Lucent Technologies
Bell Labs Innovations

INTUITY™ CONVERSANT® System
Version 6.0
MAP/100P New System Installation

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About This Book

Purpose

This book, Lucent *INTUITY™ CONVERSANT® System Version 6.0 MAP/100P New System Installation,* 585-313-112, contains instructions for installing an INTUITY CONVERSANT system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, setup, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/100P platform and the INTUITY CONVERSANT system and most of its optional features.

Intended Audiences

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

- Field support—Technical Service Organization (TSO) and International Technical Assistance Center (ITAC)

- 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 INTUITY CONVERSANT hardware installation training course (see "Related Resources" below).

Release History

This is the first issue of this book.

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- QuickStart is a trademark of the Enhanced Software Technologies, Corporation.

How to Use This Book

This book is designed to step you through the entire installation process. You can also use it as a quick-reference to obtain specific information you may need on a particular topic.

For Complete Installation Instructions

Read Chapter 1, "Getting Started", before you begin for information on prerequisites, including site preparation and the tools and information you need to complete the installation successfully. From there, read and use each chapter in the order presented. This takes you step by step through the procedures you must perform to install a factory-assembled, -loaded, and -tested (ALT) Lucent INTUITY system.

> **NOTE:**
> If you are installing a non-ALT system, see Appendix C, "How to Build a System Using This Book," in *INTUITY™ CONVERSANT® System Version 6.0 MAP/100P Maintenance*, 585-313-113, for instructions.

For a Quick Reference

If you want a quick reference, Appendix A, "System Installation Checklist", contains a checklist of procedure titles. These titles are listed in the order in which you must perform them. Also included are references to where you will find the complete procedures in this book.

For Troubleshooting Information

Where troubleshooting information is available, notes in the text refer you to the appropriate place in Appendix B, "Troubleshooting Procedures", to look for help.

For Connectivity and Pinout Information

For supplemental pinout and connectivity information, see Appendix C, "Pinouts", and Appendix D, "Cable Connectivity", respectively.

To Locate Specific Topics

This book includes an alphabetical index at the end for quick access to specific topics.

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 $\boxed{\text{ENTER}}$. For example, an instruction to type the letter "y" and press $\boxed{\text{ENTER}}$ is shown as

     Enter **y** to continue.

- The word "select" means to move the cursor to the desired menu item and then press $\boxed{\text{ENTER}}$. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press $\boxed{\text{ENTER}}$ is shown as

     Select `Start Test.`

- The INTUITY CONVERSANT system displays *windows, screens, and menus*. Windows and screens both show and request system information (Figure 1 through Figure 4). Menus (Figure 5) present options from which you can choose to view another menu, or a screen or window.

```
                         Call Data Detail Report


  Record   Channel        Start            Duration      Service
  --------  --------  ----------------------  --------  ------------------
       1       33    10:05:10am(09/19/96)       17          voice
       2       33    10:04:37am(09/19/96)       16          voice
       3       33    10:03:31am(09/19/96)       13          voice
       4       33    10:02:19am(09/19/96)       23          voice
       5       33    09:49:27am(09/19/96)       30          voice
       6       33    09:48:45am(09/19/96)       30          voice
       7       33    09:47:44am(09/19/96)       34          voice
  vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
```

Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

```
In order to install UnixWare, you must reserve a partition (a
portion of your hard disk's space) on your primary hard disk for
the UNIX System.After you press 'ENTER' you will be shown a screen
that will allow you to create new partitions, delete existing
partitions or change the active partition of your primary hard
disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be
destroyed. If you wish to attempt to preserve any files from an
existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary
hard disk must be at least 120 MBs and labeled 'ACTIVE.'
```

Figure 2.   Example of an INTUITY CONVERSANT Screen Showing Information

```
                        Replace Disk

Enter the logical name of disk:          _____


Enter jumper id of the disk being replaced (0-7): _
```

Figure 3.   Example of an INTUITY CONVERSANT Window Requesting Information

```
You may use a partition of your secondary hard disk.  If you
choose to use a partition of your secondary hard disk you will be
shown a screen that will allow you to partition your secondary
hard disk.

WARNING: All files in any partition(s) you delete will be
destroyed.

If you choose to create a UNIX System partition on your secondary
hard disk, it must be at least 40 MBs.

Your Options are:

1.  Do not use a partition of the secondary hard disk for
    the UNIX System.
2.  Use a partition of the secondary hard disk for the
    UNIX System.

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

Figure 4.   Example of an INTUITY CONVERSANT Screen Requesting Information

```
          Voice System Administration

Application Package Administration
Configuration Management
Feature Packages
Reports
Script Builder Applications
Switch Interfaces
System Monitor
Exit
```
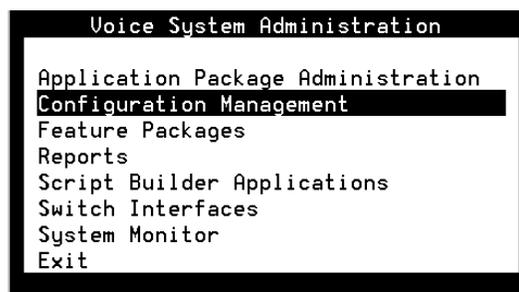
Figure 5.   Example of an INTUITY CONVERSANT Menu

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 rounded boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

> Press ⌷F3⌷ (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 Voice System Administration Menu and select

```
>UNIX Management
```
```
 >Printer Administration
```
```
  >Install Okidata 320 Printer Software
```

In this example, you would access the Voice System Administration Menu and select the UNIX Management menu. From the UNIX Management menu, you would then select the Printer Administration menu. From the Printer Administration menu, you would then select the Install Okidata 320 Printer Software 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.*

⚠️ **SECURITY ALERT:**
> *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 CONVERSANT product.

Documentation

⟹ **NOTE:**
The *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, contains a detailed description of all books included in V6.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

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

■ *INTUITY CONVERSANT System Version 6.0 MAP/100P Maintenance*, 585-313-113

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

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

Training

The following training class is recommended as a prerequisite to installing an INTUITY *CONVERSANT* system:

■ Course No. B03620A, INTUITY CONVERSANT Installation and Maintenance (for domestic installations)

■ Course No. GO3603A, CONVERSANT Installation and Maintenance (for international installations)

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

■ Organizations within Lucent: (904) 636-3261

■ Lucent Technologies customers and all others: (800) 255-8988

How to Comment on This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

If the reader comment card has been removed, send your comments to:

Lucent Technologies
Product Publications
Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

You may also fax your comments to the attention of the Lucent INTUITY writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY CONVERSANT System Version 6.0 MAP/100P New System Installation,* 585-313-112.

Disclaimer

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

Getting Started

1

Overview

This chapter describes:

- Site preparation, including environmental, space, and power requirements for the MAP/100P

- Installation prerequisites; specifically, tools, test equipment, system information, documentation, and switch administration requirements

- Points of demarcation for installation and maintenance

- Your responsibility with regard to the security of the customer's system

- Technical assistance and other resources available to you during installation

➡ **NOTE:**
The information in this book assumes that you are installing an assembled, loaded, and tested (ALT) INTUITY™ CONVERSANT® system, you know how to log on and off the system and how to move around using the system screens. If this is not the case, see Appendix C, "How to Build a System," in *INTUITY CONVERSANT System Version 6.0 MAP/100P Maintenance,* 585-313-113, for additional instructions.

Purpose

The purpose of this chapter is to ensure that:

- The customer site meets the physical requirements for installation

- You are prepared with the tools and information necessary to complete the INTUITY CONVERSANT system installation successfully

Site Preparation

This section describes physical requirements for the installation site, which include:

- Environmental considerations

- Installation considerations

- Weight and space considerations

- Power requirements

Environmental Considerations

Place the MAP/100P in an area where the environmental conditions shown in Table 1-1 are maintained.

Table 1-1. Environmental Considerations

Operating State	Temperature	Humidity
Continuous operation	+10 to +38°C	5 to 55% noncondensing
Short-term operation	+10 to +38°C	5 to 80%, noncondensing
Nonoperating	-40 to +60°C	5 to 95%, noncondensing

Installation Area Considerations

Observe the following when determining where to place the MAP/100P:

- *Do not* install the unit in an area with high-power electrical equipment.

- *Do not* install the unit in the same area as copier machines because of the paper particles created by such equipment.

- Install the unit in an area that provides protection from excessive sunlight, heat, cold, chemicals, static electricity, magnetic fields, vibration, dust, and grime.

- Maintain an air-distribution system that provides adequately cooled, filtered, and humidity-controlled air.

■ Provide surge protection and power backup in areas with volatile power (brown-outs or frequent power surges).

■ Provide additional grounding if necessary in a multiple-system installation to facilitate an environment that is free of radio-frequency noise.

Space Requirements

Table 1-2 lists the approximate weight, size, and depth of the primary MAP/100P hardware components.

⇒ NOTE:
The weight listed includes only the basic chassis, hard disk, floppy disk, tape drive, and three circuit cards: central processing unit (CPU), video controller, and SCSI host adapter controller.

The MAP/100P can be mounted in a 19-inch commercial frame or sit deskside on the floor.

Table 1-2.   Space Requirements

Equipment	Weight	Height	Width	Depth
MAP/100P Deskside unit	~54 kg (~120lb)	48.26 cm (19 in)	30.48 cm (12 in)	55.88 cm (22 in)
MAP/100P Rack mount	~36 kg (~80 lb)	30.48 cm (12 in)	48.26 cm (19 in)	55.88 cm (22 in)
Monitor	6.7 kg (15 lb)	34 cm (13.5 in)	33 cm (13 in)	36.8 cm (14.5 in)
Keyboard	2.3 kg (5 lb)	6.4 cm (2.5 in)	48.3 cm (19 in)	20.3 cm (8 in)
Printer	9 kg (20 lb)	12.7 cm (5 in)	40.6 cm (16 in)	27.9 cm (11 in)

Power Requirements

The MAP/100P powers the monitor through an interface cable. The rear of the unit contains a power supply receptacle for the monitor.

Table 1-3 lists the power requirements for the MAP/100P.

Table 1-**3.   Power Requirements**

Attribute	MAP/100P	Printer	Monitor
Volts AC	100–240 VAC auto sensing	115 VAC +/- 5%	110–240 VAC auto sensing
Hertz (Hz) (Power)	50-60	50–60	50–87
Phase	Single	Single	Single
AMPS (US Domestic)	12 (fused)	(4)	3.0 (fused)
AMPS (International)	6 (fused)	(?)	1.5 (fused)
Power Input	NEMA[1] 5–15P	NEMA 5–15P	NEMA 5–15P
Power Output	430 watts	N/A	N/A
Unit input receptacles	IEC-320 inlet	IEC-320 inlet	IEC-320 inlet

1.   National Electrical Manufacturer's Association.

In addition to the above power requirements, you must also:

- Locate each unit and printer within 6 feet of its power receptacle

- Keep the communication cables separate from the power cables

- Install communication and power cables in accordance with National Electrical Codes (NEC)

⚠ CAUTION:
Use only shielded cables and equipment in conjunction with the MAP/100P to maintain safe levels of electromagnetic compatibility.

System Grounding Connections

Customer-premise-provided outlets should be grounded in accordance with NEC and applicable local codes.

To maintain electromagnetic interference (EMI) protection, personal protection, and immunity from circuit noise, you must ground each MAP/100P to a solid, stable single-point ground.

⚠ CAUTION:
Use extreme care when you make power and ground connections.

Installation Prerequisites

This section lists the tools, test equipment, system information, and documentation you must have to install and test the MAP/100P.

Tools

The following tools are recommended for installing the MAP/100P:

- Socket set
- Phillips large screwdriver set

➡ NOTE:
Do not use the point of a lead pencil. The graphite can damage a circuit card and cause problems such as electrical shorts.

Test Equipment

Use the following test equipment to install a MAP/100P:

- A volt/ohm meter.
- Two telephones connected through the switch. These must be of the same type as the majority of telephones the customer uses on the system.

  Place the two test telephones so that you can easily see the system monitor while you use them.

- If the system includes INTUITY CONVERSANT Script Builder FAX Actions, you must have access to a customer fax machine for testing.

Documentation

Use the *INTUITY CONVERSANT MAP/100P System Version 6.0 Maintenance,* 585-313-113, book for troubleshooting, alarm retirement or to correct errors in the factory assembly process. This document may be helpful to use with the installation book during a MAP/100P install process.

Regulatory Agency Guidelines

This section contains the information needed to ensure compliance with government regulatory agencies in the United States and Canada.

- ■ Within the United States

  If you are installing this system within the United States, follow the installation procedures in this book and the guidelines listed in "FCC Guidelines" below to ensure compliance with the current "Federal Communications Commission (FCC) rules regarding radio-frequency devices (FCC Rules, Part 15) and the connection of terminal equipment to the telephone network (FCC Rules, Part 68).

  FCC/CSA Part agency compliance labels for the system card and individual network interface cards are located on the rear surface of the chassis or the individual circuit card.

- ■ Within Canada

  If you are installing this system in Canada, follow the installation procedures in this book and the guidelines listed in "Equipment Attachment Limitations for Canadian Customers" below to ensure compliance with the current Canadian Department of Communications protective, operational, and safety requirements for telecommunications networks.

FCC Guidelines

The guidelines in this section will help you to comply with procedures as you connect to the public telephone network.

Before You Connect to the Public Telephone Network

Before you make any connections to the public telephone network, the local service provider has the right to and may request the following information:

■ The telephone and circuit numbers of the lines to which the system will be connected

■ The following FCC registration numbers:

— The FCC registration number is located on the faceplate of each Tip/Ring circuit card and is visible at the rear of the unit.

— For the AYC10 Tip/Ring circuit card: AS5USA-20411-VM-E (This number is also located on the faceplate of the circuit card).

— For the AYC21 Tip/Ring circuit card: AS5USA-24091-XD-E (This number is also located on the faceplate of the circuit card).

— For the AYC28 Tip/Ring circuit card: AS5USA-21762-VM-E (This number is also located on the faceplate of the circuit card).

— For the AYC5B Tip/Ring circuit card: AS5USA-18954-VM-E (This number is also located on the faceplate of the circuit card).

■ The following ringer equivalence numbers (REN):

— For the AYC10 Tip/Ring circuit card: 1.0B (This number is also located on the faceplate the circuit card).

— For the AYC28 Tip/Ring circuit card: 0.7B (This number is also located on the faceplate the circuit card).

— For the AYC5B Tip/Ring circuit card: 0.5B (This number is also located on the faceplate the circuit card).

■ The following facility interface codes (FIC) for the AYC21 Tip/Ring circuit card:

— 04DU9-BN

— 04DU9-DN

— 04DU9-1SN

■ The following service order codes (SOC) for the AYC21 Tip/Ring circuit card:

— 6-0P

Type of Telephone Lines Needed

> **NOTE:**
> Metallic pair services for metallic channel ports may not be available at all locations.

- Use your application on standard-device telephone line circuits and standard T1 or E1 trunks.

- *Do not* connect to coin service (central office implemented systems) from the service provider.

- Note that connecting to party-line service is subject to state tariffs.

If you have any other questions about the telephone line(s), such as how many pieces of equipment you can connect to a line, contact the service provider.

Telephone Service and Repair Problems

- If the service provider notes a problem with customer equipment, the provider may discontinue service to the customer temporarily, with or without prior notification. If advance notice is not feasible, the service provider must:

  — Notify the customer as soon as possible.

  — Give the customer an opportunity to correct the problem.

  — Inform the customer of the right to file a complaint with the FCC.

- If any of the INTUITY CONVERSANT equipment is not operating properly, remove it immediately from the telephone lines. Malfunctioning equipment can harm the telephone network. Notify the service provider *immediately* if you are permanently or temporarily disconnecting the system from its present line or trunk circuits. (This applies to digital circuits ONLY.)

> **⚠ CAUTION:**
> *If you disconnect the system from the telephone network on a continuing basis without advising the service provider, that company has the right to discontinue your service permanently. (This applies to digital circuits ONLY.)*

- It is a violation of FCC Rules, Part 68 for a customer to attempt repairs of any Tip/Ring (AYC10, AYC21, or AYC28) circuit card. Call one of the numbers listed in "Technical Assistance" below for authorized repairs.

MAP/100P Repair Problems

In the unlikely event that repairs are needed for the MAP/100P, ensure that they are performed by an authorized representative. If you are a field service representative and cannot solve a problem, contact your maintenance provider. If your maintenance provider is Lucent Technologies BCS and you are a:

- U.S. customer, call the Technical Service Organization (TSO) at 1-800-242-2121

- Non-U.S. customer, call the International Technical Assistance Center (ITAC) at 303-538-4666

⚠ **CAUTION:**
If any of the INTUITY CONVERSANT equipment is not operating properly, remove it immediately from the telephone lines. Malfunctioning equipment can harm the telephone network.

When to Notify the Service Provider

⚠ **CAUTION:**
Notify the service provider immediately if you are permanently or temporarily disconnecting the MAP/100P from its present line or trunk circuits. This applies to digital circuits only.

⚠ **CAUTION:**
If you disconnect the MAP/100P from the telephone network on a continuing basis without advising the service provider, they can discontinue your service permanently. This applies to digital circuits only.

Equipment Attachment Limitations

⮞ **NOTE:**
This section applies to Canadian customers only.

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, ensure that it is permissible to be connected to the facilities of the local service provider. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service can be extended by means

of a certified connector assembly (telephone extension cord). Be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment must be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the service provider cause to request that the user disconnect the equipment.

For your own protection, ensure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

⚠ CAUTION:

Do not attempt to make such connections. Contact the appropriate electric inspection authority or electrician as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop that is used by the device, to prevent overloading. The termination on a loop can consist of any combination of devices, and is subject to only one requirement: the total of the Load Numbers of all devices cannot exceed 100.

⇨ NOTE:

The LN for the AYC28 Tip/Ring circuit card is 9.

Points of Demarcation

A *demarcation point* defines the extent of Lucent Technologies' responsibilities for a product. Beyond this point, the customer is responsible for providing overall service.

When installing an INTUITY CONVERSANT system, you must be aware of the following demarcations:

- Local area network (LAN) connectivity
- INTUITY CONVERSANT Script Builder FAX demarcation

LAN Connectivity Demarcation

The demarcation point for the INTUITY CONVERSANT TCP/IP is the point of connection into the LAN circuit card. The customer is responsible for:

- The LAN cable
- The connector at the end of the cable for connection to the system

■ LAN administration not performed on the system

■ Maintaining the TCP/IP addresses and administration on the system after cutover, unless otherwise specified by contract

Lucent Technologies service technicians dispatched for system installation are not responsible for troubleshooting the customer's LAN.

INTUITY CONVERSANT Script Builder FAX Actions Demarcation

INTUITY CONVERSANT Script Builder FAX Actions uses the same equipment as INTUITY CONVERSANT voice processing. The IVC6 universal ports support both voice and fax without additional cabling or hardware.

Lucent Technologies service technicians dispatched for system installation are not responsible for troubleshooting customer fax machines.

Maintaining System Security

During an installation, security of the customer's system is your responsiblity. You must take the following precautions to protect password and system security.

During an installation, security of the customer's system is your responsiblity. You must take the following precautions to protect password and system security:

■ For password security - If you suspect that the security of any password has been compromised, notify your project manager or system administrator.

■ For system security - Do not leave a logged-on terminal unattended. Always log off the system if you will be leaving it unattended, even for a short period of time.

Getting Help with the Installation

Online help is available for both the INTUITY CONVERSANT system and administration screens. To display help screens or command choices, press F2 (Choices) from the field for which you want the help. If valid entries can be specified, the system displays a list of options from which you can choose. Otherwise, it displays general information about the field.

Unpacking the MAP/100P and Installing Nonassembled Hardware

2

Overview

This chapter describes:

- How to unpack and set up the MAP/100P

- Where to locate key components of the MAP/100P

Purpose

The purpose of this chapter is to:

- Facilitate unpacking and set up of the MAP/100P

- Provide illustrations and descriptions of key components of the MAP/100P for reference during the installation

Unpacking the MAP/100P

To unpack the MAP/100P:

1. Cut the bands holding the carton to the wooden pallet and remove the top of the box.

2. Remove the accessory boxes and foam packing materials from the top.

3. Remove the large cardboard sleeve that surrounds the unit.

   ➡ NOTE:
   The MAP/100P should now be fully exposed and resting on the bottom foam packing material.

4. Remove the plastic bag by peeling it from the sides of the MAP/100P as far as possible.

   ⚠ CAUTION:
   Do not lift the unit by the front bezel. The metal springs that attach the bezel to the unit will not support the weight of the MAP/100P. Lift only by the unit frame.

5. Lift the unit from the bottom of the carton, using an appropriate lifting system.

   ➡ NOTE:
   The deskside MAP/100P weighs approximately 120 lbs. and the rack-mount unit weight approximately 80 lbs.

Saving Packing Materials

Save the shipping cartons and all packing materials should you need to return the MAP/100P to the manufacturer. If you ordered multiple MAP/100Ps, saving one carton and packing materials should be sufficient. Packing materials include:

- Antistatic bags
- Bubble wrap
- Cardboard and foam inlays

⚠ CAUTION:
The manufacturer does not accept liability for a damaged unit if you do not return it in the original packing materials and carton.

Return Repair Tag

If you must return a MAP/100P to the manufacturer, complete the yellow BCS return repair tag and attach it to the unit. The factory information packet included in the MAP/100P carton contains the yellow return repair tag.

Installing a Deskside MAP/100P

If ordered with the MAP/100P, deskside kits are factory installed and no additional assembly is needed. If ordered as a field-installable item, follow the instructions provided in each kit.

Deskside units (Figure 2-1) are equipped with four casters that allow you to roll the unit around as required. Once you position it, activate the locking mechanisms located on each caster to secure the MAP/100P in place.

scinp004 KLC 010898
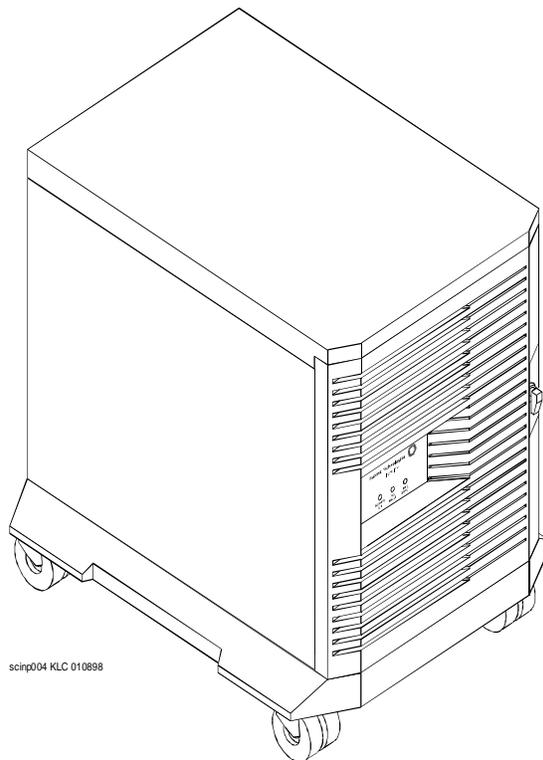
Figure 2-1.   MAP/100P Deskside Unit

Installing a Rack-Mounted MAP/100P

The MAP/100P is also available as a rack-mount unit. Figure 2-2 shows only a
sample of a rack-mount MAP/100P housing three units with front bezel removed.
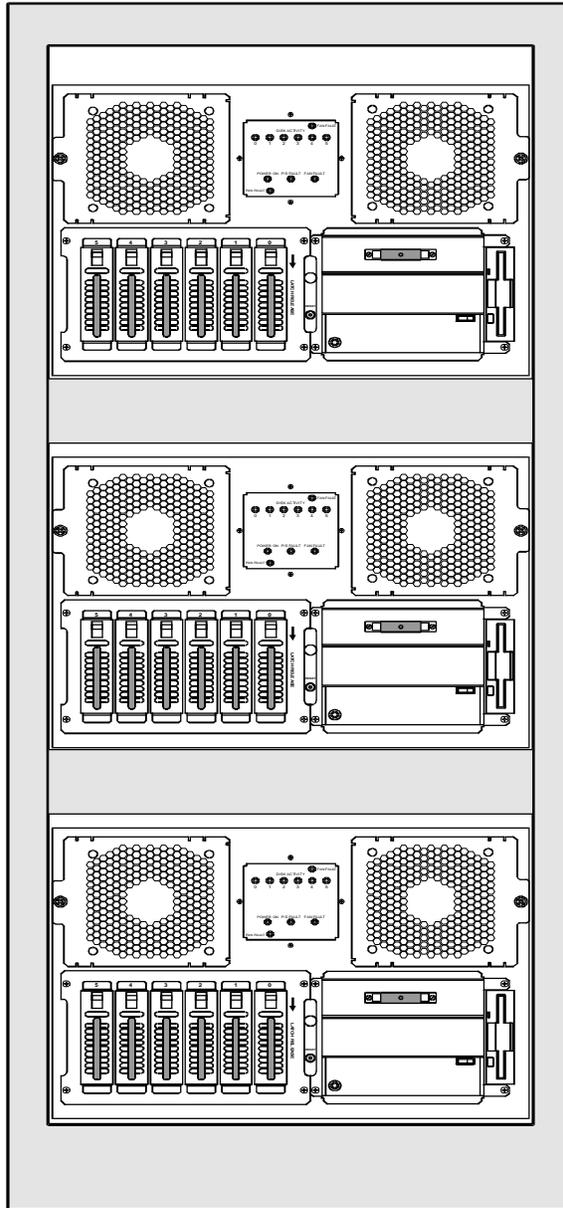
scinp005 KLC 010898

Figure 2-2.   MAP/100P Sample Rack-Mount with Front Bezel Removed

The MAP/100P Rack-Mount Kit

The MAP/100P mounts into a 19-inch commercial cabinet. Before beginning, verify the following:

- At least two installers are available to mount the MAP/100P into the rack

- The cabinet is between 28-30 inches deep

- The cabinet height will accommodate the number of units that need to be mounted

- Rack-mount kit is on-site containing items listed in Table 2-1

Table 2-1.   Contents of the MAP/100P Rack-Mount Kit

Part	Quantity
Extension bracket	2
Right side unit support guide	1
Left side unit support guide	1
Front panel handle	1
Rack bezel	1
Miscellaneous screws (sizes 10-32 3/8" and 8-32 5/16" right hand thread) and mounting hardware	20

Procedure

⚠ **CAUTION:**
Verify that the commercial cabinet is secured to the floor before mounting the MAP/100P into the it.

➡ **NOTE:**
Use Figure 2-3 as a reference when you perform this procedure.

1. Ensure that you have the required tools:

   - Phillips set, large

   - Socket set

2. Use two 8-32 5/15" screws to attach the handle to the front panel.

3. Use two 10-32 3/8" screws to attach the extension bracket to the support guide. This allows the unit to slide into and out of the cabinet.

4. Use three 10-32 3/8" screws to attach the support guides to the lower part of the unit.

> **NOTE:**
> The support guides may have been attached before the unit shipped.

5. Fully extend the cabinet slides to the locked-out position.

6. While supporting the unit, align the front mounting holes of the slide with those on the unit. Use three screws to attach the unit to the cabinet.

7. Repeat steps 3 through 6 for the other side.

8. Unlock the cabinet slide and check that the unit moves smoothly in and out of the cabinet.

9. Push the unit completely into the rack, close and lock the latches.

10. Install the front bezel:

    a. Open the bezel door.

    b. Slip the front bezel springs over the 4 ball studs located at each corner of the front panel.

    c. Close the bezel door.

scin009 RPY 012298

1.	MAP/100P unit	4.	Front cover rack-mounting brackets
2.	Extension bracket	5.	Front bezel
3.	Support guides	6.	Handle
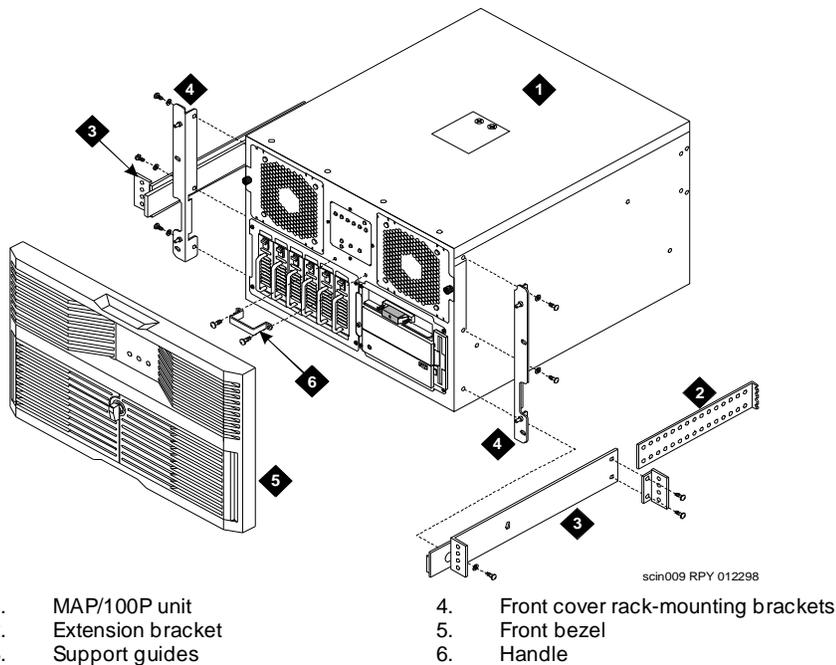
Figure 2-3.   Mounting the MAP/100P in a Rack

Locating Key Components on the MAP/100P

Use the following sections and diagrams to locate key components on the MAP/100P. The remaining figures are shown as a deskside unit.   Figure 2-4 shows the deskside MAP/100P with front bezel.

scinp001 KLC 010898
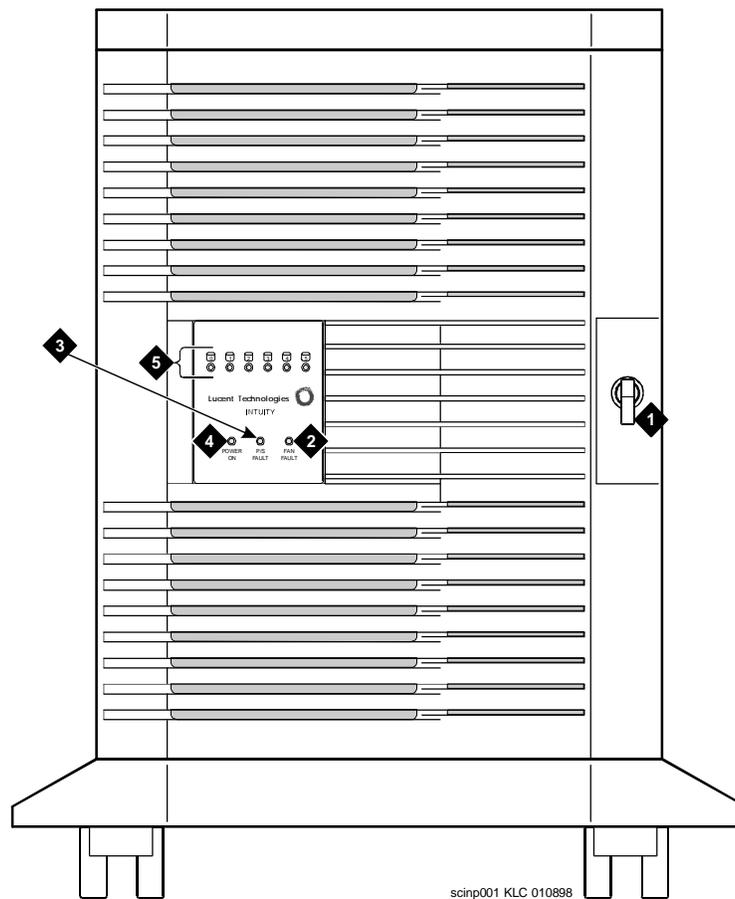
1.   Open/close knob
2.   Fan fault LED
3.   Power supply fault LED
4.   Power on LED
5.   Disk activity indicator (per SCSI ID)

Figure 2-4.   MAP/100P Deskside Unit with Front Bezel Closed

The Front of the Unit

Figure 2-5 shows the front view of a deskside MAP/100P with the front bezel removed. Table 2-2 provides a description of the components on the front of the MAP/100P.
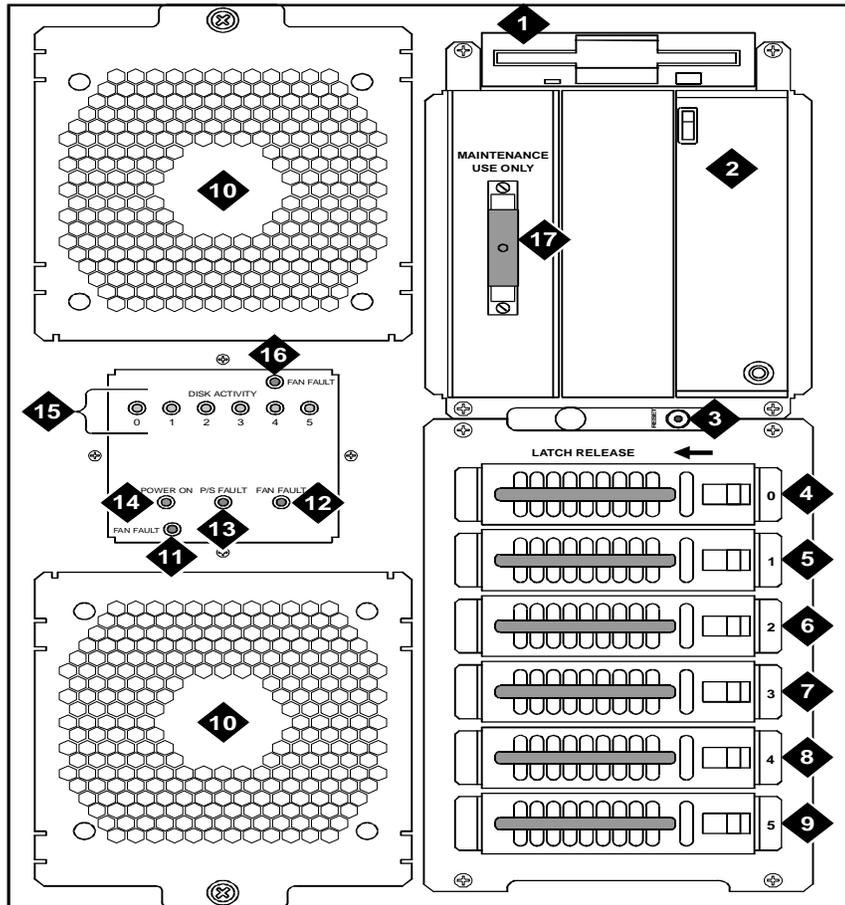
scinp002 klc 011198

1.	Diskette drive	10.	Circuit card cage fan
2.	Cartridge tape drive	11.	Fan fault LED
3.	Reset push button	12.	Fan fault LED
4.	Hard disk drive 0	13.	Power supply fault LED
5.	Hard disk drive 1	14.	Power on LED
6.	Hard disk drive 2	15.	Disk activity indicator (per SCSI ID)
7.	Hard disk drive 3	16.	Fan fault LED
8.	Hard disk drive 4	17.	SCSI terminator
9.	Hard disk drive 5		

Figure 2-5. Front View of the MAP/100P with Front Bezel Removed

Table 2-2.   Components on the Front of the MAP/100P

Component	Description	Callout number
Diskette drive	3.5-inch, 1.44-Mbyte high density; system configuration; diagnostic testing	1
Cartridge tape drive	SCSI 2.0-Gbyte; backup and restore; loading the system	2
Reset switch	Push button; resets the MAP/100P	3
Hard disk drive 0	2.0-Gbyte SCSI	4
Hard disk drive 1	2.0-Gbyte SCSI	5
Hard disk drive 2	2.0-Gbyte SCSI	6
Hard disk drive 3	2.0-Gbyte SCSI	7
Hard disk drive 4	2.0-Gbyte SCSI	8
Hard disk drive 5	2.0-Gbyte SCSI	9
Circuit card cage fan	Cooling system	10
Fan fault LED	LED; lights red for fan trouble	11
Fan fault LED	LED; lights red for fan trouble	12
Power supply fault LED	LED; lights red when power removed	13
Power on LED	LED; lights red when power on	14
Disk activity indicator (per SCSI ID)	LED; lights amber when associated disk is active	15
Fan fault LED	LED; lights red for fan trouble	16

Unit Cooling System

The cooling system for the MAP/100P includes two fans. One fan is located at the top of the circuit card cage area. Another cooling fan is located in the bottom circuit card cage area.

The fans maintain air flow in the unit to prevent components from overheating, which can cause a component to malfunction. To prevent overheating, you must also maintain adequate clearance on all sides the unit so that air can circulate.

The Back of the Unit

Figure 2-6 shows the back view of a deskside MAP/100P. Table 2-3 provides a description of the components on the back of the MAP/100P.
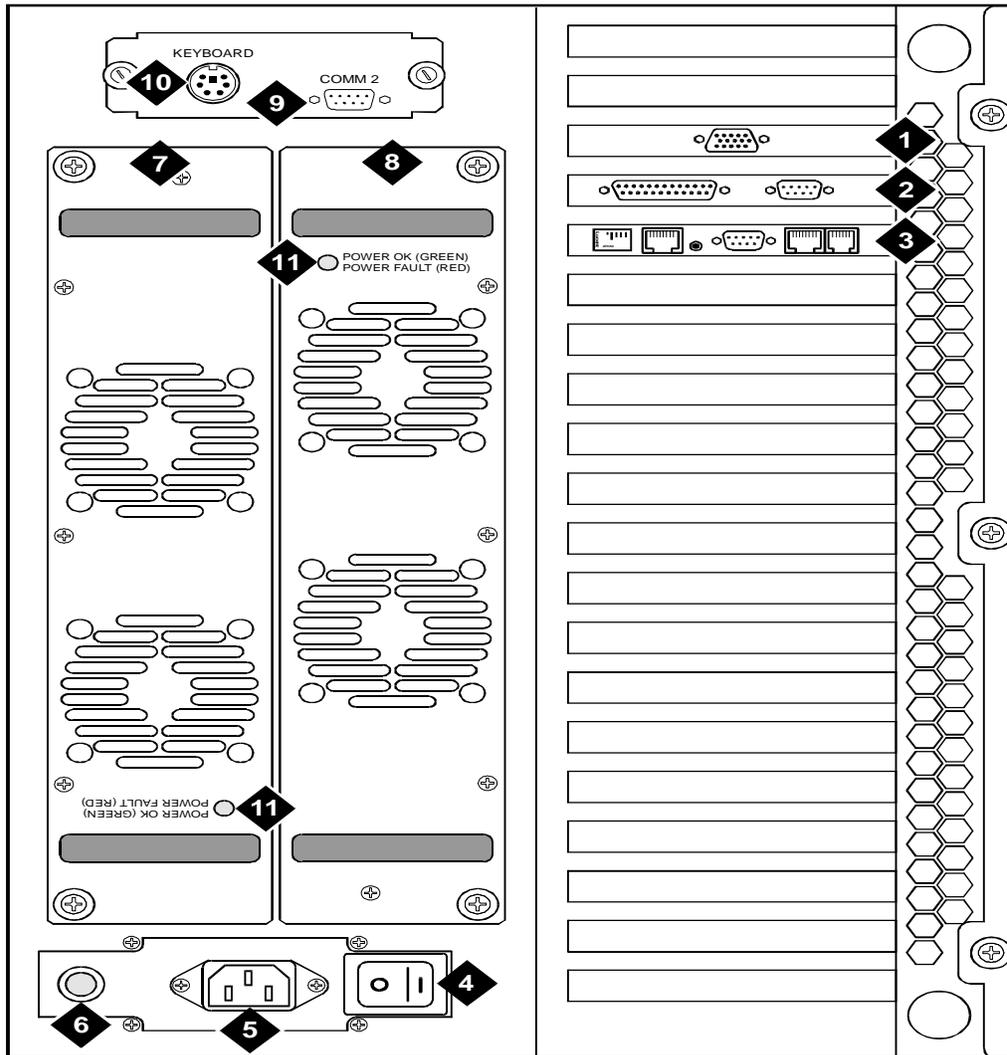
scinp003 KLC 011398

1.	Video circuit card (PCI slot 1)	6.	Fuse
2.	P5 200 MHz CPU (slot 17)	7.	Power supply 1
3.	Remote maintenance circuit card (ISA slot 16)	8.	Power supply 2
4.	ON/OFF power switch	9.	COM2 port
5.	AC power input	10.	Keyboard connector
		11.	Power supply LED

Figure 2-6.   Back View of the MAP/100P

Table 2-3.   Components on the Rear of the MAP/100P

Component	Description	Callout number
Video circuit card (PCI slot 1)	The connector on the card provides the interface between a monitor and the MAP/100P through a cable.	1
CPU (slot 17)	P5 200 MHz CPU	2
Remote maintenance circuit card (ISA slot 16)	Provides access for remote maintenance.	3
ON/OFF power switch	Rocker switch Turns power on or off to the MAP/100P.	4
AC power inlet receptacle	3-prong, 110/220 or 200/250 V Connects the MAP/100P to the power source via a 9-ft power cord.	5
Fuse		6
Power supply 1		7
Power supply 2		8
Asynchronous port COM 2	9-pin male D subminiature Communicates with external devices.	9
Keyboard connector	5-pin female circular DIN Connects *one keyboard only* to the MAP/100P.	10
Power supply LED	LED Lights green when OK, Lights red when faulty.	11

Making Cable Connections

3

Overview

The MAP/100P can contain up to 20 circuit cards that provide various functions for the system. These cards include:

- Video controls
- Peripheral controls
- Communication controls
- CPU
- Analog Tip/Ring

They are located in the circuit card cage in backplane slot positions 1 through 20. There are 16 ISA slots, 3 PCI slots, and 1 slot for the P5 200 MHz CPU circuit card.

This chapter serves as an introduction to connecting cables to the faceplates of circuit cards that are installed in the MAP/100P. See Appendix D, "Cable Connectivity", for more detailed information.

Purpose

The purpose of this chapter is to provide the information to make cable connections and complete the system installation successfully.

Connecting the Tip/Ring Circuit Card

The Tip/Ring circuit cards provide the channels which are used by the INTUITY™ CONVERSANT® system. The MAP/100P accommodates seven Tip/Ring circuit cards. The following Tip/Ring circuit cards are an example of types used in this version of the INTUITY CONVERSANT system:

- IVP6 (AYC5B)

- IVP6-IU (AYC16)

- IVP6-IA (AYC26)

- IVP6-ID (AYC27)

- IVP6 (AYC28)

- IVC6 (AYC10)

- NGTR (AYC30)

The Tip/Ring circuit cards use two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up. You can connect the Tip/Ring circuit card to telephone lines using the Tip/Ring distribution panel and an 356B adapter.

As an option, you can also use a direct cable connection from the card to the telephone line.

Cable Connection Using the Tip/Ring Distribution Panel

The Tip/Ring distribution hardware (Figure 3-1) comes in a kit which consists of:

- A 356B adapter

- An adapter bracket

- A mounting plate

- A 25-pair, high-density cable for the first 24 channels

  ⇒ **NOTE:**
  An additional 25-pair, high-density cable is required for the second 24 channels to be supported by the distribution panel. Therefore, if you are connecting 48 channels, you will need another cable that is not part of this kit.

  ⇒ **NOTE:**
  Two kits will have to be purchased to accommodate all 64 channels.

Adapters or line splitters enable you to use multiple channels in modular cords.
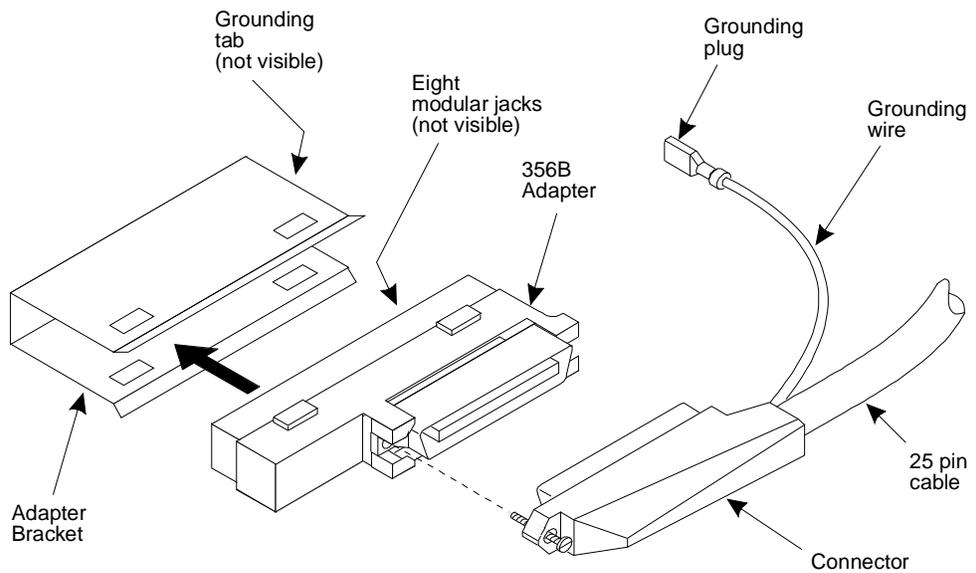
- SIDE VIEW -
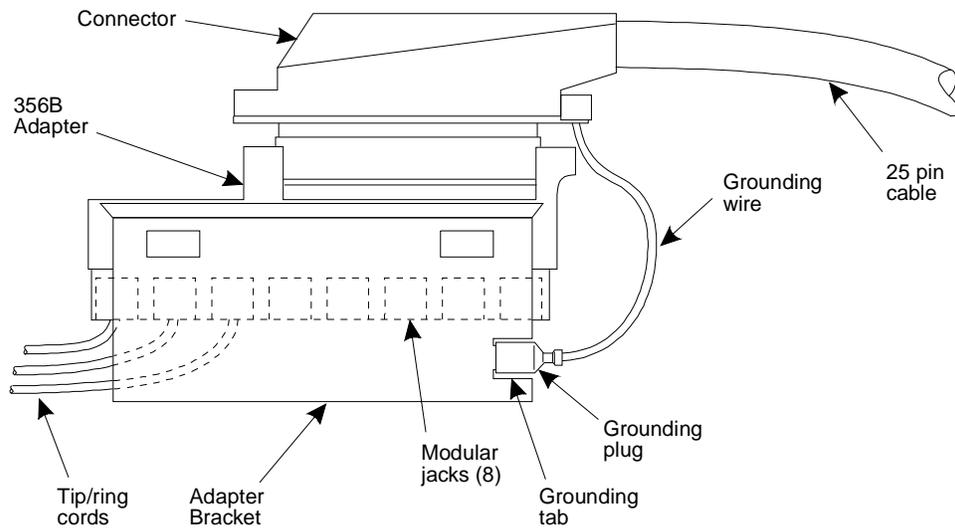
Figure 3-**1.   Tip/Ring Distribution Hardware Assembly**

The Tip/Ring distribution hardware attaches to the rear bracket on the MAP/100P (Figure 3-2).

BRAKTISO
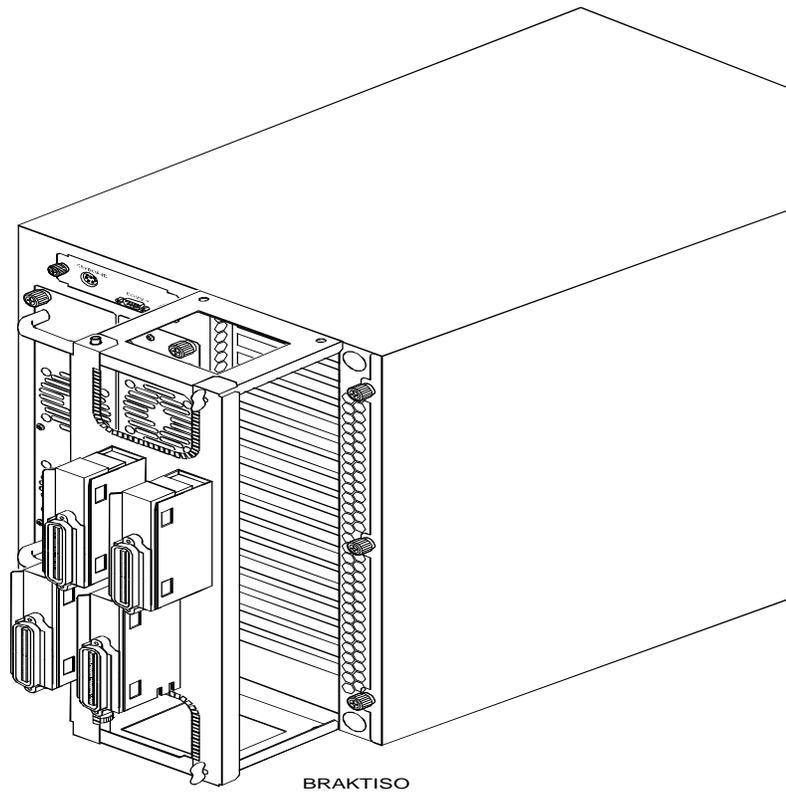
Figure 3-2.   Tip/Ring Distribution Hardware on MAP/100P

Installing the Tip/Ring Distribution Hardware

> **NOTE:**
> Record the circuit card slot number and telephone extension numbers on the adapter.

To install the Tip/Ring distribution hardware, do the following:

1. Verify that the distribution hardware is on site and appears to be in usable condition.

2. Verify that all of the necessary components are included (Figure 3-1).

3. Secure the u-shaped adapter brackets to the mounting plate on the rear of the MAP/100P with the screws provided (Figure 3-2).

    The u-shape of the bracket should face out with the grounding lug towards the MAP/100P (Figure 3-3).
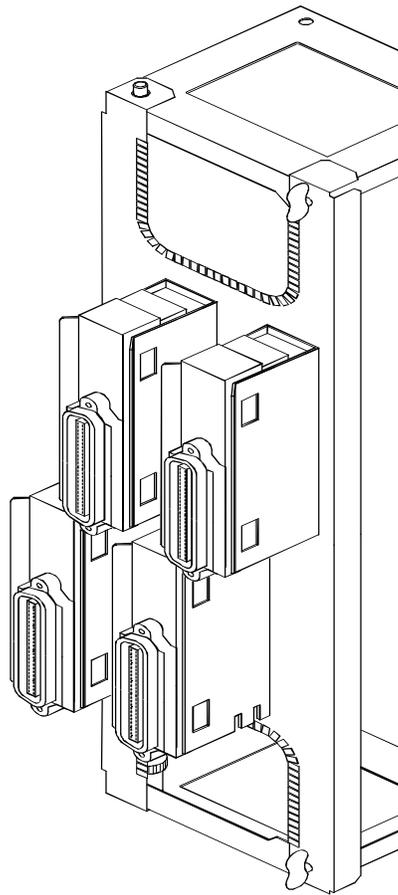
CBLBRAKT

Figure 3-3. Tip/Ring Distribution Hardware

4. Plug the 3-foot, 6-pin modular cords from the Tip/Ring circuit cards into the 356B adapters. Each adapter can accommodate eight modular cords (Figure 3-1).

5. Using the connector provided, attach the 25-pair, high-density cable to the 356B adapter.

6. Snap the 356B adapters into the adapter bracket. Ensure the modular cords are inside the adapter bracket.

    ➡ **NOTE:**
    The 356B adapters can be removed by spreading the bracket sides apart.

> ⚠ **CAUTION:**
> *The 25-pair, high-density cables should come from the top of the adapter brackets.*

7. Connect the grounding wire and the strap to the top of the adapter bracket.

Direct Cable Connection

When you use a two-conductor modular cord to make a direct connection from either of the two Tip/Ring circuit card jacks to the telephone line, only line 1 or line 4 of the three telephone lines is connected.

Figure 3-4 displays a typical direct Tip/Ring line connection for the IVC6 Tip/Ring circuit card.

See Appendix C, "Pinouts", for more information on pinouts.

1. Circuit card faceplate
2. RJ25C
3. 25 ft. modular cord (comcode number 103823195)
4. Board channel number
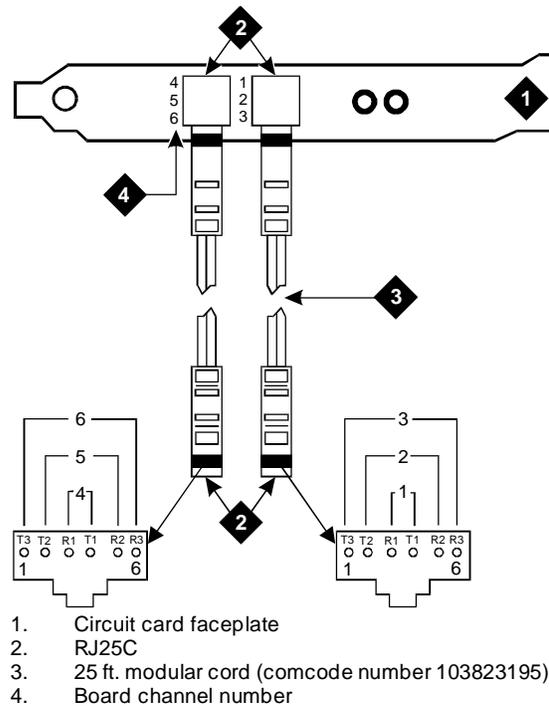
Figure 3-4.   Direct Line Connection from IVC6 (AYC10) Tip/Ring Card

Connecting FAX Lines

The MAP/100P supports one fax circuit card. This fax circuit card provides four dedicated analog ports.

The fax circuit card includes two RJ-45 telephone jacks (Figure 3-5). The top jack accesses lines 0 and 1. The bottom jack accesses lines 2 and 3.

The cable splitters, which are included with the fax circuit card, connect the channels to single-pair wiring. To use only one or two lines of the circuit card, plug a single-pair RJ-11 cord into the top jack to access line 0. Plug a single-pair RJ-11 cord into the bottom jack to access line 2.

cdcvfax CJL 031997

1.   Modular jacks
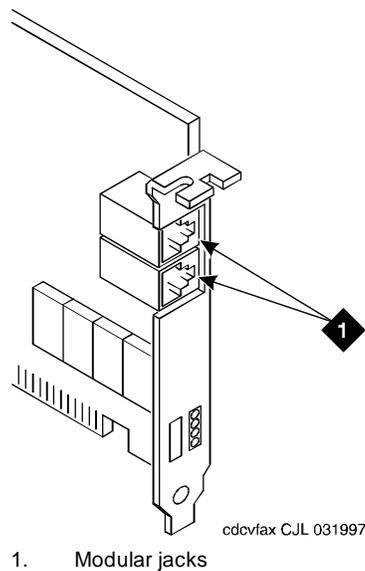
Figure 3-5. Fax Circuit Card Connector

The pinouts for the top and bottom telephone jacks are identical and are configured as shown in Table 3-1.

Table 3-1.   Telephone Jack Pinouts on the FAX Circuit Card

RJ-45 Pin	PJ1	PJ2
8	NC	NC
7	NC	NC
6	Ring 1	Ring 3
5	Ring 0	Ring 2
4	Tip 0	Tip 2
3	Tip 1	Tip 3
2	NC	NC
1	NC	NC

Digital Connections

A digital T1 (E&M) or E1 (CAS) circuit (trunk) allows the system to connect to digital network facilities such as a central office (CO) switch. Digital connections between a DEFINITY® switch and the system can be through PRI, T1 (E&M), E1 (CAS), line-side T1, or line-side E1 (LSE1).

E1 or LSE1 reduces the required hardware to only one E1 circuit card (and part of an SSP circuit card). T1 or LST1 requires one T1 circuit card (and part of an SSP circuit card) per 24 channels of digital service.

The AYC3B and AYC11 circuit cards are used only for T1 services.The AYC21 circuit card may be used for either E1 or T1 services.

Central Office Connection—T1 Circuit Cards

The system supports three T1/E1 circuit cards:

- AYC3B
- AYC11
- AYC21

You can connect the MAP/100P T1 circuit cards to the standard T1 carrier directly to a DS1 terminal block or through the following types of customer premise equipment:

- Channel Service Unit (CSU)

- Automatic call distributor (ACD)

- Private branch exchange (PBX)

You *must* use a CSU if any of the following situations applies to your MAP/100P setup:

- The system is more than 200 meters (655 ft.) from the signal source. The signal source may be a DSX or the last T1 repeater. In this case, the CSU regenerates the received signal and properly attenuates the transmitted signal to prevent crosstalk.

- The system is terminating the T1 trunk from outside the building. In this situation, the CSU provides the primary lightning and surge protection as required by FCC Part 68.

- The T1 loop is not dry (that is, is powered by either 110 VAC or +24 or -48 VDC sources).

- You want to use the remote loopback or extended super frame maintenance features. In this case, the CSU recognizes the in-band bit patterns that signal it to loop back the incoming signal or to perform other maintenance functions.

Connecting T1 Circuit Cards to a CSU

On some types of CSUs, the connector on the T1 cable plugs into the AYC3B, AYC11, or AYC21 circuit card and the cable terminates at a 15-pin D subminiature connector to the CSU.

On other types, you must cut off the CSU connector and slide latch and strip and connect the wires. Figure 3-6 displays the AYC21 circuit card connection. The information below applies to cables used to connect to the AYC11 and AYC3B circuit cards:

- Orange = our T1 = signals to the system and should connect to a CSU or Network "T"

- White/Orange = our R1 = signals to the system and should connect to a CSU or Network "R"

- Green = our T = signals from the system and should connect to a CSU or Network "T1"

- White/Green = our R= signals from the system and should connect to a CSU or Network "R1"
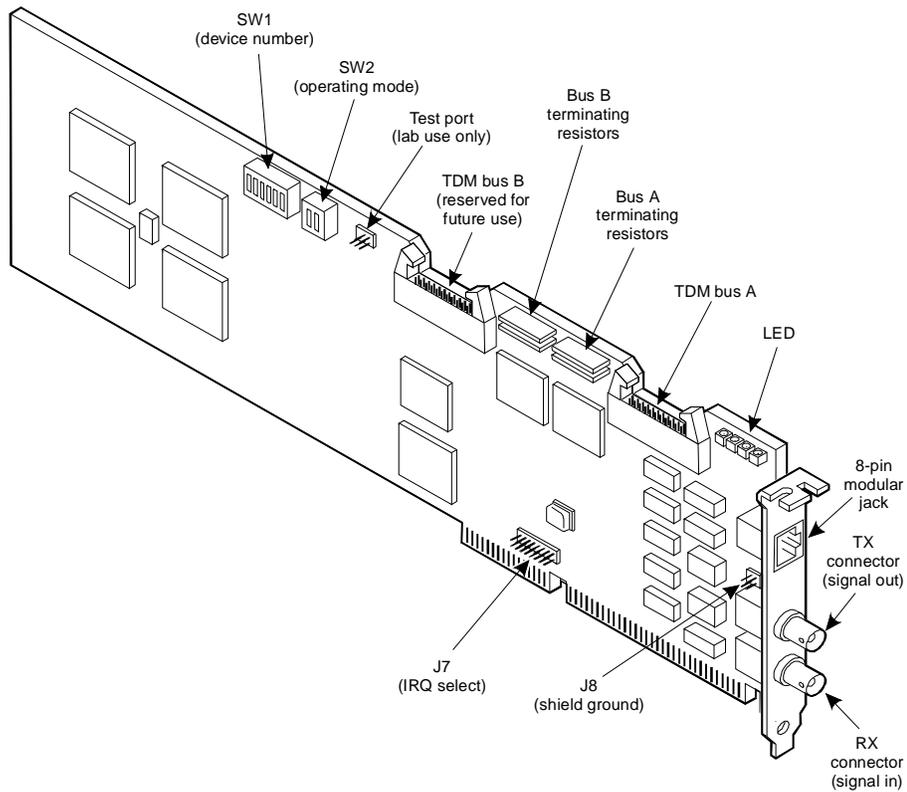
Figure 3-6. AYC21 Circuit Card Connection

Connecting Asynchronous Devices

The MAP/100P uses the EQUINOX Megaport 8C5 8-Port serial I/O card.

There are two ways to connect the MAP/100P to a terminal, modem, or other DTE or DCE devices via an asynchronous link:

■ Using COM1, an asynchronous port on the rear of the MAP/100P

■ Using the additional asynchronous ports on the optional Multi-port serial card

➡ **NOTE:**
The MAP/100P provides two asynchronous ports, COM1 and COM2. However, COM1 is usually reserved for Lucent Technologies' remote maintenance and is not available for asynchronous connections.

Using COM1

A 9-pin D subminiature male connector is provided on the rear panel of the MAP/100P for COM1(Figure 2-6). This connector connects internally to the CPU. COM1 supports asynchronous host connections running at 300–19,200 baud.

See Appendix C, "Pinouts", if you need pinout information for the COM1 connector.

Using the 8-Port Asynchronous Circuit Card

The optional 8-port asynchronous circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices.

⇒ **NOTE:**
Each port has a maximum of 9600 Baud rate.

8-Port Asynchronous Circuit Card

Figure 3-7 displays the EQUINOX Megaport 8C5 8-port asynchronous circuit card connector.
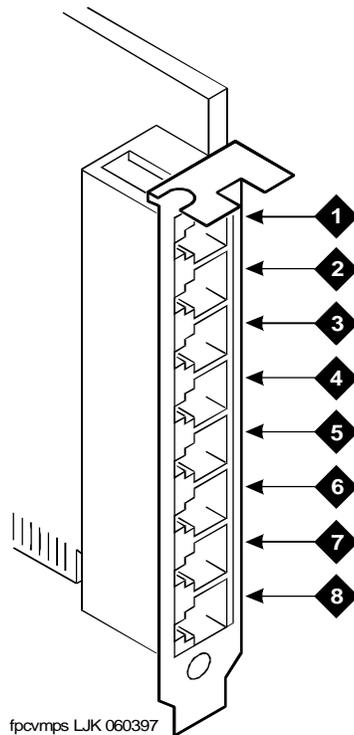
fpcvmps LJK 060397

1. ttysaa
2. ttysab
3. ttysac
4. ttysad
5. ttysae
6. ttysaf
7. ttysag
8. ttysah

Figure 3-7. 8-Port Asynchronous Circuit Card Connector

Follow the instructions provided with the device(s) you are installing for connection and setup. See Appendix D, "Cable Connectivity", to determine how to cable these devices between the system and the switches or other peripherals. See Appendix C, "Pinouts", if you need pinout information.

Connecting the MAP/100P to a Synchronous Host

The system supports up to two FIFO/SIB synchronous host circuit cards. Figure 3-8 displays the FIFO/SIB synchronous host circuit card connector.
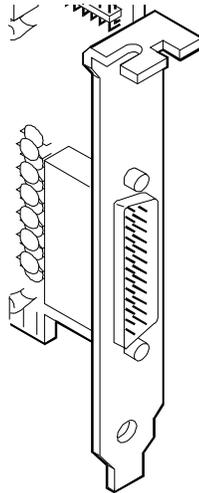
Figure 3-8.   FIFO/SIB Synchronous Host Circuit Card Connector

Host Cable Specifications

Data links between the MAP/100P and the host computer are made using a shielded RS-232 cable. This cable extends from the synchronous host circuit card port on the rear of the MAP/100P and connects to host equipment.

➡ NOTE:

All cables should be shielded. You should use limited-distance modems when data links exceed 100 feet.

Connecting the LAN Circuit Card

The INTUITY CONVERSANT system supports two types of Ethernet LAN circuit cards:

- ISA (Industry Standard Architecture)
- PCI (Peripheral Component Interconnect)

These cards allow you to connect the INTUITY CONVERSANT system to your local area network.

The type of cable you use to connect the Ethernet LAN circuit card to the customer's LAN depends on the connection already in use for the LAN. This cable connection can be one of three types:

- Thin Ethernet (BNC)
- Thick Ethernet (AUI)
- 8-pin modular connector (Tbase or twisted pair)

⚠ **CAUTION:**

Do NOT cable the Ethernet LAN circuit card before you power up. Doing so can disturb the customer's existing LAN.

ISA Ethernet LAN Circuit Cards

The system supports two versions of the ISA Ethernet LAN circuit card:

- SMC8216
- SMC8416

SMC8216 Circuit Card

Figure 3-9 shows the SMC8216 Ethernet LAN circuit card connector. The SMC8216 circuit card has a jumper setting (installed at the factory) which helps you distinguish it from other SMC-type circuit cards.
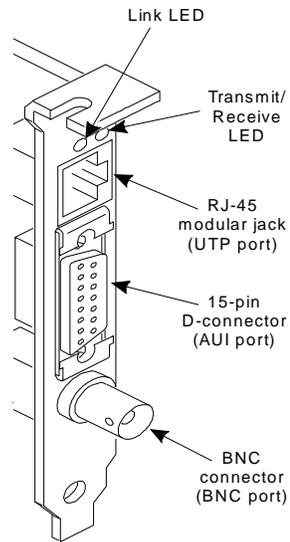
Figure 3-**9.   Ethernet LAN Circuit Card Connector - SMC8216**

SMC8416 Circuit Card

Figure 3-10 shows the SMC8416 Ethernet LAN circuit card connector. The SMC8416 has no jumper settings.
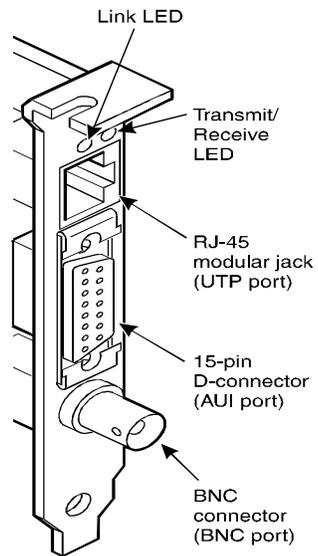
Figure 3-10.   Ethernet LAN Circuit Card Connector - Version 2 (SMC8416)

PCI Ethernet LAN Circuit Cards

The system supports two versions of the PCI Ethernet LAN circuit card:

- SMC8432
- SMC9332

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. Figure 3-11 shows the SMC8432 Ethernet LAN circuit card connector.

cdcvpdb LJK 051497
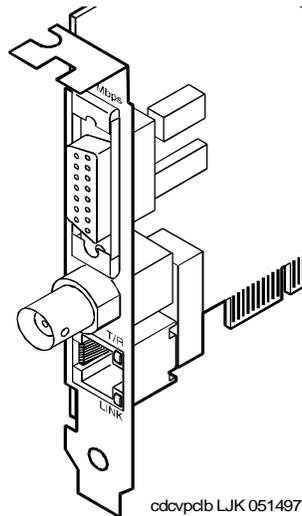
Figure 3-11. SMC8432 Ethernet LAN Circuit Card Connector

SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card.
Figure 3-12 displays the SMC9332 Ethernet LAN circuit card connector.

cdcvpcla LJK 051497
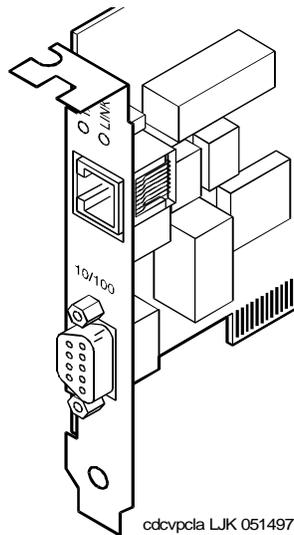
Figure 3-12. SMC9332 Ethernet LAN Circuit Card Connector

Connecting Standard Circuit Cards.

⚠ WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground.

This section provides the cable connectivity for the CPU circuit cards that are included with every MAP/100P.

Video Controller Circuit Cards

There MAP/100P supports the STB Nitro 3D/2M PCI video card. This card allows the MAP/100P to interface with a monitor. There is one video controller circuit card installed on the system.

Figure 3-13 displays the connectors for the STB Nitro video controller circuit card.

cdinpvid RPY 071697
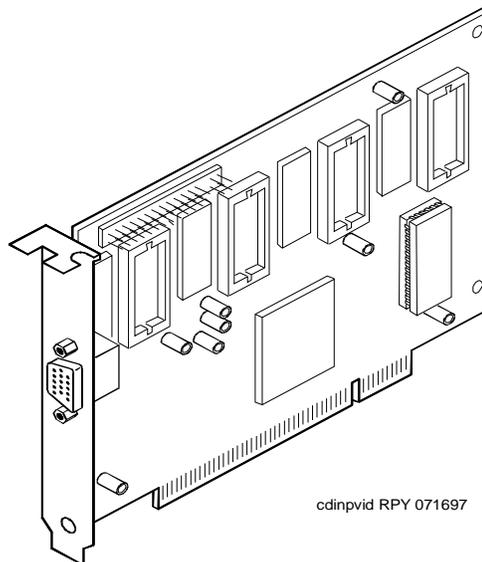
Figure 3-13.   Video Controller Circuit Card Connector

Remote Maintenance Circuit Card

The remote maintenance circuit card enables remote diagnostics of basic MAP/100P components (Figure 3-14). There is one remote maintenance circuit card installed on the system and is located next to the CPU circuit card.
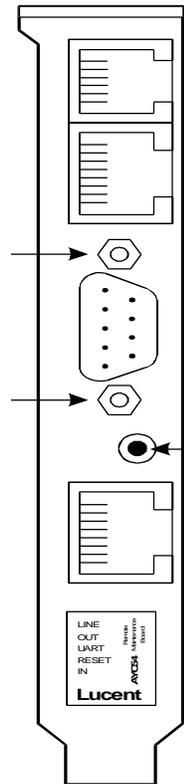
Figure 3-14.   Remote Maintenance Circuit Card Connector

Connecting Peripherals and Powering Up

4

Overview

This chapter contains procedures for connecting peripherals and powering up. These procedures include:

- Connecting the monitor
- Connecting the keyboard
- Connecting a printer
- Registering a modem
- Connecting a modem
- Powering up the system

Purpose

The purpose of this chapter is to ensure proper connectivity of the MAP/100P to all peripherals.

Connecting the Monitor

This section describes how to make the connections between the MAP/100P and a monitor.

Required Cabling

A power cable and a signal cable connect the monitor to the MAP/100P.   The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector and the other end is permanently attached to the monitor.

Use the 15-pin, high-density D-subminiature female connector located on the video circuit card faceplate (Figure 4-1) to connect to the monitor.

cdinpvid RPY 071697
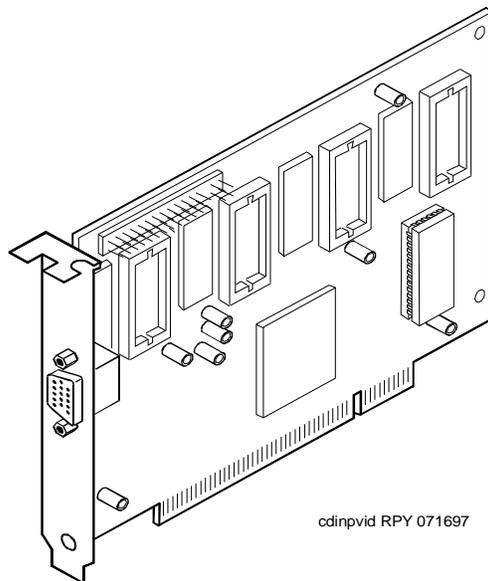
Figure 4-1.   Video Circuit Card Cable Connector

Connecting Monitor Cables

Follow these steps to connect the cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the faceplate of the video controller circuit card.

   ### ➭ NOTE:
   Access this faceplate from the rear of the MAP/100P.

2. Tighten the thumb-screws on the video cable connector with your fingers or with a small flat-blade screw driver.

3. Match the ends of the power cable to the monitor first and then to a grounded outlet.

4. Plug the female end of the cable into the monitor and the male end into the grounded outlet.

Connecting the Keyboard

A 5-pin, female DIN receptacle is located in the rear of the MAP/100P and a second receptacle is provided on the front panel. The male plug is provided with the keyboard. Both of the connector assemblies are keyed to provide proper alignment.

Figure 4-2 shows the receptacle and plug. See Appendix C, "Pinouts", if you need pinout information.

Plug
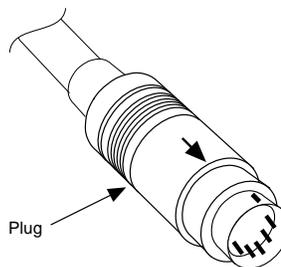
Figure 4-2.   Circular DIN 5-Pin Connector for the Keyboard

Connecting the Printer

A 25-pin D-subminiature female receptacle located on faceplate of the CPU circuit card provides a parallel printer interface.

Lucent Technologies recommends and supports the Okidata 320 printer for connection to the system. Use the instructions supplied in the manufacturer's manual, *Users' Guide Okidata 320 Printer*, or the manual provided with your printer to unpack and install your printer. The following installation overview supplements the information provided in the printer guide. See Appendix C, "Pinouts", if you need pinout information.

1. Unpack your printer according to the steps provided in the printer guide.

2. Install the ribbon cassette and paper as shown in your printer guide.

3. Ensure that the ON-OFF switch of the printer is OFF.

4. Set the options as described in your printer guide.

   ⇒ **NOTE:**
   The INTUITY CONVERSANT system works with the default settings for the 320 printer.

5. Connect the AC power cable to your printer.

6. If your printer has a self-test feature, plug the AC power cable into a grounded wall outlet and initiate the self test by following the instructions in the printer guide. When the self-test is completed, turn the printer off and disconnect the power cable from the wall outlet.

   If your printer does not have a self-test feature, skip this step. Continue with Step 7.

7. Insert the male end of your cable into the 25-pin female parallel port connector on the back of the CPU circuit card.

8. Fasten the screws.

9. Insert the other end of your cable to the parallel port on your printer. Press the two wire-retaining clips together until you hear them click into the lock slots on either side of the plug.

10. Connect the AC power cable of the MAP/100P to a grounded outlet.

Configuring a Local Parallel Printer

Lucent Technologies supports the following two parallel printers for connection to the system:

- Okidata 320

- Okidata Laser

Contact your local Lucent Technologies representative if you want to connect a serial printer to the system.

Configuring the Okidata 320 Printer

To configure the Okidata 320 printer, do the following:

1. Log in as root.

2. Enter **cvis_mainmenu**

   The system displays the INTUITY™ CONVERSANT® V6.0 menu (Figure 4-3).

Figure 4-3. **INTUITY CONVERSANT V6.0 Menu**

3. Select

```
> Voice System Administration
    >UNIX Management
        >Printer Administration
            >Install Okidata 320 Printer Software
```

4. Press (ENTER).

5. Press (F3) (Save).

6. Press (F6) (Cancel) until you return to the INTUITY CONVERSANT V6.0 menu.
    (Figure 4-3).

Configuring the Okidata Laser Printer

To configure the Okidata Laser printer, do the following:

1. Log in as root.

2. Enter **cvis_mainmenu**

    The system displays the INTUITY CONVERSANT V6.0 menu
    (Figure 4-3).

3. Select

```
> Voice System Administration
    >UNIX Management
        >Printer Administration
            >Install Okidata Laser Printer Software
```

4. Press (ENTER).

5. Press (F3) (Save).

6. Press (F6) (Cancel) until you return to the INTUITY CONVERSANT V6.0 menu.
    (Figure 4-3).

Registering Your Modem

Before you connect and configure your modem, you should call your remote support center to register your system, database, and modem. When you call you should have the following information available:

- The serial number of your MAP/100P (from the chassis)

- Your order number information (from the factory work order)

- The telephone number you will use for your remote maintenance modem

Connecting a Modem

A modem connects:

- To the multi-port serial circuit card or COM1 on the CPU circuit card to enable remote access

- Between a remote terminal and the network at a remote site

- To the CPU circuit card if using COM2 to enable remote login for Lucent Technologies' maintenance

The Paradyne 3820 modem is the only modem supported for connection to the COM2 port. The COM2 port is reserved for Lucent Technologies' remote maintenance.

Connecting the 3820 Modem to the Platform

To connect the 3820 modem to the hardware platform:

1. Connect a 9-to 25-pin adapter to the 9-pin COM2 port on the CPU circuit card.

2. Use a 25-to 8-pin adapter to complete the connection between the 9-pin COM2 port and the 8-pin modular cable that comes with the 3820 modem. Connect the 9-to 25-pin adapter to the 25-8 pin adapter and then connect the 25-8 pin adapter to the 8-pin modular cable.

3. Plug the 8-pin modular cable into the 3820 modem.

   Once connected, RTS, CTS, and LSD on the 3820 modem should be on.

   ⇒ **NOTE:**
   If you are using the modem for anything other than remote maintenance, use the RS-232 adapter marked as DTE and the six-pin cable to connect to the ports (ttysaa, etc.) on the multi-port serial circuit card and the 3820 modem.

Configuring the 3820 Modem

To set up a modem, do the following:

1. Log in as root.

2. Enter **cvis_mainmenu**

   The system displays the INTUITY CONVERSANT V6.0 main menu (Figure 4-3).

3. Select

```
> Voice System Administration
    >UNIX Management
        >Modem/Terminal Administration
            >Install Modem/Terminal Software
```
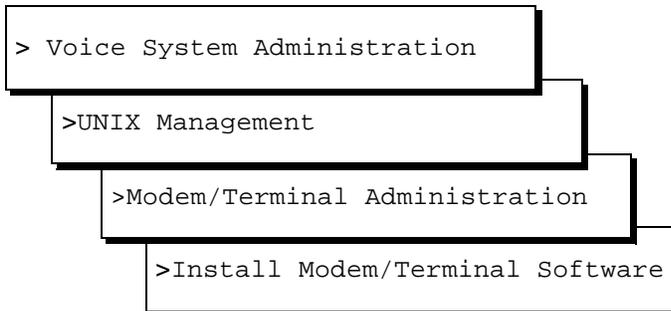
4. Press ⌨ENTER.

5. The system displays the Install Modem/Terminal Window (Figure 4-4).

```
        Install Modem/Terminal
                  Device: _____
     Serial Port Number: _____
                   Speed: _____
```
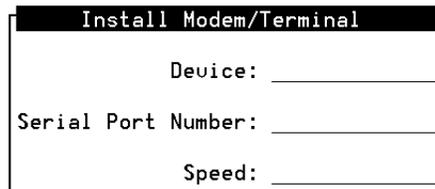
Figure 4-4. Install Modem/Terminal Window

6. Enter **modem** in the `Device:` field.

7. Enter **/dev/tty00** in the `Serial Port Number:` field.

8. Enter **19200** in the `Speed:` field.

9. Press ⌨F3 (Save).

10. Press ⌨F6 (Cancel) until you return to the INTUITY CONVERSANT V6.0 menu. (Figure 4-3).

Powering Up the System

Before you power up the system, verify that the MAP/100P is set to accommodate the appropriate intake voltage.

Verifying the Intake Voltage

The MAP/100P operates on either U.S. (115 VAC) or international (220 VAC) power. Lucent Technologies labels the platform to indicate which intake voltage the MAP/100P is set to accommodate. Check this label. If you must change the intake voltage replace the fuse on the back of the MAP/100P. This fuse is located next to the AC power input at the bottom on the back of the MAP/100P. See Chapter 7, "Replacing Other Components," in *INTUITY™ CONVERSANT® System Version 6.0 MAP/100P Maintenance*, 585-313-113, for instructions.

Connecting the System to the AC Power Supply

Complete the following procedure to ensure that the system is connected properly to the power outlet and is receiving power.

➡ **NOTE:**
You must provide a dedicated line for the MAP/100P chassis.

1. Plug one end of the power cord into the AC power supply input on the back of the MAP/100P unit.

2. Plug the other end of the power cord into the designated power outlet.

3. Place the power switch for the monitor in the ON position.

4. Turn on the power switch on the rear of the unit.

   The system displays the following:

   - The green LED power indicator on the front of the unit comes on and resident diagnostics are initiated on the monitor.

   - A green or amber lamp on the front bottom, screen-base area of the monitor also comes on.

   ➡ **NOTE:**
   If the monitor lamp does not come on or if diagnostics do not initiate on the monitor screen, recheck the power connections. For more information on the power supply requirements, see Appendix A, "System Installation Checklist", and "Power Requirements" in Chapter 1, "Getting Started".

Verifying System Status

5

Overview

This chapter describes how to:

- View controlled applications

- Verify INTUITY™ CONVERSANT® feature options

- Activate alarm origination

- Back up the system

Purpose

The purpose of this chapter is to provide procedures to:

- View controlled applications

- Verify feature options installed on the MAP/100P

- Ensure that the system is fully operational

Verifying Controlled Applications

Access to certain features is controlled by feature licensing limits. The voice system keeps track of the total number of licenses purchased and currently in use for an application.

⇒ NOTE:
Contact your remote support center to modify license values.

Viewing Feature License Values

To view all of the applications controlled by feature licensing:

1. Log in as root.

2. Enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 5-1).

```
        Voice System Administration
  Application Package Administration
  Backup/Restore
  Configuration Management
  Feature Packages
  Reports
  Script Builder Applications
  Switch Interfaces
  System Monitor
  Unix Management
  Exit
```
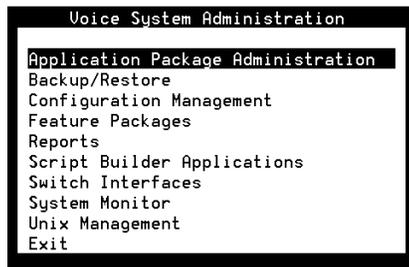
Figure 5-1.   Voice System Administration Menu

3. Select

```
>Configuration Management
```

```
> Feature Licensing
```

4. Press ⌊ENTER⌋.

    The system displays the Display Feature Licensing screen (Figure 5-2).
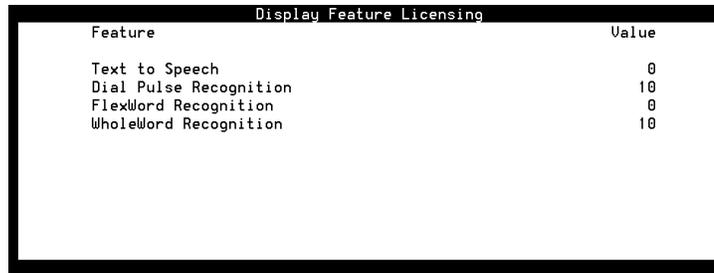
```
                       Display Feature Licensing
       Feature                                           Value

       Text to Speech                                        0
       Dial Pulse Recognition                               10
       FlexWord Recognition                                  0
       WholeWord Recognition                                10
```

Figure 5-2.   Display Feature Licensing Screen

5. To view the list of features, press ⌊F8⌋ (Actions).

    The system displays the Actions menu (Figure 5-3).

```
                        Actions
       Print
       Update
```

Figure 5-3.   Actions Menu

6. Select

```
       >Update
```

7. Press ⌊ENTER⌋.

    The system refreshes the Display Feature Licensing screen (Figure 5-2).

8. To print a copy of the Display Feature Licensing screen, press ⌊F8⌋
    (Actions).

    The system displays the Actions Menu (Figure 5-3).

9. Select

```
>Print
```

10. Press ⦅ENTER⦆.

The systems prints a copy of the Display Feature Licensing screen (Figure 5-2).

Feature Test Script Package

Use the Feature Test Script package to verify the following features and capabilities of the voice system:

- Playback and coding

- Chantst

- Transfer test

This script works on Tip/Ring channels.

Feature Test Script Package Prerequisites

The required voice system and PBX configurations for testing features are listed below. All lines from the PBX must be configured and operational before running the script to test features. Playback and coding, chantst, and transfer test require at least one Tip/Ring channel.

- Playback and coding

  — At least one Tip/Ring circuit card must be installed.

  — Tip/Ring lines must be in the INSERV state.

  — There must be room on the speech disk slice to store a 45-second phrase.

- Chantst

  — At least one Tip/Ring circuit card must be installed.

  — Tip/Ring lines must be in the INSERV state.

  — Circuit cards can only have terminating resistors at each end of the bus ribbon cable. All Tip/Ring cards that are not on the bus ribbon cable must not contain terminating resistors.

- Transfer test

  — At least one Tip/Ring circuit card must be installed.

  — Tip/Ring lines must be in the INSERV state.

— Circuit cards can only have terminating resistors at each end of the
bus ribbon cable. Any Tip/Ring cards that are not on the bus
ribbon cable must not contain terminating resistors.

— The lines coming from the switch or PBX must be configured for
both incoming and outgoing calls.

Setting Up the Feature Test Script Package

To set up the Feature Test Script package:

1. Start at the Voice System Administration Menu (Figure 5-1) and select

```
>Configuration Management

  > Voice Equipment

    > Display Voice Equipment
```
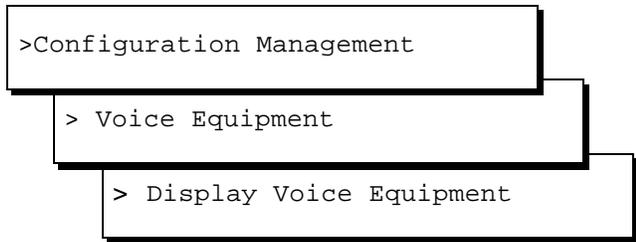
The system displays the Display Voice Equipment screen (Figure 5-4).

```
                         Display Voice Equipment
  CD.PT CHN STATE     STATE-CHNG-TIME   SERVICE-NAME PHONE    GROUP    OPTS TYPE
 ^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^

   0.5    5 Inserv  Nov 26 13:57:11  *DNIS_SVC    4008    2        tdm  IVC6

  CARD  1    STATE: Inserv    CLASS: Analog(TR)             O.S.INDEX:  1
             NAME:  AYC10     OPTIONS: master2,tdm1,tt
             FUNCTION: TipRing

   1.0    6 Inserv  Nov 26 13:57:11  *DNIS_SVC    4009    2        tdm  IVC6
   1.1    7 Inserv  Nov 26 13:57:11  *DNIS_SVC    4010    2        tdm  IVC6
   1.2    8 Inserv  Nov 26 13:57:11  *DNIS_SVC    4011    2        tdm  IVC6
   1.3    9 Inserv  Nov 26 13:57:11  *DNIS_SVC    4014    2        tdm  IVC6
 vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
```

Figure 5-4. Display Voice Equipment Screen

2. Press F3 (Next Page) until you find a channel (in the CHN column) that has
a state of INSERV.

3. Save the INSERV channel number to enter in Step 6 of this procedure.

NOTE:
If no channels are in the INSERV state, continue with "Changing the
State of Voice Equipment" below.

4. Press ⌨F6 (Cancel) twice to return to the Configuration Management menu (Figure 5-5).


```
         Configuration Management

Database Administration
Feature Licensing
Message Administration
System Control
Voice Equipment
```
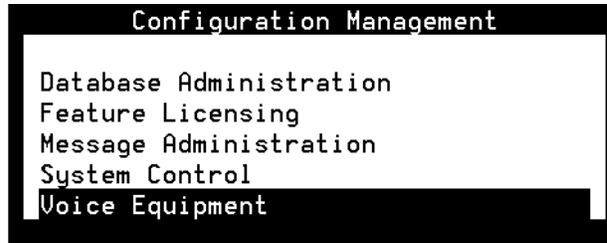
Figure 5-5. Configuration Management Menu

5. Select


```
>Voice Equipment

    > Voice Services

        >Channel Services

            > Assign Service
```
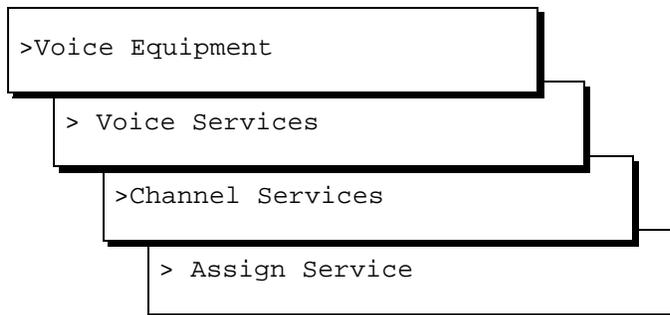
The system displays the Assign Channel Service screen (Figure 5-6).


```
              Assign Channel Service
       Channel Numbers:
          Service Name:
       Startup Service:
```
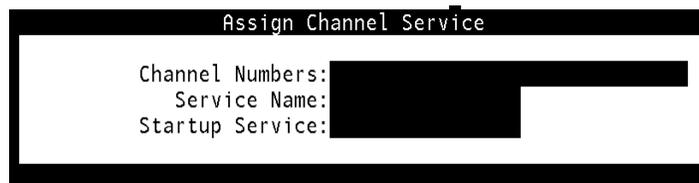
Figure 5-6. Assign Channel Service Screen

6. Enter the number of the INSERV channel, from Step 3 in "Setting Up the Feature Test Script Package" in the `Channel Numbers:` field.

7. Press ⌨▼ to move to the `Service Name:` field.

8. Enter **feature_tst**

9. Press F3 (Save).

   The system displays the following message:

   ```
   Hit acknowledge key to continue
   ```

10. Press F1 (Acknowledge)

11. Press F6 (Cancel) four times to return to the Configuration Management menu (Figure 5-5).

12. Select
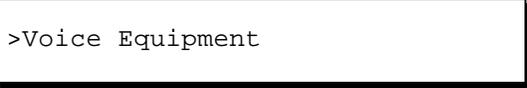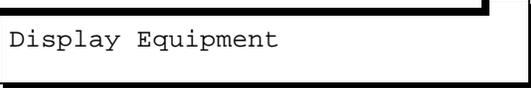
    ```
    >Voice Equipment

        Display Equipment
    ```

    The system displays the Display Voice Equipment screen (Figure 5-4).

13. Check the channel you just assigned. Verify that feature_tst appears in the SERVICE-NAME column.

    ⇒ **NOTE:**
       If feature_tst is not displayed, repeat Step 4 through Step 13.

14. Press F6 (Cancel) to return to the Voice System Administration menu (Figure 5-1).

15. If you need to change the state of voice equipment, go to "Changing the State of Voice Equipment", otherwise, continue with "Running the Feature Test Script Package".

Running the Feature Test Script Package

⇒ **NOTE:**
   See "Feature Test Script Package Prerequisites" before using **feature_tst**.

To run the Feature Test Script package:

1. Start at the Voice System Administration Menu (Figure 5-1) and select

   ```
   >System Monitor
   ```

   The system displays the System Monitor-Voice Channels screen (Figure 5-7).

```
                   System Monitor - Voice Channels
         Calls Voice        Service              Caller         Dialed
Channel Today Service       Status               Input          Digits

      0     0               *Manoos
      1     0               *On Hook
      2     0               *On Hook
      3     2               *On Hook
      4     0               *On Hook
      5     0               *On Hook
      6     0               *On Hook
      7     0               *On Hook
      8     0               *On Hook
      9     0               *On Hook
     10     0               *On Hook
     11     0               *On Hook
```

Figure 5-7. **System Monitor-Voice Channels Screen**

2. Press ▼ until the channel number you assigned is displayed in the System Monitor-Voice Channels Screen (Figure 5-7).

3. Dial the telephone number associated with the assigned channel.

⇒ NOTE:
The touch tones on the telephone are used to access **feature_tst**.

The voice system plays the following:

"Follow all touchtone entries with pound. Continue testing.
To quit the script, enter 0 pound."

The voice system then plays the list of features with the corresponding number to enter to test each feature.

4. Select a feature using the telephone's touch tone pad.

5. Press the number that corresponds to the feature you want to test and then press #.

6. Follow the prompts to complete the test for each selected feature.

Changing the State of Voice Equipment

To change the state of voice equipment:

1. Start at the Voice System Administration Menu (Figure 5-1) and select

```
>Configuration Management

   > Voice Equipment

       > Equipment State
```

The system displays the Change State of Voice Equipment screen (Figure 5-8).

```
       Change State of Voice Equipment
          New State: _____
          Equipment: _____
   Equipment Number: _____
  Change Immediately? ___
```

Figure 5-8.   Change State of Voice Equipment Screen

2. Enter **inserv** in the `New State:` field.

3. Press `TAB` to move to the `Equipment:` field.

4. Enter **channel**

5. Press `TAB` to move to the `Equipment Number:` field.

6. Enter the number of the channel that you want to change to INSERV.

7. Press `TAB` to move to the `Change Immediately?` field.

8. Enter **y**

9. Press `F3` (Save).

   The system displays the following message:

   ```
   Channel xx changed to state INSERV
   Press Enter to continue.
   ```

10. Press `ENTER`

    The system returns to the Change State of Voice Equipment Screen (Figure 5-8).

11. Press `F6` (Cancel) 4 times to log out of the system.

Activating Alarm Origination

Remote alarming allows a technician in the Technical Support Organization (TSO) to receive notice that your voice system is experiencing difficulty. Alarms levels are categorized by their severity as Critical, Major and Minor. See *INTUITY™ CONVERSANT® System Version 6.0 System Alarms and Log Messages,* 585-310-182, for information about remote alarming.

To activate alarm origination, do the following:

1. Check the tape drive for a tape. The light on the tape drive is on if it contains a tape.

   ⚠ **CAUTION:**
   Do not activate Alarm Origination unless the tape drive contains a back-up tape.

   If the tape drive does not contain a tape for the nightly backup, locate a tape and insert it into the tape drive.

2. Log in as root.

3. Enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 5-1).

4. Select

   ```
   > Configuration Management

       > Remote Alarming Administration
   ```

   The system displays the Alarm Management window (Figure 5-9).

```
                Alarm  Management
Product ID                      _____

Alarm Destination               _____

Alarm Origination               INACTIVE_____

Alarm Level                     MINOR_____

Alarm Suppression               INACTIVE_____

Clear Alarm Notification        ACTIVE_____
```

Figure 5-9.   Alarm Management Window

5. Enter the product ID number in the `Product ID`: field.

> ### ⚠ CAUTION:
> *The product ID is always a 9-digit number beginning with the number 2.* Do not continue without the correct product ID number.

6. Move ▼ to the `Alarm Origination`: field.

> ### ➡ NOTE:
> Note that alarm origination only applies to alarms CGEN005, CGEN038, and MTC003.

7. Press F2 (Choices).

8. Select

```
> Active
```

9. Verify that the entry in the `Alarm Suppression`: field is `inactive`.

   If it is not, move the cursor to the `Alarm Suppression`: field, press F2 (Choices), and select `inactive` for the field.

10. Press F3 (Save).

    The system displays the following message:

    ```
    Alarm Form Update was successful
    Press (Enter) to continue.
    ```

11. Press ENTER.

12. Continue with the next procedure, "Testing Alarm Origination", if you want to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management window.

    Continue with the procedure, "Backing up the INTUITY CONVERSANT System" and perform a root backup using either the BRU or mkimage tool if you do not want to test the alarm origination.

Testing Alarm Origination

Use the following procedure to test remote alarm origination or if a significant amount of time has lapsed since administering the Alarm Management window.

1. Start at the Alarm Management window (Figure 5-9) and press F8 (Chg-keys).

2. Press F1 (Test-alm).

   The system displays the Alarm Origination Test menu (Figure 5-10).

```
┌─────────────────────────────────┐
│     Alarm Origination Test      │
│▓Execute Alarm Origination Test  │
│ Review Latest Test Results      │
└─────────────────────────────────┘
```
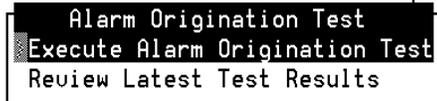
Figure 5-**10.** **Alarm Origination Test Menu**

3. Select

```
> Execute Alarm Origination Test
```

The system displays the Confirm window (Figure 5-11).

```
┌─────────────────────────────────┐
│             Confirm             │
│ Alarm Origination tests may take up to │
│ 5 minutes to complete. This test will  │
│ be run in the background.       │
│                                 │
│ Press ⟨y⟩ to confirm.           │
│ Press ⟨n⟩ to cancel.            │
└─────────────────────────────────┘
```
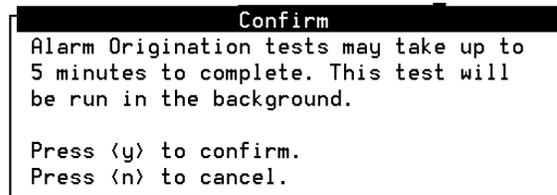
Figure 5-**11.** **Confirm Window**

4. Press Ⓨ.

➡ **NOTE:**
    Wait approximately 1 minute for the system to process the
    command.

5. Select

```
> Review Latest Test Results
```

The system displays the Alarm Origination Test Results window
(Figure 5-12).

```
        Alarm Origination Test Results
Thu Nov  7 09:56:04 1996

 Negative acknowledgement of transmission
```
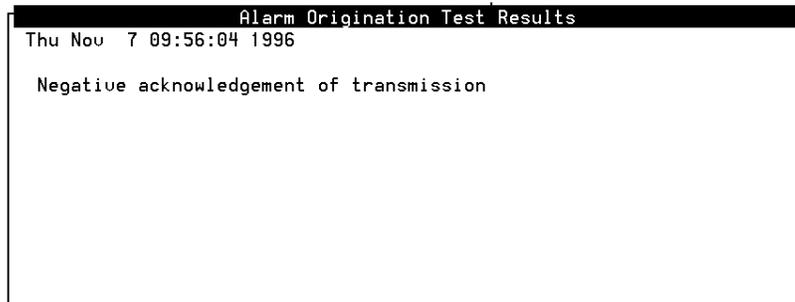
Figure 5-12.   Alarm Origination Test Results Window

6. Verify that no entry on the screen corresponds with the time you sent the alarm.

   ➡ **NOTE:**
   Wait approximately 4 minutes for the test to complete.

7. Press F6 (Cancel).

   The system displays the Alarm Origination Test menu (Figure 5-10).

8. Select

   ```
   > Review Latest Test Results
   ```

   The system displays the Alarm Origination Test Results window (Figure 5-13).

```
        Alarm Origination Test Results
Tue Jan 18 17:08:20 1994

 Alarm origination test successful
```
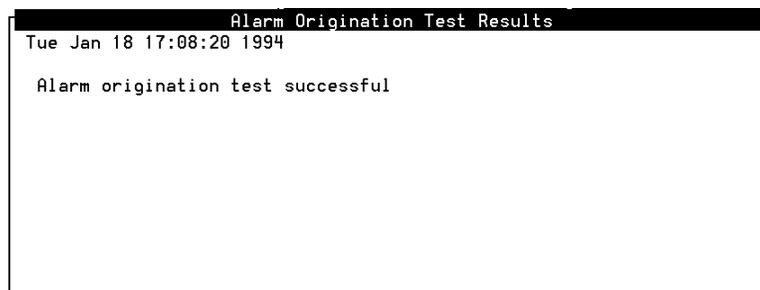
Figure 5-13.   Alarm Origination Test Results Window

9. Verify that the message on the screen reads:

   ```
   Day Date Time

   Alarm origination test successful.
   ```

10. If the test completed successfully, press F6 (Cancel) until you reach the Voice System Administration menu (Figure 5-1) and continue with the next procedure on your checklist. Press F6 (Cancel) to log out of the system.

11. If the test did *not* complete successfully, contact your remote support center.

Backing up the INTUITY CONVERSANT System

Lucent Technologies suggests performing a root or full backup of your system.

> **NOTE:**
> Use the backup mechanisms described here to back up and restore files on the same machine only.

There are two tools available for you to use to backup your system:

- BRU (backup/restore utility)
- mkimage

Backing up the INTUITY CONVERSANT System Using BRU

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the BRU.

Types of BRU

- Root, or disk-level, backup — This is used to save the entire contents of a hard disk and is good to perform to baseline your new system after initial load.
- Full, or UNIX-level — This is a backup of all files and file systems.

Performing a Root Backup

> **NOTE:**
> Verify that the INTUITY Backup/Restore Utility package is loaded on the system before performing a disk backup.

Backup of the entire disk consists of two parts: copy disk to tape and checksum verification. Each part takes about 1 hour/Gbyte to complete.

To perform a root backup using the BRU tool, do the following:

1. Log in as root.

2. Enter **shutdown -g0 -y**

   The system shuts down.

3. Insert the BRU Disk Backup diskette labeled "QuickStart" into the diskette drive.

4. Press the reset button on the right front of the MAP/100P peripheral bay (Figure 2-5).

   The system boots from the BRU diskette. After a few minutes the system displays the BRU Main Menu (Figure 5-14).

```
            QuickStart - System Recovery Tool
     Copyright(c) 1997, Enhanced Software Technologies, Inc.



1. Select Recovery Archive Device.
2. Perform System Backup
3. Perform System Recover
4. Perform Archive Volume Verification
5. Recovery Help
9. Restart Native Operating System




Select Option >
```

Figure 5-14. BRU Main Menu

5. Enter **1**

   The system displays the BRU Select Recovery Device Type Menu Screen (Figure 5-15).

```
Please select the type of Backup Device to use.

1. Wangtek 525 MB QIC Tape Drive
2. Tandberg 2.5 GB QIC Tape Drive
Q. Quit


Select (1, 2, or Q)
```

Figure 5-15.   BRU Select Recovery Device Type Menu Screen

6. Enter the number corresponding to your systems tape drive.

    The system displays the following message:

    `Checking Device.`

    The system displays the BRU Main Menu Screen (Figure 5-14).

7. Enter **2**

    The system displays the following message:

    `Scanning system hardware for attached hard drives`

    `I found X hard drives attached to this system:`

    `1. First SCSI Hard Drive Size = xxxxxxxxx        Select`
    `Hard Drive to Backup; Separate multiple entries with`
    `spaces [1]:`

8. Enter the number of the hard disk drive to be backed up.

    The system displays the following message:

    `Total backup size 2048 MBytes`

    `Make sure that the prepared tape is unchanged`
    `Press [ENTER] to continue.`

9. Press ⌈ENTER⌋.

   The system displays the following message:

   ```
   Creating the recovery volume...

   This operation can take from minutes to hours depending
   upon the speed of the tape drive being used.

   For example:

       Wangtek 525MB QIC drive - 12MB/min = 720MB/hr
       Tanberg 2.5GB QIC drive - 17MB/min = 1GB/hr

   Backing up X hard drive.

   System backup operation completed successfully.

   QuickStart will now verify the backup.

   While EST recommends that you verify each backup, this
   is an optional process.

   Enter V to verify or S to skip [V/S]:
   ```

   ## ⚠ CAUTION:

   *Entering **v** will cause the system to verify the tape using the backup
   floppy. This procedure will take approximately two hours. During this
   time the system will be out of service.*

10. Enter **s**

    The system displays the following message:

    ```
    Verification Skipped!

    You may verify a QuickStart tape at any time by using
    option 4 from the main QS menu.

    Press [ENTER] to return to the main menu.
    ```

11. Press ⌈ENTER⌋.

    The system displays the BRU Main Menu Screen (Figure 5-14).

12. Remove the "QuickStart" boot diskette from the diskette drive.

13. Enter **9**

14. The system reboots to the INTUITY CONVERSANT system.

15. Verify the root backup tape while the system is in operation. See "Verifying
    a Root Backup Tape"below for the procedure.

Performing a Full Backup

You can perform this procedure while your system is up and running.

A full UNIX-level backup consists of two components:

- Estimate—this component determines how much has changed since the last backup.

- Backup—this component is the actual backup procedure.

➡ **NOTE:**
The estimated time required to perform a full backup is 1 hour/Gbyte.

To perform a Full UNIX-level backup, do the following:

1. Starting at the Voice System Administration Menu (Figure 5-1), select

```
> Backup/Restore
   > Full Backup
      > Estimate
```

The system displays a message similar to the following message:

```
Please be patient, depending on the size of the backup
this could take several minutes

Performing Full Backup estimate...

bru:1volume xxxxx files, xxxxxx archive blocks xxxxxx
Kbytes

Please press <ENTER> to return to menu.
```

2. Make sure you have enough backup tapes available to store the system data.

3. Label each cartridge tape with "Full UNIX Backup Tape X."

4. Press ENTER.

The system displays the Full Backup menu (Figure 5-16).

```
                      Full Backup
Backup
Estimate
```

Figure 5-16.   Full Backup Menu

5. Select

```
> Backup
```

The system displays the following message:

Please put a tape in the drive.

Press <Enter> to continue or q to quit.

6. Insert the first tape into the cartridge tape drive.

7. Press ⬚ENTER⬚.

The system displays the following message:

The Full UNIX backup is now complete. Please remove the
tape and label it as "Full UNIX Backup, created
[today's date]"

8. Verify the backup tape. See "Verifying a Backup Tape" below for the
    procedure.

Verifying a Backup Tape

A backup tape is verified using the INTUITY CONVERSANT windows or the
backup utility boot floppy.

Using the INTUITY CONVERSANT Windows

Verify your BRU backup tape after the system is in operation. Perform the
verification on the same INTUITY CONVERSANT system or another INTUITY
CONVERSANT system that has the BRU loaded.

The BRU verifies:

■   Full backup tapes

■   Root backup tapes

Verifying a Full Backup Tape. To verify a full backup tape, do the following:

1. Insert the backup tape into the tape drive.

2. Starting at the Voice System Administration Menu (Figure 5-1), select

```
> Backup/Restore
    > Verify Backup
        > Differential/Full
```

The system displays the following message:

```
The Backup Tape Verification is now complete. Please
remove the tape, check that the label reflects whether
the tape contains root, full, or differential backup
data, date and time it was created then store it.
```

Verifying a Root Backup Tape. To verify a root backup tape, do the following:

1. Insert the backup tape into the tape drive.

2. Starting at the Voice System Administration Menu (Figure 5-1), select

```
> Backup/Restore
    > Verify Backup
        > "QuickStart"
```

The system displays the following message:

```
The Backup Tape Verification is now complete. Please
remove the tape, check that the label reflects whether
the tape contains root, full, or differential backup
data, date and time it was created then store it.
```

Backing Up the INTUITY CONVERSANT System Using mkimage

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the **mkimage** command.

NOTE:
The backup mechanisms described here should be used for backing up and restoring files on the same machine only.

The **mkimage** command backs up all files and speech to cartridge tapes. Use the **mkimage** command after loading a new system.

See Appendix A, "Summary of Commands," in *INTUITY™ CONVERSANT® V6.0 Administration*, 585-310-591, for additional information about the **mkimage** command.

Performing a System Backup

To perform a full system backup using **mkimage**, do the following:

1. Log in as root.

2. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in *INTUITY CONVERSANT System Version 6.0 MAP/100P Maintenance*, 585-313-113.

3. Enter **mkimage**

   The system displays the following message:

   ```
   The UNIX kernel will be rebuilt now. This will take some
   time. Please wait.

   WARNING: This process will put the system in single
            user mode!!!

   Do you wish to continue (y/n)?
   ```

4. Enter **y**

   The system displays the following message:

   ```
   The system will now be put in single user mode. Re-login
   after the prompt and re-execute this command to
   continue the mkimage process.

   Console Login:
   ```

5. Continue with the next procedure, "Backing Up the Root File System."

Backing Up the Root File System

To back up the root file system, do the following:

1. Log in as root.

2. Enter **mkimage**

   The system displays the following message:

   ```
   Checking the system run level: Please wait

   The system is in single user mode: Continuing

   The following are approximate tape counts required for
   this backup for various tape drive sizes
   ```

```
150 Mbyte drive:        X tape(s)
320 Mbyte drive:        X tape(s)
525 Mbyte drive:        X tape(s)
1.2 Gbyte drive:        X tape(s)
2.0 Gbyte drive:        X tape(s)
```

```
Be sure to number the cartridge tapes consecutively in
the order they will be inserted.
```

```
Label the tapes 'CONVERSANT Image Tape x' where x
indicates the insertion sequence. Also include the
current date.
```

```
Note: Very large files, such as database files, take
several minutes to backup. During this time you will
not see any progress reported to the console. If the
tape drive is running and the system disk light is
flashing, the operation is in progress.
```

```
Please insert the first tape now. Press 'ENTER' to
start image tape creation.
```

3. Label the appropriate number of cartridge tapes.

   Label the tapes *CONVERSANT Image Tape x,* where x indicates the
   insertion sequence. Include the current date on the label.

4. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the
   cartridge tape drive.

5. Press ENTER.

   The system takes approximately 30 minutes to load the information onto
   one cartridge tape.

   If your system backup requires more than one cartridge tape, the system
   displays the following message:

   ```
   End of medium on output
   Change to part 2 and press RETURN key. (q)
   ```

   If your backup requires more than one tape, complete Steps a through d:

   a. Remove the cartridge tape labeled "CONVERSANT Image Tape 1"
      from the cartridge tape drive.

   b. Insert the cartridge tape labeled "CONVERSANT Image Tape 2"
      into the cartridge tape drive.

   c. Press ENTER.

   d. Repeat Steps a through c for all necessary cartridge tapes.

   If your backup does not require more than one tape, continue with Step 6.

6. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive.

```
The image tapes will be verified now.
Make sure the tapes are inserted in the order they are
made.

Press 'Enter' to start verification.
```

7. Press ENTER.

The system displays the following message:

```
Please insert the first tape now. Press 'Enter' to
continue.
```

8. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the cartridge tape drive.

9. Press ENTER.

The system takes as long to verify a cartridge tape as it did to create it.

The system will prompt for additional tapes if necessary.

10. If your system has speech files located on a second disk, perform the next procedure, "Backing Up the Speech Files."

If your system has only one disk, or is mirrored, continue with the procedure, "Verifying the Back Up."

Backing Up the Speech Files

If your system contains speech files on a second hard disk drive, the system displays the following message:

```
The following are approximate tape counts required for
this backup for various tape drive sizes

    150 Mbyte drive:        X tape(s)
    320 Mbyte drive:        X tape(s)
    525 Mbyte drive:        X tape(s)
    1.2 Gbyte drive:        X tape(s)
    2.0 Gbyte drive:        X tape(s)

Be sure to number the cartridge tapes consecutively in
the order they will be inserted.

Label the tapes 'CONVERSANT Speech Tape x' where x
indicates the insertion sequence. Also include the
current date.

Note: Very large files, such as database files, take
several minutes to backup. During this time you will
not see any progress reported to the console. If the
tape drive is running and the system disk light is
flashing, the operation is in progress.
```

```
Please insert the first tape now. Press 'ENTER' to
start image tape creation.
```

To back up the speech files, using the **mkimage** command, do the following:

1. Label the appropriate number of cartridge tapes.

   Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date on the label.

2. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive.

3. Press ENTER.

   The system takes approximately 30 minutes to load the information onto one cartridge tape.

   If your system backup requires more than one cartridge tape, the system displays the following message:

   ```
   End of medium on output
   Change to part 2 and press RETURN key. (q)
   ```

   If your backup requires more than one tape, complete Steps a through d:

   a. Remove the cartridge tape labeled "CONVERSANT Speech Tape 1" from the cartridge tape drive.

   b. Insert the cartridge tape labeled "CONVERSANT Speech Tape 2" into the cartridge tape drive.

   c. Press ENTER.

   d. Repeat Steps a through c for all necessary cartridge tapes.

   If your backup does not require more than one tape, continue with Step 4.

4. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive.

   ```
   The speech tapes will be verified now.
   Make sure the tapes are inserted in the order they are
   made.
   ```

   ```
   Press 'Enter' to start verification.
   ```

5. Press ENTER.

   The system displays the following message:

   ```
   Please insert the first tape now. Press 'Enter' to
   continue.
   ```

6. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive.

7. Press ENTER.

   The system takes as long to verify a cartridge tape as it did to create it.

   The system will prompt for additional tapes if necessary.

8. Continue with the procedure, "Verifying the Back Up."

Verifying the Back Up

When the system is done verifying a cartridge tape it automatically reboots, returns to multi-user format, and displays the console login. To verify the back up, do the following:

1. Log in as root.

2. Enter **vi /SaveVsData/mkimage.log**

   If the system displays the following message, the mkimage back up was successful.

   ```
   Creation and verification of the CONVERSANT Image Tape
   is complete.
   ```

   If the system does not display this message, the mkimage back up was not successful. Repeat the procedure.

Performing Other Backups

See the *Novell UnixWare Backup and Restore Services* book, which is part of the *UnixWare Documentation Set*, 585-350-908, for information on:

- ■ Establishing an automatic backup using **bkreg**

- ■ Backing up the UnixWare system

- ■ Performing a UnixWare incremental backup

- ■ Copying files using **cpio**

- ■ Backing up applications other than Script Builder applications

- ■ Backing up a database

See *INTUITY CONVERSANT V6.0 Application Development with Script Builder*, 585-310-760, for information on backing up Script Builder applications.

See *INTUITY CONVERSANT V6.0 Speech Development, Processing, and Recognition*, 585-310-762, for information on backing up speech files using **spsav.**

System Installation Checklist

A

Overview

The checklist provides a description of the required procedures, in sequence, to use when installing an assembled, loaded, and tested (ALT) system. The "Chapter" and "Section" columns refer you to the appropriate document or chapter number and section title of the book that applies to the procedure and installation you are completing. Use the books listed on the next page to support the checklist.

Purpose

Using this checklist ensures that you complete the required procedures in the proper sequence.

Books to Use with the Checklists

Use the following books to install a Lucent Technologies' INTUITY™ CONVERSANT® system MAP/100P:

- *INTUITY CONVERSANT System Version 6.0 MAP/100P New System Installation, Issue 1*, 585-313-112

    This is the primary reference book for installing a factory assembled MAP/100P.

- *INTUITY CONVERSANT System Version 6.0 MAP/100P Maintenance*, 585-313-113

    Use this book along with the system installation book for help with procedures such as troubleshooting, diagnostics, and replacing circuit cards.

- *INTUITY CONVERSANT System Version 6.0 Administration,* 585-310-591

    Use this book along with the system installation book to help with system administration, operations, and command reference information.

⇛ **NOTE:**
If you need to install a feature for the customer to an ALT system, contact your project manager to verify the requirement and notify your remote support services.

System Installation Checklist

The checklist (Table A-1) provides a description of the required procedures numbered in the sequence in which you must complete them. The "Chapter" and "Section" columns refer you to the appropriate chapter number and section title of the system installation book.

As you complete a procedure, make a check mark in the "✔" column.

Table A-1.   MAP Hardware Installation Checklist — Pre-assembled System

Task	Task Description	Comments	Chapter	Section	✔
1	Verify site environmental requirements.		1	"Environmental Considerations"	
2	Verify site installation requirements.		1	"Installation Area Considerations"	
3	Verify site space requirements.		1	"Space Requirements"	
4	Verify site power requirements.		1	"Power Requirements"	
5	Verify site is prewired for all pinout connections.	Required for telephone lines and switch integration.	1	Verify with system administrator.	
6	Review demarcation points.	All systems, application dependent.	1	"Points of Demarcation"	
7	Review all safety warnings before getting started.		1	"System Grounding Connections"	
8	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	1	"System Grounding Connections"	
9	Gather the required tools.		1	"Tools" and "Test Equipment"	
10	Unpack the MAP.	Open as instructed to reuse packing materials.	2	"Unpacking the MAP/100P"	

Table A-1. MAP Hardware Installation Checklist — Pre-assembled System — *Continued*

Task	Task Description	Comments	Chapter	Section	✔
11	Locate key components on the MAP.		2	"The Front of the Unit" and "The Back of the Unit"	
12	Make cable connections.	Included are network and asynchronous connections. These MUST be made prior to powering up.	3	Chapter 3, "Making Cable Connections"	
13	Connect the MAP to the power service and power up.		4	Chapter 4, "Connecting Peripherals and Powering Up"	
14	Verify the system setup screen is correct, if necessary.		4	Chapter 4, "Connecting Peripherals and Powering Up"	
15	Administer the printer	Systems using a printer.	4	Chapter 4, "Connecting Peripherals and Powering Up"	
16	Administer modem for remote administration.	Administer for systems using COM2 port for remote administration.	4	Chapter 4, "Connecting Peripherals and Powering Up"	
17	Administer modem(s) on the system. Do not use these procedures on the remote *maintenance* modem.	Administer for systems *not* using COM2 port for remote administration.	4	Chapter 4, "Connecting Peripherals and Powering Up"	

Continued on next page

**Table A-1.   MAP Hardware Installation Checklist — Pre-assembled
    System — *Continued***

Task	Task Description	Comments	Chapter	Section	✔
18	Continue with the checklist if the system setup screen is correct.	If, at this point, the system does not seem to be working, verify hardware connections or clean equipment if necessary.	B	Appendix B, "Troubleshooting Procedures"	
19	Verify system status.		5	Chapter 5, "Verifying System Status"	
20	Verify channel state.	All systems.	5	Chapter 5, "Running the Feature Test Script Package"	
21	Administer and test alarm origination.		5	Chapter 5, "Activating Alarm Origination"	
22	Backup the system.	All systems.	5	Chapter 5, "Backing up the INTUITY CONVERSANT System Using BRU"	

Troubleshooting Procedures

B

Overview

This appendix describes some basic troubleshooting procedures for the most common system problems.

Purpose

The purpose of this appendix is to provide the on-site technician or system administrator with repair procedures for the most common system procedures.

The following assumptions are made in this appendix:

- You have checked the Message Log for any relevant messages. See Chapter 1, "Getting Started" in *INTUITY CONVERSANT Version 6.0 System Alarms and Log Messages,* 585-310-182.

- You have already performed a visual inspection of the system.

- The resolutions in the second column of the tables are intended to provide a starting point to isolate a problem and may not be exhaustive.

- The procedures in the second column assume general editing knowledge and script familiarity, as most of the commands and procedures are performed from the command line.

Repairing Power-Up Troubles

Power-up troubles are experienced when you are first turning the system on. Table B-1 lists the indications related to power-up troubles:

Table B-1.   Repairing Power Up Troubles

Indication	Corrective Action
The system will not power up.	1. Verify that the on/off power switch on the back of the unit is in the ON position.
	2. Verify all external system connections (power cords and monitor cables) are correct (for example, the blue cable connects to the synchronous host circuit card and not to the system parallel port).
	3. Verify all external system connections are secure.
During startup, the system displays the following message: "Shared memory is marked as invalid. cvis_ menu exiting."	1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.
	2. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.
	3. Enter **cvis_mainmenu**
	4. If the problem persists:
	a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.
	b. Enter **cp /gendb/shmem/devtbl /gendb/shmem/devtbl.old**
	c. Enter **rm /gendb/shmem/devtbl**
	d. Start the voice system. See Chapter 3, "Common System Procedures," in your platform system maintenance book.

Continued on next page

Table B-1.   **Repairing Power Up Troubles** — *Continued*

Indication	Corrective Action
The **start_vs** command takes a long time to initialize on a system with many analog lines.	1. Starting at the Switch Administration screen, set Dial-Tone Training to "No." See Chapter 5, "Switch Interface Administration," of *INTUITY CONVERSANT System Version 6.0 Administration*, 585-310-591.

> **NOTE:**
> If dial-tone training is "no," you should specify that the dial-tone frequency to be used with a particular switch (350 and 440 is the default for DEFINITY®).

2. Verify that the transfers being performed in the application are still functioning properly.

Repairing Boot-Up Troubles

Boot-up troubles are experienced when the system crashes and reboots itself or when you reboot the system. Table B-2 lists the indications and possible repair procedures related to boot-up troubles.

Table B-2.   Repairing Boot-Up Troubles

Indication	Corrective Action
Circuit cards are not recognized during boot up.	1. Enter **pkginfo** 2. Make sure the driver software is installed (ASP, Tip/Ring, or T1). 3. Check the circuit cards. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics," in your platform system maintenance book. 4. Make sure that the circuit cards have the proper switch settings and correct placement of terminating resistors if attached to the TDM bus cable.
When the system boots, it displays messages in the message log report or on the console similar to the following message: `Unable to attach shared memory,` Bad `DEVTBL,` and/or `VROP respawning too rapidly.`	1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform system maintenance book. 2. Enter **cp /gendb/shmem/devtbl /gendb/shmem/devtbl.old** 3. Enter **rm /gendb/shmem/devtbl** 4. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.
The system displays the following message: `Non-system disk or disk error. Replace and hit any key to continue.`	1. Check the diskette drive and confirm that it is empty. 2. Check the cartridge tape drive and confirm that it is empty. 3. Check the power connections. 4. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.

Table B-2. Repairing Boot-Up Troubles — *Continued*

Indication	Corrective Action
The system passes run level four then reboots continuously (rolling reboot).	1. Power off the platform immediately after the system reboots. 2. Remove one optional circuit card (for example, SP, T1, Tip/Ring). 3. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book. 4. Repeat Steps 1–3 until the system reboots properly. 5. Replace the circuit cards.
The system exhibits rolling reboot when static kernel size exceeds 8-Mbyte.	1. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book. 2. While rebooting the system, hold down the ENTER key when the system displays the UnixWare graphics. 3. When the system prompts you for a previously saved kernel, enter **unix.old** or enter the name of a kernel that you saved manually at a previous time. This file is created automatically each time the kernel is rebuilt. 4. To prevent this problem from occurring again, remove those packages that affect the size of the static kernel from your configuration permanently. The UnixWare limitation of the size of the static kernel is maximum of 8Mbyte.

Continued on next page

Table B-2.   Repairing Boot-Up Troubles — *Continued*

Indication	Corrective Action
A file system check shows a file system with 0 files, 0 blocks, or 0 free.	1. Verify the disk partition was adequate. See "Initializing the Hard Disk Drives" in Chapter 9, "Installing Base System Software," in your platform system maintenance book. 2. Restore the system software from the mkimage backup tape. See "Performing a System Restoration" in Chapter 3, "Common System Procedures," in your platform system maintenance book. If no backup is available, reload the system software. See Chapter 9, "Installing Base System Software," Chapter 10, "Installing the INTUITY CONVERSANT System Software," and Chapter 11, "Installing the Optional Feature Software," in your platform system maintenance book.
The system hangs after a reboot and the screen is blank.	1. Check the diskette drive and confirm that it is empty. 2. Check the power connections. 3. Check the power supply by watching for hard disk access with the disk access light. 4. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book.

Repairing System Installation/Upgrade/Set-Up Troubles

These troubles are experienced during initial installation of the voice system, while upgrading either hardware or software, or when adding additional hardware or software. Table B-3 lists the indications and possible repair procedures related to these troubles.

Table B-3.   Repairing System Installation/Upgrade/Set-Up Troubles

Indication	Corrective Action

The system cannot initialize the IPCI circuit card.	1. Check for possible conflict with memory and I/O addresses or interrupt conflicts.
	
	2. Log in as root.
	
	3. Enter **crash**
	
	4. Enter **strstat**
	
	The system displays a message similar to the message shown in Figure B-1.
	
	  a. Increase the values to slightly higher than what is listed under the CONFIG column.
	
	  b. If there is anything other than 0's in the FAIL column, use the **/etc/conf/bin/idtune** command to increase the tunable parameter. The parameters to tune are NSTREAM, NQUEUE (should be 4 X NSTREAM), NBLK4, NBLK16, NBLK64,NBLK128, NBLK256, NBLK512, NBLK1024, NBLK2048, and NBLK4096.
	
	  c. After you have changed the tunable parameters, use the **/etc/conf/bin/idbuild** command to rebuild the UNIX kernel.
	
	5. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book.

```
> strstat
ITEM              CONFIG    ALLOC    FREE      TOTAL     MAX    FAIL
streams              106      106       0        592     109       0
queues               522      522       0       1926     530       0
message blocks        75       57      18      24269      77       0
data blocks           68       57      11      18271      68       0
link blocks           16       16       0         16      16       0
stream events          6        4       2          6       6       0

Count of scheduled queues:    0
```

Figure B-1.   strstat Sample Output

Pinouts

C

Overview

This appendix provides the pinout information for the:

- Tip/Ring circuit card
- Asynchronous connections
- Peripheral drives

Purpose

The purpose of this appendix is to provide the pinout information to ensure proper connectivity and complete the system installation successfully.

Pinouts for the Tip/Ring Circuit Card

Figure C-1 shows typical Tip/Ring line connection for the IVC6 circuit card. Table C-1 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring cards to the Tip/Ring distribution panel.
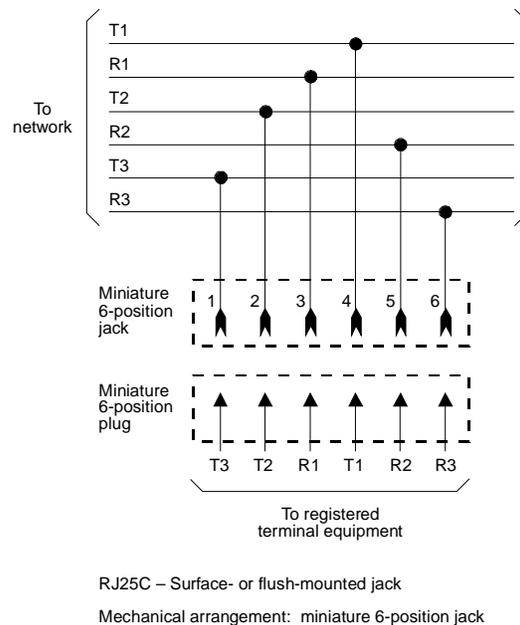
Figure C-1.   Wiring and Pin Diagram for the IVC6 Tip/Ring Card

Table C-1. MAP/100P Tip/Ring Consolidation Wiring and Pinouts

	From			To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	PinNo.	T or R	Pin No.
1	1	1	3	1	4	R1	1
	1	1	4	1	5	T1	26
2	1	1	2	1	3	T2	27
	1	1	5	1	6	R2	2
3	1	1	1	1	2	T3	28
	1	1	6	1	7	R3	3
4	1	2	3	2	4	R4	4
	1	2	4	2	5	T4	29
5	1	2	2	2	3	T5	30
	1	2	5	2	6	R5	5
6	1	2	1	2	2	T6	31
	1	2	6	2	7	R6	6
7	2	1	3	3	4	R7	7
	2	1	4	3	5	T7	32
8	2	1	2	3	3	T8	33
	2	1	5	3	6	R8	8
9	2	1	1	3	2	T9	34
	2	1	6	3	7	R9	9
10	2	2	3	4	4	R10	10
	2	2	4	4	5	T10	35
11	2	2	2	4	3	T11	36
	2	2	5	4	6	R11	11
12	2	2	1	4	2	T12	37
	2	2	6	4	7	R12	12

Continued on next page

Table C-1. MAP/100P Tip/Ring Consolidation Wiring and Pinouts — *Continued*

	From			To		50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
13	3	1	3	5	4	R13	13
	3	1	4	5	5	T13	38
14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44
20	4	1	2	7	3	T20	45
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24

Continued on next page

Table C-1. MAP/100P Tip/Ring Consolidation Wiring and Pinouts — *Continued*

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
25	5	1	3	1	4	R25	1
	5	1	4	1	5	T25	26
26	5	1	2	1	3	T26	27
	5	1	5	1	6	R26	2
27	5	1	1	1	2	T27	28
	5	1	6	1	7	R27	3
28	5	2	3	2	4	R28	4
	5	2	4	2	5	T28	29
29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9
34	6	2	3	4	4	R34	10
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12

Continued on next page

Table C-1.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts — *Continued*

	From			To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
37	7	1	3	5	4	R37	13
	7	1	4	5	5	T37	38
38	7	1	2	5	3	T38	39
	7	1	5	5	6	R38	14
39	7	1	1	5	2	T39	40
	7	1	6	5	7	R39	15
40	7	2	3	6	4	R40	16
	7	2	4	6	5	T40	41
41	7	2	2	6	3	T41	42
	7	2	5	6	6	R41	17
42	7	2	1	6	2	T42	43
	7	2	6	6	7	R42	18
43	8	1	3	7	4	T43	19
	8	1	4	7	5	R43	44
44	8	1	2	7	3	T44	45
	8	1	5	7	6	R44	20
45	8	1	1	7	2	T45	46
	8	1	6	7	7	R45	21
46	8	2	3	8	4	T46	22
	8	2	4	8	5	R46	47
47	8	2	2	8	3	T47	48
	8	2	5	8	6	R47	23
48	8	2	1	8	2	T48	49
	8	2	6	8	7	R48	24

Table C-1.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts — *Continued*

Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	PinNo.	T or R	Pin No.
						50-Pin Connector	
49	9	1	3	9	4	T49	1
	9	1	4	1	5	R49	26
50	9	1	2	1	3	T50	27
	9	1	5	1	6	R50	2
51	9	1	1	1	2	T51	28
	9	1	6	1	7	R51	3
52	9	2	3	2	4	T52	4
	9	2	4	2	5	R52	29
53	9	2	2	2	3	T53	30
	9	2	5	2	6	R53	5
54	9	2	1	2	2	T54	31
	9	2	6	2	7	R54	6
55	10	1	3	3	4	T55	7
	10	1	4	3	5	R55	32
56	10	1	2	3	3	T56	33
	10	1	5	3	6	R56	8
57	10	1	1	3	2	T57	34
	10	1	6	3	7	R57	9
58	10	2	3	4	4	T58	10
	10	2	4	4	5	R58	35
59	10	2	2	4	3	T59	36
	10	2	5	4	6	R59	11
60	10	2	1	4	2	T60	37
	10	2	6	4	7	R60	12

Continued on next page

Table C-1. MAP/100P Tip/Ring Consolidation Wiring and Pinouts — *Continued*

	From			To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	PinNo.	T or R	Pin No.
61	11	1	3	5	4	T61	13
	11	1	4	5	5	R61	38
62	11	1	2	5	3	T62	39
	11	1	5	5	6	R62	14
63	11	1	1	5	2	T63	40
	11	1	6	5	7	R63	15
64	11	2	3	6	4	T64	16
	11	2	4	6	5	R64	41
65	11	2	2	6	3	T65	42
	11	2	5	6	6	R65	17
66	11	2	1	6	2	T66	43
	11	2	6	6	7	R66	18
67	12	1	3	7	4	T67	19
	12	1	4	7	5	R67	44
68	12	1	2	7	3	T68	45
	12	1	5	7	6	R68	20
69	12	1	1	7	2	T69	46
	12	1	6	7	7	R69	21
70	12	2	3	8	4	T70	22
	12	2	4	8	5	R70	47
71	12	2	2	8	3	T71	48
	12	2	5	8	6	R71	23
72	12	2	1	8	2	T72	49
	12	2	6	8	7	R72	24

Pinouts for Asynchronous Connections

Table C-2 lists the pinouts for the COM1 asynchronous port on the rear of the MAP/100P. Figure C-2 shows pinouts for the modular jacks on the 8-port asynchronous circuit card. Figure C-3 shows pinouts for the terminal/printer or modem adapters.

Table C-2.   COM1 Pinouts

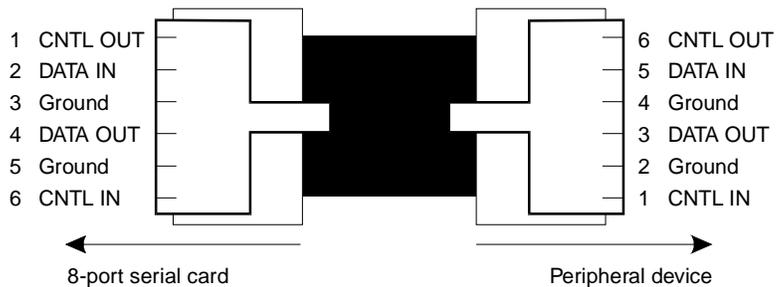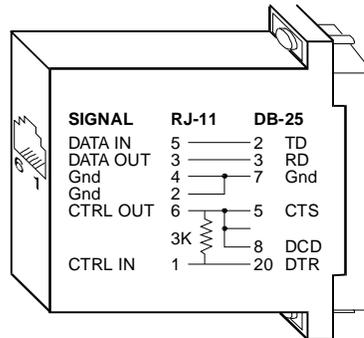| Pin No.	Signal	Signal
1	Data Carrier Detect (DCD)	Input
2	Receive Data (RX)	Input
3	Transmit Data (TX)	Output
4	Data Terminal Ready (DTR)	Output
5	Signal Ground (GND)	Bidirectional
6	Data Set Ready (DSR)	Output
7	Request to Send (RTS)	Output
8	Clear to Send (CTS)	Input
9	Ring Indicator (RI)	Input

Figure C-2.   Pinout Connections for Modular Jacks on the 8-Port Asynchronous Circuit Card

FOR TERMINALS & PRINTERS:
PEC 70854 [DB-25 DCE Male]

SIGNAL	RJ-11	DB-25	
DATA IN	5	2	TD
DATA OUT	3	3	RD
Gnd	4	7	Gnd
Gnd	2		
CTRL OUT	6	5	CTS
	3K	8	DCD
CTRL IN	1	20	DTR

FOR MODEMS:
PEC 70853 [DB-25 DTE Male]

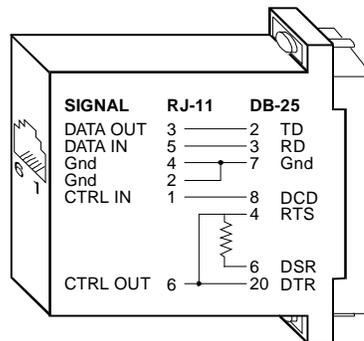| SIGNAL	RJ-11	DB-25	
DATA OUT	3	2	TD
DATA IN	5	3	RD
Gnd	4	7	Gnd
Gnd	2		
CTRL IN	1	8	DCD
		4	RTS
		6	DSR
CTRL OUT	6	20	DTR

Figure C-3.   Pinout Connections for DTE or DCE Devices

Pinouts for Peripheral Devices

Table C-3 shows pinouts for the DIN receptacles for keyboard connection. These receptacles are on the front and rear of the MAP/100P. Table C-4 shows pinouts for the 25-pin D-subminiature connector for printer connection. This connector is on the faceplate of the P5 200 MHz CPU circuit card.

Table C-3. Pinout Connections for the Keyboard

Pin No.	Signal
1	Clock
1	Data
3	Reset
4	Ground
5	+5 Volts

Table C-4. Pinout Connections for a Printer

Pin No.	Description	Pin No.	Description
1	- Strobe	10	- Acknowledge
2	+ Data Bit 0	11	+ Busy
3	+ Data Bit 1	12	+ Paper Feed
4	+ Data Bit 2	13	+ Select
5	+ Data Bit 3	14	- Auto Feed
6	+ Data Bit 4	15	- Error
7	+ Data Bit 5	16	- Init. Printer
8	+ Data Bit 6	17	- Select Printer
9	+ Data Bit 7	18	Ground

Cable Connectivity

D

Overview

This appendix details external connectivity and cabling from the MAP/100P platform to switches, networks, terminals and distant modems.

Purpose

This appendix provides procedures and illustrations for connections to the switch, network, or terminals to help you make the connections made at those devices.

Slot Locations

The MAP/100P comes equipped with a 20-slot backplane. Counting from the bottom to the top, slots 1 through 16 are ISA slots 1 through 16. Slot 17 is a combined ISA/PCI slot. Slots 18 through 20 are PCI slots 1 through 3.

Table D-1 lists the fixed slot assignments in the MAP/100P and are not variable in their arrangement.

Table D-1.   MAP/100P Slot Assignments

Backplane Slot Number	Slot type and number	Circuit Card
16	ISA slot 16	Remote maintenance
17	Combined ISA/PCI slot 17	P5 200 MHz CPU
18	PCI slot 1	Video controller

Assignment Rules

For any variable slot assignment and circuit card slot dependencies, run the hardware resource allocator. See Appendix A, "System Configuration," in *INTUITY CONVERSANT System Version 6.0 MAP/100P Maintenance*, 585-313-113, for instructions.

Overview of INTUITY CONVERSANT Serial Port Connections

Serial port connections (Figure D-1) from the system to terminals, distant modems, or other customer equipment can be made either from COM1 (Serial Port 1) on the back of the computer or from the 8-port asynchronous circuit card.

If there is only one serial connection to be made, use COM1. If more than one serial connection is to be made, use the 8-port asynchronous circuit card first (up to eight connections) and then use COM1.

➲ **NOTE:**
COM2 is reserved for remote maintenance on systems using alarm origination.

1. 8-Port Asynchronous Circuit Card
2. 25-pin modular adapter
3. RS-232 cable
4. Modem
5. House Wiring
6. Cross connect field
7. Public Switched Telephone Network

8. ADU
9. 400B2 adapter
10. To adjunct power 1151A
11. 7400A data module
12. 7400B distant data module
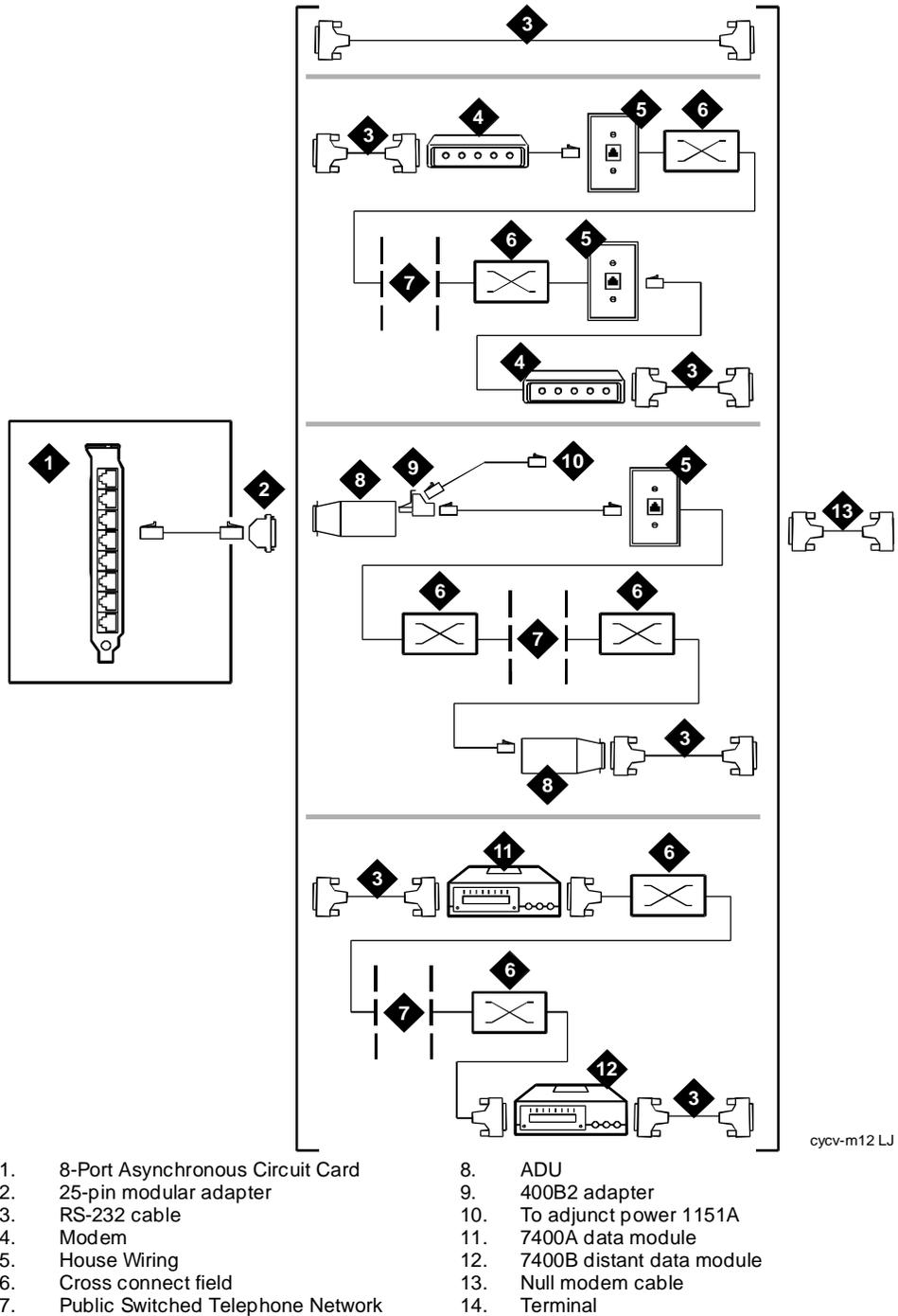13. Null modem cable
14. Terminal

Figure D-1. Overview of Lucent INTUITY Serial Port Connections

Connecting Lucent INTUITY COM1 to Customer Premise Equipment Through a Modem

Use the following procedure and Figure D-2 to make these connections.

1. Attach one end of an RS-232 cable to a 9- to 25-pin adapter.

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the computer.

3. Attach the other end of the RS-232 cable to a modem.

4. Connect the modem to the house wiring.

5. Insure the house wiring is connected to the cross connect field.

6. Connect one end of a 25-pair cable to the house wiring.

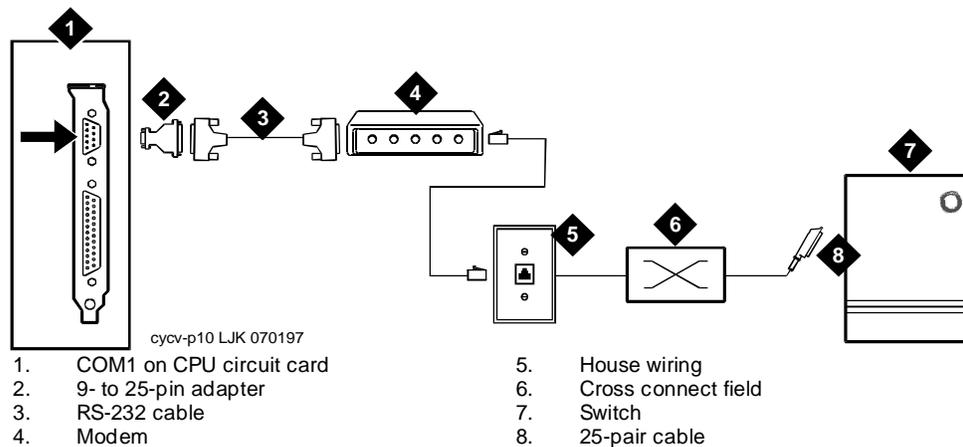7. Connect the other end of the 25-pair cable to the switch.

cycv-p10 LJK 070197

1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. Modem
5. House wiring
6. Cross connect field
7. Switch
8. 25-pair cable

Figure D-2. Connecting Lucent INTUITY COM1 to Customer Premise Equipment Through a Modem

Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port Through ADUs

Use the following procedure and Figure D-3 to make these connections.

1. Attach one end of an RS-232 cable to a 9- to 25-pin adapter.

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the computer.

3. Attach the other end of the RS-232 cable to the ADU.

4. On the other end of the ADU, attach a 400B2 adapter.

5. Attach one end of a DW8 cable to one input of the 400B2 adapter. The other input goes to adjunct power 1151A.

6. Connect the other end of the DW8 cable to the house wiring.

7. At the other end of the house wiring, attach another ADU.

8. At the other end of that ADU, attach an RS-232 cable.

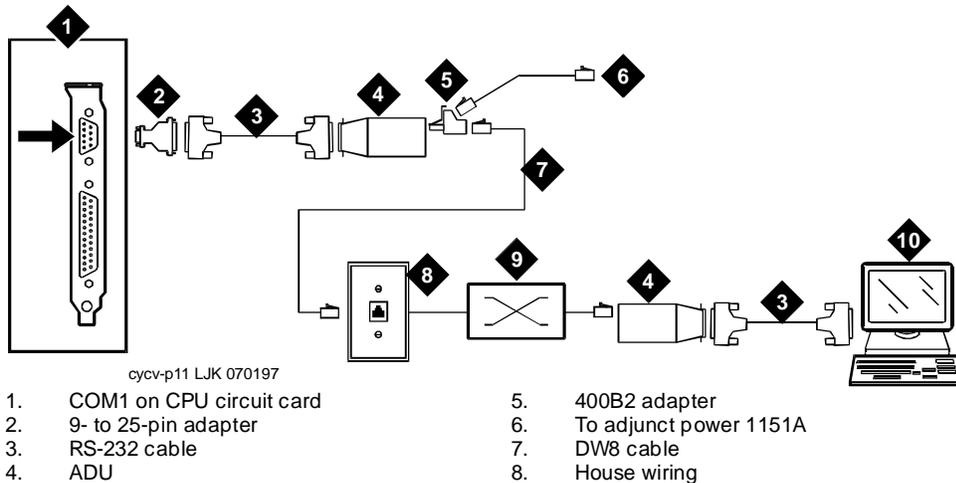9. Attach the other end of this RS-232 cable to the 715 DCE terminal or other DCE device.

cycv-p11 LJK 070197

1.	COM1 on CPU circuit card	5.	400B2 adapter
2.	9- to 25-pin adapter	6.	To adjunct power 1151A
3.	RS-232 cable	7.	DW8 cable
4.	ADU	8.	House wiring

Figure D-3.   Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port Through ADUs

Connecting Lucent INTUITY COM1 to a Distant Data Module Through a 7400A Data Module

Use the following procedure and Figure D-4 to make these connections.

1. Attach an RS-232 cable to one end of a 9- to 25-pin adapter.

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the computer.

3. Attach the other end of the RS-232 cable to a 7400A data module.

4. Attach one end of a 25-pin cable to the 7400A data module.

5. Attach the other end of the 25-pin cable to the cross connect field.

6. At the remote location, connect one end of a 25-pin cable to the cross connect field.

7. Connect the other end of the 25-pin cable to a 7400B distant data module.

8. Connect one end of an RS-232 cable to the 7400B distant data module.

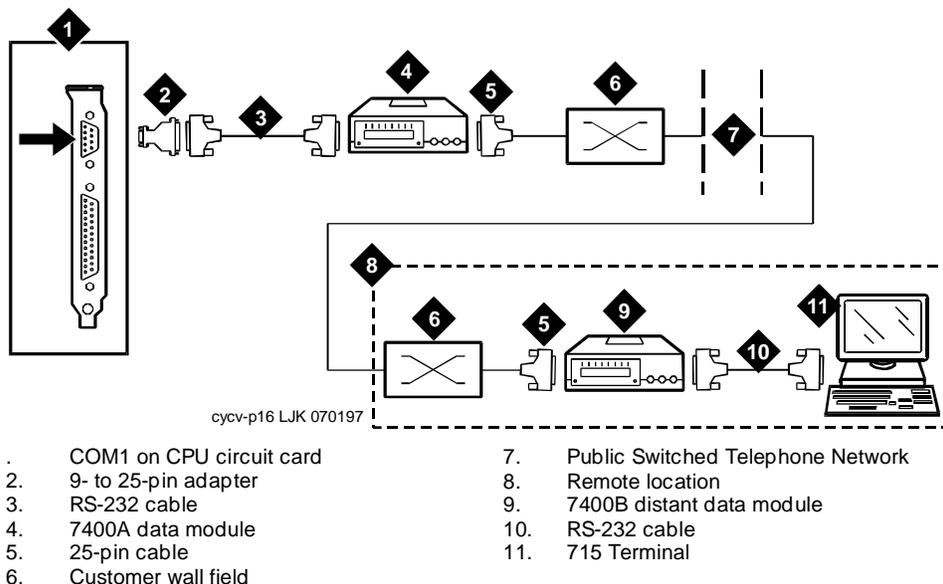9. Connect the other end of the RS-232 cable to the 715 terminal.

cycv-p16 LJK 070197

.	COM1 on CPU circuit card	7.	Public Switched Telephone Network
2.	9- to 25-pin adapter	8.	Remote location
3.	RS-232 cable	9.	7400B distant data module
4.	7400A data module	10.	RS-232 cable
5.	25-pin cable	11.	715 Terminal
6.	Customer wall field		

Figure D-4.   Connecting Lucent INTUITY COM1 to a Distant Data Module Through a 7400A Data Module

Connecting Lucent INTUITY COM1 to a 615 Terminal or Other DTE Device Through a Null Modem

Use the following procedure and Figure D-5 to make these connections.

1. Attach a NULL modem cable to one end of a 9- to 25-pin adapter.

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the computer.

3. Attach the other end of the NULL modem cable to the 615 terminal.

NOTE:

The NULL modem must be provided locally. If needed, you can purchase it from Lucent Technologies.

cycv-p12 LJK 070197

1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
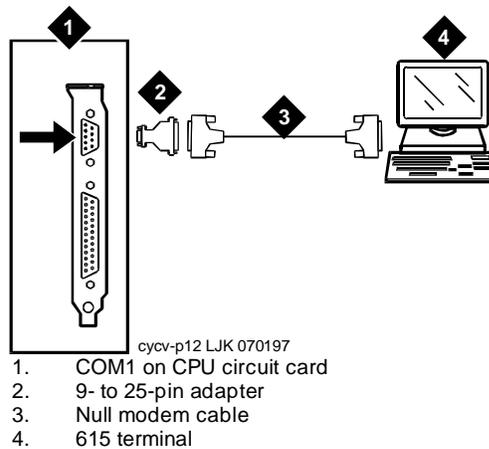3. Null modem cable
4. 615 terminal

Figure D-5.   Connecting Lucent INTUITY COM1 to a 615 Terminal Through a Null Modem

Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Use the following procedure and Figure D-6 to make these connections.

1. Attach an RS-232 cable to one end of a 9- to 25-pin adapter.

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the computer.

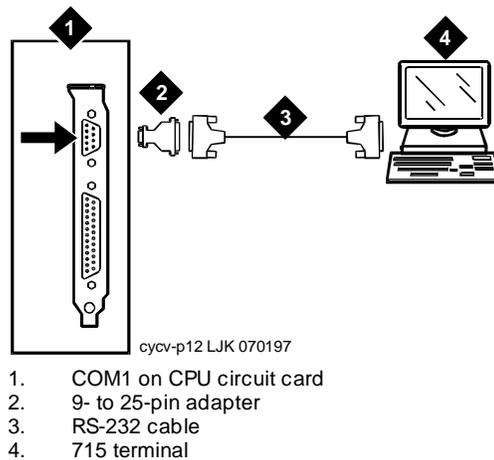3. Attach the other end of the RS-232 cable to the 715 terminal or other DCE device.

cycv-p12 LJK 070197

1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. 715 terminal

Figure D-6. Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Connecting the 8-Port Asynchronous Circuit Card to Customer Premise Equipment Through a Modem

Use the following procedure and Figure D-7 to make these connections.

1. Attach the 4.3-meter (14-foot) modular cable (provided with the card) to the 8-port asynchronous circuit card.

2. Attach the other end of the 4.3-meter (14-foot) modular cable (provided with the 8-port asynchronous circuit card circuit card) to the DTE adapter.

3. Connect the DTE adapter to the DCE modem.

4. Connect the DCE modem to customer premise equipment.

cycv-m09 LJK 061297

1. 8-Port Asynchronous Circuit Card
2. 4.3-m (14-ft) modular cable
3. DTE adapter
4. DCE modem
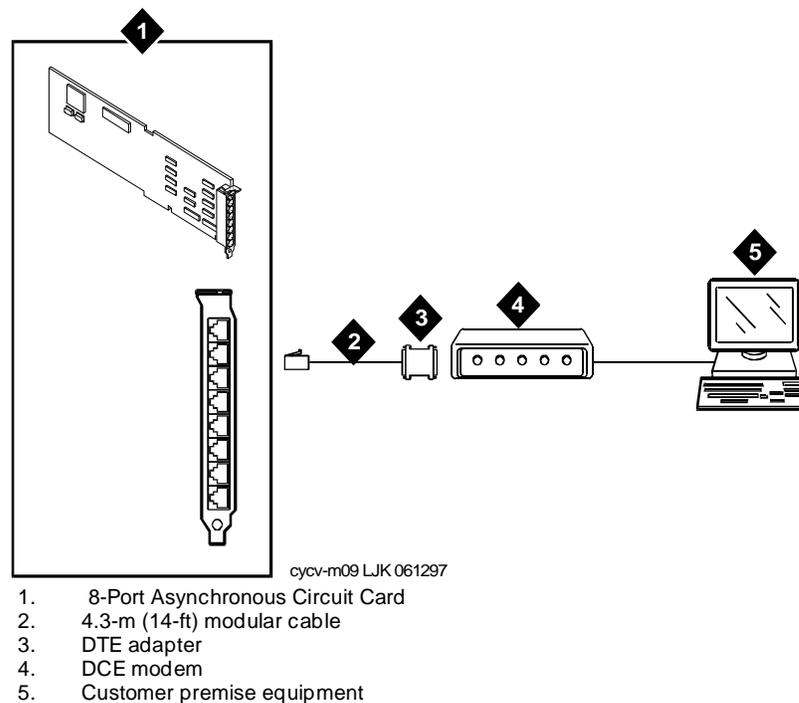5. Customer premise equipment

Figure D-7.   Connecting the 8-Port Asynchronous Circuit Card to Customer Premise Equipment Through a Modem

Connecting the 8-Port Asynchronous Circuit Card to a Terminal Through ADUs

Use the following procedure and Figure D-8 to make these cable connections.

1. Attach the 4.3-meter (14-foot) modular cable (provided with the card) to the 8-port asynchronous circuit card.

2. Connect the other end of the 4.3-meter (14-foot) modular cable (provided with the 8-port asynchronous circuit card) to the DTE adapter.

   DTE adapters are described in Chapter 1, "Getting Started".

3. Connect the DTE adapter to the ADU.

4. Connect the ADU to one end of a D8AM crossover cord.

5. Attach the other end of the D8AM crossover cord to the house wiring.

6. Connect another ADU to the other end of the house wiring.

7. Attach an RS-232 cable to the other end of this ADU.

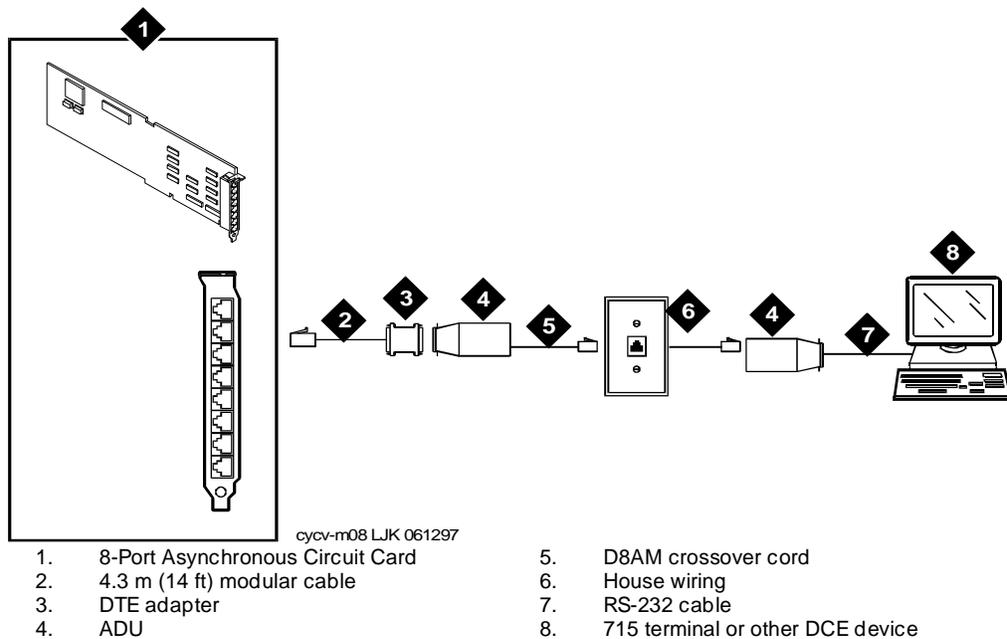8. Connect the other end of the RS-232 cable to the 715 terminal or other DCE device.

cycv-m08 LJK 061297

1.	8-Port Asynchronous Circuit Card	5.	D8AM crossover cord
2.	4.3 m (14 ft) modular cable	6.	House wiring
3.	DTE adapter	7.	RS-232 cable
4.	ADU	8.	715 terminal or other DCE device

Figure D-8. Connecting the 8-Port Asynchronous Circuit Card to a Terminal Through ADUs

Connecting the 8-Port Asynchronous Circuit Card to a Distant Data Module Through a 7400A Data Module

Use the following procedure and Figure D-9 to make these cable connections.

1. Attach the 4.3-meter (14-foot) modular cable (provided with the card) to the 8-port asynchronous circuit card.

2. Attach the other end of the 4.3-meter (14-foot) modular cable (provided with the 8-port asynchronous circuit card) to the DTE adapter using a 25-pin modular adapter.

3. Connect the DTE adapter to the 7400A data module.

4. Connect the 7400A data module to the cross connect field.

5. At the remote location, connect the 7400B distant data module to the cross connect field.

6. Connect the 7400B distant data module to the terminal using a NULLL modem cable.
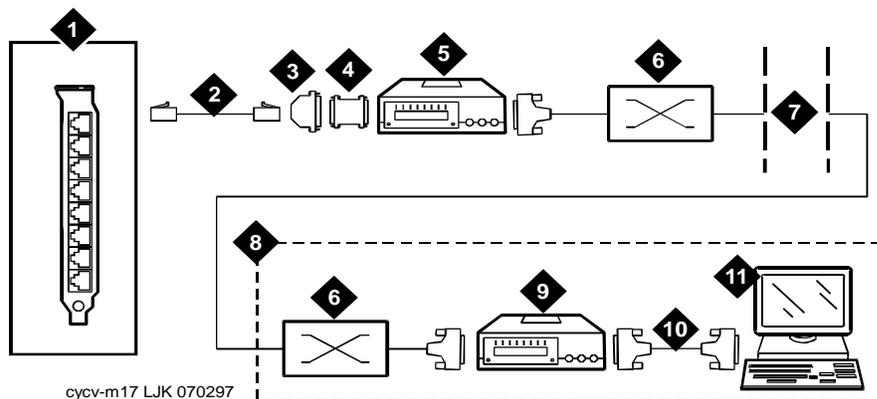
cycv-m17 LJK 070297

1.	8-Port Asynchronous Circuit Card	7.	Public Switched Telephone Network
2.	4.3m (14 ft) modular cable	8.	Remote location
3.	25-pin modular adapter	9.	7400B distant data module
4.	DTE adapter	10.	Null modem cable
5.	7400A data module	11.	Terminal
6.	Cross connect field		

Figure D-9. Connecting the 8-Port Asynchronous Circuit Card to a Distant Data Module Through a 7400A Data Module

Making a Direct Connection from the 8-Port Asynchronous Circuit Card to a 615 Terminal or Other DTE Devices

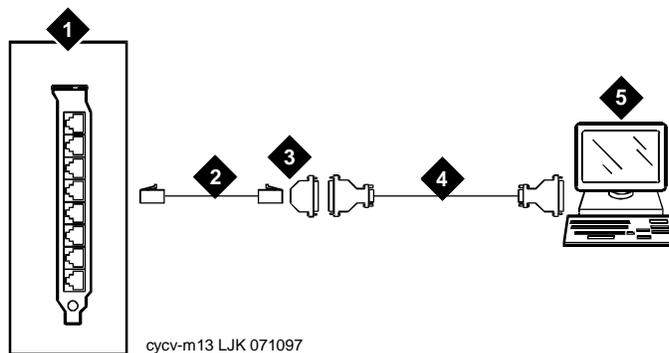Use the following procedure and Figure D-10 to make these cable connections.

1. Attach the 4.3-meter (14-foot) modular cable (provided with the card) to the 8-port asynchronous circuit card.

2. Attach the other end of the 4.3-meter (14-foot) modular cable (provided with the 8-port asynchronous circuit card) to the DTE adapter.

3. Connect the DTE adapter to the NULL modem cable.

   ▭➤ **NOTE:**
   The NULL modem must be provided locally. If needed, it can be purchased from Lucent Technologies.

4. Connect the other end of the NULL modem cable to a 615 terminal or other DTE device.

cycv-m13 LJK 071097

1. 8-Port Asynchronous Circuit Card
2. 4.3 m (14 ft) modular cable
3. DTE adapter
4. Null modem cable
5. 615 terminal or other DTE device

Figure D-10. Making a Direct Connection from 8-Port Asynchronous Circuit Card to 615 Terminal or other DTE Devices

Making a Direct Connection from the 8-Port
Asynchronous Circuit Card to 715 Terminal or Other
DCE Devices

Making a Direct Connection from the 8-Port Asynchronous Circuit Card to 715 Terminal or Other DCE Devices

Use the following procedure and Figure D-11 to make these cable connections.

1. Attach the 4.3-meter (14-foot) modular cable (provided with the card) to the 8-port asynchronous circuit card.

2. Attach the other end of the 4.3-meter (14-foot) modular cable (provided with the 8-port asynchronous circuit card) to the DTE adapter.

3. Connect an RS-232 cable to the other end of the DTE adapter.

4. Connect the other end of the RS-232 cable to the 715 terminal DCE port or other DCE devices.

cycv-m14 LJK 061297
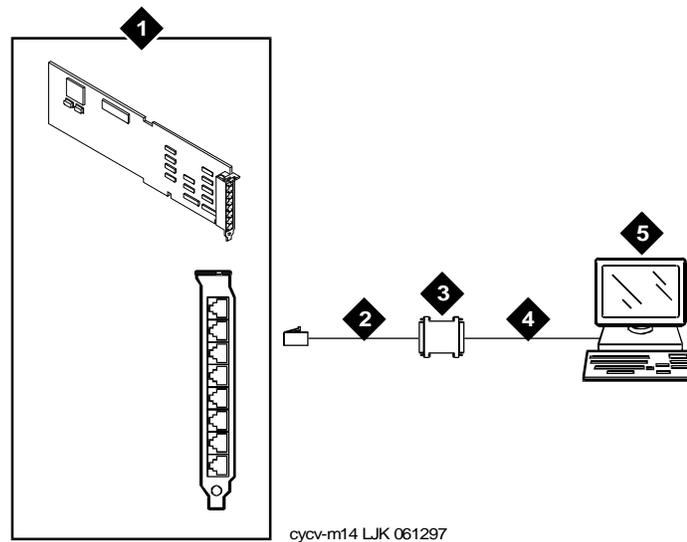
1. 8-Port Asynchronous Circuit Card
2. 4.3 m (14 ft) modular cable
3. DTE adapter
4. RS-232 cable
5. 715 terminal or other DCE device

Figure D-11. Making a Direct Connection from 8-Port Asynchronous Circuit Card to a Terminal or other DCE Devices

Glossary

Numerics

23B+D
> 23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

30B+D
> 30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

3270 interface
> A link between one or more INTUITY CONVERSANT machines and a host mainframe. In INTUITY CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

47B+D
> 47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

4ESS
> A large Lucent central office switch used to route calls through the telephone network.

A

AC
> alternating current

ACD
> automatic call distributor

AD
> application dispatch

AD-API
> application dispatch application programming interface

adaptive differential pulse code modulation
> A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also "pulse code modulation."

adjunct products
> Products (for example, the Adjunct/Switch Application Interface) that the INTUITY system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the INTUITY CONVERSANT system to administer the switch directly.

Adjunct/Switch Application Interface
> An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

ADPCM
> adaptive differential pulse code modulation

ADU
asynchronous data unit

advanced speech recognition
A speech recognition ability that allows the system to understand WholeWord and FlexWord inputs from callers.

affiliate
A business organization that Lucent controls or with which Lucent is in partnership.

AGL
application generation language

alarm relay unit
A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an INTUITY CONVERSANT system) to audio.

ALERT
system alerter process

alerter
A system process that responds to patterns of events logged by the "logdaemon" process.

American Standard Code for Information Interchange
A standard code for data representation that represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

analog
An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

ANI
automatic number identification

announcement
A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to "prompt."

API
application programming interface

application
The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also "application script."

application administration
The component of the INTUITY CONVERSANT system that provides access to the applications currently available on your system and helps you to manage and administer them.

application installation
A two-step process in which the INTUITY CONVERSANT system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

application script
The computer program that controls the application (the transaction between the caller and the system). The INTUITY CONVERSANT system provides several methods for creating application scripts, including Graphical Designer, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

application verification

A process in which the INTUITY CONVERSANT system verifies that all the components needed by an application are complete.

ASCII

American Standard Code for Information Interchange

ASI

analog switch integration

ASR

advanced speech recognition

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 by time. Compare to "synchronous communication."

asynchronous data unit

An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

automatic call distributor

That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.

automatic number identification

A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

AYC2C

The signal processor (SP) circuit card.

AYC3B

A T1 (digital) circuit card.

AYC5B

The IVP6 Tip/Ring (analog) circuit card.

AYC6B

The IVP4 Tip/Ring (analog) circuit card.

AYC7

The companion (CMP) circuit card.

AYC9

The Text-to-Speech circuit card.

AYC10

The IVC6 Tip/Ring (analog) circuit card.

AYC11

A T1 (digital) circuit card.

AYC16

The IVP6-IU Tip/Ring (analog) circuit card.

AYC21

The E1/T1 (digital) circuit card.

AYC26
> The IVP6-IA Tip/Ring (analog) circuit card.

AYC27
> The IVP6-ID Tip/Ring (analog) circuit card.

AYC28
> The IVP6 Tip/Ring (analog) circuit card.

AYC30
> The NGTR (analog) circuit card.

AYC43
> The speech and signal processor (SSP) circuit card.

B

back up
> The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

backing up an application
> Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

barge-in
> A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "echo cancellation."

batch file
> A file containing one or more lines, each of which is a command executable by the UNIX shell.

BB
> bulletin board

binary synchronous communications
> A character-oriented synchronous link protocol.

blind transfer protocol
> A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

bps
> bits per second

BRDG
> call bridging process

bridging
> The process of connecting one telephone network connection to another over the INTUITY CONVERSANT system TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

BSC

binary synchronous communications

bundle

In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

byte

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

C

call classification analysis

A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

call data event

A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

call data handler process

A software process that accumulates generic call statistics and application events.

called party number

The number dialed by the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

caller

The party who calls for a service, gets connected to the INTUITY CONVERSANT system, and interacts with it. As the INTUITY CONVERSANT system can also make outbound calls for service, the caller can also be the person who responds to those outbound calls.

call progress tones

Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

card cage

An area within a INTUITY CONVERSANT system 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 can be removed from the system and stored as a backup, or used on another system.

CAS

channel associated signalling

caution

An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

CCA

call classification analysis

CDH
call data handler process

CELP
code excited linear prediction

central office
An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit
See "processor."

CGEN
voice system general message class

channel
See "port."

channel associated signaling
A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

CICS
Customer Information Control System

circuit card upgrade
A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

cluster controller
A bisynchronous interface that provides a means of handling remote communication processing.

CMP (AYC7)
The companion circuit card to the signal processor (SP).

CMS
Call Management System

CO
central office

code excited linear prediction
A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

command
An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

configuration
The arrangement of the software and hardware of a computer system or network. The INTUITY CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

configuration management
The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

connect and disconnect (C and D) tones
DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

connected digits
A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

Converse Data Return (conv_data)
A Script Builder action that supports the DEFINITY call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY "converse" vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

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

copying an application
A utility in which information from a source application is directed into the destination application.

coresidency
The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of an INTUITY CONVERSANT system along with a package from a different vendor on the same system platform.

CPE
customer provided equipment or customer premise equipment

CPN
called party number

CPT
call progress tones

CPU
central processing unit

crash
An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

CSU
channel service unit

custom speech
Unique words or phrases to be used in INTUITY CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

custom vocabulary
A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

Customer Information Control System
Part of the operating system that manages resources for running applications (for example, IND$FILE). Note that TSO and CMS provide analogous functionality in other host environments.

CVS
converse vector step

D

danger
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

data interface process
A software process that communicates with Script Builder applications.

database
A structured set of files, records, or tables.

database field
A field used to extract values from a local database and form the structure upon which a database is built.

database record
The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

database table
A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or store permanently, in the transaction outline.

dB
decibel

DB
database

DBC
database checking process

DBMS
database management system

DC
direct current

DCE
data communications equipment

DCP
digital communications protocol

debug
The process of locating and correcting errors in computer programs; also referred to as "troubleshooting."

default

The way a computer performs a task in the absence of other instructions.

default owner

The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

diagnose

The process of performing diagnostics on a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

dial ahead

The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

dial pulse recognition

A method of recognizing caller pulse inputs from a rotary telephone.

dialed number identification service

A service that allows incoming calls to contain information about the telephone number for which it is destined.

dial through

A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "barge-in" and "echo cancellation".

dictionary

A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

DIMM

dual in-line memory module

DIO

disk input and output process

DIP

data interface process

directory

A type of file used to group and organize other files or directories.

display errdata

A command that displays system errors sent to the logger.

DMA

direct memory address

DNIS

dialed number identification service

DPR

dial pulse recognition

DSP

digital signal processor

DTE

data terminal equipment

DTMF

dual tone multi-frequency

DTR

data terminal ready

dual 3270 links

A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

dual tone multi-frequency

A touch-tone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the "switch" providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

dump space

An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system "dumps" an image of core memory when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

E

E&M

Ear and Mouth

E1 / T1

Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

Ear and Mouth

A common T1 trunking protocol for connection between two "switches."

EBCDIC

Extended Binary Coded Decimal Interexchange Code

echo cancellation

The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also "barge-in."

ECS

Enterprise Communications Server

editor system

A system that allows speech phrases to be displayed and edited by a user. See "Graphical Speech Editor."

EFT

Enhanced File Transfer

EIA

Electronic Industries Association

EISA

Extended Industry Standard Architecture

EMI
electromagnetic interference

Enhanced Basic Speech
Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "standard speech."

Enhanced File Transfer
A feature that allows the transferring of files automatically between the INTUITY CONVERSANT system and a synchronous host processor on a designated logical unit.

Enhanced Serial Data Interface
A software- and hardware-controlled method used to store data on magnetic peripherals.

Enterprise Communications Server
The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

error message
A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

ESD
electrostatic discharge

ESDI
Enhanced Serial Data Interface

ESS
electronic switching system

ET
error tracker

Ethernet
A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

event
The notification given to an application when some condition occurs that is generally not encountered in normal operation.

EXTA
external alarms feature message class

external actions
Specific predefined system tasks that Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call_Bridge, Make_Call, SP_Allocate, SR_Prompt, etc.

external functions
Specific predefined (or customer-created) system tasks that can Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on (they are not provided in a choices list). Examples are concat, getarg, length, substring, etc.

F

FAX Actions
An optional feature package that allows the system to send fax messages.

FCC
Federal Communications Commission

FDD
floppy disk drive

feature
A function or capability of a product or an application within the INTUITY CONVERSANT system.

feature package
An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

feature_tst script package
A standard INTUITY CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

FEP
front end processor

FFE
Form Filler Plus feature message class

field
See "database field."

FIFO
first-in-first-out processing order

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

file transfer
An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

filename
Alphabetic characters used to identify a particular file.

FlexWord speech recognition
A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also "subword technology."

foos
facility out-of-service state

Form Filler Plus
An optional feature package that provides the capability for application scripts to record a caller's responses to prompts for later transcription and review.

FTS
file transfer process message class

Full CCA
A feature package that augments the types of call dispositions that Intelligent CCA can provide.

function key
A key, labeled F1 through F8, on your keyboard to which the INTUITY CONVERSANT system software gives special properties for manipulating the user interface.

G

GEN
PRISM logger and alerter general message class

grammar
The inputs that a recognizer can match (identify) from a caller.

Graphical Speech Editor
A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files for applications.

Graphical Designer
An optional software package that provides a graphical interface to assist in development of voice response applications on the INTUITY CONVERSANT system (see also "Script Builder").

GSE
Graphical Speech Editor

GUI
graphical user interface

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer platform. 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, etc., are all hardware.

Hardware Resource Allocator
A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

hardware upgrade
Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

HDD
hard disk drive

High Level Language Applications Programming Interface
An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

HLLAPI
High Level Language Applications Programming Interface

HOST
host interface process message class

host computer
A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

hwoos
hardware out-of-service state

Hz
Hertz

I

IBM
International Business Machines

iCk or ICK
The system integrity checking process.

ID
identification

IDE
integrated disk electronics

idle channel
A channel that either has no owner or is owned by its default owner and is onhook.

IE
information element

IND$FILE
The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND$FILE is independent of link-level protocols such as BISYNC and SDLC.

independent software vendor
A company that has an agreement with Lucent Technologies to develop software to work with the INTUITY CONVERSANT system to provide additional features required by customers.

indexed table
A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

industry standard architecture
A PC bus standard that allows processors and other circuit cards to communicate with each other.

INIT
  voice system initialization message class

initialize
  To start up the system for the first time.

inserv
  in-service state

Integrated Services Digital Network
  A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

Integrated Voice Processing (IVP) circuit card
  The IVP4 or IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

intelligent CCA
  Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

interface
  The access point of a system. With respect to the INTUITY CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

interrupt
  The termination of voice and/or telephony functions when some condition occurs.

INTUITY Response Application Programming Interface
  A library of commands that provide a standard development interface for voice-telephony applications.

IPC
  interprocess communication

IPC
  intelligent ports card (IPC-900)

IPCI
  integrated personal computer interface

IRAPI
  Intuity Response Application Programming Interface

IRQ
  interrupt request

ISA
  industry standard architecture

ISDN
  Integrated Services Digital Network

ISV
  independent software vendor

ITAC
  International Technical Assistance Center

IVC6 circuit card (AYC10)
A Tip/Ring (analog) circuit card with six channels.

IVP4 circuit card (AYC6 or AYC6B)
A Tip/Ring (analog) card with four channels.

IVP6 circuit card (AYC5, AYC5B, or AYC28)
A Tip/Ring (analog) card with six channels.

K

Kbps
kilobites per second

Kbyte
kilobyte

keyboard mapping
In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

keyword spotting
A capability provided by WholeWord speech recognition that allows the system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

LAN
local area network

LDB
local database

LED
light-emitting diode

library states
The state information about channel activities maintained by the IRAPI.

LIFO
last-in-first-out processing order

line side E1
A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using E1-related hardware and software.

line side T1
A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using T1-related hardware and software.

listfile
An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

local area network
A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

local database
A database residing on the INTUITY CONVERSANT system.

LOG
INTUITY CONVERSANT system logger process message class

logical unit
A type of SNA Network Addressable Unit.

logdaemon
A UNIX system information and error logging process.

logger
See "logdaemon."

logging on/off
Entering or exiting the INTUITY CONVERSANT system software.

LSE1
line side E1

LST1
line side T1

LU
logical unit

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.

main screen
The INTUITY CONVERSANT system screen from which you are able to enter either the System Administration or Voice System Administration menu.

maintenance process
A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

manoos
manually out-of-service state

MAP/100
multi application platform 100

MAP/100C
    multi application platform 100C

MAP/100P
    multi application platform 100P

MAP/40
    multi application platform 40

MAP/40P
    multi application platform 40P

MAP/5P
    multi application platform 5P

masked event
    An event that an application can ignore (that is, the application can request not to be informed of the event).

master
    A circuit card that provides clock information to the TDM bus.

Mbps
    megabits per second

MByte
    megabyte

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

menu
    Options presented to a user on a computer screen or with voice prompts.

MF
    multifrequency

MHz
    megahertz

Microsoft
    A manufacturer of software products, primarily for IBM-compatible computers.

mirroring
    A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

ms
    millisecond

msec
    millisecond

MS-DOS
    A personal computer disk operating system developed by the Microsoft Corporation.

MTC
    maintenance process

multifrequency
Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

multithreaded application
A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

N

NCP
Network Control Program

NEBS
Network Equipment Building Standards

NEMA
National Electrical Manufacturers Association

netoos
network out-of-service state

NetView
An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

next generation Tip/Ring (AYC30) circuit card
An analog circuit card with six channels.

NFAS
non-facility associated signalling

NFS
network file sharing

NGTR
next generation Tip/Ring (AYC30) circuit card

NM-API
Network Management - Application Programming Interface

NMVT
network management vector transport

nonex
nonexistent state

nonindexed table
A table that can be searched only in a sequential manner and not via a field name.

nonmasked event
An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to it.

NRZ
non return to zero

NRZI
non return to zero inverted

null value
An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

O

obsolete hardware
Hardware that is no longer supported on the INTUITY CONVERSANT system.

OEM
original equipment manufacturer

OGA
operator-generated alert

on-line help
Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

operator-generated alert
A system-monitoring message that is transmitted from the INTUITY CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

option
An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

ORACLE
A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

P

P&C
Prompt and Collect Script Builder action step

PBX
private branch exchange

PC
personal computer

PCB
printed circuit board

PCI
    peripheral component interconnect

PCM
    pulse code modulation

PEC
    price element code

peripheral (device)
    Equipment such as printers or terminals that is in addition to the basic processor.

peripheral component interconnect
    A newer, higher speed PC bus that is gradually displacing ISA for many components.

permanent process
    A process that starts and initializes itself before it is needed by a caller.

phoneme
    A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word "one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

phrase filtering (screening)
    The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the INTUITY CONVERSANT system does not recognize a spoken response.

phrase tag
    A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

platform migration
    See "platform upgrade."

platform upgrade
    The process of replacing the existing platform with a new platform.

pluggable
    A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

poll
    A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.

polling
    A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

port
    A connection or link between two devices that allows information to travel to a desired location. See "telephone network connection."

PRI
    Primary Rate Interface

Primary Rate Interface
An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

private branch exchange
A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

processor
In INTUITY CONVERSANT system documentation, the computer on which UnixWare and INTUITY CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the "central processing unit."

prompt
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to "announcement."

prompt and collect (P and C)
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

pseudo driver
A driver that does not control any hardware.

PS&BM
power supply and battery module

PSTN
public switch telephone network

pulse code modulation
A digital modulation method of encoding voice signals into digital signals. See also "adaptive differential pulse code modulation."

R

RAM
random access memory

RDMBS
ORACLE relational database management system

RECOG
speech recognition feature message class

recognition type
The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

recognizer
The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

record
See "database record."

recovery
The process of using copies of the INTUITY CONVERSANT system software to reconstruct files that have been lost or damaged. See also "restore."

remote database
Information stored on a system other than the INTUITY CONVERSANT system that can be accessed by the INTUITY CONVERSANT system.

remote maintenance circuit card
An INTUITY CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all INTUITY CONVERSANT system machines. This card is standard equipment on all new MAP/100, MAP/100P, MAP/40, MAP/40P, and MAP/5P pur-chases.

REN
ringer equivalence number

reports administration
The component of INTUITY CONVERSANT system that provides access to system reports, includ-ing call classification, call data detail, call data summary, message log, and traffic reports.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes or from another disk device. See also "recovery."

restore application
A utility that replaces a damaged application or restores an older version of an application.

reuse
The concept of using a component from a source system in a target system after a software upgrade or platform migration.

RFS
remote file sharing

RM
resource manager

RMB
remote maintenance circuit card

roll back
To cancel changes to a database since the point at which changes were last committed.

rollback segment
A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

RTS
request to send

S

SBC
sub-band coding

screen pop

A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a "form" full of information from the database using an ORACLE database utility package.

script

The set of instructions for the INTUITY CONVERSANT system to follow during a transaction.

Script Builder

An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the INTUITY CONVERSANT system.

SCSI

small computer system interface

SDLC

synchronous data link control

SDN

software defined network

shared database table

A database table that is used in more than one application.

shared speech

Speech that is a part of more than one application.

shared speech pools

A parameter that allows the user of a voice application to share speech components with other applications.

SID

station identification

signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)

A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

SIMMs

single inline memory modules

single inline memory modules

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

single-threaded application

An application that runs on a single voice channel.

slave

A circuit card that depends on the TDM bus for clock information.

SLIP

serial line interface protocol

small computer system interface

A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

SNA
systems network architecture

SNMP
simple network management protocol

software
The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the INTUITY CONVERSANT system software.

software upgrade
The installation of a new version of software in which the existing platform and circuit cards are retained.

source system
The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

SP
signal processor circuit card (AYC2, AYC2B, AYC2C, or AYC9d)

speech and signal processor circuit card (AYC43)
The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

speech energy
The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

speech envelope
The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

speech file
A file containing an encoded speech phrase.

speech filesystem
A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles.

speech modeling
The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

speech space
An area that contains all digitized speech used for playback in the applications loaded on the system.

speech phrase
A continuous speech segment encoded into a digital string.

speech recognition
The ability of the system to understand input from callers.

SPIP
signal processor interface process

SPPLIB

speech processing library

SQL

structured query language

SR

speech recognition

SSP

speech and signal processor circuit card (AYC43)

standard speech

The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the INTUITY CONVERSANT system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called Enhanced Basic Speech.

standard vocabulary

A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits "zero" through "nine," "yes," "no," and "oh," or the equivalent words in a specific local language.

string

A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

structured query language

A standard data programming language used with data storage and data query applications.

subword technology

A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to "WholeWord speech recognition (SR)."

switch

A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a "private branch exchange."

switch hook

The device at the top of most telephones that is depressed when the handset is resting in the cradle (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, 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 interface administration

The component of the INTUITY CONVERSANT system that enables you to define the interaction between the INTUITY CONVERSANT system and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

switch network

Two or more interconnected telephone switching systems.

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. Compare to "asynchronous communication."

SYS
> UNIX system calls message class

sysgen
> system generation

System 75
> An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

System 85
> An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

system administrator
> The person assigned the responsibility of monitoring all INTUITY CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture
> The manner in which the INTUITY CONVERSANT system software is structured.

system message
> An event or alarm generated by either the INTUITY CONVERSANT system or end-user process.

system monitor
> A component of the INTUITY CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit card is functional. Through the "System Monitor" component, you are able to see displays of the Voice Channel and Host Session Monitors.

T

T1
> A digital transmission link with a capacity of 1.544 Mbps.

table
> See "database table."

talkfile
> An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

talkoff
> The process of a caller interrupting a prompt, so the prompt message stops playing.

target system
> The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

TAS
> transaction assembler script

TCC
  Technology Control Center

TCP/IP
  transmission control protocol/internet protocol

TDM
  time division multiplexing

TE
  terminal emulator

telephone network connection
  The point at which a telephone network connection terminates on an INTUITY CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

terminal emulator
  Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the INTUITY CONVERSANT system to temporarily transform itself into a "look alike" of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

Text-to-Speech
  An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. Text-to-Speech application development is supported through Graphical Designer and Script Builder.

ThickNet
  A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

ThinNet
  A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

time-division multiplex
  A method of serving a number of simultaneous channels 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
  Analog telecommunications using four-wire media.

token ring
  A ring type of local area network that allows any station in the network to communicate with any other station.

trace
  A command that can be used to monitor the execution of a script.

traffic
  The flow of information or messages through a communications network for voice, data, or audio services.

transaction
  The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the INTUITY CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

transaction assembler script
The computer program code that controls the application operating on the voice response system. The code can be produced from Graphical Designer, Script Builder, or by writing directly in TAS code.

transaction state machine process
A multi-channel IRAPI application that runs applications controlled by TAS script code.

transient process
A process that is created dynamically only when needed.

TRIP
Tip/Ring interface process

troubleshooting
The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

TSO
Technical Services Organization

TSO
time share operation

TSM
transaction state machine process

TTS
Text-to-Speech

TWIP
T1 interface process

U

UK
United Kingdom

US
United States of America

UNIX Operating System
A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

UNIX shell
The command language that provides a user interface to the UNIX operating system.

upgrade scenario
The particular combination of current hardware, software, application and target hardware, software, applications, etc.

usability
A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

USOC
universal service ordering code

UVL
unified voice library

V

VDC
video display controller

vi editor
A screen editor used to create and change electronic files.

virtual channel
A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, or PRI). Virtual channels are intended to run "data-only" applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a "virtual seizure" request to TSM from a DIP.

vocabulary
A collection of words that the INTUITY CONVERSANT system is able to recognize using either WholeWord or FlexWord speech recognition.

vocabulary activation
The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

vocabulary loading
The process of copying the vocabulary from the system where it was developed and adding it to the target system.

voice channel
A channel that is associated with an interface to the telephone network (Tip/Ring, T1, E1, LSE1/LST1, or PRI). Any INTUITY CONVERSANT system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a DIP or the **soft_szr** command.

voice processing co-marketer
A company licensed to purchase voice processing equipment, such as the INTUITY CONVERSANT system, to market and sell based on their own marketing strategies.

voice response output process
A software process that transfers digitized speech between system hardware (for example, Tip/Ring and SSP circuit cards) and data storage devices (for example, hard disk, etc.)

voice response unit
A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

voice system administration
The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

VPC
voice processing co-marketer

VROP
voice response output process

VRU
voice response unit

W

warning
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of equipment damage.

WholeWord speech recognition (SR)
An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, "yes", and "no" (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touch tones (or dial pulses, if available). See also "whole-word technology."

whole-word technology
The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to "subword technology."

wink signal
An interruption of current to a busy lamp indicating that there is a line on hold.

word
A unique utterance understood by the recognizer.

wordlist
A set of FlexWords that are available for recognition by an application during a Prompt & Collect action step.

word spotting
The ability to search through extraneous speech during a recognition.

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