Lucent Technologies
Bell Labs Innovations

INTUITY

Interchange Maintenance

585-310-574
Comcode 107952384
Issue 2
February 1997

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

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Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS5USA-20411-VM-E.

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

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

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

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

Canadian Department of Communications (DOC) Interference Information
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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	Issue 2, February 1997

For additional documents, refer to the section in "About This Document" entitled "Related Resources."

You can be placed on a standing order list for this and other documents you may need. Standing order will enable you to automatically receive updated versions, billed to account information that you provide. For more information or to be put on a list to receive future issues of this document, contact the Lucent Technologies Publications Center.

European Union Declaration of Conformity
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.

Contents

Contents

Contents

Contents

About This Document

Purpose

This book, *Lucent INTUITY™ Interchange Maintenance*, 585-310-571, contains instructions for maintaining the Lucent INTUITY™ Interchange system. The book only contains the information that is specific to maintenance for the Lucent INTUITY Interchange. See *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for additional information.

Intended Audiences

This book is intended primarily for the personnel responsible for maintenance 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, "Maintenance Strategy" describes the maintenance strategy of the Lucent INTUITY Interchange.
- Chapter 2, "System Recovery" provides system recovery procedures for the Lucent INTUITY Interchange.
- Chapter 3, "Alarm and Administrator Logs" provides alarm and administrator log entries for the Lucent INTUITY Interchange.
- Appendix A, "Current Engineering Updates" provides information on hardware updates to the current *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, and *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

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

  Type **y** to continue.

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

  Enter **y** to continue.

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

  Select `Start Test.`

- The Lucent INTUITY system displays *windows, screens,* and *menus*. “Windows” show and request system information (Figure 1 and Figure 2, respectively). “Screens” request that you enter a command at the `enter command:` prompt (Figure 3). “Menus” (Figure 4) present options from which you can choose to view another menu, or a screen or window.
- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.

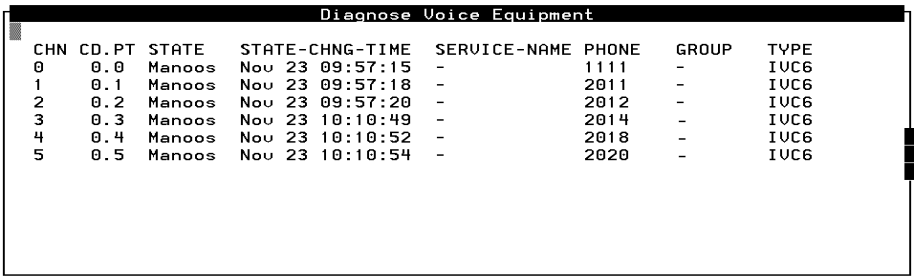


Figure 1. Example of a Lucent INTUITY Window

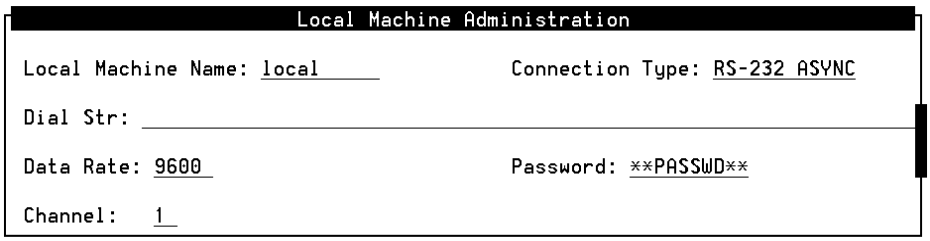


Figure 2. Example of a Lucent INTUITY Window

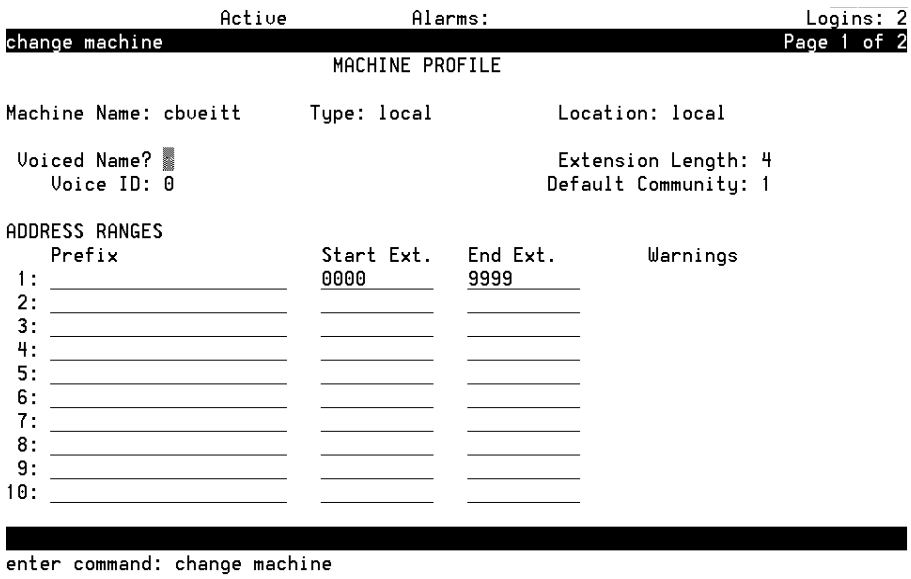


Figure 3. Example of a Lucent INTUITY Screen

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.

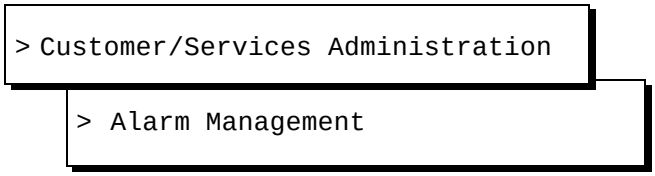
  Example 2:

  ```
  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 maintenance 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™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for detailed information on maintenance and troubleshooting for the MAP/100 and the INTUITY AUDIX application

- *Lucent INTUITY™ Interchange Installation*, 585-310-608, for detailed installation procedures for Lucent INTUITY Interchange systems
- *Lucent INTUITY™ Interchange Administration*, 585-310-573, for detailed information on Lucent INTUITY Interchange administration, reports, and subscriber interface

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, 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

Trademarks and Service Marks

The following trademarked products are mentioned in this book:

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- MAX is a trademark of Ascend Communications, Inc.
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Maintenance Strategy

1

What's in This Chapter

The Lucent INTUITY™ system provides a single point of reference for troubleshooting a problem regardless of the system configuration. The Lucent INTUITY Interchange application does not change this maintenance strategy. All applications use the same alarm log to report errors occurring within an application or in its interaction with other applications. The alarm log receives entries from all areas of the system (including the Interchange-specific modules), prioritizes the alarms according to severity, and makes them accessible.

The information in this book should be used in conjunction with *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557.

Performing An Upgrade

To perform an upgrade of the Interchange software, see "Upgrading Interchange Software" in *Lucent INTUITY™ Interchange Installation*, 585-310-608.

System Recovery

2

What's in This Chapter

This chapter contains system recovery procedures for the Lucent INTUITY Interchange. Use the information in this chapter in conjunction with the procedures for system recovery for the Lucent INTUITY Release 3.0 system provided in *Lucent INTUITY™ Software Installation for Release 3.0*, 585-310-160.

NOTE:
If you are performing an upgrade of the Interchange software, see "Upgrading Interchange Software," of *Lucent INTUITY™ Interchange Installation*, 585-310-608. Do **not** use the procedures contained in this chapter as these are specific to system recovery.

System Recovery Checklist

This checklist provides system recovery procedures for the Lucent INTUITY Interchange with all new hard disk drives.

The list of required procedures for the recovery scenario is in the sequence that the items must be completed.

NOTE:
It is expected that the installation technician will work with the remote maintenance center or International Technical Assistance Center (ITAC) during system recovery.

Checklist for System Recovery of Lucent INTUITY Interchange Systems with All New Hard Disk Drives

The procedures in Table 2-1 should be conducted when you are replacing all of the hard disk drives on your Lucent INTUITY Interchange system.

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives

(√)	Task	Reference Documentation
	Locate the most recent nightly unattended backup tape which should be located in the cartridge tape drive.	N/A
	Install the hard disk drives. **NOTE:** If installing a previously used disk0, you must clean the disk prior to installing it. For the cleaning procedures, see "Cleaning a Hard Disk Drive".	*INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557
	Install the UNIX system software. **NOTE:** Do not run **installit** at this time.	"Installing UNIX System Software"
	Clean the 1, 2, 4, 5, and 6 hard disk drives.	"Cleaning a Hard Disk Drive"
	Install the Intunix software.	"Installing the Intunix Software"
	Run **installit.**	"Performing the Installit Command"

Continued on next page

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives — *Continued*

(√)	Task	Reference Documentation
	Install the Lucent INTUITY system platform software. **NOTE:** For installation in the U.S., Canada, and Mexico, this will only include the following packages: — OSmods — mtce — upgrade — vs — softFAX — IVC6DI	"Installing Lucent INTUITY System Platform Software"
	Add the 1, 2, 4, and 5 hard disk drives. **NOTE:** *Only* disks 1, 2, 4 and 5 will be added. Disk 0 and 6 should *not* be added.	"Initializing a New Hard Disk"
	Install the Interchange platform RFU.	"Installing the Interchange Platform Remote Field Update"
	Install the Oracle software. **NOTE:** After completing the installation of the Oracle software, contact the remote maintenance center or International Technical Assistance Center (ITAC) to add 300 speech hours. **WARNING:** *DO NOT proceed to the next procedure until contacted by the remote maintenance center or ITAC that the speech hours allocation has been completed.*	"Installing ORACLE Software"

Continued on next page

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives — *Continued*

(√)	Task	Reference Documentation
	Install the Interchange Application software.	"Installing the Interchange Application Software"
	Install the Interchange Application RFU. **NOTE:** This procedure is to be completed only if you received a tape labeled "Remote Field Update for INTERCHANGE".	"Installing the Interchange Application Remote Field Update"
	Load the INTUITY AUDIX® tape.	"Loading INTUITY AUDIX"
	Load and administer switch software. **NOTE:** This procedure applies to customers outside the U.S., Canada, and Mexico.	"Loading and Administering the Switch Software"
	Complete Interchange country administration. **NOTE:** This procedure applies to customers outside the U.S., Canada, and Mexico.	"Completing Interchange Country Administration"
	Verify Interchange system recovery.	*"Verifying Interchange System Recovery"*

Continued on next page

Table 2-1. Checklist for Lucent INTUITY Interchange Systems with All New Hard Disk Drives — *Continued*

(√)	Task	Reference Documentation
	Restore the Interchange administration data from the unattended backup tape(s). **NOTE:** After restoring the backup data, contact the remote maintenance center or International Technical Assistance Center (ITAC) to turn on disk mirroring and administer TCP/IP. **WARNING:** *DO NOT reboot the system until contacted by the remote maintenance center or ITAC that the disk mirroring and TCP/IP administration has been completed.*	"Restoring Administration Data"

Installing UNIX System Software

To install the UNIX system software, do the following:

1. Insert the diskette labeled "UNIX SVR4.2 Operating System Independent Image Boot Floppy 1 of 2" into the floppy drive.
2. Turn on the Lucent INTUITY Interchange using the power switch on the front panel of the MAP/100 if the system has been powered off. If the system has power, press the reset button on the front panel of the MAP/100.

   The system responds by running memory tests and booting the UNIX system, then displays the following message:

   ```
   Remove the diskette labeled "Boot Floppy 1 of 3".

   If you have a diskette labeled "Host Bus Adapter
   Drivers", insert that diskette now.

   For more information on the Host Bus Adapter diskettes,
   set the Installation Guide.

   Otherwise, if you do not have the (or do not need to
   use) a Host Bus Adapter diskette, insert the diskette
   labeled "Boot Floppy 2 of 3".

   Press 'ENTER' to continue.
   ```

NOTE:
The Lucent INTUITY Interchange system does not use Host Bus Adapter diskettes with this version of the operating system software. Additionally, the Lucent INTUITY Interchange system only uses 2 boot floppies. These floppy diskettes are labeled 1 of 2 and 2 of 2.

3. Remove boot floppy 1 of 2 from the floppy disk drive.
4. Insert the diskette labeled "Boot Floppy 2 of 2" into the floppy disk drive and press ENTER.

   The system displays the following message:

   ```
   Welcome to the UNIX System Installation process!

   If you have never installed the UNIX System before, it
   is recommended that you press the "F1" (or '?') key now
   to learn more about the installation process and the
   hardware requirements of the UNIX System.

   -Pressing the 'F1' (or'?') key at any time during the
   installation will display more information or help.

   -Pressing the 'Del' key at any time cancels the
   installation.

   Press 'F1' (or '?') key for more information or 'ENTER'
   to continue.
   ```

CAUTION:
If you press DELETE to stop the UNIX installation at any time, you must start the software installation process again with Boot Floppy 1 of 2.

NOTE:
If you receive a message stating that you must have at least 60 MBytes of space in the hard drive to install UNIX, your hard disk drive is experiencing problems. The drive cable may not be connected properly, or you may have a faulty hard disk drive. Power down the system and check the hard disk drive cables.

5. Press ENTER to continue.
6. Press ENTER to accept the default of 1 and to destroy the existing partitions.

The system displays the following message:

```
You must choose a system type.  The system type you
choose will determine the default file system sizes you
will specify on the next screen.

Press the 'F1' or '?' key to see more information about
these different system types.

Your system choices are:

1. MAP/100

2. MAP/40

3. MAP/5

Press '1', '2', or '3' followed by 'ENTER':
```

7. Enter **1** for MAP/100.

   The system displays the following message:

```
You have selected the system.  Now you must specify the
sizes of the file system slices.  The recommended sizes
for MAP/100 system are provided as defaults on this
screen.

Press the 'F1' or '?' key to see more information about
these different system types.

           Size of /stand in MB: xx
         Size of /dev/dump in MB: xx
         Size of /dev/swap in MB: xx
                 Size of / in MB: xx

Apply   Reset
```

   Press 'TAB' to move the cursor between fields. When finished, more the cursor to "Apply" and press 'ENTER' to continue.

8. Enter the appropriate space needed for each slice as shown below. Press TAB to move the cursor between fields.

Slice	Space Required
/stand	16
/dev/dump	96
/dev/swap	128
/	110

9. Verify that you have entered the correct sizes.
10. Press TAB to highlight "apply" when you have finished entering and verifying the space requirements.

11. Press ENTER to apply the settings.

    The system displays the following message:

    ```
    Surface analysis is recommended but not required.  Here
    you must choose to skip or perform surface analysis.

    Press the 'F1' or '?' key to see more information about
    these different system types.

    Your choices are:

    1. Perform surface analysis
    2. Skip surface analysis

    Press '1' or '2' followed by 'ENTER': 1
    ```

12. Press ENTER to perform surface analysis. This procedure takes 5 to 15 minutes per Gbyte of hard disk drive space.

    ⚠ WARNING:
    Surface analysis is required for all systems because it makes a configuration change to the disk. Failure to perform surface analysis may cause the Lucent INTUITY system to fail.

    The system displays the following message:

    ```
    You may proceed with installation from cartridge tape,
    or go back to the previous menu and change your
    selection.

    To proceed, please insert the Intuity Image cartridge
    tape into the tape drive and type '1' followed by
    'ENTER'.  Make sure the tape is fully inserted into the
    tape drive.

    Your choices are:

    1.The Intuity Image tape has been inserted in the tape
      drive.

    2.Go back to previous menu.

      Press '1' or '2' followed by 'ENTER':
    ```

13. Remove the boot floppy 2 of 2 from the floppy disk drive.
14. Insert the cartridge tape labeled UNIX SVR4.2 Op Sys Independent Image for MAP/100 into the tape drive.
15. Press ENTER.

The system responds with a series of processing messages, then displays the following message:

```
The Intuity Image Installation is complete.
Applications and other software sets can be installed
using the tools available with the Intuity Image after
the computer is rebooted.

When you press 'ENTER', the computer will be shut down.
Make sure the boot floppy drive is empty.
```

16. Verify the floppy disk drive is empty and press ENTER.

    The system is rebooted.

17. At the console login prompt, log into the system as root, and press ENTER at the password prompt.

    NOTE:
    If you encounter information that your password has expired, press ENTER for the old password, type **install1** for the new password, and type **install1** to confirm the new password.

18. Continue with the next procedure "Cleaning A Hard Disk Drive."

Cleaning a Hard Disk Drive

A hard disk drive which contains data cannot be installed on the Lucent INTUITY Interchange system. The hard disk drive must be cleaned before it can be used.

To clean a hard disk drive, do the following:

1. Log in to the system as **root**.
2. Enter **fdisk /dev/rdsk/c0t*1*d0s0** at the UNIX system prompt.

   CAUTION:
   The phrase c0t1d0s0 is the name of the disk to be cleaned. The number (1 in the example above) following the t identifies the number of the disk to be cleaned (hard disk drives 1, 2, 4, 5, and 6).

   The system displays the Disk Cleaning Screen (Figure 2-1).

   NOTE:
   If you receive the message "`No existing partitions`", press DELETE and continue with the next procedure in the checklist.

```
        Total disk size is 2048 cylinders (2048.0MB)


 Partition | Status | Type        | Start | End  | Length | %   | Approx MB
-----------+--------+-------------+-------+------+--------+-----+----------
 1         | Active | UNIX System | 0     | 2047 | 2048   | 100 | 2048.0


        SELECT ONE OF THE FOLLOWING

        0. Overwrite system master boot code
        1. Create a partition
        2. Change Active (Boot from) partition
        3. Delete a partition
        4. Update (Update disk configuration and exit)
        5. Exit (Exit without updating disk configuration)

        Enter selection:
```

Figure 2-1. Disk Cleaning Screen

1. Enter **3**.

   The system displays the following message:

   ```
   Enter the number of the partition you want to delete
    (or enter x to exit)
   ```

2. Enter the number of the partition.

   For the example given in Figure 2-1, you would enter **1**.

   The system displays the following message:

   ```
   Do you want to delete partition X?  This will erase all
   files and programs in this partition (type “y” or “n”).
   ```

3. Enter **y**.

   The system displays the following message:

   ```
   Partition X has been deleted.
   ```

   The system displays the Disk Cleaning Screen (Figure 2-1).

4. Enter **4**.

   The system displays the following message:

   ```
   If you have created or altered a partition, you must
   initialize the partition to reflect the new
   configuration.  For a UNIX System partition run the
   disksetup(1m) command.  For a DOS partition, run the
   DOS format command.  Changes limited to the "Active"
   status field require no additional action.
   ```

5. Repeat Steps 2 through 4 above (entering **fdisk /dev/rdsk/.....)** for the following disk drives in the MAP/100:
   - **c0t2d0s0**
   - **c0t4d0s0**
   - **c0t5d0s0**
   - **c0t6d0s0**
6. After all the disks have been cleaned, enter **shutdown -y -g0 -i6** at the UNIX system prompt to reboot the system.
7. Continue with the next procedure "Installing the Intunix Software."

Installing the Intunix Software

To install the Intunix software, do the following:

1. Make sure that you are logged into the system as **root**.
2. Enter **pkgadd -d ctape1** at the UNiX system prompt.

   The system displays the following message:

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

3. Insert the INTUNIX+*n* 1 of 1 into the tape drive.

   NOTE:
   n indicates the version of the Intunix update.

4. Press ENTER.

5. The system displays the following message:

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

   The following sets are available:

   1    INTUNIX UNIX SVR4.2 Enhancement Set - Update n
               (486 Rel.2 of Indep UNIX, USL SVR4.2.3

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

6. Press ENTER to select all.

   The system displays the following message:

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

7. Select all packages separated by commas, *except* for the **tcpfix** package.

8. Press ENTER.

   The system displays the following message:

   ```
   Processing of <UNIX SVR4.2 Enhancement Set - Update n>
   is completed.

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

9. Enter **q**.

10. Remove the INTUNIX+*n* 1 of 1 tape from the tape drive.

11. Continue with the next procedure "Performing the Installit Command."

Performing the Installit Command

To run the **installit** command, do the following:

1. At the UNIX system prompt, enter **installit**

   The system displays the following message:

   ```
   installit execution started: date time year
   The system will attempt to perform a new installation
   Press enter to continue the Volume Manager installation
   ```

2. Press ENTER to continue the installation each time the system pauses and presents a prompt to press return to continue.

   The system reboots, then responds:

   ```
   The system is ready.

   The system's name is Intuity.
   Welcome to Intuity AUDIX Voice Message System, Release
   2.0
   USL UNIX System V Release 4.2 Version 1.1 Patch U2.1

   Console Login:
   ```

3. Continue with the next procedure "Installing Lucent INTUITY System Software."

Installing the Lucent INTUITY System Platform Software

To install the Lucent INTUITY system platform software, complete the following INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1 or Lucent INTUITY R3.0E Base Software 1 of 1 installation procedures.

INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1 Installation

To install the Lucent INTUITY platform software for a customer inside the U.S., Canada, or Mexico, do the following:

1. Log in to the system as **root**, if necessary.

   NOTE:
   Press ENTER for the login password, or **install1** if you reset the password. This password and all passwords will change when customer data is restored. If the system displays the following message requesting the terminal type:

   ```
   (TERM=AT386)?
   ```

   press ENTER to accept this default.

   The system displays the UNIX system prompt.

2. Insert the "INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1" cartridge tape into the tape drive.

3. Enter **pkgadd -d ctape1**.

   The system displays the following message:

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

4. Press ENTER to continue the installation.

   The system displays the following message:

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

   The following sets are available:
       1    Vex      Intuity Application Software Set
                     (486) 3.x-xx

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

5. Press ENTER to select all.

   The system displays an Installation Information screen (Figure 2-2).

```
The following types of installations are available. They are:


1 - All Packages - Installs software, voice announcements, and the
        initial database.

2 - Software Only - Installs only the software.

3 - Custom - Installs one or more packages selected by the installer.


Select type of installation:
      1) All Packages
      2) Software Only
      3) Custom
      4) Quit

Enter Selection:
```

Figure 2-2. Installation Information Screen

6. Enter **3**.

   The system displays the following message:

   ```
   Confirm: You selected option 3. (y/n)
   ```

7. Enter **y** to confirm.

8. Select **y** for the following packages:

   OSmods
   mtce
   upgrade
   vs
   softFAX
   IVC6DI

   After selecting **y** for the vs package, the system displays the following message:

   ```
   Select switch type which is connected to this system

   25 (System 25)
   75 (System 75 or other PBX not listed here)
   85 (System 85 or Dimension)

   Enter selection (default:75) [?,??]
   ```

9. Press ENTER to select the default.
10. Press ENTER for any password prompts.

    The system continues to load software after the password prompts, scrolling its activities across the screen. The system then displays the following message:

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

11. Enter **q** to quit.
12. Remove the "INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1" cartridge tape from the tape drive.
13. Enter **shutdown -y -g0 -i6** at the UNIX system prompt.

    The system displays the following message:

    ```
    Startup of the Voice System is complete

    The system messages might wipeout the
    Console Login prompt

    Please hit the <ENTER> key after the messages stop
    ```

14. Press ENTER to obtain the console login prompt.

    The system displays the following message:

    ```
    The system's name is Intuity.
    Welcome to Intuity AUDIX Voice Messaging System, R2.0
    Welcome to USL UNIX System V Release 4.2 Version 1
    Console Login:
    ```

Lucent INTUITY R3.0E Base Software 1 of 1

To install the Lucent INTUITY system platform software for a customer outside of the U.S., Canada, or Mexico, do the following:

1. Log in to the system as **root**, if necessary.

   NOTE:
   Press ENTER for the login password, or **install1** if you reset the password. This password and all passwords will change when customer data is restored. If the system displays the following message requesting the terminal type:

   ```
   (TERM=AT386)?
   ```

   press ENTER to accept this default.

   The system displays the UNIX system prompt.

2. Insert the "Lucent INTUITY R3.0E Base Software 1 of 1" cartridge tape into the tape drive.

3. Enter **pkgadd -d ctape1**.

   The system displays the following message:

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

4. Press ENTER to continue the installation.

   The system displays the following message:

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

   The following sets are available:
       1    plfmset  Intuity Platform Software Set
                     (486) 3.0-18e

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

5. Press ENTER to select all.

   The system displays an installation information screen as shown in Figure 2-3.

```
The following types of installations are available. They are:


1 - All Packages - Installs software, voice announcements, and the
        initial database.

2 - Custom - Installs one or more packages selected by the installer.


Select type of installation:
      1) All Packages
      2) Custom
      3) Quit


Enter Selection:
```

Figure 2-3. Installation Information Screen

6. Enter **1**.

   The system displays the following message:

   ```
   Confirm: You selected option 1. (y/n)
   ```

7. Enter **y** to confirm.

   The system displays the following message:

   ```
   Select switch type which is connected to this system

   25 (System 25)
   75 (System 75 or other PBX not listed here)
   85 (System 85 or Dimension)

   Enter selection (default:75) [?,??]
   ```

   Press ENTER to select the default.

8. Press ENTER for any password prompts.

   The system continues to load software after the password prompts, scrolling its activities across the screen. Then the system displays the following message:

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

9. Enter **q** to quit.
10. Remove the "Lucent INTUITY R3.0E Base Software 1 of 1" cartridge tape from the tape drive.
11. Enter **shutdown -y -g0 -i6** at the UNIX system prompt.

    The system displays the following message:

    ```
    Startup of the Voice System is complete

    The system messages might wipeout the
    Console Login prompt

    Please hit the <ENTER> key after the messages stop
    ```

12. Press ENTER to obtain the console login prompt.

    The system displays the following message:

    ```
    The system's name is Intuity.
    Welcome to Intuity AUDIX Voice Messaging System, R2.0
    Welcome to USL UNIX System V Release 4.2 Version 1
    Console Login:
    ```

13. Continue with the next procedure "Initializing a New Hard Disk Drive."

Initializing a New Hard Disk Drive

To initialize a new hard disk drive, do the following:

1. Log in to the system as **tsc**.
2. Press ENTER in response to the system password.

   The system displays the following message:

   ```
   TERM=[4425]?
   ```

3. Enter **at386**.

   The system displays the following message:

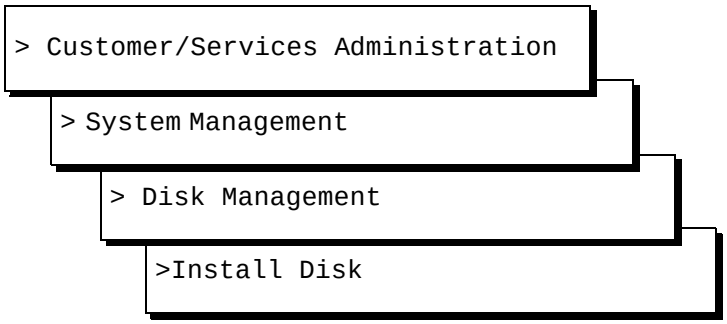
   ```
   Intuity Intuity%
   ```

4. Enter **Vex**.

5. Start at the Lucent INTUITY Administration menu (Figure 2-4)

Figure 2-4. INTUITY Administration Menu

6. Select



The system displays the Install Disk window (Figure 2-5).

Figure 2-5. Install Disk Window

NOTE:
Only disks 1, 2, 4 and 5 will be added. Disk 0 and 6 should *not* be added.

7. Enter **1**.

8. Press F3 (SAVE).

   The system displays the following message:

   ```
   The disk being installed at the selected jumper id has
   been installed previously.  It is recommended that only
   new disks from the factory be installed on this system.
   Any existing data on this disk will be lost if you
   continue.
   Do you wish to continue hit [y/n], and then hit Enter.
   ```

9. Enter **y**.
10. Press ENTER when the system displays the following message:

    ```
    Disk installation was successful
    Hit Enter to continue.
    ```

11. Repeat this procedure for hard disk drives **2**, **4**, and **5**.
12. After all disks have been installed, press F6 four times to exit.
13. Continue with the next procedure "Installing the Interchange Platform Remote Field Update."

Installing the Interchange Platform Remote Field Update

Complete one of the following procedures based on whether an INTUITY AUDIX Voice Messaging R3.x Vex 1 of 1 or Lucent INTUITY R3.0E Base Software 1 of 1 software installation was done. See "Installing Lucent INTUITY System Software".

Remote Field Update X for Interchange 3.0-IP*XX-X*

NOTE:
This remote field update applies to customers in the U.S., Canada, and Mexico only.

To install the Interchange platform RFU, do the following:

1. Log on to the Lucent INTUITY Interchange as **craft**.

2. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

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

3. Enter **y** to confirm that you wish to stop the voice system.

   The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

   ```
   The Voice System has stopped.
   ```

4. Press ENTER to continue.
5. Press F6 (CANCEL) twice to return to the System Management menu.
6. Select

```
> UNIX Management
    > Software Install
```

   The system displays the Software Install menu (Figure 2-6).

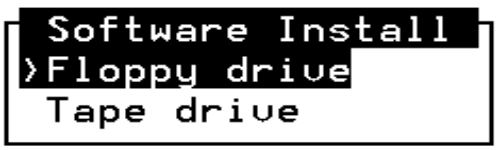


Figure 2-6. Software Install Menu

7. Insert the tape labeled “Remote Field Update X for INTERCHANGE 3.0-IP41-X.”

8. Select `Tape drive`.

   The system displays the following message:

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

9. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1   interchgrfu   Remote Field Update X for INTERCHANGE
                  3.0-IP41-
                  (486) 3.0-41


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

10. Press ENTER.

    The system displays the following message:

    ```
    Processing of <Remote Field Update X for INTERCHANGE
    3.0-IP41-X> is completed.

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

11. Enter **q**.

12. Remove the tape labeled "Remote Field Update *X* for INTERCHANGE 3.0-IP41-*X*" from the tape drive.

13. Continue with the next procedure "Installing ORACLE Software."

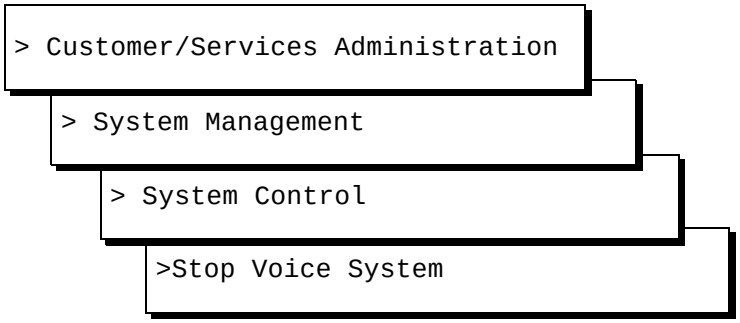
LEO Update Utilities (486) 3.0-X

NOTE:
If *INTUNIX Update +G* was previously installed, this package should not be installed.

NOTE:
This remote field update applies to customers outside the U.S., Canada, and Mexico.

To install the Interchange platform RFU, do the following:

1. Log on to the Lucent INTUITY Interchange as **craft**.
2. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

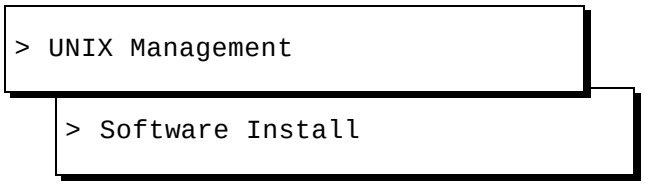


3. Enter **y** to confirm that you wish to stop the voice system.

   The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

   ```
   The Voice System has stopped.
   ```

4. Press ENTER to continue.
5. Press F6 (CANCEL) twice to return to the System Management menu.
6. Select



   The system displays the Software Install menu (Figure 2-6).

7. Insert the tape labeled “LEO Update Utilities (486) 3.0-X.”

8. Select `Tape drive`.

   The system displays the following message:

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

9. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1   leoemm    LEO Update Utilities
                   (486) 3.0-x


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

10. Press ENTER.

    The system displays the following message:

    ```
    Processing of <LEO Update Utilities (486) 3.0-x> is
    completed.

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

11. Enter **q**.
12. Remove the tape labeled "LEO Update Utilities (486) 3.0-x" from the tape drive.
13. Continue with the next procedure "Installing ORACLE Software."

Installing the ORACLE Software

To install the ORACLE software, do the following:

1. Insert the tape labeled “ORACLE DBMS 7.0.16” into the tape drive.
2. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1   oracle  Oracle DMBS 7.0.16
               (486) 1.0-1
   2   setuporaOracle Setup
               (486) 1.0-1

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

3. Enter **2**.

   The system displays the following message:

   ```
   Processing of <Oracle Setup> is completed.

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

4. Enter **q**.
5. Press F6 (CANCEL) twice to return to the System Management menu.
6. Select

   ```
   > System Control
   >Shutdown System
   ```

7. Enter **y** to confirm that you wish to stop the shutdown the voice system.

   The system displays the following message:

   ```
   Shutdown started.
   ```

   When the system is completely shut down, the system displays the following message.

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

8. Make sure that there is no diskette in the floppy drive.

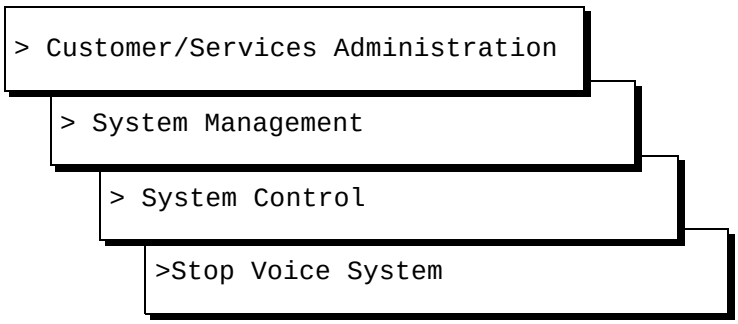
9. Press CTRL ALT DELETE

   The system performs a power-on self test (POST). The screen lists various hardware components and the status of the tests performed on those components.

   When the reboot is complete, the system displays the following prompt:

   ```
   Startup of the Voice System is complete.
   Console Login:
   ```

10. Log on to the Lucent INTUITY Interchange as **craft**.
11. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

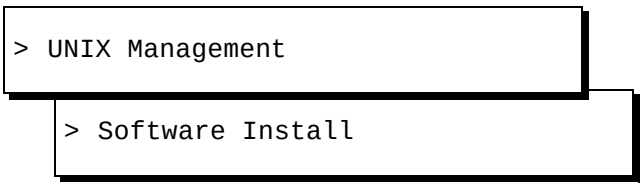


12. Enter **y** to confirm that you wish to stop the voice system.

    The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

    ```
    The Voice System has stopped.
    ```

13. Press F6 (CANCEL) to return to the System Management menu.
14. Select



    The system displays the Software Install menu (Figure 2-6).

15. Insert the tape labeled “ORACLE DBMS 7.0.16” into the tape drive.
16. Select `Tape drive`.

    The system displays the following message:

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

17. Press ENTER.

    The system displays the following message:

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

    The following pkgs are available:

    1   oracle  Oracle DMBS 7.0.16
                (486) 1.0-1
    2   setuporaOracle Setup
                (486) 1.0-1

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

18. Enter **1**.

    The system displays the following message:

    ```
    Is this a software only install (y/n/q)
    ```

19. Enter **n**.

    CAUTION:
    *Select **n** only when installing this package for the first time or during a system recovery. The **n** option should not be used during an upgrade.*

20. Enter **y** to confirm the selection.

    NOTE:
    Installation of the ORACLE DBMS takes approximately 45 minutes.

    When installation is complete, the system displays the following message:

    ```
    Installation of <Oracle DBMS 7.0.16 (oracle)> is
    completed.

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

21. Enter **q**.
22. Press F6 (CANCEL) until you have logged out of the system.
23. Remove the tape labeled "Oracle DBMS 7.0.16" from the tape drive.

24. Contact the remote maintenance center or International Technical Assistance Center (ITAC) to add 300 speech hours.

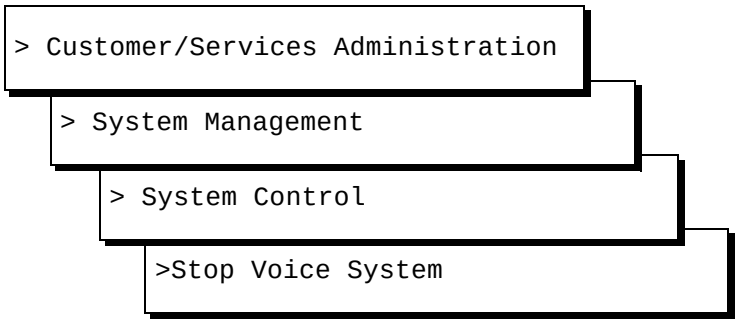
    WARNING:
    DO NOT proceed to the next step until contacted by the remote maintenance center or ITAC that the speech hours allocation has been completed.

25. Continue with the next procedure "Installing the Lucent INTUITY Interchange Application Software."

Installing the Lucent INTUITY Interchange Application Software

To install the Lucent INTUITY Interchange Application software, do the following:

1. Log on to the Lucent INTUITY Interchange as **craft**.
2. Start at the Lucent INTUITY Administration menu and (Figure 2-4) select

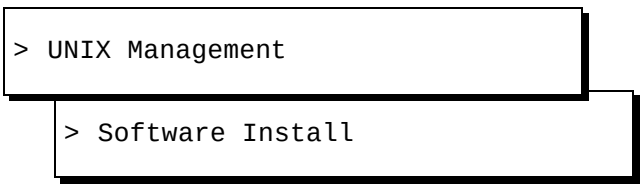


3. Enter **y** to confirm that you wish to stop the voice system.

   The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

   `The Voice System has stopped.`

4. Press F6 (CANCEL) twice to return to the System Management menu.
5. Select



The system displays the Software Install menu (Figure 2-6).

6. Insert the tape labeled "INTUITY Interchange Software Set" into the tape drive.
7. Select `Tape drive`.

   The system displays the following message:

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

8. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1   interchg Intuity Interchange Software Set
              (486) ichg3.0-3.x

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

9. Enter **1**.

   The system displays the following message:

   ```
   Select type of installation

   1) All Packages - Installs Software and Initial
   Database
   2) Software Only - Installs only the software
   3) Interchange Announcement Sets
   4) Custom Installation
   5) Quit

   Select (1-5):
   ```

   CAUTION:
   Select 1 only when installing this package for the first time or during a system recovery. Do not select option 1 during an upgrade.

10. Enter **1**.

    The system displays the following message:

    ```
    You have selected to install all packages including the
    default database. WARNING!! this will destroy the
    existing Interchange database! Do you wish to continue
    [y,n,?,q]
    ```

11. Enter **y**

    The system displays the following message:

    ```
    Processing of <Intuity Interchange Software Set> is
    completed.

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

12. Enter **q**.
13. Remove the tape labeled "INTUITY Interchange Software Set" from the tape drive.
14. Continue with the next procedure "Installing the Interchange Application Remote Field Update".

Installing the Interchange Application Remote Field Update

NOTE:
This procedure is to be completed only if you received a tape labeled "Remote Field Update for INTERCHANGE".

To install the Interchange application RFU, do the following:

1. Insert the tape labeled "Remote Field Update for INTERCHANGE ."
2. Select `Tape drive`.

   The system displays the following message:

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

3. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

   1   ichg+x   Remote Field Update for INTERCHANGE


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

4. Press ENTER.

   The system displays the following message:

   ```
   Processing of <Remote Field Update for INTERCHANGE> is
   completed.

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

5. Enter **q**.
6. Remove the tape labeled "Remote Field Update for INTERCHANGE " from the tape drive.
7. Continue with the next procedure, "Loading INTUITY AUDIX."

Loading INTUITY AUDIX

NOTE:
For customers in the U.S., Canada, or Mexico, the INTUITY AUDIX R3.0 tape is used. For customers outside the U.S., Canada, and Mexico, the INTUITY AUDIX R3.3E Base Software cartridge tape is used.

To install the INTUITY AUDIX software, do the following:

1. Insert the INTUITY AUDIX R3.0 or INTUITY AUDIX R3.3E Base Software cartridge tape into the tape drive.
2. Press ENTER to continue the installation.

   The system displays the following message:

   - For INTUITY AUDIX R3.0 customers:

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

     The following sets are available:
         1    VMset  Intuity AUDIX software set
                       (486) 3.0-18

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

- For INTUITY AUDIX R3.3E Base Software customers:

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

  The following sets are available:
      1    VMset  Intuity AUDIX software set
                  (486) 3.3-18e

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

3. Press ENTER to select all.

   The system displays an installation information screen as shown in Figure 2-7.

```
The following types of installations are available. They are:


1 - All Packages - Installs software and the initial database.

2 - Software Only - Installs only the software.

2 - Custom - Installs one or more packages selected by the installer.


Select type of installation:
      1) All Packages
      2) Software Only
      3) Custom
      4) Quit


Enter Selection:
```

Figure 2-7. Installation Information Screen

4. Enter **3**.

   The system displays the following message:

   ```
   Confirm: You selected option 3. (y/n)
   ```

5. Enter **y** to confirm.
6. Press ENTER to select the default for all system prompts until you reach the following system prompt:

   ```
   Install tcpadm? (default: n)
   ```

7. Enter **y**.

   The system displays the following message:

   ```
   ## Processing package information.
   ## Processing system information.
   ## Verifying package dependencies.
   ## Verifying disk space requirements.

   Installing Intuity AUDIX software set as <VMset>

   ##Executing preinstall script.

   PROCESSING:
   Set:  Intuity AUDIX software set (VMset) form <Ctape1>.
   Package:  Intuity TCP/IP Administration and Maintenance
   (tcpadm) from <ctape1>.
   ```

   Once the installation of the tcpadm package is complete, the system displays the following message:

   ```
   Installation of <Intuity AUDIX software set> is
   completed.

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

8. Enter **q** to quit.
9. Remove the INTUITY AUDIX R3.0 (for customers in the U.S., Canada, and Mexico) or INTUITY AUDIX R3.3E Base Software (for customers outside of the U.S., Canada, or Mexico) cartridge tape from the tape drive.
10. Reboot the system. See Chapter 22, “Common Administration and Maintenance Procedures,” of *INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557.
11. For customers in the U.S., Canada, or Mexico, continue with the procedure “Verifying Interchange System Recovery.”

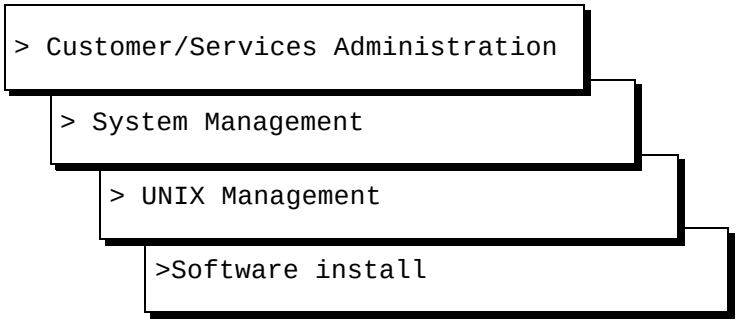
    For customers outside the U.S., Canada, and Mexico, continue with the procedure “Loading and Administering Switch Software”.

Loading and Administering Switch Software

NOTE:
This procedure only applies to customers outside the U.S., Canada, and Mexico.

To load and administer switch software, do the following:

1. Log in as **craft**.
2. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select



   The system displays the Software Install menu (Figure 2-6).

3. Insert the first diskette labeled "INTUITY Administration for Definity Diskette 1 of 3" into the disk drive.
4. Select `Floppy drive`.

   The system displays the following message:

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

5. Press ENTER.

   The system displays the following message:

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

The following packages are available:

1   defadm   Intuity Administration for Definity
             (486) 1.0-3


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

6. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Package:  Intuity Administration for Definity
   (defadm) from
   <diskette1>
   ```

   Once the system has finished installing the information from diskette 1, the system displays the following message:

   ```
   READY TO PROCESS:
       Package:Intuity Administration for Definity
   (defadm)
               diskette 2 of 3

   Insert diskette 2 into Floppy Drive 1.
   Type [go] when ready
      or [q] to quit: (default: go)
   ```

7. Remove diskette 1 from the disk drive.
8. Insert the second diskette labeled "INTUITY Administration for Definity Diskette 2 of 3" into the disk drive.
9. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Package:  Intuity Administration for Definity
   (defadm) from
   <diskette2>.
   ```

   Once the system has finished installing the information from diskette 2, the system displays the following message:

   ```
   READY TO PROCESS:
       Package:Intuity Administration for Definity
   (defadm)
               diskette 3 of 3

   Insert diskette 3 into Floppy Drive 1.
   Type [go] when ready
      or [q] to quit: (default: go)
   ```

10. Remove diskette 2 from the disk drive.
11. Insert the third diskette labeled "INTUITY Administration for Definity Diskette 3 of 3" into the disk drive.

12. Press ENTER.

    The system displays the following message:

    ```
    PROCESSING:
    Package:  Intuity Administration for Definity
    (defadm) from
    <diskette3>.
    ```

    Once the system has finished installing the information from diskette 3, the system displays the following message:

    ```
    Installation of Intuity Administration for Definity
    (defadm) was successful.

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

13. Enter **q** to quit.
14. Press F6 (CANCEL) four times to return to Lucent INTUITY Administration menu.
15. Continue with the next procedure "Completing Interchange Country Administration."

Completing Interchange Country Administration

NOTE:
This procedure only applies to customers outside the U.S., Canada, and Mexico.

To administer the parameters for customers outside of the U.S., Canada, and Mexico, do the following:

1. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

```
> Interchange Administration
    > Country Parameter Administration
```

The system displays the Country Parameter Administration menu (Figure 2-8).

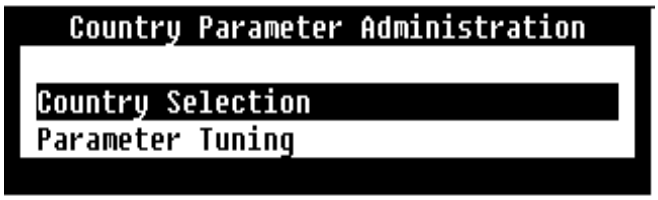


Figure 2-8. Country Parameter Administration Menu

2. Select **Country Selection**.

   The system displays the Country Selection screen (Figure 2-9).

Figure 2-9. Country Selection Screen

3. Press F2 (CHOICES) to display a list of countries.
4. Select the country for which this recovery is being done.
5. Press F3 (SAVE) to save the country selection.

The system will display an acknowledgment window (Figure 2-10) once it has completed its save.

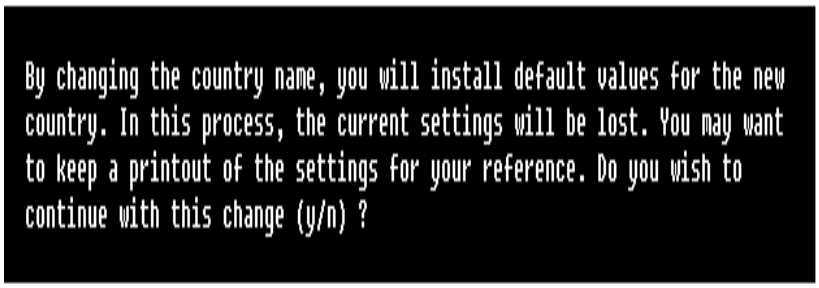


Figure 2-10. Country Selection Screen

6. Enter **y**.
7. Press F1.
8. Press F6 (CANCEL) three times to return to the Lucent INTUITY Administration menu.
9. Reboot the system. See Chapter 22, “Common Administration and Maintenance Procedures,” of *INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557.
10. Continue with the procedure, “Verifying Interchange System Recovery.”

Verifying Interchange System Recovery

To verify installation of the Interchange software, do the following:

1. Log in as **craft**.
2. Start at the Lucent INTUITY Administration menu (Figure 2-4) and select

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

The system displays the View Installed Software screen (Figure 2-11 and Figure 2-12).

3. Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the View Installed Software screen.

   The system displays the abbreviated versions of the packages installed after all detailed versions of the packages.

```
                    View Installed Software

Displaying pkginfo (long version) for only the application
packages...

Displaying pkginfo for package Vex

   PKGINST:  Vex
      NAME:  Intuity Application Software Set
  CATEGORY:  set
      ARCH:  486
   VERSION:  3.0-38
    PSTAMP:  3.38.0 R3.0 IP38 Tue Jul 11 10:22:32 EDT 1995
```

Figure 2-11. Sample View Installed Software Screen (Detailed Version)

```
                    View Installed Software
softFAX 2.0
intuity     OSmods          Intuity Operating System Modifications
Module
Intuity     aag             Intuity Interchange AAG Package
system      acp             Enhanced Application Compatibility
patch       adscfix         UNIX SVR4.2 ADSC Driver Patch - Update G
system      audfs           AUDIX File system
system      base            Base System
system      bkrs            Extended Backup and Restore
system      bsdcompat       BSD Compatibility
system      cmds            Advanced Commands
preSVR4     compat          BSD compatibility package
```

Figure 2-12. Sample View Installed Software Screen (Abbreviated Version)

4. Locate the following packages in the View Installed Software screen:

   NOTE:
   The order of the packages vary in the View Installed Software screen. These packages do not necessarily appear in the order listed below.

   - Installation for Customers in the U.S., Canada, and Mexico:

     Interchange RFU:

     adsc+1
     leomtce+1
     sme42L+1

     Oracle Tape:

     oracle
     setupora

     Interchange Application Software Tape:

     aag
     ichg
     ic_us-eng
     icdfltdb
     jamrt
     netw
     orasce
     sec
     sce

     AUDIX R3.0:

     tcpadm

- Installation for Customers Outside of the U.S., Canada, and Mexico:

  ILEO EMM Platform RFU:

  adsc+1
  leomtce+1
  domcint
  sme42L+1
  trdrvr+1

  NOTE:
  trdrvr+1 will only appear if *INTUNIX Update + f* or an earlier version was previously installed.

  Oracle Tape:

  oracle
  setupora

  Interchange Application Software Tape:

  aag
  ichg
  ic_us-eng
  icdfltdb
  jamrt
  netw
  orasce
  sec
  sce

  Interchange Application RFU:

  ichg+*n*

  NOTE:
  ichg+n will only appear if it was previously installed.

  AUDIX R3.3E:

  tcpadm

  Switch Administration:

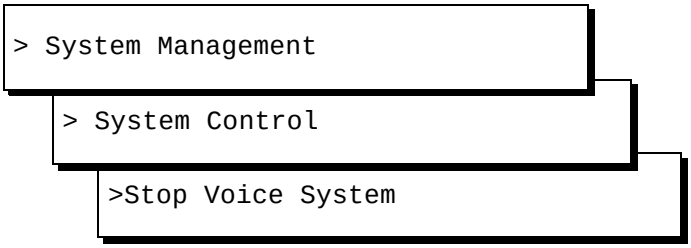
  defadm

5. Press F6 (CANCEL) twice to return to the Customer/Services administration menu.
6. Continue with the next procedure “Restoring Administration Data.”

Restoring Administration Data

To restore Lucent INTUITY Interchange administration data, do the following:

1. Start at the Customer/Services administration menu and select



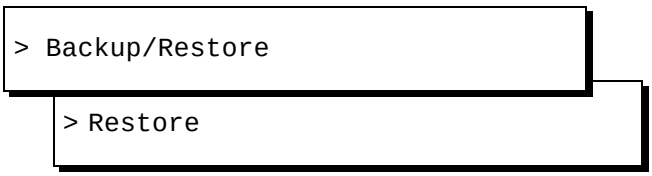
2. Enter **y** to confirm that you wish to stop the voice system.

   The system waits until all calls in progress disconnect before stopping the voice system and displays the following message:

   ```
   The Voice System has stopped.
   ```

3. Press F6 (CANCEL) twice to return to the Customer/Services administration menu.

4. Select



   The system displays the following message.

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

5. Insert the cartridge tape that contains the data to be restored into the tape drive.

6. Press ENTER to continue.

   The system displays the header information for the tape. That information includes:

   - Tape label
   - Date
   - List of packages (with release and version) installed on the machine when the tape was made
   - Data types

The following is an example of tape header information:

```
PRODUCT_ID=2299999999

DATE=09/11/96 09:51

PKG=VM:0:R1.1

PKG=mtce:1.0:1.0-4

PKG=netw:0:1.0-4.3

PKG=vs:1.0:1.0-4

TYPE=System Data:

Press <Enter> to select data type.
Press <Esc> to terminate the restore.
```

7. Check the data types listed under `TYPE=System Data` to verify that this tape contains the appropriate data.

   If it does not,

   a. Press ESC.

   b. Return to Step 3 above.

   c. Try another tape.

   If it does, continue with Step 6.

8. Press ENTER to continue.

   The system displays the Restore window.

9. Enter **y** in the `System Data` and `Voice Name` fields that display the data types you want to restore.

10. Enter **n** in all of the other fields.

11. Press F3 (SAVE) to restore the data types selected.

12. Insert subsequent tapes if prompted.

13. Press ENTER when the restore is complete and the system displays the following message:

    ```
    restore process has been completed successfully
    press any key to continue
    ```

    If the restore fails, the system displays the following message:

    `Restore Failed.`

    Do the following:

    a. Rewind the tape by removing it from the tape drive and then reinserting it.

    b. Return to Step 4 above and attempt the restore again.

    c. If the restore fails a second time, access the alarm log. See *INTUITY™ Platform Administration and Maintenance for Release 3.0,* 585-310-557, and follow associated repair actions for any active alarms in the log.

14. Reboot the system. See Chapter 22, “Common Administration and Maintenance Procedures,” of *INTUITY™ Platform Administration and Maintenance for Release 3.0,* 585-310-557.

15. Contact the remote maintenance center or International Technical Assistance Center (ITAC) to turn on disk mirroring and administer TCP/IP.

    WARNING:
    DO NOT use the system until contacted by the remote maintenance center or ITAC that the disk mirroring and TCP/IP administration has been completed.

16. Replace the nightly backup cartridge tape into the tape drive.

Alarm and Administrator Logs

3

What's in This Chapter?

This chapter provides the alarm and administrator log entries for the Lucent INTUITY™ Interchange system. The information in this chapter should be used in conjunction with *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557. Only those alarms and administrator log entries that are specific to Interchange are contained in this chapter.

Alarm Log

Interchange Alarms

Alarm Code: 0000

Event ID: **SWICIPROCDEAD**

Alarm Level: Major

Message Text: `Too many process restarts. IC stopped.`

Description: The Interchange application has stopped since one or more processes died.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID: **SWICINITFAIL**

Alarm Level: Major

Message Text: `IC module initialization failure`

Description: This alarm indicates the Interchange module failed to initialize. The Interchange module failed to start.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3001

Event ID: **SWICOPENFAIL**

Alarm Level: Major

Message Text: `IC database open failure`

Description: This alarm indicates that the ORACLE database server is not running.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3002

Event ID: **SWICINTERR**

Alarm Level: Minor

Message Text: `IC internal error`

Description: This alarm indicates an Interchange process could not communicate with another Interchange process or a network problem occurred. If this alarm is active, it is likely that the Interchange is not in service or is not installed properly.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3003

Event ID: **SWRETRYEX**

Alarm Level: Warning

Message Text: `Retry count or max time for the message exceeded.`

Description: This alarm is generated when the maximum transit time is exceeded for a given message type.

Repair Action: None. This is for informational purposes only.

Alarm Code: 3004

Event ID: **SWICORAINTERR**

Alarm Level: Minor

Message Text: `IC oracle internal error.`

Description: This alarm may indicate a database error.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3005

Event ID: **SWICINVALIDVAL**

Alarm Level: Minor

Message Text: `Invalid value for sid or nid.`

Description: This alarm indicates the system limits for subscriber IDs and node IDs have been exceeded.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3006

Event ID: **SWICCOREDUMP**

Alarm Level: Minor

Message Text: `IC module core dump saved.`

Description: This alarm indicates a software problem caused a core dump of an Interchange process.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 3007

Event ID: **SWICAUDERR**

Alarm Level: Minor

Message Text: `IC audit failed.`

Description: This alarm indicates an audit of the Interchange database failed. This alarm does not mean that the Interchange database is corrupted.

Repair Action: This alarm requires remote maintenance center intervention.

AAG Alarms - Protocol Alarms

Alarm Code: 0001

Event ID: **AAG001**

Alarm Level: Warning

Message Text: `Unable to determine status of incoming call.`

Description: The incoming call did not contain the AMIS start protocol tones.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID: **AAG002**

Alarm Level: Minor

Message Text: `Unable to connect to remote machine <machine name>.`

Description: The AAG did not receive the AMIS start protocol tones when trying to connect to a remote AMIS machine.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID: **AAG011**

Alarm Level: Warning

Message Text: `Timeout during <protocol step> while sending/receiving to/from <machine name>`

Description: The initial connection was made and then the AAG did not receive any protocol tone during the *<protocol step>* provided in the message text.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG012**

Alarm Level: Warning

Message Text: `Remote machine <machine name> disconnected.`

Description: The remote machine disconnected prematurely.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG013**

Alarm Level: Minor

Message Text: `Checksum/Frame error during <protocol step> while sending/receiving to/from <machine name>`

Description: The AAG script detected a protocol error during transmission.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG014**

Alarm Level: Warning

Message Text: `Zero Messages Received`

Description: The AAG receive script did not receive any messages. There was no error detected in the protocol. This may indicate the remote machine experienced an error during message transmission.

Repair Action: This alarm requires remote maintenance center intervention.

AAG Alarms - Software Alarms

Alarm Code: 0001

Event ID:	**AAG021**
Alarm Level:	Minor
Message Text:	Send script started without node id.
Description:	The AMIS send application was started with a blank machine id.
Repair Action:	This alarm requires remote maintenance center intervention.

Event ID:	**AAG022**
Alarm Level:	Minor
Message Text:	`Send script started with incorrect node id <id>.`
Description:	The AMIS send script application was started with an incorrect machine id.
Repair Action:	This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID:	**AAG031**
Alarm Level:	Minor
Message Text:	`Error accessing AAG database table <table name>`
Description:	The AAG could not access the database table indicated in the message text. The database may have been corrupted.
Repair Action:	This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID: **AAG041**

Alarm Level: Minor

Message Text: `SCE external function <function name> failed, ret code <return code>`

Description: The interface between the Service Creation Environment (SCE) and the AAG returned an error.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG081**

Alarm Level: Minor

Message Text: `Cannot Start AMIS Script Trigger Process`

Description: The AMIS send script Trigger mechanism is unable to start.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG082**

Alarm Level: Minor

Message Text: `Error Initializing Socket: ERRNO <#> Exiting...`

Description: A system error has occurred.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG083**

Alarm Level: Minor

Message Text: `Client: tcp/aag_trig: Unknown service`

Description: The triggering process is not registered in the system process. The process entry has not automatically been made in the /etc/services file.

Repair Action: This alarm requires remote maintenance center intervention.

Event ID: **AAG084**

Alarm Level: Minor

Message Text: `Triggering process starting too frequently`

Description: The AAG triggering process is respawning more than 5 times in 10 minutes.

Repair Action: This alarm requires remote maintenance center intervention.

AAG Alarms - Telephone Administration Alarms

Alarm Code: 0004

Event ID: **AAG061**

Alarm Level: Warning

Message Text: `Too many invalid login attempts for phone administration`

Description: There were too many invalid login attempts made to the AAG in the last 10 minutes. The number of invalid login attempts is a changeable parameter (for example, 10 invalid log attempts in 10 minutes).

Repair Action: Contact the AAG administrator.

Current Engineering Updates

A

What's in This Appendix?

This appendix describes current engineering updates that apply to the Lucent INTUITY™ Multi-Application Platform 100 (MAP/100) system since the release of INTUITY AUDIX® Release 3.0. These updates include:

- New 2-Gbyte (GB) hard disk drive
- Power supply replacement
- New STB Horizon video controller card
- New Ethernet local area network (LAN) circuit card

2-GB Hard Disk Drive

A new 2-GB hard disk drive is now certified on the Multi-Application Platform model 100 (MAP/100). This drive should be installed in the order detailed in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139.

Figure A-1 illustrates the 2-GB hard disk drive and the jumper locations on the drive. Figure A-2 through Figure A-7 show the jumper settings for all six drives that may be installed.

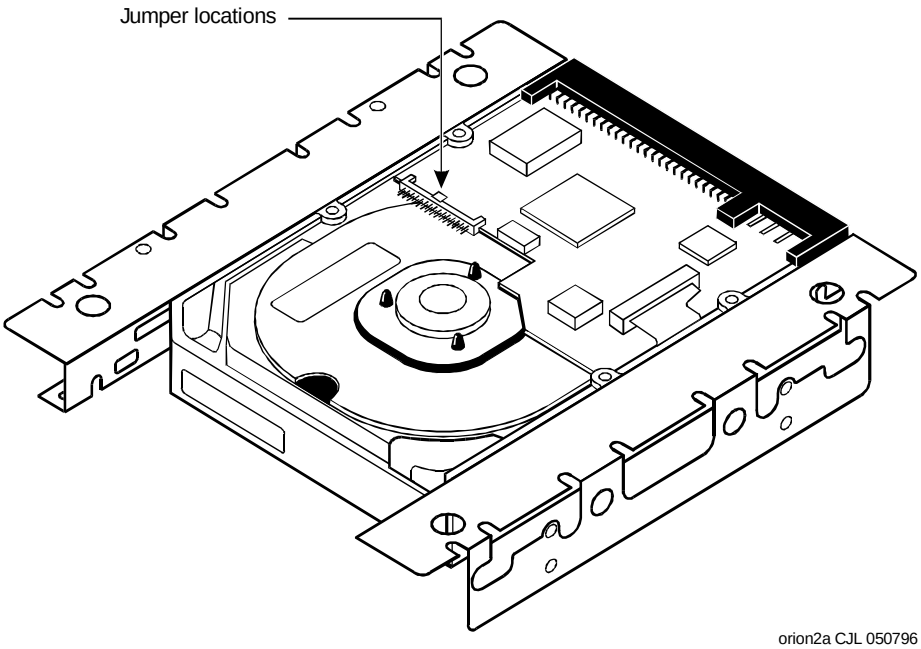


Figure A-1. Jumper Locations on the 2-GB Hard Disk Drive - comcode 407596857

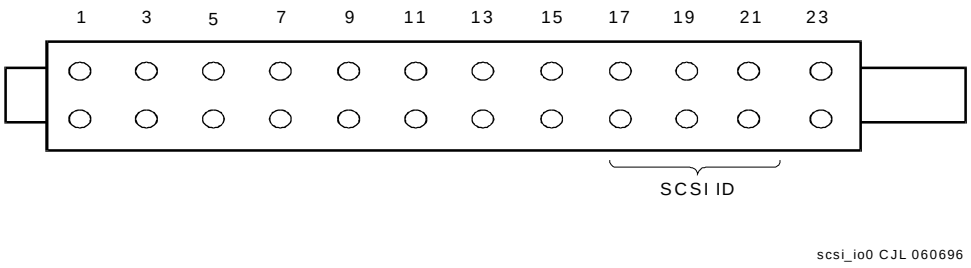


Figure A-2. Jumper Settings for the First Hard Disk Drive Installed - Bay 1, SCSI ID = 0

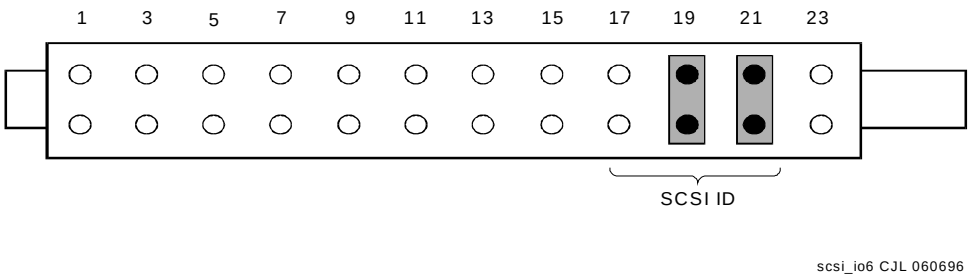


Figure A-3. Jumper Settings for the Second Hard Disk Drive Installed - Bay 3, SCSI ID = 6

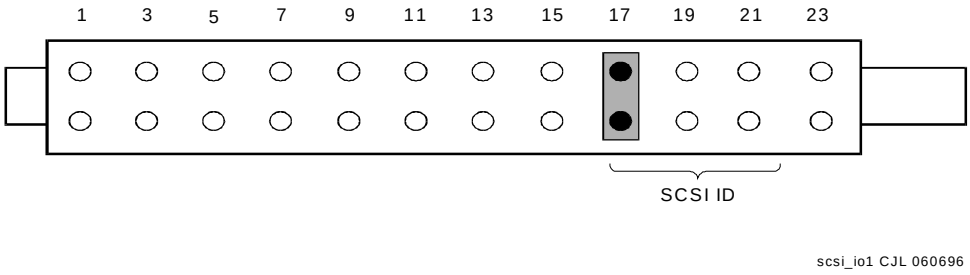


Figure A-4. Jumper Settings for the Third Hard Disk Drive Installed; Bay 5, SCSI ID = 1

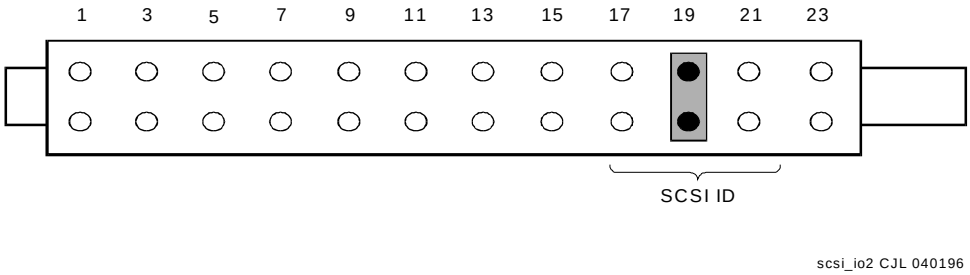


Figure A-5. Jumper Settings for the Fourth Hard Disk Drive Installed; Bay 6, SCSI ID = 2

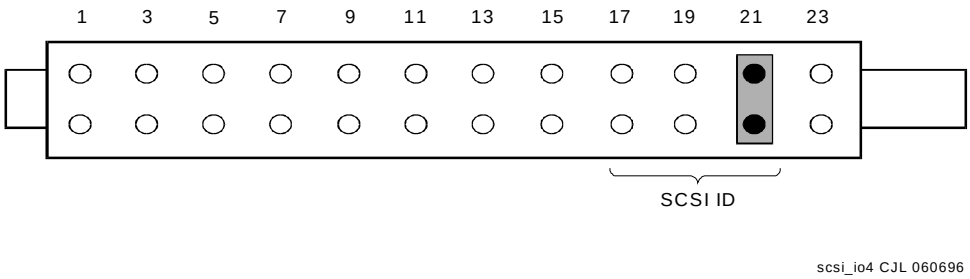


Figure A-6. Jumper Settings for the Fifth Hard Disk Drive Installed - Bay 2, SCSI ID = 4

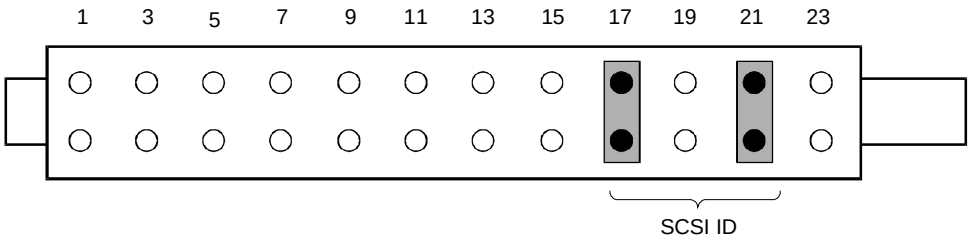


Figure A-7. Jumper Settings for the Sixth Hard Disk Drive Installed - Bay 4, SCSI ID = 5

Power Supply Replacement

The following section discusses replacing a power supply with another power supply for the MAP/100 platforms.

MAP/100s equipped with a single power supply, installed by the Lucent factory, will have the power supply located in position PS1 and a filler panel located in position PS2 (Figure A-8). MAP/100s equipped with redundant power supply will have a second power supply in place of the filler panel in position PS2.

⚠ CAUTION:
Do not operate the MAP/100 for extended periods without both positions, PS1 and PS2, being equipped with either a power supply or a filler panel.

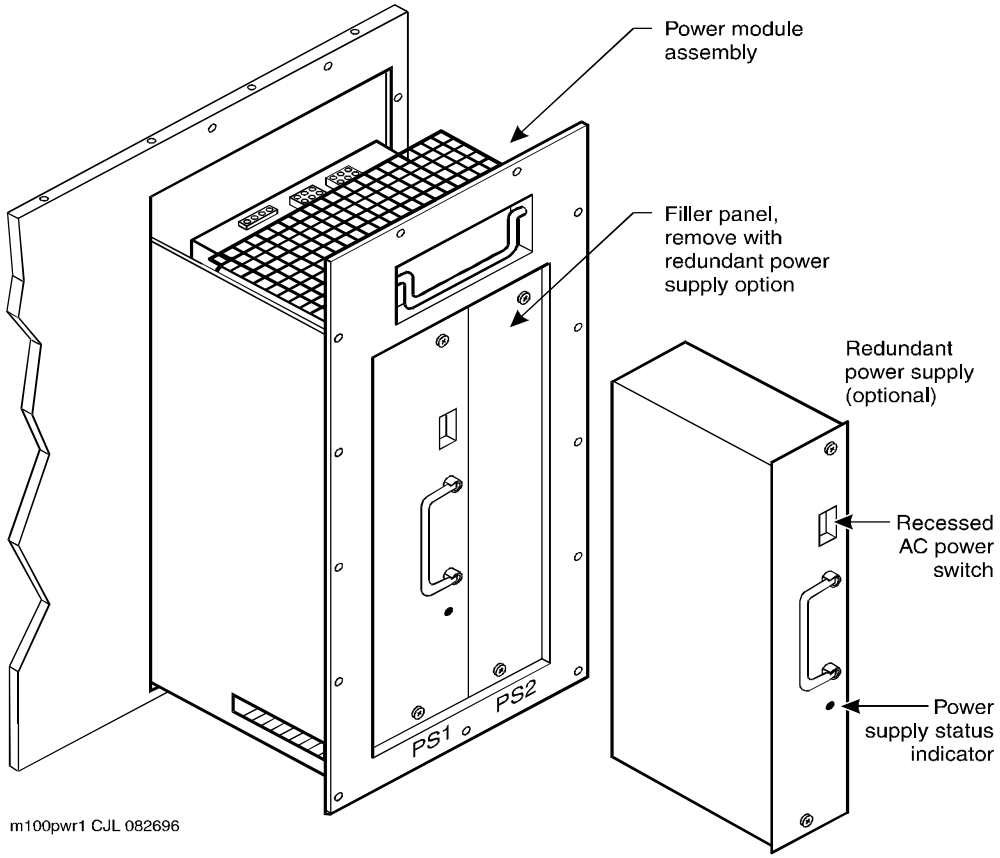
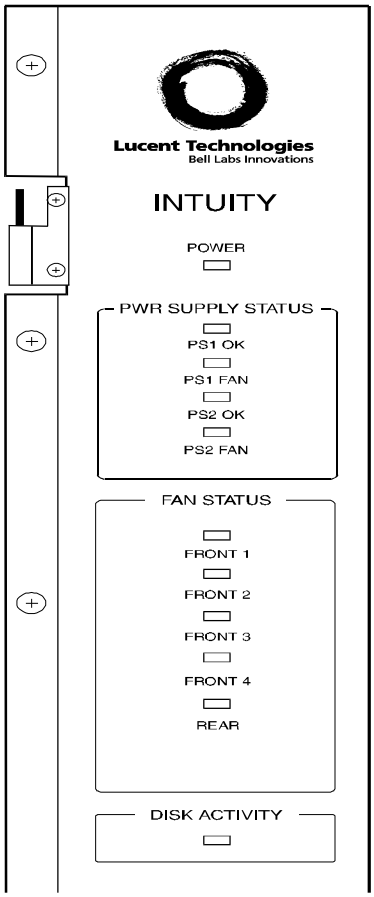


Figure A-8. Power Module Assembly with Redundant Power Supply Capability

The power supply module assembly with redundant power supply capability is not equipped with an internal UPS. The procedure for replacing power supplies differs depending on the number of power supplies present.

There are two indicators, on the front panel (Figure A-9), for each power supply in a MAP/100. The “PS1 OK” and the “PS2 OK” lights indicate that the power supplies are working properly. If one of these lights is not lit, the system has detected a fault. The power supply fan can not be serviced. As a result, the entire power supply must be replaced.



Display panel of MAP/100 equipped with redundant power supply capability

Figure A-9. MAP/100 Front Panel Display

The power supplies installed in the power module assembly automatically sense whether the incoming voltage is 110 or 220 VAC. There are no manual adjustments necessary to prepare the power supply for the incoming voltage.

The power module assembly with redundant power supply capability should never be removed from the MAP/100 when replacing or installing new power supplies. There are no serviceable components in the power module assembly. The power supplies attach to the power module assembly using a male connector and a backplane receptor (Figure A-10).

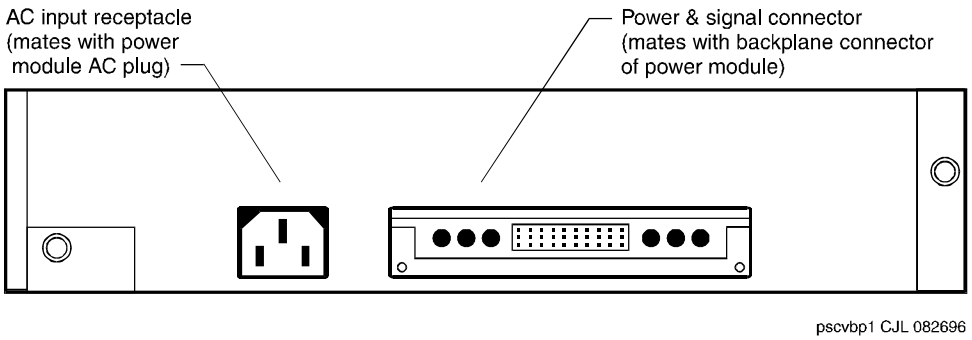


Figure A-10. Power Supply Back View

Single Power Supply Replacement

The following section describes how to replace the power supply for a MAP/100 equipped with a single power supply.

Remove the Power Supply

To remove the power supply in a power module assembly equipped with a single power supply, do the following:

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. If the system is in service, perform the following steps.
    a. Stop the voice system. See “Stopping the Voice System” in Chapter 22, “Common Maintenance and Administration Procedures,” in *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for these procedures.
    b. Power down the voice system. See “Rebooting the UNIX System” in Chapter 22, “Common Maintenance and Administration Procedures,” in *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for these procedures.
3. Remove the dress covers. See in Chapter 4, “Getting Inside the Computer”, in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, for these procedures.
4. Place the power switch on the power supply in the off position (Figure A-9).

⚠ CAUTION:
The power supply surface may be hot.

5. Make sure the power supply status indicator is off.

   If the power supply status indicator is not off repeat Step 4.

6. Loosen the two 1/4-turn fasteners that hold the power supply to the power module assembly (Figure A-9).

   NOTE:
   Do not loosen the 1/4-turn fasteners which hold the power module assembly to the MAP/100.

7. Grasp the power supply external pull handle and pull the power supply from the power module assembly.
8. Place the power supply to the side.

   CAUTION:
   It is important that the defective power supply be returned to the remote maintenance center in the same condition as it was in the Lucent INTUITY system. If the power supply is damaged during removal, packaging, or shipping adequate failure analysis can not be conducted.

Install the Power Supply

To install the power supply in a power module assembly equipped with a single power supply, do the following:

1. Make sure the AC power switch on the power supply being installed is in the “OFF” position.
2. Align the power supply with the slot in the power module assembly. Make sure the male power receptacle on the power supply is at the bottom.
3. Slide the power supply into the power supply module assembly.
4. Apply pressure to ensure that the power supply is seated properly.
5. Tighten the two 1/4-turn fasteners on the power supply.

   CAUTION:
   The maximum tightening torque for the 1/4-turn fasteners is 6 in-lbs (0.68 N-M). Applying excessive force will permanently damage these fasteners.

6. Place the AC power switch on the power supply in the “ON” position.
7. Make sure the power supply status indicator on the power supply is lit.

   This indicates the power supply is operational.

8. Make sure the “PS1 OK” and “PS1 FAN” light on the front panel of the MAP/100 are both lit (Figure A-9).

9. Replace the dress cover. See Chapter 4, “Getting Inside the Computer”, in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, for these procedures.

Adding a Second Power Supply to a Single Power Supply

The following section details the procedure for adding a second power supply to a system which was supplied with only one.

Remove the Filler Panel

The filler panel must be removed before a second power supply can be installed. It is not necessary to take the system out of service to remove or install the filler panel.

⚠ CAUTION:
Do not operate the MAP/100 for extended periods without both positions, PS1 and PS2, being equipped with either a power supply or a filler panel.

To remove a filler panel, do the following:

1. Remove the dress covers. See Chapter 4, “Getting Inside the Computer”, in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, for these procedures.

   ⚠ CAUTION:
   The power supply surface may be hot.

2. Loosen the two 1/4-turn fasteners that hold the filler panel to the power supply module assembly (Figure A-9).
3. Grasp and remove the filler panel.

Install the Second Power Supply

1. Verify that the replacement equipment is on site and appears to be in usable condition, with no obvious shipping damage.
2. Make sure the AC power switch on the power supply being installed is in the “OFF” position.
3. Align the power supply with the slot in the power module assembly. Make sure the female power receptacle on the power supply is at the bottom.
4. Slide the power supply into the power supply module assembly.
5. Apply pressure to ensure that the power supply is seated properly.

6. Tighten the two 1/4-turn fasteners on the power supply.

CAUTION:
The maximum tightening torque for the 1/4-turn fasteners is 6 in-lbs (0.68 N-M). Applying excessive force will permanently damage these fasteners.

7. Place the AC power switch on the power supply in the "ON" position.

WARNING:
Do not turn off the active power supply if the Lucent INTUITY system is operating.

8. Make sure all four of the power supply indicator lights on the front panel of the MAP/100 are lit (Figure A-9).

   These lights indicate the power supplies are operational.

   If any of the four indicator lights are not lit, replace the respective power supply.

9. Replace the dress cover. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, for these procedures.

Redundant Power Supply Replacement

MAP/100 platforms equipped with two power supplies (redundant supplies) allow replacement of one of the power supplies while the Lucent INTUITY system remains in service. The following procedures must be followed carefully to ensure that the MAP/100 operation is not unintentionally interrupted.

Remove the Power Supply

1. Identify the power supply to be replaced by observing the power supply status indicators on the front panel of the MAP/100 (Figure A-9).

   The defective power supply will have at least one indicator light not lit.

2. Remove the dress covers. See Chapter 4, "Getting Inside the Computer", in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, for these procedures.

CAUTION:
The power supply surface may be hot.

3. Place the power switch on the defective power supply in the off position (Figure A-9).

   CAUTION:
   Make sure you shut off the correct power supply to avoid a loss of service.

4. Make sure the power supply status indicator is off.

   If the power supply status indicator is not off repeat Step 3.

5. Loosen the two 1/4-turn fasteners that hold the power supply to the power module assembly (Figure A-9).

   NOTE:
   Do not loosen the 1/4-turn fasteners which hold the power module assembly to the MAP/100.

6. Grasp the power supply external pull handle and pull the power supply from the power module assembly.
7. Place the power supply to the side.

   CAUTION:
   It is important that the defective power supply be returned to the remote maintenance center in the same condition as it was in the Lucent INTUITY system. If the power supply is damaged during removal, packaging, or shipping adequate failure analysis can not be conducted.

Install the Power Supply

See “Install the Second Power Supply” for this procedure.

STB Horizon Video Controller Circuit Card

The STB Horizon video controller card is now supported by the Lucent INTUITY system (Figure A-11). This card is in addition to the other video controller cards detailed in *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139.

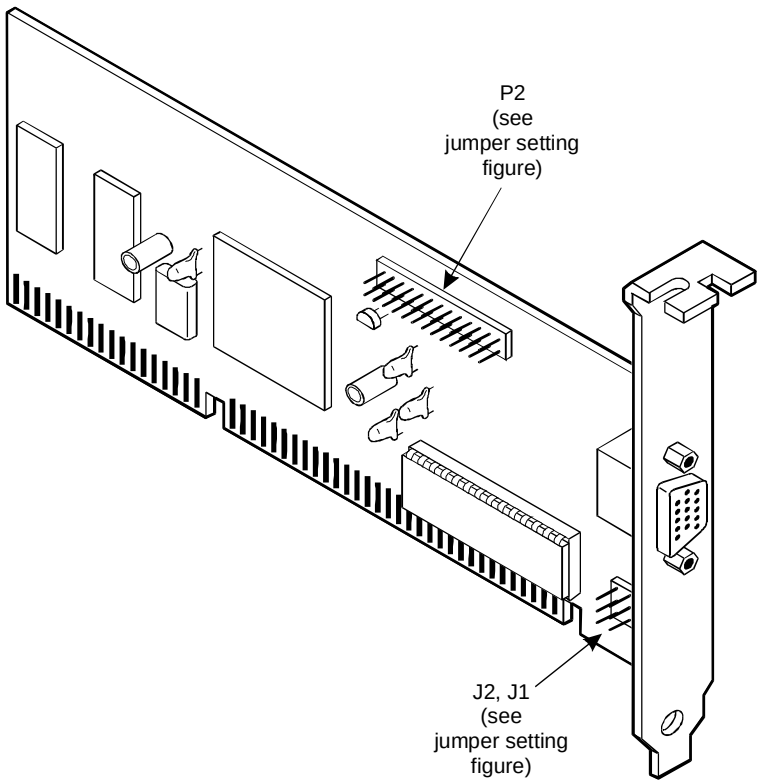


Figure A-11. STB Horizon Video Controller Circuit Card - comcode 407530013

Setting the Resource Options

Jumpers on the STB Horizon video controller card are set by the manufacturer. However, you must confirm the setting before you install the card (Figure A-12). There are no switches on the STB Horizon video controller card.

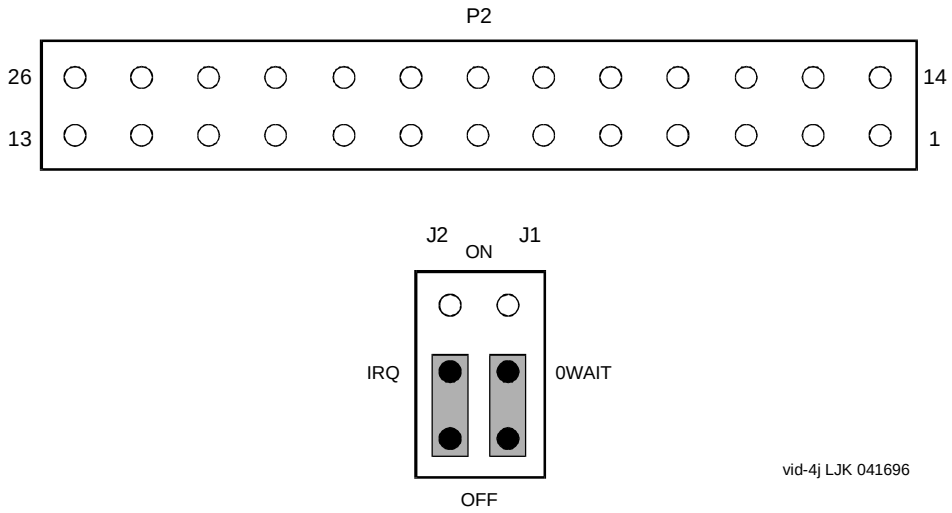


Figure A-12. STB Horizon Video Controller Circuit Card Jumper Settings

Ethernet LAN Circuit Card

The Ethernet LAN circuit card (Figure A-13) supported by the Lucent INTUITY system allows you to connect the Lucent INTUITY system to your local area network.

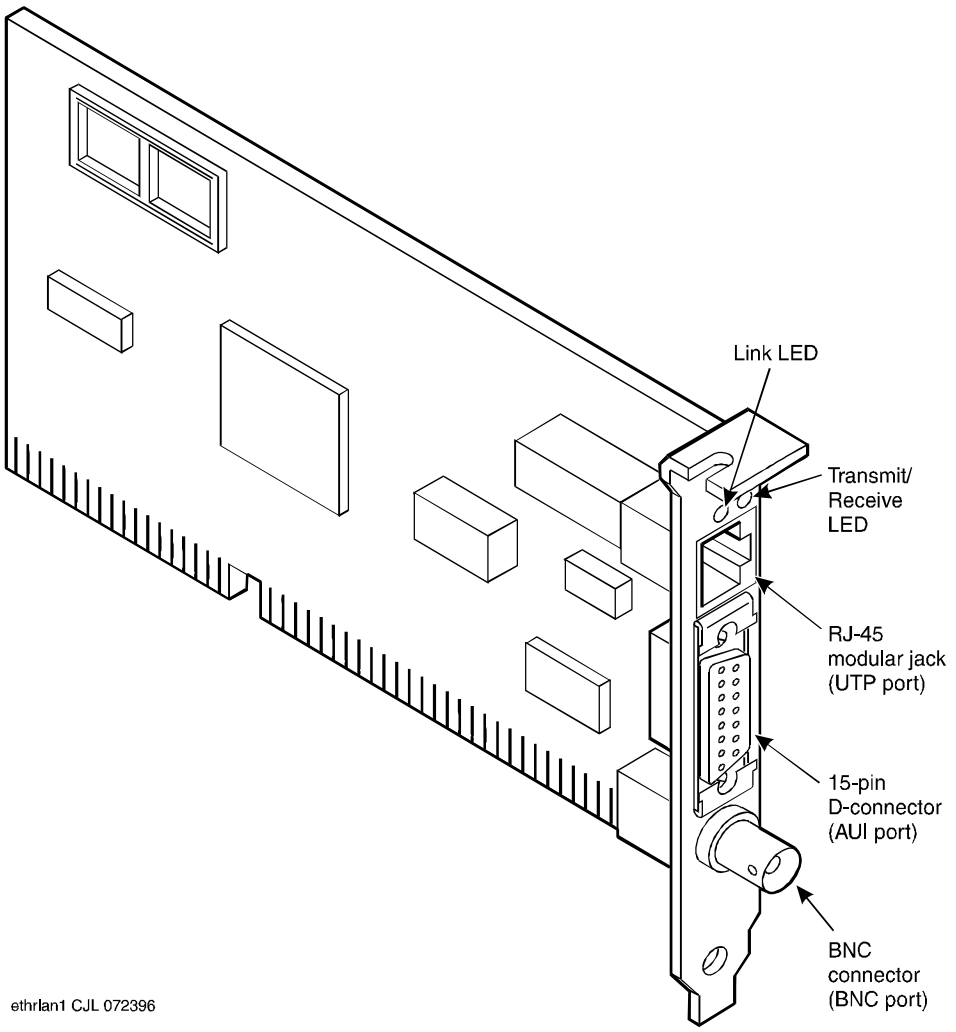


Figure A-13. Ethernet LAN Circuit Card - comcode 407199538

The default software configuration is as follows:

- IRQ - 10
- I/O base address - 280
- RAM base address - D8000

There are no jumpers or switches associated with the Ethernet LAN circuit card.

Installing the Hardware Driver

To install the LAN circuit card driver, do the following:

1. If you are not already logged in as root, do so now.
2. Stop the voice system. See "Stopping the Voice System," in Chapter 22, "Common Administration and Maintenance Procedures," of *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, for the procedure.
3. Enter **pkgadd -d diskette1**

   The system displays the following message:

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

4. Insert the diskette labeled "SMC Ethernet STREAMS Device Driver 1 of 1" into the diskette drive.
5. Press ENTER.

   The system displays the following message:

   ```
   Installation in progress -- do not remove the diskette.
   ```

   The following packages are available:

   ```
    1. sme42L          SMC Ethernet STREAMS Device Driver
                       SVR4.2(Lachman TCP/IP)
                       (i386) Release 2.12
   ```

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

6. Press ENTER.

   The system displays the following message:

   ```
   PROCESSING:
   Set: SMC Ethernet STREAMS Device Driver
   SVR4.2(Lachman TCP/IP (sme42L) from <diskette1>

   SMC Ethernet STREAMS Device Driver SVR4.2(Lachman
   TCP/IP)(i386)
   Using </var/spool/pkg> as the package base
   directory.
   Please provide installation parameters for each
   board to be configured
   Enter interrupt vector number (3-15):
   ```

7. Enter the appropriate vector number.

   The system displays the following message:

   ```
   Enter IO Base address (200 - 3E0):
   ```

8. Enter the appropriate I/O base address.

   The system displays the following message:

   ```
   Enter RAM Base address (80000 - FE000):
   ```

9. Enter the appropriate RAM base address.

   The system displays the following message:

   ```
   Configure another board? (Y/N):
   ```

10. Enter **n**

    The system displays several status messages and then the following message:

    ```
    Installation of SMC Ethernet STREAMS Device Driver
    SVR4.2(Lachman TCP/IP (sme42L) was successful.

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

11. Enter **q**

12. Remove the diskette labeled “SMC Ethernet STREAMS Device Driver 1 of 1” from the diskette drive.

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.

Index

G

H

I

M

O

P

R

S

T

U

V