 digits
Area/Trunk	Specifies the area code or trunk for the AMIS Analog Gateway module on the Interchange	Numeric entry up to 6 digits
Telephone Number	Specifies the telephone for the AMIS Analog Gateway module on the Interchange	Numeric entry up to 10 digits
Self-Reg. Network Address	Specifies the network address to which an AMIS subscriber may send a message containing a voice name and automatically register as a subscriber on the Interchange	Numeric entry up to 10 digits
Touch Tone Administration	Specifies whether the AMIS Analog Gateway telephone administration interface is activated	**y** or **n** Default is n

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Administering Digital Channels

You must enable the network channels before the Lucent INTUITY Interchange system can handle messages from digital remote machines. Enabling the channels creates a communication link between the ACCX card and the switch or between the LAN card and the local area network (LAN) and/or wide area network (WAN). Use the following instructions to add or change networking channels.

Accessing the Networking Channel Administration Window

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

```
> Networking Administration
    > Networking Channel Administration
```

The system displays the Networking Channel Administration window (Figure 3-7). This window allows you to configure channels as DCP, TCP/IP, or RS-232 synchronous or asynchronous. See Table 3-4 for field descriptions.

NOTE:
The window shows all 12 possible channels available on the Interchange, whether you have purchased the right-to-use all 12 channels or not.

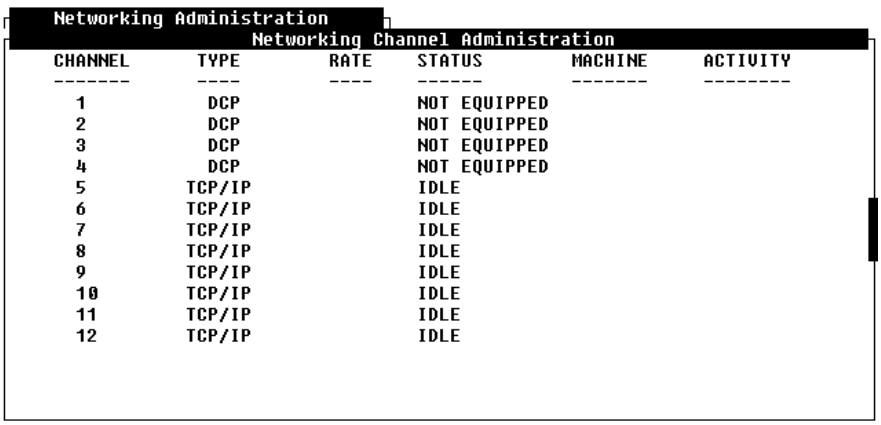


Figure 3-7. Networking Channel Administration Window

Table 3-4. Networking Channel Administration Window Field Descriptions

Field	Description
Channel	This field shows the number of the channel on the ACCX or LAN card.
Type	This field shows whether the channel is DCP, RS-232 synchronous, RS-232 asynchronous, or TCP/IP.
Rate	This field provides the speed at which the channel communicates when in use (9600, 19200, 56000, 64000 bps). TCP/IP channels show as empty fields when in use.
Status	This field provides an explanation of the current state of the channel. Status values are: ■ not equipped — channel has not been administered ■ equipped — channel has been administered but the system has not been rebooted ■ idle — channel is ready to accept or make a call ■ in use — a call is in progress ■ busy out — maintenance has busied out the channel ■ down — the channel is not working ■ transition — a call is in the process of going through
Machine	This field shows the name of the remote machine to which this local machine is connected when in use.
Activity	This field shows the activity taking place on the channel and the remote machine name. Activities are: ■ voice mail in ■ voice mail out ■ update in ■ update out ■ admin in ■ admin out ■ status in ■ status out

Enabling or Changing the Networking Ports

DCP channels must exist in pairs. If you assign channel 1 as DCP, you also must assign channel 2 as DCP, whether you have purchased or equipped the channel. For example, if you configure channel 1 as a DCP channel, the system will not let you assign channel 2 as RS-232. You can only assign the channel as DCP.

NOTE:
If one or more TCP/IP channels are equipped, then a maximum of eight DCP/RS-232 channels are possible.

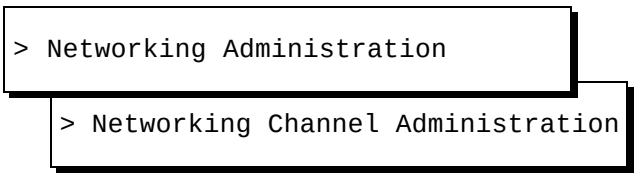
TCP/IP channels always exist in groups of four (channels 1 through 4, 5 through 8, or 9 through 12). If you administer one TCP/IP channel, the remaining three channels in the group become TCP/IP unequipped or TCP/IP equipped if purchased.

Use the following procedures to enable or change the networking ports.

- To enable a DCP channel, continue with "Configuring DCP Channels."
- To enable an RS-232 channel, continue with "Configuring RS-232 Channels."
- To enable a TCP/IP channel, continue with "Configuring TCP/IP Channels."

Configuring DCP Channels

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



   The system displays the Networking Channel Administration window (Figure 3-7).

2. Press F8 (CHG-KEYS).

   The system displays the alternate set of function keys.

3. Press F2 (CONFIG).

The system displays the Networking Channel Configuration menu (Figure 3-8).

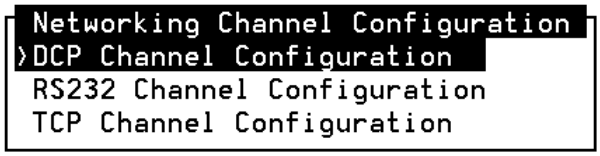


Figure 3-8. Networking Channel Configuration Menu

4. Select `DCP Channel Configuration`.

   The system displays the DCP Channel Configuration window (Figure 3-9).

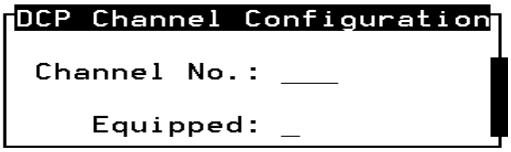


Figure 3-9. DCP Channel Configuration Window

5. Enter the channel number you want to enable as a DCP channel in the `Channel No.` field.
6. Enter **y** in the `Equipped` field.
7. Press F3 (ENTER).

   The system saves the information and refreshes the Networking Channel Administration window (Figure 3-7). The channel number you entered now displays as `DCP`. The system displays the following message at the bottom of the window:

   `Press <CANCEL> for Channel Hardware Configuration`

8. Press F6 (CANCEL).

The system displays the Networking Channel Configuration window (Figure 3-10).

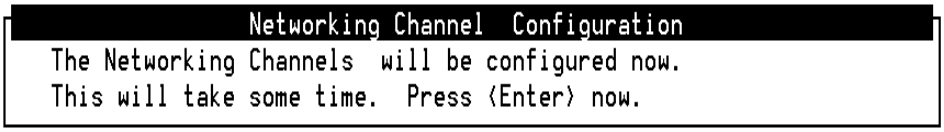


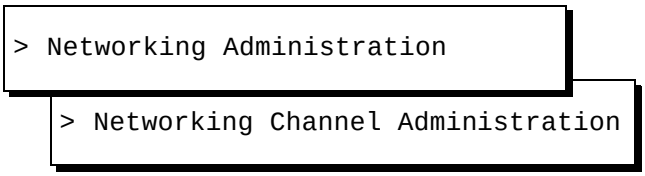
Figure 3-10.]Networking Channel Configuration Window

9. Repeat Steps 2 through 8 for each channel you need to enable as a DCP channel.
10. Press ENTER to configure the networking channels and reset the ACCX card. The process takes several minutes.

    The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

Configuring RS-232 Channels

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



   The system displays the Networking Channel Administration window (Figure 3-7).
2. Press F8 (CHG-KEYS). The system displays the alternate set of function keys.
3. Press F2 (CONFIG). The system displays the Networking Channel Configuration menu (Figure 3-8).
4. Select `RS232 Channel Configuration` from the menu.

The system displays the RS-232 Channel Configuration window (Figure 3-11).

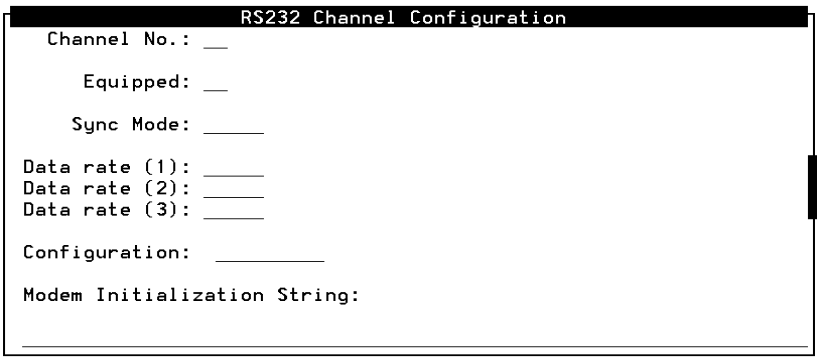


Figure 3-11. RS232 Channel Configuration Window

5. Enter the channel number you want to enable as an RS-232 channel in the `Channel No.` field.
6. Enter **y** in the `Equipped` field.
7. In the `Sync Mode` field, press F2 (CHOICES).
8. Select ASYNC for asynchronous. Synchronous is not supported.
9. Enter the data rate for the channel in the `Date Rate (1)` field.

   The `Data Rate` field and the `Sync Mode` field are connected. If you enter **ASYNC**, the `Data Rate (1)` field defaults to 9600. You can change the data rate in the field to 19200. (DDD is 9600 bps, SDDN is 19200 bps for example.) Use F2 (CHOICES) to view and select a valid data rate.

   You can assign multiple data rates to the channel by entering another data rate in the `Data Rate (2)`. Assign multiple data rates when the channel must communicate with different remote machines that have different data rates. For example, if you are connecting to a remote machine that uses RS-232 async at 19.2 Kbps and a second remote machine that uses RS-232 async at 9.6 Kbps, enter **19200** for `Data Rate (1)` and **9600** for `Data Rate (2)`.
10. Enter **SWITCHED** in the `Configuration` field.

    Switched refers to a channel that connects to and communicates through the switch. Switched is the default value. *Dedicated* refers to a channel that is directly connected to a remote machine. Dedicated connections are not supported for RS-232.

11. Enter the initialization string for the modem in the `Modem Initialization String` field.

    Use the following modem initialization string for 9600 bps asynchronous operation on the AT&T Paradyne Comsphere 3820 modem. Use the same string for the modem at the called system.

    at&f0&d2m0\n1\q3s0=1s2=128s41=3y0&w0

    Use the following modem initialization string for 9600 bps asynchronous operation on the AT&T Paradyne Comsphere 3830 modem:

    at&f0&d1m0\n5\q3s0=1s2=128s41=3y0&w0

    The design center provides the modem initialization string for the AT&T Paradyne Comsphere 3820 modem (used in the United States) and the AT&T Paradyne Comsphere 3910 modem (used in the non-United States) as part of the design center specification.

    The modem initialization string is the character string that the ACCX card sends to initialize the modem connected to the RS-232 channel. You can enter a maximum of 65 printable ASCII characters, although not all modems accept that many characters. Most modems do not distinguish between upper- and lower-case letters.

12. Press F3 (SAVE) to enter the information.

    The system saves the information and refreshes the Networking Channel Administration window (Figure 3-7). The channel number you entered now displays as RS-232. The system displays the following message at the bottom of the window:

    `Press <CANCEL> for Channel Hardware Configuration`

13. Press F6 (CANCEL).

    The system displays the Networking Channel Configuration window (Figure 3-10).

14. Repeat Steps 2 through 12 above for each channel you need to enable as an RS-232 channel.

15. Press ENTER to configure the networking channels and reset the ACCX card. The process takes several minutes.

    The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

Configuring TCP/IP Channels

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

```
> Networking Administration
    > Networking Channel Administration
```

   The system displays the Networking Channel Administration window (Figure 3-7).

2. Press F8 (CHG-KEYS).

   The system displays the alternate set of function keys.

3. Press F2 (CONFIG).

   The system displays the Networking Channel Configuration menu (Figure 3-8).

4. Select `TCP Channel Configuration`.

   The system displays the TCP Channel Configuration window (Figure 3-12).

```
TCP Channel Configuration

 Channel No.: ___

    Equipped: _
```

Figure 3-12. TCP Channel Configuration Window

5. Enter the channel number you want to enable as a TCP channel in the `Channel No.` field.
6. Enter **y** in the `Equipped` field.
7. Press F3 (ENTER) to save the information.

   The system saves the information and refreshes the Networking Channel Administration window (Figure 3-7). The channel number you entered now displays as TCP/IP. The system displays the following message at the

   `Press <CANCEL> for Channel Hardware Configuration`

8. Press F6 (CANCEL).

   The system displays the Networking Channel Configuration window (Figure 3-10).

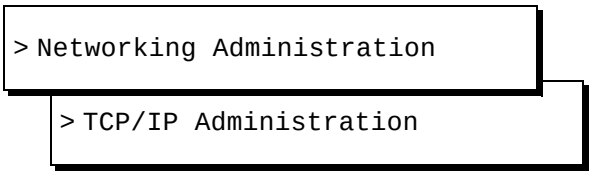
9. Repeat Steps 2 through 8 for each channel you need to enable as a TCP/IP channel.
10. Press ENTER to configure the networking channels and reset the LAN card. The process takes several minutes.

The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

Administering TCP/IP

Use the following instructions to perform TCP/IP administration on the Lucent INTUITY Interchange.

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



The system displays the TCP/IP Administration window (Figure 3-13).

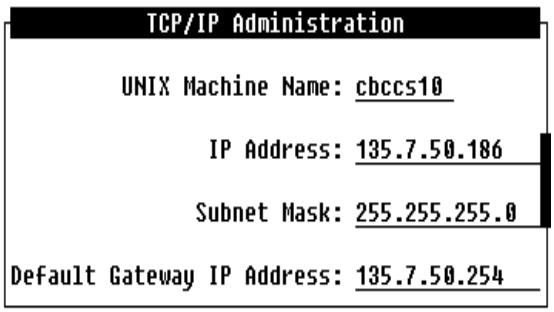


Figure 3-13. TCP/IP Administration Window

2. Press F3 (SAVE) to save the TCP/IP administration values.
3. Enter any new or changed information in the window. Use the ▲ and/or ▼ keys or the TAB key to move through the fields. See Table 3-5 for field descriptions.

NOTE:
Obtain the `IP Address`, `Subnet Mask`, and `Default Gateway IP Address` from your LAN administrator.

Table 3-5. TCP/IP Administration Window Field Descriptions

Field	Description
`UNIX Machine Name`	*The UNIX Machine Name must be the same as the local machine name specified on the Local Machine Administration window.* The UNIX Machine Name may be up to ten alphanumeric characters in length. The following rules apply: ■ Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. ■ Hyphen (-) or underscore (_) ■ Cannot start with a number ■ No blank spaces
`IP Address`	This is the TCP/IP address of the Lucent INTUITY Interchange system.
`Subnet Mask`	The subnet mask is used to determine which bytes of the IP address specify the network and host addresses. This is an optional field. If you do not enter a subnet mask, the system uses a default of 255.255.0.0 which may not be correct for all cases.
`Default Gateway IP Address`	The default gateway IP address is the address of the gateway router that serves to connect to addresses on other LANs. Leave this field blank if the Lucent INTUITY Interchange system will be communicating only with other machines on the same LAN.

4. Press F8 (CHG-KEYS).

   The system displays the alternate set of function keys.

5. Press F2 (BRD CNFG).

The system displays the Ethernet Board Configuration window (Figure 3-14).

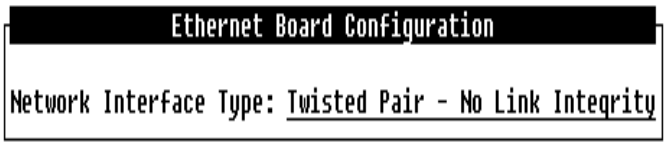


Figure 3-14. Ethernet Board Configuration Window

6. Press F2 (CHOICES).

   The system displays the Network Interface Types options (Figure 3-15).

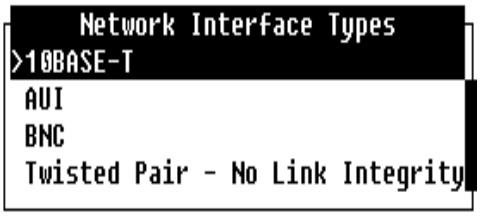


Figure 3-15. Network Interface Types

7. Select the network interface type to be used on this system.

   The system displays the `Network Interface Type` field on the Ethernet Board Configuration window (Figure 3-14).

8. Press F3 (SAVE) to save the Ethernet board configuration.
9. Press F6 (CANCEL) to return to the Ethernet Board Configuration window (Figure 3-14).
10. Press F6 (CANCEL) three times to return to the Lucent INTUITY Administration menu.
11. Reboot the Lucent INTUITY Interchange system for changes in `UNIX Machine Name`, `IP Address`, `Subnet Mask`, and `Default Gateway IP Address` to take effect. See "Common Administration and Maintenance Procedures" in *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0,* 585-310-557, for the reboot procedure.

Administering AMIS Analog Ports

You need to verify that the AMIS analog ports have been correctly assigned to the Lucent INTUITY Interchange.

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

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

The system displays the Voice Equipment screen (Figure 3-16).

```
                                Voice Equipment

Card  0 is IVC6   O.S.Index:  0        Function: TipRing
                  State: Inserv
CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   TYPE
 0.0  0   Inserv  Jan 06 03:15:21  aag          -       2       IVC6
 0.1  1   Inserv  Jan 06 03:15:21  aag          -       2       IVC6
 0.2  2   Inserv  Jan 06 03:15:21  aag          -       2       IVC6
 0.3  3   Inserv  Jan 06 03:15:21  aag          -       2       IVC6
 0.4  4   Inserv  Jan 06 03:15:21  aag          -       2       IVC6
 0.5  5   Inserv  Jan 06 03:15:21  aag          -       2       IVC6

Card  1 is IVC6   O.S.Index:  1        Function: TipRing
                  State: Inserv
```

Figure 3-16. Voice Equipment Screen

2. Verify that the `Service Name` **aag** is assigned to the appropriate ports for the Lucent INTUITY Interchange.

   NOTE:
   This value is configured through the Feature Options screen for the Lucent INTUITY Interchange.

3. If the AMIS Analog Gateway needs to be assigned to ports, press F8 (CHG-KEYS).

   The system displays the alternate set of function keys.

4. Press F2 (ASSIGN).

The system displays the Assign menu (Figure 3-17).

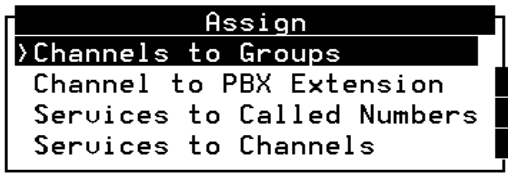


Figure 3-17. Assign Menu

5. Select `Services to Channels`.

   The system displays the Assign Service to Voice Channels screen (Figure 3-18).

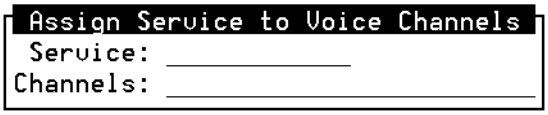


Figure 3-18. Assign Service to Voice Channels Screen

6. In the `Service` field, enter **aag**
7. In the Channels fields, enter a valid channel or range of channels.
8. Press F3 (SAVE).
9. Press F6 (CANCEL) to return to the Assign Service to Voice Channels screen (Figure 3-18).

Administering Remote Machines

Remote Machine Administration through the Networking Administration screens allows you to add digital and AMIS analog remote machines to the Lucent INTUITY Interchange.

Adding a Digital Remote Machine

Use the Digital Network Machine Administration window to enter information for connecting to the remote machine.

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

```
> Networking Administration
    > Remote Machine Administration
        > Digital Network Machine Administration
```

The system displays the Digital Network Machine Administration screen (Figure 3-19). See Table 3-6 for field descriptions.

```
                    Digital Network Machine Administration

Machine Name: _________            Connection Type: ___________

Dial Str: ____________________________________________________________

Message Transmission Schedule (hh:mm, 00:00 - 23:59)

     1: start: __:__       end: __:__       interval: __:__
     2: start: __:__       end: __:__       interval: __:__
     3: start: __:__       end: __:__       interval: __:__

    Data Rate: _____                  Password: _________

      Channel: __                  Machine Type: ____________________

              Send Multimedia Messages (e.g. FAX) ? : _
```

Figure 3-19. Digital Network Machine Administration Screen

Table 3-6. Digital Network Machine Administration Field Descriptions

Field	Description
Machine Name	Each remote machine must have a unique name. The machine name may be up to ten alphanumeric characters in length. The following rules apply: ■ Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. ■ Hyphen (-) or underscore (_) ■ Cannot start with a number ■ No blank spaces
Connection Type	To see a list of valid connection types, press F2 (CHOICES). Use the arrow keys to move the cursor to the selection you need and press ENTER. The selections are: ■ DCP Mode 1 (56 Kbps data rate) ■ DCP Mode 3 (64 Kbps data rate) ■ RS-232 Sync (56 Kbps used to direct connect machines) ■ RS-232 Async [9.6 or 19.2 Kbps (SDDN0 used when digital facilities are not available] ■ TCP/IP (when connecting over a local area network)
Dial Str	When determining the dial string, use any dialing conventions or restrictions normally used to call outside, or to access private networks, central office numbers, or long distance lines. The connection type used by the AUDIX digital networking system determines the channel type used for calling out of the system. Use the following guidelines to establish the dial string.

Continued on next page

Table 3-6. Digital Network Machine Administration Field Descriptions — *Continued*

Field	Description
Dial Str *(Continued)*	**TCP/IP** When the connection type is TCP/IP, use the IP address of the remote machine as the dial string. **DCP Dial String Guidelines** ■ Use the digits 0 through 9. For example, *6000.* 6000 is an extension number assigned to the first of the local system network channels or to a hunt group of channels. ■ If you dial a number to reach an outside local line, such as 9, include the number in the dial string. Use + to create a pause for dial tone. For example, *9+2346000.* The 234 is the office code assigned to the local switch, and 6000 is the same as the previous example. ■ If you dial a number to access a private network switch, such as 8, include the access number in the dial string. For example, *8+7896000.* 8 is the private network access code at the local switch and the 789 is the private network code for the local switch. **RS-232 Dial String Guidelines** ■ Use the digits 0 through 9 and include the attention code, *ATDT*, of the modem. For example, *ATDT 6000.* 6000 represents the extension of the other RS-232 channel. ■ If you dial a number to reach an outside local line, such as 9, include the attention code, *ATDT*, and the outside access number in the dial string. Use a comma (,) to create a pause for dial tone. For example, *ATDT 9,2346000*. ■ If the local system uses a dedicated RS-232 channel to call itself, do not enter a dial string.

Continued on next page

Table 3-6. Digital Network Machine Administration Field Descriptions — *Continued*

Field	Description
`Dial Str` *(Continued)*	**Additional Dial String Guidelines** Character strings that have special meaning within the INTUITY AUDIX system must be enclosed within double quotes. Valid special strings are: "W" — wait for another dial prompt "B" — replace with a BREAK character "CR" — replace with a carriage return "LF" — replace with a line feed
`Message Transmission Schedule`	`Start Time` — Enter the starting time for a message transmission period to the remote system (such as 00:01 for one minute after midnight). `End Time` — Enter the ending time for a message transmission period to the remote system such as 23:59 for one minute before midnight). `Interval` — Enter the interval at which the Lucent INTUITY Interchange will call this remote system (such as 00:05 for every 5 minutes). The Lucent INTUITY Interchange checks the queue at this interval (such as every 5 minutes) and calls the remote system if something is in the queue for this remote system. It is recommended that you stagger start times and intervals for each remote system so the Lucent INTUITY Interchange is not trying to call all remote systems at the same time.
`Data Rate`	The data rate must match the value entered in the `Connection Type` field. If you enter a data rate value that does not match the connection type, you receive a message instructing you to enter the correct value. You cannot move to the next field until you enter an appropriate data rate. Use the default of 00 for TCP/IP.
`Password`	Enter the five- to ten-alphanumeric-character password exactly as it is administered on the remote system.

Continued on next page

Table 3-6. Digital Network Machine Administration Field Descriptions — *Continued*

Field	Description
Channel	Enter the channel number for the remote machine. Use 0 unless the machines are directly connected or if you are doing a local machine test. A zero means the system selects the first idle channel it finds for the specified data rate. Specify the channel if the machines are directly connected or if you are doing a local machine test.
Machine Type	To see a list of valid Machine Types, press F2 (CHOICES). The system displays a menu that shows the valid machine types. Use the arrow key to move the cursor over the correct type and press ENTER. After you press the key, the system displays the machine type you selected in the machine type field. The selections are: ■ AUDIX ■ Lucent INTUITY 1.0 or 2.0 ■ Lucent INTUITY 3.0 ■ Lucent INTUITY 4.0 or later ■ DEFINITY AUDIX 3.2
Send Multimedia Messages <e.g. FAX>?	Enter **y** if the remote machine will accept multimedia messages. Enter **n** if the remote machine will not accept multimedia messages. The system will not let you enter y if the remote machine does not accept multimedia messages. Only INTUITY AUDIX Release 3 or INTUITY AUDIX Release 4 accepts multimedia messages.

2. When you finish entering information for a remote machine, press F2 (ADD). (If you do not see F2 as ADD on your screen, press F8 (CHG-KEYS) to access the alternate set of function keys.)

   The system adds the information and returns you to the `Machine Name` field.

3. Add another digital remote machine if needed.

   NOTE:
   To enter information for another remote machine, enter the next remote machine name over the previous name. When you press ENTER to move the cursor to the next field, the information for the previous machine clears from the screen.

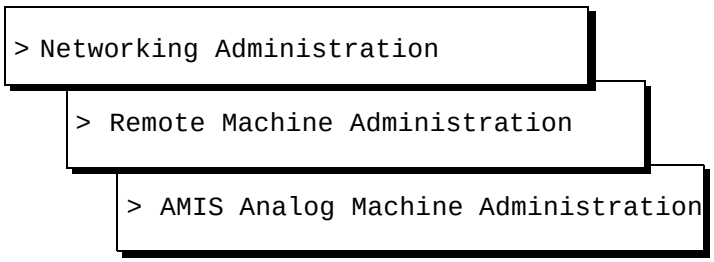
4. When you finish entering remote machines, press F6 (CANCEL) until you return to the Lucent INTUITY Administration menu.

Adding an AMIS Analog Remote Machine

To administer the AMIS analog remote machine on the Lucent INTUITY Interchange, do the following:

NOTE:
You may only delete an AMIS analog remote machine through the AMIS Analog Gateway Telephone administration interface. See Chapter 5 in this book for details.

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



The system displays the AMIS Analog Machine Administration screen (Figure 3-20).

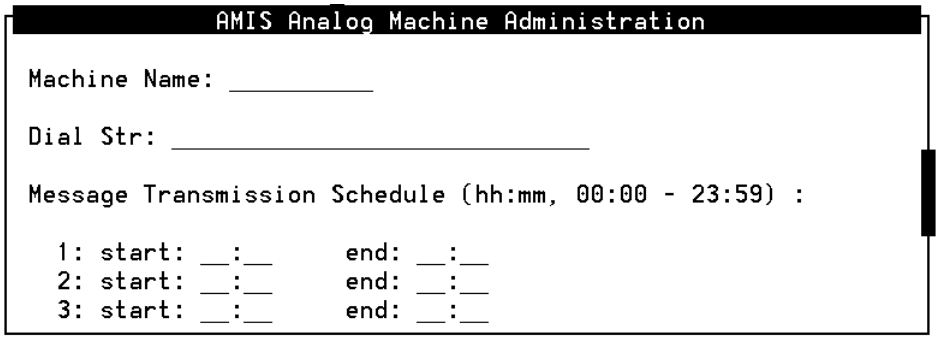


Figure 3-20. AMIS Analog Machine Administration Screen

2. Enter a remote AMIS machine name in the `Machine Name` field. You must enter a unique 1- to 24-character machine name. Use F2 (CHOICES) to view the existing machine names to make sure that you enter a unique name.
3. Enter the telephone number of the remote machine in the `Dial Str` field.

   The Lucent INTUITY Interchange uses the dial string to contact and send messages to the remote machine. It can be up to 30 characters long, and typically consists of the trunk-access code or dial-access code needed to reach the public or private network, followed by a pause interval, followed by the complete telephone number of the remote machine.

   NOTE:
   You can instruct the local system to pause for a specified length of time by entering **"P"** (including quotes) in the dial string. A single "P" causes the system to pause approximately 1.5 seconds; a "P" followed by a digit from 1 to 9 causes the system to wait the specified amount of time. For example, if dial string is 9"P2"5556000, the local system dials 9, waits about 3 seconds, then dials 5556000.

4. Use the default values for the `Message Transmission Schedule` for both the `start` (00:00) and `end` (23:59) fields.

5. When you finish entering information for a remote machine, press F8 (CHG-KEYS) then press F3 (ADD) to enter the information into the system.

   After you press the key, the system adds the information and returns you to the `Machine Name` field. You see the following message on your screen:

   ```
   Machine Added, Enter Machine Name, use <CHOICES> for
   list
   ```

6. Repeat Steps 2 through 5 above for each AMIS analog remote machine.

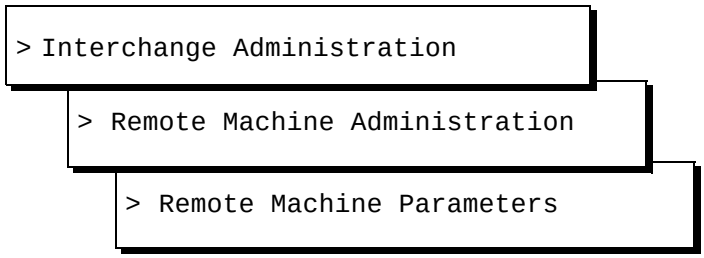
   NOTE:
   To enter information for another remote machine, enter the next remote machine name over the previous name. When you press ENTER or TAB to move the cursor to the next field, the information for the previous machine clears from the screen.

7. After entering all remote AMIS machines, press F6 (CANCEL) until you return to the Lucent INTUITY Administration menu.

Setting Remote Machine Parameters

The Remote Machine Parameters screen provides parameters for each remote machine connected to the Lucent INTUITY Interchange. This information includes address ranges and network mapping. This screen also provides separate profile definitions for both remote digital and AMIS machines.

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



The system displays the Remote Machine Parameters screen (Figure 3-21).

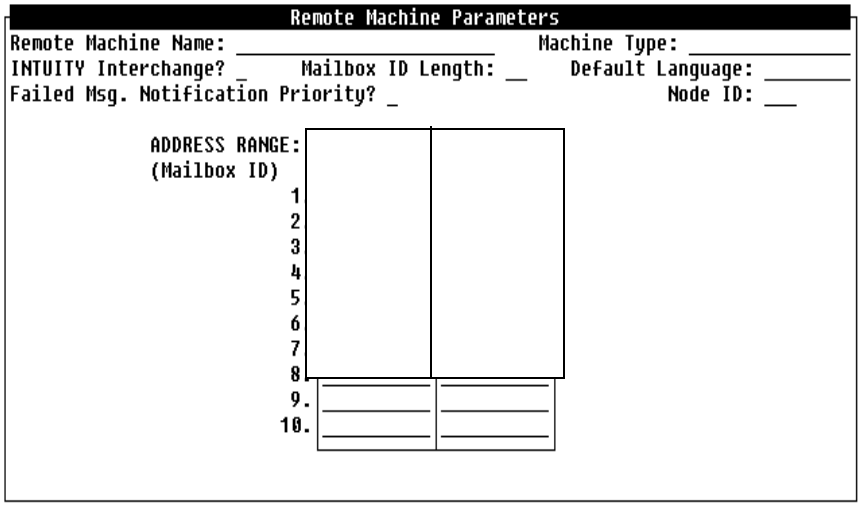


Figure 3-21. Remote Machine Parameters Screen

2. Enter a remote machine name, or press F2 (CHOICES) to display a list of valid remote machines.
3. Use Table 3-7 to complete the Remote Machine Parameters Administration screen for each remote machine (both digital and AMIS analog connections).

CAUTION:

If you wish to change the Lucent INTUITY Interchange or Mailbox ID Length setting on a remote machine that is already provisioned in the network, it is recommended that you delete the remote machine first, and add remote machine as a new end-point. This prevents any problems with subscriber data on the remote machine.

Table 3-7. Remote Machine Parameters Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	The name of the remote machine (for example, cbveitt)	Alphanumeric characters
Machine Type	Display only field that contains the remote machine type entered under remote machine type when adding a remote machine	
INTUITY Interchange?	Specifies whether this machine is another Interchange	**y** or **n** **NOTE:** If this value is y, the Provide Local Mapped Addresses field on the Digital Machine Profile screen is automatically set to n. Default is n
Mailbox ID Length	The length of the mailbox ID on this remote machine	Up to 10 digits
Default Language	The language used on the remote machine	Maximum field size of 14 alphanumeric characters Default is us-eng (US-English)
Failed Msg. Notification Priority	The option of sending the notification of a failed message to the sender marked as priority.	**y** or **n** Default is y
Node ID	Display only field which contains the unique ID for this remote machine	Up to 3 digits

Continued on next page

Table 3-7. Remote Machine Parameters Screen Field Descriptions — *Continued*

Field	Description	Valid Input
ADDRESS RANGE (Mailbox ID)		
Start	The starting range for the mailbox ids for this remote machine. **NOTE:** This value must match the number of digits in the Mailbox ID length.	Maximum field size of 10 digits
End	The ending range for this mailbox ID for this remote machine. This value must match the number of digits in the Mailbox ID length. **NOTE:** This value must not be less than the Start mailbox ID value.	Maximum field size of 10 digits

4. Press F5 (DETAILS) to display the machine profile screen for this machine.

5. Complete the machine profile screen for the digital or AMIS analog remote machine. Figure 3-22 and Table 3-8 provide the information for completing the digital machine profile screen.

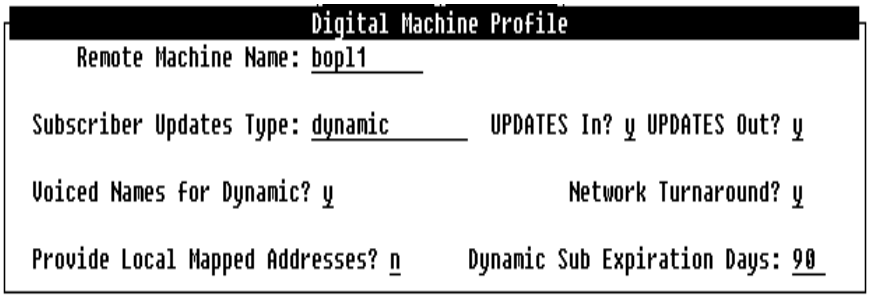


Figure 3-22. Digital Machine Profile Screen

Table 3-8. Digital Machine Profile Screen Field Descriptions

Field	Description	Valid Input
`Remote Machine Name`	The name of the digital remote machine	A display only field from the Remote Machine Parameters screen
`Subscriber Updates Type`	The type of remote subscriber updates received by the Lucent INTUITY Interchange from this remote machine	If set to **full**, a directory view containing updates for all remote machines is provided. Also, if set to full, make sure the remote machines has enough space for information on all subscribers from all remote machines connected to the Interchange.

Continued on next page

Table 3-8. Digital Machine Profile Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Subscriber Updates Type *(Continued)*		Default is Dynamic directory view full **NOTE:** In order to select none (no updates), enter **directory view** in the Subscriber Updates Type field and make sure there are no views defined for this remote machine. Also, set the Updates: Out? field to **n**.
UPDATES: In?	Specifies whether the Lucent INTUITY Interchange can get updated user database information from this remote machine	**y** — Lucent INTUITY Interchange accepts updated user information from this remote machine **n**— Lucent INTUITY Interchange does not accept updated user information from this remote machine Default is n
UPDATES: Out?	Specifies whether the Lucent INTUITY Interchange sends user information updates to this remote machine	**y** — Lucent INTUITY Interchange sends user information updates to remote machine **n** — Lucent INTUITY Interchange does not send user information updates to remote machine Default is n
Network Turnaround	Specifies whether the Interchange network connection can turn around after it has sent all network data to any remote machine. The remote machine may return updated information on the same connection.	**y** — turns on feature system wide **n** — disables feature system wide Default is y

Continued on next page

Table 3-8. Digital Machine Profile Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Voiced Names for Dynamic	Specifies whether to include the subscribers voiced name (if added dynamically) to the update	**y** or **n** Default is y
Provide Local Mapped Addresses	Provides the local mailbox ID in terms of the network address if a full remote update is specified (see Subscriber Updates Type field)	**y** or **n** Default is n
Dynamic Sub Expiration Days	Specifies the number of days a dynamically added subscriber may exist without performing any activity (that is, sending or receiving messages)	Default is 90

6. Figure 3-23 and Table 3-9 provide the information completing the AMIS analog machine profile screen.

```
                    AMIS Analog Machine Profile
Remote Machine Name: craiga
                              Country Code   Area/Trunk  Telephone Number
Interchange Callback Number:      1            908         5678900
          Remote Machine ID:                                1234567890

Allow Private Messages? y                Include Voice Name of Sender? y

Include Message Marking (Private/Priority)? y    Default Community ID: 1
```

Figure 3-23. AMIS Analog Machine Profile Screen

Table 3-9. AMIS Analog Machine Profile Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	The name of the AMIS analog remote machine	A display only field from the Remote Machine Parameters screen
Interchange Callback Number	Specifies the unique country code, area code/trunk and telephone number that identifies the Lucent INTUITY Interchange to this remote machine	A display only field, provided by the System Parameters screen for the Lucent INTUITY Interchange
Remote Machine ID	Specifies the unique country code, area code/trunk and telephone number that identifies this remote machine	A unique 1–24 character machine identification number that includes the country code, area code, and telephone number for this remote AMIS machine. Default is n
Allow Private Messages	Specifies whether to allow private messages to be sent to the AMIS subscriber.	**y** or **n** Default is n ⚠ **CAUTION:** *If **y**, subscribers may forward a private message they have received.*
Include Voiced Name of Sender	Specifies whether to include the sender's voice name with the message	**y** or **n** Default is n
Include Message Marking (Private/ Priority)	Specifies whether to include a private or priority marking with a message	**y** or **n** Default is n

Continued on next page

Table 3-9. AMIS Analog Machine Profile Screen Field Descriptions — *Continued*

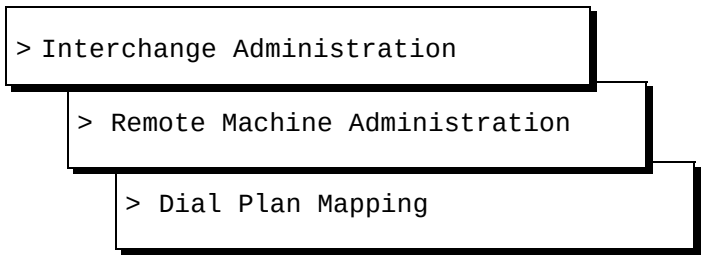
Field	Description	Valid Input
`Default Community ID`	The community identifier for all AMIS subscribers added to this remote machine	Maximum field size of 2 digits

7. Press F3 (SAVE) to save the values you entered.
8. Press F6 (RESELECT) to enter another remote machine and repeat this procedure, or press (CANCEL) to exit the screen and return to the Remote Machine Administration menu.

Administering Remote Machine Dial Plan Mapping

The Dial Plan Mapping screen allows you to map existing mailbox addresses to unique network addresses.

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



The system displays the Dial Plan Mapping screen (Figure 3-24).

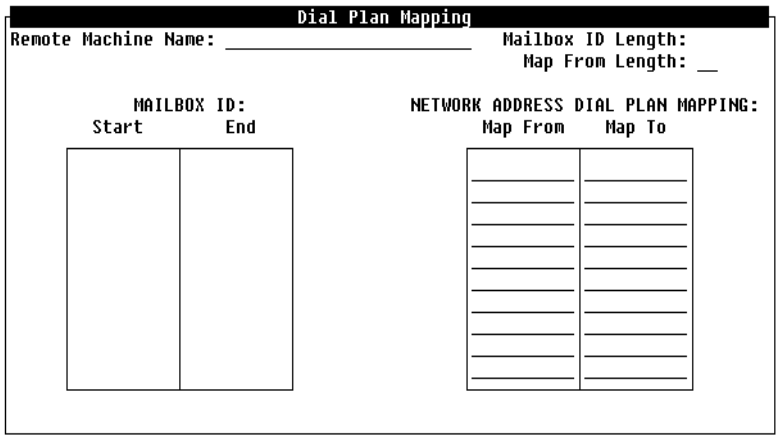


Figure 3-24. Dial Plan Mapping Screen

2. Enter a remote machine name, or press F2 (CHOICES) to display a list of valid remote machines. The system displays the current dial plan mapping information, if information exists, for this machine.

   Use Table 3-10 to complete the Dial Plan Mapping screen for the selected remote machine.

Table 3-10. Dial Plan Mapping Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Display only field which contains the name of the remote machine (for example, cbveitt)	
Mailbox ID Length	Display only field which contains the length of the mailbox ID from the Remote Machine Parameters screen	

Continued on next page

Table 3-10. Dial Plan Mapping Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Map From Length	The number of digits to replace in the subscriber's mailbox ID	1 or 2 digit entry
MAILBOX ID		
Start	Display only field which contains the starting range for the mailbox IDs from Remote Machine Parameters screen (for example, 50000)	
End	Display only field which contains the ending range for the mailbox IDs from Remote Machine Parameters screen (for example, 59999)	
NETWORK ADDRESS DIAL PLAN MAPPING		
Map From	The actual digit(s) to replace for the remote subscribers	Up to 10 digits (0 through 9) or field can be blank. **NOTE:** This value must match The map from length and must be part of the address range entries.
Map To	The actual digits that replace the Map From length	Up to 10 digits (0 through 9) or field can be blank. **NOTE:** The length of the Map To field plus the value of the Mailbox ID length minus the Map from length must equal the network address length for this remote machine.

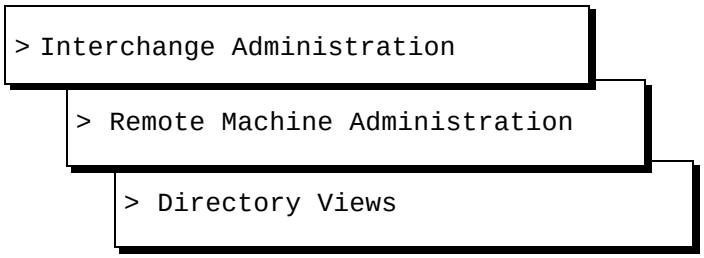
3. Continue entering address ranges for this remote machine.
4. Press F3 (SAVE) to save the values you entered.
5. Press F4 (RESELECT) to enter another remote machine and repeat this procedure, or press F6 (CANCEL) to exit the screen and return to the Remote Machine Administration menu.

Setting Remote Machine Directory Views

The Directory View screen allows you to define for a particular machine what other remote machines can provide updates to that machine. You may specify a range of mailbox IDs from which to accept update information.

To set directory views, do the following.

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



The system displays the Directory View screen (Figure 3-25).

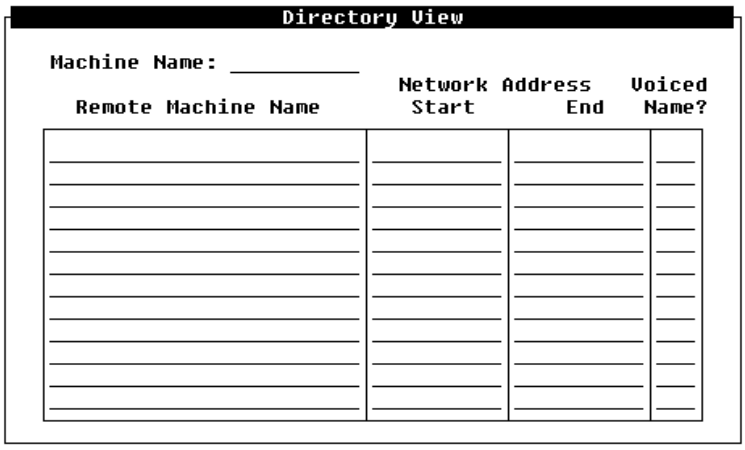


Figure 3-25. Directory View Screen

2. Enter a machine name, or press F2 (CHOICES) to display a list of valid remote machines.

   The system displays the current directory view information, if information exists, for this machine.

3. Use Table 3-11 to complete the Directory View screen for each remote machine.

Table 3-11. Directory View Screen Field Descriptions

Field	Description	Valid Input
Machine Name	The name of the remote machine for which you wish to set the directory view (for example, cbveitt)	Valid machine name
Remote Machine Name	The machine to which you wish to set the directory view for the selected machine	Maximum field size of 10 digits
Network Address: Start	The starting range for the network address for this machine that you wish to include in remote subscriber updates	3 to 10 digit entry (usually 7 or 10 digits)
Network Address: End	The ending range for the network address for this machine that you wish to include in remote subscriber updates	3 to 10 digit entry (usually 7 or 10 digits)
Voiced Name	Specifies whether to include the voiced name with the remote subscriber updates	**y** or **n**

4. Press F3 (SAVE) to save the values you entered.
5. Press F4 (RESELECT) to enter another remote machine and repeat this procedure, or press F6 (CANCEL) to exit the screen and return to the Remote Machine Administration menu.

Subscriber Administration

4

What's in this Chapter?

This chapter provides the procedures to display digital and AMIS analog subscriber information, and to add and delete AMIS analog subscribers through the Lucent INTUITY™ Interchange.

Subscriber Administration Through the Screen Interface

This section provides information on administering subscribers through the Lucent INTUITY Interchange screen interface.

Displaying Subscriber Information

To display information about digital and AMIS subscribers on the Lucent INTUITY Interchange, do the following:

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

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Parameters
```

The system displays the Subscriber Parameters screen (Figure 4-1).

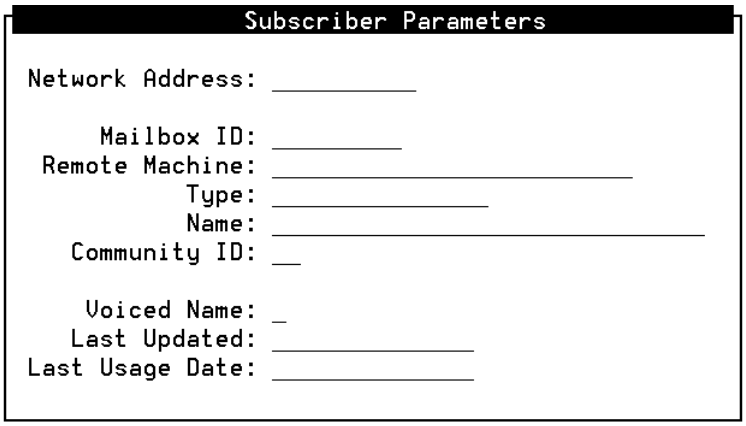


Figure 4-1. Subscriber Parameters Screen

2. Enter a network address and press F3 (CONTINUE) to view the information for the subscriber to the Lucent INTUITY Interchange.

Table 4-1 provides the field definitions for the Subscriber Parameters screen.

Table 4-1. Subscriber Parameters Screen Field Descriptions

Field	Description
Network Address	A unique network identifier for this subscriber (for example, the telephone number 9085551234)
Mailbox ID	The extension for this subscriber
Remote Machine	The name of the remote machine on which this subscriber resides
Type	The type of remote machine. The valid machine types are: ■ AUDIX® ■ Lucent INTUITY 1.0 or 2.0 ■ Lucent INTUITY 3.0 ■ Lucent INTUITY 4.0 or later ■ DEFINITY® AUDIX 3.2 ■ AMIS ANALOG
Name	A unique name for this network address and mailbox ID. The name is unique Interchange-wide.
Community ID	The community ID to be used for sending restrictions
Voiced Name	Include the voice name of this subscriber with a message
Last Updated	The date and time at which this subscriber was added or information about this subscriber was updated
Last Usage Date	The date and time at which this subscriber last used this mailbox.

Adding an AMIS Analog Subscriber

To add an AMIS analog subscriber, do the following:

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

```
> Interchange Administration
    > Subscriber Administration
        > AMIS Analog Subscriber Administration
```

The system displays the AMIS Analog Subscriber Administration screen (Figure 4-2).

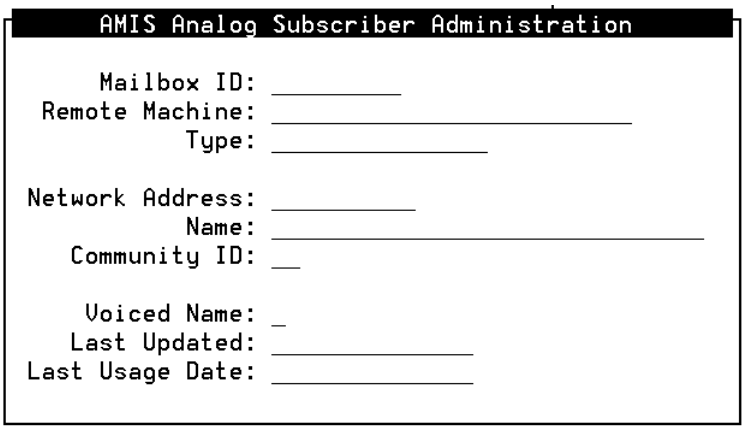


Figure 4-2. AMIS Analog Subscriber Screen

2. Use Table 4-2 to complete the screen for the AMIS analog subscriber. Press F2 (CHOICES) to view valid choices.

Table 4-2. AMIS Analog Subscriber Screen Field Descriptions

Field	Description	Valid Input
Mailbox ID	The extension for this subscriber	Up to 10 digits
Remote Machine	The name of the remote machine on which this subscriber resides	Alphabetic characters
Type	Display only field which contains the type of remote machine, that is, AMIS ANALOG	
Network Address	Display only field that contains a unique network identifier for this subscriber populated through the dial plan mapping when the mailbox ID is entered (for example, the telephone number 9085551234)	
Name	A unique name for this network address and mailbox ID **NOTE:** The name should be unique Interchange-wide.	Alphabetic characters
Community ID	The community ID to be used for sending restrictions	1–15 Default is 1
Voiced Name	Specifies whether this subscriber has a recorded voice name	**y** or **n** Default is y

Continued on next page

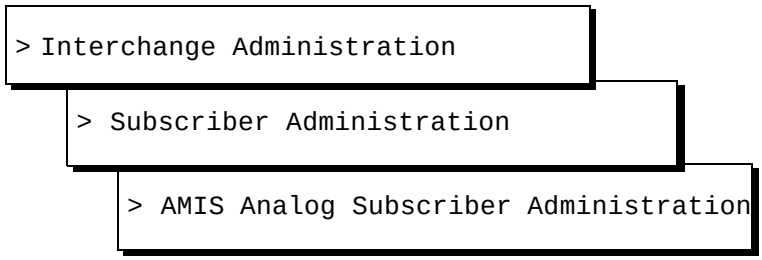
Table 4-2. AMIS Analog Subscriber Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Last Updated	Display only field which contains the date and time at which this subscriber was added	Default is the current time
Last Usage Date	Display only field which contains the date and time at which this subscriber last used this mailbox **NOTE:** When adding a new subscriber this is the current date and time.	Default is the current time

Deleting an AMIS Analog Subscriber

To delete an AMIS analog subscriber, do the following:

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



2. Enter a valid mailbox ID for an AMIS analog subscriber.
3. Enter a valid remote machine type, or press F2 (CHOICES) for a list of valid remote machines.

   The AMIS Analog Subscriber Administration screen (Figure 4-2) displays the information for the AMIS analog subscriber you selected.
4. Press F7 (DELETE) to remove the AMIS analog subscriber from the Lucent INTUITY Interchange.

The system displays a confirmation screen (Figure 4-3).

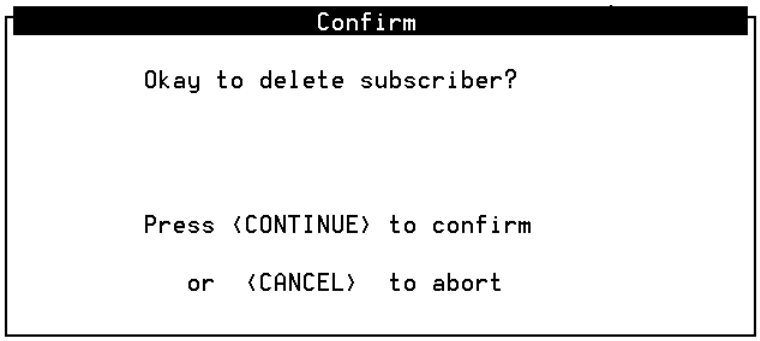


Figure 4-3. Delete AMIS Analog Subscriber Confirmation

5. Press F3 (CONTINUE) to confirm, or press F6 (CANCEL) to abort the delete operation.
6. Press F4 (RESELECT) to select another AMIS analog subscriber, or press F6 (CANCEL) to exit the screen.

Subscriber Administration through the Telephone Interface

The AMIS Analog Gateway provides a telephone interface in which to administer AMIS remote subscribers. See Chapter 5, ‘‘AMIS Analog Gateway Telephone Administration’’.

AMIS Analog Gateway Telephone Administration

5

What's in this Chapter?

This chapter provides information on the AMIS Analog Gateway telephone administration.

NOTE:
The information and procedures described in this chapter are intended for the system administrator.

Administration Tips

Keep the following tips in mind when using the telephone interface to perform AMIS Analog Gateway administration procedure:

- You are prompted for input three times. If no response is received, the application times out (that is, you are disconnected from AMIS analog gateway administration).
- There is no limit to the number of invalid input attempts.

Administration Terminology

This section provides a definition of the terms used to administer the AMIS Analog Gateway through the telephone interface.

- Local machine — The machine on which the AMIS Analog Gateway module resides, that is, the Lucent INTUITY™ Interchange
- Remote machine — Any AMIS machine connected to the Lucent INTUITY Interchange

Accessing the Main Menu

To access the AMIS Analog Administration main menu, do the following:

NOTE:
The `Touch Tone Administration` field in the System Parameters screen must be set to **y** in order to access and/or administer the AMIS Analog Gateway Telephone administration interface.

1. Dial the AMIS Analog Gateway Administration telephone number.
2. Press 1 to administer the AMIS Analog Gateway.
3. Enter the administrator login and press #.

   NOTE:
   If you are accessing the AMIS Analog Administration main menu for the first time, you must use the default login and password provided. If you do not know the default login and password, please contact your remote maintenance center. After logging in the first time, it is recommended that you immediately change the administrator login and password.

4. Enter the administrator password (up to 10 digits) and press #.

   The system responds with the following menu.

   - To administer remote machines, press 1.
   - To update local machine, press 2.
   - To change administrator login or password, press 3.
   - To administer remote subscribers, press 4.
   - To exit, press * * 9.

5. Choose an option to administer the AMIS Analog Gateway.

Administering Remote Machines

Administering remote machines includes adding, updating, and deleting a remote machine. The system number (or callback number) used to identify a remote machine is a concatenation of the remote machine's country code, area code, and telephone number.

Adding a Remote Machine

To add a remote machine, do the following:

NOTE:
See ''Adding a Remote Machine Example'' for assistance when completing the information for adding a remote machine.

1. Press 1 from the AMIS Analog Gateway Administration main menu.
2. Press 1 from the Administer Remote Machine menu.
3. Enter the country code for the remote machine and press #. The country code can be a value up to a maximum of 4 digits. Press * # to return to the Administer Remote Machine menu.

   The system responds with the following options:

Press...	To...
#	accept the new value and proceed to the next step.
1	change the value.

   Once you add the current item, the system advances you to the next item for the remote machine.
4. Enter the area code for the remote machine and press #. The area code can be a value up to a maximum of six digits.

   The system responds with the options listed in Step 3 above. Once you add the current item, the system advances you to the next item for the remote machine.
5. Enter the telephone number for the remote machine and press #. The telephone number can be a maximum of 10 digits.

   The system responds with the options in Step 3.

   Once you add the current item, the system responds:

   "Remote machine added.
   Press # to continue. Press * # to exit."

6. If you selected * #, you are returned to the Administer Remote Machines menu. To update the information for this remote machine, you must use the screen interface for adding a remote machine. See Remote Machines Parameters in Chapter 4, ''Subscriber Administration''.

   If you selected #, repeat Step 3 using the information in Table 5-1:

Table 5-1. Add Remote Machine Options Field Descriptions

Field	Description	Valid Input
`Mailbox ID length`	The fixed extension length for this remote machine (for example, 4)	1 or 2 digit entry
`The map from length`	The number of digits to replace in the subscriber's mailbox ID	1 or 2 digit entry
`Address ranges`	Up to 10 address ranges are accepted for each remote machine. **NOTE:** The range of mailboxes must be valid on the remote machine in order for the Lucent INTUITY Interchange to convert those addresses to valid mailboxes on the Lucent INTUITY Interchange.	
`Start mailbox ID`	The starting range for the mailbox ids for this remote machine.	This value must match the number of digits in the Mailbox ID length.
`End mailbox ID`	The ending range for this mailbox ID for this remote machine.	This value must match the number of digits in the Mailbox ID length. **NOTE:** This value must not be less than the `Start mailbox ID` value.

Continued on next page

Table 5-1. Add Remote Machine Options Field Descriptions — *Continued*

Field	Description	Valid Input
Digits to map from	The actual digit(s) to replace for the remote subscribers.	0–9 This value must match The map from length and must be part of the address range entries. A blank value is valid if The map from length is 0 (zero).
Digits to map to	The actual digits that replace the Digits to map from.	0–9 A blank value is valid.
Send name option	Specifies whether to include the sender's voice name with the message	1 for yes 2 for no
Send private message option	Specifies whether to send private messages to the AMIS subscribers on this remote machine	1 for yes 2 for no
Send message marking option	Specifies whether to include a private or priority marking with a message	1 for yes 2 for no

After entering all the Add Remote Machine options, the system displays the following message:

"To enter the dial string, press 1.
To hear instructions on entering the dial string, press 2."

7. Press 1 to enter the dial string, or press 2 to hear instructions.

   The dial string is a maximum 30-digit entry. A * within the dial string represents a 1.5 second pause (for example, 9**8601234. If the * begins the dial string, the * is dialed. A # within the dial string terminates the string.

8. Enter the dial string.
9. Respond to the options provided in Step 3.

   After adding the remote machine, the system returns you to the Administer Remote machines menu.

10. Press # to return to the AMIS Analog Gateway Administration menu.

Adding a Remote Machine Example

The following example is provided to help interpret the values to entered when adding an address range for a remote machine.

The mailbox ID is the subscriber's extension on the remote machine. The network address is the id used to send a message through the Lucent INTUITY Interchange to a networked subscriber (usually a 7- or 10-digit number).

For example, you have a remote machine located in Illinois that you wish to add to the Lucent INTUITY Interchange. The Lucent INTUITY Interchange in this network has a fixed network address length of 10 digits. The area code and exchange for the Illinois machine is 708979. Therefore, all the subscribers on the remote machines connected to this Lucent INTUITY Interchange must conform to this fixed network address length. When the subscriber accesses his mailbox, he must enter 31234 (or 5 digits to access the mailbox). The network address for this subscriber is 7089791234 and you want to map this mailbox ID to the network address length. Therefore, the mailbox ID length of the remote machine is 5. If you map only 1 digit (in this case the digit 3) from the mailbox ID to a represented string of digits (708979), `The map from length` is 1.

Now you may add up to 10 address ranges for each remote machine. The range of mailboxes must be valid on the remote machine in order for the Lucent INTUITY Interchange to convert those addresses to valid mailboxes on the Lucent INTUITY Interchange. Using the `mailbox ID length` and `the Map from length`, say you only want to add a single address range for 5-digit extensions 30000 through 39999. Specify 30000 as the `start mailbox ID` and 39999 as the `end mailbox ID`. The `Digits to map from` value should be 3. Remember, you specified only one digit in the `The map from length` field and the number 3 is the actual value that you wish to replace with the `Digits to map to` value. For this remote machine, the `Digits to map to` value would be 708979 (the area code and exchange). Therefore, the final result is a 10-digit network address that is unique to the Lucent INTUITY Interchange.

Table 5-2 shows the valid input for adding a remote machine based on the example on the previous page.

Table 5-2. Add Remote Machine Valid Input

Field	Valid Input
Country code	1
Area code	708
Telephone number	9791234
Mailbox ID length	5
The map from length	1
Address ranges	
Start mailbox ID	30000
End mailbox ID	39999
Digits to map from	3
Digits to map to	708979
Send name option	y
Send private message option	y
Send message marking option	y
Dial string	9**17089791234

Updating a Remote Machine

To update a remote machine, do the following:

1. Press 1 from the AMIS Analog Gateway Administration main menu.
2. Press 2 from the Administer Remote Machines menu.
3. Enter the system number. The system number is the country code, area code, and telephone number of the remote machine.

   The system displays the following message:

   "Valid machine found.
   Updating country code. The current value is <x>."

   where <x> is the country code.

4. Press 1 to change the value, press # to skip to the next entry, or press 0 to replay the current value.

If you select...	Then...	And...
1	enter the new value and press #	you hear the word "changed." Then press # to skip to the next entry.
#	the system moves you to the next item in the remote node	you hear the word "skipped."
0	the system repeats the current value	asks you whether you want to update, skip, or replay (Step 4 above).

Once you update the current item, the system repeats the value for the that item and the menu options.

5. Press # to skip to the next item.
6. Repeat Steps 4 and 5 above for the items in Table 5-3.

Table 5-3. Update Remote Machine Field Descriptions

Field	Description	Valid Input
Area code	The area code for this remote machine	Maximum 6-digit entry
Telephone number	The telephone number for this remote machine	Maximum 10-digit entry
Send name option	Specifies whether to include the sender's voice name with the message	1 for yes 2 for no
Send private message option	Specifies whether to send a private message to the AMIS subscriber	1 for yes 2 for no
Send message marking option	Specifies whether to include a private or priority marking with a message	1 for yes 2 for no

After entering all the Update Remote Machine options, the system displays the following message:

"To enter the dial string, press 1.
To hear instructions on entering the dial string, press 2."

7. Press 1 to enter the dial string, or press 2 to hear instructions.

   The dial string is a maximum 30-digit entry. A * within the dial string represents a 1.5-second pause (for example, 9**8601234. If the * begins the dial string, the * is dialed. A # within the dial string terminates the string.

8. Enter the dial string.
9. Respond to the options provided in Step 3.

   After updating the remote machine, the system returns you to the Administer Remote Machine menu.

10. Press # to return to the AMIS Analog Gateway Administration main menu.

Deleting a Remote Machine

To delete a remote machine, do the following:

1. Press 1 from the AMIS Analog Gateway Administration main menu.
2. Press 3 from the Administer Remote Machine menu.
3. Enter the system number. The system number is the country code, area code, and telephone number of the remote machine.

   The system displays the following message:

   "Ready to delete machine <XXXXXXXXXXX>."

   where <XXXXXXXXXXX> is the remote machine system number including the country code, area code, and telephone number.

4. Press 3 to delete the remote machine or press # to skip.

   If there are messages in the delivery queue for this remote machine, the system displays the following message:

   "This machine has messages queued to be delivered. Deleting this machine will also delete the queued messages. Press 3 to delete the remote machine or press # to skip."

   The system displays the following message:

If you press...	Then...
3	you hear "Deleted" and are returned to the Adminster Remote Machine menu.
#	you hear "Not deleted" and are asked to enter another remote machine system number.

5. Press # to return to the AMIS Analog Gateway Administration main menu.

Updating the Local Machine

To update a local machine, do the following:

1. Press 2 from the AMIS Analog Gateway Administration main menu.

   The system displays the following message:

   "Updating country code. The current value is <X>."

   where <x> is the country code.

2. Press 1 to update the value, press # to skip to the next entry, or press 0 to replay the current value.

If you select...	Then...	And...
1	enter the new value and press #	you hear the word "changed." Then, press # to skip to the next entry.
#	the system moves you to the next item in the local machine menu	you hear the word "skipped."
0	the system repeats the information for the current item	asks you whether you want to update, skip, or replay (Step 2 above).

   Once you update the current item, the system repeats the value for the that item and the menu options.

3. Press # to skip to the next item.

4. Repeat Steps 2 and 3 above for the items in Table 5-4.

Table 5-4. Administer Local Machine Options

Field	Description	Valid Input
Country code	The identification code for the country associated with the local machine	Maximum 4-digit entry
Area code	The area code for the AMIS Analog Gateway	Maximum 6-digit entry
Telephone number	The telephone number for the AMIS Analog Gateway	Maximum 10-digit entry
Registration agent	The mailbox id to which AMIS subscribers may send the voice name to register on the Lucent INTUITY Interchange	A valid Lucent INTUITY Interchange mailbox ID

After updating the local machine, the system returns you to the main menu.

Changing the Administrator Login or Password

The section provides the procedures to change the administrator login and password.

Changing the Administrator Login

To change the administrator login, do the following:

1. Press 3 from the AMIS Analog Gateway Administration main menu.
2. Press 1 to change the administrator login.

3. Press 1 to change the value, press # to skip to the next entry, or press 0 to replay the current value

If you select...	Then...	And...
1	you hear: "Current value is <value>. Enter the new value and press #"	the system changes value and repeats the instruction
#	you hear the word "skipped"	the system returns you to the main menu
0	the system repeats the current value	asks you whether you want to update, skip, or replay.

4. Enter the new administrator login and press #.

   The system repeats the value for the administrator login.

5. Press # to return to the main menu.

Changing the Administrator Password

To change the administrator password, do the following:

1. Press 3 from the AMIS Analog Gateway Administration main menu.
2. Press 2 to change the administrator password.
3. Enter the new administrator password and #.
4. Re-enter the new administrator password and press #.

   The system displays the following message:

   ```
   You hear "Changed" and are returned to the
   administrator password prompt.
   ```

Administering AMIS Remote Subscribers

Administering remote subscribers through the telephone interface involves adding and deleting remote subscribers from the Lucent INTUITY Interchange for the AMIS remote machines previously administered.

Adding Remote Subscribers

To add remote subscribers, do the following:

1. Press 4 from the AMIS Analog Gateway Administration main menu.
2. Press 1 from the Administer Remote Subscribers menu.

   The system displays the following message:

   "Enter machine system number and pound sign."

3. Enter a valid remote machine system number (that is, country code + area code + telephone number) for the remote subscriber that you wish to add and press #. To return to the Administer Remote Subscribers menu, press #.

   The system displays the following message:

   "Enter subscriber's extension and pound sign."

4. Enter the remote subscriber's mailbox ID and press #.

   a. If this is a new subscriber, the system displays the following message:

      "Subscriber registered as <mailbox ID>.
      To record name, press 1.
      To play name, press 2."

   b. If this is a previously registered subscriber and a name was recorded, the system displays the following message:

      "<Subscriber's voice name>
      To record name, press 1.
      To play name, press 2."

   c. If this is a previously registered subscriber and a name was not recorded, the system displays the following message:

      "Extension <Subscriber's mailbox ID>
      To record name, press 1.
      To play name, press 2."

   d. If you press #, the system returns you to Step 4 above.

5. Press 1 to record the name, or press # to add another remote subscriber's mailbox ID.
   a. If you press 1, the system displays the following message:

      "When finished recording, press # for more options. Record at the tone."

   b. If you press #, the system returns you to Step 4 above.
6. Record the name and press #.

   The system displays the following message:

   "<The name just recorded is played>
   To approve, press #. To re-record, press 1. To playback, press 2 3.

7. Enter your option. Press # when finished editing the subscriber name.

   The system displays the following message:

   "Name updated."

8. Continue to add remote subscribers using Steps 4 through 7 above for this remote machine.
9. Press # when finished adding subscribers for this remote machine.
10. Enter another system number and repeat this procedure, or press # to return to the Administer Remote Subscribers menu.

Deleting Remote Subscribers

To delete remote subscribers, do the following:

1. Press 4 from the AMIS Analog Gateway Administration main menu.
2. Press 3 from the Administer Remote Subscribers menu.

   The system displays the following message:

   "Enter system number and pound sign."

3. Enter a valid remote machine system number for the remote subscriber that you wish to remove from the Lucent INTUITY Interchange and press #. To return to the Administer Remote Subscribers menu, press #.

   The system displays the following message:

   "Enter subscriber's extension and pound sign."

4. Enter the subscriber's mailbox ID and press #.

   The system displays the following message:

   "<Subscriber recorded name>" or "extension <subscriber's mailbox ID>"
   To delete this subscriber, press 3.
   To skip, press #."

5. Press 3 to delete this subscriber or press # to skip this subscriber and return to Step 3.

   The system displays the following message:

If you press...	Then...
3	you hear "Subscriber deleted" and are asked to enter another subscriber mailbox ID.
#	you hear "Subscriber was not deleted" and are asked to enter another subscriber mailbox ID.

6. Repeat Steps 4 and 5 above to continue to remove subscribers on this remote machine.
7. Press # when finished.

End-Point Administration

6

What's in This Chapter?

This chapter contains the procedures that must be performed on the end-point or remote machines connected to the Lucent INTUITY™ Interchange. Each end-point or node on the Interchange must specify a particular machine type and must administer the Lucent INTUITY Interchange as a remote machine through the networking screens for that particular machine.

NOTE:
The procedures in this chapter must be performed on *each* end-point machine (both digital and AMIS analog) in the Lucent INTUITY Interchange cluster.

Administering the Lucent INTUITY Interchange as a Remote Machine on the End-Points

You must administer the Lucent INTUITY Interchange as a remote machine on each of the end point machines. See the networking documentation that accompanied your system for administration procedures. For Lucent INTUITY Release 3 and Release 4 systems, see *INTUITY™ AUDIX® Digital Networking*, 585-310-533, and *Lucent INTUITY™ Messaging Solutions Release 4.0 Digital Networking*, 585-310-567, respectively.

NOTE:
For digital machines, select the highest release of AUDIX available on the remote machine as the `Machine Type`.

Acceptance Tests

7

What's in This Chapter

This chapter provides the acceptance test procedures specific to the Lucent INTUITY Interchange. This chapter assumes that acceptance test procedures described in *Lucent INTUITY™ Software Installation for Release 3.0*, 585-310-160, have already been performed on the INTUITY Interchange system.

Acceptance test procedures include:

- Testing digital connectivity
- Turning on remote updates
- Executing remote updates from all end points
- Sending a message to an AMIS subscriber

These procedures must be completed before turning the Interchange over to the customer.

Testing Digital Connectivity

To test digital connectivity between the INTUITY Interchange and digital remote machines, do the following:

1. Log in to the Lucent INTUITY Interchange as sa.

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

2. Select

```
> Customer/Services Administration
    > Diagnostics
        > Networking Diagnostics
```

   The system displays the Networking Diagnostics screen (Figure 7-1).

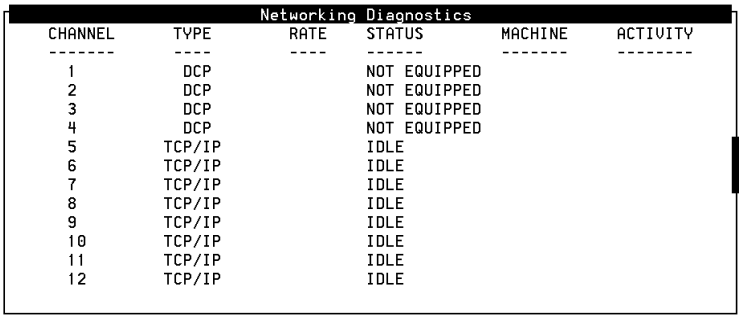


Figure 7-1. Networking Diagnostics Screen

3. From the Networking Diagnostics screen, press F8 (CHG-KEYS).

   The system displays an alternate set of function keys.

4. Press F4 (DIAGNOSE) to access the Diagnostics Menu (Figure 7-2).

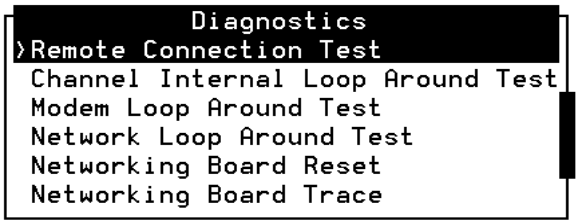


Figure 7-2. Diagnostics Menu

5. Select `Remote Connection Test` from the menu. After you select the option, you see the Remote Connection Test screen (Figure 7-3).

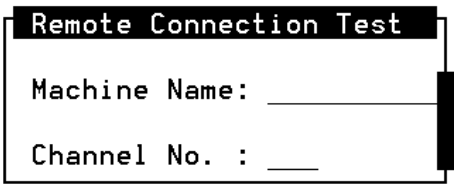


Figure 7-3. Remote Connection Test Screen

6. Enter the remote machine that you want to test.

   If you do not know the machine names, press F2 (CHOICES) to see a menu of remote machines. You can select from the menu by moving the selection bar over a machine name and pressing ENTER.

7. If you are testing a dedicated RS-232 connection, enter the number of the dedicated channel in the `Channel No.` field.

8. Press F3 (SAVE).

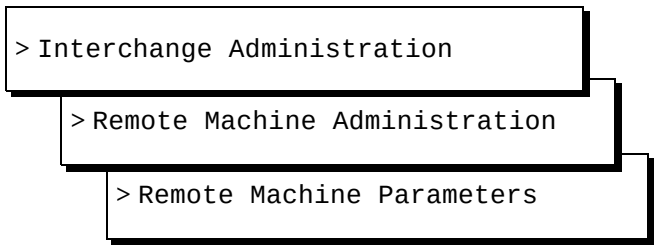
   You see the message `working...` in the upper right-hand corner of the screen. The system begins the test on and attempts to connect with the remote machine. When the process completes, you see a Test Results screen.

9. Select one of the following options:
   - If the screen contains a message stating that the test completed successfully, proceed to the next step.
   - If the screen contains a message stating that the test failed, press F6 (CANCEL) to exit the screen and return to the Networking Diagnostics screen. See *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557.
10. Press F6 (CANCEL) to exit the screen and return to the Networking Diagnostics screen.
11. Repeat Steps 3 through 9 above for each digital remote machine connected to the INTUITY Interchange.
12. Repeat Steps 1 through 10 above from each digital remote machine to the INTUITY Interchange.
13. When you finish testing the channels, press F6 (CANCEL) until you return to the Lucent INTUITY Administration menu.

Turning On Remote Updates

To turn on remote updates between the digital remote machines and the Lucent INTUITY Interchange, do the following:

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



2. Enter a digital remote machine name, or press F2 (CHOICES) for a list of valid remote machines.

The system displays the Remote Machine Parameters screen (Figure 7-4) for that digital remote machine.

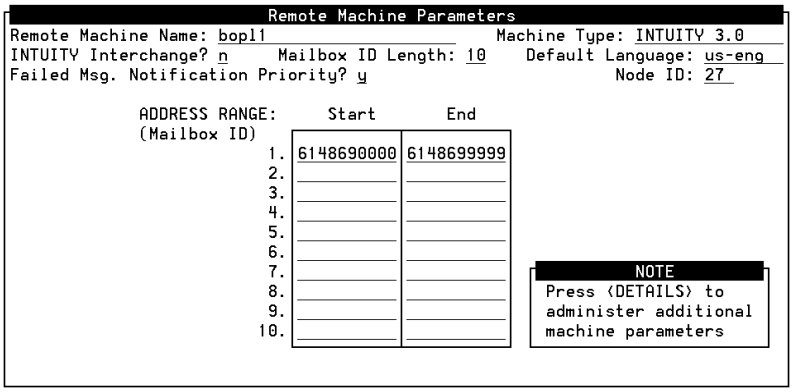


Figure 7-4. Remote Machine Parameters Screen

3. Press F5 (DETAILS).

   The system displays the Digital Machine Profile screen (Figure 7-5).

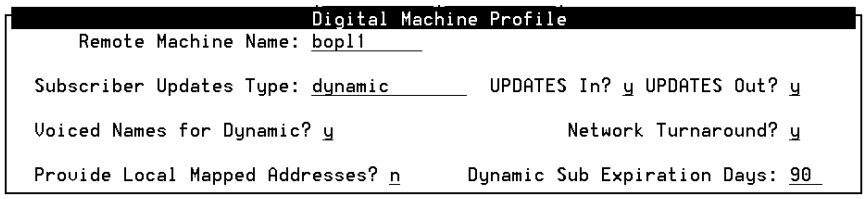


Figure 7-5. Digital Machine Profile Screen

4. For the `Updates: In?` and `Updates: Out?` fields, enter **y**.
5. Press F3 (SAVE) to save the entered values.
6. Press F6 (CANCEL) to exit the screen and return to the Remote Machine Administration menu.
7. Repeat Steps 2–7 above for each remote machine connected to the Interchange.
8. Verify that the updates have completed successfully by accessing the Administrator's log, through the Subscriber's List by remote machine name, or the Remote Machines List.

Executing Remote Updates

Initially, you need to run a remote update to populate the user database quickly. To run a remote update, do the following:

NOTE:
This procedure should only be executed after initialization time or after a significant number of subscriber have been added. Demand Remote Updates should not be performed during prime system hours (for example, between 8 AM. and 5 PM.).

NOTE:
If you are adding a new digital remote machine in an existing Interchange to Interchange configuration, demand remote updates on the first Interchange from the remote machine. Then, demand remote updates from first Interchange to the second Interchange.

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

```
> Interchange Administration
    > Remote Machine Administration
        > Demand Remote Updates
```

The system displays the Demand Remote Updates screen (Figure 7-6).

```
Demand Remote Updates

Remote Machine Name: _____________
```

Figure 7-6. Demand Remote Updates Screen

2. Enter a remote machine or press F2 (CHOICES) to display a list of valid machines.

3. Press F2 (CONTINUE) to execute the remote update for the selected remote machine

   The system begins the remote update.

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

4. Verify the success of the remote update through one of the following:

   a. Use the Subscriber List (by machine name) to view the current information under Interchange Administration

   b. View the Administrator's log under Customer/Services Administration.

Sending a Message to an AMIS Subscriber

NOTE:
Switch integration set up must be performed by Lucent personnel prior to completing this procedure.

This test assumes that AMIS subscribers have been administered on the AMIS remote machines and the Lucent INTUITY Interchange and that on-site personnel are involved in this test.

To create and send a voice mail message to an AMIS subscriber, do the following:

1. Log into a mailbox on Remote Machine A connected to the Interchange.
2. Create a message:

   "This is a test message from Remote Machine <*machine name*>."
3. Address the message to an AMIS subscriber.
4. Verify the receipt of the message by the AMIS subscriber.
5. Request an AMIS subscriber to send a message to a digital mailbox.

Subscriber Interface

8

What's in This Chapter?

This chapter contains information and procedures for the Lucent INTUITY™ Interchange subscribers (that is, those users that will send messages across the Lucent INTUITY Interchange to other remote machines).

Self-Registering as an AMIS Subscriber

A subscriber may self-register as an AMIS subscriber on the Lucent INTUITY Interchange. Using a specific network address defined on the Lucent INTUITY Interchange, an AMIS subscriber may send a message containing a voiced name and automatically register as a subscriber.

Contact your administrator to determine the Lucent INTUITY Interchange registration mailbox.

User Interface Changes

The following items are user (or subscriber) interface changes because of the Lucent INTUITY Interchange:

- Status of “delivered” means the message was delivered to the Lucent INTUITY Interchange.
- AMIS messages are marked as “delivered” upon successful delivery to the Lucent INTUITY Interchange. AMIS protocol does not support “accessed” status.
- Intermediate status is provided for delivery retries (that is, those message that have not “failed” yet). A message similar to the following is received in the sender’s incoming message:

  “Message to [voice name(s)] extension [extension number(s)] has not been delivered yet to [reason]
- “Accessed” status remains the same.
- If a message fails, two messages are returned to the sender’s incoming mailbox:
  - An error message similar to: “Message to [voice name(s)] extension [extension number(s)] failed due to [reason]. A copy of this message can be found in your incoming mailbox.” This error message may have priority status if this option selected through the administration screens.
  - The actual message so that may be forwarded to the destination again
- If one component of the message fails (for example, fax is not enabled on the receiving machine), the receiver is provided an indication that a component of the message failed.
- For example, if a subscriber from a Lucent INTUITY Release 4.0 sends a fax-only message through the Lucent INTUITY Interchange to a subscriber that is only voice-enabled, the Interchange sends a message to the receiving subscriber that one or more components of the message were not received.
- Failed messages may be in both incoming and outgoing mailboxes.

Lucent INTUITY Interchange Reports

9

What's in this Chapter?

This chapter describes the various reports available to the Lucent INTUITY™ Interchange and how to access those reports. These reports include:

- Lucent INTUITY system reports
- Lucent INTUITY Interchange administration reports
- Lucent INTUITY Interchange digital traffic reports
- Lucent INTUITY Interchange AMIS Analog Gateway traffic reports

Lucent INTUITY System Reports

The Traffic report accessible under the Lucent INTUITY Administration menu Voice System Administration option provides information on the amount of traffic on the voice channels of the system. See "Using Reports" in *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for additional information on accessing and interpreting this report.

Lucent INTUITY Interchange Administration Reports

The Interchange Administration reports provide information about subscribers on the Lucent INTUITY Interchange, subscribers that have been added to the Interchange dynamically, remote machine lists, and remote machine dial plan lists.

At the top of these reports, the name of the Interchange machine, the current software release, and the number of outstanding alarms is displayed.

Subscriber Lists

The Subscriber Lists provides information on the subscribers on Lucent INTUITY Interchange. The Subscriber Lists may be viewed in the following ways, depending on the needs of the administrator:

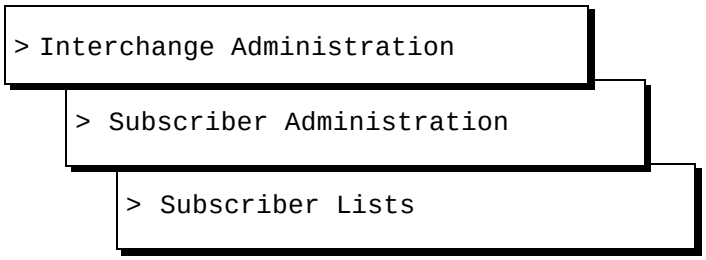
- By network address
- By mailbox ID
- By remote machine name
- By subscriber name

NOTE:
When generating a subscriber list report, the less selective you are in the search criteria, the longer it will take to generate the report.

Accessing the Subscriber Lists

To access the Subscriber lists, do the following:

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



The system displays the Subscriber Lists menu (Figure 9-1).

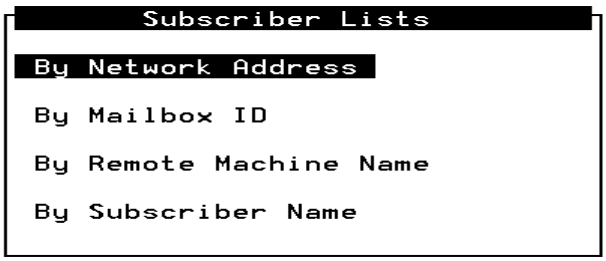


Figure 9-1. Subscriber Lists Menu

2. Select one of the display types.

   NOTE:
   The information that appears in each of the subscriber lists is the same. The display option allows to view the information by the criteria that you select.

3. Enter the appropriate information for the display type. For example, if you selected Mailbox ID, you must enter the mailbox ID for which you want to display information.

   NOTE:
   To display the Subscriber List by Remote Machine, the remote machine entry must be an exact match. To display the Subscriber List by Network Address, Mailbox ID, or Subscriber Name, you specify a partial entry or no entry to generate a list that contains all subscribers.

The system displays the Subscriber List by the criteria specified. Figure 9-2 shows an example of the Subscriber List by Mailbox ID.

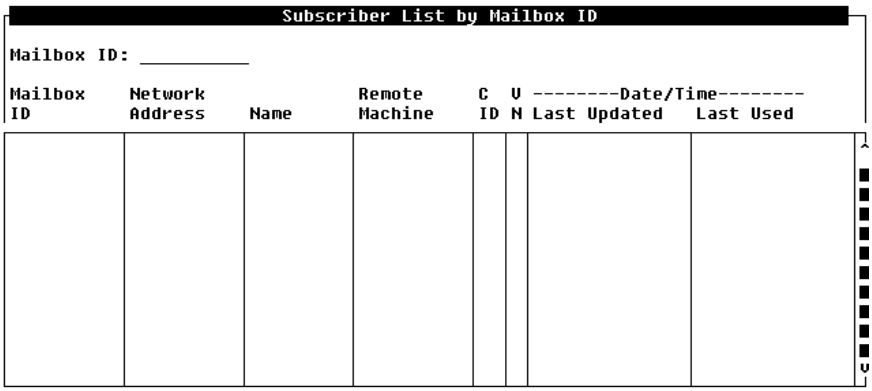


Figure 9-2. Example — Subscriber List by Mailbox ID

4. Review the field definitions for the Subscriber Lists using Table 9-1.

NOTE:
The field definitions for each list are the same. The order in which they appear differs slightly from list to list.

Table 9-1. Subscriber Lists Report Field Descriptions

Field	Description
Network Address	The unique number that identifies this subscriber, typically a 10-digit number, depending on the fixed mailbox ID length for the Lucent INTUITY Interchange
Mailbox ID	The subscriber's extension
Name	The name of the subscriber
Remote Machine	The name of the remote machine
CID	The community ID in which this network address belongs
VN (Voiced Name)	Whether the voiced name exists for this subscriber, y or n

Continued on next page

Table 9-1. Subscriber Lists Report Field Descriptions — *Continued*

Field	Description
Date/Time Last Updated	The date and time (in the format *mm/dd/yy hh:mm*) when this mailbox was last updated
Date/Time Last Used	The date and time (in the format *mm/dd/yy hh:mm*) when this mailbox was last used by the subscriber

5. Press F6 (CANCEL) to exit the Subscriber Lists.

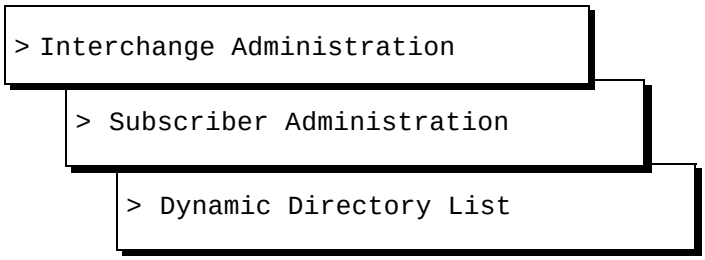
Dynamic Directory Report

The Dynamic Directory report displays those subscribers were dynamically added to the remote machine, that is, those subscribers that were created automatically when a message was sent to the mailbox ID. Data retained in this report depends on the setting for the remote machine.

Accessing the Dynamic Directory List

To access the Dynamic Directory list, do the following:

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



The system displays the Dynamic Directory List screen (Figure 9-3).

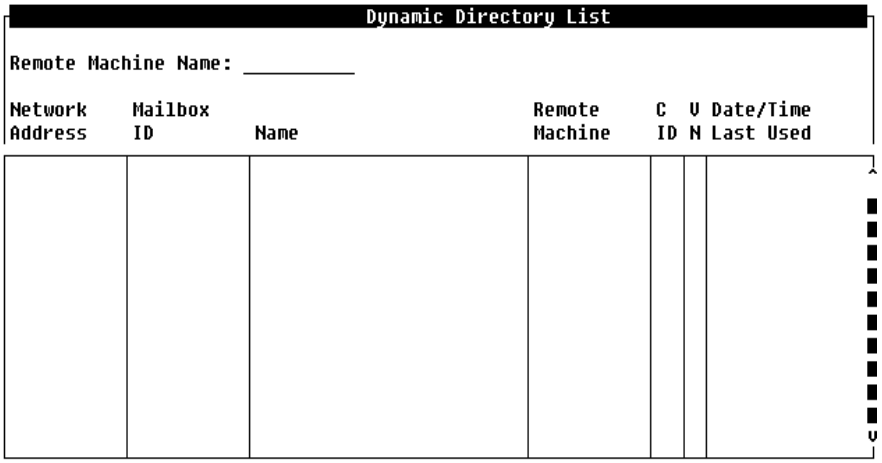


Figure 9-3. Dynamic Directory List Screen

2. Enter a remote machine name or press F2 (CHOICES) to display a list of valid remote machine names.

   NOTE:
   When generating a Dynamic Directory List, the less selective you are in the search criteria, the longer it will take to generate the report.

   The system displays the Dynamic Directory List (Figure 9-4) for the selected remote machine.

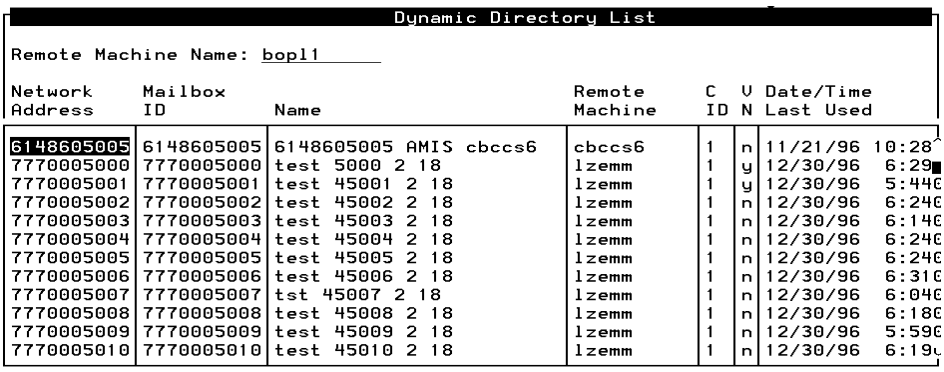


Figure 9-4. Dynamic Directory List

3. Review the field definitions for the Dynamic Directory List in Table 9-2. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the list.

Table 9-2. Dynamic Directory List Report Field Descriptions

Field	Description
Network Address	The unique number that identifies this subscriber, typically a 10-digit number, depending on the fixed mailbox ID length for the Lucent INTUITY Interchange
Mailbox ID	The subscriber's extension
Name	The name of the subscriber
Remote Machine	The remote machine from which a registered subscriber sent a message to dynamically add an AMIS subscriber and the type of machine (d for digital or a for AMIS analog)
CID	The community ID in which this network address belongs
VN	Indicates whether a voiced name exists for this dynamically added subscriber
Date/Time Last Used	The date and time (in the format *mm/dd/yy hh:mm*) when this mailbox was last used by the subscriber

4. Press F6 (CANCEL) to exit the report.

Remote Machine List

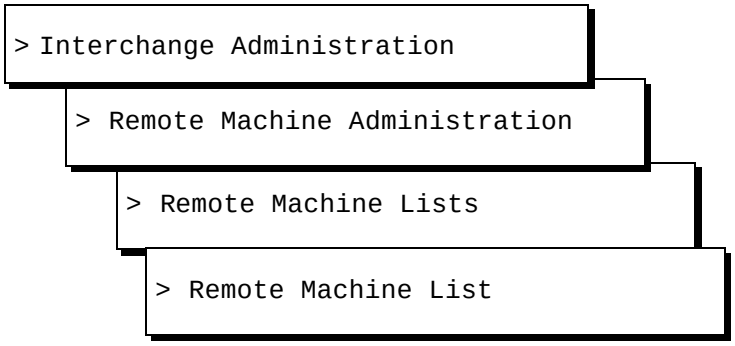
You may need to view the currently administered information for the remote machines on the Lucent INTUITY Interchange. This list shows both the digital and AMIS analog remote machines on the Lucent INTUITY Interchange and the number of subscribers on each of those machines. It also provides a system total of subscribers.

NOTE:
To receive a list of just the remote machines connected to the Interchange without the number of subscribers and the system total, you may access the Remote Machine List available through the Networking screens. This Remote Machine Lists can be displayed slightly faster since it does not contain subscriber numbers.

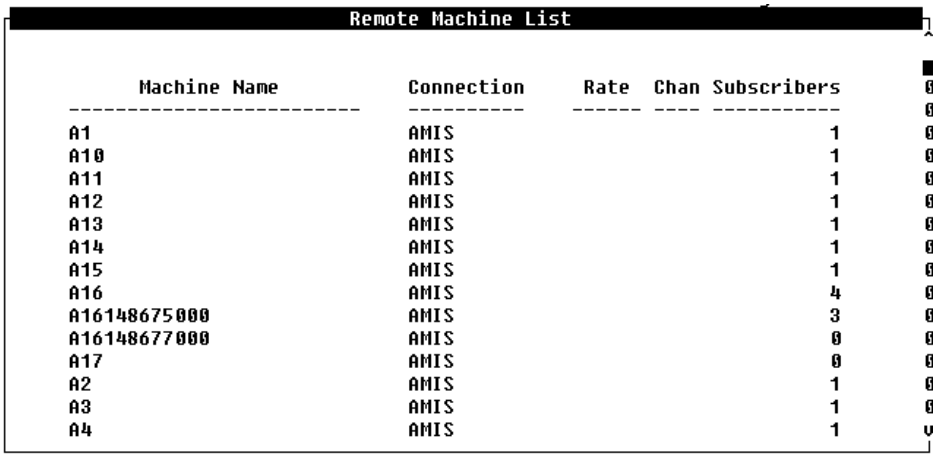
Accessing the Remote Machine List

To access the Remote Machine List report, do the following:

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



The system displays the Remote Machines List screen for the selected remote machine name (Figure 9-5).



Remote Machine List

Machine Name	Connection	Rate	Chan	Subscribers
A1	AMIS			1
A10	AMIS			1
A11	AMIS			1
A12	AMIS			1
A13	AMIS			1
A14	AMIS			1
A15	AMIS			1
A16	AMIS			4
A16148675000	AMIS			3
A16148677000	AMIS			0
A17	AMIS			0
A2	AMIS			1
A3	AMIS			1
A4	AMIS			1

Figure 9-5. Remote Machine List

2. Review the field definitions for the Remote Machine List in Table 9-3. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

.

Table 9-3. Remote Machine List Report Field Descriptions

Field	Description
Machine Name	The name of the remote machine, up to ten alphanumeric characters in length
Connection	The type of connection this machine has to the Lucent INTUITY Interchange (This connection can be DCP, RS-232, TCP/IP, or AMIS.)
Rate	The speed of the connection to this remote machine (for example, 9600, 19200, 56000, 64000 bps)
Channel	The channel to which this remote machine is connected
Subscribers	The number of subscribers on this remote machine
TOTAL	The total number of subscribers for all remote machines connected to this Lucent INTUITY Interchange **NOTE:** If this field is not shown on Figure 9-5, the report contains multiple pages. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

3. Press F6 (CANCEL) to exit the report.

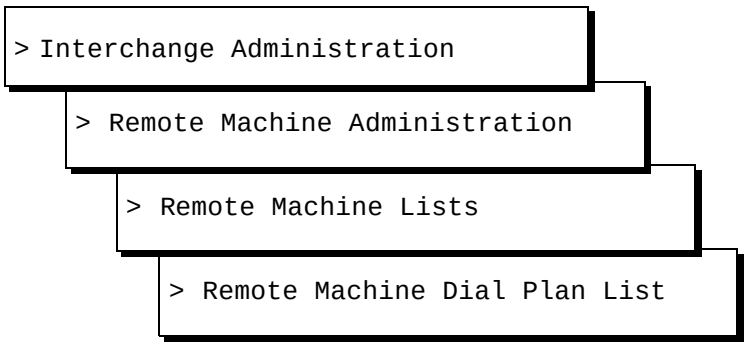
Remote Machine Dial Plan List

The Remote Machine Dial Plan List contains currently administered dial plan information for the remote machines on the Lucent INTUITY Interchange. This list shows both the digital and AMIS analog remote machines on the Lucent INTUITY Interchange.

Accessing the Remote Machine Dial Plan List Report

To access the Remote Machine Dial Plan List report, do the following:

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



The system displays the Remote Machine Dial Plan List screen (Figure 9-6). It contains the dial plan information for all remote machines connected to the Lucent INTUITY Interchange.

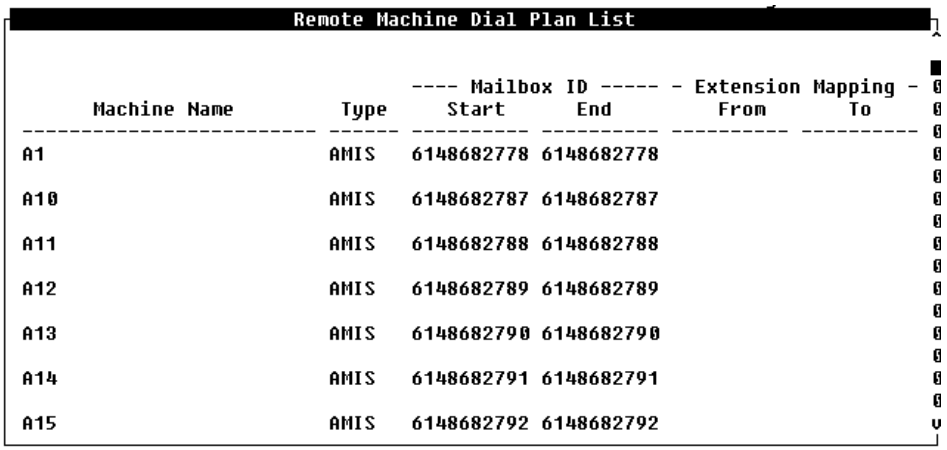


Figure 9-6. Remote Machine Dial Plan List

2. Review the field definitions for the Remote Machine Dial Plan list in Table 9-4. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

Table 9-4. Remote Machine Dial Plan List Report Field Descriptions

Field	Description
`Machine Name`	The name of the remote machine (alphanumeric characters)
`Type`	The type of machine This field displays one of the following: ■ AUDIX® ■ Lucent INTUITY 1.0 or 2.0 (IA 1.0 or IA 2.0) ■ Lucent INTUITY 3.0 (IA 3.0) ■ Lucent INTUITY 4.0 or later (IA 4.0) ■ DEFINITY® AUDIX 3.2 ■ AMIS
`Mailbox ID Start`	The start for the range of mailbox IDs used on this remote machine
`Mailbox ID End`	The end for the range of mailbox IDs used on this remote machine
`Extension Mapping From`	The actual digit(s) in the mailbox ID to replace for the remote subscribers
`Extension Mapping To`	The actual digits that replace the `From` digit(s) to form the network address

3. Press F6 (CANCEL) to exit the report.

Digital Traffic Reports

The Lucent INTUITY Interchange digital traffic reports shows measurements for the following:

- Network load
- Port utilization
- Network status

The contents of each of these reports is described in detail in this section.

NOTE:
When generating a digital traffic report, the more recent the date/hour selected for the report, the less time the system takes to generate the report.

At the top of each of these reports, the name of the Interchange machine, the current software release, and the number of outstanding alarms is displayed.

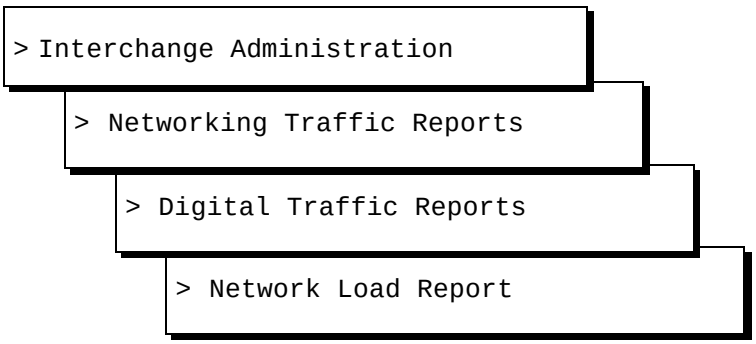
Digital Network Load Traffic Report

The Digital Network Load traffic report shows network traffic information for the digital remote machines on the Lucent INTUITY Interchange. This report shows the number of messages (voice, fax, e-mail, and binary) exchanged between the remote machine and the Lucent INTUITY Interchange, the average number of messages per session, message status, and other machine traffic information.

Accessing the Digital Network Load Traffic Report

To access the Digital Network Load Traffic report, do the following:

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



The system displays the Network Load Report Selection screen (Figure 9-7).

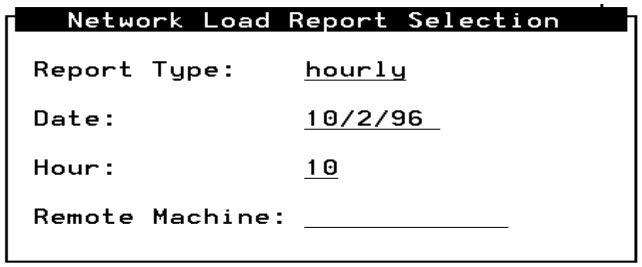


Figure 9-7. Network Load Report Selection Screen

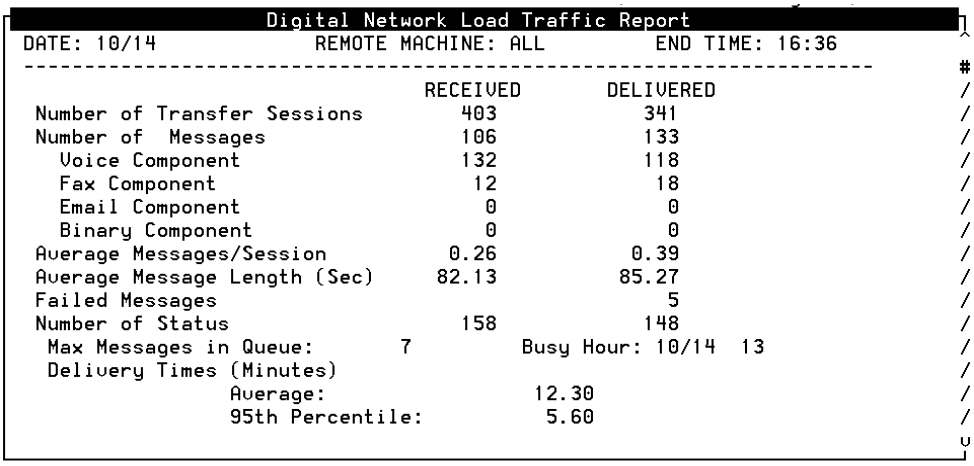
2. Complete the fields on this screen using the information in Table 9-5.

Table 9-5. Network Load Report Selection Screen Field Descriptions

Field	Description	Valid Input
Report Type	The type of report you wish to generate	Daily or hourly Default is daily **NOTE:** If you select **hourly**, the Hour field appears on the selection screen.
Date	The date for which you wish to generate the report	mm/dd/yy (for example, 10/30/96) Default is current date
Hour	The hour for which you wish to generate the report This field only appears if the Report Type is hourly.	hh, using a 24-hour clock Default is previous hour
Remote Machine	The name of the remote machine from which you wish to obtain digital network load information	Press F2 (CHOICES) to display a list of valid remote machines. Enter **all** to display the report for all remote machines.

3. Press F3 (CONTINUE) to execute the report.

   The system displays the Digital Network Load Traffic Report (Figure 9-8).



```
                    Digital Network Load Traffic Report
DATE: 10/14              REMOTE MACHINE: ALL          END TIME: 16:36
-------------------------------------------------------------------------
                                    RECEIVED       DELIVERED
 Number of Transfer Sessions          403             341
 Number of  Messages                  106             133
   Voice Component                    132             118
   Fax Component                       12              18
   Email Component                      0               0
   Binary Component                     0               0
 Average Messages/Session            0.26            0.39
 Average Message Length (Sec)       82.13           85.27
 Failed Messages                                        5
 Number of Status                     158             148
  Max Messages in Queue:        7          Busy Hour: 10/14  13
  Delivery Times (Minutes)
                 Average:                    12.30
                 95th Percentile:             5.60
```

Figure 9-8. Digital Network Load Traffic Report

4. Review the field definitions in Table 9-6 for Digital Network Load Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report

.

Table 9-6. Digital Network Load Traffic Report Field Descriptions

Field	Description
DATE	The date, in format *mm/dd*, specified in the selection criteria screen
HOUR	The hour, in the format *hh:hh*, appears if hourly was specified as the report type in the selection criteria screen
REMOTE MACHINE	The name of the remote machine or ALL If you requested a report for all remote machines, accumulated data for all remote machines appears first followed by the data for each individual machine.
END TIME	The time at which data collection for this report ended in the format *hh:hh*, using a 24-hour clock

Continued on next page

Table 9-6. Digital Network Load Traffic Report Field Descriptions — *Continued*

Field	Description
Number of Transfer Sessions	The total number of transfer sessions that occurred from and to this remote machine or all
Number of Messages	The total number of messages (voice, fax, e-mail, and binary) received from and delivered to this remote machine **NOTE:** The value is not the sum of the message components breakdown. A message can contain multiple components (for example, a message that contains voice and fax is counted once in the Number of Messages total, but counted once under voice and once under fax below).
Voice Component	The total number of voice messages received from this remote machine and delivered to this remote machine during the data and hour specified **NOTE:** If a message contains two voice components (for example, a forwarded message containing a new message), both messages are counted in the voice message total.
Fax Component	The total number of fax messages received from this remote machine and delivered to this remote machine during the date and hour specified
Email Component	The total number of email messages received from this remote machine and delivered to this remote machine during the date and hour specified
Binary Component	The total number of binary messages received from this remote machine and delivered to this remote machine during the date and hour specified
Average Messages/ Session	The average number of messages received by the Interchange per session from the remote machine(s) during the reporting period specified in the selection criteria A session can be a message session, a status session, or a subscriber update session.

Continued on next page

Table 9-6. Digital Network Load Traffic Report Field Descriptions — *Continued*

Field	Description
Average Message Length (Sec)	The average message length in seconds for the messages received from and delivered to this remote machine
Failed Messages	The number of messages that failed to be delivered from the Interchange to the remote machine
Number of Status	The number of status messages received from and delivered to this remote machine
Max Messages in Queue	The maximum number of messages in the queue at one time to be delivered to a remote machine. **NOTE:** Only appears on the daily report
Busy Hour	The time at which the maximum number of messages where received by/delivered from the Interchange. **NOTE:** Only appears on the daily report
Delivery Times (Minutes)	
Average	The average message delivery time in minutes. **NOTE:** Only appears on the daily report
95th Percentile	The maximum amount of time it took to send 95% of all messages through the Interchange — Most messages pass through the Interchange in under the time specified by the 95th Percentile value. **NOTE:** Only appears on a daily report for all machines

5. Press F6 (CANCEL) to exit the report.

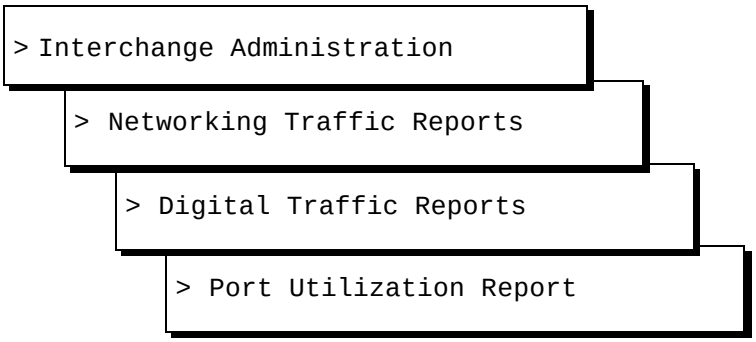
Digital Port Utilization Traffic Report

The Digital Port Utilization traffic report provides information on the digital port usage on the Lucent INTUITY Interchange.

Accessing the Digital Port Utilization Traffic Report

To access the Digital Port Utilization Load Traffic report, do the following:

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



The system displays the Digital Port Utilization Traffic Report Selection screen (Figure 9-9).

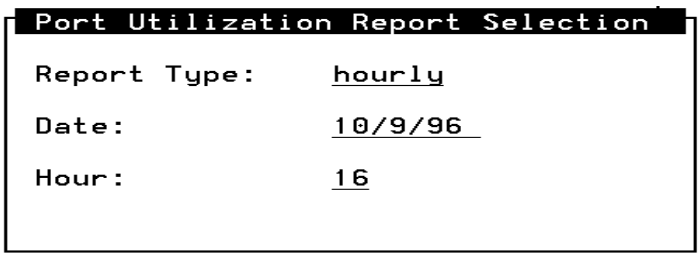


Figure 9-9. Digital Port Utilization Traffic Report Selection Screen

2. Complete the fields on this screen using the information in Table 9-7.

Table 9-7. Digital Port Utilization Traffic Report Selection Criteria Screen Field Descriptions

Field	Description	Valid Input
`Report Type`	The type of report you wish to generate	Daily or hourly Default is `daily`
`Date`	The date for which you wish to generate the report	mm/dd/yy (for example, 10/30/96) Default is current date
`Hour`	The hour for which you wish to generate the report. **NOTE:** This field only appears if the `Report Type` is hourly.	hh, using a 24-hour clock Default is previous hour

3. Press F3 (CONTINUE) to execute the report.

   The system displays the Digital Port Utilization Traffic Report (Figure 9-10).

```
                                                Line: 1 / 17        Page 1 / 1
              Digital Network Port Utilization Traffic Report
 DATE: 10/14                                                    END TIME: 16:39
 Busy Hour: 10/14 04                        Maximum Simultaneous Channels: 4
NETWORK  Protocol ----Usage (Seconds)----         ----Number of Sessions--
Channel    Type    Incoming Outgoing  Total       Incoming  Outgoing  Total
1            DCP     343       0        343          21         0      21
2            DCP     434     112        546          14         4      18
3            DCP     286     131        417          15         5      20
4            DCP     981     729       1710          19        37      56
5         RS232A     145       0        145           8         0       8
6         RS232A     354      86        440          10         2      12
7         RS232A     162      38        200          11         1      12
8         RS232A     349     366        715          13         5      18
9         TCP/IP    2585     422       3007         119         9     128
10        TCP/IP    1026     222       1248         105        20     125
11        TCP/IP     231     972       1203          35        44      79
12        TCP/IP     384    3544       3928          35       216     251
TOTAL               7280    6622      13902         405       343     748
```

Figure 9-10. Digital Network Port Utilization Traffic Report

4. Review the field definitions in Table 9-8 for Digital Port Utilization Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

Table 9-8. Digital Network Port Utilization Traffic Report Field Descriptions

Field	Description
DATE	The date specified in the selection criteria screen
END TIME	The time at which data collection for this report ended in the format *hh:hh*, using a 24-hour clock
Busy Hour	The hour, in the format *hh* (using a 24-hour clock), at which the digital networking ports were the busiest — This field only appears if daily was selected as Report Type in the selection criteria screen.
Maximum Simultaneous Channels	The number of networking ports that were active simultaneously during the period displayed on the report
NETWORK Channel	The digital channel number on this remote machine
Protocol Type	This column indicates the type of networking administered for this channel
Usage (seconds)	
Incoming	The number of seconds this channel was active for incoming calls
Outgoing	The number of seconds this channel was active for outgoing calls
Total	The total number of seconds this channels was active for incoming and outgoing calls
Number of Sessions	
Incoming	The number of sessions this channel handled for incoming calls
Outgoing	The number of sessions this channel handled for outgoing calls
Total	The total number of sessions this channel handled for incoming and outgoing calls
TOTAL	The totals for all the fields under Usage and Number of Sessions

5. Press F6 (CANCEL) to exit the report.

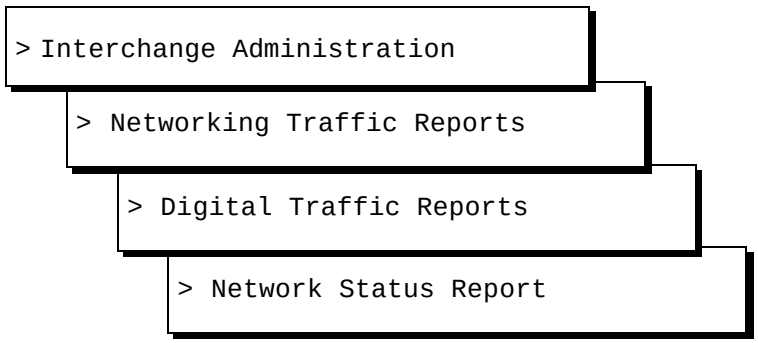
Digital Network Status Traffic Report

The Digital Network Status traffic report provides the communication status of each digital machine connected to the Lucent INTUITY Interchange. This information includes information on outgoing and incoming connections.

Accessing the Digital Network Status Traffic Report

To access the Digital Network Status Traffic report, do the following:

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



The system displays the Digital Network Status Report (Figure 9-11).

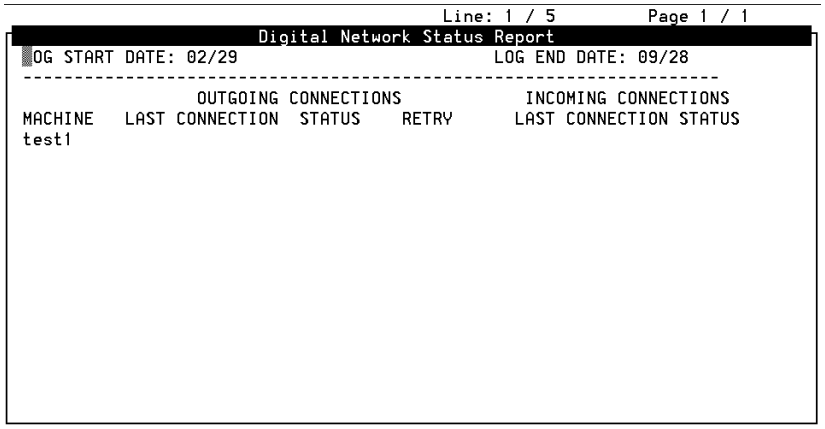


Figure 9-11. Digital Network Status Report

2. Review the field definitions in Table 9-9 for Digital Network Status Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report..

Table 9-9. Digital Network Status Traffic Report Field Descriptions

Field	Description
LOG START DATE	The time at which data collection for this report started
LOG END DATE	The time at which the data collection for this report ended
MACHINE	The name of the remote machine
OUTGOING CONNECTIONS	
LAST CONNECTION	The date and time of the last connection made from the Lucent INTUITY Interchange to the remote machine
STATUS	The status of the connection attempt; field displays success or a failure message
RETRY	The number of time the Interchange tried to connect to the remote machine and failed
INCOMING CONNECTIONS	
LAST CONNECTION	The date and time of the last connection made from the remote machine to the Interchange
STATUS	The status of the connection attempt; field displays success or is blank if there is no data available for the connection from this remote machine

3. Press F6 (CANCEL) to exit the report.

AMIS Analog Traffic Reports

The AMIS Analog Gateway module provides the following reports specific to AMIS analog traffic:

- Network Load
- Port Utilization
- Subscriber Detail

Data for the AMIS Analog traffic reports is kept for 2 months.

NOTE:
When generating an AMIS analog traffic report, the more recent the date/hour selected for the report, the less time the system takes to generate the report.

At the top of each of these reports, the name of the Interchange machine, the current software release, and the number of outstanding alarms is displayed.

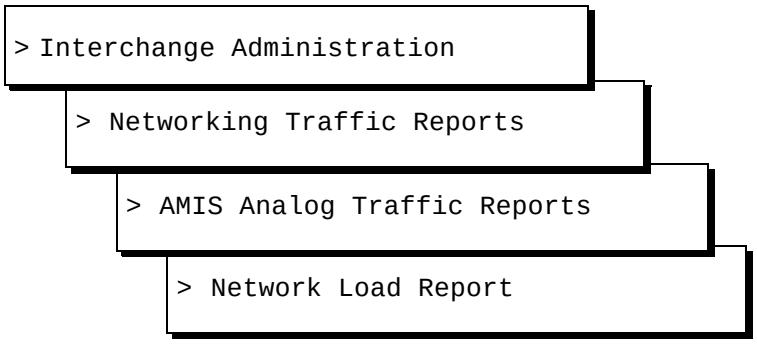
AMIS Analog Network Load Traffic Report

The AMIS Analog Network Load Traffic Report provides information on the amount of traffic on the Lucent INTUITY Interchange AMIS ports for a particular remote AMIS machine or all remote AMIS machines. This report also provides information on the AMIS analog telephone administration sessions.

Accessing the AMIS Analog Network Load Traffic Report

To access the AMIS Analog Network Load Traffic report, do the following:

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



The system displays the Network Load Report Selection screen (Figure 9-12).

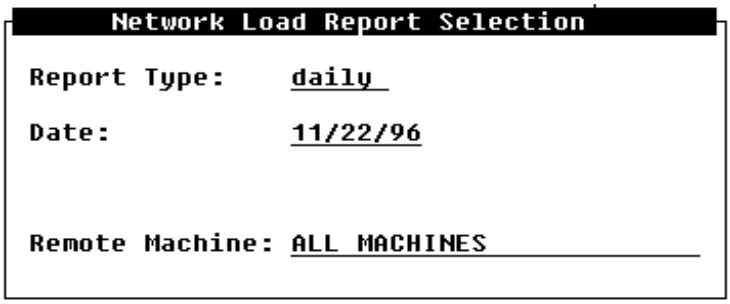


Figure 9-12. Network Load Report Selection Screen

2. Complete the fields on this screen using the information in Table 9-10.

Table 9-10. AMIS Analog Network Load Traffic Report Selection Screen Field Descriptions

Field	Description	Valid Input
`Report Type`	The type of report you wish to generate	Daily or hourly Default is daily
`Date`	The date for which you wish to generate the report	mm/dd/yy (for example, 10/30/96) Default is the current date
`Hour`	The hour for which you wish to generate the report **NOTE:** This field only appears if the `Report Type` is hourly.	hh, using a 24-hour clock Default is the previous hour
`Remote Machine`	The name of the remote machine from which you wish to obtain digital network load information	Press F2 (CHOICES) to display a list of valid remote machines. Enter **all** to display the report for all remote machines.

3. Press F3 (CONTINUE) to execute the report.

   The system displays the AMIS Analog Network Load Traffic Report (Figure 9-13).

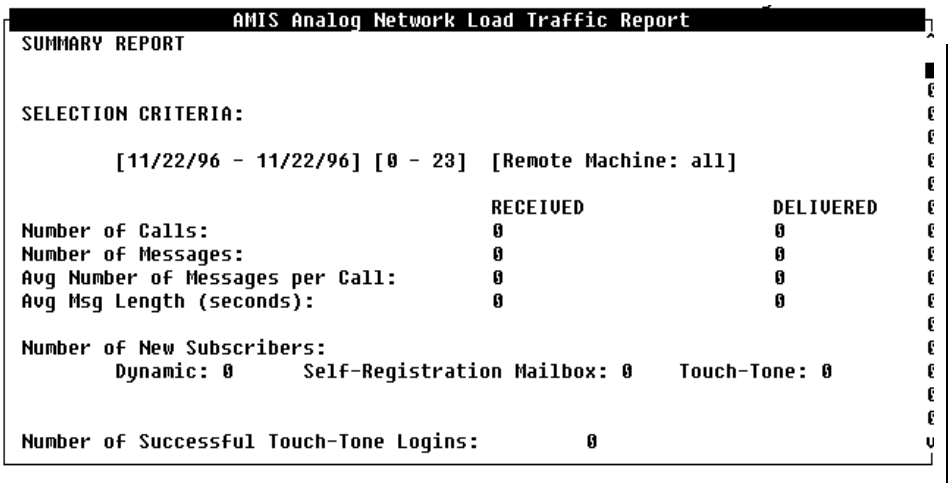


Figure 9-13. AMIS Analog Network Load Traffic Report

4. Review the field definitions in Table 9-11 for AMIS Analog Network Load Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

Table 9-11. AMIS Analog Network Load Report Field Descriptions

Field	Description
Selection Criteria	This field contains the date and hour entered in the selection criteria screen (Figure 9-12). This field is displayed in the form [mm/dd/yy - mm/dd/yy] [hh - hh]. If a daily report type was selected, the hour range in the selection criteria is 00 - 23.
Remote Machine	This field contains the name of the remote machine or all if entered in the selection criteria screen (Figure 9-12).

Continued on next page

Table 9-11. AMIS Analog Network Load Report Field Descriptions — *Continued*

Field	Description
RECEIVED	
Number of Calls	This field contains the total number of calls received from the remote AMIS machine(s) during the reporting period specified in the selection criteria.
Number of Messages	This field contains the total number of messages received from the remote AMIS machine(s) during the reporting period specified in the selection criteria.
Avg Number of Messages per Call	This field contains the average number of messages received per AMIS call from the remote machine(s) during the reporting period specified in the selection criteria.
Avg Msg Length (seconds)	This field contains the average length in seconds of the messages received per AMIS call from the remote machine(s) during the reporting period specified in the selection criteria.
DELIVERED	
Number of Calls	This field contains the total number of calls delivered to the remote AMIS machine(s) during the reporting period specified in the selection criteria.
Number of Messages	This field contains the total number of messages delivered to the remote AMIS machine(s) during the reporting period specified in the selection criteria.
Avg Number of Messages per Call	This field contains the average number of messages delivered per AMIS call to the remote machine(s) during the reporting period specified in the selection criteria.
Avg Msg Length (seconds)	This field contains the average length in seconds of the messages delivered to the remote machine(s) during the reporting period specified in the selection criteria.

Continued on next page

Table 9-11. AMIS Analog Network Load Report Field Descriptions — *Continued*

Field	Description
Number of New Subscribers	
Dynamic	This field contains the number of AMIS subscribers that were added dynamically during the reporting specified in the selection criteria.
Self-Registration Mailbox	This field contains the number of AMIS subscribers added to the Lucent INTUITY Interchange by using the remote AMIS machine(s) self-registration mailbox.
Touch-Tone	This field contains the number of AMIS subscribers added to the Lucent INTUITY Interchange by the AMIS Analog Gateway telephone administration interface.
Number of Successful Touch-Tone Logins	This field contains the number of times an administrator successfully logged into the AMIS Analog Gateway telephone administration interface.
Number of Failed Touch-Tone Logins	This field contains the number of failures by an administrator to log into the AMIS Analog Gateway telephone administration interface.
Avg Touch-Tone Session Length (seconds)	This field contains the average length in seconds of the sessions that occurred through AMIS Analog Gateway telephone administration interface.

5. Press F6 (CANCEL) to exit the report.

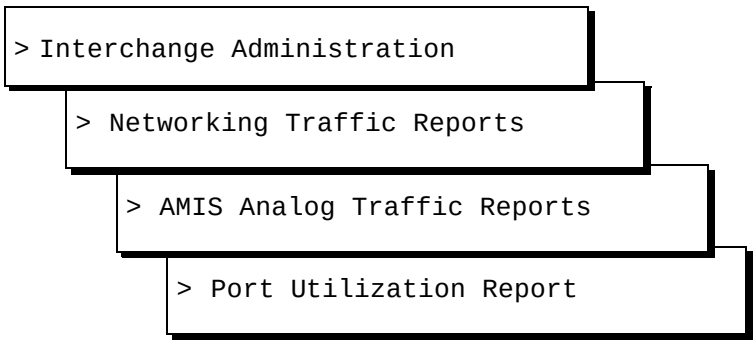
AMIS Analog Port Utilization Traffic Report

The AMIS Analog Port Utilization traffic report provides information on the AMIS port usage on the Lucent INTUITY Interchange.

Accessing the Port Utilization Traffic Report

To access the AMIS Analog Port Utilization Traffic report, do the following:

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



The system displays the Port Utilization Report Selection screen (Figure 9-14).

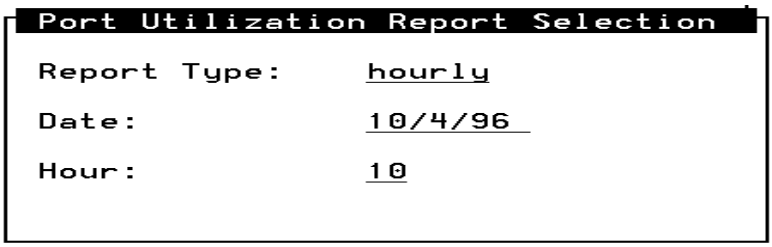


Figure 9-14. Port Utilization Report Selection Screen

2. Complete the fields on this screen using the information in Table 9-12.

Table 9-12. Port Utilization Traffic Report Selection Screen Field Description

Field	Description	Valid Input
`Report Type`	The type of report you wish to generate	Daily or hourly Default is `daily`
`Date`	The date for which you wish to generate the report	mm/dd/yy (for example, 10/30/96) Default is current date
`Hour`	The hour for which you wish to generate the report **NOTE:** This field only appears if the `Report Type` is hourly.	hh, using a 24-hour clock Default is previous hour

3. Press F3 (CONTINUE) to execute the report.

   The system displays the AMIS Analog Port Utilization Traffic Report (Figure 9-15).

```
          AMIS Analog Network Port Utilization Traffic Report

SELECTION CRITERIA:

        [10/4/96 - 10/4/96] [0 - 23]

Busy Hour: 10/04 11:00  Maximum Number Of Simultaneous Ports: 1

                Usage (Seconds)                 Number Of Messages

Port    Incoming  Outgoing  Total       Incoming  Outgoing  Total

0       113         99        212         7           7       14

        Total Usage (seconds):212       Total Messages:       14

Average Number Of Messages Per Channel: 14
```

Figure 9-15. AMIS Analog Port Utilization Traffic Report

4. Review the field definitions in Table 9-13 for AMIS Analog Port Utilization Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

Table 9-13. AMIS Analog Port Utilization Traffic Report Field Descriptions

Field	Description
Selection Criteria	This field contains the date and hour entered in the selection criteria screen (Figure 9-14). This field is displayed in the form [mm/dd/yy - mm/dd/yy] [hh - hh]. If a daily report type was selected, the hour range in the selection criteria is 00 - 23.
Busy Hour	This field contains the time (in the format mm/dd hh:hh) identified by the Interchange at which the AMIS ports handled the most traffic. If hourly was selected as the Report Type, the busy hour is the selected hour.
Maximum Number of Simultaneous Ports	This field contains the number of AMIS ports that were handling traffic simultaneously during the busy hour
Port	This field contains the AMIS port number on the Interchange.
Usage (Seconds)	
Incoming	This field contains the amount of time (in seconds) this AMIS port handled incoming calls.
Outgoing	This field contains the amount of time (in seconds) this AMIS port handled outgoing calls.
Total	This field contains the total amount of time (in seconds) this AMIS port handled incoming and outgoing calls.
Number of Messages	
Incoming	This field contains the number of incoming messages handled by this AMIS port.
Outgoing	This field contains the number of outgoing messages handled by this AMIS port.

Continued on next page

Table 9-13. AMIS Analog Port Utilization Traffic Report Field Descriptions — *Continued*

Field	Description
`Total`	This field contains the total number of incoming and outgoing messages handled by this AMIS port.
`Total Usage(seconds)`	This field contains the total amount of time (in seconds) all AMIS ports handled incoming and outgoing calls.
`Total Messages`	This field contains the total number of incoming and outgoing messages handled by all AMIS ports on the Lucent INTUITY Interchange.

5. Press F6 (CANCEL) to exit the report.

AMIS Analog Subscriber Detail Traffic Report

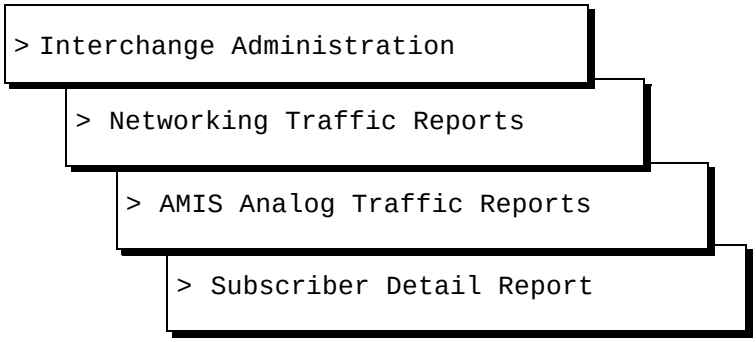
The AMIS Analog Subscriber Detail traffic report provides information on the messages sent and received from subscribers. This report is similar to a long distance telephone bill in that it can provide information for

- All the messages a particular AMIS subscriber sent during a specified report period
- Messages that a particular AMIS subscriber sent to a particular recipient
- All AMIS messages sent to a particular recipient
- All messages sent from all AMIS subscribers to all recipients

Accessing the Subscriber Detail Traffic Report

To access the AMIS Analog Subscriber Detail Traffic report, do the following:

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



The system displays the Subscriber Detail Report Selection screen (Figure 9-16).

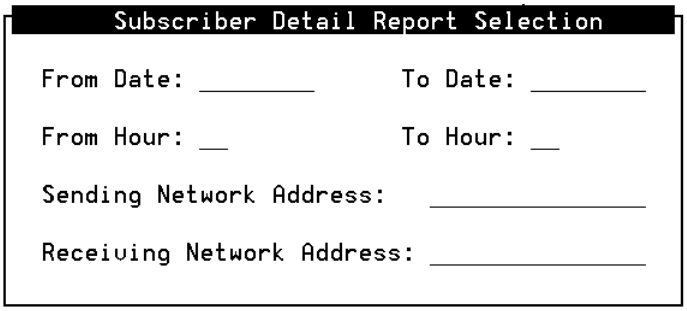


Figure 9-16. Subscriber Detail Report Selection Screen

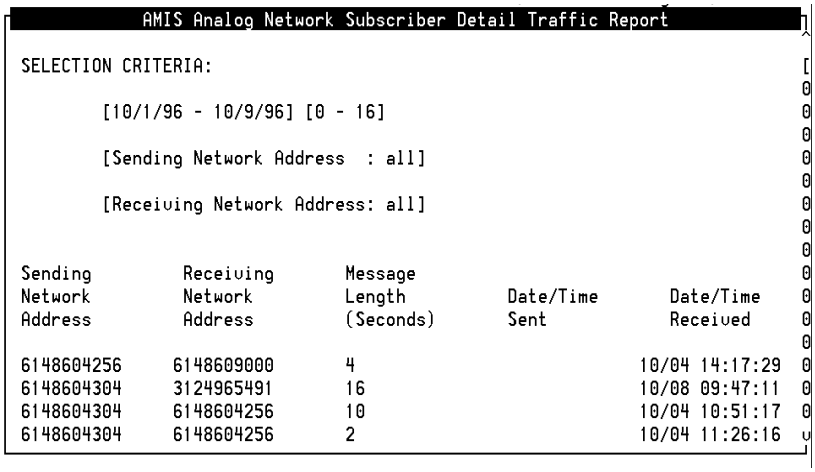
2. Complete the fields on this screen using the information in Table 9-14.

Table 9-14. Subscriber Detail Traffic Report Selection Criteria Screen Field Descriptions

Field	Description	Valid Input
From Date	The date from which you want the report to begin	Calendar date in the format *mm/dd/yy* Default is current date
To Date	The date from which you want the report to end	Calendar date in the format *mm/dd/yy* Default is current date
From Hour	The time from which you want the report to begin	A 24-hour clock in the format *hh* (for example, 8 PM. is entered as 20)
To Hour	The time from which you want the report to end	A 24-hour clock in the format *hh* (for example, 8 PM. is entered as 20)
Sending Network Address	The unique network address or mailbox ID that identifies this subscriber	Maximum field size of 10 digits or all for all machines using AMIS Default is `all`
Receiving Network Address	The unique network address or mailbox ID that identifies this subscriber	Maximum field size of 10 digits or all for all machines using AMIS Default is `all`

3. Press F3 (CONTINUE) to execute the report.

The AMIS Analog Subscriber Detail Traffic Report is displayed (Figure 9-17).



```
                AMIS Analog Network Subscriber Detail Traffic Report

SELECTION CRITERIA:

        [10/1/96 - 10/9/96] [0 - 16]

        [Sending Network Address  : all]

        [Receiving Network Address: all]


Sending         Receiving       Message
Network         Network         Length          Date/Time       Date/Time
Address         Address         (Seconds)       Sent            Received

6148604256      6148609000      4                               10/04 14:17:29
6148604304      3124965491      16                              10/08 09:47:11
6148604304      6148604256      10                              10/04 10:51:17
6148604304      6148604256      2                               10/04 11:26:16
```

Figure 9-17. AMIS Analog Subscriber Detail Traffic Report

4. Review the field definitions in Table 9-15 for AMIS Analog Network Subscriber Detail Traffic report. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report. The top of the report indicates the number of pages in the report.

Table 9-15. AMIS Analog Subscriber Detail Traffic Report Field Descriptions

Field	Description
SELECTION CRITERIA	The section at the top of the report details the information specified in selection criteria screen (Figure 9-16).
Sending Network Address	This field contains the unique sending network address or mailbox ID specified in the selection criteria screen (Figure 9-16). All messages sent by this subscriber during the date and hour range specified are displayed.

Continued on next page

Table 9-15. AMIS Analog Subscriber Detail Traffic Report Field Descriptions — *Continued*

Field	Description
`Receiving Network Address`	This field contains the unique receiving network address or mailbox ID specified in the selection criteria screen (Figure 9-16). All messages received by this subscriber during the date and hour range specified are displayed.
`Message Length (Seconds)`	This field contains the length of the message in seconds.
`Date/Time Sent`	This field displays the date in *mm/dd/yy* and time in *hh:mm* that the message was sent (for example, 10/01/96 12:00).
`Date/Time Received`	This field displays the date in *mm/dd/yy* and time in *hh:mm* that the message was received (for example, 10/01/96 15:35).
`Total Usage (seconds)`	This field contains the grand total of the message length fields for all the messages sent from the sending network address to the receiving network address specified. The `Totals Usage` field is not displayed in Figure 9-17. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report to display this field.

5. Press F6 (CANCEL) to exit the report.

Interchange Forms

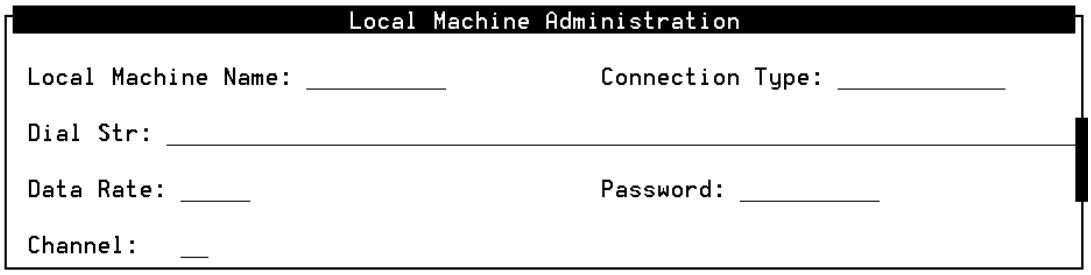
A

What's in This Appendix?

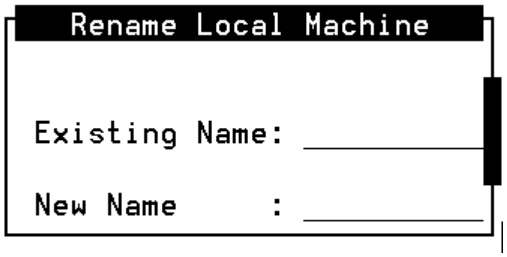
This appendix contains each of the forms that are used to administer the Lucent INTUITY™ Interchange. These are blank forms so that you may copy and reuse them as the Interchange network grows.

See "INTUITY Interchange Administration" for detailed descriptions of the fields in each of these forms.

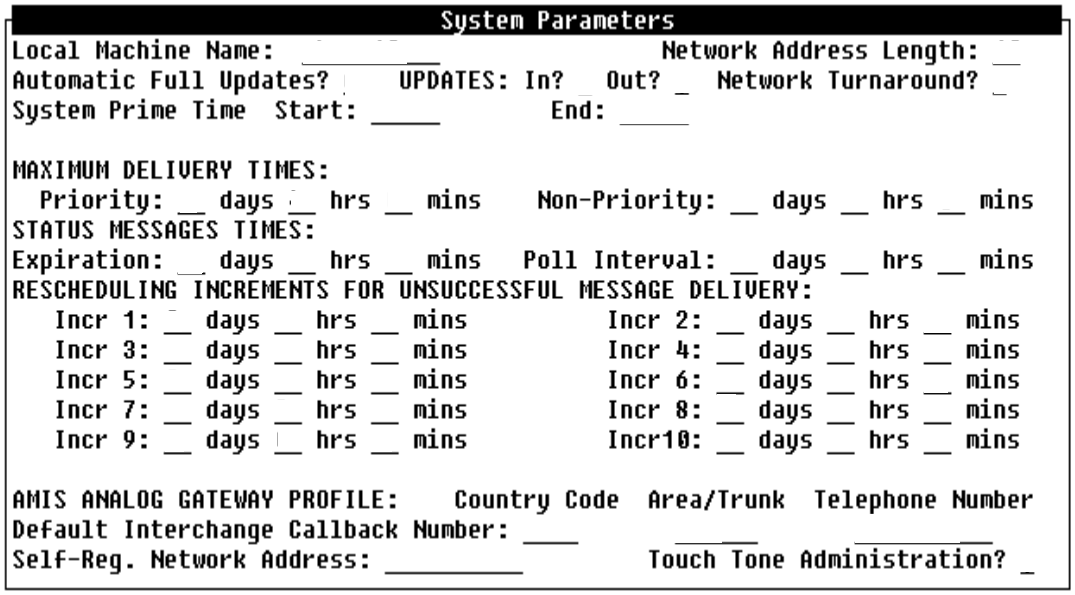
Local Machine Administration



Rename Local Machine

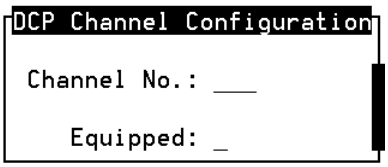


System Parameters

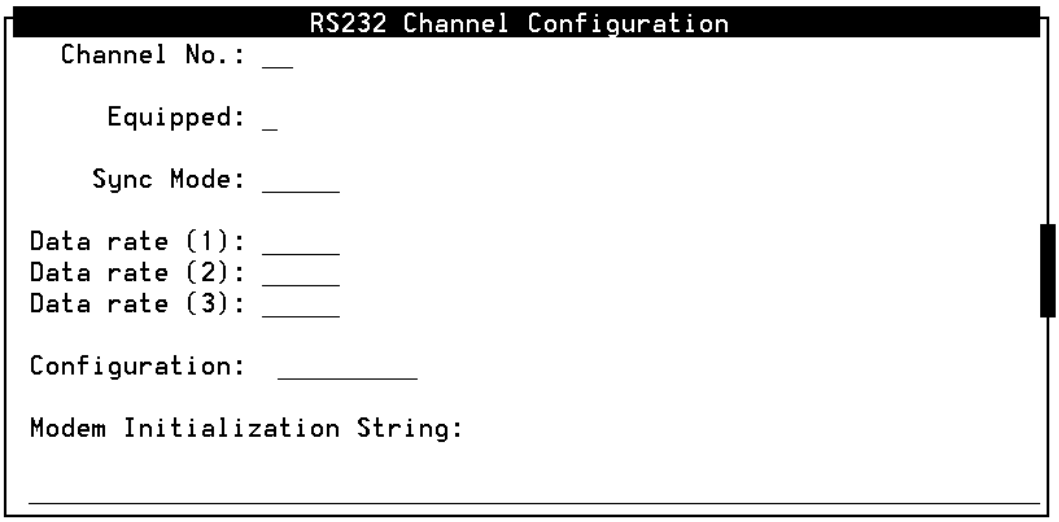


Enter Network Address Lenqth

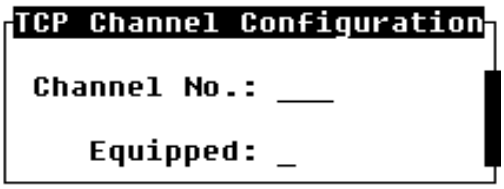
DCP Channel Configuration



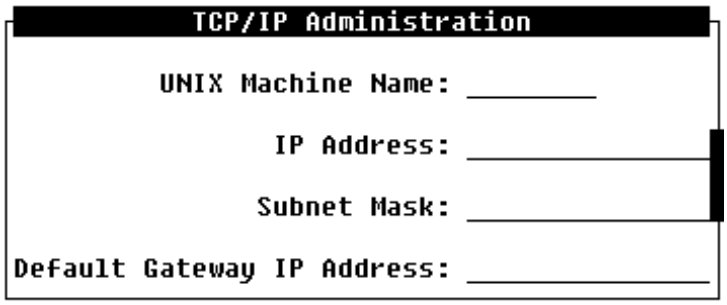
RS232 Channel Configuration



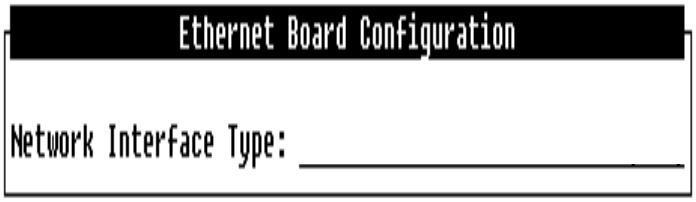
TCP Channel Configuration



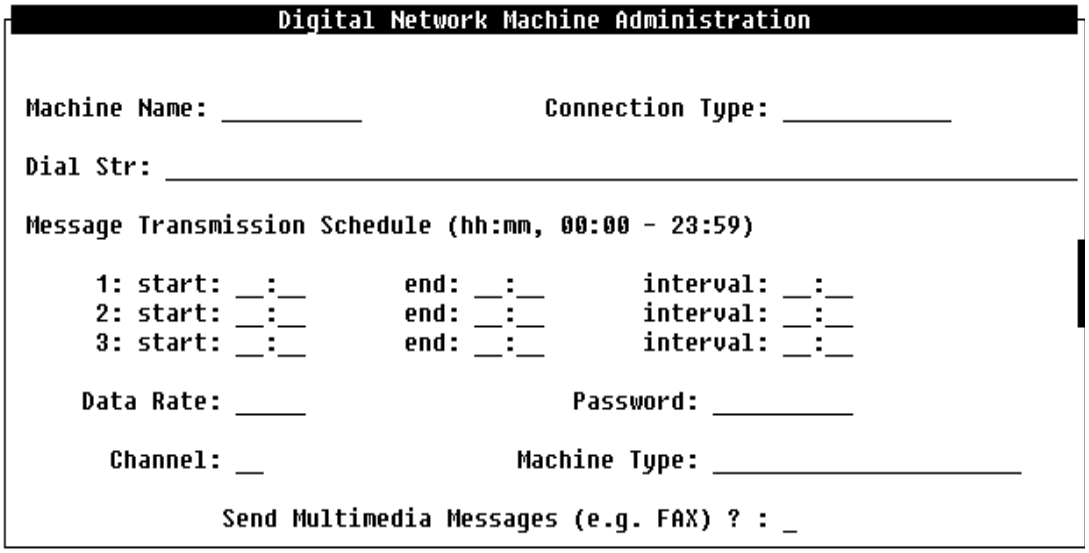
TCP/IP Administration



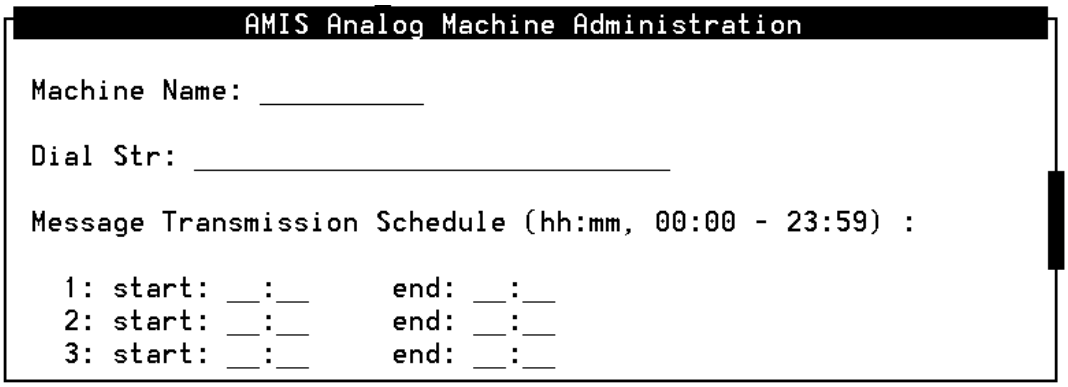
Ethernet Board Configuration



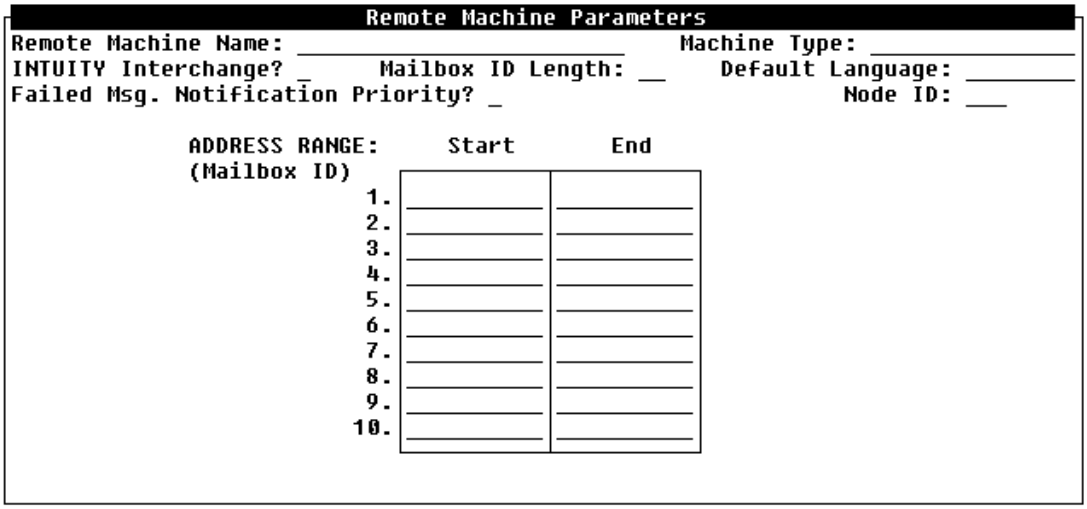
Digital Network Machine Administration



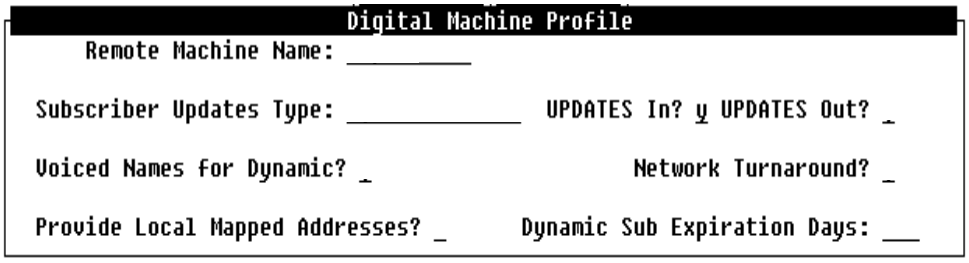
AMIS Analog Machine Administration



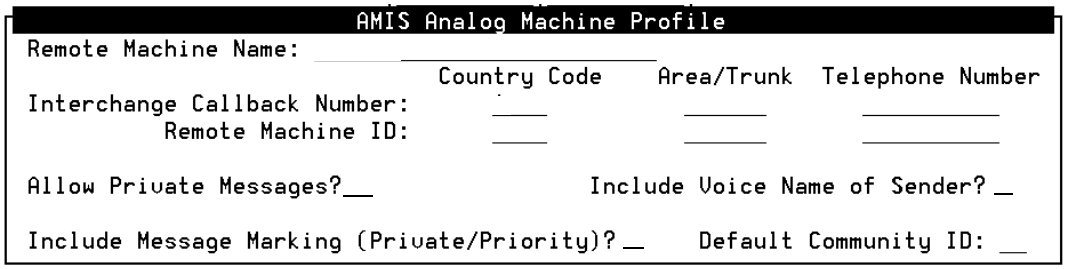
Remote Machine Parameters



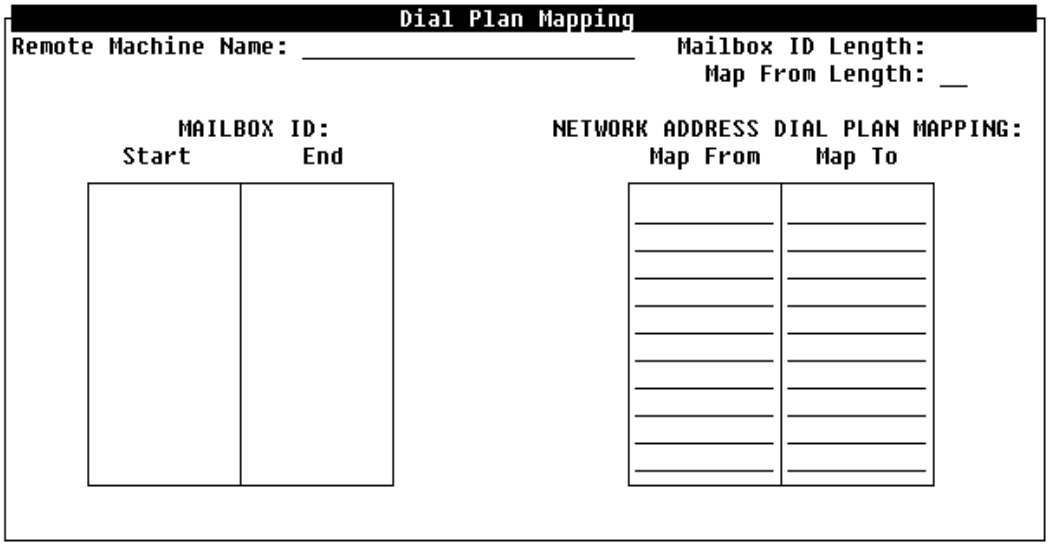
Digital Machine Profile



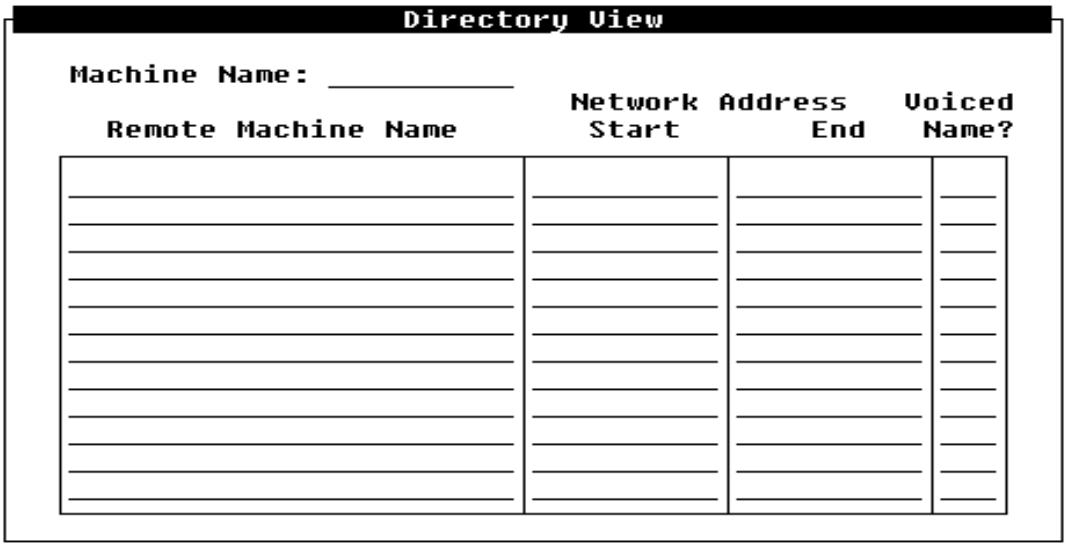
AMIS Analog Machine Profile



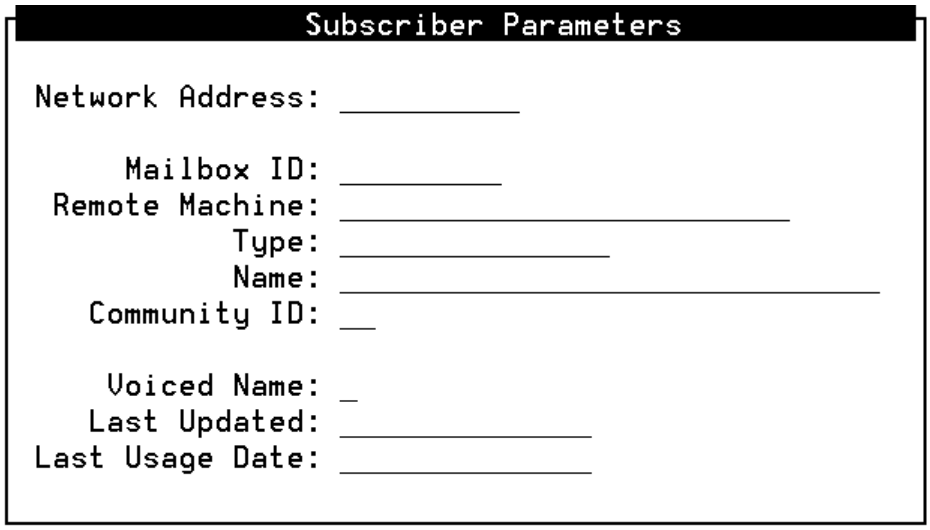
Dial Plan Mapping



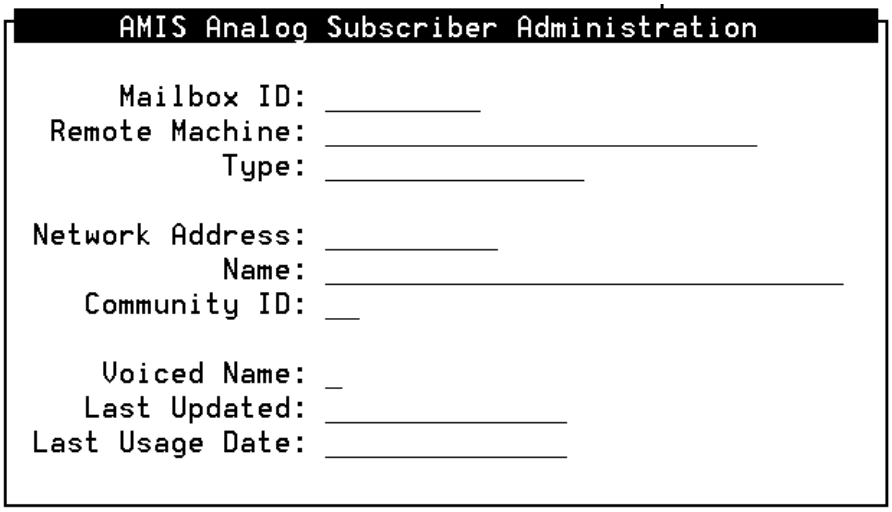
Directory View



Subscriber Parameters



AMIS Analog Subscriber Administration



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

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.

attendant console
A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

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

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

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

AUDIX
See *Audio Information Exchange*.

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

automated attendant
A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

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

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

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

autoscan
See *automatic message scan*.

AWG
See *American wire gauge.*

B

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

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

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

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

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

baud rate
Transmission signaling speed.

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

basic rate access
See *basic rate interface*.

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

escape to attendant
An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD
See *electrostatic discharge*.

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

F

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

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

fax
See *facsimile*.

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

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

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

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

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

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

filename
Alphanumeric characters used to identify a particular file.

file redundancy
See *mirroring*.

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

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

F key
See *function key*.

FOOS
See *facility out-of-service*.

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

function
Individual steps or procedures within a mailbox activity.

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

G

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

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

GOS
See *grade of service*.

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

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

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

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*.

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

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

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

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

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

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

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

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

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

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

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

LWC
See *leave word calling*.

M

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

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

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

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

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

MANOOS
See *manually out-of-service*.

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

MAP
See *multi-application platform*.

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

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

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

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

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

menu tree
The way in which nested automated attendants are set up.

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

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

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

Message Manager
See *INTUITY Message Manager*.

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

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

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

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

mirroring
A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some

problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

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

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

night attendant
The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

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

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

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

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

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

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

OS
See *operating system*.

OSI
See *open systems interconnection*.

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

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

P

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

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

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

PBX
See *private branch exchange*.

PC
See *power converter*.

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

PEC
See *price element code*.

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

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

personal fax extension
See *secondary extension*.

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

PMS
See *property management system*.

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

POST
See *power-on self test*.

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

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

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

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

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

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

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

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

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

programmed function key
See *function key*.

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

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

pulse-to-tone converter
A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM
See *random access memory*.

random access memory (RAM)
The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)
A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot
See *boot*.

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

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

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

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

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

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

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

REN
See *ringer equivalence number*.

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

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

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

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

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

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

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

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

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

ROM
See *read-only memory*.

RS-232
See *EIA interface.*

RTS
See *request to send*.

S

SCA
See *switch communications adapter*.

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

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

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

SCSI
See *small computer system interface*.

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

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

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

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

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

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

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

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

SMSI
See *simplified message service interface*.

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

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

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

SW
See *switch integration*.

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

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

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

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

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

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

switch network
Two or more interconnected switching systems.

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

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

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

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

system configuration
See *configuration*.

T

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

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

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

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

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

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

terminal
See *display terminal*.

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

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

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

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

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

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

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

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

T/R
See *tip/ring*.

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

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

U

UCD
See *uniform call distribution*.

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