AVAYA

INTUITY™ Messaging Solutions

Release 5

Upgrade Procedures

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

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

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use.

Avaya Corporate Security
Whether or not immediate support is required, all toll fraud incidents involving Avaya products or services should be reported to Avaya Corporate Security at 1 800 821-8235. In addition to recording the incident, Avaya Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

Avaya Fraud Intervention
If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call the Avaya National Customer Care Center Toll Fraud Intervention Hotline at 1 800 643-2353.

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

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:
- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:
- A call is unanswered
- A busy tone is received
- A reorder tone is received

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

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

Trademarks
See the section titled "About This Book."

Ordering Information

This document is currently only available electronically, primarily through the Tier 3 website.

European Union Declaration of Conformity
Avaya declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive   89/336/EEC
Low-Voltage Directive 73/23/EEC

CE   The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments
To comment on this document, please send your comments by one of these methods:

— Voice mail or fax to 303-538-9625
— Email to infodev@avaya.com

Contents

Chapter 2   Upgrading Release 5.1 MAP/5P to MAP/40P or MAP/100P

Chapter 3   Upgrading to MAP/40P or MAP/100P

About This Book

Purpose

This book, *INTUITY Messaging Solutions Release 5 Upgrade Procedures,* 585-313-117, Issue 6, contains instructions for replacing:

- a Release 3 or 4 INTUITY AUDIX system with a Release 5.1 INTUITY AUDIX system

- one type of Release 5.1 system with another Release 5.1 system.

For more information on each possible upgrade path, see Upgrades Overview (page 1).

Intended Audiences

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

- Field support—Technical Service Organization (TSO)

- Helpline personnel

- AUDIX Upgrade Center personnel

- Provisioning project managers—Avaya Technology and Consulting (ATAC)

We assume two things about the primary users of this book:

- That they have completed the Avaya Intuity hardware installation training course

- That they have some experience setting up and administering an INTUITY AUDIX system.

Only those procedures that are specific to upgrades are included in this book. Procedures specific to other aspects of managing an INTUITY AUDIX system can be found on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807, Issue 7 or later.

See Related Resources (page xiii) for more information.

Release History

This is the sixth issue of this book for INTUITY Messaging Solutions Release 5.

How to Use This Book

This book contains the step-by-step instructions needed to complete an upgrade. Each chapter contains an upgrade checklist and the detailed procedures necessary to complete a specific upgrade. Use the chapter that fits your particular system.

Although this book is designed to step you through the entire upgrade process, you can also use it as a quick reference to obtain specific information you may need on a particular topic.

There are references to the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM throughout this book. Only those procedures that are specific to upgrades are contained in this book. If more information is available about a subject on the CD-ROM, a reference to that section is included. For more information on how to access the topics on the CD-ROM, see Using the Documentation CD-ROM (page xiv).

This book includes an alphabetical index at the end to help locate specific topics.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

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

  Enter **y** to continue.

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

  Select `Start Test`

- The Avaya Intuity system displays *windows, screens,* and *menus*. Windows show and request system information. Screens request that you enter a command at the `enter command:` prompt. This input is either a value or other specific information you must input through a field or a command you must enter from the `enter command:` prompt. Menus present options from which you can choose to view another menu, or a screen or window.

Keyboard and Telephone Keypad Representations

- Keys that you press on your *terminal* or *PC keyboard* are represented as all uppercase letters. For example, an instruction to press the ENTER key is shown as

  Press ENTER.

- A combination keystroke is a series of keystrokes that combines the two key functions described above plus a third key; that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold the ALT key while typing the letter *d* and then typing the number *1* is shown as

  Press ALT+D+1.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as an uppercase F followed by

the value of that key and then the operation of the key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press F3 (SAVE).

■ 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 `Courier` 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:

The system displays the following message:

`Alarm Form Update was successful.`

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

From the INTUITY main menu, select:

```
Customer/Services Administration
  Alarm Management
```

In this example, you access the main menu and select the line item `Customer/Service Administration`. From the Customer/Service Administration menu that the system then displays, you select the line item `Alarm Management`.

■ Screens shown in this book are examples only. The screens you see on your machine are similar, but not exactly the same, in all cases.

Data Entry Conventions

■ 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.

Trademarks and Service Marks

The following trademarked products are mentioned in the various books in the INTUITY AUDIX document set:

- Acrobat, Acrobat Reader, and Adobe are either registered trademarks or trademarks of Adobe Systems Incorporated.

- AT is a trademark of Hayes Microcomputer Products, Inc.

- AUDIX is a registered trademark of Avaya Inc.

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- Rolm is a registered trademark of Siemens Business Communication Systems, Inc.

- UNIX is a registered trademark of X/OPEN Company Limited.

- VB-PC is a trademark of Voice Technologies Group, Inc.

- VT100 is a trademark of Digital Equipment Corporation.

Related Resources

This section describes additional resources available for you to learn more about the installation of the Avaya Intuity product.

Documentation

We suggest that you use this book along with the following documentation resources on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM*, 585-313-807, Issue 7 or later:

- For a description of the preparation required for a upgrade, see Planning an Upgrade in the Migrations and Upgrades information on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

- For initial switch administration procedures, see the Installation Checklists in the New System Installation and Initial Administration information on the on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

For more information on how to follow these cross-references to the CD-ROM, see Using the Documentation CD-ROM (page xiv).

See the inside front cover of this book for information on how to order additional INTUITY AUDIX documentation.

Training

For more information about training on Avaya INTUITY Messaging Solutions Release 5 and other Avaya products, visit the Avaya Web site at www.avaya.com and click Training.

Technical Assistance

The following resources are available for technical assistance with Avaya Inc. products and services:

- Within the United States and Canada:

  — For INTUITY AUDIX systems, call the Multimedia Messaging Implementation Support Center (MMISC) at 800-242-2121, prompt 0, extension 15352.

  — For systems integrated with a MERLIN LEGEND switch, call 800-628-2888.

 — For systems integrated with any other switch, call
   800-242-2121.

■ Within any other country:

 — For all systems, call your local distributor or Center of
   Excellence (COE).

Using the Documentation CD-ROM

The *INTUITY Messaging Solutions Release 5 Documentation for
Technicians* CD-ROM is designed for an electronic format. On the
CD-ROM, the connection between different, related information is made
through hypertext links. After you read the information, you can click a
"Back" button to return to the place you started.

This book contains references to the documentation CD-ROM. You can
install the contents of the CD-ROM on your hard drive or you can read
the contents from your CD-ROM drive. If you plan to use the CD-ROM
infrequently, we recommend that you read the CD-ROM from your
CD-ROM drive.

The most efficient way to find the referenced information on the
CD-ROM is to click the Search button, select the area, and then search for
the same phrase given in the reference. The system will display different
possible locations of the text you entered, from which you can select the
most likely location.

You must have Adobe Acrobat Reader installed on your system to display
some of the files on the CD-ROM. We recommend using version 4.0 or
higher.

Note:
Do not insert the documentation CD-ROM into the INTUITY AUDIX
system.

To read the documentation CD-ROM from your CD-ROM drive:

1. Insert the CD-ROM in the CD-ROM drive on your computer.

2. Do one of the following:

 ■ If the CD startup screen does not appear automatically, go to
   Step 3.

 ■ If the CD startup appears automatically, go to Step 5.

3. Click Start, then Run, and then type *d:***autorun.exe** in the
   window, where *d:* is the drive ID of your CD-ROM drive.

4. Click OK.

The system displays the CD startup screen.

5. Choose whether to install the documentation on your hard drive or read the documentation from the CD-ROM.

After the installation is complete or if you are reading from the CD-ROM, the system displays the Table of Contents screen.

How to Comment on This Book

We are interested in your suggestions for improving this book. Please send your comments by one of these methods:

■ Voice mail or fax to 303-538-9625

■ Email to infodev@avaya.com

Please be sure to mention the name and order number of this book:

INTUITY Messaging Solutions Release 5 Upgrade Procedures, 585-313-117, Issue 6

Upgrades Overview

The upgrade procedure you will follow depends on the configuration of the old and the new systems. Numerous factors contribute to the decision, including:

- Does the old system use a SCSI or IDE bus?

- Does the old system have an external SCSI connection?

- Does the old system back up with a tape drive, cartridge disk drive, or magneto-optical (MO) drive?

- Does the new system use a SCSI or IDE bus?

- Does the new system back up to a tape drive or MO drive?

The answers to these questions determines whether you need the Reusable Upgrade Kit (RUK) to complete the upgrade.

Note:
You may need to contact the MMISC or your COE to change or activate features. The MMISC phone number is 800-242-2121, prompt 0, extension 15352.

Use the table below to choose the procedure that you can use to complete the upgrade.

Table: Procedure/Chapter cross-reference

Old Release, Platform, and Configuration	New Release, Platform, and Configuration		
	5.1 5P (IDE, tape)	5.1 40P (SCSI, MO)	5.1 100P (SCSI, MO)
	Chapter number, RUK required?		
3 or 4 Map/5 (SCSI, tape)	Chapter 1. Yes.	Chapter 3. No.	Chapter 3. No.
5.1 MAP/5P (IDE, tape)	Software update only	Chapter 2. Yes.	Chapter 2. Yes.
MAP/40 (SCSI, tape)	—	Chapter 3. No.	Chapter 3. No.
MAP/40P (SCSI, tape or disk cartridge)	—	Chapter 3. No.	Chapter 3. No.
MAP/100 (SCSI, tape)	—	Chapter 3. No.	Chapter 3. No.
MAP/100P (SCSI, tape or disk cartridge)	—	Chapter 3. No.	Chapter 3. No.

The upgrade procedure contains many steps that are the same for each procedure and so are not described in the list below. This list briefly describes how the chapters differ:

■ **Chapter 1**. Connect a SCSI cable to the old system and back up the old system's database to a MO or JAZ drive. Insert a SCSI circuit card in the new system, connect a cable and MO or JAZ drive, and then restore the database to the new system.This procedure requires use of the RUK.

This procedure includes the MAP/5 systems that do not have an external SCSI port. The procedure includes looking for the external port and if you don't find it, removing the cover, installing the adapter and then following the rest of the tasks.

■ **Chapter 2**. Connect a cable and MO or JAZ drive to the old system and then back up the old system's database to cartridges. Insert a SCSI circuit card in the old system, restore the database to the new system through the MO or JAZ cartridge drive. This procedure requires use of the RUK.

■ **Chapter 3**. Remove the MO cartridge drive from the new system. Open the dress cover on the old system, disconnect the tape or JAZ drive, connect the SCSI cable to the MO cartridge drive, and

then back up the old system's database. Reinstall the MO cartridge drive in the new system and then restore the database to the new system. This procedure does not require use of the RUK.

Each chapter contains a checklist to follow as you complete every step in the upgrade.

Upgrading MAP/5 to Release 5.1 MAP/5P

This chapter lists the tasks required to upgrade from a Release 3 or 4 MAP/5 to a Release 5.1 MAP/5P system. This procedure requires the use of a Reusable Upgrade Kit (RUK) to perform the upgrade.

Note:
Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing For the Data Transfer section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing For the Data Transfer

- Backing Up the Existing Database

- Backing Up the Old System's Database

- Completing the Upgrade

Upgrade Checklist

Complete the items in the list in sequence. Print these sheets and check off each task as you complete it.

Note:
Complete all tasks in the Preparing For the Data Transfer section before the old system is shut down.

Table: MAP/5 to Release 5.1 MAP/5P Upgrade

Section	Task	✔
Preparing For the Data Transfer	1. Requesting the Customer Passwords (page 9).	
	2. Gathering the Tools and Materials Needed for the Upgrade (page 9).	
	3. Checking the Reusable Upgrade Kit (page 10).	
	4. Completing the Assembly of the New System (page 12) so that it is ready to connect to the customer's switch.	
	5. Connecting a Laptop as a Terminal (page 12).	
	6. Verifying the Purchasable Feature Options (page 15)	
	7. Verifying the Switch Integrations (page 17)	
	8. If necessary, Installing the Upgrade Backup Software on the Old System (page 20)	
	9. Checking the TCP/IP Configuration on the Old System (page 21).	
	10. Checking for and Transferring Custom Announcements (page 22) from the old system to the new system, if they exist.	

Table: MAP/5 to Release 5.1 MAP/5P Upgrade

Section	Task	✔
Backing Up the Existing Database	11. Deactivating Alarm Origination (page 28) on the old system.	
	12. Busying Out the Switch Data Link (page 29) between the old system and the customer's switch.	
	13. Shutting Down the System (page 30) and turning off the power switch on the old system.	
	14. Checking for an External SCSI Connection (page 31). ▪ If the system does not have a SCSI connection, continue with Task 15. ▪ If the system has a SCSI connection, go to Task 17.	
	15. Removing the Front Panel (page 31).	
	16. Removing the Top Cover (page 32).	
	17. Assembling and Attaching the External Disk Cartridge Drive (page 32) to the old system.	
	18. Restarting the Old System (page 35).	
	19. To back up the old system's database: (page 36). **Note:** This task includes removing the external disk cartridge drive.	

Table: MAP/5 to Release 5.1 MAP/5P Upgrade

Section	Task	✔
Backing Up the Old System's Database	20. Restoring the Database (page 41) on the new system. **Note:** This task includes installing the SCSI interface circuit card, connecting the external disk cartridge drive, and then after the restore, removing the external disk cartridge drive and SCSI interface circuit card.	
	21. Moving the Cables to the New System (page 47).	
	22. Replacing the Dress Cover and Restarting the New System (page 47).	
	23. Verifying the Data Transfer (page 48).	
	24. Reinstall the New Switch Integration Package (if necessary) (page 50).	
	25. Releasing the Switch Data Link (page 53).	
	26. Verifying the Cable Connections (page 54).	
	27. Administering Passwords (page 55)	
	28. Performing Acceptance Tests (page 56) for the channels.	
	29. Administering and Testing All Features (page 56).	
	30. Activating Alarm Origination (page 57) on the new system.	
Completing the Upgrade	31. Replacing the MAP/5 Covers (page 57).	
	32. Pack and ship the old system and the RUK in Completing the Upgrade (page 58).	

Preparing For the Data Transfer

This first section of the upgrade procedure can be done while the existing system is still in service. If anything does not check out properly during this section of the upgrade, the old system can still provide service while the situation is corrected.

The section includes:

- Gathering information from the customer.

- Confirming that you have the correct tools and that all of the required parts of the system are onsite.

- Confirming that the new system is operating properly and that it has the correct feature options activated.

- Verifying that the correct switch integration is installed. If necessary, you can install the correct integration.

- Installing the correct upgrade software on the old system and checking whether networking is operating properly.

- Transferring custom announcements to the new system, if necessary.

Follow the tasks below.

Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 155) table in the Technician's Upgrade Worksheet (page 155) section to record these passwords.

Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain that you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New

System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

In that section, check the following lists:

- Tools

- Test equipment

- Documentation

Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the Contents of the Reusable Upgrade Kit table and shown in RUK Contents (page 191).

Note:
The RUK contains either an External JAZ Disk Cartridge Drive (page 165) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 167). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM, 585-313-807, Issue 6 or later. **Note:** The documentation CD-ROM contains a printable version of this book, *INTUITY Messaging Solutions Upgrade Procedures*, 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades. **Note:** Visit http://support.avaya.com for the most current instructions on upgrades that require the RUK and on upgrades that do not require the RUK.
Upgrade software tape **Note:** If the RUK does *not* contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 6 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

(2 of 2)

Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5PV4

- Assembling the MAP/40P

- Assembling the Deskside MAP/100P

- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

Connecting a Laptop as a Terminal

Monitors are no longer shipped with an upgrade system unless one is requested by the customer. However, a monitor is needed on both systems until the database has been moved to the new system. Instead of moving

the old system's monitor back and forth, use this task to administer the serial port on the old system, connect the laptop for use as the old system's terminal and then move the monitor to the new system.

To connect a laptop as the old system's monitor:

1. Do one of the following from the INTUITY Main Menu:

    ■ For Release 3 or 4 systems, select these menu options:

        ```
        Customer Services
          Unix Management
            Modem/Terminal Administration
              Install Modem/Terminal Software
        ```

    ■ For Release 5 systems, select these menu options:

        ```
        Unix Management
          Modem/Terminal Administration
            Install Modem/Terminal Software
        ```

    The `Install Modem/Terminal` screen displays with the cursor in the `Device` field.

2. Press F2 (Choices).

3. Press the down arrow key until you select `Terminal` and then press ENTER.

4. Tab to the `Serial Port Number` field and press F2 (Choices).

    The Port Number screen displays.

5. Do one of the following:

    ■ If `/dev/tty00` is displayed, press ENTER.

    ■ If there are additional choices, press the down arrow until `/dev/tty00` is selected and press ENTER.

6. Tab to the `Speed` field and press F2 (Choices).

    The Speed screen displays with `9600` highlighted.

7. Press ENTER.

8. Press F3 (SAVE).

    The system displays a message saying that installation is complete.

9. Connect a female to female DB-9 serial cable to the serial ports on the old system and the laptop. Gender changers may be required to connect this type of cable to the laptop.

Note:
This serial cable is not included in the RUK nor is shipped with an upgrade system. It is inexpensive and can be purchased at local electronics supply stores.

10. On the laptop, do the following:

    a. Open your preferred terminal emulation software package.

    b. Select the correct COM port.

    c. Select 9600 baud as the terminal speed.

    d. Log in to the old system as **craft**

11. Turn off the system monitor, disconnect it from power and from the old system.

12. Continue with Checking Operation of the New System.

Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. Connect the monitor to the new system and to power.

2. Connect electrical power to the new system and turn on the power switch.

   The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

   The system displays the INTUITY Main Menu (page 162).

4. Check the INTUITY Main Menu for the `System Upgrade` menu option.

5. Do one of the following:

   ■ If the System Upgrade menu option is displayed, go to the next task, Verifying the Purchasable Feature Options.

■ If the System Upgrade menu option is not displayed, go to Step 6.

6. Do one of the following:

■ If this is an upgrade within the United States, contact the MMISC to have them install the Upgrade software remotely. Their phone number can be found in the Upgrades Overview on page 1.

■ If this is an upgrade outside of the United States, use the software tape that includes the upgrade software to install the upgrades package. Contact your COE for more information.

After the software is installed, continue with Step 7.

7. Press F6 (CANCEL) until you log off the system and then log back in as **craft**

8. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 196). If the menu option is not displayed, contact the MMISC or your COE again.

9. Continue with the next task, Verifying the Purchasable Feature Options.

Verifying the Purchasable Feature Options

The activated feature options on the new system must be equal to or greater than the activated feature options on the old system in order for the upgrade to be successful. This task describes how to verify the activated feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.

2. From the INTUITY main menu, select:

```
Customer/Services Administration
  Feature Options
```

The system displays the Feature Options (Read Only) Screen (page 183).

3. Determine the features that are currently activated for this customer and any related quantities. Record the results in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

4. Press F6 (CANCEL) twice.

   The system displays the INTUITY Main Menu.

5. On the new system, from the INTUITY Main Menu, select:

   `Feature Options`

   The system displays the Feature Options (Read Only) Screen (page 183).

6. Verify that the feature options and related quantities are equal to or greater than the feature options activated on the old system. Use the information that you wrote down in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

7. Do one of the following:

   ■ If the activated feature options on the new system are *not* equal to or greater than the activated features on the old system, contact the MMISC or your COE with a valid order. The MMISC or your COE will either activate the necessary feature options or remove or reduce the necessary features on the old INTUITY system. The MMISC phone number can be found in the Upgrades Overview on page 1.

   ■ If the activated feature options on the new system are equal to or greater than the activated features on the old system, continue with Step 8.

8. Go to the old system. From the old system's INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX command prompt screen.

9. At the `enter command:` prompt, enter **list mea feat day**

10. The system displays the Feature Daily Traffic Screen (page 184).

11. Under `SUBSCRIBERS`, read the `Local` and `Remote` fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

12. Continue with the next task, Verifying the Switch Integrations.

Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system.

This task describes how to verify what switch integration is installed on each system and, if necessary, how to replace the switch integration software with the correct package.

Verifying the Switch Integrations

To verify the switch integrations:

1. Do one of the following:

   ■ If the old system has INTUITY AUDIX Release 3 or 4:

   a. From the INTUITY Main Menu, select:

      ```
      Switch Interface Administration
      ```

   b. Press F7 (Switch Select).

   ■ If the old system has INTUITY AUDIX Release 5:

   a. From the INTUITY Main Menu, select:

      ```
      Feature Options
      ```

      The Feature Options screen is displayed.

   b. Press F7 (Switch Select).

      The Switch Selection screen is displayed.

2. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch Integration Information (page 156) section of the Technician's Upgrade Worksheet (page 155).

3. Verify the switch integration on the new system:

   a. From the INTUITY Main Menu, select:

      ```
      Feature Options
      ```

      The Feature Options screen is displayed.

   b. Press F7 (Switch Select).

      The Switch Selection screen is displayed.

c. Verify the type of switch integration in the `Switch:` field
and then record the type in the the Switch Integration
Information (page 156) section of the Technician's Upgrade
Worksheet (page 155).

**Determining
Whether to Replace
the Switch
Integration**

Do one of the following:

■ If the switch integration on the old system is the same as the
switch integration on the new system, continue with the next task
on or after page 20.

■ If the switch integration on the old system is *not* the same as the
switch integration on the new system, you must remove the
switch integration software that is on the new system and replace
it with the same switch integration software package that is
currently installed on the old system. This will allow the data to
successfully transfer.

To remove the switch integration software package that is
currently installed on the new system:

1. Start at the INTUITY Main Menu (page 162) and select:

    ```
    Software Management
      Software Removal
    ```

    The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use the ENTER key to select the switch integration software
    package that you want to remove.

4. After you have selected the package that you want to remove, use
    the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit`.

    The system displays the packages that have been identified for
    removal.

6. Select Continue and press ENTER.

    The voice system is stopped and the system displays a list of the
    packages that were successfully removed. The system displays
    the following:

    ```
    Removal completed successfully.
    Press [Enter] to continue.
    ```

7. Press ENTER.

    The system displays the following:

```
Package removal succeeded.
The system must be rebooted to complete the
removal.
If there is hardware to remove, the system
must be halted.
Select [Halt] to halt the system.
Select [Reboot] to reboot the system.
```

8. Select Reboot and press ENTER to reboot the system.

   After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

Installing the New Switch Integration

To install the switch integration software on the new system:

1. Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.

2. From the Software Management screen, select:

   ```
   Software Installation
     CD
   ```

   The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and the press ENTER.

4. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER.

   The system displays the Software Install Confirmation.

5. Make sure that the cursor is on `PROCEED` and then press ENTER.

   The system installs the package and then displays the following message:

   ```
   Do you have more media from which to install
   more software?
   ```

6. Enter **n**

   The system displays the following message:

   ```
   Do you have hardware to install?
   ```

7. Enter **n**

   The system automatically reboots.

   Note:
   The right-to-use license does not have to be activated at this
   point. You will activate the license after the upgrade is complete.

8. Continue with the next task.

Installing the Upgrade Backup Software on the Old System

The correct Upgrade Backup software must be installed on the old system
in order to complete the upgrade. This task helps you to determine
whether it is loaded on the old system, and if not, to request that the
MMISC install the software in preparation for the upgrade.

To determine whether the software is already installed on the system and,
if necessary, have the software installed:

1. On the old system, log in as **craft**

2. Check whether the `System Upgrade` option is displayed on
   the INTUITY Main Menu. See Main Menu After Installing the
   Upgrade Package (page 196).

3. Do one of the following:

   ■ If the `System Upgrade` option is displayed on the
     INTUITY Main Menu, skip the rest of the steps in this task
     and go to the next task.

   ■ If the `System Upgrade` option is *not* displayed on the
     INTUITY Main Menu, request that the Upgrade Backup
     software be installed. Continue with Step 4.

4. Contact the MMISC to have them install the Upgrade software
   remotely. For the MMISC telephone number, see Upgrades
   Overview on page 1. After the software is installed, continue with
   the next step.

5. Press F6 (CANCEL) until you log off the system and then log
   back in as **craft**

6. Verify that the `System Upgrade` menu option is displayed
   on the INTUITY Main Menu. See Main Menu After Installing
   the Upgrade Package (page 196). If the menu option is not
   displayed, contact the MMISC again.

7. Continue with the next task.

Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the INTUITY Main Menu, select:

   ```
   Networking Administration
     TCP/IP Administration
   ```

2. The system displays the TCP/IP Administration Screen (page 182).

3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 155) table in the Technician's Upgrade Worksheet (page 155).

   This information is used later to confirm the networking administration on the new machine.

4. Press F6 (CANCEL) twice.

   The system displays the INTUITY Main Menu.

5. Continue with the next task.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 23) and then determine the next step.

- If the system *does not* have custom announcements, go to the next task on or after page 27.

- If the system *does* have custom announcements, complete these steps before backing up the old database:

    — Adding the Custom Announcement Set Name to the New System (page 25)

    — Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 25)

    — Using a Custom Announcement Set for the Default Announcement Set on the New System (page 26)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

Note:
The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.

- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

   AUDIX Administration

   The system displays the AUDIX command prompt screen.

2. At the enter command: prompt, enter **list annc-sets**

   The system displays the Announcement Sets Screen (page 186). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets.

   The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

Table: Standard Announcement Sets

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)

Table: Standard Announcement Sets

cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

   ■ If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets, go to Step 6.

   ■ If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 23), use the table Custom Announcement Set Names (page 158) of the Technician's Upgrade Worksheet (page 155) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

   Note:
   For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the MMISC or your COE.

6. Press F1 (CANCEL) and then enter **exit** to return to the INTUITY Main Menu.

7. Do one of the following:

   ■ If the old system does not include any custom announcement sets, go to the next task on page 27.

   ■ If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 25).

■ If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX Administration screen.

2. Enter **add announcement-set** *annc-set-name*

   where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

3. Press F3 (ENTER).

   The system displays the Announcement Sets Screen (page 186) with the name of the new announcement set listed and the following message:

   ```
   Command Successfully Completed.
   ```

   Note:
   The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 25).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section.

Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

   ```
   AUDIX Administration
   ```

2. Enter **copy annc-set**

   The system displays the Copy Announcement Set Screen
   (page 187).

3. From the Custom Announcement Set Names (page 158) table of
   the Technician's Upgrade Worksheet (page 155) section, enter
   the base announcement set name in the `From Announcement
   Set:` field.

4. Enter the name of the corresponding custom announcement set in
   the `To Announcement Set:` field.

5. Press F3 (ENTER) to save the information to the system
   database.

   The system displays the following message and returns the cursor
   to the command line:

   `Command Successfully Completed.`

6. Repeat Step 2 through Step 5 for all custom announcement set
   names added in Adding the Custom Announcement Set Name to
   the New System (page 25).

   > ⚠️ **CAUTION:**
   > If the customer customized an announcement set by
   > replacing a fragment with silence or a "blank" instead of
   > re-recording the fragment, the upgrade software does not
   > recognize that the fragment was customized. The system
   > replaces the fragment with the Release 5 standard
   > fragment, and the customer must recustomize that
   > fragment to be silent or blank again.

Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

   The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

    The system displays page 3 of the System-Parameters Features
    Screen (page 188).

4. Press the TAB key until the cursor is in the ANNOUNCEMENT SETS,
    System: field.

5. From the Custom Announcement Set Names (page 158) table of
    the Technician's Upgrade Worksheet (page 155) section, enter
    the name of the custom announcement set.

6. Press F3 (SAVE).

    The system displays the following message:

    `Command Successfully Completed`

7. Enter **exit**

8. Continue with the next task.

Backing Up the Existing Database

Up to this point, all activities could be completed without interfering with voice mail service. However, now that the new system is ready for installation, this next section requires that you shut down the old system to prepare for backing up the database.

In this section you will:

- Deactivate alarm origination and busy out the switch link

- Remove the cartridge disk drive from the new system and install it in the old system

- Back up the old system's database

Follow the tasks below.

Deactivating Alarm Origination

Note:
Complete all tasks in the Preparing for the Data Transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the INTUITY Main Menu, select:

    ```
    Customer/Services Administration
      Alarm Management
    ```

    The system displays the Alarm Management Window
    (page 175).

2. Move the cursor to the `Alarm Origination` field, press F2 (CHOICES), and then highlight `inactive`.

3. Press F3 (SAVE).

    The system displays the following message:

    ```
    Alarm Form Update was successful
    Press <Enter> to continue.
    ```

4. Press ENTER.

   The system displays the Alarm Management Window
   (page 175).

5. Press F6 (CANCEL) until you return to the INTUITY Main
   Menu.

6. Disconnect the initialization and administration system (INADS)
   analog phone line from the external modem or remote
   maintenance circuit card.

7. Continue with the next task.

Busying Out the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not
have a DEFINITY switch, do not use this task and go to the next task in
the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches
activate an alarm. Busying out the link between the voice system and
switch prevents alarms from being sent to the remote support center.
Choose one of the following procedures based on the type of DEFINITY
switch:

- Busying Out the Data Link on a G3 Switch (page 29)

- Busying Out the Data Link in an OverLAN Integration (page 30)

Busying Out the Data Link on a G3 Switch

To busy out the data link on a G3 switch, perform the following tasks on
the switch administration terminal (SAT):

1. Enter **busy link *n***

   where *n* is the number of the link going to the INTUITY AUDIX
   system. Valid input is an integer from 1 to 8.

   For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate the `INTUITY AUDIX` in the `Node` column.

3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.

4. Enter **n**

   The system displays the following message:

   ```
   Command successfully completed.
   ```

5. Continue with the next task.

Shutting Down the System

To shut down the system:

1. Start at the INTUITY Main Menu and select:

   ```
   Customer/Services Administration
     System Management
       System Control
         Shutdown System
   ```

2. Do one of the following:

   - If the system displays the following message, enter **y** and go to Step 3:

     ```
     Enter y to continue, n to quit [ n ]:
     ```

   - If the system displays the Wait Time Window (page 193), enter **60**, press F3 (Save), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

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

   ```
   The system is down.
   Press CTRL-ALT-DEL to reboot your computer.
   ```

Checking for an External SCSI Connection

Check the back of the system for an external SCSI connection. If the system has an external connection, connecting the disk cartridge drive for the backup is simplified.

Older MAP/5 systems are configured somewhat differently than MAP/5P systems. These differences include:

- MAP/5 systems may or may not have an external SCSI connection. The connection may be in the back of the system or you may have to remove the covers and use a connection on the SCSI ribbon cable.

- MAP/5P systems have connections similar to the upper left drawing seen in the External SCSI Connectors, except MAP/100P (page 190).

Do one of the following:

- If the system does not have the external connection, continue with Removing the Front Panel (page 31).

- If the system has an external connection, continue with Assembling and Attaching the External Disk Cartridge Drive (page 32).

Removing the Front Panel

To remove the front panel from the MAP/5:

1. Disconnect the power cable.

2. Disconnect the keyboard cable.

3. Place the system on its side panel. The bottom of the unit needs to be facing toward you. The front panel latches must also be facing toward you.

4. Slide the drive cover to the center to expose both front panel latches.

   The latches are on the bottom of the front panel.

   > **Tip:**
   > The front panel is flexible enough for you first to press one latch and then the other.

5. Push inward on the two front panel latches to release the bottom edge of the front panel. See Front Panel Tabs (page 163).

6. When the bottom of the front panel is loose, rotate the panel away from you and lift it to remove.

7. Return the unit to its flat, desktop position.

Removing the Top Cover

⚠ **CAUTION:**
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. For detailed electrostatic discharge instructions, see Protecting Against ESD Damage in the Maintenance section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

To remove the top cover of the MAP/5 for access to the SCSI connection:

1. Press the top cover holding tabs outward while pushing the top cover away from you.

   These holding tabs are located on either side of the front of the unit.

2. Slide the top cover as far back as it will go, which is about 0.5 inches.

3. Lift the top cover straight up to remove.

■ Reconnect the keyboard cable and the power cable.

   Note:
   Do not turn on the MAP/5 system power.

Assembling and Attaching the External Disk Cartridge Drive

The following procedure describes how to assemble and attach a JAZ or a Magneto-Optical (MO) disk cartridge drive to the old system.

To assemble and attach the external disk cartridge drive to the old system:

1. Remove the external disk cartridge drive from the Reusable Upgrade Kit (RUK).

2. Do one of the following:

   - If the RUK contains an External JAZ Disk Cartridge Drive (page 165):

     - Set the SCSI ID to **4**. Use a pointed tool to increase or decrease the SCSI ID by clicking the + or − switches. See External JAZ Disk Cartridge Drive Settings (page 166).

     - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 166) for more information.

     - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.

     - Continue with Step 3.

   - If the RUK contains an External Magneto-Optical (MO) Disk Cartridge Drive (page 167):

     - Set the SCSI ID to **4**. Turn the SCSI ID setting arrow to point to **4**. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 168) for more information.

     - Set the four Option Settings to On. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 168).

     - Turn off the external disk cartridge drive's power switch. This switch is located at the back of the drive in the upper left corner. See the External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 168).

     - Continue with Step 3.

3. Check the back of the MAP/5 for an external SCSI connection:

   - If the system has an external SCSI connection, plug the SCSI cable to the connector on the back of the system and then go to Step 8 on page 34. For the location of the SCSI connector

on the MAP/5, see the maintenance or hardware documentation for the MAP/5.

Note:
There might be a shielded cover over the MAP/5 SCSI connection. Remove the shielded cover if necessary.

■ If the system does not have an external SCSI connection, continue with Step 4.

4. Remove the 1-foot cable and adapter from the RUK.

5. Connect the 1-foot cable to the adapter. See 1-foot Cable and Adapter (page 171).

6. Inside the MAP/5, connect the adapter to a free connection on the MAP/5 SCSI ribbon cable.

   See either Connecting the SCSI Cable, Adapter, and 1-foot Cable (JAZ disk cartridge drive) (page 172) or Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive) (page 173), depending on the disk cartridge drive type.

7. Ensure that:

   ■ The internal SCSI cable is pulled up and away from any of the circuit cards and that it will stay in this position during the backup.

   ■ The metal pins on the back of the adapter do not touch any metal parts of the cabinet.

8. Connect the other end of the SCSI cable to the upper connector on the back of the external disk cartridge drive.

   ⚠ **CAUTION:**
   Do not use the lower connector or the backup might not occur.

9. Place the external disk cartridge drive on a stable surface.

10. Connect the external drive to electrical power.

11. Do one of the following:

    ■ If you are using a JAZ disk cartridge drive, turn on the external disk cartridge drive power switch by setting the power switch to the **1** position.

    ■ If you are using a MO disk cartridge drive, turn on the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner.

Note:
Do not turn on the MAP/5 system power.

12. Insert one of the disk cartridges from the RUK in the disk cartridge drive. See JAZ Disk Cartridge (page 169) or Magneto-Optical (MO) Disk Cartridge (page 170).

13. Confirm that the SCSI ribbon cable inside the MAP/5 is connected to the hard disk drive.

Important:
The SCSI ribbon cable disconnects from the hard disk drive easily. If the cable is loose, the system must be shut down again to reconnect the cable.

Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

   Note:
   As the system starts up, it might display the following error:

   ```
   Fixed disk 0 error
   ```

   It could then display the system configuration and the following message:

   ```
   Press F1 to continue.
   ```

   This message is normal. Press F1 to continue.

   The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

   ```
   Console login:
   ```

3. Continue with the next task.

Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**

2. From the INTUITY Main Menu, select:

   `System Upgrade`

   The system displays the System Upgrade Main Menu (page 176).

   Note:
   The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 176). For example, the `Restore feature and data from backup` menu choice might not appear in the menu.

3. Select `Backup features and data` and then press ENTER.

   The system displays the following message:

   ```
   System upgrade backup starting. [date/time]
   Begin complete backup of machine [machine
   name] for system upgrade? [ y ] :
   ```

4. Enter **y**

   The system displays system messages and then the following messages:

   ```
   Before continuing, please verify that the
   new system is assembled and operational, and
   that the INTUITY main menu displays the
   System Upgrade option.

   [date/time]
   Does the new system meet these conditions?
   [ y ] :
   ```

   Note:
   The Upgrade software was either confirmed as installed or was installed in an earlier task.

5. Press ENTER.

    The system displays the following message:

    ```
    To ensure that the backup device is working
    correctly, please insert the upgrade backup
    cartridge into the drive, and press enter.
    ```

    ⚠   **CAUTION:**
        Handle the disk cartridge with care. It is easily damaged.

    Note:
    Use only disk cartridges from the RUK. Any other disk cartridge
    might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press
    ENTER.

    The system displays the following message:

    ```
    Attempting to mount the cartridge.
    ```

    The system mounts the disk cartridge and displays the following
    message:

    ```
    [Backup] drive is working correctly.
    Continuing with upgrade.
    ```

    The system runs the system evaluation utility package, which
    requires approximately 5 to 10 minutes. The system displays the
    following message:

    ```
    Checking for non-standard software...
    ```

    > **Note:**
    > If nonstandard software is found, the following message is
    > displayed:
    >
    > ```
    > UPGRADE WARNING: The following packages
    > installed on this system do not have a known
    > mapping to R5 software. If you proceed with
    > the upgrade, any features provided by (and
    > data associated with) these packages will
    > almost certainly not be carried forward to
    > the R5 system. The packages in question are:
    >
    >     <package name> <package description>
    >     <current time>
    > Do you want to proceed with the upgrade? [ n ]
    > ```
    >
    > If you see this message, contact the Remote Support Center
    > or your COE.

    The system displays the following:

    ```
    [date/time]
    Take the system out of service and proceed
    with the upgrade? [ y ] :
    ```

7. Enter **y**

    The voice system is stopped and the system displays additional
    status messages along with an estimate of the time and number of
    disk cartridges required for the upgrade backup. The system then
    displays the following message:

```
Press [ RETURN ] to continue or [ DELETE ]
to abort [ RETURN ] :
```

Note:
The system might display additional information after the above message.

8. Press ENTER.

    The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

    The systems starts backing up the data.

    Note:
    Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

    ■ If the upgrade backup requires only one disk cartridge, go to Step 11.

    ■ If the upgrade backup requires an additional disk cartridge:

        ▪ Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.

        ▪ Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

    ```
    Upgrade backup complete [date/time]
    To proceed with the upgrade the system needs
    to be shut down [date/time]
    Shut down the system now? [ y ] :
    ```

12. Press ENTER.

    The system ejects the disk cartridge, shuts down, and displays the following message:

    ```
    The system is down.
    Press CTRL-ALT-DEL to reboot your computer.
    ```

13. Turn the power switch off on the old system.

14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

Restoring the Database, Cabling the New System and Beginning Service

Now that the database has been backed up from the old system, you can prepare the new system with the customer's existing data. In this section, you will:

■ Restore the database.

■ Cable the new system.

■ Replace the dress covers on both systems.

■ Reinstall the switch integration, if necessary, and complete any other required administration.

■ Confirm that the system is operating properly.

■ Complete any remaining items.

Follow the tasks below.

Restoring the Database

This task includes installing the SCSI interface card and the external disk cartridge drive in the new Release 5.1 MAP/5P and then restoring the database. After the database is restored, the external disk cartridge drive and SCSI interface circuit card are removed.

To restore the database on the new system:

1. Log in as **craft**

2. From the INTUITY Main Menu, select:

   `System Upgrade`

   The system displays the System Upgrade Main Menu. See System Upgrade Main Menu (page 176).

3. Press the DOWN ARROW key to highlight `Restore features and data from backup` and then press ENTER.

   The system displays the following message:

   `This machine currently has no subscribers`

Note:
If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X

If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>

Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**.

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.

<current time>
If you proceed with the upgrade, the machine
will be taken out of service.

Proceed with the upgrade? [ n ]:
```

4. Enter **y**

   The system displays a number of messages and then the following message:

   ```
   Is a SCSI card installed on this machine?
   [ y ]:
   ```

5. Enter **n**

   The system displays the following message:

   ```
   Do you have the upgrade kit (RUK)? [ y ]:
   ```

6. Enter **y**

   The system displays the following message:

   ```
   Press enter when you are ready to shut down
   the system.
   ```

7. Press ENTER.

   The system shuts down and then displays the following message:

   ```
   Press any key to reboot...
   ```

   ⚠️ **CAUTION:**
   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. For detailed electrostatic discharge instructions, see Protecting Against ESD Damage in the Maintenance section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

8. Turn the power switch off.

9. Remove the SCSI Interface Card (page 160) from the RUK and then from the antistatic bag.

10. Install the circuit card in the shared PCI slot 2/ISA slot 1. This will require removing the remote maintenace circuit card and then reinstalling the remote maintenace circuit card when the data transfer is complete. See MAP/5PV4 Internal Layout (page 161) for the location of the shared PCI slot 2/ISA slot 1.

11. Install and tighten the circuit card retaining screw.

    Note:
    Leave the dress cover off the system until the data transfer is verified. You can then remove the SCSI interface card and replace the dress cover. Then reinstall the remote maintenace circuit card.

12. Get the external disk cartridge drive.

13. Turn off the external disk cartridge drive:

    ■ For a JAZ disk cartridge drive, turn off the power switch by setting the power switch to **0** or Off. This switch is located at the back right side of the drive. See External JAZ Disk Cartridge Drive Settings (page 166).

    ■ For a MO disk cartridge drive, turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 168).

14. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 177) or Cables for External MO Disk Cartridge Drive (page 178).

15. Connect the SCSI 2 connection to the upper connector on the back of the external disk cartridge drive.

> ⚠ **CAUTION:**
> Do not use the lower connector, or the restore might not occur.

16. Connect the external disk cartridge drive to the external SCSI port on the newly installed SCSI interface card.

    Note:
    Do not insert the backup disk cartridge until the system requests it.

17. Connect the external drive to electrical power and then turn on the power switch.

    Important:
    The external disk cartridge drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart is required.

18. Turn on the power to the Release 5.1 MAP/5P.

    The system rebuilds the kernel and restarts a number of times, which can take from 10 or 15 minutes.

    After the kernel is rebuilt and the system is restarted for the last time, the following message is displayed:

    ```
    Not starting the voice system because an
    upgrade is in progress.
    Rebooting the system will allow the voice
    system to start.
    Press enter to continue
    ```

19. Press ENTER.

    The system then displays the following message:

    ```
    Program '/vs/gin/util/startup.d/CHK_
    restore' returned a non-zero return code.
    'start_vs' is being aborted
    ```

20. Press ENTER to display the console login.

    The system displays the following message:

```
Console login:
```

Note:
The system normally displays two logins during boot up and only the second is used. However, the upgrade procedure only displays one login. During the upgrade procedure only, use the first login that appears.

21. On the next blank line, log in as **craft**

22. From the INTUITY Main Menu, select:

    ```
    System Upgrade
    ```

    The system displays the System Upgrade Main Menu (page 176).

23. Press the DOWN ARROW key to highlight `Restore features and data from backup` and then press ENTER.

    The system displays the following message:

    ```
    System upgrade restore operation starting
    [date/time]

    This machine currently has no subscribers

    To ensure that the backup device is working
    correctly, please insert the upgrade backup
    cartridge into the drive and press enter.
    ```

24. Insert the backup disk cartridge in the external disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

    The system displays the following message:

    ```
    The backup device is functioning correctly.
    Continue with the upgrade? [ y ] :
    ```

25. Press ENTER.

    The system displays the following message:

    ```
    Checking whether backup is compatible with
    currently installed software...
    ```

Note:
If the system determines that additional software must be installed, the following message is displayed:

```
WARNING: The following package needs to be
installed before continuing:
    <package name> <package description>
```

Additional messages are displayed:

```
Would you like to stop the upgrade and install
the missing software now? [ y ] :
```

If you are not sure whether to install the software, call the Remote Support Center. Otherwise, enter **n**. The system confirms that you intend to proceed without installing the software and then continues.

The database is restored, and after some time, the following message is displayed:

```
Checking results of upgrade procedure...
  Local subscribers X
  Administered remote subscribers X
Upgrade completed successfully. [date/time]

The system needs to be shut down to allow
the [backup] drive and the SCSI to be
removed.
[date/time]

Shut down the system now? [ y ] :
```

26. Press the eject button on the front of the external disk cartridge drive and then press ENTER on the system keyboard.

    The system is shut down, and the following message is displayed:

    ```
    Press any key to reboot...
    ```

27. Turn the Release 5.1 MAP/5P power switch off.

28. Remove the SCSI cable from the system, and then remove the SCSI interface card.

29. Place the SCSI interface card in the antistatic bag and place it in the RUK.

30. Reinstall the remote maintenace circuit card in the shared PCI slot 2/ISA slot 1.

31. Replace the external disk cartridge drive in the RUK.

Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:

   ■ The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807

   ■ INTUITY Messaging Solutions *Getting Connected,* 585-313-703

2. Move the serial port connections.

3. Move the external dial tone cable to the remote maintenance circuit card.

4. If this is an upgrade to a Release 5.1 MAP/5P system, connect the three-way power cable to the monitor and system.

5. Continue with the next task.

Replacing the Dress Cover and Restarting the New System

To finish assembling the system and to restart the system:

1. Replace the dress cover on the system.

   For more information about Step 1, see Replacing the Dress Cover (MAP/5PV4) in the Maintenance section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

2. Connect the power cable to external power and then turn on the Release 5.1 MAP/5P power switch.

3. When the system has restarted, log in as **craft**.

   Note:
   Since the system is now in normal operation, two login prompts appear. Log in at the second prompt.

Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

   ```
   TCP/IP Administration
     Networking Addressing
   ```

   Note:
   The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 185).

3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 155) table in the Technician's Upgrade Worksheet (page 155) section.

   Note:
   The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:

   - If the values are correct, press F6 (CANCEL) and go to Step 7.

   - If the values are incorrect or are not displayed, move the cursor to each field and enter the values.

5. Press F3 (SAVE) after making the entries.

6. Press F6 (CANCEL).

7. From the INTUITY Main Menu, select:

   ```
   Feature Options
   ```

   The system displays the Feature Options (Read Only) Screen (page 183).

   Note:
   Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier

in the table Existing Customer Features (page 156) in Technician's Upgrade Worksheet (page 155).

Note:
The customer might have purchased more features or capacity than were displayed on the old system. If so, contact the MMISC or your COE to activate the additional features or to remove or reduce the features on the old system. The MMISC phone number can be found in the Upgrades Overview on page 1.

9. Press F6 (CANCEL).

10. From the INTUITY Main Menu, select:

    ```
    AUDIX Administration
    ```

11. At the `enter command:` prompt, enter **list mea feat day**

    The system displays the Feature Daily Traffic Screen (page 184).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

13. Press F1 (CANCEL) and enter **exit**

14. From the INTUITY Main Menu, select:

    ```
    Voice System Administration
      Number Services
        Display Services
    ```

    The system displays the Display Number Services Window (page 201).

15. Determine whether the `Service Name:` column has an `AUDIX` entry and then do one of the following:

    ■ If `AUDIX` is displayed, press F6 (CANCEL) and go to the next task.

    ■ If `AUDIX` is not displayed, press F6 (CANCEL) and continue with the next step.

16. From the Number Services menu, select:

    ```
    Assign Service
    ```

    The system displays the Assign Number Service Window (page 202).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

The system displays the Assign Number Service Window (page 202) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (SAVE) and then press F6 (CANCEL) twice.

20. Continue with the next task.

Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed earlier in this procedure.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 162) and select:

```
Software Management
  Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use ENTER to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit`.

   The system displays the packages that have been identified for removal.

6. Select Continue and press ENTER.

   The voice system is stopped and the system displays a list of the packages that were successfully removed. The system displays the following:

   ```
   Removal completed successfully.
   Press [Enter] to continue.
   ```

7. Press ENTER.

   The system displays the following:

   ```
   Package removal succeeded.
   The system must be rebooted to complete the
   removal.
   If there is hardware to remove, the system
   must be halted.
   Select [Halt] to halt the system.
   Select [Reboot] to reboot the system.
   ```

8. Select Reboot and press ENTER to reboot the system.

   After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

10. Continue with Install the New Switch Integration Package.

Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

```
Software Installation
  CD
```

The system displays the Software Install Screen, Page 1.

The system displays a message informing that a backup has not been completed. The system prompts you to either quit the installation in order to complete full system backup, or to continue the installation without full system backup.

3. Select `Yes, continue this operation without full system backup.`

4. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

5. Press ENTER.

6. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER, or press F3 to execute.

7. The system displays the Software Install Confirmation screen.

8. Make sure that the cursor is on `PROCEED` and then press ENTER.

    The system installs the package and automatically reboots.

9. Call the MMISC or your COE to have them activate the right-to-use license for the new switch integration. Be sure to have the SAP order number nearby when you make this call. The MMISC phone number can be found in the Upgrades Overview on page 1.

10. Translate for the new switch integration. For more information, see the appropriate configuration note at http://support.avaya.com.

    Note:
    You may also need to check link translations or administration to ensure proper programming.

11. Continue with the next task.

Releasing the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a G3 Switch (page 53)

- Releasing the Data Link in an OverLAN Integration (page 53)

Releasing the Data Link on a G3 Switch

To release the data link on a G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link** *n*

   where n is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

   For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate `INTUITY AUDIX` in the `Node` column.

3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.

4. Enter **y**

   The system displays the following message:

   `Command successfully completed.`

5. Continue with the next task, Verifying the Cable Connections.

Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the INTUITY Main Menu, select:

   ```
   Voice System Administration
     Voice Equipment
   ```

   The system displays the Voice Equipment Window (page 197).

   Note:
   The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the `PHONE` column, write down each extension in the order displayed.

3. Press F6 (CANCEL) once.

   The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

   ```
   System Monitor
   ```

   The system displays the System Monitor - Voice Channels Window (page 198).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.

7. Do one of the following:

   ■ If the channels all ring in the correct order and all answer the call, go to Step 8.

   ■ If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.

8. Press F6 (CANCEL) twice.

Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY Main Menu, select:

    ```
    Customer/Services Administration
      System Management
        Password Administration
          Assign/Change Password
    ```

2. The system displays the Assign/Change Password Window (page 199).

3. Press F2 (Choices) to display the password options to change.

4. Select sa and then press F3 (SAVE).

5. Type **y** to confirm that you want to change the password for the selected login.

6. Enter a new password from the System Passwords (page 155) table, in the Technician's Upgrade Worksheet (page 155) section, at the enter password: prompt. The password must contain only from 6 to 11 alphanumeric characters

    The system displays the following message:

    ```
    Re-enter new password:
    ```

7. Enter the new password again.

8. The system displays the following message:

    ```
    Password changed for sa.
    Hit acknowledge key to continue.
    ```

9. Press F1 (Acknowledge Message) to continue.

10. Return to Step 3, substituting the **vm** password.

11. Press F6 (CANCEL) until you reach the INTUITY Main Menu.

12. Do one of the following:

    - If the old system did not have Enhanced-List Administration (ELA), go to the next task on or after page 56.

    - If the old system had ELA, select the following from the INTUITY Main Menu:

```
              Enhanced-List Manager
                Set Up Enhanced-List System Data
```

The Set Up Enhanced-List System Data Screen (page 200) is displayed.

13. Enter **vm** in the `System Login:` field.

14. Enter the vm password in the `System Password:` field.

15. Press F3 (SAVE) to store the changes.

16. Press F6 (CANCEL) twice to return to the INTUITY Main Menu.

17. Continue with the next task.

Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status `INSERV`.

   For more information, see Testing the Channels in the Performing Acceptance Testing (Switch integration) section of the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice channels are on-hook. The rest of the switch integration was administered on the old system.

Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features in the New System Installation and Initial Administration section on the *Intuity Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

Activating Alarm Origination

To activate alarms:

1. From the INTUITY Main Menu, select:

    ```
    Customer/Services Administration
      Alarm Management
    ```

    The system displays the Alarm Management Window (page 175).

2. Move the cursor to the `Alarm Origination` field.

3. Press F2 (Choices) and then select `active`.

4. Press F3 (SAVE).

    The system displays the following message:

    ```
    Alarm Form Update was successful
    Press <Enter> to continue.
    ```

5. Press ENTER.

    The system displays the Alarm Management Window
    (page 175).

6. Press F6 (CANCEL) until you return to the INTUITY Main
    Menu.

7. Continue with the next task.

Replacing the MAP/5 Covers

If you had to remove the covers from the MAP/5 to provide the SCSI
cable connection earlier in the procedure, follow this procedure. If not,
continue with After the upgrade is complete and the new system is
operating properly, you can return the old system and the RUK to Avaya
and register the new system with initialization and administration system
(INADS) or Automatic Registration Tool (ART). (page 58).

To replace the top cover and front panel of the MAP/5:

1. Align the top cover with the unit so that the front of the top cover
    is about 0.5 inches from the front of the unit.

2. Lower the cover over the unit until the cover is parallel with the
    bottom of the unit.

3. Pull the top cover toward you until it snaps into the holding tabs that are located on either side of the front of the unit. See Magneto-Optical (MO) Disk Cartridge (page 170).

4. Place the unit on its rear panel. The bottom of the unit needs to be facing you.

5. Align the front panel with the front of the unit and hook the top flanges of the panel underneath the top cover. See Front Panel Tabs (page 163).

6. Lower the panel until each tab snaps into position.

Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can return the old system and the RUK to Avaya and register the new system with initialization and administration system (INADS) or Automatic Registration Tool (ART).

1. To complete the upgrade, do one of the following:

   ■ If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.

   ■ If the upgrade occurred outside the United States, pack and return the old system to the COE.

2. Remove the cartridge from the new system disk cartridge drive and replace it in the RUK.

3. Pack and return the RUK to the MMISC or to the COE.

4. Configure the new system for normal use, including backups.

5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

Upgrading Release 5.1 MAP/5P to MAP/40P or MAP/100P

This chapter lists the tasks required to upgrade an INTUITY AUDIX Release 5.1 MAP/5P system by replacing it with one of these new Release 5.1 systems:

- MAP/40P

- MAP/100P

This procedure requires the use of a Reusable Upgrade Kit (RUK) to complete the upgrade.

Note:
Begin reading and following these procedures one to two hours before the scheduled shutdown time. All of the tasks in the Preparing For the Data Transfer (page 60) section can be completed while the old system is still in operation.

The tasks are grouped into these general sections:

- Preparing For the Data Transfer

- Backing Up the Existing Database

- Restoring the Database, Cabling the New System and Beginning Service

- Completing the Upgrade

Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

Note:
Complete all tasks in the Preparing For the Data Transfer section before the old system is shut down.

Table: MAP/5P to MAP/40P or MAP/100P Checklist

Section	Task	✔
Preparing For the Data Transfer	1. Requesting the Customer Passwords (page 62).	
	2. Gathering the Tools and Materials Needed for the Upgrade (page 62).	
	3. Checking the Reusable Upgrade Kit (page 63).	
	4. Completing the Assembly of the New System (page 65) so that it is ready to connect to the customer's switch.	
	5. Connecting a Laptop as a Terminal (page 66).	
	6. Verifying the Purchasable Feature Options (page 68).	
	7. Verifying the Switch Integrations (page 70)	
	8. Installing the Upgrade Backup Software on the Old System (page 73).	
	9. Checking the TCP/IP Configuration on the Old System (page 74).	
	10. Checking for and Transferring Custom Announcements (page 74), if they exist.	
Backing Up the Existing Database	11. Deactivating Alarm Origination (page 81) on the old system.	
	12. Busying Out the Switch Data Link (page 82) between the old system and the customer's switch.	
	13. Shutting Down the System (page 83). Turning off the power switch.	
	14. Restarting the Old System (page 85).	
	15. To back up the old system's database: (page 86). **Note:** This task includes removing the external disk cartridge drive.	

Table: MAP/5P to MAP/40P or MAP/100P Checklist

Section	Task	✔
Restoring the Database, Cabling the New System and Beginning Service	16. Attaching the External JAZ Disk Cartridge Drive (if necessary) (page 91)	
	17. Restoring the Database (page 93) on the new system.	
	18. Removing the JAZ Disk Cartridge Drive (if necessary) (page 96)	
	19. Moving the Cables to the New System (page 96).	
	20. Restarting the New System (page 97).	
	21. Verifying the Data Transfer (page 97).	
	22. Reinstall the New Switch Integration Package (if necessary) (page 100).	
	23. Releasing the Switch Data Link (page 102).	
	24. Verifying the Cable Connections (page 103).	
	25. Administering Passwords (page 104).	
	26. Performing Acceptance Tests (page 106) for the channels.	
	27. Administering and Testing All Features (page 106).	
	28. Activating Alarm Origination (page 106) on the new system.	
Completing the Upgrade	29. Pack and ship the old system and the RUK in Completing the Upgrade (page 107).	

Preparing For the Data Transfer

This first section of the upgrade procedure can be done while the existing system is still in service. If anything does not check out properly during this section of the upgrade, the old system can still provide service while the situation is corrected.

The section includes:

- Gathering information from the customer.

- Confirming that you have the correct tools and that all of the required parts of the system are onsite.

- Confirming that the new system is operating properly and that it has the correct feature options activated.

- Verifying that the correct switch integration is installed. If necessary, you can install the correct integration.

- Installing the correct upgrade software on the old system and checking whether networking is operating properly.

- Transferring custom announcements to the new system, if necessary.

Follow the tasks below.

Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 155) table in the Technician's Upgrade Worksheet (page 155) section to record these passwords.

Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain that you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New

System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

In that section, check the following lists:

- Tools

- Test equipment

- Documentation

Checking the Reusable Upgrade Kit

Make sure that you have the materials to complete the upgrade successfully. Check the contents of the reusable upgrade kit (RUK). It needs to contain everything that is listed in the Contents of the Reusable Upgrade Kit table and shown in RUK Contents (page 191).

Note:
The RUK contains either an External JAZ Disk Cartridge Drive (page 165) or an External Magneto-Optical (MO) Disk Cartridge Drive (page 167). Verify which drive is in the RUK before continuing with the upgrade procedures.

If the contents of the RUK do not match this list, call the Remote Support Center or your Center of Excellence (COE).

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
INTUITY Messaging Solutions Release 5 Documentation for Technicians CD-ROM, 585-313-807, Issue 6 or later. **Note:** The documentation CD-ROM contains a printable version of this book, *INTUITY Messaging Solutions Upgrade Procedures*, 585-313-117. From the CD-ROM table of contents, select User/Print Guides and then select Installation, Migration, and Upgrade Printable Guides.	1	All upgrades. **Note:** Visit http://support.avaya.com for the most current instructions on upgrades that require the RUK and on upgrades that do not require the RUK.
Upgrade software tape **Note:** If the RUK does *not* contain an Upgrade software tape, call the MMISC at 800-242-2121, prompt 0, extension 15352, to download the Upgrade software.	1	All upgrades.
External disk cartridge drive, either a JAZ or a MO disk cartridge drive	1	All upgrades.
Disk cartridge drive power supply	1	All upgrades.
Disk cartridge drive power cable (used with JAZ disk cartridge drive only)	1	All upgrades using an external JAZ disk cartridge drive.
Disk cartridges (formatted), either JAZ 2-GB disk cartridges or MO 540-K disk cartridges	3 to 5 (JAZ) or 6 (MO)	All upgrades.
SCSI interface circuit card	1	R5 MAP/5P and some MAP/40 upgrades.

(1 of 2)

Table: Contents of the Reusable Upgrade Kit

Item	Quantity	Used with
SCSI-2 to Centronix-50 (SCSI-1) cable (6-foot)	1	Only one of these cables is used per upgrade.
SCSI-2 to SCSI-2 cable (6-foot)	1	
SCSI-2 to SCSI-3 cable (6-foot)	1	
SCSI-2 to SCSI-2 cable (1-foot) and internal ID50 adapter	1	Upgrades from MAP/5.

(2 of 2)

Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/5PV4

- Assembling the MAP/40P

- Assembling the Deskside MAP/100P

- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

Note:
Do not connect the monitor now. You can connect it by using the A/B switch in the next task.

Connecting a Laptop as a Terminal

Monitors are no longer shipped with an upgrade system unless one is requested by the customer. However, a monitor is needed on both systems until the database has been moved to the new system. Instead of moving the old system's monitor back and forth, use this task to administer the serial port on the old system, connect the laptop for use as the old system's terminal and then move the monitor to the new system.

To connect a laptop as the old system's monitor:

1. Do one of the following from the INTUITY Main Menu:

   - For Release 3 or 4 systems, select these menu options:

     ```
     Customer Services
       Unix Management
         Modem/Terminal Administration
           Install Modem/Terminal Software
     ```

   - For Release 5 systems, select these menu options:

     ```
     Unix Management
       Modem/Terminal Administration
         Install Modem/Terminal Software
     ```

   The `Install Modem/Terminal` screen displays with the cursor in the `Device` field.

2. Press F2 (Choices).

3. Press the down arrow key until you select `Terminal` and then press ENTER.

4. Tab to the `Serial Port Number` field and press F2 (Choices).

   The Port Number screen displays.

5. Do one of the following:

   - If `/dev/tty00` is displayed, press ENTER.

   - If there are additional choices, press the down arrow until `/dev/tty00` is selected and press ENTER.

6. Tab to the `Speed` field and press F2 (Choices).

   The Speed screen displays with `9600` highlighted.

7. Press ENTER.

8. Press F3 (SAVE).

   The system displays a message saying that installation is complete.

9. Connect a female to female DB-9 serial cable to the serial ports on the old system and the laptop. Gender changers may be required to connect this type of cable to the laptop.

   Note:
   This serial cable is not included in the RUK nor is shipped with an upgrade system. It is inexpensive and can be purchased at local electronics supply stores.

10. On the laptop, do the following:

    a. Open your preferred terminal emulation software package.

    b. Select the correct COM port.

    c. Select 9600 baud as the terminal speed.

    d. Log in to the old system as **craft**

11. Turn off the system monitor, disconnect it from power and from the old system.

12. Continue with Checking Operation of the New System.

Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. Connect the monitor to the new system and to power.

2. Connect electrical power to the new system and turn on the power switch.

   The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

   The system displays the INTUITY Main Menu (page 162).

4. Check the INTUITY Main Menu for the `System Upgrade` menu option.

5. Do one of the following:

   ■ If the System Upgrade menu option is displayed, go to the next task, Verifying the Purchasable Feature Options.

   ■ If the System Upgrade menu option is not displayed, go to Step 6.

6. Do one of the following:

   ■ If this is an upgrade within the United States, contact the MMISC to have them install the Upgrade software remotely. Their phone number can be found in the Upgrades Overview on page 1.

   ■ If this is an upgrade outside of the United States, use the software tape that includes the upgrade software to install the upgrades package. Contact your COE for more information.

   After the software is installed, continue with Step 7.

7. Press F6 (CANCEL) until you log off the system and then log back in as **craft**

8. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 196). If the menu option is not displayed, contact the MMISC or your COE again.

9. Continue with the next task, Verifying the Purchasable Feature Options.

Verifying the Purchasable Feature Options

The activated feature options on the new system must be equal to or greater than the activated feature options on the old system in order for the upgrade to be successful. This task describes how to verify the activated feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.

2. From the INTUITY main menu, select:

```
Customer/Services Administration
  Feature Options
```

The system displays the Feature Options (Read Only) Screen (page 183).

3. Determine the features that are currently activated for this customer and any related quantities. Record the results in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

4. Press F6 (CANCEL) twice.

   The system displays the INTUITY Main Menu.

5. On the new system, from the INTUITY Main Menu, select:

   ```
   Feature Options
   ```

   The system displays the Feature Options (Read Only) Screen (page 183).

6. Verify that the feature options and related quantities are equal to or greater than the feature options activated on the old system. Use the information that you wrote down in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

7. Do one of the following:

   ■ If the activated feature options on the new system are *not* equal to or greater than the activated features on the old system, contact the MMISC or your COE with a valid order. The MMISC or your COE will either activate the necessary feature options or remove or reduce the necessary features on the old INTUITY system. The MMISC phone number can be found in the Upgrades Overview on page 1.

   ■ If the activated feature options on the new system are equal to or greater than the activated features on the old system, continue with Step 8.

8. Go to the old system. From the old system's INTUITY Main Menu, select:

   ```
   AUDIX Administration
   ```

   The system displays the AUDIX command prompt screen.

9. At the `enter command:` prompt, enter **list mea feat day**

10. The system displays the Feature Daily Traffic Screen (page 184).

11. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

12. Continue with the next task, Verifying the Switch Integrations.

Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system.

This task describes how to verify what switch integration is installed on each system and, if necessary, how to replace the switch integration software with the correct package.

Verifying the Switch Integrations

To verify the switch integrations:

1. Do one of the following:

   ■ If the old system has INTUITY AUDIX Release 3 or 4:

   a. From the INTUITY Main Menu, select:

      Switch Interface Administration

   b. Press F7 (Switch Select).

   ■ If the old system has INTUITY AUDIX Release 5:

   a. From the INTUITY Main Menu, select:

      Feature Options

      The Feature Options screen is displayed.

   b. Press F7 (Switch Select).

      The Switch Selection screen is displayed.

2. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch Integration Information (page 156) section of the Technician's Upgrade Worksheet (page 155).

3. Verify the switch integration on the new system:

a.   From the INTUITY Main Menu, select:

```
Feature Options
```

The Feature Options screen is displayed.

b.   Press F7 (Switch Select).

The Switch Selection screen is displayed.

c.   Verify the type of switch integration in the `Switch:` field
     and then record the type in the the Switch Integration
     Information (page 156) section of the Technician's Upgrade
     Worksheet (page 155).

**Determining
Whether to Replace
the Switch
Integration**

Do one of the following:

■   If the switch integration on the old system is the same as the
    switch integration on the new system, continue with the next task
    on or after page 73.

■   If the switch integration on the old system is *not* the same as the
    switch integration on the new system, you must remove the
    switch integration software that is on the new system and replace
    it with the same switch integration software package that is
    currently installed on the old system. This will allow the data to
    successfully transfer.

    To remove the switch integration software package that is
    currently installed on the new system:

1.   Start at the INTUITY Main Menu (page 162) and select:

```
Software Management
  Software Removal
```

The system displays the Basic Software Removal screen.

2.   Use the UP and DOWN arrows to move the cursor.

3.   Use the ENTER key to select the switch integration software
     package that you want to remove.

4.   After you have selected the package that you want to remove, use
     the DOWN arrow to scroll to the bottom of the screen.

5.   Select `Submit`.

The system displays the packages that have been identified for
removal.

6. Select Continue and press ENTER.

    The voice system is stopped and the system displays a list of the packages that were successfully removed. The system displays the following:

    ```
    Removal completed successfully.
    Press [Enter] to continue.
    ```

7. Press ENTER.

    The system displays the following:

    ```
    Package removal succeeded.
    The system must be rebooted to complete the
    removal.
    If there is hardware to remove, the system
    must be halted.
    Select [Halt] to halt the system.
    Select [Reboot] to reboot the system.
    ```

8. Select Reboot and press ENTER to reboot the system.

    After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

Installing the New Switch Integration

To install the switch integration software on the new system:

1. Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.

2. From the Software Management screen, select:

    ```
    Software Installation
      CD
    ```

    The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and the press ENTER.

4. Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

    The system displays the Software Install Confirmation.

5. Make sure that the cursor is on PROCEED and then press ENTER.

    The system installs the package and then displays the following message:

```
Do you have more media from which to install
more software?
```

6. Enter **n**

   The system displays the following message:

   ```
   Do you have hardware to install?
   ```

7. Enter **n**

   The system automatically reboots.

   Note:
   The right-to-use license does not have to be activated at this
   point. You will activate the license after the upgrade is complete.

8. Continue with the next task.

Installing the Upgrade Backup Software on the Old System

The correct Upgrade Backup software must be installed on the old system
in order to complete the upgrade. This task helps you to determine
whether it is loaded on the old system, and if not, to request that the
MMISC install the software in preparation for the upgrade.

To determine whether the software is already installed on the system and,
if necessary, have the software installed:

1. On the old system, log in as **craft**

2. Check whether the System Upgrade option is displayed on
   the INTUITY Main Menu. See Main Menu After Installing the
   Upgrade Package (page 196).

3. Do one of the following:

   - If the System Upgrade option is displayed on the
     INTUITY Main Menu, skip the rest of the steps in this task
     and go to the next task.

   - If the System Upgrade option is *not* displayed on the
     INTUITY Main Menu, request that the Upgrade Backup
     software be installed. Continue with Step 4.

4. Contact the MMISC to have them install the Upgrade software
   remotely. For the MMISC telephone number, see Upgrades
   Overview on page 1. After the software is installed, continue with
   the next step.

5. Press F6 (CANCEL) until you log off the system and then log back in as **craft**

6. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 196). If the menu option is not displayed, contact the MMISC again.

7. Continue with the next task.

Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the INTUITY Main Menu, select:

   ```
   Networking Administration
     TCP/IP Administration
   ```

2. The system displays the TCP/IP Administration Screen (page 182).

3. Record the information from the screen in the TCP/IP Administration Screen Contents (page 155) table in the Technician's Upgrade Worksheet (page 155).

   This information is used later to confirm the networking administration on the new machine.

4. Press F6 (CANCEL) twice.

   The system displays the INTUITY Main Menu.

5. Continue with the next task.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and describes how to prepare to transfer them to the new system.

■ If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 76) and then determine the next step.

■ If the system *does not* have custom announcements, go to the next task on or after page 80.

■ If the system *does* have custom announcements, complete these steps before backing up the old database:

— Adding the Custom Announcement Set Name to the New System (page 78)

— Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 78)

— Using a Custom Announcement Set for the Default Announcement Set on the New System (page 79)

The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

Note:
The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

■ The announcement fragments have been rerecorded.

■ The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

   AUDIX Administration

   The system displays the AUDIX command prompt screen.

2. At the enter command: prompt, enter **list annc-sets**

   The system displays the Announcement Sets Screen (page 186). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets.

   The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

Table: Standard Announcement Sets

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)
cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)

Table: Standard Announcement Sets

czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

   ■ If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets, go to Step 6.

   ■ If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 76), use the table Custom Announcement Set Names (page 158) of the Technician's Upgrade Worksheet (page 155) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

   Note:
   For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the MMISC or your COE.

6. Press F1 (CANCEL) and then enter **exit** to return to the INTUITY Main Menu.

7. Do one of the following:

   ■ If the old system does not include any custom announcement sets, go to the next task on page 80.

   ■ If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 78).

   ■ If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX Administration screen.

2. Enter **add announcement-set** *annc-set-name*

   where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

3. Press F3 (ENTER).

   The system displays the Announcement Sets Screen (page 186) with the name of the new announcement set listed and the following message:

   `Command Successfully Completed.`

   Note:
   The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 78).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section.

Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

2. Enter **copy annc-set**

   The system displays the Copy Announcement Set Screen (page 187).

3. From the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section, enter

the base announcement set name in the `From Announcement Set:` field.

4. Enter the name of the corresponding custom announcement set in the `To Announcement Set:` field.

5. Press F3 (ENTER) to save the information to the system database.

   The system displays the following message and returns the cursor to the command line:

   `Command Successfully Completed.`

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 78).

   ⚠ **CAUTION:**
   If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

   The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

   The system displays page 3 of the System-Parameters Features Screen (page 188).

4. Press the TAB key until the cursor is in the `ANNOUNCEMENT SETS, System:` field.

5. From the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section, enter the name of the custom announcement set.

6. Press F3 (SAVE).

   The system displays the following message:

   ```
   Command Successfully Completed
   ```

7. Enter **exit**

8. Continue with the next task.

Backing Up the Existing Database

Up to this point, all activities could be completed without interfering with voice mail service. However, now that the new system is ready for installation, this next section requires that you shut down the old system to prepare for backing up the database.

In this section you will:

- Deactivate alarm origination and busy out the switch link.

- Install the SCSI interface card in the new Release 5.1 MAP/5P system, and the external disk cartridge drive in the old Release 5.1 MAP/5P system.

- Back up the old system's database.

Follow the tasks below.

Deactivating Alarm Origination

Note:
Complete all tasks in the Preparing for the Data Transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the INTUITY Main Menu, select:

    ```
    Customer/Services Administration
      Alarm Management
    ```

    The system displays the Alarm Management Window
    (page 175).

2. Move the cursor to the `Alarm Origination` field, press F2 (CHOICES), and then highlight `inactive`.

3. Press F3 (SAVE).

   The system displays the following message:

   ```
   Alarm Form Update was successful
   Press <Enter> to continue.
   ```

4. Press ENTER.

   The system displays the Alarm Management Window
   (page 175).

5. Press F6 (CANCEL) until you return to the INTUITY Main
   Menu.

6. Disconnect the initialization and administration system (INADS)
   analog phone line from the external modem or remote
   maintenance circuit card.

7. Continue with the next task.

Busying Out the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not
have a DEFINITY switch, do not use this task and go to the next task in
the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches
activate an alarm. Busying out the link between the voice system and
switch prevents alarms from being sent to the remote support center.
Choose one of the following procedures based on the type of DEFINITY
switch:

- Busying Out the Data Link on a G3 Switch (page 83)

- Busying Out the Data Link in an OverLAN Integration (page 83)

Busying Out the Data Link on a G3 Switch

To busy out the data link on a G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **busy link** *n*

   where *n* is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

   For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate the INTUITY AUDIX in the Node column.

3. Press the DOWN ARROW key to the INTUITY AUDIX field.

4. Enter **n**

   The system displays the following message:

   Command successfully completed.

5. Continue with the next task.

Shutting Down the System

To shut down the system:

1. Start at the INTUITY Main Menu and select:

   ```
   Customer/Services Administration
     System Management
       System Control
         Shutdown System
   ```

2. Do one of the following:

   - If the system displays the following message, enter **y** and go to Step 3:

     Enter y to continue, n to quit [n]:

■ If the system displays the Wait Time Window (page 193), enter **60**, press F3 (SAVE), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

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

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

⚠️ **CAUTION:**
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. For detailed electrostatic discharge instructions, see Protecting Against ESD Damage in the Maintenance section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

4. Turn the power switch off.

5. Remove the SCSI Interface Card (page 160) from the RUK and then from the antistatic bag.

6. Install the circuit card in the shared PCI slot 2/ISA slot 1. This will require removing the remote maintenance circuit card and then reinstalling the remote maintenance circuit card when the data transfer is complete.

7. Install and tighten the circuit card retaining screw.

Note:
Leave the dress cover off the system until the data transfer is verified. You can then remove the SCSI interface card and replace the dress cover. Then reinstall the remote maintenace circuit card.

8. Get the external disk cartridge drive.

9. Turn off the external disk cartridge drive:

■ For a JAZ disk cartridge drive, turn off the power switch by setting the power switch to 0 or Off. This switch is located at the back right-side of the drive. See External JAZ Disk Cartridge Drive Settings (page 166).

■ For a MO disk cartridge drive, turn off the external disk cartridge drive power switch. This switch is located at the back of the drive in the upper left corner. See External Magneto-Optical (MO) Disk Cartridge Drive Settings (page 168).

10. Remove the SCSI 2 to SCSI 3 cable from the RUK. See either Cables for External JAZ Disk Cartridge Drive (page 177) or Cables for External MO Disk Cartridge Drive (page 178).

11. Connect the SCSI 2 connection to the upper connector on the back of the external disk cartridge drive.

⚠ **CAUTION:**
Do not use the lower connector, or the restore might not occur.

12. Connect the external disk cartridge drive to the external SCSI port on the newly installed SCSI interface card.

Note:
Do not insert the backup disk cartridge until the system requests it.

13. Connect the external drive to electrical power and then turn on the power switch.

Important:
The external disk cartridge drive must be turned on before turning on the power for the INTUITY AUDIX system. If not, another system restart is required.

Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

Note:
As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**

2. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 176).

Note:
The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 176). For example, the Restore feature and data from backup menu choice might not appear in the menu.

3. Select Backup features and data and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]
Begin complete backup of machine [machine
name] for system upgrade? [ y ] :
```

4. Enter **y**

    The system displays system messages and then the following
    messages:

    ```
    Before continuing, please verify that the
    new system is assembled and operational, and
    that the INTUITY main menu displays the
    System Upgrade option.

    [date/time]
    Does the new system meet these conditions?
    [ y ] :
    ```

    Note:
    The Upgrade software was either confirmed as installed or was
    installed in an earlier task.

5. Press ENTER.

    The system displays the following message:

    ```
    To ensure that the backup device is working
    correctly, please insert the upgrade backup
    cartridge into the drive, and press enter.
    ```

    ⚠ **CAUTION:**
    Handle the disk cartridge with care. It is easily damaged.

    Note:
    Use only disk cartridges from the RUK. Any other disk cartridge
    might require formatting, which can take up to 2 hours.

6. Insert one of the disk cartridges from the RUK and then press
    ENTER.

    The system displays the following message:

    ```
    Attempting to mount the cartridge.
    ```

    The system mounts the disk cartridge and displays the following
    message:

    ```
    [Backup] drive is working correctly.
    Continuing with upgrade.
    ```

    The system runs the system evaluation utility package, which
    requires approximately 5 to 10 minutes. The system displays the
    following message:

    ```
    Checking for non-standard software...
    ```

    > **Note:**
    > If nonstandard software is found, the following message is
    > displayed:
    >
    > ```
    > UPGRADE WARNING: The following packages
    > installed on this system do not have a known
    > mapping to R5 software. If you proceed with
    > the upgrade, any features provided by (and
    > data associated with) these packages will
    > almost certainly not be carried forward to
    > the R5 system. The packages in question are:
    >
    >     <package name> <package description>
    >     <current time>
    > Do you want to proceed with the upgrade? [ n ]
    > ```
    >
    > If you see this message, contact the Remote Support Center
    > or your COE.

    The system displays the following:

    ```
    [date/time]
    Take the system out of service and proceed
    with the upgrade? [ y ] :
    ```

7. Enter **y**

    The voice system is stopped and the system displays additional
    status messages along with an estimate of the time and number of
    disk cartridges required for the upgrade backup. The system then
    displays the following message:

```
Press [ RETURN ] to continue or [ DELETE ]
to abort [ RETURN ] :
```

Note:
The system might display additional information after the above message.

8. Press ENTER.

    The system instructs you to insert a backup disk cartridge, if you have not already inserted one, and then instructs you to press ENTER to continue or DELETE to quit.

9. Press ENTER.

    The systems starts backing up the data.

    Note:
    Depending on the amount of customer data, a disk cartridge takes up to 20 minutes fill up with data. Now is a good time to take a break.

10. Do one of the following:

    ■ If the upgrade backup requires only one disk cartridge, go to Step 11.

    ■ If the upgrade backup requires an additional disk cartridge:

        ▪ Remove the disk cartridge when it is full and replace it with another blank disk cartridge from the RUK.

        ▪ Label the disk cartridge with a number that indicates its place in the backup sequence.

11. Watch for the following message:

```
Upgrade backup complete [date/time]
To proceed with the upgrade the system needs
to be shut down [date/time]
Shut down the system now? [ y ] :
```

12. Press ENTER.

    The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.

14. Turn the power switch off on the external disk cartridge drive.

15. Remove the SCSI cable and the external cartridge drive from the old system.

Restoring the Database, Cabling the New System and Beginning Service

Now that the database has been backed up from the old system, you can prepare the new system with the customer's existing data. In this section, you will:

- If necessary, shut down the new system and attach the JAZ cartridge drive.

- Restore the database.

- Cable the new system.

- Reinstall the switch integration, if necessary, and complete any other required administration.

- Confirm that the system is operating properly.

- Complete any remaining items.

Follow the tasks below.

Attaching the External JAZ Disk Cartridge Drive (if necessary)

The following procedure describes how to assemble and attach a JAZ disk cartridge drive to the new system. .

Note:
If the RUK contains a MO disk cartridge drive and you backed up the old system files onto MO cartridges, skip this step and go to Restoring the Database (page 93).

To assemble and attach the JAZ external disk cartridge drive to the new system:

1. Start at the INTUITY Main Menu and select:

   ```
   Customer/Services Administration
     System Management
       System Control
         Shutdown System
   ```

2. Do one of the following:

- If the system displays the following message, enter **y** and go to Step 3:

  ```
  Enter y to continue, n to quit [ n ]:
  ```

- If the system displays the Wait Time Window (page 193), enter **60**, press F3 (SAVE), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

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

   ```
   The system is down.
   Press CTRL-ALT-DEL to reboot your computer.
   ```

4. Turn the power switch off.

5. Remove the External JAZ Disk Cartridge Drive (page 165) from the Reusable Upgrade Kit (RUK).

6. Make these settings:

   - Confirm that the termination switch is set to **1**, which is pushed to the left side. This might require the use of a flashlight. See External JAZ Disk Cartridge Drive Settings (page 166) for more information.

   - Turn off the external drive power switch by setting the power switch to **0** or off. This switch is located at the back right side of the drive.

   - Continue with Step 7.

7. Plug the SCSI cable to the connector on the back of the system. For the location of the SCSI connector, see the maintenance or hardware documentation for the new MAP system.

8. Connect the other end of the SCSI cable to the upper connector on the back of the external disk cartridge drive.

   ⚠ **CAUTION:**
   Do not use the lower connector or the backup might not occur.

9. Place the external disk cartridge drive on a stable surface.

10. Connect the external drive to electrical power.

11. Turn on the external disk JAZ cartridge drive power switch by setting the power switch to the **1** position.

> **Note:**
> Do not turn on the MAP system power.

12. Insert the first backup disk cartridge in the disk cartridge drive. See JAZ Disk Cartridge (page 169).

Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

   Note:
   As the system starts up, it might display the following error:

   ```
   Fixed disk 0 error
   ```

   It then displays the system configuration and the following message:

   ```
   Press F1 to continue.
   ```

   This message is normal. Press F1 to continue.

   The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

   ```
   Console login:
   ```

3. Continue with the next task.

Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.

2. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 176).

3. Press the DOWN ARROW key to highlight `Restore data and features from backup` and then press ENTER.

The system displays the following message:

```
This machine currently has no subscribers
```

Note:
If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X

If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>

Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
<current time>

If you proceed with the upgrade, the machine
will be taken out of service.

Proceed with the upgrade? [ y ]:
```

4. Enter **y**

The voice system is stopped, and the system displays the following message:

```
To ensure that the backup device is working
correctly, please insert the upgrade backup
cartridge into the drive, and press enter.
```

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

   Note:
   If you're using the JAZ disk cartridge drive from the RUK, the cartridge should already be in the drive.

   The system displays the following message:

   ```
   The backup device is functioning correctly.
   Continue with the upgrade? [ y ] :
   ```

6. Press ENTER.

   The system displays the following message:

   ```
   Checking whether backup is compatible with
   currently installed software...
   ```

   Note:
   If the system determines that additional software must be installed, the following message is displayed:

   ```
   WARNING: The following package needs to be
   installed before continuing:
         <package name> <package description>
   ```

   An additional message is displayed:

   ```
   Would you like to stop the upgrade and install
   the missing software now? [ y ] :
   ```

   If the warning message lists the switch integration that matches the old system, the package must be installed now or the upgrade will fail. If the package has not been previously installed, enter **y**. The system then installs the switch integration.

   The database is restored, and after some time, the system displays the following message, where *X* is the number of subscribers that were successfully upgraded:

   ```
   Checking results of upgrade procedure...
     Local subscribers X
     Administered remote subscribers X
   --------------------------------------------
   Upgrade completed successfully <current
   date>
   --------------------------------------------

   Reboot the system now? [ y ] :
   ```

7. Press the eject button on the front of the disk cartridge drive.

    The system ejects the disk cartridge.

8. Press ENTER on the system keyboard. The system shuts down, and the following message is displayed:

    ```
    Press any key to reboot...
    ```

9. Turn off the power switch on the new system.

10. Continue with Moving the Cables to the New System.

Removing the JAZ Disk Cartridge Drive (if necessary)

Do one of the following:

- If you used a MO disk cartridge drive to make the backup, skip to Moving the Cables to the New System.

- If you used a JAZ disk cartridge drive to make the backup, disconnect the SCSI cable from the MAP external SCSI connection, disassemble the drive and replace its components in the RUK.

Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:

    - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807

    - INTUITY Messaging Solutions *Getting Connected,* 585-313-703

2. Move the serial port connections.

3. Move the external dial tone cable to the remote maintenance circuit card.

4. If this is an upgrade to a Release 5.1 MAP/5P system, connect the three-way power cable to the monitor and system.

5. Continue with the next task.

Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

   Note:
   As the system starts up, it might display the following error:

   ```
   Fixed disk 0 error
   ```

   It then displays the system configuration and the following message:

   ```
   Press F1 to continue.
   ```

   This message is normal. Press F1 to continue.

   The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

   ```
   Console login:
   ```

3. Continue with the next task.

Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

   ```
   TCP/IP Administration
     Networking Addressing
   ```

Note:
The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 185).

3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 155) table in the Technician's Upgrade Worksheet (page 155) section.

   Note:
   The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:

   ■ If the values are correct, press F6 (CANCEL) and go to Step 7.

   ■ If the values are incorrect or are not displayed, move the cursor to each field and enter the values.

5. Press F3 (SAVE) after making the entries.

6. Press F6 (CANCEL).

7. From the INTUITY Main Menu, select:

   ```
   Feature Options
   ```

   The system displays the Feature Options (Read Only) Screen (page 183).

   Note:
   Press the UP ARROW key to display voice_ports.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 156) in Technician's Upgrade Worksheet (page 155).

   Note:
   The customer might have purchased more features or capacity than were displayed on the old system. If so, contact the MMISC or your COE to activate the additional features or to remove or reduce the features on the old system. The MMISC phone number can be found in the Upgrades Overview on page 1.

9. Press F6 (CANCEL).

10. From the INTUITY Main Menu, select:

   `AUDIX Administration`

11. At the `enter command:` prompt, enter **list mea feat day**

   The system displays the Feature Daily Traffic Screen (page 184).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

13. Press F1 (CANCEL) and enter **exit**

14. From the INTUITY Main Menu, select:

   ```
   Voice System Administration
     Number Services
       Display Services
   ```

   The system displays the Display Number Services Window (page 201).

15. Determine whether the `Service Name:` column has an `AUDIX` entry and then do one of the following:

   ■ If `AUDIX` is displayed, press F6 (CANCEL) and go to the next task.

   ■ If `AUDIX` is not displayed, press F6 (CANCEL) and continue with the next step.

16. From the Number Services menu, select:

   `Assign Service`

   The system displays the Assign Number Service Window (page 202).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

   The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

   The system displays the Assign Number Service Window (page 202) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (SAVE) and then press F6 (CANCEL) twice.

20. Continue with the next task.

Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed earlier in this procedure.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 162) and select:

   ```
   Software Management
     Software Removal
   ```

   The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use ENTER to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit`.

   The system displays the packages that have been identified for removal.

6. Select Continue and press ENTER.

   The voice system is stopped and the system displays a list of the packages that were successfully removed. The system displays the following:

   ```
   Removal completed successfully.
   Press [Enter] to continue.
   ```

7. Press ENTER.

The system displays the following:

```
Package removal succeeded.
The system must be rebooted to complete the
removal.
If there is hardware to remove, the system
must be halted.
Select [Halt] to halt the system.
Select [Reboot] to reboot the system.
```

8. Select Reboot and press ENTER to reboot the system.

After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

10. Continue with Install the New Switch Integration Package.

Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

```
Software Installation
  CD
```

The system displays the Software Install Screen, Page 1.

The system displays a message informing that a backup has not been completed. The system prompts you to either quit the installation in order to complete full system backup, or to continue the installation without full system backup.

3. Select Yes, continue this operation without full system backup.

4. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

5. Press ENTER.

6. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER, or press F3 to execute.

7. The system displays the Software Install Confirmation screen.

8. Make sure that the cursor is on `PROCEED` and then press ENTER.

   The system installs the package and automatically reboots.

9. Call the MMISC or your COE to have them activate the right-to-use license for the new switch integration. Be sure to have the SAP order number nearby when you make this call. The MMISC phone number can be found in the Upgrades Overview on page 1.

10. Translate for the new switch integration. For more information, see the appropriate configuration note at http://support.avaya.com.

    Note:
    You may also need to check link translations or administration to ensure proper programming.

11. Continue with the next task.

Releasing the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not have a DEFINITY switch, do not use this task and go to the next task, Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a G3 Switch (page 103)

- Releasing the Data Link in an OverLAN Integration (page 103)

Releasing the Data Link on a G3 Switch

To release the data link on a G3 switch, perform the following tasks on the switch administration terminal (SAT):

1. Enter **release link** *n*

   where n is the number of the link going to the INTUITY AUDIX system. Valid input is an integer from 1 to 8.

   For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate INTUITY AUDIX in the Node column.

3. Press the DOWN ARROW key to the INTUITY AUDIX field.

4. Enter **y**

   The system displays the following message:

   ```
   Command successfully completed.
   ```

5. Continue with the next task, Verifying the Cable Connections.

Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the Intuity Main Menu, select:

   ```
   Voice System Administration
     Voice Equipment
   ```

   The system displays the Voice Equipment Window (page 197).

   Note:
   The third column displays foos if the tip/ring cables are not moved to the new system.

2. From the `PHONE` column, write down each extension in the order displayed.

3. Press F6 (Cancel) once.

   The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

   ```
   System Monitor
   ```

   The system displays the System Monitor - Voice Channels Window (page 198).

5. Using a telephone handset near the Intuity AUDIX system, dial every extension listed in Step 2.

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.

7. Do one of the following:

   - If the channels all ring in the correct order and all answer the call, go to Step 8.

   - If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.

8. Press F6 (Cancel) twice.

Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the Intuity Main Menu, select:

   ```
   Customer/Services Administration
     System Management
       Password Administration
         Assign/Change Password
   ```

2. The system displays the Assign/Change Password Window (page 199).

3. Press F2 (Choices) to display the password options to change.

4. Select `sa` and then press F3 (Save).

5. Type **y** to confirm that you want to change the password for the selected login.

6. Enter a new password from the System Passwords (page 155) table, in the Technician's Upgrade Worksheet (page 155) section, at the `enter password:` prompt. The password must contain only from 6 to 11 alphanumeric characters

   The system displays the following message:

   ```
   Re-enter new password:
   ```

7. Enter the new password again.

8. The system displays the following message:

   ```
   Password changed for sa.
   Hit acknowledge key to continue.
   ```

9. Press F1 (Acknowledge Message) to continue.

10. Return to Step 3, substituting the **vm** password.

11. Press F6 (Cancel) until you reach the Intuity Main Menu.

12. Do one of the following:

    ■ If the old system did not have Enhanced-List Administration (ELA), go to the next task on or after page 105.

    ■ If the old system had ELA, select the following from the Intuity Main Menu:

    ```
    Enhanced-List Manager
       Set Up Enhanced-List System Data
    ```

    The Set Up Enhanced-List System Data Screen (page 200) is displayed.

13. Enter **vm** in the `System Login:` field.

14. Enter the vm password in the `System Password:` field.

15. Press F3 (Save) to store the changes.

16. Press F6 (Cancel) twice to return to the Intuity Main Menu.

17. Continue with the next task.

Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status `INSERV`.

   For more information, see Testing the Channels in the Performing Acceptance Testing (Switch integration) section of the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Follow both procedures in this section.

2. Stop following the Performing Acceptance Testing procedure after you have verified that the purchased and activated voice channels are on-hook. The rest of the switch integration was administered on the old system.

Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

Activating Alarm Origination

To activate alarms:

1. From the INTUITY Main Menu, select:

   ```
   Customer/Services Administration
     Alarm Management
   ```

   The system displays the Alarm Management Window (page 175).

2. Move the cursor to the `Alarm Origination` field.

3. Press F2 (Choices) and then select `active`.

4. Press F3 (SAVE).

   The system displays the following message:

   ```
   Alarm Form Update was successful
   Press <Enter> to continue.
   ```

5. Press ENTER.

   The system displays the Alarm Management Window
   (page 175).

6. Press F6 (CANCEL) until you return to the INTUITY Main
   Menu.

7. Continue with the next task.

Completing the Upgrade

After the upgrade is complete and the new system is operating properly,
you can return the old system and the RUK to Avaya and register the new
system with initialization and administration system (INADS) or
Automatic Registration Tool (ART).

1. To complete the upgrade, do one of the following:

   ■ If the upgrade occurred in the United States, pack and ship
     the old system to the Avaya System Recycling Center.

   ■ If the upgrade occurred outside the United States, pack and
     return the old system to the COE.

2. Remove the cartridge from the new system disk cartridge drive
   and replace it in the RUK.

3. Pack and return the RUK to the MMISC or to the COE.

4. Configure the new system for normal use, including backups.

5. Return the technician worksheet to the customer so the customer
   can safely dispose of the password list.

Upgrading to MAP/40P or MAP/100P

This chapter lists the tasks required to upgrade one of the following systems by replacing it with a new Release 5.1 MAP/40P system or a new Release 5.1 MAP/100P system:

- Release 3 or 4 MAP/5 (with external SCSI connection)

- Release 3, 4, or 5 MAP/40

- Release 3, 4, or 5 MAP/40P

- Release 3 or 4 MAP/100

- Release 4 or 5 MAP/100P

> **Note:**
> This procedure is used for systems that *do not* have the same backup media. If the old system and the new system *both* have magneto-optical (MO) disk drives, then you need only make a backup of the old system and restore it to the new system.

This procedure has been simplified for these platform configurations and no longer requires the Reusable Upgrade Kit (RUK) to complete a successful upgrade.

The tasks are grouped into these general sections:

- Preparing For the Data Transfer

- Backing Up the Existing Database

- Restoring the Database, Cabling the New System and Beginning Service

- Completing the Upgrade

Note:
Begin reading and following these procedures one to two hours before the scheduled shutdown time. Complete all of the tasks in the Preparing For the Data Transfer (page 110) section before the old system is shut down.

Upgrade Checklist

Complete the items in the list in sequence. Remove these sheets from the binder and check off tasks as you complete them.

Table: Upgrades to MAP/40P or MAP/100P Checklist

Section	Task	✔
Preparing For the Data Transfer	1. Requesting the Customer Passwords (page 113).	
	2. Gathering the Tools and Materials Needed for the Upgrade (page 113).	
	3. Completing the Assembly of the New System (page 114) so that it is ready to connect to the customer's switch.	
	4. Connecting a Laptop as a Terminal (page 115)	
	5. Checking Operation of the New System (page 116).	
	6. Verifying the Purchasable Feature Options (page 117).	
	7. Verifying the Switch Integrations (page 119)	
	8. Checking the TCP/IP Configuration on the Old System (page 122).	
	9. Checking for and Transferring Custom Announcements (page 123), if they exist.	

Table: Upgrades to MAP/40P or MAP/100P Checklist

Section	Task	✔
Backing Up the Existing Database	10. Deactivating Alarm Origination (page 129) on the old system.	
	11. Busying Out the Switch Data Link (page 130) between the old system and the customer's switch.	
	12. Shutting Down the System (page 131).	
	13. Moving the Storage Drive (page 132) to the old system.	
	14. Restarting the Old System (page 133).	
	15. Backing Up the Old System's Database (page 134).	

Table: Upgrades to MAP/40P or MAP/100P Checklist

Section	Task	✔
Restoring the Database, Cabling the New System and Beginning Service	16. Replacing the Storage Drive in the New System (page 139)	
	17. If necessary, go to Restarting the New System (page 143).	
	18. Restoring the Database (page 140) on the new system.	
	19. Moving the Cables to the New System (page 143).	
	20. Restarting the New System (page 143)	
	21. Verifying the Data Transfer (page 144).	
	22. Reinstall the New Switch Integration Package (if necessary) (page 146)	
	23. Releasing the Switch Data Link (page 149).	
	24. Verifying the Cable Connections (page 150).	
	25. Administering Passwords (page 151).	
	26. Performing Acceptance Tests (page 152) for the channels.	
	27. Administering and Testing All Features (page 153).	
	28. Activating Alarm Origination (page 153) on the new system.	
Completing the Upgrade	29. Pack and ship the old system in Completing the Upgrade (page 154).	

Preparing For the Data Transfer

This first section of the upgrade procedure can be done while the existing system is still in service. If anything does not check out properly during this section of the upgrade, the old system can still provide service while the situation is corrected.

The section includes:

■ Gathering information from the customer.

■ Confirming that you have the correct tools and that all of the required parts of the system are onsite.

■ Confirming that the new system is operating properly and that it has the correct feature options activated.

■ Verifying that the correct switch integration is installed. If necessary, you can install the correct integration.

■ Installing the correct upgrade software on the old system and checking whether networking is operating properly.

■ Transferring custom announcements to the new system, if necessary.

Follow the tasks below.

Requesting the Customer Passwords

Several passwords must be reset during the upgrade or must be known so that features can be administered correctly. Before the customer leaves, ask the customer to write down these passwords so that you can complete the upgrade successfully.

Use the System Passwords (page 155) table in the Technician's Upgrade Worksheet (page 155) section to record these passwords.

Gathering the Tools and Materials Needed for the Upgrade

Before you proceed with the upgrade, be certain that you have the materials you need to complete the upgrade successfully. For more information, see the Installation Prerequisites information in the New

System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807.

In that section, check the following lists:

- Tools

- Test equipment

- Documentation

Important:
Obtain at least two 540 MB MO-disk cartridges before starting this upgrade. This process only uses 540 MB cartridges. Any other size is incompatible. As a general rule, have on hand at least one cartridge for each hard drive in the old system.

You will also need a serial cable, female to female DB-9, six feet in length for use in connecting a laptop as a second monitor. Obtain this cable before starting the upgrade.

Completing the Assembly of the New System

Before the old INTUITY AUDIX system is taken out of service, assemble the new INTUITY AUDIX system and prepare it for service. For more information, see one of the following sections in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

- Assembling the MAP/40P

- Assembling the Deskside MAP/100P

- Assembling the Rack-Mounted MAP/100P

Follow the steps in the above sections until the system is assembled.

For more information about connecting the keyboard, modem, or printer, see Connecting Peripheral Devices on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM.

Connecting a Laptop as a Terminal

Monitors are no longer shipped with an upgrade system unless one is requested by the customer. However, a monitor is needed on both systems until the database has been moved to the new system. Instead of moving the old system's monitor back and forth, use this task to administer the serial port on the old system, connect the laptop for use as the old system's terminal and then move the monitor to the new system.

To connect a laptop as the old system's monitor:

1. Do one of the following from the INTUITY Main Menu:

   ■ For Release 3 or 4 systems, select these menu options:

   ```
   Customer Services
     Unix Management
       Modem/Terminal Administration
         Install Modem/Terminal Software
   ```

   ■ For Release 5 systems, select these menu options:

   ```
   Unix Management
     Modem/Terminal Administration
       Install Modem/Terminal Software
   ```

   The `Install Modem/Terminal` screen displays with the cursor in the `Device` field.

2. Press F2 (Choices).

3. Press the down arrow key until you select `Terminal` and then press ENTER.

4. Tab to the `Serial Port Number` field and press F2 (Choices).

   The Port Number screen displays.

5. Do one of the following:

   ■ If `/dev/tty00` is displayed, press ENTER.

   ■ If there are additional choices, press the down arrow until `/dev/tty00` is selected and press ENTER.

6. Tab to the `Speed` field and press F2 (Choices).

   The Speed screen displays with `9600` highlighted.

7. Press ENTER.

8. Press F3 (SAVE).

   The system displays a message saying that installation is complete.

9. Connect a female to female DB-9 serial cable to the serial ports on the old system and the laptop. Gender changers may be required to connect this type of cable to the laptop.

   Note:
   This serial cable is not included in the RUK nor is shipped with an upgrade system. It is inexpensive and can be purchased at local electronics supply stores.

10. On the laptop, do the following:

    a. Open your preferred terminal emulation software package.

    b. Select the correct COM port.

    c. Select 9600 baud as the terminal speed.

    d. Log in to the old system as **craft**

11. Turn off the system monitor, disconnect it from power and from the old system.

12. Continue with Checking Operation of the New System.

Checking Operation of the New System

After assembling the new system, check to make sure that it is working properly before shutting down service on the old system. You might also need to install the upgrade package or change the selected switch integration.

To check operation of the new system:

1. Connect the monitor to the new system and to power.

2. Connect electrical power to the new system and turn on the power switch.

   The system starts up. After some time, it displays the login prompt.

3. Log in as **craft**

   The system displays the INTUITY Main Menu (page 162).

4. Check the INTUITY Main Menu for the `System Upgrade` menu option.

5. Do one of the following:

    ■ If the System Upgrade menu option is displayed, go to the next task, Verifying the Purchasable Feature Options.

    ■ If the System Upgrade menu option is not displayed, go to Step 6.

6. Do one of the following:

    ■ If this is an upgrade within the United States, contact the MMISC to have them install the Upgrade software remotely. Their phone number can be found in the Upgrades Overview on page 1.

    ■ If this is an upgrade outside of the United States, use the software tape that includes the upgrade software to install the upgrades package. Contact your COE for more information.

    After the software is installed, continue with Step 7.

7. Press F6 (CANCEL) until you log off the system and then log back in as **craft**

8. Verify that the `System Upgrade` menu option is displayed on the INTUITY Main Menu. See Main Menu After Installing the Upgrade Package (page 196). If the menu option is not displayed, contact the MMISC or your COE again.

9. Continue with the next task, Verifying the Purchasable Feature Options.

Verifying the Purchasable Feature Options

The activated feature options on the new system must be equal to or greater than the activated feature options on the old system in order for the upgrade to be successful. This task describes how to verify the activated feature options on both the old and new systems.

To verify the feature options:

1. Go to the customer's old system.

2. From the INTUITY main menu, select:

```
Customer/Services Administration
  Feature Options
```

The system displays the Feature Options (Read Only) Screen (page 183).

3. Determine the features that are currently activated for this customer and any related quantities. Record the results in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

4. Press F6 (CANCEL) twice.

    The system displays the INTUITY Main Menu.

5. On the new system, from the INTUITY Main Menu, select:

    ```
    Feature Options
    ```

    The system displays the Feature Options (Read Only) Screen (page 183).

6. Verify that the feature options and related quantities are equal to or greater than the feature options activated on the old system. Use the information that you wrote down in the Existing Customer Features (page 156) table in the Technician's Upgrade Worksheet (page 155) section.

7. Do one of the following:

    ■ If the activated feature options on the new system are *not* equal to or greater than the activated features on the old system, contact the MMISC or your COE with a valid order. The MMISC or your COE will either activate the necessary feature options or remove or reduce the necessary features on the old INTUITY system. The MMISC phone number can be found in the Upgrades Overview on page 1.

    ■ If the activated feature options on the new system are equal to or greater than the activated features on the old system, continue with Step 8.

8. Go to the old system. From the old system's INTUITY Main Menu, select:

    ```
    AUDIX Administration
    ```

    The system displays the AUDIX command prompt screen.

9. At the enter command: prompt, enter **list mea feat day**

10. The system displays the Feature Daily Traffic Screen (page 184).

11. Under SUBSCRIBERS, read the Local and Remote fields for the number of subscribers. Record the numbers in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

12. Continue with the next task, Verifying the Switch Integrations.

Verifying the Switch Integrations

To allow the data to successfully transfer from the old system to the new system, the switch integration software installed on the new system must match the switch integration software installed on the old system. If the switch integrations do not match, you must remove the software installed on the new system and replace it with the same software that is installed on the old system.

This task describes how to verify what switch integration is installed on each system and, if necessary, how to replace the switch integration software with the correct package.

Verifying the Switch Integrations

To verify the switch integrations:

1. Do one of the following:

   ■ If the old system has INTUITY AUDIX Release 3 or 4:

   a. From the INTUITY Main Menu, select:

      Switch Interface Administration

   b. Press F7 (Switch Select).

   ■ If the old system has INTUITY AUDIX Release 5:

   a. From the INTUITY Main Menu, select:

      Feature Options

      The Feature Options screen is displayed.

   b. Press F7 (Switch Select).

      The Switch Selection screen is displayed.

2. Verify the switch integration software package that is installed on the old system. Record the switch integration type in the Switch Integration Information (page 156) section of the Technician's Upgrade Worksheet (page 155).

3. Verify the switch integration on the new system:

a. From the INTUITY Main Menu, select:

```
Feature Options
```

The Feature Options screen is displayed.

b. Press F7 (Switch Select).

The Switch Selection screen is displayed.

c. Verify the type of switch integration in the `Switch:` field and then record the type in the the Switch Integration Information (page 156) section of the Technician's Upgrade Worksheet (page 155).

Determining Whether to Replace the Switch Integration

Do one of the following:

■ If the switch integration on the old system is the same as the switch integration on the new system, continue with the next task on or after page 122.

■ If the switch integration on the old system is *not* the same as the switch integration on the new system, you must remove the switch integration software that is on the new system and replace it with the same switch integration software package that is currently installed on the old system. This will allow the data to successfully transfer.

To remove the switch integration software package that is currently installed on the new system:

1. Start at the INTUITY Main Menu (page 162) and select:

```
Software Management
  Software Removal
```

The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use the ENTER key to select the switch integration software package that you want to remove.

4. After you have selected the package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit.`

The system displays the packages that have been identified for removal.

6. Select Continue and press ENTER.

   The voice system is stopped and the system displays a list of the packages that were successfully removed. The system displays the following:

   ```
   Removal completed successfully.
   Press [Enter] to continue.
   ```

7. Press ENTER.

   The system displays the following:

   ```
   Package removal succeeded.
   The system must be rebooted to complete the
   removal.
   If there is hardware to remove, the system
   must be halted.
   Select [Halt] to halt the system.
   Select [Reboot] to reboot the system.
   ```

8. Select Reboot and press ENTER to reboot the system.

   After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

Installing the New Switch Integration

To install the switch integration software on the new system:

1. Insert the Release 5.1 INTUITY AUDIX Multimedia CD in the CD-ROM drive.

2. From the Software Management screen, select:

   ```
   Software Installation
     CD
   ```

   The system displays the Software Install Screen, Page 1.

3. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install and the press ENTER.

4. Press the down arrow until the cursor highlights Install selected packages and then press ENTER.

   The system displays the Software Install Confirmation.

5. Make sure that the cursor is on PROCEED and then press ENTER.

   The system installs the package and then displays the following message:

```
Do you have more media from which to install
more software?
```

6. Enter **n**

   The system displays the following message:

   ```
   Do you have hardware to install?
   ```

7. Enter **n**

   The system automatically reboots.

   Note:
   The right-to-use license does not have to be activated at this
   point. You will activate the license after the upgrade is complete.

8. Continue with the next task.

Checking the TCP/IP Configuration on the Old System

Before the upgrade, check the TCP/IP configuration on the old system.

To check the old system:

1. From the INTUITY Main Menu, select:

   ```
   Networking Administration
     TCP/IP Administration
   ```

2. The system displays the TCP/IP Administration Screen
   (page 182).

3. Record the information from the screen in the TCP/IP
   Administration Screen Contents (page 155) table in the
   Technician's Upgrade Worksheet (page 155).

   This information is used later to confirm the networking
   administration on the new machine.

4. Press F6 (Cancel) twice.

   The system displays the INTUITY Main Menu.

5. Continue with the next task.

Checking for and Transferring Custom Announcements

This procedure is used to check whether custom announcements exist on the old system and describes how to prepare to transfer them to the new system.

- If the customer *does not* know if they have custom announcements, follow the steps in Checking for Custom Announcement Sets on the Old System (page 124) and then determine the next step.

- If the system *does not* have custom announcements, go to the next task on or after page 128.

- If the system *does* have custom announcements, complete these steps before backing up the old database:

  — Adding the Custom Announcement Set Name to the New System (page 126)

  — Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 126)

  — Using a Custom Announcement Set for the Default Announcement Set on the New System (page 127)

  The upgrade package checks whether custom announcements exist and whether they can be transferred. During the upgrade restore, the system checks to ensure that these steps have been completed.

Note:
The procedures in this chapter can be used to transfer many simple custom announcement sets from existing INTUITY AUDIX systems to INTUITY AUDIX Release 5.1 systems. These procedures, however, may not transfer all custom announcement sets.

Custom Announcement Transfer Overview

A custom announcement set is transferred to the new system, but only if:

- The announcement fragments have been rerecorded.

- The announcement set has not been modified.

During the upgrade backup procedure, the system checks for the presence of custom announcements. If the fragments have been modified, but the announcement set has not, then the system backs up the custom announcement set and displays messages while it is being backed up. Custom announcement sets are not backed up if the set has been modified.

Before the upgrade restore occurs, a new, empty announcement set must be created on the new system. The base announcement set must then be copied into this custom-named set. If the custom set has been created properly and the announcement set upgrade conditions are met, then the custom announcement set is restored to the new system.

Checking for Custom Announcement Sets on the Old System

To check for custom announcement sets:

1. From the INTUITY Main Menu, select:

   AUDIX Administration

   The system displays the AUDIX command prompt screen.

2. At the enter command: prompt, enter **list annc-sets**

   The system displays the Announcement Sets Screen (page 186). The screen shows several additional standard announcement sets. Each customer can have different standard or custom sets installed.

3. Determine if any of the announcement sets have been customized by comparing the announcements sets listed on your screen with the announcements listed in the table Standard Announcement Sets.

   The table lists the announcement set abbreviation as it appears on the screen and the full name in parentheses.

Table: Standard Announcement Sets

us-eng (U.S. English)	dutch (Dutch)	malay (Malay)
us-eng-t (U.S. English Terse)	french-c (Canadian French)	mandarin (Mandarin)
us-tdd (U.S. English for TDD)	french-p (French Provincial)	norwegian (Norwegian)
us-123 (U.S. English 1,2,3)	german (German)	polish (Polish)
arabic-fm (Arabic-female)	greek (Greek)	portug (Brazilian Portuguese)
arabic-m (Arabic-male)	hindi (Hindi)	russian (Russian)
british (British English)	hungary (Hungarian)	slovak (Slovak)

Table: Standard Announcement Sets

cantonese (Cantonese)	indonese (Indonesian)	swedish (Swedish)
cas-span (Castilian Spanish)	italian (Italian)	taiwanese (Taiwanese)
croatia (Croatian)	korea (Korean)	thailand (Thai)
czech (Czech)	japan (Japanese)	turkish (Turkish)
danish (Danish)	lat-span (Latin-American Spanish)	—

4. Do one of the following:

   ■ If all of the names on the Announcement Sets screen match the listed names in the table Standard Announcement Sets, go to Step 6.

   ■ If the names on the Announcement Sets screen do not match the names listed in the table Standard Announcement Sets (page 124), use the table Custom Announcement Set Names (page 158) of the Technician's Upgrade Worksheet (page 155) section to write down the customized sets.

5. Ask the customer which announcement set was used for the base announcement set and write down the name of that base announcement set in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

   Note:
   For upgrades from systems prior to Release 5, if the customer does not know which announcement set was used as the base announcement set and wants to use the custom set on the new system, contact the MMISC or your COE.

6. Press F1 (CANCEL) and then enter **exit** to return to the INTUITY Main Menu.

7. Do one of the following:

   ■ If the old system does not include any custom announcement sets, go to the next task on page 128.

   ■ If the old system contains custom announcement sets and you know the base announcement set for each, continue with Adding the Custom Announcement Set Name to the New System (page 126).

■ If the old system contains custom announcement sets and you do not know which standard announcement set was the source for the custom announcement set, you must contact the MMISC or your COE for assistance.

Adding the Custom Announcement Set Name to the New System

To add a custom announcement set name to the INTUITY AUDIX Release 5.1 system:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX Administration screen.

2. Enter **add announcement-set** *annc-set-name*

   where *annc-set-name* is the name of one custom announcement set that you wrote in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet section.

3. Press F3 (ENTER).

   The system displays the Announcement Sets Screen (page 186) with the name of the new announcement set listed and the following message:

   `Command Successfully Completed.`

   Note:
   The announcement set you just named is empty until you copy the announcements from another set into it, as described in Copying the Base Announcement Set into the Custom Announcement Set on the New System (page 126).

4. Repeat Step 2 and Step 3 for all of the custom announcement sets written in the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section.

Copying the Base Announcement Set into the Custom Announcement Set on the New System

To copy the appropriate base announcement set to its custom announcement set on the Release 5.1 system:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

2. Enter **copy annc-set**

   The system displays the Copy Announcement Set Screen (page 187).

3. From the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section, enter the base announcement set name in the `From Announcement Set:` field.

4. Enter the name of the corresponding custom announcement set in the `To Announcement Set:` field.

5. Press F3 (ENTER) to save the information to the system database.

   The system displays the following message and returns the cursor to the command line:

   `Command Successfully Completed.`

6. Repeat Step 2 through Step 5 for all custom announcement set names added in Adding the Custom Announcement Set Name to the New System (page 126).

   ![caution triangle] **CAUTION:**
   If the customer customized an announcement set by replacing a fragment with silence or a "blank" instead of re-recording the fragment, the upgrade software does not recognize that the fragment was customized. The system replaces the fragment with the Release 5 standard fragment, and the customer must recustomize that fragment to be silent or blank again.

Using a Custom Announcement Set for the Default Announcement Set on the New System

To use a custom announcement set for the default announcement set:

1. From the INTUITY Main Menu, select:

   `AUDIX Administration`

   The system displays the AUDIX command prompt screen.

2. Enter **change system-parameters features**

   The system displays the System-Parameters Features screen.

3. Press F3 (Next Page) twice.

   The system displays page 3 of the System-Parameters Features Screen (page 188).

4. Press the TAB key until the cursor is in the `ANNOUNCEMENT SETS, System:` field.

5. From the Custom Announcement Set Names (page 158) table of the Technician's Upgrade Worksheet (page 155) section, enter the name of the custom announcement set.

6. Press F3 (SAVE).

   The system displays the following message:

   `Command Successfully Completed`

7. Enter **exit**

8. Continue with the next task.

Backing Up the Existing Database

Up to this point, all activities could be completed without interfering with voice mail service. However, now that the new system is ready for installation, this next section requires that you shut down the old system to prepare for backing up the database.

In this section you will:

- Deactivate alarm origination and busy out the switch link

- Remove the cartridge disk drive from the new system and install it in the old system

- Back up the old system's database

Follow the tasks below.

Deactivating Alarm Origination

Note:
Complete all tasks in the Preparing for the Data Transfer section before beginning this task. For more information, see the Upgrade Checklist on the second page of this chapter.

The INTUITY AUDIX system creates alarms based on events that occur during the upgrade. It might be valuable to see these alarms during the upgrade but not to send them to the Avaya Support Center. Deactivating alarm origination allows the alarms to be created but not sent.

To deactivate alarms on the old system:

1. From the INTUITY Main Menu, select:

   ```
   Customer/Services Administration
     Alarm Management
   ```

   The system displays the Alarm Management Window (page 175).

2. Move the cursor to the `Alarm Origination` field, press F2 (CHOICES), and then highlight `inactive`.

3. Press F3 (SAVE).

   The system displays the following message:

   ```
   Alarm Form Update was successful
   Press <Enter> to continue.
   ```

4. Press ENTER.

    The system displays the Alarm Management Window
    (page 175).

5. Press F6 (CANCEL) until you return to the INTUITY Main
    Menu.

6. Disconnect the initialization and administration system (INADS)
    analog phone line from the external modem or remote
    maintenance circuit card.

7. Continue with the next task.

Busying Out the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not
have a DEFINITY switch, do not use this task and go to the next task in
the procedure.

When the voice system is turned off for an upgrade, DEFINITY switches
activate an alarm. Busying out the link between the voice system and
switch prevents alarms from being sent to the remote support center.
Choose one of the following procedures based on the type of DEFINITY
switch:

■   Busying Out the Data Link on a G3 Switch (page 130)

■   Busying Out the Data Link in an OverLAN Integration
    (page 131)

Busying Out the Data Link on a G3 Switch

To busy out the data link on a G3 switch, perform the following tasks on
the switch administration terminal (SAT):

1. Enter **busy link** *n*

    where *n* is the number of the link going to the INTUITY AUDIX
    system. Valid input is an integer from 1 to 8.

    For more information, see the DEFINITY switch documentation.

2. Continue with the next task.

Busying Out the Data Link in an OverLAN Integration

To busy out the data link in an OverLAN integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate the `INTUITY AUDIX` in the `Node` column.

3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.

4. Enter **n**

   The system displays the following message:

   `Command successfully completed.`

5. Continue with the next task.

Shutting Down the System

Up to this point, you have verified that all of the materials are present to complete the upgrade, that both machines are complete and are ready for the upgrade. You can now take the old system out of service and start moving the data to the new system. Use this task to shut down both systems.

To shut down the systems:

1. Start at the INTUITY Main Menu and select:

   ```
   Customer/Services Administration
     System Management
       System Control
         Shutdown System
   ```

2. Do one of the following:

   ■ If the system displays the following message, enter **y** and go to Step 3:

   `Enter y to continue, n to quit [ n ]:`

   ■ If the system displays the Wait Time Window (page 193), enter **60**, press F3 (SAVE), and go to Step 3.

3. Watch for messages that indicate that a shutdown is in progress.

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

    ```
    The system is down.
    Press CTRL-ALT-DEL to reboot your computer.
    ```

4. Turn the power switch off.

5. Continue with Moving the Storage Drive.

Moving the Storage Drive

Moving data from the old system to the new system requires that we use the same media. Since existing INTUITY AUDIX systems use several different backup mediums, this procedure uses the MO drive from the new machine for both the backup and the restore. In the next few tasks, you will:

■ Remove the MO drive from the new INTUITY AUDIX machine

■ Install the MO drive in the old INTUITY AUDIX machine

■ Back up the existing database

■ Remove the MO drive from the old INTUITY AUDIX machine and reinstall it in the new INTUITY AUDIX

■ Restore the database to the new machine

To remove the MO drive from the new INTUITY AUDIX:

1. Open the new system's housing assembly.

    For more information, see one of the following sections on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

    ■ MAP/40P

        Go to "Maintenance", then "MAP/40P", then "Drives", and then "Disk Cartridge Drive, Removing"

    ■ MAP/100P

        Go to "Maintenance", then "MAP/100P", then "Drives", and then "Disk Cartridge Drive, Removing"

2. While removing the tape or disk cartridge drive, retain the screws that you remove.

3. Gently disconnect the 4-lead power cable and the flat ribbon SCSI cable.

   If necessary, mark the cables so that you can reconnect them properly.

4. Open the housing assembly on the old machine.

   For more information, refer to the documentation listed in Step 1 on page 132 or to earlier versions of the documentation for this platform.

5. Locate the back of the cartridge tape drive or the cartridge disk drive.

6. Gently remove the power cable and the SCSI cable from the back of the drive.

7. Connect the power cable and SCSI cable to the MO drive that you removed from the new machine.

   Note:
   Certain older machines use a SCSI connector that is different from that found on the MO drive. If this is the case, remove the black, rectangular adapter from the back of the cartridge tape drive and use it on the back of the MO drive to connect the SCSI cable.

8. Place the MO drive so that it will be stable during the backup. You may need to remove the tape cartridge drive or disk cartridge drive and place it in that empty bay during the backup.

9. Continue with Restarting the Old System.

Restarting the Old System

To restart the old system and begin the upgrade backup:

1. Turn on the power switch on the old system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

Note:
As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It could then display the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

Backing Up the Old System's Database

To back up the old system's database:

1. Log in as **craft**

2. From the INTUITY Main Menu, select:

```
System Upgrade
```

The system displays the System Upgrade Main Menu (page 176).

Note:
The System Upgrade Main Menu that you see might differ from the example shown in System Upgrade Main Menu (page 176). For example, the `Restore feature and data from backup` menu choice might not appear in the menu.

3. Select `Backup features and data` and then press ENTER.

The system displays the following message:

```
System upgrade backup starting. [date/time]
Begin complete backup of machine [machine name] for system upgrade? [ y ] :
```

4. Enter **y**

   The system displays system messages and then the following messages:

   ```
   Before continuing, please verify that the
   new system is assembled and operational, and
   that the INTUITY main menu displays the
   System Upgrade option.

   [date/time]
   Does the new system meet these conditions?
   [ y ] :
   ```

   Note:
   The Upgrade software was either confirmed as installed or was installed in an earlier task. For more information, see Checking Operation of the New System on page 116.

5. Press ENTER.

   The system displays the following message:

   ```
   To ensure that the backup device is working
   correctly, please insert the upgrade backup
   cartridge into the drive, and press enter.
   ```

   Note:
   Use only 540 MB MO disk cartridges. Any other size is incompatible.

6. Insert one of the 540 MB MO disk cartridges and then press ENTER.

The system displays the following message:

```
Attempting to mount the cartridge.
```

The system mounts the disk cartridge and displays the following message:

```
[Backup] drive is working correctly.
Continuing with upgrade.
```

The system runs the system evaluation utility package, which requires approximately from 5 to 10 minutes.

The system displays the following message:

```
Checking for non-standard software...
```

> **Note:**
> If nonstandard software is found, the following message is displayed:

```
UPGRADE WARNING: The following packages
installed on this system do not have a known
mapping to R5 software. If you proceed with
the upgrade, any features provided by (and
data associated with) these packages will
almost certainly not be carried forward to
the R5 system. The packages in question are:

    <package name> <package description>
    <current time>
Do you want to proceed with the upgrade? [ n ]
```

> Do one of the following:

- If this message lists packages CRAM, CMOS or any patch (usually a letter followed by four numbers, a plus sign and another letter), you may disregard the error, press **y** and continue.
- If any other packages are listed or you are in doubt about how to proceed, contact the MMISC or your COE to activate the additional features. Their phone number can be found in the Upgrades Overview on page 1.

The system displays the following:

```
[date/time]
Take the system out of service and proceed
with the upgrade? [ y ] :
```

7. Enter **y**

   The voice system is stopped and the system displays additional
   status messages along with an estimate of the time and number of
   disk cartridges required for the upgrade backup. The system then
   displays the following message:

   ```
   Press [ RETURN ] to continue or [ DELETE ]
   to abort [ RETURN ] :
   ```

   Note:
   The system might display additional information after the above
   message.

8. Press ENTER.

   The system instructs you to insert a backup disk cartridge, if you
   have not already inserted one, and then instructs you to press
   ENTER to continue or DELETE to quit.

9. Press ENTER.

   The systems starts backing up the data.

   Note:
   Depending on the amount of customer data, a disk cartridge
   takes up to 20 minutes fill up with data. Now is a good time to
   take a break.

10. Do one of the following:

    ■ If the upgrade backup requires only one disk cartridge, go to
      Step 11.

    ■ If the upgrade backup requires an additional disk cartridge:

      ▪ Remove the disk cartridge when it is full and replace it
        with another blank disk cartridge.

      ▪ Label the disk cartridge with a number that indicates its
        place in the backup sequence.

11. Watch for the following message:

    ```
    Upgrade backup complete [date/time]
    To proceed with the upgrade the system needs
    to be shut down [date/time]
    Shut down the system now? [ y ] :
    ```

12. Press ENTER.

The system ejects the disk cartridge, shuts down, and displays the following message:

```
The system is down.
Press CTRL-ALT-DEL to reboot your computer.
```

13. Turn the power switch off on the old system.

14. Continue with Restoring the Database, Cabling the New System and Beginning Service.

Restoring the Database, Cabling the New System and Beginning Service

Now that the database has been backed up from the old system, you can prepare the new system with the customer's existing data. In this section, you will:

- Reinstall the storage drive and restore the database.

- Cable the new system.

- Reinstall the switch integration, if necessary, and complete any other required administration.

- Confirm that the system is operating properly.

- Complete any remaining items.

Follow the tasks below.

Replacing the Storage Drive in the New System

Now that the backup is complete on the old system, you can replace the cartridge disk drive in the new system.

To replace the cartridge disk drive:

1. Remove the SCSI cable, power cable and the cartridge disk drive from the old system.

2. Replace the cartridge disk drive in the new system. Secure the drive in its bay using the original screws.

   For more information, see one of the following sections on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807:

   - MAP/40P

     Go to "Maintenance", then "MAP/40P", then "Drives", and then "Disk Cartridge Drive, Removing"

   - MAP/100P

     Go to "Maintenance", then "MAP/100P", then "Drives", and then "Disk Cartridge Drive, Removing"

3. Connect the SCSI cable and power cable.

4. Continue with Restarting the New System.

Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.

2. If the logo screen is displayed, press ESC.

    On newer INTUITY AUDIX systems, a logo screen appears
    during the startup sequence and hides the system status messages.

    Note:
    As the system starts up, it might display the following error:

    ```
    Fixed disk 0 error
    ```

    It then displays the system configuration and the following
    message:

    ```
    Press F1 to continue.
    ```

    This message is normal. Press F1 to continue.

    The system displays startup messages including the first of two
    console login prompts. Ignore the first console login prompt and
    allow the system to continue to restart. After the system has
    completely restarted, the second console login prompt is
    displayed:

    ```
    Console login:
    ```

3. Continue with the next task.

Restoring the Database

To restore the database on the new system:

1. Log in as **craft** on the new system.

2. From the INTUITY Main Menu, select:

    ```
    System Upgrade
    ```

    The system displays the System Upgrade Main Menu (page 176).

3. Press the DOWN ARROW key to highlight `Restore data and features from backup` and then press ENTER.

The system displays the following message:

```
This machine currently has no subscribers
```

Note:
If the system has subscribers, the system displays the following message, where *X* is the number of subscribers of each type:

```
UPGRADE WARNING: Machine <machine name>
currently has
    local subscribers X
    administered remote subscribers X

If you proceed with the upgrade, all customer
data currently on this machine will be
destroyed!
<current date>

Proceed with the upgrade? [ n ]:
```

Delete the subscribers and continue with the upgrade by entering **y**

The system displays the following message:

```
UPGRADE WARNING: Voice system on machine
<machine name> is currently up or
initializing.
<current time>

If you proceed with the upgrade, the machine
will be taken out of service.

Proceed with the upgrade? [ y ]:
```

4. Enter **y**

The voice system is stopped, and the system displays the following message:

```
To ensure that the backup device is working
correctly, please insert the upgrade backup
cartridge into the drive, and press enter.
```

5. Insert the backup disk cartridge into the disk cartridge drive and then press ENTER on the INTUITY AUDIX system console.

The system displays the following message:

```
The backup device is functioning correctly.
Continue with the upgrade? [ y ] :
```

6. Press ENTER.

   The system displays the following message:

   ```
   Checking whether backup is compatible with
   currently installed software...
   ```

   Note:
   If the system determines that additional software must be
   installed, the following message is displayed:

   ```
   WARNING: The following package needs to be
   installed before continuing:
         <package name> <package description>
   ```

   An additional message is displayed:

   ```
   Would you like to stop the upgrade and install
   the missing software now? [ y ] :
   ```

   If the warning message lists the switch integration that matches
   the old system, the package must be installed now or the
   upgrade will fail. If the package has not been previously installed,
   enter **y**. The system then installs the switch integration.

   The database is restored, and after some time, the system displays
   the following message, where *X* is the number of subscribers that
   were successfully upgraded:

   ```
   Checking results of upgrade procedure...
     Local subscribers X
     Administered remote subscribers X
   --------------------------------------------
   Upgrade completed successfully <current
   date>
   --------------------------------------------

   Reboot the system now? [ y ] :
   ```

7. Press the eject button on the front of the MO disk cartridge drive.

   The system ejects the disk cartridge.

8. Press ENTER on the system keyboard. The system shuts down,
   and the following message is displayed:

   ```
   Press any key to reboot...
   ```

9. Turn off the power switch on the new system.

10. Continue with Moving the Cables to the New System.

Moving the Cables to the New System

To cable the new system:

1. Move the switch link or LAN cables from the old system to the new system. For more information, see:

   - The appropriate circuit card on the Identifying and Cabling Circuit Cards menu in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807

   - INTUITY Messaging Solutions *Getting Connected,* 585-313-703

2. Move the serial port connections.

3. Move the external dial tone cable to the remote maintenance circuit card.

4. If this is an upgrade to a Release 5.1 MAP/5P system, connect the three-way power cable to the monitor and system.

5. Continue with the next task.

Restarting the New System

To restart the new system:

1. Turn on the power switch on the new system.

2. If the logo screen is displayed, press ESC.

   On newer INTUITY AUDIX systems, a logo screen appears during the startup sequence and hides the system status messages.

Note:
As the system starts up, it might display the following error:

```
Fixed disk 0 error
```

It then displays the system configuration and the following message:

```
Press F1 to continue.
```

This message is normal. Press F1 to continue.

The system displays startup messages including the first of two console login prompts. Ignore the first console login prompt and allow the system to continue to restart. After the system has completely restarted, the second console login prompt is displayed:

```
Console login:
```

3. Continue with the next task.

Verifying the Data Transfer

To verify that the customer database transferred correctly:

1. Start at the INTUITY Main Menu and select:

```
TCP/IP Administration
  Networking Addressing
```

Note:
The system might not have networking. If not, you can skip these steps and go to Step 7.

2. The system displays the Networking Addressing Window (page 185).

3. Compare the values on this screen to the values recorded earlier during this upgrade in the TCP/IP Administration Screen Contents (page 155) table in the Technician's Upgrade Worksheet (page 155) section.

Note:
The TCP/IP Interface field is completed for you. To check the entry, press F2 (Choices) to display the available entries.

4. Do one of the following:

- If the values are correct, press F6 (CANCEL) and go to Step 7.

- If the values are incorrect or are not displayed, move the cursor to each field and enter the values.

5. Press F3 (SAVE) after making the entries.

6. Press F6 (CANCEL).

7. From the INTUITY Main Menu, select:

   `Feature Options`

   The system displays the Feature Options (Read Only) Screen (page 183).

   Note:
   Press the UP ARROW key to display `voice_ports`.

8. Confirm that the INTUITY AUDIX system has at least the same features activated in the same quantities as before the upgrade. Compare the features on this screen to the values recorded earlier in the table Existing Customer Features (page 156) in Technician's Upgrade Worksheet (page 155).

   Note:
   The customer might have purchased more features or capacity than were displayed on the old system. If so, contact the MMISC or your COE to activate the additional features or to remove or reduce the features on the old system. The MMISC phone number can be found in the Upgrades Overview on page 1.

9. Press F6 (CANCEL).

10. From the INTUITY Main Menu, select:

    `AUDIX Administration`

11. At the `enter command:` prompt, enter **list mea feat day**

    The system displays the Feature Daily Traffic Screen (page 184).

12. Compare the local and remote subscriber amounts to the values recorded earlier in the Subscriber Totals (page 157) table in the Technician's Upgrade Worksheet (page 155) section.

13. Press F1 (CANCEL) and enter **exit**

14. From the INTUITY Main Menu, select:

```
Voice System Administration
  Number Services
    Display Services
```

The system displays the Display Number Services Window (page 201).

15. Determine whether the `Service Name:` column has an `AUDIX` entry and then do one of the following:

   ■ If `AUDIX` is displayed, press F6 (CANCEL) and go to the next task.

   ■ If `AUDIX` is not displayed, press F6 (CANCEL) and continue with the next step.

16. From the Number Services menu, select:

   `Assign Service`

   The system displays the Assign Number Service Window (page 202).

17. Press the DOWN ARROW key to move to the `Service Name` field and press F2 (Choices).

   The system displays the available options on the new system.

18. Select `AUDIX` and press ENTER.

   The system displays the Assign Number Service Window (page 202) with `AUDIX` displayed in the `Service Name:` field.

19. Press F3 (SAVE) and then press F6 (CANCEL) twice.

20. Continue with the next task.

Reinstall the New Switch Integration Package (if necessary)

This task is only necessary if you changed the switch integration software package on the new system to match what was installed on the old system. If you did not change the switch integration package on the new system, skip the two tasks below and continue with the next task, Releasing the Switch Data Link.

Remove the Switch Integration Package

Before you install the new switch integration package, you must first remove the package that you installed earlier in this procedure.

To remove the switch integration package:

1. Start at the INTUITY Main Menu (page 162) and select:

    ```
    Software Management
      Software Removal
    ```

    The system displays the Basic Software Removal screen.

2. Use the UP and DOWN arrows to move the cursor.

3. Use ENTER to select the switch integration software package that you want to remove. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

4. After you have selected the switch integration package that you want to remove, use the DOWN arrow to scroll to the bottom of the screen.

5. Select `Submit`.

    The system displays the packages that have been identified for removal.

6. Select Continue and press ENTER.

    The voice system is stopped and the system displays a list of the packages that were successfully removed. The system displays the following:

    ```
    Removal completed successfully.
    Press [Enter] to continue.
    ```

7. Press ENTER.

    The system displays the following:

    ```
    Package removal succeeded.
    The system must be rebooted to complete the
    removal.
    If there is hardware to remove, the system
    must be halted.
    Select [Halt] to halt the system.
    Select [Reboot] to reboot the system.
    ```

8. Select Reboot and press ENTER to reboot the system.

    After the system reboots, verify that a final console login prompt is displayed. When the console login prompt is displayed, the reboot is complete.

9. Log in to the system as craft.

10. Continue with Install the New Switch Integration Package.

Install the New Switch Integration Package

To install the new switch integration package:

1. Insert the Release 5.1 INTUITY AUDIX CD-ROM in the CD-ROM drive.

2. From the Software Management screen, select:

    ```
    Software Installation
      CD
    ```

    The system displays the Software Install Screen, Page 1.

    The system displays a message informing that a backup has not been completed. The system prompts you to either quit the installation in order to complete full system backup, or to continue the installation without full system backup.

3. Select `Yes, continue this operation without full system backup`.

4. Press the DOWN ARROW key until the cursor highlights the switch integration software package that you want to install. Use the switch integration package information that you recorded in Switch Integration Information (page 156) in the Technician's Upgrade Worksheet (page 155) as a guide.

5. Press ENTER.

6. Press the down arrow until the cursor highlights `Install selected packages` and then press ENTER, or press F3 to execute.

7. The system displays the Software Install Confirmation screen.

8. Make sure that the cursor is on `PROCEED` and then press ENTER.

    The system installs the package and automatically reboots.

9. Call the MMISC or your COE to have them activate the right-to-use license for the new switch integration. Be sure to

have the SAP order number nearby when you make this call. The
MMISC phone number can be found in the Upgrades Overview
on page 1.

10. Translate for the new switch integration. For more information,
see the appropriate configuration note at
http://support.avaya.com.

Note:
You may also need to check link translations or administration to
ensure proper programming.

11. Continue with the next task.

Releasing the Switch Data Link

Important:
This task applies only to DEFINITY switches. If the customer does not
have a DEFINITY switch, do not use this task and go to the next task,
Verifying the Cable Connections.

For this procedure, DEFINITY switches are divided as follows:

- Releasing the Data Link on a G3 Switch (page 149)

- Releasing the Data Link in an OverLAN Integration (page 150)

Releasing the Data Link on a G3 Switch

To release the data link on a G3 switch, perform the following tasks on
the switch administration terminal (SAT):

1. Enter **release link *n***

where n is the number of the link going to the INTUITY AUDIX
system. Valid input is an integer from 1 to 8.

For more information, see the DEFINITY switch documentation.

2. Continue with the next task, Verifying the Cable Connections.

Releasing the Data Link in an OverLAN Integration

To release the data link in an OverLAN switch integration, perform the following tasks on the SAT:

1. Enter **ch com p**

2. Locate `INTUITY AUDIX` in the `Node` column.

3. Press the DOWN ARROW key to the `INTUITY AUDIX` field.

4. Enter **y**

   The system displays the following message:

   `Command successfully completed.`

5. Continue with the next task, Verifying the Cable Connections.

Verifying the Cable Connections

To verify that the cable connections are correct:

1. From the INTUITY Main Menu, select:

   ```
   Voice System Administration
     Voice Equipment
   ```

   The system displays the Voice Equipment Window (page 197).

   Note:
   The third column displays `foos` if the tip/ring cables are not moved to the new system.

2. From the `PHONE` column, write down each extension in the order displayed.

3. Press F6 (CANCEL) once.

   The system displays the Voice System Administration menu.

4. From the Voice System Administration menu, select:

   ```
   System Monitor
   ```

   The system displays the System Monitor - Voice Channels Window (page 198).

5. Using a telephone handset near the INTUITY AUDIX system, dial every extension listed in Step 2.

---

6. Watch the System Monitor - Voice Channels window to confirm that each channel rings in the same order as it is administered on the Display Voice Equipment window. Confirm also that each channel answers the call.

7. Do one of the following:

   ■ If the channels all ring in the correct order and all answer the call, go to Step 8.

   ■ If any channel does not ring in the correct order or does not answer the call, check the cross-connect field for incorrect wiring. Correct the wiring and return to Step 1.

8. Press F6 (CANCEL) twice.

Administering Passwords

Some passwords are not transferred to the new system during the upgrade.

To readminister these passwords:

1. From the INTUITY Main Menu, select:

   ```
   Customer/Services Administration
     System Management
       Password Administration
         Assign/Change Password
   ```

2. The system displays the Assign/Change Password Window (page 199).

3. Press F2 (Choices) to display the password options to change.

4. Select sa and then press F3 (SAVE).

5. Type **y** to confirm that you want to change the password for the selected login.

6. Enter a new password from the System Passwords (page 155) table, in the Technician's Upgrade Worksheet (page 155) section, at the enter password: prompt. The password must contain only from 6 to 11 alphanumeric characters

   The system displays the following message:

   ```
   Re-enter new password:
   ```

7. Enter the new password again.

8. The system displays the following message:

   ```
   Password changed for sa.
   Hit acknowledge key to continue.
   ```

9. Press F1 (Acknowledge Message) to continue.

10. Return to Step 3, substituting the **vm** password.

11. Press F6 (CANCEL) until you reach the INTUITY Main Menu.

12. Do one of the following:

    ■ If the old system did not have Enhanced-List Administration
      (ELA), go to the next task on or after page 152.

    ■ If the old system had ELA, select the following from the
      INTUITY Main Menu:

      ```
      Enhanced-List Manager
        Set Up Enhanced-List System Data
      ```

    The Set Up Enhanced-List System Data Screen (page 200) is
    displayed.

13. Enter **vm** in the `System Login:` field.

14. Enter the vm password in the `System Password:` field.

15. Press F3 (SAVE) to store the changes.

16. Press F6 (CANCEL) twice to return to the INTUITY Main Menu.

17. Continue with the next task.

Performing Acceptance Tests

To perform the acceptance tests:

1. Test the switch channels. Each channel must show the status
   `INSERV`.

   For more information, see Testing the Channels in the
   Performing Acceptance Testing (Switch integration) section of
   the *INTUITY Messaging Solutions Release 5 Documentation for
   Technicians* CD-ROM, 585-313-807. Follow both procedures in
   this section.

2. Stop following the Performing Acceptance Testing procedure
   after you have verified that the purchased and activated voice

channels are on-hook. The rest of the switch integration was administered on the old system.

Administering and Testing All Features

Confirm that all features are operating properly. If the features are not yet administered, you can update the administration at this time.

For more information about administering these features, see Initial Administration and Test for Features in the New System Installation and Initial Administration section on the *INTUITY Messaging Solutions Release 5 Documentation for Technicians* CD-ROM, 585-313-807. Click the links for each feature that the customer has purchased and follow those procedures.

Activating Alarm Origination

To activate alarms:

1. From the Intuity Main Menu, select:

   ```
   Customer/Services Administration
     Alarm Management
   ```

   The system displays the Alarm Management Window (page 175).

2. Move the cursor to the `Alarm Origination` field.

3. Press F2 (Choices) and then select `active`.

4. Press F3 (SAVE).

   The system displays the following message:

   ```
   Alarm Form Update was successful
   Press <Enter> to continue.
   ```

5. Press ENTER.

   The system displays the Alarm Management Window (page 175).

6. Press F6 (CANCEL) until you return to the Intuity Main Menu.

7. Continue with the next task.

Completing the Upgrade

After the upgrade is complete and the new system is operating properly, you can dispose of the old system according to the customer and account team arrangements.

1. Remove the serial cable from the old system and from the laptop.

2. To complete the upgrade, do one of the following:

   - If the upgrade occurred in the United States, pack and ship the old system to the Avaya System Recycling Center.

   - If the upgrade occurred outside the United States, record the system serial number, and then destroy the old machine.

3. Insert one of the customer's cartridge disks into the drive.

4. Configure the new system for normal use, including backups.

5. Return the technician worksheet to the customer so the customer can safely dispose of the password list.

Technician's Upgrade Worksheet

Information must be gathered before and during the upgrade. Complete the tables in this section as directed in the procedures.

System Passwords

Table: System Passwords

System Login	Password
vm	
sa	
IMAPI	

⚠ **SECURITY ALERT:**
After completing the upgrade, return these passwords and worksheet to the customer.

TCP/IP Configuration

Table: TCP/IP Administration Screen Contents

Field	Contents	Notes
TCP/IP Interface		R5 only
Host Name		R5 Only
UNIX Machine Name		R4 Only
IP Address		All releases

Table: TCP/IP Administration Screen Contents

Field	Contents	Notes
Subnet Mask		All releases
Default Gateway IP Address		All releases

Switch Integration Information

Table: Switch Integration Software Packages Installed

INTUITY AUDIX System	Switch Integration Package
Old system	
New system	

Existing Feature Options

Table: Existing Customer Features

Feature Option	Current Setting	Notes
AMIS Analog Networking		Prior to R5
AUDIX Application		R5 only
DCS		
Enhanced-List Application		R4 and R5
Fax for Lodging		R5 only
Fax		R3, R4, R5
High Speed Digital Ports		
Low Speed Digital Ports		
Internet Messaging Application		R4, R5
LDAP Directory		R5 only
Avaya Voice Director Sessions		R5 Only
Avaya Voice Director Size		R5 Only

Table: Existing Customer Features

Feature Option	Current Setting	Notes
Max Number of IMAPI Sessions		
Multilingual Lodging		R5 Only
Multilingual		All
Number of Mailboxes Purchased		All
TCP/IP Administration		R4
TCPIP Digital Ports		R5
Text-to-Speech Sessions		R4, R5
Trusted Servers		All
hours_of_speech		All
voice_ports		All

Existing Subscribers

Table: Subscriber Totals

Subscriber Type	Quantity
Local	
Remote	
Non-Administered Remote	

Custom Announcement Sets

Table: Custom Announcement Set Names

Custom Announcement Set	Original Base Announcement Set for the Custom Announcement Set

Customer preference for system announcement set:_____
(Can be a custom or standard announcement set.)

Upgrade Figures and Screens

This section contains the upgrade-related figures and screens that are referenced in the chapters.

Figure: SCSI Interface Card

cdixscs LJK 050699

Figure: MAP/5PV4 Internal Layout

scaxint KLC 050102

1 Bay 1—CD-ROM drive
2 Bay 2—Tape drive
3 Bay 3—Empty
4 Bay 4—Diskette drive
5 Bay 5—Empty
6 Bay 6—Empty
7 Bay 7—Hard disk drive
8 Bay 8—Empty
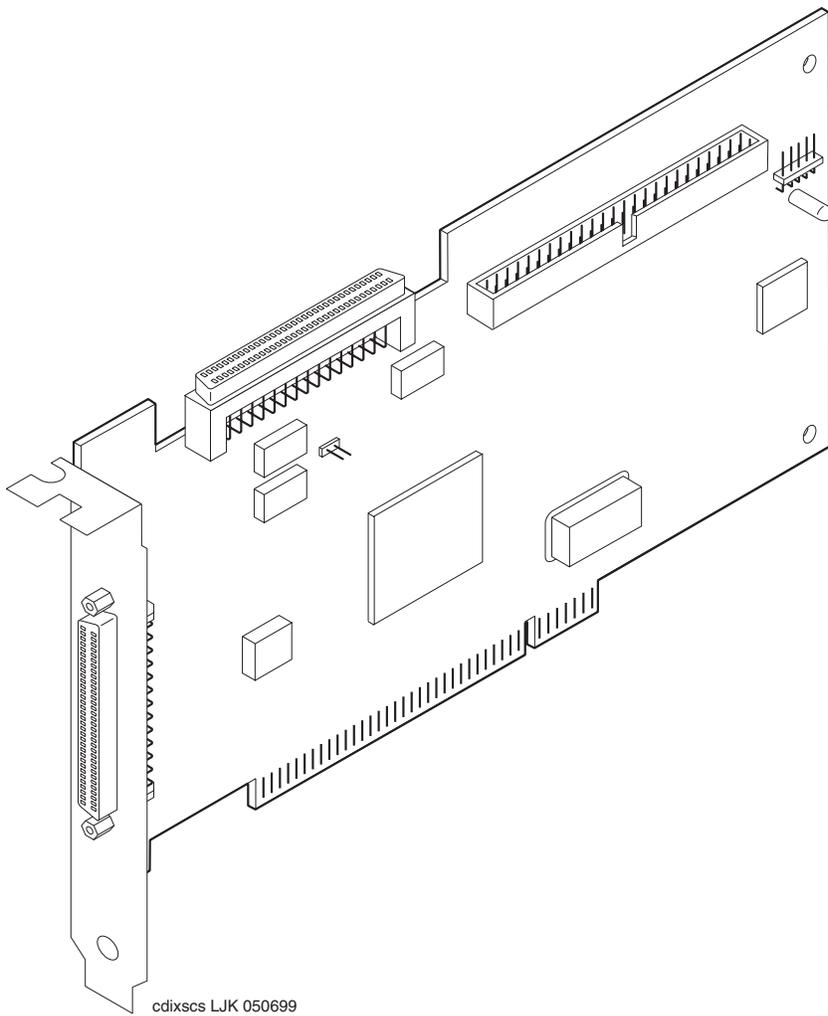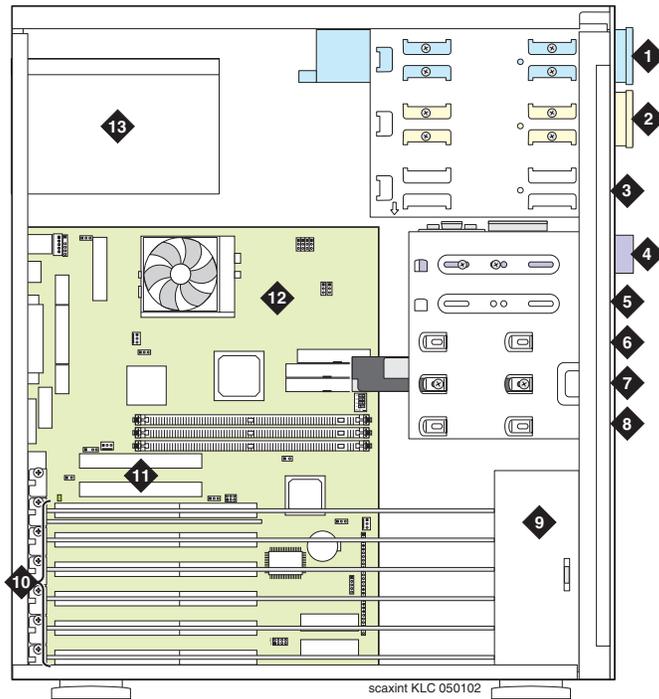
9 Circuit card cage fan and cover
10 ISA slots 1–6 (slot 1 is the top-most slot)
11 PCI slots 1–2 (slot 1 is the top-most slot)
12 Motherboard
13 Power supply

INTUITY Main Menu

```
            INTUITY (TM) Main Menu

   ASG Security Administration
   AUDIX Administration
   Aria Administration
   Customer/Services Administration
   Feature Options
   Internet Messaging Administration
   MM Auto-Attendant Administration
   Networking Administration
   Software Management
   Switch Interface Administration
   System Upgrade
   TCP/IP Administration
   Unix Management
   Voice System Administration
```

Figure: Front Panel Tabs

Tabs

Tab
slots

frnt-pnl LJK 050294

Figure: Top Cover Tabs

Top cover
holding tabs

Top cover
holding tabs

topcov LJK 050994

Figure: External JAZ Disk Cartridge Drive

drixjaze LJK 062001

Figure: External JAZ Disk Cartridge Drive Settings

drixjazb LJK 092999

1 SCSI Port 1   3 SCSI ID toggle switch
2 SCSI Port 2   4 Termination switch

Figure: External Magneto-Optical (MO) Disk Cartridge Drive
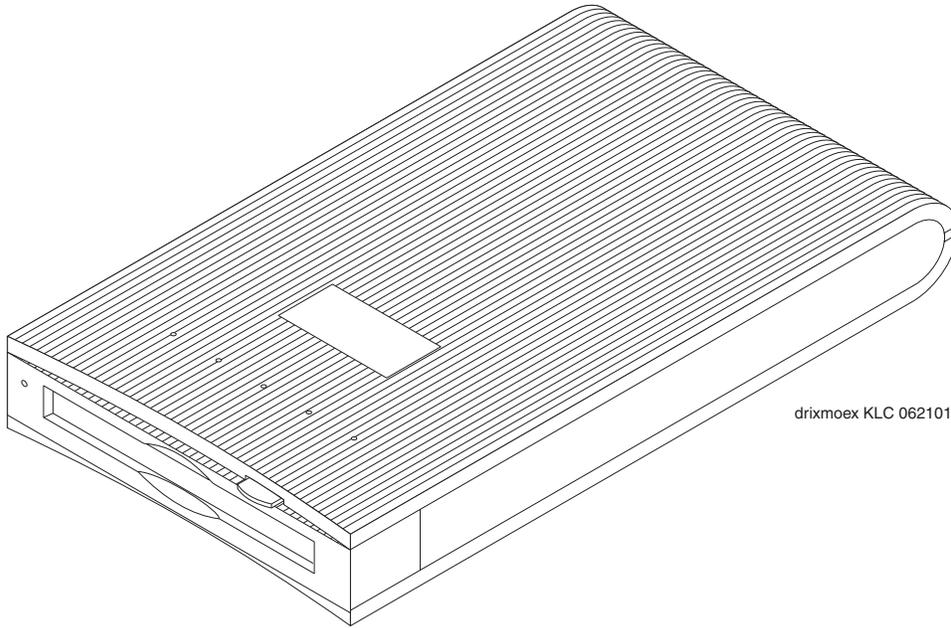
drixmoex KLC 062101

Figure: External Magneto-Optical (MO) Disk Cartridge Drive Settings
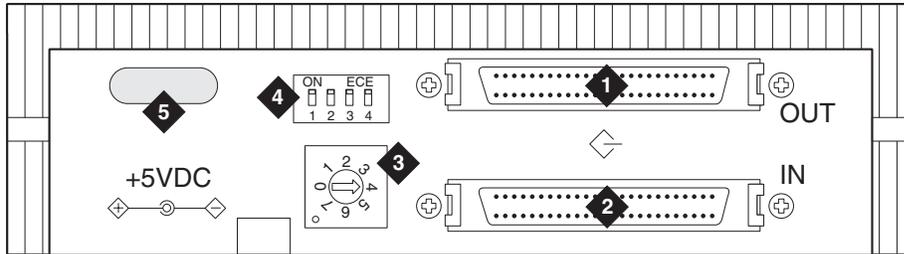
drixmobk LJK 062101

1 SCSI port 1 (out)
2 SCSI port 2 (in)
3 SCSI ID setting
4 Option settings
5 Power switch

Figure: JAZ Disk Cartridge
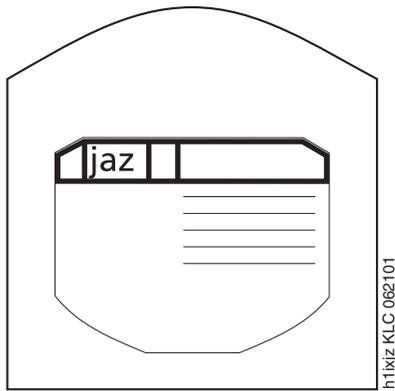
Figure: Magneto-Optical (MO) Disk Cartridge
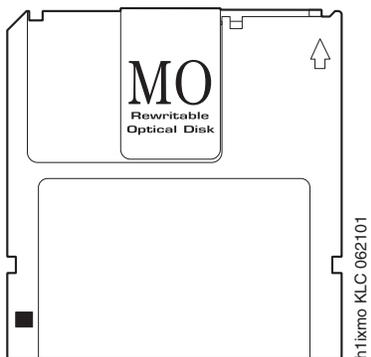
Figure: 1-foot Cable and Adapter
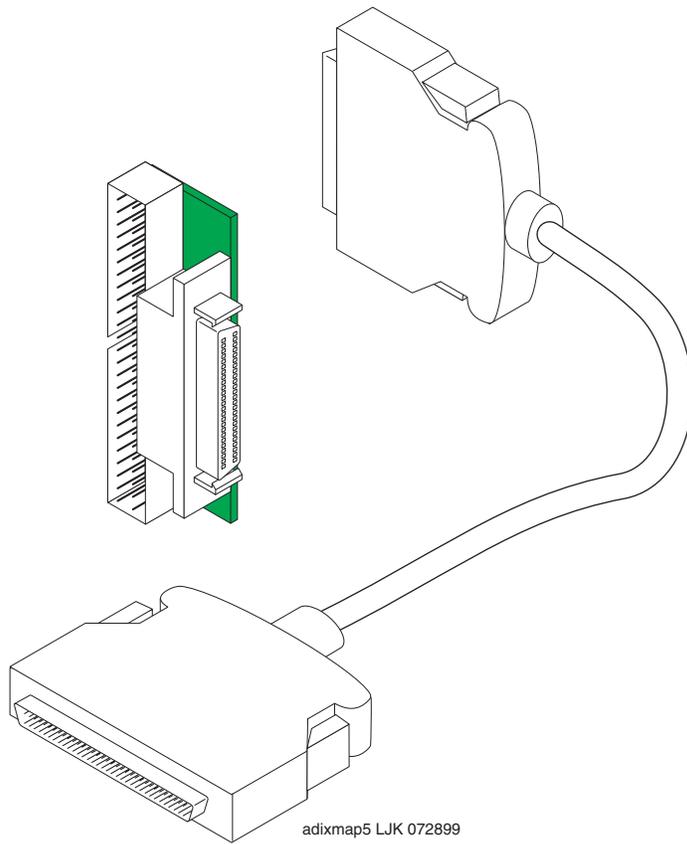
adixmap5 LJK 072899

Figure: Connecting the SCSI Cable, Adapter, and 1-foot Cable (JAZ disk cartridge drive)

mpix5-jz LJK 072899

Figure: Connecting the SCSI Cable, Adapter, and 1-foot Cable (MO disk cartridge drive)

mpixmoex KLC 062101
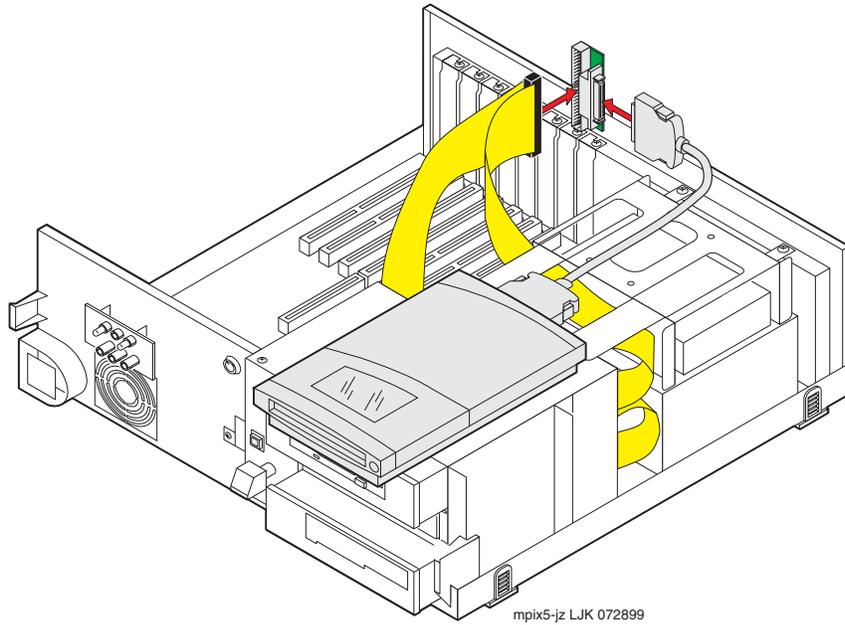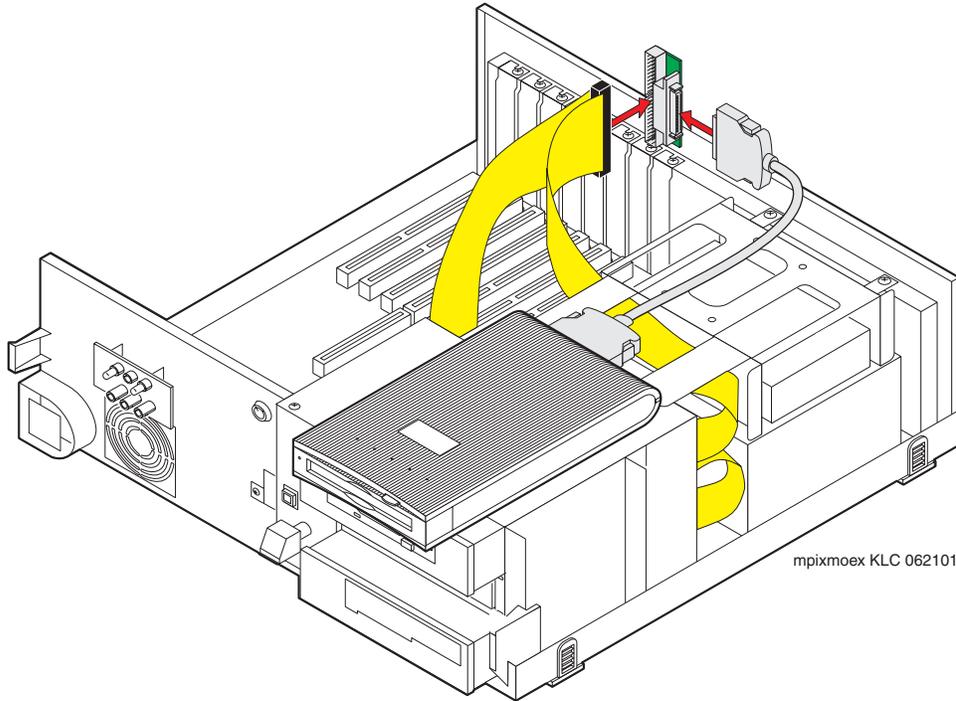
A/B Switch Box Connections

cyixcabm LJK 071699

1 Old system   4 A/B switchbox
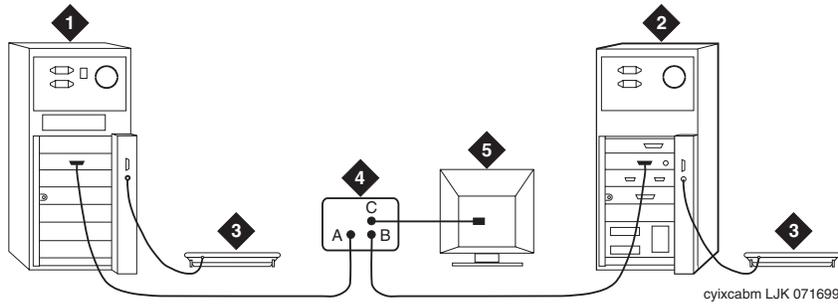
2 New system   5 Existing monitor

3 Keyboards at each system

Alarm Management Window

```
                 Alarm   Management
 Product ID                        _____

 Alarm Destination                 _____

 Alarm Origination          INACTIVE
 Alarm Level                MINOR
 Alarm Suppression          INACTIVE
 Clear Alarm Notification   ACTIVE
```

System Upgrade Main Menu

```
                                        System Upgrade Main Menu

  ==== System Upgrade ====

   * READ ME
   * Backup features and data
   * Restore features and data from backup
   * View Upgrade Log
   * Return to Vex main menu

   Highlight the item you want and press [Enter]


  Lucent Technologies, Inc. .
```

Figure: Cables for External JAZ Disk Cartridge Drive

cyixjaz LJK 030899
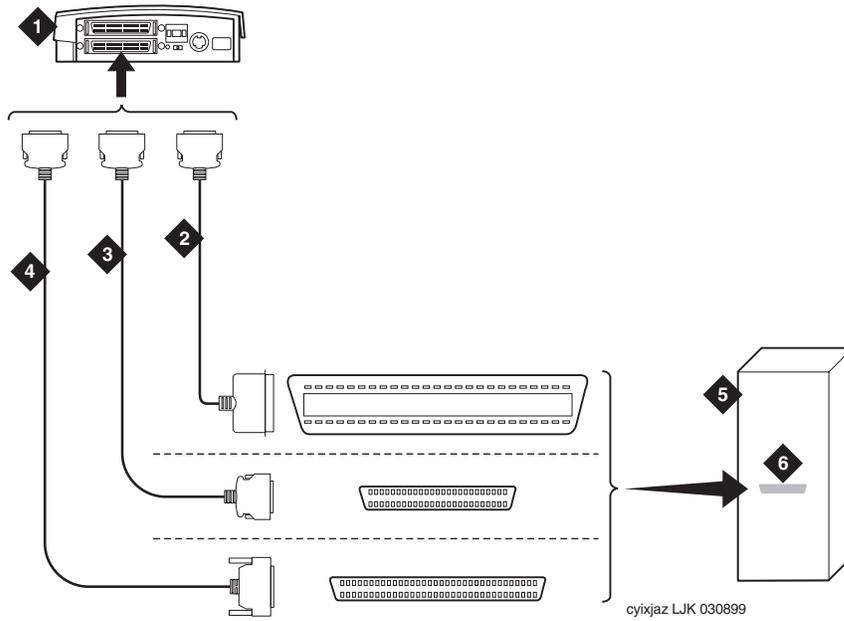
1 External JAZ disk cartridge drive	4 SCSI 2 to SCSI 3 cable
	5 INTUITY platform
2 SCSI 2 to SCSI 1 cable	6 SCSI port
3 SCSI 2 to SCSI 2 cable	

Figure: Cables for External MO Disk Cartridge Drive

cyixmo KLC 062101
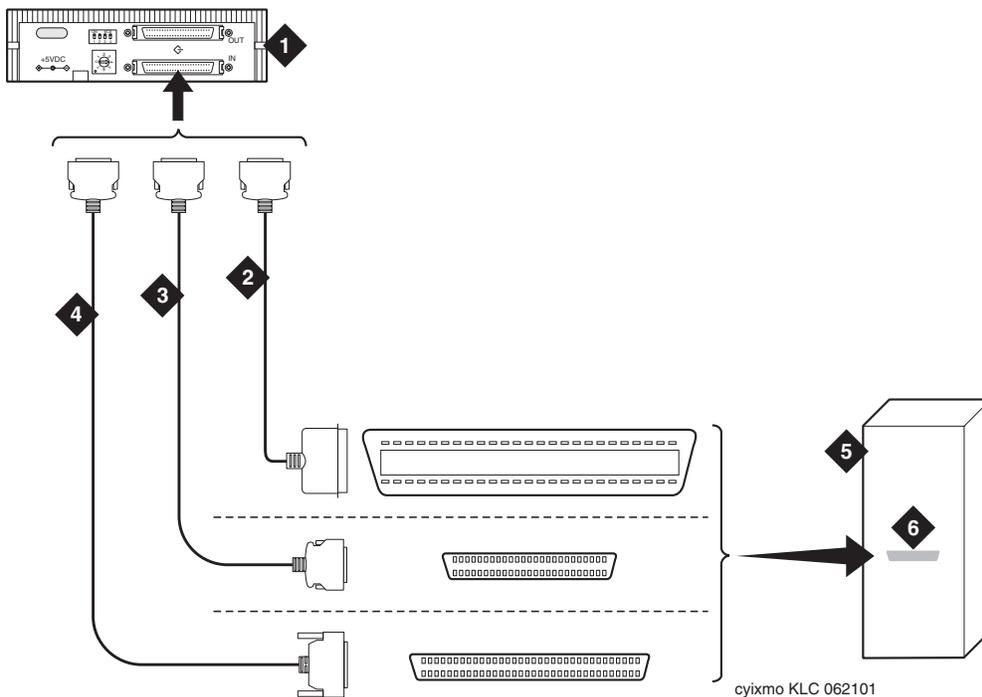
1 External MO disk cartridge drive
2 SCSI 2 to SCSI 1 cable
3 SCSI 2 to SCSI 2 cable
4 SCSI 2 to SCSI 3 cable
5 INTUITY AUDIX platform
6 SCSI port

Figure: Front View of a MAP/40P

mpixm40p KLC 062101
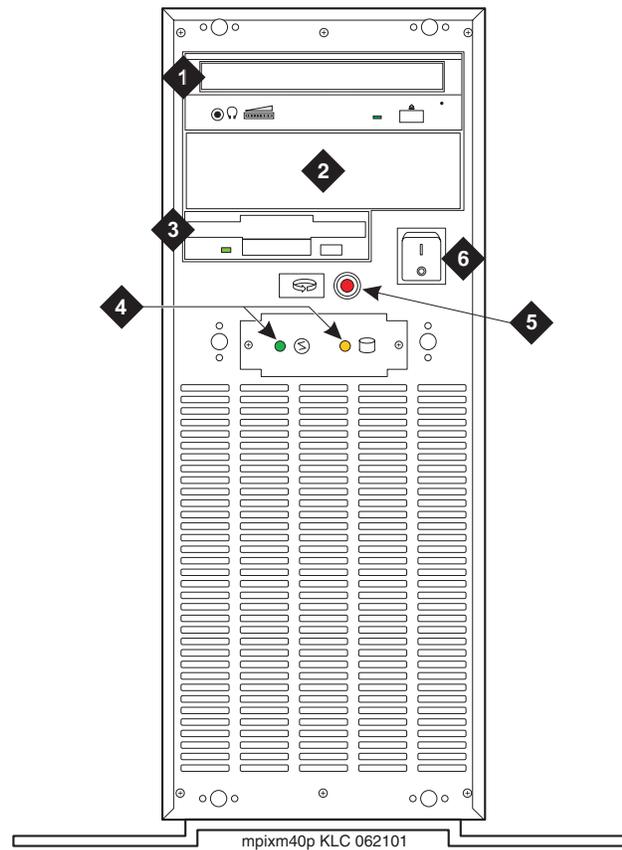
Table: MAP/40P Component Description

Component		Description
1	CD-ROM drive	Peripheral device used to provide random access to the operating system, application software, and speech data.
2	Disk cartridge drive	Peripheral device used to back up and restore files from a disk cartridge.
3	Diskette drive	Peripheral device used to provide random access to the operating system, application software, and speech data.
4	LED indicators	Power indicator lights green when power is on. Disk activity indicator lights yellow when the hard disk is active.
5	Reset switch	Used to reset the computer.
6	Power switch	Used to turn the computer on and off.

Figure: Front View of a MAP/100P

mpix10pv KLC 062101
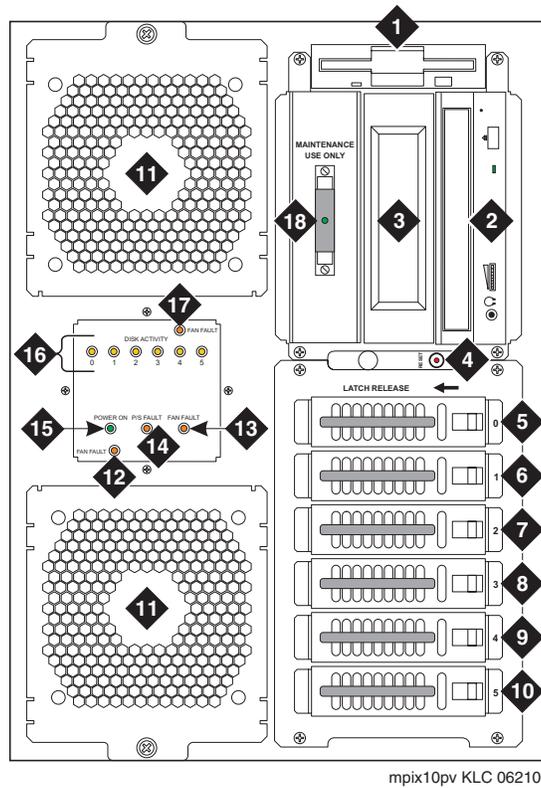
Table: MAP/100P Component Description (1 of 2)

Component		Description
1.	Diskette drive	3.5-inch, 1.44-MB high density; system configuration; diagnostic testing
2.	CD-ROM drive	Random access to the operating system, application software, and speech data
3.	Disk cartridge drive	SCSI 2.0-GB (JAZ) or 540-K (MO); backup and restore; loading the system
4.	Reset switch	Push button; resets the MAP/100P CPU
5.	Hard disk drive 0	4.5-GB SCSI
6.	Hard disk drive 1	4.5-GB SCSI
7.	Hard disk drive 2	4.5-GB SCSI
8.	Hard disk drive 3	4.5-GB SCSI
9.	Hard disk drive 4	4.5-GB SCSI

Table: MAP/100P Component Description (2 of 2)

Component		Description
10.	Empty hard disk drive carriage	—
11.	Circuit card cage fan	Cooling system
12.	Fan fault LED	LED; lights red for lower card cage fan failure
13.	Card cage fan fault LED	LED; lights red for a fan failure
14.	Power supply fault LED	LED; lights red when power supply fan fails or power supply is removed
15.	Power-on LED	LED; lights green when power is on
16.	Disk activity indicator (per SCSI ID)	LED; intermittently lights amber when associated disk is accessed and active
17.	Fan fault LED	LED; lights red for upper card cage fan failure
18.	SCSI external active terminator	External active terminator connected on the end of the CPU SCSI bus cable with LED indicator for power available

TCP/IP Administration Screen

```
┌──────────────────────────────────────────┐
│           TCP/IP Administration           │
│                                           │
│        UNIX Machine Name: drmid2          │
│                                           │
│              IP Address: 135.9.181.76  ▐  │
│                                        ▐  │
│             Subnet Mask: 255.255.255.0 ▐  │
│                                           │
│  Default Gateway IP Address: 135.9.181.254│
└──────────────────────────────────────────┘
```

Feature Options (Read Only) Screen

```
                   Feature Options (Read Only)
Audix Application                       ON        N/A
DCS                                     OFF       N/A
Enhanced-List Application               ON        N/A
Fax for Lodging                         OFF       N/A
Fax                                     ON        N/A
High speed digital ports                0         12
Internet Messaging Application          ON        N/A
LDAP Directory                          ON        N/A
Low speed digital ports                 0         12
Lucent Voice Director Sessions          0         64
Lucent Voice Director Size              0         20000
Max Number of IMAPI Sessions            96        96
Multilingual Lodging                    OFF       N/A
Multilingual                            OFF       N/A
Number of Mailboxes Purchased           15000     20000
TCPIP digital ports                     12        12
Text-to-Speech Sessions                 4         4
Trusted Servers                         4         64
hours_of_speech                         300       601
voice_ports                             8         64
```

Feature Daily Traffic Screen

```
AUDIX                    Active            Alarms: M wA                      Logins: 6
list measurements feature day                                                    Page 1
                              FEATURE DAILY TRAFFIC
      Date : 10/05/99                              Ending Time : 13:06


Maximum Average Voice Ports in Use: 0.0
Maximum Average IMAPI Sessions in Use: 0.8

SUBSCRIBERS
      Local: 2500        Remote: 1           Non Administered Remote: 0

                        VOICE MAIL
Successful Logins, External:0        Internal:0        Client Logins:2
Failed Logins,    External:0        Internal:0        Client Logins:0
Session Usage (Seconds)    :0                          Session Usage:688


                        CALL ANSWER
Completed Calls,   External:0        Internal:0             Network:0
 Voice Components, External:0        Internal:0             Network:0
 FAX Components,   External:0        Internal:0             Network:0
Abandoned Calls,   External:0        Internal:0             Network:0
Session Usage (Seconds)    :0                          Session Usage:0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day
```

Networking Addressing Window

```
                    Network Addressing
        TCP/IP Interface: ▉▉▉▉▉▉▉▉▉
              Host Name: ▉▉▉▉▉▉▉▉▉▉▉▉▉
             IP Address: ▉▉▉▉▉▉▉▉▉▉▉▉▉
            Subnet Mask: ▉▉▉▉▉▉▉▉▉▉▉▉▉
  Default Gateway Address: ▉▉▉▉▉▉▉▉▉▉▉▉▉
```

Announcement Sets Screen

```
ax85                    Active           Alarms:  m A              Logins: 5
list annc-sets                                                        Page 1

                        ANNOUNCEMENT SETS

        us-eng                                us-eng-t
        lat-span                              british
        french-p








Press [NextPage], [PrevPage] or [Cancel]
enter command: list annc-sets
```

Copy Announcement Set Screen

```
AUDIX            Active          Alarms: MmwA              Logins: 1
copy annc-set                                             Page 1 of 1
                  COPY ANNOUNCEMENT SET

   From Announcement Set: us-eng

     To Announcement Set: custom











enter command: copy annc-set
```

System-Parameters Features Screen

```
AUDIX              Active            Alarms: MmwA                    Logins: 1
change system-parameters features                               Page 3 of 4
                        SYSTEM-PARAMETERS FEATURES


CALL TRANSFER OUT OF AUDIX
 Transfer Type: none_____      Transfer Restriction: subscribers
 Covering Extension: _____


ANNOUNCEMENT SETS
           System: us-eng_____         Administrative: _____

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
 Incr 1: 0_ days  0_ hrs 5_ mins      Incr 2: 0_ days 0_ hrs 15 mins
 Incr 3: 0_ days  0_ hrs 30 mins      Incr 4: 0_ days 1_ hrs 0_ mins
 Incr 5: 0_ days  2_ hrs 0_ mins      Incr 6: 0_ days 6_ hrs 0_ mins
 Incr 7: 1_ days  0_ hrs 0_ mins      Incr 8: 2_ days 0_ hrs 0_ mins
 Incr 9: 7_ days  0_ hrs 0_ mins      Incr10: 14 days 0_ hrs 0_ mins




enter command: change system-parameters features

```

Figure: MAP/100P External SCSI Connector

mpixo10p LJK 062399
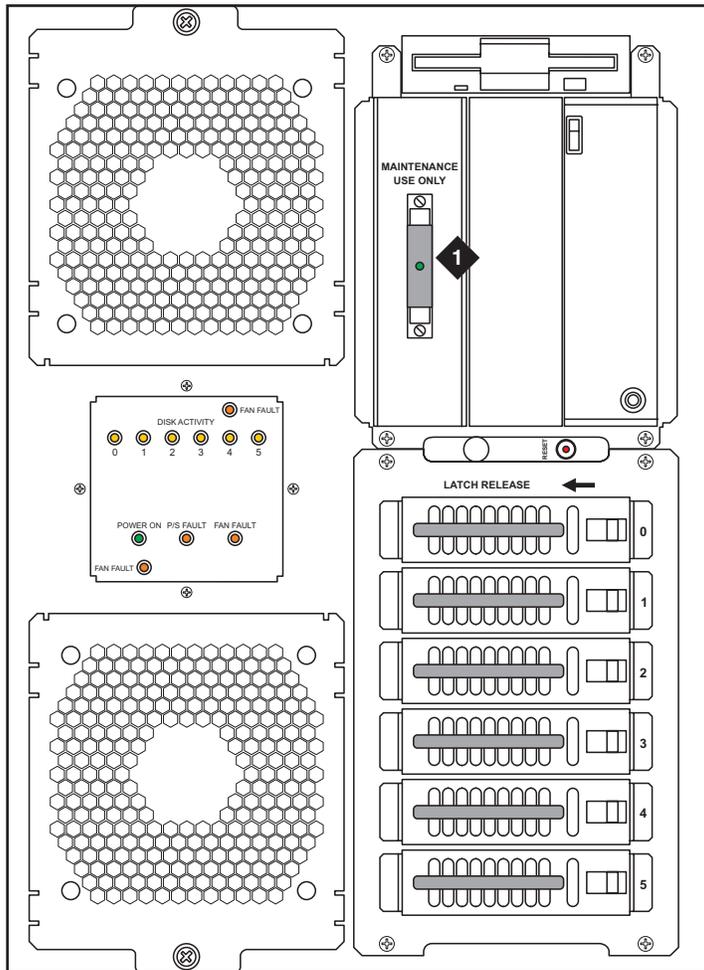
1 External SCSI port with terminator attached

Figure: External SCSI Connectors, except MAP/100P
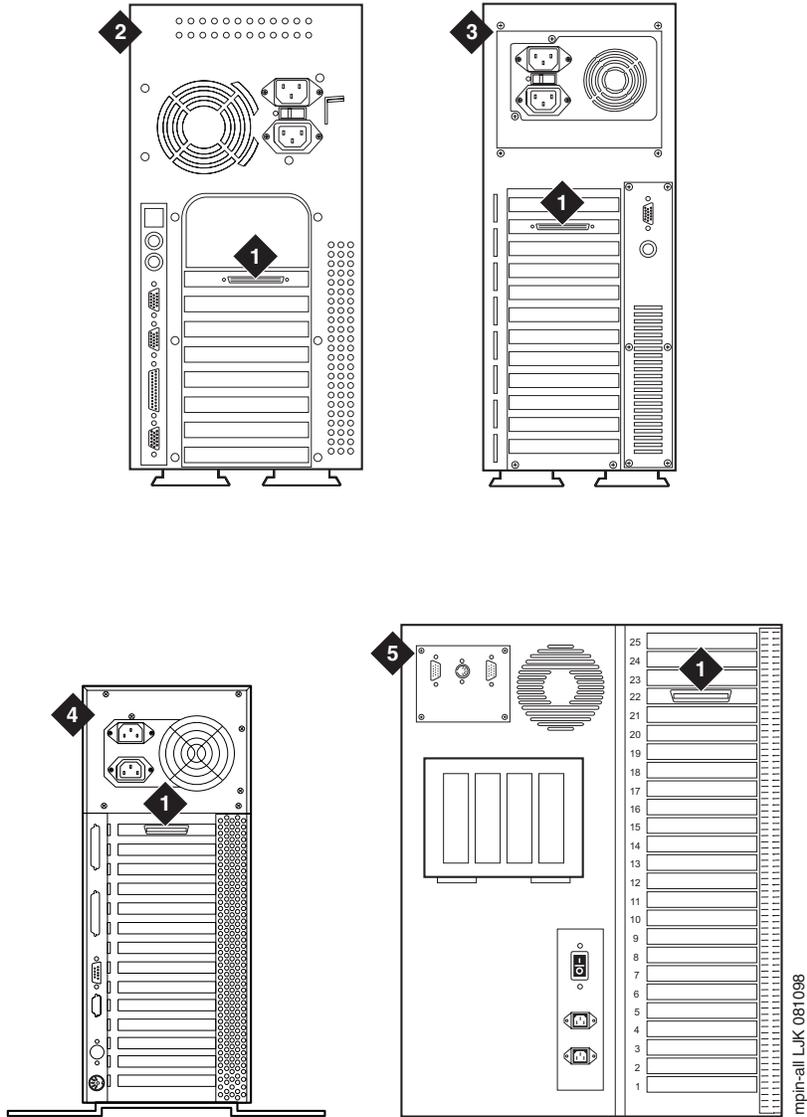
1	SCSI port	4	MAP/40P
2	MAP/5P	5	MAP/100
3	MAP/40s or MAP/40		

Figure: RUK Contents
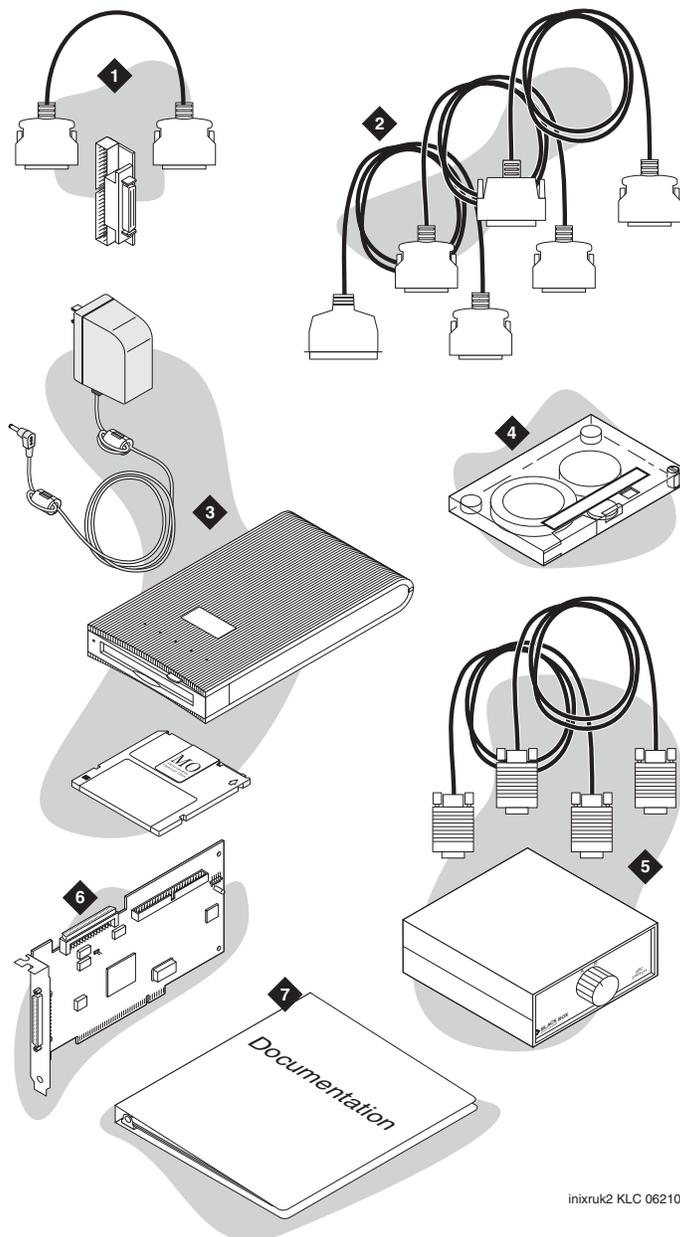
inixruk2 KLC 062101

1 MAP/5
   SCSI adapter kit
2 SCSI cables
3 External disk cartridge drive
   and disk cartridges
   (Magneto-Optical disk
   cartridge drive and disk
   cartridge shown)

4 Upgrade software tape
5 A/B switch and video cables
6 SCSI interface circuit card
7 Upgrade documentation
   and/or documentation
   CD-ROM

View Installed Hardware Window

```
                        View Installed Hardware
 Installed hardware of asp

 There is no SSP card installed on the system.

 Installed hardware of mtce

 MAP/100 chassis configured as a Model 100 with:
  o 95 megabytes of memory installed
  o 2047 megabyte hard drive installed at SCSI id 0
  o 2047 megabyte hard drive installed at SCSI id 1
  o 2047 megabyte hard drive installed at SCSI id 2
  o 2047 megabyte hard drive installed at SCSI id 4
```

Wait Time Window

```
┌─────────────────────┐
│     Wait Time       │
│                     │
│   Seconds:  ▮       │
│                     │
└─────────────────────┘
```

Figure: Inserting a Tape Cartridge

strmtap2 LJK 030695
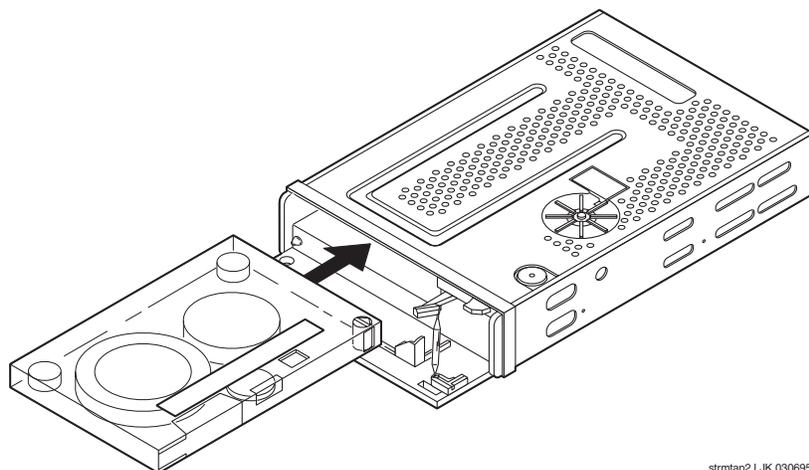
Main Menu Before Installing the Upgrade Package

```
              INTUITY (TM) Main Menu

   AUDIX Administration
   Customer/Services Administration
   Networking Administration
   Switch Interface Administration
   Upgrade
   Voice System Administration
```

Main Menu After Installing the Upgrade Package

```
           INTUITY (TM) Main Menu

 AUDIX Administration
 Customer/Services Administration
 Networking Administration
 Switch Interface Administration
 System Upgrade
 Voice System Administration
```
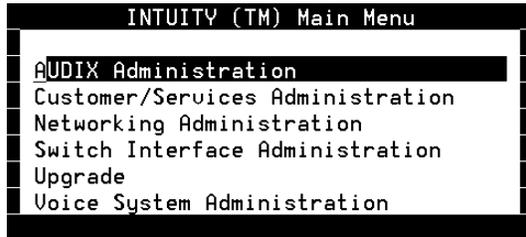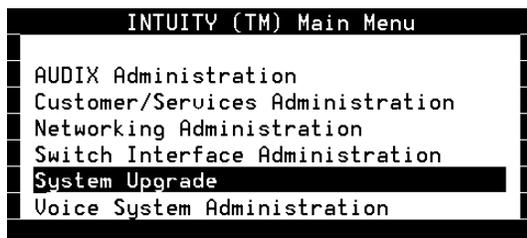
Voice Equipment Window

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

  CARD  0    STATE: Inserv    CLASS: Analog(TR)              O.S.INDEX:  0
             NAME:  AYC10     OPTIONS: master1,no tdm,tt
             FUNCTION: TipRing

  0.0    0 Manoos  Aug 12 12:02:20  *DNIS_SVC    81001   2       talk IVC6
  0.1    1 Inserv  Aug 12 12:02:20  *DNIS_SVC    81002   2       talk IVC6
  0.2    2 Inserv  Aug 12 12:02:20  *DNIS_SVC    81003   2       talk IVC6
  0.3    3 Inserv  Aug 12 12:02:20  *DNIS_SVC    81004   2       talk IVC6
  0.4    4 Inserv  Aug 12 12:02:20  *DNIS_SVC    81005   2       talk IVC6
  0.5    5 Inserv  Aug 12 12:02:20  *DNIS_SVC    81006   2       talk IVC6
```

System Monitor - Voice Channels Window

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

    0     0              *Manoos
    1     1              *On Hook
    2     1              *On Hook
    3     1              *On Hook
    4     1              *On Hook
    5     1              *On Hook
```

Assign/Change Password Window

```
      Assign/Change Password
      Login: ████████
```

Set Up Enhanced-List System Data Screen

```
                    Set Up Enhanced-List System Data

 ENHANCED-LIST LOGIN DATA
                           System Login: ███████████
                        System Password: ███████████
                          IMAPI Password: ███████████

 AUDIX TRUSTED-SERVER DATA
        Administrative Trusted-Server Name: ██████████
                               Password: ███████████
            Delivery Trusted-Server Name: ██████████
                               Password: ███████████

 SHADOW MAILBOX ATTRIBUTES
                      Mailbox Extension: ████████████
                           Community ID: ██

 DEFAULT ENHANCED-LIST ATTRIBUTES
                        Class of Service: ██
                           Community ID: ██
```

Display Number Services Window

```
                       Display Number Services
         CALLED NUMBERS                    CALLING NUMBERS
FROM                TO             FROM                TO          SERVICE NAME

         any             any              any            any AUDIX
```

Assign Number Service Window

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

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