CONVERSANT® System

Version 8.0

New System Installation

585-313-149
Comcode 108850173
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Issue 3

Copyright and Legal Notices

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.

Avaya Web Page

The world wide web home page for Avaya is:
http://www.avaya.com

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your telecommunications system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect you are being victimized by toll fraud and you need technical support or assistance, call the appropriate Avaya National Customer Care Center telephone number. Users of the MERLIN®, PARTNER®, and System 25 products should call 1 800 628-2888. Users of the System 75, System 85, DEFINITY® Generic 1, 2 and 3, and DEFINITY® ECS products should call 1 800 643-2353.

Providing TelecommunicationSecurity

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunication Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya will not be responsible for any charges, losses, or damages that result from such intrusions.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

- Safety of Information Technology Equipment, IEC 60950, 3rd Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.
- Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition
- Safety Requirements for Customer Equipment, ACA Technical Standard (TS) 001 - 1997
- One or more of the following Mexican national standards, as.applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM019 SCFI 1998.

Federal Communications Commission Statement

Part 15: Class A Statement.

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

Part 68: Network Registration Number.

This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration numbers located on the CWB21 (formerly CWB2), CYD21 (formerly CYD2), and CWB20 (formerly CWB1) cards.

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

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

- Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998.
- Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:
  - Electrostatic Discharge (ESD) IEC 61000-4-2
  - Radiated Immunity IEC 61000-4-3
  - Electrical Fast Transient IEC 61000-4-4
  - Lightning Effects IEC 61000-4-5
  - Conducted Immunity IEC 61000-4-6
  - Mains Frequency Magnetic Field IEC 61000-4-8
  - Voltage Dips and Variations IEC 61000-4-11
  - Powerline Harmonics IEC 61000-3-2
  - Voltage Fluctuations and Flicker IEC 61000-3-3

Canadian Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union Declaration of Conformity

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (Conformité Europeénne) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of the Declaration of Conformity (DoC) can be obtained by contacting your local sales representative and are available on the following Web site:

http://support.avaya.com/elmodocs2/DoC/IDoC/index.jhtml

Telecom New Zealand Ltd Warning Notices

GENERAL WARNING: The grant of a Telepermit for any item of terminal equipment indicates that only Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with other items of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

IMPORTANT NOTICE: Under power failure conditions, this device may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

AUTOMATIC RE-ATTEMPTS TO THE SAME NUMBER: Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom specifications:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and,
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempts and the beginning of the next attempt.

AUTOMATIC CALLS TO DIFFERENT NUMBERS: Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. In order to operate within the limits for compliance with Telecom specifications, the associated equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is not less than 5 seconds between the end of one call attempt and the beginning of the next attempt.

USER INSTRUCTIONS (AUTOMATIC CALL SETUP): This equipment shall not be set up to make automatic calls to the Telecom "111" emergency service.

CALL ANSWERING (AUTOMATIC ANSWERING EQUIPMENT): Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. In order to operate within the limits for compliance with Telecom specifications, the associated equipment shall be set to ensure that calls are answered between 3 and 30 seconds of receipt of ringing.

Japan

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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Avaya has made every effort to supply the following trademark information about company names, products, and services mentioned in the CONVERSANT Version 8 documentation library:

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- UNIX System Laboratories, Inc. — Registered trademarks: UNIX
- Xerox Corporation — Trademarks: Ethernet.

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Avaya Publications Center

Voice	1 800 457-1235	International Voice	410-568-3680
FAX	1 800 457-1764	International FAX	410-891-0207

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA

email: totalware@gwsmail.com

To Order

To order a document, contact the Avaya Publications Center and specify the 9-digit document number, the issue number, and the issue date.

World Wide Web

Use a web browser to order documents:
http://support.avaya.com/elmodocs2/conversant/index.jhtml

Obtaining Products

To learn more about Avaya products see the Web site at http://www1.avaya.com/enterprise/prodserv.html. Or call the following numbers: customers 1 800 451- 2100, account executives 1 888 778-1880 (voice) or 1 888 778-1881 (fax).

Warranty

Avaya provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

The “CE” mark affixed to the equipment means that it conforms to the directives below. Avaya Business Communications Systems declares that the UCS 1000 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

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by Avaya in Westminster, CO.

Contents

About This Book

Overview

This book, *CONVERSANT System Version 8.0 New System Installation*, 585-313-149, contains instructions for installing a system that has been assembled, loaded, and tested (ALT) at the Avaya factory. It includes procedures for unpacking, setup, configuration, initial administration, acceptance testing, and cut to service.

Intended Audiences

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

- Sales support, design support, and field support personnel
- ALT factory personnel
- Provisioning project managers

We assume that the primary users of this book have completed the hardware installation and maintenance training course. See Training (page xxvii) for more information.

How to Use This Book

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

Each chapter contains the installation information common to all servers. Any differences are identified in the paragraph heading, table headings, and noted within the text.

For Installation Instructions

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

Note: If you are installing a non-ALT system, see Appendix C, "How to Build a System Using This Book," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8 MAP/40P Maintenance*, 585-313-156, for instructions.

Chapter 2, Unpacking and Installing the System provides illustrations and descriptions of key components and instructions for installing the server into a cabinet.

Chapter 3, Making Cable Connections provides the information necessary to make cable connections to a server and to complete the system installation successfully.

Chapter 4, Connecting Peripherals and Powering Up provides information to ensure proper connectivity of the system to all peripherals.

Chapter 5, Verifying System Status provides procedures to ensure that the system is fully operational by viewing controlled applications and verifying the installed feature options.

For a Quick Reference

If you want a quick reference, Appendix A, System Installation Checklist (page 83) contains a checklist of procedure titles. These titles are listed in the order in which you must perform them. Also included are references to where you will find the complete procedures in this book.

For Troubleshooting Information

Where troubleshooting information is available, notes in the text refer you to the appropriate place in Appendix B, Troubleshooting Procedures (page 89), to look for help.

For Pinout Information

If you want more information on pinouts, see Appendix C, Pinouts (page 93).

For Connectivity Information

For supplemental connectivity information, see Appendix D, Cable Connectivity (page 109).

To Locate Specific Topics

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

Conventions Used in This Book

Note: Any screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Terminology

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

  Type **y** to continue.

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

  Type **y** to continue.

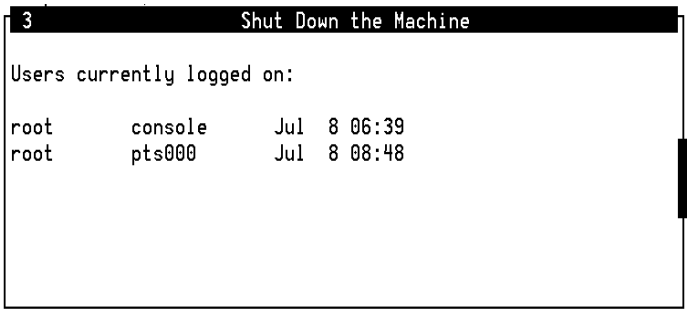
- The word “select” means to move the cursor to the desired menu item and then press **ENTER**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **ENTER** is shown as

  Select **Start Test.**

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

Example of a Window Showing Information

Figure 1. Window Showing Information



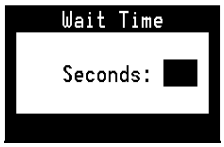
Example of a Window Showing Information

Figure 2. Window Showing Information

```
UnixWare Installation           Primary Hard Disk Partition

In order to install CONVERSANT, you should reserve a UNIX
system partition (a portion of your hard disk's space)
containing 100% of the space on your primary hard disk. Afte
you press 'ENTER' you will be shown a screen that will allow
you to create new partitions, delete existing partitions or
change the active partition of your primary hard disk (the
partition that your computer will boot from).

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

The UNIX system partition that you intend to use on the prima
hard disk must be at lease 4200 MBs and labeled "ACTIVE."

Press 'ENTER' to continue
```

Example of a Window Requesting Information

Figure 3. Window Requesting Information



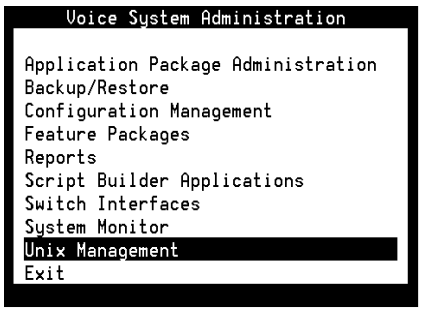
Example of a Screen Requesting Information

Figure 4. Screen Requesting Information

```
UNIX System Installation                        Set Slice Sizes

Please select whether you would like the recommended slice
sizes or would like to customize the slice sizes.

Your choices are:
1. Recommended Slice Sizes
2. Customize Slice Sizes

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

Example of a Menu Showing Information

Figure 5. Example of a Menu



Example of Terminal Keys

- Keys that you press on your terminal or PC are represented as small, **capitalized BOLD** text. For example, an instruction to press the enter key is shown as

  Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of small **CAPITALIZED BOLD** text separated by the + sign. For example, an instruction to press and hold **ALT** while typing the letter "d" is shown as

  Press **ALT**+**D**.

- Function keys on your terminal, PC, or system screens, also known as soft keys, are represented as small **CAPITALIZED BOLD** text followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

  Press **F3** (Choices).

- Keys that you press on your telephone keypad are represented as **bold proportional** text. For example, an instruction to press the first key on your telephone keypad is shown as

  Press **1** to record a message.

Screen Displays

- System messages, field names, and prompts that appear on the screen are shown in `type-writer text`, as shown in the following examples:

  ~ Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports` field.

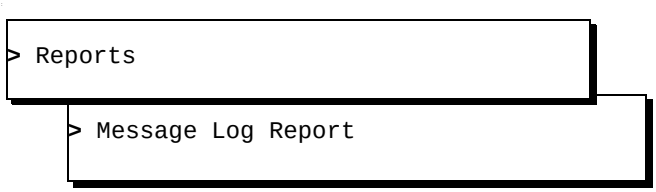
  ~ Enter **y** in the `Message Transfer?` field.

  ~ The system displays the following message:

  ```
  Installation in progress.
  ```

- The sequence of menu options that you must select to display a specific screen or submenu appears in a series of boxes as follows:

  Start at the Voice System Administration menu and select:



  In this example, you would access the Voice System Administration menu and select the Reports menu. From the Reports menu, you would then select the Message Log Report window.

Some Screen Simulations

Text in a simulated screen display appears in `type-writer text`.

Example:

```
            QuickStart - Data Recovery Rescue
Copyright(c) 1997-1999 by Enhanced Software Technologies, Inc.
      Serial# 8200-999                          Version: 1.3.13

   Backup    Verify    Recover   Configure   Exit
   System    System    System    QuickStart  and Reboot
```

Items That May or May Not Appear

Grayed-out type represents optional items that may or may not appear in a given display.

Example:

Once the backup is complete, the system displays a message similar to the following:

`The Differential UNIX backup is now complete. Please remove the tape and label it as "Differential UNIX Backup, created` **`April 30, 1999`**`."`

Cross References and Hypertext

Blue type indicates a cross reference or hypertext link that will take you to another location in the document when you click it.

Other Typography

Command Text

- Literal values, commands, and text that you type in or enter appear in **bold type**, as in the following examples:

  Example 1: Enter **display card 15** at the `Enter command:` prompt.

  Example 2: Type **yes** or **no** in the `Speed:` field.

- Command variables are shown in ***bold proportional italic*** type when they are part of what you must type in, and in italics when they are not part of the command line, for example:

  Enter **restore card *card_number***, where *card_number* is the number of the card you want to restore.

- Command options are shown inside square brackets, for example:

  Enter **connect *switchname* [-c] [-b | -w]**

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.

Getting Help

The CONVERSANT system provides online help to assist you during installation, administration, and application development tasks.

To use the online help:

- Press **F1** (Help) when you are in a menu or window.

  The first time you press **F1**, the system displays information about the currently active window or menu.

  - When you are in a window, the help explains the purpose of the window window and describes its fields.
  - When you are in a menu, the help explains how to use menus.

  If you press **F1** again, the system displays a General Help screen that explains how to use the online help.

- Press **F2** (Choices) when you are in a field.

  The system displays valid field choices either in a pop-up window or on the status line directly above the function keys.

- Press **F6** (Cancel) to exit the online help.

Technical Assistance

Web Site

The following customer support web site contains resources where you can find solutions for technical problems:

http://support.avaya.com/

Contact Numbers

Technical assistance on the CONVERSANT product is available through the following telephone contacts:

- In the United States, call 1-800-242-2121.
- In Canada, call one of the following numbers, depending on your location:
  - 1-800-363-1882 for assistance in Quebec and eastern Canada
  - 1-800-387-4268 for assistance in Ontario and western Canada
- In any other country, call your local distributor or check with your project manager or systems consultant.

Related Resources

Documentation

System Description

A detailed description of all books included in the CONVERSANT documentation set is available in *CONVERSANT System Version 8.0 System Description*, 585-313-219. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining a CONVERSANT system.

Troubleshooting Information

Basic troubleshooting information is available in “Troubleshooting” in *CONVERSANT System Reference*, 585-313-215.

Diagnostic Information

Instructions for conducting diagnostics are available in “Diagnostics” in *CONVERSANT System Reference*, 585-313-215.

Common System Procedures

Instructions for conducting common system procedures are available in “Common System Procedures” in *CONVERSANT System Reference*, 585-313-215.

Alarm and Log Messages

Instructions for interpreting alarm and log messages are available in “Alarms and Log Messages” in *CONVERSANT System Reference*, 585-313-215.

Hardware Information

Instructions for replacing or installing hardware components of the CONVERSANT system are available in "Getting Inside the System," "Installing or Replacing Circuit Cards," "Replacing the Hard Disk Drive Assembly," and Replacing Other Components," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8 MAP/40P Maintenance*, 585-313-156.

Software Information

Instructions for replacing or installing software components of the CONVERSANT system are available in "Installing Base System Software," Installing the CONVERSANT System Software," and "Installing the Optional Feature Software" in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8 MAP/40P Maintenance*, 585-313-156.

Required for the System Maintenance

To repair or alter the configuration of your system, you must have a copy of:

- *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8.0 MAP/40P Maintenance*, 585-313-156.
- *CONVERSANT System Version 8.0 Administration*, 585-313-510.
- *CONVERSANT System Reference*, 585-313-215.

Additional Reference Documentation

The following documentation will be useful when working with applications:

- *CONVERSANT System Version 8.0 Communication Development*, 585-313-220.
- *CONVERSANT System Version 8.0 Speech Development, Processing, and Recognition*, 585-313-218.
- *CONVERSANT System Version 8.0 Application Development with Advanced Methods*, 585-313-216.

Security and Toll Fraud Issues

It is suggested that you also obtain and use the following book for information on security and toll fraud issues:

- *GBCS Products Security Handbook*, 555-025-600

It is recommended that you access the following sites for additional information.

- UnixWare 7.1 documentation: http://www.sco.com/documentation/
- Updates to CONVERSANT documentation: http://support.avaya.com/elmodocs2/conversant/index.jhtml
- Obtaining Printed Versions of the Documentation

See Ordering Information (page viii) of Copyright and Legal Notices for information on how to purchase CONVERSANT documentation in printed form. You can also print documentation locally from the CD-ROM (see Printing the Documentation (page xxix)).

Training

To obtain training on the CONVERSANT product, contact Avaya University at one of the following numbers:

- Organizations within Avaya (904) 636-3261
- Avaya customers and all others (800) 255-8988

You can also view information on CONVERSANT training at the Avaya University web site: http://learning2.avaya.com/

The courses listed below are recommended. Other courses are available.

- For technicians doing repairs on CONVERSANT systems
  - ~ BTE501W, CONVERSANT Administration for Technicians
  - ~ BTE502H, CONVERSANT Installation and Maintenance
- For technicians and administrators
  - ~ BTC344M, CONVERSANT Administration Overview (CD-ROM)
- For application developers

Note: Courses listed below are instructor-led unless otherwise specified.

- ~ BTC128H, Introduction to Script Builder
- ~ BTC166H, Introduction to Voice@Work
- ~ BTC204H, Intermediate Voice@Work
- ~ BTC204W, Intermediate Voice@Work, interactive distance learning, using Bit-Room technology
- ~ BTC301H, Advanced CONVERSANT Programming

Using the CD–ROM Documentation

Avaya ships the documentation in electronic form. Using the Adobe® Acrobat® Reader application, you can read these documents on a Windows PC, on a Sun Solaris workstation, or on an HP-UX workstation. Acrobat Reader displays high-quality, print-like graphics on both UNIX and Windows platforms. It provides scrolling, zoom, and extensive search capabilities, along with online help. A copy of Acrobat Reader is included with the documents.

Note: If viewing documents online, it is recommended that you use a separate platform and not the CONVERSANT system.

Setting the Default Magnification

You can set your default magnification by selecting **File | Preferences | General**. We recommend the **Fit Page** option.

Adjusting the Window Size

On HP and Sun workstations, you can control the size of the reader window by using the **-geometry** argument. For example, the command string **acroread -geometry 900x900 mainmenu.pdf** opens the main menu with a window size of 900 pixels square.

Hiding and Displaying Bookmarks

By default, the document appears with bookmarks displayed on the left side of the screen. The bookmarks serve as a hypertext table of contents for the chapter you are viewing. You can control the appearance of bookmarks by selecting **View | Page Only** or **View | Bookmarks and Page.**

Using the Button Bar

The button bar can take you to the book's Index, table of contents, main menu, and glossary. It also lets you update your documents. Click the corresponding button to jump to the section you want to read.

Using Hypertext Links

Hypertext-linked text appears in blue. These links are shortcuts to other sections or books.

Navigating with Double Arrow Keys

The double right and double left arrows (◄◄ and ►►) at the top of the Acrobat Reader window are the go-back and go-forward functions. The go-back button takes you to the last page you visited prior to the current page. Typically, you use ◄◄ to jump back to the main text from a cross reference or illustration.

Searching for Topics

Acrobat has a sophisticated search capability. From the main menu, select **Tools | Search.** Then choose the **Master Index.**

Displaying Figures

If lines in figures appear broken or absent, increase the magnification. You might also want to print a paper copy of the figure for better resolution.

Printing the Documentation

If you want to read the documentation in paper form rather than on a computer monitor, you can print all or portions of the online screens.

You can also order the printed documents by calling 1-800-457-1235 or visiting the Avaya Support website at the following location: http://support.avaya.com/elmodocs2/conversant/index.jhtml

Printing an Entire Document

To print an entire document:

1. From the documentation main menu screen, select one of the print-optimized documents. Print-optimized documents are printed with two-screens to a side on both sides of the sheet on 8.5 x 11-inch or A4 paper.
2. Select **File | Print**.
3. Enter the page range you want to print, or select **All**. Note that the print page range is different from the page numbers on the documents (they print two to a page).
4. Close the file when the document is printed. Do not leave this file open while viewing the electronic documents.

Printing Part of a Document

To print a single page or a short section, you can print directly from the online version of the document:

1. Select **File | Print**.
2. Enter the page range you want to print, or select **Current**.

   The document is printed with one screen per side and two sides per sheet.

1 Getting Started

Overview

The purpose of this chapter is to ensure that the customer site meets the physical requirements for installation of the CONVERSANT system. It is also to ensure that you are prepared with the tools and information you need to successfully complete the system installation. The following topics are included:

- Site preparation, including environmental, weight, and space considerations, and power requirements
- Installation prerequisites, including tools, test equipment, system information, documentation
- Points of demarcation for installation and maintenance
- Your responsibility with regard to the security of the customer's system
- Technical assistance and other resources available to you during installation

Site Preparation

Note: The information in this book assumes that you are installing an assembled, loaded, and tested (ALT) system. If this is not the case, see Appendix B, "How to Build a System," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8 MAP/40P Maintenance*, 585-313-156, for additional instructions.

Environmental Considerations

Place the system in an area where the environmental conditions shown in Table 1 are maintained.

Table 1. Environmental Considerations

Platform	Condition	Operating State	Nonoperating State
UCS 1000	Temperature	+10 to +38°C (+50 to +100°F)	-40 to +60°C (-40 to +140°F)
	Relative humidity	20 to 55% 20 to 80% short-term	5 to 95% noncondensing
MAP/40P	Temperature	+10 to +35°C (+50 to +95°F)	-20 to +60°C (-4 to +140°F)
	Relative humidity	20 to 80% noncondensing	20 to 80% noncondensing

Installation Area Considerations

In conjunction with your local practices, observe the following when determining where to place the system:

- *Do not* install the unit in an area with high-power electrical equipment.
- *Do not* install the unit in the same area as copier machines because of the paper particles created by such equipment.
- Install the unit in an area that provides protection from excessive sunlight, heat, cold, chemicals, static electricity, magnetic fields, vibration, dust, and grime.
- Maintain an air-distribution system that provides adequately cooled, filtered, and humidity-controlled air.
- If a tower arrangement is provided, keep at least two inches of clearance on each side of the unit.
- Provide additional grounding if necessary in a multiple-system installation to facilitate an environment that is free of radio-frequency noise.
- Provide surge protection and power backup in areas with volatile power (brown-outs or frequent power surges).
- Verify that the commercial cabinet is secure to the floor when installing a rack-mount unit.

Space Requirements

Table 2 lists the approximate weight, size, and depth of the primary system hardware components.The weights and dimensions given are approximations for a stand-alone system. Table 3 on page 3 lists the approximate weight, height, width, and depth for the monitor, keyboard, and printer.

Note: A printer might not be included with the system you are installing.

Table 2. Space and Weight Requirements[1] for the Platform

Platform	Weight	Height	Width	Depth (in.)
UCS 1000[1]	44.55 kg (99 lb)	66.7 cm (26.25 in.)	43.8 cm (17.25 in.)	42.5 cm (16.75 in.) plus 5 cm (2 in.) for SCSI terminator guard on back of system
UCS 1000 with dress cover	44.55 kg (99 lb)	79.5 cm (31.3 in.)	47 cm (18.5 in.)	49.5 cm (19.5 in.) plus 5 cm (2 in.) for SCSI terminator guard on back of system
MAP/40P	20 kg (45 lb)	44.5 cm (17.5 in.)	33 cm (13 in.) with stabilizing feet	53.4 cm (21 in.)

[1] The J code for the UCS 1000 platform is J1P380A-1.

Table 3. Space and Weight Requirements for Peripheral Devices

Equipment	Weight	Height	Width	Depth (in.)
Monitor	6.75 kg (15 lb)	34.3 cm (13.5 in.)	33.0 cm (13 in.)	36.8 cm (14.5 in.)
Keyboard	2.25 kg (5 lb)	6.3 cm (2.5 in.)	48.3 cm (19 in.)	20.3 cm (8 in.)
Printer	9 kg (20 lb)	12.6 cm (5 in.)	40.3 cm (16 in.)	27.7 cm (11 in)

Power Requirements

This section describes power requirements for the UCS 1000 and the MAP/40P.

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

- Keep the communication cables separate from the power cables.
- Install communication and power cables in accordance with National Electrical Codes (NEC).
- Use the AC power output receptacle on the back of te unit for a video monitor only. Never plug any other device into this receptacle.

▲ CAUTION:
Use only shielded cables and equipment in conjunction with the system to maintain safe levels of electromagnetic compatibility.

For the UCS 1000

The UCS 1000 requires the available power listed in Table 4 and Table 5 on page 4.

Table 4. UCS 1000 Power Requirements

Attribute	Requirement
Input voltage	AC 90 V – 264 V 47 Hz – 63 Hz
Input current	11A maximum @90 VAC input and 500W load
Maximum power output	500 Watts

Table 5. Power Requirements for the Monitor and Printer on the UCS 1000

Attribute	Monitor Requirement	Printer Requirement
Voltage	**90–264 VAC auto sensing**	**115 VAC +/- 5%**
Power	**50–60 Hz**	**50–60 Hz**
Phase	**Single**	**Single**
Power consumption	**80 Watts maximum**	**4**
Input cords	**NEMA 5–15P[1]**	**NEMA[1] 5–15P**
Unit input receptacles	**IEC-320 inlet**	**IEC-320 inlet**

[1] National Electrical Manufacturers Association.

For the MAP/40P

The MAP/40P requires the available power listed in Table 6 and Table 7.

Table 6. Power Requirements for the MAP/40P

Attribute	Requirement
Volts AC (VAC)	115-230 autosensing
Hertz (Hz)	50-60
Phase	Single
Amps (U.S.)	4.5A
Input cords	NEMA 5-15 plug; 3 m (9 ft) long
Unit input receptacles	IEC-320 inlet
Maximum power output	350W
Heat dissipation	1200 BTU

Table 7. Power Requirements for the Printer and Monitor on the MAP/40P

Attribute	Printer	Monitor
Volts AC (VAC)	115 +/- 5%	110-240 autosensing
Hertz (Hz)	50-60	50-87
Phase	Single	Single
Amps (U.S.)	4	3.0 fused
Amps (international)		1.5 fused
Input cords	NEMA 5-15P	NEMA 5-15P
Unit input receptacles	IEC-320 inlet	IEC-320 inlet

Installation Prerequisites

Tools

The following tools are suggested for installing the system:

- A medium-width flat-blade screwdriver
- A No. 1 Phillips screwdriver
- A No. 2 Phillips screwdriver
- A small pair of needle-nose pliers
- A small pair of wire cutters
- A claw hammer or pry bar (to remove clips from the wooden shipping crate)
- A sharp, pointed instrument similar to a ball-point pen

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

Test Equipment

It is recommended that the following test equipment be used when installing a system:

- A volt/ohm meter
- Two telephones connected through the switch.

  The two test telephones must be placed so that you can easily see the monitor while you are using them.
- If the system includes Script Builder FAX Actions, you must have access to a customer fax machine for testing.

System Information

The installation procedures in this document assume that you know how to log on and off the system and how to move around using the system screens.

Switch Administration

Before you arrive onsite, all of the initial switch or PBX administration should be complete unless otherwise specified by contract. Verify that this initial administration has been completed before you begin work on the system.

Before you begin the installation, the switch must be administered to support the following situations:

- Testing each channel connected to the system before assigning the channel or channels to the system or another application
- Testing the system
- Performing cut-to-service procedures that provide the users with an active coverage path

Documentation

Use the following documentation during the installation of the system:

- *CONVERSANT System Version 8.0 New System Installation*, 585-313-149

  Use this book to familiarize yourself with installation prerequisites and to perform hardware installation, initial administration, and acceptance testing.
- *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8 MAP/40P Maintenance*, 585-313-156

  Use this book for troubleshooting, alarm retirement, or to correct errors in the factory assembly process.

UL Safety Instructions

During installation, adhere to the following UL safety instructions:

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

Additional Safety Precautions

There are safety areas that you must be aware of and take the necessary precautions. These areas are:

- Protecting circuit cards against electrostatic discharge (ESD) damage
- System grounding

Protecting Against Damage from ESD

CAUTION:
Read this section before unpacking the computer. You must observe proper grounding techniques to prevent the discharge of static electricity from your body into ESD-sensitive components.

Circuit cards and packaging materials that contain ESD-sensitive components are usually marked with a yellow-and-black warning symbol (Figure 6).

Figure 6. ESD Warning Symbol

Avoid damaging ESD-sensitive components by following these rules:

- Attach an ESD wrist strap to your bare wrist and the other end of the strap to a ground that terminates at the system ground, such as any unpainted metallic chassis surface. Handle ESD-sensitive circuit cards only after doing so.
- Handle a circuit card by the faceplate or side edges only.

- Keep circuit cards away from plastics and other synthetic materials such as polyester clothing.
- Do not pass circuit cards to another person unless that person is grounded at the same potential level.
- Hold devices such as a hard disk, floppy drive, or cartridge tape in the same manner as a large circuit card. The ESD-sensitive area of these components is located on the bottom surface.

▲ CAUTION:
Ensure that your palm is not in contact with the noncomponent side of the board.

System Grounding Connections

To maintain electromagnetic interference (EMI) protection, personal protection, and immunity from circuit noise, customer-premise-provided outlets must be grounded in accordance with NEC and applicable local codes.

▲ 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. Use extreme care when you make power and ground connections.

Regulatory Agency Guidelines

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

- Within the United States
  - ~ If you are installing this system within the United States, follow the installation procedures in this book and the guidelines listed in FCC Guidelines (page 8) to ensure compliance with the current Federal Communications Commission (FCC) rules regarding radio-frequency devices (FCC Rules, Part 15) and the connection of terminal equipment to the telephone network (FCC Rules, Part 68).
  - ~ FCC/CSA agency compliance labels for the system and individual network interface cards are located on the rear surface of the chassis or the individual circuit card.
- Within Canada
  - ~ If you are installing this system in Canada, follow the installation procedures in this book and the guidelines listed in Equipment Attachment Limitations (page 11) below to ensure compliance with the current Canadian Department of Communications protective, operational, and safety requirements for telecommunications networks.

FCC Guidelines

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

AC System Surge Arrester

To avoid damaging the equipment caused by local lightening strikes and other electrical surges, it is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected.

Before You Connect to the Public Telephone Network

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

- The telephone and circuit numbers of the lines to which the system will be connected
- For the UCS 1000:
  - ~ The FCC registration number for the CWB21 (formerly CWB2) E1/T1 circuit card is printed on the face plate of the rear I/O transition card.
  - ~ The CWB21 and CYD21 (formerly CYD2) E1/T1 circuit cards are compliant with Part 68 of the FCC rules and uses the USOC jacks and codes listed in Table 8.

Table 8. USOC Jacks and Codes for UCS 1000

Model Name	Facility Interface Code	Service Order Code	Jack Type
CYD21	04DU9-BN	6.0P	N/A
CYD21	04DU9-DN	6.0P	N/A
CYD21	04DU9-1KN	6.0P	N/A
CYD21	04DU9-1SN	6.0P	N/A
(PR) CYD21	04DU9-1SN	6.0P	N/A

- For the MAP/40P:
  - ~ The FCC registration number for the AYC10 tip/ring circuit card is printed on the faceplate of the card.
  - ~ The FCC registration number for the AYC21 E1/T1 circuit card is printed on the faceplate of the card.
  - ~ The ringer equivalence number (REN) for the AYC10 tip/ring circuit card is printed on the faceplate of the card.
- The following facility interface codes (FIC) for the AYC21 E1/T1 circuit card:

Table 9. USOC Jacks and Codes for MAP/40P

Model Name	Facility Interface Code	Service Order Code/ REN	Jack Type
AYC10	02LS2	1.5B	RJ25C
AYC21	04DU9-BN	6.0P	N/A
AYC21	04DU9-DN	6.0P	N/A
AYC21	04DU9-1SN	6.0P	N/A
(PR) AYC21	04DU9-1SN	6.0P	N/A

Type of Telephone Lines Needed

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

- Use your application on standard-device telephone line circuits and standard T1 or E1 trunks.
- Do not connect to coin service (central office implemented systems) from the service provider.
- Note that connecting to party-line service is subject to state tariffs.

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

Direct Inward Dialing (DID)

ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF PART 68 OF THE FCC'S RULES.

PROPER ANSWER SUPERVISION IS WHEN:

1. This equipment returns answer supervision to the PSTN when DID calls are:
   - Answered by the called station.
   - Answered by the attendant.
   - Routed to a recorded announcement that can be administered by the CPE user.
2. This equipment returns answer supervision on all DID calls forwarded to the PSTN. Permissible exceptions are:
   - A call is unanswered.
   - A busy tone is received.
   - A reorder tone is received.

Telephone Service and Repair Problems

- If the service provider notes a problem with customer equipment, the provider may discontinue service to the customer temporarily, with or without prior notification. If advance notice is not feasible, the service provider must
  - ~ Notify the customer as soon as possible.
  - ~ Give the customer an opportunity to correct the problem.
  - ~ Inform the customer of the right to file a complaint with the FCC.
- If any of the system equipment is not operating properly, remove it immediately from the telephone lines. Malfunctioning equipment can harm the telephone network. Notify the service provider *immediately* if you are permanently or temporarily disconnecting the system from its present line or trunk circuits. (This applies to digital circuits ONLY.)

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

- The customer should not attempt repairs of the E1/T1 circuit card, its associated rear I/O transition card, if present, or any tip/ring circuit card. Call the numbers listed in System Repair Problems (page 10) below for authorized repairs.

System Repair Problems

In the unlikely event that repairs are needed for the system, ensure that they are performed by an authorized representative. If you are a field service representative and cannot solve a problem, contact your maintenance provider.

If your maintenance provider is Avaya, Inc. and you are within the domestic United States, call the Support Hotline at 1-800-242-2121. The mailing address is:

Avaya Technical Service Center

8744 Lucent Blvd.

Highlands Ranch, CO 80126

When to Notify the Service Provider

Notify the service provider immediately if you are permanently or temporarily disconnecting the system from its present line or trunk circuits. (This applies to digital circuits ONLY.)

Equipment Attachment Limitations

NOTICE: The Industry Canada lavel identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using the acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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

▲ CAUTION:
Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Points of Demarcation

A *demarcation point* (Table 10) defines the extent of Avaya's responsibilities for a product from a stand-alone system perspective. Beyond this point, the customer is responsible for providing overall service.

Table 10. Demarcation Points for the UCS 1000 and the MAP/40P

Connection	UCS 1000 Demarcation Point	MAP/40P Demarcation Point
TCP/IP	• ETHR1 and ETHR2 connector on the SBC faceplate • ETHR connector on the SBC rear I/O transition card	The faceplate of the PCI Ethernet LAN circuit card
E1/T1	The RJ45 connection on the CYD21 (rear I/O transition, formerly CYD2) card	The faceplate of the E1/T1 circuit card
		1 of 2

Table 10. Demarcation Points for the UCS 1000 and the MAP/40P

Connection	UCS 1000 Demarcation Point	MAP/40P Demarcation Point
8-port asynchronous	The eight modular connections on the 8-port asynchronous rear I/O transition card	The eight modular connections on the 8-port asynchronous octopus cable
Remote maintenance circuit card	The faceplate of the CYD3/4 rear I/O transition card for the remote maintenance circuit card	The faceplate of the remote maintenance circuit card
Tip/ring circuit card	Not applicable	The tip/ring distribution panel
Token ring circuit card	Not applicable	The faceplate of the token ring circuit card
		2 of 2

Customer Responsibility

The customer is responsible for the following:

- The LAN cable or cables
- LAN administration not performed on the system
- Maintaining the TCP/IP addresses and administration on the system after cutover, unless otherwise specified by contract
- Administration of power within the switch

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

Non-Avaya Switch or PBX Demarcation

Avaya service technicians dispatched for CONVERSANT system installation are not responsible for making any connections directly to PBXs that are not maintained by Avaya.

Note: Avaya recommends joint acceptance testing for systems that are integrated with non-Avaya PBXs.

For additional information concerning the extent of the installation, refer to the contract between the customer and Avaya.

FAX Actions Demarcation

The FAX Actions package uses the same equipment as CONVERSANT voice processing. The universal ports support both voice and fax without additional cabling or hardware. Avaya service technicians dispatched for CONVERSANT system installation are not responsible for troubleshooting customer fax machines.

Maintaining System Security

Password Security

During installation, security of the customer's system is your responsiblity. You must take precautions to protect password and system security. If you suspect that the security of any password has been compromised, notify your project manager or system administrator.

System Security

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

Getting Help

System Help Screens

Online help is available for the system and administration screens. To display help screens or command choices, press **F1** (Help) or **F2** (Choices) from the field for which you want the help. If valid entries can be specified, the system displays a list of options from which you can choose. Otherwise, it displays general information about the field.

2 Unpacking and Installing the System

Overview

This chapter provides illustrations and descriptions of key components of the system for reference during the installation. It also describes:

- Unpacking the System
- Saving Packing Materials
- UCS 1000 Components
- MAP/40P Components

Unpacking the System

Note: Procedures in this chapter should be performed by personnel identified in Intended Audiences (page xix).

Unpacking Procedure

To unpack the system at the customer site:

⚠ WARNING:
To avoid personal injury or damage to the equipment, if you are manually lifting the system, there should be *at least three* technicians to unpack and install a system in a frame because of its size and weight. The system could weigh between 45 and 140 pounds, depending on the configuration.

1. At the installation site, use the claw hammer or a pry bar to remove the clips from the wooden crate.
2. Remove the lid of the crate.
3. Remove the front panel and then remove the remaining panels.
4. Using an appropriate and safe lifting system, lift the system from the bottom of the carton and place it either on the floor or a sturdy table.

Accessories

Accessories are shipped in separate boxes and include items such as:

- A wrapped packet containing the stabilizing feet for the MAP/40P and instructions for installing them
- SCSI terminator (if not mounted, it should be in an ESD bag)
- One 2-m to 3-m (6-ft to 8-ft) power cord (depending on country)
- CD-ROM containing the customer document set

- Paper copies of the *CONVERSANT System Version 8.0 New System Installation*, 585-313-149, and *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8.0 MAP/40P Maintenance*, 585-313-156, documents
- One plastic packet containing:
  - A blank cartridge tape
  - A diskette with the system configuration and software
  - A diagnostic diskette
  - A yellow return and repair tag
  - Factory information regarding the system
- Repair tags

Documentation

Your primary source of information is the *CONVERSANT System Version 8.0 New System Installation* manual, 585-313-149. You might also need to refer to the maintenance book that is specific to your platform to assist you with the installation. Table 11 lists other reference documents that contain useful information that is common to both platforms.

Table 11. Useful Reference Documents for the UCS 1000 and the MAP/40P

Title and Number	Comment
CONVERSANT System Reference, 585-313-215	Chapter 4, "Alarms and Log Messages." This chapter describes log entries and system messages and the actions that should be taken if the system messages alert you to problems, potential problems, or a change in the state of the system.
CONVERSANT System Version 8.0 Administration, 585-313-510	Use this book along with the system installation book, if connecting to a digital network.

Saving Packing Materials

Why Save Packing Materials?

Save the shipping crate and all packing materials to use in case you have to return the system to the manufacturer. (If you ordered multiple systems, saving one crate and packing materials should be sufficient.) Packing materials include antistatic bags and cardboard and foam inlays. This also applies to shipping cartons for the keyboard and monitor.

⚠ CAUTION:
The manufacturer does not accept liability for a damaged system if you do not return it in the original packing materials and crate. The crate has been designed to prevent damage and ensure product warranty.

Return Repair Tag

Fill out the yellow return and repair tag, one of the items in the plastic packet, repack and return to Avaya.

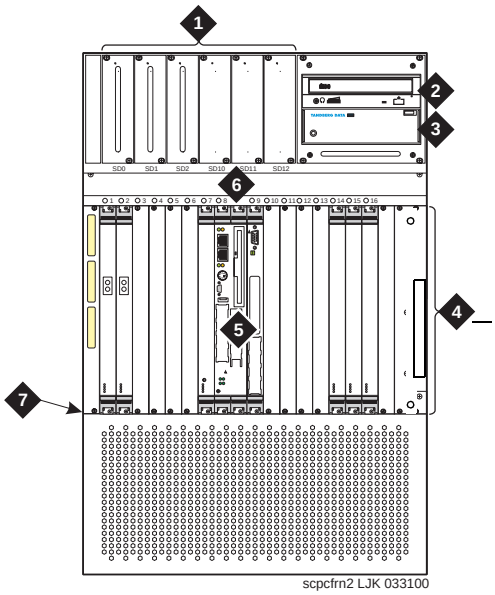
Note: If you ordered multiple units, saving one set of cartons and packing materials should be sufficient.

UCS 1000 Components

Front View of the System

Figure 7 shows the front view of the system and its components. Table 12 on page 18 describes the various components that are visible from the front of the system.

Figure 7. Front View of the UCS 1000



1. Hard disk drive media bay
2. CD-ROM drive media bay
3. Cartridge tape drive media bay
4. Circuit card area
5. CPU complex (includes diskette drive)
6. Upper fan tray
7. Lower fan tray with filter panel

Table 12. Components on the Front of the UCS 1000

Component	Location	Function
Hard disk drives	Upper shelf, media bay	Storage for the operating system, application software, and speech data storage
CD-ROM drive	Upper shelf, media bay	Loading the system
Cartridge tape drive	Upper shelf, media bay	Backup and restore
Diskette drive	CPU complex on the SBC circuit card	System configuration and restore/recovery procedures
Upper fan tray	Just below the upper shelf	Provides cooling to the system
Circuit card area	Middle shelf	Slots for the • CPU complex • SSP circuit card • 8-port asynchronous • E1/T1 circuit cards • Remote maintenance circuit card
Cable trough	Below the middle shelf and just above the lower filter panel	Provides a place to manage the cables that connect externally to circuit cards
Lower fan tray	Behind the top edge of the lower filter panel	Provides cooling to the system
Lower filter panel	Bottom of the system	Contains an air filter to help filter particles from the air as it is drawn in for cooling purposes
Power supply	Behind the lower filter panel	Provides power to the system

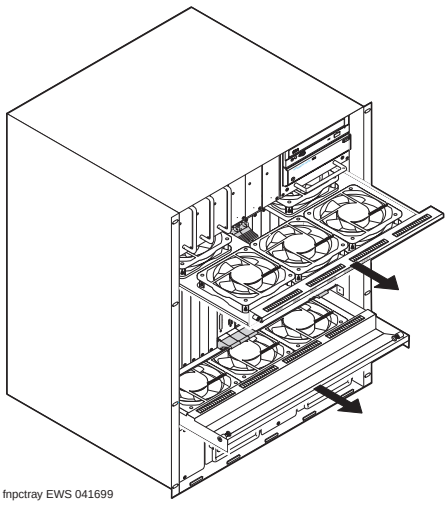
Cooling System

Ten cooling fans provide forced-air cooling for the system. Five fans are located in the upper fan tray just under media bay area. Three are located in the lower fan tray. See Figure 8 on page 19 for tray locations.

The remaining two fans are part of the power supplies. Each power supply has one cooling fan.

The fans maintain air flow in the system to prevent overheating, which can cause the system to malfunction.

Figure 8. UCS 1000 Cooling Fans



Back View of the System

Figure 9 on page 20 shows a back view of the system and its components. Table 13 provides a description of the various components that are visible from the back of the system. Figure 9 on page 20 shows a closer view of the connections that are available from the rear I/O transition cards.

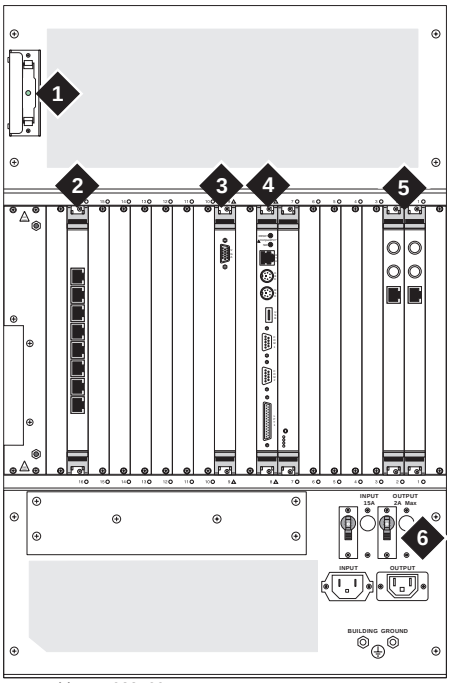
Table 13. Components on the Back of the UCS 1000

Component	Location	Function
External SCSI terminator	Upper panel, left corner	Provides SCSI termination for the SCSI devices
Optional 8-port asynchronous rear I/O transition card	Slot 16	Provides connections for eight additional serial ports
Rear I/O transition cards	Circuit card cage area, middle shelf	Provides I/O transition from the back of the system for its corresponding front circuit card
E1/T1 rear I/O transition card (CYD21, formerly CYD2)	Same slot number in which the E1/T1 circuit card is located	Provides I/O transition for the E1/T1 (CWB20, formerly CWB1) circuit card
Remote maintenance rear I/O transition card (CYD3/4)	Slot 7	Provides I/O transition for the remote maintenance circuit card (CWB3)
Video receptacle	Slot 9, rear I/O transition card for the IOB	Provides a signal for a monitor to connect to the system
		1 of 2

Table 13. Components on the Back of the UCS 1000

Component	Location	Function
Keyboard receptacle	Slot 8, rear transition card for the SBC	Provides a connection for a keyboard to connect to the system
COM1	Slot 8, rear I/O transition card for the SBC	General-purpose serial port; dedicated to RMB
COM2	Slot 8, rear I/O transition card for SBC	General-purpose serial port
		2 of 2

Figure 9. Back View of the UCS 1000



scpcnubk LJK 033100

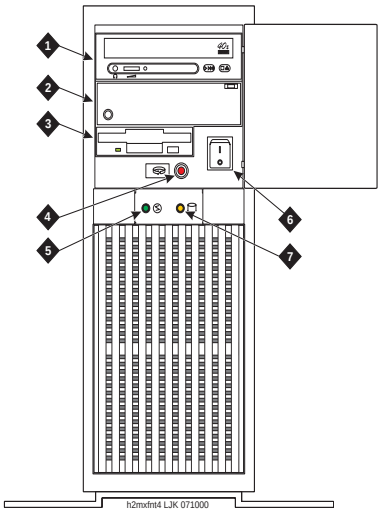
1. **External SCSI terminator**
2. **8-port asynchronous connection**
3. **IOB companion rear I/O transition card**
4. **SBC rear I/O transition card**
5. **CYD21 (formerly CYD2) E1/T1 rear I/O transition card**
6. **Power source connection and switch**

MAP/40P Components

Front View of the System

Figure 10 shows the front view of the MAP/40P. Table 14 describes the various components that are visible from the front of the system.

Figure 10. Front View of the MAP/40P



1 Cartridge tape drive

2 Diskette drive

3 CD-ROM drive

4 Power indicator

5 Disk activity indicator

6 Reset switch

7 Power switch

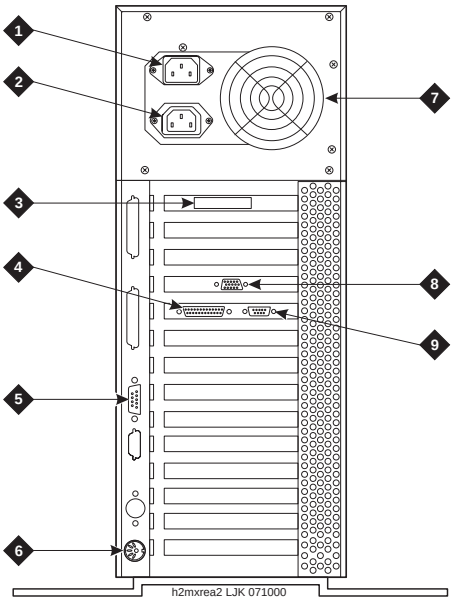
Table 14. Key Components on the Front of the MAP/40P

Component	Description	Callout Number
Cartridge tape drive	The cartridge tape drive is a peripheral device used to back up and restore files from a tape cartridge.	1
Diskette drive	The diskette drive is a peripheral device used to provide storage and random access to the operating system, application software, and speech data.	2
CD-ROM drive	The CD-ROM drive is a read-only drive used to load system software.	3
Power indicator	The power indicator light is green when the power is on.	4
Disk activity indicator	The disk activity indicator light is yellow when the hard disk is active.	5
Reset switch	The reset switch is used to reset the computer.	6
Power switch	The power switch is used to turn the computer on and off.	7

Back View of the System

Figure 11 shows the back view of the MAP/40P. Table 15 describes the various components that are visible from the back of the computer.

Figure 11. Back View of the MAP/40P



1. AC power inlet receptacle
2. AC power supply outlet
3. External SCSI I/O connector
4. Parallel port
5. COM2
6. Keyboard connector
7. Power supply fan exhaust
8. Video connector
9. COM1

Table 15. Key Components on the Back of the MAP/40P

Component	Description	Callout Number
AC power inlet receptacle	The AC power inlet receptacle connects the computer to the AC power source through a 3-prong, 5/10A, 110/230V power cord.	1
AC power supply outlet	The AC power supply outlet connects the computer to the monitor using a 2-m (6-ft.) power cord.	2
External SCSI I/O Connector	The external SCSI I/O connector provides an external SCSI connector and an active termination for the SCSI bus. No terminating resistor is shown in Figure 2-7.	3
Parallel port	The parallel port communicates with the printer through a 25-pin female plug.	4
COM2	COM2 is reserved for Avaya remote maintenance.	5
Keyboard connector	The keyboard connector connects the keyboard to the computer through a 6-pin female circular DIN plug.	6
Power supply fan exhaust	The power supply fan exhaust maintains air flow within the chassis.	7

1 of 2

Table 15. Key Components on the Back of the MAP/40P

Component	Description	Callout Number
Video connector	The video connector connects the computer to the monitor through a 15-pin female D subminiature plug.	9
COM1	COM1 provides RS-232 connectivity through a 9-pin male D subminiature plug.	10

2 of 2

Peripheral Drive Devices

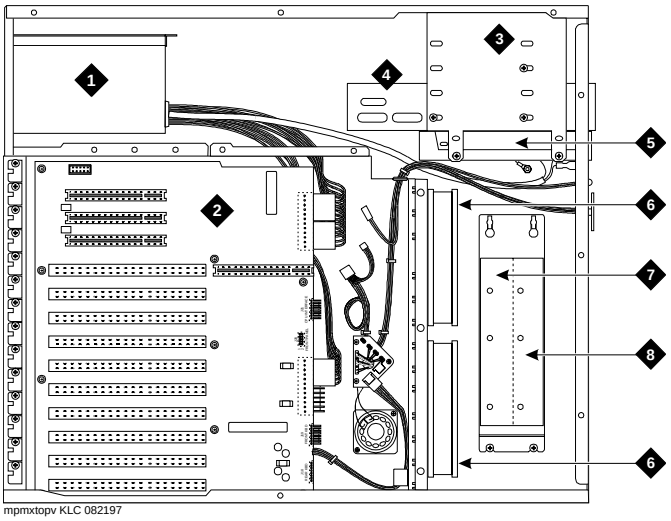
The MAP/40P contains the following peripheral drive devices:

- Cartridge tape drive
- Diskette drive
- Hard disk drives
- CD-ROM drive

Note: The specifics of these devices are subject to change.

Figure is a side view of the MAP/40P peripheral drive device locations.

Figure 12. Side View of MAP/40P with Locations of Peripheral Drive Devices



1. **Power supply**
2. **Backplane**
3. **Peripheral bay 1: CD-ROM drive**
4. **Peripheral bay 2: cartridge tape drive**
5. **Peripheral bay 3: diskette drive**
6. **Circuit card cage fans**
7. **Peripheral bay 4: hard disk drive 0**
8. **Peripheral bay 5: hard disk drive 1 (if used)**

Cooling System

Air must circulate inside and around the computer chassis to prevent components from overheating, which can cause system malfunctions.

Interior fans and proper clearance around the chassis are two ways to maintain proper temperatures within the computer.

The interior fans help maintain air flow in the computer to prevent components from overheating, which can cause components to malfunction. Table 16 contains a description of each interior fan.

Table 16. MAP/40P Interior Fans

Fan Name	Description	Note
Circuit card cage fan	Air flows through the circuit card cage fan and exits through vents in the back of the computer.	MAP/40P has two fans. See Figure on page 15 for location.
Power supply fan	The power supply fan is located within the power supply. This fan exhausts air to the rear of the unit.	

You must also maintain clearance around the chassis so that air can circulate to prevent overheating. The final position of the computer must include a front-to-back clearance of at least 16 cm (6 in.) to provide for adequate air intake and exhaust. You must leave a minimum of 5 cm (2 in.) of space along both sides of the chassis.

Stabilizing Feet

The MAP/40P is a deskside unit in a tower configuration. It sits vertically on a small support base and requires that you attach the stabilizing feet.

The manufacturer attaches four screws to the bottom of the unit to use with the stabilizing feet. See Figure 13 on page 25 for a view of the stabilizing feet.

To attach the stabilizing feet:

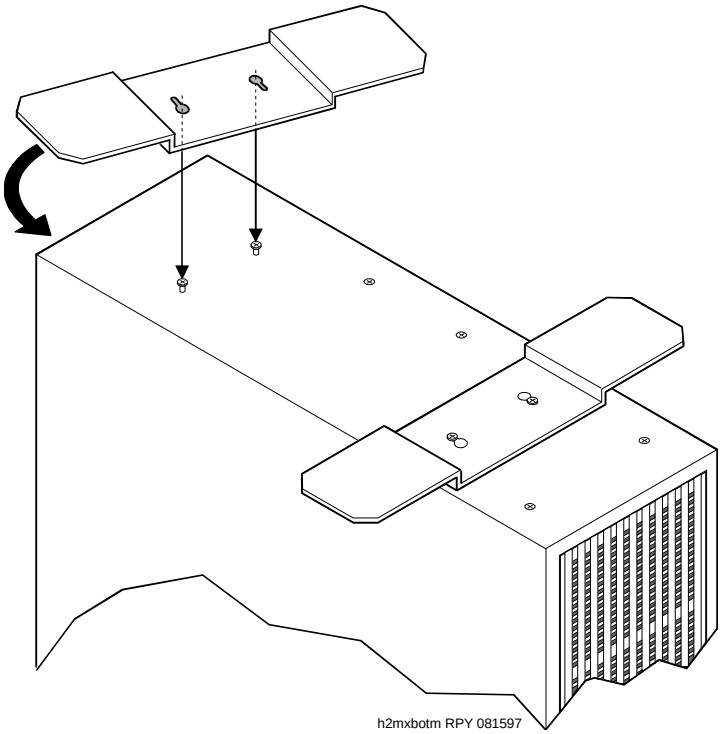
1. Remove the stabilizing feet from the plastic packet.
2. Remove the paper surrounding the stabilizing feet.
3. Place the unit bottom up.
4. Turn the stabilizing feet upside down with wings up.
5. Lower the stabilizing feet onto the mounting screws through the keyhole openings.
6. Rotate the stabilizing feet until they are perpendicular to the unit.

Note: See the manufacturer's instruction sheet included in the plastic packet for more information.

7. Using a No. 2 Phillips head screwdriver, tighten the four mounting screws to secure the feet to the MAP/40P.
8. Grip opposite corners of the chassis and reset the MAP/40P in an upright position.

Note: The final position of the MAP/40P must include a front-to-back clearance of at least 16 cm (6 in.) to provide adequate air intake and exhaust.

Figure 13. Attaching the MAP/40P Stabilizing Feet



Ferrites

All MAP/40P installations require the installation of ferrites as described in the following procedures to meet the individual country agency electromagnetic compatibility (EMC) regulations.

Table lists the ferrites to be installed on a MAP/40P system that uses the AYC10 tip/ring circuit card. Table 18 lists the ferrites to be installed on a MAP/40P system that uses the AYC30 tip/ring circuit card.

Note: Table and Table 18 contain data for a MAP/40P system installed with a 200 MHz CPU.

Table 17. MAP/40P Ferrite Installation Using the AYC10 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/ring circuit card (AYC10)	Place two ferrites on each modular cable.	Wrap the modular cable once around each ferrite.

Table 18. MAP/40P Ferrite Installation Using the AYC30 Tip/Ring Circuit Card

Component	Location	Cabling
Tip/ring circuit card (AYC30)	Place two ferrites on each modular cable.	• Wrap the modular cable once around each ferrite. • Wrap each modular cable twice through the ferrite. See Installing a Ferrite on the MAP/40P (page 26) for the procedure.

General Ferrite Installation Guidelines

CAUTION:
Handle ferrites with care. Ferrites are easily fractured or broken. Immediately replace any fractured or broken ferrites because they are no longer effective for EMC control.

When installing ferrites:

- Install ferrites to all cables as required.
- Minimize the amount of cable between the ferrites and the computer chassis.
- Wrap cables as tightly as possible. Do not leave large amounts of slack in any loop.
- Use cable ties, when required, behind the ferrites to keep them in place.

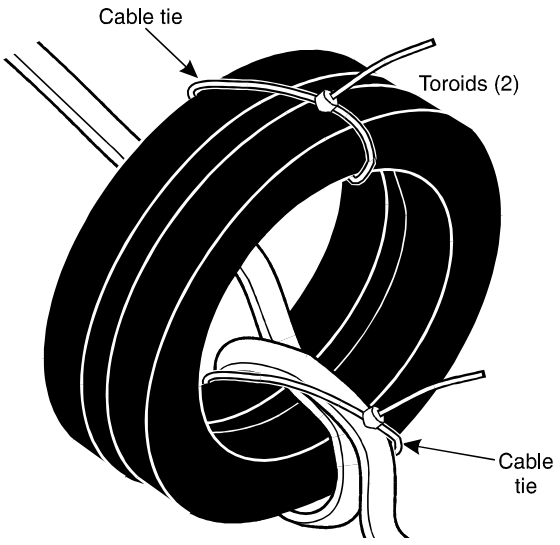
Installing a Ferrite on the MAP/40P

The following is the ferrite installation procedure to be used on a MAP/40P system. Figure 14 shows an example of a paired ferrite installation.

To install a ferrite:

1. Place the ferrite close to the computer chassis.
2. Wrap each modular cable tightly around the ferrite.
3. Secure the cable or cables with a small cable tie to reduce cable movement.
4. Trim excess length from the cable tie.

Figure 14. Example of a Paired Ferrite Installation



3 Making Cable Connections

Overview

The purpose of this chapter is to provide the information to make cable connections to the UCS 1000 or MAP/40P and complete the system installation successfully.

These functions include:

- Video controls
- Peripheral controls
- Communication controls
- CPU or CPU complex
- Tip/ring (MAP/40P only)

Digital Connections

A digital T1 (E&M) or E1 (CAS) circuit (trunk) allows the system to connect to digital network facilities such as a central office (CO) switch. Digital connections between a switch and the server can be through PRI signaling, T1 (E&M), E1 (CAS), FXS ground start, or FXS loop start.

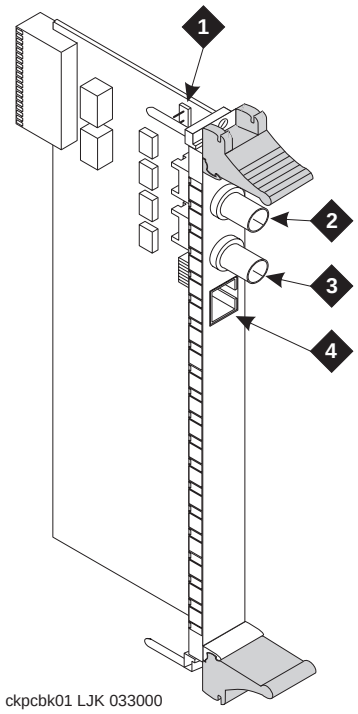
On the UCS 1000

The UCS 1000 uses the E1/T1 (CWB21, formerly CWB2) circuit card, which has a corresponding rear I/O transition card (CYD21, formerly CYD2).

Cable connections for the CYD21 are shown in Figure 15 on page 28. See Appendix C, Pinouts (page 93) for pinout information on the 8-pin modular jack.

The E1/T1 (CWB21) circuit card can be used for either E1 or T1 services.

Figure 15. CYD21 (Formerly CYD2) Rear I/O Transition Card for the E1/T1 Circuit Card



1. Jumper location
2. RX connector (signal in)
3. RX connector (signal out)
4. 8-pin modular jack

On the MAP/40P

The MAP/40P supports the AYC21 E1/T1 circuit cards. The AYC21 circuit card can be used for either E1 or T1 services.

You can connect the E1/T1 circuit card to the standard T1 carrier directly to a DS1 terminal block or through the following types of customer premise equipment:

- Channel service unit (CSU)
- Automatic call distributor (ACD)
- Private branch exchange (PBX)

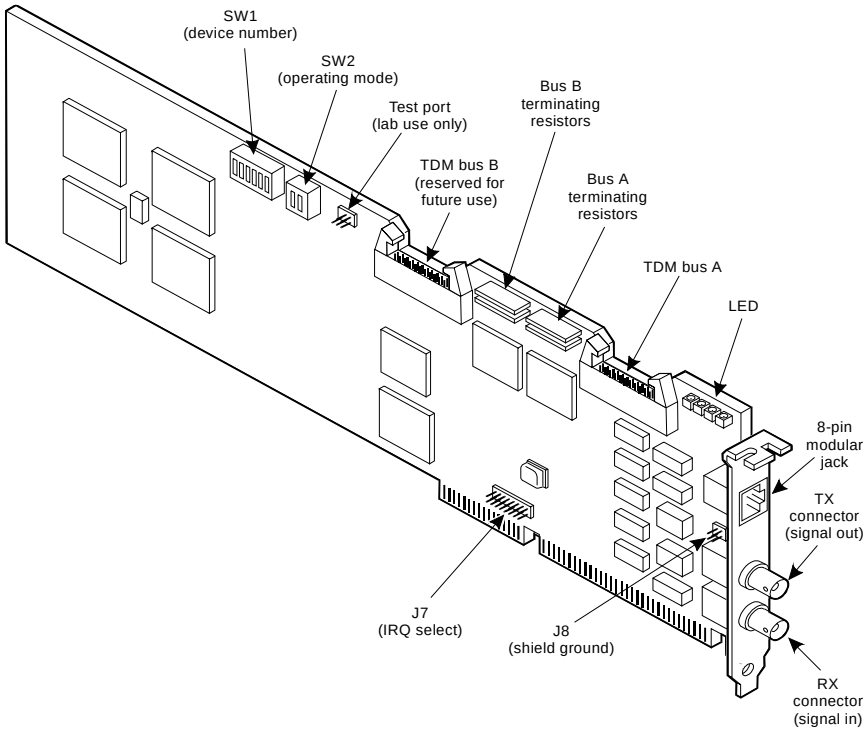
You *must* use a CSU if any of the following situations applies to your system setup:

- The system is more than 200 meters (655 ft.) from the signal source. The signal source may be a DSX or the last T1 repeater. In this case, the CSU regenerates the received signal and properly attenuates the transmitted signal to prevent crosstalk.
- The system is terminating the T1 trunk from outside the building. In this situation, the CSU provides the primary lightning and surge protection as required by FCC Part 68.
- The T1 loop is powered by either 110 VAC or +24 or -48 VDC sources.
- You want to use the remote loopback or extended super frame maintenance features. In this case, the CSU recognizes the in-band bit patterns that signal it to loop back the incoming signal or to perform other maintenance functions.

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

On other types, you must cut off the CSU connector and slide latch and strip and connect the wires. Figure 16 displays the AYC21 circuit card connection.

Figure 16. AYC21 Circuit Card Connection



Analog Connections (MAP/40P Only)

Note: Analog connections are available on the MAP/40P only.

The tip/ring circuit cards (Table 21) provide the channels used by the CONVERSANT system. There are six channels on each tip/ring circuit card. You can use all tip/ring cards of the same type on a system, or you can have any combination of IVC6 and NGTR.

Table 21. Tip/Ring Circuit Cards Supported on the MAP/40P

Types of Circuit Cards Supported	Number Supported
• IVC6 (AYC10) • NGTR (AYC30)	Up to eight

The tip/ring circuit cards use two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up. You can connect the tip/ring circuit card to telephone lines in one of three ways:

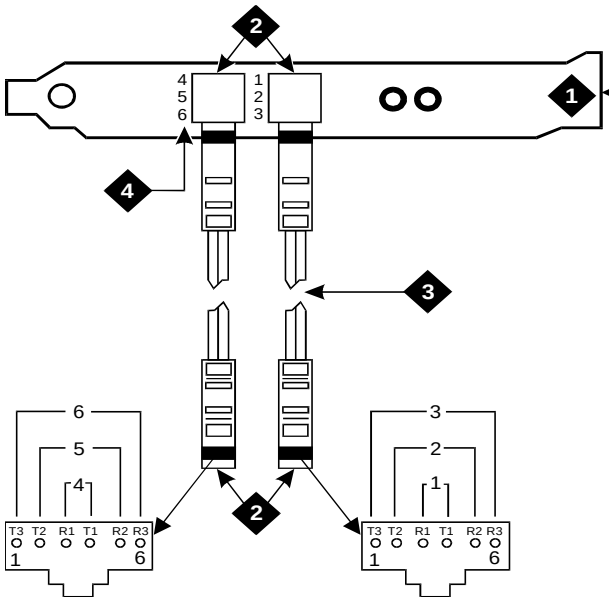
- Direct cable connection from the circuit card to the telephone line
- Cable connection from the circuit card through a line splitter and then to the telephone line
- Cable connection using a tip/ring distribution panel or hardware to the telephone line for use with the MAP/40P

Direct Cable Connection

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

Figure 17 shows a typical direct tip/ring line connection for the AYC10 (IVC6) tip/ring circuit card.

Figure 17. Direct Line Connection from AYC10 (IVC6) Tip/Ring Circuit Card



1. Circuit card faceplate

2. RJ25C

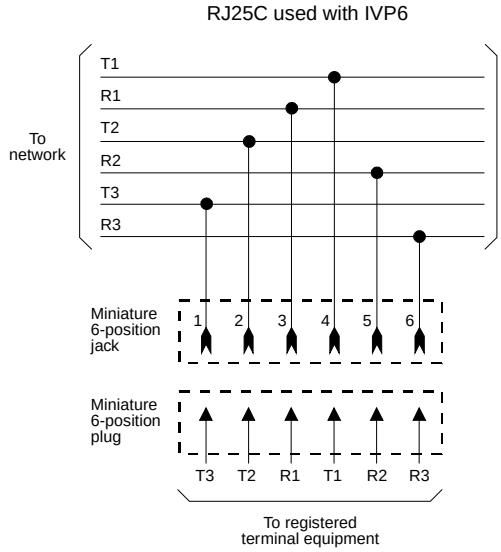
3. 25 ft. modular cord (comcode number 103823195)

4. Board channel number

Pinouts for the Tip/Ring Circuit Card

Figure 18 shows typical tip/ring line connection for the IVC6 circuit card.

Figure 18. Wiring and Pin Diagram for the IVC6 Tip/Ring Card



RJ25C – Surface- or flush-mounted jack

Mechanical arrangement: miniature 6-position jack

Cable Connection Using a Line Splitter

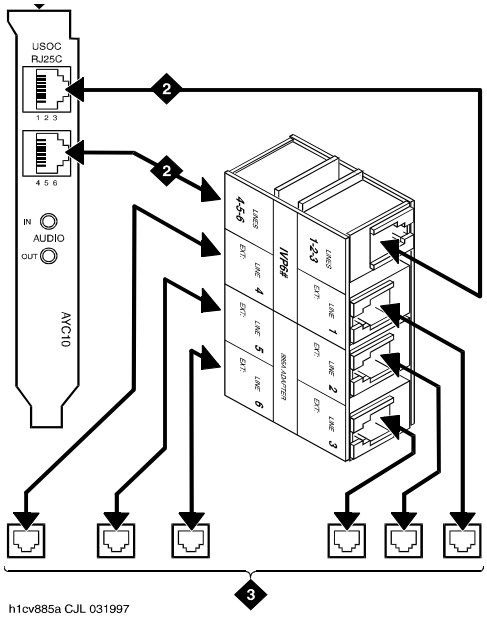
Adapters or line splitters enable you to use multiple channels in modular cords.

885A Adapter

Using the 885A adapter or line splitter (Figure 19 on page 32) to connect the IVC6 tip/ring circuit card to the telephone line enables you to use all three channels in the 6-pin conductor modular cord.

Note: Be sure to record the circuit card slot number and telephone extension numbers on the adapter.

Figure 19. How to Use the 885A Adapter with a Tip/Ring Circuit Card



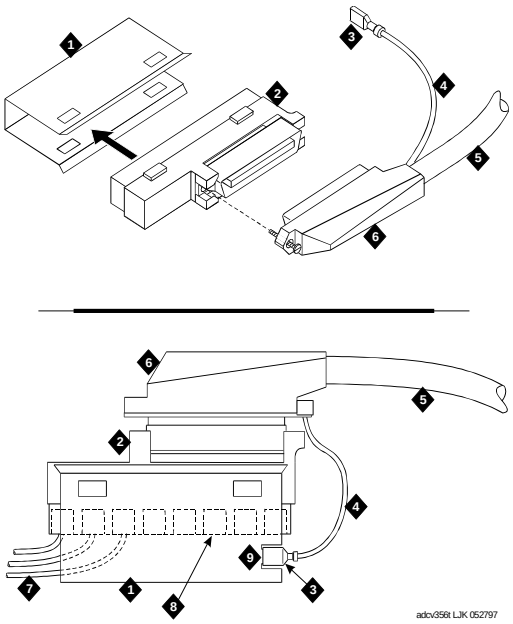
1. **AYC10 faceplate**
2. **Interconnects RJ25C between AYC10 and 885A adapter**
3. **Connect to RJ11 on customer premise equipment**

356B Adapter

Using the 356B adapter or line splitter (Figure 20) to connect the IVC6 tip/ring circuit card to the telephone line enables you to use eight 6-pin conductor modular cords.

Note: Be sure to record the circuit card slot number and telephone extension numbers on the adapter.

Figure 20. Tip/Ring Circuit Card Distribution Hardware Assembly



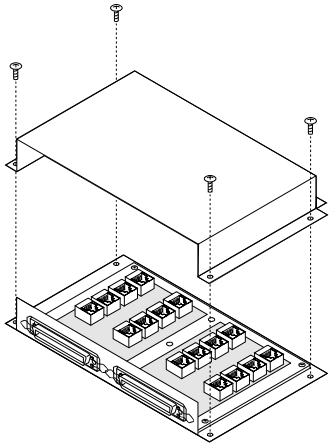
1. **Adapter clip**
2. **356B adapter**
3. **Grounding plug**
4. **Grounding wire**
5. **25-pin cable**
6. **Connector**
7. **Tip/ring cords**
8. **Modular jacks**
9. **Grounding tab**

Cable Connection Using the Tip/Ring Distribution Panel

The tip/ring distribution panel (Figure 21) is located on the back of the MAP/40P. This panel allows you to connect a maximum of 42 channels (up to seven tip/ring circuit cards).

Table 22 provides the numbering scheme for connecting the short modular cords provided with the tip/ring cards to the panel. Use this information, the channel numbers on the tip/ring circuit cards, and the number of tip/ring circuit cards in the system to connect the tip/ring circuit card modular jacks to the appropriate jacks on the tip/ring distribution panel.

Figure 21. Tip/Ring Distribution Panel for the MAP/40P



To connect the panel:

1. Insert the modular cord into the appropriate jack.
2. Remove any slack in the cable on the back of the unit by dressing it so that it is stored in the area above the distribution panel.

Note: Use cable ties, if necessary, to dress the cables neatly.

3. Make telephone line connections to the computer with the 25-foot 50-conductor shielded cable or cables equipped with USOC RJ21X connections.

Table 22. Connections from the Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Circuit Card	Channel Numbers on the Tip/Ring Circuit Card	Jack Numbers on the Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4
		1 of 2

Table 22. Connections from the Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Circuit Card	Channel Numbers on the Tip/Ring Circuit Card	Jack Numbers on the Panel
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16
		2 of 2

Table 23 shows the numbering scheme for connecting the short modular cords provided with the tip/ring cards to the tip/ring distribution panel.

Table 23. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
1	1	1	3	1	4	R1	1
	1	1	4	1	5	T1	26
2	1	1	2	1	3	T2	27
	1	1	5	1	6	R2	2
3	1	1	1	1	2	T3	28
	1	1	6	1	7	R3	3
4	1	2	3	2	4	R4	4
	1	2	4	2	5	T4	29
5	1	2	2	2	3	T5	30
	1	2	5	2	6	R5	5
							1 of 5

Table 23. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
6	1	2	1	2	2	T6	31
	1	2	6	2	7	R6	6
7	2	1	3	3	4	R7	7
	2	1	4	3	5	T7	32
8	2	1	2	3	3	T8	33
	2	1	5	3	6	R8	8
9	2	1	1	3	2	T9	34
	2	1	6	3	7	R9	9
10	2	2	3	4	4	R10	10
	2	2	4	4	5	T10	35
11	2	2	2	4	3	T11	36
	2	2	5	4	6	R11	11
12	2	2	1	4	2	T12	37
	2	2	6	4	7	R12	12
13	3	1	3	5	4	R13	13
	3	1	4	5	5	T13	38
14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44

2 of 5

Table 23. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
20	4	1	2	7	3	T20	45
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24
25	5	1	3	1	4	R25	1
	5	1	4	1	5	T25	26
26	5	1	2	1	3	T26	27
	5	1	5	1	6	R26	2
27	5	1	1	1	2	T27	28
	5	1	6	1	7	R27	3
28	5	2	3	2	4	R28	4
	5	2	4	2	5	T28	29
29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9

3 of 5

Table 23. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
34	6	2	3	4	4	R34	10
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12
37	7	1	3	5	4	R37	13
	7	1	4	5	5	T37	38
38	7	1	2	5	3	T38	39
	7	1	5	5	6	R38	14
39	7	1	1	5	2	T39	40
	7	1	6	5	7	R39	15
40	7	2	3	6	4	R40	16
	7	2	4	6	5	T40	41
41	7	2	2	6	3	T41	42
	7	2	5	6	6	R41	17
42	7	2	1	6	2	T42	43
	7	2	6	6	7	R42	18
43	8	1	3	7	4	T43	19
	8	1	4	7	5	R43	44
44	8	1	2	7	3	T44	45
	8	1	5	7	6	R44	20
45	8	1	1	7	2	T45	46
	8	1	6	7	7	R45	21
46	8	2	3	8	4	T46	22
	8	2	4	8	5	R46	47
47	8	2	2	8	3	T47	48

4 of 5

Table 23. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
	8	2	5	8	6	R47	23
48	8	2	1	8	2	T48	49
	8	2	6	8	7	R48	24

5 of 5

Connecting Asynchronous Devices

The system uses an 8-port circuit card for its multiport asynchronous connections.

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

- Using an asynchronous port on the rear of the system. This port is COM2 on the UCS 1000 and COM1 on the MAP/40P. The remaining asynchronous port is reserved for remote maintenance by Avaya personnel.
- Using the additional serial ports on the optional 8-port asynchronous circuit card

Using COM 2 on the UCS 1000

A 9-pin D subminiature male connector is provided on the rear panel of the server for COM2. This connector connects internally to the CPU. COM2 supports asynchronous host connections running at 300 to 19,200 baud. Networking modems typically use 19,200 baud.

Using COM1 on the MAP/40P

A 9-pin D subminiature male connector is provided on the rear panel of the server for COM1. This connector connects internally to the CPU. COM1 supports asynchronous host connections running at 300 to 19,200 baud. Networking modems typically use 19,200 baud.

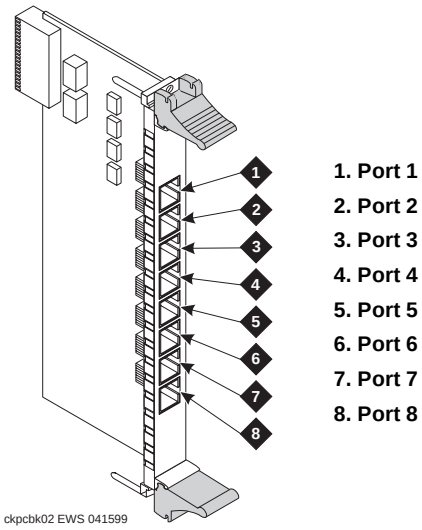
See Appendix C, Pinouts (page 93) if you need pinout information for the COM1 or COM2 connector.

Using the Asynchronous Circuit Card

The optional 8-port asynchronous circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices. Each port has a maximum of 9600 baud.

Figure 22 on page 39 shows the 8-port SST asynchronous rear I/O transition card.

Figure 22. 8-Port SST Asynchronous Rear I/O Transition Card



Follow the instructions provided with the device you are installing for connection and setup. See Appendix D, Cable Connectivity (page 109), to determine how to cable these devices between the system and the switches or other peripherals. See Appendix C, Pinouts (page 93) if you need pinout information.

Connecting the LAN Circuit Card (MAP/40P Only)

Note: This card is used in the MAP/40P only.

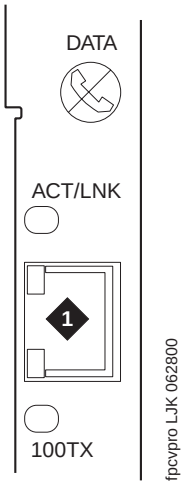
For new installations, the MAP/40P supports the PCI Ethernet LAN circuit cards. The type of cable you use to connect the Ethernet LAN circuit card to the customer's LAN depends on the connection already in use for the LAN. This cable connection can be one of three types:

- Thick Ethernet (AUI)
- 8-pin modular connector (Tbase or twisted pair)
- Category 5 cabling (required for operation at 100 Mbps)

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

Figure 23 on page 40 shows the PCI Ethernet LAN circuit card connector.

Figure 23. PCI Ethernet LAN Circuit Card Connector



1. Circuit card connector

Connecting Standard Circuit Cards

Standard circuit cards are required for the basic platform to function. Circuit cards that provide the voice processing functionality, such as speech and signal processing, are considered optional circuit cards.

Note: The UCS 1000 supports a manual like-for-like hot replacement (MLHR) for the SSP, E1/T1, and 8-port asynchronous circuit cards. This means that the system remains operational but the particular circuit card being replaced must first be removed from service. See *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, for more information.

Note: Procedures in this chapter should be performed by personnel identified in Intended Audiences (page xix).

⚠ CAUTION:
Electrostatic discharge can severely damage sensitive electronic circuits. Before handling any electronic hardware, be sure to wear a grounding wrist strap or other static-dissipating device. 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.

Connecting the CPU Complex (UCS 1000 Only)

Note: The CPU Complex is used on the UCS 1000 only.

The server uses a single board computing (SBC) circuit card and an I/O companion circuit card (IOB). These two circuit cards combine to form the CPU complex (Figure 24 on page 42). There is one CPU complex installed in the system at slot locations 8 and 9.

SBC Connections

The SBC consists of a 500-MHz CPU and is located in slot 8. External connections are provided at both the front and rear unless otherwise indicated for the following:

- Keyboard
- Mouse (rear only)
- Integrated Ethernet 1
- Integrated Ethernet 2 (rear only)
- Diskette drive (front only)
- COM1
- Line Parallel Port (LPT)
- COM2

The IOB companion is located in slot 9. External connections are provided for a VGA monitor.

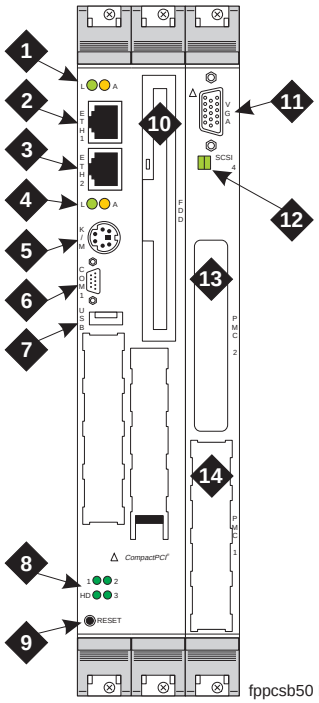
Video Controller Module

The video controller module allows the server to interface with a monitor. There is one video controller module installed on the system.

Figure 25 on page 42 shows the location of the video controller module on the IOB.

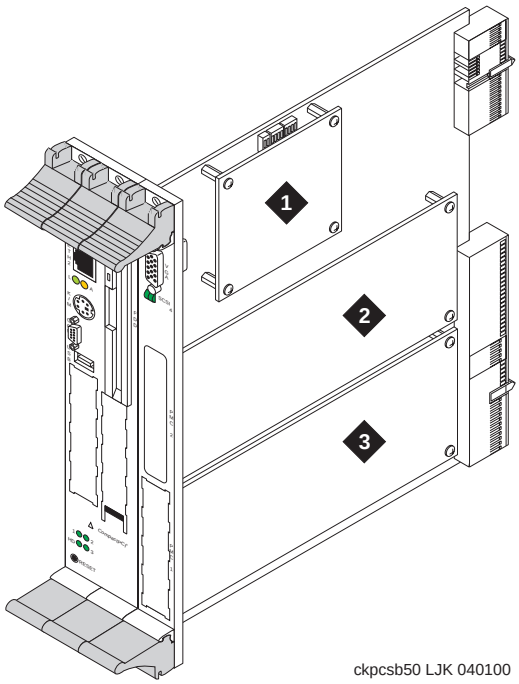
External connection to the video controller can be made from either the front or the rear of the system.

Figure 24. CPU Complex – Front View



1. Network connection and activity indicator LEDs
2. Ethernet connection 1
3. Ethernet connection 2
4. Network connection and activity indicator LEDs
5. Mouse/Keyboard connection
6. COM1 connection
7. USB connection
8. Hard disk drive access indicator LED
9. Reset key
10. Floppy disk drive
11. VGA monitor connection
12. SCSI access indicator LEDs
13. RAID controller PMC (optional)
14. PMC1 connector

Figure 25. PMC Positions



1. Video controller module
2. RAID controller PMC (optional
3. PMC1

Connecting the RAID Controller PMC (UCS 1000 Only)

Note: The RAID Controller PMC is used on the UCS 1000 only.

RAID Controller PMC

The optional RAID controller PMC provides the system with RAID at level 5. This basically means that if one hard disk drive fails, the data on that drive can be computed from the information on the remaining drives.

The RAID controller PMC (Figure 25 on page 42) is located on the IOB at the PMC2 position.

Cable Connections

There are no external cabling or jumper requirements for the RAID controller PMC.

For more information see, "Chapter 2, Installing or Replacing Circuit Cards," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150.

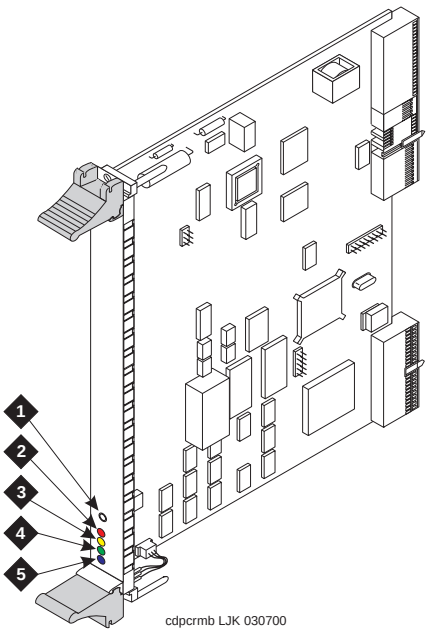
Connecting the Remote Maintenance Circuit Card

On the UCS 1000

The remote maintenance circuit card (CWB3 and CYD3/4) enables remote diagnostics of basic system components. The CYD3 and CYD4 are used for domestic and international configurations, respectively. The CYD4 can be connected to an external modem. There are no jumper requirements for the remote maintenance circuit card. Figure 27 shows the CYD3/4 rear I/O transition card of the remote maintenance circuit card.

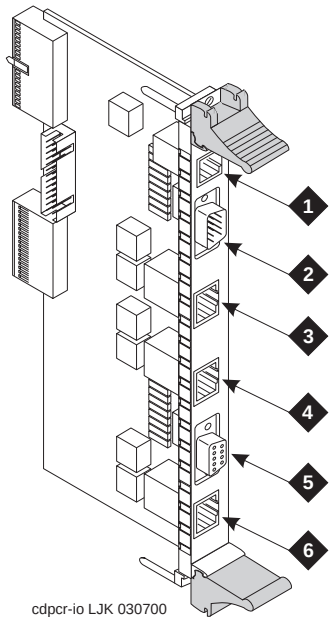
For more information see, "Chapter 2, Installing or Replacing Circuit Cards," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150.

Figure 26. CWB3 Remote Maintenance Circuit Card



1. **Switch to reset RMB and modem**
2. **Red board status LED**
3. **Yellow board status LED**
4. **Green board status LED**
5. **Blue hot swap LED**

Figure 27. CYD3/4 Rear I/O Transition Card for the Remote Maintenance Circuit Card



1. PBX/CO LINE: 6-pin modular jack for on-board modem connection (CYD3 only)

2. MODEM: DB-9 connector for external modem

3. ALARM IN: 8-pin modular jack for user-defined inputs 5-8 (not currently used)

4. UPS ALARM IN: 8-pin modular jack for user-defined inputs 1-4 (not currently used)

5. COMPUTER COM PORT: DB-9 connector for COM port connection on SBC

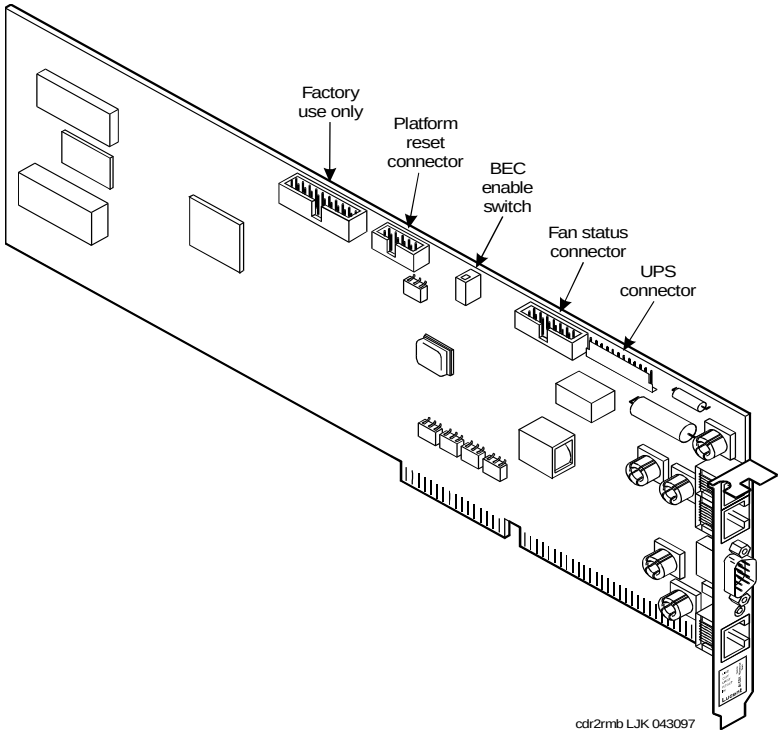
6. ALARM OUT: 8-pin modular jack for 4 user-definable outputs (not currently used)

On the MAP/40P

The remote maintenance circuit card (AYC54/B and AYC55/B) enables remote diagnostics of basic system components. The AYC54/B and AYC55/B are used for domestic and international configurations, respectively. The AYC55/B can be connected to an external modem. There are no jumper requirements for the remote maintenance circuit card. Figure 28 shows the AYC54/B rear I/O transition card of the remote maintenance circuit card.

For more information see, "Chapter 2, Installing or Replacing Circuit Cards," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150.

Figure 28. Remote Maintenance Circuit Card



Types of Remote Maintenance Circuit Cards

The MAP/40P supports two types of remote maintenance circuit cards:

- With an internal modem (AYC54/B)
- Without an internal modem (AYC55/B)

You can determine the type of remote maintenance circuit card installed on you system by viewing the faceplate. Figure 29 on page 46 shows the faceplate of a remote maintenance circuit card with an internal modem (AYC54/B).

Note: The AYC54/B remote maintenance circuit card can be connected to an external modem.

Figure 29. AYC54/B Remote Maintenance Circuit Card Faceplate

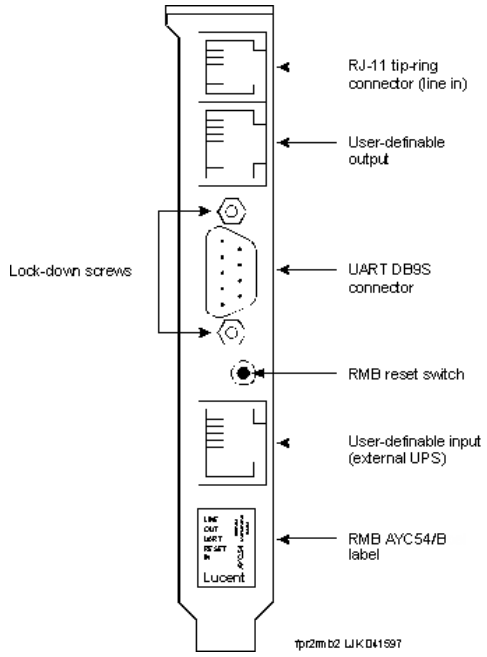
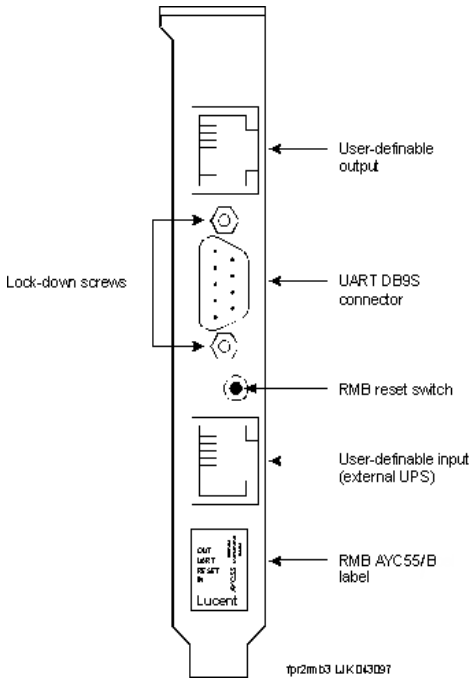


Figure 30 shows the faceplate of a remote maintenance circuit card without an internal modem (AYC55).

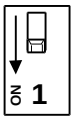
Figure 30. AYC55/B Remote Maintenance Circuit Card Faceplate



Setting the Resource Options

The remote maintenance circuit card is equipped with a BEC enable switch (Figure 29 on page 46). Ensure that this switch is set to the ON position (Figure 31).

Figure 31. BEC Enable Switch



swr2bec LJK 063097

4 Connecting Peripherals and Powering Up

Overview

The purpose of this chapter is to ensure proper connectivity of the system to all peripherals.

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

- Connecting the Monitor (page 49)
- Connecting the Keyboard (page 51)
- On the MAP/40P (page 51)
- Powering Up the System

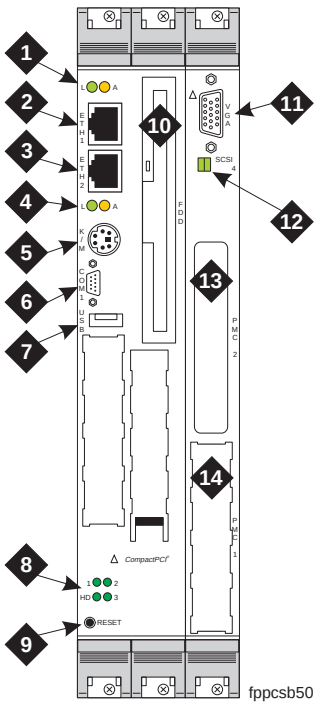
Connecting the Monitor

Note: Procedures in this chapter should be performed by personnel identified in Intended Audiences (page xix).

On the UCS 1000

A power cable connects the monitor to the AC power source. A signal cable connects the monitor to the system. Figure 32 shows the connection location.

Figure 32. Video Monitor Front Connector Location



fppcsb50 LJK 031700

1. Network connection and activity indicator LEDs
2. Ethernet connection 1
3. Ethernet connection 2
4. Network connection and activity indicator LEDs
5. Mouse/Keyboard connection
6. COM1 connection
7. USB connection
8. Hard disk drive access indicator LED
9. Reset key
10. Floppy disk drive
11. VGA monitor connection
12. SCSI access indicator LEDs
13. RAID controller PMC
14. PMC1 connector

To connect the cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the IOB card (Figure 32 on page 49).

Note: You can also connect to the VGA location on the IOB rear I/O transition card.

2. Tighten the thumbscrews on the video cable connector with your fingers or with a small flat-blade screw driver.
3. Plug the female end of the cable into the monitor and the male end into the grounded outlet.

On the MAP/40P

Note: The AT&T CRT345 monitor is not compatible with the PCI video circuit card.

Figure 17 on page 32 shows the location of the video connector and power receptacle on the MAP/40P.

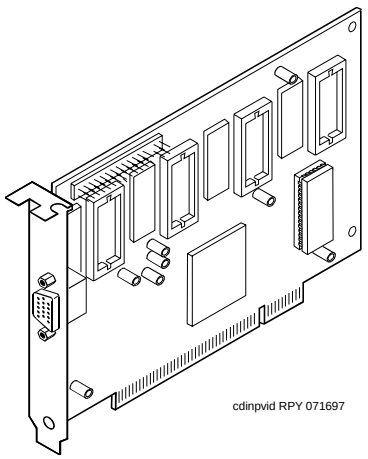
One end of the signal cable has a video input connector and the other end is permanently attached to the monitor.

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

To connect the monitor cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the faceplate of the video controller circuit card (Figure 33).
2. Tighten the thumb-screws on the video cable connector with your fingers or with a small flat-blade screwdriver.
3. Connect one end of the power cable to the AC power inlet receptacle on the rear of the monitor and the other end into the customer premise grounded outlet.

Figure 33. Video Circuit Card Cable Connector



Connecting the Keyboard

On the UCS 1000

A 6-pin, mini DIN receptacle is located on the rear of the system on the SBC rear I/O transition card (Figure 34). A second receptacle is provided on the front of the SBC circuit card. The male plug is provided with the keyboard. Both of the connector assemblies are keyed to provide proper alignment.

See Appendix C, Pinouts (page 93) if you need pinout information.

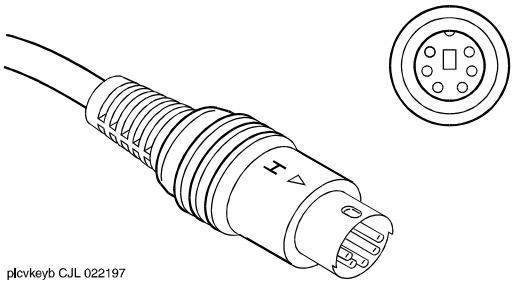
Figure 34. Mini DIN Pin Count

On the MAP/40P

A 6-pin, female DIN receptacle is located in the rear of the MAP/40P. The male plug is provided with the keyboard. The connector assembly is keyed to provide proper alignment. Figure 35 shows the receptacle and plug.

See Appendix C, Pinouts (page 93) if you need pinout information.

Figure 35. Circular DIN 6-Pin Connector for the Keyboard



Connecting the Printer

On the UCS 1000 and MAP/40P

A 25-pin D-subminiature receptacle is located on the front and on the rear I/O transition card of the SBC for the UCS 1000 Figure 9 on page 20 and on a parallel port on the rear of the MAP/40P Figure 11 on page 22.

Avaya supports the standard printers that have the UnixWare 7 driver for connection to the system. Use the instructions supplied in the manufacturer's manual, or the manual provided with your printer to unpack and install your printer. The following installation overview supplements the information provided in the printer guide. See Appendix C, Pinouts (page 93) if you need pinout information.

To connect the printer:

1. Unpack your printer according to the procedure provided in the printer guide.
2. Install the ribbon cassette and paper as shown in your printer guide.
3. Ensure that the ON-OFF switch of the printer is OFF.
4. Set the options as described in your printer guide.
5. Connect the AC power cable to your printer.
6. If your printer has a self-test feature, plug the AC power cable into a grounded wall outlet and initiate the self test by following the instructions in the printer guide. When the self-test is completed, turn the printer off and disconnect the power cable from the wall outlet.

   If your printer does not have a self-test feature, skip this step. Continue with Step 7.
7. Insert the male end of your cable into the 25-pin female parallel port connector on the SBC rear I/O transition card located on the back of the system (Figure 9 on page 20).
8. Fasten the screws.
9. Insert the other end of your cable to the parallel port on your printer. Press the two wire-retaining clips together until you hear them click into the lock slots on either side of the plug.

Configuring a Local Parallel Printer

Avaya supports the standard printers that have the UnixWare 7 driver for connection to the parallel port on the system.

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

To configure the printer, see "Printer Administration" in Chapter 7, "Peripheral Administration" in *CONVERSANT System Version 8.0 Administration*, 585-313-510.

Powering Up the System

Verify the intake voltage before you power up the system. Before connecting the AC power, use the references in Table 26 to verify that the computer will accommodate the appropriate intake voltage.

Note: You must provide a dedicated AC line for the unit.

Table 26. Intake Voltages

Platform	VAC/Hz (U.S.)	VAC/Hz (International)
UCS 1000	115/60 Autosensing	230/50 Autosensing
MAP/40P	115/60 Autosensing	230/50 Autosensing

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

1. Plug one end of the power cord into the AC power supply input on the back of the unit.
2. Use a cable tie to attach the power cord to the grillwork at the rear of the computer.

Note: Allow some slack in the power cord when using the cable tie. Do not stretch the power cord.

3. Plug the other end of the power cord into the designated power outlet.
4. Place the power switch for the monitor in the ON position.
5. Turn on the power switch on the unit.
   - The green LED power indicator on the front of the unit comes on and resident diagnostics are initiated on the monitor.
   - A green or amber lamp on the front bottom, screen-base area of the monitor also comes on.

Note: If the monitor lamp does not come on or if diagnostics do not initiate on the monitor screen, recheck the power connections. For more information on the power supply requirements, see Power Requirements in Chapter 1, Getting Started .

5 Verifying System Status

Overview

The purpose of this chapter is to provide procedures to ensure that the system is fully operational by viewing controlled applications and verifying the installed feature options. This chapter describes the following topics:

- Registering Your System
- Connecting a Modem
- Verifying Controlled Applications
- Feature Test Script Package
- Backing Up the System

Registering Your System

Before you configure your modem, call your remote maintenance service center to register your system. When you call, have the following information available:

- The serial number of your computer (from the chassis)
- Your order number information (from the factory work order)
- The telephone number you will use for your remote maintenance modem

Connecting a Modem

A modem connects:

- To the 8-port asynchronous circuit card on either platform or COM2 on the UCS 1000 or COM1 on the MAP/40P to enable remote access
- To COM1 on the UCS 1000 or to COM2 on the MAP/40P to enable remote login for Avaya's maintenance using the remote maintenance circuit card
- Between a remote terminal and the network at a remote site

Connecting the 3820 and U.S. Robotics Modems

The Paradyne 3820 and the U.S. Robotics modems are the only modems supported. COM1 on the UCS 1000 and COM2 on the MAP/40P are reserved for Avaya remote maintenance. Complete the procedures in this section to install the 3820 modem.

Connecting the 3820 Modem to the Platform

To connect the 3820 modem to the hardware platform:

1. Connect a 9-to 25-pin adapter to the appropriate 9-pin COM port.
2. Use a 25-to 9-pin adapter to complete the connection between the 9-pin port and the 9-pin modular cable that comes with the 3820 modem. Connect the 9-to 25-pin adapter to the 25-9 pin adapter and then connect the 25-9 pin adapter to the 9-pin modular cable.
3. Plug the 9-pin modular cable into the 3820 modem.

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

Note: If you are using the modem for anything other than remote maintenance, use the RS-232 adapter marked as DTE and the octopus cable to connect to the ports on the 8-port asynchronous circuit card and the 3820 modem.

Connecting the U.S. Robotics Modem to the Platform

To connect the U.S. Robotics modem to the hardware platform:

1. Connect one end of a 9-to 25-pin cable to the appropriate 9-pin COM port on the chassis.
2. Connect the other end of the 9-to 25-pin cable to the U.S. Robotics modem.

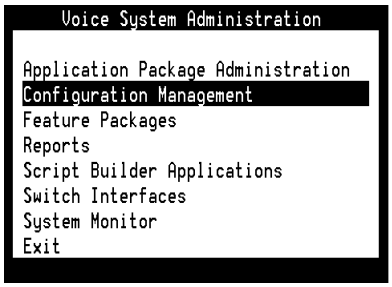
   Once connected, AA, TR, and CS on the U.S. Robotics modem should be on.

Configuring the Modem

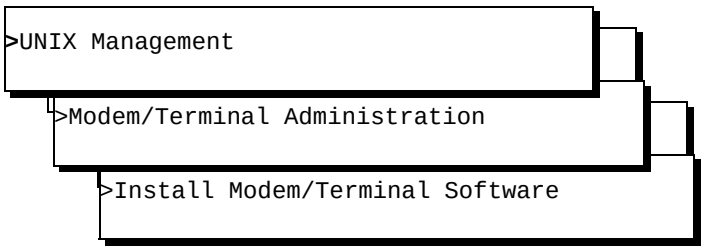
To configure a modem:

1. Log in as root.
2. Enter **cvis_menu**
3. The system displays the Voice System Administration menu (Figure 36).

Figure 36. Voice System Administration Menu



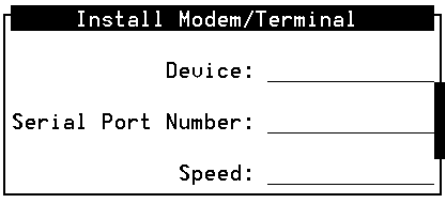
4 Select:



5 Press **ENTER**.

The system displays the Install Modem/Terminal Window (Figure 37).

Figure 37. Install Modem/Terminal Window



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

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

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

9 Press **F3** (Save).

10 Press **F6** (Cancel) until you return to the Voice System Administration menu (Figure 36 on page 56).

Configuring the 3820 Modem via Its Control Panel

Use the procedures in the following sections to configure the 3820 modem via its control panel. Once configured, follow the instructions to save the configuration so that if the modem loses power, you do not need to repeat these configuration steps.

The configuration process can be divided into the following procedures:

- Selecting the UNIX dial default factory configuration
- Setting the Async DTE rate to the required speed
- Setting the DTR action and the DSR control to standard RS-232
- Setting the error control mode to buffer mode

Using the Diagnostic Control Panel on the 3820 Modem

The 3820 modem has a Diagnostic Control Panel (DCP) that is the user interface to the modem. Table 27 shows how to use the keys on the DCP.

Table 27. Key Functions on the 3820 Modem Diagnostic Control Panel

Key	Function
Up arrow	Moves up one level from the current display
Double up arrow	Returns the display to the top-level menu
Left Arrow	Moves the cursor or display to the left
Right Arrow	Moves the cursor or display to the right
F1, F2, F3	Selects items displayed directly above each key

Selecting the UNIX Dial Default Factory Configuration

Note: Press ► to scroll forward and ◄ to scroll backward.

To select and save the "UNIX Dial" default factory setting to the "Active (Saved)" configuration area:

1. Turn the modem off and then back on.
2. Press ◄ or ► on the DCP to display `Configure`.
3. Press the function key below `Configure` to select the Configure branch of the menu.

   The LCD displays the following message:

   ```
   Ld EditArea frm.
   ```

4. Press ► or ◄ to display `Factory`.
5. Press **F1** to display the factory preset configuration.

   The LCD displays the following message:

   ```
   LD Fact Preset:
   ```

6. Press ◄ or ► to display `Unix Dial`.
7. Press the function key below `Unix Dial` to select the "Unix Dial" default factory setting.

   The LCD displays the following message:

   ```
   Choose Function
   Edit and Save.
   ```

8. Press **F3** (Save).

   The LCD displays the following message:

   ```
   Sav EditArea to
   Active (Saved).
   ```

9 Press **F1** `Active (Save)` area.

The LCD displays the following message:

```
Command Complete.
```

10 Press ▲ to return to the top-level menu.

Setting the Async DTE Rate to the Required Speed on the 3820 Modem

To set the Async DTE rate to the required speed:

1 Press ◄ or ► on the DCP to display `Configure`.

2 Press the function key below `Configure` to select the "Configure" branch of the menu.

The LCD displays the following message:

```
Ld EditArea frm.
```

3 Press ◄ or ► to display `Active (Saved)`.

4 Press **F1** to select the "Active (Saved)" configuration area.

The LCD displays the following message:

```
Choose Function
Edit and Save.
```

5 Press **F1** (Edit) to edit the "Active (Saved)" configuration area.

LCD displays the following message:

```
Edit StrapGroup
DTE Interface.
```

6 Press **F1** to edit the DTE Interface.

The LCD displays the following message:

```
Async/Sync Mode.
```

7 Press **F2** (Nxt) to display `Async DTE Rate`.

8 Press ◄ or ► until the desired speed comes into view.

Note: The desired speed for networking is 19200 baud. The desired speed for administration is 9600 baud.

The LCD displays the desired speed.

9 Press **F2** to set the Async DTE Rate, when the desired speed comes into view.

10 Continue with the next procedure, Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem (page 60). Do not return to the top-level menu.

Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem

To set the DTR action to standard RS-232 on the 3820 modem, begin Step 1 of this procedure directly from the ending step of the previous procedure.

To set the DTR action to standard RS-232 on the 3820 modem:

1. Press **F1** (Nxt), more than once if necessary, to display `DTR Action`.
2. Press ◄ or ► to display `Stndrd_RS-23`.
3. Press **F2** to set the DTR Action.
4. Press **F1** (Nxt) to display `DSR Control`.
5. Press ◄ or ► to display `Stndrd_RS-232`.
6. Press **F2** to set the DSR control.
7. Press the single ▲.

   LCD displays the following message:

   `Edit StrapGroup`
8. Press ◄ or ► to display `DTE Dialer`.
9. Press **F1** (Edit).

   LCD displays the following message:

   `DTE Dialer Type`
10. Press **F1** (Next) to display `AT Escape Char`.
11. Use ◄ or ► and **F2** (Select) to adjust the number to `128 ASCII`.
12. Press ▲.

    LCD displays the following message:

    `Edit StrapGroup`
13. Press ◄ or ► to display `Dial Line`.
14. Press **F1** (Edit).

    LCD displays the following message:

    `Dial Line Rate`
15. Press ◄ or ► to display baud rates.

Note: The recommended speed for remote administration is 9,600 baud.

16. Press **F2** (Select).

    The LCD displays the baud rate.
17. Press the single ▲.

    The LCD displays the following message:

    `Edit StrapGroup`
18. Continue with the next procedure, Setting the Error Control Mode to Buffer Mode on the 3820 Modem (page 61). Do not return to the top-level menu.

Setting the Error Control Mode to Buffer Mode on the 3820 Modem

To set the error control mode to buffer mode:

1. Press ◄ or ► to display `V42/MNP/Buffer`.
2. Press **F1** to edit V42/MNP/Buffer.

   The LCD displays the following message:

   ```
   Err Control Mode
   ```

3. Press ◄ or ► to display `BufferMode`.
4. Press **F2** (Select).
5. Press **F1** (Next) to display `Flw Cntl of DTE`.
6. Press ◄ or ► to display `CTS_to_DTE`.
7. Press **F2** (Select).
8. Press ▲.

   LCD displays the following message:

   ```
   Edit StrapGroup
   ```

9. Press ▲.

   LCD displays the following message:

   ```
   Choose Function
   Edit and Save
   ```

10. Press **F3** (Save).

    LCD displays the following message:

    ```
    Sav EditArea to
    Active
    ```

11. Press **F1**.

    LCD displays the following message:

    ```
    Command Complete
    ```

12. Press ⏫ to return to the top-level menu.

Configuring the 3820 Modem via a Terminal

To configure the 3820 via a terminal rather than on the control panel of the modem:

1. Connect a terminal to the 3820 modem.
2. Refer to the documentation provided with the terminal and make sure that the terminal is acting as a DTE.
3. Set the terminal line to 8 bits, no parity, and 1 stop bit.
4. Set the baud of the terminal line to the required modem speed.

   For example, for the 3820 modem attached to the remote maintenance port, set the terminal line to 9600 baud.

5 Enter **AT** on the terminal.

Modem response:

OK

Note: If the modem does not return OK, the modem is unable to accept AT commands from the terminal. Check the connection and the terminal setup.

6 Enter the following AT command:

AT&T&F3L0&D2&S1\N0\Q3S41=*dial_line_rate*S2=128&W0

where *dial _line_rate* is one of the following values:

3=9600

5=4800

6=2400

7=1200 (V.22)

8=1200 (212A)

20=19200

For example, to set the 3820 modem to user COM2, where the baud rate is 9600, enter **3** as the *dial_line _ate* as shown below:

AT&T&F3L0&D2&S1\N0\Q3S41=3S2=128&W0

Modem response:

OK

7 Disconnect the terminal.

8 Connect the modem to the communication port (COM port 1 or 2).

The system activates the RTS, CTS, and LSD indicators.

Configuring the U.S. Robotics Modem Through a Terminal

To configure the U.S. Robotics through a terminal:

1 Connect a terminal to the U.S. Robotics modem.

2 Refer to the documentation provided with the terminal and make sure that the terminal is acting as a DTE.

3 Set the terminal line to 8 bits, no parity, and 1 stop bit.

4 Set the baud rate of the terminal line to the required modem speed.

For example, for the U.S. Robotics modem attached to the remote maintenance port, set the terminal line to 9600 baud.

5 Enter **AT** on the terminal.

Modem response:

OK

Note: If the modem does not return OK, the modem is unable to accept AT commands from the terminal. Check the connection and the terminal setup.

6 Enter the following AT command:

AT&F1&D2&B0&S1S0=1S2=128&W0

Modem response:

OK

7 Disconnect the terminal.

8 Connect the modem to the communication port (COM1 or COM2).

The system activates the AA, TR, and CS indicators.

Connecting the 7400A Data Module

You can use the 7400A data module for connections to a distant modem or terminal to establish a data call or for remote administration. If doing so, connect the 7400A data module to either COM1 or COM2 as appropriate depending on your platform or to any of the eight ports on the 8-port asynchronous circuit card.

Setting Up a Terminal to Log In Remotely to the Avaya System via a 7400A Data Module

Use the documentation associated with your terminal and the following procedure:

1 Set the terminal line to 8 bits, no parity, and 1 stop bit.

2 Set the terminal line speed to the same as that of the modem to which the terminal is connected.

Setting Up the Hardware on the 7400A Data Module

Configure the modem for DCE operation. See "DTE/DCE Hardware Set Up" in Chapter 2, "Installation," in the *Lucent 7400A Data Module User's Manual*, 555-020-706.

Note: Make sure that the EIA connector circuit card (located under the top panel of the 7400A data module) is set to DCE. If it is not, unplug the circuit card and turn it to the DCE setting.

Connecting the 7400A to COM1 or COM2

Use the following procedure to connect the 7400A data module to COM1 or COM2. See Appendix D, Cable Connectivity (page 109), for illustrations and additional information.

To connect the 7400A data module to COM1 or COM2:

1 Attach a 9- to 25-pin adapter to COM1 or COM2

2 Attach an RS-232 cable to the adapter on COM1 or COM2.

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

4 Make the remaining connections.

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

Use the following procedure to connect the 7400A data module to the 8-port asynchronous circuit card. See Appendix D, Cable Connectivity (page 109), for illustrations and additional information.

To connect the 7400A data module to the 8-port asynchronous circuit card:

1. Attach the single end of the octopus cable to the circuit card.
2. Attach one of the tentacles of the octopus cable to 25-pin modular adapter.
3. Connect the 25-pin modular adapter to a DTE adapter.
4. Connect the DTE adapter to the 7400A data module.
5. Make the remaining connections.

Testing the Hardware Connections and Setup

To verify that you have the hardware connections and the setup completed correctly:

1. Power up the computer.
2. Plug an RS-232 mini-tester into the appropriate COM port.

   If the connections and setup are correct, DTR, RTS, and TD on the tester will light.
3. If the test fails, recheck the connections and setup.

Completing Setup on the 7400A Data Module

Set the options and interface baud rate on the 7400A data module. See Table 28 and "Using the Front Panel" in the *7400A Data Module User's Manual*, 555-020-706, for details.

In the set interface option menu, set the ANS ONLY? option to **YES**. Then select the other options as listed in Table 28.

Table 28. 7400A Data Module Option Settings

Option	Setting
Baud	1200 and 9600
ANS	AUTO
BRK DISK	LONG
CI	OFF
CH	OFF
CTS	ON
DCD	Normal
DSR	ON
DTR	50 Msec
DTR	FOLLOW
LL	OFF
REMLOOP	GRANT
	1 of 2

Table 28. 7400A Data Module Option Settings

Option	Setting
RI	ON
RL	OFF
SIGLS DISC	OFF
TM	OFF
DONE	YES
	2 of 2

Verifying Controlled Applications

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

Note: Contact your support personnel to modify license values.

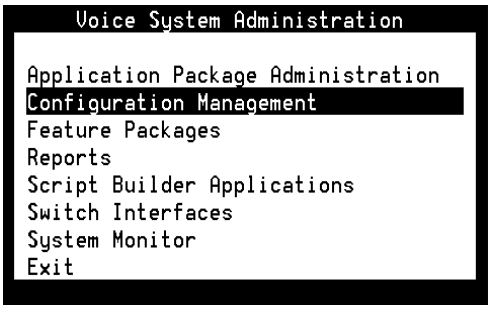
Viewing Feature License Values

To view all of the applications controlled by feature licensing:

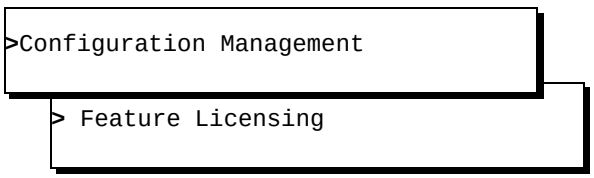
1. Log in as root.
2. Type **cvis_menu**

   The system displays the Voice System Administration menu (Figure 38).

Figure 38. Voice System Administration Menu



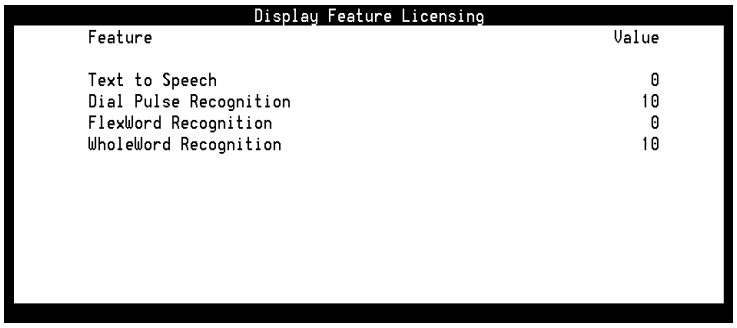
3. Select:



4 Press **ENTER**.

The system displays the Display Feature Licensing screen (Figure 39).

Figure 39. Display Feature Licensing Screen



5 To update the list of features, press **F8** (Actions).

The system displays the Actions menu (Figure 40).

Figure 40. Actions Menu

6 Select:

```
>Update
```

7 Press **ENTER**.

The system refreshes the Display Feature Licensing screen (Figure 39).

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

The system displays the Actions menu (Figure 40).

9 Select:

```
>Print
```

10 Press **ENTER**.

The system prints a copy of the Display Feature Licensing screen (Figure 39).

Feature Test Script Package

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

- Playback and coding
- Chantst
- Transfer test
- Dial pulse recognition

Feature Test Script Package Prerequisites

The required voice system and PBX configurations for testing features are listed below. All lines from the PBX must be configured and operational before running the script to test features. Playback and coding, chantst, and transfer test require a channel that is in service (INSERV).

To run feature_tst scripts on an E1/T1 channel requires an SSP circuit card to be INSERV with the *code* and *play* functions assigned to it. Table 29 lists the minimum requirements for the feature test scripts.

Table 29. Feature Test Minimum Requirements

Test Type	Circuit Card	Assigned Functionality	Comment
Full CCA	INSERV SSP	• cca • code • play	If you need to install CCA functionality, enter **cvis_menu** and then select the following options: `Configuration Management`, `Voice Equipment`
WholeWord	INSERV SSP	• code • echo cancellation (for barge-in test) • wholeword • play	Requires a feature license for WholeWord.
Text-to-Speech	INSERV SSP	• code • play • tts	Requires a feature license for Text-to-Speech.
Channel test	INSERV SSP	• code • play	Lines or channels must be INSERV.
			1 of 2

Table 29. Feature Test Minimum Requirements

Test Type	Circuit Card	Assigned Functionality	Comment
Dial pulse recognition	INSERV SSP	• code • dpr • play	Requires a feature license for Dial Pulse Recognition.
			2 of 2

Setting Up the Feature Test Script Package Procedures

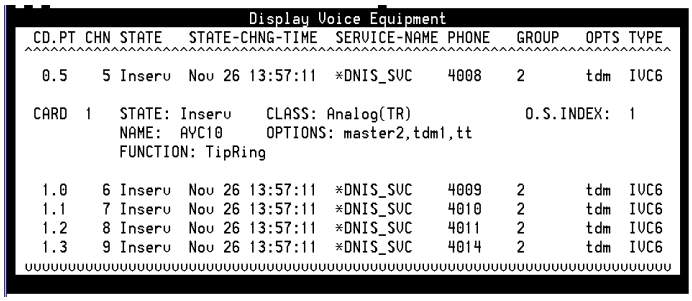
To set up the feature test script package:

1 Start at the Voice System Administration Menu (Figure 38 on page 65) and select:

```
>Configuration Management
    > Voice Equipment
        > Display Voice Equipment
```

The system displays the Display Voice Equipment screen (Figure 41).

Figure 41. Display Voice Equipment



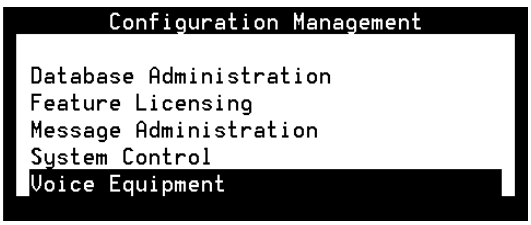
2 Press **F3** (Next Page) until you find a channel (in the CHN column) that has a state of **Inserv**.

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

Note: If no channels are in the INSERV state, continue with Changing the State of Voice Equipment (page 71) below.

4 Press **F6** (Cancel) twice to return to the Configuration Management menu (Figure 42).

Figure 42. Configuration Management Menu

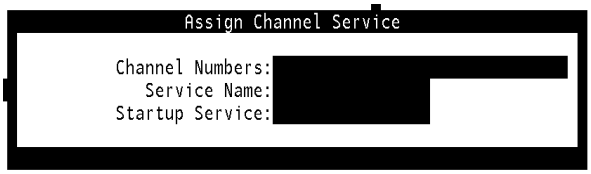


5 Select:

```
>Voice Equipment
    > Voice Services
        >Channel Services
            > Assign Service
```

The system displays the Assign Channel Service screen (Figure 43).

Figure 43. Assign Channel Service Screen



6 Enter the number of the INSERV channel from Step 3 in the `Channel Numbers:` field.

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

8 Enter **feature_tst**

9 Press **F3** (Save).

The system displays a Command Output screen.

10 Press **F6** (Cancel) four times to return to the Configuration Management menu (Figure 42 on page 68).

11 Select:

```
>Voice Equipment
```

The system displays the Display Voice Equipment screen (Figure 41 on page 68).

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

Note: If `feature_tst` is not displayed, repeat Step 4 through Step 8.

13 Press **F6** (Cancel) to return to the Voice System Administration menu (Figure 38 on page 65).

14 If you need to change the state of voice equipment, go to Changing the State of Voice Equipment (page 71). If you do not need to change the state of voice equipment, continue with Running the Feature Test Script Package (page 70).

Running the Feature Test Script Package

Note: See Feature Test Script Package Prerequisites (page 67) before using **feature_tst**.

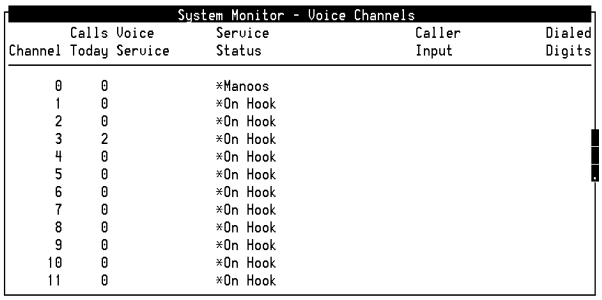
To run the feature test script package:

1. Start at the Voice System Administration menu, (Figure 38 on page 65), and select:

```
>System Monitor
```

The system displays the System Monitor-Voice Channels screen (Figure 44).

Figure 44. System Monitor-Voice Channels Screen



System Monitor - Voice Channels

Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	0		*Manoos		
1	0		*On Hook		
2	0		*On Hook		
3	2		*On Hook		
4	0		*On Hook		
5	0		*On Hook		
6	0		*On Hook		
7	0		*On Hook		
8	0		*On Hook		
9	0		*On Hook		
10	0		*On Hook		
11	0		*On Hook		

2. Press ▼ until the channel number you assigned is displayed in the System Monitor-Voice Channels Screen.
3. Dial the telephone number that is associated with the assigned channel.

Note: The touchtone keys on the telephone are used to access `feature_tst`.

feature_tst appears under the `VOICE SERVICE` column and you hear the following system response:

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

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

4. Select a feature using the telephone's touchtone keypad.
5. Press the number that corresponds to the feature you want to test and then press **#**.
6. Follow the prompts to complete the test for each selected feature.

Changing the State of Voice Equipment

To change the state of voice equipment:

1 Start at the Voice System Administration menu, (Figure 38 on page 65), and select:

```
>Configuration Management
    > Voice Equipment
```

The system displays the Voice Equipment screen (Figure 41 on page 68).

2 Press **F8** (Chgkeys).

The keys at the bottom of the screen change as shown in Figure 45.

Figure 45. Changed Keys

3 Press **F2** (Chgstate).

The system displays the Change State of Voice Equipment screen (Figure 46).

Figure 46. Change State of Voice Equipment Screen

```
      Change State of Voice Equipment
          New State: _____________
          Equipment: ________
    Equipment Number: ____________________
Change Immediately? ___
```

4 Type **i** in the `New State:` field.

The system displays `inserv`

5 Press the down ▼ arrow on your keyboard to move to the `Equipment:` field.

6 Type **ch**

The system displays `channel`.

7 Press the down ▼ arrow on your keyboard to move to the `Equipment Number:` field.

8 Type the number of the channel that you want to change to **INSERV**.

9 Press the down ▼ arrow on your keyboard to move to the `Change Immediately?` field.

10 Type **y**

The system displays `yes`.

11 Press **F3** (Save).

The system displays a Command Output screen.

Continue with Step 3, Setting Up the Feature Test Script Package Procedures (page 68).

Activating Alarm Origination

Remote Alarming allows a technician in the remote maintenance service center to receive notice that your voice system is experiencing difficulty. Alarms levels are categorized by their severity as Critical, Major, and Minor. See *CONVERSANT System Version 8.0 System Reference*, 585-313-215, for information about remote alarming.

To activate alarm origination:

1. Log in as **root**.
2. Enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 36 on page 56).

3. Select:

```
> Configuration Management
    > Remote Alarming Administration
```

   The system displays the Alarm Management window (Figure 47).

Figure 47. Alarm Management Window

```
                Alarm  Management

Product ID                      _________
Alarm Destination               _____________
Alarm Origination               INACTIVE
Alarm Level                     MINOR
Alarm Suppression               INACTIVE
Clear Alarm Notification        ACTIVE
```

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

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

5. Move ▼ to the `Alarm Origination:` field.
6. Press **F2** (Choices).
7. Select:

```
> Active
```

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

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

9 Press **F3** (Save).

The system displays the following message:

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

10 Press **ENTER**.

11 Do one of the following:

- Continue with the next procedure, Testing Alarm Origination (page 73), if you want to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management window.
- Continue with the procedure Backing Up the System (page 75) if you do not want to test the alarm origination.

Testing Alarm Origination

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

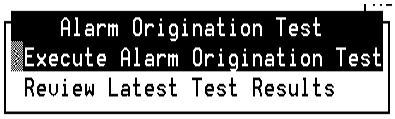
To test alarm origination:

1 Start at the Alarm Management window (Figure 47 on page 72) and press **F8** (Chgkeys).

2 Press **F1** (Test-alm).

The system displays the Alarm Origination Test menu (Figure 48).

Figure 48. Alarm Origination Test Menu

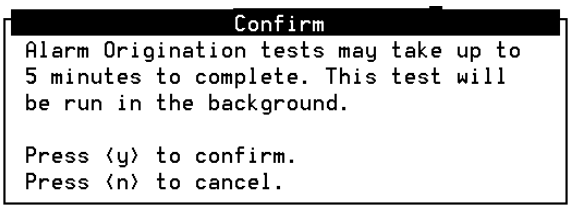


3 Select:

```
> Execute Alarm Origination Test
```

The system displays the Confirm window (Figure 49).

Figure 49. Confirm Window



4 Press **Y**.

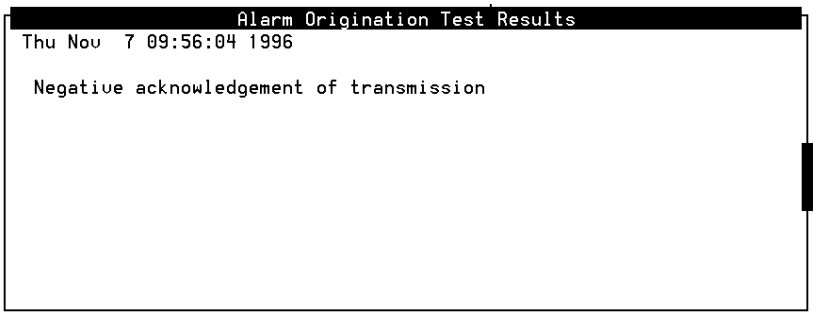
Note: Wait approximately 1 minute for the system to process the command.

5 Select:

```
> Review Latest Test Results
```

The system displays the Alarm Origination Test Results window (Figure 50).

Figure 50. Alarm Origination Test Results Window



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

Note: Wait approximately 4 minutes for the test to complete.

7 Press **F6** (Cancel).

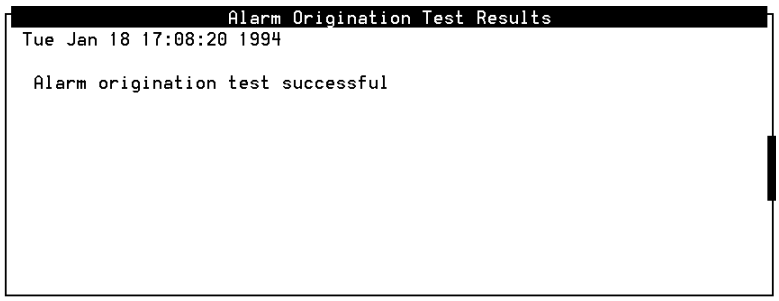
The system displays the Alarm Origination Test menu (Figure 48 on page 73).

8 Select:

```
> Review Latest Test Results
```

The system displays the Alarm Origination Test Results window (Figure 51).

Figure 51. Alarm Origination Test Results Window



9 Verify that the message on the screen reads:

```
Day Date Time

Alarm origination test successful.
```

10 Do one of the following:

- If the test completed successfully, press **F6** (Cancel) until you reach the Voice System Administration menu (Figure 36 on page 56) and continue with the next procedure on your checklist. Press **F6** (Cancel) to log out of the system.
- If the test did not complete successfully, contact your remote maintenance service center.

Backing Up the System

Avaya suggests performing a full backup to provide baseline data on the operation of your system. The following tools are available for you to use to back up your system:

- QuickStart
- BRU (backup/restore utility)

To have a complete shelf copy for recovery, it is suggested that you do the following:

- Perform the QuickStart on each disk to ensure a baseline. See Creating a Disaster Recovery Tape with QuickStart (page 76) for the procedures.
- Perform a full backup using the BRU tool. See Performing a Full Backup (page 78) for the procedures.
- Perform a differential backup if any changes were inserted since performing the full backup. See Performing a Differential Backup (page 79) for the procedures.

QuickStart

Definition

QuickStart provides a simple method to restore a failed disk drive to a working state. The QuickStart utility is used to copy a SCSI disk to tape to baseline your system and create a disk image for disaster recovery.

The QuickStart tool comes on a diskette from which the machine is booted. The system does not need to have a functioning operating system for a backup to be performed with QuickStart.

QuickStart provides a simple method on RAID and non-RAID systems to restore a failed disk drive to a working state. The QuickStart utility is used to copy a SCSI disk to cartridge tape to baseline your system and create disk image for disaster recovery. For restoring, QuickStart puts the image from the backup media onto a SCSI disk.

This utility should also be used whenever a change is made to the system configuration, such as the addition or deletion of hardware or the addition of a feature package that may include a driver. It is recommended that you create a disaster recovery tape using QuickStart on a monthly basis.

Tape verification can be performed as a step in the backup procedure or deferred until the backup is complete and the system is operational.

Creating a Disaster Recovery Tape with QuickStart

The process of backing up an entire disk consists of two parts: copying the disk to cartridge tape and checksum verification. Each part takes about 1 hour per Gigabyte to complete.

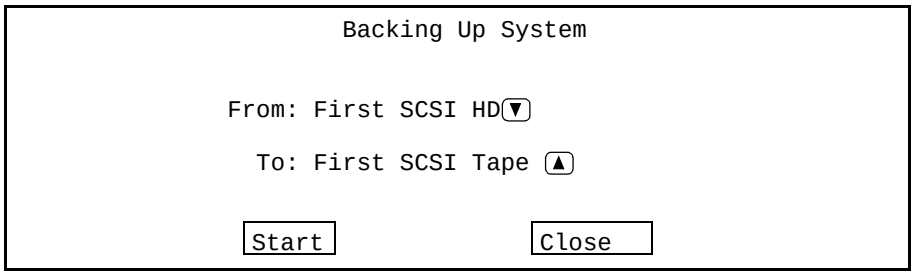
To perform this procedure, you must have the boot diskette labeled "QuickStart".

To create a disaster recovery tape using the QuickStart utility:

1 Select Backup System and press **ENTER**.

The system displays the Backup System window (Figure 52).

Figure 52. Backup System Window



The Backup System window (Figure 52) displays the system's primary hard disk drive and backup device.

2 Label the cartridge tapes "CONVERSANT Disaster Recovery Tape *x* (QuickStart) *date"*, where *x* indicates the insertion sequence, **QuickStart** is the utility used to make this tape, and *date* is the current date.

3 Insert the first tape to be used for backup into the cartridge tape drive. See Chapter 3, "Common Maintenance Procedures", in *CONVERSANT System Reference*, 585-313-215, for information on inserting and removing diskettes.

4 In the `From:` field, select the disk drive from which you want to back up data:

- Select **SCSI HD** if you are backing up data from a non-RAID system.
- Select **dac90** if you are backing up data from a RAID system.

Use the **TAB** key and the arrow keys to select a disk drive from the list.

5 In the `To:` field, select the backup device. For CONVERSANT, select **First SCSI Tape Drive**.

6 Press the **TAB** key to highlight the Start button, and then press **ENTER**.

The system displays a warning that indicates you are about to overwrite all data on your backup media.

7 Select **Continue**.

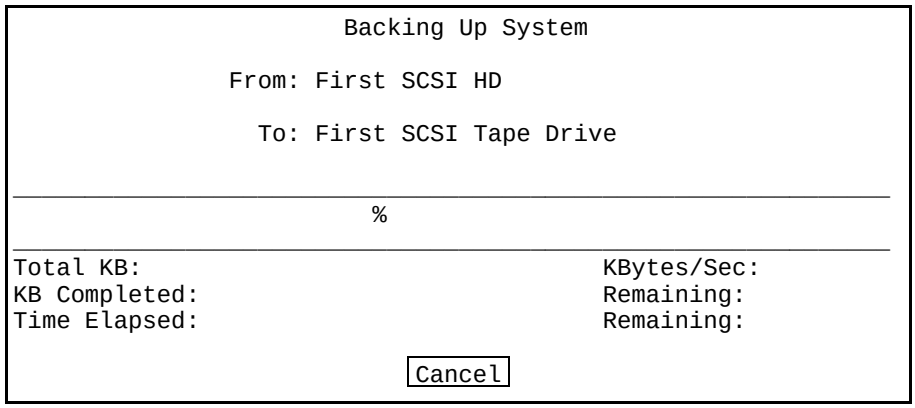
The system displays the Perform Auto-Verify dialog box.

```
Automatically verify archive?
       Yes   No
```

8 Select **Yes** to automatically verify the backup tape. If you do not verify the QuickStart tape at the time of the backup, see Backing Up the Server Using mkimage (page 82).

The system displays the Backing Up System status window (Figure 53).

Figure 53. Backing Up the System Status Window



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

```
Backup Completed
Time Elapsed:
KBytes/Sec:
```

9 Press **ENTER**.

The system displays the QuickStart main menu (Figure 54 on page 78).

10 Remove the QuickStart boot diskette from the diskette drive. See Chapter 3, "Common Maintenance Procedures", in *CONVERSANT System Version 8.0 System Reference*, 585-313-215, for information on inserting and removing diskettes.

11 Select **Exit and Reboot** to reboot the CONVERSANT system.

Verifying a Disaster Recovery Tape Made with QuickStart

To verify a disaster recovery tape made with QuickStart if the auto verification option was skipped at the time the tape was made:

1 Log in as **root**.

2 Type **shutdown -g0 -y**

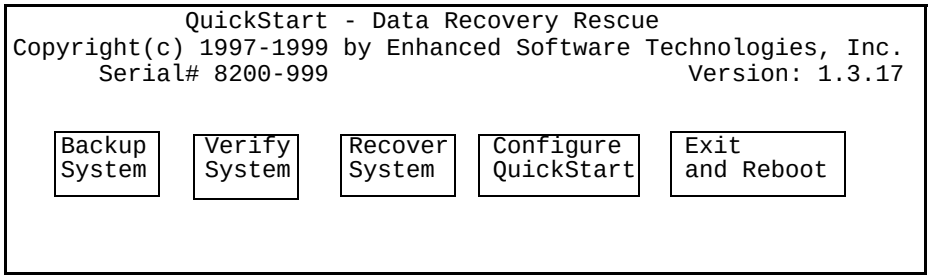
The system shuts down.

3 Insert the boot diskette labeled “QuickStart” into the diskette drive.

4 Press the **Reset** button.

The system boots from the QuickStart diskette. After a few minutes the system displays the QuickStart main menu (Figure 54 on page 78).

Figure 54. QuickStart Main Menu



Within the QuickStart menus, use the **TAB** key to highlight the menu options and use the **ENTER** key to select an option.

Backing Up the Server Using BRU

Definition

The backup/restore utility (BRU) writes a complete backup of all Unix files on the system. A backup using the BRU can be performed while the system is in operation.

Types of BRU

You can perform either a full or a differential backup.

- Full backup—A Unix-level backup of all files and file systems. It ensures that you have all file systems backed up.
- Differential file backup—Periodic backups of the files that have changed since a full backup was performed. A differential backup can be scheduled for unattended operation.

Performing a Full Backup

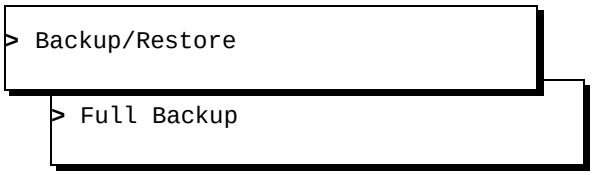
You can perform this procedure while your system is up and running.

A full UNIX-level backup has two components:

- Estimate—This determines how much has changed since the last backup.
- Backup—This is the actual backup performance.

To perform a full UNIX-level backup:

1 Start at the Voice System Administration Menu (Figure 38 on page 65) and select:



The system displays a message similar to the following:

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

Performing Full Backup estimate...

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

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

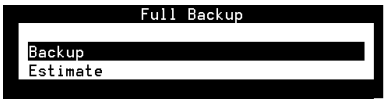
2 Make sure that you have enough backup tapes available to store the system data.

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

4 Press **ENTER**.

The system displays the Full Backup menu (Figure 55).

Figure 55. Full Backup Menu



5 Select:

```
> Backup
```

The system displays the following message:

```
Please put a tape in the drive.
Press <Enter> to continue or q to quit.
```

6 Insert the first tape into the cartridge tape drive.

7 Press **ENTER**.

The system displays the following message:

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

8 Verify the backup tape. See Using BRU to Verify a Backup Tape (page 82) for the procedure.

Performing a Differential Backup

Differential backups can be scheduled to be performed at a specified date and time or performed on demand.

To perform a differential UNIX-level backup:

1 Start at the Voice System Administration Menu (Figure 38 on page 65) and select:

```
> Backup/Restore
    > Differential Backup
        > Estimate
```

The system displays a message similar to the following:

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

Performing Differential Backup estimate...

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

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

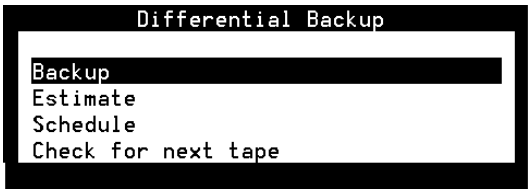
2 Make sure that you have enough backup tapes available to store the system data.

3 Label each cartridge tape with “Differential UNIX Backup Tape X.”

4 Press **ENTER**.

The system displays the Differential Backup menu (Figure 56).

Figure 56. Differential Backup Menu



5 Select:

```
> Backup
```

The system displays the following message:

```
Please put a tape in the drive.

Press <Enter> to continue or q to quit.
```

6 Insert the first tape into the cartridge tape drive.

7 Press **ENTER**.

The system displays the following message:

```
The Differential UNIX backup is now complete.  Please remove
the tape and label it as “Differential UNIX Backup, created
[today’s date]”
```

8 Verify the backup tape. See Using BRU to Verify a Backup Tape (page 82) for the procedure.

Scheduling a Differential UNIX-Level Backup

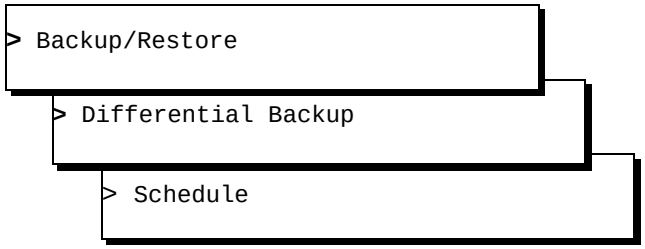
You can schedule a differential backup to be performed at a particular time on a weekly basis or on selected days during the week.

Note: Be sure to have a tape loaded in the tape drive for a backup that is scheduled at a time when no operator is available.

Note: The backup will wait for a tape to be inserted if there is not one already in the drive.

To schedule a differential UNIX-level backup:

1. Start at the Voice System Administration Menu, (Figure 38 on page 65), and select:



The system displays the Differential Backup Schedule window (Figure 57).

Figure 57. Differential Backup Schedule Window

2. Set the hour at which the system backup will occur by completing the following Steps a through c:
   - **a** Use the left ◄ and right ► arrows on your keyboard to move within the `Time:` field.
   - **b** In the hour portion of the `Time:` field, enter a number between 00 and 23.
   - **c** In the minute portion of the `Time:` field, enter a number between 00 and 59.

   For example, enter **02:30** to activate the backup process at 2:30 a.m.
3. Press the down ▼ arrow on your keyboard to move to the days of the week.
4. Type **yes** next to the day or days that you want the differential backup to be performed.
5. Type **no** next to the days that you do not want the differential backup to be performed.
6. Press **F3** (Save).

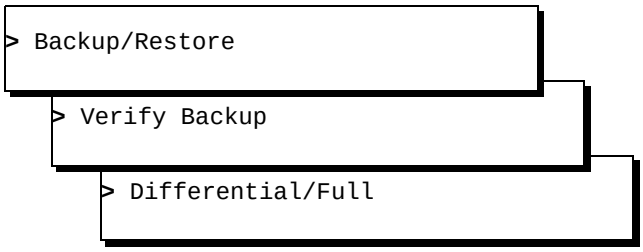
   The system displays the Differential Backup menu (Figure 56 on page 80).

Using BRU to Verify a Backup Tape

Verify your backup tape using the BRU after the system is in operation.

To perform a verification:

1. Insert the backup tape into the tape drive.
2. Start at the Voice System Administration (Figure 38 on page 65) and select:



   The system displays the following message:

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

3. Remove the tape from the tape drive.
4. If you have not already done so, label the tape as a full or differential backup with the origination date and time, and store it.

Backing Up the Server Using mkimage

Note: **mkimage** only backs up the following file systems on the first disk: /mtce, /vs, /oracle, /tmp, /add-on1, and /voice1 (which is typically the speech file system).

To back up the server using the **mkimage** command, see "Backing Up the System," in "Chapter 3, Common System Procedures," in *CONVERSANT System Reference*, 585-313-215.

For additional information about the **mkimage** command, see Appendix A, “Summary of Commands,” in *CONVERSANT System Version 8.0 Administration*, 585-313-508.

Performing Other Backups

See the SCO documentation web site at http://www.sco.com/documentation, for information on:

- Establishing an automatic backup using **bkreg**
- Backing up the UnixWare system
- Performing a UnixWare incremental backup
- Copying files using **cpio**
- Backing up applications other than Script Builder applications
- Backing up a database

See *CONVERSANT System Version 8.0 Speech Development, Processing, and Recognition*, 585-313-218, for information on backing up speech files using **spsav.**

A System Installation Checklist

Overview

The checklists in this appendix provide a description of the required procedures, in sequence, to use when installing an assembled, loaded, and tested (ALT) system. The "Chapter" and "Section" columns refer you to the appropriate document or chapter number and section title of the document that applies to the procedure and installation you are completing. Use the documents listed in Documents to Use with the Checklist together with the checklist to complete the installation procedures.

Documents to Use with the Checklist

Use one of the following documents in conjunction with this book, *CONVERSANT System Version 8.0 New System Installation*, 585-313-149, to install a CONVERSANT system.

- *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150
- *CONVERSANT System Version 8.0 MAP/40P Maintenance*, 585-313-156

If you are installing networking, you will also need:

- *CONVERSANT System Version 8.0 Administration*, 585-313-510

Note: If you need to install a feature to an ALT system, contact your project manager to verify the requirement and notify your field support personnel.

System Installation Checklist

Follow all applicable local installation practices and procedures.

Table 30 supplements the local installation practices for the UCS 1000. Table 31 on page 86 supplements the local installation practices for the MAP/40P. The "Chapter" and "Section" columns refer you to the appropriate chapter number and section title in the system installation document.

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

Table 30. UCS 1000 Hardware Installation Checklist – Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
1	Verify site environmental requirements.		1	Environmental Considerations (page 1)	
2	Verify site installation requirements.		1	Installation Area Considerations (page 2)	
3	Verify site space requirements.		1	Space Requirements (page 2)	
4	Verify site power requirements.		1	Power Requirements (page 3)	
5	Verify that the site is prewired for all pinout connections.	Required for telephone lines and switch integration.	N/A	Verify with the system administrator.	
6	Review demarcation points.	All systems, application dependent.	1	Points of Demarcation (page 11)	
7	Review all safety warnings.		1	For the MAP/40P (page 4)	
8	Observe ESD guidelines.	Required for all circuit cards and peripheral disk drives.	1	For the MAP/40P (page 4)	
9	Gather the required tools.		1	Tools (page 5) and Test Equipment (page 5)	
10	Unpack the UCS 1000.		2	Unpacking the System (page 15)	
11	Locate the key components.		2	UCS 1000 Components (page 17)	
12	Make cable connections.	Included are network and asynchronous connections that must be made prior to powering up.	3	All	

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Table 30. UCS 1000 Hardware Installation Checklist – Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
13	Connect the server to the power service and power up.		4	All	
14	Verify that the system setup screen is correct, if necessary.		4	All	
15	Administer the modem for remote administration	Administer the modem on systems using COM2 for remote administration.	4	Connecting a Modem (page 55)	
16	Administer modem(s) on the system. Do not use these procedures on the remote maintenance modem connected to COM.1	Administer the modem on systems not using COM1 port for remote administration.	4	Connecting the 3820 and U.S. Robotics Modems (page 56)	
17	Administer the remote terminal.	Administer on systems using a remote terminal.	4	Configuring the Modem (page 56)	
18	Administer the remote terminal on the CONVERSANT system.	Administer on systems using a remote terminal.	4	Configuring the Modem (page 56)	
19	Administer the printer, if required.	For systems using a printer only.	4	All	
20	Continue with the checklist if the system setup screen is correct.	If, at this point, the system does not seem to be working, verify hardware connections or clean equipment if necessary.	B	Appendix B, Troubleshooting Procedures (page 89)	
21	View feature license values.	Applicable to all systems.	5	Viewing Feature License Values (page 65)	
22	Verify system status.		5	All	
23	Verify channel state.	Required for all systems.	5	Running the Feature Test Script Package (page 70)	

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Table 30. UCS 1000 Hardware Installation Checklist – Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
24	Assign service to channels for testing.	Applicable to all systems.	5	Setting Up the Feature Test Script Package Procedures (page 68)	
25	Test each channel.	Applicable to all systems.	5	Running the Feature Test Script Package (page 70)	
26	Map services to channels for operation.	Applicable to all systems.	5	Running the Feature Test Script Package (page 70)	
27	Administer and test alarm origination or configure the remote maintenance modem.		5	Activating Alarm Origination (page 72)	
28	Back up the system.	Required for all systems.	5	Backing Up the System (page 75)	

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Table 31. MAP/40P Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
1	Verify site environmental requirement.	Also performed by Project Manager.	1	Environmental Considerations (page 1)	
2	Verify site installation requirement.	Also performed by Project Manager.	1	Installation Area Considerations (page 2)	
3	Verify site space requirement.	Also performed by Project Manager.	1	Space Requirements (page 2)	
4	Verify site power requirement.	Also performed by Project Manager.	1	Power Requirements (page 3)	
5	Verify site is prewired for all pinout connections.	Required for telephone lines and switch integration.		Verify prewiring with system administrator.	
6	Review demarcation points.	Demarcation points are application dependent.	1	Points of Demarcation (page 11)	
7	Review all safety warnings before getting started.		1	System Grounding Connections (page 7)	

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Table 31. MAP/40P Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
8	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	1	System Grounding Connections (page 7)	
9	Gather the required tools.		1	Tools (page 5) and Test Equipment (page 5)	
10	Locate key components on the MAP/40P.		2	MAP/40P Components (page 21)	
11	Assemble the platform.		2	Attaching the MAP/40P Stabilizing Feet (page 25), Installing a Ferrite on the MAP/40P (page 26)	
12	Make cable connections.	Switch, network, asynchronous connections are included. These MUST be made prior to powering up.	3	Making Cable Connections Overview (page 27)	
13	Connect peripheral devices.	A keyboard, monitor, and mouse are standard. A printer and a fax machine are optional.	4	Connecting Peripherals and Powering Up Overview (page 49)	
14	Connect the MAP/40P to the power service and power up.		4	Connecting Peripherals and Powering Up (page 49)	
15	Verify the system setup screen is correct, if necessary.		5	Chapter 5, Verifying System Status	
16	Administer the modem for remote administration	Administer modem on systems using COM2 for remote administration	5	Connecting a Modem (page 55)	
17	Administer modem(s) on the system. Do not use these procedures on the remote maintenance modem connected to COM2.	Administer modem on systems not using COM2 port for remote administration	5	Connecting the 3820 and U.S. Robotics Modems (page 56)	

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Table 31. MAP/40P Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✓
18	Administer the remote terminal.	Administer on systems using a remote terminal.	5	Configuring the Modem (page 56)	
19	Administer the remote terminal on the CONVERSANT system.	Administer on systems using a remote terminal.	5	Configuring the Modem (page 56)	
20	Continue with the checklist if the system setup screen is correct.	If at this point the system does not seem to be working, verify hardware connections or clean equipment if necessary.	A	Appendix B, Troubleshooting Procedures (page 89)	
21	View feature license values.	Applicable to all systems.	5	Viewing Feature License Values (page 65)	
22	Verify system status.		5	Viewing Feature License Values (page 65)	
23	Verify channel state.	Applicable to all systems.	5	Setting Up the Feature Test Script Package Procedures (page 68)	
24	Assign service to channels for testing.	Applicable to all systems.	5	Setting Up the Feature Test Script Package Procedures (page 68)	
25	Test each channel.	Applicable to all systems.	5	Running the Feature Test Script Package (page 70)	
26	Map services to channels for operation.	Applicable to all systems.	5	Running the Feature Test Script Package (page 70)	
27	Administer and test alarm origination or configure the remote maintenance modem.		5	Activating Alarm Origination (page 72)	
28	Back up the system.	Applicable to all systems.	5	Backing Up the Server Using BRU (page 78)	

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B Troubleshooting Procedures

Overview

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

The purpose of this chapter is to provide the onsite technician or system administrator with repair procedures for the most common system procedures.

The following assumptions are made in this chapter:

- You have checked the Message Log for any relevant messages. See Chapter 3, "Voice System Administration", in *CONVERSANT System Version 8.0 Administration*, 585-313-510.
- The resolutions in the second column of the tables are intended to provide a starting point to isolate a problem and may not be exhaustive.
- The procedures in the second column of the table assume general editing knowledge and script familiarity, as most of the commands and procedures are performed from the command line.
- You have already performed a visual inspection of the system.

Repairing Power-Up Troubles

Power-up troubles are experienced when you try to turn the system on for the first time. Table 32 lists the indications related to power-up troubles.

Table 32. Repairing Power Up Troubles

Indication	Corrective Action
The system does not power up.	**1** Verify that the power switches on the rear are in the ON (up) position. **2** Verify that all external system connections (for example, power cords for AC units) are correct. **3** Verify that all external system connections are secure.

1 of 2

Table 32. Repairing Power Up Troubles

Indication	Corrective Action
During startup, the system displays the following message: `Shared memory is marked as invalid. cvis_menu exiting.`	**1** Stop the voice system.[1] **2** Start the voice system.[1] **3** Enter **cvis_mainmenu** **4** If the problem persists: **a** Stop the voice system.[1] **b** Enter **cp /vs/shmem/devtbl vs/shmem/devtbl.old** **c** Enter **rm /vs/shmem/devtbl** **d** Start the voice system.[1]
The **start_vs** command takes a long time to initialize on a MAP/40P system with many analog lines.	**1** Starting at the Switch Administration screen, set Dial-Tone Training to "No." See Chapter 5, "Switch Interface Administration," of *Intuity CONVERSANT System Version 7.0 Administration*, 585-313-501. **Note:** If dial-tone training is "no," you should specify that the dial-tone frequency to be used with a particular switch (350 and 440 is the default for DEFINITY®). **2** Verify that the transfers being performed in the application are still functioning properly.
	2 of 2

[1] See Chapter 2, "Common System Procedures," in *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

Repairing Boot-Up Troubles

Boot-up troubles are experienced when the system shuts down abnormally and then reboots itself or when you reboot the system. Table 33 lists the indications and possible repair procedures related to boot-up troubles

Table 33. Repairing Boot-Up Troubles

Indication	Corrective Action
Circuit cards are not recognized during boot up.	**1** Enter **pkginfo | pg** **2** Make sure that the driver software is installed. **3** Check the circuit cards.[1] **4** Make sure that the circuit cards have the proper switch settings. **5** Verify the circuit card key.
During startup, the system displays the following message: `Non-system disk or disk error. Replace and hit any key to continue.`	**1** Check the diskette drive and confirm that it is empty. **2** Check the cartridge tape drive and confirm that it is empty. **3** Check the CD-ROM drive and confirm that it is empty. **4** Reboot the system.[2]
The system passes run level four then reboots continuously (rolling reboot).	**1** Turn off the platform's power immediately after the system reboots. **2** Remove one optional circuit card (for example, SSP or E1/T1). **3** Reboot the system.[2] **4** Repeat Step 1 through Step 3 until the system reboots properly. **5** Replace the circuit cards.
When the system boots, it displays messages in the message log report or on the console similar to the following: `Unable to attach shared memory, Bad DEVTBL, and/or VROP respawning too rapidly.`	**1** Stop the voice system.[3] **2** Enter **cp /vs/shmem/devtbl /vs/shmem/devtbl.old** **3** Enter **rm /vs/shmem/devtbl** **4** Start the voice system. [4]

1 of 2

Table 33. Repairing Boot-Up Troubles

Indication	Corrective Action
A file system check shows a file system with 0 files, 0 blocks, or 0 free.	**1** Verify that the disk partition is adequate.[5] **2** Remove unnecessary data files. **3** If the problem persists, restore the system software from the backup tape.[6] If no backup is available, reload the software. [7]
The system "hangs" after a reboot and the screen is blank.	**1** Check the diskette drive and confirm that it is empty. **2** Check all power connections. **3** Check the hard disk drive indicator light for activity. **4** Reboot the system. [2]
	2 of 2

[1] See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics" in *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

[2] See "Administering the Operating System" in Chapter 3, "Common System Procedures," *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

[3] See "Stopping the Voice System" in Chapter 3, "Common System Procedures," *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

[4] See "Starting the Voice System" in Chapter 3, "Common System Procedures," *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

[5] See "Recommended Disk Partitions" in Chapter 5, "Installing Base System Software," in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8.0 MAP/40P Maintenance*, 585-313-156, for information on how to perform this task.

[6] See “Restoring the System” in Chapter 3, "Common System Procedures," in the *CONVERSANT System Reference*, 585-313-215, for information on how to perform this task.

[7] See the following chapters in *CONVERSANT System Version 8.0 UCS 1000 Maintenance*, 585-313-150, or *CONVERSANT System Version 8.0 MAP/40P Maintenance*, 585-313-156, for information on how to perform this task:
Chapter 5, “Installing Base System Software”
Chapter 6, “Installing CONVERSANT System Software”
Chapter 7, “Installing the Optional Feature Software”

C Pinouts

Overview

The purpose of this appendix is to provide the pinout information to ensure proper connectivity and help you to complete the system installation successfully. This appendix provides the following:

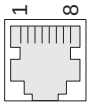
- On the UCS 1000
  - ~ Pinouts for the CYD21 (Formerly CYD2) Card (page 94)
  - ~ Pinouts for the SBC Connections (page 94)
  - ~ Pinouts for the IOB Connections (page 98)
  - ~ Pinouts for Asynchronous Connections (page 99)
  - ~ Pinouts for CYD3/4 Card (page 99)
- On the MAP/40P
  - ~ Pinout Connections for the Keyboard on the MAP/40P (page 102)
  - ~ Pinout Connections for a Printer (page 102)
  - ~ Tip/Ring Consolidation Wiring and Pinouts (page 103)
  - ~ COM1 Pinouts on the MAP/40P (page 107)

Pinouts on the UCS 1000

Pinouts for the CYD21 (Formerly CYD2) Card

Table 34 contains the pinouts for the 8-pin modular jack (RJ48C) connector on the faceplate of the CYD21 rear I/O transition card.

Table 34. CYD21 8-Pin Modular Jack Connector Pinouts on the UCS 1000

Name	Number	Location
RX - 1 (input to CWB21, formerly CWB2)	1	
RX - 2 (input to CWB21)	2	
n/c	3	
TX - 1 (output from CWB21)	4	
TX - 2 (output from CWB21)	5	
n/c	6	
n/c	7	
n/c	8	

Pinouts for the SBC Connections

Keyboard Connector Pinouts

Table 35 contains the pinouts for the keyboard connector on the CPU faceplate or on the rear transition card.

Table 35. Keyboard Connector Pinouts on the UCS 1000

Name	Number	Location
Keyboard data	1	
n/c	2	
Ground	3	
Vcc	4	
Keyboard clock	5	
n/c	6	

Mouse Connector Pinouts

Table 36 contains the pinouts for the mouse connector on the CPU faceplate or on the rear transition card.

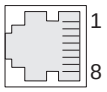
Table 36. Mouse Connector Pinouts on the UCS 1000

Name	Number	Location
Mouse data	1	
n/c	2	
Ground	3	
Vcc	4	
Mouse clock	5	
n/c	6	

Ethernet LAN Connector Pinouts

Table 37 contains the pinouts for the internal LAN connectors on the CPU faceplate or on the rear transition card.

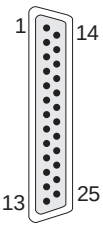
Table 37. Ethernet LAN Connector Pinouts on the UCS 1000

Name	Number	Location
TX+	1	
TX–	2	
RX+	3	
GND	4	
GND	5	
RX–	6	
GND	7	
GND	8	

LPT Connector Pinouts

Table 38 contains the pinouts for the LPT connector on the CPU faceplate or on the rear transition card.

Table 38. LPT Connector Pinouts on the UCS 1000

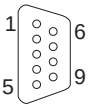
Name	Number	Location	Number	Name
Strobe	1			
Data 0	2		14	/Autofeed
Data 1	3		15	/Error
Data 2	4		16	/Init
Data 3	5		17	/Slctin
Data 4	6		18	GND
Data 5	7		19	GND
Data 6	8		20	GND
Data 7	9		21	GND
/Ack	10		22	GND
Busy	11		23	GND
Pe	12		24	GND
Slct	13		25	GND

COM1 Connector Pinouts

Table 39 contains the pinouts for the COM1 connector on the CPU faceplate or on the rear transition card. The COM1 is a 9-pin D-Sub connector.

Note: COM1 is reserved for the remote maintenance circuit card.

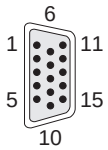
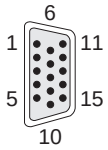
Table 39. COM1 Connector Pinouts on the UCS 1000

Name	Number	Location
DCD	1	
RxD	2	
TxD	3	
DTR	4	
GND	5	
DSR	6	
RTS	7	
CTS	8	
RI	9	

Pinouts for the IOB Connections

Table 40 contains the pinouts for the VGA connector on the IOB.

Table 40. VGA Connector Pinouts on the UCS 1000

Name	Number	Location
red	1	
green	2	
blue	3	
n. c.	4	
GND	5	
GND	6	
GND	7	
GND	8	
n. c.	9	
GND	10	
n. c.	11	
n. c.	12	
HSYNC	13	
VSYNC	14	
n. c.	15	

Pinouts for Asynchronous Connections

Table 41 shows pinouts for the RJ-45 modular jacks on the 8-port asynchronous rear I/O transition card.

Table 41. 8-Port Asynchronous Port Pinouts on the UCS 1000

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

Pinouts for CYD3/4 Card

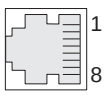
The following tables show pinouts for the connections on the remote maintenance circuit card (CYD3/4) rear I/O transition card.

User-Definable Input Connector Pinouts

Table 42 contains pinouts for the user-definable input connectors on the UCS 1000.

Table 42. User-Definable Input Connector Pinouts on the UCS 1000

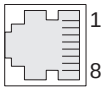
Name	Number	Location
User-definable input #1 - positive	1	Callouts 3 and 4 on Figure 27 on page 44
User-definable input #1 - negative	2	
User-definable input #2 - positive	3	
User-definable input #2 - negative	4	
User-definable input #3 - positive	5	
User-definable input #3 - negative	6	
User-definable input #4 - positive	7	
User-definable input #4 - negative	8	



User-Definable Output Connector Pinouts

Table 43 contains pinouts for the user-definable output connectors on the UCS 1000.

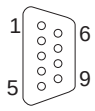
Table 43. User-Definable Output Connector Pinouts on the UCS 1000

Name	Number	Location
User-definable output #1 - positive	1	Callout 6 on Figure 27 on page 44 
User-definable output #1 - negative	2	
User-definable output #2 - positive	3	
User-definable output #2 - negative	4	
User-definable output #3 - positive	5	
User-definable output #3 - negative	6	
User-definable output #4 - positive	7	
User-definable output #4 - negative	8	

DB-9 DCE Connector to SBC Pinouts

Table 44 contains pinouts for DB-9 DCE connector to the SBC on the UCS 1000.

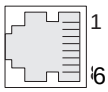
Table 44. DB-9 DCE Connector to SBC Pinouts on the UCS 1000

Pin Number	Signal Name	Mnemonic	6803 Signal Name	Location
1	Data carrier detect	DCD	PA2	Callout 5 on Figure 27 on page 44 
2	Transmit data	TX	TXD1	
3	Receive data	RX	RXD1	
4	Data terminal ready	DTR	PA6	
5	Signal ground	GRD	GRD	
6	Data set ready	DSR	PA7	
7	Request to send	RTS	PA4	
8	Clear to send	CTS	PA5	
9	Ring indicator	RI	PA3	

RJ-11C Tip/Ring Connector Pinouts

Table 45 contains pinouts for RJ-11C tip/ring connections on the UCS 1000.

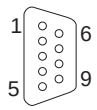
Table 45. RJ-11C Tip/Ring Connector Pinouts (CYD3 only) on the UCS 1000

Name	Number	Location
Not connected	1	Callout 1 on Figure 27 on page 44 
Not connected	2	
RING	3	
TIP	4	
Not connected	5	
Not connected	6	

DB-9 UART Connector

Table 46 contains pinouts for the DB-9 UART connector on the UCS 1000.

Table 46. DB-9 UART Connector Pinouts on the UCS 1000

Pin Number	Signal Name	Mnemonic	6803 Signal Name	Location
1	Data carrier detect	DCD	PA10	Callout 2 on Figure 27 on page 44 
2	Receive data	RX	RXD2	
3	Transmit data	TX	TXD2	
4	Data terminal ready	DTR	PA14	
5	Signal ground	GRD	GRD	
6	Data set ready	DSR	PA15	
7	Request to send	RTS	PA12	
8	Clear to send	CTS	PA13	
9	Ring indicator	RI	PA11	

Pinouts on the MAP/40P

Keyboard Pinouts

Table 47 shows pinouts for the DIN receptacles for keyboard connection. These receptacles are on the front and rear of the computer.

Table 47. Pinout Connections for the Keyboard on the MAP/40P

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

Printer Pinouts

Table 48 shows pinouts for the 25-pin D-subminiature connector for printer connection.

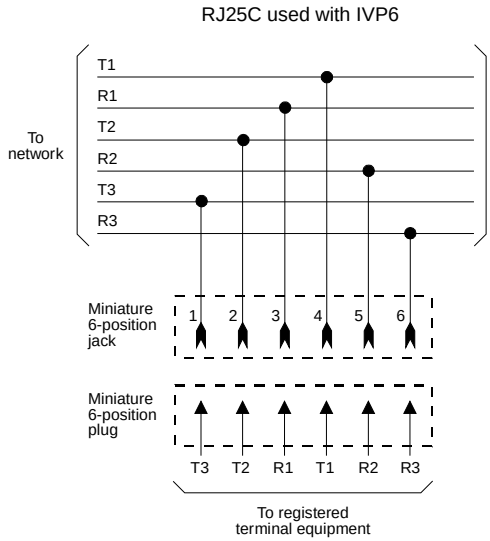
Table 48. Pinout Connections for a Printer

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

Pinouts for the Tip/Ring Circuit Card on the MAP/40P

Figure 58 shows typical Tip/Ring line connection for the IVC6 circuit card. Table 49 shows the pinouts for the tip/ring circuit card on the MAP/40P.

Figure 58. Wiring and Pin Diagram for the IVC6 Tip/Ring Card



RJ25C – Surface- or flush-mounted jack

Mechanical arrangement: miniature 6-position jack

Table 49. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
1	1	1	3	1	4	R1	1
	1	1	4	1	5	T1	26
2	1	1	2	1	3	T2	27
	1	1	5	1	6	R2	2
3	1	1	1	1	2	T3	28
	1	1	6	1	7	R3	3
4	1	2	3	2	4	R4	4
	1	2	4	2	5	T4	29
5	1	2	2	2	3	T5	30
	1	2	5	2	6	R5	5
6	1	2	1	2	2	T6	31

1 of 5

Table 49. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
	1	2	6	2	7	R6	6
7	2	1	3	3	4	R7	7
	2	1	4	3	5	T7	32
8	2	1	2	3	3	T8	33
	2	1	5	3	6	R8	8
9	2	1	1	3	2	T9	34
	2	1	6	3	7	R9	9
10	2	2	3	4	4	R10	10
	2	2	4	4	5	T10	35
11	2	2	2	4	3	T11	36
	2	2	5	4	6	R11	11
12	2	2	1	4	2	T12	37
	2	2	6	4	7	R12	12
13	3	1	3	5	4	R13	13
	3	1	4	5	5	T13	38
14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44
20	4	1	2	7	3	T20	45

2 of 5

Table 49. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24
25	5	1	3	1	4	R25	1
	5	1	4	1	5	T25	26
26	5	1	2	1	3	T26	27
	5	1	5	1	6	R26	2
27	5	1	1	1	2	T27	28
	5	1	6	1	7	R27	3
28	5	2	3	2	4	R28	4
	5	2	4	2	5	T28	29
29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9
34	6	2	3	4	4	R34	10

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Table 49. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12
37	7	1	3	5	4	R37	13
	7	1	4	5	5	T37	38
38	7	1	2	5	3	T38	39
	7	1	5	5	6	R38	14
39	7	1	1	5	2	T39	40
	7	1	6	5	7	R39	15
40	7	2	3	6	4	R40	16
	7	2	4	6	5	T40	41
41	7	2	2	6	3	T41	42
	7	2	5	6	6	R41	17
42	7	2	1	6	2	T42	43
	7	2	6	6	7	R42	18
43	8	1	3	7	4	T43	19
	8	1	4	7	5	R43	44
44	8	1	2	7	3	T44	45
	8	1	5	7	6	R44	20
45	8	1	1	7	2	T45	46
	8	1	6	7	7	R45	21
46	8	2	3	8	4	T46	22
	8	2	4	8	5	R46	47
47	8	2	2	8	3	T47	48

4 of 5

Table 49. Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	T or R	Pin No.
	8	2	5	8	6	R47	23
48	8	2	1	8	2	T48	49
	8	2	6	8	7	R48	24

5 of 5

Pinouts for COM1

Table 50 shows pinouts for COM1 on the MAP/40P.

Table 50. COM1 Pinouts on the MAP/40P

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

D Cable Connectivity

Overview

This appendix provides circuit card assignment rules as well as procedures and illustrations for making connections to and or from the 8-port asynchronous circuit card. Illustrations include:

- UCS 1000 Serial Port Connections (page 109)
- Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to Customer Equipment Through a Modem (page 110)
- Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to a Terminal Through an ADU (page 111)
- Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to a Distant Data Module through a 7400A Data Module (page 111)
- Making a Direct Connection from the 8-Port Asynchronous Circuit Card on the UCS 1000 to a 615 Terminal or Other DTE Device (page 112)
- Making a Direct Connection from the SuperSerial Circuit Card on the UCS 1000 to a 715 Terminal or Other DCE Device (page 112)

UCS 1000 Serial Port Connections

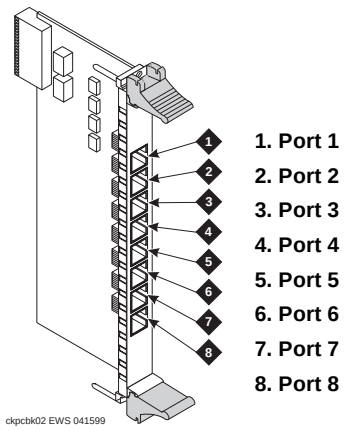
Overview of UCS 1000 Serial Port Connections

Serial port connections from the system to terminals, distant modems, or other customer equipment can be made either from COM2 on the back of the server or from the Equinox SuperSerial Technology (SST) 8-port serial circuit card.

If there is only one serial connection to be made, use COM2 on the back of the system. If more than one serial connection is to be made, use the Equinox SST rear I/O transition card first, (Figure 59), and then use COM2.

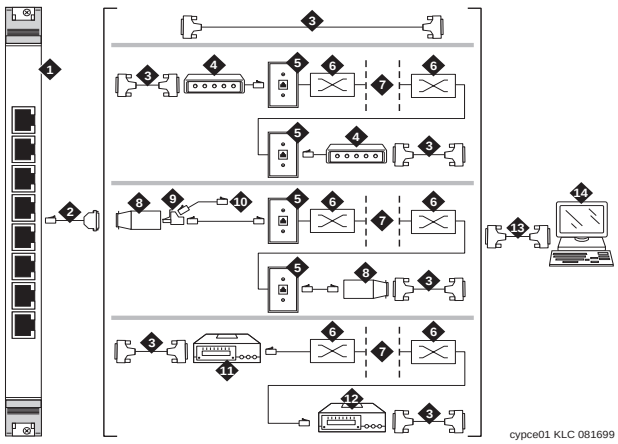
Note: COM1 is reserved for the remote maintenance circuit card.

Figure 59. Equinox SST Rear I/O Transition Card Connections



See Figure 60 for an overview of serial port connections.

Figure 60. Overview of UCS 1000 Serial Port Connections

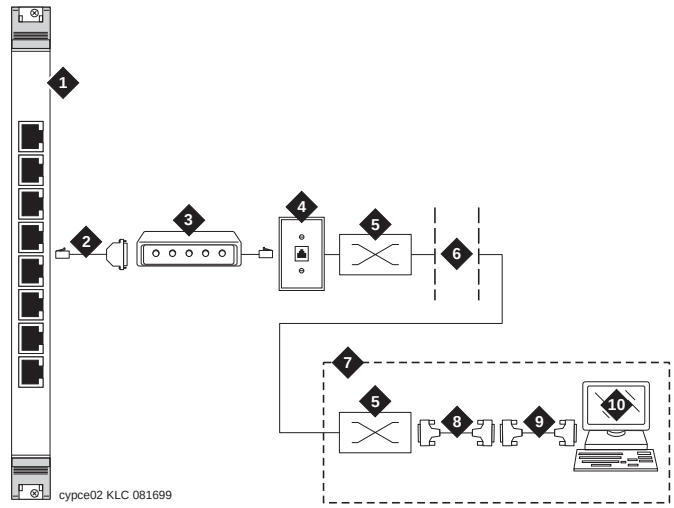


1. 8-port asynchronous circuit card
2. 25-pin modular adapter cable
3. RS-232 cable
4. Modem
5. House wiring
6. Cross-connect field
7. Public switched telephone network
8. ADU
9. 400B2 adapter
10. To adjunct power 1151A
11. 400A data module
12. 400B distant data module
13. Null modem cable
14. Terminal

Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to Customer Equipment Through a Modem

See Figure 61 to connect the 8-port asynchronous circuit card to customer premise equipment through a modem.

Figure 61. Connect To Customer Equipment

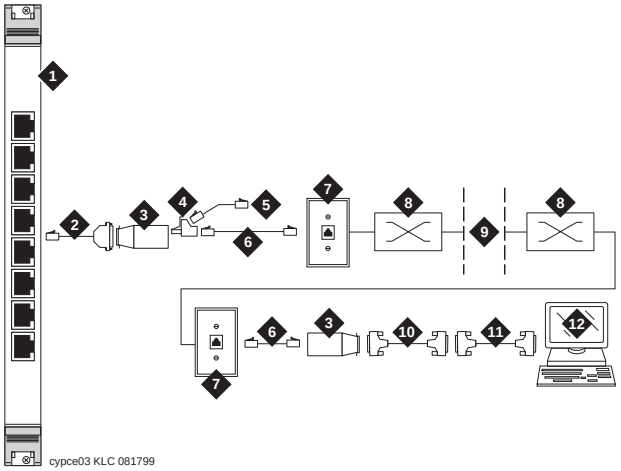


1. 8-port asynchronous circuit card
2. 25-pin modular adapter cable
3. Modem
4. House wiring
5. Cross-connect field
6. Public switched telephone network
7. Remote location
8. M8AJ-87 cable
9. DB-95 to DB-25P adapter
10. Customer premise equipment

Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to a Terminal Through an ADU

See Figure 62 to connect the 8-port asynchronous circuit card to a 715 terminal through an ADU.

Figure 62. Connect to Terminal Through an ADU

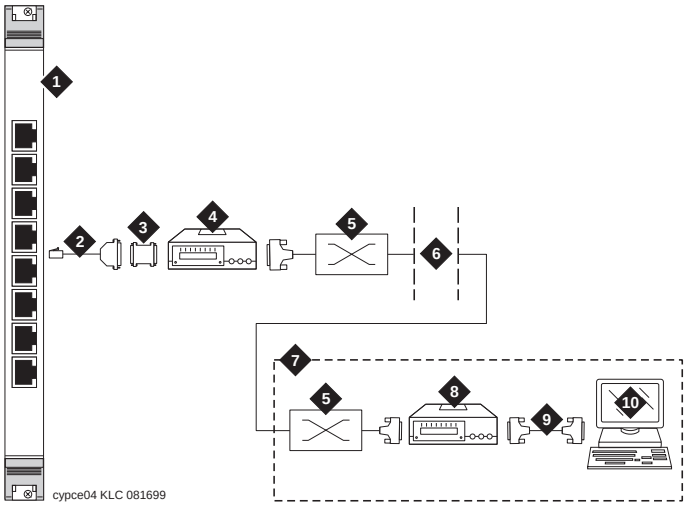


1. 8-port asynchronous circuit card
2. 25-pin modular cable adapter
3. ADU
4. 400B2 adapter
5. To power source
6. Modular cord
7. House wiring
8. Cross connect field
9. Public switched telephone network
10. M8AJ-87 cable
11. DB-95 to DB-25P adapter
12. 715 terminal or other DCE device

Connecting the 8-Port Asynchronous Circuit Card on the UCS 1000 to a Distant Data Module through a 7400A Data Module

See Figure 63 to connect the 8-port asynchronous circuit card to a distant data module through a 7400A data module.

Figure 63. Connect to Distant Data Module Through 7400A Data Module

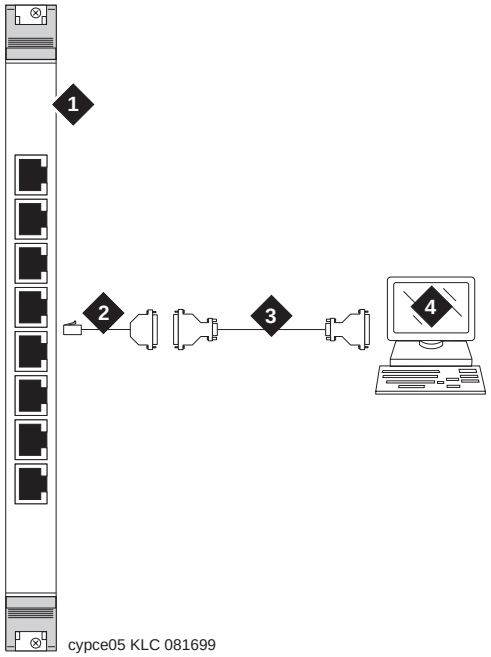


1. 8-port asynchronous circuit card
2. 25-pin modular cable adapter
3. DTE adapter
4. 7400A data module
5. Cross-connect field
6. Public switched telephone network
7. Remote location
8. 7400B distant data module
9. Null modem cable
10. Terminal

Making a Direct Connection from the 8-Port Asynchronous Circuit Card on the UCS 1000 to a 615 Terminal or Other DTE Device

See Figure 64 to make a direct connection from the 8-port asynchronous circuit card to a 615 terminal or other DTE devices.

Figure 64. Direct Connect to a 615 Terminal or Other DTE Device

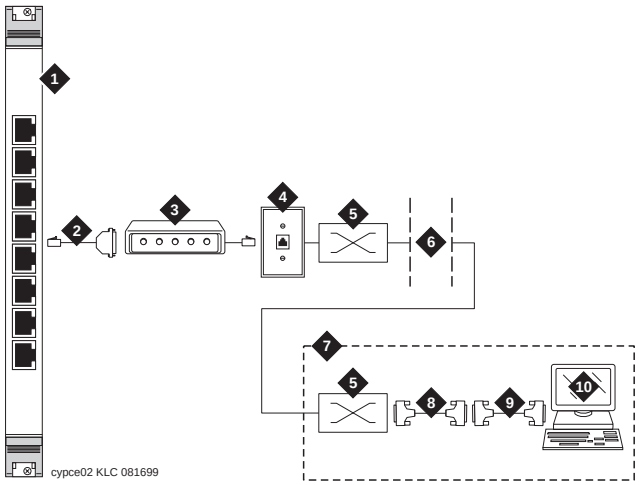


1. 8-port asynchronous circuit card
2. 25-pin modular adapter cable
3. Null modem cable
4. 615 terminal or other DTE device

Making a Direct Connection from the SuperSerial Circuit Card on the UCS 1000 to a 715 Terminal or Other DCE Device

See Figure 65 to make a direct connection from the 8-port asynchronous circuit card to a 715 terminal or other DCE devices.

Figure 65. Direct Connect to a 715 Terminal or Other DCE Device



1. 8-port asynchronous circuit card
2. 25-pin modular adapter cable
3. Modem
4. House wiring
5. Cross-connect field
6. Public switched telephone network
7. Remote location
8. M8AJ-87 cable
9. DB-95 to DB-25P adapter
10. 715 terminal or other DCE device

MAP/40P Serial Port Connections

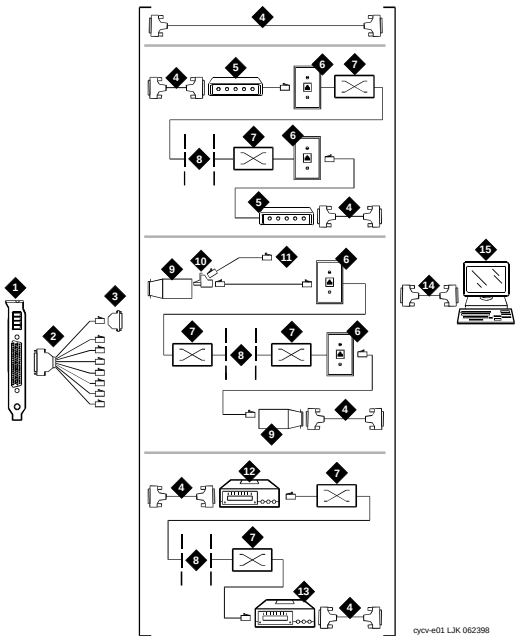
Overview of MAP/40P Serial Port Connections

Serial port connections (Figure 66) from the system to terminals, distant modems, or other customer equipment can be made either from COM1 (Serial Port 1) or from the asynchronous SuperSerial circuit card.

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

Note: COM2 is reserved for remote maintenance on systems using alarm origination.

Figure 66. Overview of MAP/40P Serial Port Connections

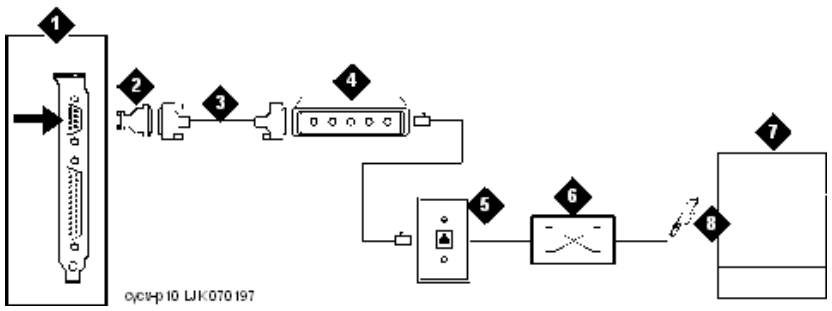


1. SuperSerial circuit card
2. Octopus cable
3. Modular adapter (to 25-pin)
4. RS-232 cable
5. Modem
6. House Wiring
7. Cross connect field
8. Public Switched Telephone Network
9. ADU
10. 400B2 adapter
11. To adjunct power 1151A
12. 7400A data module
13. 7400B distant data module
14. Null modem cable
15. Terminal

Connecting COM1 on the MAP/40P to Customer Premise Equipment Through a Modem

See Figure 67 to connectCOM1 to customer premise equipment through a modem.

Figure 67. Connecting COM1 to CPE Through a Modem

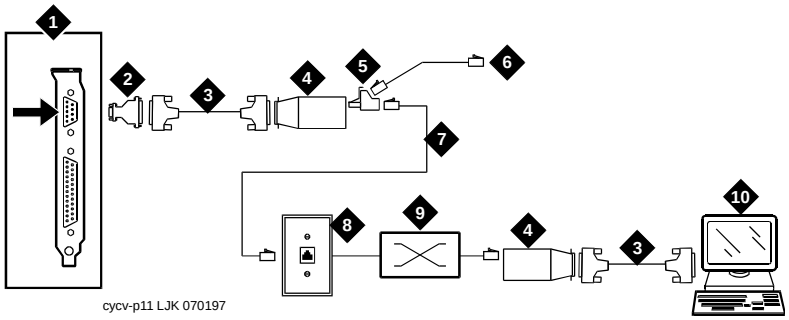


1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. Modem
5. House wiring
6. Cross connect field
7. Switch
8. 25-pair cable

Connecting COM1 on the MAP/40P to a 715 Terminal DCE Port Through ADUs

See Figure 68 to connect COM1 to a 715 terminal DCE port through ADUs.

Figure 68. Connecting COM1 to a 715 Terminal DCE Port Through ADUs

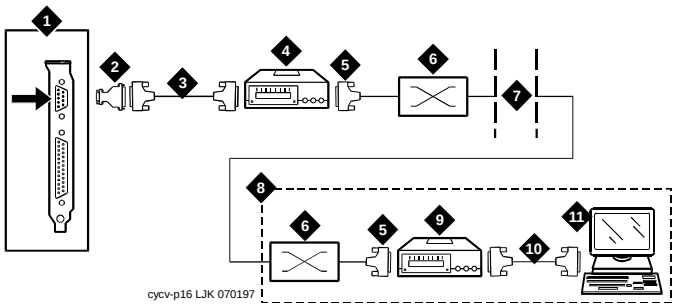


1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. ADU
5. 400B2 adapter
6. To adjunct power 1151A
7. DW8 cable
8. House wiring

Connecting COM1 on the MAP/40P to a Distant Data Module Through a 7400A Data Module

See Figure 69 to connect COM1 to a distant data module through a 7400A data module.

Figure 69. Connecting COM1 to a Distant Data Module Through a 7400A



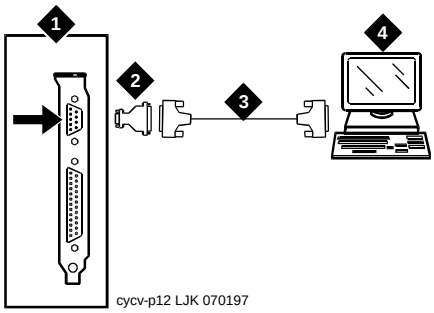
1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. 7400A data module
5. 25-pin cable
6. Customer wall field
7. Public Switched Telephone Network
8. Remote location
9. 7400B distant data module
10. RS-232 cable
11. 715 Terminal

Connecting COM1 on the MAP/40P to a 615 Terminal or Other DTE Device Through a Null Modem

See Figure 70 to connect COM1 to a 615 terminal or other DTE device through a null modem.

Note: The NULL modem must be provided locally. If needed, you can purchase it from Avaya.

Figure 70. Connecting COM1 to a 615 Terminal Through a Null Modem

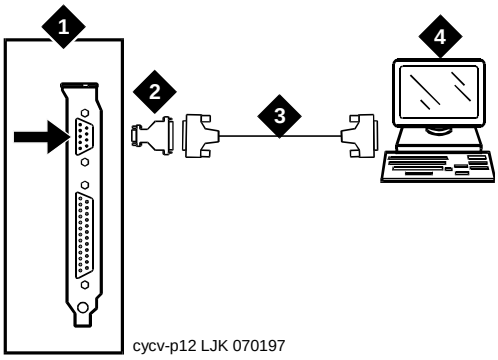


1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. Null modem cable
4. 615 terminal

Making a Direct Connection from COM1on the MAP/40P to a 715 Terminal or Other DCE Device

See Figure 71 to make a direct connection from COM1 to a 715 terminal or other DCE device.

Figure 71. Direct Connect from COM1 to a 715 Terminal or Other DCE Device

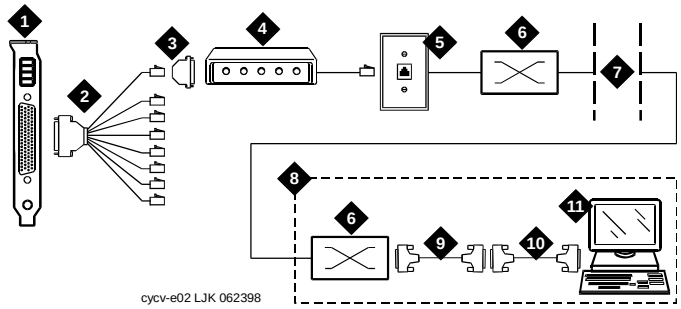


1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. RS-232 cable
4. 715 terminal

Connecting the Asynchronous SuperSerial Circuit Card to Customer Premise Equipment Through a Modem

See Figure 72 to connect the serial interface circuit card to customer premise equipment through a modem.

Figure 72. Connection to the CPE Through a Modem

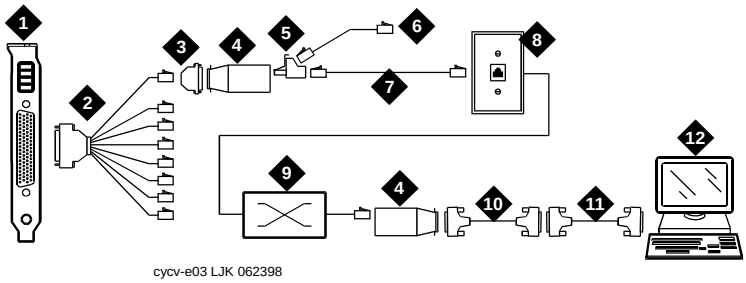


1. SuperSerial circuit card
2. Octopus cable
3. 25-pin modular adapter
4. Modem
5. House wiring
6. Cross connect field
7. Public switched telephone network
8. Remote location
9. M8AJ-87 cable
10. DB-95 to DB-25P adapter
11. Customer premise equipment

Connecting the Asynchronous SuperSerial Circuit Card on the MAP/40P to a Terminal Through ADUs

See Figure 73 to connect the serial interface circuit card to a 715 terminal through ADUs.

Figure 73. Connection to a Terminal Through ADUs

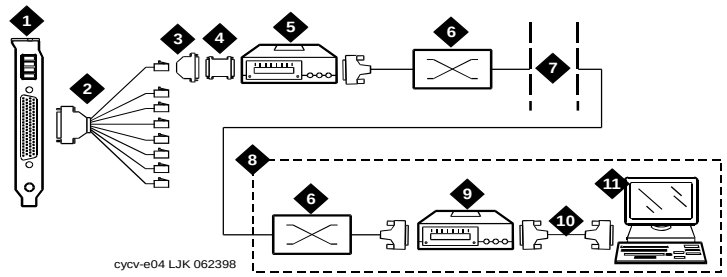


1. SuperSerial circuit card
2. Octopus cable
3. 25-pin modular adapter
4. ADU
5. 400B2 adapter
6. To power source
7. Modular cord
8. House wiring
9. Cross connect field
10. M8AJ-87 cable
11. DB-95 to DB-25P adapter
12. 715 terminal or other DCE device

Connecting the Asynchronous SuperSerial Circuit Card to a Distant Data Module Through a 7400A Data Module

See Figure 74 to connect the serial interface circuit card to a distant data module through a 7400A data module.

Figure 74. Connection to a Distant Data Module Through a 7400A Data Module



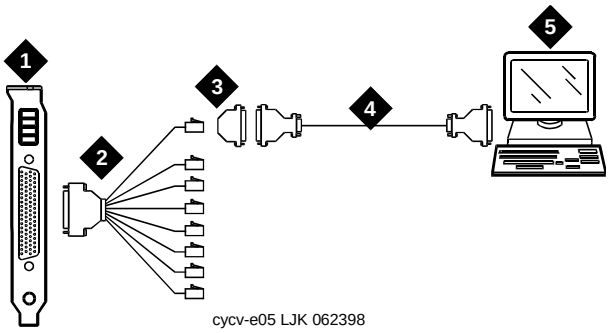
1. SuperSerial circuit card
2. Octopus cable
3. 25-pin modular adapter
4. DTE adapter
5. 7400A data module
6. Cross connect field
7. Public switched telephone network
8. Remote location
9. 7400B distant data module
10. Null modem cable
11. Terminal

Making a Direct Connection from the Asynchronous SuperSerial Circuit Card to a 615 Terminal or Other DTE Device

See Figure 75 to make a direct connection from the serial interface circuit card to a 615 terminal or other DTE devices.

Note: The NULL modem cable must be provided locally. If needed, it can be purchased from Avaya.

Figure 75. Direct Connection to 615 Terminal or other DTE Devices

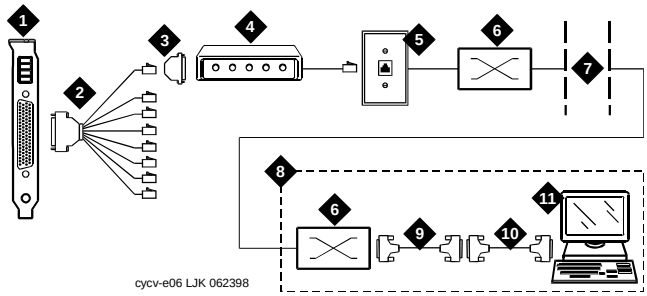


1. SuperSerial circuit card
2. Octopus cable
3. DTE adapter
4. Null modem cable
5. 615 terminal or other DTE device

Making a Direct Connection from the Asynchronous SuperSerial Circuit Card to 715 Terminal or Other DCE Device

See Figure 76 to make a direct connection from the serial interface circuit card to a 715 terminal or other DCE devices.

Figure 76. Direct Connection to 715 Terminal or Other DCE Devices



1. SuperSerial circuit card
2. Octopus cable
3. 25-pin modular adapter
4. Modem
5. House wiring
6. Cross connect field
7. Public Switched Telephone Network
8. Remote location
9. M8AJ-87 cable
10. DB-95 to DB-25P adapter
11. 715 terminal or other DCE device

Glossary

Numerics

23B+D

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

30B+D

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

3270 interface

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

47B+D

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

4ESS®

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

A

AC

alternating current

ACD

automatic call distributor

AD

application dispatch

AD-API

application dispatch application programming interface

adaptive differential pulse code modulation

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

adjunct products

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

Adjunct/Switch Application Interface

An optional feature package that provides an Integrated Services Digital Network-based interface between Avaya PBXs and adjunct processors.

ADPCM

adaptive differential pulse code modulation

ADU

asynchronous data unit

advanced speech recognition

A speech recognition ability that allows the system to understand WholeWord, FlexWord, and Natural Language Speech Recognition inputs from callers.

affiliate

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

AGL

application generation language

ALERT

System alerter process

alerter

A system process that responds to patterns of events logged by the “logdaemon” process.

American Standard Code for Information Interchange

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

analog

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

ANI

automatic number identification

announcement

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

API

Application programming interface

application

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

application administration

The component of the system that provides access to the available applications and helps you manage and administer them.

application installation

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

application script

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

application simulation

A process in which the system simulates the behavior of an application as it is expected to behave on the CONVERSANT system. It is useful as a debugging tool.

application verification

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

ASCII

American Standard Code for Information Interchange

ASI

analog switch integration

ASR

advanced speech recognition

asynchronous communication

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

asynchronous data unit

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

asynchronous event

An event detected by the system that disrupts the normal flow of an application that is running. At present, the CONVERSANT system recognizes only one type of asynchronous event—a hang up.

automatic call distributor

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

automatic number identification

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

B

back up

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

backing up an application

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

barge-in

A capability provided by WholeWord speech recognition, Dial Pulse Recognition (DPR), and Natural Language Speech Recognition (NLSR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also echo cancellation.

batch file

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

BB

bulletin board

binary synchronous communications

A character-oriented synchronous link protocol.

blind transfer protocol

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

bps

bits per second

BRDG

call bridging process

bridging

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

BSC

binary synchronous communications

bundle

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

byte

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

C

call classification analysis

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

call data event

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

call data handler process

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

called party number

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

caller

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

call flow

See transaction.

call progress tones

Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

card cage

An area within a hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive

A high-capacity data storage and retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup or used on another system.

CAS

channel associated signalling

caution

An admonishment or advisory statement used in the system documentation to alert the user to the possibility of a service interruption or a loss of data.

CCA

call classification analysis

CDH

call data handler process

CELP

code excited linear prediction

central office

A location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit

See processor.

CGEN

Voice system general message class

channel

See port.

channel associated signaling

A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

CICS

Customer Information Control System

circuit card upgrade

A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

cluster controller

A bisynchronous interface that provides a means of handling remote communication processing.

CMS

Call Management System

CO

central office

code excited linear prediction

A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

command

An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

configuration

The arrangement of the software and hardware of a computer system or network. The system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way in which the switch network is set up; that is, the types of products that are in the network and how those products communicate.

configuration management

The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

connect and disconnect (C and D) tones

DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

connected digits

A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

Converse Data Return (conv_data)

A Voice@Work external function or a Script Builder external action that supports the DEFINITY® call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY “converse” vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These circuit cards are used to control magnetic peripherals, video monitors, and basic system communications.

copying an application

A utility in which information from a source application is directed into the destination application.

coresidency

The ability of two products or services to operate and interact with each other on a single hardware platform.

CPE

customer-provided equipment or customer premise equipment

CPN

called party number

CPT

call progress tones

CPU

central processing unit

crash

An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

CSU

channel service unit

custom grammar

See custom vocabulary.

custom speech

Unique words or phrases to be used in system voice prompts that Avaya records on a per-customer basis.

custom vocabulary

A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

Customer Information Control System

Part of the operating system that manages resources for running applications (for example, IND$FILE). Note that TSO and CMS provide analogous functionality in other host environments.

CVS

converse vector step

D

danger

An admonishment or advisory statement used in the system documentation to alert the user to the possibility of personal injury or death.

data interface process

A software process that communicates with interactive voice response (IVR) applications.

database

A structured set of files, records, or tables.

database field

A field used to extract values from a local database and form the structure upon which a database is built.

database record

The information in a database for a person, product, event, and so on. The database record is made up of individual fields for each information item.

database table

A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or store permanently, in the transaction outline.

dB

decibel

DB

database

DBC

database checking process

DBMS

database management system

DC

direct current

DCE

data communications equipment

DCP

digital communications protocol

debug

The process of locating and correcting errors in computer programs; also referred to as troubleshooting.

default

The way a computer performs a task in the absence of other instructions.

default owner

The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

diagnose

The process of performing diagnostics on a bus or on circuit cards.

dial ahead

The ability to collect and process touchtone inputs in sequence, even when they are received before the prompts.

dial pulse recognition

A method of recognizing caller pulse inputs from a rotary telephone.

dialed number identification service

A service that allows incoming calls to contain information about the telephone number for which it is destined.

dial through

A capability provided by touchtone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also barge-in and echo cancellation.

DIMM

dual in-line memory module

DIO

disk input and output process

DIP

data interface process

directory

A type of file used to group and organize other files or directories.

display errdata

A command that displays system errors sent to the logger.

DMA

direct memory address

DNIS

dialed number identification service

DPR

dial pulse recognition

DSP

digital signal processor

DTE

data terminal equipment

DTMF

dual tone multi-frequency

DTR

data terminal ready

dual 3270 links

A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

dual tone multi-frequency

A touchtone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the switch providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

dump space

An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system “dumps” an image of core memory when the system shuts down automatically. The dump can be fetched after rebooting to help in analyzing the cause of the shutdown.

E

E&M

Ear and Mouth

E1 / T1

Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

Ear and Mouth

A common T1 trunking protocol for connection between two switches.

EBCDIC

Extended Binary Coded Decimal Interexchange Code

echo cancellation

The process of making the channel quiet enough so that the system can hear and recognize WholeWord, dial pulse, and Natural Language inputs during the prompt. See also barge-in.

ECS

Enterprise Communications Server

editor system

A system that allows speech phrases to be displayed and edited by a user.

EFT

Enhanced File Transfer

EIA

Electronic Industries Association

EISA

Extended Industry Standard Architecture

EMI

electromagnetic interference

emulator

Software on one operating system that imitates or reproduces the behavior of input and output on a different operating system.

engine

The software used to perform speech recognition or text-to-speech functions. Usually used with reference to proxy software and systems. See also Proxy Text-to-Speech (PTTS) and Natural Language Speech Recognition (NLSR).

enhanced basic speech

Prerecorded speech available from Avaya in several languages. Sometimes called standard speech.

Enhanced File Transfer

A feature that allows the transferring of files automatically between the CONVERSANT system and a synchronous host processor on a designated logical unit.

Enhanced Serial Data Interface

A software-controlled and hardware-controlled method used to store data on magnetic peripherals.

Enterprise Communications Server

The telephony equipment that connects your business to the telephone network. Sometimes called a switch.

error message

A message on the screen indicating that something is wrong with the system, often with a suggestion of how to correct it.

ESD

electrostatic discharge

ESDI

Enhanced Serial Data Interface

ESS

electronic switching system

EST

Enhanced Software Technologies, Inc.

ET

error tracker

Ethernet

A name for a local area network that follows IEEE Standard 802.3. Supported implementations are 10Baset and 100Baset.

event

The notification given to an application when some condition occurs that is generally not encountered in normal operation.

EXTA

external alarms feature message class

external actions

Specific predefined (or customer-created) system tasks that Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call_Bridge, Make_Call, SP_Allocate, SR_Prompt, and so on. In Voice@Work, external actions are called external functions.

external functions

Specific predefined (or customer-created) system tasks that Voice@Work can call or *invoke* to interact with other products or services. The function allows the application developer to enter the arguments for the function to act on. Examples are concat, getarg, length, substring, and so on. In Script Builder, external functions are called external actions.

F

FAX Actions

An optional feature package that allows the system to send fax messages.

FCC

Federal Communications Commission

FDD

floppy disk drive

feature

A function or capability of a product or an application within the system.

feature package

An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

feature_tst script package

A standard system software program that allows a user to perform self-tests of critical hardware and software functionality.

FEP

front end processor

field

See database field.

FIFO

first-in-first-out processing order

file

A collection of data treated as a basic unit of storage.

file transfer

An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

filename

Alphabetic characters used to identify a particular file.

FlexWord™ speech recognition

A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also subword technology.

foos

facility out-of-service state

FTS

file transfer process message class

Full CCA

A feature package that augments the types of call dispositions that Intelligent CCA can provide.

function key

A key, labeled F1 through F8, on your keyboard to which the system software gives special properties for manipulating the user interface.

G

GEN

PRISM logger and alerter general message class

grammar

The inputs that a recognizer can match (identify) from a caller.

GUI

graphical user interface

H

hard disk drive

A high-capacity data storage and retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape and diskette drives, and so on, are all hardware.

hardware upgrade

Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

HDD

hard disk drive

High Level Language Applications Programming Interface

An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

HLLAPI

High Level Language Applications Programming Interface

HOST

host interface process message class

host computer

A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

hwoos

hardware out-of-service state

Hz

Hertz

IBM

International Business Machines

iCk or ICK

The system integrity checking process.

ID

identification

IDE

integrated disk electronics

idle channel

A channel that either has no owner or is owned by its default owner and is onhook.

IE

information element

IEEE

Institute of Electrical and Electronic Engineers

IND$FILE

The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND$FILE is independent of link-level protocols such as BISYNC and SDLC.

independent software vendor

A company that has an agreement with Avaya to develop software to work with the system to provide additional features required by customers.

indexed table

A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

industry standard architecture

A PC bus standard that allows processors and other circuit cards to communicate with each other.

INIT

voice system initialization message class

initialize

To start up the system for the first time.

inserv

in-service state

Integrated Services Digital Network

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

intelligent CCA

Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. Intelligent CCA also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

interface

The access point of a system. The interface is designed to provide you with easy access to the software capabilities of the system.

interrupt

The termination of voice and/or telephony functions when some condition occurs.

Intuity Response Application Programming Interface

A library of commands that provide a standard development interface for voice-telephony applications.

IOB

I/O companion card to the SBC. This is part of the CPU Complex.

IPC

interprocess communication

IRAPI

Intuity Response Application Programming Interface

IRQ

interrupt request

ISA

industry standard architecture

ISDN

Integrated Services Digital Network

ISV

independent software vendor

ITAC

International Technical Assistance Center

K

Kbps

kilobytes per second

KB

kilobyte

keyboard mapping

In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

keyword spotting

A capability provided by WholeWord speech recognition, FlexWord speech recognition, and Natural Language speech recognition that allows the system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

LAN

local area network

LDB

local database

LED

light-emitting diode

library states

The state information about channel activities maintained by the IRAPI.

LIFO

last-in-first-out processing order

line side E1

A digital method of interfacing a system to a PBX or switch using E1-related hardware and software.

line side T1

A digital method of interfacing a system to a PBX or switch using T1-related hardware and software.

listfile

An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

local area network

A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

local database

A database residing on the system.

LOG

System logger process message class

logical unit

A type of SNA Network Addressable Unit.

logdaemon

A UNIX system information and error logging process.

logger

See logdaemon.

logging on/off

Entering or exiting the system software.

LSE1

line side E1

LST1

line side T1

LU

logical unit

M

magnetic peripherals

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

main screen

The system screen from which you are able to enter either the System Administration or Voice System Administration menu.

maintenance process

A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

manoos

manually out-of-service state

masked event

An event that an application can ignore (that is, the application can request not to be informed of the event).

master

A circuit card that provides clock information to the TDM bus.

Mbps

megabits per second

MB

megabyte

megabyte

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

menu

Options presented to a user on a computer screen or with voice prompts.

MF

multifrequency

MHz

megahertz

mirroring

A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive fails or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

ms

millisecond

msec

millisecond

MS-DOS

A personal computer disk operating system developed by the Microsoft Corporation.

MTC

maintenance process

multifrequency

Dual tone digit signaling (similar to DTMF), used for trunk addressing between network switches or by network operators.

multithreaded application

A single process or application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

N

Natural Language Speech Recognition (NLSR)

An advanced type of speech recognition. Like WholeWord and Flexword speech recognition, NLSR can recognize particular words and phrases, but it can also interpret and assign meaning to those words and phrases. NLSR can also recognize natural numbers and currency amounts. Because of the greater vocabulary and grammar requirements associated with NLSR, it works best with an external speech recognition or "proxy" server.

NCP

Network Control Program

NEBS

Network Equipment Building Standards

NEMA

National Electrical Manufacturers Association

netoos

network out-of-service state

NetView

An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

NFAS

non-facility associated signaling

NFS

network file sharing

NM-API

Network Management - Application Programming Interface

NMVT

network management vector transport

nonex

nonexistent state

nonindexed table

A table that can be searched only in a sequential manner and not via a field name.

nonmasked event

An event that must be sent to the application. Generally, an event is nonmaskable if the application is likely to encounter state transition errors by trying to ignore it.

NRZ

non return to zero

NRZI

non return to zero inverted

null value

An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

O

OEM

original equipment manufacturer

OGA

operator-generated alert

online help

Messages or information that appear on the user's screen when a function key (F1 through F8) is pressed or a "Help" menu item or icon is clicked.

operator-generated alert

A system-monitoring message that is transmitted from the CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

option

An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

ORACLE

A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

P

P&C

Prompt and Collect Voice@Work node or Script Builder action step

PBX

private branch exchange

PC

personal computer

PCB

printed circuit board

PCI

peripheral component interconnect

PCI Mezzanine Card

A PCI module, usch as a LAN or RAID controller, that connects to the CPU Complex IOB companion card.

PCM

pulse code modulation

PEC

price element code

peripheral (device)

Equipment such as printers or terminals that is in addition to the basic processor.

peripheral component interconnect

A newer, higher speed PC bus that is gradually displacing ISA for many components.

permanent process

A process that starts and initializes itself before it is needed by a caller.

phoneme

A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word “one” can be represented with three phonemes, “w” - “uh” - “n.” Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

phrase

A set of one or more words used within an application. Examples include "Thank you for calling XZY Business," "One," and "At the tone, press—."

phrase filtering (screening)

The rejection of unrecognized speech. The WholeWord, FlexWord, and Natural Language speech recognition packages can be programmed to reprompt the caller if the system does not recognize a spoken response.

phrase number

An identification number associated with a particular phrase in a speech pool.

phrase tag

A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

platform migration

See platform upgrade.

platform upgrade

The process of replacing the existing platform with a new platform.

pluggable

A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

PMC

PCI Mezzanine Card

poll

A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.

polling

A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

port

A connection or link between two devices that allows information to travel to a desired location. See telephone network connection.

PRI

Primary Rate Interface

Primary Rate Interface

An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

private branch exchange

A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

processor

In system documentation, the computer on which UnixWare and the system software runs. In general, the part of the computer system that processes the data. Also known as the central processing unit.

prompt

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to announcement.

prompt and collect (P and C)

A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The response is collected and the script progresses based on the caller's response.

proxy server

A server external to the CONVERSANT system used in a client/server configuration to perform processor-intensive functions, such as Natural Language Speech Recognition or text-to-speech beyond the capabilities of the CONVERSANT system. See also Natural Language Speech Recognition (NLSR) and Proxy Text-to-Speech (PTTS).

Proxy Text-to-Speech (PTTS)

The capability to do text-to-speech processing using one or more auxiliary computers that are connected to the CONVERSANT in a client/server configuration. PTTS is an alternative to the standard Text-toSpeech feature for use in applications where the demand is very high or where a language is needed that is not supported on the SSP circuit card. See also Text-to-Speech.

pseudo driver

A driver that does not control any hardware.

PSTN

public switch telephone network

pulse code modulation

A digital modulation method of encoding voice signals into digital signals. See also adaptive differential pulse code modulation.

R

RAID

redundant array of independent disks

RAID array

An assembly of disk drives configured to provide some level of RAID functionality.

RAM

random access memory

RDMBS

ORACLE relational database management system

RECOG

speech recognition feature message class

recognition type

The type of input the recognizer can understand. Available types include touchtone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord, FlexWord, and Natural Language speech recognition.

recognizer

The part of the system that compares caller input to a grammar to correctly match (identify) the caller input.

record

See database record.

recovery

The process of using copies of the system software to reconstruct files that have been lost or damaged. See also restore.

remote database

Information stored on a system other than your current system that can be accessed by the CONVERSANT system.

remote maintenance circuit card

A CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all CONVERSANT system machines. This card is standard equipment on all new purchases.

REN

ringer equivalence number

reports administration

The component of the system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

restore

The process of recovering lost or damaged files by retrieving them from available backup tapes or from another disk device. See also recovery.

restore application

A utility that replaces a damaged application or restores an older version of an application.

reuse

The concept of using a component from a source system in a target system after a software upgrade or platform migration.

RFS

remote file sharing

RM

resource manager

RMB

remote maintenance circuit card

roll back

To cancel changes to a database since the point at which changes were last committed.

rollback segment

A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

RTS

request to send

S

SBC

(1) sub-band coding; (2) a single-board computing circuit card that is part of the CPU Complex

SCA

single connector architecture

screen pop

A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a “form” full of information from the database using an ORACLE database utility package.

script

The set of instructions for the CONVERSANT system to follow during a transaction.

Script Builder

An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the CONVERSANT system (see also Voice@Work).

SCSI

small computer system interface

SDLC

synchronous data link control

SDN

software defined network

shared database table

A database table that is used in more than one application.

shared speech

Speech that is a part of more than one application.

shared speech pools

A parameter that allows the user of a voice application to share speech components with other applications.

SID

station identification

signal processor circuit card

A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card.

single-threaded application

An application that runs on a single voice channel.

slave

A circuit card that depends on the TDM bus for clock information.

SLIP

serial line interface protocol

small computer system interface

A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, and so on.

SNA

systems network architecture

SNMP

simple network management protocol

software

The set or sets of programs that instruct the computer hardware to perform a task or series of tasks, for example, UnixWare software and the system software.

software upgrade

The installation of a new version of software in which the existing platform and circuit cards are retained.

source system

The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

speech and signal processor circuit card

A high-performance signal processing circuit card capable of simultaneous support for various speech technologies.

speech energy

The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

speech envelope

The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

speech file

A file containing an encoded speech phrase.

speech filesystem

A collection of several talkfiles. The filesystem is organized into 16-KB blocks for efficient management and retrieval of talkfiles.

speech modeling

The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

speech space

An area that contains all digitized speech used for playback in the applications loaded on the system.

speech phrase

A continuous speech segment encoded into a digital string.

speech recognition

The ability of the system to understand input from callers.

speech recognition engine

See engine.

SPIP

signal processor interface process

SPPLIB

speech processing library

SQL

structured query language

SR

speech recognition

SSP

speech and signal processor circuit card

standard speech

The speech package available in several languages containing simple words and phrases produced by Avaya for use with the system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called enhanced basic speech.

standard vocabulary

A standard package of simple word speech models provided by Avaya and used for WholeWord speech recognition. These phrases include the digits “zero” through “nine,” “yes,” “no,” and “oh,” or the equivalent words in a specific language.

string

A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

structured query language

A standard data programming language used with data storage and data query applications.

subword technology

A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to WholeWord speech recognition.

switch

A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a private branch exchange.

switch hook

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

switch hook flash

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

switch interface administration

The component of the system that enables you to define the interaction between the system and switches by allowing you to establish and modify switch interface parameters and protocol options.

switch network

Two or more interconnected telephone switching systems.

synchronous communication

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

SYS

UNIX system calls message class

sysgen

system generation

System 75

An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

System 85

An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

system administrator

The person assigned the responsibility of monitoring all system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture

The manner in which the system software is structured.

system message

An event or alarm generated by either the system or an end-user process.

system monitor

A component of the system that tests to verify that each incoming telephone line and its associated circuit card is functional. Through the “System Monitor” component, you are able to see displays of the Voice Channel and Host Session Monitors.

T

T1

A digital transmission link with a capacity of 1.544 Mbps.

table

See database table.

tag image file format

A format for storing and exchanging digital image data associated with fax modem data transfers and other applications. These files can be identified by the .tif extension.

talkfile

An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

talkoff

The process of a caller interrupting a prompt, so the prompt message stops playing.

target system

The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

TAS

transaction assembler script

TCC

Technology Control Center

TCP/IP

transmission control protocol/internet protocol

TDM

time division multiplexing

TE

terminal emulator

telephone network connection

The point at which a telephone network connection terminates on a system. Supported telephone connections are T1 and E1.

terminal emulator

Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the system to temporarily transform itself into a “look alike” of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

Text-to-Speech

An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech.

ThickNet

A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

ThinNet

A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

TIFF

tag image file format

time-division multiplex

A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

token ring

A ring type of local area network that allows any station in the network to communicate with any other station.

trace

A command that can be used to monitor the execution of a script.

traffic

The flow of information or messages through a communications network for voice, data, or audio services.

transaction

The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the system. It can also involve one or more of the system optional features, such as speech recognition.

transaction assembler script

The computer program code that controls the application operating on the voice response system. The code can be produced from Voice@Work, Script Builder, or by writing directly in TAS code.

transaction state machine process

A multi-channel IRAPI application that runs applications controlled by TAS script code.

transient process

A process that is created dynamically only when needed.

troubleshooting

The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

TSO

(1) Technical Services Organization; (2) time share operation

TSM

transaction state machine process

TTS

Text-to-Speech

TWIP

T1 interface process

U

UK

United Kingdom

US

United States of America

UNIX operating system

A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

UNIX shell

The command language that provides a user interface to the UNIX operating system.

upgrade scenario

The particular combination of current hardware, software, application and target hardware, software, applications, and so on.

usability

A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

USOC

universal service ordering code

UVL

unified voice library

V

VDC

video display controller

vi editor

A screen editor used to create and change electronic files.

virtual channel

A channel that is not associated with an interface to the telephone network (T1, LSE1/LST1, or PRI). Virtual channels are intended to run “data-only” applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a “virtual seizure” request to TSM from a DIP.

vocabulary

A collection of words that the system is able to recognize using either WholeWord, FlexWord, or Natural Language Speech Recognition.

vocabulary activation

The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

vocabulary loading

The process of copying the vocabulary from the system where it was developed and adding it to the target system.

Voice@Work

An optional software package that provides a graphical interface to assist in the development of voice response applications on the system (see also Script Builder).

voice channel

A channel that is associated with an interface to the telephone network (T1, E1, LSE1/LST1, or PRI). Any system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a “soft seizure” request to TSM from a DIP or the **soft_szr** command.

voice processing co-marketer

A company licensed to purchase voice processing equipment to sell based on their own marketing strategies.

voice response output process

A software process that transfers digitized speech between system hardware (for example, SSP circuit cards) and data storage devices (for example, hard disk, and so on).

voice response unit

A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

voice system administration

The means by which you are able to administer both voice-related and nonvoice-related aspects of the system.

VPC

voice processing co-marketer

VROP

voice response output process

VRU

voice response unit

W

warning

An admonishment or advisory statement used in the system documentation to alert the user to the possibility of equipment damage.

WholeWord speech recognition

An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, “yes”, and “no” (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touchtones (or dial pulses, if available). See also whole-word technology.

whole-word technology

The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to subword technology.

wink signal

An interruption of current to a busy lamp indicating that there is a line on hold.

word

A unique utterance understood by the recognizer.

wordlist

A set of words available for FlexWord recognition by an application during a Prompt & Collect action step.

word spotting

The ability to search through extraneous speech during a recognition.

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