Lucent Technologies
Bell Labs Innovations

INTUITY™ Interchange

Release 5.3

MAP/100P System Installation

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

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

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

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

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

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

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

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

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

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        Issue 1, November 1999

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Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive   89/336/EEC
Low-Voltage Directive   73/23/EEC

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

Comments
To comment on this document, see the section titled "About This Book."

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About This Book

Purpose

This book, INTUITY *Interchange Release 5.3 MAP/100P System Installation,*
585-313-809, Issue 1, contains instructions for installing a Lucent™ INTUITY™
voice messaging system that has been assembled, loaded, and tested (ALT) at
the Lucent factory. It includes procedures for unpacking, set up, configuration,
initial administration, acceptance testing, and cut to service. These procedures
apply to the MAP/100P platform and the Lucent INTUITY system and most of its
optional features, including networking and integration with the MERLIN
LEGEND®, System 25, System 75, System 85, DEFINITY® R6csi and DEFINITY
Mode Code, and the DEFINITY G1, G2, G3, and G4 series of switches.

Intended Audiences

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

- Field support

- Helpline personnel

- Sales support

- Design support

- Factory ALT personnel

- Provisioning project managers

We assume that the primary users of this book have completed the Lucent INTUITY
hardware installation training course (see "Related Resources").

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Release History

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Release History

This is the first release of this book.

How to Use This Book

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

For Complete Installation Instructions

Read Chapter 1, "Getting Started", before you begin, for information on prerequisites, including site preparation and the tools and information you need to complete the installation successfully. If you need help logging in and navigating through the system screens and windows, review Appendix B, "Accessing Windows and Screens". From there, read and use each chapter in the order presented. This will take you step by step through the procedures you must perform to install a factory ALT Lucent INTUITY system.

⇒ NOTE:
If you are installing a non-ALT system, see Appendix C, "Building a System," in "INTUITY Interchange Release 5.3 MAP/100P System Maintenance", 585-313-809, for instructions.

For an Installation Checklist

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

For Troubleshooting Information

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

For Connectivity and Pinout Information

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

To Locate Other Specific Topics

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

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

■ The words "subscriber" and "user" are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word "user" is the preferred term in the text; however, "subscriber" appears on most of the screens and is the command word you must type at the command line, for example, **change subscriber "Jane Doe"**.

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

Type **y** to continue.

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

Enter **y** to continue.

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

Select Start Test.

■ The INTUITY Interchange system displays "screens", *"windows" and "menus"*. "Screens" make up the INTUITY Interchange user interface through which you can enter data or commands or access windows or menus (Figure 1). "Windows" show and request system information (Figure 2). "Menus" present options from which you can choose to view another menu, screen or window (Figure 3).
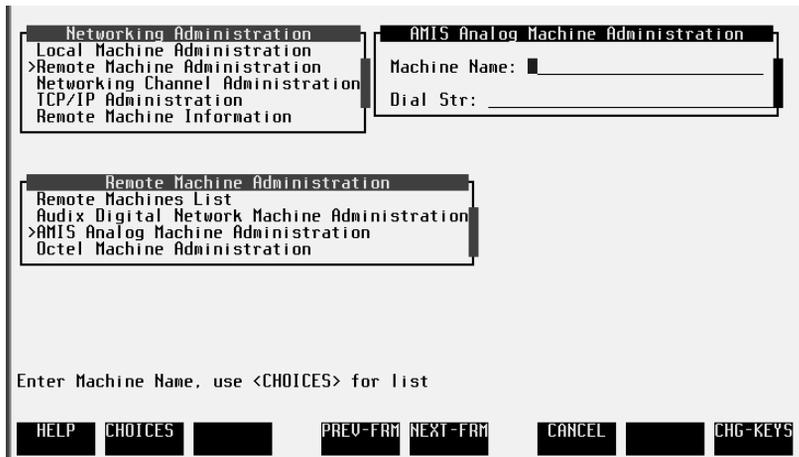
Figure 1.   Example of an INTUITY Interchange Screen
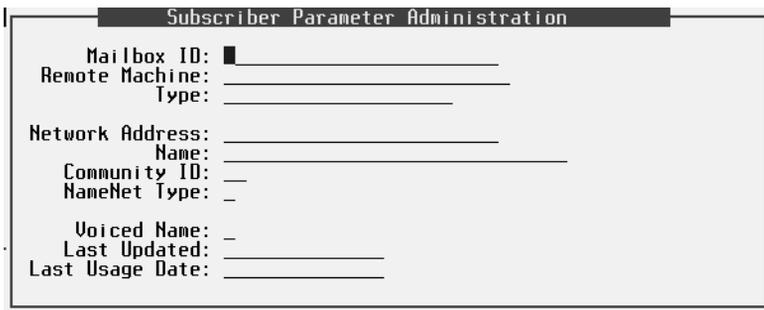
Figure 2.   Example of a INTUITY Interchange Window

```
┌─ INTUITY Interchange Administration ─┐
│                                      │
│ ███████████████████████████████     │
│ █Subscriber Administration█          │
│                                      │
│ System Parameters                    │
│                                      │
│ Remote Machine Administration        │
│                                      │
│ Enterprise List Administration       │
│                                      │
│ Call Detail Recording                │
│                                      │
│ Networking Traffic Reports           │
│                                      │
└──────────────────────────────────────┘
```
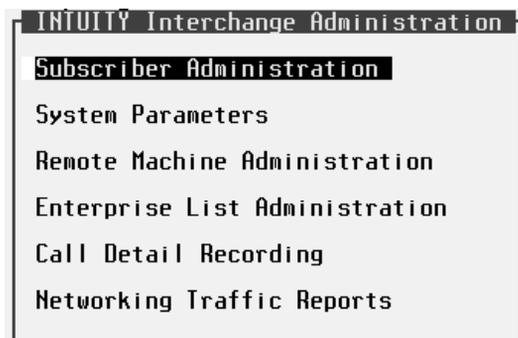
Figure 3.   Example of a INTUITY Interchange Menu

Keyboard and Telephone Keypad Representations

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

    Press (ENTER).

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

    Press (ALT) (D).

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

    Press (ALT– D) (1).

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

    Press (F3) (Choices).

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

    Press [1] to record a message.

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Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

  Example 1:

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

  Example 2:

  ```
  Alarm Form Update was successful.

  Press <Enter> to continue.
  ```

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

  Start at the INTUITY Interchange main menu and select

  ```
  > Customer/Services Administration

      > Alarm Management
  ```

  In this example, you would access the INTUITY Interchange main menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

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

Data Entry Conventions

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

  Example 1:

  > Enter **change-switch-time-zone** at the `enter command:` prompt.

  Example 2:

  > Type **high** or **low** in the `Speed:` field.

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■ Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

> Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

⚠ CAUTION:
Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.

⚠ WARNING:
Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.

⚠ DANGER:
Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

⚠ SECURITY ALERT:
Indicates the possibility of a security hazard such as toll fraud, the unauthorized use of logins or passwords, or unauthorized LAN access. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

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

■ AUDIX is a registered trademark of Lucent Technologies.

■ cc:Mail is a registered trademark of cc:Mail, a subsidiary of Lotus Development Corporation.

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- VT100 is a trademark of Digital Equipment Corporation.

- Windows is a trademark of Microsoft Corporation.

Related Resources

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

Documentation

> **NOTE:**
> Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an Lucent INTUITY system. See the Lucent INTUITY online catalog for more information on other books in the set.

Use the following books in conjunction with this installation book:

- *Lucent INTUITY Messaging Solutions System Description*, 585-310-235, for a description of the Lucent INTUITY product and features

- *INTUITY Interchange Release 5.3 MAP/100P System Maintenance*, 585-313-809, for a detailed source of complete maintenance procedures and troubleshooting information

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

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Technical Assistance

The following numbers are available for technical assistance with Lucent Technologies products and services:

- Within the United States

    — For systems integrated with a MERLIN LEGEND switch, call 1-800-628-2888.

    — For systems integrated with any other switch, call 1-800-242-2121 x85474.

- Within Canada

    — For all systems, call 1-800-242-1234

- Within any other country

    — For all systems, call your local distributor

Training

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

- Lucent Technologies customers and all others in the United States and Canada: (800) 255-8988

- Customers in other locations should contact their sales representative for information

- Organizations within Lucent Technologies: (904) 636-3261

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How to Comment on This Book

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

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

> Lucent Technologies
> Product Documentation
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> 11900 North Pecos Street
> Denver, Colorado 80234-2703 U.S.

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

Please be sure to mention the name and order number of this book, *INTUITY Interchange Release 5.3 MAP/100P System Installation,* 585-313-809.

Getting Started

<div style="text-align: right; font-size: 3em;">**1**</div>

Overview

This chapter describes:

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

- Installation prerequisites, including: tools, test equipment, system information, documentation, and switch administration requirements

- Points of demarcation for installation and maintenance

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

- Technical assistance and other resources available to you during installation

> **NOTE:**
> The information in this book assumes that you are installing an assembled, loaded, and tested (ALT) Lucent™ INTUITY™ system. If this is not the case, see Appendix C, "How to Build a System," in *INTUITY Interchange Release 5.3 MAP/100P System Maintenance,* 585-313-809*, f*or additional instructions.

Purpose

The purpose of this chapter is to ensure that:

- The customer site meets the physical requirements for installation of the MAP/100P

- You are prepared with the tools and information you need to complete the Lucent INTUITY system installation successfully

Site Preparation

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

- Environmental considerations

- Installation area considerations

- Weight and space requirements

- Power requirements

Environmental Considerations

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

Table 1-1.　Environmental Considerations

Operating State	Temperature	Humidity
Operating	+10 to +38°C (+50 to +100°F)	5 to 80%, noncondensing
Nonoperating (when the MAP/100P is being shipped or stored)	-40 to +60°C (-40 to +140°F)	5 to 95%, noncondensing

Installation Area Considerations

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

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

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

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

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

  NOTE:
  The maximum heat output of a MAP/100P is approximately 2000 BTU.

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

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

Weight and Space Considerations

Table 1-2 lists the approximate weight, size, and depth of the primary MAP/100P hardware components. Note that the weight listed includes only the basic chassis, cartridge tape drive, diskette drive, four hard disks, and three circuit cards.

Table 1-2.   Weight and Space Considerations

Equipment	Weight	Height	Width	Depth
Deskside MAP/100P	approx. 45.4 kg (approx. 100 lbs)	48.3 cm (19 in.)	30.5 cm (12 in.)	55.9 cm (22 in.)
Rack-mounted MAP/100P	approx. 36 kg (approx. 80 lbs)	30.5 cm (12 in.)	48.3 cm (19 in.)	55.9 cm (22 in.)
Monitor	6.7 kg (15 lbs)	34 cm (13.5 in.)	33 cm (13 in.)	37 cm (14.5 in.)
Keyboard	2.3 kg (5 lbs)	6.4 cm (2.5 in.)	48 cm (19 in.)	20.5 cm (8 in.)

Power Requirements

The maximum power dissipation of a MAP/100P is 430 W.

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

Table 1-3.   Power Requirements for MAP/100P and Monitor

Attribute	MAP/100P	Monitor
Volts AC (VAC) auto-sensing	100–240	110–240
Hertz (Hz)	50–60	50–87
Phase	Single	Single

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Table 1-3. Power Requirements for MAP/100P and Monitor

Attribute	MAP/100P	Monitor
Amps ■ U.S. International	 ■ 12 (fused) 6.3 (fused)	 ■ 3.0 (fused) 1.5 (fused)
Input cords	NEMA[1] 5–15P plug; 3 m (9 ft) long	NEMA 5–15P 3 m (9 ft) long
Unit input receptacles	IEC-320 inlet	IEC-320 inlet

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---

1. National Electrical Manufacturer's Association.

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

- Locate each unit within 2 meters (6 ft) of its power receptacle.

- Keep the communication cables separate from the power cables.

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

⚠ CAUTION:

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

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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:**

Use extreme care when you make power and ground connections.

Installation Prerequisites

This section:

- Lists the tools, test equipment, system information, and documentation you must have to install and test the MAP/100P

- Describes the switch administration that must be done before you arrive on site

Tools

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

- A medium-width flat-blade screwdriver

- A No. 2 Phillips screwdriver

- A small pair of needle-nose pliers

- A small pair of wire cutters

- A sharp, pointed instrument such as 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

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

- A volt/ohm meter.

- Two telephones connected through the switch. These must be of the same type as the majority of telephones the customer will be using on the system. If the message waiting indicator (MWI) for the Lucent INTUITY system is a lamp, the test telephones must be equipped with a lamp. If the MWI is a stutter tone, they must be able to give the stutter notification.

  The two test telephones must be placed so that you can easily see the monitor while you are using them.

- If the system includes Lucent INTUITY FAX Messaging, you must have access to a customer fax machine for testing.

System Information

You need the following information to complete this installation:

- Installation information worksheets

  Your project manager or systems consultant will give you a series of worksheets prior to the installation. These worksheets have been completed with input from the customer.

  One of the worksheets that you will receive is the Installation Worksheets Inventory. This inventory lists the names of the individual worksheets that contain the information you need to complete this installation. If you do not receive a certain worksheet, verify the values that are needed and then use the system defaults for those particular values.

- Basic system procedures

  The installation procedures in this book assume that you know how to log on and off the system and how to move around using the INTUITY AUDIX and Lucent INTUITY system screens. To review this information, see Appendix B, "Accessing Windows and Screens"

Switch Administration

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

- Testing each channel connected to the Lucent INTUITY system before assigning the channel(s) to INTUITY AUDIX or another application. During this testing, you must be able to call each channel individually using the ChanTran option.

- Testing the INTUITY AUDIX system with two test subscribers.

- Performing cut-to-service procedures that provide the users with an active coverage path.

Before you arrive on-site, 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 Lucent INTUITY system.

⟹ NOTE:

Documentation

Use the following documentation during installation of a MAP/100P:

- "INTUITY™ Interchange Release 5.3 MAP/100P System Installation", 585-313-809

  Use this book to familiarize yourself with installation prerequisites and to perform hardware installation, initial administration, and acceptance testing.

- *"INTUITY Interchange Release 5.3 MAP/100P System Maintenance",* 585-313-809

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

- Switch book

  There is a book for each switch that is used with the Lucent INTUITY system. Be sure that you have the book that matches your switch.

- Lucent INTUITY networking book

  Networking is an option on the Lucent INTUITY system. If you are installing one of the optional networking features, you will need one of the following corresponding networking books:

    — *AMIS Analog Networking,* 585-300-512

    — *INTUITY Digital Networking,* 585-310-567

- Distributed Communications Systems (DCS) networking

  Information for DCS networking is located in the individual switch integration books.

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Points of Demarcation

Page 8

Points of Demarcation

A *demarcation point* defines the extent of Lucent's responsibilities for a product. Beyond this point, the customer is responsible for providing overall service. Generally, Lucent is responsible for all Lucent-provided equipment.

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

- Demarcation point for switches not maintained by Lucent

- Local area network (LAN) connectivity for Message Manager

- INTUITY FAX Messaging demarcation

Demarcation for Switches Not Maintained by Lucent

Lucent service technicians dispatched for Lucent INTUITY system installation are not responsible for making any connections directly to switches not maintained by Lucent.

⇒ NOTE:
Lucent recommends joint acceptance testing for systems integrated with switches that are not maintained by Lucent.

The demarcation points for the integration of switches not maintained by Lucent vary by integration type.

- Serial configurations — immediately following the null modem

- Serial configurations with a switch integration device (SID) or a translator — immediately following the SID, the translator, or the 202T modem (as applicable)

- In-band configurations — immediately before the modular connectors

- Digital station interface configuration — the end of the Lucent-provided connector cable(s)

- Digital station interface configuration with a SID — immediately following the SID

For additional information concerning the extent of the installation, see the contract between the customer and Lucent Technologies.

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Maintaining System Security

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LAN Connectivity Demarcation

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

- *T*he LAN cable

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

- LAN administration not performed on the Lucent INTUITY system

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

- Providing the IP address, subnet mask, and gateway information for administration on the Lucent INTUITY system

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

INTUITY FAX Messaging Demarcation

INTUITY FAX Messaging uses the same equipment as INTUITY voice messaging. The IVC6 universal ports support both voice and fax messages without additional cabling or hardware. As with INTUITY AUDIX, the point of demarcation for INTUITY Fax Messaging is the same as the switch integration point of demarcation.

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

Maintaining System Security

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

Password Security

To ensure password security:

- Change the passwords for the system administrator (sa), voice mail administrator (vm), and craft logins before you begin the verification and acceptance of the Lucent INTUITY system.

- While changing the passwords, follow exactly what is written on Worksheet 1: System Administration Initial Passwords.

  ⇒ **NOTE:**
  Do not leave this worksheet laying out, or allow any one to see it.

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Getting Help with the Installation

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- At the first opportunity, give this worksheet directly to the customer's designated representative.

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

System Security

To ensure system security:

- Remove all test subscribers and test mailboxes from the system when the procedures in this book instruct you to do so.

- Do not configure any unassigned mailboxes (unassigned mailboxes are mailboxes that have an extension, but no subscriber assignment).

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

Getting Help with the Installation

The following resources are available for help during an installation:

- Help screens located on the system

- Remote support center

System Help Screens

Online help is available for both the Lucent INTUITY system screens and the INTUITY AUDIX administration screens. To display help screens or command choices, press F6 (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, the system displays general information about the field.

Remote Support Center

Your project manager or systems consultant is responsible for providing you with the telephone number of your remote support center.

Unpacking the MAP/100P and Installing Nonassembled Hardware

2

Overview

This chapter describes:

- Unpacking and setting up the MAP/100P

- Installing toroids

- Locating key components on the MAP/100P

Purpose

The purpose of this chapter is to:

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

- Provide information on how to install toroids on the MAP/100P

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

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Unpacking the MAP/100P

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Unpacking the MAP/100P

To unpack the MAP/100P:

1. Cut the bands holding the carton to the wooden pallet and around the box.

2. Remove the top of the box from the base.

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

   ⏵ **NOTE:**
   The MAP/100P should now be fully exposed and resting on the foam packing material of the base carton.

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

   ⚠ **CAUTION:**
   Do not attempt to lift the MAP/100P from the carton without the assistance of another person. You could injure yourself or damage the computer.

   ⚠ **CAUTION:**
   Do not lift the chassis by the dress covers.

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

Saving Packing Materials

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

- Antistatic bags
- Cardboard and foam inlays

  ⏵ **NOTE:**
  The packing material also includes a plastic bag designed to protect the MAP/100P from moisture during shipment. Discard this bag. It is not reusable.

This also applies to shipping cartons for the keyboard and monitor.

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Installing Toroids

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⚠️ **CAUTION:**

> *The manufacturer does not accept liability for a damaged unit if you do not return it in the original packing materials and carton. The carton has been designed to prevent damage and ensure product warranty.*

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

Installing Toroids

Before connecting peripherals or external devices, install ferrites to each interface cable. All installations require the use of ferrites to meet the individual country agency EMC (electromagnetic conductance) regulations. Installation of ferrites must be in accordance with these procedures to meet individual country compliances.

A toroid (Type A) is a 2.5 inch (6.4 cm) circular ferrite (comcode: 405853458). Toroids are made of a highly conductive carbon type of material that is very brittle. If a toroid ring fractures, it should immediately be replaced.

A ferrite is a 1 inch (2.5 cm) rectangular device. Ferrites are made of a variable conductive carbon type material to reduce special EMC frequency band width. Available in split and solid ferrite forms, a special snap-back protective cover is used to install and keep the halves together.

Handle toroids and ferrites with care. Toroids and ferrites are easily fractured and broken. Immediately replace any fractured or broken toroids or ferrites as they are no longer effective for EMC control.

General Toroid and Ferrite Installation Guidelines

⚠️ **CAUTION:**

> *Handle all toroids and ferrites with care. They are easily broken. Do not use any that are broken or fractured.*

When installing toroids or ferrites:

- Place toroids or ferrites as close as possible to the computer chassis.
- Minimize the amount of cable between the toroids or ferrites and the chassis.

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Installing Toroids

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- Wrap cables as tightly as possible. Do not leave large amounts of slack in the loop(s).

- Use large cable ties behind the ferrite to help them to stay in place.

Installing a Toroid

The following is the general toroid installation procedure. Figure 2-1 shows an example of a paired toroid installation.

To install a toroid, do the following:

1. Wrap each modular cable tightly around the toroid.

2. Secure the cable(s) with a small cable tie to reduce cable movement.

3. Trim off any excess from the cable tie.

Cable tie

Toroids (2)

Cable tie

To MAP Tip/Ring circuit card

toroid2t KLC 082196
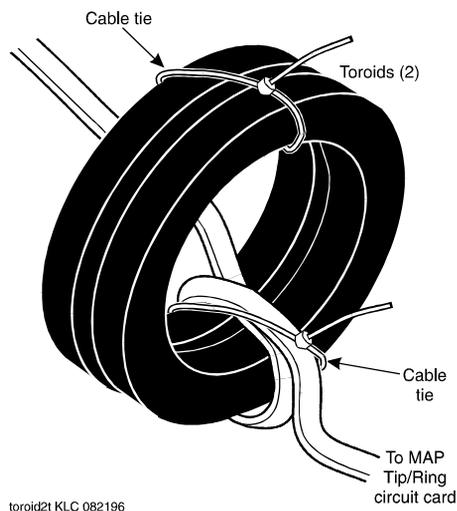
Figure 2-1.   Example Toroid Installation

Installing a Ferrite

To install a ferrite, do the following:

1. Open the ferrite by gently pulling the fastener away from the body of the ferrite.

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2. Place the cord or cable in the groove inside the ferrite (Figure 2-2).

Split ferrite core

To map input

Split ferrite core fastener

Mount up tight against power cord connector

Cable tie (.1 x 8.0 inch)
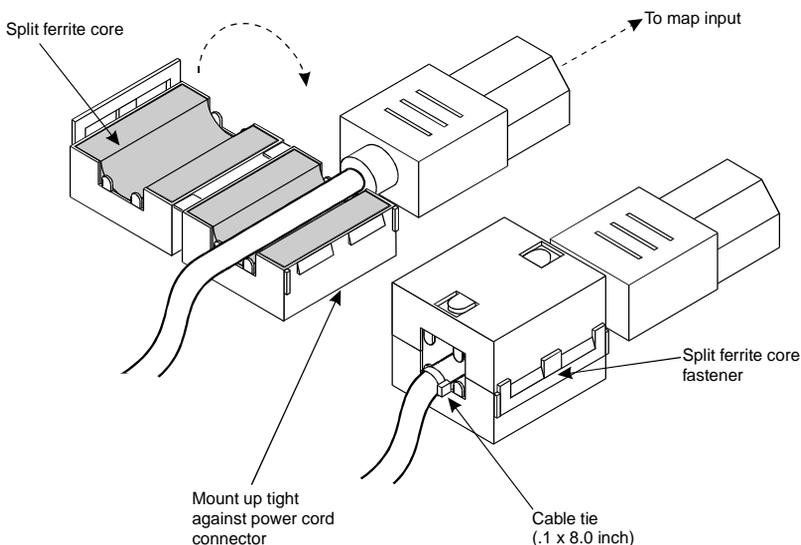
fctorrid KLC 062796

Figure 2-2.   Example Ferrite (Type B) Installation

3. If the cable is to be wrapped around the ferrite, wrap the cable tightly around half of the ferrite and place the cable into the groove (Figure 2-3).

AYC10 or AYC29 Tip/Ring circuit card

OUT

AUDIO

IN

4 5 6

1 2 3

USOC RJ25C

Ferrite (type B)

Ferrite (type B)
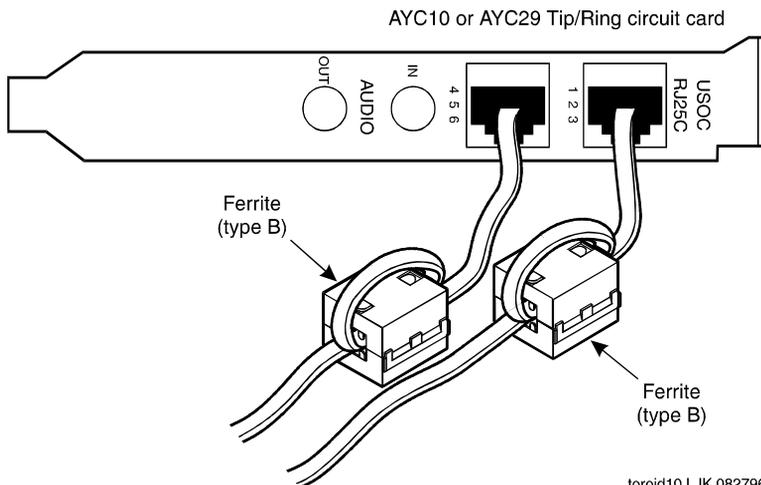
toroid10 LJK 082796

Figure 2-3.   Example Ferrite Installation

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    MAP/100P Electromagnetic Conductance Reduction Components   *Page 16*

4. Gently snap the ferrite shut.

5. Attach a large cable tie directly behind the ferrite to secure it.

    $\Longrightarrow$ **NOTE:**
        If the cable is wrapped around the ferrite, no cable tie is required.

6. Trim the cable tie.

MAP/100P Electromagnetic Conductance Reduction Components

Table 2-1 lists the ferrites to be installed on a MAP/100P system installed in North America and South America. Table 2-2 lists the ferrites to be installed on a MAP/100P system installed in Europe.

Table 2-1.   North American and South American MAP/100P Ferrite Installation

Component	Location	Cabling
Tip/Ring circuit card (AYC10)	Place 1 ferrite on each modular cable.	Wrap the modular cable once around each ferrite.

Table 2-2.   European MAP/100P Ferrite Installation

Component	Location	Cabling
LAN cable	Place 1 ferrite on each cable.	Wrap the cable once around each ferrite.
Multi-port serial circuit card	Place 1 ferrite on each cable.	Wrap the modular cord once around each ferrite.
Tip/Ring circuit card (AYC30)	Place 2 ferrites on each modular cable.	Wrap the modular cable once around each ferrite.
ACCX circuit card	Place 1 ferrite on the shielded serial cable.	Do not wrap the cable around the ferrite.

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Installing a Deskside MAP/100P

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Installing a Deskside MAP/100P

If ordered with the MAP/100P, deskside kits are factory installed and no additional assembly is needed.

Deskside units (Figure 2-4) are equipped with four casters that allow you to roll the chassis around as required. Once you position it, activate the locking mechanisms by pressing down on each caster lock to secure the MAP/100P in place.

scinp004 KLC 010898
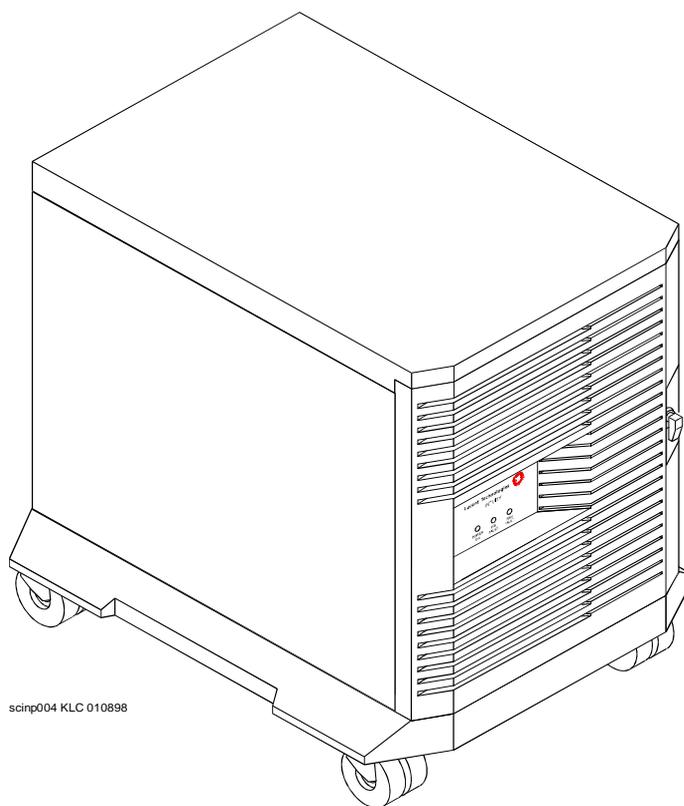
Figure 2-4. MAP/100P Deskside Unit

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Installing a Rack-Mounted MAP/100P

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Installing a Rack-Mounted MAP/100P

Figure 2-5 shows a sample of a19-inch by 30-inch commercial cabinet with three rack-mount MAP/100P units. Each MAP/100P is shown with the front bezel removed.
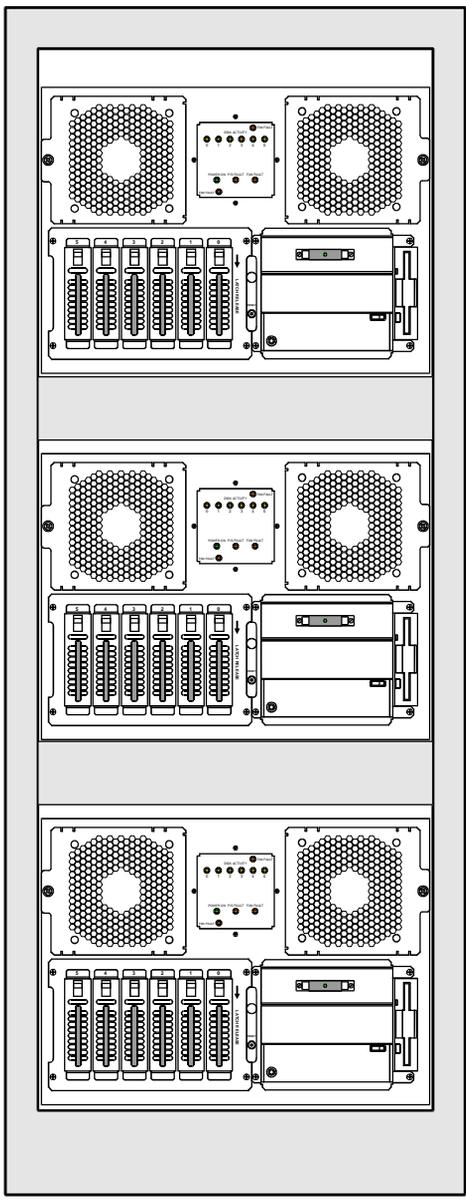
Figure 2-5.   MAP/100P Sample Rack-Mount with Front Bezels Removed

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Installing a Rack-Mounted MAP/100P   Page 19

The MAP/100P Rack-Mount Kit

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

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

- The cabinet is between 28 and 30 inches deep.

- The cabinet height accommodates the number of units to be mounted.

- The commercial cabinet is secured to the floor before mounting the MAP/100P into the rack.

Table 2-3 lists the contents of the MAP/100P rack-mount kit. Item numbers correspond to those referred to in the procedure that follows.

Table 2-3.   Contents of the MAP/100P Rack-Mount Kit

Part	Quantity	Factory Installed	Loose (technician installed)
Extension bracket	2		X
Right side unit support guide	1	X	
Left side unit support guide	1	X	
Front panel handle	1	X	
Rack bezel	1	X	
Miscellaneous screws, lock washers, clip nuts, and mounting hardware			X

Procedure

> **NOTE:**
> Use Figure 2-6 as a reference when you perform this procedure.

1. Ensure that you have the required tools:

   - Magnetic-tip Phillips screwdriver set

   - Open-end wrench (5/32-in.)

   - Open-end or box wrench (1/2-in.)

   - Socket set

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

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Installing a Rack-Mounted MAP/100P

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3. Attach the extension bracket to the support guide using two 10-32 3/8"
   screws to allow the unit to slide in and out of the cabinet.

4. Attach support guides to the lower part of the unit using two 10-32 3/8"
   screws.

   $\implies$ **NOTE:**

   The support guides may have been attached before the unit shipped.

5. Extend the cabinet slides to the locked-out position.

6. While supporting the unit, align the front mounting holes of the slide with
   the holes on the unit.

7. Attach the unit to the cabinet slide using three screws.

8. Repeat Step 3 through Step 7 for the other side of the unit.

9. Unlock the cabinet slide and slide the unit in and out of the cabinet to check
   for smooth travel.

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

11. Install the front bezel:

    a. Open the bezel door.

    b. Slip the front bezel springs over the four ball studs.

    c. Close and lock (optional) the bezel door.

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Installing a Rack-Mounted MAP/100P

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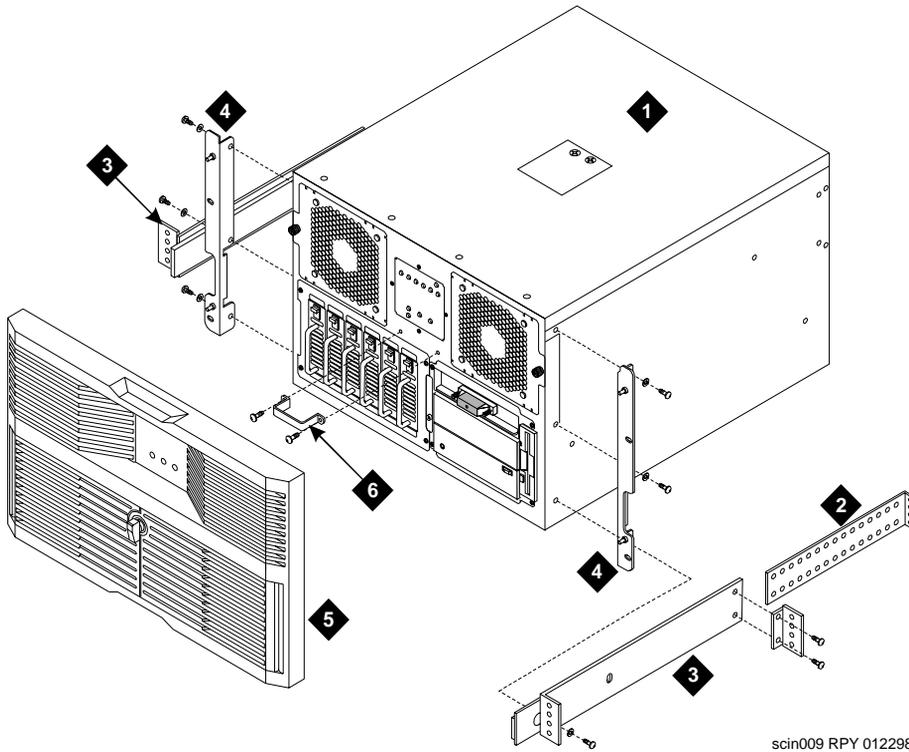
scin009 RPY 012298

1.   MAP/100P unit
2.   Cabinet mounting bracket
3.   Extension bracket support guide
4.   Front bezel
5.   Corner unit retaining bracket
6.   Handle

Figure 2-6.   Mounting the MAP/100P in a Rack

Locating Key Components on the MAP/100P

Use the following sections and diagrams to locate key components on the MAP/100P. For additional information describing the MAP/100P hardware, see the *Lucent™ INTUITY™ Messaging Solutions Release 4 System Description,* 585-310-235.

Figure 2-7 shows the deskside MAP/100P.
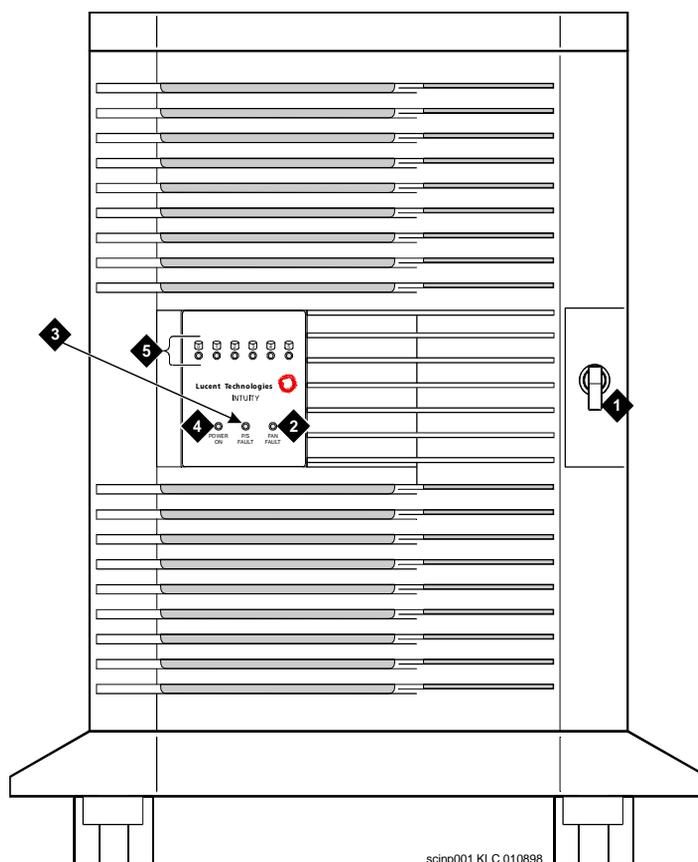
1. Open/close knob
2. Fan fault LED
3. Power supply fault LED
4. Power on LED
5. Disk activity indicator (per SCSI ID)

Figure 2-7. MAP/100P Deskside Unit with Front Bezel Closed

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Locating Key Components on the MAP/100P   *Page 23*

The Front of the Chassis

Figure 2-8 shows the front view of the MAP/100P with the front bezel (dress cover) removed. Table 2-4 provides a description of the components on the front of the MAP/100P.
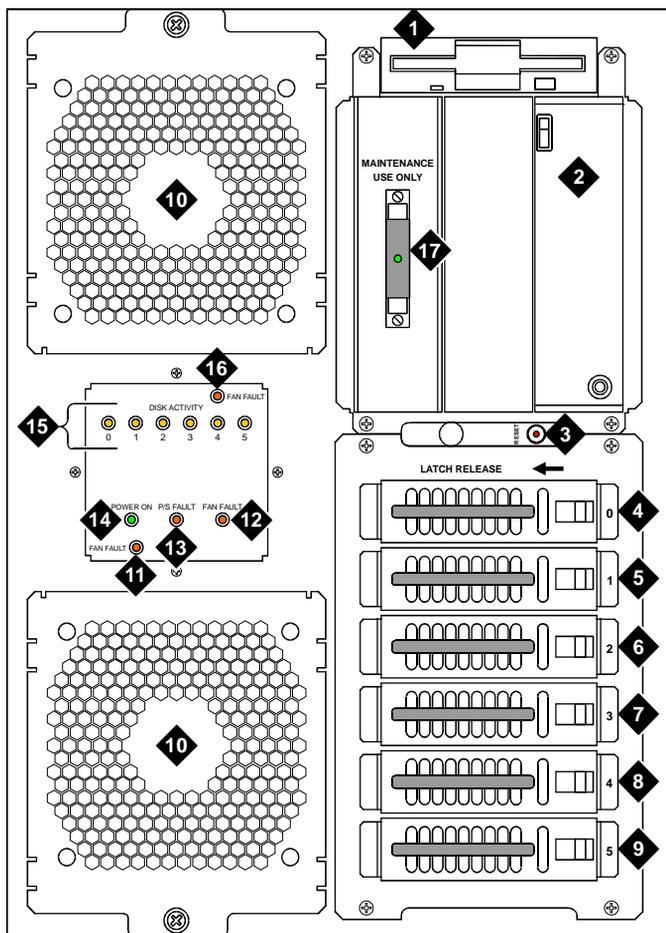
scinp002 klc 011198

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

Figure 2-8.   Front View of the MAP/100P with Dress Cover Removed

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Locating Key Components on the MAP/100P

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Table 2-4. Components on the Front of the Deskside MAP/100P

Component	Description	Callout Number
Diskette drive	3.5-inch, 1.44-Mbyte high density; system configuration; diagnostic testing	1
Cartridge tape drive	SCSI 2.0-Gbyte; backup and restore; loading the system	2
Reset switch	Push button; resets the MAP/100P	3
Hard disk drive 0	2.0-Gbyte SCSI	4
Hard disk drive 1	2.0-Gbyte SCSI	5
Hard disk drive 2	2.0-Gbyte SCSI	6
Hard disk drive 3	2.0-Gbyte SCSI	7
Hard disk drive 4	2.0-Gbyte SCSI	8
Hard disk drive 5	2.0-Gbyte SCSI	9
Circuit card cage fan	Cooling system	10
Fan fault LED	LED; lights red for bottom fan trouble	11
Fan fault LED	LED; lights red for a fan trouble	12
Power supply fault LED	LED; lights red when power removed	13
Power on LED	LED; lights red when power on	14
Disk activity indicator (per SCSI ID)	LED; intermittently lights amber when associated disk is accessed and active	15
Fan fault LED	LED; lights red for top fan trouble	16
SCSI Terminator		17

The Back of the Chassis

Figure 2-9 shows the back view of the MAP/100P. Table 2-5 provides a description of the components on the back of the MAP/100P.
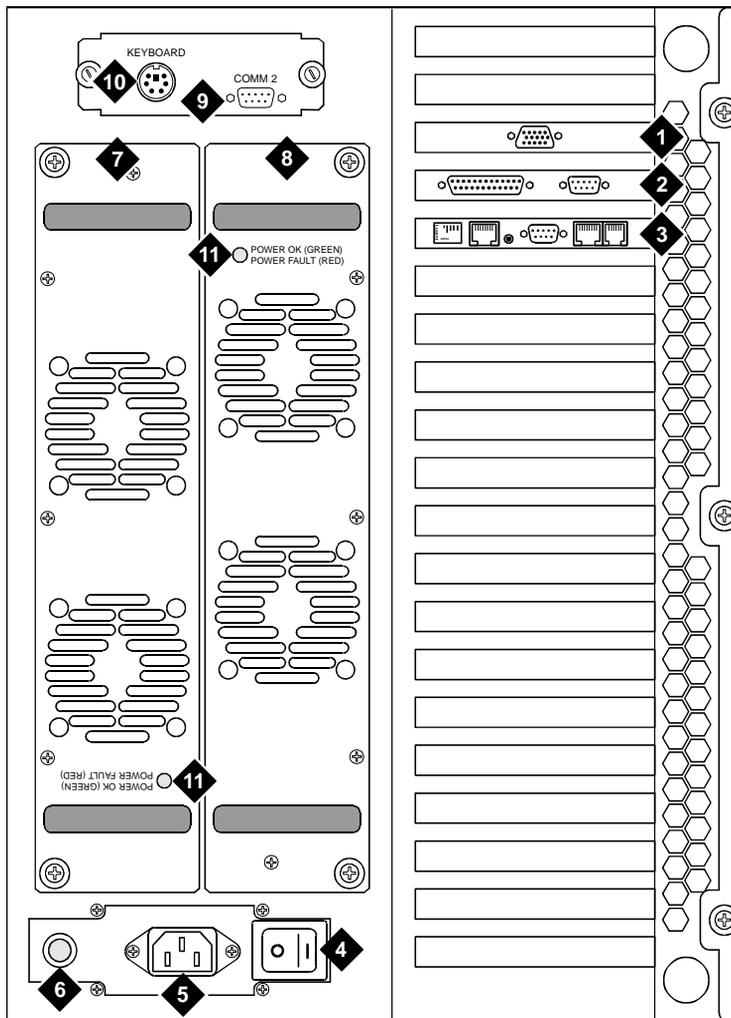
scinp003 KLC 011398

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

Figure 2-9.   Back View of the MAP/100P

Table 2-5.   Components on the Rear of the Deskside MAP/100P

Component	Description	Callout Number
Video circuit card (PCI slot 1)	The connector on the card provides the interface between a monitor and the MAP/100P through a cable.	1
CPU (slot 17)	P5 200 MHz CPU with COM1 connector.	2
Remote maintenance circuit card (ISA slot 16)	Provides access for remote maintenance.	3
ON/OFF power switch	Rocker switch Turns power on or off to the MAP/100P	4
AC power inlet receptacle	3-prong, 110V or 220V Connects the MAP/100P to the power source via a 9-ft power cord.	5
Fuse	AC line. 250V, 6 amp for U.S. 250V, 3.6 amp for international	6
Power supply 1	110/220V autosensing, always required Provides +5, -5, +12, and -12 volts requirements	7
Power supply 2	110/220V autosensing, always required Provides +5, -5, +12, and -12 volts requirements	8
Asynchronous port COM 2	9-pin male D subminiature Communicates with external devices	9
Keyboard connector	5-pin female circular DIN Connects *one keyboard only* to the MAP/100P	10
Power supply LED	LED, power supply status Lights green when OK, lights red when faulty.	11

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3 Making Cable Connections
Overview

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Making Cable Connections 3

Overview

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

- Video controls

- Peripheral controls

- Communication controls

- CPU

- Analog Tip/Ring

- Remote maintenance

Circuit cards are placed in the MAP/100P in locations called *slots*. The MAP/100P slots are located in the circuit card cage in backplane positions 1 through 20. There are 16 ISA slots, 3 PCI slots (numbered PCI slot 1, 2, and 3), and 1 slot for the P5 200 MHz CPU circuit card.

This chapter serves as an introduction to connecting cables to the faceplates of circuit cards that are installed in the MAP/100P. This chapter also includes general steps for making cable connections, but additional steps may be required for some cable connections.

See <u>Appendix E, "Cable Connectivity"</u>, for more detailed information.

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3 Making Cable Connections
Purpose
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Purpose

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

Connecting a Tip/Ring Circuit Card

You can connect the Tip/Ring circuit card to telephone lines two ways:

- Cable connection from the circuit card through a line splitter or adapter and then to the telephone line

- Cable connection using a Tip/Ring distribution hardware to the telephone line

Cable Connection Using a Line Splitter or an Adapter

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

356B Adapter

Using the 356B adapter or line splitter (Figure 3-1) to connect the IVC6 Tip/Ring circuit card to the telephone line enables you to use eight 6-pin-conductor modular cords.

⇒ NOTE:

Record the circuit card slot number and telephone extension numbers on the adapter.

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3 Making Cable Connections
Connecting a Tip/Ring Circuit Card

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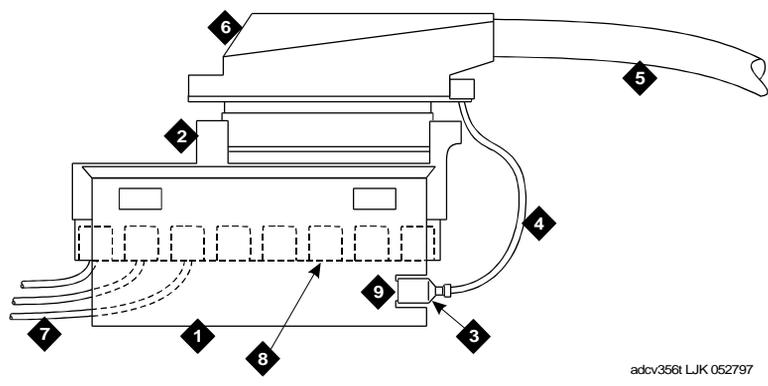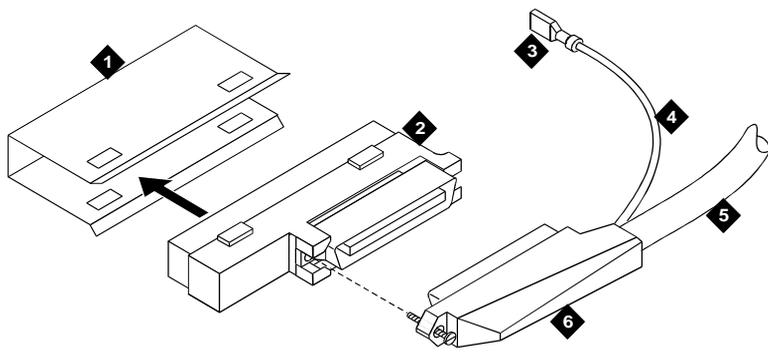
1.	Adapter bracket	6.	Connector
2.	356B adapter	7.	Tip/Ring cords
3.	Grounding plug	8.	Modular jacks (8)
4.	Grounding wire	9.	Grounding tab
5.	25 pin cable		

Figure 3-1. How to Use the 356B Adapter with a Tip/Ring Circuit Card

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

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Connecting a Tip/Ring Circuit Card

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Cable Connection Using the Tip/Ring Distribution Panel

The Tip/Ring distribution hardware is located on the back of the chassis. This hardware provides a simplified wiring scheme for connecting to the local customer premise equipment or building connecting block provided by the central office. This hardware allows you to connect a maximum of 48 channels.

Figure 3-3 shows a MAP/100P in a deskside configuration. Figure 3-2 shows a MAP/100P in a rack-mounted configuration.

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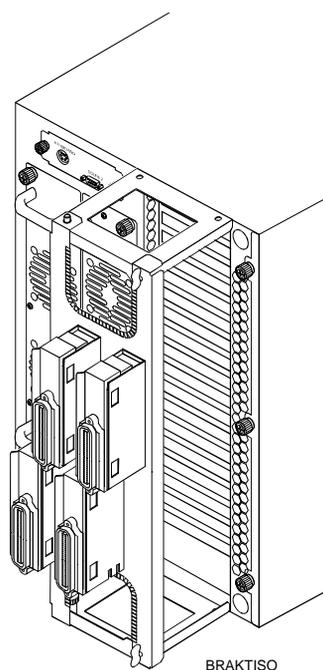
Figure 3-2.   MAP/100P Tip/Ring Distribution Hardware - Deskside Configuration

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scin012 RPY 022098
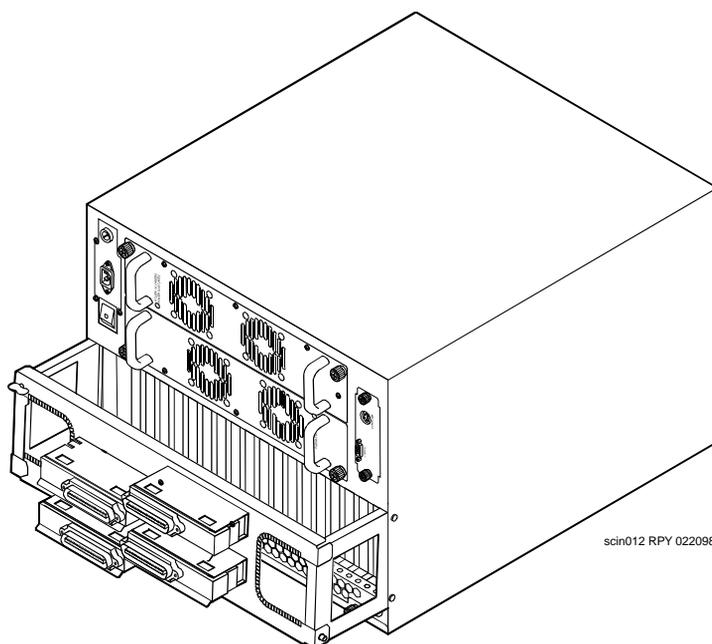
Figure 3-3.   MAP/100P Tip/Ring Distribution Hardware – Rack-Mounted Configuration

Complete the following procedure to connect the hardware:

1. Plug the 18-inch, 6-pin modular cords from the Tip/Ring circuit cards into the 356B adapters. Each adapter can accommodate eight modular cords.

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

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

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

    ⚠ **CAUTION:**
    In a deskside configuration, the 25-pair, high-density cables dress down from the adapter brackets. In a rack-mounted configuration, the cables dress across each other to either side of the MAP/100P. In the rack-mounted configuration, the cables must be tied back and up to the rear of the cabinet to reduce connector stress.

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

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5. Secure the 25-pin cable connector to the 356B adapter using the cable ties provided with the adapter kit.

Different cable lengths are available. These cables are listed in Appendix E, "Cable Connectivity".

See Appendix D, "Pinouts", if you need wiring and pinout connections for the Tip/Ring distribution hardware.

Connecting Asynchronous Devices

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

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

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

NOTE:
The MAP/100P provides two asynchronous ports, COM1 and COM2. However, COM2 is reserved for Lucent remote maintenance and is not available to use for asynchronous connections.

Using COM1

A 9-pin D subminiature male connector is provided on the rear hardware of the MAP/100P for COM1. This connector connects internally to the CPU. See Appendix D, "Pinouts", if you need pinout information for the COM1 connector.

NOTE:
Networking uses the ACCX circuit card, not COM1. For more information on the ACCX circuit card, see "Connecting the ACCX Circuit Card" in this chapter.

Using the Multi-Port Serial Circuit Card

The optional Multi-port serial circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices. Each Multi-port serial circuit card includes eight 6-conductor 4 m (14 ft) modular cords.

The faceplate of the Multi-port serial circuit card contains modular jacks. These jacks connect to two types of 25-pin D subminiature adapters. Use the following adapters to connect peripheral devices to your system:

- A terminal/printer adapter for connection to terminals, printers, or other DTE devices

- A modem adapter for connection to modems or other DCE devices

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⇒ **NOTE:**

These are special adapters that have been customized for use with the Multi-port serial circuit card.

Follow the instructions provided with the device(s) you are installing for connection and setup. Figure 3-4 shows a Multi-port serial circuit card.

fpcvmps LJK 060397
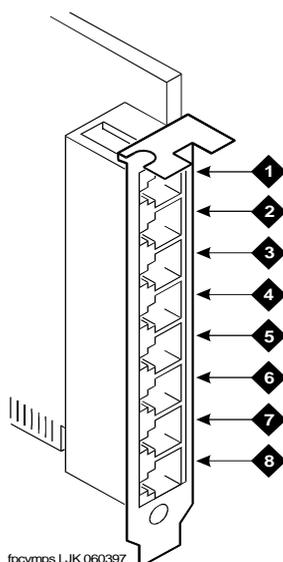
1. ttysaa
2. ttysab
3. ttysac
4. ttysad
5. ttysae
6. ttysaf
7. ttysag
8. ttysah

Figure 3-4. Multi-Port Serial Circuit Card Faceplate

See Appendix B, ''Accessing Windows and Screens'' to determine how to cable these devices between the Lucent INTUITY system and the switches or other peripherals. See Appendix D, ''Pinouts'', if you need pinout information.

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Connecting the DCUI Circuit Card

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Connecting the DCUI Circuit Card

The DCIU circuit card connects the MAP/100P to Lucent switches. One DCIU circuit card can be installed in the MAP/100P. shows a DCIU circuit card with a gender changer connector.

1. Gender changer connector
2. LED (green)
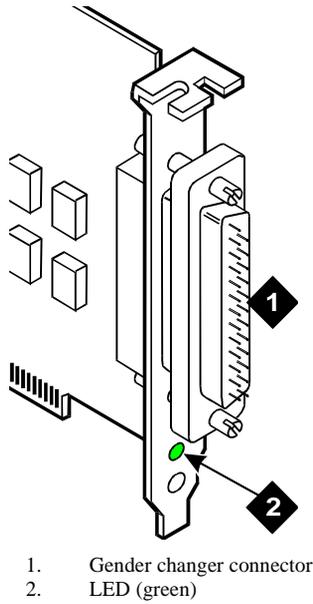
Figure 3-5.   DCIU Circuit Card Faceplate

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Connecting the Digital Station Interface Circuit Card   *Page 35*

Connecting the Digital Station Interface Circuit Card

The digital station interface circuit card (Figure 3-6) connects the MAP/100P to Lucent switches. One digital station interface circuit card can be installed in the MAP/100P.

A 1 m (3 ft) octopus cable is provided with the digital station interface circuit card. Use the cable to connect from the customer station jacks.

⇒ NOTE:

If the customer uses ROLM or Northern Telecom equipment, their station jacks are RJ-11, not RJ-45. You must use in-line adapters to convert the RJ-11 to RJ-45 to connect to their equipment.

fpinvds LJK 080697
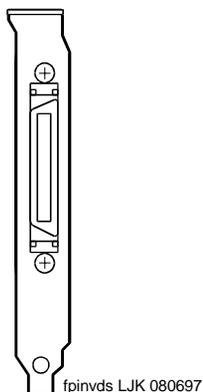
Figure 3-6.   Digital Station Interface Circuit Card Faceplate

See Appendix E, "Cable Connectivity", for more information on how to make cable connections from the digital station interface circuit card.

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Connecting the ACCX Circuit Card

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Connecting the ACCX Circuit Card

Lucent INTUITY supports up to eight networking channels on the MAP/100P through digital and analog remote connections from the ACCX circuit card using DCP and RS-232 links, respectively. Up to three ACCX circuit cards can be installed in the MAP/100P. Each ACCX circuit card terminates four data channels in one of the following combinations:

- Two DCP lines, each providing two I-channels. Depending on the version of the switch to which you are connecting, you may only be able to use one of the two I-channels of each DCP circuit:

   — System 75 R1V3, DEFINITY G1 R1V4, and DEFINITY G3i, G3s, or G3vs Version 1 support the use of one I-channel only.

   — System 85, DEFINITY G2, and DEFINITY G3i, G3s, and G3vs Version 2 support the use of both of the I-channels.

   ![NOTE icon] **NOTE:**
   For DEFINITY G3i, G3s, and G3vs, this option must be installed and administered on the switch before you perform Lucent INTUITY system administration.

- Four RS-232 ports

- One DCP line (two I-channels) and two RS-232 ports

A break-out box and a cable are provided with each ACCX circuit card. Use the cable to connect from the circuit card to the breakout box. The RS-232 line then connects through a modem to the customer connecting block (Figure 3-7). The DCP line connects directly to the block (Figure 3-8).

Attach the breakout box to the wall. The cable length allows placement up to 3 m (10 ft) away from the MAP/100P.

See Appendix E, "Cable Connectivity", for more information on how to make cable connections from the ACCX circuit card.

See Appendix D, "Pinouts", for pinout and signal information for RS-232 and DCP connections.

h2cvbob1 LJK 052797
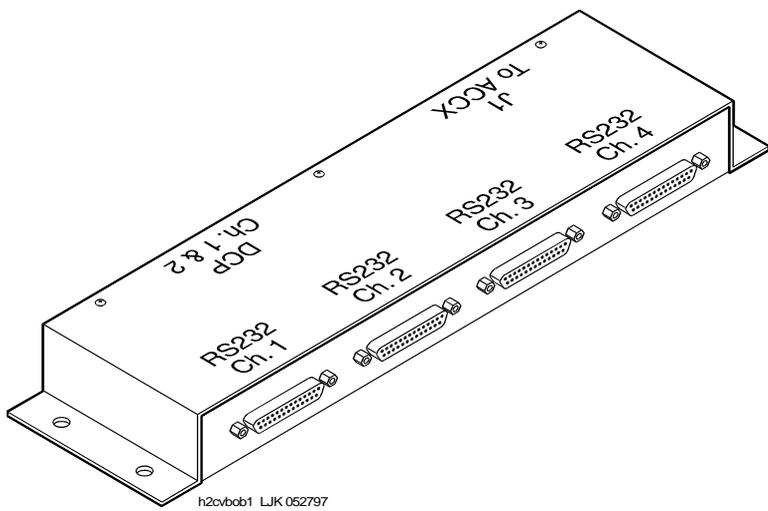
Figure 3-7.　RS-232 Connections on a Breakout Box

h2cvbob LJK 052897
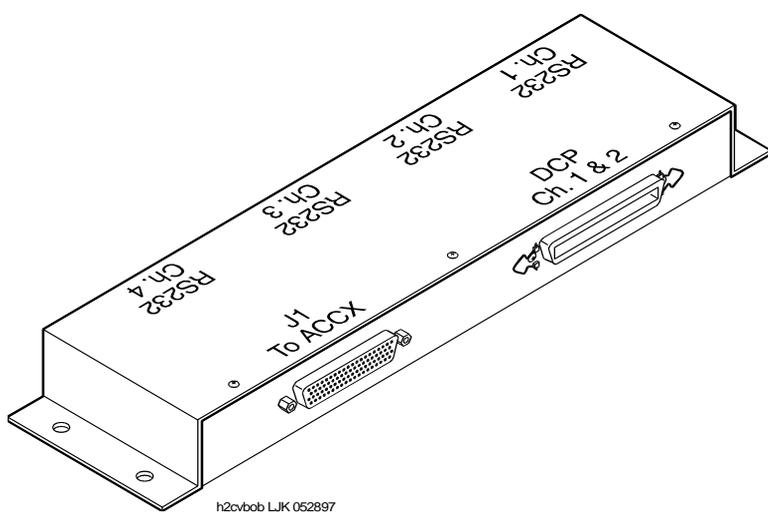
Figure 3-8.　DCP Connections on a Breakout Box

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Connecting the Remote Maintenance Circuit Card

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Connecting the Remote Maintenance Circuit Card

The remote maintenance circuit card provides remote diagnostics of basic MAP/100P components. There is one remote maintenance circuit card installed on the system.

The system supports the following remote maintenance circuit cards:

- AYC54 (with an internal modem)
- AYC55 (without an internal modem)

Connecting the LAN Circuit Card

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

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

⚠ CAUTION:
Do NOT cable the ethernet LAN circuit card before you power up. Doing so can disturb the customer's existing LAN. See Chapter 8, "Initial Administration and Test for TCP/IP LAN Connectivity and Lucent Intuity Message Manager", for information on how and when to cable.

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Connecting the SSP Circuit Card

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Connecting the SSP Circuit Card

The speech and signal processor circuit card (SSP – AYC43) provides speech support for various speech technologies. The SSP circuit card must be used with at least one Tip/Ring circuit card. Two SSP circuit cards must be installed in the MAP/100P.

$\Longrightarrow$ **NOTE:**
No external cabling is required for the SSP circuit card.

Connecting Other Devices for Switch Connections

You may use the following devices to connect Lucent INTUITY and the switches or other peripherals:

- Z3A Asynchronous Data Unit

- Isolating data interface (IDI) ground isolation device

- Modular Processor Data Module (MPDM)

- Switch Integration Device (SID) for the following switches:

    — Mitel

    — Rolm

    — Northern Telecom Meridian

    — NEAX

- 3A translator

Follow the instructions provided with these devices for connection and setup. See Appendix E, "Cable Connectivity", to determine how to cable these devices between the Lucent INTUITY system and the switches or other peripherals.

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4 Connecting Peripherals and Powering Up
Overview

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Connecting Peripherals and Powering Up

4

Overview

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

- Connecting the monitor

- Connecting the keyboard

- Connecting the printer

- Registering your system

- Connecting a 7400A data module

- Connecting a 3820 modem

- Powering up the system

Purpose

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

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Connecting the Monitor

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Connecting the Monitor

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

Required Cabling for Monitor

Two cables connect the monitor to the MAP/100P:

- Video cable connector
- Power cable

Video Cable Connector

The video cable connector has a video input connector at one end. The other end of the cable is permanently attached to the monitor.

Power Cable

The power cable has a male plug at one end and a female plug at the other end.

Connecting Monitor Cables

To connect the monitor cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the back of the MAP/100P video circuit card. See Figure 2-9 for the location of the video connector.

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

3. Plug the female end of the power cable into the monitor.

4. Plug the male end of the power cable into a grounded AC outlet.

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Connecting the Keyboard

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Connecting the Keyboard

A 6-pin female DIN receptacle is located in the back of the MAP/100P. The mating male plug is provided with the keyboard. Both of the connector assemblies are keyed to provide proper alignment. See Figure 2-9 for the location of the keyboard connector.

➤ **NOTE:**
Do not use the keyboard receptacle for any other purpose than to connect the keyboard.

Figure 4-1 shows the receptacle and plug. See Appendix D, ''Pinouts'', if you need pinout information.
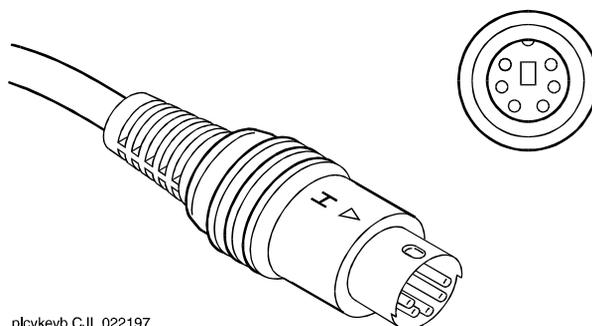
plcvkeyb CJL 022197

Figure 4-1.   Circular DIN 6-Pin Connector for the Keyboard

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Connecting the Printer   Page 43

Connecting the Printer

A 25-pin D-subminiature female receptacle, located on the back of the MAP/100P CPU circuit card, provides a parallel printer interface.

Use the instructions supplied in the manufacturer's manual, *Users' Guide 570 Printer*, or the manual provided with your printer, to unpack and install your printer. The following installation overview supplements the information provided in the printer guide. See Appendix D, "Pinouts", if you need pinout information.

To connect the printer:

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

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

3. Set the ON-OFF switch of the printer to OFF.

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

    ⇒ **NOTE:**
    The Lucent™ INTUITY™ system works with the default settings for the 570 printer.

5. Connect the AC power cable to your printer.

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

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

7. Insert the male end of your cable into the 25-pin female parallel port connector on the back of the MAP/100P CPU circuit card. See Figure 2-9 for the location of the parallel port on the MAP/100P.

8. Tighten the thumb-screws with your fingers or with a small flat-blade screwdriver.

9. Insert the other end of your cable to the parallel port on your printer.

10. Depending on your type of printer connection, either tighten the thumb-screws or press the two wire-retaining clips together until you hear them click into the lock slots on either side of the plug.

11. Plug the AC power cable into a grounded wall outlet.

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Registering Your System

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Registering Your System

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

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

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

- The telephone number you will use for your remote support center

Connecting a Modem

A modem can be used for connection:

- To the Multi-port serial circuit card or COM1 on the back of the MAP/100P CPU circuit card to enable remote access. See <u>Figure 2-9</u> for the location of COM1.

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

- To COM2 on the back of the MAP/100P to enable remote login for Lucent support

- To the ACCX circuit card and breakout box for administration and networking

- To the AYC55 (Remote maintenance circuit card) for remote login

The following sections outline how to connect and set-up the 7400A, the 3820, and the US Robotics modems.

➡ NOTE:
Before initializing any modem, confirm that a remote maintenance circuit card is not installed.

Connecting the 7400A Data Module

Use the 7400A data module for connections to a distant modem or terminal to establish a data call or for remote administration. You can connect the 7400A data module to either COM1 on the back of the MAP/100P or to any of the eight ports on the Multi-port serial circuit card.

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.

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Connecting a Modem

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⟹ **NOTE:**

Make sure 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

Use the following procedure to connect the 7400A data module to COM1. See Appendix E, "Cable Connectivity", for illustrations and additional information.

1. Attach a 9- to 25-pin adapter to COM1 on the back of the MAP/100P CPU circuit card.

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

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 Multi-Port Serial Circuit Card

Use the following procedure to connect the 7400A data module to the Multi-port serial circuit card. See Appendix E, "Cable Connectivity", in the appropriate Lucent INTUITY installation guide for illustrations and additional information.

1. Attach the 4.2 m (14 ft) modular cable (provided with the card) to the Multi-port serial circuit card.

2. Attach the other end of the 4.2 m (14 ft) modular cable to a DTE adapter.

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

4. Make the remaining connections.

Testing the Hardware Connections and Setup

To verify that you have the hardware connections and the setup completed correctly, perform the following test.

1. Power up the MAP/100P. See "Powering Up the System" below for this procedure.

2. Plug an RS-232 mini-tester into the COM2 port on the back of the MAP/100P.

3. If the connections and set up are correct, DTR, RTS, and TD on the tester will light.

4. 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 4-1 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 4-1.

Table 4-1.   7400A Data Module Option Settings

Option	Setting
Baud rate	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
RI	ON
RL	OFF
SIGLS DISC	OFF
TM	OFF
DONE	YES

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Connecting a Modem

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Installing the Modem in Lucent INTUITY Software

1. Log in as **craft**

2. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> \> Customer/Services Administration
>
> > \> System Management
> >
> > > \> UNIX Management
> > >
> > > > \>Modem/Terminal Administration
> > > >
> > > > > \>Install Modem/Terminal Software
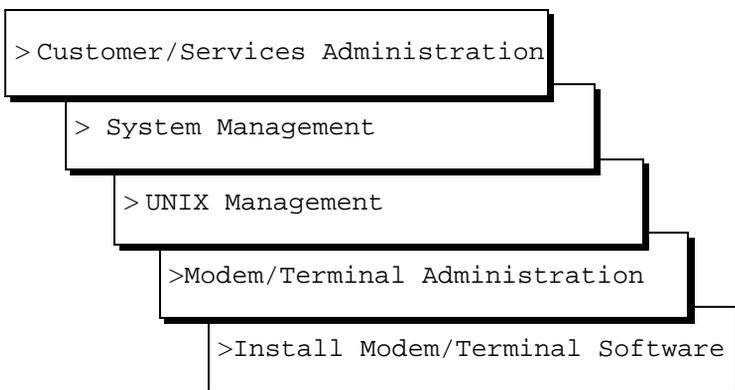
The system displays the Install Modem/Terminal window (Figure 4-2).

```
        Install Modem/Terminal

              Device: _____

Serial Port Number: _____

               Speed: _____
```

Figure 4-2.   Install Modem/Terminal Window

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

4. Enter the appropriate port name in the `Serial Port Number:` field, for example, **/dev/tty00** or **/dev/ttysaa**, ... **/dev/ttysah**, etc.

5. Enter the appropriate modem speed in the `Speed:` field, either **9600**, **4800**, **2400**, **1200**, or **19200**.

   ⇒ **NOTE:**
   The recommended speed for the 7400A data module is 19200.

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Setting Up a Terminal to Log in Remotely to the Lucent INTUITY System Through 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.

Connecting the Paradyne 3820 Modem

The Paradyne 3820 modem is supported for connection to COM2. COM2 is reserved for Lucent remote maintenance. Complete the procedures in this section to install the modems.

➡ NOTE:
Alarm is the name assigned to the COM2 serial port which is used for remote maintenance.

Connecting the 3820 Modem to the Platform

Complete the following procedure to connect the 3820 modem to the hardware platform:

1. Connect a 9- to 25-pin adapter to the 9-pin COM2 port on the back of the MAP/100P.

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

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

   The system activates the RTS, CTS, and LSD indicators on the 3820 modem.

   ### ➡ NOTE:
   If you are using the modem for anything other than Lucent remote maintenance, use the RS-232 adapter marked as DTE and the 6-pin cable to connect to the ports (ttysaa, etc.) on the Multi-port serial circuit card and the 3820 modem.

Configuring the 3820 Modem for Remote Maintenance

The 3820 modem can be configured in three ways:

- Powering up the MAP/100P and performing an alarm origination download

  ➡ NOTE:
  > The alarm origination download occurs during software installation. It is not necessary to complete this procedure at this time.

- Using the control panel on the 3820 modem after powering up

- Connecting the modem to a terminal which acts as a DTE

Typically the first method is the easiest way to configure the 3820 modem. Select the method you want to use and follow the corresponding procedure.

Performing an Alarm Origination Download to Configure the 3820 Modem

⚠ CAUTION:
> *If you select this method, you must complete all connections to the MAP/100P before powering up.*

1. Power up the MAP/100P. See "Powering Up the System" below for the procedure.

2. Log in as **craft**

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
>Customer/Services Administration
```

```
> Alarm Management
```

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The system displays the Alarm Management window ([Figure 4-3](#)).

```
+              Alarm  Management              +
|                                            |
|Product ID                  2234567890      |
|                                            |
|Alarm Destination           86048           |
|                                            |
-|Alarm Origination          INACTIVE        █
|                                            
|Alarm Level                 MAJOR           █
|                                            |
|Alarm Suppression           INACTIVE        |
|                                            |
|Clear Alarm Notification    INACTIVE        |
+--------------------------------------------+
```

Figure 4-3.   Alarm Management Window

4. Enter the appropriate information in the fields on the menu. Complete the fields as follows using Worksheet 2: "Remote Support Parameters: Alarm Origination" or as directed by the remote support center.

   `Product ID` — Enter the unique product ID for the MAP/100P.

   `Alarm Destination` — Enter the telephone number of the remote maintenance center or a number identified as the alarm destination.

   `Alarm Origination` — Enter **Active** or **Inactive**

   `Alarm Level` — Enter **Major** or **Minor**

   `Alarm Suppression` — Enter **Active** or **Inactive**

   `Clear Alarm Notification` — Enter **Active** or **Inactive**

5. Press F3 (Save) to save the alarm settings.

6. Press F8.

   The system displays the alternate set of function keys.

7. Press FI to select the `Alarm Origination Test` window.

The system displays the `Alarm Origination Test` window
(Figure 4-4).

```
     Alarm Origination Test
>Execute Alarm Origination Test
 Review Latest Test Results
```

Figure 4-4.   Alarm Origination Test Window

8. Select `Execute Alarm Origination Test`.

9. Press `RETURN`.

    The system displays the Alarm Origination Confirmation window
    (Figure 4-5).
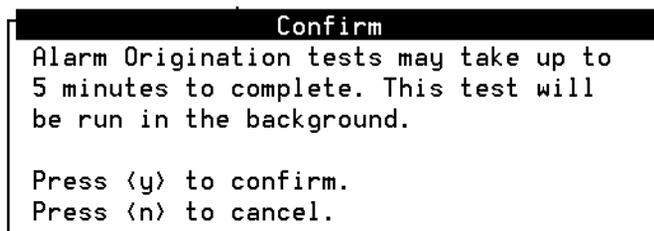
```
                    Confirm
 Alarm Origination tests may take up to
 5 minutes to complete. This test will
 be run in the background.

 Press <y> to confirm.
 Press <n> to cancel.
```

Figure 4-5.   Alarm Origination Confirmation Window

10. Enter **y** to begin `Alarm Origination` tests.

11. Press `RETURN`.

    The system begins the alarm origination download off screen which takes
    approximately 2 to 5 minutes to complete.

12. When the alarm origination download is complete, select `Review
    Latest Test Results`.

    If your screen displays the word `Successful`, your modem is configured.

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Configuring the 3820 Modem Using Its Control Panel

Use the procedures in the following sections to configure the 3820 modem using its control panel. Once your modem is configured, follow the instructions to save the configuration so that if the modem loses power, you will 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) which is the user interface to the modem. Table 4-2 shows how to use the keys on the DCP.

Table 4-2.   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, complete the following procedure:

1. Turn the modem off and then back on.

2. Press ◀ or ▶ on the DCP until "`Configure`" comes into view.

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

    The LCD displays "`Ld EditArea frm`."

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4. Press ▶ or ◀ until "Factory" comes into view.

5. Press Ⓕ to display the factory preset configuration.

   The LCD displays "Async Dial."

6. Press ◀ or ▶ until "Unix Dial" comes into view.

7. Press the function key below "Unix Dial" to select the "Unix Dial" default factory setting.

   "Choose Function" appears and then "Edit and Save."

8. Press F3 (Save) to save the selected "Unix Dial" default factory setting.

   The LCD displays "Sav EditArea to" and then "Active (Saved)."

9. Press Ⓕ to save the configuration to the "Active (Saved)" area.

   The LCD displays "Command Complete".

10. Press the Double Up Arrow key 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, complete the following procedure:

1. Press ◀ or ▶ on the DCP until "Configure" comes into view.

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

   The LCD displays "Ld EditArea frm."

3. Press ◀ or ▶ until "Active (Saved)" comes into view.

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

   The LCD displays "Choose Function" and then "Edit and Save."

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

   The LCD displays "Edit StrapGroup" and then "DTE Interface."

6. Press Ⓕ to edit the DTE Interface.

   The LCD displays "Async/Sync Mode."

7. Press Ⓕ (Nxt) until "Async DTE Rate" comes into view.

8. Press ◀ or ▶ until the desired speed comes into view.

   ⇒ **NOTE:**
   The desired speed for networking is 19,200 baud. The desired speed for administration is 9600 baud.

   When the desired speed comes into view, press F2 to set the Async DTE Rate.

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9. Continue with the next procedure, "Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem". *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.

1. Press ⒻⅠ (Nxt) until "DTR Action" comes into view.

2. Press ◄ or ► until "Stndrd_RS-232" comes into view.

3. Press Ⓕ2 to set the DTR Action.

4. Press ⒻⅠ (Nxt) until "DSR Control" comes into view.

5. Press ◄ or ► until "Stndrd_RS-232" comes into view.

6. Press Ⓕ2 to set the DSR control.

7. Continue with the next procedure, "Setting the Error Control Mode to Buffer Mode on the 3820 Modem". *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, begin Step 1 of this procedure directly from the ending step of the previous procedure.

1. Press ▲ to move up one level from the current display.

   The LCD displays "Edit StrapGroup."

2. Press ◄ or ► until "V42/MNP/Buffer" comes into view.

3. Press ⒻⅠ to edit "V42/MNP/Buffer."

   The LCD displays "Err Control Mode."

4. Press ◄ or ► until "BufferMode" comes into view.

5. Press Ⓕ2 to select "BufferMode."

6. Press ▲ to move up one level from the current display.

   The LCD displays "Edit StrapGroup."

7. Press ▲ to move up one level from the current display.

   The LCD displays "Choose Function" and then "Edit and Save."

8. Press Ⓕ3 (Save) to save the configuration you just edited to the "Active (Saved)" configuration area.

   The LCD displays "Sav EditArea to" appears and then "Active (Saved)."

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9. Press Ⓕ to confirm the save request.

   The LCD displays "`Command Complete.`"

10. Press the Double Up Arrow key to return to the top-level menu.

Configuring the 3820 Modem via a Terminal

Use the following procedure 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. See 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 3820 modem attached to the remote maintenance port, set the terminal line to a baud rate of 9600.

5. Enter **AT** on the terminal.

   If the modem returns "OK," it is ready to accept AT commands from the terminal. If the modem does not return OK, 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 for COM2 use where the baud rate is 9600, enter **3** as the ***<dial line rate>*** as shown below:

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

   The modem should return "OK."

Connecting the US Robotics Modem

The US Robotics modem is supported for connection to COM2. COM2 is reserved for Lucent remote maintenance. Complete the procedures in this section to install the modem.

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⏩ **NOTE:**

   Alarm is the name assigned to the COM2 serial port which is used for
   remote maintenance.

Connecting the US Robotics Modem to the Platform

Complete the following procedure to connect the US Robotics modem to the
hardware platform:

1. Connect a 9- to 25-pin cable to the 9-pin COM2 port on the back of the
   MAP/100P.

2. Connect the 25-pin end of the cable to the modem.

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

Configuring the US Robotics Modem via a Terminal

Use the following procedure to configure the modem via a terminal rather than on
the control panel of the modem.

1. Connect a terminal to the modem.

2. See 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 US Robotics modem attached to the remote
   maintenance port, set the terminal line to a baud rate of 9600.

5. Enter **AT** on the terminal.

   The modem displays the following

   OK

   ⏩ **NOTE:**

      If the modem does not display OK, check the connection and the
      terminal setup.

6. Enter the following AT command:

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

   The modem displays the following

   OK.

7. Disconnect the terminal.

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

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

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Powering Up the System Page 57

Powering Up the System

The MAP/100P operates on either international (115 VAC, 60Hz) or U.S. (230 VAC, 50 Hz) power and auto senses to set itself for the correct operating range.

Connecting the System to the AC Power Supply

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

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

1. Plug one end of the power cord into the AC power supply outlet on the back of the MAP/100P. See Figure 2-9 for the location of the AC power supply outlet.

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

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

4. Turn on the power switch on the front of 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.

5. If the monitor lamp does not come on or if diagnostics do not initiate on the monitor screen, recheck the power connections.

   ### ➡ NOTE:
   If the MAP/100P power indicator LED or the monitor lamp does not light, recheck the system power connections and requirements. For more information on the power supply requirements, see Appendix A, "System Installation Checklist", and "Power Requirements" in Chapter 1, "Getting Started".

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5 Administering Passwords and Verifying Hardware, Software, and System Status
Overview

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Administering Passwords and Verifying Hardware, Software, and System Status

5

Overview

This chapter describes:

- Administering passwords

- Verifying the installed hardware

- Verifying the installed software

- Verifying Lucent™ INTUITY™ feature options

- Verifying system status

Purpose

The purpose of this chapter is to provide procedures to:

- Change and assign passwords for logins to protect system security

- Identify the hardware and required software installed on the MAP/100P and verify system status

Administering Passwords

Use the default craft password to change the password for the sa, vm, craft, and/or *cas* (call accounting system) logins.

➡ **NOTE:**

If you do not know the default password for the *craft* login, contact your remote support center.

1. Log in as **craft**

2. Press ENTER.

   The system displays the Lucent INTUITY main menu (Figure 5-1).

Figure 5-1.   **Lucent INTUITY Main Menu**

3. Select

The system displays the Password Administration menu (Figure 5-2).


```
           Password Administration

Assign/Change Password
Assign/Change Password Aging
```
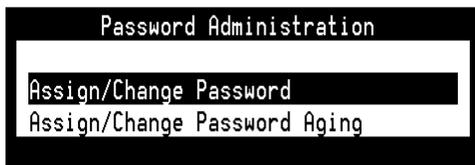
Figure 5-2.   Password Administration Menu

4. Select
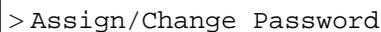
```
> Assign/Change Password
```

The system displays the Assign/Change Password window (Figure 5-3).


```
           Assign/Change Password

                Login:
```
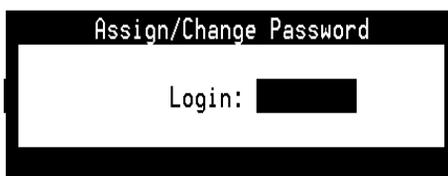
Figure 5-3.   Assign/Change Password Window

5. Press F2 (Choices).

The system displays a list of options.

6. Select the login for which you want to change the password.

7. Press ENTER.

8. Press F3 (Save).

9. The system displays the following message:

```
You are about to change the password for 'sa'.

Press <y> to confirm.

Press <n> to cancel.
```

10. Enter **y** to change the password.

The system displays the following message:

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Administering Passwords

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```
Changing password command for sa
```

```
New Password:
```

11. Enter the new password exactly as it is shown on Worksheet 1: "System Administration Initial Passwords."

    The system displays the following message:

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

12. Enter the new password again.

    > **NOTE:**
    > If you make a mistake in typing the new password and the two password entries do not match, the system prompts you again for the new password.

13. Press [FI] to Acknowledge Message and to continue.

14. Repeat Step 5 through Step 12 for each remaining login password you want to change.

15. Press [F6] (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

    > **NOTE:**
    > When you are using Lucent INTUITY platform windows, pressing [F6] (Cancel) does not cancel an action that has started on the Lucent INTUITY system, but only returns you to the previous window. Pressing cancel does, however, erase all *unsaved* entries that you have made to fields.

16. Continue with the next procedure, "Verifying Installed Hardware".

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    Verifying Installed Hardware   **Page 62**

Verifying Installed Hardware

Complete this procedure using the customer order or factory printout to identify the hardware installed on the system. This hardware may include:

- A LAN circuit card

- An IVC6 (AYC10) Tip/Ring circuit card (AYC29 for Australia)

- An NGTR (Next Generation Tip/Ring) circuit card

- An ACCX digital networking circuit card (AYC22)

- A Multi-port serial circuit card

- A Remote maintenance circuit card (AYC54 or AYC55)

- A DCIU synchronous communication interface circuit card

- A Digital station interface circuit card

- One or more disk drives and memory

NOTE:
This procedure only indicates if a hard disk is present. It does not indicate if the disk has been added to the system through the software, or if the disk is mirrored. For information on disk mirroring, see "Verifying Lucent Intuity Feature Options" later in this chapter.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> ``` 
> > Customer/Services Administration
> ```
> ```
>    > System Verification
> ```
> ```
>       > View Installed Hardware
> ```

The system displays the View Installed Hardware window (Figure 5-4).

NOTE:
It may take several seconds for this window to appear.

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```
               View Installed Hardware
Installed hardware of mtce

MAP/40 chassis configured as a Model 40 with:
 o 63 megabytes of memory installed
 o -2032 megabyte hard drive installed at SCSI id 0
Remote Maintenance board installed.

Installed hardware of netw                                    u

 Networking Board      Equipped      Version Number
        1                 no                N/A
        2                 no                N/A
```

Figure 5-4.   View Installed Hardware Window

2. Compare the View Installed Hardware window on your system with the Worksheet 3: "Installation Features Selection" and verify that all the circuit cards ordered are present.

3. Physically check to see that the number of hard drives installed on the system matches the customer order.

4. Physically check to see that the DCIU circuit card (if ordered) is installed. See Chapter 2, "Unpacking the MAP/100P and Installing Nonassembled Hardware", for the physical locations.

5. If any of the hardware is missing, you must install it before proceeding. If a card is present but not detected by the system, check your options and circuit card seating. See Chapter 5, "Replacing or Installing Circuit Cards," in INTUITY *Interchange Release 5.3 MAP/100P System Maintenance,* 585-313-809, for installation instructions.

6. Press [F6] (Cancel) to return to the System Verification menu (Figure 5-5).

```
      System Verification
 Verify System Installation
 Verify System Status
>View Installed Hardware
 View Installed Software
```

Figure 5-5.   System Verification Menu

7. Continue with the next procedure, "Verifying Installed Software".

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Verifying Installed Software

Complete the procedures in this section to verify that the required software is loaded on the Lucent INTUITY system.

1. Start at the System Verification menu (Figure 5-5) and select

   ```
   >View Installed Software
   ```

   The system displays the View Installed Software window (Figure 5-6).

   ![NOTE icon] **NOTE:**
   It may take several minutes for this window to appear. While the system is collecting the data, the word `working...` is displayed in the upper right corner of the window.
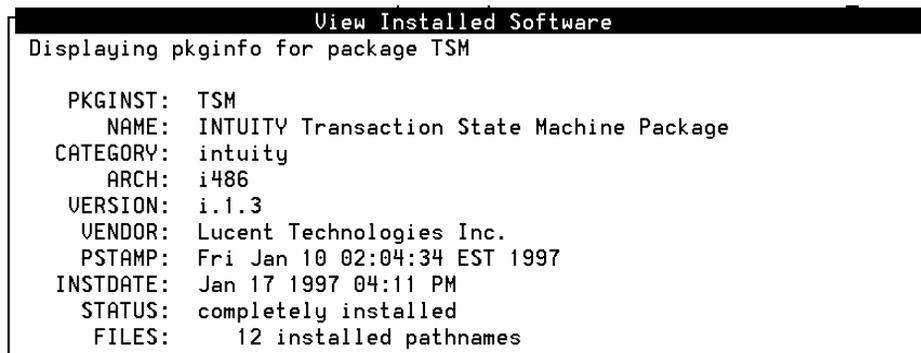
```
                  View Installed Software
Displaying pkginfo for package TSM

   PKGINST:  TSM
      NAME:  INTUITY Transaction State Machine Package
  CATEGORY:  intuity
      ARCH:  i486
   VERSION:  i.1.3
    VENDOR:  Lucent Technologies Inc.
    PSTAMP:  Fri Jan 10 02:04:34 EST 1997
  INSTDATE:  Jan 17 1997 04:11 PM
    STATUS:  completely installed
     FILES:     12 installed pathnames
```

Figure 5-6.   View Installed Software Window

2. Verify that the application packages listed in the following table are loaded on the Lucent INTUITY system.

   ![NOTE icon] **NOTE:**
   The following list is not a complete list. The system will display many packages that are not listed here including the required switch software, which varies from system to system. Also, even though networking is loaded, it may not be activated on the customer system.

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Pkginst	Name	Version[1]
AUDIXtune	INTUITY Platform AUDIX® Tuning	i.2.-xx
TSM	INTUITY Transaction State Machine Package	i.2.-xx
VM-files	AUDIX Files	4.4-xx
VM-sw	AUDIX Software	4.4-xx
cvismenu	INTUITY Administration Screens Package	i.2.-xx

---

1. "xx" indicates the software build number.

3. If all of the required packages are present, continue with the next procedure, "Verifying Lucent Intuity Feature Options".

   If any of these packages is missing, you must load it onto the system. Contact your remote support center and see Chapter 8, "Installing Base System Software" in *"INTUITY Interchange Release 5.3 MAP/100P System Maintenance"*, 585-313-809, for software loading procedures and dependencies.

   $\Longrightarrow$ **NOTE:**
   Before the remote support center can dial in to the Lucent INTUITY system, you must provision the remote maintenance modem. If the support center directs you to do this, see Chapter 4, "Connecting Peripherals and Powering Up", for instructions.

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   Verifying Lucent INTUITY Feature Options   Page 66

Verifying Lucent INTUITY Feature Options

Complete this procedure to verify that customer-purchased features have been activated. These features can include disk mirroring, digital ports, hours of speech, voice ports, and/or networking options.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Customer/Service Administration

> Feature Options

The system displays the Feature Options window (Figure 5-7).

```
        Feature Options (Read Only)
        Feature Option              Current      Maximum

AMIS Analog Networking             ON           N/A
DCS                                OFF          N/A
Fax                                ON           N/A
High speed digital ports           4            12
Low speed digital ports            4            12
Max Number of IMAPI Sessions       64           96
Multilingual                       ON           N/A
SCSI Disk Mirroring                OFF          N/A
TCP/IP Administration              ON           N/A
TCPIP digital ports                8            12
Text-to-Speech Sessions            4            4
Trusted Servers                    32           64
hours_of_speech                    80           164
voice_ports                        18           18
```

Figure 5-7.   Feature Options Window

2. See Worksheet 3: "Installation Features Selections," and verify that all of the feature options the customer purchased are activated.

> **NOTE:**
> Identifying the feature as activated on the Lucent INTUITY system constitutes the **only** acceptance test for the SCSI Disk MIrroring option.

■ If Lucent INTUITY Message Manager, digital networking, or a trusted server is included on the system, verify that the `Max Number of IMAPI Sessions` field is set to `32`.

Also verify the `TCP/IP Administration` field is set to `ON`.

■ If Lucent INTUITY FAX Messaging is included on the system, verify that the `AMIS Analog Networking` and the `Fax Creation` fields are set to `ON`.

If all required features are activated and parameters are set correctly, continue with Step 3.

Do *not* continue with Step 3 if any of the:

■ Parameters in Step 2 above are not set correctly

■ Customer-purchased features are not activated

Instead, contact your remote support center for instructions.

3. Press [F6] (Cancel) to return to the System Verification menu (Figure 5-5).

4. Continue with the next procedure, "Verifying System Status".

Verifying System Status

Complete this procedure to verify that the:

■ System verification checks passed

■ Voice system is operating

■ Number of purchased voice ports shown on the window matches the number on Worksheet 3: "Installation Features Selection"

■ Number of purchased hours of speech shown on the window matches the number on Worksheet 3: "Installation Features Selection"

■ Number of purchased networking ports shown on the window matches the number on Worksheet 3: "Installation Features Selection" (if the customer has ordered digital networking)

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

    > System Verification

        > Verify System Status
```

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The system displays the Verify System Status window (Figure 5-8).

```
                    Verify System Status
System status of VM

AUDIX(R) IN SERVICE

System status of mtce

Begin System Verification Checks -
File System  Capacity Check Passed
Process total check passed
IPC queue check passed
System memory usage check passed
```

Figure 5-8.   Verify System Status Window

2. Verify that AUDIX is in service by locating `AUDIX(R) IN SERVICE` on the window. If AUDIX is not in service, contact your remote support center.

3. Look at all of the entries in the Verify System Status window under `Begin System Verification Checks -`.

4. Verify that all of the system verification checks passed. If not, contact your remote support center.

    NOTE:
    The SWIN and Networking connections will not have assigned services. The connections may be in a facility-out-of-service (FOOS) state if no connections have been made.

5. Verify that the number of purchased networking ports shown matches the number on Worksheet 3: "Installation Features Selection." If it does not, contact your remote support center.

6. Verify that the voice system (vs) is running.

7. Verify that the number of purchased voice ports shown matches the number on Worksheet 3: "Installation Features Selection."

    NOTE:
    None of the channels have assigned services. The ports themselves may be in a facility-out-of-service (FOOS) state if no cross-connects have been made on the cross-connect fields. The FOOS state should change to inservice (Inserv) when the port detects loop current.

8. Press [F6] (Cancel) until you return to the Customer/Service Administration menu.

9. Continue with Chapter 6, "Initial Administration for Switch Integration".

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Initial Administration for Switch Integration

6

Overview

This chapter describes how to perform initial administration for switch integration.
The initial administration process consists of:

- Administering channels on Lucent™ INTUITY™ system

- Acceptance testing

- Administering the Lucent INTUITY system for integration with the switch

    This section contains switch-specific integration procedures for the
    following switches:

    — MERLIN LEGEND®

    — System 25

    — DEFINITY® R6csi and DEFINITY Mode Code switches that do *not*
       use a DCIU circuit card

    — System 75 switches that use a DCIU circuit card

    — System 85

    For other switches, see the switch integration book that accompanies the
    switch.

- Entering the routing table (MERLIN LEGEND, System 25, and
  DEFINITY R6csi and DEFINITY Mode Code switches only)

- Matching the date and time on Lucent INTUITY to that of the switch

- Stopping and restarting the voice system

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6 Initial Administration for Switch Integration
Purpose

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Purpose

This chapter provides the information you need to initiate basic operation of the Lucent INTUITY system with the customer's switch.

Administering Channels

Complete the procedures in this section to:

- Map channels to switch extensions

- Map services to channels for operation

- Assign services to called numbers

Mapping Channels to Switch Extensions

Complete this procedure to assign an extension number to each activated channel.

➡ NOTE:

The Voice Equipment window displays only those channels that have been purchased and activated. These are the only channels you can assign.

1. Stop the voice system as described in Step 1 through Step 4 of the procedure, "Stopping and Restarting the Voice System".

2. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Voice System Administration

    > Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 6-1).

This window uses the following terminology:

- `CD.PT`: card number and port

- `CHN`: channel

- ■ `STATE`: current port state

- ■ `STATE-CHG-TIME`: the time that the change to the current port state occurred

  ⇒ **NOTE:**

  > `There is also a field labeled GROUP`. This field has a default setting of 2. This default setting is sufficient for the majority of integrations, however, in some cases this `GROUP:` field may need to be changed. See your switch administrator for more information on the setting for your integration.

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

 CARD  0   STATE: Manoos    CLASS: Analog(TR)            O.S.INDEX:  0
           NAME:  AYC10    OPTIONS: master1,no tdm,tt
           FUNCTION: TipRing

  0.0    0 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
  0.1    1 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
  0.2    2 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
  0.3    3 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
  0.4    4 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
  0.5    5 Manoos  Mar 18 09:17:17 -           -      2      talk IVC6
```

Figure 6-1. Display Voice Equipment Window (Before Administration)

3. Press F8 (Actions).

   The system displays the Actions menu (Figure 6-2).

```
                    Actions

   Assign/Change
   Modify
   Print
   Renumber
   Unassign
```

Figure 6-2. Actions Menu

4. Select

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```
> Assign/Change
```

The system displays the Assign/Change menu (Figure 6-3).

NOTE:
Channels may be in any state for this procedure.

```
                Assign/Change

Channels to Groups
Options of Voice Equipment
PBX Extension to Channel
Services to Channels
State of Voice Equipment
```
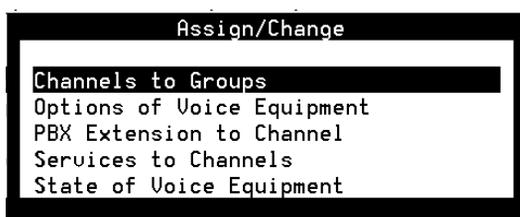
Figure 6-3. Assign/Change Menu

5. Select

```
> PBX Extension to Channel
```

6. Press (ENTER).

The system displays the Assign PBX Extension to a Channel window
(Figure 6-4).

```
        Assign PBX Extension to a Channel

            PBX Extension:
          Channel Number:
```
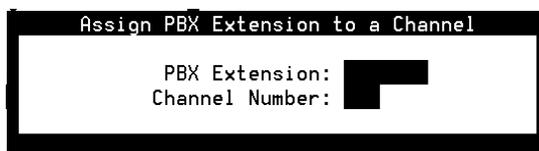
Figure 6-4. Channel to PBX Extension Window

7. Enter the switch extension for the appropriate channel in the
   `PBX Extension:` field.

8. Enter the channel number in the `Channel Number:` field.

9. Press F3 (Save).

   The system displays an information window confirming that the switch extension was mapped to the channel.

10. Press F1 to Acknowledge Message.

11. Press ENTER.

   $\Longrightarrow$ **NOTE:**

   > The system does not update the Voice Equipment window until you close the Assign PBX Extension to a Channel window.

12. Press F5 (Cancel) twice.

   The system displays the Voice Equipment window (Figure 6-1).

   $\Longrightarrow$ **NOTE:**

   > Use this window to check your mapping at any time during the procedure.

13. Repeat Steps 6 through 9 for each channel to which you must assign a switch extension.

14. Press F5 (Cancel).

15. Continue with the next procedure, "Mapping Services to Channels for Operation".

Mapping Services to Channels for Operation

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

To assign channels to the dialed number information service:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > Voice System Administration

       > Voice Equipment
   ```

   The system displays the Display Voice Equipment window (Figure 6-1).

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 6-2).

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3. Select

> Assign/Change

4. Press (ENTER).

The system displays the Assign/Change menu (Figure 6-3).

5. Select

> Services to Channels

6. Press (ENTER).

The system displays the Assign Services to Channels window (Figure 6-5).

Assign Services to Channels

Channel Numbers:
Service Name: *DNIS_SVC
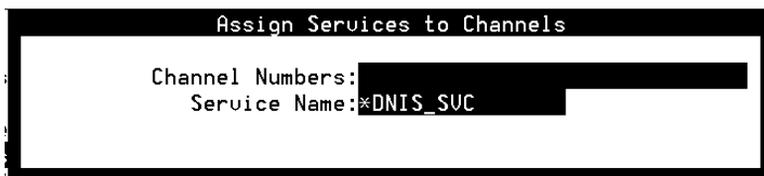
Figure 6-5. Assign Services to Channels Window

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

Enter the channel numbers as:

- A single number (for example: **1**)

- A range of numbers (for example: **0-4**)

- A list of single numbers (for example: **6,9,10**)

- A list of single numbers and ranges (for example: **1,4-7,9**)

- All numbers (**all**)

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

8. Press [F3] (Save).

9. Press (ENTER).

10. Enter ***DNIS_SVC** for all channels in the `Service Name`: field.

11. Press F3 (Save).

The system displays the Command Output window (Figure 6-6).

```
                         Command Output
  ┌──────────────────────────────────────────────────────────────┐

   Add Service To Called Number Output:
   Assigned service AUDIX to dnis ANY

   Press CANCEL to leave this window.






  └──────────────────────────────────────────────────────────────┘
```
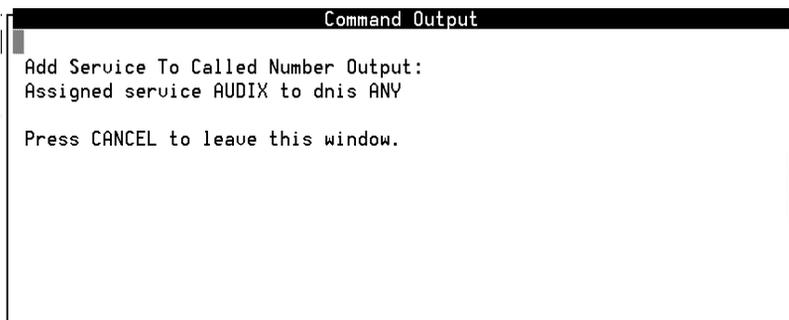
Figure 6-6.   Command Output Window

12. Verify that the designated channels are assigned the specified service.

13. Press F6 (Cancel) until you reach the Lucent INTUITY main menu
(Figure 5-1). Continue with the next procedure, "Assigning Services to
Called Numbers".

Assigning Services to Called Numbers

The Dialed Number Information Service (DNIS_SVC) tells the voice channels
what to do with the incoming call. Complete the procedures in this section to
assign services to called numbers.

Complete the following procedure to assign numbers to services:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Voice System Administration

   > Number Services

      > Assign Service
```

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The system displays the Assign Number Service window
([Figure 6-7](#)).

```
                  Assign Number Service

   Called Numbers: any              to
   Calling Numbers: any             to
      Service Name:
```
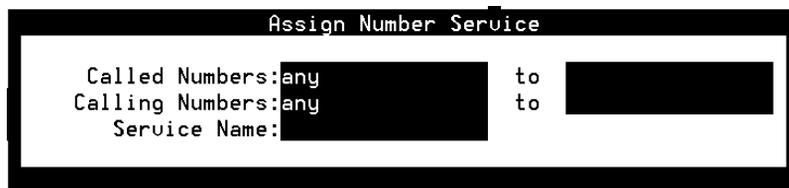
Figure 6-7. Assign Number Service Window

2. Place the cursor in the Service Name: field.

3. Press F2 (Choices).

   The system displays the Services menu ([Figure 6-8](#)).

```
               Services

   AUDIX
   ChanTran
   sfpip
```

Figure 6-8. Services Menu

4. If your Lucent INTUITY system has Lodging features, continue with [Step 7](#).

   If your Lucent INTUITY system does *not* have Lodging features, select

```
   > AUDIX
```

5. Press ENTER.

6. Type **any in** the AUDIX Called Number: field and continue with [Step 9](#).

7. If one or more numbers require a specific service, enter the service(s) and
   then the number(s) as listed in [Table 6-1](#).

Table 6-1. Service and Called Number Combinations

If These Features are Implemented	Enter This in the `Service:` Field	Enter This in the `Called Number:` Field
AUDIX only	AUDIX	**any**
Lodging only	lodging	**any**
	ldg_ni_vm (optional)	The number that callers dial to retrieve Lodging messages
	ldg_ni_ca (optional)	The number that callers dial to leave a message for a guest
Both AUDIX and Lodging applications	AUDIX	The number that callers dial to retrieve AUDIX messages
	lodging	The number that callers dial to retrieve Lodging messages
	AUDIX+ldg	**any**
Combination of AUDIX, Lodging, and Non-Integrated Services	AUDIX	The number that callers dial to retrieve AUDIX messages
	lodging	The number that callers dial to retrieve Lodging messages
	AUDIX+ldg	**any**
	ldg_ni_vm (optional)	The number that callers dial to retrieve Lodging messages using their extension number
	ldg_ni_ca (optional)	The number that callers dial to leave a message for a guest using their extension number

8. Press F3 (Save).

   The system displays the Command Output window confirming your selection to add or remove a called number from the *DNIS_SVC group (Figure 6-6).

9. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1). Continue with the next section, "Acceptance Testing".

Acceptance Testing

After you have administered channels on the Lucent INTUITY, you can perform acceptance testing for individual system applications to ensure that they are operating properly on the system. Complete the procedures in this section to:

- Verify the channel state

- Assign the ChanTran service and test the channels

Verifying Channel State

Channels are usually shipped from the factory in the facility-out-of-service (Foos) state. When the ports detect loop current, they automatically convert to the In-service (Inserv) state. Complete the procedures in this section to:

- Determine the state of the channels

- Change any channels to the Inserv state if necessary

If you have connected the ports to the switch and they remain in the Foos state, you may have a problem with any of the following:

- Connection

- Switch

- Hardware

See Chapter 2, "Diagnostics," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-114, for additional diagnostics information.

Determining the Channel State

1. Start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

```
> Voice System Administration

    > Voice Equipment
```

The system displays the Display Voice Equipment window ([Figure 6-1](#)).

In the column labeled State:, scroll through all of the channels listed and verify that each is in the Inserv state.

If any channel is in a state other than Inserv, you must change it. Continue with the next procedure, ["Changing the Channel State"](#).

If all the channels are already in the Inserv state, skip the next procedure. Continue with ["Testing the Channels"](#).

Changing the Channel State

If you are already displaying the Voice Equipment window, begin this procedure at Step 2.

1. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

2. Select

> > Customer/Services Administration
>
> > > Diagnostics
> >
> > > > Voice Board Diagnostics
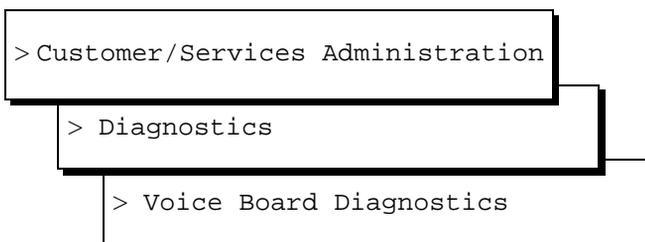
The system displays the Voice Board Diagnostics menu (Figure 6-9).
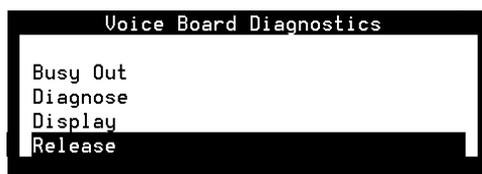
```
            Voice Board Diagnostics
    Busy Out
    Diagnose
    Display
    Release
```

**Figure 6-9.	Voice Board Diagnostics Menu**

3. Select

> > Release

4. Press ENTER.

The system displays the Release of Voice Equipment window ([Figure 6-10](#)).
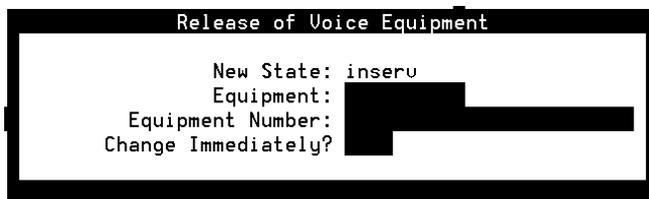
Figure 6-10. **Release of Voice Equipment Window**

5. Enter **channel** into the `Equipment:` field.

6. To change the state of one or more specific channels, enter the equipment number(s) as either a:

   - Single number (for example: **1**)

   - Range of numbers (for example: **0-4**)

   - List of single numbers (for example: **6,9,10**)

   - List of single numbers and ranges (for example: **1,4-7,9**)

   - All numbers (**all**)

7. Enter **y** in the `Change immediately?` field.

8. Press F3 (Save).

   The system displays the following message, where *x* is the channel number and *y* is the state of Inserv or Foos:

   `Channel x changed to state y.`

   Press Enter to continue.

9. Press ENTER.

   The system displays the Release of Voice Equipment window ([Figure 6-10](#)).

10. Press F6 (Cancel) until you reach the Lucent INTUITY main menu ([Figure 5-1](#)) or see Chapter 2, "Diagnostics," in *Lucent INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-114, for information on diagnostics if necessary.

11. Continue with the next section, ["Assigning the ChanTran Service and Testing the Channels"](#).

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Assigning the ChanTran Service and Testing the Channels

Complete the procedures in this section to:

- Assign the Lucent INTUITY ChanTran service to all of the channels

- Test each channel

- Reassigning service to DNIS

- Verifying on-hook status

> **NOTE:**
> The ChanTran service is for testing only. It does not support any of the Lucent INTUITY applications, such as voice mail or voice response.

Assigning the ChanTran Service

> **NOTE:**
> Assigning Lucent INTUITY ChanTran to a channel does not stop an operating system from answering outside calls with the reassigned channel. If you assign ChanTran to a channel receiving outside calls, outside callers will receive the ChanTran test prompts.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select
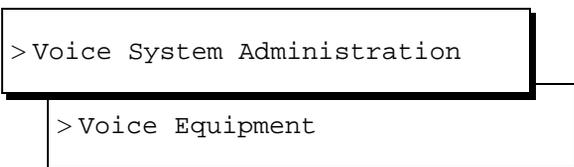
   ```
   > Voice System Administration
       > Voice Equipment
   ```

   The system displays the Display Voice Equipment window (Figure 6-1).

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 6-2).

3. Select

   ```
   > Assign/Change
   ```

4. Press ENTER.

   The system displays the Assign/Change menu (Figure 6-3).

5. Select

```
> Services to Channels
```

6. Press ENTER.

   The system displays the Assign Services to Channels window
   (Figure 6-5).

7. Verify that the cursor is on the Service Name: field.

8. Press F2 (Choices).

   The system displays the Services menu (Figure 6-8).

9. Select ChanTran.

   The system redisplays the Assign Services to Channels window
   (Figure 6-5).

10. Type **all** in the Channels: field.

11. Press F3 (Save).

    The system displays a Command Output window that verifies the
    designated channels are assigned to the selected service.

12. Press F6 (Cancel) until you reach the Lucent INTUITY Main menu
    (Figure 5-1). Continue with the next procedure, "Testing the Channels".

Testing the Channels

Complete the procedure in this section for each channel that is purchased and
activated to:

- Verify on-hook status

- Determine the ability of the channel to recognize touch tones

- Determine the ability of the channel to record and playback

Verifying On-Hook Status

1. Start at the Lucent INTUITY Main menu (Figure 5-1) and select

```
> Voice System Administration

    > System Monitor
```

The system displays the System Monitor - Voice Channels window
([Figure 6-11]).

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

    0    0               *On Hook
    1   10               *On Hook
    2   21               *On Hook
    3    4               *On Hook
    4   12 ChanTran       Talking               12345#
    5    0               *On Hook
```

Figure 6-11. System Monitor - Voice Channels Window

2. Verify that all purchased and activated voice channels are on-hook at the start of the testing.

3. Continue with the next procedure, "Verifying ChanTran Operation".

Verifying ChanTran Operation

1. From one of the test telephones, dial the extension number of the first channel to be tested. Begin with the extension assigned to channel 0.

   The system responds:

   > "This is the channel and transfer test program.
   > You are testing voice channel number *xx*.
   > Press 1 to initiate the touch tone recognition test.
   > Press 2 to initiate the call transfer test.
   > Press 3 to initiate the record and playback test or press the star key to quit."

   ⮕ **NOTE:**
   Once ChanTran reports the number of the channel you are testing, you can "dial-through" and enter numbers or commands without listening to the rest of the message or prompts.

2. Verify that the channel number ChanTran reports matches the channel associated with the extension you dialed.

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NOTE:

If the channel number ChanTran report does not match the channel associated with the extension you dialed, see "Mapping Channels to Switch Extensions" above.

3. Verify that the channel is listed as `ChanTran Talking` on the System Monitor - Voice Channels window. (Figure 6-11 shows channel 4 being tested for touch-tone recognition.)

4. Continue with the next procedure, "Testing Touch-Tone Recognition".

Testing Touch-Tone Recognition

NOTE:

If you are using a speakerphone to test touch-tone recognition in an environment with background noise and ChanTran does not answer, use the mute button to stop the detection of background noise.

1. Press 1 to start the touch-tone recognition test.

   The system responds:

   > "Enter a set of digits followed by the pound key.
   > The star and pound keys will not be spoken."

2. Press 1, 2, 3, 4, 5, and # on the telephone keypad.

   The system responds:

   > "The digits entered are 1 2 3 4 5."

   The system then returns to the ChanTran menu, starting with:

   > "Press 1 to initiate..."

3. If you hear the sequence of digits you entered and see the numbers you entered on the System Monitor screen, continue with Step 4.

   If you did not hear the exact sequence of digits you entered or if the spoken digits are unclear or cannot be understood, contact your remote maintenance center.

4. Press 1 to restart the touch-tone recognition test.

5. Press 6, 7, 8, 9, and 0 on the telephone keypad**.**

6. Press #.

   The system responds:

   > "The digits entered are 6 7 8 9 0."

   The system then returns to the main menu, starting with:

   > "Press 1 to initiate..."

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7. If you hear the sequence of digits you entered and see the numbers you entered on the System - Voice Channels window (Figure 6-11), continue with the next procedure, "Testing Record and Playback".

   If you did not hear the sequence of digits you entered or if the spoken digits are unclear or cannot be understood, contact your remote support center.

Testing Record and Playback

1. Press ③ to start the record and playback test.

   The system responds:

   > "Press 1 to record message using CELP.
   > Press 2 to record message using ADPCM32.
   > Or, press 3 to record message using Sub-Band 16."

2. Press ①.

   The system responds:

   > "Record test message at the tone."

3. Speaking into the test telephone, record a short test message such as "This is a test." The system automatically stops recording when you stop speaking.

   The system responds with your recorded phrase through the telephone:

   > For example, "This is a test."

   The system then returns to the ChanTran menu, starting with:

   > "Press 1 to initiate..."

4. If you hear the phrase as you recorded it, continue with Step 5.

   If you do not hear or cannot understand the spoken phrase, contact your remote support center.

5. Press ⁕ to disconnect from the channel.

6. Hang up the telephone.

7. Verify the disconnection by looking at the System Monitor - Voice Channels window (Figure 6-11). The channel should return to `On Hook`.

   If the channel returns to `On Hook`, the test is successful.

8. Repeat "Verifying ChanTran Operation", "Testing Touch-Tone Recognition", and "Testing Record and Playback" for each purchased channel until you have tested all of them.

9. When you have tested all purchased channels, press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

10. Continue with the next procedure, "Reassigning Services to DNIS".

Reassigning Services to DNIS

Complete this procedure to reassign the channels to DNIS, after you have completed testing the channels.

To reassign channels to DNIS:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > Voice System Administration

        > Voice Equipment
   ```

   The system displays the Display Voice Equipment window (Figure 6-1).

2. Press F8 (Actions).

   The system displays the actions menu (Figure 6-2).

3. Select

   ```
   > Assign/Change
   ```

4. Press ENTER.

   The system displays the Assign/Change menu (Figure 6-3).

5. Select

   ```
   > Services to Channels
   ```

6. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 6-5).

7. Enter ***DNIS_SVC** for all channels in the Service Name: field.

8. Press F3 (Save).

   The system displays the Command Output window (Figure 6-6).

9. Verify that the designated channels are assigned the specified service.

10. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

11. Continue with the next procedure, "Verifying On-Hook Status".

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Verifying On-Hook Status

1. Start at the Lucent INTUITY Main menu (Figure 5-1) and select

> > Voice System Administration
> >
> > > > System Monitor

   The system displays the System Monitor - Voice Channels window
   (Figure 6-11).

2. Verify that all purchased and activated voice channels are on-hook.

3. Continue with the next section, "Administering the Lucent Intuity System
   for Integration with the Switch".

Administering the Lucent INTUITY System for Integration with the Switch

The following sections contain the complete integration procedures for the
MERLIN LEGEND, System 25, DEFINITY R6csi and DEFINITY Mode Code,
System 75 DCIU, and System 85 switches. For other switches, see the switch
integration book that accompanies the switch.

To integrate the system with a:

- MERLIN LEGEND, continue with "Administering the Lucent Intuity System
  for Integration with the MERLIN LEGEND Switch".

- System 25, continue with "Administering the Lucent Intuity System for
  Integration with the System 25 Switch".

- DEFINITY R6csi and DEFINITY Mode Code switches that do *not* use a
  DCIU circuit card, continue with "Administering the Lucent Intuity System
  for Integration with DEFINITY R6csi and DEFINITY Mode Code Switches".

- System 75 that uses a DCIU circuit card, continue with "Administering the
  Lucent Intuity System for Integration with the System 75 DCUI Switches".

- System 85, continue with "Administering the Lucent Intuity System for
  Integration with a System 85 Switch".

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Administering the Lucent INTUITY System for Integration with the MERLIN LEGEND Switch

Complete these procedures to integrate the system with the MERLIN LEGEND switch.

- Confirming the switch selection

- Updating the Dial Plan Translation window

- Setting MWI Device Assignments

- Setting MWI Parameters (Optional)

Confirming the Switch Selection

Confirm the switch settings before you begin to integrate the MERLIN LEGEND switch with the Lucent INTUITY system. Complete this procedure to set the country and the switch or to print the default settings for the telephony interface.

> **NOTE:**
> Although the correct country and switch for your integration should be set at the factory, you must verify that the settings are correct.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

    > Switch Selection
```

The system displays the Switch Selection window (Figure 6-12).

```
                    Switch Selection


      Country    : ███████████████



      Switch     : ███████████████


```

Figure 6-12. Switch Selection Window

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2. Press F7 (Print) to print the current parameters of the system.

    The system prints the current settings for the following windows in the telephony interface:

    — Interface Parameters

    — Frequency Specification window

    — The following switch tones windows: Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone

    ➲ **NOTE:**
    Your remote support center can use a printout of these parameters for later troubleshooting.

3. If you need to change the country setting, enter a country name in `Country:` field. See Table 6-2 for more information on the `Country:` field.

    If you do not need to change the country setting, continue with Step 4.

4. If you need to change the switch setting, enter a switch name in the `Switch:` field. See Table 6-2 for more information on the `Switch:` field.

    If you do not need to change the switch setting, continue with Step 8.

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Table 6-2.   Switch Selection Window — Field Descriptions

Field	Description
Country	This field specifies the country for which the system sets country-specific default parameters.
	The selectable countries in this field depend on the switch integration software package(s) loaded on your system. Usually the country is factory-preset for your integration.
	■ If platform software is loaded and switch integration software is not loaded, this field defaults to OTHER.
	■ When a switch integration package is installed, any of the countries configured in that package or OTHER can be selected. Press F2 (Choices) to see a list of choices.
	■ Only the remote support center can select OTHER for this field. If OTHER is selected in this field, you cannot select a switch in the `Switch:` field.
	If OTHER is selected for this field and should not be, ensure that the appropriate switch integration software is installed on your system. See "Verifying Installed Software" in Chapter 5, "Administering Passwords and Verifying Hardware, Software, and System Status", for more information on software verification.
Switch	This field specifies the switch for which the system sets default parameters in the call data interface.
	The selectable switches in this field depend on the switch integration software loaded on your system. Normally the switch type is factory-preset for your integration.
	■ If platform software is loaded and switch integration software is not loaded, this field defaults to NO SWITCH.
	■ When a switch integration package is installed, any of the switches approved for the specified country are selectable. However, NO SWITCH is not a valid selection. Press F2 (Choices) to see a list of choices.
	■ If your remote support center has set the country to OTHER in the `Country` field, you cannot select a switch in this field.

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5. Press [F3] (Save).

   The system displays the following message:

   ```
   By changing the country name, you will install default
   values for the new country. In this process, the
   current settings will be lost. You may want to keep a
   printout of the settings for your reference. Do you
   wish to continue with this change (y/n)?
   ```

6. If you have already printed the settings or do not want a printout, enter **y**

   If you have not already made a printout and need to print one, do the following:

   a. Enter **n**

   b. Press [F7] (Print).

   c. Press [F3] (Save).

   The system displays the following message:

   ```
   Your changes have been saved. You need to stop and start
   the Voice System to make these changes active.
   ```

   ## ⇒ NOTE:

   > Although any changes you have made are shown on the interface
   > windows, the system must be stopped and restarted to activate new
   > interface parameters.

7. Press [F1] (Acknowledge Message).

8. Press [F6] (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the next section, "Updating the Dial Plan Translation Window".

Updating the Dial Plan Translation Window

You must update the Dial Plan Translation window to integrate the system with the MERLIN LEGEND switch. Complete the following procedures to update the Dial Plan Translation window:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

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> Switch Interface Administration

> Call Data Interface Administration

> System Translation Administration

>Dial Plan Translation

The system displays the first of five Dial Plan Translation screens (Figure 6-13) for the MERLIN LEGEND with defaults for your integration.

Ten rows of data are displayed on each of these screens, for a total of 50 rows. To access the next screen, press F5 (Next Page). To return to the previous screen, press F4 (Prev Page).

```
                         Dial Plan Translation

                                                       Screen 1 of 5

             MERLIN LEGEND   Integration

INTUITY Extension Length:  4          Switch Network Access Code:

        Switch         Switch         Switch         INTUITY     Switch   Remote
        Prefix      Start Ext.      End Ext.         Prefix      Number   [Y/N]
  1                      0000           9999                         1       N
  2
  3
  4
  5
  6
  7
  8
  9
 10
```
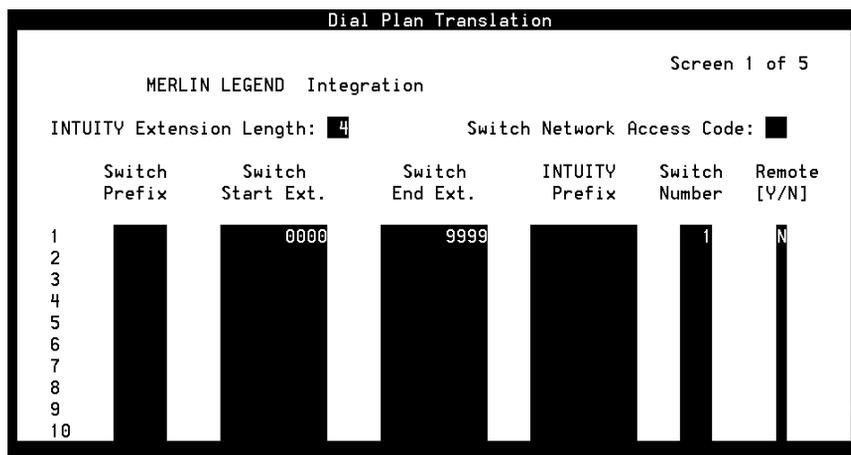
Figure 6-13.   Dial Plan Translation Window for MERLIN LEGEND

2. Confirm the number entered in the INTUITY Extension Length: field.

    NOTE:
    The extension length number must match the dial plan number on the switch and must be a value of **3**, **4**, **5**, **6**, **7**, **8**, **9**, or **10**.

3. If the extension length number does not match the dial plan number on the switch, enter the correct number in the INTUITY Extension Length: field (see Table 6-3).

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4. Enter the switch start extension in the `Switch Start Ext.` field (see Table 6-3).

5. Enter the switch end extension in the `Switch End Ext.` field (see Table 6-3).

6. Enter the switch number in the `Switch Number` field (see Table 6-3).

   ⇒ **NOTE:**

   For the MERLIN LEGEND, the switch number is usually **1**.

7. Enter **n** in the `Remote [Y/N]` field (see Table 6-3).

8. Repeat Step 4 through Step 7 for the remaining translations to be done.

9. Press F3 (Save).

   The system displays the following message:

   ```
   You need to restart the Voice System to make these
   changes active.
   ```

10. Press F1 (Acknowledge Message).

11. Press F6 (Cancel) four times to return to the Lucent INTUITY main menu.

12. Continue with the next procedure, "Setting MWI Device Assignments".

Table 6-3. Dial Plan Translation Window— Field Description

Field	Description	Values
<switch> `Integration`	Displays the switch selected on the Switch Selection window.	Display only.
`INTUITY Extension Length`	Specifies the number of digits in the dial plan.	3 to 10 integers. Must be the same as the number of digits administered for the INTUITY prefix combined with the number of digits for the (start or end) extension number.
`Switch Network Access Code`	Specifies the code dialed to reach the network. For example, you might dial 9 first to reach an outside line. This applies only to a networked system.	Maximum of two integers, range 0 to 99.

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Table 6-3.   Dial Plan Translation Window— Field Description

Field	Description	Values
Switch Prefix	Specifies the initial part of the code sent by the switch as part of the call information. It can be an NNX code used in the North American Numbering Plan scheme. It can also be a switch network code for private networks having a different extension length within a switch or among switches. For example, if the extension length on the INTUITY system is 4 and the call information is 8604000, then 860 is the switch prefix and 4000 is the INTUITY mailbox number.	The dialing number obtained by combining a prefix (INTUITY or switch) with any number in the range between start and end extension number must be a unique number. No overlaps are allowed. The final translated number must provide a unique fixed-length INTUITY extension.
Switch Start Ext.	Specifies the first extension number in the range of allowed extension numbers.	The number of digits specified for the start and end extension numbers must be identical. For example, to specify the range 200 through 3999, enter: ■ Start extension 0200 ■ End extension 3900
Switch End Ext.	Specifies the last extension number in the range of allowed extension numbers.	
INTUITY Prefix	Specifies the digits that prefix the INTUITY mailbox numbers. For example, if the INTUITY extension length is 5, the range of numbers under the dial plan is 860 4000 to 860 5999, and the INTUITY mailbox numbers range from 24000 to 26999, then the: ■ Switch Prefix = 860 ■ Switch Start Ext =s 4000 ■ Switch End Ext = 5999 ■ Intuity Prefix = 2	The dialing number obtained by combining a prefix (Switch Prefix or Intuity Prefix) with any number in the range between start and end extension number must be a unique number. No overlaps are allowed.
Switch Number	Number that uniquely identifies the switch and is used to address it. The Lucent INTUITY system uses this number to differentiate between subscribers on different switches.	Maximum of three digits, range 1 to 999.

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Setting MWI Device Assignments

Complete this procedure to assign the channel group number(s) on which the system performs MWI updates. The procedure allows you to partition the channel(s).

> **NOTE:**
> To assign a channel group for MWI updates, you must have already administered the group using the Channel to Group window under the Voice Equipment menu selection.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Switch Interface Administration

> Call Data Interface Administration

> MWI Administration

>Device Assignment

The system displays the first of two screens of the Device Assignment window (Figure 6-14).

Ten rows of data are displayed on each screen, for a total of 20 rows in the window. To access the second screen, press F5 (Next Page). To return to the first screen, press F4 (Prev Page).
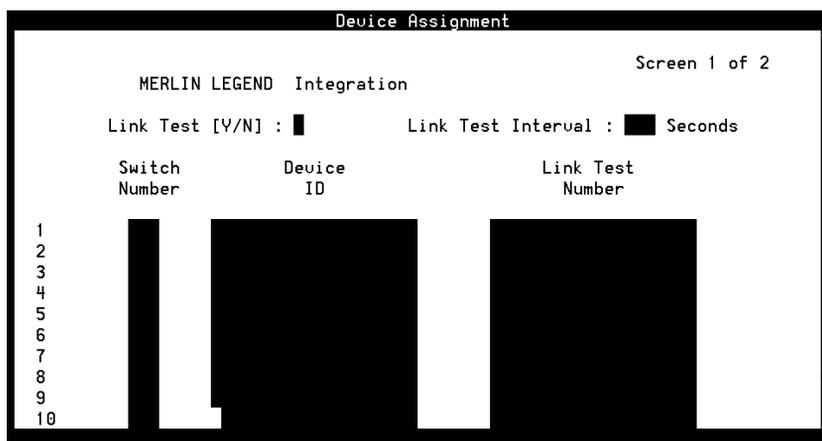
Figure 6-14. Device Assignment Window for MERLIN LEGEND

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2. If the switch number entered in the Switch Number: field does not match the number that identifies the switch in AUDIX® administration, enter the correct number in the Switch Number: field. See Table 6-3 for more information on switch number ranges.

    > **NOTE:**
    > For the MERLIN LEGEND, the switch number is usually **1**.

3. Enter a channel group number in the Device ID: field.

    > **NOTE:**
    > For the MERLIN LEGEND, enter **2** in the Device ID: field.
    > This number must match the group number as administered on the Channels to Group option under the Voice Equipment window of the Lucent INTUITY system.

4. Press [F3] (Save).

    The system displays the following message:

    You need to restart the Voice System to make these changes active.

5. Press [F1] (Acknowledge Message).

6. Press (Cancel) four times to return to the Lucent INTUITY main menu (Figure 5-1).

    Continue with "Setting MWI Parameters (Optional)" if necessary.
    If you do *not* need to set MWI parameters, continue with the section, "Entering the Routing Table".

Setting MWI Parameters (Optional)

Complete this procedure to set parameters that determine how the system performs MWI updates.

You must set MWI parameters if you need to:

- Change the default prefix or suffix strings so MWI updates can occur

- Set the frequency with which the system performs background updates

  > **NOTE:**
  > In background updates, the system periodically refreshes the status of the MWI indicators. The staggering of updates prevents system resources from overloading. Enabling background updates is useful when updates are pending because the switch or Lucent INTUITY system has been down.

- Alter the frequency of broadcast message updates

- Disable MWI updates altogether on the system or to block them during a specified time

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See your switch administrator for more information on MWI parameter settings.

1. Start at the Lucent INTUITY main menu select

> Switch Interface Administration

> Call Data Interface Administration

> MWI Administration

>MWI Parameters

The system displays the MWI Parameters window (Figure 6-15).

```
                        MWI Parameters
                                                             ^

        MERLIN 1            Integration

   MWI on prefix :
   MWI on suffix :
   MWI off prefix:
   MWI off suffix:


   MWI Update [Y/N]          Y                            HH:MM
   Background Refresh [Y/N]:  N           Block Start Time :   :
                                          Block End   Time :   :
   Background Interval    :       0   Seconds.
   Background Updates            5    Nos.
                           :
   Broadcast Interval     :       0   Seconds.            U
   Broadcast Updates      :       5   Nos.
```

Figure 6-15. MWI Parameters Window for MERLIN LEGEND

2. Determine if you need to change the MWI prefix or suffix for the integration.

➤ **NOTE:**
The `MWI On Prefix:` field must be set to **#53** and the `MWI Off Prefix:` field must be set to **#*53** for the MERLIN LEGEND.

See Table 6-4 for more information on MWI prefix and suffix fields.

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3. Do you want to block MWI updates (including background and broadcast refresh) from occurring for a specified period of time?

    ■   If yes, do the following:

        a. Enter the time for blocking to start in the `Block Start Time:` field.

        b. Enter the time for blocking to end in the `Block End Time:` field.

    ■   If no, go to .

4. Press F3 (Save).

The system displays the following message:

```
You need to restart the Voice System to make these
changes active.
```

5. Press F1 (Acknowledge Message).

6. Press F6 (Cancel) four times to return to the Lucent INTUITY main menu.

Table 6-4. MWI Parameters Window — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window.	Display only.
MWI on prefix	A string added before the extension to turn on MWI indication.	Maximum of 20 alphanumeric characters.
MWI on suffix	A string added after the extension to turn on MWI indication.	
MWI off prefix	A string added before the extension to turn off MWI indication.	
MWI off suffix	A string added after the extension to turn off MWI indication.	

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Table 6-4. MWI Parameters Window — Field Descriptions

Field	Description	Values
`MWI Update [Y/N]`	Specifies whether the Lucent INTUITY system instructs the switch to perform MWI updates.	Remote support center adjustment only.
`Background Refresh [Y/N]`	Specifies whether the MWI status for each extension status is periodically checked and updated.	Remote support center adjustment only.
`Background Interval`	Sets the interval between MWI background updates for non-broadcast messages.	Remote support center adjustment only.
`Background Updates`	Sets the number of background updates done in the interval entered in the `Background Interval` field.	Remote support center adjustment only.
`Broadcast Interval`	Sets the interval between MWI background updates for broadcast messages.	Remote support center adjustment only.
`Broadcast Updates`	Sets the number of broadcast updates done in the interval entered in the `Broadcast Interval` field.	Remote support center adjustment only.
`Block Start Time`	Sets the time when blocking of MWI updates begins.	Format *HH/MM/SS*, where: *HH* is the hour in the 24-hour system (range 0 to 23).
`Block End Time`	Sets the time when blocking of MWI updates ends.	*MM* is the minute (range 0 to 59). *SS* is the second (range 0 to 59).

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7. Continue with the section,

Administering the Lucent INTUITY System for Integration with the System 25 Switch

Complete these procedures to integrate the system with the System 25 switch:

- Confirming the switch selection

- Updating the Dial Plan Translation window

- Setting MWI device assignments

- Setting MWI parameters (optional)

- Setting address ranges

Confirming the Switch Selection

Confirm the switch settings before you begin to integrate the System 25 switch with the Lucent INTUITY system. Complete this procedure to set the country and the switch or to print the default settings for the telephony interface.

> **NOTE:**
> Although the correct country and switch for your integration should be set at the factory, you must verify that the settings are correct.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

    > Switch Selection
```

The system displays the Switch Selection window (Figure 6-12).

2. Press F7 (Print) to print the current parameters of the system.

The system prints the current settings for the following windows in the telephony interface:

— Interface Parameters

— Frequency Specification window

— The following switch tones windows: Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone

> **NOTE:**
> Your remote support center can use a printout of these parameters for later troubleshooting.

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3. If you need to change the country setting, enter a country name in
   `Country:` field. See Table 6-2 for more information on the `Country:` field.

   If you do not need to change the country setting, continue with Step 4.

4. If you need to change the switch setting, enter a switch name in the
   `Switch:` field. See Table 6-2 for more information on the `Switch:` field.

   If you do not need to change the switch setting, continue with Step 8.

5. Press F3 (Save).

   The system displays the following message:

   ```
   By changing the country name, you will install default
   values for the new country. In this process, the
   current settings will be lost. You may want to keep a
   printout of the settings for your reference. Do you
   wish to continue with this change (y/n)?
   ```

6. If you have already printed the settings or do not want a printout, enter **y**

   If you have not already made a printout and need to print one, do the
   following:

   a. Enter **n**

   b. Press F7 (Print).

   c. Press F3 (Save).

   The system displays the following message:

   ```
   Your changes have been saved. You need to stop and start
   the Voice System to make these changes active.
   ```

   ⇒ **NOTE:**
      Although any changes you have made are shown on the interface
      windows, the system must be stopped and restarted to activate new
      interface parameters.

7. Press F1 (Acknowledge Message).

8. Press F6 (Cancel) two times to return to the Lucent INTUITY main menu
   (Figure 5-1).

9. Continue with the next section, "Updating the Dial Plan Translation
   Window".

Updating the Dial Plan Translation Window

You must update the Dial Plan Translation window to integrate the system with
the System 25 switch. Complete the following procedures to update the Dial Plan
Translation window:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

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```
> Switch Interface Administration

    > Call Data Interface Administration

        > System Translation Administration

            >Dial Plan Translation
```

The system displays the Dial Plan Translation window for System 25
(Figure 6-16).

```
                        Dial Plan Translation
                                                        Screen 1 of 5
                SYSTEM 25   Integration

  INTUITY Extension Length:  4           Switch Network Access Code:

        Switch        Switch        Switch        INTUITY     Switch   Remote
        Prefix      Start Ext.    End Ext.        Prefix      Number   [Y/N]
   1                    0000          9999                       1       N
   2
   3
   4
   5
   6
   7
   8
   9
  10
```
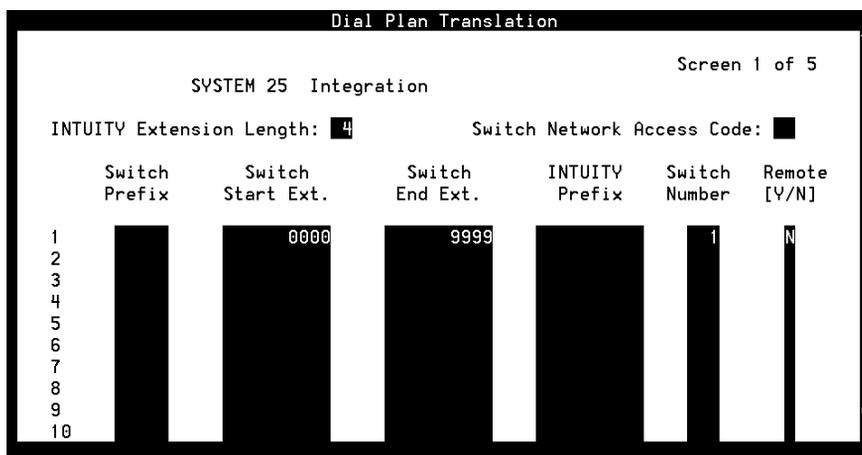
Figure 6-16.   Dial Plan Translation Window for System 25

2. Confirm the number entered in the INTUITY Extension Length: field.

   NOTE:
   The extension length number must match the dial plan number on the
   switch and must be a value of **3**, **4**, **5**, **6**, **7**, **8**, **9**, or **10**.

3. If the extension length number does not match the dial plan number on the
   switch, enter the correct number in the INTUITY Extension Length:
   field.

4. Press F3 (Save).

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5. Press F6 (Cancel) until you return to the Lucent INTUITY main menu ([Figure 5-1]).

6. Continue with the next procedure, "Setting MWI Device Assignments".

Setting MWI Device Assignments

Complete this procedure to assign the channel group number(s) on which the system performs MWI updates. The procedure allows you to partition the channel(s).

> **NOTE:**
> To assign a channel group for MWI updates, you must have already administered the group using the Channel to Group window under the Voice Equipment menu selection.

1. Start at the Lucent INTUITY main menu ([Figure 5-1]) and select

> Switch Interface Administration

> Call Data Interface Administration

> MWI Administration

> Device Assignment

2. The system displays the first of two screens of the Device Assignment window ([Figure 6-17]).

Figure 6-17.   Device Assignment Window for System 25

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3. Confirm the switch number in the `Switch Number`: field.

    > **NOTE:**
    > This number must match the number that identifies the switch in
    > AUDIX administration. The switch number ranges from **1** to **999**.

4. Enter a channel group number in the `Device ID`: field.

    > **NOTE:**
    > This number must match the group number as administered on the
    > Channels to Group option under the Voice Equipment window of the
    > Lucent INTUITY system. The channel group number ranges from
    > **1** to **32**.

5. Press F3 (Save).

    The system displays the following message:

    You need to restart the Voice System to make these changes active.

6. Press F1 (Acknowledge Message).

7. Press (Cancel) four times to return to the Lucent INTUITY main menu
    (Figure 5-1).

8. Continue with the following procedure, "Setting MWI Parameters
    (Optional)", if necessary.

    If you do *not* need to set MWI parameters, continue with the procedure,
    "Entering the Routing Table".

Setting MWI Parameters (Optional)

Complete this procedure to set parameters that determine how the system
performs MWI updates.

You must set MWI parameters if you need to:

- Change the default prefix or suffix strings so MWI updates can occur

- Set the frequency with which the system performs background updates

    > **NOTE:**
    > In background updates, the system periodically refreshes the status
    > of the MWI indicators. The staggering of updates prevents system
    > resources from overloading. Enabling background updates is useful
    > when updates are pending because the switch or Lucent INTUITY
    > system has been down.

- Alter the frequency of broadcast message updates

- Disable MWI updates altogether on the system or to block them during a
  specified time

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See your switch administrator for more information on MWI parameter settings.

1. Start at the Lucent INTUITY main menu select

> Switch Interface Administration

> Call Data Interface Administration

> MWI Administration

>MWI Parameters

The system displays the MWI Parameters window (Figure 6-18).

Figure 6-18.   **MWI Parameters Window for System 25**

2. Do you need to change the MWI prefix or suffix for the integration?

- If yes, change the values in the MWI On Prefix: field, MWI On Suffix: field, MWI Off Prefix: field, and MWI Off Suffix: field, as appropriate to your switch (see Table 6-4).

- If no, go to Step 3.

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3. Do you want to block MWI updates (including background and broadcast refresh) from occurring for a specified period of time?

   ■ If yes, do the following:

      a. Enter the time for blocking to start in the Block Start Time: field.

      b. Enter the time for blocking to end in the Block End Time: field.

   ■ If no, go to Step 4.

4. Press F3 (Save).

   The system displays the following message:

   ```
   You need to restart the Voice System to make these
   changes active.
   ```

5. Press F1 (Acknowledge Message).

6. Press F6 (Cancel) four times to return to the Lucent INTUITY main menu.

7. If you need to set address ranges, continue with the next procedure, "Setting Address Ranges".

   If you do *not* need to set address ranges, continue with the section, "Entering the Routing Table".

Setting Address Ranges

Complete the following procedures to set address ranges on the Lucent INTUITY system:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

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2. Enter **change machine** at the `enter command:` prompt.

The system displays page 1 of the Machine Profile screen (Figure 6-19).

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

Machine Name: cbueitt      Type: local          Location: local

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

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


████████████████████████████████████████████████████████████

enter command: change machine
```

Figure 6-19. Machine Profile Screen, Page 1

3. Enter the first extension of the range in the `Start Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.

4. Enter the ending extension of the range in the `End Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.

5. Press �F3 (Enter).

6. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

7. You have completed the system administration required for a System 25 switch integration. Continue with the section, "Entering the Routing Table".

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Administering the Lucent INTUITY System for Integration with DEFINITY R6csi and DEFINITY Mode Code Switches

DEFINITY R6csi switches and DEFINITY Mode Code switches are *not* connected to the DCIU circuit card. Distributed Communication System (DCS) networking is not available on these types of switches.

⚠ CAUTION:
> *These procedures only apply to DEFINITY R6csi and DEFINITY Mode Code switches. Do not follow these procedures if your switch is connected to a DCIU circuit card.*

This section contains procedures to administer the Lucent INTUITY system for integration with an DEFINITY R6csi switch or DEFINITY Mode Code switch.

For the DEFINITY R6csi and DEFINITY Mode Code switch integrations you must complete the following procedures:

- Confirming the switch selection
- Updating the Dial Plan Translation window
- Setting the MWI device assignments
- Setting the MWI parameters
- Setting address ranges

Confirming the Switch Selection

Confirm the switch settings before you begin to integrate DEFINITY R6csi and DEFINITY Mode Code switches with the Lucent INTUITY system. Complete this procedure to set the country and the switch or to print the default settings for the telephony interface.

⇒ NOTE:
> Although the correct country and switch for your integration should be set at the factory, you must verify that the settings are correct.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > Switch Interface Administration
        > Switch Selection
   ```

   The system displays the Switch Selection window (Figure 6-12).

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2. Press [F7] (Print) to print the current parameters of the system.

   The system prints the current settings for the following windows in the telephony interface:

   — Interface Parameters

   — Frequency Specification window

   — The following switch tones windows: Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone

   ⎯⎯▷ **NOTE:**

   > Your remote support center can use a printout of these parameters for later troubleshooting.

3. If you need to change the country setting, enter a country name in `Country:` field. See <u>Table 6-2</u> for more information on the `Country:` field.

   If you do not need to change the country setting, continue with <u>Step 4</u>.

4. If you need to change the switch setting, enter a switch name in the `Switch:` field. See <u>Table 6-2</u> for more information on the `Switch:` field.

   If you do not need to change the switch setting, continue with <u>Step 8</u>.

5. Press [F3] (Save).

   The system displays the following message:

   ```
   By changing the country name, you will install default
   values for the new country. In this process, the
   current settings will be lost. You may want to keep a
   printout of the settings for your reference. Do you
   wish to continue with this change (y/n)?
   ```

6. If you have already printed the settings or do not want a printout, enter **y**

   If you have not already made a printout and need to print one, do the following:

   a. Enter **n**

   b. Press [F7] (Print).

   c. Press [F3] (Save).

   The system displays the following message:

   ```
   Your changes have been saved. You need to stop and start
   the Voice System to make these changes active.
   ```

   ⎯⎯▷ **NOTE:**

   > Although any changes you have made are shown on the interface windows, the system must be stopped and restarted to activate new interface parameters.

7. Press [F1] (Acknowledge Message).

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8. Press F6 (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the next section, "Updating the Dial Plan Translation Window".

Updating the Dial Plan Translation Window

You must update the Dial Plan Translation window to integrate the Lucent INTUITY system with the DEFINITY R6csi and DEFINITY Mode Code switches.

Complete the following procedures to update the Dial Plan Translation window:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Switch Interface Administration

> Call Data Interface Administration

> System Translation Administration

>Dial Plan Translation
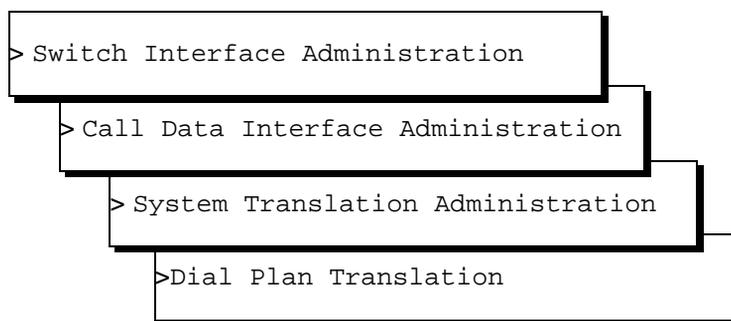
The system displays the Dial Plan Translation window (Figure 6-20).
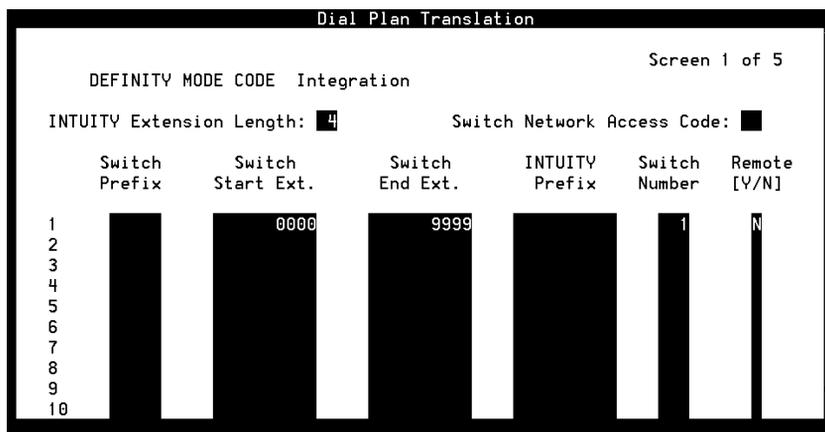
Figure 6-20. **Dial Plan Translation Window for DEFINITY R6csi and DEFINITY Mode Code Switches**

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2. Confirm the number entered in the INTUITY Extension Length: field.

   ⇒ **NOTE:**
   The extension length entered in the Extension Length: field must match the dial plan on the switch. This extension length number will be either **3**, **4**, **5**, **6**, **7**, **8**, **9**, or **10**.

3. If the extension length number does not match the dial plan number on the switch, enter the correct number in the INTUITY Extension Length: field.

4. Press F3 (Save).

5. Continue with the next procedure, "Setting MWI Device Assignments".

Setting MWI Device Assignments

Complete this procedure to assign the channel group number(s) on which the system performs MWI updates. The procedure allows you to partition the channel(s).

⇒ **NOTE:**
To assign a channel group for MWI updates, you must have already administered the group using the Channel to Group window under the Voice Equipment menu selection. See "Mapping Channels to Switch Extensions" for more information.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

   > Call Data Interface Administration

      > MWI Administration

         >Device Assignment
```

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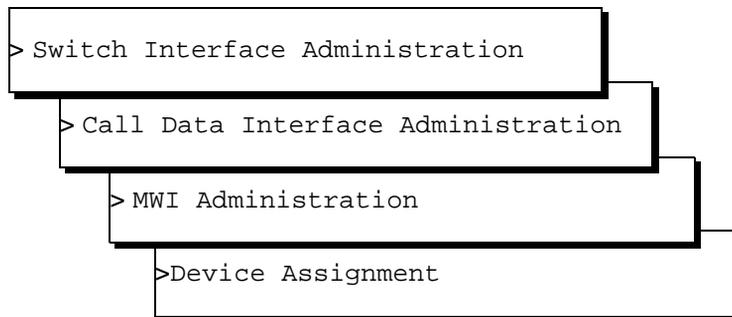
2. The system displays the first of two screens of the Device Assignment window (Figure 6-21).
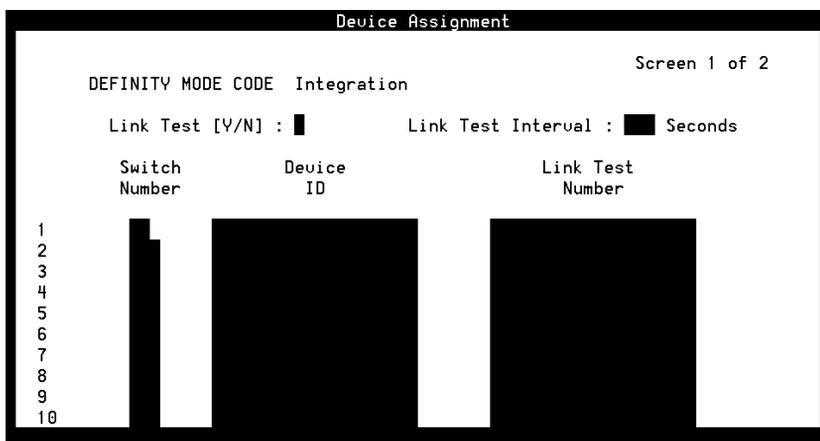
Figure 6-21.   **Device Assignment Window for DEFINITY R6csi and DEFINITY Mode Code Switches**

3. If the switch number entered in the `Switch Number`: field does not match the number that identifies the switch in AUDIX® administration, enter the correct number in the `Switch Number`: field. See Table 6-3 for more information on switch number ranges.

4. Enter a channel group number in the `Device ID`: field.

   > **NOTE:**
   > This number must match the group number as administered on the Channels to Group option under the Voice Equipment window of the Lucent INTUITY system. This channel group number ranges from **1** to **32**. For the DEFINITY R6csi and DEFINITY Mode Code switches, this channel group number should be assigned to **2** if you want MWI updates to occur.

5. Press F3 (Save).

   The system displays the following message:

   You need to restart the Voice System to make these changes active.

6. Press F1 (Acknowledge Message).

7. Press (Cancel) four times to return to the Lucent INTUITY main menu (Figure 5-1).

8. Continue with the following procedure, "Setting MWI Parameters".

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Setting MWI Parameters

Complete this procedure to set parameters that determine how the system performs MWI updates.

You must set MWI parameters if you need to:

- Change the default prefix or suffix strings so MWI updates can occur

- Set the frequency with which the system performs background updates

    ⇨ **NOTE:**

    In background updates, the system periodically refreshes the status of the MWI indicators. The staggering of updates prevents system resources from overloading. Enabling background updates is useful when updates are pending because the switch or Lucent INTUITY system has been down.

- Alter the frequency of broadcast message updates

- Disable MWI updates altogether on the system or to block them during a specified time

See your switch administrator for more information on MWI parameter settings.

1. Start at the Lucent INTUITY main menu select

```
> Switch Interface Administration

   > Call Data Interface Administration

      > MWI Administration

         >MWI Parameters
```

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The system displays the MWI Parameters window (<u>Figure 6-22</u>).

```
                        MWI Parameters

      DEFINITY MODE CODE   Integration

   MWI On Prefix : #90
   MWI On Suffix :
   MWI Off Prefix: #91
   MWI Off Suffix:


   MWI Update [Y/N]       :   Y
                                                          HH:MM
   Background Refresh [Y/N]:   N         Block Start Time :   :
   Background Interval    :   300  Seconds   Block End   Time :   :
   Background Updates     :   1    Numbers

   Broadcast Interval     :   10   Seconds
   Broadcast Updates      :   3    Numbers

Enter MWI on prefix.
 HELP   2       3  SAVE  4            5          6 CANCEL 7 PRINT  8
```
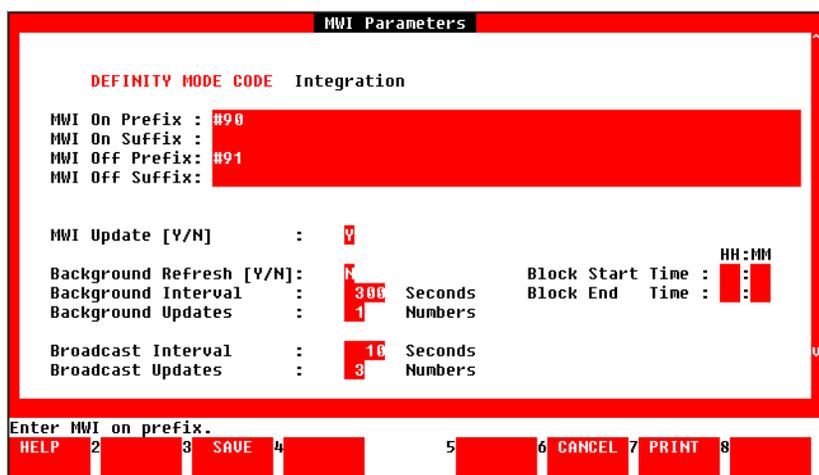
Figure 6-22. **MWI Parameters Window for DEFINITY R6csi and DEFINITY Mode Code Switches**

2. Determine if you need to change the MWI prefix or suffix for the integration.

   > **NOTE:**
   > The `MWI On Prefix:` field must be set to **#90** and the `MWI Off Prefix:` field must be set to **#91** for all DEFINITY R6csi and DEFINITY Mode Code switches.

   See <u>Table 6-4</u> for more information on MWI prefix and suffix fields.

3. Do you want to block MWI updates (including background and broadcast refresh) from occurring for a specified period of time?

   - If yes, do the following:

     a. Enter the time for blocking to start in the `Block Start Time:` field.

     b. Enter the time for blocking to end in the `Block End Time:` field.

   - If no, go to <u>Step 4</u>.

4. Press F3 (Save).

   The system displays the following message:

   ```
   You need to restart the Voice System to make these
   changes active.
   ```

5. Press F1 (Acknowledge Message).

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6. Press F6 (Cancel) four times to return to the Lucent INTUITY main menu.

7. Continue with the next procedure, .

Setting Address Ranges

Complete the following procedures to set address ranges on the Lucent INTUITY system:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

```
 File   Edit   Scripts   Controls   Phones   Options   Help
AUDIX                  Active              Alarms: MmwA                      Logins: 1








enter command: ▌
```

Figure 6-23. **INTUITY AUDIX Forms Controller Screen**

2. Enter **change machine** at the `enter command:` prompt.

The system displays page 1 of the Machine Profile screen (Figure 6-19).

3. Enter the first extension of the range in the `Start Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.

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4. Enter the ending extension of the range in the `End Ext.` field. The range must have the same number of digits as the number in the `Extension Length:` field.

   > **NOTE:**
   > You cannot change the `Extension Length:` field on this screen. Use the Dial Plan Translation window (Figure 6-20) to change the extension length.

5. Press F3 (Enter).

6. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

7. Continue with the section, "Entering the Routing Table".

Administering the Lucent INTUITY System for Integration with the System 75 DCUI Switches

System 75 DCIU switches are connected to the DCIU circuit card.

> **⚠ CAUTION:**
> *These procedures only apply to System 75 DCIU switches. Do not follow these procedures if your System 75 is an inband switch or is not connected to a DCIU circuit card.*

This section contains procedures to administer the Lucent INTUITY system for integration with a:

- System 75 DCIU switch that is *not* used in a Distributed Communications System (DCS) network

- System 75 DCIU switch that is used in a DCS network

For both types of System 75 DCIU integration you must complete the following procedures:

- Confirming the switch selection

- Updating the DCIU Interface Administration window, as determined by your configuration

> **⚠ CAUTION:**
> *When you update the DCIU Interface Administration window, the system resets the DCIU switch link.*

- Setting address ranges

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Confirming the Switch Selection

Confirm the switch settings before you begin to integrate the System 75 switch with the Lucent INTUITY system. Complete this procedure to set the country and the switch or to print the default settings for the telephony interface.

> **➡ NOTE:**
> Although the correct country and switch for your integration should be set at the factory, you must verify that the settings are correct.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > Switch Interface Administration
   ```

   ```
       > Switch Selection
   ```

   The system displays the Switch Selection window (Figure 6-12).

2. Press F7 (Print) to print the current parameters of the system.

   The system prints the current settings for the following windows in the telephony interface:

   - Interface Parameters
   - Frequency Specification window
   - The following switch tones windows: Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone

   > **➡ NOTE:**
   > Your remote support center can use a printout of these parameters for later troubleshooting.

3. If you need to change the country setting, enter a country name in `Country:` field. See Table 6-2 for more information on the `Country`: field.

   If you do not need to change the country setting, continue with Step 4.

4. If you need to change the switch setting, enter a switch name in the `Switch:` field. See Table 6-2 for more information on the `Switch`: field.

   If you do not need to change the switch setting, continue with Step 8.

5. Press F3 (Save).

   The system displays the following message:

   ```
   By changing the country name, you will install default
   values for the new country. In this process, the
   current settings will be lost. You may want to keep a
   printout of the settings for your reference. Do you
   wish to continue with this change (y/n)?
   ```

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6. If you have already printed the settings or do not want a printout, enter **y**

   If you have not already made a printout and need to print one, do the following:

      a. Enter **n**

      b. Press F7 (Print).

      c. Press F3 (Save).

   The system displays the following message:

   ```
   Your changes have been saved. You need to stop and start
   the Voice System to make these changes active.
   ```

   ### NOTE:
   Although any changes you have made are shown on the interface windows, the system must be stopped and restarted to activate new interface parameters.

7. Press F1 (Acknowledge Message).

8. Press F6 (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the procedure, "Updating the DCIU Interface Administration Window on a Non-DCS Network" or "Updating the Switch Interface Administration Window on a DCS Network", as determined by your configuration.

Updating the DCIU Interface Administration Window on a Non-DCS Network

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

   > DCIU Interface Administration
```

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The system displays the DCIU Interface Administration window
(Figure 6-24).

```
                  DCIU Interface Administration
Switch Link Type: DCIU          Switch Release: Definity
Extension Length: 4
Host Switch Number: 2
AUDIX Number: 3

                  HOST SWITCH LINK ASSIGNMENTS
          AUDIX Port                        AUDIX Port
 Switch Logical Switch            Switch Logical  Switch
 Number Channel Port              Number Channel Port
   1      __    __                  2      1     59
   3      __    __                  4      __    __
   5      __    __                  6      __    __
   7      __    __                  8      __    __
   9      __    __                 10      __    __
  11      __    __                 12      __    __
  13      __    __                 14      __    __
  15      __    __                 16      __    __
  17      __    __                 18      __    __
  19      __    __                 20      __    __
Extension length ranges from 3 to 5
```

Figure 6-24. System 75 DCIU Interface Administration Window

2. Confirm the information entered at the top of the DCIU Interface
   Administration window (Figure 6-24).

   ➤ **NOTE:**
   The extension length entered in the `Extension Length`: field must
   match the dial plan on the switch. This will be either **3**, **4**, or **5**.

Complete the following procedure to update the DCIU Interface Administration
window on a non-DCS network:

1. On the DCIU Interface Administration window (Figure 6-24), enter the
   number of digits of the dial plan into the `Extension Length`: field.
   This will be a value of **3**, **4**, or **5**.

2. Enter the number of the host switch in the `Host Switch Number`: field.

3. Enter the AUDIX number in the `AUDIX Number`: field.

4. Enter the logical channel number in the `Logical Channel`: field.

   ➤ **NOTE:**
   The logical channel must be the same number as the Interface Link
   and the Remote Processor Channel on the switch.

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5. Enter the switch port in the `Switch Port:` field.

   ■ On a System 75, DEFINITY G1, G3i, G3s, and G3vs switch, the number relates to the processor channel

   ■ On a DEFINITY G3r switch, the number relates to the local channel

6. Press [F3] (Save) to update the system with the changes you entered.

   The system displays the Update DCIU Output window ([Figure 6-25](#)).

```
                    Update dciu output
 Update successful.

 Press CANCEL to leave this window
```
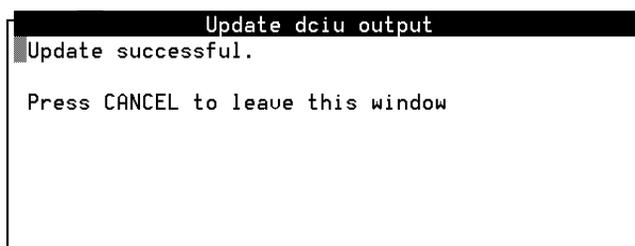
Figure 6-25. Update DCIU Output Window

7. Press [F6] (Cancel).

8. Continue with the section, ["Setting Address Ranges"](#) below.

Updating the Switch Interface Administration Window on a DCS Network

Complete the following procedure to update the Switch Interface Administration window on a DCS network:

1. Enter the number of digits in the dial plan into the `Extension Length:` field.

2. Enter the number of the host switch in the `Host Switch Number:` field.

   NOTE:
   This number must match the DCS node number on the switch.

3. Enter the AUDIX number in the `AUDIX Number:` field.

4. Enter the logical channel number in the `Logical Channel` field.

   NOTE:
   The logical channel must be the same number as the Interface Link and the Remote Processor Channel on the switch.

5. Enter the switch port in the `Switch Port` field.

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6. Press F3 (Save).

   The system displays a message that indicates the switch link is resetting.

7. Press F6 (Cancel) to return to the Lucent INTUITY main menu (Figure 5-1).

8. Continue with the next procedure, "Administering the DCS Network Time Zone".

Administering the DCS Network Time Zone

Complete the following procedure to administer the time zones for the individual switches in the DCS network.

➔ NOTE:

This window does not change the time zone assignment for the host switch connected to the system. See "Common Procedures," in Chapter 3 of *Lucent INTUITY Messaging Solutions Release MAP/100P Maintenance*, 585-313-114, for procedures on setting the system time zones.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the Lucent INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **change switch–time–zone** at the **enter command**: prompt.

   The system displays the Change-Switch-Time-Zone Command Output screen (Figure 6-26).

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```
AUDIX              Active            Alarms: MmwA                    Logins: 1
change switch-time-zone                                          Page 1 of 1
                            SWITCH TIME ZONE

Switch       Time      Daylight            Switch      Time      Daylight
Number       Zone      Savings?            Number      Zone      Savings?

 1:            5_          y                 2:          5_          y
 3:            5_          y                 4:          5_          y
 5:            5_          y                 6:          5_          y
 7:            5_          y                 8:          5_          y
 9:            5_          y                10:          5_          y
11:            5_          y                12:          5_          y
13:            5_          y                14:          5_          y
15:            5_          y                16:          5_          y
17:            5_          y                18:          5_          y
19:            5_          y                20:          5_          y



                        Host Switch:    1



enter command: change switch-time-zone
```

Figure 6-26.   **Change Switch-Time-Zone Command Output Screen**

     3.   Enter the time zone and the daylight saving values for each switch.

     4.   Press [F3] (Enter).

     5.   Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

     6.   You have completed the system administration required for a DCS network integration with the System 75 switch. Continue with the procedure, "Setting Address Ranges".

Setting Address Ranges

Complete the following procedures to set address ranges on the Lucent INTUITY system:

     1.   Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

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2. Enter **change machine** at the enter command: prompt.

   The system displays page 1 of the Machine Profile screen (Figure 6-19).

3. Enter the first extension of the range in the Start Ext. field. The range must have the same number of digits as the number in the Extension Length: field.

4. Enter the ending extension of the range in the End Ext. field. The range must have the same number of digits as the number in the Extension Length: field.

   ![NOTE icon] **NOTE:**

   > You cannot change the Extension Length: field on this screen. Use the DCIU Interface Administration window (Figure 6-24) to change the extension length.

5. Press ⁅F3⁆ (Enter).

6. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

7. Continue with the section, "Stopping and Restarting the Voice System" below.

Administering the Lucent INTUITY System for Integration with a System 85 Switch

This section contains procedures to administer the Lucent INTUITY system for integration with a:

- System 85 switch that is *not* used in a Distributed Communications System (DCS) network

- System 85 switch that is used in a DCS network

  ![NOTE icon] **NOTE:**

  > Before you begin either type of System 85 integration, you must confirm the switch selection.

Confirming the Switch Selection

Confirm the switch settings before you begin to integrate the System 85 switch with the Lucent INTUITY system. Complete this procedure to set the country and the switch or to print the default settings for the telephony interface.

![NOTE icon] **NOTE:**

> Although the correct country and switch for your integration should be set at the factory, you must verify that the settings are correct.

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1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   > Switch Interface Administration

   > Switch Selection

   The system displays the Switch Selection window (Figure 6-12).

2. Press [F7] (Print) to print the current parameters of the system.

   The system prints the current settings for the following windows in the telephony interface:

   - Interface Parameters

   - Frequency Specification window

   - The following switch tones windows: Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone

   ➲ **NOTE:**
   Your remote support center can use a printout of these parameters for later troubleshooting.

3. If you need to change the country setting, enter a country name in `Country:` field. See Table 6-2 for more information on the `Country:` field.

   If you do not need to change the country setting, continue with Step 4.

4. If you need to change the switch setting, enter a switch name in the `Switch:` field. See Table 6-2 for more information on the `Switch:` field.

   If you do not need to change the switch setting, continue with Step 8.

5. Press [F3] (Save).

   The system displays the following message:

   ```
   By changing the country name, you will install default
   values for the new country. In this process, the
   current settings will be lost. You may want to keep a
   printout of the settings for your reference. Do you
   wish to continue with this change (y/n)?
   ```

6. If you have already printed the settings or do not want a printout, enter **y**

   If you have not already made a printout and need to print one, do the following:

   a. Enter **n**

   b. Press [F7] (Print).

   c. Press [F3] (Save).

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The system displays the following message:

```
Your changes have been saved. You need to stop and start
the Voice System to make these changes active.
```

➡️ NOTE:

Although any changes you have made are shown on the interface windows, the system must be stopped and restarted to activate new interface parameters.

7. Press [F1] (Acknowledge Message).

8. Press [F6] (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

   Continue with the procedure, "Updating the DCIU Interface Administration Window on a Non-DCS Network" or "Updating the DCIU Interface Administration Window on a DCS Network", as determined by your configuration.

Updating the DCIU Interface Administration Window on a Non-DCS Network

To update the DCIU Interface Administration window, complete the following procedure, as determined by your configuration:

⚠️ CAUTION:

When you update the DCIU Interface Administration window, the system resets the DCIU switch link.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

    > DCIU Interface Administration
```

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The system displays the DCIU Interface Administration window
(Figure 6-27).

```
                    DCIU Interface Administration
Switch Link Type: DCIU            Switch Release: System 85/G2
Extension Length: 4
Host Switch Number: 2
AUDIX Number: 3

                 HOST SWITCH LINK ASSIGNMENTS
          AUDIX Port                        AUDIX Port
  Switch Logical Switch           Switch Logical Switch
  Number Channel Port             Number Channel Port
     1      __    __                 2      1     59
     3      __    __                 4      __    __
     5      __    __                 6      __    __
     7      __    __                 8      __    __
     9      __    __                10      __    __
    11      __    __                12      __    __
    13      __    __                14      __    __
    15      __    __                16      __    __
    17      __    __                18      __    __
    19      __    __                20      __    __
 extension length ranges from 3 to 5
```

Figure 6-27. System 85 DCIU Interface Administration Window

2. Confirm the information entered at the top of the DCIU interface administration window (Figure 6-27).

   ⇒ **NOTE:**
   The extension length entered in the `Extension Length`: field must match the dial plan on the switch. This will be either **3**, **4**, or **5**.

3. Enter the number of the host switch in the `Host Switch Number`: field. Valid host switch numbers range from 1 to 20. The default for the host switch on a non-DCS integration is usually 1.

4. Enter the logical channel number in the `Logical Channel` field.

   ⇒ **NOTE:**
   The logical channel must be the same number as the Interface Link and the Remote Processor Channel on the switch.

5. Enter the switch port in the `Switch Port` field. Valid switch port numbers range from 1 to 1864.

6. Press ⌊SAVE⌋.

   The system displays a message that indicates the switch link is resetting.

7. Press ⌊CANCEL⌋ to return to the Lucent INTUITY main menu (Figure 5-1).

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8. You have completed the system administration required for a non-DCS network integration with a System 85 switch. Continue with the section,

Updating the DCIU Interface Administration Window on a DCS Network

To administer the system for a DCS network integration with the System 85 switch, complete the following procedure to update the DCIU Interface Administration window.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

    > DCIU Interface Administration
```
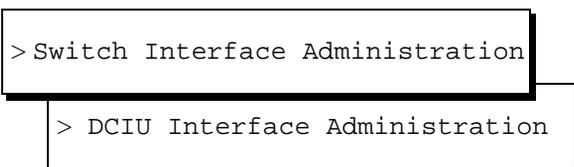
The system displays the DCIU Interface Administration window (Figure 6-27).

2. Confirm the information entered at the top of the DCIU Interface Administration window (Figure 6-27).

   ⟹ **NOTE:**
   The extension length entered in the `Extension Length`: field must match the dial plan on the switch. This will be either **3**, **4**, or **5**.

3. Enter the number of the host switch in the `Host Switch Number`: field. Valid host switch numbers range from 1 to 20.

   ⟹ **NOTE:**
   In a DCS network, enter the number of the host switch that connects directly to the system. The number must match the DCS node number on the switch.

4. Enter this Machine-ID number in the `AUDIX Number`: field.

5. Enter the logical channel number in the `Logical Channel` field.

   ⟹ **NOTE:**
   The logical channel is the same number as the Interface Link and the Remote Processor Channel on the switch.

6. Enter the switch port in the `Switch Port` field.

7. Press F3 (Save).

   The system displays a message that indicates the switch link is resetting.

8. Press CANCEL to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the next procedure, "Administering the DCS Network Time Zone".

Administering the DCS Network Time Zone

Complete the following procedure to administer the time zones for the individual switches in the DCS network.

⇒ **NOTE:**

This window does not change the time zone assignment for the host switch connected to the system. See "Common Procedures," in Chapter 3 of *Lucent INTUITY Messaging Solutions Release MAP/100P Maintenance*, 585-313-114, for procedures on setting the system time zones.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

    ```
    > AUDIX Administration
    ```

    The system displays the Lucent INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **change switch–time–zone** at the enter command: prompt.

    The system displays the Change Switch-Time-Zone Command Output screen (Figure 6-26).

3. Enter the time zone and the daylight saving values for each switch.

4. Press F3 (Enter).

5. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

6. You have completed the system administration required for a DCS network integration with the System 85 switch.

7. Continue with the procedure, "Stopping and Restarting the Voice System".

Entering the Routing Table

If you are administering an inband integration on a MERLIN LEGEND, System 25, or a DEFINITY R6csi or DEFINITY Mode Code switch that does not use a DCIU circuit card *and* the switch is sending trunk numbers or phantom trunk numbers to the Lucent INTUITY system for external calls, you must complete the following procedure.

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NOTE:

If you need to set up business schedules and holiday schedules, these procedures must be completed before you enter the routing table. See Appendix F, "Setting Optional Routing Table Parameters".

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> AUDIX Administration

2. Press ENTER.

The system displays the INTUITY AUDIX Form screen (Figure 6-28).

```
AUDIX            Active          Alarms: none              Logins: 1
                                                          Page 1 of 1
```

```
enter command:
```
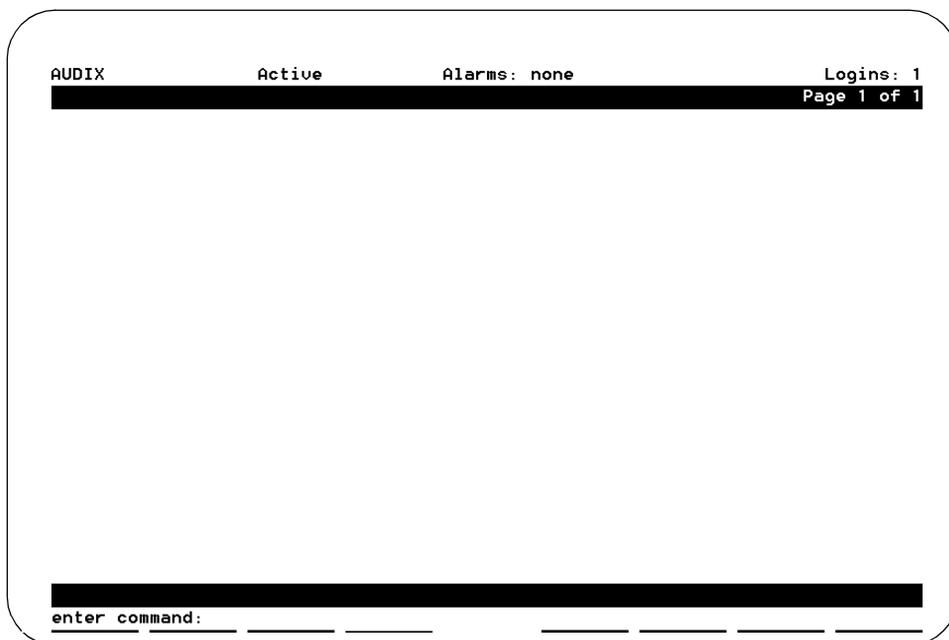
Figure 6-28. The INTUITY AUDIX Form Screen

NOTE:

This screen provides command-line entry. The prompt for these forms is located toward the lower left-hand corner of the screen. To exit this form, enter **exit**

3. Enter **ch** or **change**

   The system responds with a list of choices.

4. Select

> `auto-attend-routing`

> `routing-table`

The system displays an example of a routing table form (Figure 6-29).

```
AUDIX                 Active            Alarms: none                        Logins: 1
change auto-attend-routing routing-table                                   Page 1 of 2
                          AUTO-ATTENDANT ROUTING TABLE
                           Routing Table Administration

   Incoming Called        Business  Holiday      Day        Night      Alternate
        Number            Schedule  Schedule     Service     Service    Service
                                                 Mailbox     Mailbox    Mailbox
 801                      login
 802                      bus1                   9001        9002       9003
 4003-4004                bus2      hol2         9004        9005       9006
 4005                     bus3      hol3         9007        9008       9009








enter command: change auto-attend-routing routing-table
Cancel    Refresh  Enter    ClearFld          Help      Choices  NextPage PrevPage
```

Figure 6-29.　Sample Routing Table Form

5. Enter the routing table information.

   Enter the incoming called numbers in the `Incoming Called Number`:
   field. See your switch administrator for this number.

   NOTE:
   Business schedules, holiday schedules, and mailboxes must exist
   before you can enter them on this form.

6. Enter **login** under the `Business Schedule`: field, as shown in
   Figure 6-29.

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7. Press ⒡⒢ (Enter).

   The routing table is saved.

8. Press ⒡⒧ (Cancel) to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the next procedure, "Stopping and Restarting the Voice System".

Matching the Date, Time, and Time Zone

The date, time, and time zone on the Lucent INTUITY system clock must match that of the switch clock.

Matching the date, time, and time zone includes:

- Checking the UNIX date, time, and time zone on the Lucent INTUITY system
- Changing the UNIX Date and Time screen

Checking the UNIX Date, Time, and Time Zone Screen

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

    > System Management

        > UNIX Management

            >UNIX Date and Time
```

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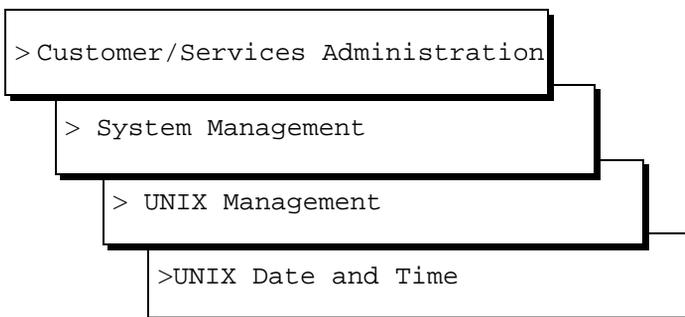
The system displays the UNIX Date and Time window (Figure 6-30).
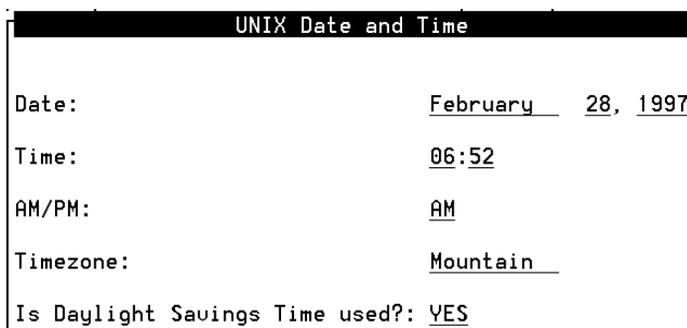
```
┌─────────────────UNIX Date and Time─────────────────┐
│                                                     │
│                                                     │
│  Date:                       February   28, 1997    │
│                                                     │
│  Time:                       06:52                  │
│                                                     │
│  AM/PM:                      AM                      │
│                                                     │
│  Timezone:                   Mountain               │
│                                                     │
│  Is Daylight Savings Time used?: YES                │
└─────────────────────────────────────────────────────┘
```

Figure 6-30. UNIX Date and Time Window

2. Verify each field.

   If all of the fields are correct, press F6 (Cancel) until the system displays the Lucent INTUITY main menu (Figure 5-1) and continue with "Administering the Lucent Intuity System for Integration with the Switch".

   If one or more fields is incorrect, continue with the next procedure, "Changing the UNIX Date, Time, and Time Zone Screen".

Changing the UNIX Date, Time, and Time Zone Screen

1. Place the cursor on the month field in the UNIX Date and Time window or use the TAB key to move to the desired field.

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2. If the month shown is correct, press ENTER and continue with Step 3.

    If the month shown is incorrect, complete the following Steps a through c:

    a. Press F2 (Choices) to display the months of the year (Figure 6-31).

Figure 6-31.   Months Choices Menu

    b. Use ▲ or ▼ to move the cursor and highlight the correct month.

    c. Press ENTER.

    NOTE:
      You can also select the current month by entering the corresponding alphabetic abbreviation from this list:
      Ja, **F**, **Mar**, **Ap**, **May**, **Jun**, **Jul**, **Au**, **S**, **O**, **N**, **D**.

3. If the day of the month shown is correct, press ENTER.

    If the day of the month shown is incorrect, enter the correct day as a number from 1 to 31.

4. If the year shown is correct, press ENTER.

    If the year shown is incorrect, enter the correct year as a number from 1997 to 2038.

5. If the time shown is correct, press ENTER.

    If the time shown is incorrect, enter the correct time in the form of *hours:minutes*.

    NOTE:
      Use a 12-hour AM/PM standard. Do not use the 24-hour military standard.

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6. If AM/PM is correct as shown, press ⌷ENTER⌷.

   If AM/PM is incorrect as shown, type **a** for AM or **p** for PM.

7. If the time zone shown is correct, press ⌷ENTER⌷.

   If the time zone shown is incorrect, complete the following Steps a through c:

   a. Press ⌷F2⌷ (Choices).

   b. Use ⌷▲⌷ or ⌷▼⌷ to move the cursor and highlight the correct time zone.

   c. Press ⌷ENTER⌷.

8. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year. The default is **y**.

9. Press ⌷F3⌷ (Save).

10. Press ⌷F6⌷ (Cancel) until you log off the system.

    ⟹ **NOTE:**

    When you log back on to the system for the next procedure, the date and time changes will take affect.

11. You have completed matching the date, time, and time zone on the Lucent INTUITY system clock to that of the switch clock. Continue with the next procedure, .

Stopping and Restarting the Voice System

To execute the changes you made to your system, you must stop and restart the voice system.

1. Start at the Lucent INTUITY main menu () and select

   ⚠ **CAUTION:**
   Be sure to choose Stop Voice System. *Do not choose* Shutdown Voice System.

```
> Customer/Services Administration

   > System Management

      > System Control

         >Stop Voice System
```
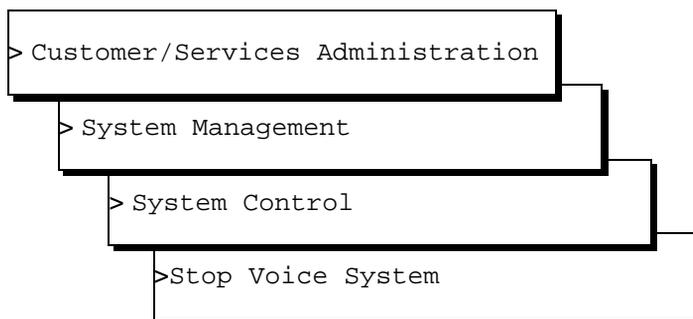
The system displays the Wait Time window (Figure 6-32).

```
        Wait Time
      Seconds: ███
```

Figure 6-32.   Wait Time Window

2. Enter a time between 60 and 600 seconds as the time to wait for calls in progress.

3. Press ⓕ³ (Save).

    The system displays the following message:

    ```
    The Voice System has stopped
    Press ENTER to continue...
    ```

    ⇒ **NOTE:**
    The system waits until all calls in progress disconnect before stopping the voice system.

4. Press ⏎ (ENTER).

    The system displays the System Control Menu (Figure 6-33).

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```
                    System Control

  hutdown System
  Start Voice System
  Stop Voice System
```
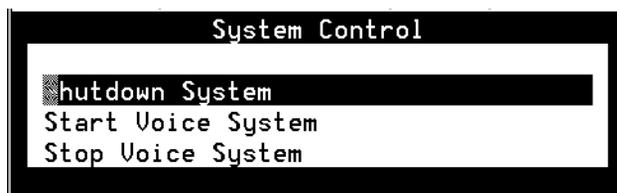
Figure 6-33.   System Control Menu

5. From the System Control menu select

```
> Start Voice System
```
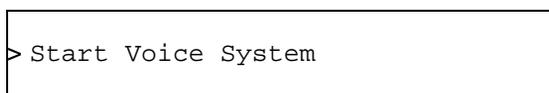
The system displays the following message:

```
Startup of the Voice System is complete
Hit Acknowledge key to continue...
```

6. Press F1 (Acknowledge).

The system redisplays the System Control window (Figure 6-33).

7. Press F6 (Cancel) until you return to the Lucent INTUITY main menu (Figure 5-1).

Initial Administration and Test for Voice Messaging and the Optional Language Feature

7

Overview

This chapter describes how to perform initial administration for Lucent™ INTUITY™ voice messaging. The initial administration process consists of:

- Changing the system-parameter features (defaults), if necessary

- Adding and administering test subscribers

This chapter also describes how to test Lucent INTUITY voice messaging. This process includes testing:

- Call answer

- Voice mail

- Multilingual feature (optional)

Purpose

This chapter provides the information you need to initiate basic operation of Lucent INTUITY voice messaging and perform acceptance tests to ensure that the feature is operating properly on the customer's system.

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Administering the Lucent INTUITY for Acceptance Testing

Complete the procedures in this section to administer the Lucent INTUITY for acceptance testing:

- Changing the system-parameters features (defaults)

- Adding test subscribers 1 and 2

Starting the Voice System

You cannot perform the procedures in this section unless the voice system is running. If it is not, complete the following procedure to start it. If the voice system is already running, skip this procedure and continue with "Changing the System-Parameter Features (Defaults)".

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select
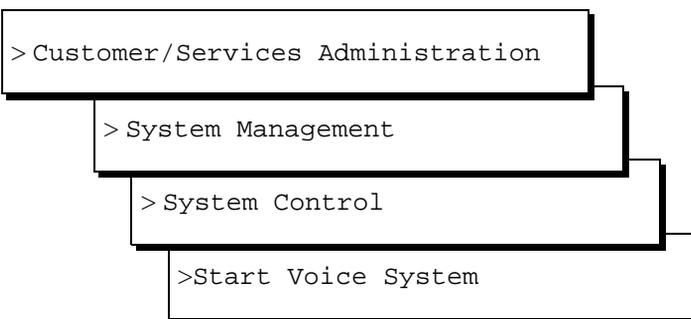
```
> Customer/Services Administration

     > System Management

        > System Control

           >Start Voice System
```

The system displays the following message:

```
Startup of the Voice System is complete.
```

2. Press (ENTER).

3. Continue with the next procedure, "Changing the System-Parameter Features (Defaults)".

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Changing the System-Parameter Features (Defaults)

Perform this procedure *only* if you must change system parameters.

If the customer is accepting the system defaults, skip this procedure and continue with "Adding Test Subscribers".

➡ NOTE:

This section assumes that changes to the System-Parameters Features screen will be performed first. This screen *must* be administered before testing the optional INTUITY AUDIX® Multilingual Feature for customers who have ordered this feature. Other INTUITY AUDIX applications may be administered during cut-to-service procedures.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select
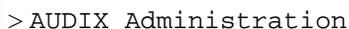
   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **ch sy f** at the `enter command:` prompt.

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The system displays Page 1 of the Change System-Parameters Features screen (Figure 7-1).

```
AUDIX              Active           Alarms: MmwA                      Logins: 2
change system-parameters features                               Page 1 of 4
                        SYSTEM-PARAMETERS FEATURES

LOG-IN PARAMETERS
         Login Retries: 3            Consecutive Invalid Attempts: 18
 System Guest Password: _____      Minimum Password Length: 0

PASSWORD AGING LIMITS (DAYS)
    Password Expiration Interval: 0   (0 for no password aging)
       Minimum Age Before Changes: 0
              Expiration Warning: 0   (0 for no warning)

INPUT TIME LIMITS (SECONDS)
         Normal: 60     Full Mailbox Timeout: 5     Wait (*W): 180
         Between Digits at Auto-attendant or Standalone Menu: 3  (3-12)

DISCONNECT OPTIONS
         Quick Silence Disconnect? n        Silence Limit? 30 (5-30 seconds)



enter command: change system-parameters features
```

Figure 7-1. Change System - Parameters Features Screen, Page 1

3. Press (TAB) to move the cursor to the first field on the screen that you need to change.

4. Enter the new value or press (F6) (Choices) and select the new value from the list.

5. Repeat Step 3 and Step 4 for each of the parameters that you must change on Page 1 of the screen.

6. Press (F7) (Next Page).

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The system displays Page 2 of the Change System-Parameters screen
(Figure 7-2).

```
drintuit           Active              Alarms:    w                          Logins: 4
change system-parameters features                                      Page 2 of 4
                            SYSTEM-PARAMETERS FEATURES

MISCELLANEOUS PARAMETERS
         Broadcast Mailbox Extension: 99960
            System Prime Time, Start: ▒7:00      End: 17:00
               Increment(l/s), Rewind: s      Advance: s

FEATURE ACTIVATION
                   Traffic Collection? y
          Name Record by Subscriber? y
          Multiple Personal Greetings? y
               End of Message Warning? y      Warning Time (seconds): 15
              Priority on Call Answer? y
                 Call Answer Disable? y
               Address Before Record? y

MULTIMEDIA PARAMETERS
    Fax Print Destination Prefix: _____
        Text to Speech Conversion: headers_and_bodies


████████████████████████████████████████████████████████
enter command: change system-parameters features
```

Figure 7-2.   Change System-Parameters Features Screen, Page 2

7. Repeat Steps 3 through 5 for each of the parameters you must change on Page 2 of the screen.

8. Press F7 (Next Page).

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The system displays Page 3 of the Change System-Parameters Features screen (Figure 7-3).

```
AUDIX             Active           Alarms:   wA                        Logins: 2
change system-parameters features                              Page 3 of 4
                         SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
 Transfer Type: none_____        Transfer Restriction: subscribers
 Covering Extension: _____

ANNOUNCEMENT SETS
            System: us-eng_____            Administrative: _____

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
 Incr 1: 0_ days  0_ hrs 5_ mins     Incr 2: 0_ days 0_ hrs 15 mins
 Incr 3: 0_ days  0_ hrs 30 mins     Incr 4: 0_ days 1_ hrs 0_ mins
 Incr 5: 0_ days  2_ hrs 0_ mins     Incr 6: 0_ days 6_ hrs 0_ mins
 Incr 7: 1_ days  0_ hrs 0_ mins     Incr 8: 2_ days 0_ hrs 0_ mins
 Incr 9: 7_ days  0_ hrs 0_ mins     Incr10: 14 days 0_ hrs 0_ mins




enter command: change system-parameters features
```

Figure 7-3.   Change System-Parameters Features Screen, Page 3

9. Repeat Step 3 and Step 4 for each of the parameters that you must change on Page 3 of the screen.

   If you are integrating your Lucent INTUITY system with a Merlin Legend®, System 25, 5ESS®, DEFINITY® Mode Code, or other non-BCS switches, enter **basic** in the `Transfer Type:` field.

   If you are integrating your Lucent INTUITY system with a System 75 or System 85, you have two options:

   ■ Enter **enhanced_no_cover_0** in the `Transfer Type:` field, for the call to follow the recipient's coverage path.

   ■ Enter **enhanced_cover_0** in the `Transfer Type:` field, for the call to follow the coverage path for the covering extension.

10. Press [F7] (Next Page).

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The system displays Page 4 of the Change System-Parameters Features screen (Figure 7-4).

```
drintuit            Active           Alarms: none                    Logins: 4
change system-parameters features                               Page 4 of 4
                        SYSTEM-PARAMETERS FEATURES


NETWORKING PARAMETERS

        Automatic Deletion of Non-administered Remote Subscribers
        Days without Activity: 0              Even If on a Mailing List? n












enter command: change system-parameters features
```

Figure 7-4.   Change System-Parameters Features Screen, Page 4

11. Repeat Step 3 and Step 4 for each of the parameters that you must change on Page 4 of the screen.

12. Press [F3] (Enter) to enter changes from each page into the system.

13. Continue with the next procedure, "Adding Test Subscribers".

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Adding Test Subscribers

Add test subscribers 1 and 2 to test the Voice Mail and Call Answer features and the optional INTUITY AUDIX Multilingual feature.

➡ NOTE:
> If you are already displaying the INTUITY AUDIX Forms Controller screen, begin this procedure with Step 2.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **add su** at the `enter command:` prompt.

   The system displays Page 1 of the Add Subscriber screen (Figure 7-5).

```
AUDIX              Active           Alarms: Mm                    Logins: 6
add subscriber                                                  Page 1 of 2
                             SUBSCRIBER

        Name: █_____        Locked? n
   Extension: _____                         Password: _____
         COS: class00                       Miscellaneous: _____
Switch Number: __                      Covering Extension: _____
 Community ID: __                         Broadcast Mailbox? _















Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
```

Figure 7-5.   Add Subscriber Screen, Page 1

3. Enter **test-1** into the `Name:` field.

4. Move the cursor to the `Extension:` field.

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5. Enter the extension for the first test subscriber as listed on Worksheet 15: "Subscriber Administration."

    > **NOTE:**
    > On systems with Lucent INTUITY FAX Messaging active, the Subscriber form displays a `Secondary Extension:` field. Leave this field blank during this procedure.

    > **NOTE:**
    > If the system you are installing *does not* include the INTUITY AUDIX Multilingual feature, skip Steps 6, 7, and 8 and continue with Step 9.

6. If the system you are installing includes the INTUITY AUDIX Multilingual feature as indicated on Worksheet 15: "Subscriber Administration," press F7 (Next Page).

    The system displays the Subscriber Class of Service Parameters screen (Figure 7-6).

```
drintuit           Active           Alarms:   wA                    Logins: 5
change subscriber ┌──────┐                                       Page 2 of 2
                     SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: extension            Login Announcement Set: System
  System Multilingual is ON         Call Answer Primary Annc. Set: System
 Call Answer Language Choice? n   Call Answer Secondary Annc. Set: System

PERMISSIONS
      Type: call-answer     Announcement Control? n           Outcalling? y
      Priority Messages? y             Broadcast: none      IMAPI Access? y
 IMAPI Message Transfer? y        Fax Creation? y  Trusted Server Access? n

INCOMING MAILBOX          Order: fifo              Category Order: nuo
  Retention Times (days),   New: 60     Old: 30         Unopened: 30
OUTGOING MAILBOX          Order: fifo              Category Order: undfa
Retention Times(days), File Cab: 60      Delivered/Nondeliverable: 5

Voice Mail Message (seconds),  Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
        End of Message Warning Time (seconds): __
        Maximum Mailing Lists: 25    Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 2400          Minimum Guarantee: 0

enter command: change subscriber xxxxx
```

Figure 7-6.   **Subscriber Class of Service Parameters Screen**

7. Enter **y** in the `Call Answer Language Choice?` field.

8. See Worksheet 15: "Subscriber Administration." Enter the name of the Call Answer Secondary Announcement set into the `Call Answer Secondary Annc. Set:` field.

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If you press F6 (Choices) at this point in the procedure, the system will *not* display a listing of optional languages installed on the system. To obtain a listing of optional languages installed on the system, use the **list annc-sets** command at the enter command: prompt.

If you press F1 (Cancel) at this point in the procedure, you will remove any entries that you have made for this test subscriber. You will also be returned to the command prompt so that you can enter the **list annc-sets** command if you need to do so. If you exit Page 2 to use this command, return to Step 2 in this procedure to enter the test subscriber into the system.

9. Press F3 (Enter) to add the test subscriber.

   ⇒ **NOTE:**
   This procedure uses the defaults for the remaining fields.

   The system displays the following message above the enter command: prompt:

   command successfully completed

10. To add the second test subscriber, enter **add su** at the enter command: prompt.

    The system displays Page 1 of the Add Subscriber screen (Figure 7-5).

11. Enter **test-2** into the Name: field.

12. Move the cursor to the Extension: field.

13. Enter the extension for the second test subscriber as listed on Worksheet 15: "Subscriber Administration."

    ⇒ **NOTE:**
    On systems with Lucent INTUITY FAX Messaging active, the Subscriber form displays a Secondary Extension: field. Leave this field blank during this procedure.

14. Repeat Steps 6 through 9 for the second test subscriber if the INTUITY AUDIX Multilingual Feature is activated or press F3 (Enter) to add the subscriber without the Multilingual Feature.

15. Enter **exit** at the prompt to return to the Lucent INTUITY main menu (Figure 5-1).

16. Continue with the next procedure, "Testing Lucent Intuity Voice Messaging and the Optional Multilingual Feature".

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Testing Lucent INTUITY Voice Messaging and the Optional Multilingual Feature

Complete the procedures in this section to test:

- Call answer

- Voice mail

- The multilingual feature if it is included on the system you are installing

If you need to monitor the processing of calls, you must view the system monitor screen.

Viewing the System Monitor

Complete the procedures in this section to view the system monitor screen.

1. To view the System Monitor screen, start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

> > Voice System Administration
>
> > > System Monitor

The system displays the System Monitor–Voice Channels screen ([Figure 6-11](#)).

➡ NOTE:

The system automatically updates the information on this screen every 5 seconds. However, Lucent recommends a 1-second interval for testing INTUITY AUDIX Call Answer.

2. If you need to change the refresh rate for this screen, continue with the next procedure, ["Changing the Refresh Rate"](#).

If you do *not* need to change the data display rate, skip the next procedure and continue with ["Testing Intuity AUDIX Call Answer"](#).

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Changing the Refresh Rate

To change the refresh rate of the system monitor screen, complete the following procedures:

1. Press F8 (Change Keys) followed by F1 (Change Rate).

   The system responds with the Change Refresh Rate screen (Figure 7-7).

```
┌──Change Refresh Rate──┐
│Refresh Rate: 5  seconds│
└────────────────────────┘
```

Figure 7-7.   Change Refresh Rate Window

2. To activate a change to the recommended interval, enter **1** into the `Refresh Rate:` field or enter a value of your choice.

3. Press F3 (Save).

4. Press F3 (Cancel) until you return to Lucent INTUITY main menu (Figure 5-1).

Testing INTUITY AUDIX Call Answer

Complete the procedures in this section for:

- Creating and Sending a Call Answer Test Message

- Verifying Receipt of the Call Answer Test Message

- Deleting the Call Answer Test Message

Creating and Sending a Call Answer Test Message

1. Call the test-1 extension from the test-2 extension. Allow the INTUITY AUDIX application to answer.

2. Speak into the telephone and record the following or a similar test message after the tone:

   "This is a test Call Answer message for INTUITY AUDIX."

3. Hang up the test-2 telephone to disconnect.

4. Continue with the next procedure, "Verifying Receipt of the Call Answer Test Message".

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Verifying Receipt of the Call Answer Test Message

1. Check for the Message Waiting Indicator (MWI) on the test-1 extension. The MWI will be either a light, a screen display, or a dial-tone stutter.

    If the MWI does *not* indicate that a call was received, there may be a problem with the switch integration or switch integration software, or the wrong switch number may be administered for the test telephone. If problems exist, review entries from Worksheet 15: "Subscriber Administration" and see <u>Appendix C, "Troubleshooting Procedures"</u>.

2. Dial the integrated message retrieval number from the test-1 telephone as listed on Worksheet 15: "Subscriber Administration."

3. Press ⌗ when INTUITY AUDIX asks for the extension.

    If you must enter the extension of the test-1 telephone to retrieve the message, the channel mapping may have AUDIX assigned instead of *DNIS_SRV or the switch link may be down. See <u>"Administering Channels"</u> in <u>Chapter 6, "Initial Administration for Switch Integration"</u>, for channel assignment information.

4. Press ⌗ when INTUITY AUDIX asks for the password.

    > **NOTE:**
    > If the system is administered to require a longer password, you may have to change the password. Follow the voiced instructions if this occurs, and supply a password of your own choice.

5. Voice in the name "test-1" if prompted to do so. The INTUITY AUDIX will provide instructions.

6. Press ② to retrieve messages.

7. Press ⓪ to hear the message. If the message quality is not satisfactory, contact your remote support center.

8. Hang up the test-1 telephone to disconnect.

9. Check the MWI on the test-1 telephone again. The MWI should be off. If the MWI is not off, contact your remote support center.

10. Continue with the next procedure, <u>"Deleting the Call Answer Test Message"</u>.

Deleting the Call Answer Test Message

1. Dial the INTUITY AUDIX message retrieval number as specified on Worksheet 15: "Subscriber Administration."

2. Press ⌗ when INTUITY AUDIX asks for the extension.

3. Press ⌗ or enter the password assigned in Step 4 above when INTUITY AUDIX asks for the password.

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4. Press ⌷2⌷ to retrieve messages.

   The system plays the date and time for the message.

5. Press ⌷✳⌷ ⌷D⌷ to delete your test message.

6. Hang up the test-1 telephone to disconnect.

7. Continue with the next procedure, "Testing Intuity AUDIX Voice Mail".

Testing INTUITY AUDIX Voice Mail

Complete the procedures in this section for:

- Creating and Sending a Voice Mail Test Message

- Verifying Receipt of the Voice Mail Test Message

- Deleting the Voice Mail Test Message

Creating and Sending a Voice Mail Test Message

1. Dial the integrated message retrieval number, as specified on Worksheet 15: "Subscriber Administration," from the test-1 telephone.

2. Press ⌷#⌷ when INTUITY AUDIX asks for the extension.

3. Press ⌷#⌷ when INTUITY AUDIX asks for the password.

4. Press ⌷1⌷ to create an INTUITY AUDIX message.

5. Speaking into the telephone, record the following or a similar test message after the tone.

   "This is a test Voice Mail message for INTUITY AUDIX."

6. Press ⌷#⌷ to approve your message.

7. Enter the extension number for the test-2 telephone when INTUITY AUDIX prompts you for the extension.

8. Press ⌷#⌷.

9. Press ⌷#⌷ to deliver the test message to the test-2 extension.

10. Hang up the test-1 telephone to disconnect.

11. Continue with the next procedure, "Verifying Receipt of the Voice Mail Test Message".

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Verifying Receipt of the Voice Mail Test Message

1. Dial the integrated message retrieval number, as specified on Worksheet 15: "Subscriber Administration," from the test-2 telephone.

2. Press #️ when INTUITY AUDIX asks for the extension.

3. Press #️ when INTUITY AUDIX asks for the password.

4. Press 2️ to retrieve messages.

5. Press 0️ to hear the message. If the message quality is not satisfactory, contact your remote maintenance center.

6. Continue with the next procedure, "Deleting the Voice Mail Test Message".

Deleting the Voice Mail Test Message

1. Press *️ D️ to delete your test message.

2. Hang up the test-2 telephone to disconnect.

3. Verify that the message waiting indicator (MWI) is turned off.

4. If the system you are installing includes the optional multilingual feature, continue with the next procedure, "Testing the Optional Multilingual Feature".

   If the system you are installing *does not* include the optional multilingual feature, skip the next procedure and continue with "Removing Test Subscribers".

Testing the Optional Multilingual Feature

Complete this procedure to test the Optional Multilingual feature by directing the system to play the call-answer prompt in an optional language.

1. Call the test-1 extension from the test-2 extension. Allow INTUITY AUDIX to answer.

2. Press *️ 1️ while the prompt is playing.

3. Listen for the system to begin to play the call answer prompt in the optional language.

   This test is successful if you hear the system switch to the optional language.

   If you do not hear the optional language, check your administration for the System-Parameters Features screen and the subscriber screen for test-1. The `Call Answer Language Choice:` field must be set to y (yes) or the system will not allow the subscriber to use the secondary announcement set. See Step 6 of "Adding Test Subscribers" above to change the `Call Answer Language Choice:` field or see Appendix C, "Troubleshooting Procedures".

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4. Continue with the next procedure, .

Removing Test Subscribers

Complete this procedure to remove test subscribers 1 and 2 from the system.

> **NOTE:**
> Only complete this procedure if Lucent INTUITY FAX Messaging is not
> being installed on your system. If Lucent FAX Messaging will be
> installed, do not remove test subscribers at this time.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the AUDIX Forms Controller screen (Figure 6-23).

2. Enter **rem su test-1** at the `enter command:` prompt.

The system displays the Remove Subscriber screen showing subscriber
test-1 (Figure 7-8).

```
AUDIX              Active           Alarms: Mmw                       Logins: 2
remove subscriber test-1                                           Page 1 of 2
                              SUBSCRIBER

        Name: test-1                              Locked? n
   Extension: 1234                               Password:
         COS: class00                        Miscellaneous:
Switch Number: 1                         Covering Extension:
 Community ID: 1                          Broadcast Mailbox? n

















Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

Figure 7-8.   Remove Test Subscriber Screen

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3. Press (ENTER) (F3) to remove the subscriber test-1.

 The system displays the following message:

 ```
command successfully completed
```

4. Enter **rem su test-2** at the `enter command:` prompt.

 The system displays the Remove Subscriber screen (Figure 7-8) now showing subscriber test-2.

5. Press (ENTER) (F3) to remove the subscriber test-2.

 The system displays the following message:

 ```
command successfully completed
```

6. Enter **exit** at the prompt to return to the Lucent INTUITY main menu (Figure 5-1).

7. Continue with Chapter 8, "Initial Administration and Test for TCP/IP LAN Connectivity and Lucent Intuity Message Manager".

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Initial Administration and Test for TCP/IP LAN Connectivity and Lucent INTUITY Message Manager

8

Overview

This chapter describes how to:

- Perform initial administration for TCP/IP LAN connectivity

- Attach the customer's LAN cable

- Test the TCP/IP connection

- Perform initial administration for Lucent™ INTUITY™ Message Manager

Purpose

This chapter provides the information you need to ensure that the customer's LAN is accessible to the Lucent INTUITY system and to administer the system for basic operations.

Lucent is not responsible for the installation, administration, or test of communications between customer PCs and the LAN. Customers should seek service as directed by their LAN administrator to resolve problems with their LAN.

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Administering TCP/IP LAN Connectivity

Complete the procedures in this section to establish addresses for the Lucent INTUITY system to use to send and receive information over the customer's LAN. Before you begin this procedure, however, you must determine if the LAN has been administered for the system.

LAN Administration for Lucent INTUITY

Some LANs may be administered prior to your arrival on site. Other LANs require that the administration for a new machine be done at the time of installation because an open connection may cause the LAN to fail.

Verify if you need to notify the LAN administrator and arrange for administration of the LAN for the system. When the LAN is administered for the system, continue with "Establishing Network Addresses".

Establishing Network Addresses

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Networking Administration

    > TCP/IP Administration
```
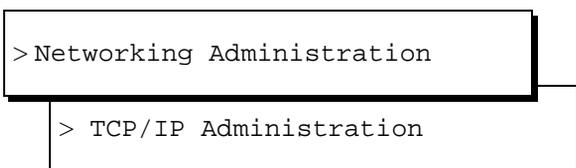
The system displays the TCP/IP Administration window (Figure 8-1).

NOTE:
The fields in the following windows are examples only. Your windows will match the current entries for the system that you are administering.

```
              TCP/IP Administration

        UNIX Machine Name:  cbdoc1

                IP Address: XXX.X.XX.XXX

               Subnet Mask: 255.255.255.0

Default Gateway IP Address: XXX.X.XX.XXX
```
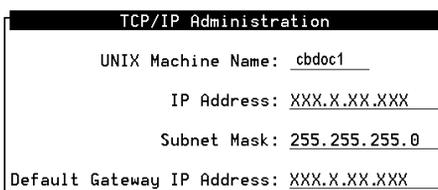
Figure 8-1. **TCP/IP Administration Window**

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> **! CAUTION:**
> *If you are installing digital networking, the UNIX name should be the same as the local machine name specified on the Local Machine Administration window.*

2. Enter **the** UNIX machine name into the UNIX Machine Name: field. This is a case-sensitive field. You must enter capital letters as capitals, and lower-case letters as lower case.

   ⇒ NOTE:
   Saving the information on the TCP/IP Administration window applies the UNIX name to the Lucent INTUITY machine. You do not have to administer this name anywhere else unless you are installing digital networking.

3. Enter the internet protocol (IP) address for the Lucent INTUITY system into the IP Address: field.

   ⇒ NOTE:
   Do not enter prefacing zeros in any field. For example, if the IP address is written as 1xx.050.09.12, enter it as 1xx.50.9.12.

4. Move the cursor to the Subnet Mask: field.

5. Enter the number of the subnet mask.

6. Move the cursor to the Default Gateway IP Address: field.

7. Enter the default gateway IP address.

   ⇒ NOTE:
   If there is no entry for this field, leave the field blank.

8. Continue with the next procedure, "Configuring the Ethernet LAN Circuit Card".

Configuring the Ethernet LAN Circuit Card

To configure the Ethernet LAN circuit card:

1. Start at the TCP/IP Administration window (Figure 8-1) and press
   F8 (Change Keys).

   The system displays the alternate set of function keys.

2. Press F2 (Board Configuration).

   The system displays the Ethernet Board Configuration window
   (Figure 8-2).

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```
               Ethernet Board Configuration

Network Interface Type: _____
```

Figure 8-2.   Ethernet Board Configuration Window

3. Press F2 (Choices).

    The system displays the Network Interface Types menu (Figure 8-3).

```
            Network Interface Types
)10BASE-T
  AUI
  BNC
  Twisted Pair - No Link Integrity
```

Figure 8-3.   Network Interface Types Menu

4. Select the network interface type to be used on this system and press
    ENTER.

    The system displays your selection in the Network Interface Type:
    field.

5. Press F3 (Save).

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The system displays the Ethernet Board Configuration Results window
(Figure 8-4).

```
                   Ethernet Board Configuration Results
  SMC LAN Adapter Setup Program -- Version 1.07


  Board Type:      8216C
  Node Address:    0000C0B9547D

                      Old                  New soft
                      Setup                Setup

  I/O Base Address     280                  280
  IRQ                  10                   10
  RAM Size             16 K                 16 K
  RAM Base Address     0D8000               0D8000
  Add Wait States      Yes                  Yes
  Network Connection   BNC or 10BaseT       BNC or 10BaseT
  Link Integrity       Enabled              Enabled

  ROM Size             Disabled             Disabled
  ROM Base Address     Disabled             Disabled
```

Figure 8-4.   Ethernet Board Configuration Results Window

6. Press $\boxed{F6}$ (Cancel) until the system returns to the Lucent INTUITY main
    menu (Figure 5-1).

7. Continue with "Rebooting the System and Attaching the LAN Cable".

Rebooting the System and Attaching the LAN Cable

Complete this procedure to:

- Reboot the system and apply the newly entered LAN connectivity
  administration

- Attach the LAN cable, which the customer has provided and tested

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

    >System Management

      >System Control
```

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2. The system displays the System Control menu ([Figure 8-5](#)).

```
              System Control

Shutdown System
Start Voice System
Stop Voice System
```
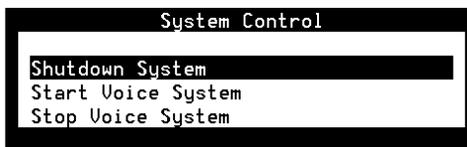
Figure 8-5.   System Control Menu

3. Select
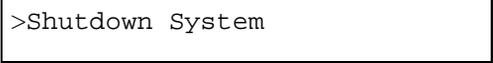
```
>Shutdown System
```

The system displays the Wait Time Menu ([Figure 8-6](#)).

```
              Wait Time

          Seconds:  █
```

Figure 8-6.   Wait Time Menu

4. Enter a time between 60 and 600 seconds to wait for calls in progress.

5. Press (ENTER).

The system displays the following message:

```
Shutdown started. Month date time year

INIT: New run level: 0
The system is coming down. Please wait.

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

6. If you are installing the LAN cable, turn off the power switch on the front of the MAP/100P and continue with Step 7.

If you are *not* installing the LAN cable, press the reset button or (CONTROL) (ALT) (DELETE) to reboot the system. Skip Step 7 and continue with Step 8.

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7. Attach the LAN cable to the LAN circuit card. See Chapter 4, "Connecting Peripherals and Powering Up", for the procedures.

8. Turn the power switch on the front of the MAP/100P back on.

    The system responds in two stages. The first, readying the system, displays copyright and address information and rebuilds the UNIX kernel.

    ➡️ NOTE:
    > Do not press ENTER or ESC during this process. The system will automatically proceed to the next step.

    This stage ends with the message:

    ```
    The system is ready.
    ```

    After this message, the system presents a console login, followed by the message:

    ```
    Automatically starting the voice system.
    ```

    This message signals the start of the second stage, the stage that starts the voice system. The last messages in this series are:

    ```
    Startup of the Voice System is complete.

    Saving output to trace process.
    ```

    ➡️ NOTE:
    > Saving the output to trace process takes approximately 1 minute.

9. Press ENTER one or more times to obtain a console login prompt.

    The system displays the following message:

    ```
    The systems's name is Intuity
    Welcome to USL UNIX system V Release 4.2 Version 1
    Console Login:
    ```

10. Continue with the next section, "Testing the TCP/IP Connection".

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Testing the TCP/IP Connection

Complete the procedures in this section to transmit test packets to the customer's LAN to make sure that the LAN is accessible to the Lucent INTUITY system and any remote machines on the same LAN. These procedures also test the internal set up of the LAN to verify transmissions are taking place.

Entering the IP Address for Lucent INTUITY

1. Log in as **craft**

2. Press ⌈ENTER⌋.

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

   > Diagnostics

      > TCP/IP Diagnostics

         >Send & Receive Test Packets
```

The system displays the Send & Receive Test Packets From window (Figure 8-7).

```
Send & Receive Test Packets From

IP Address: █_____
```

Figure 8-7.   Send & Receive Test Packets From Window

4. Enter the Internet Protocol (IP) Address of this machine in the IP Address: field.

5. Press ⌈F3⌋ (Save).

6. Continue with the next procedure, .

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Transmitting the Test Packets

1. From the Send & Receive Test Packets From window, press ⌨F3 (Save) to start the test.

    The system displays the word `working` in the upper right corner of the screen while it is performing this test. When the test is finished, the system displays the Test Packets Results window (Figure 8-8).

    ➥ **NOTE:**
        Figure 8-8 is an example only. The test results displayed for your system will not match those shown here.

```
                        Test Packets Results
 72 bytes from drintuit (135.9.180.4): icmp_seq=0. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=1. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=2. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=3. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=4. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=5. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=6. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=7. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=8. time=0. ms
 72 bytes from drintuit (135.9.180.4): icmp_seq=9. time=0. ms

 ----135.9.180.4 PING Statistics----
 10 packets transmitted, 10 packets received, 0% packet loss
 round-trip (ms)  min/avg/max = 0/0/0

 Note: High packet loss, long round-trip time, or packets received out
 of order (icmp_seq) may indicate a network problem.

 Press <HELP> for more information, <CANCEL> to continue.
```

Figure 8-8.   Test Packet Results Window — Internal Test

2. Examine the test results that are displayed around the midpoint of the window. In Figure 8-8, the sample results appear as:

    ```
    ----135.9.180.4 PING Statistics----
    10 packets transmitted, 10 packets received, 0% packet
    loss
    round-trip (ms) min/avg/max = 0/0/0
    ```

3. Evaluate the results and proceed as follows:

    ■ If the results show **0%** packet loss, skip the next procedure and continue with "Verifying the I/P Address for Remote Machines".

    ■ If the results show **100%** packet loss, continue with the next procedure, "Correcting Diagnostic Failures for the Lucent Intuity System".

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Correcting Diagnostic Failures for the Lucent INTUITY System

1. From the Test Packet results window, press F6 (Cancel).

   The system displays the Send & Receive Test Packets From window (Figure 8-7).

2. Verify that the IP address you entered into the IP Address: field is correct.

   - If it does not match, reenter the correct address and repeat the "Transmitting the Test Packets" procedure.

   - If it matches, continue with Step 3.

3. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

4. Select

   > Networking Administration

   > TCP/IP Administration

   The system displays the TCP/IP Administration window (Figure 8-1).

5. Verify that the address entered in the IP Address: field matches the Internet Protocol (IP) Address.

   - If it matches, contact your remote support center. Once the problem is resolved, return to this procedure and repeat this test.

   - If it does match, continue with Steps 6 through 8 to readminister the TCP/IP Administration window and reboot the system.

6. Begin with Step 2 of "Establishing Network Addresses" above and complete that procedure.

7. Continue with the rebooting portion of "Rebooting the System and Attaching the LAN Cable" above.

8. Return to this procedure and attempt the test again. If the test is successful, continue with the next section, "Verifying the I/P Address for Remote Machines". If the test fails a second time, contact your remote support center.

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Verifying the I/P Address for Remote Machines

Complete the procedures in this section to test the ability of the system to communicate with other machines on the same LAN.

Entering the Test IP Address

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

   > Diagnostics

      > TCP/IP Diagnostics

         >Send & Receive Test Packets
```
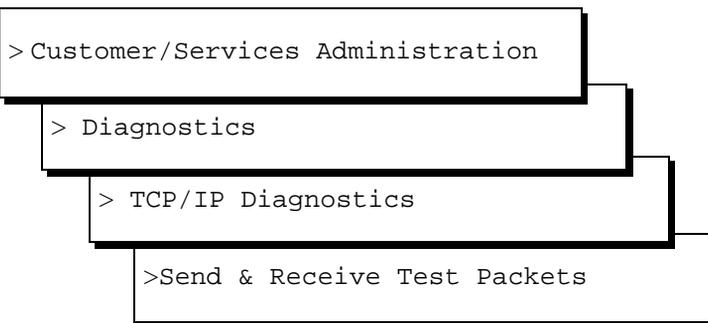
The system displays the Send & Receive Test Packets From window (Figure 8-7).

2. Type in the Test IP Address in the `IP Address:` field. This is the IP address of another machine on the same LAN.

Transmitting Test Packets to Remote Machines

1. From the Send & Receive Test Packets From window (Figure 8-7), press
   F3 (Save) to start the test.

   The system displays the word `working` in the upper right corner of the screen. When the system finishes the test, it displays the Test Packets Results window (Figure 8-8).

   ➡ NOTE:
   Figure 8-8 is an example only. The test results displayed on your window will not match those shown.

2. Examine the test results that are displayed around the midpoint of the window. In Figure 8-8, these results appear as:

```
----135.9.180.4 PING Statistics----
10 packets transmitted, 10 packets received, 0% packet
loss
round-trip (ms) min/avg/max = 0/0/0
```

The percentage displayed in the packet loss field on your window will range from 0 to 100%.

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3. Evaluate the results and proceed as follows:

■   If the packet loss is from **0 to 49%, complete Steps a and b below and then** continue with Step 4 in this procedure:

a. Contact the customer LAN or system administrator, *but only if the packet loss is from* **10** *to* **49**%.

b. Check for **packets out of sequence**. To do this, examine the `icmp_seq=` field. *If more than two packets are out-of-sequence* (for example, 0, 2, 5, 3, 1...), contact the customer administrator.

■   If the packet loss is from **50 to 99%,** press F6 (Cancel) and see the troubleshooting procedures below.

■   If the packet loss is **100%** (as shown in Figure 8-9), verify that you entered the correct Test IP Address.

```
                        Test Packets Results

     ----001.7.2.110 PING Statistics----
     10 packets transmitted, 0 packets received, 100% packet loss

     Note: High packet loss, long round-trip time, or packets received out
     of order (icmp_seq) may indicate a network problem.

     Press <HELP> for more information, <CANCEL> to continue.
```

Figure 8-9. Test Packets Results Failure

If the address you entered was correct, go back to "Establishing Network Addresses" above, and try this test again.

If the address you entered was *not* correct,

—   Return to "Verifying the I/P Address for Remote Machines" above and enter the correct address. Begin with Step 1 of "Entering the Test IP Address".

—   Return to "Entering the Test IP Address" above and repeat the test using the Alternate Test IP Address. If this test also fails with the Alternate Test IP Address, see Appendix C, "Troubleshooting Procedures".

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4. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

5. Continue with the next section, "Administering Lucent Intuity Message Manager".

Administering Lucent INTUITY Message Manager

For the initial administration of Lucent INTUITY Message Manager, you must administer one or more fields on the INTUITY AUDIX® System-Parameters IMAPI-Options window.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **change system-parameters imapi-options** at the enter command: prompt.

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The system displays the Change System-Parameters IMAPI Options
screen ().

```
drintuit              Active            Alarms: M                          Logins: 3
change system-parameters imapi-options                                   Page 1 of 1
                   SYSTEM-PARAMETERS IMAPI-OPTIONS


NUMBER OF IMAPI SESSIONS

                               Total Sessions Purchased: 32

                        Maximum Simultaneous Sessions: 32_
Simultaneous Sessions Available for Trusted Server Access: 5__


IMAPI PARAMETERS

                         IMAPI Session Timeout (minutes): 5__
                Trusted Server Session Timeout (minutes): 5_
                                     Check New Messages? y
                                     Deliver CA Message? y
                                        Message Transfer? y



enter command: change system-parameters imapi-options
```

Figure 8-10.   Change System-Parameters IMAPI Options Screen

3. Enter the number of sessions purchased in the `Total Sessions
    Purchased:` field.

    ➤ **NOTE:**
    This number should be 32 for the MAP/100P. This number should
    match the number indicated in the `Max Number of IMAPI
    Sessions:` field of the Feature Options window.

4. Enter the number of maximum simultaneous sessions allowed in the
    `Maximum Simultaneous Sessions:` field.

5. Enter the number of simultaneous sessions available in the
    `Simultaneous Session Available for Trusted Server
    Access:` field.

6. Enter the number of IMAPI session timeout minutes allowed in the `IMAPI
    Session Timeout (minutes):` field.

7. Move the cursor to the `Trusted Server Session Timeout
    (minutes):` field and enter the number of session minutes allowed.

8. Enter **y** or **n** in the `Check New Message:` field.

9. Enter **y** or **n** in the `Deliver CA Message:` field.

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10. Enter **y** or **n** in the `Message Transfer:` field.

11. Press F3 (Enter).

12. Type **exit** at the `enter command:` prompt.

13. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

14. Test Lucent INTUITY Message Manager by following the procedures in "Testing the TCP/IP Connection" above. Complete these procedures before continuing.

    ## ⇒ NOTE:
    The Lucent INTUITY system will not respond to subscribers who have the Lucent INTUITY Message Manager software loaded and running on their PCs unless the feature has been activated for each subscriber. Subscribers may be administered for the Lucent INTUITY Message Manager on an individual basis or through the use of a class-of-service assignment.

15. Once you have tested Message Manager, continue with Chapter 9, "Initial Administration and Test for Lucent Intuity FAX Messaging".

Initial Administration and Test for Lucent INTUITY FAX Messaging

9

Overview

> **NOTE:**
> Initial administration for Lucent™ INTUITY™ FAX Messaging is the
> responsibility of the customer. Lucent support services contracts are
> available to assist customers with their fax messaging administration.

This chapter describes how to:

- Administer a remote machine for Lucent INTUITY FAX Messaging

- Administer INTUITY AUDIX® for Lucent INTUITY FAX Messaging

- Test Lucent INTUITY FAX Messaging

Purpose

This chapter provides the information you need to initiate basic operation of
Lucent INTUITY FAX Messaging and perform acceptance testing to ensure proper
operation of the feature on the customer's system.

> **NOTE:**
> This chapter does *not* contain all of the information necessary for full
> administration of the AMIS Analog Networking feature. For more information
> on AMIS Analog Networking, see
.

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If Customer Ordered Both FAX Messaging and AMIS Analog Networking Features

If the customer has ordered both AMIS Analog Networking and FAX Messaging, as indicated on Worksheet 3: "Installation Features Selection," complete the administration and test procedures in this chapter. After the administration and test for FAX Messaging is complete, see Chapter 12, "Initial Administration and Test for AMIS Analog Networking", for AMIS Analog Networking administration and test procedures.

If Customer Ordered Only AMIS Analog Networking Feature

If the customer has ordered AMIS Analog Networking without FAX Messaging, **do not** perform the administration in this chapter.

Administering a Remote Machine for Lucent INTUITY FAX Messaging

This procedure administers the Lucent INTUITY system so that it can send faxes to an in-house fax machine for acceptance testing.

$\Rightarrow$ NOTE:

The *local* machine is the INTUITY AUDIX system that you are installing. All other machines, including fax machines, are referred to as *remote* machines.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Networking Administration

  > Remote Machine Administration

    > AMIS Analog Machine Administration
```

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The system displays the AMIS Analog Machine Administration window
([Figure 9-1](#)).

```
                        AMIS Analog Machine Administration

  Machine Name: _____

  Dial Str: _____

  Message Transmission Schedule (hh:mm, 00:00 - 23:59) :

    1: start: __:__     end: __:__
    2: start: __:__     end: __:__
    3: start: __:__     end: __:__
```

Figure 9-1.   AMIS Analog Machine Administration Window

2. Enter **faxonsite** in the `Machine Name:` field.

3. Enter **"P"** in the `Dial Str:` field.

    > **NOTE:**
    > Include the quotation marks.

4. Enter **00:00** in the `1: start:` field.

5. Enter **23:59** in the `end:` field.

6. Press F8 (Change Keys).

7. Press F2 (Add).

    The system displays a statement that the machine has been added.

8. Press F8 (Change Keys).

    The system enters the new data into the fields.

9. Press F6 (Cancel) three times to return to the Lucent INTUITY main menu
    ([Figure 5-1](#)).

10. Continue with the next section, *"Administering Intuity AUDIX for Lucent
    Intuity FAX Messaging"*.

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Administering INTUITY AUDIX for Lucent INTUITY FAX Messaging

Complete the following procedures to create the INTUITY AUDIX administration necessary to test Lucent INTUITY FAX Messaging.

➡ **NOTE:**
You cannot perform these procedures unless the voice system is running. If the voice system is not already running, see "Starting the Voice System" in Appendix C, "Troubleshooting Procedures".

Administering the Machine Profile

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **ch mach faxonsite** at the `enter command:` prompt.

The system displays the Machine Profile screen (Figure 9-2).

```
AUDIX              Active           Alarms: M wA                    Logins: 1
change machine faxonsite                                       Page 1 of 2
                         MACHINE PROFILE

Machine Name: faxonsite    Type: calld          Location: remote-analog

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

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


 enter command: change machine faxonsite
```

Figure 9-2.   Machine Profile Screen

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3. Enter **calld** in the `Type:` field.

4. Move the cursor to the `Prefix` field of the `ADDRESS RANGES` table.

5. Enter **1** for the Prefix in the first row, first column of the Address Ranges table.

6. Enter a series of zeros that is equal in length to the length of the extension in the `Start Ext.` field.

   For example, if the extension length of the fax machine is 5 digits, enter **00000.**

7. Enter a series of nines that is equal in length to the length of the extension in the `End Ext.:` field.

   For example, if your extension length is 5 digits, enter **99999.**

8. Press F3 (Enter) to enter the values into the system.

   The system displays the words `Please Wait...` in the upper right corner of the screen and then `Command Successfully Completed` above the `enter command:` prompt.

9. From this screen, continue with the next procedure, .

Administering System Parameters

1. On the Machine Profile screen (), enter **ch sys ana** at the `enter command:` prompt.

   The system displays the System Parameters Analog Network screen ().

```
AUDIX              Active            Alarms: M  A                  Logins: 1
change system-parameters analog-network                          Page 1 of 1
                    SYSTEM PARAMETERS ANALOG NETWORK

 CALLBACK NUMBERS:

              Country   Area/Trunk    Local Number
   Default - 1:  1    :   614     :  111XXXX
           2:  ____  :  _____   :  _____
           3:  ____  :  _____   :  _____
           4:  ____  :  _____   :  _____
           5:  ____  :  _____   :  _____

 AMIS Analog Networking Incoming Allowed? n
 AMIS Analog Networking Outgoing Allowed? y

 AMIS Prefix: _____
 AMIS Protocol - Use 8 Minutes For Incoming Message Length 0? y

 AMIS Loopback Test Mailbox Extension: _____


 ████████████████████████████████████████████████████

 enter command: change system-parameters analog-network
```

Figure 9-3. System Parameters Analog Network Screen

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2. Enter the callback number in the CALLBACK NUMBERS: table.

> **NOTE:**
> See Worksheet 17: "FAX Messaging Analog Networking
> Parameters."

3. Enter **y** in the AMIS Analog Networking Outgoing Allowed?: field.

> **NOTE:**
> Leave all other fields on this screen set to the system defaults.

4. Press [F3] (Enter).

   The system displays the words Please Wait... in the upper right
   corner of the screen and then Command Successfully Completed
   above the enter command: prompt.

5. From this screen, continue with the next procedure, "Administering Test
   Subscribers".

Administering Test Subscribers

1. On the System Parameters Analog Network window (Figure 9-3), enter
   ch su test-1 at the enter command: prompt.

   The system displays Page 1 of the Change Subscriber screen
   (Figure 9-4).

```
AUDIX              Active           Alarms: M wA                    Logins: 1
change subscriber test-1                                         Page 1 of 2
                             SUBSCRIBER

          Name: test-1_____      Locked? n
     Extension: 4567_____              Password: _____
           COS: class00_                Miscellaneous: _____
 Switch Number: 1_              Covering Extension: _____
  Community ID: 1_               Broadcast Mailbox? n
 Secondary Ext: _____




enter command: change subscriber test-1
```

Figure 9-4. Change Subscriber Screen, Page 1

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2. Press �Ⓕ7 (Next Page).

   The system displays Page 2 of the Change Subscriber screen (Figure 9-5).

```
drintuit          Active            Alarms: M w                    Logins: 2
change subscriber                                              Page 2 of 2
                   SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: extension            Login Announcement Set: System
 System Multilingual is ON        Call Answer Primary Annc. Set: System
 Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System

PERMISSIONS
      Type: call-answer      Announcement Control? n            Outcalling? y
      Priority Messages? y          Broadcast: none        IMAPI Access? y
 IMAPI Message Transfer? y        Fax Creation? y  Trusted Server Access? n

INCOMING MAILBOX          Order: fifo              Category Order: nuo
  Retention Times (days),   New: 60      Old: 30         Unopened: 30
OUTGOING MAILBOX          Order: fifo              Category Order: undfa
Retention Times(days), File Cab: 60      Delivered/Nondeliverable: 5

Voice Mail Message (seconds),  Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
       End of Message Warning Time (seconds): __
        Maximum Mailing Lists: 25    Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 2400           Minimum Guarantee: 0

enter command: change subscriber test-1
```

Figure 9-5. **Change Subscriber Screen, Page 2**

3. Move the cursor to the `Fax Creation?` field.

4. Enter **y**

5. Press Ⓕ3 (Enter).

6. To change subscriber information for test-2, enter **ch su test-2** at the `enter command:` prompt.

   The system displays Page 1 of the Change Subscriber screen for the test extension test-2.

7. Repeat Steps 2 through 5 for the second test subscriber.

8. Enter **exit** at the `enter command:` prompt.

9. Stop and restart the voice system.

   ⇨ **NOTE:**
   To enable the Lucent INTUITY system to use the administration for Lucent INTUITY FAX Messaging, you must stop and restart the voice system. See "Stopping and Starting the Voice System" in Appendix C, "Troubleshooting Procedures".

10. Continue with the next section, "Testing Lucent Intuity FAX Messaging".

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Testing Lucent **INTUITY** FAX Messaging

Use the customer's fax machine to call the INTUITY AUDIX application and complete the procedures in this section to send, retrieve, and print a test fax.

> **NOTE:**
> What you do may vary slightly from these procedures depending on the type of fax machine.

Sending a Test Fax to the Lucent **INTUITY** System

1. Place a page of printed text into the customer's fax machine.

2. Call the message retrieval number (the hunt group number) from the customer's fax machine. Let INTUITY AUDIX answer the call.

   The system answers your call with:

   > "Welcome to AUDIX. For help at any time, press star H. Please enter extension and pound sign."

3. Enter the test-1 extension number as indicated on Worksheet 15: "Subscriber Administration," followed by [#] when the INTUITY AUDIX application asks for the extension.

4. Press [#] when the INTUITY AUDIX application asks for the password.

   The system responds:

   > "Test-1. No new messages. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3."

5. Press [1] to create a fax message.

   The system responds:

   > "To send only a fax, press pound. Otherwise, when finished recording, press pound to approve or 1 to edit your message. Record at the tone."

6. Press [#] to create only a fax message.

   The system responds:

   > "Enter extensions and pound sign. When finished addressing, press pound."

7. Enter the extension for test-2 as specified on Worksheet 15: "Subscriber Administration," followed by [#].

   If a name has been voiced in for Test-2, The system displays the following message:

   > "Test-2."

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> **NOTE:**
> If you enter the wrong extension, press ⬚✱ ⬚D to delete your entry.
> Then enter the correct extension number for Test-2.

If the Name Record By Subscriber feature has not been activated, the system responds with the extension number.

8. Press ⬚# to approve the addressing.

   The system responds:

   > "Load your document into the fax machine. To send, press pound or enter a delivery option. To hear a list of options, press zero."

9. Press ⬚#.

   The system responds:

   > "Press start on your fax machine now."

10. Press the start button on the fax machine.

11. Hang up the handset. The fax machine continues to transmit to the INTUITY AUDIX application.

12. Remove the test fax and any confirmation page from the fax machine.

13. Continue with the next procedure, .

Printing a Test Fax

You can retrieve and print the test fax either from the customer's fax machine or from the Test-2 telephoner. Both procedures are listed below.

Retrieving and Printing the Test Fax from the Customer's Fax Machine

1. Call the message-retrieval number from the customer's fax machine. Let INTUITY AUDIX answer the call.

   The system answers your call with:

   > "Welcome to AUDIX. For help at any time, press star H. Please enter extension and pound sign."

2. Enter the Test-2 extension number followed by ⬚# for the extension.

3. Press ⬚# when the INTUITY AUDIX application asks for the password.

   The system responds:

   > "One new message, one with fax. To record messages, press 1. To get messages, press 2. To administer personal greetings, press 3..."

4. Press 2.

 The system responds:

> "Fax message from Test-1 received *xxx*, 1 page, extension *xxxx*.
> To print fax press star one. To delete press star D. To skip press
> pound."

5. Press * 1.

 The system responds:

> "To specify destination, enter number and pound sign. To print
> on the fax machine from which you are calling, press star 6."

6. Press * 6.

 The system responds:

> "Press start on your fax machine now."

7. Press the start button on the customer's fax machine.

8. Hang up the handset.

 The system resends the fax to the fax machine.

9. Remove the test fax and cover page from the fax machine.

 NOTE:
 The quality of the test fax will vary according to the type of fax
 machine the customer is using. If problems occur, see Appendix C,
 "Troubleshooting Procedures".

10. Continue with Chapter 10, "Initial Administration and Test for Lucent Intuity
 AUDIX Mail".

Retrieving and Printing the Test Fax from the Test-2 Telephone

1. Call the message-retrieval number from the Test-2 telephone. Let INTUITY
 AUDIX answer the call.

 The system answers your call with:

> "Welcome to AUDIX. For help at any time, press star H. Please
> enter extension and pound sign."

2. Press # for the extension.

 NOTE:
 You can do this only if you are calling directly from the test telephone
 connected to the extension that received the fax. Otherwise, you
 must enter the extension number for Test-2 followed by #.

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3. Press # when the INTUITY AUDIX application asks for the password.

    The system responds:

    > "One new message, one with fax. To record messages, press 1.
    > To get messages, press 2. To administer personal greetings,
    > press 3..."

4. Press 2.

    The system responds:

    > "Fax message from Test-1 received *xxx*, 1 page, extension *xxxx*. To
    > print fax, press star one. To delete, press star D. To skip press
    > pound."

5. Press * 1 to print the fax.

    The system responds:

    > To specify destination, enter number and pound sign. To print on the
    > fax machine from which you are calling, press star 6.

6. Enter **1** (or the number with which you administered the prefix field on the
    Machine Profile screen if that number is other than 1) and the extension
    number for the customer's fax machine followed by #.

    ⟹ NOTE:
    The AMIS analog networking prefix that you set up for this
    acceptance test is 1.

    The system responds:

    > "Print scheduled."

    The system then prints the fax to the specified destination.

    ⟹ NOTE:
    If the system is unable to connect, it waits approximately one half
    hour and tries again. If this occurs, log back into the Test-2 mailbox
    and press 2 for messages. The fax will be stored under old
    messages. Repeat Step 4 to send the fax again.

7. Remove the test fax from the fax machine.

    ⟹ NOTE:
    The quality of the test fax will vary according to the type of fax
    machine the customer is using. If you encounter problems with
    sending and printing a fax, see Appendix C, "Troubleshooting
    Procedures", for instructions.

8. If all switch administration has been completed, continue with the next
    section, "Removing Test Subscribers".

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Removing Test Subscribers

> **NOTE:**
> Complete this procedure to remove test subscribers 1 and 2 from the
> system only if all switch administration has been completed.

1. Start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

    > AUDIX Administration

    The system displays the AUDIX Forms Controller screen ([Figure 6-23](#)).

2. Enter **rem su test-1** at the `enter command:` prompt.

    The system displays the Remove Subscriber window showing subscriber
    test-1 ([Figure 9-6](#)).

```
AUDIX                 Active              Alarms: Mmw                    Logins: 2
remove subscriber test-1                                              Page 1 of 2
                              SUBSCRIBER

        Name: test-1                             Locked? n
   Extension: 1234                             Password:
         COS: class00                       Miscellaneous:
Switch Number: 1                        Covering Extension:
 Community ID: 1                          Broadcast Mailbox? n












Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

Figure 9-6.   Remove Test Subscriber Window

3. Press [F3] (Enter) to remove the subscriber test-1.

    The system displays the following message:

    `command successfully completed`

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4. Enter **rem su test-2** at the `enter command:` prompt.

   The system displays the Remove Subscriber screen (Figure 9-6) now showing subscriber test-2.

5. Press F3 (Enter) to remove the subscriber test-2.

   The system displays the following message:

   `command successfully completed`

6. Enter **exit** at the prompt to return to the Lucent INTUITY main menu (Figure 5-1).

7. Continue with Chapter 10, "Initial Administration and Test for Lucent Intuity AUDIX Mail".

Initial Administration and Test for Lucent INTUITY AUDIX Mail

10

Overview

This chapter provides procedures to administer and test Lucent™ INTUITY™ AUDIX® Mail (electronic mail or e-mail).

Purpose

The purpose of this chapter is to provide the information necessary to:

- Administer the Lucent INTUITY platform for e-mail

- Administer the INTUITY AUDIX application for e-mail

- Administer remote INTUITY AUDIX networks to receive e-mail

- Define remote e-mail users to the INTUITY AUDIX system

- Enable users to send and receive e-mail from INTUITY AUDIX

  $\Longrightarrow$ **NOTE:**
  The procedures in this chapter assume that an e-mail server running the synchronizer software has been installed and configured, and is available to you.

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Setting the Number of Simultaneous IMAPI Sessions for Trusted Server Access

To dedicate IMAPI sessions to trusted server use, perform the following tasks:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   > AUDIX Administration

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter
   change system-parameters imapi-options

   The system displays the System-Parameters IMAPI-Options screen (Figure 10-1).

```
change system-parameters imapi-options                          Page 1 of 1
                    SYSTEM-PARAMETERS IMAPI-OPTIONS


NUMBER OF IMAPI SESSIONS

                                   Total Sessions Purchased: 64

                         Maximum Simultaneous Sessions: 64
Simultaneous Sessions Available for Trusted Server Access: 32


IMAPI PARAMETERS

                         IMAPI Session Timeout (minutes): 5
                 Trusted Server Session Timeout (minutes): 5
                                      Check New Messages? y
                                       Deliver CA Message? y
                                         Message Transfer? y




enter command: change system-parameters imapi-options
```

Figure 10-1. System-Parameters IMAPI-Options screen, Page 1; Setting IMAPI Sessions for Trusted Server Access

3. Enter the number of IMAPI LAN sessions in the `Maximum Simultaneous Sessions:` field.

4. Enter the number of sessions available in the `Simultaneous Sessions Available for Trusted Server Access:` field.

5. Enter a length of time in multiples of 5 minutes in the `IMAPI Session Timeout (minutes):` field.

6. Enter a length of time in multiples of 5 minutes in the `Trusted Server Session Timeout (minutes):` field.

7. Enter **y** to allow or **n** to disable message notification in the `Check New Messages?` field.

   > **NOTE:**
   > The `Deliver CA Message?` field is not applicable to e-mail administration. Use the default value.

8. Enter **y** to enable linkage or **n** to disable synchronization of messages in the `Message Transfer?` field.

9. Press F3 (Enter).

   The system displays the following message:

   `command successfully completed`

10. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

Setting Up a Trusted Server

For the Lucent INTUITY server to receive messages from, or send messages to, an e-mail system (*other than* an internal application such as Message Manager), a trusted server must be administered between the Lucent INTUITY server and the e-mail system.

⚠ SECURITY ALERT:
The trusted server is empowered to do everything to a user's mailbox that INTUITY AUDIX can do. The procedures in this section include setting a password the trusted server must use to access AUDIX. There is a secondary layer of security (in addition to a trusted server password) that you can administer. This additional layer of security involves setting a separate IMAPI password that the trusted server must use before the system will allow an IMAPI session to be invoked.

Use the following procedure to add a trusted server to the INTUITY AUDIX server.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

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2. At the `enter command:` prompt, enter **add trusted-server**

   The system displays the Trusted-Server Profile screen (Figure 10-2).

   ### NOTE:

   The following requested values are provided by the LAN network administrator.

```
           d.          Active            Alarms:  mwA                 Logins: 4
add trusted-server                                                   Page 1 of 1
                      TRUSTED-SERVER PROFILE


            Trusted-Server Name: _____
                       Password: _____
                     IP Address: _____

Service Name: _____

     Access to Cross Domain Delivery? n
           Default Community Number: 1_
                  Trusted Server ID:

  Minutes of Inactivity Before Alarm: 0___
              (If field is 0, no Alarm will be generated)




Press [ENTER] to execute or press [CANCEL] to abort
enter command: add trusted-server
```

Figure 10-2. Trusted-Server Profile Screen

3. Enter a name in the `Trusted-Server Name:` field.

4. Enter the password for the trusted server in the `Password:` field.

5. Enter the TCP/IP address of the trusted server in the `IP Address:` field.

6. Enter the service name of the trusted server in the `Service Name:` field.

7. Enter **y** to enable linkage or **n** to disable message exchange in the `Access to Cross Domain Delivery?` field.

8. If the system is administered to use communities, enter the community number in the `Default Community Number:` field.

   ### NOTE:

   The `Trusted Server ID:` field is display only.

9. Enter a length of time in the `Minutes of Inactivity Before Alarm:` field.

10. Press F3 (Enter).

    The system displays the following message:

    ```
    command successfully completed
    ```

11. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

Setting Text-to-Speech Parameters

Use the following procedure to set the Text-to-Speech (TTS) choice for your
system.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

    ```
    > AUDIX Administration
    ```

2. At the enter command: prompt, enter **change system-parameters features**

    The system displays Page 1 of the System-Parameters Features screen
    (Figure 7-1).

3. Press F7 (Next Page).

    The system displays Page 2 of the System-Parameters Features screen
    (Figure 10-3).

```
drmid10              Active            Alarms: MmwA                  Logins: 3
change system-parameters features                               Page 2 of 4
                        SYSTEM-PARAMETERS FEATURES


MISCELLANEOUS PARAMETERS
        Broadcast Mailbox Extension: 29990
          System Prime Time, Start: 08:00      End: 17:00
             Increment(1/s), Rewind: s       Advance: s

FEATURE ACTIVATION
                Traffic Collection? y
         Name Record by Subscriber? y
        Multiple Personal Greetings? y
             End of Message Warning? y      Warning Time (seconds): 15
           Priority on Call Answer? n
               Call Answer Disable? y
             Address Before Record? n

MULTIMEDIA PARAMETERS
     Fax Print Destination Prefix: _____
        Text to Speech Conversion: headers_and_bodies



enter command: change system-parameters features
```

Figure 10-3.   System-Parameters Features screen, Page 2; Setting Text-to-Speech Choices

4. Move the cursor to the `Text to Speech Conversion:` field.

5. Press F2 (Choices).

   The system displays the TTS Choices menu.

6. Select

   ```
   > headers and bodies
   ```

7. Press F3 (Enter).

   The system displays the following message:

   `command successfully completed`

8. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

Removing a Trusted Server

Use the following procedure to remove a trusted server.

1. Start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

```
> AUDIX Administration
```

2. At the `enter command:` prompt, enter **remove trusted-server** *name/id*
   where **<*name/id*>** is the text name or numeric identification (1–128) of the
   trusted server you want to delete from the database.

   The system displays the Trusted-Server Profile (Remove) screen
   ([Figure 10-4](#)).

```
remove trusted-server 5                                      Page 1 of 1
                     TRUSTED-SERVER PROFILE


             Trusted-Server Name: Service Name (as determined by the e-mail
                        Password: ×××××××××
                      IP Address: 135.9.181.42

Service Name: Lotus Integrated Messaging

     Access to Cross Domain Delivery? y
           Default Community Number: 1
                 Trusted Server ID: 5

  Minutes of Inactivity Before Alarm: 0
            (If field is 0, no Alarm will be generated)




Press [Enter] to execute or [Cancel] to abort
enter command: remove trusted-server 5
```

**Figure 10-4. Trusted-Server Profile Screen; Defining a Trusted Server to the Lucent
INTUITY System**

3. Press $\boxed{\text{ENTER}}$ to delete this record from the system database.

   The system displays the following message:

   `command successfully completed`

4. Enter **exit** to return to the Lucent INTUITY main menu ([Figure 5-1](#)).

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    Setting Up Remote Networked Machines to Receive Multimedia Messages   *Page 189*

Setting Up Remote Networked Machines to Receive Multimedia Messages

Use the following procedure to enable delivery of full multimedia messages over digital networking.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Networking Administration

>Remote Machine Administration

> Digital Network Machine Administration
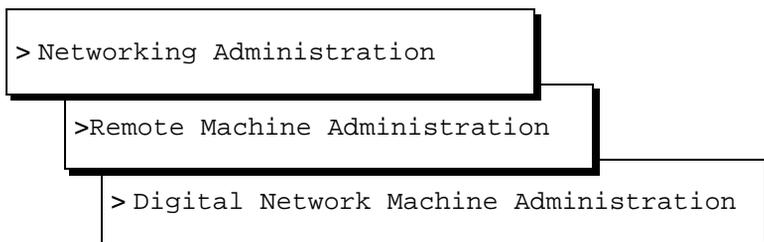
The system displays the remote Digital Network Machine Administration screen (Figure 10-5).


```
                    Digital Network Machine Administration

Machine Name: fax-1                    Connection Type: DCP MODE 3

Dial Str: 85398

Message Transmission Schedule (hh:mm, 00:00 - 23:59)

     1: start: 00:00      end: 23:59      interval: 00:05
     2: start: 00:00      end: 00:00      interval: 00:00
     3: start: 00:00      end: 00:00      interval: 00:00

    Data Rate: 64000                Password:

     Channel: 00               Machine Type: INTUITY 3.0 or later

          Send Multimedia Messages (e.g. FAX) ? : Y


Enter a Connection type, use <CHOICES> for options
1  HELP    2CHOICES  3            4PREV-FRM 5NEXT-FRM 6 CANCEL  7            8CHG-KEYS
```

Figure 10-5. Digital Network Machine Administration Screen; Enabling a Remote Networked Machine to Receive E-Mail

2. Move the cursor to the `Send Multimedia Messages?` field.

3. Enter **y**

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4. Press [F2] (Add).

5. Press [F6] (Cancel) to return to the Lucent INTUITY main menu (Figure 5-1).

Administering Users for E-Mail

There are two ways to enable users for e-mail:

- On a user-by-user basis
- By defining a class of service (COS)

Defining a COS is less time consuming if you have a large number of users to administer.

$\Rightarrow$ NOTE:
The following tasks contain instructions relating only to the one or two fields on a particular screen that you must administer.

Enabling E-Mail on a User-by-User Basis

Use the following procedure to administer each individual user for e-mail.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

2. At the enter command: prompt, enter **change subscriber
   *name/extension*** where *<name/extension>* is the name or telephone
   number of the user you want to administer.

   The system displays the Change Subscriber screen (Figure 9-4).

3. Press [F7] (Next Page).

The system displays Page 2 of the Subscriber Class of Service Parameters
screen ().

```
drmid10              Active             Alarms: MmwA                   Logins: 4
change subscriber 29990                                             Page 2 of 2
                    SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: extension            Login Announcement Set: System
 System Multilingual is OFF       Call Answer Primary Annc. Set: System
 Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System

PERMISSIONS
      Type: none           Announcement Control? n            Outcalling? n
      Priority Messages? n            Broadcast: none      IMAPI Access? n
 IMAPI Message Transfer? n       Fax Creation? ▯  Trusted Server Access? n

INCOMING MAILBOX          Order: fifo               Category Order: nuo
  Retention Times (days),  New: 10       Old: 10         Unopened: 10
OUTGOING MAILBOX          Order: fifo               Category Order: unfda
Retention Times(days), File Cab: 10      Delivered/Nondeliverable: 5

Voice Mail Message (seconds),  Maximum Length: 230  Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120  Minimum Needed: 8
       End of Message Warning Time (seconds): __
         Maximum Mailing Lists: 25    Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200            Minimum Guarantee: 0

enter command: change subscriber 29990
```

Figure 10-6. Subscriber Class of Service Parameters Screen, Page 2; Enabling a User for E-Mail

4. Enter **y** in the `IMAPI Access?` field.

5. Enter **y** in the `IMAPI Message Transfer?` field.

6. Enter **y** in the `Fax Creation?` field.

7. Enter **y** in the `Trusted Server Access?` field.

8. Set the `Voice Mail Message, Maximum Length` to *a maximum of 1200 seconds*.

9. Set the `Call Answer Message, Maximum Length` to *at least 1200 seconds*. This size is sufficient to contain a 2.4 Mbyte e-mail message.

10. Set the `Mailbox Size, Maximum Length` to *at least 4800 seconds*.

11. Press F3 (Enter).

   The system displays the following message:

   `command successfully completed`

12. Enter **exit** to return to the Lucent INTUITY main menu ().

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Enabling E-Mail by Defining a COS

Use the following procedure to administer predefined groups of users for e-mail.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

2. At the enter command: prompt, enter **change *COS name/number***
   where *<name/number>* is the unique class of service you want to
   administer.

   The system displays the Class of Service screen (Figure 10-7).

```
AUDIX              Active            Alarms: MmwA                    Logins: 4
change cos 1                                                       Page 1 of 2
                             CLASS OF SERVICE


            Name: class01        COS Number: 1            Modified? n
Addressing Format: extension


                                     Login Announcement Set: System
System Multilingual is OFF      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System


PERMISSIONS
     Type: call-answer    Announcement Control? n              Outcalling? n
        Priority Messages? n           Broadcast: none        IMAPI Access?
 IMAPI Message Transfer?         Fax Creation?     Trusted Server Access?




enter command: change cos 1
1Cancel   2Refresh  3Enter    4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 10-7. Class of Service Screen, Page 1

3. Enter **y** in the IMAPI Access? field.

4. Enter **y** in the IMAPI Message Transfer? field.

5. Enter **y** in the Fax Creation? field.

6. Enter **y** in the Trusted Server Access? field.

7. Press [F7] (Next Page).

   The system displays Page 2 of the Subscriber Class of Service Parameters
   screen (Figure 10-8).

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```
AUDIX             Active           Alarms: Mm A                 Logins: 1
change cos 1                                                    Page 2 of 2
                             CLASS OF SERVICE


INCOMING MAILBOX            Order: ▊ifo            Category Order: nuo
  Retention Times (days),   New: 60      Old: 60        Unopened: 60

OUTGOING MAILBOX            Order: fifo            Category Order: undfa
 Retention Times(days),File Cab: 60    Delivered/Nondeliverable: 5


Voice Mail Message (seconds),  Maximum Length:▆▆▆▆ Minimum Needed: 32
Call Answer Message (seconds), Maximum Length:▆▆▆▆ Minimum Needed: 8

        End of Message Warning Time (seconds):

          Maximum Mailing Lists: 25     Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 4000             Minimum Guarantee: 0




▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆▆
enter command: change cos 1
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 10-8.   Subscriber Class of Service Parameters Screen, Page 2; Enabling E-mail on a COS Basis

8. Set the `Voice Mail Message, Maximum Length` to *a maximum of 1200 seconds*.

9. Set the `Call Answer Message, Maximum Length` to *at least 1200 seconds*. This size is sufficient to contain a 2.4 Mbyte e-mail message.

10. Set the `Mailbox Size, Maximum Length` to *at least 4800 seconds*.

11. Press F3 (Enter).

    The system displays the following message:

    `command successfully completed`

12. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

Defining Remote E-Mail Users

Before a remote e-mail user can be administered on the AUDIX system, a remote machine or trusted server must be identified and administered. To define and administer a trusted server, see "Setting Up a Trusted Server" above.

Use the following procedure to define a remote e-mail user on the system.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

2. At the `enter command:` prompt, enter **add remote-subscriber machine name/ trusted- server-name** where *<machine name/trusted-server-name>* is the name of the remote machine or trusted server to which the e-mail user will be added.

3. The system displays the Remote Subscriber screen (Figure 10-9).

```
                    Active              Alarms:  mwA                    Logins: 5
add remote-subscriber denver                                        Page 1 of 1
                    REMOTE SUBSCRIBER

Subscriber Name: _____  Extension: _____
   Machine Name: denver      ◀──────
        Address:
                                      If you typed in a trusted server name in
          Community ID: __            Step 2, the Machine Name: field
          Administered? y            name will read   Trusted Server
          Voiced Name?
 Non-Administered Type:                Last Usage Date:










Press [ENTER] to execute or press [CANCEL] to abort
enter command: add remote-subscriber denver
```

Figure 10-9.   Remote Subscriber Screen; Defining Remote E-Mail Users

4. Enter the *e-mail user's name* in the `Subscriber Name:` field.

   ⇒ **NOTE:**
      If a remote subscriber's name has an imbedded space, for example, **Jane Doe**, you must include quotation marks around the name, for example, **"Jane Doe"**.

5. Press `TAB`.

6. Type the e-mail user's 3- to 10-digit extension number (on the remote machine) in the `Extension:` field.

7. Press `TAB`.

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8. Enter the *remote text address* in the format *mailbox@machine.domain* in the `Text Address:` field.

9. Press `TAB`.

10. If you are using community IDs to define sending communities, enter the 1- to 15-digit number in the `Community ID:` field.

    ⇒ **NOTE:**

    This ID number should match that of the trusted server.

11. Press `TAB`.

12. Press `F3` (Save).

    The system displays the following message:

    ```
    command successfully completed
    ```

13. Enter **exit** to return to the Lucent INTUITY main menu (Figure 5-1).

Administration and Test for Lucent INTUITY Peripherals

11

Overview

This chapter describes how to administer the 715 BCS Remote Terminal. This administration process includes:

- Administering the terminal options

- Administering the terminal on the Lucent™ INTUITY™ system

This chapter also includes how to administer and test a parallel printer and a modem for operation with the Lucent INTUITY system.

Purpose

This chapter provides the information you need to initiate basic operation of peripherals and perform testing to ensure proper operation of the equipment on the customer's system.

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Administering the 715 BCS Remote Terminal

Before you add the remote terminal to the Lucent INTUITY system, you must administer the terminal options on the remote terminal itself. See Chapter 3, "Making Cable Connections", for instructions on adding a remote terminal.

Windowing on the 715 Terminal

If you are using the 715 BCT terminal, you should be aware of its windowing capabilities. You can use the 715 terminal to log in to both the switch and the Lucent INTUITY system to perform administration tasks and easily toggle back and forth between the two sessions.

To control the windowing functions, use the function keys F1, F2, F3, and F8 as described in Table 11-1.

Table 11-1.   Function Keys Used for Windowing on the 715 BCT Terminal

Key	Operation
CONTROL F3	Enables the windowing function keys and displays their labels
F1	Turns off the windowing function keys
F2	Toggles between the Lucent INTUITY system window and the switch window
F3	Toggles between split- and full-screen modes
CONTROL F8	When in an INTUITY AUDIX® screen, enables the Lucent INTUITY function keys and displays their labels. Pressing CONTROL F3 enables the windowing keys again and displays their labels

Administering the 715 BCS Terminal Options

1. Turn the terminal on.

2. Press (CONTROL) (F1) on the 715 BCS keyboard.

   The remote terminal displays the set-up menu (Figure 11-1).

```
     SETUP MENU

User Preferences
Communications Options (Per Port)
General Options (Per Window)
Keyboard Options (Per Window)
Printer Options (Per Window)
Tab Setup
User Function Key Setup
Login Setup
```

Figure 11-1.   **715 BCS Terminal Set-Up Options**

3. Select

```
> User Preferences
```

4. Press (ENTER).

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5. Set the following user-preference options for the remote terminal:

Option	Setting
Columns	80
Reverse video	No
Lines	24
Screen saver	15 minutes
Scrolling	Jump
Scrolling speed	No option
Key click	Off
Warning bell	On
Labels	On
Font size	Large
Parallel port	Enabled

6. Highlight an option by using the arrow keys.

7. Press ENTER.

8. Press F1.

9. Select

```
> Communications Options (Per Port)
```

10. Press ENTER.

11. Set the following communications options for the remote terminal Port 1:

Option	Setting
Port 1	Main
Speed	9600
Stop bits	1 bit
Data bits	8 bits
Send parity	None
Check parity	No
Local echo	Off
Encoding	Off
Generate flow	XON/XOFF
Receive flow	XON/XOFF
XOFF at	No option
Transmit limits	No option
Answerback on connect	No
Clear communication port	Main

12. Highlight an option by using the arrow keys.

13. Press ENTER.

14. Press F1.

15. Select

```
> General Options (Per Window)
```

16. Press ENTER.

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17. Set the following general options for the remote terminal:

Option	Setting
Emulation	705
Terminal ID	705
New line on LF	No
Transmit controls	8 bits
Backspace mode	Normal
User feature	No option
Conceal answerback	No
Answerback	No option

➤ NOTE:
The Emulation and the Terminal ID must have matching settings.

Use the arrow keys to highlight the option.

18. Press ENTER.

19. Press F1.

20. Press F5.

The system displays the word done on the lower right corner of the screen.

21. Press F1 to exit.

Administering the 715 BCS Terminal on the Lucent INTUITY System

You may install a remote terminal directly to a serial port as long as the distance between them is less than 15 m (50 ft). If the distance is greater than 15 m (50 ft), you must use a modem that connects the remote terminal to the Lucent INTUITY system through the switch.

To administer the 715 BCS terminal:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Customer/Services Administration

> System Management

> UNIX Management

>Modem/Terminal Administration

>Install Modem/Terminal Software
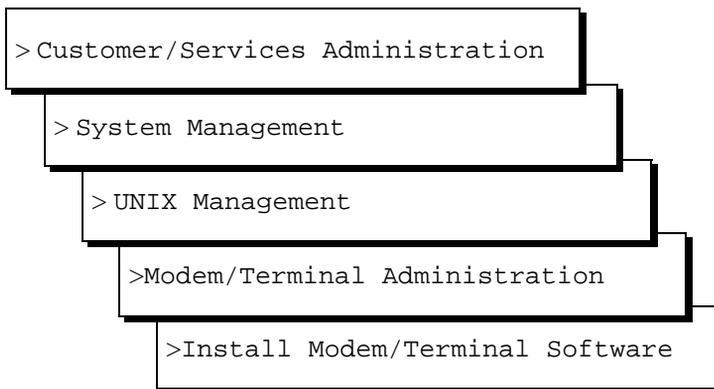
The system displays the Install Modem/Terminal screen (Figure 11-2).

```
          Install Modem/Terminal
               Device: _____
 Serial Port Number: _____
                Speed: _____
```

Figure 11-2. Install Modem/Terminal Screen

2. Enter **terminal** in the `Device:` field.
3. Enter the number of the serial port in the `Serial Port Number:` field.
4. Enter **9600** in the `Speed:` field.
5. Press F3 (Save).

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The system displays the Install Modem/Terminal Software window
([Figure 11-3](#)).
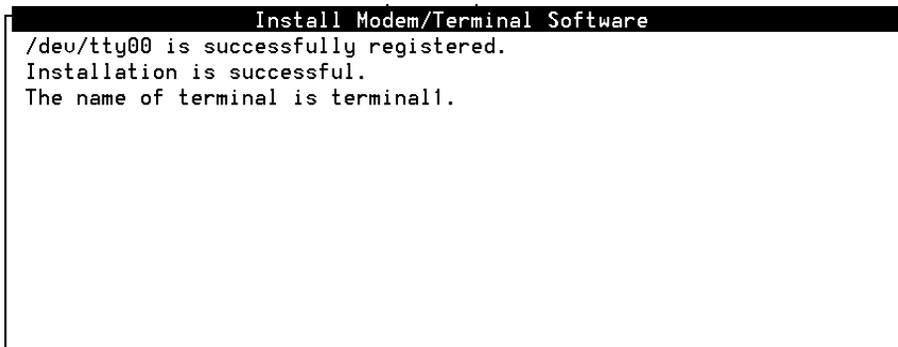
```
                  Install Modem/Terminal Software
 /deʋ/tty00 is successfully registered.
 Installation is successful.
 The name of terminal is terminal1.
```

Figure 11-3.   Install Modem/Terminal Software Window

6. Press F6 (Cancel) twice.

7. Select
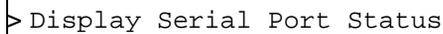
```
> Display Serial Port Status
```

The system displays the Display Serial Port Status window ([Figure 11-4](#)).
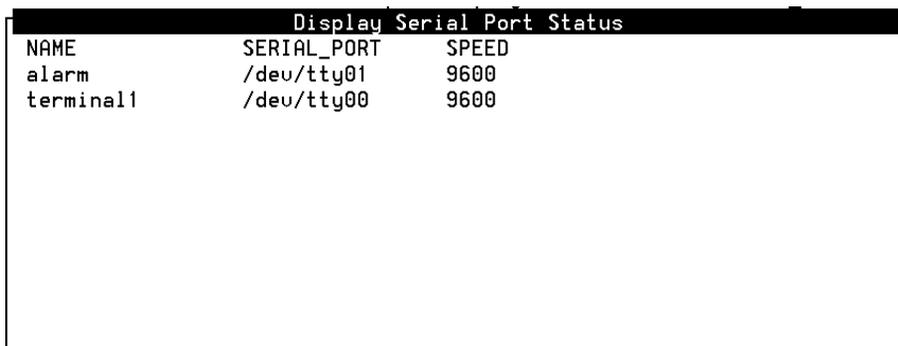
```
                  Display Serial Port Status
 NAME            SERIAL_PORT    SPEED
 alarm           /deʋ/tty01     9600
 terminal1       /deʋ/tty00     9600
```

Figure 11-4.   Display Serial Port Status Window

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Administering and Testing the Printer

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8. Verify that the device has been assigned to the correct serial port.

   ## NOTE:
   To remove a device from a serial port, see "Removing a Modem or Terminal Device".

9. Continue with the next section, "Administering and Testing the Printer".

Administering and Testing the Printer

If your system has a printer, you must perform the following procedures:

- Connect the printer to a display terminal

- Administer the printer

- Test the printer

NOTE:
The Lucent INTUITY system supports a parallel printer only. Do not attempt to install a serial printer.

Connecting the Printer

Connect a printer to your display terminal using the appropriate parallel or serial port for your printer. If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

The Lucent INTUITY system is compatible with these printers:

- AT&T 570 series of printers (preferred)

- AT&T 593

- AT&T 595

- NCR 6417

NOTE:
If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

Administering the Printer

To administer a printer:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> > Customer/Services Administration

> > > System Management

> > > > UNIX Management

> > > > >Printer Administration
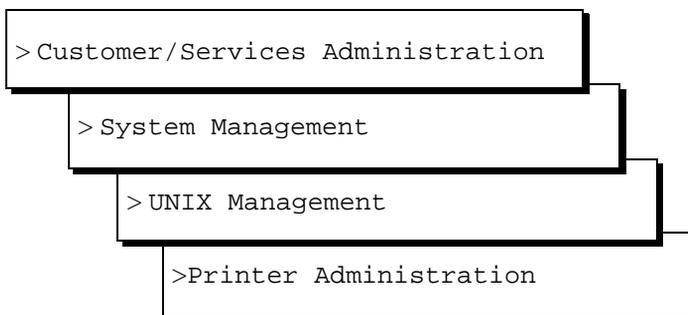
The system displays the Printer Administration menu (Figure 11-5) with the selection `Install Printer Software` highlighted.

```
Printer Administration
>Install Printer Software
 Remove Printer Software
```

Figure 11-5.   Printer Administration Menu

2. Press ⌷ENTER⌷.

The system displays the following message:

`The Printer has been successfully added.`

`Press <Enter> to continue.`

3. Press ⌷ENTER⌷.

4. Press F5 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

5. Continue with the next procedure, "Testing the Printer" below.

Testing the Printer

To test a printer:

1. Verify that there is paper in the printer.

2. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration
      > Log Administration
           > Alarm Log
```

The system displays the Alarm Log Display Selection window
([Figure 11-6](#)).

```
                    Alarm Log Display Selection

                             Alarm Log


   The following options control which alarms will be displayed.

        Alarm Type: A

      Alarm Level:
            Major? Y              Minor? Y              Warning? Y


        Start Date: __/__/__         Time: __:__        Application: __


      Resource Type: _____    Location: ____ __ ___    Alarm Code: ____
```

Figure 11-6.   Alarm Log Display Selection Window

3. Press F3 (Save).

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The system displays the Alarm Log window (Figure 11-7).

```
                    Alarm Log Display Selection

                            Alarm Log


     The following options control which alarms will be displayed.

          Alarm Type: A

        Alarm Level:
               Major? Y              Minor? Y              Warning? Y


          Start Date: __/__/__        Time: __:__        Application: __


      Resource Type: _____    Location: ____ __ ___     Alarm Code: ____
```

Figure 11-7. Alarm Log Window

4. Press F8 (Change Keys).

   The system displays the alternate set of function keys.

5. Press F6 (Print).

6. Verify that the printer has printed a copy of the alarm information as displayed in the window.

7. Press F8 (Change Keys).

   The system displays the alternate set of function keys.

8. Press F6 (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

Removing a Modem or Terminal Device

Use the following procedure to reassign a modem or terminal to another serial port on the system or to remove a device that will no longer be used on the system.

$\implies$ **NOTE:**
This procedure is required before you can change the serial port assignment for any peripheral.

1. Start at the Lucent INTUITY main menu window (Figure 5-1) and select

> ```
> > Customer/Services Administration
>
>    > System Management
>
>       > UNIX Management
>
>          >Modem/Terminal Administration
>
>             >Remove Modem/Terminal Software
> ```
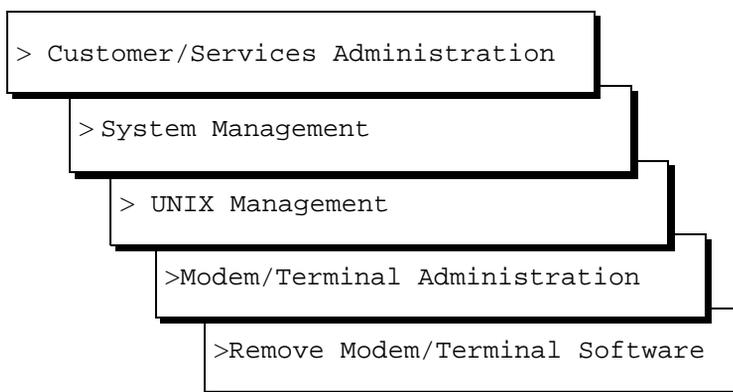
The system displays the Remove Modem/Terminal window (Figure 11-8).

```
┌─ Remove Modem/Terminal ─┐
│                         │
│   Name: _____    │
└─────────────────────────┘
```
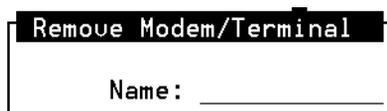
Figure 11-8.   Remove Modem/Terminal Window

2. Enter the device name of the modem or terminal in the `Name:` field.

3. Press ⒡⒊ (Save).

4. Press ⒡⒍ (Cancel) until you reach the Lucent INTUITY main menu (Figure 5-1).

5. Continue with Chapter 12, "Initial Administration and Test for AMIS Analog Networking", or reconfigure the device for the correct serial port. To reconfigure the device, see "Administering the 715 BCS Terminal on the Lucent Intuity System".

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Overview

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Initial Administration and Test for AMIS Analog Networking

12

Overview

This chapter describes how to implement the AMIS Analog Networking and Message Delivery features on a Lucent™ INTUITY™ system.

> **NOTE:**
> Implementation of the AMIS Analog Networking and Message Delivery features is the responsibility of the customer. Lucent support service contracts are available to assist customers with their AMIS implementation.

This chapter includes the following procedures:

- Verifying AMIS service

- Displaying the local machine

- Administering AMIS analog loopback test mailbox (optional)

- Administering AMIS analog networking/message delivery parameters

- Administering the outcalling periods

- Adjusting the system limits

- Administering retransmission intervals

- Activating the changes

- Administering remote machines and/or telephone numbers

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Purpose

This chapter provides the information you need to initiate basic operation of AMIS Analog Networking or Message Delivery features to ensure proper operation on the customer's system.

Machine Administration

Do not start the AMIS network administration until the local Lucent INTUITY Voice Messaging system is operating. See Chapter 7, "Initial Administration and Test for Voice Messaging and the Optional Language Feature", for administration procedures.

! SECURITY ALERT:

To minimize unauthorized long distance calls, restrict the AMIS Analog Networking and Message Delivery features to send messages to telephone numbers located in specific calling areas or to specific destinations needed to conduct business. Additionally, use the Message Sending Restrictions feature to administer which subscribers can send AMIS analog networking and message delivery messages, and to which locations they can send messages.

These machine-specific tasks must be done for each remote AMIS analog machine or message delivery telephone number. Because the AMIS Analog Networking and Message Delivery features have similar administration requirements, you may want to administer them simultaneously if you plan to use both features.

For AMIS Analog Networking on the Lucent INTUITY system, there are two types of machines:

- A *local* machine is the machine on which you are administered as a local subscriber.

- A *remote* machine is any machine to which the local machine sends voice messages, whether that machine is at the same or at a different geographical location.

Local Machine Administration

Administration for the local machine is performed on both the Lucent INTUITY platform and the INTUITY AUDIX® Voice Messaging feature package. The local machine administration should have been completed during one or more of the following administration activities:

- INTUITY AUDIX Voice Messaging administration

- Lucent INTUITY platform administration

To verify that the local machine has been administered, continue with the next procedure, .

Checking the Local Machine Administration on the Lucent INTUITY Platform

Use the following procedure to verify that the local machine is administered correctly.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Networking Administration

The system displays the Networking Administration menu (Figure 12-1).

```
      Networking Administration
>Local Machine Administration
 Remote Machine Administration
 Networking Channel Administration
 Networking Traffic
```

Figure 12-1.   Networking Administration Menu

2. Select

> Local Machine Administration

The system displays the Local Machine Administration window
([Figure 12-2](#)).
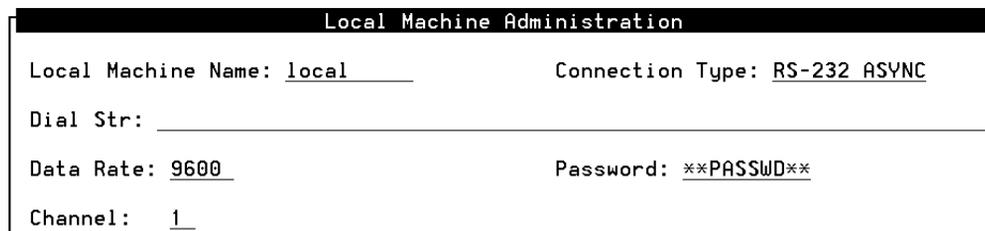
```
               Local Machine Administration

  Local Machine Name: local           Connection Type: RS-232 ASYNC

  Dial Str: _____

  Data Rate: 9600                     Password: **PASSWD**

  Channel:   1
```

Figure 12-2.　Local Machine Administration Window

3. Check the following fields on the screen:

   ■ `Local Machine Name`—The example uses the name "local".

   ■ `Password`—The field should contain a 5- to 10-character password
     for the local machine. The password identifies the local machine to
     remote machines on the network. If you change the password after
     initially administering the network, contact each remote machine
     network administrator and inform them of the change. Lucent
     Technologies recommends that you do not change the password
     except when absolutely necessary.

4. Press F6 (Cancel).

5. Continue with the next procedure, "Checking the Local Machine
   Administration on the Intuity AUDIX Feature Package".

Checking the Local Machine Administration on the INTUITY AUDIX Feature Package

Use the following procedure to verify that the local machine is administered
correctly.

1. Start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

```
> AUDIX Administration
```
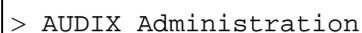
The system displays the INTUITY AUDIX Forms Controller screen
([Figure 6-23](#)).

2. Enter **change machine** at the `enter command:` prompt.

The system displays the Machine Profile screen for the local machine
([Figure 12-3]).

```
ax85        Active    Alarms:    A                              Logins: 2
display machine alphaudix                                      Page 1 of 2
                        MACHINE PROFILE

Machine Name: localda        Machine Type: 5           Location: 1

 Voiced Name? n         Extension Length: 5
    Voice ID: 0        Default Community: 1

ADDRESS RANGES
   Prefix                    Start Ext.   End Ext.      Warnings
  1:                          54001        54999
  2:                          56000        56999
  3:                                                            .
  4:
  5:
  6:
  7:
  8:
  9:
 10:


enter command: display machine alphaudix
1Cancel   2Refresh  3Enter   4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 12-3.   Machine Profile Screen for the Local Machine

3. Check the following fields on the screen:

   ■ `Prefix`—Not typically used for the local machine

   ■ `Extension Ranges`—These extension ranges must not overlap
     with planned AMIS/message delivery addresses

   $\implies$ **NOTE:**
   The remaining fields on the screen are display only.

4. Press F1 (Cancel).

5. Continue with the next procedure, "Administering a Loopback Test Mailbox
   (Optional)" if you want to administer a loopback test mailbox.

   If you do not wish to administer a loopback test mailbox, continue with
   "Administering AMIS Analog Networking/Message Delivery Parameters".

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Administering a Loopback Test Mailbox (Optional)

If a remote user sends an AMIS message to this mailbox, the local system sends a copy of the message to the *incoming* mailbox of the remote user to indicate the message was received. The local loopback test mailbox keeps a copy of the message header in its *outgoing* mailbox.

Use the following procedure to administer a loopback test mailbox.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select
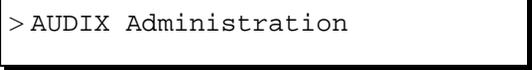
   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the enter command: prompt, enter **add subscriber** *<subscriber-name>* where *<subscriber-name>* is a name that is not defined for any other subscriber (for example, you might use the name "loopback").

3. Type an *unused* local extension in the Extension field.

   ⇒ NOTE:
   Make a note of this extension. You must enter the same one on the System Parameters Analog Network screen in the next section, "Administering AMIS Analog Networking/Message Delivery Parameters".

4. Press F3 (Enter).

5. Continue with the next procedure, "Administering AMIS Analog Networking/Message Delivery Parameters".

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Administering AMIS Analog Networking/Message Delivery Parameters

Use the following procedure to administer the AMIS Analog Networking and/or the Message Delivery feature parameters.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter
change system-parameters analog-network

The system displays the System-Parameters Analog-Network screen (Figure 12-4).

```
drmfb2     Active    Alarms:    A                                    Logins: 1
display system-parameters analog-network                         Page 1 of 1
                    SYSTEM PARAMETERS ANALOG NETWORK

CALLBACK NUMBERS:

               Country  Area/Trunk    Local Number
   Default - 1:  1      :  303      :  5554000
             2:         :           :
             3:         :           :
             4:         :           :
             5:         :           :

AMIS Analog Networking Incoming Allowed? y
AMIS Analog Networking Outgoing Allowed? y

AMIS Prefix:7
AMIS Protocol - Use 8 Minutes For Incoming Message Length 0? n

AMIS Loopback Test Mailbox Extension:2001



enter command:
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 12-4.   System-Parameters Analog-Network Screen

3. Enter the complete telephone number into the CALLBACK NUMBERS: field.

4. Enter **y** or **n** in the AMIS Analog Networking Incoming Allowed? field.

5. Enter **y** or **n** in the `AMIS Analog Networking Outgoing Allowed?` field.

   ⇒ **NOTE:**

   This field applies to *both* AMIS analog networking and message delivery.

6. Enter a prefix in the `AMIS Prefix:` field.

7. Enter **y** or **n** in the `AMIS Protocol—Use 8 Minutes For Incoming Message Length 0?` field.

8. Enter the extension in the `AMIS Loopback Test Mailbox Extension:` field.

9. Press `F3` (Enter).

10. Continue with the next procedure, below.

Administering the Outcalling Periods

The AMIS Analog Networking and Message Delivery features use the outcalling ports to deliver messages.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter **change system-parameters outcalling**

The system displays the System-Parameters Outcalling screen
(Figure 12-5).

```
lzmyd              Active            Alarms:                    Logins: 5
change system-parameters outcalling                         Page 1 of 1
                        SYSTEM-PARAMETERS OUTCALLING

       Outcalling Active? n

  Start Time     End Time    Interval    Maximum Simultaneous
   (hh:mm)       (hh:mm)     (hh:mm)          Ports
 1:  00:00        23:59       00:15            1_
 2:  __:__        __:__       __:__            __
 3:  __:__        __:__       __:__            __


    Initial Delay (mins): 0_
   Maximum Number Digits: 29




enter command: change system-parameters outcalling
```

Figure 12-5.   System-Parameters Outcalling Screen

3. Enter **y** or **n** in the `Outcalling Active?` field.

4. Enter a start time.

5. Enter an end time.

6. Enter the maximum number of ports in the `Maximum Simultaneous Ports` field.

7. Press F3 (Enter).

8. Continue with the next procedure, "Adjusting the System Limits".

Adjusting the System Limits

You may have to adjust system limits to accommodate additional administered remote subscribers and/or message delivery recipients for either the AMIS Analog Networking or Message Delivery features. Only remote users on systems administered for AMIS one-step addressing or Message Delivery recipients can be administered on the local system.

Use the following procedure to adjust system limits to accommodate administered remote subscribers.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   > AUDIX Administration

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter **list measurements feature day**

   The system displays the Feature Daily Traffic screen (Figure 12-6).

```
drbig1              Active            Alarms:                       Logins: 3
list measurements feature day                                       Page 1
                         FEATURE DAILY TRAFFIC

   Date : 01/24/94                           Ending Time : 16:13

Maximum Average Ports in Use: 0.9

SUBSCRIBERS
    Local: 176        Remote: 3        Non Administered Remote: 15


                    VOICE MAIL
 Successful Logins, External: 0                      Internal: 0
 Failed Logins,     External: 203                    Internal: 0
 Session Usage (Seconds)    : 10201


                    CALL ANSWER
 Completed Calls,   External: 0                      Internal: 265
 Abandoned Calls,   External: 0                      Internal: 0
 Session Usage (Seconds)    : 2642
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day
```

Figure 12-6.   **Feature Daily Traffic Screen**

3. Record the number displayed in the `Local:` field for use later with the System Parameters Limits screen.

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> ➡ **NOTE:**
> Consider adding the number of local subscribers that the system administrator expects to administer over the next 12 months to the number shown on the screen.

4. Record the number of subscribers displayed in the `Remote:` and `Non Administered Remote:` fields for use later with the System Parameters Limits screen.

> ➡ **NOTE:**
> Some remote subscribers may already be administered on the local system.

5. Press ⎝F3⎠ (Cancel).

6. At the `enter command:` prompt, enter **change system-parameters limits**

   The system displays the System-Parameters Limits screen (Figure 12-7).

```
drtiny1          Active          Alarms:                    Logins: 1
change system-parameters limits                          Page 1 of 1
                     SYSTEM-PARAMETERS LIMITS

MESSAGE LIMITS
Message Lengths, Maximum  (seconds): 1200   Minimum  (tenths of seconds): 10
  Messages,  Total In All Mailboxes: 50000          Awaiting Delivery: 5000

ADMINISTRATION LIMITS
  Subscribers,  Local: 1000     Administered Remote: 1000
Lists,  Total Entries: 50000      Lists/Subscriber: 100   Recipients/List: 250






enter command: change system-parameters limits
```

Figure 12-7. System-Parameter Limits Screen

7. Enter the number of local subscribers in the `Subscribers, Local:` field.

8. Enter the number of remote subscribers you expect to administer on the local system, in the `Administered Remote:` field.

9. Press F3 (Enter).

10. Continue with the next procedure, , below.

Administering Retransmission Intervals

Use the following procedure to administer the intervals at which the local system makes delivery attempts.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

    ```
    > AUDIX Administration
    ```

    The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter **change system-parameters features**

    The system displays the System Parameters Features screen (Figure 12-8).

3. Press F7 (Next Page) to display the appropriate page.

```
drmfb2     Active   Alarms:  mwA                           Logins: 3
display system-parameters features                      Page 3 of 3
                    SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
           System: us-eng                 Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
 Incr 1: 0  days  0  hrs 5  mins     Incr 2: 0  days 0  hrs 15 mins
 Incr 3: 0  days  0  hrs 30 mins     Incr 4: 0  days 1  hrs 0  mins
 Incr 5: 0  days  2  hrs 0  mins     Incr 6: 0  days 6  hrs 0  mins
 Incr 7: 1  days  0  hrs 0  mins     Incr 8: 2  days 0  hrs 0  mins
 Incr 9: 7  days  0  hrs 0  mins     Incr10: 14 days 0  hrs 0  mins




enter command: display system-parameters features
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 12-8.   System-Parameters Features Screen (INTUITY AUDIX 3.2)

4. Move the cursor to the RESCHEDULING INCREMENTS FOR
   UNSUCCESSFUL MESSAGE DELIVERY field.

5. Enter a number for the amount of time the local system waits before
   attempting to retransmit messages, in the Incr 1: through Incr 10:
   fields.

6. Press F3 (Enter).

7. Continue with the next procedure, "Activating the Changes", below.

Activating the Changes

You must run audits on the local system to activate the AMIS Analog Networking
feature parameters. The following procedures explain how to run audits for any
changes made on the following screens:

■ Network-Data Audit

■ Subscriber-Data Audit

■ Switch-Translations Audit

Network-Data Audit

Use the following procedure to run an audit and activate changes.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, type **audit network-data**

3. Press F3 (Enter).

Subscriber-Data Audit

Use the following procedure to run an audit and activate any changes made to the System-Parameters Features screen.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, type **audit subscriber-data**

3. Press F3 (Enter).

Switch-Translations Audit

Use the following procedure to run an audit and activate changes made to the System-Parameters Outcalling screen.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, type **audit switch-translations**

3. Press F3 (Enter).

Administer AMIS Remote Machines on the Lucent INTUITY Platform

Use the following procedure to administer the remote machines.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> **> Networking Administration**
>
> **> Remote Machine Administration**

The system displays the Remote Machine Administration menu (Figure 12-9).

```
     Remote Machine Administration
 Remote Machines List
 Digital Network Machine Administration
>Amis Analog Machine Administration
```

Figure 12-9.   Remote Machine Administration Menu

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2. Select

> > AMIS Analog Machine Administration

The system displays the AMIS Analog Machine Administration window
(Figure 12-10).

```
            AMIS Analog Machine Administration

 Machine Name: _____

 Dial Str: _____

 Message Transmission Schedule (hh:mm, 00:00 - 23:59) :

    1: start: __:__     end: __:__
    2: start: __:__     end: __:__
    3: start: __:__     end: __:__
```

Figure 12-10.   AMIS Analog Machine Administration Window

3. Enter a remote AMIS machine name in the `Machine Name:` field.

4. Enter the telephone number of the remote machine in the `Dial Str:` field.

5. Enter a start time in the `start:` field.

   NOTE:
   Use the format **HH:MM** where **HH** stands for hours and **MM** stands for minutes. Specify the time using a 24-hour or military time clock. For example, if you want the start time to be 11:00 p.m., enter **23:00** in the field.

6. Enter an end time in the `end:` field (see note above).

7. To establish multiple send times, repeat Steps 5 and 6 for the second and third schedules. If you need to establish only one schedule, continue with Step 8.

   NOTE:
   You can define up to three cycles for each remote system. Cycles may be assigned to avoid toll facilities or periods of heavy traffic if desired. The total time of the cycles can neither exceed 24 hours nor overlap. A cycle can span across midnight.

8. Press F8 (Change Keys).

9. Press F3 (Add).

The system returns you to the `Machine Name:` field and displays the following message:

Machine Added, Enter Machine Name, use <CHOICES> for list

10. For each AMIS remote machine you plan to send voice messages to, repeat Steps 4 through 9.

11. Enter the next remote machine name over the previous name.

⇒ NOTE:
When you press ENTER or TAB to move the cursor to the next field, the information for the previous machine clears from the screen.

12. When you finish entering remote machines, press F6 (Cancel) until you return to the Lucent INTUITY main menu (Figure 5-1).

13. Continue with the next procedure, "Administering AMIS Remote Machines on the Intuity AUDIX Voice Messaging Feature Package".

Administering AMIS Remote Machines on the INTUITY AUDIX Voice Messaging Feature Package

The INTUITY AUDIX Voice Messaging feature package needs specific information about the remote machines, such as the prefix and the address ranges, to be able to deliver messages to remote subscribers.

Use the following procedure to administer the remote AMIS machine.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the `enter command:` prompt, enter **change machine <remote machine name>** where *<remote machine name>* is the name of the remote machine.

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The system displays the Machine Profile screen (Figure 12-11).

```
ax85        Active    Alarms:    A                           Logins: 2
display machine alphaudix                                    Page 1 of 2
                        MACHINE PROFILE

Machine Name: alphaudix     Machine Type: amisac       Location: remote

 Voiced Name? n          Extension Length: 7
    Voice ID:            Default Community: 1

ADDRESS RANGES
     Prefix              Start Ext.   End Ext.       Warnings
                         0000000      9999999
  1:
  2:
  3:                                                            .
  4:
  5:
  6:
  7:
  8:
  9:
 10:


enter command: display machine alphaudix
1Cancel  2Refresh  3Enter   4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 12-11.   Machine Profile Screen for a Remote AMIS Machine

> ➡ **NOTE:**
> The Machine Name:, Location:, and Voice ID: fields are
> display only. You cannot change the information in the fields.

3. Enter one of the following connection types in the Machine Type: field.

   - **amisac** for AMIS casual (two-step) addressing

   - **amisap** for AMIS preadministered (one-step) addressing

   - **calld** for the Message Delivery feature

4. Press TAB to move past the Voiced Name? field to the Extension
   Length: field.

5. Enter an extension length for the remote machine.

6. Enter the number of the default community of users in the Default
   Community: field.

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Entering the Address Ranges for the Remote Machine

Use the following procedure to enter address ranges information on the remote machine.

1. Enter a remote AMIS machine prefix in the `Prefix` field.

2. Enter the first extension number of the address range in the `Start Ext.` field.

3. Enter the last extension number of the address range in the `End Ext.` field.

4. Repeat Steps 1 through 3 for each address range.

5. Press F7 (Next Page).

   The system displays Page 2 of the Machine Profile screen (Figure 12-12).

```
ax85        Active    Alarms:    A                              Logins: 2
display machine alphaudix                                      Page 2 of 2
                          MACHINE PROFILE

NETWORK CONNECTION PARAMETERS

Dial String: 9

Callback Number: 1 (1, 2, 3, 4, or 5)
   Choices:
            1: 1     : 303     : 5554000
            2:        :         .
            3:        :         :
            4:        :         :
            5:        :         :

Message Transmission Schedule (hh:mm)
   1.  start: 07:30     end: 18:00
   2.  start:   :       end:   :
   3.  start:   :       end:   :

Send to Non-Administered Recipients? y
████████████████████████████████████████████████████████████████
enter command: display machine alphaudix
1Cancel   2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 12-12.   Machine Profile Screen, Page 2

6. Enter **y** for yes or **n** for no in the `Send to Non-Administered Recipients?` field.

7. Press F3 (Enter).

   The system displays the following message:

   `command successfully completed`

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8. Enter **exit** at the enter command: prompt to return to the Lucent INTUITY main menu (Figure 5-1).

   You have completed the procedure for administering the remote AMIS machines on the AUDIX Voice Messaging feature package.

9. Continue with the next procedure, "Administering Remote Subscribers (Optional)", if supported by the system configuration.

Administering Remote Subscribers (Optional)

Remote subscribers on systems administered for AMIS one-step addressing can be administered on the local system. Message Delivery recipients can also be administered on the local system. Because each remote subscriber must be manually administered on the local machine, administer only those remote subscribers who are regular AMIS analog networking or Message Delivery recipients.

⇒ NOTE:
Remote users on systems administered for AMIS two-step addressing *cannot* be administered on the local system.

Use the following procedure to administer remote subscribers on the local machine.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the enter command: prompt, enter **add remote-subscriber**

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The system displays the Remote Subscriber screen (Figure 12-13).

```
AUDIX              Active           Alarms: |                        Logins: 6
add subscriber                                                    Page 1 of 2
                               SUBSCRIBER

          Name: ▌_____          Locked? n
     Extension: _____                Password: _____
           COS: class00_             Miscellaneous: _____
 Switch Number: __              Covering Extension: _____
  Community ID: __               Broadcast Mailbox? _












 Press [ENTER] to execute or press [CANCEL] to abort
 enter command: add subscriber
```

Figure 12-13.   Remote Subscriber Screen

3. Complete the screen by inserting the subscriber's name, extension, community ID, and machine name(s).

4. Press [F3] (Enter).

5. Repeat Steps 3 and 4 for each remote subscriber you need to administer.

6. Press [F1] (Cancel).

Initial Administration and Test for Digital Networking

13

Overview

> **NOTE:**
> Initial administration on the Lucent™ INTUITY™ AUDIX® digital networking system is the customer's responsibility. Lucent support services contracts are available to assist customers with their digital networking administration.

This chapter contains the following procedures for performing initial administration on the INTUITY AUDIX Digital Networking system:

- Machine administration

- Configuring the network channels

- Administering the switch

- Administering remote subscribers

Purpose

The instructions in this chapter provide the basic information necessary to administer an INTUITY AUDIX Digital Network and prepare the network for acceptance tests.

Machine Administration

Before you can use the digital networking feature, you must administer the local and all remote machines to which you plan to connect. During the machine administration process, you will complete the following tasks:

- Configure the local machine

- Add information about each remote machine to the local machine database

- Enable the networking ports

Administering the Local Machine on the AUDIX Digital Networking Feature Package

Use the following procedure to administer the local machine.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> ```
> > Networking Administration
> 
>     > Local Machine Administration
> ```

The system displays the Local Machine Administration window (Figure 13-1).

```
                  Local Machine Administration
Local Machine Name: local____        Connection Type: RS-232 ASYNC

Dial Str: _____

Data Rate: 9600_                     Password: **PASSWD**

Channel:   1__
```

Figure 13-1. **Local Machine Administration Window**

2. Press F2 (Choices).

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The system displays the Connection Types menu (Figure 13-2).

```
┌─Connection  Types─┐
│>DCP MODE 1        │
│ DCP MODE 3        │
│ RS-232 SYNC       │
│ RS-232 ASYNC      │
└───────────────────┘
```
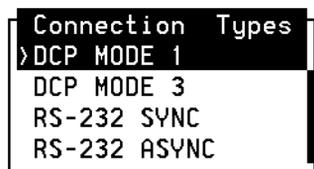
Figure 13-2.   Connection Types Menu

3. Select the local machine connection type and press (ENTER).

    The system displays your selection in the Connection Type: field of the
    Local Machine Administration window (Figure 13-1).

    ▭▷ **NOTE:**
    When you select a connection type, the appropriate data rate
    automatically appears in the Data Rate: field. For example, if you
    select DCP mode 3 in the Connection Type field, the value 64000
    appears in the Data Rate: field.

4. Type the local machine dial string in the Dial Str: field.

5. Type the data rate for the connection in the Data Rate: field.

6. Type a 5- to 10-character password for the local machine in the
    Password: field.

7. Do not enter any information in the Channel: field.

    ▭▷ **NOTE:**
    The system automatically selects the channel.

8. Press (F8) (Change Keys).

    The system displays the alternate set of function keys.

9. Press (F3) (Change).

    The system updates the information and returns you to the Connection
    Type: field.

10. Press (F6) (Cancel) twice to return to the Lucent INTUITY main menu
     (Figure 5-1).

11. Continue with the next procedure, "Administering the Local Machine on
     AUDIX Voice Messaging".

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Administering the Local Machine on AUDIX Voice Messaging

Use the Machine Profile screen to enter the networking information required for the local machine. Use the following instructions to access and complete the Machine Profile screen.

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

> > AUDIX Administration

    The system displays the INTUITY AUDIX Forms Controller screen ().

2. Enter **change machine** at the `enter command:` prompt.

    The system displays the Machine Profile screen ().

```
drmid10            Active          Alarms:  mwA                    Logins: 4
change machine                                               Page 1 of 2
                         MACHINE PROFILE

Machine Name: drmid10       Type: local          Location: local

 Voiced Name? n                               Extension Length: 5
    Voice ID: 0                               Default Community: 1

ADDRESS RANGES
    Prefix                  Start Ext.  End Ext.       Warnings
 1: _____     36000       36999
 2: _____     20000       29999
 3: _____     _____   _____
 4: _____     _____   _____
 5: _____     _____   _____
 6: _____     _____   _____
 7: _____     _____   _____
 8: _____     _____   _____
 9: _____     _____   _____
10: _____     _____   _____



enter command: change machine
```

Figure 13-3.   Machine Profile Screen

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> **NOTE:**
> The `Machine Name:, Type:, Location:, Voice ID:,` and
> `Default Community:` fields are display only. You cannot change
> the information in the fields. The voice ID of the local machine is
> always zero.

3. Enter the local machine prefix in the `Prefix` field.

4. Enter the first extension number in the extension range in the `Start Ext.`
   field.

5. Enter the last extension number in the extension range in the `End Ext.`
   field.

6. Repeat Steps 3 through 5 for each prefix range you need to enter.

> **NOTE:**
> You can enter a maximum of ten address ranges.

7. Press F3 (Enter).

   The system displays the following confirmation message:

   `command successfully completed`

8. Enter **exit**

   The system displays the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the next procedure, "Administering the Remote Machines".

Administering the Remote Machines

The local machine must have specific information about each remote machine,
including the machine name, password, machine type, and dial string.

Administering the Remote Machines on INTUITY AUDIX Digital Networking

Use the following instructions to access the Remote Machine Administration
screen and administer the remote machines.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Networking Administration

    > Remote Machine Administration
```

The system displays the Remote Machine Administration menu
().

```
       Remote Machine Administration
 Remote Machines List
>Digital Network Machine Administration
 Amis Analog Machine Administration
```
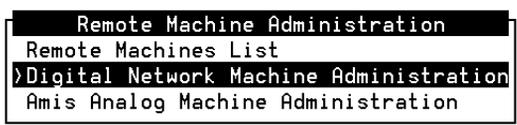
Figure 13-4. Remote Machine Administration Menu

2. Select

```
>Digital Network Machine Administration
```
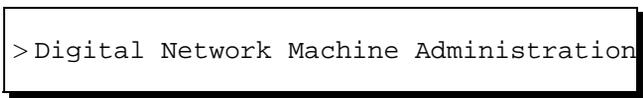
3. The system displays the Digital Network Machine Administration window
   ().

```
              Digital Network Machine Administration


 Machine Name: _____            Connection Type: _____

 Dial Str: _____

 Message Transmission Schedule (hh:mm, 00:00 - 23:59)

     1: start: __:__     end: __:__     interval: __:__
     2: start: __:__     end: __:__     interval: __:__
     3: start: __:__     end: __:__     interval: __:__

 Data Rate: _____              Password: _____

   Channel: __            Machine Type: _____
```
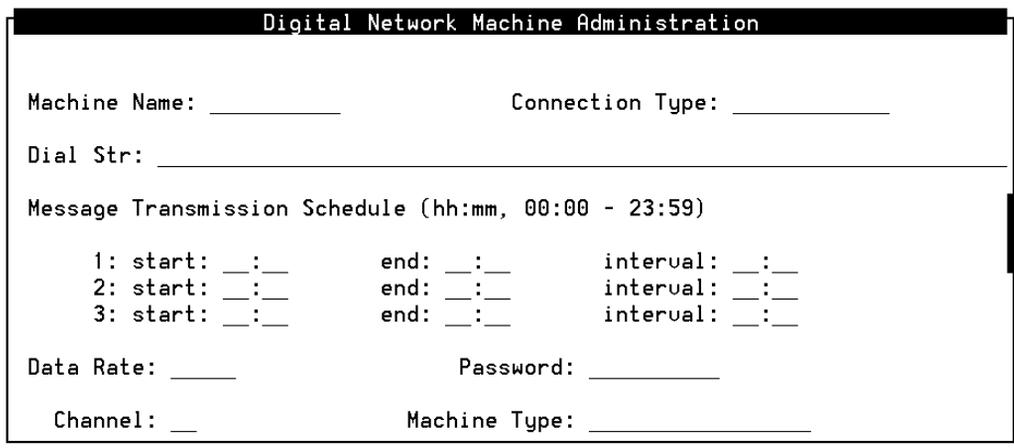
Figure 13-5. Digital Network Machine Administration Window

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4. Enter a remote machine name in the `Machine Name:` field.

5. Enter the type of connection for the machine in the `Connection Type:` field. The field defaults to DCP Mode 1.

   ⇒ **NOTE:**
   The connection type and the data rate fields are related. When you select a connection type, the most appropriate data rate appears in the data rate field. For example, if you select `DCP Mode 3` in the Connection Type field, the value `64000` appears in the data rate field.

6. Enter the telephone number of the remote machine in the `Dial Str:` field.

7. Enter the first time interval start time in the `1: start:` field.

   ⇒ **NOTE:**
   Use the format **HH:MM**, where **HH** stands for hours and **MM** stands for minutes. Specify the time using a 24-hour or military time clock. For example, if you want the start time to be 11:00 p.m., enter **23:00** in the field.

8. Enter the first time interval end time in the `end:` field.

9. Enter the send interval in the `interval:` field.

   ⇒ **NOTE:**
   The system defaults to 5 minutes (00:50).

10. Press `TAB` and move the cursor to the `Data Rate:` field.

    ⇒ **NOTE:**
    If you want to establish multiple send times, repeat Step 7 through Step 9 for the second and third schedules.

11. Enter the data rate for the remote connection in the `Data Rate:` field.

12. Enter the remote machine password in the `Password:` field.

13. Enter the channel number in the `Channel:` field, if you have a dedicated line directly connected to another machine.

    ⇒ **NOTE:**
    If you *do not* have a dedicated line, leave the field blank and continue with Step 14.

14. Press `F2` (Choices).

15. Select the correct remote machine type.

16. Press `ENTER`.

    The system displays the machine type you selected in the `Machine Type:` field.

17. Press F3 (Add).

    The system displays the following message:

    ```
    Machine Added, Enter Machine Name, use <CHOICES> for
    list
    ```

    NOTE:
    If you do not see F3 (Add) on your screen, press F8 (Change Keys).

18. Press ENTER.

19. Enter the next remote machine name over the previous name.

    NOTE:
    When you move the cursor to the next field, the information for the previous machine clears from the screen.

20. Repeat Steps 2 through 17 for each remote machine with which you will be exchanging voice messages.

21. Press F6 (Cancel) until you return to the Lucent INTUITY main menu (Figure 5-1).

Administering the Remote Machines on AUDIX Voice Messaging

The AUDIX Voice Messaging feature package must have specific information about the remote machines, such as the prefix and the address ranges, to deliver messages to remote users. Once you add a remote machine on the Digital Networking package, you must access AUDIX Voice Messaging and administer the remote machine.

Use the following procedure to administer the remote machines.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

   The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. Enter **change machine <*remote machine name*>** at the enter command: prompt.

   The system displays the Machine Profile screen (Figure 13-6).

   NOTE:
   If you do not know the names of the remote machines, enter **list machines** to see a list of all machines administered on the system.

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```
AUDIX              Active           Alarms: none                Logins: 8
change machine dig1                                          Page 1 of 2
                              MACHINE PROFILE

Machine Name: dig1        Type: VEX           Location: remote-digital

 Voiced Name? n                             Extension Length: 4_
    Voice ID: 3                            Default Community: 1_

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



enter command: change machine dig1
```

Figure 13-6.   Machine Profile Screen for a Remote Machine

> ➔ **NOTE:**
> The machine name, type, location, and voice ID fields are display
> only. You cannot change the information in the fields.

3. Press (TAB) and move the cursor to the `Extension Length:` field.
   Do not change the value in the `Voiced Name?` field.

4. Enter the extension length for the remote machine in the `Extension
   Length:` field.

5. Enter the default community number for the remote machine in the
   `Default Community:` field.

6. Enter a remote machine prefix in the `Prefix` field.

7. Enter the first extension number of the extension range in the `Start Ext.`
   field.

8. Enter the last extension number of the extension range in the `End Ext.`
   field.

9. Repeat Steps 3 through 8 for each address range you need to enter. You
   can enter a maximum of ten.

10. Press [F7] (Next Page).

   The system displays Page 2 of the Machine Profile screen ().

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```
AUDIX               Active           Alarms: none                 Logins: 8
change machine dig1                                             Page 2 of 2
                          MACHINE PROFILE

Send to Non-Administered Recipients? y

                   Updates:    In? n        Out? n

             Network Turnaround? n

















enter command: change machine dig1
```

Figure 13-7.   Machine Profile Screen, Page 2

11. Enter **n** in the `Send to Non-Administered Recipients?` field.

12. Enter **n** in the `Updates: In?` and `Out?` fields.

13. Enter **n** in the `Network Turnaround?` field.

14. Press F3 (Enter).

    The system displays the following message:

    `command successfully completed`

15. Enter **exit**

    The system displays the Lucent INTUITY main menu (Figure 5-1).

16. Continue with the next section, "Configuring the Network Channels".

Configuring the Network Channels

Before the local Lucent INTUITY machine can exchange voice messages through the ACCX circuit card and the DCP or modem connection, you must configure the network channels. When you configure the channels, you create a communication link between the ACCX circuit card channels and the switch.

You must configure each channel you plan to use. Channels can be configured as DCP, RS-232, or TCP channels using the Network Channel Configuration window (Figure 13-8).

```
                    Networking Channel Administration
  CHANNEL      TYPE          RATE          STATUS           MACHINE
  -------      ----          ----          ------           -------
     1       RS-232 ASYNC    0             NOT EQUIPPED
     2       RS-232 ASYNC    0             NOT EQUIPPED
     3       RS-232 ASYNC    0             NOT EQUIPPED
     4       RS-232 ASYNC    0             NOT EQUIPPED
     5       RS-232 ASYNC    0             NOT EQUIPPED
     6       RS-232 ASYNC    0             NOT EQUIPPED
     7       RS-232 ASYNC    0             NOT EQUIPPED
     8       RS-232 ASYNC    0             NOT EQUIPPED
     9       RS-232 ASYNC    0             NOT EQUIPPED
    10       RS-232 ASYNC    0             NOT EQUIPPED
    11       RS-232 ASYNC    0             NOT EQUIPPED
    12       RS-232 ASYNC    0             NOT EQUIPPED
```

Figure 13-8.　Networking Channel Administration Window

➡ **NOTE:**
When you first access the Networking Channel Administration screen, you see all 12 channels on your system, whether or not the customer has purchased the right to use them. Until you configure the channels, all show the value "Not Equipped" in the STATUS field.

Use one or both of the following procedures to enable the networking ports:

- To enable a DCP channel, complete "Configuring the DCP Channel".

- To enable an RS-232 channel, complete "Configuring the RS-232 Channel".

- To enable a TCP channel, complete "Configuring the TCP Channel".

Configuring the DCP Channel

Use the following procedure to configure the DCP Channel.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> > Networking Administration
>
> > > Networking Channel Administration

The system displays the Networking Channel Administration window
(Figure 13-8).

2. Press F8 (Change Keys).

The system displays the second set of function keys.

3. Press F2 (Configuration).

The system displays the Networking Channel Configuration menu
(Figure 13-9).

```
 Networking Channel Configuration
>DCP Channel Configuration
 RS232 Channel Configuration
 TCP Channel Configuration
```

Figure 13-9. Networking Channel Configuration Menu

4. Select

> > DCP Channel Configuration

The system displays the DCP Channel Configuration window
(Figure 13-10).

```
┌DCP Channel Configuration┐
│                         │
│ Channel No.: ___        ▐
│                         ▐
│    Equipped: _          │
└─────────────────────────┘
```
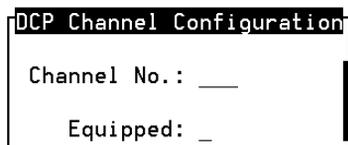
Figure 13-10.   DCP Channel Configuration Window

5. Enter the channel number you want to enable as a DCP channel in the
    `Channel No.:` field.

6. Enter **y** in the `Equipped:` field.

    The system displays the following message:

    `Press <CANCEL>for Channel Hardware Configuration`

7. Press ⌞CANCEL⌟.

    The system displays the Network Channel Configuration window
    (Figure 13-11).

```
                Networking Channel  Configuration
   The Networking Channels  will be configured now.
   This will take some time.  Press ⟨Enter⟩ now.
```

Figure 13-11.   Network Channel Configuration Window

8. Press ⌞ENTER⌟.

    The system displays the Networking Channel Administration screen
    (Figure 13-8).

9. Repeat Step 2 through Step 8 for each channel you need to enable as a
    DCP channel.

10. Press ⌞F6⌟ (Cancel).

11. If you are *not* configuring the RS-232 channel, continue with the procedure,
    "Initial Administration of Remote Subscribers".

    If you are configuring the RS-232 channel, continue with the next
    procedure, "Configuring the RS-232 Channel".

Configuring the RS-232 Channel

Use the following procedure to configure the RS-232 channel.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> ```
> > Networking Administration
> ```
>
> ```
>     > Networking Channel Administration
> ```

   The system displays the Networking Channel Administration window (Figure 13-8).

2. Press F8 (Change Keys).

   The system displays the alternate set of function keys.

3. Press F2 (Configuration).

   The system displays the Networking Channel Configuration menu (Figure 13-9).

4. Select

> ```
> > RS232 Channel Configuration
> ```

   The system displays the RS-232 Channel Configuration window (Figure 13-12).

```
                  RS232 Channel Configuration
    Channel No.: __

        Equipped: __

       Sync Mode: _____

Data rate (1): _____
Data rate (2): _____
Data rate (3): _____

Configuration:  _____

Modem Initialization String:

_____
```

Figure 13-12.   RS-232 Channel Configuration Window

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5. Enter the number of the channel you want to enable as an RS-232 channel in the `Channel No.:` field.

6. Enter **y** in the `Equipped:` field.

7. Enter **sync** for synchronous or **async** for asynchronous in the `Sync Mode:` field.

8. Enter the data rate for the channel in the `Date Rate (1):` field.

9. Enter **switched** or **dedicated** in the `Configuration:` field.

10. Enter the initialization string for the modem in the `Modem Initialization String:` field.

   ⇒ **NOTE:**
   If the RS-232 channels are connected directly to another Lucent INTUITY machine system, leave the `Modem Initialization String:` field blank.

11. Press F3 (Save).

   The system displays the following message:

   `Press <CANCEL> for Channel Hardware Configuration`

12. Press F6 (Cancel).

   The system displays the Network Channel Configuration window (Figure 13-13).

```
                 Networking Channel  Configuration
    The Networking Channels  will be configured now.
    This will take some time.  Press <Enter> now.
```
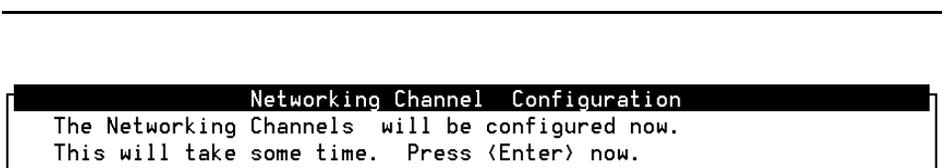
Figure 13-13.   Network Channel Configuration Window

13. Press ENTER.

   The system displays the Networking Channel Administration window (Figure 13-8).

14. Repeat Step 2 through Step 13 for each channel you need to enable as an RS-232 channel.

15. Press F6 (Cancel).

16. Continue with the next section, "Initial Administration of Remote Subscribers".

Configuring the TCP Channel

Use the following procedure to configure the TCP channel.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Networking Administration
```

```
> Networking Channel Administration
```

The system displays the Networking Channel Administration window (Figure 13-8).

2. Press F8 (Change Keys).

The system displays the alternate set of function keys.

3. Press F2 (Configuration).

The system displays the Networking Channel Configuration menu (Figure 13-9).

4. Select

```
> TCP Channel Configuration
```

The system displays the TCP Channel Configuration window.

5. Enter the number of the channel you want to enable as a TCP channel in the `Channel No.:` field.

6. Enter **y** in the `Equipped:` field.

7. Press F3 (Save).

The system displays the following message:

`Press <CANCEL> for Channel Hardware Configuration`

8. Press F6 (Cancel).

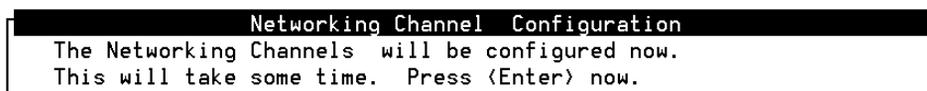The system displays the Network Channel Configuration window (Figure 13-13).

9. Press ENTER.

The system displays the Networking Channel Administration window (Figure 13-8).

10. Repeat Step 2 through Step 9 for each channel you need to enable as a TCP channel.

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11. Press F6 (Cancel).

12. Continue with the next section, "Initial Administration of Remote Subscribers".

Initial Administration of Remote Subscribers

During the initial administration process, you need to administer the remote subscribers. Administered remote subscribers are subscribers you enter into the local machine database. Each administered remote subscriber requires a name, machine name, and an extension. By administering remote subscribers, the local Lucent INTUITY machine knows where to send messages when a local subscriber records a message and addresses the message to a remote extension.

For acceptance tests, you must administer two test remote subscribers for each remote machine. For example, if you plan to network with four remote machines named CB1, CB2, CB3, and CB4, you need to administer two test subscribers on each machine. During acceptance testing, you address voice messages to each of those test subscribers. This process is described in Chapter 7, "Initial Administration and Test for Voice Messaging and the Optional Language Feature".

Administering Remote Subscribers

Use the following procedure to administer remote subscribers.

1. Start at the Lucent INTUITY Administration menu (Figure 5-1) and select

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Forms Controller screen (Figure 6-23).

2. At the enter command: prompt, enter **add remote-subscriber**

The system displays the Remote Subscriber Administration window (Figure 13-14).

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```
drintuit          Active           Alarms:  mwA                  Logins: 5
add remote-subscriber tso8200                                   Page 1 of 1
                          REMOTE SUBSCRIBER

Subscriber Name: ▓_____     Extension: _____
   Machine Name: tso8200
        Address:

        Community ID: __
        Administered? y
           Voiced Name?
 Non-Administered Type:                    Last Usage Date:








Press [ENTER] to execute or press [CANCEL] to abort
enter command: add remote-subscriber tso8200
```

Figure 13-14.   Remote Subscriber Window

3. Enter the name of the first test remote subscriber in the `Name:` field.

4. Enter the extension of the test remote subscriber in the `Extension:` field.

5. Enter the community ID number for the remote subscriber in the `Community ID:` field.

6. Enter **y** in the `Administered?` field.

   > **NOTE:**
   > The `Voiced Name?`, `Non-Administered Type:`, and `Last Usage Date:` fields are display only. You cannot change the information in the fields. The `Voiced Name?` field contains a "y" when a name has been recorded for the remote subscriber and an "n" when it has not.

7. Enter the remote machine name on the first line of the `Machine Name:` field.

8. Press F3 (Enter).

   The system displays the following message:

   `Command Successfully Completed`

9. Repeat Step 2 through Step 8 for the second test remote subscriber and for each set of test subscribers on each remote machine with which you plan to communicate.

10. Enter **exit**

    The system displays the Lucent INTUITY main menu (Figure 5-1).

11. Continue with "Testing Intuity AUDIX Digital Networking".

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Testing INTUITY AUDIX Digital Networking

Acceptance tests help you check the INTUITY AUDIX Digital Networking feature package after installation and initial administration have been performed. By performing the following acceptance tests, you check all aspects of the networking feature including hardware connections, remote and local machine administration, remote subscriber administration, and the basic functions of the Digital Networking package.

- Busyout the channels you plan to test

- Perform a channel internal loop-around test

- Perform a modem loop-around test

- Perform remote connection tests

- Send a voice message to remote test subscribers

- Receive message from remote test subscribers

Testing a Remote Connection and Exchanging Voice Messages

The remote connection test checks the transmission path from the local machine to the remote machine. You must perform a remote connection test for each remote machine with which you plan to exchange voice messages.

Use the following procedure to test a remote connection.

1. Start at the Lucent INTUITY main menu () and select

```
> Customer/Services Administration
```

The system displays the Customer/Services Administration menu
(Figure 13-15).

```
 ┌─────────────────────────────────┐
 │ Customer/Services Administration│
 │ Alarm Management                │
 │ Backup/Restore                  │
 │ Database Audits                 │
 │>Diagnostics                  ▐  │
 │ Feature Options              ▐  │
 │ Log Administration           ▐  │
 │ System Management               │
 │ System Verification             │
 └─────────────────────────────────┘
```

Figure 13-15.   Customer/Services Administration Menu

2. Select

    ```
    > Diagnostics
    ```

The system displays the Diagnostics menu (Figure 13-16).

```
 ┌───────────────────────────────┐
 │          Diagnostics          │
 │ ▌etworking Diagnostics        │
 │ Serial Port Diagnostics       │
 │ TCP/IP Diagnostics            │
 │ Voice Board Diagnostics       │
 │ Voice Port Loop Around Test   │
 └───────────────────────────────┘
```

Figure 13-16.   Diagnostics Menu

3. Select

    ```
    > Networking Diagnostics
    ```

The system displays the Networking Diagnostics window (Figure 13-17).

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```
                    Networking Diagnostics
  CHANNEL      TYPE         RATE         STATUS          MACHINE
  -------      ----         ----         ------          -------
     1       RS-232 ASYNC   0            NOT EQUIPPED
     2       RS-232 ASYNC   0            NOT EQUIPPED
     3       RS-232 ASYNC   0            NOT EQUIPPED
     4       RS-232 ASYNC   0            NOT EQUIPPED
     5       RS-232 ASYNC   0            NOT EQUIPPED
     6       RS-232 ASYNC   0            NOT EQUIPPED
     7       RS-232 ASYNC   0            NOT EQUIPPED
     8       RS-232 ASYNC   0            NOT EQUIPPED
     9       RS-232 ASYNC   0            NOT EQUIPPED
    10       RS-232 ASYNC   0            NOT EQUIPPED
    11       RS-232 ASYNC   0            NOT EQUIPPED
    12       RS-232 ASYNC   0            NOT EQUIPPED
```

Figure 13-17.   Networking Diagnostics Window

4. Press ⒡⒏ (Change Keys).

    The system displays the second set of function keys.

5. Press ⒡⒋ (Diagnose).

    The system displays the Diagnostics menu (Figure 13-18).

```
                    Diagnostics

      Networking Diagnostics
      Serial Port Diagnostics
      Switch Interface Diagnostics
      TCP/IP Diagnostics
      Voice Board Diagnostics
      Voice Port Loop Around Test
```
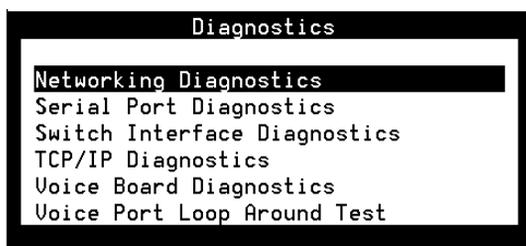
Figure 13-18.   Diagnostics Menu

6. Select

```
> Remote Connection Test
```

The system displays the Remote Connection Test window (Figure 13-19).
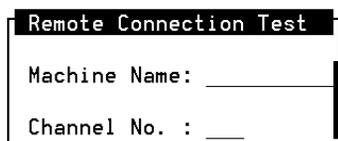
```
┌─Remote Connection Test─┐
│                        │
│  Machine Name: _____│
│                        │
│  Channel No. : ___     │
└────────────────────────┘
```

Figure 13-19.   Remote Connection Test Window

7. Enter the name of the remote machine you want to test.

8. Enter the number of the dedicated channel.

9. Press ENTER.

    The system displays the following message:

    `working...`

    When the process completes, the system displays the Test Results window
    (Figure 13-20).
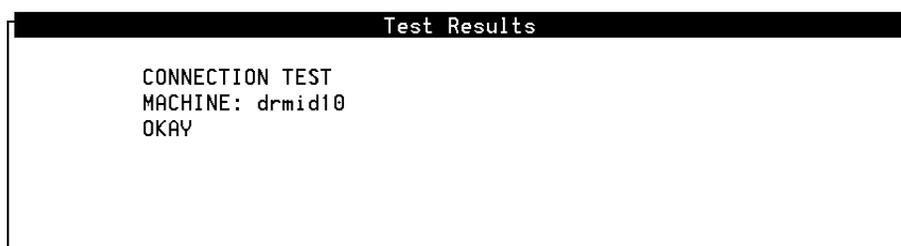
```
┌──────────────────Test Results──────────────────┐
│                                                 │
│     CONNECTION TEST                             │
│     MACHINE: drmid10                            │
│     OKAY                                        │
│                                                 │
│                                                 │
│                                                 │
└─────────────────────────────────────────────────┘
```

Figure 13-20.   Test Results Window

10. If the test completed successfully, continue with Step 11.

     If the test failed, press F6 (Cancel) to return to the Networking Diagnostics
     window (Figure 13-17). See "Testing a Remote Connection and
     Exchanging Voice Messages" above to determine why the remote
     connection test failed.

11. Press F6 (Cancel).

12. Repeat Steps 5 through 9 for each remote machine.

13. Press F6 (Cancel) until you return to the Lucent INTUITY main menu
     (Figure 5-1).

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14. Continue with the next procedure, .

Sending a Voice Message

Use the following procedure to test the digital networking voice messaging features.

> **NOTE:**
> The telephone menus and messages only repeat three times before the system disconnects.

1. Dial the INTUITY AUDIX voice messaging extension.

2. When prompted to enter an extension, use the telephone keypad to enter a local test subscriber extension followed by #.

3. Enter the password for the local test subscriber followed by #.

   You hear the Lucent INTUITY activity menu.

4. Press 1 to record a message.

   At the tone, say the following:

   > "This is a test message from *<your name>*. Please call me to verity that you have received this message. My number is *<your number>*."

5. Press # when you stop recording and approve the message.

   After you approve the message, you hear the following prompt:

   > "Enter extension and pound sign. When finished addressing, press pound."

6. Enter the address for a remote test subscriber followed by #. The address includes the prefix, if any, and the extension of the remote test subscriber.

   After you press #, the remote machine repeats the remote test subscriber extension you entered.

7. Repeat Step 6 for each remote test subscriber on each remote machine.

   > **NOTE:**
   > You do not have to record a message for each subscriber.

8. When you complete entering remote test subscriber addresses, press #.

   You hear the following prompt:

   > "To send message, press pound, or enter a delivery option. To hear a list of options, press 0."

9. Press # to send the message. The system schedules the delivery and returns you to the activity menu.

10. Hang up the telephone.

11. Continue with the next procedure, .

Receiving Voice Messages from Remote Test Subscribers

The remote machine administrators send voice messages to your local test subscribers when they perform acceptance tests. You need to retrieve the messages to verify that your local machine is administered correctly with the remote machines and is receiving messages correctly. When you retrieve the messages, you should hear the system say the name of the remote machine and the remote test subscriber, if you recorded a name for the remote machine and the remote test subscriber.

Once you receive messages from the remote machines, contact each of the remote machine network administrators and inform them that you received a message from their machine.

Use the following procedure to retrieve messages from the test remote subscribers.

$\Longrightarrow$ **NOTE:**

The telephone menus and messages only repeat three times before the system disconnects.

1. Dial the INTUITY AUDIX voice messaging extension. This is the extension subscribers call to retrieve and send messages.

2. When prompted to enter an extension, use the telephone keypad to enter a local test subscriber extension followed by #.

3. Enter the password for the local test subscriber followed by #.

   You hear the subscriber's name and a message telling you the number of messages in your mailbox, if any. Lucent INTUITY then plays the activity menu.

4. Press 2 to retrieve messages.

   Lucent INTUITY plays the header for the first message. The header includes the name or extension of the sender and the date and time the message was sent.

5. Press 0 to listen to the message.

6. As you listen to the message, mark the received message to track the remote machines and remote test subscribers that were able to exchange messages with you.

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At the end of the message, you hear the following prompt:

"To respond or forward, press one. To delete, press star d. To skip, press pound."

7. Press ⬚ ⬚ to delete the message.

8. Repeat Steps 4 through 7 for each message in the local test subscriber's mailbox.

   ➡ NOTE:
   After you listen to each of the messages, the system returns you to the Lucent INTUITY activity menu.

9. When you finish retrieving messages from remote test subscribers, hang up the telephone.

10. Contact the remote machine network administrators and inform them that you received a message from their machine.

11. You have completed the acceptance tests required for INTUITY AUDIX Digital Networking.

    If are not installing any Lodging features, continue with Chapter 15, "Cut-to-Service Procedures".

    If you are installing Lodging features, continue with Chapter 14, "Initial Administration and Test for Lodging and Lodging FAX Messaging".

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14

Overview

This chapter describes how to implement the Lucent™ INTUITY™ Lodging and Lodging FAX Messaging features on a Lucent INTUITY system. This chapter describes:

- Administering and testing Lodging

- Administering and testing Lodging FAX Messaging

- Integrating a Property Management System (PMS) with Lodging (optional)

- Administering Lodging for open mailboxes (optional)

- Cut-to-service options for Lodging

➡ NOTE:
Implementation of the Lodging and Lodging FAX Messaging features and integration with a PMS are the responsibility of the customer. Lucent support service contracts are available to assist customers with their feature implementation and integration.

See *Lucent INTUITY Lodging Administration*, 585-310-577, for more information on Lodging integration.

Purpose

This chapter provides the information and procedures you need to initiate basic operation of the INTUITY Lodging and Lodging FAX Messaging to ensure proper operation on the customer's system.

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If Customer Ordered Both Lodging and Lodging FAX Messaging

If the customer has ordered both Lodging and Lodging FAX Messaging features, perform the administration and test for Lodging and Lodging FAX Messaging. If the customer is integrating a PMS with Lodging, you must also complete the section, "Integrating a Property Management Service (PMS) with Lodging".

If Customer Ordered Lodging Only

If the customer ordered the Lodging feature and did *not* order the Lodging FAX Messaging feature, complete the administration and test procedures up to, but not including, "Initial Administration and Test for Lodging FAX Messaging".

If Customer Ordered PMS Integrated with Lodging

If the customer ordered a PMS to be integrated with Lodging, you must complete the pertinent Lodging procedures, followed by the section, "Integrating a Property Management Service (PMS) with Lodging".

Initial Administration and Test for Lodging

The procedures to administer and acceptance test Lodging include the following:

- Preparing for acceptance testing

- Administering parameters and basic features

- Administering administrator and attendant phone-based passwords

- Checking in test guests

- Viewing the system monitor

- Testing call answer and voice mail

> **NOTE:**
> The Lucent INTUITY Lodging application uses the Lucent INTUITY system screens. See Appendix B, "Accessing Windows and Screens", for more information on entering information into the Lucent INTUITY system.

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Preparing for Acceptance Testing

To perform Lodging acceptance tests, you need two extensions in two locations. These locations may be hotel guest rooms, hospital rooms, dormitory rooms, or any other location that has a need to provide voice messaging for temporary subscribers. The test locations that you choose are referred to as "test guest rooms" in the following procedures. Any temporary subscriber is referred to as a "test guest."

The two test guest rooms should meet the following criteria:

- Guest rooms should be unoccupied. There should not be an actual guest in the designated rooms.

- The telephone set in the guest room or location must be operational. Installation services will not troubleshoot or repair telephones or telephone extensions as a part of this installation unless specified by contract.

- Guest telephone sets must have a MWI.

- Rooms should be close to the Lodging computer location so that the MWI can be checked.

- Rooms should be easily accessible by the installation services.

- Rooms should represent typical guest accommodations (for coverage path purposes).

Check with the system administrator or hotel management for the necessary information before you perform the Lodging acceptance testing.

Record the room numbers and the extensions for the two test guests in :

Table 14-1.   Test Guest Assignments

Guest Number	Room Number	Extension Number
guest#1		
guest#2		

Ask the Lodging administrator to identify an attendant to assist you with retrieving a message through the attendant.

Administering Lucent INTUITY Lodging Parameters and Basic Features

Use these procedures to administer the Lodging system parameters. These parameters establish the attendant extension(s), extension length, and default language. The default language is the language that the system will use to answer telephone calls when no alternate language is specified for the guest.

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➡ **NOTE:**
   The project manager should provide the applicable Lodging system parameters for this procedure.

If you experience problems with these acceptance tests, see "Lodging Troubleshooting Procedures" in Appendix C, "Troubleshooting Procedures". The Lodging troubleshooting section also includes information about phone-based error messages.

1. Log in as **craft**

2. Press (ENTER).

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Lodging Administration

> System Parameter Administration

The system responds with the System Parameter Administration window (Figure 14-1).

```
                System Parameter Administration
                    Attendant Extensions:
  _____  _____  _____  _____  _____  _____  _____
                    Hunt Group Or
               Primary Attendant: _____

                    Voice Mail Parameters
         Mailbox Size: 6_ min            Mailbox Type: Separate
    Pause For TT Input: 4 sec          Play Back Format: FIFO
  Maximum Extension Length: 4
   Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes    PMS Integration Parameters
Lamp ON For New Messages Only?: Yes  Message Lamp Controlled By: LDG
       Automatic Transfer to    When PMS link is down, calls
   Operator At End Of Call?: No_      For Guests Handled By: LDG_____
           Default Language: _____
```

Figure 14-1.   Lucent INTUITY Lodging System Parameters Administration Window

4. Enter the individual attendant extension in the blanks provided at the top of the window. Type in the number and press (TAB) to move to the next field. If you need to return to a previous field, press the backspace key, and type in the correct extension number.

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5. If an attendant hunt group exists, enter its extension in the `Hunt Group or Primary Attendant:` field. If an attendant hunt group does not exist, enter one of the individual attendant extensions as the primary attendant. This field specifies the hunt group or attendant extension that callers or guests will be transferred to when they press ⓪ for assistance.
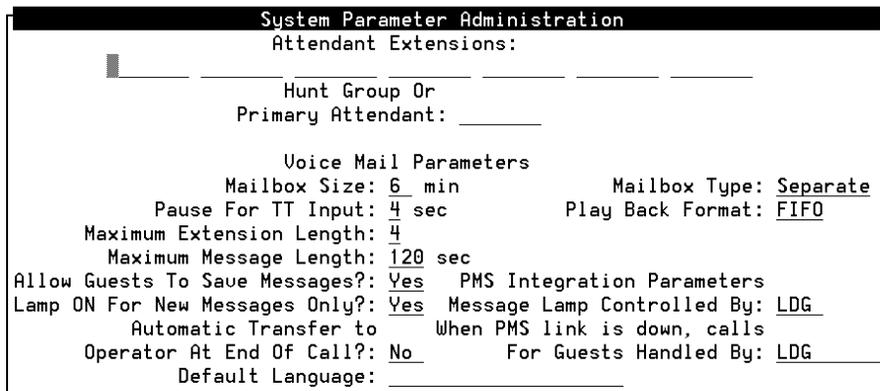
6. Move the cursor to the next field to be changed according to the entry on the worksheet. Use the `TAB` key and/or the up/down arrow keys. Be sure to administer a Default Language, according to your project manager's instructions.

> ⚠ **CAUTION:**
> *Do not administer the Property Management System (PMS) parameters at this time. For acceptance testing, leave the PMS parameters set to the application default LDG.*

> ⇒ **NOTE:**
> If this system will not be using PMS, the PMS parameters will not appear on the system parameters screen. If the parameters do not appear and the system will be connected to a PMS, verify that the PMS software is loaded onto the system by viewing the installed software. To view installed software, see "Verifying Installed Software" in Chapter 5, "Administering Passwords and Verifying Hardware, Software, and System Status". Use a mini-tester to verify that all equipment is fully functional when you connect to a PMS system.

7. Enter the new value either by typing the value or by pressing `F2` (Choices) to display the options.

8. Press `ENTER`.

9. Repeat Step 6 through Step 8 for each field to be changed. When you have made all of the entries, continue with the next step.

10. Press `F3` (Save) to save the information into the system.

   They system responds with a Confirm screen:

   ```
   Are you sure you want to save these system parameters?

   Press <y> to confirm.
   Press <n> to cancel.
   ```

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11. Press **y** to confirm the change.

    The system responds with the Information screen:

    ```
    System Parameters Updated

    Press <Enter> to continue.
    ```

12. Press (ENTER) to return to the Lodging Administration screen.

13. Continue with the next procedure, "Administering the Lucent Intuity Lodging Administrator and Attendant Phone-Based Passwords".

Administering the Lucent INTUITY Lodging Administrator and Attendant Phone-Based Passwords

Use this procedure to establish the administrator's extension and the administrator's and attendant's phone-based passwords.

> **NOTE:**
> If you are already logged in, start with Step 3 of this procedure.

1. Log in as **craft**

2. Press (ENTER).

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > Lodging Administration

       > Lodging Administrator Registration
   ```

   The system responds with the Lodging Administrator Registration window (Figure 14-2).

   ```
   Lodging Administrator Registration
   Administrator Extension: _____
    Administrator Password: ____
        Attendant Password: ____
   ```

Figure 14-2.   Lucent INTUITY Lodging Administrator Registration Window

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4. Refer to the worksheet from your project manager.

5. Type in the Administrator's Extension. If you need to re-enter a number, use the backspace key to erase any mis-typed numbers.

> **NOTE:**
> The length of the administrator's extension may not exceed the Maximum Extension Length for the system. The Maximum Extension Length for the system is located under System Parameter Administration on the Lucent INTUITY Lodging menu. Also, the administrator's extension may not be an attendant extension.

6. Press ENTER to move to the next field.

7. Type in the **last 4 digits** of the administrator's extension number as the Administrator Password.

8. Type in the **last 4 digits** of the administrator's extension number as the Attendant Password.

9. Press F3 (Save).

   The system responds with a Confirm screen:

   ```
   Are you sure you want to save these
   registration parameters?

   Press <y> to confirm.
   Press <n> to cancel.
   ```

10. Enter **y** to confirm your choice of saving registration parameters.

    The system responds with a confirmation screen:

    ```
    Administrator Registration Parameters
    Updated

    Press <Enter> to continue.
    ```

11. Press ENTER to continue.

    The system responds by returning you to the Lodging Administration window.

12. Press F6 (Cancel) one time to return to the Lucent INTUITY main menu (Figure 5-1).

13. Press F6 (Cancel) one time to return to the Lodging Administration window.

14. Continue with the next procedure, "Checking in Test Guests".

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Checking in Test Guests

Use this procedure to check in the two test guests. Use the information obtained from the Lodging administrator about the two test guest rooms and the extensions.

⇛ **NOTE:**
If you are already logged in, start with Step 3 of this procedure.

1. Log in as **craft**

2. Press ⌈ENTER⌉.

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> **Lodging Administration**

> **Guest Mailbox Administration**
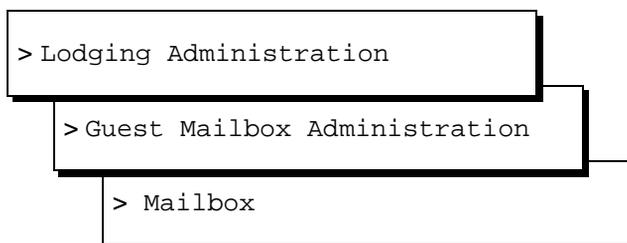
> **Mailbox**

The system responds with the Mailbox window (Figure 14-3).

```
                       Mailbox
         Guest Extension: _____
     Guest Room Number: _____
           Guest Name: _____
       Guest Password: *___
       Guest Language: _____
        Switch number: _____

       Messages Waiting
               Voice:
                 Fax:
                Text:
 Mailbox Capacity Usage:    %
 Suite Mailbox Extension:
            Comments: _____
```

Figure 14-3. Lucent INTUITY Lodging Mailbox Window

4. Enter guest#1's extension in the `Guest Extension:` field.

⇛ **NOTE:**
To move from field to field, use the up and/or down arrow keys or press ⌈ENTER⌉.

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5. Enter guest#1's room number in the `Guest Room Number:` field.

6. Enter **guest1** in the `Guest Name:` field.

7. Enter **1111** in the `Guest Password:` field.

8. Press F8 (Chg-Keys) when you are finished entering the information.

9. Press F1 (Check-In).

    The system displays a confirmation message.

10. Press ENTER to continue.

11. Enter guest#2's extension in the `Guest Extension:` field.

12. Enter guest#2's room number in the `Guest Room Number:` field.

13. Enter **guest2** in the `Guest Name:` field.

14. Enter **2222** in the `Guest Password:` field.

15. Press F1 (Check-In) when you are finished entering information.

    The system displays a confirmation message.

16. Press ENTER to continue.

17. Press F8 (Chg-Keys).

18. Press F6 (Cancel) three times to exit the Mailbox window, end the check-in process, and return to the Lucent INTUITY main menu (Figure 5-1).

19. Continue with the next procedure, "Viewing the System Monitor".

Viewing the System Monitor

Viewing the system monitor screen while performing acceptance tests may help you to isolate errors later. The system monitor is a dynamic (changing) report screen that shows the activity on the Lodging channels.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

    ```
    > Voice System Administration
    ```

    ```
        > System Monitor
    ```

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The system responds with the System Monitor – Voice Channels screen ([Figure 14-4](#)).

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

     0     33 lodging         Talking                  3170                 87
     1     34                *On Hook
     2     33                *On Hook
     3     34                *On Hook
     4     34                *On Hook
     5     33                *On Hook
     6     33 lodging         Talking                  3174                 87
     7     36 lodging         Talking                  3171                 87
     8     33                *On Hook
     9     32                *On Hook
    10     33                *On Hook
    11     33                *On Hook
```

Figure 14-4.   Example Voice Monitor Screen

2. Press F8 (Chg-Keys) to display the alternate softkeys.

3. Press F1 (Chg-Keys) to change the refresh rate.

4. Enter 1 second for the refresh rate.

5. Press F3 (Save).

6. Locate the Service Status column on the System Monitor – Voice Channels screen.

7. Verify that all channels read On-Hook in the Service Status field. Use the PREVPAGE and NEXTPAGE function keys to view all of the channels.

    As you make calls to the test guests, you will see them come through on channels on this screen.

    When a call comes through on a channel assigned to the lodging service, you will see the Service Status field change from On-Hook to another status, such as Talking.

    If the channels do not all read On-Hook in the Service Status field, the system is receiving calls. Change the switch administration that is allowing the system to receive calls if the contract specifies that you are to perform the switch administration. If the contract does not include switch administration, notify the system administrator and continue with these procedures.

8. Watch the system monitor as you place the test calls.

9. Continue with the next procedure, "Testing Lodging Call Answer and Voice Mail".

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Testing Lodging Call Answer and Voice Mail

The procedures to test Lodging call answer and voice mail include the following:

- Leaving a call answer message

- Leaving a call answer message and transfer to the attendant

- Checking the MWI

- Retrieving a message from the guest room

- Retrieving a message through the attendant

The two guest subscribers must be administered on the switch and in the Lucent INTUITY system before you perform the following procedures.

NOTE:
If you experience problems with these acceptance tests, see "Lodging Troubleshooting Procedures" in Appendix C, "Troubleshooting Procedures". The Lodging troubleshooting section also includes information about phone-based error messages.

If your system operates both Lucent INTUITY AUDIX and Lucent INTUITY Lodging applications, you must know the integrated message retrieval number. The integrated message retrieval number is the Lucent INTUITY system hunt group number or the dummy/phantom number that is assigned to integrated systems. Contact your project manager if you need this number.

Leaving a Call Answer Message

1. Call guest#1. Use the information you wrote in Table 14-1.

   ### NOTE:
   If you are testing a system using non-integrated services, call the number associated with the ldg_ni_ca service and enter the guest#1 extension number to reach the mailbox. You will enter the extension number for the test mailbox after the system answers for any channel using non-integrated service.

2. Let the telephone ring until it goes to Lodging coverage.

   ### NOTE:
   If the call does not go to Lodging coverage or you experience other difficulties in leaving a message for this guest, see "Lodging Troubleshooting Procedures" in Appendix C, "Troubleshooting Procedures".

3. Leave a message. For example, "**This is a test message for guest#1 from installation.**"

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4. Hang up the telephone.

5. Continue with the next section, .

Leaving a Message and Transferring to the Attendant

This acceptance test ensures that the system will accept a message and allow transfer to the attendant.

1. Call guest#2. Use the information you wrote in .

   $\Longrightarrow$ **NOTE:**

   If you are testing a system using non-integrated service, call the number associated with the ldg_ni_ca service and enter the guest#1 extension number to reach the mailbox. If the system is using integrated service, you will not need to enter the extension number after the system answers.

2. Let the telephone ring until it goes to Lodging coverage.

3. Leave a message. For example, "**This is a test message for guest#2 from installation services.**"

4. After speaking the message, press $\boxed{0}$ on the telephone keypad to transfer to a hotel operator (attendant hunt group or primary attendant).

5. When the attendant answers, inform the attendant that you are testing the voice mail system.

6. Hang up the telephone.

7. Continue with the next section, .

Checking the MWI and Retrieving a Message

This acceptance test verifies that the voice mail message and MWI signal processed properly for guest#1. After you have left test messages for both test guests, do the following:

1. Go to guest#1's room.

2. Verify that the MWI has been turned on. The MWI may be either a stutter tone or a light on the telephone.

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3. Dial the Lodging integrated message retrieval number (Lucent INTUITY system hunt group extension or the dummy/phantom number for Lucent INTUITY Lodging).

   ⇒ **NOTE:**
   > The number that you use will depend upon the administration of the channels and the switch. If you are testing a system using non-integrated service, call the number associated with the ldg_ni_vm service and enter the guest#1 extension number to reach the mailbox. If the system is using integrated service, you will not need to enter the extension number after the system answers.

4. Listen to the following:

   a. The message retrieval greeting

   b. The notification of the number of new messages

   c. The type of messages (voice, text, and/or fax)

   d. The phrase: "You have one new voice mail message"

   e. The day, date, and time that the message was received

   f. The message that you left for guest#1

5. Press ☐3☐ to delete the message you just heard

   ⇒ **NOTE:**
   > If you have created more than one message for this guest, delete all of them.

6. Hang up when you have finished deleting all messages.

7. Continue with the next section, .

Retrieving a Message Through the Attendant

This acceptance test verifies that the voice mail message and MWI signal are processed properly for guest#2 and that attendants or operators can connect guests with their voice mailboxes.

Before you begin this procedure, you must have the following numbers:

- The message retrieval number (or for coresident systems, the dummy number that covers to the Lucent INTUITY system hunt group)

- The guest's room extension

- The attendant password (the last 4 digits of the administrator's extension number)

   ⇒ **NOTE:**
   > Contact your project manager if you do not have these numbers.

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First, the installation technician must:

1. Go to guest#2's room and make sure that the MWI has been turned on.

   ⇒ **NOTE:**
   If the MWI is not on or if the attendant has difficulty in connecting the installation technician to this guest's mailbox, see "Lodging Troubleshooting Procedures" in Appendix C, "Troubleshooting Procedures".

2. Go back to the telephone near the Lucent INTUITY Lodging computer to retrieve guest#2's message through the attendant.

3. Call the attendant and tell the attendant to connect them to their voice mailbox.

4. Give the attendant the room extension number.

The attendant then must:

1. *Start function* (perform a sub-task such as a switchhook transfer while keeping the caller on the line).

   ⇒ **NOTE:**
   The installation technician cannot hear what the attendant is doing on the line, but when the attendant releases the call, the two lines will be connected.

2. Dial the integrated message retrieval number.

3. Listen for the message retrieval greeting.

4. Enter the guest's room extension after the message retrieval greeting.

   A confirmation message states that this is a "current guest."

5. Enter the guest's password when prompted.

6. *Release* (connect the two calls in progress).

   At this time the installation technician's call should be connected with the corresponding voice mailbox.

   ⇒ **NOTE:**
   If the attendant cannot connect the installation technician to the guest mailbox, the attendant must write down the message that the system speaks and inform the technician.

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If the attendant has successfully connected the installation technician to the guest mailbox, the installation technician then must:

1. Listen for the confirmation message: "Ready for message retrieval."

2. Listen for the following:

   a. The phrase: "To listen to voice mail, press 1."

   b. The phrase: "You have one new voice mail message."

   c. The day, date, and time that the message was received.

   d. The message that you left for guest#2.

3. Press $\boxed{3}$ to delete the previous message.

   > **NOTE:**
   > If there more than one message has been created for this guest, delete all of them.

4. Hang up when they have finished deleting all messages.

5. You have completed the acceptance tests required for the Lodging feature.

   If the customer has ordered Lodging FAX Messaging, continue with the next section, "Initial Administration and Test for Lodging FAX Messaging".

   If the customer has *not* ordered Lodging FAX Messaging, continue with Chapter 15, "Cut-to-Service Procedures".

Initial Administration and Test for Lodging FAX Messaging

The procedures to administer and acceptance test Lodging FAX Messaging include the following:

- Verifying Lodging FAX Messaging feature activation

- Assigning the LGfax service to an extension

- Administering Lodging FAX Messaging parameters

- Testing Lodging FAX Messaging

Verifying Lodging FAX Messaging Feature Activation

Use the following procedure to verify that the Lodging FAX Messaging feature is activated.

> **NOTE:**
> If you are already logged in, start with Step 3 of this procedure.

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1. Log in as **craft**

2. Press (ENTER)**.**

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

    >Feature Options
```

The system responds with the Feature Options window (Figure 14-5).

```
                    Feature Options (Read Only)
             Feature Option            Current      Maximum

AMIS Analog Networking                 ON           N/A
Fax                                    ON           N/A
High speed digital ports               0            12
Low speed digital ports                0            12
Max Number of IMAPI Sessions           32           32
Multilingual                           ON           N/A
SCSI Disk Mirroring                    OFF          N/A
TCP/IP Administration                  ON           N/A
hours_of_speech                        20           142
voice_ports                            6            6
```

Figure 14-5.   Feature Options Window

4. Verify that Fax and AMIS Analog Networking are "ON."

5. Verify that the system has 7 hours of available hours_of_speech. To determine the available hours_of_speech, subtract the Current hours_of_speech from the Maximum. For example, the system with the screen shown in Figure 14-5 has 43 available hours_of_speech (143-100).

6. Press ⬚ F6 (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

7. Continue with the next procedure, "Assigning LGfax Service to an Extension".

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Assigning LGfax Service to an Extension

Before you can use the Lodging FAX Messaging feature, you must assign Lodging FAX services to the appropriate channels. Use this procedure to assign LGfax to the channels.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> > Voice System Administration
>
> > Voice Equipment

   The system displays the Display Voice Equipment window (Figure 6-1).

2. Press F8 (Chg-Keys) to display the voice equipment function keys.

3. Press F3 (Assign) to display the assignment options.

   The system displays the Assign/Change menu (Figure 6-3).

4. Select

> > Services to Called Numbers

5. Press ENTER

   The system displays the Assign Service to Called Numbers window (Figure 14-6).

```
     Assign Service to Called Number

SERVICE NAME        CALLED NUMBER
AUDIX               6427
AUDIX+ldg           ANY
ldg_ni_ca           6428
ldg_ni_vm           6501
lodging             6500
```

Figure 14-6.   Assign Service to Called Number Window

6. Press F8 (Chg-Keys).

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7. Press F1 (Add).

   The system displays the Add Service to Called Number window in the upper right corner of the monitor.

8. Place the cursor in the Service name to be added field.

9. Press F2 (Choices) to display a list of the possible services.

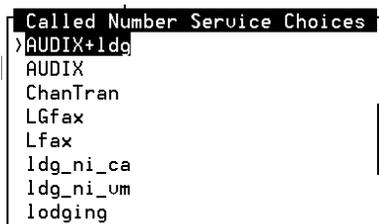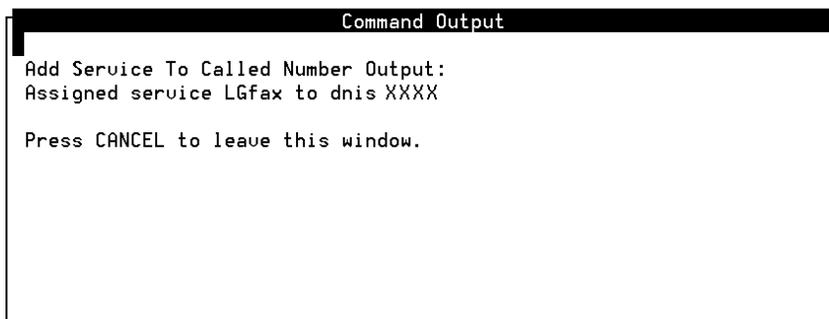   The system displays the Called Number Services Choices screen (Figure 14-7).

```
 Called Number Service Choices 
>AUDIX+ldg
 AUDIX
 ChanTran
 LGfax
 Lfax
 ldg_ni_ca
 ldg_ni_vm
 lodging
```

Figure 14-7. Called Number Service Choices Window

10. Select

    ```
    > LGfax
    ```

11. Press ⎯ENTER⎯.

12. Enter the **called number** for the service. This will be the extension that will be called to leave a fax.

13. Press F3 (Save).

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A command output window appears to confirm the addition to the
*DNIS_SVC group (Figure 14-8).

```
                        Command Output

 Add Service To Called Number Output:
 Assigned service LGfax to dnis XXXX

 Press CANCEL to leave this window.
```
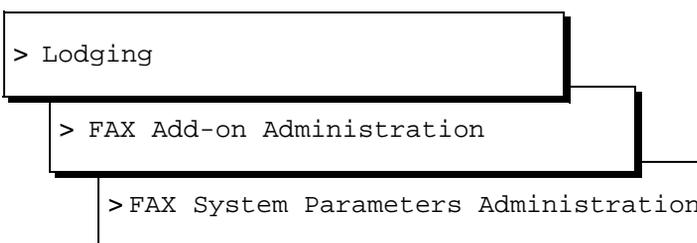
Figure 14-8.   Command Output Window

14. Press F6 (Cancel) to exit the Command Output window.

15. Press F6 (Cancel) until you reach the Lucent INTUITY main menu
     (Figure 5-1).

16. Continue with the next procedure, "Administering Lodging FAX Messaging
     Parameters".

Administering Lodging FAX Messaging Parameters

Use the following procedure to administer Lodging FAX Messaging parameters.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Lodging

   > FAX Add-on Administration

      > FAX System Parameters Administration
```

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The system displays the FAX System Parameter Administration window (Figure 14-9).

```
                FAX System Parameter Administration
              Allow delivery of FAX to any number?: No
Maximum number of digits allowed in the FAX number: 10
           Maximum number of tries to deliver a FAX: 5
Maximum number of channels to use for FAX delivery: 2
                       First retry interval (min): 5
                      Second retry interval (min): 10
              Subsequent retries interval (min): 30
      String of digits to prefix to the FAX number: _____
     Use prefix only if entered number greater than: 6  digits
                       Guest services FAX machine: _____
```

Figure 14-9.   FAX System Parameter Administration Window

2. Enter the Guest services FAX machine number. Use the arrow keys to move the cursor to the field.

3. Press F3 (Save).

   The system displays the following message:

   FAX system parameters updated.

   Press Enter to continue.

4. Press ENTER.

   The system returns to the FAX Add-on Administration screen.

5. Press F6 (Cancel) twice.

   The system returns to the Lucent INTUITY main menu (Figure 5-1).

6. Continue with the next procedure, "Testing Lodging FAX Messaging".

Testing Lodging FAX Messaging

To test the Lucent INTUITY FAX Messaging software, send a FAX to the system and allow the system to print out the FAX to the guest services FAX machine. To send the FAX, you may use the administrator's, guest service's, or another FAX machine on the premises.

NOTE:
This procedure may vary according to the customer's fax machine.

1. Place a test fax transmission page into the fax machine.

2. Call the fax call answer number. Let the phone ring until the INTUITY Lodging FAX messaging application answers.

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The system will answer your call with:

"Welcome to the guest fax messaging system.
To leave a fax for a guest, enter their room extension.
To get faxes from a mailbox, press $\boxed{*}$ (star)."

3. Press START on the fax machine.

This step will send the fax to the administrator's mailbox.

4. After the machine finishes transmitting, remove the test fax and any confirmation page from the fax machine.

5. Go to or wait by the guest service's fax machine. The system will attempt to print the fax immediately to the extension number in the `Guest services FAX machine:` field on the FAX System Parameter Administration screen.

If the first delivery fails, the system will attempt to print the fax at 5, 10, and 30 minutes after it has received the fax.

6. Verify that the printed fax has an identification number, such as FAX.1000.

7. You have completed the acceptance tests required for Lodging FAX Messaging. Continue with Chapter 15, "Cut-to-Service Procedures".

Integrating a Property Management Service (PMS) with Lodging

This section provides the procedures to integrate a PMS with Lodging. The procedures vary depending on if the customer ordered PMS and if the customer chooses to administer Lodging for open mailboxes.

$\Longrightarrow$ NOTE:

If you are installing a PMS link that operates through the GuestWorks *server*, see *GuestWorks™ server Technician's Handbook,* 555-231-103, for more information.

The following combinations of integrations are available:

■ A PMS is not integrated with Lodging or a PMS is integrated through the PBX

If you need to administer Lodging for open mailboxes, continue with the section, "Administering Lodging for Open Mailboxes (Optional)".

If you are installing a PMS integration through the GuestWorks *server*, see the *GuestWorks* server *Technician Handbook,* 555-231-103, for more information.

■ A direct link from the PMS to the Lucent INTUITY system

If you are installing a Lodging application with integration to a PMS system, continue with the next procedure, "Cutting the PMS Link to Service".

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> **NOTE:**
> Lucent Technologies requires that a representative for the PMS be on site for Joint Acceptance Testing (JAT) when you connect the PMS to Lucent INTUITY system. Lucent Technologies installation will not troubleshoot the customer's PMS system.

Cutting the PMS Link to Service

Use the following procedures to integrate the PMS with Lodging. Use this procedure only if the system will be operating with PMS control using a stand-alone serial link between the Lucent INTUITY system and the PMS.

This procedure includes:

- Administering Lodging PMS parameters

- Verifying the PMS device for link

- Shutting down the system

- Cabling the PMS to the Lucent INTUITY system

- Ensuring database synchronization

> **NOTE:**
> The following procedures are Joint Acceptance Test (JAT) procedures. During the PMS link cut-to-service, a customer representative knowledgeable about the PMS interface or the PMS vendor must be present. If a representative is not available, immediately contact your project manager. Do not proceed with the PMS link cut-to-service procedures.

Administering Lodging PMS Parameters

Use this procedure to administer the Lodging PMS system parameters. These parameters establish MWI control and control of the system when the PMS link is down.

> **NOTE:**
> Contact your project manager if you do not have the Lodging system parameter information you need to complete this procedure.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Lodging Administration

    > System Parameter Administration
```

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The system responds with the System Parameter Administration window (Figure 14-10).

```
                    System Parameter Administration
                        Attendant Extensions:
      _____ _____ _____ _____ _____ _____ _____
                          Hunt Group Or
                    Primary Attendant: _____

                       Voice Mail Parameters
               Mailbox Size: 6_ min            Mailbox Type: Separate
          Pause For TT Input: 4 sec          Play Back Format: FIFO
     Maximum Extension Length: 4
       Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes    PMS Integration Parameters
Lamp ON For New Messages Only?: Yes   Message Lamp Controlled By: LDG
         Automatic Transfer to     When PMS link is down, calls
     Operator At End Of Call?: No_       For Guests Handled By: LDG_____
               Default Language: _____
```

Figure 14-10.   Lucent INTUITY Lodging System Parameter Administration Window

2. Use the [TAB] key or the up and down arrow keys to move the cursor to the `PMS Integration Parameters: Message Lamp Controlled By`: field.

    ➡ **NOTE:**
    If the PMS parameters do not appear and the system will be connected to a PMS using a stand-alone serial link, verify that the PMS software is loaded onto the system by viewing the installed software. See "Verifying Installed Software" in Chapter 5, "Administering Passwords and Verifying Hardware, Software, and System Status".

    If the field must remain as the default value LDG, continue with Step 8.

3. If you need to change the parameter to PMS, enter the new value by typing the value or by pressing [F2] (Choices) to display the options.

4. Press [ENTER] to enter your selection into the field.

5. Press [F3] (Save) to save the information into the system.

    They system responds with a Confirm screen:

    ```
    Are you sure you want to save these system parameters?

    Press <y> to confirm.
    Press <n> to cancel.
    ```

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6. Press **y** to confirm the change.

   The system displays the following:

   ```
   System Parameters Updated
   ```

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

7. Press ENTER to return to the Lodging System Parameter Administration window.

8. Move the cursor to the When PMS link is down, calls For Guests Handled By: field. Use the TAB key or the up and down arrow keys.

   If the field will remain as the default value LDG, continue with Step 13.

   If you need to change the parameter to PMS, continue with the next step.

9. Enter the new value either by typing the value or by pressing F2 (Choices) to display the options.

10. Press ENTER to enter your selection into the field.

11. Press F3 (Save) to save the information into the system.

    They system responds with a Confirm screen:

    ```
    Are you sure you want to save these system parameters?
    ```

    ```
    Press <y> to confirm.
    Press <n> to cancel.
    ```

12. Press **y** to confirm the change.

    The system displays the following:

    ```
    System Parameters Updated
    ```

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

13. Press ENTER to return to the Lodging Administration screen.

## Verify PMS Device for Link and Administer PMS Parameters

Use the following procedure to verify the link assignment for the PMS cable. During software installation, the PMS software automatically selects a link for the PMS to use. This link is the first available link.

⎯⎯▷ **NOTE:**
   Contact your project manager if do not have the PMS system parameter or serial port information you need to complete this procedure.

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The steps to modify the link assignment are also included in this procedure.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Lodging Administration

> PMS Parameter Administration
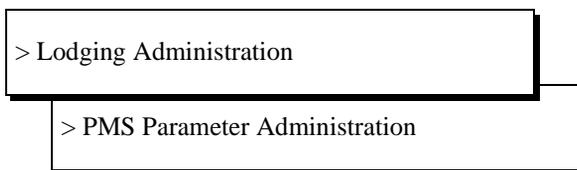
The system responds with the PMS Parameter Administration window (Figure 14-11).

```
         PMS Parameter Administration
              Device for Link: /dev/tty00
            Maximum Link Error: 50
  Link Acknowledgement Timeout: 49 sec
           Link Idle Timeout: 90  sec
        Maximum Retransmission: 5
Maximum Retransmission Request: 5
                   Baud Rate: B9600
```
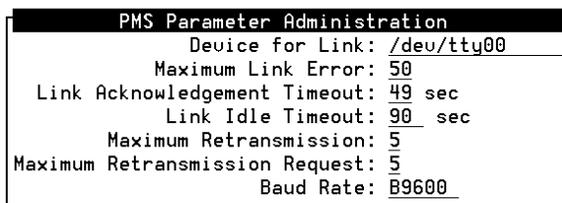
Figure 14-11. PMS Parameter Administration Window

2. Verify the identity of the link. Table 14-2 correlates the link name to the physical port.

Table 14-2. Ports and Link Identity

Port Name	Physical Identity	Connector Type
tty00	COM1	9-pin D-subminiature male connector for the MAP/5P, MAP/40P, MAP/100 and MAP/100P
tty01	COM2	9-pin D-subminiature male. Reserved for remote maintenance except for systems integrated with a MERLIN LEGEND

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Table 14-2. Ports and Link Identity

Port Name	Physical Identity	Connector Type
ttysaa	Port 1 on the 8-port circuit card	6-wire, RJ-11 modular jack
ttysab	Port 2 on the 8-port circuit card	
ttysac	Port 3 on the 8-port circuit card	
ttysad	Port 4 on the 8-port circuit card	
ttysae	Port 5 on the 8-port circuit card	
ttysaf	Port 6 on the 8-port circuit card	
ttysag	Port 7 on the 8-port circuit card	
ttysah	Port 8 on the 8-port circuit card	

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3. Determine your next step.

   If the port assignment is correct, continue with Step 4.

   If the port assignment is incorrect, perform the following steps:

   a. Press F2 (Choices) to display the available serial ports.

   b. Use the down and up arrow keys to highlight the correct selection.

   c. Press ENTER to enter the value into the field.

4. Determine your next step:

   a. If this system will be using only default settings and you do not need to make any changes, continue with Step 10.

   b. If you need to make changes to the Property Management System Parameter Administration window, continue with the next step, Step 5.

5. Move the cursor to the field to be changed. Use the arrow keys or the TAB key to move to the field.

6. Enter the value to be changed either by typing the value or by pressing the F2 (Choices) key for a selection of values.

7. Repeat Step 4 through Step 6 for each of the parameters that need to be changed on the screen.

8. Press F3 (Save) to enter the values into the system.

9. Press F6 (Cancel) twice to return to the Lucent INTUITY main menu (Figure 5-1).

10. Continue with the next procedure, "Cabling the PMS to the Lucent Intuity System".

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Cabling the PMS to the Lucent INTUITY System

Appendix E, "Cable Connectivity" includes external connectivity and cabling between the PMS and Lodging.

⇨ NOTE:

It is the responsibility of the customer to supply the cable between the PMS and the Lucent INTUITY system.

1. Complete the cabling between the PMS and the Lucent INTUITY system.

2. Continue with the next procedure, "Verify Automatic Database Synchronization".

Verify Automatic Database Synchronization

These procedures are required for all Lucent INTUITY Lodging configurations with a PMS integration.

When the link is connected, the PMS initiates communication by sending a status inquiry message to Lodging. Lodging responds to the PMS system's message with a request to start database synchronization. If the PMS does not signal the Lucent INTUITY system, the link will remain in the link down state.

Use the following procedure to verify the system's automatic database synchronization.

If you are already logged onto the system, begin with Step 3.

1. Log in as **craft**

2. Press ENTER.

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

    > Log Administration

        >Maintenance Log
```

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The system displays the Maintenance Log Display Selection (Figure 14-12).

```
                          Maintenance Log
                          Maintenance Log

Problem Resource              Msg  Reporting Resource
Type           Inst Location  Typ  Type           Inst  Source

ALARM           1             EVN  aom.p          1     aom_event.c  199
App: MT EventID:AOMEVN00000        Date/Time Rec:10/29/93 17:04:28 Cnt:  1
Resolve all MT alarms

ALARM           1             RES  aom.p          1     aom_init.c   347
App: MT EventID:CLEARALL           Date/Time Rec:10/29/93 17:04:28 Cnt:  1
RESTRT

ALARM           1             EVN  aom.p          1     aom_event.c  199
App: MT EventID:AOMEVN00000        Date/Time Rec:10/29/93 17:04:35 Cnt:  1
Resolve all VP alarms

                              RES                       vchklog.c   18
App: VP EventID:CLEARALL           Date/Time Rec:10/29/93 17:04:35 Cnt:  1
RESTRT
```

Figure 14-12.   Maintenance Log Display Window

4. Press [TAB] to move the cursor to the Start Date: field.

5. Enter the month, current day, and year. Press [ENTER] to move from the month field to the day field to the year field.

6. Press [TAB] to move the cursor to the Time: field.

7. Enter the time as 1 hour earlier by entering the hour and minute. Enter 00 for the seconds. Press [ENTER] to move from the hour field to the minute field to the seconds field.

8. Press [TAB] to move the cursor to the Application: field.

9. Press [F2] (Choices) to display the options.

10. Highlight the `LG:` field. Use the up and or down arrow keys to move the highlight bar to the appropriate selection.

11. Press [ENTER] to apply the `LG:` field selection.

12. Press [F3] (Save) to display the log.

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The system responds with the Maintenance Log window (<figure>Figure 14-13</figure>).

```
                        Maintenance Log
     PROBLEM RESOURCE          Msg            REPORTING RESOURCE
Type          Inst Location    Typ  Type             Inst  Source


                             EVN                      pr_err.c   17
App: LG EventID:LGDIP00              Date/Time Rec:11/17/95 00:37:54 Cnt:  1
stat FAILED for message file 30ac1f3a2d01eS for 6468, errno: 2

                             RES  LG:lgmstr          lgmaster.c   62
App: LG EventID:CLEARALL             Date/Time Rec:11/17/95 11:43:35 Cnt:  1
RESTART

                             EVN  DIP33              pms_err.c   15
App: LG EventID:PMS41                Date/Time Rec:11/17/95 18:07:12 Cnt:  1
PMS:WTR:link is up; automatic database synchronization started

                             EVN  DIP33              pms_err.c   15
App: LG EventID:PMS42                Date/Time Rec:11/17/95 18:07:19 Cnt:  1
PMS:WTR:automatic database synchronization completed
```

Figure 14-13.   Example Maintenance Log Window

13. Use the up and/or down arrow keys ⌨F3 (Next Page) or ⌨F4 (PrevPage) to scroll through the log until you reach the event message that states that the PMS has started synchronization.

    The system displays the following message if the automatic database synchronization has started:

    `PMS:WTR: link is up; automatic database synchronization started`

    If this message does not appear, press ⌨F6 (Cancel) four times to return to the Lucent INTUITY main menu (<figure>Figure 5-1</figure>), and go to "Restart the PMS Link to Retry Automatic Synchronization" below.

14. Press ⌨F6 (Cancel) to return to the Maintenance Log Display Screen.

15. Wait several minutes for the database synchronization. The amount of time required depends upon the number of rooms at the lodging establishment.

16. Press ⌨F3 (Save) to display the Maintenance Log window.

17. Use the up and/or down arrow keys ⌨F3 (Next Page) or ⌨F4 (PrevPage) to scroll through the log until you reach the event message that states that the PMS synchronization is complete.

    The system displays the following message when the automatic database synchronization is complete:

    `PMS:WTR:automatic database synchronization completed`

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If this message does not appear, wait a few more minutes and repeat
Step 12 through Step 17 to check the log again. If after several attempts,
this message does not appear, press F6 (Cancel) four times to return to the
Lucent INTUITY main menu (Figure 5-1), and go to "Restart the PMS Link to
Retry Automatic Synchronization" below.

18. Press F6 (Cancel) four times to return to the Lucent INTUITY main menu
(Figure 5-1).

19. Continue with the next procedure on your checklist.

Restart the PMS Link to Retry Automatic Synchronization

If the automatic synchronization has not occurred, you will need to:

1. Verify that the settings are correctly entered on the PMS Parameters
Administration screen, especially the baud rate.

2. Verify serial port identity.

3. Restart the PMS link in order to retry the automatic database
synchronization.

If the automatic database synchronization does not occur after the link has been
restarted, contact your PMS vendor and remote support center.

Use the following procedure to retry the database synchronization. Use this
procedure only if you did not see the automatic database synchronization
messages in the Maintenance Log Report.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select
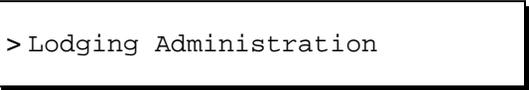
```
> Lodging Administration
```

2. Press F7 (Cmd-Menu) to display the Command menu.

The system responds with the Lodging Command menu (Figure 14-14).
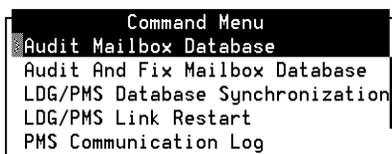
```
            Command Menu
░Audit Mailbox Database
 Audit And Fix Mailbox Database
 LDG/PMS Database Synchronization
 LDG/PMS Link Restart
 PMS Communication Log
```

Figure 14-14. Lucent INTUITY Lodging Command Menu

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3. Select

```
> LDG/PMS Link Restart
```

The system displays the following message:

```
LDG/PMS Link Restart
The PMS wtr process has been successfully restarted.
The PMS rdr process has been successfully restarted.

<Press the <Enter> key to continue>
```

4. Press (ENTER).

5. Press ⑥ (Cancel) two times to return to the Lucent INTUITY main menu (Figure 5-1).

6. Repeat the "Verify Automatic Database Synchronization" procedure above to see if the restart request initiated automatic database synchronization.

   If the request to restart the PMS link does not initiate database synchronization, check your hardware connections and retry the database synchronization. If the database synchronization continues to fail, inform the PMS vendor, customer, or your project manager.

Displaying the PMS Log (Optional)

This is an optional procedure that may be used for JAT troubleshooting to display the PMS Communications Log. This log records the information being exchanged between the PMS and the Lucent INTUITY system.

> **NOTE:**
> You should synchronize the database before displaying the log.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Lodging Administration
```

2. Press ⑦ (Cmd-Menu) to display the Command menu.

   The system displays the Lodging Command menu (Figure 14-14).

3. Select

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```
> PMS Communication Log
```

```
>Start PMS Log
```

The system displays the Select Level screen (Figure 14-15).

```
Select Level
Trace level: ▌
```

Figure 14-15.   Lucent INTUITY Lodging Select Level Screen

4. Enter **l** (the small letter L) for low and press ENTER.

    The system responds by placing the word "Low" into the field.

5. Press F3 (Save) to save the level and start the PMS Communications Log.

    The system displays the following message:

    ```
    PMS communication log started with
    trace level: low
    ```

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

6. Press ENTER.

    The system returns to the Select Level screen.

7. Press F6 (Cancel) to return to the PMS Communications Log.

8. Select

```
> Display PMS Log
```

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The system displays the word "`formatting`". When the system finishes formatting the information, it displays the PMS Communications Log screen (Figure 14-16).

```
Formatting...
11/10 16:55:31 PMS Link Status: LINK DOWN
11/10 16:55:44 PMS Link Status: LINK DOWN
11/10 16:56:24 PMS Link Status: LINK DOWN
11/10 16:56:53 PMS Link Status: LINK DOWN
11/10 16:57:04 PMS Link Status: LINK DOWN
11/10 16:57:44 PMS Link Status: LINK DOWN
11/10 16:57:54 PMS Link Status: LINK DOWN
11/10 16:58:24 PMS Link Status: LINK DOWN
11/10 16:59:04 PMS Link Status: LINK DOWN
11/10 16:59:14 PMS Link Status: LINK DOWN
11/10 16:59:44 PMS Link Status: LINK DOWN
11/10 17:00:24 PMS Link Status: LINK DOWN
11/10 17:00:34 PMS Link Status: LINK DOWN
11/10 17:01:04 PMS Link Status: LINK DOWN
11/10 17:01:44 PMS Link Status: LINK DOWN
11/10 17:01:54 PMS Link Status: LINK DOWN
11/10 17:02:24 PMS Link Status: LINK DOWN
11/10 17:03:04 PMS Link Status: LINK DOWN
11/10 17:03:14 PMS Link Status: LINK DOWN
11/10 17:03:44 PMS Link Status: LINK DOWN
11/10 17:04:24 PMS Link Status: LINK DOWN
11/10 17:04:34 PMS Link Status: LINK DOWN
--More--(95%)
```

Figure 14-16.　Lucent INTUITY Lodging PMS Communications Log Screen

9. View the log by pressing (ENTER) or the space bar. To quit the log at any time, enter **q**

10. If you need to administer Lodging for open mailboxes, continue with the next section, "Administering Lodging for Open Mailboxes (Optional)".

    If you do not need to administer Lodging for open mailboxes, continue with the section, "Cut-to-Service Options for Lodging".

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Administering Lodging for Open Mailboxes (Optional)

Use this optional procedure if you choose to administer open mailboxes on systems not integrated with a PMS. A Lodging application using open mailboxes has mailboxes registered to extensions at all times. If a Lodging application does not use open mailboxes, the mailboxes are put into use only if the extension will be in use, such as when a guest checks into a hotel.

> **NOTE:**
> If you are already logged in, start with Step 3 of this procedure.

1. Log in as **craft**

2. Press (ENTER).

3. Select

   > Lodging Administration

   > Guest Mailbox Administration
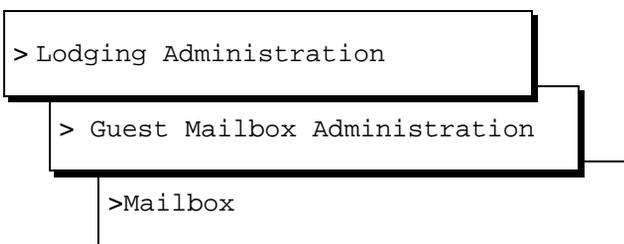
   >Mailbox

   The system responds with the Mailbox screen (Figure 14-3).

4. Enter the extension in the `Guest Extension:` field.

   > **NOTE:**
   > To move from field to field, use the up and down arrow keys or press (ENTER).

5. Enter the room number in the `Guest Room Number:` field.

6. Enter **the name associated with the extension** in the `Guest Name:` field.

7. Enter **a password** in the `Guest Password:` field.

8. Press (F8) (Chg-Keys) when you are finished entering the information.

9. Press (F1) (Check-In).

   The system displays a confirmation message.

10. Press (ENTER).

11. Repeat Step 4 through Step 10 for each extension. When you have finished all of the entries, continue with Step 13.

12. Press (F8) (Chg-Keys).

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13. Press F6 (Cancel) three times to exit the Mailbox window, end the check-in process, and return to the Lucent INTUITY main menu (Figure 5-1).

14. Continue with the next section, "Cut-to-Service Options for Lodging".

Cut-to-Service Options for Lodging

All Lucent INTUITY system initial administration, associated switch administration, and acceptance tests must be completed before you can cut the Lodging application into service.

Depending on your switch, you may have two different ways to cut the Lodging application into service:

- One step cut-to-service
- Gradual cut-to-service

See the switch documentation specific to your switch for more information on cut-to-service options and procedures.

One Step Cut-to-Service for Lodging

On switches where a call coverage path is defined separately and then applied to a class of stations, you can assign all guest stations to Lodging in one step. You can modify individual guest stations that require custom settings later.

Complete the following procedure for a one step cut-to-service for Lodging:

1. Administer the guests' stations settings on the Lucent INTUITY system.

2. Prepare guests and attendants for the service change.

3. Set the new coverage path for your guests' stations on your switch.

See *Lucent INTUITY Lodging Administration and Feature Operations*, 585-310-559, for more information on guest stations. See the switch documentation specific to your switch for more information on call coverage paths.

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Gradual Cut-to-Service for Lodging

On some switches you may be able to enter guest into the Lodging system as they check in. With gradual cut-to-service only new guests, not current guests, are assigned to Lodging.

Complete the following procedure for a gradual cut-to-service for Lodging:

1. Administer your switch to send the guests' telephone coverage to the Lucent INTUITY system hunt group.

2. Check in each new guest. See *Lucent INTUITY Lodging Administration and Feature Operations*, 585-310-559, for more information on how to check-in a guest.

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Cut-to-Service Procedures

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Overview

This section contains the Lucent™ INTUITY™ system cut-to-service procedures for the MERLIN LEGEND®, System 25, DEFINITY® R6csi and DEFINITY Mode Code, System 75 DCIU and DEFINITY G1 and G3 series, and System 85 and DEFINITY G2 switches. For cut-to-service procedures for other switches, see the documentation accompanying the switch.

This chapter contains cut-to-service procedures that are required for:

- Activating alarm origination
- Making an attended back-up tape

Purpose

This chapter provides the information and procedures to ensure that the system is fully operational.

$\Longrightarrow$ **NOTE:**
Before you complete these cut-to-service procedures, confirm that the call coverage path for the subscribers and the station screen for each subscriber has been assigned on the switch. See the switch book specific to your switch or your system administrator for more information on subscribers.

Activating Alarm Origination

Complete the following procedures to activate alarm origination:

- Administering the Alarm Management window

- Testing alarm origination

Administering the Alarm Management Window

Complete the following procedure to administer the Alarm Management window:

⚠ CAUTION:
Do not activate alarm origination for MERLIN LEGEND integrations unless the customer has purchased the optional alarm origination feature.

1. Clear all alarms. See *"INTUITY™ Interchange Release 5.3 Alarm and Log Messages"*, 585-313-809, for more information on alarms.

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

   If the cartridge tape drive does not contain a cartridge tape for the nightly backup, insert a tape into the cartridge tape drive.

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

3. Start at the Lucent INTUITY main menu (Figure 5-1) and select

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

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The system displays the Alarm Management window (Figure 15-1).

```
                    Alarm  Management

Product ID                        299999999

Alarm Destination                 918005353573

Alarm Origination                 ACTIVE

Alarm Level                       MAJOR

Alarm Suppression                 INACTIVE

Clear Alarm Notification          ACTIVE
```

Figure 15-1.   Alarm Management Window

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 the cursor to the `Alarm Origination:` field.

6. Press [F2] (Choices).

7. Select

```
> ACTIVE
```

8. Press [ENTER].

NOTE:

With alarm origination active, the system automatically sends out alarms to the remote support center.

9. Verify that the entry in the `Alarm Suppression` field is `inactive`. If it is not, move the cursor to the `Alarm Suppression` field, press [F2] (Choices), and select `inactive` for the field.

10. Press [F3] (Save).

The system displays an information screen and the statement:

`Alarm Form Update was successful`

`Press (Enter) to continue.`

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11. Press ⏎ENTER to exit the information screen.

    If you want to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management screen, continue with the next procedure, <u>"Testing Alarm Origination"</u>.

    If you do not want to test the alarm origination, continue with <u>"Making an Attended Back-Up Tape"</u> below.

Testing Alarm Origination

Complete the following procedure to test alarm origination:

1. Press F8 (Change Keys).

2. Press F1 (Test Alarm).

   The system displays the Alarm Origination Test menu (<u>Figure 15-2</u>).

```
          Alarm Origination Test
       )Execute Alarm Origination Test
       : Review Latest Test Results    :
       ---------------------------------
```

Figure 15-2.   Alarm Origination Test Menu

3. Select

```
> Execute Alarm Origination Test
```

4. Press ⏎ENTER to begin the test.

   The system displays the following message:

   ```
   Alarm Origination tests may take up to
   5 minutes to complete. This test will
   be run in the background.

   Press <y> to confirm.
   Press <n> to cancel.
   ```

5. Press **y**

6. Wait approximately 1 minute.

7. Select

```
> Review Latest Test Results
```

8. Press $\boxed{\text{ENTER}}$.

   The system displays the Alarm Origination Test Results screen
   (Figure 15-3).

```
                  Alarm Origination Test Results
Tue Jan 18 17:08:20 1994
```
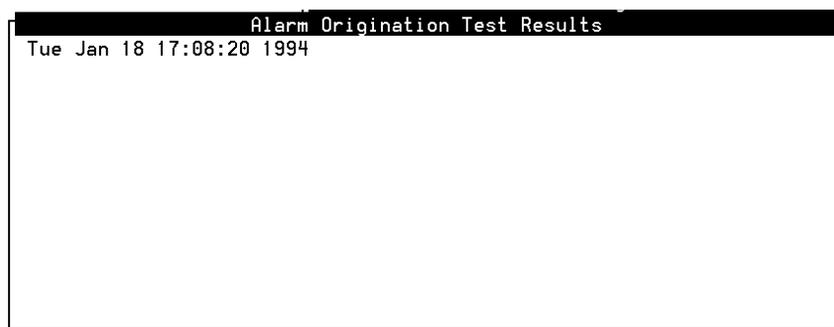
Figure 15-3.   Alarm Origination Test Results Screen Showing a Test in Progress

9. Verify that there is not an entry on the screen that corresponds with the
   time you sent the alarm.

10. Wait for approximately 4 minutes.

11. Select

```
> Review Latest Test Results
```

12. Press $\boxed{\text{ENTER}}$.

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The system displays the Alarm Origination Test Results screen
(Figure 15-4).

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


  Alarm origination test successful
```
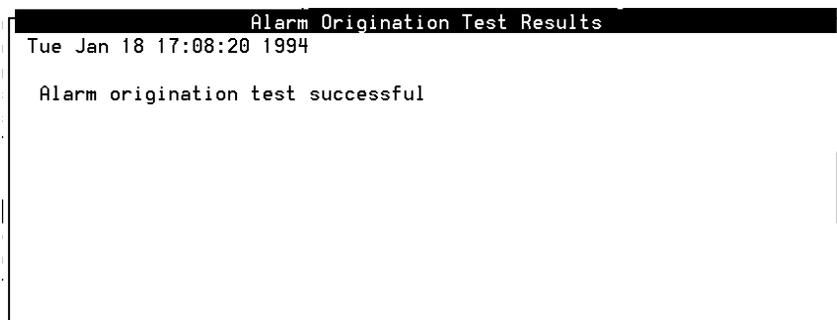
Figure 15-4.   Alarm Origination Test Results Screen Showing Successful Test Results

13. Verify that the message on the screen reads:

    Day Date Time

    Alarm origination test successful.

14. Press F6 (Cancel) until you reach the Lucent INTUITY main menu
     (Figure 5-1) if the test completed successfully.

     If you are finished with the installation, press F6 (Cancel) until you log out
     of the system.

Making an Attended Back-Up Tape

This procedure creates a back-up tape that contains a record of all of the
administration you have performed on the system to this point. It is the same as
the nightly backup that occurs at 3:00 a.m. every morning.

You may want to use the original installation back-up tape to perform a second
installation backup after you have administered all of the subscribers.

To make an attended back-up tape, complete the following procedure:

1. Insert a tape into the tape drive.

2. Start at the Lucent INTUITY main menu (Figure 5-1) and select

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```
> Customer/Services Administration

   > Backup/Restore

      > Backup
```
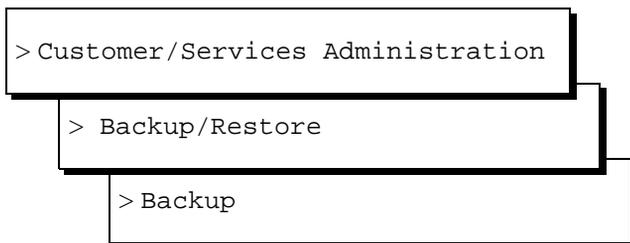
The system displays the Backup Data Type screen (Figure 15-5).

```
                          Backup
    System Data                              Yes

    AUDIX Announcements                      No

    AUDIX Names                              No

    Greetings and Messages                   No
```

Figure 15-5. Backup Data Type Screen

> **NOTE:**
> The fields displayed on the Backup Data Type screen are based on system configuration. Therefore, the screen you see may look different than the one shown above.

3. Enter **y** in the `System Data:` field to save the following information to tape:

   ■ Time zone setting

   ■ Serial port configuration

   ■ Channel configuration

   ■ Feature option configuration

   ■ Switch integration information

   ■ Subscriber administration

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4. Enter **n** for the AUDIX Announcements, AUDIX Names, and Greetings and Messages: fields.

5. Press ⒡⒊ (Save) to back up the selected data types.

   The system displays the following message:

   ```
   ***** calculating approximate number of tape(s)
   required *****
   please wait

   The backup will need:
   x 2GB cartridge tape(s).

   verify whole backup tape(s) will double the amount of
   backup
   time. do you really want to verify tape(s)? (strike y or
   n)
   ```

6. Enter **y**

   The system displays the following message, where *x* is the number of tapes:

   ```
   please insert a cartridge tape into the tape drive to
   back up tape 1
   press <Enter> when tape is inserted.
   press <Esc> key to terminate the backup.
   ```

> ⚠ **CAUTION:**
> *Use only 2-Gbyte tapes. Tapes of any other size will cause the backup to fail.*

7. Verify that you have enough tapes to perform the backup.

8. Press ⌷ENTER⌷ to begin the backup.

   The system responds with the following message:

   ```
   **** tape 1 pre-process started ****
   ```

   This message is followed by other messages indicating that the system is writing to the tape.

9. Label additional cartridge tapes if the system requires more than one tape.

10. Insert additional cartridge tapes if the system asks for them.

    When the attended backup is complete, the system responds with the following message:

    ```
    backup process has been completed successfully
    press any key to continue
    ```

11. Press ⌷ENTER⌷.

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12. Press F6 (Cancel) to return to the Lucent INTUITY main menu (Figure 5-1).

13. Remove the back-up tape from the tape drive.

14. Insert the tape to be used for the nightly backup.

15. Press F6 (Cancel) to exit the system.

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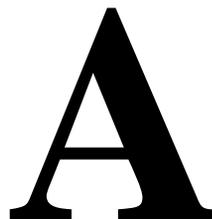
Overview

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

Purpose

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

Books to Use with the Checklist

Use the following books to install a Lucent INTUITY MAP/100P:

- *INTUITY Interchange Release 5.3 MAP/100P System Installation, Issue 1*, 585-313-809

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

- *INTUITY Interchange Release 5.3 MAP/100P System Maintenance*, 585-313-809

You will also need one of the following switch integration documents:

- *Lucent INTUITY Messaging Solutions Integration with MERLIN LEGEND Communications System*, 585-310-255

  Use this book along with the system installation book, if integrating with MERLIN LEGEND®.

- *Lucent INTUITY Messaging Solutions Integration with System 25*, 585-310-254

  Use this book along with the system installation book, if integrating with System 25.

- *Lucent INTUITY Messaging Solutions Integration with System 75, DEFINITY® Generics 1 & 3, and R5-6,* 585-310-257

  Use this book along with the system installation book, if integrating with System 75, DEFINITY R6csi, DEFINITY Mode Code, DEFINITY G1, or DEFINITY G3.

- *Lucent INTUITY Messaging Solutions Integration with System 85 and DEFINITY Communications System Generic 2*, 585-310-256

  Use this book along with the system installation book, if integrating with System 85 or DEFINITY G2.

- *Lucent INTUITY Messaging Solutions Switch Integration with Digital Station Interface*, 585-310-251

  Use this book along with the system installation book, if integrating with Digital station interface switches.

- *Lucent INTUITY Messaging Solutions Centrex Switch Integration,* 585-310-253

  Use this book along with the system installation book, if integrating with Centrex switches.

If you are installing networking, you will also need one or more of the following:

- *Lucent INTUITY Digital Networking,* 585-310-567

  Use this book along with the system installation book, if connecting to the AUDIX® digital network.

- *AMIS Analog Networking,* 585-300-512

  Use this book along with the system installation book, if connecting to the AMIS analog network.

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■ *Lucent INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5-6,* 585-310-257, or *INTUITY Messaging Solutions Integration with System 85 and DEFINITY Communications System Generic 2,* 585-310-256

Use one of these books along with the system installation book, if connecting to a DCS network.

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

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System Installation Checklist

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

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

Table A-1. MAP Hardware Installation Checklist — Preassembled System

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

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Table A-1. MAP Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✔
11	Locate key components on the MAP.		2	''The Front of the Chassis'' and ''The Back of the Chassis''	
12	Make cable connections.	Included are switch, network, and asynchronous connections. These MUST be made prior to powering up	3		
13	Connect the MAP to the power service and power up.		4		
14	Verify the system setup screen is correct, if necessary.		4		
15	Continue with the checklist if the system setup screen is correct.	If, at this point, the system does not seem to be working, see Appendix C, ''Troubleshooting Procedures'' to verify hardware connections or to clean equipment if necessary			
16	Administer passwords.	All systems	5	''Administering Passwords''	
17	View installed hardware.	All systems	5	''Verifying Installed Hardware''	
18	View installed software.	Optional for all systems	5	''Verifying Installed Software''	
19	Verify Lucent INTUITY feature options.		5		

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Table A-1.   MAP Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✔
20	Verify system status.		5		
21	Assign date and time.		6		
22	Administer the switch on the Lucent INTUITY system.		6	Chapter 6, ''Initial Administration for Switch Integration'' or switch integration book	
23	Map channels to switch extensions.	All systems	6		
24	Verify channel state.	All systems	6		
25	Assign service to channels for testing.	All systems	6		
26	Test each channel.	All systems	6		
27	Assign services to called numbers.	All systems	6		
28	Map services to channels for operation.	All systems	6		
29	Administer PBX/switch for acceptance testing.	All systems		Switch integration book	
30	Administer INTUITY AUDIX parameters and basic features (**ch sy f**).	INTUITY AUDIX	7		
31	Add test subscribers 1 and 2.	INTUITY AUDIX	7		
32	Test call answer and voice mail.	INTUITY AUDIX	7		
33	Test INTUITY AUDIX Multilingual feature.	INTUITY AUDIX with Multilingual Feature	7		
34	Administer and test TCP/IP for Lucent INTUITY Message Manager.	Systems that will operate with Lucent INTUITY Message Manager	8		

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Table A-1. MAP Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✔
35	Administer and test Lucent INTUITY FAX Messaging.	Lucent INTUITY FAX Messaging	9		
36	Remove test subscribers 1 and 2.	INTUITY AUDIX	9		
37	Text Messaging Procedures.		10		
38	Administer and test alarm origination or configure remote maintenance modem.	All systems except MERLIN LEGEND integrations without Alarm Origination	4		
39	Administer modem for remote administration.	Systems using a modem for remote administration	11		
40	Administer modem(s) on the Lucent INTUITY system. ⟹ NOTE: Do not use these procedures on the remote *maintenance* modem connected to COM2.	Systems using a modem for remote administration (ports other than COM2)	11		
41	Administer the remote terminal.	Systems using a remote terminal	11		
42	Administer the remote terminal on the Lucent INTUITY system.	Systems using a remote terminal	11		

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Table A-1.   MAP Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter	Section	✔
43	Administer the printer on the Lucent INTUITY system.	Systems using a printer	11		
44	Perform AMIS Analog Networking procedures.		12		
45	Perform Digital Networking procedures.		13		
46	Perform Cut-to-Service procedures.	All systems	14		
47	Make attended back-up tape.	All systems	14		
48	Insert new tape for nightly backup. ⚠ **CAUTION:** *If you leave the tape drive empty, the system will alarm at 3:00 a.m. when it attempts to perform the nightly backup. Do not leave the tape drive empty.*	All systems	14		
49	Administer INTUITY AUDIX system-wide parameters.	INTUITY AUDIX	14		
50	Administer INTUITY AUDIX subscribers.	INTUITY AUDIX	14		
51	Administer the switch for cut-to-service.	All systems	14		

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B Accessing Windows and Screens
Overview

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Accessing Windows and Screens

B

Overview

This appendix gives you an overview of how to access and use the Lucent™ INTUITY™ AUDIX® administration screens and the Lucent INTUITY platform windows. It describes:

- How to activate a screen/window

- The layout of the screens and windows

- How to use screen, window, and field help

- How to navigate through the data-entry fields of a screen/window

- How to enter data in a field

- How to invoke or cancel the screen/window operation

- The terminals supported

This appendix also details command line "shortcuts."

Purpose

This appendix provides instructions to use INTUITY AUDIX Release 4 system windows and screens. After reading this appendix, you should understand:

- Logging in and out of the AUDIX system

- INTUITY AUDIX screen layout, navigation, and data entry

- Command line syntax and shortcuts

- Function keys

- How to change the sequence of the function keys

- Window management, that is, how to move and size windows

- How to enable a system printer and print screen display contents

- How to change administrator passwords, check for password compliance, and set administrator password aging parameters

Logging In to the INTUITY AUDIX System

You must log in to the Lucent INTUITY system to access the screens from which you perform the initial administration and test procedures in this book. In general, these procedures require the craft login, which is designed specifically for system installation and configuration. This login allows you to administer all Lucent INTUITY feature packages and access logs.

Login Procedure

Use the following procedure to log in to the Lucent INTUITY computer as craft.

1. Turn on your terminal.

2. Enter **craft** at the following prompt:

   ```
   Welcome to USL UNIX System V Release 4.2 Version 1
   Console Login:
   ```

   ### ⇒ NOTE:
   The term "enter" means to type in the desired character(s) and then press (ENTER) or the return key.

   The system displays the following prompt:

   ```
   Password:
   ```

3. Enter your password.

   The system displays the terminal type prompt:

   ```
   TERM=[AT386]?
   ```

4. Enter the correct terminal type.

   If you are logged in remotely, enter either **513**, **715**, **4410**, **4425**, or **pc**, depending upon your remote terminal type.

   ### ⇒ NOTE:
   If you have trouble with the function keys, or if you are using a VT100 which does not display the function keys with the Lucent INTUITY system, press (CONTROL) (F) and then enter the number of the function key.

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The system displays the Lucent INTUITY main menu (Figure 5-1).

> **NOTE:**
> Figure 5-1 is a sample menu and may not reflect the options loaded
> onto the actual system that you are installing.

Logging Out of the INTUITY AUDIX System

How you log out of the Lucent INTUITY system depends on whether you are
logging out from a Lucent INTUITY window (Figure B-1) or an INTUITY AUDIX
administration screen (Figure B-2).

Logging Out from a Lucent INTUITY Window

Do the following to log out from a Lucent INTUITY window.

1. Press F6 (Cancel) until you reach the following prompt:

   ```
   Welcome to USL UNIX System V Release 4.2 Version 1
   Console Login:
   ```

   When the system displays this prompt, you are logged out of the system.

Logging Out from an AUDIX Administration Screen

Use the following procedure to log out from an AUDIX administration screen:

1. Enter **exit**

   The system displays the Lucent INTUITY main menu (Figure 5-1).

2. Press F6 (Cancel) until you reach the following prompt:

   ```
   Welcome to USL UNIX System V Release 4.2 Version 1
   Console Login:
   ```

   When the system displays this prompt, you are logged out of the system.

Lucent INTUITY Administration Windows and Menus

You perform Lucent INTUITY platform administration tasks using windows
accessed by selecting any option from the Lucent INTUITY *main menu except*
AUDIX Administration. Through the Lucent INTUITY Administration windows you
view or enter information, access "pop-up" menus, or select available system
options.

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Using Lucent INTUITY Windows

Lucent INTUITY windows are *menu-driven*; that is, you select an option from a list to display another menu or window. You can display more than one window or menu concurrently, but only the last one displayed is active. To return to the previous window, you can cancel the active window.

Window Layout

Figure B-1 shows the typical layout of a Lucent INTUITY window.
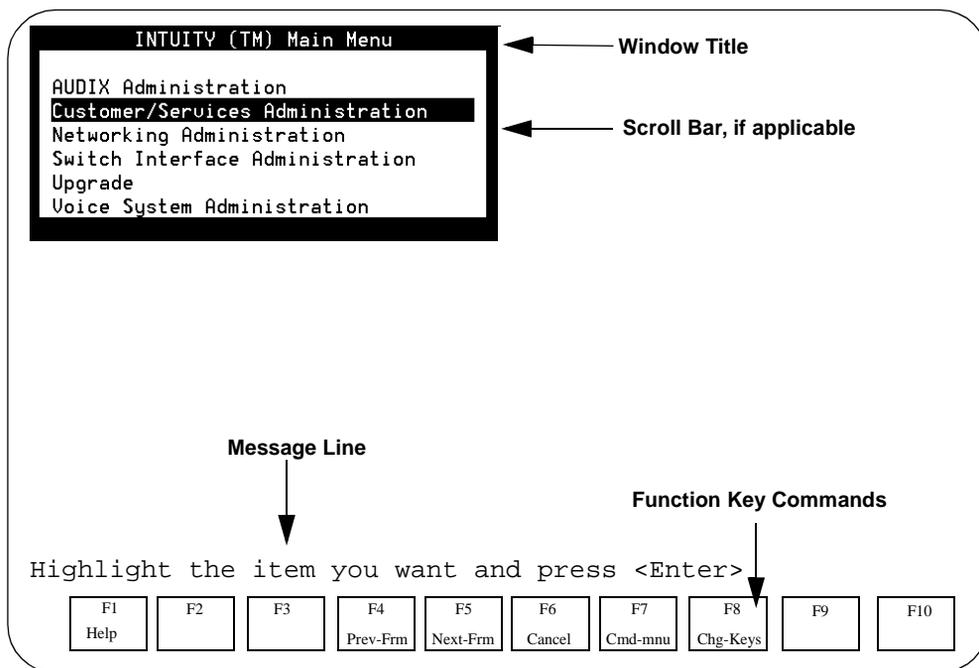
Figure B-1.   Typical Lucent INTUITY Window Layout

These windows consist of the following components:

- The *title* describes the window or menu.

- When present, the *scroll bar* indicates that the window contains more than a single page of information.

  > **NOTE:**
  > See Table B-1 for how to scroll between windows.

- The *message line* provides a brief instruction about how to use the window.

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- ■ The *function keys* (F1 through F8) allow you to execute commands. To use, press the function key that is labeled with the command you want to execute. To display an additional set of function keys, press F8 (Change Keys).

  NOTE:
  If more than one window is open, the commands displayed apply only to the active window.

  Several function key commands perform standard actions regardless of the window you are viewing. Other commands are unique to a particular window. Table B-1 describes the standard function key commands.

  NOTE:
  If no command label appears for a given function key, that key is not available for the active screen.

Table B-1. Lucent I<small>NTUITY</small> Standard Function Keys

Command	Description
HELP	Displays information about the active window, including available function key commands. To close the help window, press CANCEL.
CHOICES	From a data-entry field, displays a menu of possible options, if available. For more information, see '"Pop-Up" Menus'' below.
SAVE	Saves any changes to the system database.
PREVPAGE	Scrolls to the previous page, when a window contains more than one screen (page) of information.
NEXTPAGE	Scrolls to the next page, when a window contains more than one screen (page) of information.
PREV-FRM	If more that one window is open, makes the previous window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. NOTE: This choice is not present in all windows.
NEXT-FRM	If more that one window is open, makes the next window active while still displaying the current window. Continue pressing the key to scroll in a loop through all open windows. NOTE: This choice is not present in all windows.
CANCEL	Closes the active window and returns to the previous window. Any unsaved changes are lost.

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Table B-1.   Lucent INTUITY Standard Function Keys

Command	Description
CHG-KEYS	Toggles between two available sets of function key commands.
PRINT	If you have a printer connected to your Lucent INTUITY system, prints each page of the window that can be displayed.
FRM-MGMT	Displays a menu that allows you to control several physical characteristics of the window.

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Moving Between Fields and Entering Data

Some Lucent INTUITY windows have data-entry fields into which you enter values, such as user IP addresses, machine names, dial strings, etc. Other fields are display-only fields. You cannot enter data into display-only fields.

Moving Between Fields

Table B-2 shows the keys that are used to move between data-entry fields within a window.

Table B-2.   Window Navigation

Command	Description
TAB and RETURN	Moves the cursor to the next field in the window in a left-to-right, top-to-bottom order.
SHIFT TAB	Moves the cursor to the previous field in the window in a right-to-left, bottom-to-top order.
▶ (right arrow)	Moves to the next field to the right on the current line in the window. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field in a window, this moves to the first field on the first line in the window.
◀ (left arrow)	Moves to the next field to the left on the current line in the window. From the first field on a line, this moves to the last field on the previous line that contains a field.
▲ (up arrow)	Moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line in the window that contains a field.
▼ (down arrow)	Moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line in the window that contains a field.

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Table B-2.   **Window Navigation**

BACKSPACE	Deletes the last character entered into the field and moves the cursor backward one position.
HOME	Moves the cursor to the first field in the window.
END	Moves the cursor to the last field in the window.

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"Pop-Up" Menus

A "pop-up" menu is a special type of window that contains a list of valid entries for a data-entry field. Not all data-entry fields have a pop-up menu available. If a menu is available, you access it by pressing F2 (Choices). You can populate the data-entry field with a selection from the menu.

Selecting a Menu Option

To select a menu option, highlight the option, and press ENTER. To highlight a menu option, use any of the following methods:

- Press ▲ and ▼ to move the cursor to the desired menu option. You can scroll in a loop through the top or bottom of the menu.

- Press HOME to highlight the first menu option. Press END to highlight the last menu option.

- Type the first character of the desired menu option. The first option beginning with that letter is highlighted. When you use this method, the following rules apply:

   — If more than one option begins with the same letter, type enough letters to uniquely identify the option you would like. If the cursor is already on the first letter of an option beginning with the same letter, type the second letter in the desired option.

   — To move the cursor back to the beginning of a menu option's name, press BACKSPACE.

   — This feature is not case sensitive, that is, you can type either **a** or **A**

Data Entry

Some windows contain fields that require you to enter information. To enter data in a field, type in the lines displayed in the window.

The following guidelines apply to data entry:

- In most cases, the length of the line represents the maximum number of characters allowed for that field.

- Valid input varies depending on the window. The message line at the bottom of the display provides information about what constitutes valid input.

- Once you type information in a field, you can either save the changes to the system database or cancel without saving any new information.

Using Help

To view the help information for a window, press F1 (Help).

Using INTUITY AUDIX Administration Screens

You perform most INTUITY AUDIX administration tasks using screens accessed through the AUDIX Administration screens. With these screens, you view information, enter information, or select available system options.

You access the various AUDIX administration screens primarily via commands that you type at the *command line*. This differs from the windows and menus that are employed for other parts of the Lucent INTUITY system.

⇒ NOTE:
You can only access INTUITY AUDIX administration screens if the voice system is up. If you attempt to access these screens without the voice system operating, the system displays an error message and returns you to the Lucent INTUITY main menu (Figure 5-1).

When you first access the INTUITY AUDIX administration screens, the system displays a blank screen (Figure B-2). From this screen, you enter commands. These commands display screens that allow you to enter or view information. Each screen has a name that you use to display the screen. From these screens, you can use a set of function keys and also receive help information.

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Screen Layout

Figure B-2 shows the typical layout of an INTUITY AUDIX administration screen.
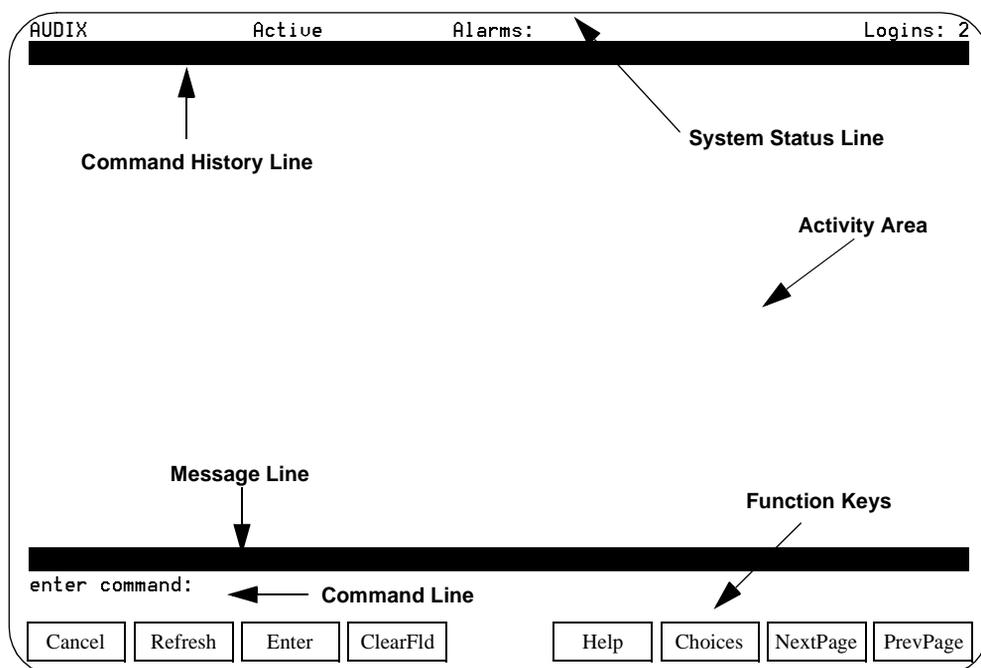
Figure B-2.   INTUITY AUDIX Administration Screen Layout (Blank Screen)

Screen Components

Table B-3 describes the components of the AUDIX Administration screen.

Table B-3.   INTUITY AUDIX Administration Screen Layout

System Status Line	This line displays Lucent INTUITY system information. Starting from the left, the Status Line indicates:
	■ The Lucent INTUITY machine name
	■ A voice mail status indicator (Active or Inactive)
	■ Any active alarms
	M = Major m = Minor A = Administrative w = Warning
	■ The number of people currently logged in

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Table B-3. I*NTUITY* **AUDIX Administration Screen Layout**

Command History Line	This line displays the fully expanded command currently entered in the command line and the current page number and page count (for example, `change subscriber "Jane Doe" Page 1 of 2`). If the active screen is a help screen, this line contains the title of the screen or field help (for example, `change subscriber "Jane Doe": field help  Page 1 of 1`).
Activity Area	The activity area displays:
	— Data-entry fields used to specify new or changed parameter values
	— Display-only fields, which contain current parameter values that cannot be changed from this screen
	— Report results, which display requested system information
	— Screen and field help activated with the (HELP) or (CHOICES) keys
Help/Error Message Line	This line is used to display system feedback (`command successfully completed`, for example), error messages, and prompts.
Command Line	This line is where you type commands to access a new screen or exit AUDIX Administration.
Function Key Labels	This line shows labels for function keys F1 through F8. The labels indicate the actions invoked by pressing the function keys while a screen is active.

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Standard Screen Function Keys

Several function keys perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. Table B-4 describes the purpose of each standard function key.

Table B-4.　AUDIX Administration Standard Function Keys

Command	Description
F1 (Cancel)	Aborts the current activity and returns the cursor to the command line. When the cursor is in the command line, F1 erases the entire contents of the command line. In a help screen, F1 returns to the screen on which the help was requested.
F2 (Refresh)	Repaints the screen.
F3 (Enter)	Submits the information entered on a completed screen for the action specified on the command line. When the cursor is in the command line, F3 requests execution of the command. NOTE: RETURN has the same effect as F3 when the cursor is *on the command line.* In a screen, RETURN moves the cursor forward from one field to the next.
F4 (ClearFld)	Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command **list cos** and you press F4, the command line changes to **list**.
F5 (Help)	When the cursor is in the command line, pressing this key is identical to typing the **help** command, that is, it displays a screen explaining all the types of help available in the INTUITY AUDIX system. When the cursor is in a screen, this key requests help for the entire screen.
F6 (Choices)	When the cursor is in the command line, this key requests a menu of valid entries for command line keywords. Once a CHOICES menu is displayed, pressing F6 selects the highlighted item from the menu. When the cursor is in a screen, F6 requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 again selects the highlighted item from the menu.
F7 (NextPage)	Moves forward through multiple-page administration screens, reports, or help screens.
F8 (PrevPage)	Moves backward through multiple-page administration screens, reports, or help screens.

The Command Line

This section describes the syntax for the screen-activation commands.

Verb-Object Orientation

The commands to activate the INTUITY AUDIX administration screens follow a *verb-object* syntax. A qualifier (such as a user or machine name) is added to some verb-object commands, depending on the desired command outcome.

The structure of the Lucent INTUITY screen-activation commands is:

> **verb   object/object-phrase   qualifier(s)**

One or more of these verbs + the object/object-phrase (usually a screen name) + a qualifier (if applicable) compose a command to which the INTUITY AUDIX system responds.

Each of these three command-line elements is described below.

Command-Line Verbs

The first command-line element is the verb, which specifies the type of action. The following is a list of INTUITY AUDIX command-line verbs. Note that those commands marked with an asterisk (∗) are complete commands, that is, they are not combined with objects or qualifiers.

add	**audit**	**change**	**copy**	**display**
exit*	**help***	**list**	**logoff***	
remove	**reset**	**toggle**		

Command-Line Objects/Object-Phrases

The second command-line element is the object or object-phrase. This is usually a screen name. The screen name consists of one or more words (nouns and adjectives) that identifies the screen. If you use more than one word, you must type a hyphen between the two words to ensure that the object-phrase has no embedded spaces. The screen names are generally (but not always) the same as the title of the screen as it appears on your screen when activated. Examples of object phrases are **alarms**, **measurements**, **remote-messages**, and **subscribers**.

Command-Line Qualifiers

The third command-line element is the qualifier. A command-line qualifier can be a user extension number (**12345**), a date (**7/21/97**), a user name (**"Jane Doe"**), machine name, and other specific parameters. Notice that you must put quotation marks around a qualifier with an embedded space, such as the user name "Jane Doe."

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Variations of Commands

You can activate most screens by more than one version of a command. The different versions of the screen-activation command are distinguished by the verb that begins, and the qualifiers that end, the command line. For example, there are four versions of the command to activate the Subscriber screen:

add subscriber <*name/number*>

change subscriber <name/number*>

display subscriber <name/number*>

remove subscriber <*name/number*>

All of these commands activate the Subscriber screen with information about the user, as specified by typing either the user's name or telephone number. The **display** and **remove** versions of the command activate a display-only version of the screen. The **add** and **change** version of the command activate a data-entry version of the screen that allows you to make changes to the features assigned to the INTUITY AUDIX user specified by *name/number*.

Building a Command

You can build a command one word at a time. For example, at the beginning of the command line you can press F6 (Choices) to see a list of all valid command verbs. If you then type **ch** and press RETURN, the system expands **ch** to change and lists all valid words that can follow **change**. If you then type **sy** and press F6 (Choices) the system expands the command line to change system-parameters and lists all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system notifies you of the mistake. If you omit a required command qualifier (such as a user name or extension, or a port address) the system prompts you for the missing information.

Command-Line Help

During command entry, the F6 (Choices) function key displays a menu of allowable command-component words in the activity window. The choices displayed depend on the position of the cursor in the command line. That is, the allowable command-component words displayed when you press F6 (Choices) are only those command words that can follow what is currently to the left of the cursor, if any. Select from the displayed choices on the menu by using the Tab or arrow keys, or by typing the initial character of the desired menu choice.

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Moving between Screens

Table B-5 shows the keys that are used to move between data-entry fields within a screen:

Table B-5. Screen Navigation

Command	Description
TAB and RETURN	Moves the cursor to the next field on the current page in a left-to-right, top-to-bottom order. From the last field on a page, this moves to the first field on the same page.
SHIFT TAB	Moves the cursor to the previous field on the current page in a right-to-left, bottom-to-top order. From the first field on a page, this moves to the last field on the same page.
► (right arrow)	Moves to the next field to the right on the current line of the screen. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field on a page, this moves to the first field on the first line of the same page that contains a field.
◄ (left arrow)	Moves to the next field to the left on the current line of the screen. From the first field on a line, this moves to the last field on the first preceding line that contains a field. From the first field on a page, this moves to the last field on the last line of the same page that contains a field.
▲ (up arrow)	Moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line of the current page that contains a field.
▼ (down arrow)	Moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line of the current page that contains a field.
backspace	Deletes the last character entered into the field and moves the cursor backward one position.
HOME	Moves the cursor to the beginning of the current field.
END	Moves the cursor to the end of the current field.
CLEAR_FLD (F4)	Clears the current field.
CHOICES (F6)	Displays a menu listing the valid values, if any, for a field. Select from the menu entries to populate that field.

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C Troubleshooting Procedures
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Troubleshooting Procedures

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Overview

This chapter provides common procedures that are repeated throughout the installation process and troubleshooting procedures for:

- TCP/IP connections

- Fax

- E-mail

- Switch integration

- Lodging

- Lodging FAX Messaging

Purpose

The purpose of this chapter is to provide the on-site technician or system administrator with repair procedures and references for the most common system problems. All of the troubleshooting procedures can be accomplished with a craft login.

Checking the Alarm Log

The alarm log contains descriptions of all significant problems detected by the system. The alarm log contains active alarms and resolved alarms (alarms corrected either automatically or by repair procedures).

See *INTUITY Interchange Release 5.3 Alarm and Log Messages*, 585-313-809, for the alarms, warnings, and repair procedures for all features.

Stopping and Starting the Voice System

Perform the following procedures to stop and start the voice system to initiate changes made to the system.

Stopping the Voice System

1. Start at the Lucent INTUITY™ main menu ([Figure 5-1](#)) and select

   > **> Customer/Services Administration**
   >
   >   **> System Management**
   >
   >   **> System Control**
   >
   >   **> Stop Voice System**
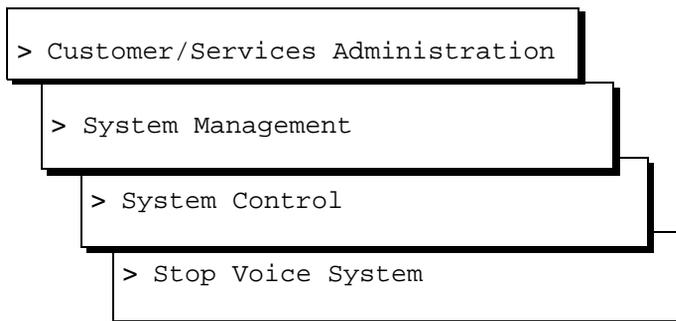
   The system displays the following message:

   ```
   Enter y to continue, n to quit.
   ```

2. Enter **y**

   The system displays the following message:

   ```
   The Voice System is now stopping.

   Initiating request to clear all calls in the next 180
   seconds.

   Orderly idling of system succeeded.
   The AUDIX(R) module is being stopped. Please wait.
   ............Networking module shutdown in progress....
   .Networking Module shutdown.
   ..........................
   AUDIX(R) module stopped.
   ```

> After the Voice System has completely stopped, use the
> "Start Voice System" choice from the System Control
> menu to restart the voice system.
>
> INIT : New run level : 3
>
> The Voice System has stopped
>
> Press ENTER to continue.

3. Press (ENTER) to return to the screen.

Starting the Voice System
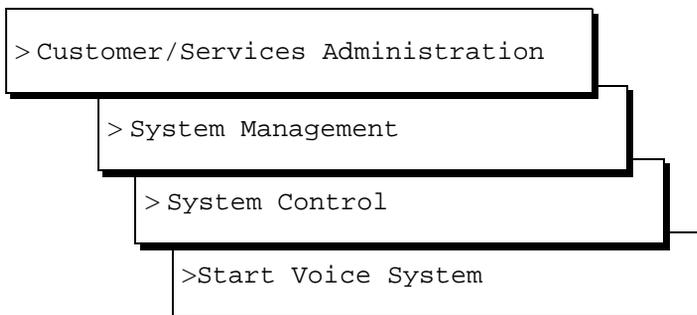
1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> > Customer/Services Administration
>
>   > System Management
>
>   > System Control
>
>   >Start Voice System

The system displays the following message:

Startup of the Voice System is complete.

2. Press (ENTER).

3. Press F6 (Choices) three times to return to the Lucent INTUITY main menu
(Figure 5-1).

TCP/IP Connection Troubleshooting Procedures

The following is a suggested troubleshooting procedure for use if the Lucent
INTUITY system fails the TCP/IP send-and-receive packets test.

1. To verify the physical connection, do the following Steps a through c:

     a. Visually inspect the faceplate of the LAN circuit card. The small
green LED on the faceplate should be on under the following
conditions:

         — The interface type is twisted pair - no link integrity, or

         — The interface type is 10BASE-T and the hub device is up

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NOTE:

For 10BASE-2 or 10BASE-5 (coaxial), the green light will not necessarily be lit. Do not consider this a failure if the green light is not lit for 10BASE-2 or 10BASE-5. Continue with these procedures.

For twisted pair or 10BASE-T, if the LED is lit, continue with these procedures.

For 10BASE-T, if the green LED is flashing, the link is open or the LAN device is not optioned for the link integrity.

For twisted pair or 10BASE-T, if the LED is not lit,

1. Verify that the circuit card configuration is correct. Return to "Configuring the Ethernet LAN Circuit Card" in Chapter 8, "Initial Administration and Test for TCP/IP LAN Connectivity and Lucent Intuity Message Manager", and reenter the network interface type.

   NOTE:

   You will have to reboot the system in order to reconfigure the network interface type. When you reboot the system, verify that the LAN circuit card is recognized. See "Verifying Installed Hardware" in Chapter 5, "Administering Passwords and Verifying Hardware, Software, and System Status", for more information on verifying the LAN circuit card. Also verify that there are no TCP/IP error messages on the system.

   Check the condition of the small green LED after you have readministered the network interface type. If it is lit, retry the send-and-receive-packets test using the Test IP Address.

   If the LED on the LAN circuit card faceplate is not lit, continue with these procedures.

2. If the cable is 10BASE-T and the LED is not on, the LAN circuit card, cable, or the hub device may be bad.

   If the connection is live, replace the LAN circuit card.

   If the cable to the LAN is dead, contact the customer LAN administrator or system administrator. It is the responsibility of the customer to provide you with a live cable with a suitable connector.

3. If the cable is twisted pair and the cable is tight, the LAN circuit card is bad. Contact your remote support center and replace the LAN circuit card.

b. Visually inspect the faceplate of the LAN circuit card. For all interface types, the small yellow transmit/receive LED on the faceplate should flash if the LAN circuit card is sensing packets on the LAN. On Ethernet LAN networks, each machine reads all of the packets transmitted to and from other machines on the network, and ignores the packets not addressed directly to that machine. At this stage, the Lucent INTUITY system should be sensing packets on the LAN.

If the yellow light is flashing, indicating that the Lucent INTUITY system is sensing packet transmission on the LAN, continue with these procedures.

If the yellow light is not flashing, the card may be bad. Continue with Steps c and d immediately below, and if the flashing light does not come on, contact your remote support center and replace the card.

c. Visually inspect the cable and the cable connection. Test the firmness of the connection.

If the connection is tight, continue with these procedures.

If the connection is loose, tighten the cable and retry the send and receive packets test. If the test fails again, continue with these procedures.

   1. Disconnect the cable and verify that the cable to the LAN is live.

   If the connection is live, continue with these procedures.

   If the cable to the LAN is dead, contact the customer LAN or system administrator. It is the responsibility of the customer to provide you with a live cable and a suitable connector.

   2. Verify your TCP/IP addressing and card configuration administration. Return to "Administering TCP/IP LAN Connectivity" in Chapter 8, "Initial Administration and Test for TCP/IP LAN Connectivity and Lucent Intuity Message Manager", and use the procedure listed to display the windows.

   If your addressing is correct, press F6 (Choices) to exit from the windows without making any changes and continue with these procedures.

   If your addressing or card configuration is not correct, readminister the Lucent INTUITY TCP/IP networking using the procedures, "Establishing Network Addresses" and "Configuring the Ethernet LAN Circuit Card", in Chapter 8, "Initial Administration and Test for TCP/IP LAN Connectivity and Lucent Intuity Message Manager". Retry the send-and-receive-packets test. If this test fails again, continue with Step 3.

3. Ask the LAN or the system administrator to verify that the LAN is correctly administered for the Lucent INTUITY system. Ask the administrator to verify the Lucent INTUITY:

   — UNIX name

   — Internet protocol (IP) address

   — Subnet mask

   — Default gateway

   If all of the information matches what you have administered on the Lucent INTUITY system, continue with these procedures.

   If the information for the Lucent INTUITY system was not correctly administered for the LAN, readminister the Lucent INTUITY TCP/IP networking window and reboot the system. Try the send and receive packets test again.

   If the send and receive packets test fails after you have readministered and rebooted the Lucent INTUITY system, ask the administrator to attempt a PING test to the Lucent INTUITY system. If the administrator reports a failure to you but indicates that the customer LAN is operational, contact your remote maintenance center.

   ⇒ **NOTE:**
   Lucent support services for the Lucent INTUITY system will not troubleshoot a customer LAN. If the customer LAN is down, customers should follow the service recommendations of their LAN provider.

Fax Troubleshooting Procedures

If you encounter trouble with sending and printing the fax:

1. Check the condition of the fax machine for power, jammed paper, or line errors. If the fax is not operational, request the use of another fax machine and attempt the test again.

2. If you were doing the procedure from the Test-2 telephone, verify that you entered the digit "1" (or the number with which you administered the prefix field on the Machine Profile screen if that number was other than 1) and the correct fax telephone number.

3. Check your administration for the test subscribers. Use the **ch su test-1** and **ch su test-2** commands and go to Page 2 of the Change Subscriber screen (see "Administering Intuity AUDIX for Lucent Intuity FAX Messaging" in Chapter 9, "Initial Administration and Test for Lucent Intuity FAX Messaging") to:

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a. Verify that the `Fax Creation?` parameter is set to **y** (yes).

b. Verify that the `Voice Mail Message (seconds), Maximum Length` is set to the default of **300** seconds.

c. Verify that the `Call Answer Message (seconds), Maximum Length` is set to the default of **120** seconds.

d. Verify that the `Mailbox Size (seconds), Maximum:` is set to the default of **1200** seconds.

4. Return to the Features Option screen and verify that the `AMIS Analog Networking` and `Fax` fields are both set to **ON**.

5. Contact your remote support center if all of your administration was correct.

E-Mail Troubleshooting Procedures

Table C-1 gives a brief listing of the more commonly encountered problems for system administrators and users. A more complete listing can be found in the *(Lotus IM) System Administrator's Guide* and the *(Lotus IM) User's Guide*.

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Table C-1.   Commonly Encountered E-Mail Problems

Problem	Possible Cause	Suggested Remedy
A private message created in INTUITY AUDIX® and sent to an e-mail user is returned.	Private messages cannot be delivered through cross-domain delivery.	Have user re-classify the message and re-send.
Messages have disappeared from user's AUDIX mailbox or from a user's PC. This will be especially troublesome to PC users who are accustomed to saving e-mail to their hard drives until they decide to delete a selected item.	User has "Transfer" selected.	When messages are transferred, the sychronizer copies messages from one mail system to the other and deletes the messages in the originating mail system. ■ Have the user disable the transfer option. ■ Educate users as to the implication of this feature. ■ Administer the e-mail server to disable this feature.
	User has "Propogate Expiration" selected.	When the AUDIX message has expired, Propogate Expiration deletes the message from the user's PC. ■ Have the user turn off the propogate expiration option. ■ Educate users as to the implication of this feature. ■ Administer the e-mail server to disable this feature.

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Table C-1. Commonly Encountered E-Mail Problems

Problem	Possible Cause	Suggested Remedy
A user receives an AUDIX message that is synchronized to his or her PC mailbox. The user applies the Notes "Reply" function to respond to the message. The user gets a "delivery failure" message.	Foreign domain gateway is not administered.	For cross-domain reply to function, a gateway must be administered for every system in the network. If a gateway is not administered, users will have to log into their AUDIX mailboxes to respond to an AUDIX message sent from a remote Lucent INTUITY system.
A user creates a message in AUDIX and sends it to three AUDIX users and two e-mail users. The two e-mail recipients are addressed with their Notes addresses. An e-mail recipient applies the Notes "Reply All" function to respond to the message. Only the e-mail users get the reply.	Messages delivered from INTUITY AUDIX using cross-domain delivery do not retain all recipients' addresses.	
Users' AUDIX mailboxes are filling up with old messages stored on their PCs.	The initial synchronization date is incorrectly set.	Check the *synchronization date* set in the trusted server (synchronizer) server software. By default, the synchronization date on the trusted server is the date when the server software was installed. If you set the synchronization date to a previous day, all messages stored on users' PCs with timestamps that fall after the synchronization date will be synchronized to AUDIX.

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Switch Integration Troubleshooting Procedures

Before you begin these troubleshooting procedures, you must have already completed all relevant procedures in Chapter 6, "Initial Administration for Switch Integration".

You may need to complete the following procedures if:

- Outcalling functions do not work
- Fax outcalling fails
- Calls will not disconnect
- Calls are not transferred
- Dialtone is not detected

➡ **NOTE:**
See your switch administrator to verify the correct settings for your switch, if necessary.

Tone Customization Update

Due to the frequency limitations of the Lucent INTUITY system, there may be some problems in detecting the far-end disconnect in some countries. Additional administration may be required on the switch to ensure that the far-end disconnect is recognized.

By default, most switches use U.S. parameter settings for different switch tones in all countries. Therefore, all dial tone, busy tone detection, and reorder tones are based on U.S. settings. These tones do not create any problems in the internal call answer function. Problems arise in countries where the disconnect (usually busy) tone is provided by the network.

Therefore, when the voice is being coded or recorded from an external call and the external caller disconnects the call, the Lucent INTUITY system might not be able to do call progress tone detection or to detect the disconnect tone. In this case, the disconnect tone is recorded with the message until Lucent INTUITY finally times out.

➡ **NOTE:**
This problem does not occur if the public switch network gives a polarity disconnect or wink disconnect. Order the polarity disconnect or wink disconnect option from the central office, if possible.

Setting Frequencies and Frequency Groups for Call Progress Tones

Use this procedure to set the country-specific and switch-specific frequencies and frequency groups that the Lucent INTUITY system uses to recognize call progress tones that the switch sends.

Each call progress tone is made up of one or two frequencies. Accordingly, a frequency group is either a single frequency or a set of two frequencies that you define as a group so the group can then be assigned to a particular type of tone.

The frequencies and frequency groups set on this window are also displayed on the following windows used to set the parameters for call progress tones. See "Setting Parameters for Basic Call Progress Tones" and "Setting Additional Call Progress Tones".

- Windows for basic call progress tones:

    — Dial Tone window

    — Busy Tone window

    — Reorder Tone window

    — Ring Tone window

    — Stutter Tone window

- Windows for custom-specified call progress tones

    — First Additional Tone window

    — Second Additional Tone window

    — Third Additional Tone window

The required frequencies may differ for the five types of call progress tones, though in general each country (or switch) uses a small number of frequencies to define all tones. In some cases a single frequency is used for all tones.

→ NOTE:

Besides frequency, call progress tones are also distinguished by *cadence*, that is the number and duration of ON/OFF cycles that compose the tone. The cadence is set on the various tone windows. See "Setting Parameters for Basic Call Progress Tones" and below.

For ease of administration of the call progress tones, you can assign as many as three distinct frequency groups that contain appropriate sets of frequencies (one, two, or three frequencies) to cover all the types of tones your system uses.

This procedure also allows you to enable *dial tone training*. In dial tone training, the system analyzes the dial tone that the switch sends to determine its constituent frequencies. If the frequencies obtained from the analysis differ from the frequencies set in your Lucent INTUITY system, these settings are

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automatically overwritten with the values obtained from analysis. (See "Example" following Table C-2 for more information.)

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration
    > Telephony Interface
       > Analog Interface
          >Switch Tones
             Frequency Specification
```

The system displays the Frequency Specification window (Figure C-1) with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead.

```
                    Frequency Specification
                                                                    ^

        Frequency used              Country:              OTHER
                                     Switch:           NO SWITCH
     1.       350
     2.       440
     3.       480
     4.       620
     5.         0

          Frequency groups

  Group used    Frequency 1    Frequency 2

     1.       350            440
     2.       440            480
     3.       480            620                                    u

  Dialtone training ?    Y
```
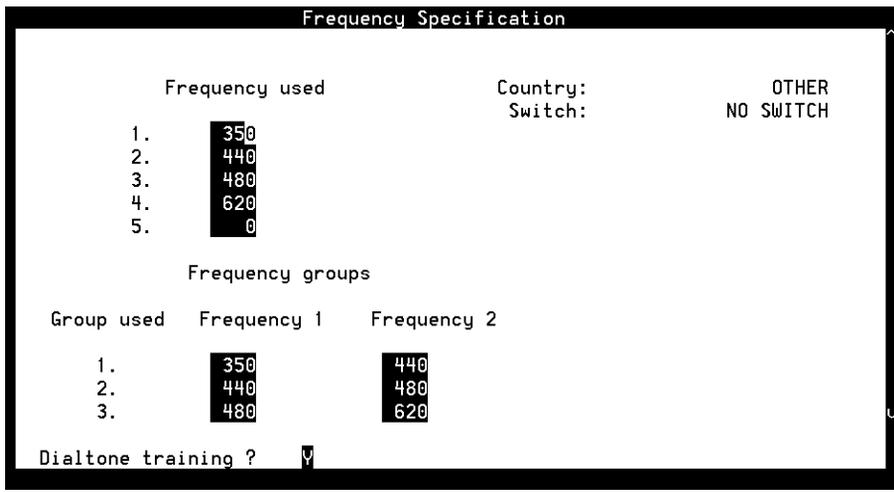
Figure C-1.   Frequency Specification Window

2. Enter values in the `Frequency used` fields, as necessary to represent all the frequencies used for all the tones in your system (see Table C-2).

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NOTE:

You must enter disconnect tone frequencies first. If only one frequency is used for dial tone, enter it in the first `Frequency used` field. If two frequencies are used, enter them first and second. You can enter the other frequencies your system uses in any order. (See ''Example'' following Table C-2 for more information.)

If all the `Frequency used` fields are filled and there is no vacant field, the `Ringtone frequency` field can be deleted and replaced with another field. If there is a field with no entry, place the disconnect tone entry in the first `Frequency used` field and delete the ringtone frequency.

NOTE:

If you have already completed a tone capture analysis, these values should match the values from the `Frequency 1` field and the `Frequency 2` field on the Tone Capture and Analysis screen Figure C-6.

3. In the `Group used` row, enter frequencies in the `Frequency 1` and `Frequency 2` fields for frequency group 1 (see Table C-2).

4. Repeat Step 3 for and more frequency groups that you want to set (see Table C-2).

5. Enter **y** or **n** in the `Dialtone training?` field (see Table C-2).

6. Press F3 (Save).

   The system displays the following message:

   ```
   Your changes have been saved. You need to restart the
   Voice System to make these changes active.
   ```

7. Press F1 (Acknowledge Message).

8. Press F6 (Cancel) five times to return to the Lucent INTUITY main menu (Figure 5-1).

Table C-2. Frequency Specification Window — Field Descriptions

Field	Description	Values
`Country:`	Displays the country set on the Switch Selection window.	Display only.
`Switch:`	Displays the switch type set on the Switch Selection window.	Display only.
`Frequency used (five fields)`	Enables you to list up to five different frequencies used in the country for which you are setting tones. The values you enter here are displayed on the Busy Tone, Dial Tone, Reorder Tone, Ring Tone, Stutter Tone, First Additional Tone, Second Additional Tone, and Third Additional Tone windows. You *must* specify the frequencies used for dialtone as the first tones in this list so that if dialtone training is used, the dialtone filters are the ones that are modified. These frequencies must be first because dialtone training overwrites the first values in the list with the actual values from analysis. See "Example" following this table.	Range 300-4000 Hz. Unused frequency fields are indicated by 0 (zero). The first frequency can *never* be 0. If a frequency is 0, the following frequencies on the list must also be 0. The system will treat them as 0 even if they are set to another value.
`Group used`	Provides a reference number (1, 2, or 3) for each of the three frequency groups you can set.	1, 2, or 3. Display only.

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Table C-2.   Frequency Specification Window — Field Descriptions

Field	Description	Values
Frequency 1	Defines the first frequency in a set of two (maximum) frequencies that can make up a tone.	Frequencies used in these groups must be defined in the Frequency used fields. If a frequency group is unused, by default the values for both Frequency 1 and Frequency 2 are zero (0).
Frequency 2	Defines the second frequency in a set of two (maximum) frequencies that can make up a tone.	
		If a group has only one frequency, enter that frequency in the Frequency 1 field and enter zero (0) in the Frequency 2 field.
Dialtone training?	Specifies whether your system uses dial tone training. Thus, if your system uses the same frequencies for other call progress tones besides dial tone, you can define two different groups using the same frequencies. One group can be used for dial tone and the other group for other call progress tones.	y to enable dial tone training n to disable dial tone training If the dial tone on your system is not continuous, the dial tone training flag is internally set to N and the system ignores this field.

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Example

Suppose dial tone is 440 Hz + 480 Hz, and you want to assign Group 1 for dial tone. To do so, enter 440 in the Frequency 1 field and 480 in the Frequency 2 field for Group 1. Later when defining dial tone on the Dial Tone window, you can simply specify that it uses Group 1 and the system will recognize the correct frequencies.

Special Considerations for Dial Tone Training

If dial tone training is enabled, the system overwrites the frequencies assigned for dial tone with whatever frequencies dial tone training analysis detects. The system is configured to expect the first frequency or frequencies on the list on the Frequency used field to be for dial tone. If dial tone training detects only one frequency in the dial tone, the system overwrites the first frequency specified. If it detects two frequencies in the dial tone, the system overwrites the first two frequencies.

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> ⚠️ **CAUTION:**
> *Any changes to the frequencies made through dial tone training are not indicated on the windows in the user interface.*

Problems may arise, however, if the switch tones for in dial tone are not precisely tuned. For example, suppose your system is configured to expect the single frequency of 440 Hz for dial tone and all other tones and that 440 Hz is listed as the first and only frequency in the `Frequency Used` field. Suppose further that dial tone training detects 441 Hz as the actual frequency sent by the switch. The system overwrites 440 Hz with 441 Hz. In this case, the system will recognize dial tone but not any of the other switch tones.

To ensure that this sort of problem does not occur, it is recommended that you enter the frequency or frequencies used for dial tone more than once in the `Frequency used` field. In the example above, then entry would be:

Frequency used	
1.	440
2.	440

If your system uses 350 and 440 Hz, the recommended entry would be:

Frequency used	
1.	350
2.	440
3.	350
4.	440

Setting Parameters for Basic Call Progress Tones

Use this procedure to set the frequencies and cadence your system recognizes for call progress tones that the switch sends. Parameters can be set for the five basic call progress tones — busy tone, dial tone, reorder tone, ring tone, and stutter tone. Each tone is made up of one or two frequencies and consists of a series of ON and OFF timing cycles, called the *cadence*.

This procedure also allows you to specify whether the Lucent INTUITY system should interpret the tone you are setting as a disconnect signal (if call progress tones are used for disconnects in your system).

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration

   > Telephony Interface

     > Analog Interface

       >Switch Tones
```

The system displays the Switch Tones menu (Figure C-2).

```
                    Switch Tones

    Frequency Specification
    Busy Tone
    Dial Tone
    Reorder Tone
    Ring Tone
    Stutter Tone
    First Additional Tone
    Second Additional Tone
    Third Additional Tone
```
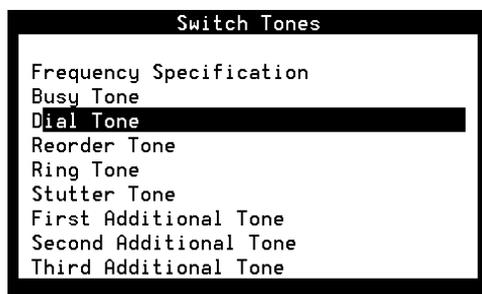
Figure C-2.   Switch Tones Menu

2. Select one of the following menu items corresponding to the tone you want to set:

    ■ `Busy Tone`

    ■ `Dial Tone`

    ■ `Reorder Tone`

    ■ `Ring Tone`

    ■ `Stutter Tone`

    The system displays the appropriate window for the tone you selected with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead. The window also displays the frequency groups set in the Frequency Specification window (Figure C-1).

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➡️ **NOTE:**
Figure C-3 shows the Dial Tone window. Windows for the other basic tones are identical except for their titles.

```
                              Dial Tone
                                                                        ^
                                       Country :              OTHER
                                        Switch :          NO SWITCH

          Frequency Group 1 :    350 , 440
          Frequency Group 2 :    440 , 480
          Frequency Group 3 :    480 , 620

            Frequency Group : 1

    On    1500    Off      0      Cycles        1
    On       0    Off      0      Cycles        0
    On       0    Off      0      Cycles        0
    On       0    Off      0      Cycles        0

       Disconnect Situation :   2
                                                                        u
```
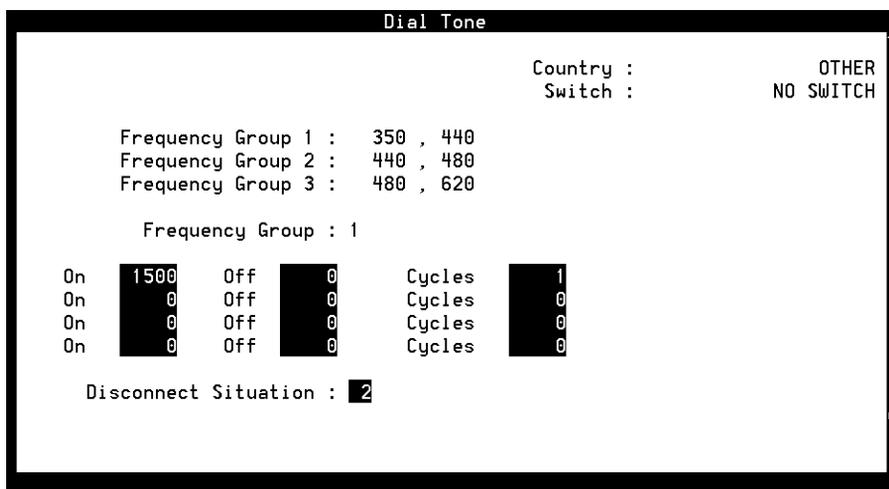
Figure C-3.   Example of Switch Tone Window — Dial Tone

3. In the `Frequency group` field, select one of the frequency groups (1, 2, or 3) displayed at the top of the window for the system to use for this tone (see Table C-3).

   ➡️ **NOTE:**
   These groups are assigned on the Frequency Specification window (Figure C-1).

4. Enter values in the `On`, `Off`, and `Cycles` fields (see Table C-3), as necessary to represent the tone cadence. (See the examples following Table C-3 for information on how to represent the cadence.)

   ➡️ **NOTE:**
   If you set stutter tone, be sure the timing used for continuous tone (minimum on duration) matches the timing used for continuous tone on the dialtone screen. For example, if dialtone is set as continuous tone, minimum 2 seconds, then stutter tone might be 200 msec ON, 200 msec OFF (3 cycles) followed by continuous tone, minimum 2 seconds.

5. Enter the appropriate value in the `Disconnect Situation` field, depending on whether your system interprets this type of tone as a disconnect signal (see Table C-3).

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6. Press F3 (Save).

    The system displays the following message:

    `Do you wish to continue with this change (Y/N)?`

7. Enter **y**

    The system displays the following message:

    `Your changes been saved. You need to stop and start the`
    `Voice System to make these changes active.`

8. Press F1 (Acknowledge Message).

9. Do you want to set the frequency and cadence for another tone?

    ■   If no, press F6 (Cancel) five times to return to the Lucent INTUITY
        main menu (Figure 5-1). You have completed this procedure.

    ■   If yes, do the following:

        a. Press F6 (Cancel) to return to the Switch Tones menu.

        b. Repeat Step 2 through Step 9 for the tone you select.

Table C-3.   Basic Tone Windows – Field Descriptions

Field	Description	Values
⇒ NOTE: These field descriptions apply to all the windows used for setting the five basic call progress tones, including the Busy Tone, Dial Tone, Reorder Tone, Ring Tone, and Stutter Tone windows.		
Country	Displays the country set on the Switch Selection window.	Display only.
Switch	Displays the switch type set on the Switch Selection window.	
Frequency Group 1:	These fields display the frequency groups set on the Frequency Specification window (Figure C-1).	
Frequency Group 2:		
Frequency Group 3:		
Frequency Group:	Sets the group of frequencies the system uses to generate the selected tone (see Figure C-1).	1, 2, or 3. You can specify only one frequency group per tone.

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Table C-3. **Basic Tone Windows – Field Descriptions**

Field	Description	Values
On	Sets the duration of the tone cadence ON cycle.	Range 0-6000 msec.
Off	Sets the duration of the tone cadence OFF cycle.	If an ON timing is 0, it is assumed that the row is blank, and that the OFF timing and cycles are also 0 (see the examples following Table C-3).
Cycles	Sets the number of times an ON/OFF cycle repeats.	A cycle consists of an ON duration and an OFF duration of specified lengths (see the examples following Table C-3).
Disconnect Situation:	Specifies when the tone should be treated as a disconnect signal. ⇒ **NOTE:** This parameter is significant only in countries where disconnect signaling is done using call progress tones.	■ 0 — Do not treat as disconnect. ■ 1 — Treat as disconnect during voice coding only. ■ 2 — Treat as disconnect at all times except outcalling.
Report as	Specifies the type of tone you are defining.	■ Busy ■ Dial ■ Ringback ■ Reorder ■ Stutter

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Examples

The ON/OFF cycles that make up the cadence of a call progress tone must be specified in order. These examples illustrate how the cadence is set on the basic call progress tone windows.

- Four rows are needed to specify the following tone:

    250 msec ON, 250 msec OFF
    500 msec ON, 500 msec OFF
    250 msec ON, 250 msec OFF
    500 msec ON, 500 msec OFF

```
On    250      Off  250      Cycles   1

On    500      Off  500      Cycles   1

On    250      Off  250      Cycles   1

On    500      Off  500      Cycles   1
```

- Three rows are needed for the following tone. Since the first two cycles repeat exactly (250 msec ON, 250 msec OFF), their setting can be entered once and specified as repeating twice (2 cycles).

    250 msec ON, 250 msec OFF
    250 msec ON, 250 msec OFF
    500 msec ON, 500 msec OFF
    250 msec ON, 250 msec OFF

```
On    250      Off  250      Cycles   2

On    500      Off  500      Cycles   1

On    250      Off  250      Cycles   2
```

Setting Additional Call Progress Tones

In some cases you may need to assign more than one set of parameters for a certain call progress tone. For example, if your switch and the switch at your public telephone network office use different dial tone parameters, you may need to set both in your INTUITY system.

Use this procedure to set the frequencies and cadence the INTUITY system recognizes for additional call progress tones. As many as three additional tones can be specified as either busy tone, dial tone, reorder tone, ring tone, or stutter tone. Like the basic tones (see "Setting Parameters for Basic Call Progress Tones"), each additional tone is made up of one or two frequencies and consists of a series of on and off timing cycles (cadence).

$\Longrightarrow$ NOTE:

Unlike for basic tones, here you cannot enable any additional tone you set to be recognized as a disconnect signal.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Switch Interface Administration
   > Telephony Interface Administration
      > Analog Interface
         >Switch Tones
```

The system displays the Switch Tones menu (Figure C-4).

```
            Switch Tones

   Frequency Specification
   Busy Tone
   Dial Tone
   Reorder Tone
   Ring Tone
   Stutter Tone
   First Additional Tone
   Second Additional Tone
   Third Additional Tone
```
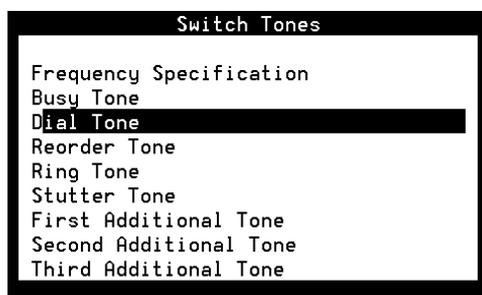
Figure C-4. Switch Tones Menu

2. Select one of the following menu items corresponding to the additional tone you want to set:

■ `First Additional Tone`

■ `Second Additional Tone`

■ `Third Additional Tone`

The system displays the appropriate window for the tone you selected. If the parameters have been previously administered, the system displays the current values instead. If the parameters have not been previously administered, the value in the `Report as` field is `unused`. The window also displays the frequency groups set in the Frequency Specification window (Figure C-1).

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Figure C-5 shows the First Additional Tone window. Windows for the other additional tones are identical except for their titles.

```
                    First Additional Tone
                                                          ^
                                   Country :          OTHER
                                   Switch  :      NO SWITCH

          Frequency Group 1 :   350 , 440
          Frequency Group 2 :   440 , 480
          Frequency Group 3 :   480 , 620

            Frequency Group : 0

  On      0    Off     0      Cycles      0
  On      0    Off     0      Cycles      0
  On      0    Off     0      Cycles      0
  On      0    Off     0      Cycles      0

      Report as  :        unused
                                                          u
```
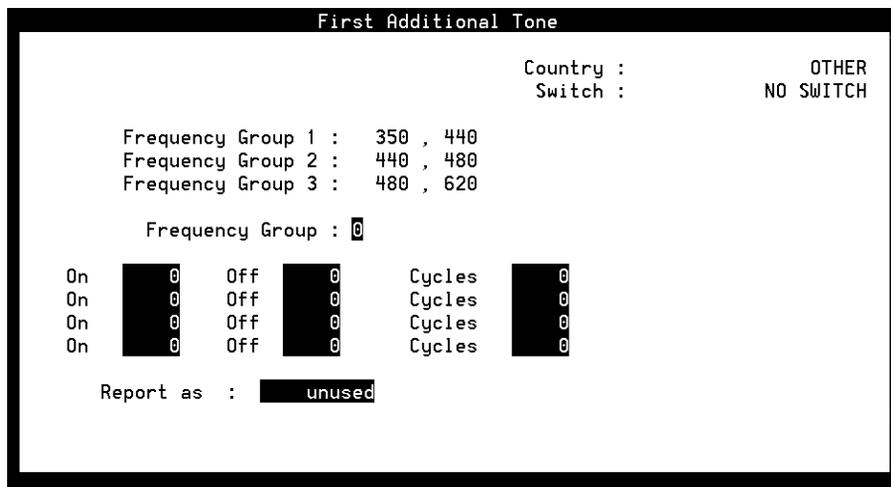
Figure C-5. **Example of Additional Tone Window — First Additional Tone**

3. In the `Frequency Group:` field, select one of the frequency groups (1, 2, or 3) displayed at the top of the window for the system to use for this tone (See Table C-3).

   ➡ **NOTE:**
      These groups are assigned on the Frequency Specification window (Figure C-1).

4. Enter values in the `On`, `Off`, and `Cycles` fields (see Table C-3), as necessary to represent the tone cadence.

   See the examples following Table C-3 for information on how to represent the cadence.

   ➡ **NOTE:**
      If you set stutter tone, be sure the timing used for continuous tone (minimum on duration) matches the timing used for continuous tone on the dialtone screen. For example, if dialtone is set as continuous tone, minimum 2 seconds, then stutter tone might be 200 msec ON, 200 msec OFF (3 cycles) followed by continuous tone, minimum 2 seconds.

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5. Enter the appropriate tone name in the Report as: field (see Table C-4), corresponding to the additional basic tone you are defining.

   For example, if you are defining an additional dial tone, enter **dial**.

6. Press F3 (Save).

   The system displays the following message:

   Do you wish to continue with this change (Y/N)?

7. Enter y

   The system displays the following message:

   Your changes been saved. You need to stop and start the Voice System to make these changes active.

8. Press F1 (Acknowledge Message).

9. Do you want to define another additional tone?

   - If no, press F6 (Cancel) five times to return to the Lucent INTUITY main menu (Figure 5-1). You have completed this procedure.

   - If yes, do the following:

     a. Press F6 (Cancel) to return to the Switch Tones menu.

     b. Repeat Step 2 through Step 9 for the tone you selected.

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Table C-4.   Additional Tone Windows— Field Descriptions

Field	Description	Values
⇒ NOTE: These field descriptions apply to all windows used for setting the three additional call progress tones, including the First Additional Tone, Second Additional Tone, and Third Additional Tone windows.		
`Country`	See Table C-3.	
`Switch`		
`Frequency Group 1:`		
`Frequency Group 2:`		
`Frequency Group 3:`		
`On`		
`Off`		
`Cycles`		
`Report as:`	Specifies the type of tone you are defining.	■ Busy ■ Dial ■ Ringback ■ Reorder ■ Stutter

10. Press `F6` (Cancel) four times to return to the Lucent INTUITY main menu (Figure 5-1).

Determining Call Progress Tones

Use the Tone Capture and Analysis Screen (Figure C-6) to evaluate call progress tones on various switches in cases where the system defaults must be tuned. This tool enables you to:

■ Use a set of OPCODE commands to simulates a call scenario that makes the switch generate a tone

■ Capture the tone

■ Analyze the tone to determine its frequency and cadence

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After analysis, you can tune the tone parameters set in the Lucent INTUITY system to match the actual switch parameters by accessing the appropriate window in the telephony interface: Dial Tone, Busy Tone, Reorder Tone, Ringback Tone or Stutter Tone window.

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Switch Interface Administration

   > Telephony Interface

     > Tone Capture and Analysis

The system displays the Tone Capture and Analysis window (Figure C-6).

```
                    Tone Capture and Analysis                         ^

 TONE:  dial                                 COMMANDS
                                    OPCODE  CH   PARAMETER
                FREQUENCY           No.

 FREQUENCY  1: 350  Hz.    FREQUENCY  2: 440  Hz.    OFFHK   16
                                                     WAIT    16  4
 ENERGY LEVEL: -3.84dBm.   ENERGY LEVEL: -2.73dBm.   RECORD  16  10
                                                     ONHK    16


                CADENCE

      ON TIME           OFF TIME          CYCLES

 1.   2000 msec.        0    msec.        1
 2.   0    msec.        0    msec.        0
 3.   0    msec.        0    msec.        0
 4.   0    msec.        0    msec.        0                          u
```
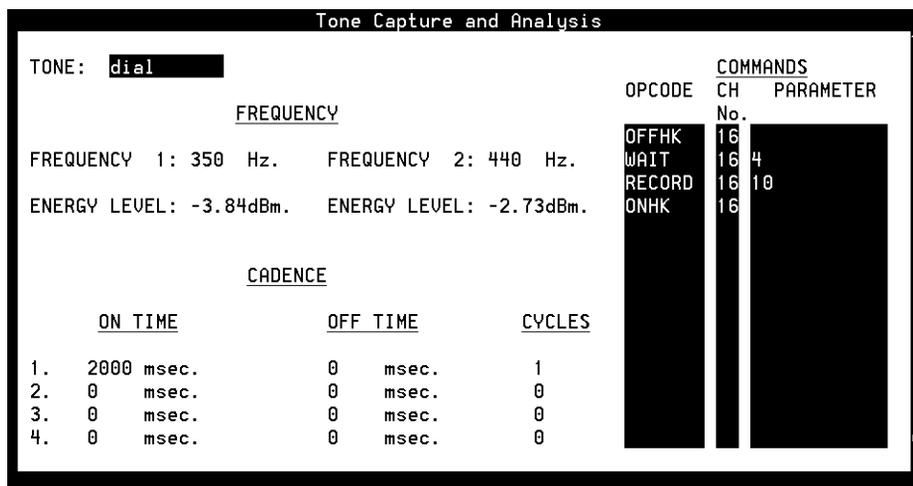
Figure C-6.   Tone Capture and Analysis Window

2. Enter a name for the tone you are to capture (see Table C-5).

3. Enter commands in the `OPCODE`, `CH No.`, and `PARAMETER` fields (see Table C-6 and the examples following the table.)

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NOTE:

> Once the cursor is in the commands fields, you can press F8
> (Change Keys) to access keys that allow you to delete a command
> line F4 (Delete Line), insert a command line F5 (Insert Line), or move
> the cursor to the Tone field F7 (Home).
>
> Press F8 (Change Keys) again to change to the original keys. Or, if
> you move the cursor out of the commands fields, the keys
> automatically change back.

4. Press F4 (Capture).

   The system captures the tone generated by the OPCODE commands.

5. Press F5 (Analyze).

   The system analyzes the captured tone and displays its frequency and
   cadence in the output fields on the window (see Table C-5).

6. Do you want to save the commands for future use?

   - If no, go to Step 7.

   - If yes, do the following:

     a. Press F3 (Save).

        The system displays the following message:

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

     b. Enter **y**

   NOTE:

   > To delete a tone name and its associated commands, position
   > the cursor in the Tone field and press F8
   > (Delete Tone).

7. Press F6 (Cancel) three times to return to the Lucent INTUITY main menu
   (Figure 5-1).

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Table C-5.   Tone Capture and Analysis Window — Input Fields

Field	Description	Values
TONE	Allows you to enter a name for the tone. Commands for capturing the tone are read from a file using this name. All output files are also generated using this name. If you save the OPCODE commands associated with this name, they are displayed whenever you enter the name in this field.	Maximum of 10 characters.
FREQUENCY 1: FREQUENCY 2:	These fields display the result of the tone frequency analysis, which can contain one or two frequency components. Frequency 1 is the lower frequency and Frequency 2 is the upper frequency.	■ If only one component is present, the Frequency 2 field is blank. ■ If no frequency is detected, both fields are blank. This may be a result of improper capturing of the tone.
ENERGY LEVEL: (two fields)	These fields display the results of analysis of the energy level of each frequency component.	Displayed in dBm.
ON TIME (four fields)	These fields display the results of analysis of the tone cadence ON time.	Displayed in msec.
OFF TIME (four fields)	These fields display the results of analysis of the tone cadence OFF time in.	Displayed in msec.
CYCLES (four fields)	These fields display the results of analysis of the number of occurrences of the ON time/OFF time cycles.	Integer.

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Table C-5. Tone Capture and Analysis Window — Input Fields

Field	Description	Values
OPCODE	Allows you to enter the **OPCODE** portion of the OPCODE command syntax.	Specifies the operation to be performed on the channel (seeTable C-6).
CH. No.	Allows you to enter the required *<CH_No.>* portion of the OPCODE command syntax.	The port number on the Tip/Ring card.
PARAMETER	Allows you to enter the *<PARAMETER>* portion of the OPCODE command syntax.	An OPCODE-dependent qualifier. Not required for all OPCODE commands (see Table C-6). Possible values are: ■ *<duration>* — Specifies the number of msec for the operation to be performed. ■ *<digit_string>* — Specifies a dial string. Valid characters are 0-9, #, and *.

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The system recognizes the following OPCODE commands (Table C-6).

Table C-6. OPCODE Commands

Command	Description
OFFHK *<CH_No.>*	Seizes the specified line.
ONKH *<CH_No.>*	Emulates an on-hook condition on the specified line.
DIAL *<CH_No.> <digit_string>*	Dials out dual-tone multifrequency (DTMF) digits through the specified line.
FLASH *<CH_No.> <duration>*	Performs hook flash on the channel for the specified number of msec.
RECORD *<CH_No.> <duration>*	Captures the pulse code modulation (PCM) data of the voice on the line and stores it in a file. The duration is specified in seconds and should be suitably chosen to capture a sufficient number of on/off cycles of the tone.
PLAY *<CH_No.>*	Plays the stored tone on the specified channel.
WAIT *<CH_No.> <duration>*	**Introduces a number of seconds of delay in execution of the next command. This command can be introduced anywhere in the command sequence.**

Examples

The command sequence shown in the window in Figure C-6 captures dial tone.

The following command sequence captures a busy tone:

OFFHK	**01**	**124**	Make line 01 busy.
DIAL	**01**	**1234**	Dial extension number of line 01.
OFFHK	**02**	**126**	Cause the switch to inject busy tone on line 02.
DIAL	**02**	**127**	Dial extension number of line 02.
RECORD	**02**	**3**	Record the tone for 3 seconds.
ONHK	**01**		Unbusy line 01.

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Another way to capture busy tone is to do the following:

1. Identify a valid extension number (switch station).

2. Take the station offhook manually.

3. Use the following command sequence:

OFFHK	**01**		Make line 01 busy.
DIAL	**01**	**\<number that you busied out by taking offhook.>**	Dial extension \<*number*>.
RECORD	**01**	**10**	Record the tone for 10 seconds.
ONHK	**01**		Unbusy line 01.

The following command sequence captures a stutter tone:

OFFHK	**01**		Make line 01 busy.
RECORD	**01**	**3**	Record the tone for 3 seconds.
ONHK	**01**		Unbusy line 01.

The following command sequence captures a ringback tone:

OFFHK	**01**		Make line 01 busy.
DIAL	**01**	**1234**	Dial extension 1234.
RECORD	**01**	**10**	Record the tone for 10 seconds.
ONHK	**01**		Unbusy line 01.

Lodging Troubleshooting Procedures

The following sections list possible troubles that may occur during installation and recommended troubleshooting/repair procedures.

This sections includes procedures to follow if the:

- System does not display the INTUITY Lodging screens

- System does not answer

- System answers with a prompt from the wrong application

- System plays out an error message

- Call cannot be transferred to the attendant

- Message Waiting Indicator does not operate

- Message cannot be retrieved through the attendant

System Does Not Display the Lucent INTUITY Lodging Screens

If the Lucent INTUITY system does not display the INTUITY Lodging screens:

1. Log out and then log back into the system. The Lucent INTUITY Administration screen should display the INTUITY Lodging option after you log back in. Select INTUITY Lodging to display the Lodging Administration screen. If the system does not display the screens, continue with the next step.

2. Reload the INTUITY Lodging software. After you have reloaded the software, see "Administering Lucent Intuity Lodging Parameters and Basic Features" in Chapter 14, "Initial Administration and Test for Lodging and Lodging FAX Messaging".

   ### $\Longrightarrow$ NOTE:
   You do not need to remove any software in order to re-install the INTUITY Lodging software.

System Does Not Answer

If the Lucent INTUITY system does not answer:

1. Verify that you are calling the correct extension.

2. Inspect the cabling between the switch and the Lucent INTUITY system. Be sure that all cables are firmly connected into the ports. Also check the link from the switch to the Lucent INTUITY system.

   Attempt the call again. If the system fails to answer, continue with the next step.

3. Verify that the voice system is running. The Lucent INTUITY system will not answer telephone calls if the voice system is not operating:

   a. Start at the Lucent INTUITY main menu (Figure 5-1) and select

```
> Customer/Services Administration

   > System Verification

      > Verify System Status
```
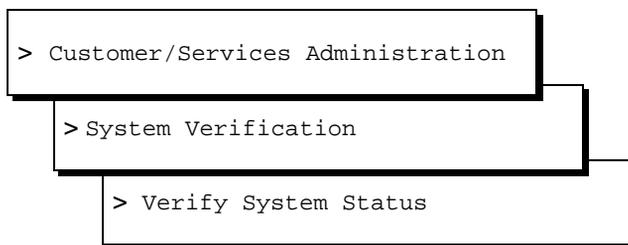
   The system displays the Verify System Status screen.

   b. Use the down and/or up arrow keys to locate the "System status of vs" entry.

   c. Verify that the entry reads: Voice System is Up.

   d. Determine your next step:

      1. If the voice system is up, press F6 (Cancel) three times to return to the Lucent INTUITY main menu (Figure 5-1). Try the call again. If the system still does not answer, continue with Step 3, below.

      2. If the voice system is not up, press F6 (Cancel) two times to return to the Customer/Services Administration screen to start the voice system. Select

```
> System Management

   > System Control

      > Start Voice System
```
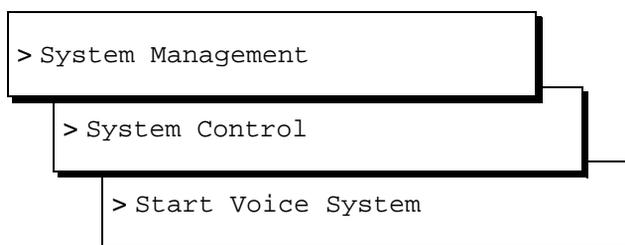
      The system responds with a series of auditing messages. After the voice system is up, the system displays the following message: Press Enter to continue....Press ENTER to return to the system screens when you see this message.

      Wait a few minutes and try the call again. If the system does not answer, press F6 (Cancel) three times to return to the Lucent INTUITY main menu (Figure 5-1) and continue with the next step.

4. View the Voice Equipment screen. From the Lucent INTUITY main menu
    ([Figure 5-1](#)), select

```
> Voice System Administration

    > Voice Equipment
```

Verify that the STATE for all channels is Inserv, that each channel has a
SERVICE-NAME, and that each channel has the correct phone number.
The SERVICE-NAME for each channel should be *DNIS_SVC.

Determine your next step:

a. If the STATE field displays any state other than Inserv, perform
    voice card diagnostics. See the maintenance book specific to your
    platform for more information.

    Contact your remote support center if a Tip/Ring circuit card fails
    diagnostics.

b. If the SERVICE-NAME for each channel is not *DNIS_SVC, assign
    services to called numbers, and map services to channels for
    operation.

c. If the PHONE number is incorrectly mapped to the channel, enter
    the correct phone number for the channel.

d. If the STATE, SERVICE-NAME, and PHONE fields are correct,
    continue with the next step.

5. Verify that the correct services are assigned to the called numbers. Display
    the "Assign Services to Called Numbers" window to verify the service
    names and associated numbers.

    ⇒ **NOTE:**
    Each service name must have an associated called number or the
    word ANY. ANY allows the system to answer the call for "any" called
    number as long as the call comes to the Lucent INTUITY system.

    Try the call again. If the call fails, continue with the next step.

6. The switch link, the channels, or the call coverage path may be
    misadministered.

    If the contract specifies that you are to perform the switch administration,
    see the switch document for the integration that you are installing and
    verify your administration.

If you are not to provide switch administration, contact the remote support center and install the remote maintenance modem. Remote support may then dial in and inspect the system. They may also instruct you to contact the customer system administrator and ask that the switch administration be verified.

7. If the above remedies fail, contact your remote support center for assistance.

System Answers with a Prompt from the Wrong Application

If the system answers with a prompt from another application:

1. Verify that you dialed the correct extension or message retrieval number. On co-resident systems (systems operating both voice messaging applications), INTUITY Lodging requires a dummy number that covers to the Lucent INTUITY system hunt group. Calling the Lucent INTUITY system hunt group number will cause the INTUITY AUDIX application to answer.

   Try the call again. If you still obtain an incorrect prompt, continue with the next step.

2. If you are calling an extension to go to coverage, verify that the extension you are calling is a checked-in guest for the INTUITY Lodging application.

   $\Longrightarrow$ **NOTE:**
   Extensions should not be administered for both the INTUITY AUDIX and the INTUITY Lodging applications. If an extension is administered for both, the covered calls will be directed to the INTUITY Lodging application.

   Try the call again. If you still obtain an incorrect prompt, continue with the next step.

3. Verify that the correct services are assigned to the called numbers. See "Assigning Services to Called Numbers" in Chapter 6, "Initial Administration for Switch Integration" and "Assigning LGfax Service to an Extension" in Chapter 14, "Initial Administration and Test for Lodging and Lodging FAX Messaging" for procedures to verify the service names and associated numbers.

   $\Longrightarrow$ **NOTE:**
   Each service name must have an associated called number or the word ANY. ANY allows the system to answer the call for "any" called number as long as the call comes to the Lucent INTUITY system.

   Try the call again. If you still obtain an incorrect prompt, contact your remote support center.

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System Plays Out an Error Message

Table C-7 lists the error prompts, their causes, and possible remedies:

Table C-7. **Phone Interface Error Messages, Possible Causes and Remedies**

Error Message	Possible Cause	Possible Remedy
Login incorrect.	Wrong extension or password entered through the telephone interface.	Verify the extension number and password, if one is in use, and attempt the call again.
	Wrong extension or password entered for the test guest during the check-in procedures.	Display the test guest mailbox administration (Lodging Administration, Guests Mailbox Administration, Mailbox, and enter the extension number). Verify your entries. If the system does not display guest administration for the extension, the test guest was assigned to the wrong extension.
	Too many digits for the extension.	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. See ''Administering Lucent Intuity Lodging Parameters and Basic Features'' in Chapter 14, ''Initial Administration and Test for Lodging and Lodging FAX Messaging'', for more information on how to access the screen.
	Attempting to retrieve messages from a lobby or other phone and entering too may digits for the extension.	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. See ''Administering Lucent Intuity Lodging Parameters and Basic Features'' in Chapter 14, ''Initial Administration and Test for Lodging and Lodging FAX Messaging'', for more information on how to access the screen. Contact the project manager if there is a discrepancy between the number of digits planned for and the number of digits required. Modify the parameter.
Invalid extension or Invalid password.	Wrong extension or password entered through the telephone interface.	Verify the extension number and password and try the call again.
No default guest interface language has been specified.	No default language assigned for the INTUITY Lodging application.	Assign a default guest interface language on the System Parameter Administration screen.

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Table C-7.   Phone Interface Error Messages, Possible Causes and Remedies

Error Message	Possible Cause	Possible Remedy
Transfer failed.	Switch failed to make a successful transfer.	Try the call again. The attendant hunt group or the attendant queue may be misadministered. If the call fails a second time, and the contract includes switch administration, see the switch book. If the contract does not include switch administration, contact your project manager.
	No Primary Attendant of hunt group is administered on the System Parameters Administration screen.	Verify that the Attendant Extension: and Hunt Group Or Primary Attendant: parameters contain the correct extensions on the INTUITY Lodging's System Parameter Administration screen. See ''Administering Lucent Intuity Lodging Parameters and Basic Features'' in Chapter 14, ''Initial Administration and Test for Lodging and Lodging FAX Messaging'', for more information on how to access the screen.
No one is checked into the room you dialed.	Attendant transferred the caller to the wrong extension.	Contact the attendant, review the extension number, and try the call again.
	The test guest is not checked in.	Display the test guest mailbox administration (Lodging Administration, Guests Mailbox Administration, Mailbox, and enter the extension number). Verify your entries. If the system does not display guest administration for the extension, the test guest was assigned to the wrong extension.
	The wrong extension was used to check in the guest.	Check out the test guest associated with the wrong extension number and check the test guest in with the correct information.
	The number of digits in the guest's extension exceeds the Maximum Extension Length system parameter.	Verify the Maximum Extension Length parameter setting under INTUITY Lodging's System Parameter Administration screen. See ''Administering Lucent Intuity Lodging Parameters and Basic Features'' in Chapter 14, ''Initial Administration and Test for Lodging and Lodging FAX Messaging'' for more information on how to access the screen. Contact the project manager if there is a discrepancy between the number of digits planned for and the number of digits required. Modify the parameter.

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Table C-7. **Phone Interface Error Messages, Possible Causes and Remedies**

Error Message	Possible Cause	Possible Remedy
No one is available to receive your call.	No attendant extension was entered into the Hunt Group or Primary Attendant parameter on the System Parameter Administration screen.	Verify that the Attendant Extension: and Hunt Group Or Primary Attendant: parameters contain the correct extensions on the Lodging System Parameter Administration screen. See ''Administering Lucent Intuity Lodging Parameters and Basic Features'' in Chapter 14, ''Initial Administration and Test for Lodging and Lodging FAX Messaging'', for more information on how to access the screen.
	All of the attendant extension are busy and the queue is full.	Try the call again.
This call is experiencing technical difficulties.	The switch link is down.	See Chapter 7, "Subscriber Deletion and Alarm Origination/Remote Maintenance", in *Lucent INTUITY Lodging Administration and Feature Operations*, 585-310-566, to display the alarm log and check for switch link alarms.
	The phone to channel mapping may be incorrect.	See the System Does Not Answer section of this chapter.
	The PMS link is down and the system parameter When PMS Link is down, calls For Guests Handled By: parameter is set to attendant.	
Message is terminated by transfer to the operator	The touch tone 0 was pressed while recording, causing transfer to the operator.	Re-record the message. Be careful not to enter any touch tones. Occasionally the human voice may simulate touch tones, causing the system to react. Re-record the message.

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Call Cannot Be Transferred to the Attendant

If you cannot transfer to the attendant, verify that the number is correct in the Hunt Group Or Primary Attendant: parameter on the System Parameter Administration screen. See "Administering Lucent Intuity Lodging Parameters and Basic Features" in Chapter 14, "Initial Administration and Test for Lodging and Lodging FAX Messaging", to make any corrections.

Message Waiting Indicator Does Not Operate

If the MWI does not operate:

1. Verify that the test guest telephone is properly connected:

    a. Check the phone set connection. When you insert the phone line into the phone set, it will click when properly in place.

    b. Test the bulb manually by sending a message-waiting call from the attendant console. If the bulb does not light, ask for a replacement set.

2. Verify that the Message Lamp Controlled By: parameter on the System Parameter Administration screen is LDG. If this parameter is PMS, the switch is waiting for a signal from the PMS to activate the MWI. For these tests, change the parameter to LDG if it has been set to PMS.

3. Verify that the MWI for the extension is enabled and that the appropriate type is set on the switch.

    If the contract specifies that you are to perform the switch administration, see the INTUITY switch document for the integration that you are installing and verify the administration.

    If you are not to provide switch administration, contact the customer system administrator and ask that the switch administration be verified.

4. Verify that the switch link is up.

    If the contract specifies that you are to perform the switch administration, see the switch document for the integration that you are installing and verify the link.

    If you are not to provide switch administration, contact the customer system administrator and ask that link operation be verified.

Message Cannot Be Retrieved Through the Attendant

If the test message cannot be retrieved through the attendant:

1. Verify that the attendant's extension is correctly entered into the INTUITY Lodging's System Parameter Administration screen. See "Administering Lucent Intuity Lodging Parameters and Basic Features" procedure to display the System Parameter Administration screen.

2. Verify the procedures that the attendant used, including the password. Try the call again.

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Lodging FAX Messaging Troubleshooting Procedures

The following section lists recommended troubleshooting and repair procedures for Lodging FAX Messaging.

This section includes troubleshooting procedures if:

- The system does not answer
- The system does not call the fax machine

The System Does Not Answer

If the system does not answer, verify that:

1. The switch link is released
2. The voice system is started
3. The Lodging FAX Messaging package is completely installed
4. *DNIS_SVC is correctly administered for the fax extension

The System Does Not Call the Fax Machine

If the system does not call the fax machine and is unable to deliver a fax for printing, complete the following procedures:

- Verifying your administration
- Viewing the FAX Transmission Queue report

Verifying Your Administration

Verify your administration by checking:

- The assigned FAX service
- FAX parameter administration

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Viewing the FAX Transmission Queue Report

To determine the status of the fax, you must view the FAX Transmission Queue report. To view the FAX Transmission Queue report:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

> Lodging Administration

> Traffic and Space Usage Reports

> FAX Messaging Reports

>FAX Transmission Queue

The system displays the FAX Transmission Queue window.

2. Check the status of the fax on the FAX Transmission Queue report.

NOTE:
See Chapter 7, in *Lucent INTUITY Lodging Administration,* 585-310-577, for more information about the FAX Transmission Queue report.

Pinouts

D

Overview

This chapter provides the pinout information for the:

- Tip/Ring circuit card
- Asynchronous connections
- ACCX circuit card
- RS-232 null modem

The speech and signal processor circuit card (SSP – AYC43) provides speech support for various speech technologies. The SSP circuit card must be used with at least one Tip/Ring circuit card. One SSP circuit card can be installed in the MAP/100P.

⟹ NOTE:
No external cabling is required for the SSP circuit card.

Purpose

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

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Pinouts for the Tip/Ring Circuit Card

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Pinouts for the Tip/Ring Circuit Card

Figure D-1 shows typical Tip/Ring line connection for the IVC6 circuit card.
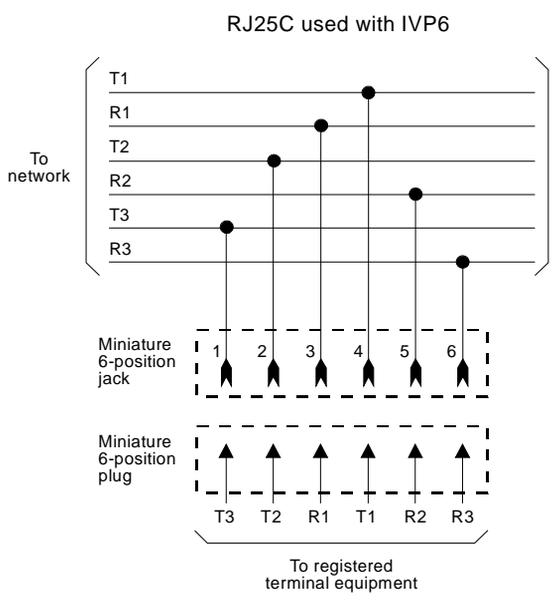
Figure D-1. **Wiring and Pin Diagram for the IVC6 Tip/Ring Circuit Card**

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Pinouts for Asynchronous Connections

Table D-1 lists the pinouts for the COM1 asynchronous port. Figure D-2 shows pinouts for the modular jacks on the Multi-port serial circuit card. Figure D-3 shows pinouts for the terminal/printer or modem adapters. Table D-2 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring circuit cards to the Tip/Ring distribution panel.

Table D-1. COM1 Pinouts

Pin No.	Signal	Signal
1	Data Carrier Detect (DCD)	Input
2	Receive Data (RX)	Input
3	Transmit Data (TX)	Output
4	Data Terminal Ready (DTR)	Output
5	Signal Ground (GND)	Bidirectional
6	Data Set Ready (DSR)	Output
7	Request to Send (RTS)	Output
8	Clear to Send (CTS)	Input
9	Ring Indicator (RI)	Input
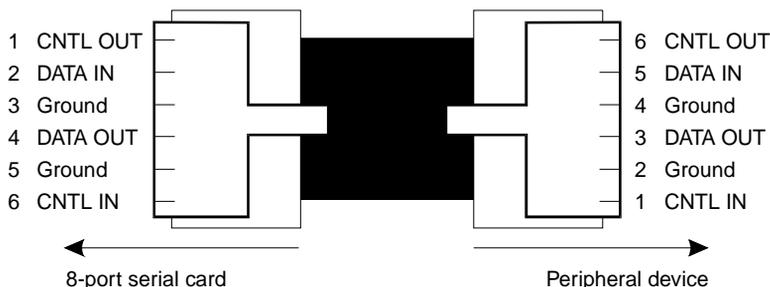
Figure D-2. Pinout Connections for Modular Jacks on the Multi-Port Serial Circuit Card

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

SIGNAL	RJ-11	DB-25	
DATA IN	5	2	TD
DATA OUT	3	3	RD
Gnd	4	7	Gnd
Gnd	2		
CTRL OUT	6	5	CTS
	3K	8	DCD
CTRL IN	1	20	DTR
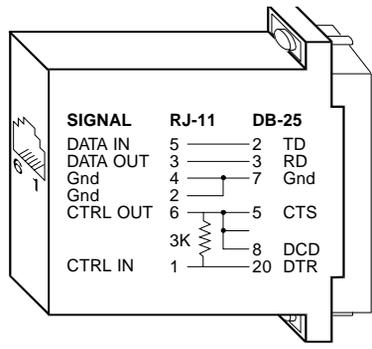
FOR MODEMS:
PEC 70853 [DB-25 DTE Male]

SIGNAL	RJ-11	DB-25	
DATA OUT	3	2	TD
DATA IN	5	3	RD
Gnd	4	7	Gnd
Gnd	2		
CTRL IN	1	8	DCD
		4	RTS
		6	DSR
CTRL OUT	6	20	DTR
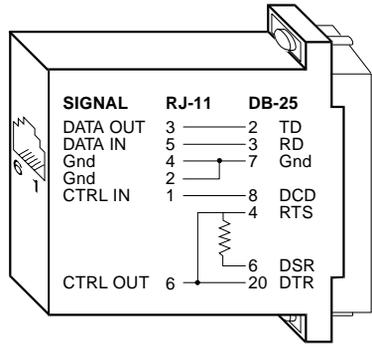
Figure D-3.   Pinout Connections for DTE or DCE Devices

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Table D-2.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts

From				To			
						50-Pin Connector	
Channel No.	IVC6 Card No.	Jack No. or 356B No.	Pin No.	Jack No. or 356B 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	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

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Table D-2. MAP/100P Tip/Ring Consolidation Wiring and Pinouts

14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44
20	4	1	2	7	3	T20	45
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24
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

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Table D-2.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts

29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9
34	6	2	3	4	4	R34	10
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12
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

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Table D-2.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts

44	8	1	2	7	3	T44	45
	8	1	5	7	6	R44	20
45	8	1	1	7	2	T45	46
	8	1	6	7	7	R45	21
46	8	2	3	8	4	T46	22
	8	2	4	8	5	R46	47
47	8	2	2	8	3	T47	48
	8	2	5	8	6	R47	23
48	8	2	1	8	2	T48	49
	8	2	6	8	7	R48	24
49	9	1	3	9	4	T49	1
	9	1	4	1	5	R49	26
50	9	1	2	1	3	T50	27
	9	1	5	1	6	R50	2
51	9	1	1	1	2	T51	28
	9	1	6	1	7	R51	3
52	9	2	3	2	4	T52	4
	9	2	4	2	5	R52	29
53	9	2	2	2	3	T53	30
	9	2	5	2	6	R53	5
54	9	2	1	2	2	T54	31
	9	2	6	2	7	R54	6
55	10	1	3	3	4	T55	7
	10	1	4	3	5	R55	32
56	10	1	2	3	3	T56	33
	10	1	5	3	6	R56	8
57	10	1	1	3	2	T57	34
	10	1	6	3	7	R57	9
58	10	2	3	4	4	T58	10
	10	2	4	4	5	R58	35

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Table D-2.   MAP/100P Tip/Ring Consolidation Wiring and Pinouts

59	10	2	2	4	3	T59	36
	10	2	5	4	6	R59	11
60	10	2	1	4	2	T60	37
	10	2	6	4	7	R60	12
61	11	1	3	5	4	T61	13
	11	1	4	5	5	R61	38
62	11	1	2	5	3	T62	39
	11	1	5	5	6	R62	14
63	11	1	1	5	2	T63	40
	11	1	6	5	7	R63	15
64	11	2	3	6	4	T64	16
	11	2	4	6	5	R64	41
65	11	2	2	6	3	T65	42
	11	2	5	6	6	R65	17
66	11	2	1	6	2	T66	43
	11	2	6	6	7	R66	18
67	12	1	3	7	4	T67	19
	12	1	4	7	5	R67	44
68	12	1	2	7	3	T68	45
	12	1	5	7	6	R68	20
69	12	1	1	7	2	T69	46
	12	1	6	7	7	R69	21
70	12	2	3	8	4	T70	22
	12	2	4	8	5	R70	47
71	12	2	2	8	3	T71	48
	12	2	5	8	6	R71	23
72	12	2	1	8	2	T72	49
	12	2	6	8	7	R72	24

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D Pinouts
Pinouts for Connections from the ACCX Circuit Card

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Pinouts for Connections from the ACCX Circuit Card

Table D-3 provides pinout and signal information for RS-232 connections from the ACCX circuit card. Table D-4 provides pinout and signal information for DCP connections from the ACCX circuit card.

Table D-3.   RS-232 Signals, Connections, and Pinouts

Signal Name	Description	Pin No.	To or From ACCX Circuit Card
AA	Protective GND	1	—
BB	Signal GND	7	—
BA	Transmit Data	2	From
BB	Receive Data	3	To
CA	Request-to-Send	4	From
CB	Clear-to-Send	5	To
CC	Data-Set-Ready	6	To
CD	Data-Terminal-Ready	20	From
CE	Ring Indicator	22	To
CF	Carrier Detect	8	To
DA	Terminal Timing	24	From
DB	Transmit Timing	15	To
DD	Receive Timing	17	To

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D Pinouts
  Pinouts for RS-232 Null Modem

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Table D-4.   50-Pin DCP Cable Termination Pin Assignments[1]

Pin No.	Lead	Description
27	TXR-0	DCP port 0 transmit signal ring side
28	RXR-0	DCP port 0 receive signal ring side
30	TXR-1	DCP port 1 transmit signal ring side
31	RXR-1	DCP port 1 receive signal ring side
2	TXT-0	DCP port 0 transmit signal tip side
3	RXT-0	DCP port 0 receive signal tip side
5	TXT-1	DCP port 1 transmit signal tip side
6	RXT-1	DCP port 1 receive signal tip side

1.   Pins 1, 4, 7–25, 26, 29, and 32–50 are not used.

Pinouts for RS-232 Null Modem

Table D-5 provides pinout information for the RS-232 null modem.

Table D-5.   RS-232 Null Modem Pin Assignments[1]

Pin Number	Lead	Corresponding Lead	Pin Number
1	PG	PG	1
7	SG	SG	7
2	TD	RD	3
3	RD	TD	2
20	DTR	DSR	6
6	DSR	DTR	20
4	RTS	CTS	5
8	CD	RTS	4
4	RTS	CTS	5
4	RTS	CD	8

1.   Pins 9 through 19 are not used.

Cable Connectivity

E

Overview

This appendix details external connectivity and cabling from the MAP/100P platform to the following:

- Switches:
    - System 25
    - System 75
    - System 85
    - MERLIN LEGEND®
    - Digital station interface
    - Inband and serial
    - Centrex
- Networks
- Terminals and distant modems

Table E-1 identifies where you can find more information for cable connectivity of switches to Lucent INTUITY systems.

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Purpose

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Table E-1.   Switch Types and Document References for Cable Connectivity

For Switch Type	See Document
System 25 switches	*Lucent INTUITY Integration with System 25*, 585-310-254
System 75 switches or R6csi switches	*Lucent INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*, 585-310-257
System 85 switches	*Lucent INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*, 585-310-256
MERLIN LEGEND switches	*Lucent INTUITY Integration with MERLIN LEGEND Communications System*, 585-310-255
Digital station interface switches	*Lucent INTUITY Switch Integration with a Digital Station Interface*, 585-310-251
Inband and serial switches	*Lucent INTUITY Inband and Serial Switch Integration,* 585-310-252
Centrex switches	*Lucent INTUITY Centrex Switch Integration*, 585-310-253

NOTE:

Tables that list cable ordering numbers and lengths are provided at the end of this appendix if you need to order cables.

Purpose

This appendix provides procedures and illustrations to help you make connections to the switch, network, or terminals.

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Slot Assignments

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Slot Assignments

Circuit cards are placed in the MAP/100P in locations called *slots*. The following sections detail the fixed and variable slot assignments for circuit cards installed in the MAP/100P.

Fixed Slot Assignments

The following circuit cards have fixed locations in the MAP/100P:

- Tip/Ring circuit cards — Slot 1 and Slot 2
- Remote maintenance circuit card — Slot 16
- P5 200 MHz CPU circuit card — Slot 17
- Video circuit card — Slot 18

Assignment Rules

The following rules apply to the placement of optional boards in the MAP/100P:

- A maximum of 15 ISA slots are available.
- A maximum of 11 Tip/Ring circuit cards is supported.
- A maximum of 3 ACCX circuit cards is supported.
- The system does not support both a digital station interface circuit card and a DCIU circuit card.
- All other circuit cards are supported as one per system with no mutual exclusions.
- Slots 3 through 15 will be occupied by circuit cards in the following order starting with Slot 3:

    1. Tip/Ring
    2. SSP
    3. ACCX
    4. Digital station interface or DCIU
    5. Multi-Port serial
    6. LAN

- The LAN circuit card will always occupy Slot 15 if it is provided.
- The Multi-Port serial circuit card will occupy the highest available slot after the LAN circuit card, if provided, has been installed.

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Connecting Cables from the Platform to the Switch   **Page 377**

- A digital station interface or DCIU circuit card will occupy the highest available slot after the LAN circuit card and the Multi-Port serial circuit card, if provided, have been installed.

- ACCX circuit cards are assigned slots sequentially, starting with the highest available slot.

Connecting Cables from the Platform to the Switch

To begin switch connections from the MAP platform, you must connect to the DCIU circuit card. Verify the slot location. The DCIU circuit card has a 25-pin RS-232 connector and a green LED on the faceplate.

Using an IDI or MPDM for Switch Connections

Connections from the platform to the switch must be made through either an isolating data interface (IDI) or a modular processor data module (MPDM). Direct connections to the switch are not allowed.

An IDI functions as a ground device (RS-449). The cable is RS-232 on one end for connection to the DCIU circuit card and RS-449 on the other end for connection to the IDI.

The MPDM provides a digital port connection to the switch from the DCIU circuit card. You must use an MPDM in the following situations:

- The connection from the platform to the switch is greater than 400 feet (122 meters)

- The switch to which you are connecting has duplicated common control

- The switch has DC power

The last two items do *not* apply to DEFINITY G3r or G2 and System 85 R2V4.

See Figure E-1 for an overview of the types of connections from the MAP/100P to various Lucent switches.

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Connecting Cables from the Platform to the Switch

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cycv-dov LJK 090397

1. Lucent INTUITY DCIU circuit card
2. IDI
3. MPDM
4. Cross connect
5. G2 and System 85 R2V4
6. Most switches except G3r, G2, System 85
7. All switches except G3r, G2, System 85

8. G3r only
9. TN765 processor interface
10. TN754 digital line interface
11. Administered connection
12. TN577 packet gateway
13. System 85 DCIU circuit pack
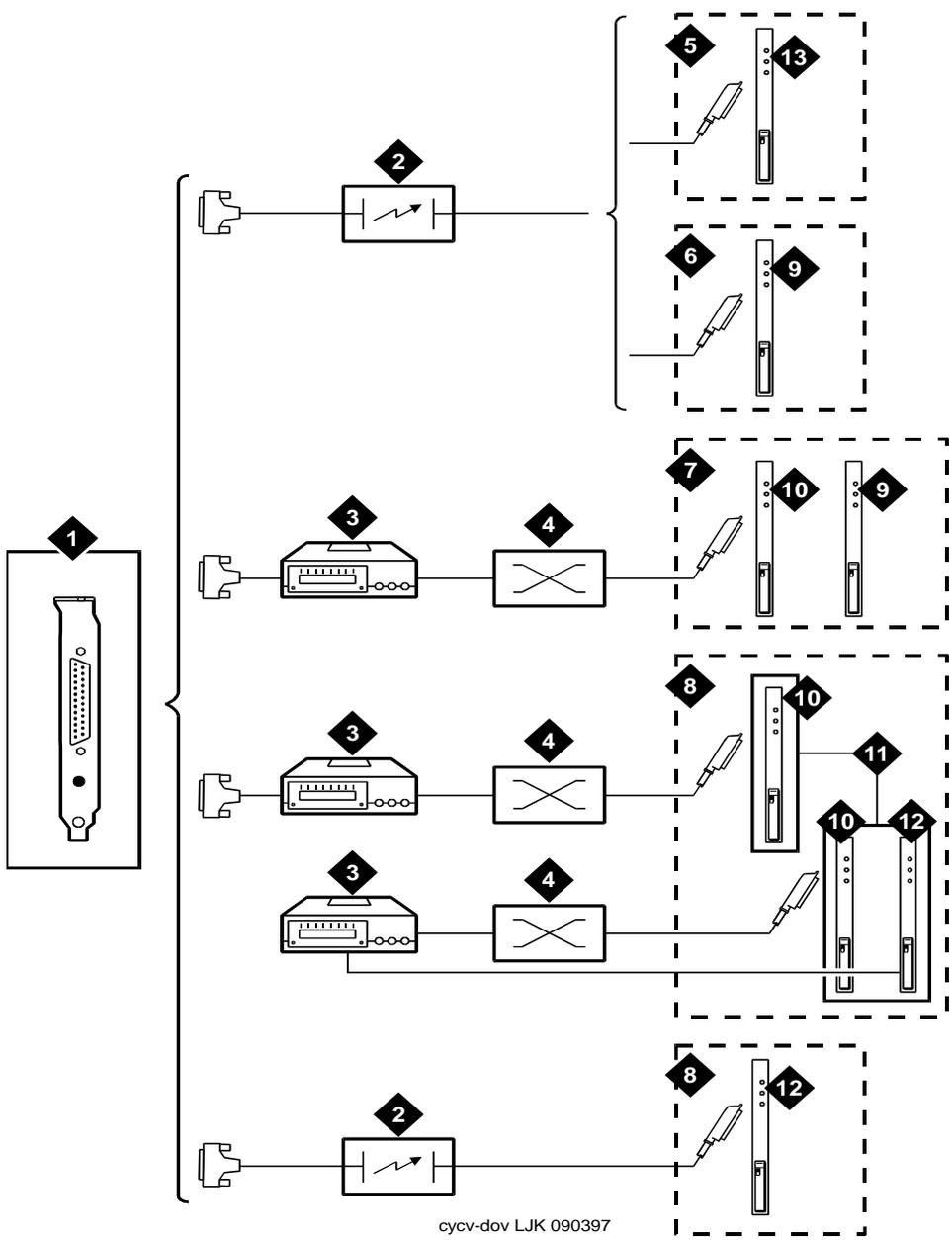
Figure E-1. Overview of Platform Switch Cable Connections

Connecting Lucent INTUITY to G2 and System85 R2V4 Using Duplicated Common Control Through an IDI

Use the following procedure and Figure E-2 to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the DCIU circuit card. The card has a 25-pin male connector on the faceplate.

2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI).

3. Attach the ED1E43411-Grp 342 cable to the *in* RS-449 connector on the IDI.

4. Though not shown in the figure below, attach an ED1E43411-Grp304 to the Grp 342 cable if the connection is more than 2.1 meters (7 feet) away (the length of the Grp 342 cable). The Grp 304 cable is 122 meters (400 feet) in length.

5. Attach the ED1E4311-Grp 342 or Grp 304 cable to both DCIU circuit cards in the G2 and System 85 R2V4 switch.

cycv-d02 LJK 070197
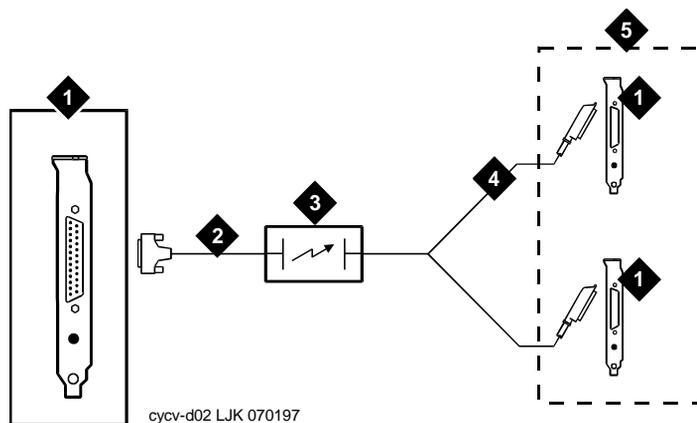
1.   DCIU circuit card
2.   ED1E43411 – Grp 175 cable
3.   IDI
4.   ED1E43411 – Grp 342 cable
5.   G2 and System 85

Figure E-2.   Connecting Lucent INTUITY to G2 and System 85 R2V4 Using Duplicated Common Control Through an IDI

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Connecting Lucent INTUITY to G2 and System 85 R2V4 Through an IDI　　　Page 380

Connecting Lucent INTUITY to G2 and System 85 R2V4 Through an IDI

Use the following procedure and to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the DCIU circuit card The card has a 25-pin male connector on the faceplate.

2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI.

3. Attach the ED1E43411-Grp 304 cable to the *in* RS-449 connector on the IDI.

4. Attach the ED1E43411-Grp 304 cable to the DCIU circuit card in the G2 and System 85 R2V4 switch.

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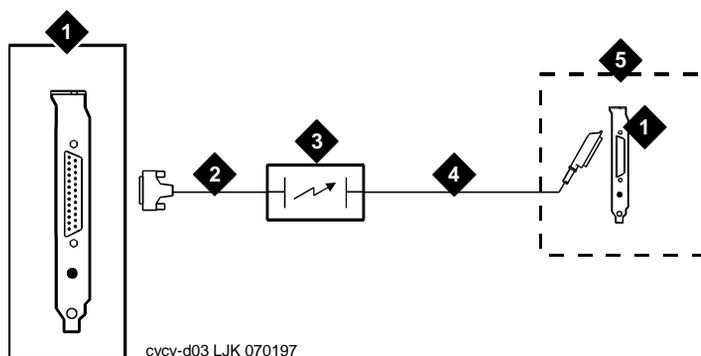
1.　　DCIU circuit card
2.　　ED1E43411 – Grp 175 cable
3.　　IDI
4.　　ED1E43411 – Grp 304 cable
5.　　G2 and System 85

Figure E-3.　Connecting Lucent INTUITY to G2 and System 85 R2V4 Through an IDI

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Use the following procedure and Figure E-4 to make these cable connections:

1. Attach one end of the ED1E43411-Grp 175 cable to the DCIU circuit card. The card has a 25-pin male connector on the faceplate.

2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS-449 connector on the IDI.

3. Attach one of the four RS-232 connectors on the H600-210 Grp *n* cable to the *in* RS-449 connector of the IDI.

4. Attach the other end of the H600-210 Grp *n* cable to an RS-232 connector on one end of the H600-347 cable.

5. Attach the other end of the H600-347 cable on the packet gateway card (TN577) on the G3r switch.

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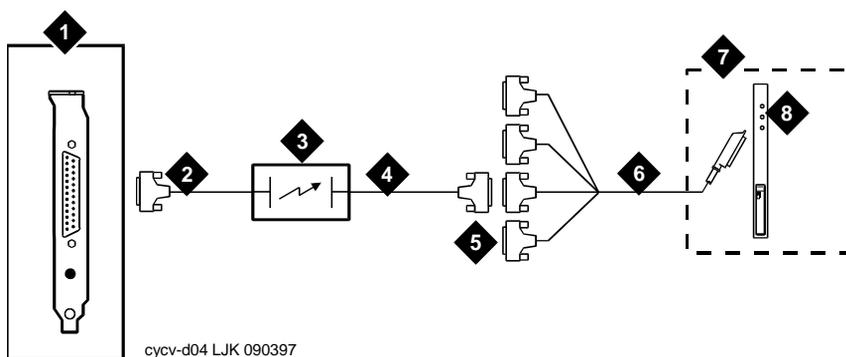
1.	DCIU circuit card	5.	RS-232 connector
2.	ED1E43411 – Grp 175 cable	6.	H600-347 cable
3.	IDI	7.	G3r
4.	H600-210 – Grp *n* cable	8.	TN577 packet gateway

Figure E-4.   Connecting Lucent INTUITY to the G3r Through IDI

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Use the following procedure and Figure E-5 to make these cable connections:

⟹ **NOTE:**

The following switches are excluded from this procedure:

- G3r, System 85 R2V4, G2
- G1/G3i, G3s, G3V5 that have:
    - DC power
    - Duplicated common control
    - Another adjunct system using the single PI/EIA port

Some early models of System 75 R1V3 do not have a PI/EIA port, and in some cases, may not be equipped with a PI circuit card.

1. Attach one end of the ED1E43411-Grp 175 cable to the DCIU circuit card. The card has a 25-pin male connector on the faceplate.

2. Attach the other end of the ED1E43411-Grp 175 cable to the *out* RS449 connector on the ID.

3. Attach the RS-449 end of the H600-210 Grp n cable to the *in* RS-449 connector on the IDI.

4. Attach the RS-232 end of the H600-210 cable to an EIA connector on the processor interface.

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1. DCIU circuit card
2. ED1E43411 – Grp 175 cable
3. IDI
4. H600-210 – Grp *n* cable
5. Most switches except G3r, G2, and System 85
6. EIA connector on the processor interface
7. TN765 processor interface

Figure E-5.   Connecting Lucent INTUITY to Most Lucent Switches Through an IDI

Connecting Lucent INTUITY to Most Lucent Switches Through an MPDM — G3r or G2 and System 85 Excluded

Use the following procedure and Figure E-6 to complete these connections:

1. Attach one end of the RS-232 cable to the DCIU circuit card.

2. Attach the other end of the RS-232 cable to the RS-232 connector of the MPDM.

3. Attach one end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM.

4. Attach the other end of the D8W-87 modular cord to the 103A adapter modular jack.

5. Attach a 3-pair cord from the 103 A adapter to the cross-connect field.

6. Attach one end of a 25-pair I/O cable to the cross-connect field.

7. Attach the other end of the 25-pair I/O cable to the digital line interface card (TN754) on the switch.

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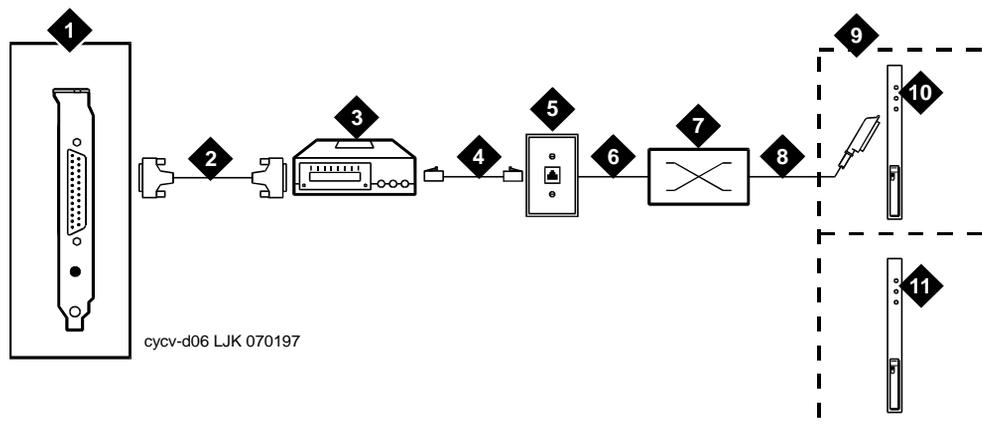
1. DCIU circuit card	7. Cross connect field
2. RS-232 cable (524124658)	8. 25-pair I/O cable
3. MPDM	9. All switches except G3r
4. D8W-87 (4-pair) modular cord	10. TN754 digital line interface
5. 103A adapter	11. TN765 processor interface
6. 3-pair cord	

Figure E-6.   **Connecting Lucent INTUITY to Most Lucent Switches Through an MPDM -- G3r or G2 and System 85 Excluded**

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Connecting Lucent INTUITY to the G3r Through MPDMs

Use the following procedure and to make these connections:

1. Attach one end of the RS-232 cable to the DCIU circuit card.

2. Attach the other end of the RS-232 cable to the RS-232 connector of the MPDM.

3. Attach the one end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM.

4. Attach the other end of the D8W-87 modular cord to the 103A adapter with a 3-pair cord.

5. Attach a 3-pair cord from the 103A adapter to the cross-connect field associated with the digital line interface (TN754).

6. Attach a 25-pair I/O cable between the cross-connect field and the digital line interface card (TN754) on the switch.

7. Attach a 25-pair I/O cable between the cross-connect field and a second digital line interface circuit card (TN754) or to a different port on the same circuit card on the switch.

8. Attach a 3-pair cord from the cross-connect field associated with the digital line interface (TN754) to the 103A adapter.

9. Attach one end of the D8W-87 modular cord to the 103A adapter.

10. Attach the other end of the D8W-87 (4-pair) modular cord to the modular jack on the MPDM.

11. Attach one end of the Group 110 cable to the RS-232 connector of the MPDM.

12. Attach the other end of the Group 110 cable to one of the four RS-232 connectors on the H600-347.

13. Attach the other end of the H600-347 - Grp 1 cable on the packet gateway circuit card (TN577) on the G3r switch.

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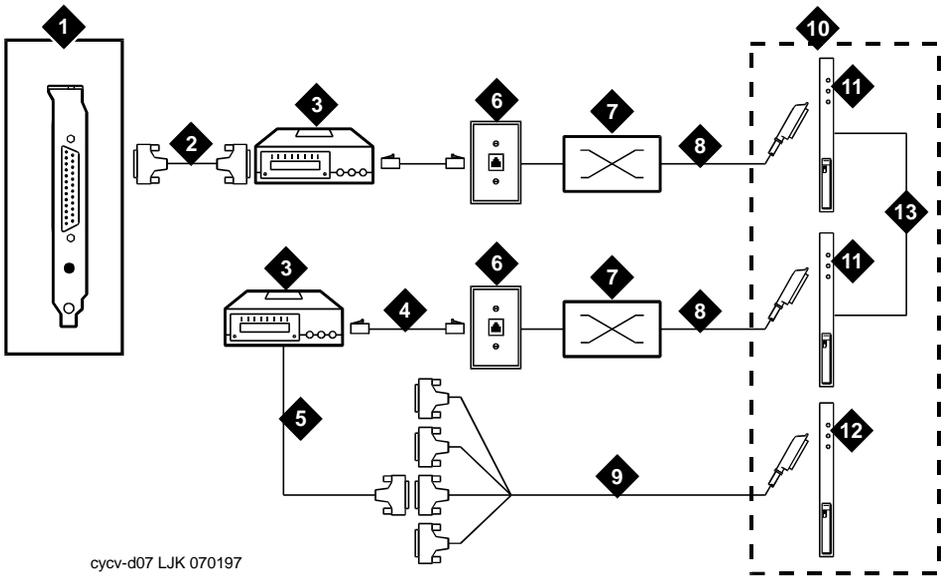
cycv-d07 LJK 070197

1. DCIU circuit card
2. RS-232 cable (524124658)
3. MPDM
4. D8W-87 modular cord
5. Group 110 cable
6. 103A adapter
7. Cross connect field
8. 25-pair I/O cable
9. H600-347 – Grp 1 cable
10. G3r only
11. TN754 digital line interface
12. TN577 packet gateway
13. Administered connection

Figure E-7.   Connecting Lucent INTUITY to the G3r Through MPDMs

Connecting Lucent INTUITY to the Network

The ACCX circuit card is used on the MAP platforms for connections to the network. Each card supports four networking channels through digital and/or analog remote connections using DCP and/or RS-232 links, respectively. The MAP/100P supports up to three ACCX circuit cards.

Each ACCX card terminates four data channels in one of the following combinations:

- Two DCP lines, each providing two I-channels. Depending on the version of the switch you are connecting to, you may only be able to use one of the two I-channels of each DCP circuit as shown in the following list.

    — System 75 R1V3, DEFINITY G1 R1V4, and DEFINITY G3i, G3s, or G3vs Version 1 only support one I-channel.

    — DEFINITY G2, G3, G3i, G3s, G3vs Version 2, and System 85 can use both of the I-channels. The option must be purchased, installed, and administered on the switch before Lucent INTUITY system administration is performed.

- Four RS-232 ports

- One DCP line (two I-channels) and two RS-232 ports

Each ACCX card includes a 10-foot cable and a breakout box for RS-232 or DCP connections. The ACCX card is located in varying locations on the MAP/100P. See Figure E-8 through Figure E-10 for your configuration.

Refer to Appendix D, "Pinouts", for information on RS-232 and DCP cable pinouts and the breakout box. See *"INTUITY Interchange Release 5.3 MAP/100P System Maintenance"*, 585-313-809, Chapter 5, section "ACCX (AYC22) Circuit Card", for information on how to install the ACCX card.

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Connecting Lucent INTUITY to the Network Through Two DCP Lines

Use the following procedure and Figure E-8 to make these connections:

1. Attach the provided 78-pin cable to the ACCX circuit card.

2. Attach the other end of the 78-pin cable to the J1 connector on the provided breakout box.

3. Attach the ED5P208 - Grp 30 cable to the DCP connector on the breakout box.

4. Attach the other end of the ED5P208-Grp 30 cable to the cross connect field.

5. Attach one end of a 25-pair I/O cable to the cross connect field.

6. Attach the other end of the 25-pair I/O cable to the digital line interface card (TN754) or SN270B (System 85).

7. Cross connect TN754 ports to ED5P208G30 cable.

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1.	ACCX circuit card	5.	Cross connect field
2.	78-pin cable	6.	25-pair I/O cable
3.	124A breakout box	7.	TN754 digital line interface
4.	ED5P208 – Grp 30 cable	8.	DEFINITY switch
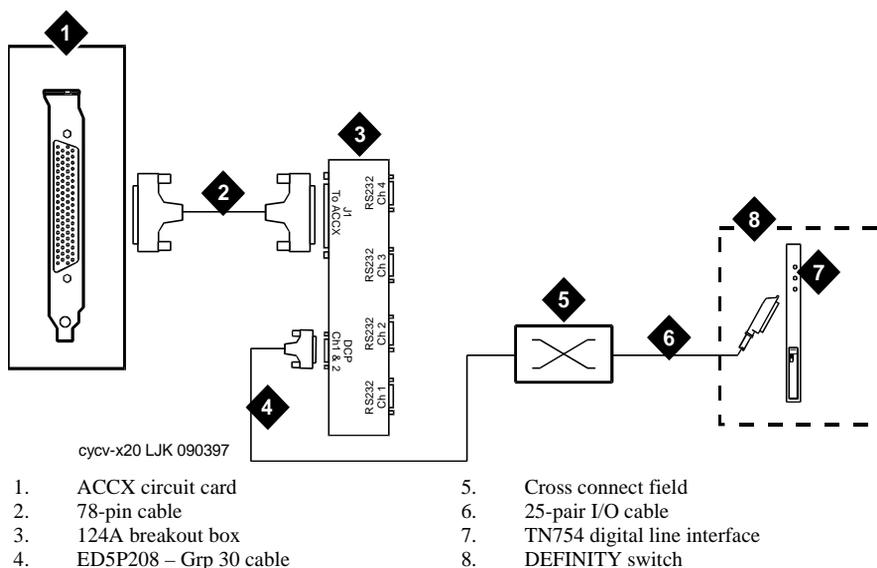
Figure E-8.   Connecting Lucent INTUITY to the Network Through Two DCP Lines

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Connecting Lucent INTUITY to the Network Through Two RS-232 and One DCP Lines

Use the following procedure and Figure E-9 to make these connections:

➤ NOTE:

See Figure E-8 for specific information on DCP connections.

1. Attach the provided 78-pin cable to the ACCX circuit card.

2. Attach the other end of the cable to the J1 connector on the provided breakout box.

3. Attach the ED5P208-Grp 30 cable to the DCP connector on the breakout box.

4. Attach the other end of the ED5P208-Grp 30 cable to the cross connect field.

5. Attach one RS-232 cable to channel one on the breakout box and attach a second RS-232 cable to channel two on the breakout box.

6. Attach the other end of the RS-232 cables to modems -- one modem for each RS-232 cable.

7. Make the connections between the two modems and the cross connect field.

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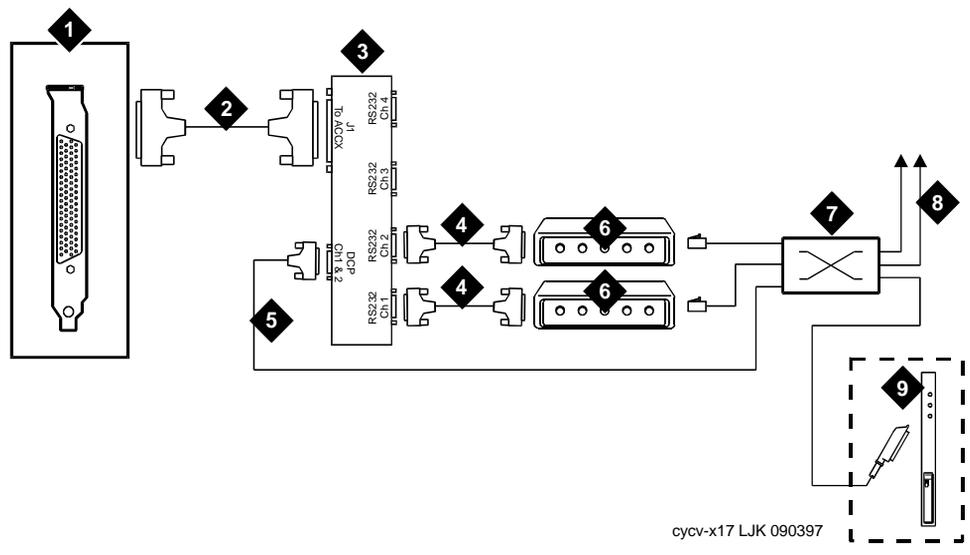
1.   ACCX circuit card
2.   78-pin cable
3.   124A breakout box
4.   RS-232 cable
5.   ED5P208 – Grp 30 cable

6.   Modem
7.   Cross connect field
8.   Analog lines
9.   TN754 or SN270B interface card

Figure E-9.   Connecting Lucent INTUITY to the Network Through Two RS-232 and One DCP Line

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Connecting Lucent INTUITY to the Network Through Four RS-232 Cables

Use the following procedure and Figure E-10 to make these connections:

1. Attach the provided 78-pin cable to the ACCX circuit card.

2. Attach the other end of the cable to J1 on the provided breakout box.

3. Attach each of the four RS-232 cables to one of the four RS-232 connectors on the breakout box.

4. Attach the other end of each of the four RS-232 cables to one of four modems. Each RS-232 cable must have a modem.

5. Cable each of the four modems to the cross connect field.

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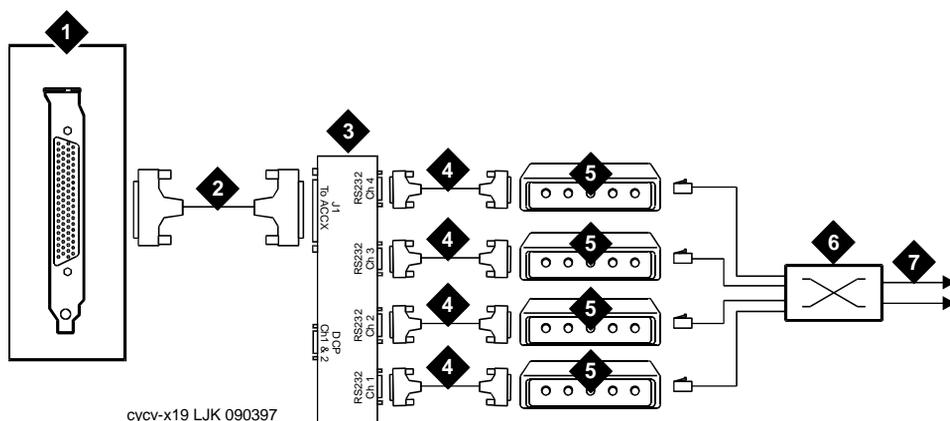
1.	ACCX circuit card	5.	Modem
2.	78-pin cable	6.	Cross connect field
3.	124A breakout box	7.	Analog lines
4.	RS-232 cable		

Figure E-10.   Connecting Lucent INTUITY to the Network Through Four RS-232 Cables

Overview of Lucent INTUITY Serial Port Connections

Serial port connections from the Lucent INTUITY system to terminals, distant modems, or other customer premise equipment can be made either from COM1 (Serial Port 1) on the back of the MAP/100P or from the Multi-port serial circuit card.

If there is only one serial connection to be made, use COM1 (Serial Port 1) on the back of the MAP/100P. If more than one serial connection is to be made, use the Multi-port serial circuit card first (up to eight connections) and then use COM1.

For MERLIN LEGEND-integrated systems without automatic Alarm Origination, COM2 is available, but COM1 is reserved for the System Programming and Maintenance Utility (SPM), a utility that allows you to administer the MERLIN LEGEND from the Lucent INTUITY system.

For the System 25, COM1 is reserved for the Call Accounting System (CAS), if CAS is installed. System 25 Administration (AAS) and the remote maintenance modem share COM2 through a switch box. Use a Multi-port serial circuit card for additional devices on the System 25.

$\Longrightarrow$ NOTE:

COM2 is reserved for remote maintenance on systems using alarm origination. COM 2 may not be used for the Property Management Service (PMS) link.

See "Using the Multi-Port Serial Circuit Card" in Chapter 3, "Making Cable Connections", for more information on Multi-port serial circuit card connections.

See Figure E-11 for an overview of serial port connections.

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Overview of Lucent INTUITY Serial Port Connections

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.1.	Multi-port serial circuit card	8.	ADU
2.	Modular adapter (to 25-pin)	9.	400B2 adapter
3.	RS-232 cable	10.	To adjunct power 1151A
4.	Modem	11.	7400A data module
5.	House Wiring	12.	7400B distant data module
6.	Cross connect field	13.	Null modem cable
7.	Public Switched Telephone Network	14.	Terminal

Figure E-11. Overview of Lucent INTUITY Serial Port Connections

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Connecting Lucent INTUITY COM1 to Customer Premise Equipment Through a Modem

Use the following procedure and Figure E-12 to make these connections:

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

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the MAP/100P.

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

4. Connect the modem to the house wiring.

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

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

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

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1.	COM1 on CPU circuit card	5.	House wiring
2.	9- to 25-pin adapter	6.	Cross connect field
3.	RS-232 cable	7.	Switch
4.	Modem	8.	25-pair cable
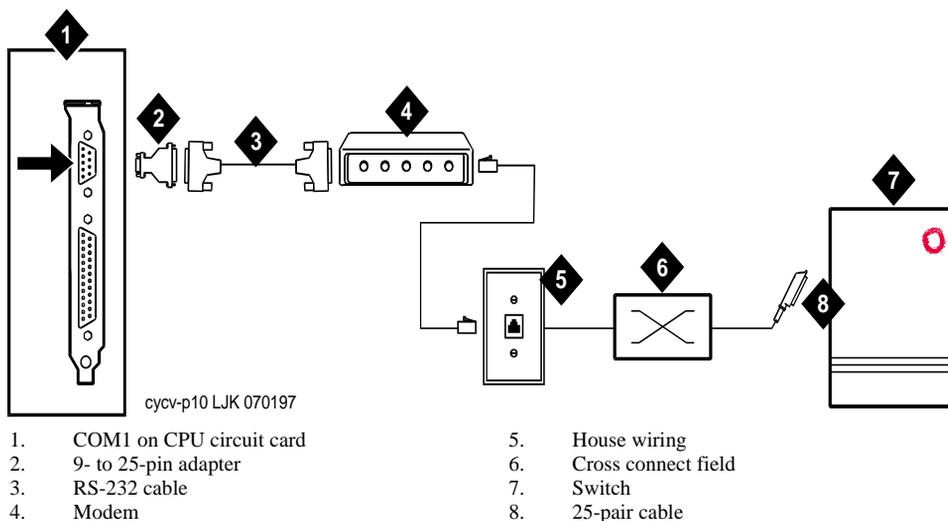
Figure E-12.   Connecting Lucent INTUITY COM1 to Customer Premise Equipment Through a Modem

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

Use the following procedure and Figure E-13 to make these connections.

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

2. Attach the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the MAP/100P.

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

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

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

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

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

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

9. Attach the other end of this RS-232 cable to the 715 DCE terminal or other DCE device.
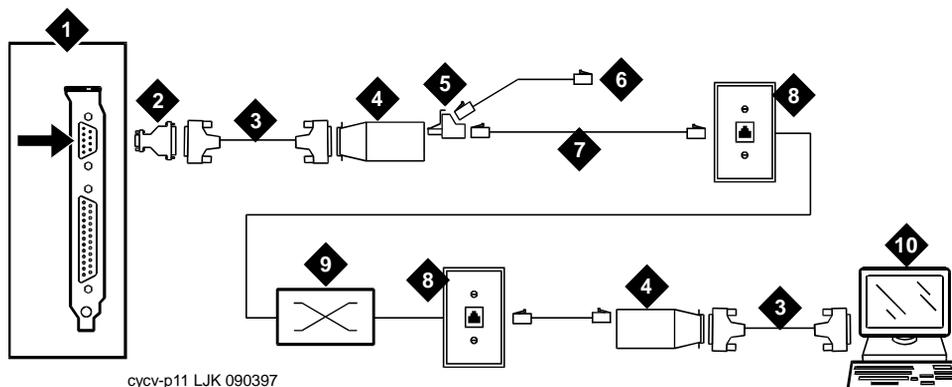
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1.	COM1 on CPU circuit card	6.	To adjunct power 1151A
2.	9- to 25-pin adapter	7.	DW8 cable
3.	RS-232 cable	8.	House wiring
4.	ADU	9.	Cross connect field
5.	400B2 adapter	10.	715 Terminal

Figure E-13.   Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port Through ADUs

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Connecting Lucent INTUITY COM1 to a Distant Data Module Through a 7400A Data   Page 396

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

Use the following procedure and Figure E-14 to make these connections.

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

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the MAP/100P.

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

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

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

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

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

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

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

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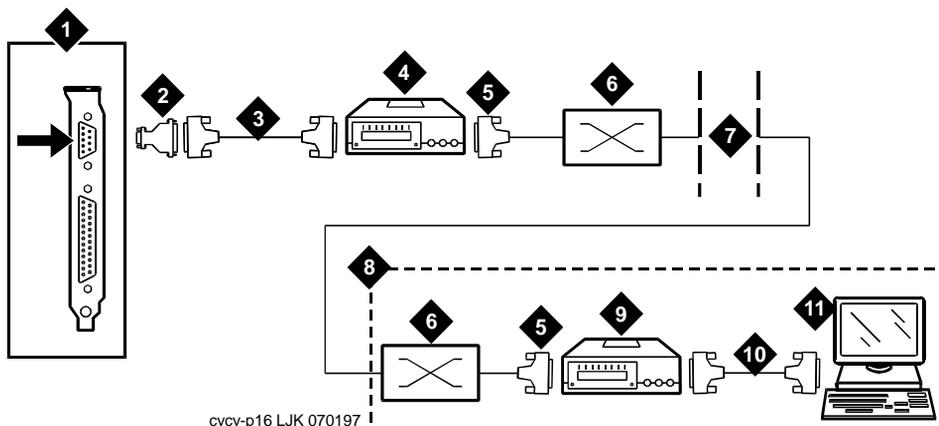
.	COM1 on CPU circuit card	7.	Public Switched Telephone Network
2.	9- to 25-pin adapter	8.	Remote location
3.	RS-232 cable	9.	7400B distant data module
4.	7400A data module	10.	RS-232 cable
5.	25-pin cable	11.	715 Terminal
6.	Customer wall field		

Figure E-14.   Connecting Lucent INTUITY COM1 to a Distant Data Module Through a 7400A Data Module

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

Use the following procedure and Figure E-15 to make these connections.

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

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the MAP/100P.

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

⇒ NOTE:
The null modem must be provided locally. If needed, it can be purchased from Lucent Technologies.
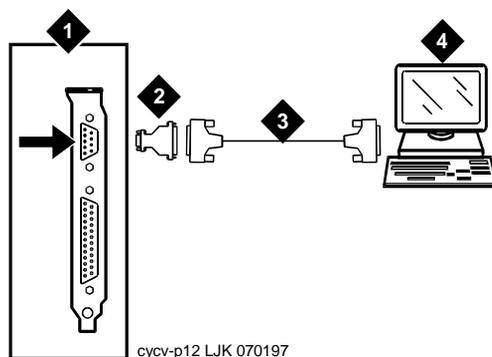
cycv-p12 LJK 070197
1. COM1 on CPU circuit card
2. 9- to 25-pin adapter
3. Null modem cable
4. 615 terminal

Figure E-15. Connecting Lucent INTUITY COM1 to a 615 Terminal Through a Null Modem

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

Use the following procedure and to make these connections.

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

2. Connect the other end of the 9- to 25-pin adapter to COM1 on the CPU circuit card on the back of the MAP/100P.

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

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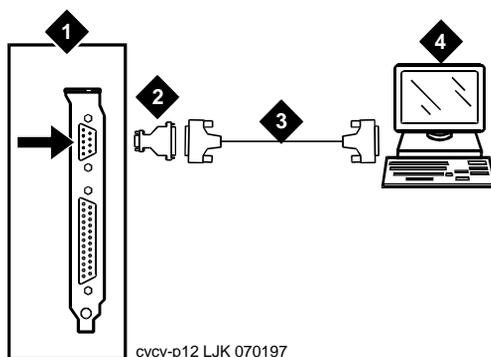
1.   COM1 on CPU circuit card
2.   9- to 25-pin adapter
3.   RS-232 cable
4.   715 terminal

Figure E-16.   Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

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   Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to Customer Premise   Page 399

Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to Customer Premise Equipment Through a Modem

Use the following procedure and to make these connections:

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

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

3. Connect the DTE adapter to the DCE modem.

4. Connect the DCE modem to customer premise equipment.

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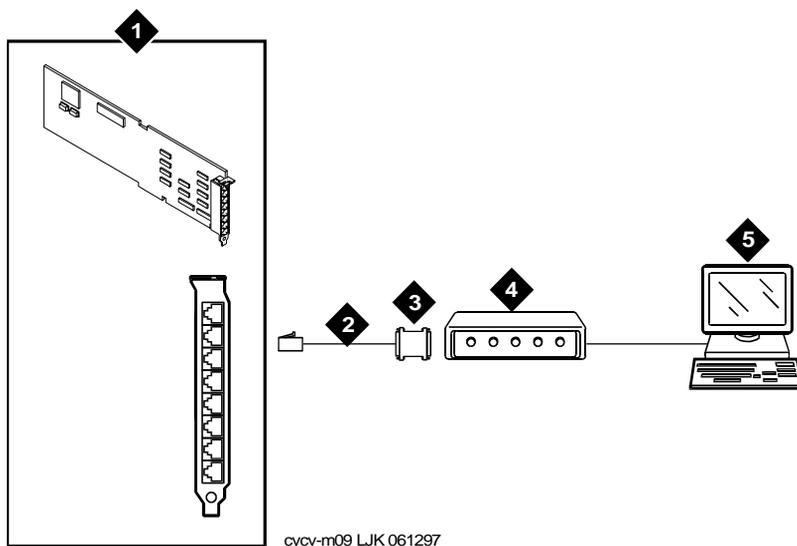
1. Multi-port serial circuit card
2. 4.3-m (14-ft) modular cable
3. DTE adapter
4. DCE modem
5. Customer premise equipment

Figure E-17.   Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to Customer Equipment Through a Modem

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Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to a Terminal Through Page 400

Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to a Terminal Through ADUs

Use the following procedure and Figure E-18 to make these cable connections:

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

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

3. Connect the DTE adapter to the ADU.

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

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

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

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

8. Connect the other end of the RS-232 cable to the 715 terminal or other DCE device.
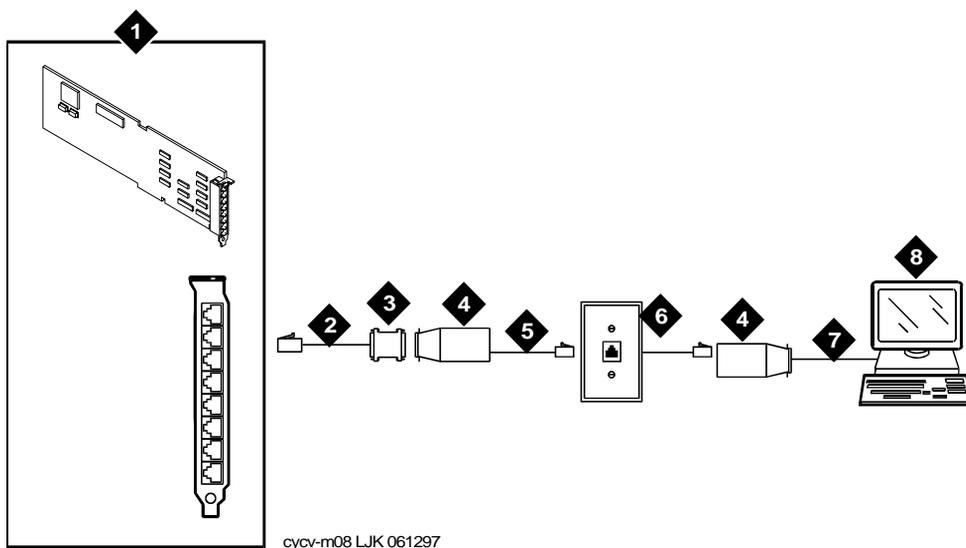
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1.	Multi-port serial circuit card	5.	D8AM crossover cord
2.	4.3 m (14 ft) modular cable	6.	House wiring
3.	DTE adapter	7.	ADU
4.	ADU	8.	715 terminal or other DCE device

Figure E-18.   Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to a Terminal Through ADUs

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Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to a Distant Data Module Through a 7400A Data Module

Use the following procedure and Figure E-19 to make these cable connections:

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

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

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

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

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

6. Connect the 7400B distant data module to the terminal using a null modem cable.

cycv-m17 LJK 070297
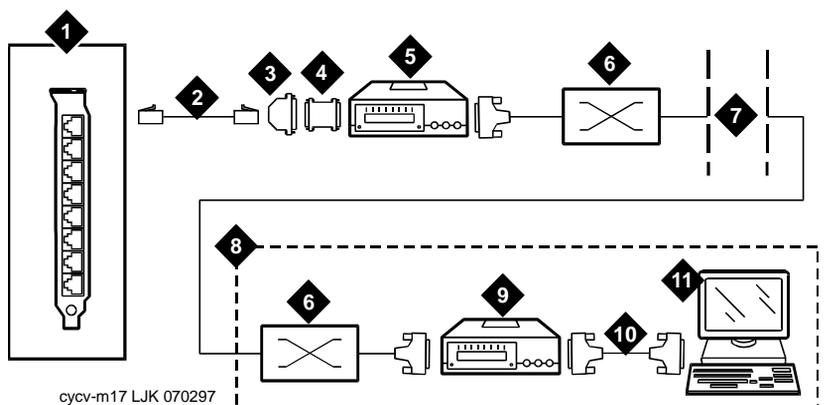
1.	Multi-port serial circuit card	7.	Public Switched Telephone Network
2.	4.3m (14 ft) modular cable	8.	Remote location
3.	25-pin modular adapter	9.	7400B distant data module
4.	DTE adapter	10.	Null modem
5.	7400A data module	11.	Terminal
6.	Cross connect field		

Figure E-19.   Connecting the Lucent INTUITY Multi-Port Serial Circuit Card to a Distant Data Module Through a 7400A Data Module

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Making a Direct Connection from the Lucent INTUITY Multi-Port Serial Circuit Card to a 615 Terminal or Other DTE Devices

Use the following procedure and Figure E-20 to make these cable connections:

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

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

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

   ➡ NOTE:
   The null modem must be provided locally. If needed, it can be purchased from Lucent Technologies.

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

cycv-m13 LJK 071097
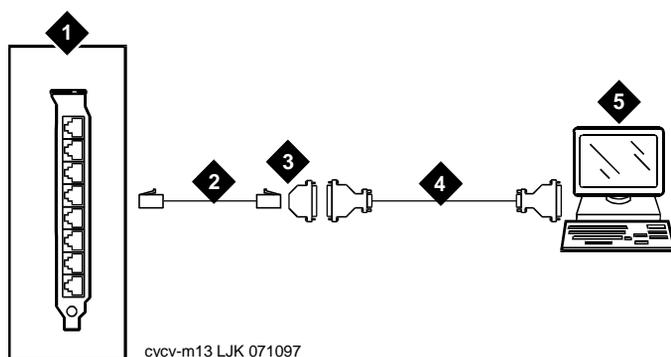
1.   Multi-port serial circuit card
2.   4.3 m (14 ft) modular cable
3.   DTE adapter
4.   Null modem cable
5.   615 terminal or other DTE device

Figure E-20.   Making a Direct Connection from Lucent INTUITY Multi-Port Serial Circuit Card to 615 Terminal or other DTE Devices

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Making a Direct Connection from the Lucent INTUITY Multi-Port Serial Circuit Card to 715 Terminal or Other DCE Devices

Use the following procedure and Figure E-21 to make these cable connections:

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

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

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

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

cycv-m14 LJK 061297
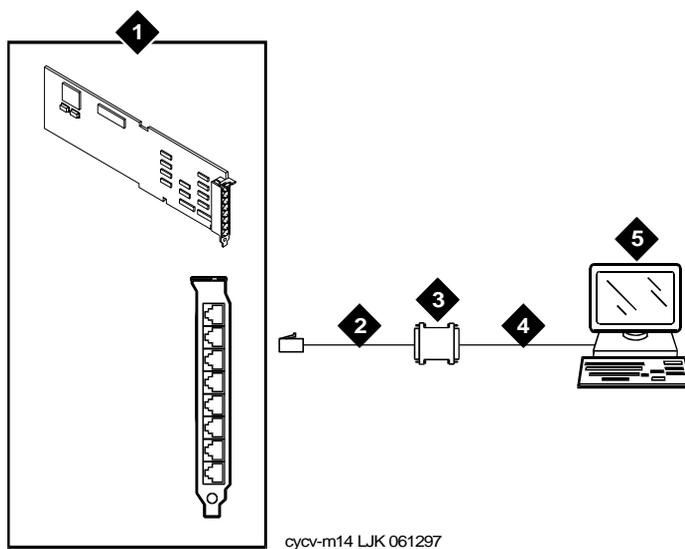
1.   Multi-port serial circuit card
2.   4.3 m (14 ft) modular cable
3.   DTE adapter
4.   RS-232 cable
5.   715 terminal or other DCE device

Figure E-21.   Making a Direct Connection from Lucent INTUITY Multi-Port Serial Circuit Card to a Terminal or other DCE Devices

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Making a Direct Connection from the Lucent INTUITY Digital Station Interface Circuit Card to Customer Premise Equipment

Use the following procedure and Figure E-22 to connect the Digital station interface circuit card to customer premise equipment.

1. Attach the 50-pin connector end of the connector cable to the faceplate of the Digital station interface circuit card.

2. Connect the 1-m (3-ft) octopus cable (provided with the circuit card) to the other end of the cable.

   ⮕ **NOTE:**
   If you do not need to use the octopus cable, connect the end of the connector cable directly to the customer premise equipment.

3. Connect the RJ-45 connectors on the opposite end of the octopus cable to the customer premise equipment.

   ⮕ **NOTE:**
   If the customer uses ROLM or Northern Telecom equipment, their station jacks are RJ-11, not RJ-45. You must use in-line adapters to convert the RJ-11 to RJ-45 to connect to their equipment.

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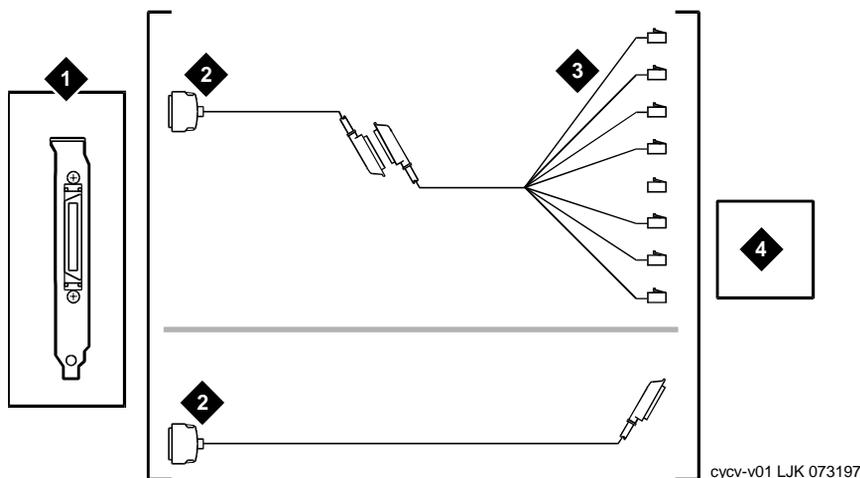
1. Digital station interface card
2. 50-pin connector
3. 1-m (3-ft) octopus cable
4. Customer premise equipment

Figure E-22.   Making a Direct Connection from Lucent INTUITY Digital Station Interface Circuit Card to Customer Premise Equipment

Cable and Adapter Ordering Numbers

Table E-2, Table E-3, and Table E-4 list the cables, adapters, and ordering numbers for the following types of connections:

- Tip/Ring (voice) connections

- ACCX (AYC22 circuit card) network

- Serial (Multi-port serial circuit card)

Table E-2.   Port Line Customer Interface Cable Types and Lengths for Tip/Ring (Voice) Connections

Type	Length (m/ft)	ED Number
G37A, F-to-M	4.6/15	ED5P208-30
G37B, F-to-M	6.1/20	ED5P208-30
G37C, F-to-M	7.6/25	ED5P208-30
G37D, F-to-M	9.1/30	ED5P208-30
G37E, F-to-M	10.7/35	ED5P208-30

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Table E-2.   Port Line Customer Interface Cable Types and Lengths for
Tip/Ring (Voice) Connections

Type	Length (m/ft)	ED Number
G37F, F-to-M	2.2/40	ED5P208-30
G37G, F-to-M	13.7/45	ED5P208-30
G37H, F-to-M	5.2/50	ED5P208-30
G37J, F-to-M	6.8/55	ED5P208-30
G37K, F-to-M	18.3/60	ED5P208-30
G37L, F-to-M	19.8/65	ED5P208-30
G37M, F-to-M	2.1/70	ED5P208-30
G37N, F-to-M	22.9/75	ED5P208-30
G37P, F-to-M	24.4/80	ED5P208-30
G37Q, F-to-M	25.9/85	ED5P208-30
G37R, F-to-M	27.4/90	ED5P208-30
G37S, F-to-M	29/95	ED5P208-30
G37T, F-to-M	30.5/100	ED5P208-30
G37U, F-to-M	38.1/125	ED5P208-30
G37V, F-to-M	45.7/150	ED5P208-30
G37W, F-to-M	53.3/175	ED5P208-30
G37X, F-to-M	61/200	ED5P208-30
G37Y, F-to-M	91.4/300	ED5P208-30
G36A, F-to-F	4.6/15	ED5P208-30
G36B, F-to-F	6.1/20	ED5P208-30
G36C, F-to-F	7.6/25	ED5P208-30
G36D, F-to-F	9.1/30	ED5P208-30
G36E, F-to-F	10.7/35	ED5P208-30
G36F, F-to-F	12.2/40	ED5P208-30
G36G, F-to-F	13.7/45	ED5P208-30
G36H, F-to-F	15.2/50	ED5P208-30
G36J, F-to-F	16.8/55	ED5P208-30
G36K, F-to-F	18.3/60	ED5P208-30
G36L, F-to-F	19.8/65	ED5P208-30

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Table E-2. Port Line Customer Interface Cable Types and Lengths for Tip/Ring (Voice) Connections

Type	Length (m/ft)	ED Number
G36M, F-to-F	21.3/70	ED5P208-30
G36N, F-to-F	22.9/75	ED5P208-30
G36P, F-to-F	24.4/80	ED5P208-30
G36Q, F-to-F	25.9/85	ED5P208-30
G36R, F-to-F	27.4/90	ED5P208-30
G36S, F-to-F	29/95	ED5P208-30
G36T, F-to-F	30.5/100	ED5P208-30
G36U, F-to-F	38.1/125	ED5P208-30
G36V, F-to-F	45.7/150	ED5P208-30
G36W F-to-F	53.3/175	ED5P208-30
G36X, F-to-F	61/200	ED5P208-30

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Table E-3. Customer Interface Cable Types and Lengths for the ACCX Circuit Card

Type	Length m/ft	ED Number
G39A, M-to-M	4.6/15	ED5P208-30
G39B, M-to-M	6.1/20	ED5P208-30
G39C, M-to-M	7.6/25	ED5P208-30
G39D, M-to-M	9.1/30	ED5P208-30
G39E, M-to-M	10.7/35	ED5P208-30
G39F, M-to-M	12.2/40	ED5P208-30
G39G, M-to-M	13.7/45	ED5P208-30
G39H, M-to-M	15.2/50	ED5P208-30
G39J, M-to-M	16.8/55	ED5P208-30
G39K, M-to-M	18.3/60	ED5P208-30
G39L, M-to-M	19.8/65	ED5P208-30
G39M, M-to-M	21.3/70	ED5P208-30

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Table E-3.   Customer Interface Cable Types and Lengths for the ACCX Circuit Card

Type	Length m/ft	ED Number
G39N, M-to-M	22.9/75	ED5P208-30
G39P, M-to-M	24.4/80	ED5P208-30
G39Q, M-to-M	25.9/85	ED5P208-30
G39R, M-to-M	27.4/90	ED5P208-30
G39S, M-to-M	29/95	ED5P208-30
G39T, M-to-M	30.5/100	ED5P208-30
G39U, M-to-M	38.1/125	ED5P208-30
G39V, M-to-M	45.7/150	ED5P208-30
G39W, M-to-M	53.3/175	ED5P208-30
G39X, M-to-M	61/200	ED5P208-30
G39Y, M-to-M	91.4/300	ED5P208-30
G38A, M-to-F	4.6/15	ED5P208-30
G38B, M-to-F	6.1/20	ED5P208-30
G38C, M-to-F	7.6/25	ED5P208-30
G38D, M-to-F	9.1/30	ED5P208-30
G38E, M-to-F	10.7/35	ED5P208-30
G38F, M-to-F	12.2/40	ED5P208-30
G38G, M-to-F	13.7/45	ED5P208-30
G38H, M-to-F	15.2/50	ED5P208-30
G38J, M-to-F	16.8/55	ED5P208-30
G38K, M-to-F	18.3/60	ED5P208-30
G38L, M-to-F	19.8/65	ED5P208-30
G38M, M-to-F	21.3/70	ED5P208-30
G38N, M-to-F	22.9/75	ED5P208-30
G38P, M-to-F	24.4/80	ED5P208-30
G38Q, M-to-F	25.9/85	ED5P208-30
G38R, M-to-F	27.4/90	ED5P208-30
G38S, M-to-F	29/95	ED5P208-30
G38T, M-to-F	30.5/100	ED5P208-30

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Table E-3.   Customer Interface Cable Types and Lengths for the ACCX Circuit Card

Type	Length m/ft	ED Number
G38U, M-to-F	38.1/125	ED5P208-30
G38V, M-to-F	45.7/150	ED5P208-30
G38W M-to-F	53.3/175	ED5P208-30
G38X, M-to-F	61/200	ED5P208-30
G38Y, M-to-F	91.4/300	ED5P208-30

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Table E-4.   Cables, Adapters, Comcodes for Serial Configurations

Cable/Adapter	Length (m/ft)	Comcode
Modular cord (10 wires and terminated with RJ45 connectors)	3/10	846362705
	7.6/25	846362713
	15.2/50	846362721
Modular cord (8 wires)	2.1/7	403600968
	4.3/14	403600976
	7.6/25	403600984
	15.2/50	403600992
Null modem cable (25-pin, male to male)	2.1/7	524565959
	4.3/14	524565967
	7.6/25	524565975
	15.2/50	524565975
Null modem cable (25-pin, male to female)	1.8/6	524163417
Modem extension cable (25-pin, male to male) M25A	2.1/7	524161742
	4.3/14	524161759
	7.6/25	524161767
	15.2/50	524161775

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Table E-4. Cables, Adapters, Comcodes for Serial Configurations

Modem extension cable (25-pin, male to female) M25B	2.1/7	524080652
	3.7/12	524080660
	7.6/25	524080678
	15.2/50	524080686
Parallel printer cable (25-pin male to 36-pin male)	2.1/7	524305000
Terminal/printer (10-pin modular to 25-pin male)	Adapter	846362739
Modem (10-pin modular to 25-pin male)	Adapter	846362754
Modem (10-pin modular to 25-pin female)	Adapter	846362762
Terminal/printer (8-pin modular to 25-pin male)	Adapter	403602717
Modem (8-pin modular to 25-pin male)	Adapter	403417538

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SSP Circuit Card PEC 70841

Comcode: 601835820

ED number: ED5092030 G-1

Description: AYC 43W

Attribute MDL28 for TDB BUS Cable for MAP/100P

ED number: ED5P20830 G-7B

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Setting Optional Routing Table Parameters

F

Overview

This appendix explains how to set optional routing table parameters for switches that send trunk or phantom trunk numbers to the Lucent™ INTUITY™ system for external calls. These procedures must be completed, if required, before the routing table is entered:

- Entering the Business Schedules
- Entering the Holiday Schedules

NOTE:
These procedures apply to Lucent INTUITY system integrations with MERLIN LEGEND® switches, System 25 switches, and DEFINITY® R6csi and DEFINITY Mode Code switches.

Purpose

This appendix provides the optional routing table parameters you may need to set before you complete the routing table.

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Entering the Business Schedules

> **NOTE:**
> You must enter the business schedule(s) before the routing table.

Complete the following procedure to enter the business schedule:

1. Start at the Lucent INTUITY main menu ([Figure 5-1](#)) and select

```
> AUDIX Administration
```

2. Press (ENTER).

   The system displays the INTUITY AUDIX® Form screen ([Figure F-1](#)).

```
AUDIX              Active            Alarms: none                   Logins: 1
                                                                 Page 1 of 1




















enter command:
Cancel   Refresh  Enter    ClearFld        Help     Choices  NextPage PrevPage
```
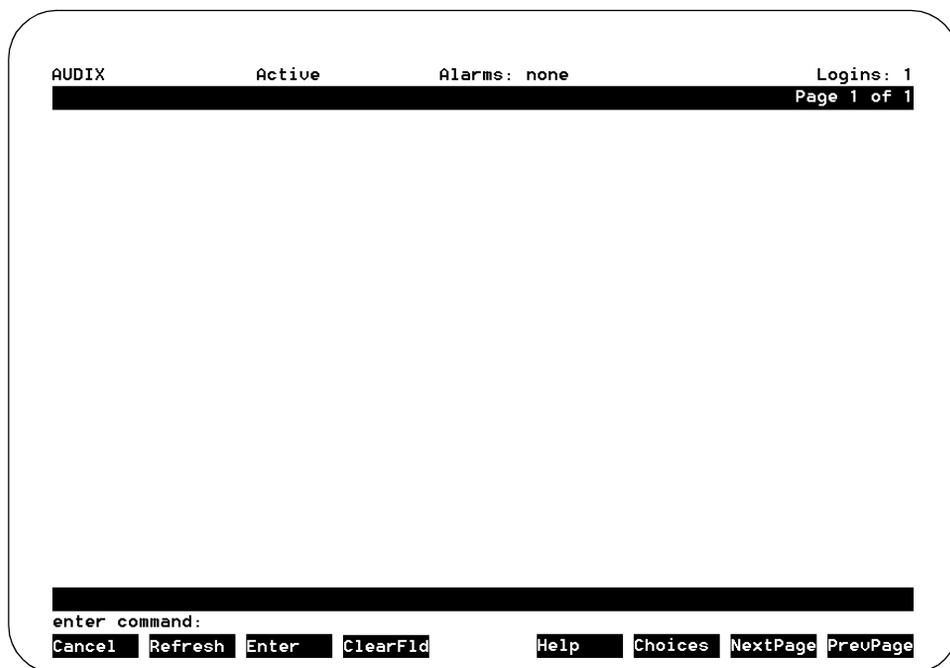
Figure F-1.   The INTUITY AUDIX Form Screen

> **NOTE:**
> This screen provides command-line entry. The prompt for these
> forms is located toward the lower left-hand corner of the screen. To
> exit this form, enter **exit**.

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Entering the Business Schedules

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3. Enter **ch** or **change** at the `enter command:` prompt.

   The system displays a list of choices.

4. Select

   > auto-attend-routing
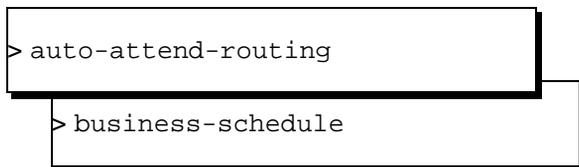
   > business-schedule

   The system prompts you to enter the business schedule number or name.

5. Enter the business schedule number or name at the `enter command:` prompt.

   The system displays the business schedule form (Figure F-2).

```
AUDIX              Active              Alarms: none                    Logins: 1
change auto-attend-routing business-schedule bus1                   Page 1 of 1
                    AUTO-ATTENDANT ROUTING BUSINESS SCHEDULES

                          Business Schedule 1: bus1

                    Follow Switch Night Service Status? y
              (Night Service applies to all hours not specified below)

              Day          Day Service Hours     Alternate Service Hours
              of              Start    End          Start    End
             Week             Time     Time         Time     Time
                            (hh:mm)  (hh:mm)       (hh:mm)  (hh:mm)

            Monday:           :   -   :           12:00 - 13:00
            Tuesday:          :   -   :           12:00 - 13:00
            Wednesday:        :   -   :           12:00 - 13:00
            Thursday:         :   -   :           12:00 - 13:00
            Friday:           :   -   :           12:00 - 13:00

            Saturday:         :   -   :               :   -   :
            Sunday:           :   -   :               :   -   :

enter command: change auto-attend-routing business-schedule bus1
Cancel   Refresh  Enter    ClearFld           Help     Choices  NextPage PrevPage
```

Figure F-2.   Sample Business Schedule Form

6. Enter the business schedule information at the `enter command:` prompt.

7. Press F3 (Enter).

8. Continue with the next procedure, .

Entering the Holiday Schedules

The holiday schedule(s) must be entered before the routing table. Use the following procedure:

1. Start at the Lucent INTUITY main menu (Figure 5-1) and select

   ```
   > AUDIX Administration
   ```

2. Press (ENTER) to display the AUDIX Form screen (Figure F-1).

3. Enter **ch** or **change**

   The system responds with a list of choices.

4. Select

   ```
   > auto-attend-routing

       > holiday-schedule
   ```

   The system requests the holiday schedule number or name be entered on the command line.

5. Enter the holiday schedule number or name.

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Entering the Holiday Schedules **Page 415**

The system displays the holiday schedule form (Figure F-3).

```
AUDIX              Active           Alarms: none                    Logins: 1
change auto-attend-routing holiday-schedule hol1              Page 1 of 2
                  AUTO-ATTENDANT ROUTING HOLIDAY SCHEDULES

                       Holiday Schedule 1: hol1

                   Holiday       Date
                    Name        (mm/dd)     Mailbox

            New Years           01/01     9010

            Fourth of July      07/04     9010

            Halloween           10/31     9010




enter command: change auto-attend-routing holiday-schedule hol1
Cancel   Refresh  Enter    ClearFld         Help      Choices   NextPage PrevPage
```

Figure F-3. Sample Holiday Schedule Form

6. Enter the holiday schedule information.

   ⇒ **NOTE:**
   Mailboxes must exist before you can enter them on this form.

7. Press F3 (Enter).

   The holiday schedule is saved.

8. Press F6 (Cancel) to return to the Lucent INTUITY main menu (Figure 5-1).

9. Continue with the procedure, "Entering the Routing Table" in Chapter 6, "Initial Administration for Switch Integration".

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Glossary

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

A

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

ACA
See *automatic circuit assurance*.

ACD
See *automatic call distribution*.

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

ADAP
See *administration and data acquisition package*.

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

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

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

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

ADU
See *asynchronous data unit*.

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

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

alphanumeric
Consisting of alphabetic and numeric symbols or punctuation marks.

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ALT

See *assemble, load, and test.*

American wire gauge (AWG)

A standard measuring gauge for nonferrous conductors.

AMIS

See *Audio Messaging Interchange Specification.*

AMIS prefix

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

analog networking

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

analog signal

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

announcement

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

announcement fragment

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

antistatic

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

API

See *application programming interface.*

application

A computer software program.

application identifier

A two-letter code used in the administrator's log to identify the application or subsystem for which an alarm is being generated. There are 11 application identifiers as follows: CA (Call Accounting), EL (Enhanced List), LF (Lodging Fax), LG (Lucent INTUITY Lodging), ML (MERLIN LEGEND), MT (Maintenance), NW (Digital Networking), SW (Switch Integration), VM (Voice Messaging), VP (Voice Processing), and VR (Voice Response).

application programming interface (API)

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

assemble, load, and test (ALT)

The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

ASP

advanced signal processor

asynchronous communication

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

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

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

attendant console
A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)
An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent Technologies.

Audio Information Exchange (AUDIX)
A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX
See *Audio Information Exchange*.

autodelete
An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

automated attendant
A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)
The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users to the system. See also *call-distribution group*.

automatic circuit assurance (ACA)
A feature of the switch that keeps records of both very long and very short calls and notifies the attendant when these calls exceed a certain parameter. The logic is that many very short calls or one very long one may suggest a trunk that is hung, broken, or out of order. The attendant can then physically dial into the trunk to check it.

automatic message scan
An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY FAX Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint
An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

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autoscan

See *automatic message scan*.

AWG

See *American wire gauge*.

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backplane

A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup

A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

basic call transfer

The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access

See *basic rate interface*.

basic rate interface (BRI)

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary synchronous communications (BSC)

A character-oriented synchronous link protocol.

BIOS

See *basic input/output system*.

body

The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem

The filesystem from which the system loads its initial programs.

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BRI

    See *basic rate interface*.

broadcast messaging

    An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC

    See *binary synchronous communications*.

buffer

    A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board

    An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling

    Combining several calls and handling them as a single call. See also *automatic message scan*.

bus

    An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release

    To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports can be busied out if they appear faulty or when maintenance tests are run.

C

CA

    Call accounting system application identifier. See *application identifier*.

call accounting system (CAS)

    A software device that monitors and records information about a calling system.

call-answer

    An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice

    The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number

    In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call classification analysis (CCA)

    A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls.

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call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system can be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call data handler process (CDH)

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

call detail recording (CDR)

A switch feature that uses software and hardware to record call data. See also *call detail recording utility*.

call detail recording utility (CDRU)

Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices. See also *call detail recording*.

call delivery

See *message delivery*.

call-distribution group

The set of analog port cards on the switch that connects switch users to the Lucent INTUITY system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)

An inbound call distribution and management reporting package.

called tone (CED tone)

The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)

The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)

The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Lucent INTUITY hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS

See *call accouting system*.

CCA

See *call classification analysis.*

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CDH
See *call data handler process*.

CDR
See *call detail recording*.

CDRU
See *call detail recording utility (CDRU)*.

CED tone
See *called tone*.

CELP
See *code excited linear prediction*.

central office (CO)
An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
The component of the computer that manipulates data and processes instructions coming from software.

channel
A telecommunications transmission path for voice and/or data.

channel capacity
A measure of the maximum bit rate through a channel.

class of restriction (COR)
A feature that allows up to 64 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also *class of service*.

class of service (COS)
The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox). See also *class of restriction*.

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client
A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Lucent INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

CMS
See *call management system*.

CNG tone
See *calling tone*.

CO
See *central office*.

COR
See *class of restriction*.

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COS

See *class of service*.

code excited linear prediction (CELP)

An analog-to-digital voice coding scheme.

collocated

A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct

Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

A numbering system for telecommunications equipment used by Lucent Technologies. Each comcode is a 9-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one-key or two-key touch tones that control a mailbox activity or function.

community

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then
handles as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See *class of service*.

coverage path

The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU

See *central processing unit*.

cross connect

Distribution-system equipment used to terminate and administer communication circuits.

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cross connection
> The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI
> See *called subscriber information*.

CTS
> See *clear to send*.

D

DAC
> See *dial access code*.

database
> A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data communications equipment (DCE)
> Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)
> A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link
> A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)
> A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Lucent INTUITY system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATA-PHONE II Service network system.

data set
> Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)
> Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

DBP
> See *data base processor*.

DCE
> See *data communications equipment*.

DCIU
> See *data communications interface unit*.

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DCP

See *digital communications protocol*.

DCS

See *distributed communications system*.

debug

See *troubleshooting*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

default community

A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number

The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message

A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial-ahead/dial-through

The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string

A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID

See *direct inward dialing*.

digital communications protocol (DCP)

A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring messages between messaging systems in a digital format. See also *INTUITY AUDIX Digital Networking*.

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digital signal processor (DSP)
A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch
See *dual in-line package switch*.

direct inward dialing (DID)
The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)
A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory
1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing ✻ ✻ N at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal
A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)
A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list
See *mailing list*.

DMA
See *direct memory access*.

DNIS
See *dialed number identification service*.

domain
An area where data processing resources are under common control. The INTUITY AUDIX system is one domain and an e-mail system is another domain.

DSP
See *digital signal processor*.

DSU
See *data service unit*.

DTE
See *data terminal equipment*.

DTMF
See *dual tone multifrequency*.

dual in-line package (DIP) switch
A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings
The capability of INTUITY AUDIX users to create personal greetings in two different languages— one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on, and the prompts for user mailboxes can be in either of the two languages.

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dual tone multifrequency (DTMF)

A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

ELA

See Enhanced-List Application.

electronic mail

See *e-mail*.

electrostatic discharge (ESD)

The discharge of a static charge on a surface or body through a conductive path to ground, ESD can damage integrated circuits.

e-mail

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII files or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled

The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint

See *fax endpoint*.

enhanced call transfer

An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

Enhanced-List Application (ELA)

An INTUITY AUDIX option that facilitates message delivery to large numbers of recipients. There can be up to 100 enhanced lists per system, each of which can contain up to 1500 addresses.

enhanced serial data interface (ESDI)

A software-controlled and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped

The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message

A message on the screen indicating that something is wrong within the system and possibly suggesting how to correct it.

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errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses $\boxed{\#}$.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge*.

ESDI

See *enhanced serial data interface*.

event

An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facilities restriction level (FRL)

A value that determines which types of calls the users of a switch are allowed to make.

facility out-of-service (FOOS)

State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine, but can remain stored electronically.

fax

See *facsimile*.

fax addressing prefix

Uniquely identifies a particular fax nodepoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field

An area on a screen, menu, or report where information can be typed or displayed.

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FIFO

See *first-in/first-out*.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See *mirroring*.

file system

A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)

A method of processing telephone calls or data in which the first call or data to be received is the first call or data to be processed.

F key

See *function key*.

FNPAC

See *foreign numbering-plan area code*.

FOOS

See *facility out-of-service*.

foreign exchange (FX)

A central office (CO) other than the one providing local access to the public telephone network.

foreign numbering-plan area code (FNPAC)

An area code other than the local area code that must be dialed to call outside the local geographical area.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

FRL

See *facilities restriction level*.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

FX

See *foreign exchange*.

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G

Generic 1, 2, or 3

Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape

A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS

See *grade of service*.

grade of service (GOS)

A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax

A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password

A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data-storage and data-retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape, and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing (HELP) or (CTRL) (?) on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press ✱ H on the telephone keypad to get a list of options. See also *on-line help*.

host switch

The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

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hunt group
A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See INTUITY *messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required file-systems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

integrated services digital network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It pro-vides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a mes-sage that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

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interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

L

label
The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as "3.3") to show the software release, or a descriptive name if for back-up copies (such as "back01"). Disk drive labels usually indicate the disk position (such as "disk00" or "disk02").

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LAN
See *local area network*.

last-in/first-out (LIFO)
A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD
See *liquid crystal display*.

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

LED
See *light emitting diode*.

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

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

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

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

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

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

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

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

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

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

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

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LWC
See *leave word calling*.

___

M

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

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

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

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

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

MANOOS
See *manually out-of-service*.

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

MAP
See *multi-application platform*.

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

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

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

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

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

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

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

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

Message Manager
See *INTUITY Message Manager*.

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

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

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

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

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

ML
MERLIN LEGEND application identifier. See *application identifier*.

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

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

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

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

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MPDM

See *modular processor data module*.

MT

Maintenance application identifier. See *application identifier*.

MTBF

See *mean time between failures*.

multi-application platform (MAP)

The computer hardware platform used by the Lucent INTUITY system.

multilingual feature

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

MWI

See *message waiting indicator*.

N

networking

See *INTUITY AUDIX Digital Networking*.

networking prefix

A set of digits that identifies a Lucent INTUITY machine.

night attendant

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

not deliverable message

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

NPA

See *numbering plan area*.

NT

Networking application identifier. See *application identifier*.

MWL

See *message waiting lamp*.

numbering plan area

Formal name for 3-digit telephone area codes in North America. Within an area code, no two telephone lines may have the same 7-digit phone number. The code is often designated as *NXX*, to indicate the three digits.

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O

off-hook
See *switch hook*.

on-hook
See *switch hook*.

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

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

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

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

OS
See *operating system*.

OSI
See *open systems interconnection*.

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

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

P

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

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

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

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PBX

See *private branch exchange*.

PC

See *power converter*.

PDM (processor data module)

See *modular processor data module (MPDM)*.

peripheral device

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

personal directory

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

personal fax extension

See *secondary extension*.

PI

See *processor interface*.

PIB

See *processor interface*.

pinouts

The signal description per pin number for a particular connector.

PMS

See *property management system*.

port

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

POST

See *power-on self test*.

power on self test (POST)

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

priority call answer

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

priority messaging

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

priority outcalling

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

private branch exchange (PBX)

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

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

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

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

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

programmed function key
See *function key*.

property management system (PMS)
A product used by lodging establishments to automate the management of guest records, reservations, room assignments, and billing. In an integrated PMS environment, special software links the PMS to the Lucent INTUITY Lodging system so that both systems share a common set of messages and commands.

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

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

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

R

RAM
See *random access memory*.

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

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

reboot
See *boot*.

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remote access

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

remote installation

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

remote maintenance

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

remote network

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

remote service center

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

remote terminal

A terminal connected to a computer over a telephone line.

remote users

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

REN

See *ringer equivalence number*.

reply loop escape

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

reply to sender

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

request to send (RTS)

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

restart

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

restore

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

retention time

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

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reusable upgrade kit (RUK)

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

right-to-use (RTU) fee

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

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with a service provider.

ROM

See *read-only memory.*

RS-232

See *EIA interface.*

RTS

See *request to send.*

RUK

See *reusable upgrade kit.*

S

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

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

screen

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

SCSI

See *small computer system interface.*

secondary extension

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

serial transmission

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

server

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

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

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

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

simplified message desk interface (SMDI)
Also known as station message desk interface. Type of data link from the central office that contains information and instructions for the Lucent INTUITY system. With SMDI, the caller need not re-enter the called number once the call terminates to the Lucent INTUITY system. See also *simplified message service interface*.

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

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

SMDI
See *station message desk interfac*e.

SMDR
See *station message detail recording*.

SMSI
See *simplified message service interface*.

SP
signal processor

SSP
scaleable signal processor

station message desk interface (SMDI)
See *simplified message desk interface*.

station message detail recording
See *call detail recording (CDR)*.

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

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

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

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SW

Switch integration application identifier. See *application identifier*.

switch

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

switched access

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

switch hook

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

switch-hook flash

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

switch integration

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

switch integration device (SID)

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

switch network

Two or more interconnected switching systems.

synchronized mailbox

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

synchronizer

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

synchronous communication

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

synchronous transmission

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

System 75

An advanced digital switch manufactured by Lucent Technologies that supports up to 800 lines for voice and data communications.

System 85

An advanced digital switch manufactured by Lucent Technologies that supports up to 3000 lines for voice and data communications.

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system configuration
See *configuration*.

T

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

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

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

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

TDD
See *telecommunications device for the deaf*.

TDM
See *time division multiplexing*.

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

terminal
See *display terminal*.

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

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

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

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

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

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

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translations

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

transmission control protocol/internet protocol (TCP/IP)

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

T/R

See *tip/ring*.

troubleshooting

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

trusted server

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

TTS

Text-to-Speech

U

UCD

See *uniform call distribution*.

Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing $\boxed{*}$ $\boxed{U}$.

undelivered message

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

unequipped

See *equipped/unequipped*.

unfinished message

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

uniform call distribution (UCD)

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

uninterruptable power supply (UPS)

An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system

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

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

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

UPS
    See *uninterruptable power supply*.

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

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

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

V

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

VM
    Voice messaging application identifier. See *application identifier*.

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

voice mail
    See *voice message*.

voice mailbox
    See *mailbox*.

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

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

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

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

VP
Voice platform application identifier. See *application identifier*.

VR
Voice response application identifier. See *application identifier*.

W

WAN
See *wide area network*.

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

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

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November 1999

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