

Lucent Technologies
Bell Labs Innovations



Aria User Interface on Intuity™ Messaging Solutions Installation

Issue 5
May 1999

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- 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:

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- A busy tone is received
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The "CE" mark affixed to the equipment means that it conforms to the above Directives.

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Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

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About this Document

Purpose

This documentation contains instructions for installing the Aria User Interface software on INTUITY Messaging Solutions Release 4.4. It includes software and remote field update (RFU) installation procedures.

This documentation applies to the Multi-Application Platform 40P (MAP/40P), the Multi-Application Platform 5P (MAP5/P), and the Multi-Application Platform 100P (MAP/100P). Use it in addition to the procedures in the following documentation:

- MAP/40P
 - *Lucent INTUITY Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196
 - *Lucent INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197
- MAP/100P
 - *Lucent INTUITY Messaging Solutions Release 4 MAP/100P System Installation*, 585-313-115
 - *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-114
- MAP5/P
 - *Lucent INTUITY Messaging Solutions Release 4 MAP5/P System Installation*, 585-310-185
 - *Lucent INTUITY Messaging Solutions Release 4 MAP5/P Maintenance*, 585-310-186

Intended Audiences

This documentation is intended primarily for the personnel responsible for the installation of the INTUITY Messaging Solutions system with the Aria User Interface software.

Release History

This is the first release of this documentation.

How to Use This Documentation

This documentation is organized into the following sections:

- Prerequisites for installation
- Installation checklist
- Hardware verification
- Aria user interface software installation
- RFU installation
- Installed software verification

Conventions Used

This section describes the conventions used in this documentation.

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. “Screens” request that you enter a command at the `enter command:` prompt. “Menus” 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.
- 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 .

- 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  while typing the letter “d” is shown as

Press  .

- 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  (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  to record a message.

Screen Displays

NOTE:

The screen displays outlined in this section refer *only* to the INTUITY™ AUDIX® screens used for the installation of the Aria User Interface software. Administration of the Aria User Interface software is completed via the web-based administration screens. See the help-based documentation associated with these screens for more information.

- 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 two examples:

Example 1:

Enter the number of ports to be dedicated to
outbound traffic in the

```
Maximum Simultaneous Ports field.
```

Example 2:

```
Alarm Form Update was successful.
```

```
Press <Enter> to continue.
```

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

Start at the Lucent INTUITY Administration menu and select

```
> Customer/Services Administration
```

```
> Alarm Management
```

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.

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:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196
- *Lucent INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100P System Installation*, 585-313-115
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-114

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.

Trademarks and Service Marks

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- AUDIX and Octel are registered trademarks of Lucent Technologies.
- INTUITY is a trademark of Lucent Technologies.
- UNIX is a registered trademark of UNIX Systems Laboratories, Inc.

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Installation Procedures

1

Prerequisites for Installation of Aria User Interface Software

This section describes the prerequisites needed for installation of Aria User Interface software on an INTUITY™ AUDIX® system.

Installed Systems

- The INTUITY AUDIX system must have the following:
 - MAP5/P, MAP/40P or MAP/100P hardware and software installed



NOTE:

See the following for complete information about hardware and software installation of the MAP/40P or MAP/100P:

- *Lucent INTUITY Messaging Solutions Release 4
MAP/40P System Installation, 585-310-196*
- *Lucent INTUITY Messaging Solutions Release 4
MAP/40P Maintenance, 585-310-197*
- *Lucent INTUITY Messaging Solutions Release 4
MAP/100P System Installation, 585-313-114*
- *Lucent INTUITY Messaging Solutions Release 4
MAP/100P Maintenance, 585-313-115*

- *Lucent INTUITY Messaging Solutions Release 4 MAP5/P System Installation, 585-310-185*
- *Lucent INTUITY Messaging Solutions Release 4 MAP5/P Maintenance, 585-310-186*
- Lucent INTUITY Release 4.4.
- IMAPI enabled with the required number of sessions. See the following:
 - *Lucent Intuity Messaging Solutions Release 4 MAP/100P System Installation, 585-313-115.*
 - *Lucent INTUITY Messaging Solutions Release 4 MAP/40P System Installation, 585-310-196*
 - *Lucent INTUITY Messaging Solutions Release 4 MAP5/P System Installation, 585-310-185*
- Cornerstone 2.3 or later.
- The following RFUs must be in place:
 - c23rfu+b or later
 - a44rfu+b or later

Installation Checklist

[Table 1-1](#) contains the installation checklist for installing Aria User Interface software on an INTUITY AUDIX system. This checklist provides a “Task Description” column listing the required procedures and a “Reference” column referring to the documentation that applies to the procedure you are completing.

NOTE:

[Table 1-1](#) provides a high-level view of the procedures involved in the installation. See the specific procedures noted in the checklist for complete instructions.

Table 1-1. Installation Checklist

Task Description	Reference
Review the prerequisites for INTUITY AUDIX system installation.	“Prerequisites for Installation of Aria User Interface Software”
Verify the hardware installation for the INTUITY AUDIX system.	“INTUITY AUDIX Hardware and Software Verification”
Install the Aria User Interface software.	“Aria User Interface Software Installation Procedures”

Table 1-1. Installation Checklist

Task Description	Reference
Install the Aria User Interface RFU (if necessary).	“Installing an Aria User Interface RFU”
Verify the software installation.	“Verifying the Software Installation”
Administer channels	“Administering Channels”
Start the voice system	“Starting the Voice System”

(2 of 2)

INTUITY AUDIX Hardware and Software Verification

The INTUITY AUDIX hardware and software for the MAP/40P, MAP5/P, and MAP/100P should have been installed prior to shipment from the factory. For verification of the installation, see the installation procedures described in one of the following documents:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196
- *Lucent INTUITY Messaging Solutions Release 4 MAP/100P System Installation*, 585-313-114
- *Lucent INTUITY Messaging Solutions Release 4 MAP5/P System Installation*, 585-310-185

Once the hardware and software for the INTUITY AUDIX system has been verified, you are ready to install the Aria User Interface software.

Aria User Interface Software Installation Procedures

NOTE:

The INTUITY AUDIX systems on which Aria User Interface software is to be installed must have INTUITY Release 4.4 or greater and its associated packages installed before proceeding. See *Lucent INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197, *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, and *Lucent Intuity Messaging Solutions Release 4 MAP5/P Maintenance*, 585-310-186 for complete procedures for installing INTUITY Release 4.4 software.

This section describes the procedures for installing Aria User Interface software on the INTUITY AUDIX Release 4.4 and greater systems. If this is a new system shipped directly from the factory, the Aria User Interface software was installed prior to shipping the MAP/40P, the MAP/100P, and the MAP5/P. Skip this section and go to [“Installing an Aria User Interface RFU”](#).

Installing Aria User Interface Software

To install Aria User Interface software, do the following:

1. Log into the INTUITY AUDIX system as **tsc**
2. Type **Vex**

The system displays the Lucent Intuity Administration Menu ([Figure 1-1](#)).

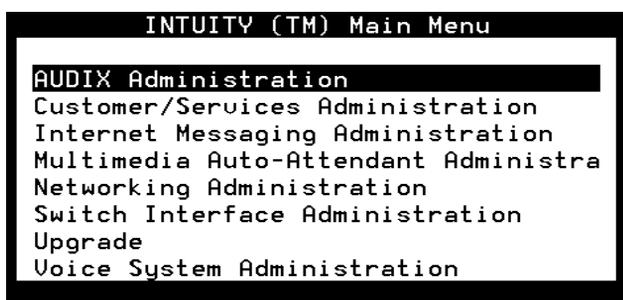
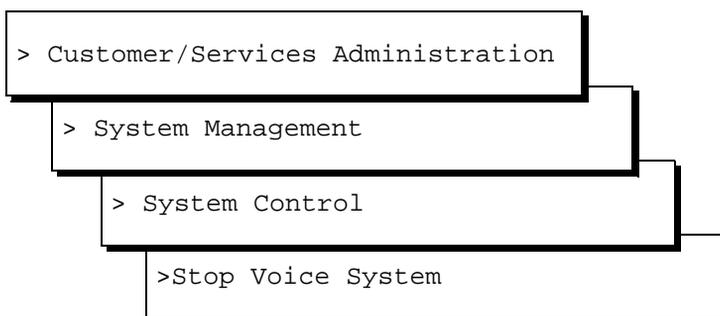


Figure 1-1. Lucent INTUITY Main Menu

3. From the Lucent Intuity Main Menu, select



4. Enter **y** to confirm that you want to stop the voice system.
5. Enter how many seconds (60-600) you want the system to wait before stopping the voice system.

The system waits the time you specified and displays the following message:

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

6. Press **(ENTER)** to continue.
7. Press **(F3)** (Save) to save.
8. Press **(F6)** (Cancel) twice to return to the System Management menu.
9. From the System Management menu, select

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

The system displays the Software Install Menu ([Figure 1-2](#)).

```
Software Install
>Floppy drive
Tape drive
```

Figure 1-2. Software Install Menu

10. 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)
```

11. Insert the tape labeled "Feature Plus on Intuity Messaging Solutions Release 4.4" (ARIAAP) into the tape drive.

12. Press **[ENTER]**.

The system displays the following message:

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

```
The following sets are available:
```

```
1  ARIAAP  Feature Plus on Intuity Messaging Solutions  
   Release 4.4  
           (486)1.0
```

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

13. Press **[ENTER]**.

⇒ NOTE:

The system reponds by prompting you to choose either a partial or complete installation. Choose partial to install an upgrade. Choose Complete to install new software.

A series of messages are presented during installation. When the processing is successfully completed, the system displays the following message:

```
Processing of <Feature Plus on Intuity Messaging  
Solutions Release 4.4> is completed.
```

```
Insert a cartridge into Tape Drive 1.
```

```
Type [go] when ready
```

```
or [q] to quit: (default: go)
```

14. Remove the tape.
15. Insert the tape labeled "Aria User Interface on Intuity Messaging Solutions Release 4.4" (ARIAIN) into the tape drive.
16. Press **[ENTER]**.

The system displays the following message:

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

```
The following sets are available:
```

```
1  ARIAIN  Aria User Interface on Intuity Messaging  
   Solutions Release 4.4  
           (486)1.0
```

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

17. Press **ENTER**.

⇒ NOTE:

The system reponds by prompting you to choose either a partial or complete installation. Choose partial to install an upgrade. Choose Complete to install new software.

A series of messages are presented during installation. When the processing is successfully completed, the system displays the following message:

```
Processing of <Aria User Interface on Intuity Messaging  
Solutions Release 4.4> is completed.
```

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

18. Remove the tape.
19. Insert the tape labeled "Aria Interface on Intuity - US-English System Announcements".
20. Press **ENTER**.

A series of messages are presented during installation. When the processing is successfully completed, the system displays the following message:

```
Processing of <Aria Interface on Intuity - US-English  
System Announcements> is completed.
```

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

21. Enter **q**
22. Remove the tape.

If you received an RFU tape, continue with ["Installing an Aria User Interface RFU"](#).

⇒ NOTE:

You may receive more than one RFU tape. If so, follow the ["Installing an Aria User Interface RFU"](#) procedures and install each tape.

Installing an Aria User Interface RFU



NOTE:

This procedure is only necessary if one or more Aria User Interface RFU package was shipped with the system being installed.

To install the RFU package, do the following:

1. Select `Tape Drive` from the `Software Install` menu.

The system displays the following message:

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

2. Insert the tape labeled "Remote Field Update X for Aria User Interface" into the tape drive.
3. Press `(ENTER)`.

The system displays the following message:

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

```
The following pkgs are available:
```

1. Aria User Interface RFU.x
(486)1.0

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



CAUTION:

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 the RFU matches the system's software load.

4. Press `(ENTER)`.

The system displays the following message:

```
Processing of <Remote Field Update X for Aria User  
Interface> 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 Aria User Interface" from the tape drive.
7. Press **F6** (Cancel) until you return to the Lucent INTUITY main menu.

Verifying the Software Installation

1. Starting at the Lucent Intuity Administration Menu ([Figure 1-1](#)), select

```
> System Verification
> View Installed Software
```

The system displays the Sample View Installed Software Window ([Figure 1-3](#)).

```
View Installed Software
Displaying pkginfo (long version) for only the application
packages...
Displaying pkginfo for package AUDIXtune
  PKGINST: AUDIXtune
  NAME: INTUITY Platform AUDIX Tuning
  CATEGORY: intuity
  ARCH: i486
  VERSION: i.1.2
  VENDOR: Lucent Technologies Inc.
```

Figure 1-3. Sample View Installed Software Window

⇒ NOTE:

The packages do not necessarily appear in the order listed below. Patch packages appear only if an RFU was installed.

2. Locate the following software with these packages in the View Installed Software screen:
 - ARIAAP
 - abase
 - audinf
 - awscr

- awserv
 - eag
 - maf
 - mam
 - mmaa
 - raa
 - radutl
 - sce
 - ARIAIN
 - aria
3. If these packages are not listed, contact your remote maintenance center.
- If these packages are listed, press **F6** (Cancel) until you return to the Lucent INTUITY main menu.

Administering Channels

Complete the procedures in this section to:

- Map services to channels for operation
- Assign services to called numbers



NOTE:

Make sure all switch administration is complete.

Mapping Services to Channels for Operation

Complete this procedure to assign the channels to the dialed number information service (*DNIS_SVC), used during normal operation.

To assign channels to the dialed number information service:

1. Start at the Lucent Intuity Administration Window ([Figure 1-1](#)), and select

```
> Voice System Administration
```

```
> Voice Equipment
```

The system displays the Display Voice Equipment window ([Figure 1-4](#)).

Display Voice Equipment									
CD.PT	CHN	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE	
CARD	0	STATE: Inserv	CLASS: Analog(TR)	O.S.INDEX: 0					
		NAME: AVC10	OPTIONS: master1,no tdm,tt						
		FUNCTION: TipRing							
0.0	0	Inserv	Feb 19 08:40:56	*DNIS_SVC	4053	2	talk	IVC6	
0.1	1	Inserv	Feb 19 08:40:56	*DNIS_SVC	4054	2	talk	IVC6	
0.2	2	Inserv	Feb 19 08:40:56	*DNIS_SVC	4070	2	talk	IVC6	
0.3	3	Inserv	Feb 19 08:40:56	*DNIS_SVC	4072	2	talk	IVC6	
0.4	4	Inserv	Feb 19 08:40:56	*DNIS_SVC	4080	2	talk	IVC6	
0.5	5	Inserv	Feb 19 08:40:56	*DNIS_SVC	4087	2	talk	IVC6	

Figure 1-4. Display Voice Equipment Window

2. Press (F1) (Actions).

The system displays the Actions menu ([Figure 1-5](#)).



Figure 1-5. Actions Menu

3. Select

```
> Assign/Change
```

4. Press **ENTER**.

The system displays the Assign/Change menu ([Figure 1-6](#)).

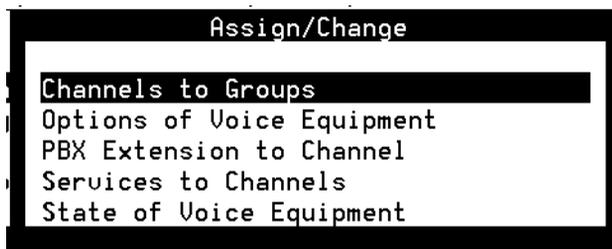


Figure 1-6. Assign/Change Menu

5. Select



> Services to Channels

6. Press **ENTER**.

The system displays the Assign Services to Channels Window ([Figure 1-7](#)).

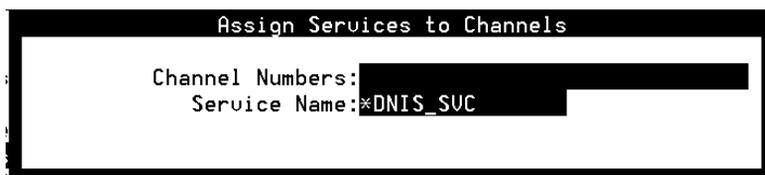


Figure 1-7. Assign Services to Channels Window

7. Enter the numbers of the channels that the customer has purchased in the Channel Number: field.

Enter the channel numbers as:

- A single number (for example: **1**)
- A range of numbers (for example: **0-4**)
- A list of single numbers (for example: **6,9,10**)
- A list of single numbers and ranges (for example: **1,4-7,9**)
- All numbers (**all**)



CAUTION:

The system generates alarms if you enter the numbers of channels that have not been purchased.

8. Press **(TAB)** to reach the Service Name field.
9. Press **(F2)** (choices) or enter ***DNIS_SVC** in the Service Name field.
10. Press **(F3)** (Save).

The system displays the following message:

Assigned Service *DNIS_SVC Startup cim to Channels x.

11. Press **(F1)** (Acknowledge).
The system returns you to the Assign Services to Channels Window.
12. Press **(F6)** (Cancel) until you exit.
13. Verify that the designated channels are assigned the specified service.
14. Press **(F6)** (Cancel) until you reach the Lucent Intuity Administration Menu ([Figure 1-1](#)). Continue with the next procedure, [“Assigning Services to Called Numbers”](#).

Assigning Services to Called Numbers

The Dialed Number Information Service (DNIS_SVC) tells the voice channels what to do with the incoming call.

To assign services to called numbers:

1. Start at the Lucent Intuity Administration Menu ([Figure 1-1](#)) and select

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

The system displays the Assign Number Service Window ([Figure 1-8](#)).

```
Assign Number Service
Called Numbers: any to
Calling Numbers: any to
Service Name:
```

Figure 1-8. Assign Number Service Window

2. Place the cursor in the `Service Name:` field.
3. Press `F2` (Choices).

The system displays the Services Menu ([Figure 1-9](#)).

```
Services
AUDIX
ChanTran
sfpip
```

Figure 1-9. Services Menu

4. Select

```
> ari_init
```

5. Press **(ENTER)**.6. Type **any** in the Called Number: field.7. Press **(F3)** (Save).

The system displays the following message:

```
Assigned Service ari_init to dnis any and ani any
```

8. Press **(F1)** (Acknowledge).9. Press **(F6)** (Cancel) until you reach the Lucent Intuity Administration Menu ([Figure 1-1](#)). See *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115 for acceptance testing information.

Starting the Voice System

1. Start at the Lucent Intuity Administration Menu ([Figure 1-1](#)) and select

```
> Customer/Services Administration
```

```
> System Management
```

```
> System Control
```

```
>Start Voice System
```

The system displays the following message:

```
The Voice System is starting.  
The Voice System is initializing cards.  
Startup of the Voice System is complete.  
Hit acknowledge key to continue.
```

2. Press **(F1)** (Acknowledge).

The system displays the System Control Menu.

You have completed this procedure.

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