Lucent Technologies
Bell Labs Innovations

INTUITY™ AUDIX®

High Capacity Option Installation

585-310-753
Comcode 108037227
Issue 3
November 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.

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

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

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

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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.

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About This Document

Purpose

This book, *INTUITY™ AUDIX® High Capacity Option Installation*, 585-310-753, contains instructions for installing the INTUITY™AUDIX® high capacity option. It includes procedures for set up, configuration, software installation, and initial administration.

INTUITY Release 3.0

These procedures apply to the Multi-Application Platform model 100 (MAP/100) and should be used in addition to the procedures in the following books:

- *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139
- *Lucent INTUITY™ Software Installation for Release 3.0*, 585-310-160

INTUITY Release 4.0

These procedures apply to the Multi-Application Platform model 100 (MAP/100) and should be used in addition to the procedures in the following books:

- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173
- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174

Intended Audiences

This book is intended primarily for the on-site technical personnel who are responsible for installing the system and performing acceptance testing. Secondary audiences include the following from Lucent:

- Field support—Technical Service Organization (TSO)
- Helpline personnel
- Factory assemble, load, and test (ALT) personnel
- Provisioning project managers—Sales and Technical Resource Center (STRC)

We assume that the primary users of this book have completed the MAP/100 hardware installation training course (see “Related Resources” below).

Release History

This is the third release of this book.

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.

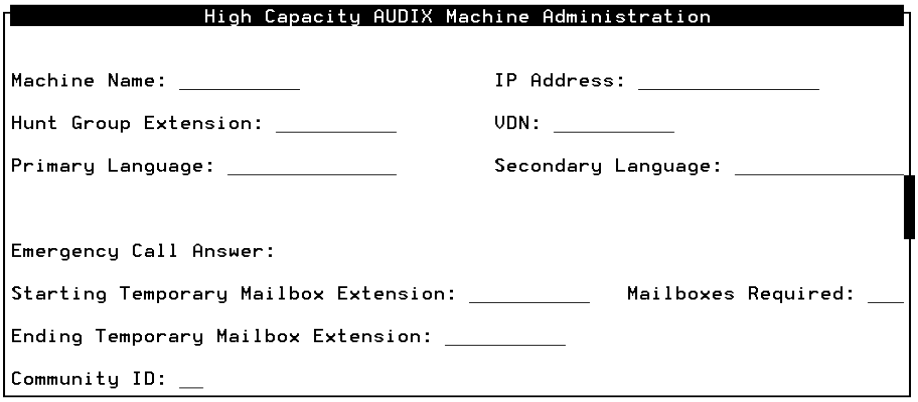


Figure 1. Example of a Lucent INTUITY Window

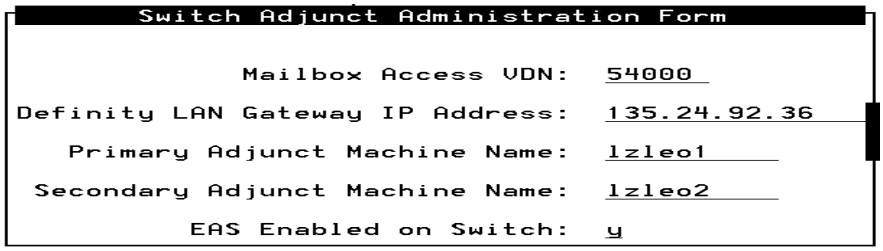


Figure 2. Example of a Lucent INTUITY Window

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

Machine Name: cbueitt      Type: local          Location: local

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

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

enter command: change machine
```

Figure 3. Example of a Lucent INTUITY Screen

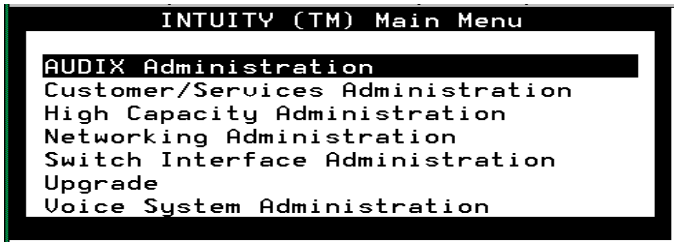


Figure 4. Example of a Lucent INTUITY Menu

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.

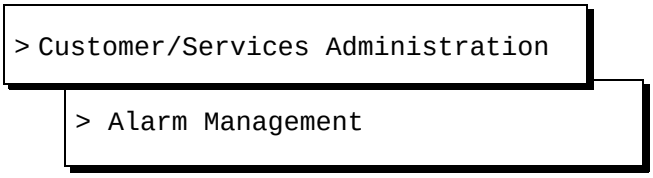
  Example 2:

  ```
  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/Service Administration menu. From the Customer/Service 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.

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

Related Resources

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

Documentation

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

INTUITY Release 3.0

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 refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY system.

- *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, for detailed procedures for installation the MAP/100
- *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160, for detailed software installation procedures for Release 3.0
- *Lucent INTUITY AUDIX High Capacity Option Maintenance*, 585-310-572, for a detailed maintenance procedures and troubleshooting information
- *Lucent INTUITY AUDIX High Capacity Option Administration*, 585-310-753, for a detailed information on High Capacity administration

INTUITY Release 4.0

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

- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173
- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174
- *INTUITY™ AUDIX® High Capacity Option Maintenance*, 585-310-572, for a detailed maintenance procedures and troubleshooting information
- *INTUITY™ AUDIX® High Capacity Option Administration*, 585-310-753, for a detailed information on High Capacity administration

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 sections describe the training available for INTUITY Release 3.0 and INTUITY Release 4.0.

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

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

INTUITY Release 3.0

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 training diskette accompanies the Lucent INTUITY AUDIX High Capacity Option documentation:

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

INTUITY Release 4.0

The following training class is recommended as a prerequisite to installing a Release 4 Lucent INTUITY system:

- Course No. BTT506H, INTUITY Messaging Solutions Installation and Maintenance

The following training diskette accompanies the INTUITY AUDIX High Capacity Option documentation:

- Course No. BTC426T, INTUITY AUDIX High Capacity Option and Lucent INTUITY Interchange

Trademarks and Service Marks

The following trademarked products are mentioned in this book:

- AUDIX, CallVisor, and DEFINITY are registered trademarks of Lucent Technologies.
- INTUITY is a trademark of Lucent Technologies.
- BayStack is a trademark of Bay Networks, Inc.
- Ethernet is a trademark of Xerox Corporation.
- MAX is a trademark of ASCEND Communications, Inc.
- UNIX is a registered trademark of UNIX Systems Laboratories, Inc.

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High Capacity Option Installation Checklist

1

What's in This Chapter?

This chapter contains the supported installation checklist for installing an INTUITY™ AUDIX® High Capacity Option system.

High Capacity Option Installation Checklist

This checklist provides a "Task Description" column listing the required procedures. A "Reference" column refers to appropriate book that applies to the procedure you are completing. The "Professional Services" and "Installer" columns, under the heading "To Be Performed By:", specify which personnel must perform the procedure. A checkmark (√) indicates who is responsible for each procedure during the upgrade.

The installer and the organization responsible for administration (Professional Services) *must* use the checklist provided to ensure that the required procedures are completed in the proper sequence.

NOTE:
Table 1-1 provides a high-level view of the procedures involved in installing a High Capacity Option system. See the specific procedures noted in the checklist for complete instructions.

Table 1-1. High Capacity Option Installation Checklist

Task Description	Reference	To be performed by:	
		Professional Services	**Installer**
Verify the prerequisites to INTUITY AUDIX High Capacity Option system installation.	See ''Prerequisites to High Capacity Installation'' in Chapter 2, ''Getting Started''.	√	√
Install the DEFINITY G3V4 or later version (if applicable).	See the appropriate installation book associated with the DEFINITY G3 switch to be installed.		√
Administer the DEFINITY G3 (if applicable).	See the appropriate administration book associated with the DEFINITY G3 switch to be administered.	√ (in cooperation with software specialist and installer)	
Install the DEFINITY LAN Gateway (if applicable).	See the appropriate installation book associated with the DEFINITY LAN Gateway to be administered. **NOTE:** The DEFINITY LAN Gateway requires "null modem" cables.		√
Install the Multi-Application Platform model 100 (MAP/100).	INTUITY Release 3.0: *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139 INTUITY Release 4.0: *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173		√

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Table 1-1. High Capacity Option Installation Checklist — *Continued*

Task Description	Reference	To be performed by:	
		Professional Services	Installer
Install the BayStack Ethernet Workgroup Switch	Use the appropriate documentation which accompanies the hardware.		√
Connect the INTUITY AUDIX systems and the DEFINITY LAN Gateway, and the customer LAN (if they have INTUITY Message Manager) to the BayStack switch.	See *Chapter 2, "Getting Started"*.		√
Install the Ascend MAX 200 Plus.	*Ascend MAX 200 Plus Getting Started* **NOTE:** Documentation accompanies the hardware.		√
Verify the installation of the two PCMCIA modems in the Ascend unit.	*Ascend MAX 200 Plus Getting Started* **NOTE:** Documentation accompanies the hardware.		√
Connect the direct inward dialing (DID) lines to the PCMCIA modems as detailed by Design Center specifications.	N/A		√
Contact Professional Services to secure the system passwords for the Ascend unit.	N/A		√

Continued on next page

Table 1-1. High Capacity Option Installation Checklist — *Continued*

Task Description	Reference	To be performed by: Professional Services	To be performed by: Installer
Verify the INTUITY software installation.	INTUITY Release 3.0: *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160 INTUITY Release 4.0: *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174		√
Administer and test INTUITY systems. If Expert Agent Select (EAS) is enabled on the DEFINITY G3 switch, see Appendix A.	INTUITY Release 3.0: *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160 INTUITY Release 4.0: *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174		√
Verify each INTUITY AUDIX in the High Capacity cluster has an Ethernet LAN circuit card installed.	See ''Verifying the Ethernet LAN Circuit Card in Each INTUITY AUDIX'' *IN CHAPTER 3, ''VERIFYING HARDWARE INSTALLATION''.*		√
Verify the DCIU link from the DEFINITY.	See ''Verifying the DCIU Link from the DEFINITY'' in *CHAPTER 3, ''VERIFYING HARDWARE INSTALLATION''.*		√
Verify the DEFINITY LAN Gateway connection.	see ''Verifying the DEFINITY LAN Gateway Connection'' in Chapter 3, ''Verifying Hardware Installation''.		√

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Table 1-1. High Capacity Option Installation Checklist — *Continued*

Task Description	Reference	To be performed by:	
		Professional Services	**Installer**
Install TCP/IP digital networking software on each INTUITY AUDIX system in the cluster. This procedure is only completed for INTUITY Release 3.0 systems.	See ''Installing the TCP/IP Digital Networking Software'' in Chapter 4, ''Installing Software''		√
Install the High Capacity Option RFU (if applicable).	See ''Installing a High Capacity Option RFU'' in Chapter 4, ''Installing Software''.		√
Install High Capacity Option software on each INTUITY AUDIX system in the cluster.	*SEE* ''Installing INTUITY AUDIX High Capacity Option Application Software'' in Chapter 4, ''Installing Software''. **NOTE:** After the High Capacity Option software has been installed, the system should be rebooted.		√
Perform on-site administration for TCP/IP digital networking on the INTUITY AUDIX systems.	INTUITY Release 3.0: *INTUITY AUDIX Digital Networking Administration,* 585-310-533 INTUITY Release 4.0: *Lucent INTUITY™ Messaging Solutions Release 4 Digital Networking*, 585-310-567		√

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Table 1-1. High Capacity Option Installation Checklist — *Continued*

Task Description	Reference	To be performed by:	
		Professional Services	**Installer**
Perform remote administration for TCP/IP digital networking on the INTUITY AUDIX systems.	INTUITY Release 3.0: *INTUITY AUDIX Digital Networking Administration,* 585-310-533 INTUITY Release 4.0: *Lucent INTUITY™ Messaging Solutions Release 4 Digital Networking*, 585-310-567	√	
Administer the DEFINITY LAN Gateway for INTUITY AUDIX High Capacity Option.	See ''DEFINITY LAN Gateway Administration'' in Chapter 3, ''High Capacity Option Administration'' of the *INTUITY™ AUDIX® High Capacity Option Administration* book.	√	
Administer the DEFINITY G3.	See ''DEFINITY G3 Administration'' in Chapter 3, ''High Capacity Option Administration'' of the *INTUITY™ AUDIX® High Capacity Option Administration* book.	√	
Administer the INTUITY AUDIX High Capacity Option systems.	See ''INTUITY AUDIX Administration'' in Chapter 3, ''High Capacity Option Administration'' of the *INTUITY™ AUDIX® High Capacity Option Administration* book.	√	

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Table 1-1. High Capacity Option Installation Checklist — *Continued*

Task Description	Reference	To be performed by:	
		Professional Services	**Installer**
Verify that the primary adjunct system is currently active.	See Chapter 2, ''System Recovery'' in the *INTUITY™ AUDIX® High Capacity Option Maintenance* book.		√
Verify the software installation.	See ''Verifying the Software Installation'' in Chapter 4, ''Installing Software''.		√
Verify that the installation with the proper serving vehicle is registered.	For customers in the U.S. and Canada, verification is completed through the INADS group in Denver. For customers outside the U.S. and Canada, verification is completed through the Center of Excellence (COE).		√

Getting Started

2

What's in This Chapter?

This chapter describes the prerequisites to INTUITY™ AUDIX® High Capacity Option installation. The purpose of this chapter is to ensure that the customer site meets the requirements for installation of the High Capacity systems.

Cluster Configuration

The following describes the INTUITY AUDIX High Capacity Option cluster configuration:

- DEFINITY® Generic 3R Version 4.0 or later with the DEFINITY local area network (LAN) Gateway
- Two to eight Multi-Application Platform model 100s (MAP/100s) with Lucent INTUITY Release 3.0 or higher
- INTUITY AUDIX High Capacity Option Application Software on all systems in the cluster
- BayStack Ethernet Workgroup Switch (Dedicated LAN segment with a switched Ethernet hub)
- ASCEND MAX 200 Plus [a point to point protocol (PPP) server] for installation and maintenance dial-up connection to the LAN network

The High Capacity cluster can offer up to 512 voice ports and 10,000 hours of message storage.

Figure 2-1 shows the architecture for the INTUITY AUDIX High Capacity Option.

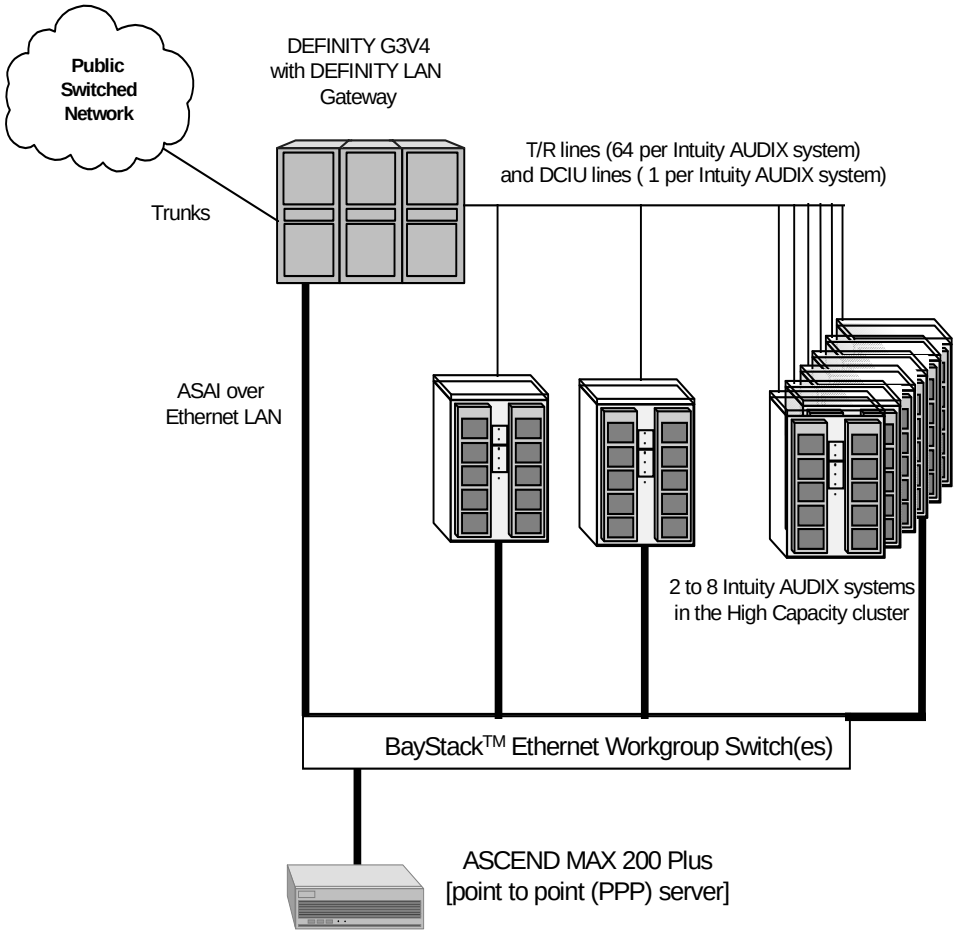


Figure 2-1. INTUITY AUDIX High Capacity Option Cluster Configuration

NOTE:
There are a maximum of 64 T/R lines per INTUITY AUDIX system available.

Prerequisites to High Capacity Installation

This section describes the prerequisites to installation of an INTUITY AUDIX High Capacity Option system.

Installed Systems

The following installation should have occurred.

- The system(s) targeted as the High Capacity Option system(s) must have the following:
  - — Lucent INTUITY Release 3.0 or later version installed in a stacker arrangement with data communications interface unit (DCIU) links
  - — 12 hours of storage for installation of the High Capacity Option
  - — TCP/IP digital networking administered between all systems with the local digital network name being the same as the UNIX name

    NOTE:
    See *Lucent INTUITY MAP/100 Hardware Installation*, 585-310-139, *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160, and *Lucent INTUITY Installation Checklists*, 585-310-161, or *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173 and *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174 for complete information about hardware and software installation of the MAP/100.

- The DEFINITY must have software G3V4r.03.0.046.0 or greater with a DEFINITY local area network (LAN) Gateway installed.

  NOTE:
  Remote access for Lucent Services to DEFINITY LAN Gateway is required.

  See *Lucent DEFINITY® Communications System Generic 1 and Generic 3 Installation and Test*, Issue 5, 555-230-104, for information on the DEFINITY installation and *Lucent DEFINITY® Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor® ASAI over the DEFINITY LAN Gateway*, 555-230-223, for DEFINITY LAN Gateway installation.

- A Bay Networks BayStack Ethernet Workgroup Switch(es) installed. See the appropriate documentation that accompanied the BayStack hardware for information on installation.

  The BayStack will have the default IP address pre-programmed, but verify with Professional Services that this has been accomplished. The only installation required should be to power on the unit, connect the PPP server, and the INTUITY systems to the hub.

  NOTE:
  One BayStack Ethernet Workgroup Switch is required for the first five INTUITY AUDIX systems in the High Capacity Option cluster. A second BayStack is required for systems six through eight.

  Table 2-1 shows the BayStack configuration and the port assignments for an INTUITY AUDIX High Capacity Option cluster with eight INTUITY AUDIX systems. Use this table when making connections.

Table 2-1. BayStack Port Configuration

BayStack Unit #	Connection	Port Assignment on BayStack Unit
1	ASAI over Ethernet LAN from the DEFINITY	Port 1
	ASCEND MAX 200 Plus (PPP server)	Port 2
	INTUITY AUDIX system #1	Port 3
	INTUITY AUDIX system #2	Port 4
	INTUITY AUDIX system #3	Port 5
	INTUITY AUDIX system #4	Port 6
	INTUITY AUDIX system #5	Port 7
	BayStack #2	Port 8
2	BayStack unit #1	Port 1
	INTUITY AUDIX system #6	Port 2
	INTUITY AUDIX system #7	Port 3
	INTUITY AUDIX system #8	Port 4

- The Digital Network Name and the Machine name should be the same.
- An ASCEND MAX 200 Plus installed. See *ASCEND MAX 200 Plus Getting Started* that accompanied the ASCEND hardware.

NOTE:
Administration on the MAX 200 Plus is performed remotely. Contact Professional Services at (800) 776-2323 when hardware installation and connection to the High Capacity Option cluster through the BayStack unit is complete.

The ASCEND MAX 200 Plus is used for remote access by maintenance personnel only.

Documentation

Use the following documentation during High Capacity Option installation:

INTUITY Release 3.0

- *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139
- *Lucent INTUITY Software Installation for Release 3.0*, 585-310-160
- *Lucent INTUITY Installation Checklists*, 585-310-161
- Installation documentation which accompanies the BayStack hardware
- *Ascend MAX 200 Plus Getting Started* (accompanies ASCEND hardware)

INTUITY Release 4.0

- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173
- *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174
- Installation documentation which accompanies the BayStack hardware
- *Ascend MAX 200 Plus Getting Started* (accompanies ASCEND hardware)

Verifying Hardware Installation

3

What's In This Chapter?

This chapter provides hardware verification procedures for the DEFINITY®, the DEFINITY local area network (LAN) Gateway, and the INTUITY™ AUDIX® Release 3.0 systems. The hardware and software for these systems should have been installed using normal installation procedures described in the following documents.

- For DEFINITY switches, see the appropriate installation book associated with the DEFINITY G3 switch to be installed
- For DEFINITY LAN Gateway: *Lucent DEFINITY® Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor® ASAI over the DEFINITY LAN Gateway*, 555-230-223
- For INTUITY Release 3.0:
  - *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139
  - *Lucent INTUITY™ Software Installation for Release 3.0*, 585-310-160
  - *Lucent INTUITY™ Installation Checklists*, 585-310-161
- For INTUITY Release 4.0:
  - *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173
  - *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174

Perform the procedures in this chapter to complete hardware verification.

Verifying the Ethernet LAN Circuit Card in Each INTUITY AUDIX

To verify the installation of an Ethernet LAN in the INTUITY AUDIX High Capacity Option system, do the following:

1. Log on to the INTUITY AUDIX system as **craft**.
2. Start at the Lucent INTUITY Main menu (Figure 3-1).

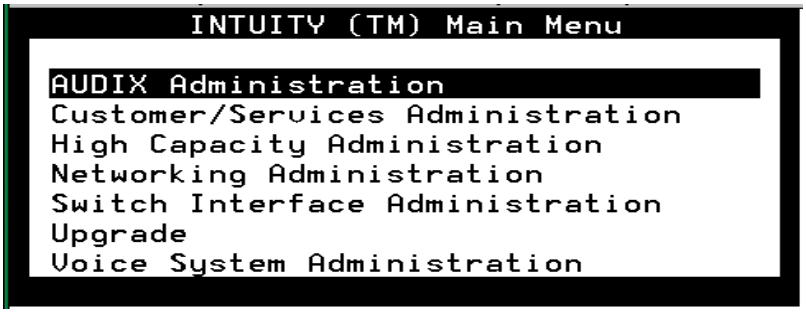
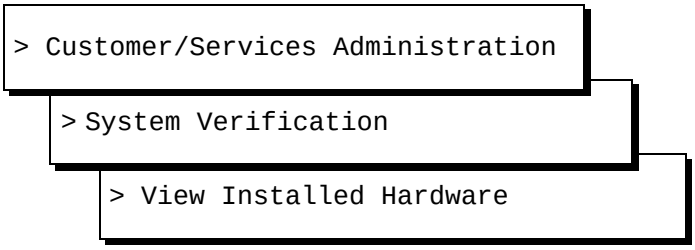


Figure 3-1. INTUITY Main Menu

3. Select



The system displays the View Installed Hardware screen (Figure 3-2).

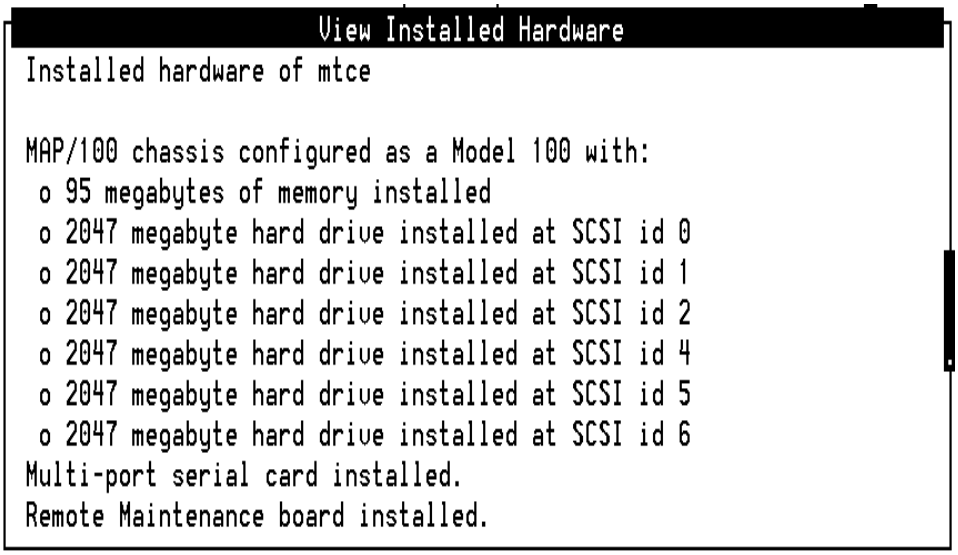


Figure 3-2. View Installed Hardware Screen

4. Using the View Installed Hardware screen, verify that the Ethernet LAN circuit card is installed on the INTUITY AUDIX High Capacity system.

   If the Ethernet LAN circuit card is not installed, you *must* install it before proceeding. See *Lucent INTUITY™ MAP/100 Hardware Installation*, 585-310-139, or *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173, for the procedure to install the Ethernet LAN card.

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

Verifying the DCIU Link from the DEFINITY

To verify the DCIU link between the INTUITY AUDIX machine and the DEFINITY, do the following:

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

```
> Customer/Services Administration
    > Diagnostics
        > Switch Interface Diagnostics
```

   The system displays the Diagnose Switch Link screen (Figure 3-3) showing information on the status of the DEFINITY link.

```
                    Diagnose Switch Link

STATUS SWITCH-LINK

  Type  Baud    State
  DCIU  9600    In Service

  Link Level 2 is Up

  DCIU switches (In/Out of data transfer)
         1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20
         I
```

Figure 3-3. Diagnose Switch Link Screen

2. Confirm that the `State` field displays **In Service** and the `Link Level 2` field displays **Up**.

   If the `Link Level 2` field displays **Down**, there is likely a physical connection problem (cabling) or a translation problem on the switch. Access the alarm log for more information. See *INTUITY™ Platform Administration and Maintenance for Release 3.0,* 585-310-557, or *Lucent INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages*, 585-310-566, for the corrective procedure.

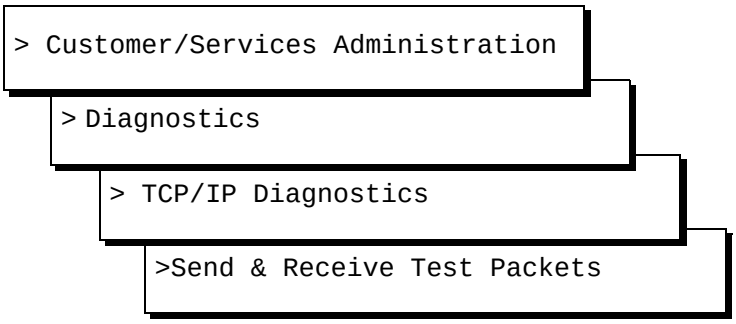
3. Repeat this procedure for each INTUITY AUDIX system in the High Capacity Option cluster.

Verifying the DEFINITY LAN Gateway Connection

NOTE:
The DEFINITY LAN Gateway requires “null modem” cables to attach the administration terminal.

To verify the DEFINITY LAN Gateway connection, do the following.

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



   The system displays the Send & Receive Test Packets From window (Figure 3-4).

Figure 3-4. Send and Receive Test Packets From Window

2. Enter the Internet Protocol (IP) address of the DEFINITY LAN Gateway in the `IP Address:` field.
3. Press F3 (SAVE).

   The system displays the message `working...` in the upper right-hand corner of the screen. While the cursor flashes, the system is performing the test. When finished, the system displays the Test Packets Results window (Figure 3-5).

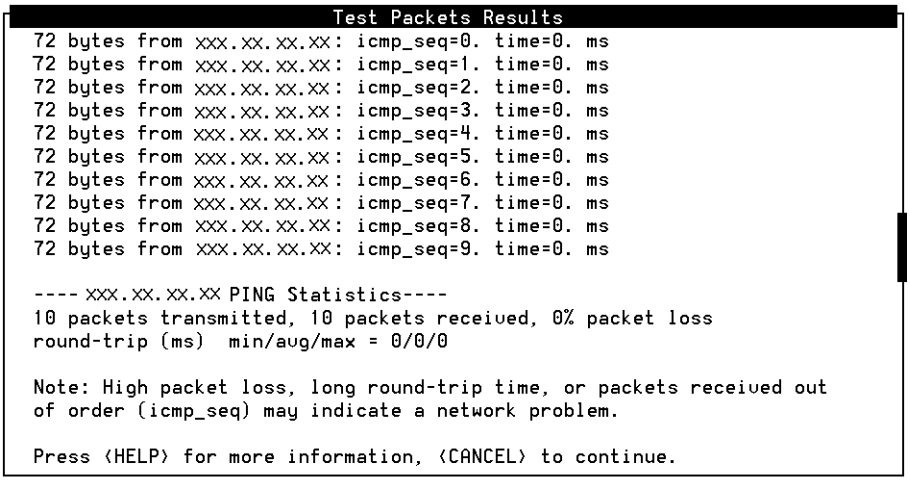


Figure 3-5. Sample Test Packets Results Window

NOTE:
Figure 3-5 is an example only. The test results displayed on your system will not match those shown here.

4. Examine the `packet loss` field in the PING Statistics displayed on the Test Packets Results screen. The value for this field will be either 0% or 100%, as described below:
   - If 0% packet loss is reported, the test is successful. This result indicates that the problem is *not* with the DEFINITY LAN Gateway.
   - If 100% packet loss is reported, the test failed. Check with your LAN administrator to ensure that you used the correct IP address for the system. This result may indicate a problem with the Lucent INTUITY system's UNIX TCP/IP software. Verify that the DEFINITY LAN Gateway is up, connected to the LAN, and has the same IP Address used for the test. Reboot the system. See *INTUITY Software Installation for Release 3.0*, 585-310-160, or *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for procedures to reboot the system. Repeat this test. If the test still fails, contact your remote services center.
5. Repeat Steps 1 through 4 for the primary and secondary adjunct systems.

Installing Software

4

What's in This Chapter?

This chapter describes the procedures for installing software for the INTUITY™ AUDIX® High Capacity Option systems. This chapter only describes the additional software required customize this system for the High Capacity Option cluster.

NOTE:
The INTUITY AUDIX systems targeted for High Capacity Option software installation must have INTUITY Release 3 or greater and its associated packages installed before proceeding. See *INTUITY Software Installation for Release 3.0*, 585-310-160, or *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for complete procedures.

This chapter includes the procedures for

- Installing a High Capacity Option remote field update (RFU), if an RFU was shipped with the system
- Installing the INTUITY AUDIX High Capacity Option Application software

NOTE:
If High Capacity Option software has been installed prior to shipping the Multi-Application Platform model 100 (MAP/100) from the factory, skip the procedures in this chapter and go to Chapter 5.

The procedures in this chapter must be performed on each INTUITY AUDIX system in the High Capacity Option cluster.

Installing the TCP/IP Digital Networking Software

NOTE:
This procedure is only completed for INTUITY Release 3.0 systems.

To install the TCP/IP Digital Networking package, do the following:

1. Log on to the INTUITY AUDIX system as **craft**.
2. Start at the Lucent INTUITY Administration menu (Figure 3-1) 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. From the System Management menu, select

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

The system displays the Software Install menu (Figure 4-1).

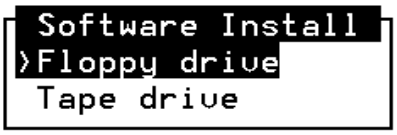


Figure 4-1. Software Install Menu

7. Insert the tape labeled "INTUITY Networking Software" into the tape drive.
8. Select `Tape drive`.

   The system displays the following message:

   ```
   Insert a cartridge 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    netw    INTUITY Networking

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

10. Press ENTER

    The system displays

    ```
    Processing of TCP/IP Networking Package is completed.

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

11. Remove the tape labeled "INTUITY Networking Software" from the tape drive.
12. Enter **q**.
13. Press F6 (CANCEL) twice to return to the System Management menu.

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

14. Continue with the next procedure.

Installing a High Capacity Option RFU

NOTE:
This procedure is only necessary if a High Capacity Option RFU was shipped with the system being installed.

To install the RFU package, do the following:

NOTE:
The voice system on the INTUITY AUDIX systems must be stopped to perform this procedure.

1. Insert the tape labeled “Remote Field Update X for HICAP X.X” into the tape drive.
2. From the Software Install menu (Figure 4-1), select `Tape drive`.

   The system displays the following message:

   ```
   Insert a cartridge 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   hicaprfu  Remote Field Update X for HICAP4.0 - IPxx-A
   (486) 4.0-xx

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

CAUTION:
RFUs apply to a particular software load. Lucent INTUITY software loads are labeled with the release number such as 4.0-x, where x is a number such as 41 or 42. The RFU software cartridge tape will list x as IP41 or IP42.

If the RFU does not match the software loaded onto the Lucent INTUITY system, do not load the RFU. Contact the remote maintenance center for assistance if there is a question about whether or not the RFU matches the system’s software load.

4. Press ENTER.

   The system displays the following message:

   ```
   Processing of <Remote Field Update X for HICAP
   4.0-IPxx-A> is completed.

   Insert a cartridge 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 X for HICAP X.X” from the tape drive.
7. Repeat Steps 1 through 6 for each INTUITY AUDIX system in the High Capacity Option cluster.
8. Continue with the next procedure, “Installing INTUITY AUDIX High Capacity Application Software”.

Installing INTUITY AUDIX High Capacity Option Application Software

NOTE:
This procedure must be performed on each INTUITY AUDIX system in the High Capacity Option cluster after the RFU has been installed.

To install INTUITY AUDIX High Capacity Option Application software, do the following.

NOTE:
The voice system on the INTUITY AUDIX systems must be stopped to perform this procedure.

1. Insert the tape labeled “High Capacity Application Software” into the tape drive.
2. Press ENTER.

   The system displays the following message:

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

   The following pkgs are available:

     1 hicap    INTUITY High Capacity Software Set
               (486) adj4.0-x

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

3. Press ENTER.

   The system displays the following message:

   ```
   Select type of installation
   1) Normal Installation - All Packages
   2) Custom Installation
   3) Quit Installation
   Select (1-4):
   ```

4. Select **1** to install High Capacity software on the INTUITY AUDIX system or select **3** to terminate the installation process at this time.

   A series of messages are presented during installation. When the processing is completed, the system responds:

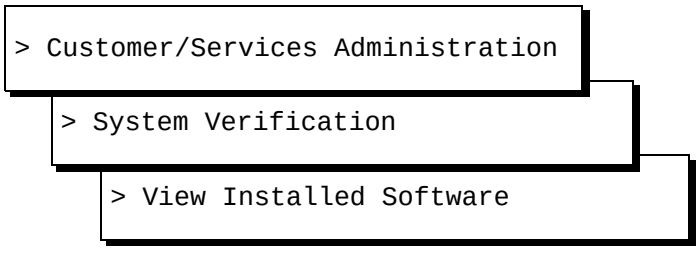
   ```
   Processing of <INTUITY High Capacity Software Set> is
   completed.
   ```

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

5. Remove the “High Capacity Application Software” cartridge from the tape drive.
6. Enter **q**.
7. Press F6 (CANCEL) twice to return to the System Management menu.
8. Shutdown and reboot the system. See *Lucent INTUITY™ Platform Administration and Maintenance for Release 3.0*, 585-310-557, or *Lucent INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for this procedure.
9. Repeat Steps 1 through 8 for each INTUITY AUDIX system in the High Capacity Option cluster.

Verifying the Software Installation

1. Starting at the Lucent INTUITY Main menu (Figure 3-1), select



The system displays the View Installed Software screen (Figure 4-2).

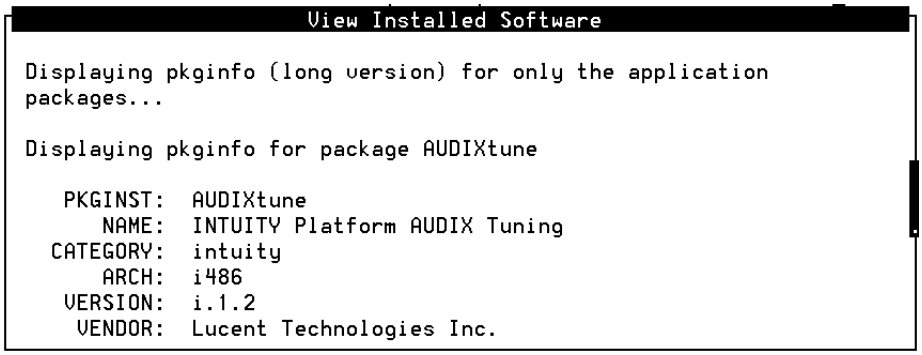


Figure 4-2. Sample View Installed Software Screen

2. 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.

   `patch` packages will only appear if a RFU was installed.

```
patch   VM-sw+1     HICAP AUDIX(R) Software
-                   Update A
patch   leomtce+1   HICAP INTUITY Maintenance
                    Module - Update A

system  cvasai  Lucent CALLVISOR PC ASAI
system  cvesai  Lucent CALLVISOR PC LAN GATEWAY
system  cvisdn  Lucent CALLVISOR PC ISDN

intuity adj     Intuity High Capacity Adjunct
intuity hclogin Intuity High Capacity Login
intuity hcrem   Intuity High Capacity Emergency
                Call Answer
intuity sce     Intuity Service Creation
                Environment
```

3. Press F6 (CANCEL) until you return to the Lucent INTUITY Main menu.

Initial Administration

5

What's in This Chapter?

Initial administration is required on the following components in the INTUITY™ AUDIX® High Capacity Option cluster:

- DEFINITY® local area network (LAN) Gateway
- DEFINITY G3R Version 4.0 or later
- INTUITY AUDIX system(s) Release 3.0 or later

If a Lucent organization (that is, Professional Services) has been designated to perform the initial administration, perform the following procedure "Allocating Customer Care Mailboxes," then contact Professional Services at (800) 776-2323.

If the customer is responsible for the initial administration, perform the following procedure "Allocating Customer Care Mailboxes," then inform the customer of the systems' readiness. See *INTUITY™ AUDIX® High Capacity Option Administration*, 585-310-571, for detailed information on administration procedures.

Allocating Customer Care Mailboxes

NOTE:
Obtain customer approval for the allocating customer care mailboxes before proceeding.

Customer care mailboxes are used by Lucent Technologies personnel to monitor problems that may occur with the INTUITY AUDIX system. These mailboxes are used solely for diagnostic purposes.

Changing the INTUITY AUDIX Hunt Groups

Lucent Technologies personnel have automated tools which may be used to investigate problems with system performance. In order to use these tools, one port on the INTUITY AUDIX system must be removed from normal service. To do this, you must first modify the hunt group on each INTUITY AUDIX system in the High Capacity Option cluster. You must remove a port from the existing INTUITY AUDIX system's hunt group, and then create a new hunt group that contains only the removed port.

NOTE:
This procedure must be performed for each INTUITY AUDIX system in the High Capacity Option cluster.

1. On the DEFINITY machine, enter **change hunt *<hunt group #>*** at the `command:` prompt.

   NOTE:
   <hunt group #> is the hunt group number for an INTUITY AUDIX system in the High Capacity cluster.

2. Remove one of the ports allocated on the hunt group form for this INTUITY AUDIX system.

   NOTE:
   Use a low number (for example, 1–5) as AUDIX uses higher numbers for outcalling.

3. Press F3 to save the changes.
4. Press F1 to exit the screen.
5. Enter **add hunt** at the `command:` prompt
6. Add the port extension that you removed in Step 2 as the only extension for this hunt group. All administration for the new hunt group remains the same as administered for the hunt group from which you removed the port assignment.
7. Press F3 to save the changes.

8. Press F1 to exit the screen.
9. Repeat Steps 1 through 8 above for each INTUITY AUDIX system in the High Capacity Option cluster.
10. Proceed to “Adding Customer Care Mailboxes.”

Adding Customer Care Mailboxes

Each INTUITY AUDIX system should have six customer care mailboxes. To add customer care mailboxes, do the following:

NOTE:
This procedure must be performed for each INTUITY AUDIX system in the High Capacity Option cluster.

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

```
> AUDIX Administration
```

2. Enter **add subscriber** at the `enter command:` prompt.
3. Enter **Lucent Customer Care 1** for the `Name` field.
4. Enter an unused extension for this INTUITY AUDIX system.
5. Complete the remaining fields on the Subscriber screens as detailed in *Lucent INTUITY™ AUDIX® Release 3.3 Administration and Feature Operation*, 585-310-552, or *Lucent INTUITY™ Messaging Solutions Release 4 Administration* , 585-310-564.
6. Press F3 (ENTER) to add the subscriber.
7. Repeat this procedure for the remaining five customer care mailboxes, modifying the `Name` field appropriately (for example, Lucent Customer Care 2, Lucent Customer Care 3, etc).
8. Record the customer care mailbox extensions and the hunt group numbers used.
9. Repeat Steps 1 through 8 above on each INTUITY AUDIX system in the High Capacity Option cluster.

Abbreviations

A

AAG
AMIS Analog Gateway module

ADAP
administration and data acquisition package

ALT
assemble load and test

AMIS
audio messaging interchange specification

API
application programming interchange

AUDIX
audio information exchange

B

BCS
Business Communications Systems

bit
binary digit

bps
bits per second

C

CPU
central processing unit

D

DCIU
data communications interface unit

DCP
digital communication protocol

DCS
distributed communication system

DID
direct inward dialing

DNIS
dialed number identification service

E

ESD
electrostatic discharge

H

HMM
Hub message manager

I

IMAPI
INTUITY messaging application programming interface

INADS
initialization and administration system

IP
Internet protocol

L

LAN
local area network

LDAP
lightweight directory access protocol

M

MAP
multi-application platform

MT
maintenance (Lucent INTUITY software component)

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NW
INTUITY AUDIX Digital Networking module

P

PEC
price element code

PPP
point to point protocol

R

RFU
remote field update

RTU
right to use

S

SCE
service creation environment

SNMP
simple networking management protocol

SWIN
switch interface

T

TCP/IP
Transmission Control Protocol/Internet Protocol

TSC
Technical Services Center

TSO
Technical Services Organization

V

VDN
vector directory number

VP
voice platform (INTUITY software component)

W

WAN
wide area network

Glossary

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

A

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

ACD
See *automatic call distribution*.

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

ADAP
See *administration and data acquisition package*.

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

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

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

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

ADU
See *asynchronous data unit*.

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

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

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

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

AMIS
See *Audio Messaging Interchange Specification*.

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

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

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

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

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

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

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

API
See *application programming interface.*

application
A computer software program.

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

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

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

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

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

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*.

LDAP
See *lightweight directory access protoco*l.

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED
See *light emitting diode*.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

LWC
See *leave word calling*.

M

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

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

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

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

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

MANOOS
See *manually out-of-service*.

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

MAP
See *multi-application platform*.

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

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

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

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

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

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

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

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

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

Message Manager
See *INTUITY Message Manager*.

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

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

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

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

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

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

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

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

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

MPDM
See *modular processor data module*.

MTBF
See *mean time between failures*.

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

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

MWI
See *message-waiting indicator*.

MWL
See *message waiting lamp*.

N

networking
See *INTUITY AUDIX Digital Networking*.

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

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

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

O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

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

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

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

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

OS
See *operating system*.

OSI
See *open systems interconnection*.

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

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

P

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

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

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

PBX
See *private branch exchange*.

PC
See *power converter*.

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

PEC
See *price element code*.

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

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

personal fax extension
See *secondary extension*.

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

PMS
See *property management system*.

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

POST
See *power-on self test*.

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

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

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

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

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

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

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

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

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

programmed function key
See *function key*.

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

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

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

R

RAM
See *random access memory*.

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

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

reboot
See *boot*.

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

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

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

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

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

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

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

REN
See *ringer equivalence number*.

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

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

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

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

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

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

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

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

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

ROM
See *read-only memory*.

RS-232
See *EIA interface.*

RTS
See *request to send*.

S

SCA
See *switch communications adapter*.

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

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

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

SCSI
See *small computer system interface*.

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

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

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

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

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

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

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

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

SMSI
See *simplified message service interface*.

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

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

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

SW
See *switch integration*.

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

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

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

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

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

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

switch network
Two or more interconnected switching systems.

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

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

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

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

system configuration
See *configuration*.

T

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

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

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

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

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

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

terminal
See *display terminal*.

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

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

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

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

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

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

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

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

T/R
See *tip/ring*.

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

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

U

UCD
See *uniform call distribution*.

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

undelivered message
A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

Unequipped
See *equipped/unequipped*.

unfinished message
A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)
The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply (UPS)
An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system
A multi-user, multi-tasking computer operating system.

upgrade
An installation that moves a Lucent INTUITY system to a newer release.

untouched message
An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the * * H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS
See *uninterruptable power supply*.

U. S. 123
An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "Press star three," instead of, "Press star D."

user interface
The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

user population
A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector
A customized program in the switch for processing incoming calls.

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

voice mail
See *voice message*.

voice mailbox
See *mailbox*.

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

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

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

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

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

W

WAN
See *wide area network*.

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

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

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

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