

Lucent Technologies
Bell Labs Innovations



INTUITY™ Interchange

Release 5.2

Administration

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Comcode 108309378
Issue 1
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- Routed to a recorded announcement that can be administered by the CPE user

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Acknowledgment

This document was prepared by the Product Documentation Development, Lucent Technologies Columbus, OH.

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About This Document

Purpose

This book contains instructions for administrating the Lucent INTUITY™ Interchange. The book only contains the information that is specific to administration for the INTUITY Interchange.

Intended Audiences

This book is intended primarily for the personnel responsible for configuration and administration of the INTUITY Interchange systems. This book also contains information for the end-users, or subscribers, of the INTUITY Interchange.

Release History

This is the first release of this book.

How to Use This Book

This book is organized into the following sections:

- [Chapter 1, "Intuity Interchange Administration Checklists"](#) provides checklists for initial and ongoing administration of the INTUITY Interchange.
- [Chapter 2, "Intuity Interchange Administration"](#) provides administration procedures for the INTUITY Interchange system.
- [Chapter 3, "Subscriber Administration and Subscriber Interface"](#) provides information for administering Interchange subscribers and the subscriber interface.

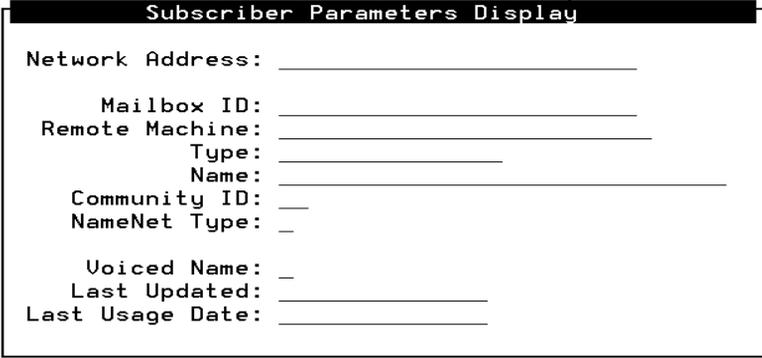
- [Chapter 4, “Intuity Interchange Enterprise List Administration”](#) provides administration procedures for the INTUITY Interchange Enterprise List feature.
- [Chapter 5, “Call Detail Recording Administration”](#) provides information on the Call Detail Recording (CDR) feature. CDR is used to help manage message networks which are using the INTUITY Interchange.
- [Chapter 6, “AMIS Analog Gateway Telephone Administration”](#) provides the procedures to administer the AMIS Analog Gateway through the telephone interface.
- [Chapter 7, “Administration of Intuity Interchange as a Remote Machine”](#) provides the procedures that must be performed on the end-point (remote) machines to communicate with the INTUITY Interchange.
- [Chapter 8, “Intuity Interchange Simple Network Management Protocol”](#) provides information about administering the Simple Network Management Protocol (SNMP) feature on the INTUITY Interchange.
- [Chapter 9, “Intuity Interchange Acceptance Tests”](#) provides the acceptance test procedures specific to the INTUITY Interchange.
- [Chapter 10, “Intuity Interchange File Transfer Protocol Support”](#) provides information on using a file transfer protocol (FTP) to transfer INTUITY Interchange files to other systems.
- [Chapter 11, “Intuity Interchange Reports”](#) provides information on INTUITY system, INTUITY Interchange administration, INTUITY Interchange Enterprise List, Call Detail Reporting, digital traffic, AMIS analog, and INTUITY Interchange integrated reports generated by the INTUITY Interchange.
- [Chapter 12, “Intuity Interchange Back-up”](#) provides information on the INTUITY Interchange back-up process.
- [Appendix A, “Simple Network Management Protocol: Basic Concepts and Terms”](#) gives a brief overview of the most basic concepts and terms as they apply to SNMP support on the INTUITY Interchange.
- [Appendix B, “Intuity Interchange’s Private Enterprise MIB Definition for SNMP”](#) contains the definition of the private-enterprise MIB developed and used by Lucent Technologies for the INTUITY Interchange.
- [Appendix C, “OctelNet Analog Gateway”](#) contains an overview of the OctelNet Analog Gateway. It describes the OctelNet analog gateway as it applies to the Lucent INTUITY™ Interchange.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as
Type **y** to continue.
- The word “enter” means to type a value and then press **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 *windows and menus*. “Windows” show and request system information ([Figure 1](#)). “Menus” ([Figure 2](#)) present options from which you can choose to view another menu, or a screen or window.
- The words “subscriber” and “user” are interchangeable terms that describe a person administered on the INTUITY Interchange system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens.



```
Subscriber Parameters Display
Network Address: _____
Mailbox ID: _____
Remote Machine: _____
Type: _____
Name: _____
Community ID: ____
NameNet Type:  _
Voiced Name:  _
Last Updated:  _____
Last Usage Date: _____
```

Figure 1. Example of an INTUITY Interchange Window

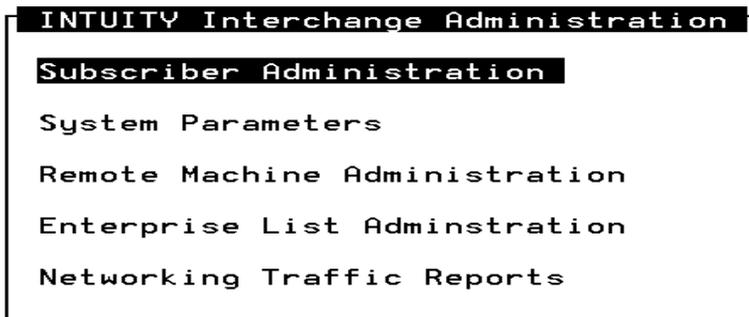


Figure 2. Example of an INTUITY Interchange Menu

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as
Press **ENTER**.
- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter "d" is shown as
Press **ALT** **D**.
- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as
Press **F2** (Choices).
- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as
Press **1** to record a message.

Screen Displays

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

Example 1:

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

Example 2:

`Alarm Form Update was successful.`

`Press <Enter> to continue.`

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

Start at the Lucent INTUITY Administration menu and select

```
>INTUITY Interchange Administration
```

```
> Subscriber Administration
```

In this example, you would access the Lucent INTUITY Administration menu and select the INTUITY Interchange Administration menu. From the INTUITY Interchange Administration menu, you would then select the Subscriber Administration screen.

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

Other Typography

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

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

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

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

Safety and Security Alert Labels

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

 **CAUTION:**

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

 **WARNING:**

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

 **DANGER:**

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

Related Resources

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

Documentation

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

- ["Intuity™ Messaging Solutions Release 4 MAP/100P System Installation"](#) for detailed installation procedures for INTUITY systems
- ["Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"](#) for detailed maintenance procedures for INTUITY systems
- ["Intuity™ Messaging Solutions Release 4 MAP/5P System Installation"](#) for detailed installation procedures for INTUITY systems
- ["Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"](#) for detailed maintenance procedures for INTUITY systems

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

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

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

Training

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

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

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INTUITY Interchange Administration Checklists

1

What's in This Chapter?

This chapter provides checklists which contain the tasks that must be performed to administer the Lucent INTUITY™ Interchange system and the remote machines (end-points) connected to the INTUITY Interchange.

Initial Administration Checklist

[Table 1-1](#) provides the procedures, in the sequence they should be performed, required for initial administration.

Table 1-1. INTUITY Interchange Administration Checklist

(v)	Task	Reference Documentation	Performed By
	Verify the Feature Options for the INTUITY Interchange.	“Verifying Feature Options for the Intuity Interchange” in Chapter 2, “Intuity Interchange Administration”	Enhanced Services
	Administer the INTUITY Interchange as the local machine.	“Administering the Intuity Interchange as the Local Machine” in Chapter 2, “Intuity Interchange Administration”	Enhanced Services

Continued on next page

Table 1-1. INTUITY Interchange Administration Checklist — Continued

(v)	Task	Reference Documentation	Performed By
	Administer the system parameters on the INTUITY Interchange.	<p>“Setting System Parameters” in Chapter 2, “Intuity Interchange Administration”:</p> <ul style="list-style-type: none"> • “Administering General System Parameters” • “Administering Rescheduling Parameters” • “Administering AMIS Analog Parameters” • “Administering Enterprise List Parameters” 	Enhanced Services
	<p>Administer the digital networking channels.</p> <p>⇒ NOTE: If you do not have digital remote machines within your network, you do not have to administer these channels.</p>	<p>“Administering Digital Networking Channels” in Chapter 2, “Intuity Interchange Administration”</p>	Installer
	Administer TCP/IP on the INTUITY Interchange.	<p>“Administering TCP/IP” in Chapter 2, “Intuity Interchange Administration”</p>	Enhanced Services
	Administer INTUITY Interchange switch.	<p>“Administering the Intuity Interchange Switch” in Chapter 2, “Intuity Interchange Administration”</p>	Enhanced Services

Continued on next page

Table 1-1. INTUITY Interchange Administration Checklist — Continued

(v)	Task	Reference Documentation	Performed By
	Perform networking administration for the remote machines on the INTUITY Interchange.	“Administering Remote Machines” in Chapter 2, “Intuity Interchange Administration” : <ul style="list-style-type: none"> • “Adding a Digital Remote Machine” • “Adding an AMIS Analog Remote Machine” • “Adding an OctelNet Analog Remote Machine” 	Enhanced Services
	Administer the remote machine parameters and profiles on the INTUITY Interchange.	“Administering Remote Machine Parameters” in Chapter 2, “Intuity Interchange Administration” “Administering the Machine Profiles” in Chapter 2, “Intuity Interchange Administration”	Enhanced Services
	Set the dial plan mapping for each remote machine.	“Administering Remote Machine Dial Plan Mapping” in Chapter 2, “Intuity Interchange Administration”	Enhanced Services
	Administer the AMIS analog timing parameters.	“Administering AMIS Analog Timing Parameters” in Chapter 2, “Intuity Interchange Administration” : <ul style="list-style-type: none"> • “Defining Timing Parameters” • “Mapping Unique Remote Machines” 	Enhanced Services

Continued on next page

Table 1-1. INTUITY Interchange Administration Checklist — Continued

(v)	Task	Reference Documentation	Performed By
	Administer the directory view for each remote machine.	“Administering Remote Machine Directory Views” in Chapter 2, “Intuity Interchange Administration” : <ul style="list-style-type: none"> • “Adding All Machines” • “Deleting All Machines” 	Enhanced Services
	Verify INTUITY Interchange administration.	“Remote Machine List” and “Remote Machine Dial Plan List” in Chapter 11, “Intuity Interchange Reports”	Enhanced Services
	Administer the INTUITY Interchange as a remote machine on each endpoint.	Chapter 7, “Administration of Intuity Interchange as a Remote Machine”	Customer’s system administrator
	Perform connectivity tests.	“Testing Digital Connectivity” in Chapter 9, “Intuity Interchange Acceptance Tests”	Enhanced Services
	Turn on remote updates.	“Turning On Remote Updates” in Chapter 9, “Intuity Interchange Acceptance Tests”	Enhanced Services
	Demand remote update and/or demand remote push from all endpoints.	“Demand Remote Update” and “Demand Remote Push” in Chapter 9, “Intuity Interchange Acceptance Tests”	Enhanced Services
	Verify the success of the remote update and/or demand remote push.	“Monitoring the OctelNet Analog Remote Updates” and “Verify the Demand Remote Push” in Chapter 9, “Intuity Interchange Acceptance Tests”	Enhanced Services

Continued on next page

Table 1-1. INTUITY Interchange Administration Checklist — Continued

(v)	Task	Reference Documentation	Performed By
	<p>Administer any AMIS analog subscribers.</p> <p>⇒ NOTE: If you do not have AMIS analog remote machines within your network, you do not have to administer these channels.</p>	<p>“Subscriber Administration Through the Telephone Interface” in Chapter 3, “Subscriber Administration and Subscriber Interface”</p> <p>“Administering AMIS Remote Subscribers” in Chapter 6, “AMIS Analog Gateway Telephone Administration”</p>	<p>Customer’s system administrator or Enhanced Services (if stated in customer’s contract)</p>
	<p>Send a message to an AMIS analog or OctelNet analog subscriber.</p>	<p>“Testing a Message to an AMIS Analog or OctelNet Analog Subscriber” in Chapter 9, “Intuity Interchange Acceptance Tests”</p>	<p>Enhanced Services</p>

Ongoing Administration Checklist

[Table 1-2](#) provides a list of the ongoing administration procedures and their related tasks to be performed on the INTUITY Interchange.

⇒ NOTE:

These procedures are performed by the customer’s system administrator or Enhanced Services, as stated in the customer’s contract.

Table 1-2. INTUITY Interchange Ongoing Administration Checklist

(v)	Task	Reference Documentation
	Perform networking administration for the remote machines on the INTUITY Interchange.	<p>“Administering Remote Machines” in Chapter 2, “Intuity Interchange Administration”:</p> <ul style="list-style-type: none"> • “Adding a Digital Remote Machine” • “Adding an AMIS Analog Remote Machine” • “Adding an OctelNet Analog Remote Machine”
	Administer the remote machine parameters and profiles on the INTUITY Interchange.	<p>“Administering Remote Machine Parameters” in Chapter 2, “Intuity Interchange Administration”</p> <p>“Administering the Machine Profiles” in Chapter 2, “Intuity Interchange Administration”</p>
	Set the dial plan mapping for the remote machines.	<p>“Administering Remote Machine Dial Plan Mapping” in Chapter 2, “Intuity Interchange Administration”</p>
	Administer the AMIS analog timing parameters.	<p>“Administering AMIS Analog Timing Parameters” in Chapter 2, “Intuity Interchange Administration”:</p> <ul style="list-style-type: none"> • “Defining Timing Parameters” • “Mapping Unique Remote Machines”

Continued on next page

**Table 1-2. INTUITY Interchange Ongoing Administration Checklist
— Continued**

(√)	Task	Reference Documentation
	Administer the directory view for each remote machine.	“Administering Remote Machine Directory Views” in Chapter 2, “Intuity Interchange Administration” : <ul style="list-style-type: none"> • “Adding All Machines” • “Deleting All Machines”
	Verify INTUITY Interchange administration.	“Remote Machine List” and “Remote Machine Dial Plan List” in Chapter 11, “Intuity Interchange Reports”
	Administer the INTUITY Interchange as a remote machine on the end nodes.	Chapter 7, “Administration of Intuity Interchange as a Remote Machine”
	Perform connectivity tests.	“Testing Digital Connectivity” in Chapter 9, “Intuity Interchange Acceptance Tests”
	Turn on remote updates. ⇒ NOTE: If you are adding a new digital remote machine on an INTUITY Interchange to the Interchange configuration, demand remote updates on the first INTUITY Interchange from the remote machine. Then, demand remote updates from first INTUITY Interchange to the second Interchange.	“Turning On Remote Updates” in Chapter 9, “Intuity Interchange Acceptance Tests”
	Demand remote updates and/or demand remote push from all endpoints.	“Demand Remote Update” and “Demand Remote Push” in Chapter 9, “Intuity Interchange Acceptance Tests”

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**Table 1-2. INTUITY Interchange Ongoing Administration Checklist
— Continued**

(√)	Task	Reference Documentation
	Verify the success of the remote update and/or demand remote push.	“Monitoring the OctelNet Analog Remote Updates” and “Verify the Demand Remote Push” in Chapter 9, “Intuity Interchange Acceptance Tests”
	Administer any AMIS analog subscribers. ⇒ NOTE: If you do not have AMIS analog remote machines within your network, you do not have to administer these channels.	“Subscriber Administration Through the Telephone Interface” in Chapter 3, “Subscriber Administration and Subscriber Interface” “Administering AMIS Remote Subscribers” in Chapter 6, “AMIS Analog Gateway Telephone Administration”
	Send a message to an AMIS analog or OctelNet analog subscriber.	“Testing a Message to an AMIS Analog or OctelNet Analog Subscriber” in Chapter 9, “Intuity Interchange Acceptance Tests”

INTUITY Interchange Administration

2

What's in This Chapter?

This chapter provides administration procedures for the Lucent INTUITY™ Interchange. It is expected that the information required to complete the procedures in this chapter will be designed by the Lucent Technologies Design Center and the procedures in this chapter will be performed by the Lucent Technologies Enhanced Services organization.

Use the procedures in this chapter in conjunction with the administration checklists in [Chapter 1, "Intuity Interchange Administration Checklists"](#).

Verifying Feature Options for the INTUITY Interchange

The INTUITY Interchange system has a variety of optional features. If you purchase an optional feature, you can verify that it is enabled (turned on) by checking its status on the Feature Options window.

 **NOTE:**

Only certified Lucent personnel can change options in this window, but it can be displayed for informational purposes.

To display the Feature Options window, do the following:

1. Log into the INTUITY Interchange as `sa`.

The system displays the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Table 2-1. Feature Option (Read Only) Window Field Descriptions

Feature Option	Current	Maximum	
		MAP/5P	MAP/100P
Call Detail Recording (CDR)	ON or OFF; indicates whether CDR has been purchased.	N/A	N/A
Enterprise Lists Administration	ON or OFF; indicates whether Enterprise Lists was purchased.	N/A	N/A
High speed digital ports	Number of high speed INTUITY AUDIX® digital networking (DCP) ports.	4	12
Low speed digital ports	Number of low speed INTUITY AUDIX® digital networking (DCP) ports.	4	12
Max Number of OctelNet Nodes	Number of remote OctelNet analog machines connected to the INTUITY Interchange.	50  NOTE: The sum of this field, the Maximum Number of AMIS Nodes, and the Maximum Number of Digital Nodes field must <i>not</i> exceed 50.	500  NOTE: The sum of this field, the Maximum Number of AMIS Nodes, and the Maximum Number of Digital Nodes field must <i>not</i> exceed 500.

Table 2-1. Feature Option (Read Only) Window Field Descriptions
— *Continued*

Feature Option	Current	Maximum	
		MAP/5P	MAP/100P
Maximum Number of AMIS Nodes	Number of remote AMIS analog machines connected to the INTUITY Interchange.	50 ⇒ NOTE: The sum of this field, the Max Number of OctelNet Nodes, and the Maximum Number of Digital Nodes field must <i>not</i> exceed 50.	500 ⇒ NOTE: The sum of this field, the Max Number of OctelNet Nodes, and the Maximum Number of Digital Nodes field must <i>not</i> exceed 500.
Maximum Number of Digital Nodes	Number of remote digital machines connected to this INTUITY Interchange.	50 ⇒ NOTE: The sum of this field, the Max Number of OctelNet Nodes, and the Maximum Number of AMIS Nodes field must <i>not</i> exceed 50.	500 ⇒ NOTE: The sum of this field, the Max Number of OctelNet Nodes, and the Maximum Number of AMIS Nodes field must <i>not</i> exceed 500.

Continued on next page

Table 2-1. Feature Option (Read Only) Window Field Descriptions
— *Continued*

Feature Option	Current	Maximum	
		MAP/5P	MAP/100P
SCSI Disk Mirroring	ON for MAP/100P systems OFF for MAP/5P systems	N/A	N/A
SNMP	ON or OFF; indicates whether SNMP was purchased.	N/A	N/A
TCP/IP Administration	ON or OFF; indicates whether TCP/IP was purchased.	N/A	N/A
TCPIP digital ports	Number of digital ports purchased.	8	12
Text-to-Speech Sessions	Number of text-to-speech sessions purchased.	N/A	4
hours_of_speech	Number of hours of speech on the INTUITY Interchange system's hard disks.	262	430
voice_ports	Number of analog ports on the INTUITY Interchange.	12	30

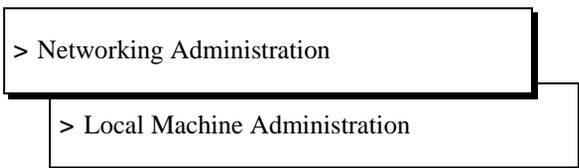
- Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Administering the INTUITY Interchange as the Local Machine

The INTUITY Interchange must be administered as a local machine within the network.

To administer the local machine information, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Local Machine Administration window ([Figure 2-3](#)).



NOTE:

The Local Machine Name field shows the default as local when the screen is accessed for the first time for a new machine.

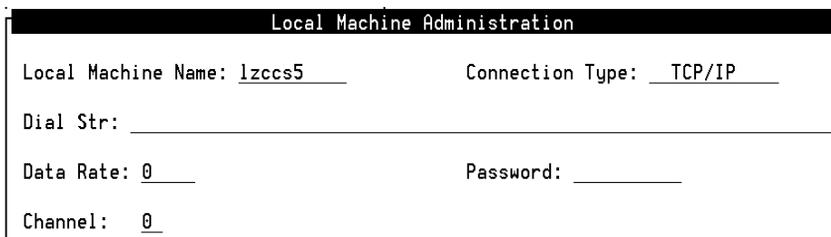


Figure 2-3. Local Machine Administration Window

2. Press **F8** (Chg-Keys) to display the alternate set of function keys.
3. Press **F5** (Rename) to display the Rename Local Machine window ([Figure 2-4](#)).

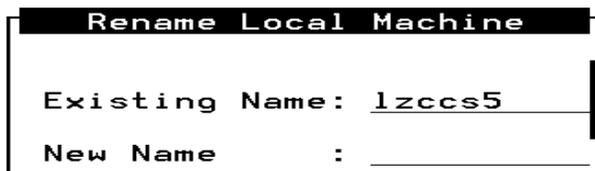


Figure 2-4. Rename Local Machine Window

4. Enter the name for the INTUITY Interchange in the New Name field.

⇒ NOTE:

The new name must be the same as the name in the UNIX Machine Name field on the TCP/IP Administration window, accessed from the TCP/IP menu option on the Networking Administration menu. For more information, see [“Administering TCP/IP”](#).

The machine name for the INTUITY Interchange may be up to 8 alpha-numeric characters in length. The following rules apply:

- n Case-sensitive letters — Uppercase letters must be entered as upper case, and lowercase must be entered as lower case.
- n Hyphen (-) or underscore (_)
- n Cannot start with a number
- n No blank spaces

5. Press **F3** (Save).

⇒ NOTE:

If you do not see **F3** (Save), press **F8** (Chg-Keys) to display the alternate set of function keys and then press **F3** (Save).

6. Use [Table 2-2](#) to complete the remainder of the Local Machine Administration screen. Use **F2** (Choices), when available, to view options for the fields.

⇒ NOTE:

If you do not see **F2** (Choices) on the screen, press **F8** (Chg-Keys).

Table 2-2. Local Machine Administration Screen Field Descriptions

Field	Description	Valid Input
Local Machine Name	Name of the INTUITY Interchange	Display only
Connection Type	Type of connection the Interchange system will attempt to set up for a test call. Select the type of connection administered for the channel on the Networking Channel Administration window.	DCP Mode 1 (56 Kbps data rate) DCP Mode 3 (64 Kbps data rate) RS-232 Sync (56 Kbps used to direct connect machines)

Continued on next page

Table 2-2. Local Machine Administration Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Connection Type (<i>continued</i>)	 NOTE: This field is used only when this system calls itself for testing purposes.	RS-232 Async (9.6 [DDD] or 19.2 Kbps [ISDN or SDDN]; used when digital facilities are not available) TCP/IP (used when connecting over a LAN and/or WAN)
Dial Str	<p>Used to call the Interchange system itself for loop-around testing. The dial string has to match what you want to test.</p> <p>When determining the dial string, use any dialing conventions or restrictions normally used to call outside or to access private networks, central office numbers, or long distance lines.</p> <p>The connection type used by the INTUITY Interchange determines the channel type used for calling out of the INTUITY Interchange. The dial string determines the loop used to get the call back to the INTUITY Interchange and the type of channel used once the call gets there.</p>	0 to 65 alphanumeric characters including the following: <ul style="list-style-type: none"> • Digits • Upper and lower case letters • Characters including: #, *, +, %, (), -, spaces, and 2-second pause (.) <p>TCP/IP</p> <p>When the connection type is TCP/IP, use the IP address of the INTUITY Interchange as the dial string.</p> <p>DCP</p> <ul style="list-style-type: none"> • Use the digits 0 through 9. For example, 6000. <p>6000 is an extension number assigned to the first of the local system network channels or to a hunt group of channels.</p>

Continued on next page

Table 2-2. Local Machine Administration Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Dial Str (continued)		<p> ⁿ If you dial a number to reach an outside local line, such as [9], include the number in the dial string. Use + to create a pause for dial tone. For example, 9+2346000. </p> <p> ⇒ NOTE: The 234 is the office code assigned to the local switch, and 6000 is the same as the previous example. </p> <p> ⁿ If you dial a number to access a private network switch, such as [8], include the access number in the dial string. For example, 8+7896000. </p> <p> ⇒ NOTE: 8 is the private network access code at the local switch, 789 is the private network code for the local switch, and 6000 is the same as the first example. </p>

Continued on next page

Table 2-2. Local Machine Administration Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Dial Str (continued)		INTUITY Interchange Special Dial Strings <ul style="list-style-type: none"> n "W" — wait for another dial prompt n "B" — replace with a BREAK character n "CR" — replace with a carriage return n "LF" — replace with a line feed
Data Rate	Data rate that matches the connection type.  NOTE: This field is used only when this system calls itself for testing purposes.	9600 19200 56000 64000 00 for TCP/IP
Password	Password remote machines must use to establish networking connections to the INTUITY Interchange.	5- to 10-alphanumeric characters
Channel	Channel number for the remote machine if the machines are directly connected or if you are doing a local machine test.	0 indicates that the system selects the first idle channel it finds for the specified data rate

7. Press **F3** (Change) to enter the information.

The system updates the information and returns you to the Connection Type field.

8. Press **F8** (Chg-Keys).

9. Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Setting System Parameters

The System Parameters menu allows you to define the INTUITY Interchange system settings, using the following screens:

- n General Parameters
- n Reschedule Parameters
- n AMIS Analog Parameters
- n Enterprise List Parameters



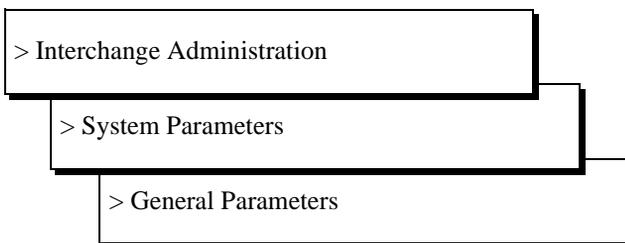
NOTE:

Set system parameters only once for each INTUITY Interchange in your network.

Administering General System Parameters

To set general system parameters, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the General Parameters screen. ([Figure 2-5](#)).

```

General Parameters
Local Machine Name: homer                Network Address Length: 10
Automatic Full Updates? y  UPDATES: In? y Out? y  Network Turnaround? y
System Prime Time: Start: 08:00  End: 17:00        CDR Retention: 7

MAXIMUM DELIVERY TIMES:
      Priority: 0 days 12 hrs 10 mins
      Non-Priority: 0 days 3 hrs 10 mins

STATUS MESSAGES TIMES:
      Expiration: 0 days 0 hrs 10 mins
      Poll Interval: 0 days 0 hrs 5 mins

OctelNet Serial Number: 80000
Self Registration Agent ID: 2222220000
    
```

Figure 2-5. General Parameters Screen

- Use [Table 2-3](#) to complete the General Parameters screen for the INTUITY Interchange.



CAUTION:

If you wish to change the Network Address Length on an Interchange that is already provisioned in the network, it is recommended that you delete the existing address information, and add the new INTUITY Interchange address information.

Table 2-3. General Parameters Screen Field Descriptions

Field	Description	Valid input
Local Machine Name	Name of the INTUITY Interchange as specified under Networking Administration.	Display only field
Network Address Length	Length of the network address for this INTUITY Interchange.	3- to 24-digits Default is 10 digits
Automatic Full Updates?	Specifies whether the INTUITY Interchange can automatically request full updates from remote machines.	y indicates INTUITY Interchange automatically requests full updates. n indicates INTUITY Interchange does not automatically request full updates Default is y
UPDATES		
In?	Specifies whether the INTUITY Interchange accepts updated user database information from any remote machine.	y indicates INTUITY Interchange accepts updated user information from remote machines

Continued on next page

Table 2-3. General Parameters Screen Field Descriptions — Continued

Field	Description	Valid input
In? (continued)		n indicates INTUITY Interchange does not accept updated user information from any remote machine Default is n
Out?	Specifies whether the INTUITY Interchange sends user information updates to remote machines.	y indicates INTUITY Interchange sends user information updates to remote machines n indicates INTUITY Interchange does not send user information updates to remote machines Default is n
Network Turnaround?	Specifies whether the INTUITY Interchange network connection can turn around after it has sent all network data to any remote machine.  NOTE: The remote machine may return updated information on the same connection.	y turns on feature system wide n disables feature system wide Default is y
System Prime Time		
Start	Specifies the prime time start for the INTUITY Interchange.	Display only field. hh:mm using a 24-hour clock Default is 08:00

Continued on next page

Table 2-3. General Parameters Screen Field Descriptions — Continued

Field	Description	Valid input
Start (continued)	<p>⇒ NOTE: The INTUITY Interchange will not pull updates from the remote machine during the specified prime time.</p>	
End	<p>Specifies the prime time end for the Interchange.</p> <p>⇒ NOTE: The INTUITY Interchange will not pull updates from the remote machine during the specified prime time.</p>	<p>Display only field hh:mm using a 24-hour clock Default is 17:00</p>
CDR Retention	Number of days call detail records will be retained.	Default is 7
MAXIMUM DELIVERY TIMES		
Priority: days hrs mins	Specifies how long the INTUITY Interchange keeps the priority message before it is returned to the remote machine as a failed message.	<p>Specified in days, hours, and minutes (1 hour minimum) Default is 4 hours</p>
Non-Priority: days hrs mins	Specifies how long the INTUITY Interchange keeps the non-priority message before it is returned to the remote machine as a failed message.	<p>Specified in days, hours, and minutes (1 hour minimum) Default is 12 hours</p>
STATUS MESSAGES TIMES		
Expiration: days hrs mins	Specifies how long the INTUITY Interchange holds any message destined for a remote machine before deleting the message.	<p>Specified in days, hours, and minutes (1 day minimum) Default is 7 days</p>

Continued on next page

Table 2-3. General Parameters Screen Field Descriptions — Continued

Field	Description	Valid input
Poll Interval: days hrs mins	Specifies the interval that the INTUITY Interchange monitors the message queue for failed or status messages.	Specified in days, hours, and minutes (15 minute minimum) Default is 1 hour
OctelNet Serial Number	Serial number to be used by the OctelNet analog protocol for this INTUITY Interchange.	10 digits Default is 80000. Serial numbers of Intuity Interchange machines must fall within the 80000 to 81000 range.
Self Registration Agent ID	Specifies the network address to which a subscriber may send a message containing a voice name and automatically register as a subscriber on the INTUITY Interchange. ⇒ NOTE: This feature can be used in conjunction with Enterprise Lists to notify subscribers that they need to register with the Intuity Interchange. See “Self-Registration Agent Using Enterprise Lists” in Chapter 4, “Intuity Interchange Enterprise List Administration”.	Numeric entry up to 10 digits

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the System Parameters menu.

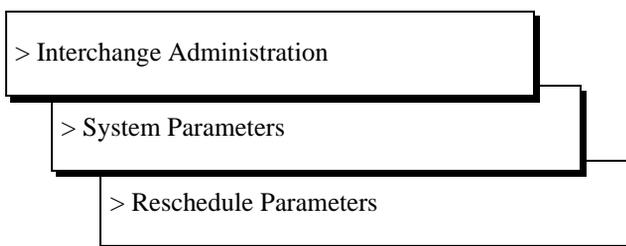
Administering Rescheduling Parameters

⇒ NOTE:

If you do not want to change message rescheduling increments, you do not have to access this screen. The INTUITY Interchange will reschedule unsuccessfully sent messages using its default settings.

To set rescheduling increments for unsuccessful message delivery, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Reschedule Parameters screen. ([Figure 2-6](#)).

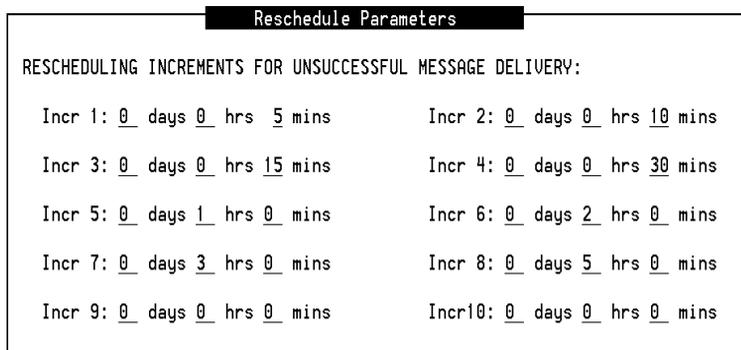


Figure 2-6. Reschedule Parameters Screen

2. Use [Table 2-4](#) to complete the Reschedule Parameters screen for the INTUITY Interchange.

Table 2-4. Reschedule Parameters Screen Field Descriptions

Field	Description	Valid input
RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY		
Incr 1 - Incr 10: days hrs mins	Specifies the increments for the INTUITY Interchange to reschedule a message that was not delivered successfully. ⇒ NOTE: The total of all rescheduling increments can not exceed the maximum delivery times for non-priority messages.	Specified in days, hours, minutes Default for each increment (1–10, respectively) 5 minutes 10 minutes 15 minutes 30 minutes 1 hour 2 hours 3 hours 5 hours 0 0

3. Press **F3** (Save).
4. Press **F6** (Cancel) twice to return to the System Parameters menu.

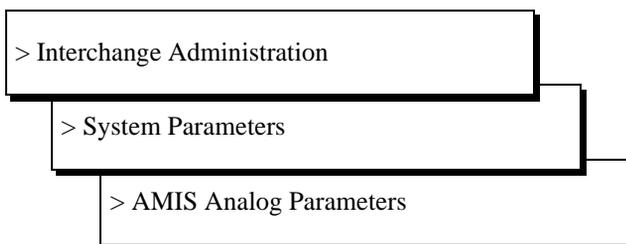
Administering AMIS Analog Parameters

⇒ NOTE:

If you do not have AMIS analog remote machines within your network, you do not have to access this screen.

To set AMIS analog system parameters, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the AMIS Analog Parameters screen. ([Figure 2-7](#)).

AMIS Analog Parameters

Default Interchange Callback Number:

Country Code	Area/Trunk	Telephone Number
1	123	5678900

Touch Tone Administration? n

Figure 2-7. AMIS Analog Parameters Screen

- Use [Table 2-5](#) to complete the AMIS Analog Parameters screen for the INTUITY Interchange.

Table 2-5. AMIS Analog Parameters Screen Field Descriptions

Field	Description	Valid input
Default Interchange Callback Number		
Country Code	Specifies the country code for the AMIS Analog Gateway on the INTUITY Interchange.	Numeric entry up to 4 digits
Area/Trunk	Specifies the area code or trunk for the AMIS Analog Gateway on the INTUITY Interchange.	Numeric entry up to 6 digits
Telephone Number	Specifies the telephone for the AMIS Analog Gateway on the INTUITY Interchange.	Numeric entry up to 10 digits
Touch Tone Administration?	Specifies whether the AMIS Analog Gateway telephone administration interface is activated.	y or n Default is n

- Press **F3** (Save).
- Press **F6** (Cancel) twice to return to the System Parameters menu.

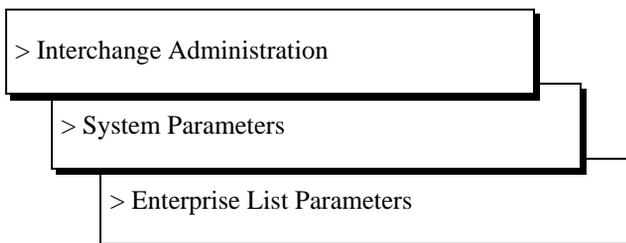
Administering Enterprise List Parameters

NOTE:

If you have not purchased the Enterprise Lists feature, you do not have to access this screen.

To administer the parameters to be used by Enterprise Lists on the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Enterprise List Parameters screen. ([Figure 2-8](#)).

ENTERPRISE LISTS SYSTEM PARAMETERS		
Machine Name: e1ist	List ID Length:10	Media Types: Voice? <input type="checkbox"/> Fax? <input type="checkbox"/> Text? <input type="checkbox"/>
Report Manager ID: _____	Automatic Delivery Status: <input type="checkbox"/> days <input type="checkbox"/> hrs <input type="checkbox"/> mins	
Automate List Admin Scripts? <input type="checkbox"/>	day: _____	hr: _____ Automate List Audit? <input type="checkbox"/>
	Start	End
ADDRESS RANGE: (List ID)	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Figure 2-8. Enterprise Lists System Parameters Screen

2. Use [Table 2-6](#) to complete the screen for enterprise lists system parameters. Press **(F2)** (Choices) to view valid choices for the fields.

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions

Field	Description	Valid Input
Machine Name	Identifies the "virtual" remote machine used for list definition.	Display only field elist is the default name
List ID Length	Network address associated with the elist machine.	Display only field 3- to 24-digits
Media Types	Type of media to be used to send status and report manager messages for an Enterprise List.	
Voice?	Indicates that Enterprise List status and report manager messages will be sent as voice messages.	y or n
Fax?	Indicates that Enterprise List status and report manager messages will be sent as fax messages.  NOTE: Fax is supported by INTUITY AUDIX Release 3.0 and greater, Aria Release 1.0 and greater, and Serenade Release 1.0 and greater.	y or n
Text?	Indicates that Enterprise List status and report manager messages will be sent as text messages.	y or n

Continued on next page

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Text? (continued)	<p>Indicates that Enterprise List status and report manager messages will be sent as text messages.</p> <p> NOTE: Text is supported by INTUITY AUDIX Release 4 and greater and is not supported by Aria and Serenade.</p>	y or n
Report Manager ID	<p>Mailbox ID used for reporting purposes.</p> <p>Messages addressed to this ID will generate Enterprise List reports based on the information entered in the Subject line on INTUITY Message Manager.</p>	<p>3- to 24-digit network address</p> <p>Entering Member in the Subject line on INTUITY Message Manager will generate the Subscriber Membership report.</p> <p>Entering Permission in the Subject line on INTUITY Message Manager will generate the Subscriber Permissions report.</p> <p>Entering Status in the Subject line on INTUITY Message Manager will generate the Delivery Status report. If the Subject line on INTUITY Message Manager is left blank, the system will automatically generate the Delivery Status report.</p> <p> NOTE: If you don't have INTUITY Message Manager, the system will only generate the Delivery Status report.</p>

Continued on next page

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Automatic Delivery Status	If the Send Status? field on the Enterprise List Definition screen is set to y, these fields indicate how long after a list is used that status messages should automatically be sent to the originator.	
Automatic Delivery Status (<i>continued</i>)	 NOTE: Status messages will be sent based on the type of media indicated in the Media Type fields.	
days	Number of days which should elapse before a status message is sent to the originator.	Default is 0
hrs	Number of hours which should elapse before a status message is sent to the originator.	Default is 4
mins	Number of minutes which should elapse before a status message is sent to the originator.	Default is 0
Automate List Admin Scripts?	Indicates whether individual network addresses should be automatically added or deleted to and from Enterprise Lists using files created for loading data into the lists.	y or n Default is n

Continued on next page

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Automate List Admin Scripts? (continued)		<p> NOTE: If set to n, the addresses can be manually added or deleted from Enterprise Lists using the “Enterprise List Administration Using Enterprise List Scripts” menu option.</p> <p>If set to y, you must enter the day and hour, in the next two fields, at which time the system will automatically run the script. Those files, <listid>.add or <listid>.del in the /iclog/icftp/elist directory, can then be downloaded using the FTP process. For more information see Chapter 10, “Intuity Interchange File Transfer Protocol Support”.</p>
day	Day on which the automatic list administration script should be executed.	none all Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Continued on next page

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
hr	<p>Hour at which the automatic list administration script should be executed.</p> <p>⇒ NOTE: It is not recommended that this script be executed during the hours of 3:00 am and 4:00 am when the Interchange is doing its nightly back-up or at 1:00 am if the Automate List Audit? is turned on.</p>	<p>none all an integer of 0 - 23</p>
Automate List Audit?	<p>Indicates whether the system should automatically remove members from enterprise lists or permissions lists when they no longer exist in the INTUITY Interchange master directory.</p>	<p>y or n Default is n</p> <p>⇒ NOTE: If set to y, the system automatically runs the audit at 8:00 pm and writes the results to pr_list_audit in the icloglicftp reports directory. The results can be downloaded using the FTP process. See Chapter 10, “Intuity Interchange File Transfer Protocol Support”.</p> <p>If set to n, the members can be manually deleted from Lists using the “Enterprise List Audit” menu option.</p>

Continued on next page

Table 2-6. Enterprise Lists System Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Address Range (List ID)	Address range for the elist machine  NOTE: Up to 10 address ranges can be administered for the elist machine. Range must include list IDs, report manager ID, and/or voice name IDs.	3- to 24-digit network address  NOTE: Range should consist of unused subscriber IDs. Lucent suggests that you may want to consider using a touch-tone mnemonic address range for ease of use. For example, 9992667269 equals XYZCOMPANY.
Start	Beginning range for this list.	
End	Ending range for this list.	

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Administering Digital Networking Channels

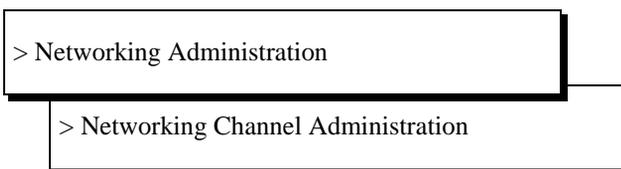
 **NOTE:**

If you do not have digital remote machines within your network, you do not have to administer these channels.

You must enable the network channels before the INTUITY Interchange system can handle messages from digital remote machines. Enabling the channels creates a communication link between the ACCX card and the switch or between the LAN card and the local area network (LAN) and/or wide area network (WAN). Use the following procedures to add or change networking channels.

To administer digital networking channels, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Networking Channel Administration window ([Figure 2-9](#)).



NOTE:

The window shows all 12 possible channels available on the INTUITY Interchange, whether you have purchased the right-to-use all 12 channels or not.

Networking Administration					
Networking			Channel Administration		
CHANNEL	TYPE	RATE	STATUS	MACHINE	ACTIVITY
1	DCP		NOT EQUIPPED		
2	DCP		NOT EQUIPPED		
3	DCP		NOT EQUIPPED		
4	DCP		NOT EQUIPPED		
5	TCP/IP		IDLE		
6	TCP/IP		IDLE		
7	TCP/IP		IDLE		
8	TCP/IP		IDLE		
9	TCP/IP		IDLE		
10	TCP/IP		IDLE		
11	TCP/IP		IDLE		
12	TCP/IP		IDLE		

Figure 2-9. Networking Channel Administration Window



NOTE:

The Networking Channel Administration window allows you to configure channels as DCP, TCP/IP, or RS-232 synchronous or asynchronous.

2. Use [Table 2-7](#) to configure the network channels.

Table 2-7. Networking Channel Administration Window Field Descriptions

Field	Description	Valid Input
Channel	Number of the channels on the ACCX or LAN card.	
Type	Type of channel.  NOTE: TCP/IP channels show as empty fields when in use.	DCP RS-232 synchronous RS-232 asynchronous TCP/IP
Rate	Speed at which the channel communicates when in use.	9600 bps 19200 bps 56000 bps 64000 bps
Status	Current state of the channel.	<ul style="list-style-type: none"> n not equipped — channel has not been administered n equipped — channel has been administered but the system has not been rebooted n idle — channel is ready to accept or make a call n in use — a call is in progress n busy out — maintenance has busied out the channel n down — the channel is not working n transition — a call is in the process of going through
Machine	Name of the remote machine to which this local machine is connected when in use.	

Continued on next page

Table 2-7. Networking Channel Administration Window Field Descriptions
— *Continued*

Field	Description	Valid Input
Activity	Type of activity taking place on the channel and the remote machine name.	<ul style="list-style-type: none"> n voice mail in n voice mail out n update in n update out n admin in n admin out n status in n status out

3. Press **F3** (Save).
4. Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Enabling or Changing the Networking Ports

DCP channels must exist in pairs. If you assign channel 1 as DCP, you must also assign channel 2 as DCP, whether or not you have purchased or equipped the channel. For example, if you configure channel 1 as a DCP channel, the system will not let you assign channel 2 as RS-232. You can only assign the channel as DCP.

TCP/IP channels always exist in groups of four (channels 1 through 4, 5 through 8, or 9 through 12). If you administer one TCP/IP channel, the remaining three channels in the group become TCP/IP unequipped or equipped, if purchased.

NOTE:

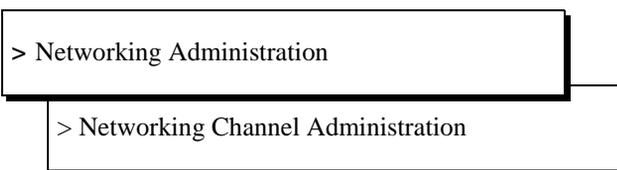
If one or more TCP/IP channels are equipped, a maximum of eight DCP/RS-232 channels are possible.

Use the following procedures to enable or change the networking ports:

- n To enable a DCP channel, see [“Configuring DCP Channels”](#).
- n To enable an RS-232 channel, see [“Configuring RS-232 Channels”](#).
- n To enable a TCP/IP channel, see [“Configuring TCP/IP Channels”](#).

Configuring DCP Channels

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Networking Channel Administration window ([Figure 2-9](#)).

2. Press **F8** (Chg-Keys).

The system displays the alternate set of function keys.

3. Press **F2** (Config).

The system displays the Networking Channel Configuration menu ([Figure 2-10](#)).



Figure 2-10. Networking Channel Configuration Menu

4. Select DCP Channel Configuration.

The system displays the DCP Channel Configuration window ([Figure 2-11](#)).

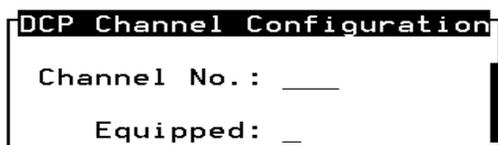


Figure 2-11. DCP Channel Configuration Window

5. Enter the channel number you want to enable in the Channel No. field.
6. Enter **y** in the Equipped field.
7. Press **F3** (Enter).

The system saves the information and refreshes the Networking Channel Administration window ([Figure 2-9](#)). The channel number you entered is now displayed as DCP. The system displays the following message at the bottom of the window:

Press <CANCEL> for Channel Hardware Configuration

8. Press **F6** (Cancel).

The system displays the Networking Channel Configuration window ([Figure 2-12](#)).

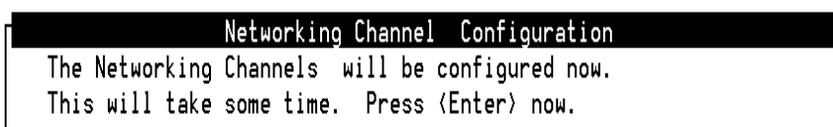


Figure 2-12. Networking Channel Configuration Window

9. Repeat Steps 2 through 8 for each channel you need to enable as DCP.
10. Press **ENTER** to configure the networking channels and reset the ACCX card.



NOTE:

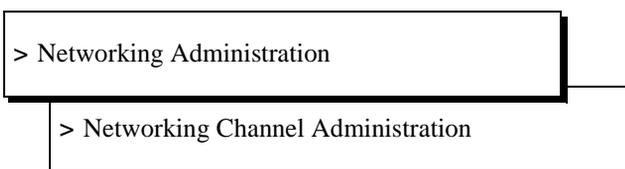
The process takes several minutes.

The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

11. Press **F6** (Cancel) twice to return to the Lucent Intuity Administration menu ([Figure 2-1](#)).

Configuring RS-232 Channels

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Networking Channel Administration window ([Figure 2-9](#)).

2. Press **F8** (Chg-Keys).

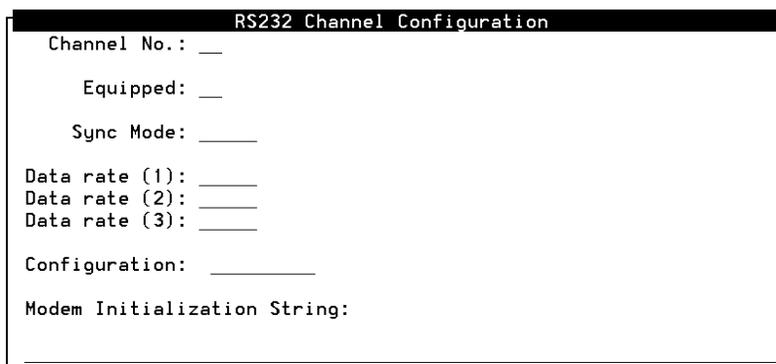
The system displays the alternate set of function keys.

3. Press **F2** (Config).

The system displays the Networking Channel Configuration menu ([Figure 2-10](#)).

4. Select RS232 Channel Configuration.

The system displays the RS-232 Channel Configuration window ([Figure 2-13](#)).



```
RS232 Channel Configuration
Channel No. : ___
Equipped: ___
Sync Mode: _____
Data rate (1): _____
Data rate (2): _____
Data rate (3): _____
Configuration: _____
Modem Initialization String: _____
```

Figure 2-13. RS232 Channel Configuration Window

5. Enter the channel number for RS-232 in the Channel No. field.
6. Enter **y** in the Equipped field.
7. In the Sync Mode field, press **F2** (Choices).
8. Select **ASYNC** for asynchronous.
9. Enter the data rate for the channel in the Date Rate (1) field.

⇒ NOTE:

The Data Rate field and the Sync Mode field are connected. If you enter **ASYNC**, the Data Rate (1) field defaults to 9600. You can change the data rate in the field to 19200. (DDD is 9600 bps, SDDN is 19200 bps for example.) Use **F2** (Choices) to view and select a valid data rate.

You can assign multiple data rates to the channel by entering another data rate in the Data Rate (2). Assign multiple data rates when the channel must communicate with different remote machines that have different data rates. For example, if you are connecting to a remote machine that uses RS-232 async at 19.2 Kbps and a second remote machine that uses RS-232 async at 9.6 Kbps, enter **19200** for Data Rate (1) and **9600** for Data Rate (2).

10. Enter **SWITCHED** in the Configuration field.

⇒ NOTE:

SWITCHED refers to a channel that connects to and communicates through the switch. This is the default value. **DEDICATED** refers to a channel that is directly connected to a remote machine. It is not supported for RS-232.

11. Enter the initialization string for the modem in the Modem Initialization String field.

The modem initialization string is the character string that the ACCX card sends to initialize the modem connected to the RS-232 channel. You can enter a maximum of 65 printable ASCII characters, although not all modems accept that many characters. Most modems do not distinguish between upper- and lower-case letters.

⇒ NOTE:

The design center provides the modem initialization string for the AT&T Paradyne Comsphere 3820 modem (used in the United States) and the AT&T Paradyne Comsphere 3910 modem (used in the non-United States) as part of the design center specification.

Use the following modem initialization string for 9600 bps asynchronous operation on the AT&T Paradyne Comsphere 3820 modem. Use the same string for the modem at the called system.

```
at&f0&d2m0\n1\q3s0=1s2=128s41=3y0&w0
```

Use the following modem initialization string for 9600 bps asynchronous operation on the AT&T Paradyne Comsphere 3830 modem:

```
at&f0&d1m0\n5\q3s0=1s2=128s41=3y0&w0
```

12. Press **F3** (Save).

The system saves the information and refreshes the Networking Channel Administration window ([Figure 2-9](#)). The channel number you entered now displays as RS-232. The system displays the following message at the bottom of the window:

```
Press <CANCEL> for Channel Hardware Configuration
```

13. Press **F6** (Cancel).

The system displays the Networking Channel Configuration window ([Figure 2-12](#)).

14. Repeat Steps 2 through 12 above for each channel you need to enable as an RS-232 channel.

15. Press **(ENTER)** to configure the networking channels and reset the ACCX card.



NOTE:

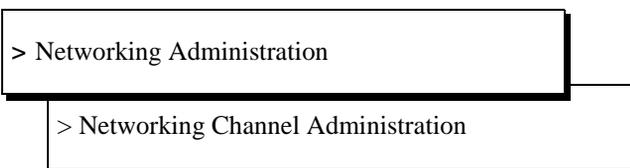
The process takes several minutes.

The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

16. Press **(F6)** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Configuring TCP/IP Channels

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Networking Channel Administration window ([Figure 2-9](#)).

2. Press **(F8)** (Chg-Keys).

The system displays the alternate set of function keys.

3. Press **(F2)** (Config).

The system displays the Networking Channel Configuration menu ([Figure 2-10](#)).

4. Select TCP Channel Configuration.

The system displays the TCP Channel Configuration window ([Figure 2-14](#)).

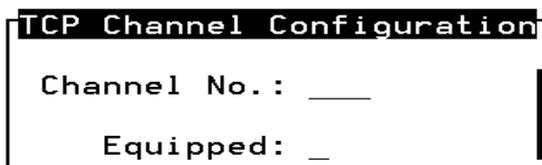


Figure 2-14. TCP Channel Configuration Window

5. Enter the channel number you want to enable as a TCP in the Channel No. field.

6. Enter **y** in the Equipped field.
7. Press **F3** (Enter) to save the information.

The system saves the information and refreshes the Networking Channel Administration window ([Figure 2-9](#)). The channel number you entered now displays as TCP/IP. The system displays the following message:

Press <CANCEL> for Channel Hardware Configuration

8. Press **F6** (Cancel).
The system displays the Networking Channel Configuration window ([Figure 2-12](#)).
9. Repeat Steps 2 through 8 for each channel you need to enable as a TCP/IP channel.
10. Press **ENTER** to configure the networking channels and reset the LAN card. The process takes several minutes.

The system processes the channel information you entered and changes the hardware configuration. When the process finishes, the system displays the Networking Administration menu.

11. Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Administering TCP/IP

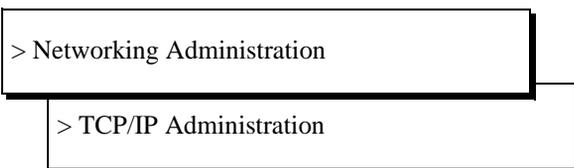
⇒ NOTE:

If you do not have digital remote machines within your network, you do not have to administer the TCP/IP connection.

You must administer the TCP/IP connection in order for digital machines to be in communication through the INTUITY Interchange.

To perform TCP/IP administration on the INTUITY Interchange, do the following.

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the TCP/IP Administration window ([Figure 2-15](#)).

TCP/IP Administration

UNIX Machine Name: cbccs10

IP Address: 135.7.50.186

Subnet Mask: 255.255.255.0

Default Gateway IP Address: 135.7.50.254

Figure 2-15. TCP/IP Administration Window

2. If the information displayed is correct, press (F3) (Save). If new information needs to be added or existing information changed, go to Step 3.
3. Use [Table 2-8](#) to enter any new or changed information in the window. Use the (▲) and/or (▼) keys or the (TAB) key to move through the fields.



NOTE:

Obtain the IP Address, Subnet Mask, and Default Gateway IP Address from your LAN administrator.

Table 2-8. TCP/IP Administration Window Field Descriptions

Field	Description	Valid Input
UNIX Machine Name	Unix machine name. NOTE: The UNIX Machine Name must be the same as the local machine name specified on the Local Machine Administration window.	Up to ten alphanumeric characters The following rules apply: <ul style="list-style-type: none"> n Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. n Hyphen (-) or underscore (_) n Cannot start with a number n No blank spaces
IP Address	TCP/IP address of the INTUITY Interchange system.	

Continued on next page

Table 2-8. TCP/IP Administration Window Field Descriptions — Continued

Field	Description	Valid Input
Subnet Mask	Subnet mask used to determine which bytes of the IP address specify the network and host addresses.	This is an optional field. If you do not enter a subnet mask, the system uses a default of 255.255.0.0 which may not be correct for all cases.
Default Gateway IP Address	Address of the gateway router that serves to connect to addresses on other LANs.	Leave this field blank if the INTUITY Interchange system will be communicating only with other machines on the same LAN.

4. Press **F8** (Chg-Keys).

The system displays the alternate set of function keys.

5. Press **F2** (Brd Cnfg).

The system displays the Ethernet Board Configuration window ([Figure 2-16](#)).



Figure 2-16. Ethernet Board Configuration Window

6. Press **F2** (Choices).

The system displays the Network Interface Types options ([Figure 2-17](#)).



Figure 2-17. Network Interface Types

7. Select the network interface type to be used on this system.

The system displays the Network Interface Type field on the Ethernet Board Configuration window ([Figure 2-16](#)).

8. Press **F3** (Save).
9. Press **F6** (Cancel) four times to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).
10. Reboot the INTUITY Interchange system to update the system with the changes made in the UNIX Machine Name, IP Address, Subnet Mask, and Default Gateway IP Address fields to take effect. See [Chapter 3, "Common System Procedures"](#) in ["Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"](#) or ["Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"](#) for reboot procedures.

Administering the INTUITY Interchange Switch

To administer the INTUITY Interchange switch, do the following:

1. Log into the INTUITY Interchange as sa.

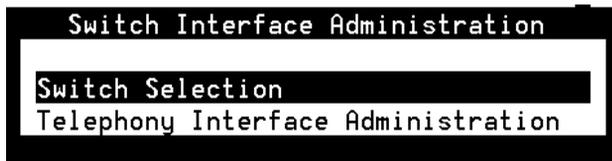
The system displays the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

2. Select



```
> Switch Interface Administration
```

3. The system displays the Switch Interface Administration menu ([Figure 2-18](#)).



```
Switch Interface Administration
Switch Selection
Telephony Interface Administration
```

Figure 2-18. Switch Interface Administration Menu

4. Select Switch Selection.

The system displays the Switch Select screen ([Figure 2-19](#)).

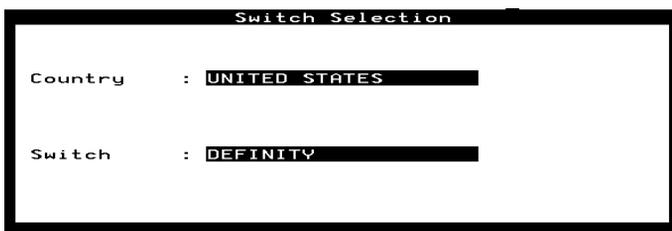


Figure 2-19. Switch Selection Screen

5. Enter the country and switch associated with your INTUITY Interchange.
6. Press **F3** (Save).
7. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Administering Remote Machines

Remote machine administration through the Networking Administration screens allows you to add digital, AMIS analog, or OctelNet analog remote machines to the INTUITY Interchange.

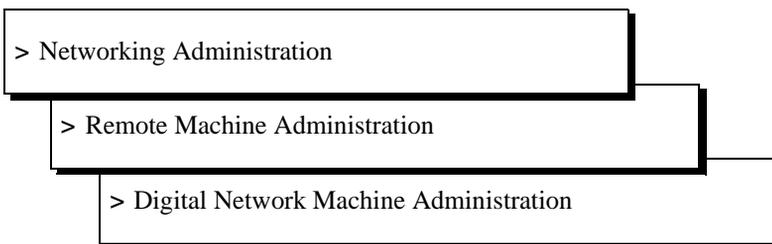
Adding a Digital Remote Machine

⇒ NOTE:

If you do not have digital remote machines within your network, you do not have to complete this procedure.

To add a digital remote machine to the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Digital Network Machine Administration screen ([Figure 2-20](#)).

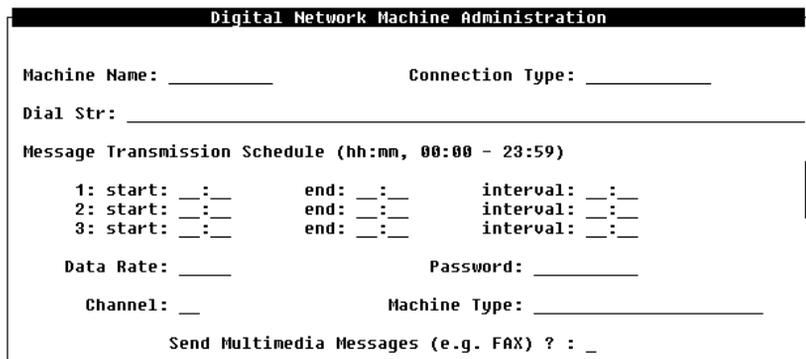


Figure 2-20. Digital Network Machine Administration Screen

2. Use [Table 2-9](#) to administer a digital network machine.

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions**

Field	Description	Valid Input
Machine Name	Unique remote machine name.	up to 24 alphanumeric characters <ul style="list-style-type: none"> • Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. • Hyphen (-) or underscore (_) • Cannot start with a number • No blank spaces

Continued on next page

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions — Continued**

Field	Description	Valid Input
Connection Type	Type of channel connection.	DCP Mode 1 56 Kbps data rate) DCP Mode 3 (64 Kbps data rate) RS-232 Sync (56 Kbps used to direct connect machines) RS-232 Async (9.6 [DDD] or 19.2 Kbps [ISDN or SDDN]; used when digital facilities are not available) TCP/IP (used when connecting over a LAN and/or WAN)
Dial Str	Used to call the Interchange system itself for loop-around testing. The dial string has to match what you want to test. When determining the dial string, use any dialing conventions or restrictions normally used to call outside or to access private networks, central office numbers, or long distance lines.	Valid entries are 0 to 65 alphanumeric characters including the following: <ul style="list-style-type: none"> • Digits • Upper and lower case letters Pound sign (#), asterisk (*), plus sign (+), percent sign (%), parentheses (), hyphen (-), spaces, 2-second pause (,) TCP/IP When the connection type is TCP/IP, use the IP address of the INTUITY Interchange as the dial string.

Continued on next page

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions — Continued**

Field	Description	Valid Input
Dial Str (continued)	The connection type used by the INTUITY Interchange determines the channel type used for calling out of the INTUITY Interchange. The dial string determines the loop used to get the call back to the INTUITY Interchange and the type of channel used once the call gets there.	<p>DCP</p> <ul style="list-style-type: none"> n Use the digits 0 through 9. For example, 6000. <p>6000 is an extension number assigned to the first of the local system network channels or to a hunt group of channels.</p> <ul style="list-style-type: none"> n If you dial a number to reach an outside local line, such as 9, include the number in the dial string. Use + to create a pause for dial tone. For example, 9+2346000. <p>⇒ NOTE: The 234 is the office code assigned to the local switch, and 6000 is the same as the previous example.</p> <ul style="list-style-type: none"> n If you dial a number to access a private network switch, such as 8, include the access number in the dial string. For example, 8+7896000.

Continued on next page

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions — Continued**

Field	Description	Valid Input
Dial Str (continued)		<p>RS-232</p> <p>ⁿ Use the digits 0 through 9 and include the attention code, <i>ATDT</i>, of the modem. For example, <i>ATDT 6000</i>.</p> <p>⇒ NOTE: If you dial a number to reach an outside local line, such as [9], include the attention code, <i>ATDT</i>, and the outside access number in the dial string. Use a comma (,) to create a 2-second pause for dial tone. For example, <i>ATDT 9,2346000</i>.</p>
Message Transmission Schedule	It is recommended that you stagger start times and intervals for each remote system so the INTUITY Interchange is not trying to call all remote systems at the same time.	
Start Time	Starting time for a message transmission period to the remote system (such as 00:01 for one minute after midnight).	hh:mm

Continued on next page

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions — Continued**

Field	Description	Valid Input
End Time	Ending time for a message transmission period to the remote system such as 23:59 for one minute before midnight).	hh:mm
Interval	Interval at which the INTUITY Interchange will call this remote system (such as 00:05 for every 5 minutes). The INTUITY Interchange checks the queue at this interval (such as every 5 minutes) and calls the remote system if something is in the queue for this remote system.	hh:mm
Data Rate	<p>Data rate that matches the connection type.</p> <p>⇒ NOTE: The data rate must match the value entered in the Connection Type field. If you enter a data rate value that does not match the connection type, you cannot move to the next field.</p>	<p>9600 19200 56000 64000 00 for TCP/IP</p>
Password	Password exactly as it is administered on the remote system.	five- to ten-alphanumeric characters

Continued on next page

**Table 2-9. Digital Network Machine Administration Screen
Field Descriptions — Continued**

Field	Description	Valid Input
Channel	Channel number for the remote machine.	0 indicates that the system selects the first idle channel it finds for the specified data rate Specify the channel if the machines are directly connected or if you are doing a local machine test.
Machine Type	Type of remote machine.	<ul style="list-style-type: none"> n AUDIX n Lucent INTUITY 1.0 or 2.0 n Lucent INTUITY 3.0 n Lucent INTUITY 4.0 or later n DEFINITY AUDIX 3.2
Send Multimedia Messages <e.g. FAX>?	<p>Indicates whether the remote machine will accept multimedia messages.</p> <p> NOTE: Only INTUITY AUDIX Release 3 or greater accepts multimedia messages.</p>	<p>y indicates the remote machine will accept multimedia messages</p> <p>n indicates the remote machine will not accept multimedia messages</p>

3. Press **F2** (Add).

 **NOTE:**

If you do not see **F2** (Add) on your screen, press **F8** (Chg-Keys) to access the alternate set of function keys.

The system adds the information and returns you to the Machine Name field.

4. Add another digital remote machine if needed.

⇒ NOTE:

To enter information for another remote machine, enter the next remote machine name over the previous name. When you press **(ENTER)** to move the cursor to the next field, the information for the previous machine clears from the screen.

5. When you finish entering remote machines, press **(F6)** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

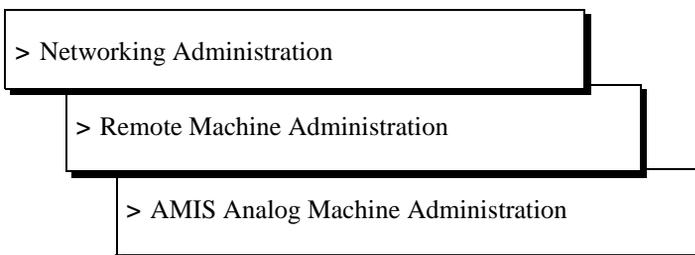
Adding an AMIS Analog Remote Machine

⇒ NOTE:

If you do not have AMIS analog remote machines within your network, you do not have to complete this procedure.

To add an AMIS analog remote machine on the INTUITY Interchange, do the following:

1. Start the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the AMIS Analog Machine Administration screen ([Figure 2-21](#)).

```
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 2-21. AMIS Analog Machine Administration Screen

- Use [Table 2-10](#) to administer an AMIS analog machine.

Table 2-10. AMIS Analog Machine Administration Screen Field Descriptions

Field	Description	Valid Input
Machine Name	AMIS analog machine name.	unique 1- to 24-character machine name. Use F2 (Choices) to view the existing machine names to make sure that you enter a unique name.
Dial Str	Telephone number of the AMIS analog remote machine. The INTUITY Interchange uses the dial string to contact and send messages to the remote machine.	up to 30 characters; typically consists of the dial-access code needed to reach the network, followed by a pause interval, followed by the telephone number of the remote machine. ⇒ NOTE: The INTUITY Interchange can pause for a specified length of time by entering "P" (including quotes) in the dial string. A single "P" causes the system to pause approximately 1.5 seconds; a "P" followed by a digit from 1 to 9 causes the system to wait the specified amount of time.

Continued on next page

Table 2-10. AMIS Analog Machine Administration Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Message Transmission Schedule	Start and end times, as well as intervals for each remote system used by the INTUITY Interchange to call all remote systems.	
Start Time	Starting time for a message transmission period to the remote system (such as 00:01 for one minute after midnight).	Use default of 00:00
End Time	Ending time for a message transmission period to the remote system such as 23:59 for one minute before midnight).	Use default of 23:59
Interval	Interval at which the INTUITY Interchange will call this remote system (such as 00:05 for every 5 minutes). The INTUITY Interchange checks the queue at this interval (such as every 5 minutes) and calls the remote system if something is in the queue for this remote system.	hh:mm

3. When you finish entering information for a remote machine, press **F8** (Chg-Keys).
4. Press **F3** (Add).

After you press the key, the system adds the information and returns you to the Machine Name field. You see the following message on your screen:

Machine Added, Enter Machine Name, use <CHOICES> for list

5. Repeat Steps 2 through 5 above for each AMIS analog remote machine.

⇒ NOTE:

To enter information for another remote machine, enter the next remote machine name over the previous name. When you press **ENTER** or **TAB** to move the cursor to the next field, the information for the previous machine clears from the screen.

6. After entering all remote AMIS machines, press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).



NOTE:

You may only delete an AMIS analog remote machine through the AMIS Analog Gateway Telephone administration interface. See [Chapter 6, "AMIS Analog Gateway Telephone Administration"](#) for details.

Adding an OctelNet Analog Remote Machine

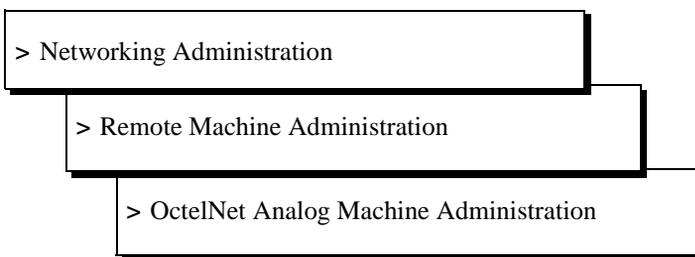


NOTE:

If you do not have OctelNet analog remote machines within your network, you do not have to add these machines.

To add an OctelNet analog remote machine on the INTUITY Interchange, do the following:

1. Start the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the OctelNet Analog Machine Administration screen ([Figure 2-22](#)).

OctelNet Analog Machine Administration	
Machine Name: _____	Connection Type: OCTELNET
Dial Str: _____	
Machine Type: _____	Send FAX Messages ? : _

Figure 2-22. OctelNet Analog Machine Administration Screen

2. Use [Table 2-11](#) to administer an OctelNet analog machine.

Table 2-11. OctelNet Analog Machine Administration Screen Field Descriptions

Field	Description	Valid Input
Machine Name	OctelNet analog machine name.	unique 1- to 24-character machine name. Use F2 (Choices) to view the existing machine names to make sure that you enter a unique name.
Connection Type	Type of connection for the OctelNet analog machine being administered.	OCTELNET
Dial Str	Telephone number of the OctelNet analog remote machine. The INTUITY Interchange uses this dial string to contact and send messages to the remote machine.	up to 30 characters long, and typically consists of the trunk-access code or dial-access code needed to reach the public or private network, followed by a pause interval, followed by the complete telephone number of the remote machine.
Machine Type	Type of OctelNet analog machine being administered.	ARIA OCTELNET SERENADE OCTELNET
Send Fax Messages?	Indicates whether the remote machine can send fax messages.	y or n

- When you finish entering information for a remote machine, press **F8** (Chg-Keys).
- Press **F3** (Add).

After you press the key, the system adds the information and returns you to the Machine Name field. You see the following message on your screen:

Machine Added, Enter Machine Name, use <CHOICES> for list

- Repeat Steps 2 through 5 above for each OctelNet analog remote machine.

⇒ NOTE:

To enter information for another remote machine, enter the next remote machine name over the previous name. When you press **ENTER** or **TAB** to move the cursor to the next field, the information for the previous machine clears from the screen.

6. After entering all remote OctelNet analog machines, press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Administering Remote Machine Parameters

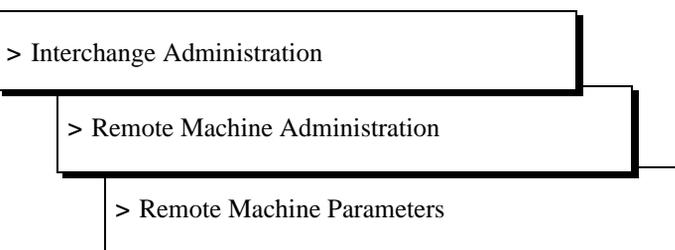
⇒ NOTE:

Remote machine parameters must be administered for *each* remote machine in your INTUITY Interchange network.

The Remote Machine Parameters screen provides parameters for each remote machine connected to the INTUITY Interchange. This information includes address ranges and network mapping. This screen also provides separate profile definitions for digital, AMIS analog, and OctelNet analog machines.

To set remote machine parameters, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Remote Machine Parameters screen ([Figure 2-23](#)).

Figure 2-23. Remote Machine Parameters Screen

2. Enter a remote machine name, or press **F2** (Choices) to display a list of valid remote machines.
3. Use [Table 2-12](#) to complete the Remote Machine Parameters Administration screen for each remote machine (digital, AMIS analog, or OctelNet analog connections).



CAUTION:

If you wish to change the INTUITY Interchange or Mailbox ID Length setting on a remote machine that is already provisioned in the network, it is recommended that you delete the remote machine first, and add the remote machine as a new end-point. This prevents any problems with subscriber data on the remote machine.

Table 2-12. Remote Machine Parameters Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Name of the remote machine.	Up to 24 alphanumeric characters
Machine Type	Remote machine type entered under remote machine type when adding this remote machine.	Display only field

Continued on next page

Table 2-12. Remote Machine Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
INTUITY Interchange?	Indicates whether this machine is another Interchange.	y or n  NOTE: If this value is y, the Provide Local Mapped Addresses field on the Digital Machine Profile screen is automatically set to n. Default is n
Mailbox ID Length	Length of the mailbox ID on this remote machine.	Up to 24 digits
Default Language	Language used on the remote machine.	Up to 14 alphanumeric characters Default is us-eng (US-English)
Failed Msg. Notification Priority?	Indicates whether to send a notification of a failed message to the sender marked as priority.	y or n Default is y
Msg ID?	Indicates whether the message ID will be included in a failed notification message.	y or n
Node ID	Unique node ID for this remote machine.	Display only field Up to 3 digits
Default NameNet Type	Indicates the default NameNet type, set up on the remote Aria or Serenade machine, which is used for aging purposes by the remote machine.	P indicates that directory entries are permanent U indicates that directory entries are temporarily available based on the network traffic of a particular remote machine Default for AUDIX and AMIS analog machines is U

Continued on next page

Table 2-12. Remote Machine Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Send Message for Warning?	Indicates that the original message will be sent back to a subscriber after they have sent a message from this machine to an Aria analog machine which has the Extended Absence Greeting (EAG) warning activated.	y or n
Comments	Free-format field for comments about this remote machine.	68 alphanumeric characters
ADDRESS RANGE (Mailbox ID)		
Start	Starting range for the mailbox ID for this remote machine.  NOTE: This value must match the number of digits in the Mailbox ID Length field.	Up to 24 digits

Continued on next page

Table 2-12. Remote Machine Parameters Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
End	<p>Ending range for this mailbox ID for this remote machine.</p> <p> NOTE: This value must match the number of digits in the Mailbox ID Length field. This value must not be less than the Start mailbox ID value.</p>	Up to 24 digits

4. Press **F3** (Continue).

Administering the Machine Profiles

 **NOTE:**

A remote machine profile must be administered for *each* remote machine in your INTUITY Interchange network.

After you have set up the parameters for the remote machine, you should complete the Machine Profile screen associated with the type of machine administered.

To administer the machine profile screen, do the following:

1. Press **F5** (Details) to display the Machine Profile screen for this machine.

Administering the Digital Machine Profile

If the remote machine being administered is a digital machine, the system displays the Digital Machine Profile screen ([Figure 2-24](#)).

Digital Machine Profile	
Remote Machine Name:	<u>bopl1</u>
Subscriber Updates Type:	<u>dynamic</u> UPDATES In? <u>y</u> UPDATES Out? <u>y</u>
Voiced Names for Dynamic?	<u>y</u> Network Turnaround? <u>y</u>
Provide Local Mapped Addresses?	<u>n</u> Dynamic Sub Expiration Days: <u>90</u>

Figure 2-24. Digital Machine Profile Screen

1. Use [Table 2-13](#) to complete the Digital Machine Profile screen.

Table 2-13. Digital Machine Profile Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Name of the digital remote machine.	A display only field
Subscriber Updates Type	Type of remote subscriber updates received by the INTUITY Interchange from this remote machine.	<p>Directory indicates a directory view containing static updates</p> <p>Dynamic indicates a directory view containing dynamic updates</p> <p>Full indicates a directory view containing updates for all remote machines is provided.</p> <p>Default is Dynamic</p> <p>⇒ NOTE: If set to full, verify that the remote machine has enough space for information on all subscribers from all remote machines connected to the INTUITY Interchange.</p>

Continued on next page

Table 2-13. Digital Machine Profile Screen Field Descriptions — Continued

Field	Description	Valid Input
Subscriber Updates Type (continued)		In order to select no updates, enter directory in this field; make sure there are no views defined for this remote machine, and set the Updates: Out? field to n .
UPDATES: In?	Indicates whether the INTUITY Interchange can receive updated user database information from this remote machine.	y indicates this INTUITY Interchange accepts updated user information from this remote machine n indicates this INTUITY Interchange does not accept updated user information from this remote machine Default is n
UPDATES: Out?	Indicates whether the INTUITY Interchange is able to send user information updates to this remote machine.	y indicates this INTUITY Interchange sends user information updates to remote machine n indicates this INTUITY Interchange does not send user information updates to remote machine Default is n
Voiced Names for Dynamic	Indicates whether to include the subscribers voiced name (if added dynamically) to the update.	y or n Default is y
Network Turnaround	Indicates whether the INTUITY Interchange network connection can turn around after sending network data to a remote machine.	y turns on feature system wide n disables feature system wide Default is y

Continued on next page

Table 2-13. Digital Machine Profile Screen Field Descriptions — Continued

Field	Description	Valid Input
Network Turnaround	 NOTE: The remote machine may return updated information on the same connection.	
Provide Local Mapped Addresses	Provides the local mailbox ID, in terms of the network address, if a full remote update is specified (see the Subscriber Updates Type field).	y or n Default is n
Dynamic Sub Expiration Days	Number of days a dynamically added subscriber may exist without performing any activity (that is, sending or receiving messages).	Default is 90

2. Press **F3** (Save).
3. Press **F4** (Reselect) to enter another digital remote machine profile and repeat this procedure, or press **F6** (Cancel) until you return to the Remote Machine Administration menu.

Administering the AMIS Analog Machine Profile

If an AMIS analog machine is being administered, the system displays the AMIS Analog Profile screen ([Figure 2-25](#)).

AMIS Analog Machine Profile			
Remote Machine Name: <u>cbccs6</u>	Timing Type: <u>Default</u>		
	Country Code	Area/Trunk	Telephone Number
Interchange Callback Number: <u>1</u>	<u>123</u>	<u>5678900</u>	
Remote Machine ID: <u>1</u>	<u>123</u>	<u>4567890</u>	
Allow Private Messages? <u>y</u>	Include Voice Name of Sender? <u>y</u>		
Include Message Marking (Private/Priority)? <u>y</u>	Default Community ID: <u>1</u>		
Maximum Simultaneous Connections? <u>1</u>			

Figure 2-25. AMIS Analog Machine Profile Screen

1. Use [Table 2-14](#) to complete the AMIS Analog Profile screen.

Table 2-14. AMIS Analog Machine Profile Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Name of the AMIS analog remote machine.	Display only field from the Remote Machine Parameters screen
Timing Type	Type of timing parameter used for this AMIS analog machine.	
Interchange Callback Number	Identifies the INTUITY Interchange to this remote machine.	
Country Code	Unique country code that helps identify the INTUITY Interchange to this remote machine.	This number is provided by the System Parameters screen for the INTUITY Interchange.  NOTE: This field can be changed for each remote machine.

Continued on next page

Table 2-14. AMIS Analog Machine Profile Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Area/Trunk	Unique area code or trunk that helps identify the INTUITY Interchange to this remote machine.	This number is provided by the System Parameters screen for the INTUITY Interchange, but it can be changed for each remote machine.
Telephone Number	Unique telephone number that helps identify the INTUITY Interchange to this remote machine.	This number is provided by the System Parameters screen for the INTUITY Interchange, but it can be changed for each remote machine.
Remote Machine ID	Identifies this remote machine.	
Country Code	Unique country code that helps identify this remote machine.	1- to 4-digit country code for this remote AMIS machine
Area/Trunk	Unique area code or trunk that helps identify this remote machine.	1- to 6-digit area code for this remote AMIS machine
Telephone Number	Unique telephone number that helps identify this remote machine.	1- to 10-digit telephone number for this remote AMIS machine.
Allow Private Messages?	Indicates whether to allow private messages to be sent to the AMIS subscriber.	y or n Default is n  CAUTION: <i>If y, subscribers may forward a private message they have received.</i>
Include Voice Name of Sender?	Indicates whether to include the sender's voice name with the message.	y or n Default is n

Continued on next page

Table 2-14. AMIS Analog Machine Profile Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Include Message Marking (Private/Priority)?	Indicates whether to include a private or priority marking with a message.	y or n Default is n
Default Community ID	Community identifier for all AMIS subscribers added to this remote machine.	An integer of 1 through 15
Maximum Simultaneous Connections?	Maximum number of AMIS ports that will simultaneously handle outgoing traffic for this machine.	An integer of 1 through 9 Default is 1

2. Press **F3** (Save).
3. Press **F4** (Reselect) to enter another AMIS analog remote machine and repeat this procedure, or press **F6** (Cancel) until you return to the Remote Machine Administration menu.

Administering the OctelNet Analog Machine Profile

If the remote machine being administered is an OctelNet Analog machine, the system displays the OctelNet Analog Machine Profile screen ([Figure 2-26](#)).

OctelNet Machine Profile

Remote Machine Name: leonet Default Community ID: 1

Subscriber Updates Type: dynamic UPDATES In? n UPDATES Out? n

Voiced Names for Dynamic? y ASCII Name Confirmation? y Admin Mode? n

OctelNet Serial Number: 0 Dynamic Sub Expiration Days: 90

Record Delay (Sec): 3 Maximum Simultaneous Connections: 1

Figure 2-26. OctelNet Analog Machine Profile Screen

Use [Table 2-15](#) to complete the OctelNet Analog Profile screen.

Table 2-15. OctelNet Analog Machine Profile Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Name of the OctelNet analog remote machine.	Display only field from the Remote Machine Parameters screen
Default Community ID	Community identifier for all OctelNet analog subscribers added to this remote machine.	An integer of 1 through 15
Subscriber Updates Type	Type of remote subscriber updates received by the INTUITY Interchange from this remote machine.	<p>Directory indicates a directory view containing static updates</p> <p>Dynamic indicates a directory view containing dynamic updates</p> <p>Full indicates a directory view containing updates for all remote machines is provided.</p> <p>Default is Dynamic</p> <p>⇒ NOTE: If set to full, verify that the remote machine has enough space for information on all subscribers from all remote machines connected to the INTUITY Interchange.</p> <p>In order to select no updates, enter directory in this field, make sure there are no views defined for this remote machine, and set the Updates: Out? field to n.</p>

Continued on next page

Table 2-15. OctelNet Analog Machine Profile Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
UPDATES: In?	Indicates whether the INTUITY Interchange can receive updated user database information from this remote machine.	<p>y indicates this INTUITY Interchange accepts updated user information from this remote machine</p> <p>n indicates this INTUITY Interchange does not accept updated user information from this remote machine</p> <p>Default is n</p>
UPDATES: Out?	Indicates whether the INTUITY Interchange is able to send user information updates to this remote machine.	<p>y indicates this INTUITY Interchange sends user information updates to remote machine</p> <p>n indicates this INTUITY Interchange does not send user information updates to remote machine</p> <p>Default is n</p>
Voiced Names for Dynamic?	Indicates whether to include the subscribers voiced name (if added dynamically) to the update.	<p>y or n</p> <p>Default is y</p>
ASCII Name Confirmation?	Indicates whether the ASCII name should be verified when a subscriber sends a message using NameNet. If the name does not match, the INTUITY Interchange will request an update.	<p>y or n</p> <p>Default is y</p>

Continued on next page

Table 2-15. OctelNet Analog Machine Profile Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Admin Mode?	Indicates that the when the INTUITY Interchange delivers a message to a Octel remote machine using the OctelNet analog gateway, the INTUITY Interchange will automatically request a subscriber update for the receiving subscriber.	y or n Default is n
OctelNet Serial Number	Serial number of the remote Aria or Serenade machine.	4 or 5 digits
Dynamic Sub Expiration Days	Number of days a dynamically added subscriber may exist without performing any activity (that is, sending or receiving messages).	Default is 90 ⇒ NOTE: This number should match the number of aging days administered on the OctelNet remote machine.
Record Delay (Sec)	Timing parameter used by the OctelNet analog protocol.	Default is 3 ⇒ NOTE: If clipping occurs at the beginning of a message received by an OctelNet analog remote subscriber, increase this value to eliminate it. If a period of silence is observed at the beginning of a message received by an OctelNet analog remote subscriber, decrease this value to eliminate it.

Continued on next page

Table 2-15. OctelNet Analog Machine Profile Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Maximum Simultaneous Connections	Maximum number of OctelNet ports that will simultaneously handle outgoing traffic for this machine.	An integer of 1 through 9 Default is 1  NOTE: If there are three messages already in the queue for a port and the maximum simultaneous connections for this remote machine has not been exceeded, then the system will start a new connection.

4. Press **F3** (Save).
5. Press **F4** (Reselect) to enter another OctelNet analog remote machine and repeat this procedure, or press **F6** (Cancel) until you return to the Remote Machine Administration menu.

Administering Remote Machine Dial Plan Mapping

The Dial Plan Mapping screen allows you to map existing mailbox addresses to unique network addresses. To administer the remote machine dial plan, do the following:

1. Start at the Remote Machine Administration menu and select



The system displays the Dial Plan Mapping screen ([Figure 2-27](#)).

Figure 2-27. Dial Plan Mapping Screen

2. Enter a remote machine name, or press **F2** (Choices) to display a list of valid remote machines. The system displays the current dial plan mapping information, if information exists, for this machine.
3. Use [Table 2-16](#) to complete the Dial Plan Mapping screen for the selected remote machine.

Table 2-16. Dial Plan Mapping Screen Field Descriptions

Field	Description	Valid Input
Remote Machine Name	Name of the remote machine.	
Mailbox ID Length	Length of the mailbox ID from the Remote Machine Parameters screen.	Display only field
Map From Length	Number of digits to replace in the subscriber's mailbox ID.	An integer of 0 through 10
MAILBOX ID		
Start	Starting range for the mailbox IDs from Remote Machine Parameters screen.	Display only field

Table 2-16. Dial Plan Mapping Screen Field Descriptions — Continued

Field	Description	Valid Input
End	Ending range for the mailbox IDs from Remote Machine Parameters screen.	Display only field
NETWORK ADDRESS DIAL PLAN MAPPING		
Map From	Actual digit(s) to replace for the remote subscribers.	Up to 24 digits or field can be blank. ⇒ NOTE: The length of this value must match the Map From field length and must be part of the address range entries.
Map To	Actual digits that replace the Map From length.	Up to 24 digits or field can be blank. ⇒ NOTE: The length of the Map To field, plus the length of the Mailbox ID Length field, minus the length of the Map From field must equal the network address length for this remote machine.

4. Press **F3** (Save).
5. Press **F4** (ReSelect) to enter another remote machine and repeat this procedure, or press **F6** (Cancel) to exit the screen and return to the Remote Machine Administration menu.

Administering AMIS Analog Timing Parameters

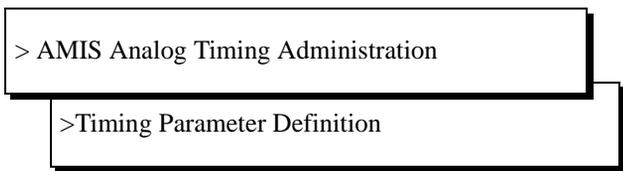
The AMIS Analog Timing Administration screens allow you to define the amount of time which elapses between messages being sent and received between the INTUITY Interchange and AMIS analog machines.

Defining Timing Parameters

The Timing Parameter Definition screen is used to define the timing associated with messages being sent and received between the INTUITY Interchange and AMIS analog systems.

To define these timing parameters, do the following:

1. Start at the Remote Machine Administration menu ([Figure 2-1](#)) and select



The system displays the Timing Parameter Definition screen ([Figure 2-28](#)).

Timing Parameter Definition							
---Timing---		-----SENDING-----			-----RECEIVING-----		
ID	Type	Transmit Delay	Response Delay	Play Delay	Transmit Delay	Response Delay	Record Delay
0	Default	3	0	5	4	0	1
1	Rolm	5	5	2	4	1	1
2	UMX	2	2	2	4	1	1
3	Octel	5	5	5	2	1	1
4	Def AUDIX	5	3	3	4	1	1
5	Nortel	3	5	2	6	2	1

Figure 2-28. Timing Parameter Definition Screen

2. Use [Table 2-17](#) to define remote machine timing parameters.

Table 2-17. Timing Parameter Definition Screen Field Descriptions

Field	Description
Timing	Identifies the timing parameter being administered.

Continued on next page

Table 2-17. Timing Parameter Definition Screen Field Descriptions
— *Continued*

Field	Description
ID	Type of timing parameter to be administered. ⇒ NOTE: A number greater than 10,000 should be used for customer-assigned IDs. 10,000 is reserved for system pre-defined timing IDs.
Type	Name of the remote machine associated with this timing parameter definition.
SENDING	
Transmit Delay	Amount of time (in seconds) to wait before transmitting an analog protocol frame to a remote machine.
Response Delay	Amount of time (in seconds) to wait before sending a response to a remote machine.
Play Delay	Amount of time (in seconds) to wait before playing a message for a remote machine.
RECEIVING	
Transmit Delay	Amount of time (in seconds) to wait before looking for or acknowledging an analog protocol frame from a remote machine.
Response Delay	Amount of time (in seconds) to wait before sending a response to a remote machine regarding a message received.
Record Delay	Amount of time (in seconds) to wait before recording a message from a remote machine.

[Table 2-18](#) contains a list of the machines with their corresponding analog sending delay parameters.

Table 2-18. Delay Parameters - Sending Delays

Machine Name	Sending		
	Transmit	Response	Play
Default	3	0	5
Rolm	5	5	2
VMX	2	2	2

Continued on next page

Table 2-18. Delay Parameters - Sending Delays — Continued

Machine Name	Sending		
	Octel	5	5
Definity AUDIX	5	3	3
Nortel	3	5	2

[Table 2-19](#) contains a list of the machines with their corresponding analog receiving delay parameters.

Table 2-19. Delay Parameters - Receiving Delays

Machine Name	Receiving		
	Transmit	Response	Record
Default	4	0	1
Rolm	4	1	1
VMX	4	1	1
Octel	2	1	1
Definity AUDIX	4	1	1
Nortel	6	2	1

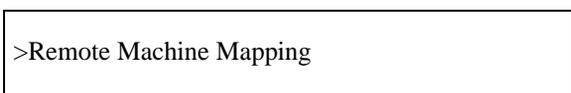
3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the AMIS Analog Timing Administration menu.

Mapping Unique Remote Machines

The Remote Machine Mapping screen is used to map existing INTUITY Interchange mailbox addresses to unique remote network addresses.

To map these mailbox addresses, do the following:

1. Start at the AMIS Analog Timing Administration menu and select



The system displays the Remote Machine Mapping screen ([Figure 2-29](#)).

Remote Machine Mapping	
Remote Machine Name	Timing Type
A1	Default
A2	Default
A3	Default
A4	Default
A5	Default
A6	Default
A7	Default
A8	Default
A9	Default
cbccs9	Default
cbuem4AMIS	Default
cbleo8AMIS	Default

Figure 2-29. Remote Machine Mapping Screen

2. Enter the timing parameter definition being mapped to this remote machine in the Timing Type field.



NOTE:

For a list of timing types, press the **F8** (Choices) key.

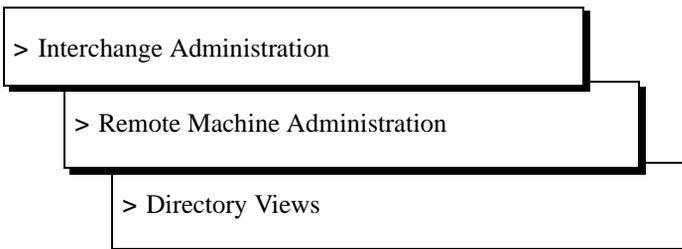
3. Press **F3** (Save).
4. Press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu.

Administering Remote Machine Directory Views

The Directory View screen allows you to define for a particular machine what other remote machines can provide updates to that machine. You may specify a range of mailbox IDs from which to accept update information.

To administer directory views, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Directory View screen ([Figure 2-30](#)).

Figure 2-30. Directory View Screen

2. Enter a machine name, or press **(F2)** (Choices) to display a list of valid remote machines.
The system displays the current directory view information, if information exists, for this machine.
3. Press **(F3)** (Continue).
4. Use [Table 2-20](#) to complete the Directory View screen for each remote machine.

Table 2-20. Directory View Screen Field Descriptions

Field	Description	Valid Input
Machine Name	Name of the remote machine for which you wish to set the directory view.	Valid machine name
Remote Machine Name	Machine to which you wish to set the directory view for the selected machine.	up to 24 alphanumeric characters
Network Address: Start	Starting range for the network address for this machine that you wish to include in remote subscriber updates.	3- to 24-digit entry

Continued on next page

Table 2-20. Directory View Screen Field Descriptions — Continued

Field	Description	Valid Input
Network Address: End	Ending range for the network address for this machine that you wish to include in remote subscriber updates.	3- to 24-digit entry
Voiced Name	Indicates whether to include the voiced name with the remote subscriber updates	default is y  NOTE: This feature is for future use and is not supported at this time.

5. Press **F3** (Save).
6. Press **F4** (Reselect) to enter another remote machine and repeat this procedure, or press **F6** (Cancel) to exit the screen and return to the Remote Machine Administration menu.

Adding All Machines

To add all machines listed in a directory view, do the following:

1. From the Directory View screen, **F7** press (Options).

The system displays the Options menu ([Figure 2-31](#)).



Figure 2-31. Options Menu

2. Select Add all entries.
The system displays the Confirm window ([Figure 2-32](#)).

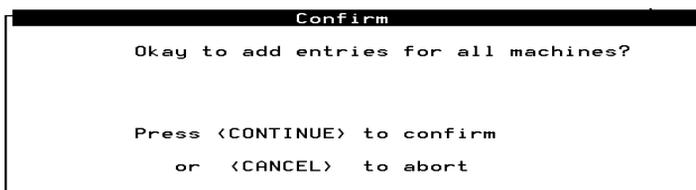


Figure 2-32. Confirm Window

3. Press **F3** (Continue) to add all machines or **F6** (Cancel) to return to the Directory View screen.
4. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Deleting All Machines

To delete all machines listed in a directory view, do the following:

1. From the Directory View screen, **F7** press (Options).
The system displays the Options menu ([Figure 2-31](#)).
2. Select Delete all entries.
The system displays the Confirm window ([Figure 2-33](#)).

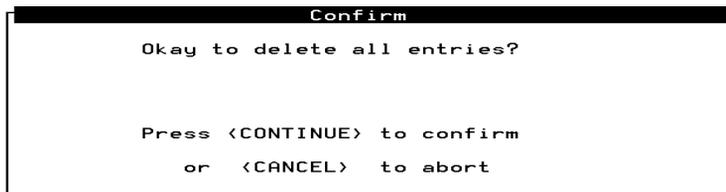


Figure 2-33. Confirm Window

3. Press **F3** (Continue) to delete all machines or **F6** (Cancel) to return to the Directory View screen.
4. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Remote Machine Lists

You may need to view the currently administered information and dial plan information for the remote machines on the INTUITY Interchange. The [“Remote Machine List”](#) shows the digital, AMIS analog, and OctelNet analog remote machines on the INTUITY Interchange and the number of subscribers on each of those machines. The [“Remote Machine Dial Plan List”](#) provides the dial plan information for the remote machines. For detailed information on these reports, see [Chapter 11, “Intuity Interchange Reports”](#).

Subscriber Administration and Subscriber Interface

3

What's in this Chapter?

Each time a new subscriber is added on a remote machine, they need to be registered on the INTUITY Interchange in order to receive messages through the Intuity Interchange.

This chapter provides the procedures to display subscriber mailbox information. The INTUITY Interchange provides the ability to administer INTUITY Interchange subscribers in bulk. This chapter also describes the file structure used for bulk administration.

It also contains information on the subscriber interface for the Lucent INTUITY™ Interchange. This includes those subscribers that will send messages across the INTUITY Interchange to other remote machines.

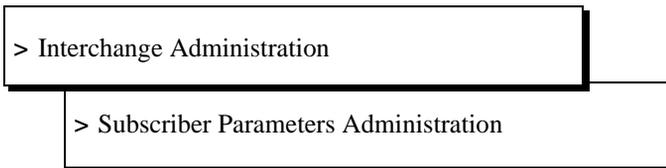
This chapter provides information on manually adding or deleting digital or OctelNet analog subscriber mailboxes, which were not successfully added through the [“Demand Remote Update”](#), see [Chapter 9, “Intuity Interchange Acceptance Tests”](#) for more information. AMIS analog subscribers can be administered through a telephone interface, see [Chapter 6, “AMIS Analog Gateway Telephone Administration”](#).

Use the procedures in this chapter in conjunction with the administration checklists in [Chapter 1, “Intuity Interchange Administration Checklists”](#).

Adding a Subscriber Mailbox

To add a subscriber mailbox to the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Parameter Administration screen ([Figure 3-1](#)).

```

Subscriber Parameter Administration
Mailbox ID: _____
Remote Machine: _____
                Type: _____
Network Address: _____
                Name: _____
Community ID:  _
NameNet Type:  _
Voiced Name:   _
Last Updated:  _____
Last Usage Date: _____
    
```

Figure 3-1. Subscriber Parameter Administration Screen

2. Use [Table 3-1](#) to complete the Subscriber Parameter Administration screen for the subscriber administration.

Table 3-1. Subscriber Parameter Administration Screen Field Descriptions

Field	Description	Valid Input
Mailbox ID	Mailbox extension for this subscriber.	Up to 10 digits
Remote Machine	Name of the remote machine on which this subscriber resides.	Up to 24 alphanumeric characters
Type	Type of remote machine.	Display only field

Continued on next page

Table 3-1. Subscriber Parameter Administration Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Network Address	Unique network identifier for this subscriber populated through the dial plan mapping when the mailbox ID is entered (for example, the telephone number 9085551234).	Display only field
Name	<p>Unique name for this network address and mailbox ID.</p> <p> NOTE: The name should be unique Interchange-wide.</p>	Up to 29 alphabetic characters
Community ID	Community ID to be used for sending restrictions.	1–15 Default is 1
NameNet Type	<p>Indicates the default NameNet type used by the OctelNet analog protocol for aging purposes.</p> <p> NOTE: OctelNet analog and AMIS analog subscribers have a default community ID of 1 which cannot be changed at the subscriber level.</p>	<ul style="list-style-type: none"> ⁿ P indicates that directory entries are permanent ⁿ U indicates that directory entries are temporarily available based on the network traffic of a particular remote machine <p>Default for AUDIX and AMIS analog machines is U</p>
Voiced Name	Indicates whether this subscriber has a recorded voice name.	y or n Default is y

Continued on next page

Table 3-1. Subscriber Parameter Administration Screen Field Descriptions
— *Continued*

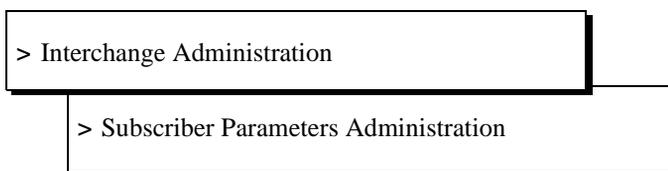
Field	Description	Valid Input
Last Updated	Date and time at which this subscriber was added.	Display only field Default is the current time
Last Usage Date	Date and time at which this subscriber last used this mailbox.	Display only field Default is the current time

3. Press **F3** (Save).
4. Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Deleting a Subscriber Mailbox

To delete a subscriber mailbox, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Parameter Administration screen ([Figure 3-1](#)).

2. Enter the mailbox ID and remote machine type to be deleted.
The displays the information for the subscriber mailbox you selected.
3. Press **F7** (Delete) to remove the subscriber mailbox from the INTUITY Interchange.
The system displays a Confirmation window ([Figure 3-2](#)).

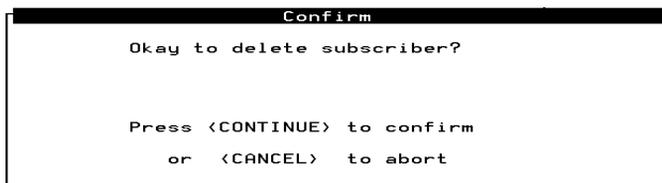


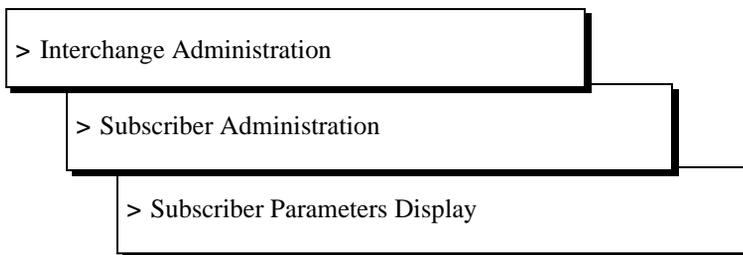
Figure 3-2. Confirmation Window

4. Press **F3** (Continue) to confirm, or press **F6** (Cancel) to abort the delete operation.
5. Press **F4** (ReSelect) to select another subscriber, or press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Displaying Subscriber Information

To display information about a digital, AMIS analog, or OctelNet analog subscriber mailbox on the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Parameter Display screen ([Figure 3-3](#)).

Subscriber Parameters Display

Network Address: _____

 Mailbox ID: _____

Remote Machine: _____

 Type: _____

 Name: _____

Community ID: ____

NameNet Type: __

 Voiced Name: _

 Last Updated: _____

Last Usage Date: _____

Figure 3-3. Subscriber Parameters Display Screen

2. Enter a network address and mailbox ID.
3. Use [Table 3-2](#) to review the field definitions for the Subscriber Parameter Display screen.

Table 3-2. Subscriber Parameters Display Screen Field Descriptions

Field	Description
Network Address	Network address for the subscribers on this remote machine.
Mailbox ID	Mailbox extension for this subscriber.
Remote Machine	Name of the remote machine on which this subscriber resides.
Type	Type of remote machine: <ul style="list-style-type: none"> n AUDIX n INTUITY 1.0 or later n DEFINITY AUDIX 3.2 n AMIS ANALOG n ARIA OCTELNET n SERENADE OCTELNET
Name	Unique name for this network address and mailbox ID. The name is unique Interchange-wide.

Continued on next page

Table 3-2. Subscriber Parameters Display Screen Field Descriptions
— *Continued*

Field	Description
Community ID	Community ID to be used for sending restrictions.
NameNet Type	Indicates the default NameNet type used by the OctelNet analog protocol for aging purposes: <ul style="list-style-type: none"> n P indicates that directory entries are permanent n U indicates that directory entries are temporarily available based on the network traffic of a particular remote machine Default for AUDIX and AMIS analog machines is U.
Voiced Name	Indicates whether the voice name of this subscriber is included with a message.
Last Updated	Date and time at which this subscriber was added or information about this subscriber was updated.
Last Usage Date	Date and time at which this subscriber sent a message through the INTUITY Interchange.

4. Press **F6** (Cancel) twice to return to the INTUITY Administration menu ([Figure 2-1](#)).

Bulk Subscriber Administration

The INTUITY Interchange allows the adding, changing, or deleting of AMIS analog and OctelNet analog subscribers by bulk through the Dial Plan Mapping screen.

The files you want to use for the bulk add function need to be sent to a sub-directory using FTP before running this option. For more information on the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

⇒ NOTE:

If the file to be used for bulk subscriber administration exceeds 100,000 subscribers, it must be broken down into smaller files. The INTUITY Interchange can not process more than 100,000 subscribers at one time.

Bulk Add of AMIS Analog or OctelNet Analog Subscribers

The INTUITY Interchange supports the following file format:

- n <string>.add for adding subscribers
(Example: cat.add)
- n <string>.log is created logging actions
- n <string>.add.done file is created after execution
(Example: cat.add.done file)

The INTUITY Interchange supports the following ASCII file format:

- n One line for each subscriber
 - remote machine name|mailbox ID|
ASCII name|community ID
- (Example: cbintuit|4961|Jones,Tony|1)



NOTE:

The ASCII name and community ID are optional.

Adding Subscribers from a File

To add AMIS analog or OctelNet analog subscribers in bulk from a file, do the following:

1. Start at the Dial Plan Mapping screen ([Figure 2-27](#)) and press **F7** (Options).

The system displays the Option menu ([Figure 3-4](#)).

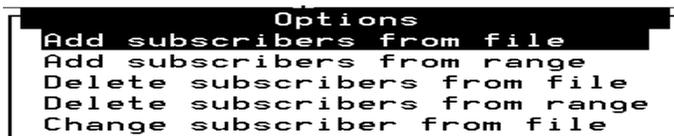


Figure 3-4. Options Menu

2. Select Add subscriber from file.

The system displays a Confirmation window ([Figure 3-5](#)).

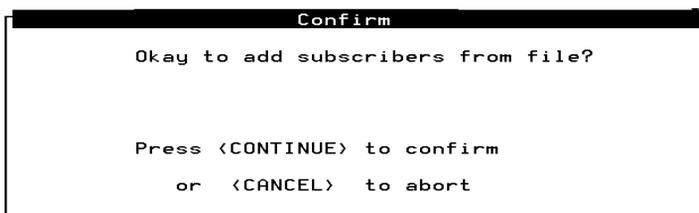


Figure 3-5. Confirm Window

3. Press **F3** (Continue).

The system will add all subscriber names. The file created by this process may then be transferred to the INTUITY Interchange using the FTP process. For information on using FTP and the AMIS analog or OctelNet analog file names used by the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

4. Press **F6** (Cancel) to return to the INTUITY Administration menu ([Figure 2-1](#)).

Adding Subscribers Within a Range

To add AMIS analog or OctelNet analog subscribers in bulk within a range, do the following:

1. Select Add subscriber from range.

The system displays the Add Subscribers From Range screen ([Figure 3-6](#)).

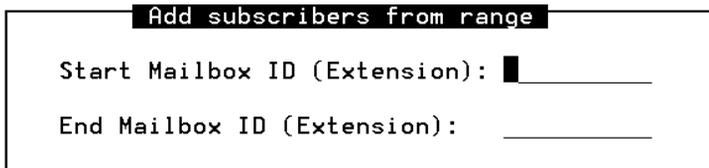


Figure 3-6. Add Subscriber From Range Screen

2. Press **F3** (Continue).

The system will add all subscriber names within the range specified. The file being created may then be transferred to the INTUITY Interchange using the FTP process. For information on using FTP and the AMIS analog or OctelNet analog file names used by the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

3. Press **F6** (Cancel) to return to the INTUITY Administration menu ([Figure 2-1](#)).

Bulk Change of AMIS Analog or OctelNet Analog Subscribers

The INTUITY Interchange supports the following ASCII file format:

- n One line for each subscriber
 - remote machine extension|ASCII name|community ID
- (Example: lztest|4123|Jones,Pam|2)



NOTE:

The community ID is optional.

To change AMIS analog or OctelNet analog subscribers in bulk, do the following:

1. Start at the Dial Plan Mapping screen ([Figure 2-27](#)) and press **F7** (Options).
The system displays the Option menu ([Figure 3-4](#)).
2. Select Change subscriber from file.
The system displays a Confirmation window ([Figure 3-5](#)).

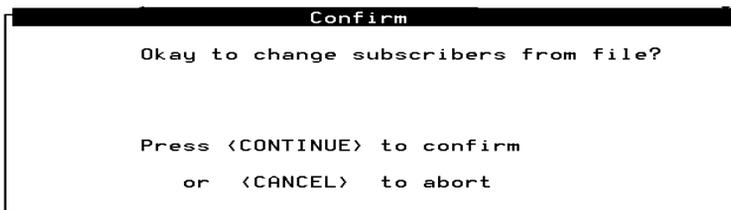


Figure 3-7. Confirm Window

3. Press **F3** (Continue).

The system will change all subscriber names. The system will now create a file to be used with the FTP process. For information on using FTP and the AMIS analog or OctelNet analog file names, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

4. Press **(F6)** (Cancel) to return to the INTUITY Administration menu ([Figure 2-1](#)).

Bulk Delete of AMIS Analog or OctelNet Analog Subscribers

The INTUITY Interchange supports the following file format:

- n <string>.del for deleting subscribers
(Example: dog.del)
- n <string>.log is created logging actions
 - <string>.del.done file is created after execution
(Example: dog.del.done file)

The INTUITY Interchange supports the following ASCII file format:

- n One line for each subscriber
 - remote machine name|extension
(Example: lzintuit|42160)

Deleting Subscribers from a File

To delete AMIS analog or OctelNet analog subscribers in bulk from a file, do the following:

1. Start at the Dial Plan Mapping screen ([Figure 2-27](#)) and press **(F7)** (Options).

The system displays the Option menu ([Figure 3-4](#)).

2. Select Delete subscriber from file.

The system displays a Confirmation window ([Figure 3-8](#)).

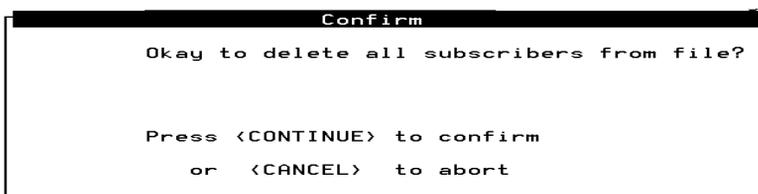


Figure 3-8. Confirm Window

3. Press **F3** (Continue).

The system will delete all subscriber names. The file created by this process may then be transferred to the INTUITY Interchange using the FTP process. For information on using FTP and the AMIS analog or OctelNet analog file names used by the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

4. Press **F6** (Cancel) to return to the INTUITY Administration menu ([Figure 2-1](#)).

Deleting Subscribers Within a Range

To delete AMIS analog or OctelNet analog subscribers in bulk within a range, do the following:

1. Start at the Dial Plan Mapping screen ([Figure 2-27](#)) and press **F7** (Options).

The system displays the Option menu ([Figure 3-4](#)).

2. Select Delete subscriber from range.

The system displays the Delete Subscribers From Range screen ([Figure 3-9](#)).



```
Delete subscribers from range

Start Mailbox ID (Extension): _____
End Mailbox ID (Extension):   _____
```

Figure 3-9. Delete Subscriber From Range Screen

3. Press **F3** (Continue).

The system will delete all subscriber names within the range specified. The file created by this process may then be transferred to the INTUITY Interchange using the FTP process. For information on using FTP and the AMIS analog or OctelNet analog file names used by the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

4. Press **F6** (Cancel) to return to the INTUITY Administration menu ([Figure 2-1](#)).

Self-Registering as an AMIS Analog or OctelNet Analog Subscriber

A subscriber may self-register as an AMIS analog or OctelNet analog subscriber on the INTUITY Interchange. A subscriber may send a message containing a voiced name and automatically register as a subscriber using a specific network address defined on the INTUITY Interchange.



NOTE:

Contact your system administrator to determine the INTUITY Interchange registration mailbox to be used for this procedure.

Subscriber Interface Differences

The following items are subscriber interface differences because of the INTUITY Interchange:

- n "Delivered" status means the message was delivered to the INTUITY Interchange.
- n AMIS messages are marked as "delivered" upon successful delivery to the INTUITY Interchange. AMIS protocol does not support "accessed" status.
- n If a message fails, two messages are returned to the sender's incoming mailbox:
 - An error message similar to:

Message to [voice name(s)] extension [extension number(s)] failed due to [reason]. A copy of this message can be found in your incoming mailbox.

This error message may have "priority" status if this option was selected through the administration screens.
 - The actual message so that may be forwarded to the destination again
- n If one component of the message fails (for example, fax is not enabled on the receiving machine), the receiver is provided an indication that a component of the message failed.

For example, if a subscriber from an INTUITY AUDIX® sends a fax-only message through the INTUITY Interchange to a subscriber that is only voice-enabled, the INTUITY Interchange sends a message to the receiving subscriber that one or more components of the message were not received.
- n Failed messages may exist in both incoming and outgoing mailboxes for INTUITY AUDIX.
- n A subscriber must be registered on an INTUITY Interchange system in order for that INTUITY Interchange to accept messages for delivery.

- n Digital network mailboxes sending messages to AMIS subscribers can have the message addressed using the number or name, if the subscriber name has been administered, of the AMIS subscriber.

 **NOTE:**

The AMIS subscriber voiced name is optional.

- n Digital network mailboxes receiving messages from AMIS subscribers are treated as though they were coming from another digital network mailbox. The caller will hear "Message from *voice or extension*" as they usually would when receiving a message.
- n AMIS subscriber messages can optionally contain the "private/priority" designation and voiced name of the sender as part of the actual message being sent.
- n AMIS Analog subscribers can be administered through administration screens, touch-tones, sending a message through the INTUITY Interchange system, sending a message to a pre-defined "subscriber registration" mailbox on the INTUITY Interchange, or through Enhanced Services.
- n Failed messaged IDs can be viewed using INTUITY Message Manager.
- n Failure of one INTUITY Interchange system message component notification, because the recipient is not enabled to receive a message type, is the same as on the INTUITY AUDIX system. The message will contain an indication that a component failed as part of the receiver's message.
- n "Accessed" status is consistent on both the INTUITY Interchange and INTUITY AUDIX systems.
- n The machine name of the receiving machine, in INTUITY Message Manager, is that of the INTUITY Interchange delivering the message.
- n The remote subscriber name contains a suffix indicating the INTUITY Interchange system ID.

 **NOTE:**

This suffix can take from 2 to 8 characters at the end of the name field.

- n The enhanced addressing features of the INTUITY Interchange create some changes for the subscriber interface on the remote machines.
- n With Enterprise Lists, delivery status is sent to the sender of the list message as a voice, fax, or text message rather than being indicated in the outgoing mailbox of the sender.

Subscriber Administration Through the Telephone Interface

The AMIS Analog Gateway provides a telephone interface in which to administer AMIS remote subscribers. See [“Administering AMIS Remote Subscribers”](#) in [Chapter 6, “AMIS Analog Gateway Telephone Administration”](#) for specific procedures.

Subscriber Lists

The Subscriber Lists provide information about the subscribers on an INTUITY Interchange. The Subscriber Lists may be viewed in the following ways:

- By network address
- By mailbox ID
- By remote machine name
- By subscriber name

For more information on subscriber lists, see [“Subscriber Lists”](#) in [Chapter 11, “Intuity Interchange Reports”](#).

Dynamic Directory List

The Dynamic Directory List displays those subscribers who were dynamically added to the remote machine when a message was sent to the registration mailbox ID.

For more information on this list, see the [“Dynamic Directory List”](#) in [Chapter 11, “Intuity Interchange Reports”](#).

3 Subscriber Administration and Subscriber Interface
Dynamic Directory List

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4

INTUITY Interchange Enterprise List Administration

What's in this Chapter?

This chapter provides information used for creating and administering Enterprise-wide mailing lists for subscribers that reside on a Lucent INTUITY™ Interchange network. The INTUITY Interchange can support a virtually unlimited number of lists per INTUITY Interchange system.

Lists Capabilities

[Table 4-1](#) compares the capabilities of an INTUITY AUDIX system, an INTUITY AUDIX system with the Enhanced List Application (ELA), an INTUITY Interchange system with Enterprise Lists, and Octel analog systems with System Distribution Lists capabilities.

Table 4-1. INTUITY Interchange Lists Capabilities Comparison

Functionality	INTUITY AUDIX	INTUITY AUDIX with ELA	INTUITY Interchange with Enterprise Lists	Octel Analog System Distribution Lists
Configuration	Can only be used by subscribers on the same system as the list owner	Co-resident with INTUITY AUDIX application Can be used as a single system or within a network	Only available as an application Can be used as a single system	Can only be used by subscribers on the same system as the list owner

Continued on next page

Table 4-1. INTUITY Interchange Lists Capabilities Comparison — Continued

Functionality	INTUITY AUDIX	INTUITY AUDIX with ELA	INTUITY Interchange with Enterprise Lists	Octel Analog System Distribution Lists
Delivery Status Location	Outgoing mailbox	Administrative log	Optional reporting to message originator	Outgoing mailbox
Embedded Lists	Not supported	Supported	Supported	Supported only within a single layer
List Content	Individual subscribers, fax numbers, AMIS analog subscribers, including ELA and/or INTUITY Interchange	Individual subscribers, call-delivery or fax numbers, AMIS analog subscribers Circular list references blocked within ELA lists	Individual subscribers, address ranges, partial text strings, community IDs, and remote machines Circular list references blocked within lists	Individual subscribers, call-delivery or fax numbers, AMIS analog subscribers, OctelNet analog subscribers
List Management	Sequential creation and editing of lists available by telephone Text listing and editing available by INTUITY Message Manager	Management by administration screen	Management by administration screen Can use FTP files as input	Sequential creation and editing of lists available by telephone by subscriber Management by administration screen
List Size	100 lists per user 250 members per list	100 lists per system 1,500 members per list	Unlimited number of lists per system 500,000 subscribers per list for MAP/100P or MAP/5P	100 lists per user 300 members per list

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Table 4-1. INTUITY Interchange Lists Capabilities Comparison — Continued

Functionality	INTUITY AUDIX	INTUITY AUDIX with ELA	INTUITY Interchange with Enterprise Lists	Octel Analog System Distribution Lists
Maximum Number of Recipients per Single Message Transmission (inbound)	250	1,500	unlimited	unlimited for Aria OctelNet analog 10 for Serenade OctelNet analog
Maximum Number of Recipients per Single Message Transmission (outbound)	250	250	250	250
Ownership/Maintenance	Subscriber	System administrator	System administrator	Subscriber
Recipient Size	250 per list	Entire network	Entire enterprise network	300 per list
Reply	Allows the ability to reply to the sender	Allows the ability to reply to the sender of the message if the recipient is on INTUITY AUDIX release 4.1 or greater	Allows the ability to reply, no reply, or reply all to the sender Optionally, you can reply to the sender of the original message.	Allows the ability to reply to the sender
Reporting	Owner may playback list by telephone or display list using INTUITY Message Manager	System administrator may print a list of lists or the contents of selected lists	Various detailed and summary reports available to system administrator and subscribers	Owner may playback list by telephone or System administrator may print a list of lists or the contents of selected lists

Continued on next page

Table 4-1. INTUITY Interchange Lists Capabilities Comparison — Continued

Functionality	INTUITY AUDIX	INTUITY AUDIX with ELA	INTUITY Interchange with Enterprise Lists	Octel Analog System Distribution Lists
Sender identification	Sender identification information is contained in the header AUDIX to OctelNet message does not support sender's name.	Sender identification information is contained in the header if the message recipient is on INTUITY AUDIX release 4.1 or greater	Sender identification information is contained in the header	Sender identification information is contained in the header
Used For	Small groups for list owner and subscribers on the same system	Large groups or hierarchal organizations	Large groups or hierarchal organizations	Small groups for list owner and subscribers on the same system

List Creation

CAUTION:

Please verify with Enhanced Services that you understand ["List Creation"](#) in its entirety before using the Enterprise List feature. If an error is made, there is the potential that a message could be sent in error to hundreds or even thousands of subscribers within your network.

INTUITY Interchange Enterprise Lists are created using a unique virtual mailbox on the INTUITY Interchange to which subscribers can forward multi-media messages. This mailbox has a voice name and ASCII list name that can be administered. Messages can be addressed by list number or list ASCII name.

Upon receipt of a list message, the system will check appropriate permissions for use of the list. Once permission has been verified, the INTUITY Interchange will send the message to all recipients defined in the list. Recipients can be defined by network address (single address or a range of addresses), community ID, remote machine name or by a partial match of the Subscriber Name field from the Subscriber Parameters Administration screen.

Embedded Lists



NOTE:

Great care should be used when creating embedded lists in order to prevent endless messaging loops.

The INTUITY Interchange Enterprise Lists feature supports the use of embedded lists. This allows a subscriber to send a message to an INTUITY Interchange Enterprise List that is actually comprised of other INTUITY Interchange lists.

Embedded List Example

A president of a company could send a message to an INTUITY Interchange Enterprise List that is actually comprised of other lists which consist of employees by department. The INTUITY Interchange Enterprise List feature can also reference subscribers that are actually lists defined as part of the INTUITY Release 4 Enhanced Lists Application (ELA). For more information on ELA, see *Lucent INTUITY™ Messaging Solutions Release 4 Administration*, 585-310-564.



NOTE:

Embedded lists must be specifically referenced. You can not have an embedded list which contains a range consisting of other embedded lists.

- If you are building an embedded list called List4, consisting of List1, List2, and List3, you must define each list individually by its network address within the embedded list. DO NOT use a range (List1 - List3).
- If you are giving List2, List3 and List4 permission to use List5, you must define each permission individually by its network address. DO NOT use a range (List2 - List4).

Self-Registration Agent Using Enterprise Lists

The self-registration agent can be used in conjunction with Enterprise Lists to notify subscribers that they need to register with the INTUITY Interchange. By entering the Self-Registration Agent ID number ([Figure 2-5](#)) in the Owner field and setting the Reply? field to Y on the List Definition screen ([Figure 4-1](#)), the system will register the subscribers on the INTUITY Interchange when the Enterprise List message is sent.

Enterprise Lists Special Considerations

The following is a list of special considerations regarding the use of INTUITY Interchange Enterprise Lists.

- n All messages sent to recipients using the INTUITY Interchange Enterprise List feature are treated as standard networking messages and as such, will use the normal message waiting lamp (MWI), out-calling, etc. upon delivery of messages.
- n AMIS messages are sent one by one and as such the length of time to send a message using an Enterprise List will be greater. For example, if a remote AMIS machine only supports one incoming connection from a given INTUITY Interchange, and a one minute message is sent to 1,000 AMIS subscribers on the same remote machine and using an Enterprise List, it would take approximately 29 hours for the message to be sent to all recipients.
- n Please take note the impact of sending a message using an Enterprise List on your network traffic load. If your prime time is 10:00 a.m., and you are sending a message using the Enterprise List to 10,000 subscribers, you may want to schedule the message to be sent during an off-peak hour.
- n Only one message is delivered for each 250 digitally networked recipients per remote machine.
- n Enterprise Lists will support simultaneous AMIS connections to the same remote machine provided that the remote machine support this. For more information on simultaneous connections, see [“Administering Remote Machine Parameters”](#) in [Chapter 2, “Intuity Interchange Administration”](#).
- n When an Enterprise List is established, and point-to-point connectivity is still being utilized, disconnecting the point-to-point connectivity will impact Enterprise Lists.
- n Only a list owner can record a voice name for a list. The message sent to the voice id list should be sent as a priority and private message.

Enterprise List Administration

INTUITY Interchange Enterprise Lists can be administered using the administration screens or by using remote files. See [“Enterprise List Administration Using Administration Screens”](#) or [“Enterprise List Administration Using Administration Screens”](#) for more information.

Enterprise List Administration Using Administration Screens

INTUITY Interchange Enterprise Lists can be administered using the administration screens. INTUITY Interchange Enterprise List system parameters are setup using the Enterprise Lists System Parameters Administration screen. The list is then further defined using the Enterprise List Definition screen.

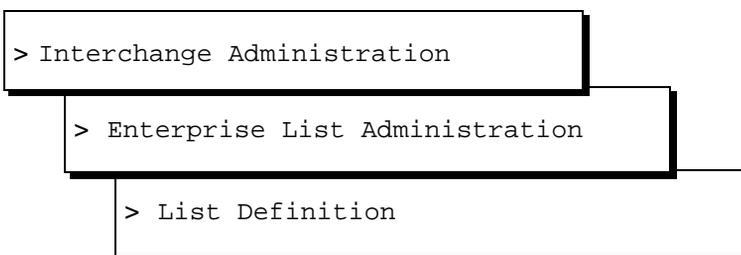
Enterprise Lists System Parameters Administration

To administer the system parameters to be used by Enterprise Lists on the INTUITY Interchange, see "[Administering Enterprise List Parameters](#)" in [Chapter 2, "Intuity Interchange Administration"](#).

Enterprise List Definition

To define an Enterprise List on the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Enterprise List Definition screen ([Figure 4-1](#)).

NOTE:

Depending on the setting of the Reply Enabled? field on the List Definition screen ([Figure 4-1](#)), a list message can appear as being from the sender of the message, the Enterprise List Delivery Manager, or from the List ID's voiced name. The sender of the message can also request that replies to the message be discarded or be forwarded to everyone who received the message.

Figure 4-1. Enterprise List Definition



NOTE:

Use [Table 4-2](#) to complete the Enterprise List Definition screen.

Table 4-2. Enterprise List Definition Screen Field Descriptions

Field	Description	Valid Input
List ID	Network address associated with this Enterprise List.	3- to 24-digits NOTE: Press (F2) (Choices) to view any existing list IDs and their names.
List Name	Name associated with this Enterprise List.	
Owner	Network address for the owner of this Enterprise List. NOTE: The owner is the only person who has the ability to change the voice name of this list.	3- to 24-digits This should be a valid subscriber on the INTUITY Interchange.

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

Voiced Name?	Indicates if a voice name has been recorded for this Enterprise List.	Display only field
Voiced Name ID	<p>Network address to which the owner can send a message consisting of the actual voiced name. The system will update the voiced name associated with this Enterprise List ID. When the user sends a message to that list, they will the voice for that list.</p> <p>⇒ NOTE: The owner of the list must send this message to the Enterprise List ID as a private/priority message.</p>	<p>3- to 24-digits</p> <p>⇒ NOTE: It is recommended that you used a different number block for the voice name so that the List ID is not confused with the Voice Name ID.</p>
Reply Enabled?	Indicates whether this list should be reply enabled.	<p>n indicates that when a message is sent using this list, it will appear as though it originated from the Enterprise List Delivery Manager; and the receiver can not send a reply back.</p> <p>y indicates when a message is sent using this list, it will appear as though the originator sent the message; and the receiver can send a reply.</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

<p>Reply Enabled? (continued)</p>	<p>.</p>	<p>all indicates that when a message is sent using this list, it will appear as though it originated from the List ID voiced name, and receiver can send a reply to all recipients of the message.</p> <p>⇒ NOTE: Great care should be used when using all. The list size should be relatively small when using this feature.</p> <p>If a message was sent to a list comprised of 1,000 recipients, and this field is set to all, if everyone replied, 1,000,000 messages would be generated.</p>
<p>Send Failed?</p>	<p>Indicates whether a "failed" status message should be sent when a message can not be successfully delivered.</p>	<p>n indicates that a failed status message should not be sent to the originator.</p> <p>y indicates that a failed status message should be sent to the originator using the Media Type fields on the Enterprise Lists System Parameters screen.</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

Send Status?	Indicates whether an automatic “send” status message should be sent when a message has been sent.	n indicates that an automatic “send” status message should not be sent to the originator. y indicates that an automatic “send” status message should be sent to the originator after the amount of time indicated in the Automatic Delivery Status fields on the Enterprise Lists System Parameters screen.
LIST MEMBERS	Identifies the members associated with this list.	
Network Address	<p>Range of network addresses used to identify members of this list.</p> <p>⇒ NOTE: These fields may be used in conjunction with the Name Match and/or Community ID fields to further define this list. An “or” function is performed on all list criteria, which includes the address, name, and community ID.</p> <p>(F7) (NEXT GRID) can be used to move between the Network Address grid, CID grid, Permissions grid, Name Match grid, and Remote Machine grid.</p>	<p>⇒ NOTE: You can <i>not</i> enter a range for an embedded list.</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

From	Beginning network address range for this list.	<p>3- to 24-digits</p> <p> NOTE: If you want only one individual identified as the list member, enter the address in the this field. Go to the To field. Press RETURN and the system will place the from address in the To field.</p> <p>The length of this field should be equal to the length of the local machine's network address.</p> <p>The range in this field and the To field cannot be overlapping.</p>
To	Ending network address range for this list.	<p>3- to 24-digits</p> <p> NOTE: The length of this field should be equal to the length of the local machine's network address.</p> <p>The range in this field and the From field cannot be overlapping.</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

<p>To (Continued)</p>		<p> NOTE: If you want only one individual identified as the list member, press RETURN and the system will place the from address in this field.</p>
<p>Name Match</p>	<p>Name to be used to identify members of this list.</p> <p> NOTE: This field may be used in conjunction with the Network Address Range and/or Community ID fields to further define this list. An “or” function is performed on all list criteria, which includes the address, name, and community ID.</p> <p>F7 (NEXT GRID) can be used to move between the Network Address grid, CID grid, Permissions grid, Name Match grid, and Remote Machine grid.</p>	<p> NOTE: This field is case sensitive.</p> <p>* indicates that any characters within the name will be considered a match</p> <p>? indicates that 1 character within the name will be considered a match</p> <p>* indicates that an * within the name will be considered a match</p> <p>\? indicates that a ? in the name will be considered a match</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

<p>Name Match (continued)</p>		<p> NOTE: These values can be used in conjunction with each other. For example, *Summer Employee* will identify an employee designated as "Summer Employee", within their name, as a match.</p>
<p>Remote Machine</p>	<p>Remote machine names to be associated with this list.</p>	<p>Press F2 (Choices) to select a valid remote machine.</p>
<p>CID</p>	<p>Community ID to be used to identify members of this list.</p> <p> NOTE: This field may be used in conjunction with the Network Address Range and/or Name Match fields to further define this list. An "or" function is performed on all list criteria, which includes the address, name, and community ID.</p> <p>F7 (NEXT GRID) can be used to move between the Network Address grid, CID grid, Permissions grid, Name Match grid, and Remote Machine grid.</p>	<p>1- 15 digits</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

<p>PERMISSIONS</p>	<p>Network addresses with permission to use this list ID and have messages sent to this list ID.</p> <p>Enterprise List reports are based on the Permissions information.</p> <p>⇒ NOTE: <input type="checkbox"/> (NEXT GRID) can be used to move between the Network Address grid, CID grid, Permissions grid, Name Match grid, and Remote Machine grid.</p>	<p>⇒ NOTE: The owner, by default, has permission.</p> <p>If you want all members of the list to be able to send a message using this list ID, enter the list ID in the From and To fields.</p>
<p>From</p>	<p>Beginning address range with permission to use this list.</p> <p>⇒ NOTE: See “Embedded Lists” for special considerations for using a range in conjunction with permissions.</p>	<p>3- to 24-digits</p> <p>⇒ NOTE: The length of this field should be equal to the length of the local machine’s network address.</p> <p>The range in this field and the To field cannot be overlapping.</p> <p>If you want all network subscribers to use the list, enter 000 in this field and 999 in the To field.</p>

Continued on next page

Table 4-2. Enterprise List Definition Screen Field Descriptions — Continued

To	Ending address range with permission to use this list.  NOTE: See “Embedded Lists” for special considerations for using a range in conjunction with permissions.	3- to 24-digits  NOTE: The length of this field should be equal to the length of the local machine’s network address. The range in this field and the From field cannot be overlapping. If you want all network subscribers to use the list, enter 000 in the From field and 999 in this field.
----	--	---

2. Press **F3** (Save).



NOTE:

Once you have created an Enterprise List, you should run an Enterprise List Detail report to verify the list contents. See [Chapter 11, “Intuity Interchange Reports”](#), for more information on the Enterprise List Detail report.

The Enterprise List is not actually populated (exp message is sent using the Enterprise List.

3. Press **F6** (Cancel) until you return to the INTUITY Interchange Administration menu ([Figure 2-1](#)).

Enterprise List Administration Using Enterprise List Scripts

The INTUITY Interchange Enterprise List Administration Scripts provide a bulk administration tool to add and delete individual network address to and from a specified INTUITY Interchange Enterprise List using remote files. Two file formats are supported by the INTUITY Interchange:

n Format Option 1 by List ID

— ASCII File Name Format by List ID

- n **<list id>.add** to add members
(Example: 1234567890.add)
- n **<list id>.del** to deleted members
(Example: 111112223.del)
- n **<list id>.log** is created logging list actions
(Example: 1234567890.log)
- n **<list id>.add.done** or **<list id>.del.done** is a file created after execution of the script
(Example: 1234567890.add or 111112223.del.done)

— ASCII File Format by subscriber

- n 9085761111
9085553232
etc.
<EOF>



NOTE:

This format allows one line for each subscriber. The last line of the ASCII file format must be <EOF> in order for the format to execute correctly.

n Format Option 2 by List ID and List subscriber

— ASCII File Name Format by String

- n **<string>.add** to add subscribers
(Example: cat.add)
- n **<string>.del** to delete subscribers
(Example: cat.del)
- n **<string>.log** is created logging list actions
(Example: cat.log)
- n **<string>.add.done** or **<string>.del.done** is a file created after execution of the script
(Example: cat.add.done or cat.del.done)

— ASCII File Format by List ID and List Subscriber

```
n 4444444444|7328172222
5555555555|6148631111
etc.
<EOF>
```



NOTE:

This format allows one line for each subscriber. The last line of the ASCII file format must be <EOF> in order for the format to execute correctly.

— ASCII File Format by range of network addresses

```
n 9085761111|9085765555
etc.
<EOF>
```



NOTE:

The last line of the ASCII file format must be <EOF> in order for the format to execute correctly. You can *not* use this range feature for embedded lists.

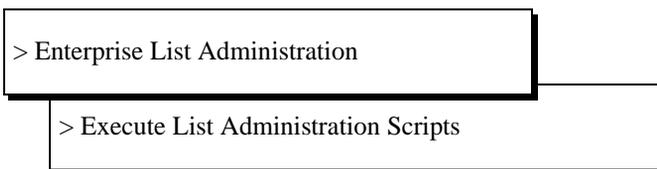
For more information on how to create Enterprise Lists using remote files, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

Add or Delete an Enterprise List

This function will load an ASCII UNIX file into the INTUITY Interchange Enterprise List table and add or delete all subscribers specified in the file.

To execute this function, complete the following:

1. From the INTUITY Interchange Administration menu ([Figure 2-1](#)), select



The system will locate all files with the .add or .del extension and will execute the *add_list* command or *del_list* command.

⇒ NOTE:

To delete all files within a list ID, the delete file should contain the following:

```
ListID.del  
all  
<EOF>
```

⇒ NOTE:

all should be placed on a separate file line

2. Press **F6** (Cancel) until you return to the INTUITY Interchange Administration menu.

Enterprise List Audit

The Enterprise List Audit allows the administrator to invoke an audit of the INTUITY Interchange Enterprise Lists which will remove members, from being members of a list or permissions list, that no longer exist in the INTUITY Interchange master subscriber directory.

Only those subscribers individually referenced within this audit will be deleted. This function does *not* affect subscribers within a range. INTUITY Interchange Enterprise Lists are not deleted by the audit, even if the list contains no members.

Senders of a message to a subscriber on a list who is no longer existing in the INTUITY Interchange master subscriber directory will receive a "Recipient Not Found" message until this audit is executed and the subscriber is removed from the network.

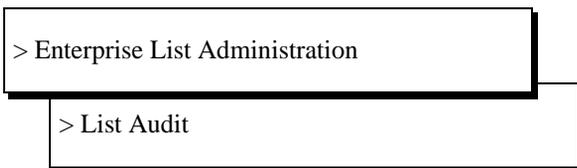
⇒ NOTE:

When the Automate List Audit? field on the Enterprise List System Parameters screen is set to y, the system automatically runs the audit at 8:00 pm and writes the results to a file called pr_list_audit and places it in the iclog|icftp|reports directory.

The audit results can be downloaded using the FTP process. For more information, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

To run an audit on an Enterprise List, complete the following:

1. From the INTUITY Interchange Administration menu ([Figure 2-1](#)), select



The system displays the List Audit screen ([Figure 4-2](#)).



Figure 4-2. List Audit Screen

2. Enter a valid list ID, all, or press **F2** (Choices) for a list of valid List IDs.
3. Press **F3** (Continue).

The system displays the List Audit Report ([Figure 4-3](#)).

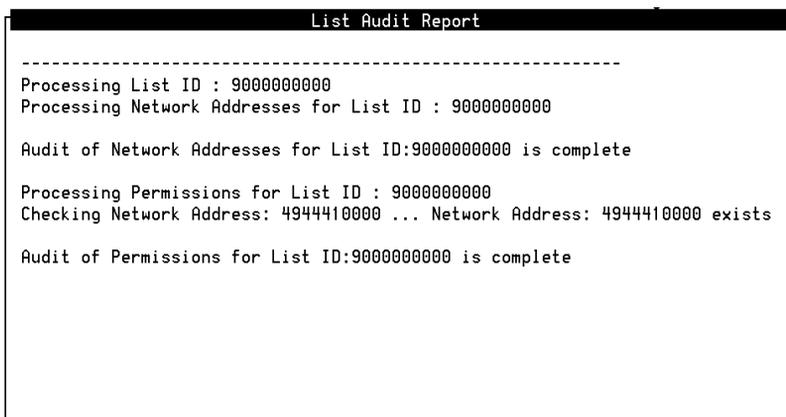


Figure 4-3. List Audit Screen

4. Review the field descriptions for the List Audit Report in [Table 4-3](#).



NOTE:

The system will not check ranges of network addresses. It will only check individual subscriber network addresses.

Table 4-3. List Audit Report Field Descriptions

Field	Description
Processing Network Addresses for List ID	Enterprise List ID for which the audit is being processed.
Checking Network Address	Displays the network address associated with the Enterprise List ID which will be removed because they no longer exist in the INTUITY Interchange master subscriber directory. The system displays a message showing the subscriber ID and the reason it is being deleted.

5. Press **(F6)** (Cancel) until you return to the INTUITY Interchange Administration menu ([Figure 2-1](#)).

Enterprise List Reports

The INTUITY Interchange Enterprise List reports provide information regarding what list a subscriber is a member of, what lists a subscriber has permission to use, what members are on a list, the delivery status of messages sent using a list, and a summary or detail of lists. The following reports are available:

- n [“Subscriber Membership Report”](#)
- n [“Subscriber Permissions Report”](#)
- n [“List Summary Report”](#)
- n [“List Detail Report”](#)
- n [“List Permissions Report”](#)
- n [“Delivery Status Report”](#)

These reports can be viewed on screen, printed to a connected printer using **(F7)** (Print) key or downloaded off of the INTUITY Interchange and onto another system using the FTP process. See [“Intuity Interchange Enterprise List Reports”](#) in [Chapter 11, “Intuity Interchange Reports”](#) for information on the reports and [Chapter 10, “Intuity Interchange File Transfer Protocol Support”](#) for information on the FTP process.

4 INTUITY Interchange Enterprise List Administration
Enterprise List Reports

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Call Detail Recording Administration

5

What's in this Chapter?

This chapter provides information on Call Detail Recording (CDR) which is used to help manage message networks using the Lucent INTUITY™ Interchange.

CDR has the capability of creating a data file that can be downloaded, using the FTP process, from the INTUITY Interchange on to another system for analyzing and reporting purposes. For more information on FTP, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

CDR Record Format

The INTUITY Interchange CDR feature writes a call detail record for each of the following:

- n Successful delivery of a message from one subscriber to another; including digital, AMIS analog, and OctelNet analog message transfers.
- n Failed delivery of a message from one subscriber to another; including digital, AMIS analog, and OctelNet analog message transfers.

 **NOTE:**

One week's worth of data, on average, will be stored on the INTUITY Interchange. The exact length of time for which this data will be stored is determined by the value entered in the CDR Retention field on the General Parameters screen. For more information, see [Chapter 2, "Intuity Interchange Administration"](#).

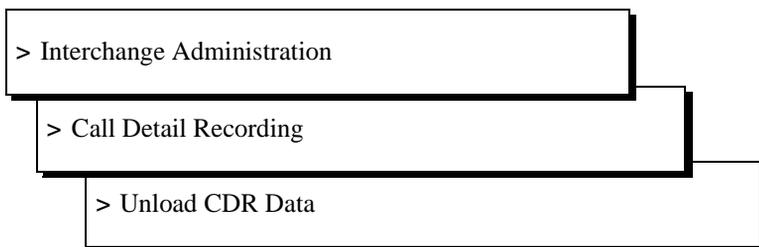
CDR File Transfer

The INTUITY Interchange provides an interface which allows a system to copy CDR data from a CDR file on the INTUITY Interchange to another system.

CDR File Transfer Protocol

CDR file transfer is done using File Transfer Protocol (FTP). Use the following steps to create a CDR file to be used for transferring.

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Unload CDR Data Selection screen ([Figure 5-1](#)).

Unload CDR Data	
From Date: <u>7/29/97</u>	To Date: <u>7/31/97</u>
From Hour: <u>00</u>	To Hour: <u>8</u>

Figure 5-1. Unload CDR Data Selection Screen

2. Complete the selection screen using the information in [Table 5-1](#).

Table 5-1. Subscriber Detail Report Selection Screen Field Descriptions

Field	Description	Valid Input
From Date	Beginning date to be used for reporting purposes	mm/dd/yy Default is current date
To Date	Ending date to be used for reporting purposes	mm/dd/yy Default is current date
From Hour	Start time to be used for reporting purposes	24-hour clock in the format <i>hh</i> (for example, 8 PM. is entered as 20)
To Hour	Ending time to be used for reporting purposes	24-hour clock in the format <i>hh</i> (for example, 8 PM. is entered as 20)

3. Press **F3** (Continue).

The system displays the Unload CDR Data screen ([Figure 5-2](#)).

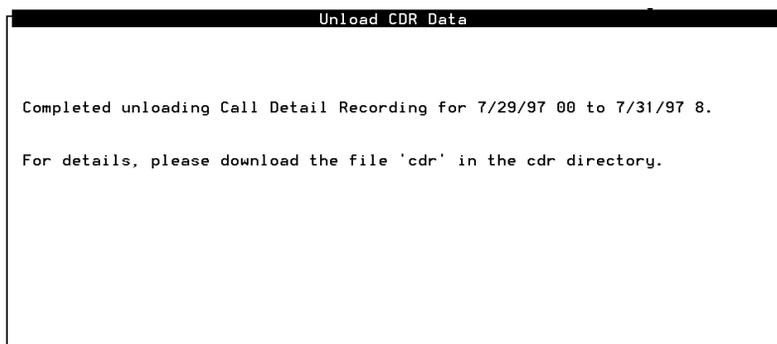


Figure 5-2. Unload CDR Data Screen

4. Press **F3** (Continue).

The system will generate a CDR data file. [Figure 5-3](#) displays an example of a CDR output file.

```

"cdr" 29 lines, 5039 characters
Unloaded CDR Report for 5/2/98 00 to 5/4/98 9
1790402homer      000133836700001998060210225419980602102312222220000
9997710006      holeo2      elist      0
00000000000000110
1790402homer      000133862300001998060210231119980602103004222220000
2222220000      holeo2      holeo2      0
00000000000000110
1790402homer      000133862200001998060210231119980602103004222220000
2222220001      holeo2      holeo2      0
00000000000000110
1790402homer      000133862100001998060210231119980602103004222220000
2222220002      holeo2      holeo2      0
00000000000000110
1790402homer      1111111310000      1998060210300511111122222222
1234567890      holeo2      yyyy      0
00000000000000000
1790402homer      1111111300100      1998060210300511111122222222
1234567890      holeo2      yyyy      0
00000000000000000
1790402homer      1111111211500      1998060210300511111122222222
1234567890      holeo2      yyyy      0
00000000000000000
d
"cdr" 29 lines, 5039 characters
    
```

Figure 5-3. CDR Output File

[Table 5-2](#) provides a description of the fields contained in the CDR file.

Table 5-2. Unloaded CDR Report Field Descriptions

Field	Description
Record Length	Length of the record in bytes, including this field, but not including Line Feed.
Record Type	Type of record being reported.
Record Version	Version 2
INTUITY Interchange Name	Name of the INTUITY Interchange machine generating this record.
Message ID	<p>Unique number assigned to every message sent within an INTUITY Interchange; a combination of message ID, sending date/time, and sending mailbox ID will guarantee uniqueness; numbered in chunks of 256 (511-256, etc.).</p> <p>⇒ NOTE: This ID will remain unique across INTUITY Interchange reboots and server updates. Numbering is recycled after 10 billion.</p>
Delivery Result	Indicates the delivery status. See Table 5-3 for a list of delivery status codes.

Table 5-2. Unloaded CDR Report Field Descriptions — Continued

Field	Description
Number of Delivery Retries	Number of retries to deliver a message.
Received Date	Date message was received by the INTUITY Interchange.
Received Time	Time message was received by the INTUITY Interchange.
Sending Date	Date when successful delivery or failure occurs.
Sending Time	Time of successful delivery or failure occurs.
¹ Sending Network Address	Network address of the sending machine.
² Receiving Network Address	Network address of the receiving machine.
¹ Sending Machine Name	Name of the sending machine. ⇒ NOTE: The List ID's remote machine name is elist.
² Receiving Machine Name	Name of the receiving machine. ⇒ NOTE: The List ID's remote machine name is elist.
Voice Size	Voice component size in seconds.
Fax Size	Fax component size in pages.
Text Size	Text component size in Kbytes.
Binary Size	Binary component size in Kbytes.
Annotation Size	Annotation component size in Kbytes.
Priority	Indicates whether the message was sent as a priority message: n 0 for no n 1 for yes
Private	Indicates whether the message was sent as a private message: n 0 for no n 1 for yes

Continued on next page

Table 5-2. Unloaded CDR Report Field Descriptions — Continued

Field	Description
Line Feed	Report line number.

1. If a message is sent using INTUITY Interchange Enterprise Lists, two records are created. If the Reply field on the Enterprise List Definition screen is set to **N**, one record will be created using the sender's network address as the sending network address and the receiving List ID's network address as the receiving network address. A second record will be created using the List ID's network address as the sending network address and the recipient's network address as the receiving network address.

If the Reply field on the Enterprise List Definition screen is set to **Y**, one record will be created using the sender's network address as the sending network address and the receiving List ID's network address as the receiving network address. A second record will be created using the sender's network address as the sending network address and the recipient's network address as the receiving network address.

2. If a message is sent using INTUITY Interchange Enterprise Lists, two records are created. If the Reply field on the Enterprise List Definition screen is set to **N**, one record will be created using the sender's network name as the sending network name and the receiving List ID's network name as the receiving network name. A second record will be created using the List ID's network name as the sending network name and the recipient's network name as the receiving network name.

If the Reply field on the Enterprise List Definition screen is set to **Y**, one record will be created using the sender's network name as the sending network name and the receiving List ID's network name as the receiving network name. A second record will be created using the sender's network name as the sending network name and the recipient's network name as the receiving network name.

[Table 5-3](#) lists the delivery status codes for the CDR report..

Table 5-3. CDR Status Codes

Delivery Code	Description
Successful Delivery	
00	successful delivery
60	extended absence greeting warning
Failed Delivery	
01	connection failure
02	mailbox is full

Continued on next page

Table 5-3. CDR Status Codes — Continued

03	non-existent subscriber
04	invalid message attributes (message header corrupted, etc.)
05	permissions failure (recipient is call-answer only)
06	sending restrictions
07	miscellaneous delivery failure
08	multimedia delivery failure
09	unsupported media type
11	AMIS message length is too long
15	extended absence greeting block
16	message size is too large
17	future delivery failure
18	future expire
19	message component delivery failure
20	Interchange error
21	insufficient disk capacity
22	destination is not accepting calls
23	duplicate subscriber

5. Press **F7** (Print) to print the report to a printer connected you the machine or using your FTP tool, transfer the file from the cdr directory on the INTUITY Interchange to your machine.



NOTE:

For detailed information on the use of FTP and the INTUITY Interchange, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

6. Press **F6** (Cancel) until you return to the INTUITY Interchange Administration menu ([Figure 2-1](#)).

Verifying CDR File Transfer

Once a CDR file has been transferred from the INTUITY Interchange to your machine, you should run a cdr directory list on your machine and compare the file (size, etc.) to the cdr subdirectory under the ICFTP_DIR directory list on the INTUITY Interchange.

CDR Subscriber Detail Report

For a detail list of the CDR records in format, you can generate a CDR Subscriber Detail report to be viewed on your screen or to be printed. For information on generating this report, see [“Intuity Interchange Call Detail Recording Subscriber Detail Report”](#) in [Chapter 11, “Intuity Interchange Reports”](#).

6

AMIS Analog Gateway Telephone Administration

What's in this Chapter?



NOTE:

The information and procedures described in this chapter are intended for the system administrator.

This chapter provides information on the AMIS Analog Gateway telephone administration.

Use the procedures in this chapter in conjunction with the administration checklists in [Chapter 1, "Intuity Interchange Administration Checklists"](#).

Administration Tips

Keep the following tips in mind when using the telephone interface to perform AMIS Analog Gateway administration procedure:

- n You are prompted for input three times. If no response is received, the application times out (that is, you are disconnected from AMIS analog gateway administration).
- n There is no limit to the number of invalid input attempts.

Administration Terminology

The following is a definition of the terms used to administer the AMIS Analog Gateway through the telephone interface:

- n Local machine — machine on which the AMIS Analog Gateway module resides, that is, the Lucent INTUITY™ Interchange.

- n Remote machine — AMIS analog machine connected to the INTUITY Interchange.

Accessing the Main Menu



NOTE:

The Touch Tone Administration? field on the AMIS Analog Parameters screen ([Figure 2-7](#)) must be set to y in order to administer the AMIS Analog Gateway Telephone administration interface.

To access the AMIS Analog Administration main menu, do the following:

1. Dial the AMIS Analog Gateway Administration telephone number.
2. Press to administer the AMIS Analog Gateway.
3. Enter the administrator login and press .



NOTE:

If you are accessing the AMIS Analog Administration main menu for the first time, you must use the default login and password provided. If you do not know the default login and password, please contact your remote maintenance center. After logging in the first time, it is recommended that you immediately change the administrator login and password.

4. Enter the administrator password (up to 10 digits) and press .

The system responds with the following menu.

- n To administer remote machines, press .
 - n To update local machine, press .
 - n To change administrator login or password, press .
 - n To administer remote subscribers, press .
 - n To exit, press .
5. Choose an option from Step 4 to administer the AMIS Analog Gateway.

Administering Remote Machines

Administering remote machines includes adding, updating, and deleting a remote machine. The system number (or callback number) used to identify a remote machine is a concatenation of the remote machine's country code, area code, and telephone number.

Adding a Remote Machine

To add a remote machine, do the following:

1. Press from the AMIS Analog Gateway Administration main menu.
2. Press from the Administer Remote Machine menu.



NOTE:

See [“Administering Remote Machine Parameters”](#) in [Chapter 2, “Intuity Interchange Administration”](#) for valid values for each of the fields being administered below.

3. Enter a country code for the remote machine and press .

The system responds with the following options:

Press...	To...
<input type="button" value="#"/>	accept the new value and proceed to the next step
<input type="button" value="1"/>	change the value

4. Press .
5. Enter the area code for the remote machine and press .
6. Press .
7. Enter the telephone number for the remote machine and press .

The system responds with the options listed in Step 3 above.

The system responds with the options in Step 3.

8. Press .

The system responds:

Remote machine added.

Press to continue. Press to exit.

9. Press .

The system displays the following message:

To enter the dial string, press .

To hear instructions on entering the dial string, press .

10. Press to enter the dial string, or press to hear instructions.



NOTE:

The dial string is a maximum 30-digit entry. A within the dial string represents a 1.5 second pause (for example, 9**8601234. If the begins the dial string, the is dialed. A within the dial string terminates the string.

11. Enter the dial string and press .

After adding the remote machine, the system returns you to the Administer Remote machines menu.

12. Press to return to the AMIS Analog Gateway Administration menu.

Adding an Address Range for a Remote Machine

NOTE:

The mailbox ID is the subscriber's extension on the remote machine. The network address is the id used to send a message through the INTUITY Interchange to a networked subscriber. You may add up to 10 address ranges for each remote machine.

The following example is provided to help interpret the values to be entered when adding an address range for a remote machine.

The INTUITY Interchange in this network has a fixed network address length of 10 digits. You have a remote machine located in Illinois that you wish to add to the INTUITY Interchange. The area code and exchange for the Illinois machine is 708979. Therefore, all the subscribers on the remote machines connected to this INTUITY Interchange must conform to the INTUITY Interchange's fixed network address length. The network address for this subscriber is 7089791234. When the subscriber accesses his mailbox, he must enter 31234 (or 5 digits to access the mailbox).

The range of mailboxes must be valid on the remote machine in order for the INTUITY Interchange to convert those addresses to valid mailboxes on the INTUITY Interchange. To add an address range for this example you would enter 5 in the mailbox ID length field, 30000 in the map from length field and 39999 in the map to length field on the Dial Plan Mapping screen.

Updating a Remote Machine

To update a remote machine, do the following:

1. Press from the AMIS Analog Gateway Administration main menu.
2. Press from the Administer Remote Machines menu.
3. Enter the country code, area code, and telephone number of the remote machine.

The system displays the following message:

Valid machine found.

Updating country code. The current value is <x>.”

where <x> is the country code.

4. Do one of the following:

Select...	Then...	And...
[1]	enter the new value and press [#]	you hear the word "changed." Then press [#] to skip to the next entry.
#	the system moves you to the next item in the remote node	you hear the word "skipped."
[0]	the system repeats the current value	asks you whether you want to update, skip, or replay (Step 4 above).

5. Repeat Steps 3 and 4 for the fields to be updated.

[Table 6-1](#) outlines the valid input for fields which can be administered through the telephone interface.

Table 6-1. Update Remote Machine Field Descriptions

Field	Description	Valid Input
Area code	Area code for this remote machine.	6-digit entry
Telephone number	Telephone number for this remote machine.	10-digit entry
Send name option	Indicates whether to include the sender's voice name with the message	1 for yes 2 for no
Send private message option	Indicates whether to send a private message to the AMIS subscriber.	1 for yes 2 for no
Send message marking option	Indicates whether to include a private or priority marking with a message.	1 for yes 2 for no

After updating all the fields to be changed, the system displays the following message:

To enter the dial string, press [1].

To hear instructions on entering the dial string, press [2].

6. Press [1] to enter the dial string, or press [2] to hear instructions.

⇒ NOTE:

The dial string is a maximum 30-digit entry. A * within the dial string represents a 1.5-second pause (for example, 9**8601234. If the * begins the dial string, the * is dialed. A # within the dial string terminates the string.

7. Enter the dial string and press #.

After adding the remote machine, the system returns you to the Administer Remote machines menu.

8. Press # to return to the AMIS Analog Gateway Administration menu.

Deleting a Remote Machine

⇒ NOTE:

If you have an Enterprise List defined and the owner of the list resides on the machine you want to delete, you must move the owner of the list to another machine to prevent the list from being invalidated.

To delete a remote machine, do the following:

1. Press 1 from the AMIS Analog Gateway Administration main menu.
2. Press 3 from the Administer Remote Machine menu.
3. Enter the country code, area code, and telephone number of the remote machine.

The system displays the following message:

Ready to delete machine <xxxxxxxxxx>.

⇒ NOTE:

where <xxxxxxxxxx> is the remote machine system number including the country code, area code, and telephone number.

4. Press 3 to delete the remote machine.

⇒ NOTE:

If there are messages in the delivery queue for this remote machine, the system displays the following message:

This machine has messages queued to be delivered. Deleting this machine will also delete the queued messages. Press 3 to delete the remote machine or press # to skip.”

5. Press # to return to the AMIS Analog Gateway Administration main menu.

Updating the Local Machine

To update a local machine, do the following:

1. Press from the AMIS Analog Gateway Administration main menu.

The system displays the following message:

Updating country code. The current value is <X>.
where <x> is the country code.

2. Do one of the following:

Select...	Then...	And...
<input type="text" value="1"/>	enter the new value and press <input type="text" value="#"/>	you hear the word "changed." Then, press <input type="text" value="#"/> to skip to the next entry.
<input type="text" value="#"/>	the system moves you to the next item in the local machine menu	you hear the word "skipped."
<input type="text" value="0"/>	the system repeats the information for the current item	asks you whether you want to update, skip, or replay (Step 2).

3. Repeat Steps 2 and 3 for the fields on the local machine to be updated.

[Table 6-2](#) outlines the valid input for fields which can be administered through the telephone interface.

Table 6-2. Administer Local Machine Field Descriptions

Field	Description	Valid Input
Country code	The identification code for the country associated with the local machine	Maximum 4-digit entry
Area code	The area code for the AMIS Analog Gateway	Maximum 6-digit entry
Telephone number	The telephone number for the AMIS Analog Gateway	Maximum 10-digit entry
Registration agent	The mailbox id to which AMIS subscribers may send the voice name to register on the INTUITY Interchange	A valid INTUITY Interchange mailbox ID

After updating the local machine, the system returns you to the main menu.

Changing the Administrator Login or Password

The section provides the procedures to change the administrator login and password through the telephone interface.

Changing the Administrator Login

To change the administrator login, do the following:

1. Press **[3]** from the AMIS Analog Gateway Administration main menu.
2. Press **[1]** to change the administrator login.
3. Enter the new administrator login and press **[#]**.

The system repeats the value for the administrator login.

4. Press **[#]** to return to the main menu.

Changing the Administrator Password

To change the administrator password, do the following:

1. Press **[3]** from the AMIS Analog Gateway Administration main menu.
2. Press **[2]** to change the administrator password.
3. Enter the new administrator password and **[#]**.
4. Re-enter the new administrator password and press **[#]**.

The system displays the following message:

You hear "Changed" and are returned to the administrator password prompt.

5. Press **[#]** to return to the main menu.

Administering AMIS Remote Subscribers

Administering remote subscribers through the telephone interface involves adding and deleting remote subscribers from the INTUITY Interchange for the AMIS remote machines previously administered.

Adding Remote Subscribers

To add remote subscribers, do the following:

1. Press **[4]** from the AMIS Analog Gateway Administration main menu.
2. Press **[1]** from the Administer Remote Subscribers menu.

The system displays the following message:

Enter machine system number and pound sign.

3. Enter a valid remote machine system number (country code, area code, and telephone number) for the remote subscriber that you wish to add and press [#].

The system displays the following message:

Enter subscriber's extension and pound sign.

4. Enter the remote subscriber's mailbox ID and press [#].

The system displays on of the following messages:

- n New subscriber:

Subscriber registered as <mailbox ID>.

To record name, press [1].

To play name, press [2].

- n Previously registered subscriber with a name recorded:

"<Subscriber's voice name>

To record name, press [1].

To play name, press [2]."

- n Previously registered subscriber without a recorded name:

"Extension <Subscriber's mailbox ID>

To record name, press [1].

To play name, press [2]."

5. Press [1].

The system displays the following message:

"When finished recording, press [#] for more options. Record at the tone."

6. Record the name and press [#].

The system displays the following message:

<The name just recorded is played>

To approve, press [#]. To re-record, press [1]. To playback, press [2] [3].

7. Press [#].

The system displays the following message:

Name updated.

8. Continue to add remote subscribers using Steps 4 through 7 for this remote machine.
9. Press [#] when finished adding subscribers for this remote machine.
10. Enter another system number and repeat this procedure, or press [#] to return to the Administer Remote Subscribers menu.

Deleting Remote Subscribers

To delete remote subscribers, do the following:

1. Press **[4]** from the AMIS Analog Gateway Administration main menu.

2. Press **[3]** from the Administer Remote Subscribers menu.

The system displays the following message:

Enter system number and pound sign.

3. Enter a valid remote machine system number for the remote subscriber that you wish to remove from the INTUITY Interchange.

4. Press **[#]**.

The system displays the following message:

Enter subscriber's extension and pound sign.

5. Enter the subscriber's mailbox ID and press **[#]**.

The system displays the following message:

<Subscriber recorded name> or extension <subscriber's mailbox ID>

To delete this subscriber, press **[3]**.

To skip, press **[#]**.

6. Press **[3]** to delete this subscriber

7. Repeat Steps 5 and 6 above to continue to remove subscribers on this remote machine.

8. Press **[#]** when finished.

Administration of INTUITY Interchange as a Remote Machine

7

What's in This Chapter?

⇒ NOTE:

Administration must be performed on *each* end-point machine (digital, AMIS analog, and OctelNet analog) in the INTUITY Interchange system.

Each digital, AMIS analog, or OctelNet analog remote machine on the INTUITY Interchange network must administer the INTUITY Interchange as a remote machine through their networking screens. This chapter discusses how to administer the INTUITY AUDIX digital, AMIS analog and OctelNet analog end-nodes within the INTUITY Interchange network.

Use the procedures in this chapter in conjunction with the administration checklists in [Chapter 1, "Intuity Interchange Administration Checklists"](#).

⇒ NOTE:

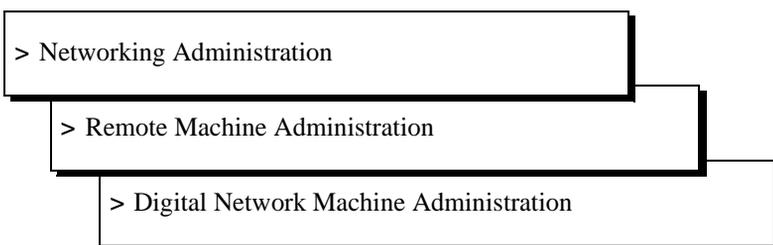
For information on administering the INTUITY Interchange as a remote machine on your Definity AUDIX or AUDIX R1 machine, see the machine administration documentation associated with your machine.

For information on administering the INTUITY Interchange as a remote machine on your OctelNet analog machine, see the configuration notes associated with your machine.

Digital INTUITY AUDIX Remote Machine Administration

To administer the INTUITY Interchange as a remote machine on the digital INTUITY AUDIX end node, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Digital Network Machine Administration screen ([Figure 7-1](#)).

```
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: _____
Send Multimedia Messages (e.g. FAX) ? : _
```

Figure 7-1. Digital Network Machine Administration Screen

2. Use [Table 7-1](#) to administer the digital remote machine.

**Table 7-1. Digital Network Machine Administration Screen
Field Descriptions**

Field	Description	Valid Input
Machine Name	INTUITY Interchange machine name.	up to 24 alphanumeric characters <ul style="list-style-type: none"> ▪ Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. ▪ Hyphen (-) or underscore (_) ▪ Cannot start with a number ▪ No blank spaces
Connection Type	Type of channel connection.	TCP/IP (used when connecting over a LAN and/or WAN)
Dial Str	The dial string determines the loop used to get the call back to the remote machine from the INTUITY Interchange and the type of channel used once the call gets there.	IP address of the INTUITY Interchange
Message Transmission Schedule	It is recommended that you stagger start times and intervals for the INTUITY Interchange so that the remote machine is not trying to call the INTUITY Interchange at the same time.	
Start Time	Starting time for a message transmission period to the remote system (such as 00:01 for one minute after midnight).	hh:mm

Continued on next page

**Table 7-1. Digital Network Machine Administration Screen
Field Descriptions — *Continued***

Field	Description	Valid Input
End Time	Ending time for a message transmission period to the remote system such as 23:59 for one minute before midnight).	hh:mm
Interval	Interval at which the remote machine will call the INTUITY Interchange system (such as 00:05 for every 5 minutes).  NOTE: The INTUITY Interchange checks the queue at this interval (such as every 5 minutes) and calls the remote system if something is in the queue for this remote system.	hh:mm
Data Rate	Data rate that matches the connection type.	00
Password	Password exactly as it is administered on the INTUITY Interchange.	five- to ten-alphanumeric characters
Channel	Channel number for the INTUITY Interchange.	0 indicates that the system selects the first idle channel it finds for the specified data rate
Machine Type	Highest release available of the INTUITY Interchange.	
Send Multimedia Messages <e.g. FAX>?	Indicates whether the Intuity Interchange will accept multimedia messages.	y

3. Press  (Add).



NOTE:

If you do not see  (Add) on your screen, press  (Chg-Keys) to access the alternate set of function keys.

The system adds the information and returns you to the Machine Name field.

4. Add another INTUITY Interchange machine if needed.

⇒ NOTE:

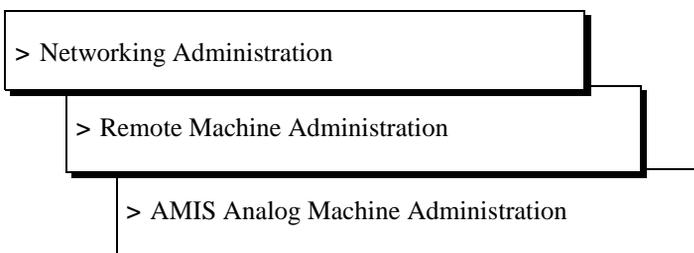
To enter information for another INTUITY Interchange, enter the next INTUITY Interchange machine name over the previous name. When you press **ENTER** to move the cursor to the next field, the information for the previous machine clears from the screen.

5. When you finish entering INTUITY Interchange machines, press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

INTUITY AUDIX AMIS Analog Remote Machine Administration

To administer the INTUITY Interchange as a remote machine for the INTUITY AUDIX AMIS analog end node, do the following:

1. Start the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the AMIS Analog Machine Administration screen ([Figure 7-2](#)).

```
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 7-2. AMIS Analog Machine Administration Screen

2. Use [Table 7-2](#) to administer an INTUITY Interchange as a remote machine for an AMIS analog machine.

Table 7-2. AMIS Analog Machine Administration Screen Field Descriptions

Field	Description	Valid Input
Machine Name	INTUITY Interchange machine name.	up to 24 alphanumeric characters <ul style="list-style-type: none"> ▪ Case-sensitive letters Upper-case letters must be entered as upper case, and lower-case letters as lower case. ▪ Hyphen (-) or underscore (_) ▪ Cannot start with a number ▪ No blank spaces
Dial Str	The dial string determines the loop used to get the call back to the remote machine from the INTUITY Interchange and the type of channel used once the call gets there.	up to 30 characters long, and typically consists of the trunk access code or dial access code needed to reach the public or private network, followed by a pause interval, followed by the complete telephone number of the remote machine.
Message Transmission Schedule	Start and end times, as well as intervals for each INTUITY Interchange used by the AMIS analog machine to call the INTUITY Interchange system.	

Continued on next page

Table 7-2. AMIS Analog Machine Administration Screen Field Descriptions — *Continued*

Field	Description	Valid Input
Start Time	Starting time for a message transmission period to the remote system (such as 00:01 for one minute after midnight).	Use default of 00:00
End Time	Ending time for a message transmission period to the remote system such as 23:59 for one minute before midnight).	Use default of 23:59
Interval	Interval at which the INTUITY Interchange will call this remote system (such as 00:05 for every 5 minutes). The INTUITY Interchange checks the queue at this interval (such as every 5 minutes) and calls the remote system if something is in the queue for this remote system.	hh:mm

3. When you finish entering information for a remote machine, press **F8** (Chg-Keys).
4. Press **F3** (Add).

After you press the key, the system adds the information and returns you to the Machine Name field. You see the following message on your screen:

Machine Added, Enter Machine Name, use <CHOICES> for list

5. Repeat Steps 2 through 5 above for each INTUITY Interchange to be administered.

⇒ NOTE:

To enter information for another INTUITY Interchange, enter the next INTUITY Interchange name over the previous name. When you press **ENTER** or **TAB** to move the cursor to the next field, the information for the previous machine clears from the screen.

6. After entering all INTUITY Interchanges, press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu([Figure 2-1](#)).

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INTUITY AUDIX AMIS Analog Remote Machine Administration

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INTUITY Interchange Simple Network Management Protocol

8

What's in This Chapter?

This chapter provides information about administering the Simple Network Management Protocol (SNMP) feature on the Lucent INTUITY™ Interchange. The procedures in this chapter are to be performed by the Lucent Technologies Enhanced Services organization or a local network administrator. This chapter includes information on how to:

- Administer the SNMP agent for traps and information polling
- Get information from the Interchange SNMP agent
- Integrate the INTUITY Interchange SNMP agent with an SNMP manager application such as HP OpenView Network Node Manager

Use the procedures in this chapter in conjunction with the initial and ongoing administration checklists in [Chapter 1, "Intuity Interchange Administration Checklists"](#).

INTUITY Interchange SNMP Overview

SNMP is the current working standard of the TCP/IP protocol suite concerned with network management information. The SNMP feature on the INTUITY Interchange allows network system administrators to use SNMP to consolidate the monitoring of remote INTUITY Interchange network elements from a central location. This remote monitoring takes place over a TCP/IP LAN or WAN. The SNMP feature makes this monitoring possible by providing a means for:

- Remote managed elements to send alarm and resolution event notifications to a central management workstation

- n The management workstation to get system status information from the remote managed elements

For more about SNMP basic concepts and terms, see [Appendix A, "Simple Network Management Protocol: Basic Concepts and Terms"](#).

INTUITY Interchange SNMP and Systems Manager Compatibility

You may use the INTUITY Interchange SNMP feature with any SNMP manager application, except for the files outlined in ["Sample Files for Integrating Intuity Interchange SNMP with HP OpenView"](#) below.

NOTE:

These sample files have been tested and certified only on HP OpenView Network Node Manager version 4.11, running on HP-UX version 10.10.

Management Information Bases Available with INTUITY Interchange SNMP

The INTUITY Interchange SNMP agent provides the following:

- n Support for the standard Management Information Base (MIB)-II definition
- n A private MIB defined by Lucent Technologies

MIB-II Compliance

The INTUITY Interchange SNMP agent is MIB-II compliant; that is, it provides information about objects defined in the standard MIB-II definition found in Request For Comments (RFC) 1213.

NOTE:

Only the objects relevant to the INTUITY Interchange host system are supported with this feature.

Private MIB

In addition to MIB-II support, the INTUITY Interchange SNMP agent provides a private (enterprise-specific) MIB for the following:

- n System information
 - INTUITY Interchange version installed
 - INTUITY Interchange module uptime
 - INTUITY Interchange active alarms (major, minor, and warning)

- n Network information
 - Number of machines administered on the INTUITY Interchange
 - Number of messages waiting to be transmitted
 - Active network connections
 - n Digital (TCP/IP, RS232, DCP)
 - n AMIS Analog

INTUITY Interchange Trap Information

- n Alarm notification and resolution events

INTUITY Interchange SNMP Administration

Before you can use the SNMP feature on the INTUITY Interchange, Lucent Technologies Enhanced Services or ITAC personnel must enable it. To verify that this feature has been enabled, see [“Verifying Feature Options for the Intuity Interchange”](#) in [Chapter 2, “Intuity Interchange Administration”](#).

You must also administer both the SNMP manager application and the SNMP agent to communicate with each other. See your SNMP manager application documentation for details on how to complete this and to confirm communication between the manager and agent applications.

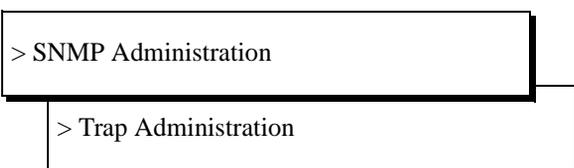
SNMP Trap Administration on the INTUITY Interchange

⇒ NOTE:

Before you attempt to administer the SNMP trap on the INTUITY Interchange, make sure your remote network and the INTUITY Interchange are both TCP/IP enabled. See [“Administering TCP/IP”](#) in [Chapter 2, “Intuity Interchange Administration”](#), for administration procedures.

To administer the SNMP agent to send traps on the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Trap Administration window ([Figure 8-1](#)).

Trap Administration		
ALARM MONITOR:		
Poll Interval: <u>5</u> mins Minimum Severity to Send: <u>MIN</u>		
SEND TRAPS TO:		
	IP Address	Community
1	135.7.50.170	public
2		
3		
4		
5		

Figure 8-1. SNMP Trap Administration Window

- Use [Table 8-1](#) to complete the SNMP Trap Administration window. Press **F2** (Choices) to view valid choices for the fields.

Table 8-1. SNMP Trap Administration Window Field Descriptions

Field	Description	Valid Input
Alarm Monitor		
Poll Interval	<p>Number of minutes for the desired alarm monitor poll interval.</p> <p>The alarm monitor looks for new alarms and alarm resolution events at specified intervals. These polled events are sent to the network management workstation as traps.</p>	<p>Default is 5 minutes.</p> <p>⇒ NOTE: Lucent Technologies does not recommend a poll interval of less than 5 minutes.</p>

Continued on next page

Table 8-1. SNMP Trap Administration Window Field Descriptions
— *Continued*

Field	Description	Valid Input
Minimum Severity to Send	Minimum level of severity of alarms to send to the network management workstation.	MAJ sends only major alarms. MIN sends only major and minor alarms. WRN sends all alarms (major, minor, and warning). Default is MIN Each level of severity also sends corresponding resolution events for the appropriate alarm levels.
Send Traps To		
IP Address	IP address of the management workstation to which you want the traps sent.	Four integers separated by periods. Up to five IP addresses for remote machines may be entered.
Community	Name of the community corresponding to the IP address.  NOTE: The community name must match the community name recognized by the management workstation.	Text string. Default is public

3. Press **F3** (Save).
4. Press **F6** (Cancel) to return to the SNMP Administration menu.

SNMP Agent Administration on the INTUITY Interchange

⇒ NOTE:

Before you attempt to administer the SNMP agent on the INTUITY Interchange, make sure your remote network and the INTUITY Interchange are both TCP/IP enabled. See [“Administering TCP/IP”](#) in [Chapter 2, “Intuity Interchange Administration”](#), for administration procedures.

To specify what workstations can access the INTUITY Interchange SNMP agent and to administer the SNMP agent to monitor activity on the INTUITY Interchange, do the following:

1. Start at the SNMP Administration menu and select

> Agent Administration

The system displays the Agent Administration window ([Figure 8-2](#)).

Agent Administration

MIB-II SYSTEM GROUP:
SysDescr :Intuity Interchange SNMPv1 agent
SysObjectID:1.3.6.1.4.1.1751.1.10.3
SysLocation:Company XYZ
SysContact :Pat Manager
SysName :xyz1

ALLOW ACCESS TO:

	Community	IP Address
1	intuity	0.0.0.0
2	public	135.7.50.170
3		
4		
5		

Figure 8-2. Agent Administration Window

⇒ NOTE:

The upper part of the window displays information about the system from the standard MIB-II System Group. The bottom part of the window specifies which remote management workstations can access the INTUITY Interchange SNMP agent. You can specify as many as five workstations for each INTUITY Interchange agent.

- Use [Table 8-2](#) to complete the Agent Administration window. Press **F2** (Choices) to view valid choices for the fields.

Table 8-2. Agent Administration Screen Field Descriptions

Field	Description	Field Content
MIB-II System Group		
SysDescr	Agent description.	Text string identifying the agent.
SysObjectID	System Object Identification number of the INTUITY Interchange.	Display only
SysLocation	Name of the company using the system or the room number within the company where the system physically resides.	Text string identifying location.
SysContact	Name of the network manager who administers the system.	Text string identifying the name of the network manager.
SysName	Name of the system you are administering.	Text string identifying the name of the system.
Allow Access To		
Community	Name of the community corresponding to the IP address. ⇒ NOTE: This community name must match the community name used by the management workstation when sending a request to the SNMP agent.	Text string identifying the IP address. Default is public

Continued on next page

Table 8-2. Agent Administration Screen Field Descriptions — Continued

Field	Description	Field Content
IP Address	IP address of the management workstation to which you want to allow access.	<p>Four integers separated by periods.</p> <p>Default is 0.0.0.0</p> <p> CAUTION: <i>Using the default IP address 0.0.0.0 in the IP Address field allows any IP server access to your Interchange server.</i></p>

3. Press **F3** (Save).
4. Press **F6** (Cancel) twice to return to the Lucent INTUITY Administration menu.

Guidelines for Using SNMP on the INTUITY Interchange

This section provides two types of guidelines:

- n How and where to find information provided on the INTUITY Interchange by the SNMP agent
- n Sample files the user can download for integrating the SNMP agent with HP OpenView Network Node Manager

How to Get Information from SNMP Agents

The private MIB definition for using the SNMP feature with the INTUITY Interchange is available in two versions:

- n SNMP version 1
- n SNMP version 2

These files are available to download using FTP procedures. See [“SNMP File Names”](#) in [Chapter 10, “Intuity Interchange File Transfer Protocol Support”](#), for details on FTP file locations and filenames.

Once the MIB definition file is downloaded into your SNMP manager, you have access to the private (enterprise-specific) SNMP features on the INTUITY Interchange. See your SNMP manager application documentation for information on how to integrate the INTUITY Interchange SNMP feature with the SNMP manager.

Setting Polling Intervals

You can set the time intervals at which the management workstation polls the SNMP agents on the INTUITY Interchange. Set the polling interval low enough to give you information when you need it, but high enough that the polling does not slow down operations. For more information, see [“SNMP Trap Administration on the Intuity Interchange”](#) above.

NOTE:

Lucent Technologies strongly recommends that you *not* use a polling interval of less than five minutes, as that puts a strain on system resources and slows down operations.

MIB-II Information

Information about MIB-II variables is available on the Internet and from other sources and therefore is not listed here. For more information about MIB-II variables, see Request For Comments (RFC)1213 or one of the resources listed in [Appendix A, “Simple Network Management Protocol: Basic Concepts and Terms”](#).

Private MIB

[Table 8-3](#) lists the private variables that have been implemented as part of the INTUITY Interchange MIB definition.

NOTE:

Each variable takes the following form:

...interchangeMIB.ichgSystem.*variable_name*.

Table 8-3. INTUITY Interchange Private MIB Variables

Variable Name	Description
ichgSysDescr	INTUITY Interchange version installed.
ichgSysUptime	INTUITY Interchange module uptime.
ichgSysAlarms.ichgSysMajAlarms ichgSysAlarms.ichgSysMinAlarms ichgSysAlarms.ichgSysWrnAlarms ichgSysAlarms.ichgSysAlarmsCurrLvl	INTUITY Interchange active alarms (major, minor, and warning) and current level of highest alarm severity.
ichgNetMachines	Number of machines administered on the INTUITY Interchange.
ichgNetMsgsQd	Number of messages waiting to be transmitted.
ichgNetConnActive.ichgNetConnAMIS ichgNetConnActive.ichgNetConnDigital	Number of current active connections (AMIS analog and digital) on the INTUITY Interchange.

For the complete INTUITY Interchange MIB definition, see [Appendix B, “Intuity Interchange’s Private Enterprise MIB Definition for SNMP”](#).

Traps Available on the INTUITY Interchange

The following traps are sent by the alarm, using the SNMPv1 format:

- n Generic SNMP traps:
 - Cold start
 - Warm start
 - Link down
 - Link up
 - Authentication failure
 - EGP neighbor loss
- n INTUITY Interchange-specific traps:
 - Major alarm raised
 - Minor alarm raised
 - Warning alarm raised
 - Alarm resolved

[Table 8-4](#) summarizes the fields of data sent by the alarm to the network manager.

Table 8-4. Data Fields Sent by the SNMP Alarm Monitor to the Network Manager

Field	Description	Field Content
enterprise ID	System Object ID.	1.3.6.1.4.1.1751.2.10.3.2.3  NOTE: The above reference number represents the following: iso.org.dod.internet.private. enterprises.lucent.mibs. intuitionMIBs.applications. interchange-MIB.ichgTrapsID
agent address	IP address of the Interchange	
generic trap type	Standard trap value; this field does not change.	6
specific trap type	Resolution event.	100 for alarm resolved 101 for warning alarm 102 for minor alarm 103 for major alarm
sysUpTime	Not used.	0
variable bindings	List of variables.	1.3.6.1.4.1.1751.2.10.3.2.1.3.5.1.5 MIB reference number followed by the alarm description 1.3.6.1.4.1.1751.2.10.3.2.1.3.5.1.6 MIB reference number followed by associated event information 1.3.6.1.4.1.1751.2.10.3.2.1.3.5.1.4 MIB reference number followed by the severity of the current active alarm: 100 for no active alarms 101 for warning alarm 102 for minor alarm 103 for major alarm

Sample Files for Integrating INTUITY Interchange SNMP with HP OpenView

The following sample files provide examples of ways to integrate the INTUITY Interchange SNMP feature with HP OpenView Network Node Manager.

NOTE:

Lucent Technologies has tested and certified the sample files offered here on HP OpenView Network Node Manager, version 4.11, running on HP-UX, version 10.10. These sample files do not work on other SNMP managers, and they may not work on earlier versions of HP OpenView.

These files are available for download using FTP procedures. See “[SNMP File Names](#)” in [Chapter 10, “Intuity Interchange File Transfer Protocol Support”](#), for details on FTP file locations and filenames. Download all the files in the hpov subdirectory to the directory you choose on your system.

Once you download the files, run `setupIchg.sh` as an executable file. It automatically installs the files listed in [Table 8-5](#).

Table 8-5. HP OpenView Sample Integration Files

Filename	File Description/Comments
Interchange SNMP Install/Setup	<p><code>setupIchg.sh</code></p> <p> NOTE: This is the main shell script to install and register <i>all</i> the SNMP files in this table in their proper areas</p>
Interchange Add Events Shell Script	<code>add_events</code>
Interchange Add Events Definitions	<code>ichg.events</code>
Interchange Object Image Icon (Figure 8-3)	<p><code>intichg.*.pm</code> <code>intichg.38.m</code> <code>intichg.38.p</code></p>
Interchange sysObjectID Definition	<code>oid_to_sym</code>
Definition of the Interchange as an NNM Standard Object	<code>symdef</code>
Interchange Alarm Object Colors	<code>setIchgStat</code>

[Figure 8-3](#) is an example of the bitmap icon displayed for the INTUITY Interchange SNMP.

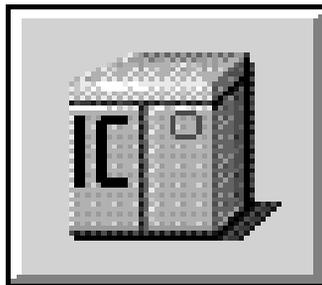


Figure 8-3. Bitmap Image Icon for INTUITY Interchange Servers

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INTUITY Interchange Acceptance Tests

9

What's in This Chapter

⇒ NOTE:

This chapter assumes that the acceptance test procedures described in [“Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance”](#) or [“Intuity™ Messaging Solutions Release 4 MAP/100P System Installation”](#) have already been performed on the INTUITY Interchange system.

This chapter provides the acceptance test procedures specific to the Lucent INTUITY™ Interchange.

Acceptance test procedures include:

- n Digital connectivity — between the INTUITY Interchange and digital remote machines
- n Demand remote updates — pulls the subscriber ASCII names and voiced names from the remote machines onto the INTUITY Interchange
- n Remote updates from all end points — pushes subscriber ASCII names and voiced names to the OctelNet remote machines from the INTUITY Interchange
- n Sending a message to an AMIS subscriber

Use the procedures in this chapter in conjunction with the administration checklists in [Chapter 1, “Intuity Interchange Administration Checklists”](#).

⇒ NOTE:

These procedures must be completed before turning the INTUITY Interchange over to the customer.

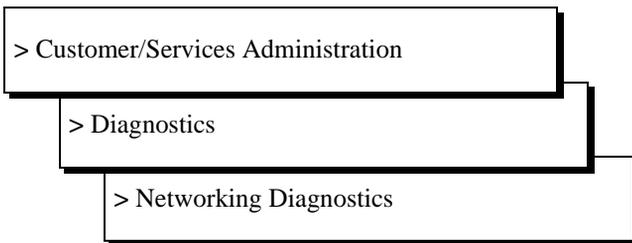
Testing Digital Connectivity

To test digital connectivity between the INTUITY Interchange and digital remote machines, do the following:

1. Log in to the INTUITY Interchange as **sa**.

The system displays the Lucent INTUITY Administration menu ([Figure 2-1](#)).

2. Select



The system displays the Networking Diagnostics screen ([Figure 9-1](#)).

Networking Diagnostics					
CHANNEL	TYPE	RATE	STATUS	MACHINE	ACTIVITY
-----	----	----	-----	-----	-----
1	DCP		NOT EQUIPPED		
2	DCP		NOT EQUIPPED		
3	DCP		NOT EQUIPPED		
4	DCP		NOT EQUIPPED		
5	TCP/IP		IDLE		
6	TCP/IP		IDLE		
7	TCP/IP		IDLE		
8	TCP/IP		IDLE		
9	TCP/IP		IDLE		
10	TCP/IP		IDLE		
11	TCP/IP		IDLE		
12	TCP/IP		IDLE		

Figure 9-1. Networking Diagnostics Screen

3. Press **F8** (Chg-Keys).

The system displays an alternate set of function keys.

4. Press **F4** (Diagnose).

The system displays the Diagnostics menu ([Figure 9-2](#)).

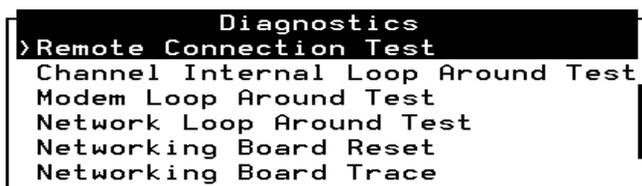


Figure 9-2. Diagnostics Menu

5. Select Remote Connection Test.

The system displays the Remote Connection Test screen ([Figure 9-3](#)).

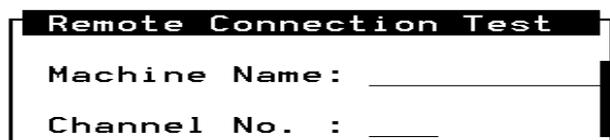


Figure 9-3. Remote Connection Test Screen

6. Enter the remote machine that you want to test.

If you do not know the machine names, press **(F2)** (Choices) to see a menu of remote machines. You can select from the menu by moving the selection bar over a machine name and pressing **(ENTER)**.

7. If you are testing a dedicated RS-232 connection, enter the number of the dedicated channel in the Channel No. field.
8. Press **(F3)** (Save).

You see the message *working...* in the upper right-hand corner of the screen. The system begins the test on and attempts to connect with the remote machine. When the process completes, you see a Test Results screen.

9. Select one of the following options:

- n If the screen contains a message stating that the test completed successfully, proceed to the next step.

- n If the screen contains a message stating that the test failed, press **F6** (Cancel) to exit the screen and return to the Networking Diagnostics screen. See [Appendix E, "MAP/5P Platform Alarms"](#) in ["Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance"](#) or [Appendix C, "Troubleshooting Procedures"](#) in ["Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance"](#) for further instructions.
10. Press **F6** (Cancel).
The system returns to the Networking Diagnostics screen.
11. Repeat Steps 3 through 9 above for each digital remote machine connected to the INTUITY Interchange.
12. Repeat Steps 1 through 10 above from each digital remote machine to the INTUITY Interchange.
13. When you finish testing the channels, press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Remote Updates

⇒ NOTE:

These functions are used primarily at the time of system installation. This procedure should only be executed after installation or after a significant number of subscribers have been added. It should not be performed during prime system hours (for example, between 8 AM. and 5 PM.).

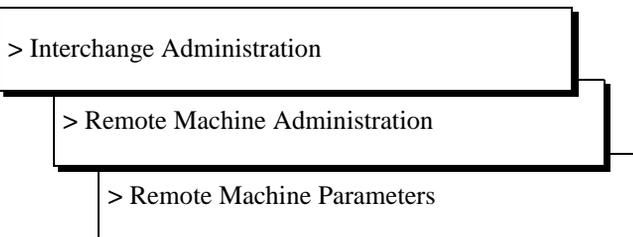
The ["Demand Remote Update"](#) allows the subscriber ASCII names and voiced names to be pulled over from the digital, AMIS analog, and OctelNet analog remote machines onto the INTUITY Interchange.

The ["Demand Remote Push"](#) allows the subscriber ASCII names and voiced names to be pushed from an INTUITY Interchange to OctelNet analog remote machines.

Turning On Remote Updates

To turn on remote updates between the digital remote machines and the INTUITY Interchange, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



2. Enter a digital remote machine name, or press **F2** (Choices) for a list of valid remote machines.

The system displays the Remote Machine Parameters screen ([Figure 2-23](#)).

3. Press **F5** (Details).

The system displays the Digital Machine Profile screen ([Figure 2-24](#)).

4. Enter **y** in the Updates: In? field.

5. Enter **y** in the Updates: Out? field.

6. Press **F3** (Save).

7. Press **F6** (Cancel).

The system returns to the Remote Machine Administration menu.

8. Repeat Steps 2 through 7 above for each remote machine connected to the INTUITY Interchange.
9. Verify that the updates have completed successfully by accessing the Administrator's log, through the Subscriber's List by remote machine name, or the Remote Machines List.
10. Press **F6** (Cancel) until you return to the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Demand Remote Update

NOTE:

If you are adding a new digital remote machine in an existing INTUITY Interchange to Interchange configuration, complete remote updates on the first INTUITY Interchange from the remote machine. Then, complete remote updates from first INTUITY Interchange to the second INTUITY Interchange.

When executing the demand remote update, please be aware that it will take 14 seconds per subscriber to update the INTUITY Interchange. Thus, if you have 1,000 subscribers to be updated, this function will take approximately 4 hours to run.

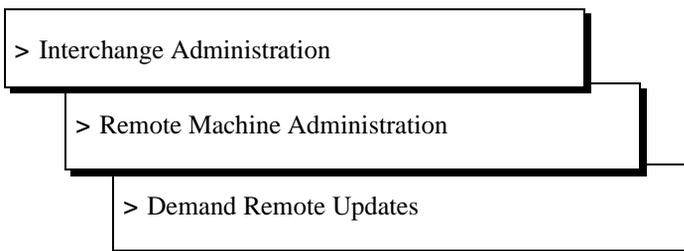
The demand remote update allows the subscriber ASCII names and voiced names to be pulled over from the digital, AMIS analog, and OctelNet analog remote machines onto the INTUITY Interchange.

NOTE:

A Serenade remote machine will not transfer the ASCII name of a subscriber if the subscriber's mailbox on the Serenade remote machine does not have a recorded voiced name.

To run a remote update, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Demand Remote Updates screen ([Figure 9-4](#)).

Demand Remote Update

Remote Machine Name: _____

Figure 9-4. Demand Remote Update Screen

2. Enter a remote machine name, or press **F2** (Choices) to display a list of valid remote machines.

The system displays the Range for Demand Remote Pull screen ([Figure 9-5](#)).

Range For Demand Remote Pull

Start Extension: _____

End Extension: _____

Figure 9-5. Range for Demand Remote Pull Screen

3. Enter the starting and ending extensions for the range of addresses for which the update will be executed.
4. Press **F3** (Continue).
5. The system will display the following Demand Remote Pull screen ([Figure 9-6](#)).

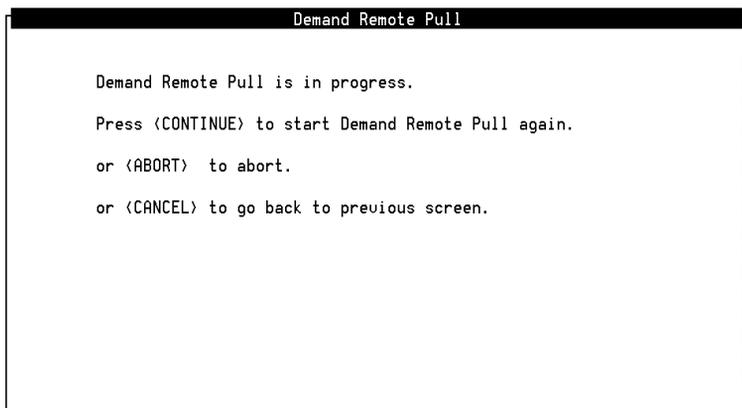


Figure 9-6. Demand Remote Pull Screen

6. Press **F3** (Continue).



NOTE:

You can press **F5** (Abort) to stop the demand remote update or **F6** (Cancel) to return to the previous and re-enter an extension range.

The system displays the following message:

Pull triggered

The system will now update the INTUITY Interchange with any ASCII or voiced names which have been added, deleted, or changed for the range of extensions on the remote machine selected.



NOTE:

If duplicate names from the same OctelNet analog system are pulled to the INTUITY Interchange, the system will append the name with "NODE #D#" to make it unique and identifiable.

7. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Demand Remote Push



NOTE:

When executing the demand remote push, please be aware that it will take 25 seconds per subscriber to update the remote OctelNet analog machine. Thus, if you have 1,000 subscribers to be updated on the remote machine, this function will take approximately 8 hours to run.

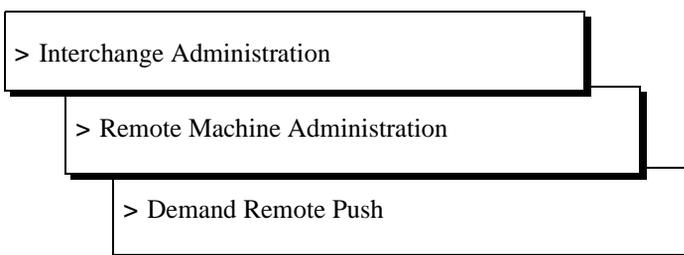
The demand remote push allows the INTUITY Interchange to push subscriber ASCII names and voiced names to the OctelNet analog remote machines.

⇒ NOTE:

A Serenade remote machine will not transfer the ASCII name of a subscriber if the subscriber's mailbox on the Serenade remote machine does not have a recorded voiced name.

To demand a remote push, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Demand Remote Push screen ([Figure 9-7](#)).

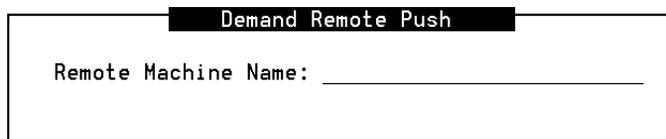


Figure 9-7. Demand Remote Push Screen

2. Enter a remote machine name, or press **F2** (Choices) to display a list of valid remote machines.
3. Press **F3** (Continue).
4. The system will display the following Demand Remote Push screen ([Figure 9-8](#)).

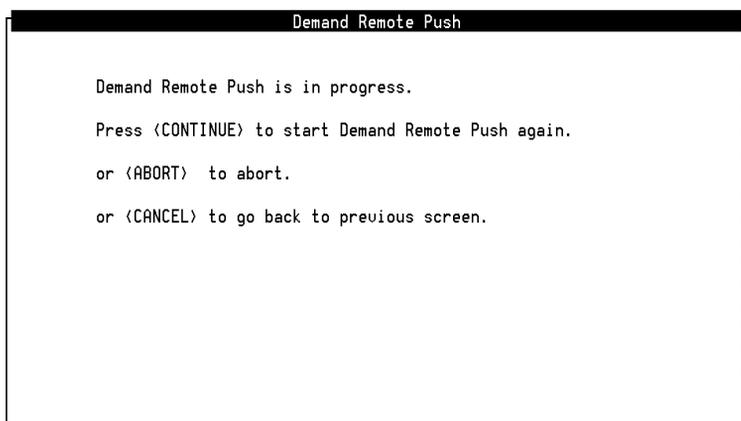


Figure 9-8. Demand Remote Push Screen

5. Press **F3** (Continue).



NOTE:

You can press **F5** (Abort) to stop the demand remote push or **F6** (Cancel) to return to the previous and re-enter an extension range.

The system displays the following message:

Push triggered

The system will now update the OctelNet remote machines within the network with any ASCII or voiced names which have been added, deleted, or changed on the INTUITY Interchange.

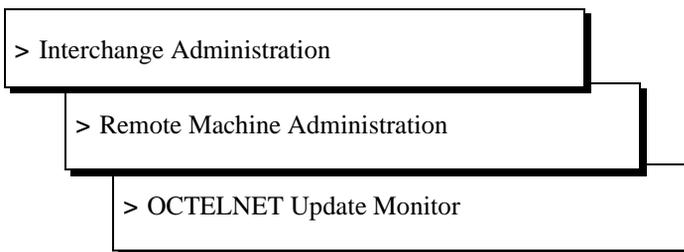
6. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Monitoring the OctelNet Analog Remote Updates

The process of adding, changing, or deleting subscribers on OctelNet analog remote machines takes a variable amount of time based on the number of subscribers being updated. The OCTELNET Update Monitor display screen ([Figure 9-9](#)) allows the system administrator to monitor the progress of the update.

To monitor an OctelNet remote update, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the OCTELNET Update monitor display screen ([Figure 9-9](#)).

OCTELNET Demand Update Monitor										8/31/98 10:44	
Ch	Start	Node Name	Range	Act.	ASCII	Voice	Error	NonEx	Total		
9	10:43	leoaria	5000- 5050 5003	Pull		3	3	0	0	3	

Figure 9-9. OCTELNET Update Monitor Display Screen

2. Use [Table 9-1](#) to interpret the information being displayed.

Table 9-1. OCTELNET Update Monitor Display Screen Field Descriptions

Field	Description
Ch	Channel being used for the update.
Start	Time at which the update started.
Node Name	Name of the remote machine for which the update is being completed.

Continued on next page

Table 9-1. OCTELNET Update Monitor Display Screen Field Descriptions
— *Continued*

Field	Description
Range	Beginning and ending subscriber addresses for which the update was generated. Also displays the current subscriber address system being updating.
Act.	Indicates whether the activity being performed is a pull (updating subscriber information on an INTUITY Interchange) or a pull (updating information on a remote OctelNet analog machine).
ASCII	Number of subscriber's ASCII names which have been updated.
Voice	Number of subscriber's voice names which have been updated.
Error	Number of subscriber names which were not able to be updated.
NonEx	Number of subscriber mailboxes which did not exist.
Total	Total number of subscriber records which have been updated.

3. Press **F6** (Cancel) until you return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

Demand Remote Update Special Considerations

The following are special considerations to keep in mind when doing a demand remote pull or demand remote push involving an OctelNet analog remote machine:

- n A remote OctelNet analog Serenade system allows application mailboxes to receive messages. Thus, when requesting a full system update from an OctelNet analog Serenade remote machine, the INTUITY Interchange will be updated with the application mailboxes as well as the subscriber mailboxes.
- n For example, if the Serenade analog remote machine has 1000 subscriber mailboxes and 500 application mailboxes residing on it, when doing a full system demand remote update, the INTUITY Interchange will have 1500 mailboxes administered onto it.

Verify the Demand Remote Update

Verify the success of the demand remote update through one of the following:

- n Use the "[Subscriber Lists](#)" in [Chapter 11, "Intuity Interchange Reports"](#).
- n View the Administrator's log under the Customer/Services Administration menu option on the Lucent INTUITY Administration menu ([Figure 2-1](#)).

Verify the Demand Remote Push

Verify the success of the demand remote push through your remote machine subscriber reports. For more information, see your corresponding OctelNet analog remote machine subscriber reports documentation.

Testing a Message to an AMIS Analog or OctelNet Analog Subscriber

NOTE:

Switch integration set up must be performed by Lucent personnel prior to completing this procedure.

This test assumes that AMIS analog or OctelNet analog subscribers have been administered on the AMIS analog or OctelNet analog remote machines as well as on the INTUITY Interchange, and that on-site personnel are involved in this test.

To test sending a message to an AMIS analog or OctelNet analog subscriber, create and send a voice mail message to a subscriber doing the following:

1. Log into a mailbox on Remote Machine A connected to the INTUITY Interchange.
2. Create a message:
"This is a test message from Remote Machine <machine name>."
3. Address the message to an AMIS analog or OctelNet analog subscriber.
4. Verify the receipt of the message by the AMIS analog or OctelNet analog subscriber.
5. Request an AMIS analog or OctelNet analog subscriber send a message to a digital mailbox.

INTUITY Interchange File Transfer Protocol Support

10

What's in this Chapter?

The File Transfer Protocol (FTP) is a user interface used to transfer files to and from remote network sites. The INTUITY Interchange establishes a connection using your FTP application software and uses it with your remote machine. FTP application software is provided by the customer. For information on how to use your FTP application software, see the corresponding FTP application software documentation.

This chapter provides information on using FTP to transfer Lucent INTUITY™ Interchange files to other systems. Files that can be transferred include:

- n [“Administration File Names”](#)
- n [“Enterprise List File Names”](#)
- n [“CDR File Names”](#)
- n [“SNMP File Names”](#)
- n [“Networking Traffic Reports File Names”](#)
- n [“Reports File Names”](#)



NOTE:

Only one copy of each FTP file is allowed.

FTP Process

The following section outlines the process for using FTP with the INTUITY Interchange. It includes information on the FTP login, password and file formats used by the INTUITY Interchange.



NOTE:

The INTUITY Interchange will allow FTP access for the icftp user. It will *not* allow UNIX shell access. You will only have access to only the /iclog/icftp directories and its subdirectories.

FTP Login

To access the INTUITY Interchange FTP application, use the login icftp. After logging into the INTUITY Interchange, reset your password.

FTP Password Administration

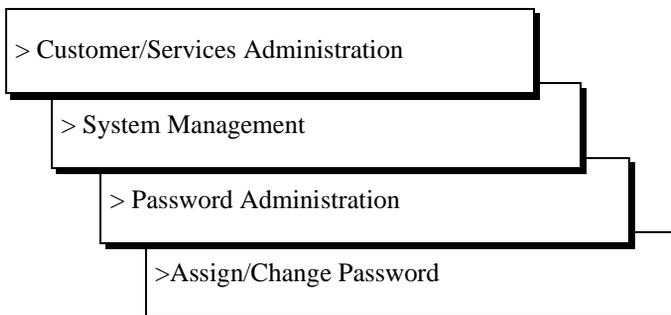


NOTE:

The system requires that you reset your system password prior to using the FTP process.

To reset the FTP system password, complete the following:

1. Start at the INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Assign/Change Password screen ([Figure 10-1](#)).



Figure 10-1. Assign/Change Password Screen

2. Press **F2** (Choices).
3. Select icftp.

4. Press **F3** (Save).

The system will display the following message:

You are about to change the password for 'icftp'.

Press <y> to confirm.

Press <n> to cancel.

5. Enter **y**

The system will display the following message:

Changing password command for icftp

New password:

6. Enter the new password.

The system will display the following message:

Re-enter new password:

7. Re-enter the same password that you entered in Step 5.

8. Press **F1** (Acknowlg Message).

The password for the FTP process has now been updated.

9. Press **F6** (Cancel) until you return to the INTUITY Administration menu ([Figure 2-1](#)).

INTUITY Interchange File Names

INTUITY Interchange files which use the FTP process are contained in a directory called ICLOG. Under this directory, subdirectories reside which further identify the files being stored. These subdirectories contain the INTUITY Interchange files which can be downloaded off of the INTUITY Interchange by pressing **F7** (Print).

Subscriber Subdirectories

The subdirectory for AMIS analog subscriber files is:

n amis_sub

NOTE:

The amis_sub subdirectory contains the AMIS analog subscriber files to be uploaded onto the INTUITY Interchange for bulk administration.

The subdirectory for OctelNet analog subscriber files is:

- n octelnet_sub

⇒ NOTE:

The octelnet_sub subdirectory contains the OctelNet analog subscriber files to be uploaded onto the INTUITY Interchange for bulk administration.

The subdirectory for Enterprise List files is:

- n elist for Enterprise List files

Subscriber File Names

The INTUITY Interchange supports the following formats for subscriber files using FTP:

- n <string>.add to add subscribers
- n <string>.del to delete subscribers
- n <string>.chg to change subscribers
- n <listid>.add to add Enterprise List subscribers
- n <listid>.del to delete Enterprise List subscribers

Once the system has completed transferring the subscriber or Enterprise List subscriber files by FTP, the filed formats are displayed as:

- n <string>.add.done
- n <string>.del.done
- n <string>.chg.done

⇒ NOTE:

The system also creates a log file using the format <string>.log.

Reports Subdirectories

The subdirectories for report files are:

- n cdr for Call Detail Recording (CDR) files.
- n elist for Enterprise List files.
- n ichgsnmp for Simple Network Management Protocol (SNMP) files.
 - within the ichgsnmp subdirectory is the mibs subdirectory. It contains the INTUITY Interchange private MIB definitions for both SNMP versions 1 and 2.

- within the `ichgsnmp` subdirectory is the `hpoov` subdirectory. It contains the sample files used to integrate the INTUITY Interchange SNMP feature with HP OpenView . For information on the sample files, see [“Sample Files for Integrating Intuity Interchange SNMP with HP OpenView”](#) in Chapter 8, “Intuity Interchange Simple Network Management Protocol”.



NOTE:

Lucent Technologies does not certify these samples to work with any other SNMP manager application or other version of HP OpenView Network Node Manager.

- n reports for INTUITY Interchange administration, AMIS analog networking traffic, and INTUITY Interchange networking traffic report files.

Reports File Names

The following sections list the report file names used by the INTUITY Interchange for the FTP process.

CDR File Names

[Table 10-1](#) lists the file names used by the INTUITY Interchange for downloading these CDR files.

Table 10-1. CDR File Formats

Function/Report Name	File Name
CDR Unload	cdr
Subscriber Detail Report	pr_cdsubdet

Enterprise List File Names

[Table 10-2](#) lists the file names used by the INTUITY Interchange for downloading Enterprise List report files.

Table 10-2. Enterprise List Reports File Names

Report Name	File Name
Subscriber Membership Report	pr_sub_mem
Subscriber Permissions Report	pr_sub_perm
List Summary Report	pr_list_sum
List Detail Report	pr_list_det
Delivery Status Report	pr_delstat
List Audit report	pr_list_audit

SNMP File Names

[Table 10-3](#) lists the private MIB file names used by the INTUITY Interchange.

Table 10-3. SNMP MIB File Names

File Description	File Name
Interchange MIB Definition, SNMPv1	interchange_v1.mib
Interchange MIB Definition, SNMPv2	interchange_v2.mib

[Table 10-4](#) lists the sample file names used to integrate the INTUITY Interchange with HP OpenView version 4.11 running on HP UX version 10.10.

Table 10-4. HP Openview Sample File Names

File Description	File Name
Interchange SNMP Install/Setup	setupIchg.sh  NOTE: This is the main shell script to install and register <i>all</i> the SNMP files in this table in their proper areas
Interchange Add Events Shell Script	add_events
Interchange Add Events Definitions	ichg.events
Interchange Object Image Icon (bitmap images)	intichg.*.pm intichg.38.m intichg.38.p
Interchange sysObjectID Definition	oid_to_sym
Definition of the Interchange as an NNM Standard Object	symdef
Interchange Alarm Object Colors	setIchgStat

Administration File Names

[Table 10-5](#) lists the file names used by the INTUITY Interchange for downloading INTUITY Interchange administration report files.

Table 10-5. INTUITY Interchange Administration Reports File Names

Report Name	File Name
Subscriber List	
By Network Address	pr_sub_add
By Mailbox ID	pr_sub_mbox
By Remote Machine	pr_sub_mach
By Subscriber Name	pr_sub_name
Dynamic Directory List	pr_dyn_mach
Remote Machine Lists	pr_rem_mach
Remote Machine Dial Plan List	pr_dialplan

Networking Traffic Reports File Names

[Table 10-6](#) lists the file names used by the INTUITY Interchange for downloading INTUITY Interchange integrated traffic report files.

Table 10-6. INTUITY Interchange Networking Traffic Reports File Names

Report Name	File Name
Network Load Report	pr_inteload
Port Utilization Report	pr_inteport
Network Status Report	pr_intestat

AMIS Analog Reports File Names

[Table 10-7](#) lists the file names used by the INTUITY Interchange for uploading these AMIS analog files.

Table 10-7. AMIS Analog Reports File Names

Report Name	File Name
Network Load Report	pr_amisload
Port Utilization Report	pr_amisport
Subscriber Detail Report	pr_amissubtraf

INTUITY Interchange Reports

11

What's in this Chapter?

This chapter describes the various reports available on the Lucent INTUITY™ Interchange and how to access those reports. The reports include:

- n [“Intuity Interchange Administration Reports”](#)
- n [“Intuity Interchange Enterprise List Reports”](#)
- n [“Intuity Interchange Call Detail Recording Subscriber Detail Report”](#)
- n [“Intuity Interchange Networking Traffic Reports”](#)
- n [“Intuity System Traffic Reports”](#)

All of the above reports can be viewed on screen. They can also be printed to a connected printer using **F7** (Print) or downloaded off of the INTUITY Interchange and onto another system using the FTP process. For more information on the FTP process, see [Chapter 10, “Intuity Interchange File Transfer Protocol Support”](#).

INTUITY Interchange Administration Reports

The INTUITY Interchange administration reports provide information about subscribers on the INTUITY Interchange. This information includes subscribers that have been added dynamically, remote machine lists, and remote machine dial plan lists.

At the top of each of these reports, the name of the INTUITY Interchange machine, the current software release, and the number of outstanding alarms is displayed.

Subscriber Lists

⇒ NOTE:

When generating a subscriber list report, the less selective you are in the search criteria, the longer it will take to generate the report.

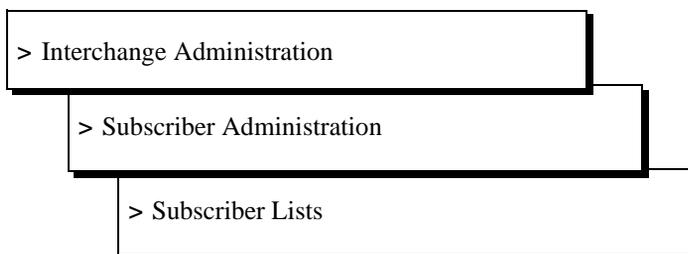
The Subscriber Lists provide information about the subscribers on an INTUITY Interchange. The Subscriber Lists may be viewed in the following ways:

- n By network address
- n By mailbox ID
- n By remote machine name
- n By subscriber name

Accessing the Subscriber Lists

To access the Subscriber Lists, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Lists menu ([Figure 11-1](#)).

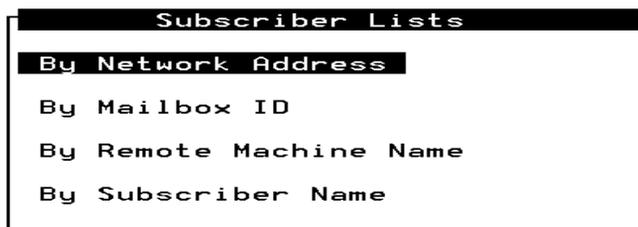


Figure 11-1. Subscriber Lists Menu

2. Select one of the displayed menu options.

⇒ NOTE:

The information that appears in each of the subscriber lists is the same. The menu options allow you to view the information in different formats.

Use **F2** (Next Page) and **F3** (Prev Page) to move through the reports' pages.

3. Enter the appropriate information for the display type. For example, if you selected Mailbox ID, you must enter the mailbox ID for which you want to display information.

⇒ NOTE:

To display the Subscriber List by Remote Machine, the remote machine entry must be an exact match.

To display the Subscriber List by Network Address, Mailbox ID, or Subscriber Name, you specify a partial entry or no entry to generate a list that contains all subscribers. You may also enter "?" and a single character or "*" and multiple characters.

The system displays the Subscriber List by the menu option specified. [Figure 11-2](#) shows an example of the Subscriber List by Mailbox ID.

Subscriber List by Network Address							
Network Address: 8888606809							
Network Address	Mailbox ID	Name	Remote Machine	N	C	U	-----Date/Time----- Last Updated Last Used
8888606809	6809	19	cbccs5	1	n		07/22/98 16:21 07/22/98 16:21

Figure 11-2. Subscriber List by Network Address

4. Review the field descriptions for the Subscriber Lists using [Table 11-1](#).

⇒ NOTE:

The field definitions for each type of report are the same. The order in which they appear differs slightly from report to report.

Table 11-1. Subscriber List by Network Address Field Descriptions

Field	Description
Network Address	Network address associated with this INTUITY Interchange.
Mailbox ID	Subscriber's mailbox extension.
Name	Name of the subscriber.
Remote Machine	Name of the remote machine.
NN	NameNet type associated with this network address.
CID	Community ID in which this network address belongs.
VN	Indicates whether a voiced name exists for this subscriber.
Date/Time	
Last Updated	Date and time that this mailbox was last updated.
Last Used	Date and time that this mailbox was last used by the subscriber.

5. Press **F6** (Cancel) to exit the Subscriber Lists.

Dynamic Directory List

The Dynamic Directory List displays those subscribers who were dynamically added to the remote machine, that is, those subscribers that were created automatically when a message was sent to the mailbox ID. Data retained in this report depends on the setting for the remote machine.



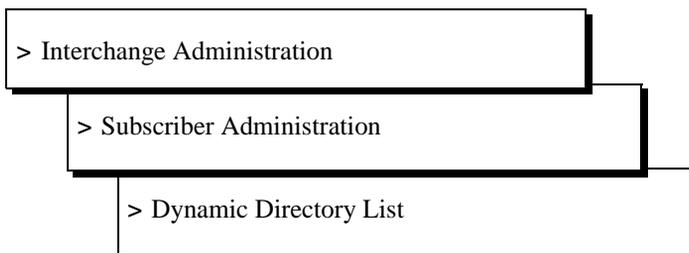
NOTE:

When generating a Dynamic Directory List, the less selective you are in the search criteria, the longer it will take to generate the report.

Accessing the Dynamic Directory List

To access the Dynamic Directory List, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Dynamic Directory List selection screen ([Figure 11-3](#)).

Dynamic Directory List						
Remote Machine Name: _____						
Network Address	Mailbox ID	Name	Remote Machine	N N	C ID	U N Date/Time Last Used

Figure 11-3. Dynamic Directory List Selection Screen

2. Enter a remote machine name or press **F2** (Choices) to display a list of valid remote machines.

The system displays the Dynamic Directory List ([Figure 11-4](#)).

Dynamic Directory List							
Remote Machine Name: <u>cbccs5</u>							
Network Address	Mailbox ID	Name	Remote Machine	N N	C ID	U N	Date/Time Last Used
7778606809	6809	7778606809 AMIS cbccs5	cbccs5AMIS	1	n		07/22/98 16:21

Figure 11-4. Dynamic Directory List

3. Review the field descriptions for the Dynamic Directory List in [Table 11-2](#).

Table 11-2. Dynamic Directory List Field Descriptions

Field	Description
Network Address	Network address associated with this INTUITY Interchange.
Mailbox ID	Subscriber's mailbox extension.
Name	Name of the subscriber.
Remote Machine	Name of the remote machine from which a registered subscriber sent a message to dynamically add a subscriber.
NN	NameNet type associated with this address.
CID	Community ID in which this network address belongs.
VN	Indicates whether a voiced name exists for this dynamically added subscriber.
Date/Time Last Used	Date and time that this subscriber last sent or received a message.

4. Press **F6** (Cancel) to exit the Dynamic Directory List.

Remote Machine List

You may need to view the currently administered information for the remote machines on the INTUITY Interchange. This list shows the digital, AMIS analog, and OctelNet analog remote machines on the INTUITY Interchange and the number of subscribers on each of those machines. It also provides a system total of subscribers.

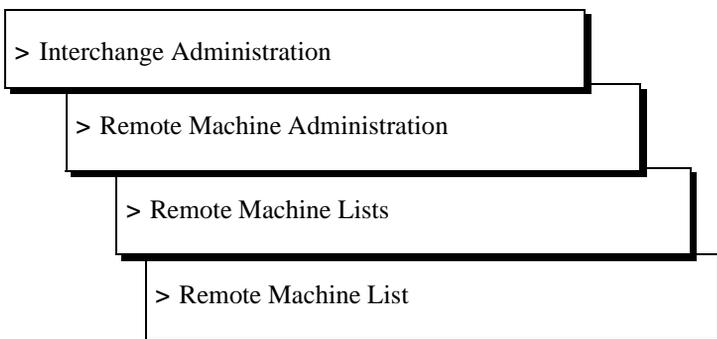
⇒ NOTE:

To receive a list of just the remote machines connected to the INTUITY Interchange without the number of subscribers and the system total, you may access the Remote Machine List available through the INTUITY AUDIX screens. See [“Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance”](#) or [“Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance”](#) for information on this networking report.

Accessing the Remote Machine List

To access the Remote Machine List, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Remote Machines List ([Figure 11-5](#)).

Remote Machine List				
Machine Name	Connection	Rate	Chan	Subscribers
holeo1	TCP/IP		0	1065
holeo2	TCP/IP		0	1000
holeo4	TCP/IP		0	3999
holeo6	AMIS			51
homid2	DCP MODE 3	64000	0	1001
homid5	RS232 ASYNC	19200	0	999
njaria	OCTELNET			101
njserenade	OCTELNET			0
TOTAL				8216
Number of remote machines: 8				

Figure 11-5. Remote Machine List

- Review the field descriptions for the Remote Machine List in [Table 11-3](#).

Table 11-3. Remote Machine List Field Descriptions

Field	Description
Machine Name	Name of the remote machine
Connection	Type of connection between this machine and the INTUITY Interchange: <ul style="list-style-type: none"> • DCP • RS-232 • TCP/IP • AMIS • OCTELNET
Rate	Speed of the connection to this remote machine: <ul style="list-style-type: none"> • 9600 bps • 19200 bps • 56000 bps • 64000 bps
Channel	Channel to which this remote machine is connected.
Subscribers	Number of subscribers on this remote machine.
TOTAL	Total number of subscribers for all remote machines connected to this INTUITY Interchange.
Number of remote machines	Total number of remote machines connected to the INTUITY Interchange.

- Press **F6** (Cancel) to exit the Remote Machine List.

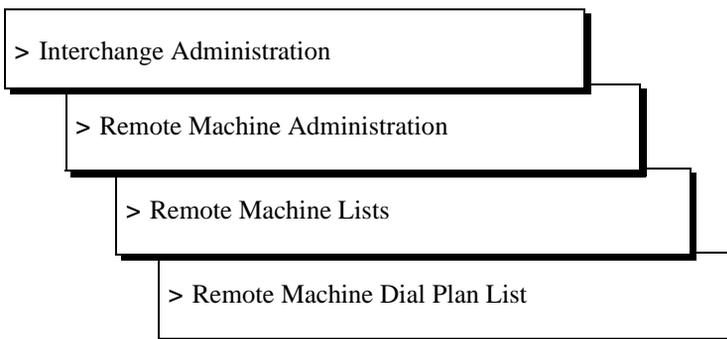
Remote Machine Dial Plan List

The Remote Machine Dial Plan List contains currently administered dial plan information for the remote machines on the INTUITY Interchange. This list shows both the digital, AMIS analog, and OctelNet remote machines on the INTUITY Interchange.

Accessing the Remote Machine Dial Plan List

To access the Remote Machine Dial Plan List, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Remote Machine Dial Plan List ([Figure 11-6](#)).

Remote Machine Dial Plan List				
holeo4	IA 3.0	10000	13999	49444 €
				€
holeo6	AMIS	67101	67150	12345 €
		68003	68003	€
				€
homid2	IA 4.0	7999	8999	617492 €
				€
homid5	IA 4.0	7999	8999	914255 €
				€
njaria	ARIA OCTELNET	2000	2199	212316 €
		2222	2222	€
		5555	5555	€
				€
njserenade	SERENATE OCTELNET	0000	9999	€
				€
				€
				█
				└
Number of remote machines: 9				

Figure 11-6. Remote Machine Dial Plan List

2. Review the field descriptions for the Remote Machine Dial Plan List in [Table 11-4](#).

Table 11-4. Remote Machine Dial Plan List Field Descriptions

Field	Description
Machine Name	Name of the remote machine
Type	Type of remote machine connection: <ul style="list-style-type: none"> n AUDIX® n INTUITY 1.0 or 2.0 (IA 1.0 or IA 2.0) n INTUITY 3.0 (IA 3.0) n INTUITY 4.0 or later (IA 4.0) n DEFINITY® AUDIX 3.2 n AMIS analog n ARIA OCTELNET n SERENADE OCTELNET n LISTS
Mailbox ID	
Start	Beginning mailbox ID for the range of mailboxes used on this remote machine.
End	Ending mailbox ID for the range of mailboxes used on this remote machine.
Extension Mapping	
From	Actual digit(s) to be used to replace the mailbox ID in the Mailbox ID Start for remote subscribers.
To	Actual digit(s) to be used to replace the mailbox ID in the Mailbox ID End for remote subscribers.

3. Press **F6** (Cancel) to exit the Remote Machine Dial Plan List.

INTUITY Interchange Enterprise List Reports

The INTUITY Interchange Enterprise List reports provide information regarding what list a subscriber is a member of, what lists a subscriber has permission to use, what members are on a list, what is the delivery status of messages sent using a list, and a summary of lists.

These reports can be viewed on screen. They can also be printed to a connected printer using **F7** (Print) or downloaded off of the INTUITY Interchange and onto another system using the FTP process. For more information on the FTP process, see [Chapter 10, "Intuity Interchange File Transfer Protocol Support"](#).

⇒ NOTE:

Some of these reports may take several minutes to run based on the number of subscribers in the INTUITY Interchange database.

If viewing these reports on screen, the system will only display 1,000 subscribers per report. If you wish to view more than this number, you will need to print the report.

Subscriber Membership Report

The Subscriber Membership report provides information on which Enterprise Lists INTUITY Interchange subscribers reside.

⇒ NOTE:

Using INTUITY Message Manager, the report manager can generate this report by entering "**Member**" in the subject line.

Accessing the Subscriber Membership Report

To access the Subscriber Membership report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Membership selection screen ([Figure 11-7](#)).



Subscriber Membership

Network Address: _____

Figure 11-7. Subscriber Membership Selection Screen

2. Enter the subscriber network address to be used for reporting purposes.
3. Press **F3** (Continue).

The system displays the Subscriber Membership Report ([Figure 11-8](#)).



Subscriber Membership

Network Address: 8888872001 Subscriber Name: ken fu 10001

List ID	List Name
8888872002	Testing embedded 10001

Figure 11-8. Subscriber Membership Report

4. Review the field descriptions in [Table 11-5](#) for the Subscriber Membership report.

Table 11-5. Subscriber Membership Report Field Descriptions

Field	Description
List ID	Network address for the Enterprise List on which this subscriber is a member.
List Name	Name associated with this Enterprise List.

5. Press **F6** (Cancel) to exit the Subscriber Membership report.

Subscriber Permissions Report

The Subscriber Permissions report provides information on which Enterprise Lists a subscriber has permission to use.



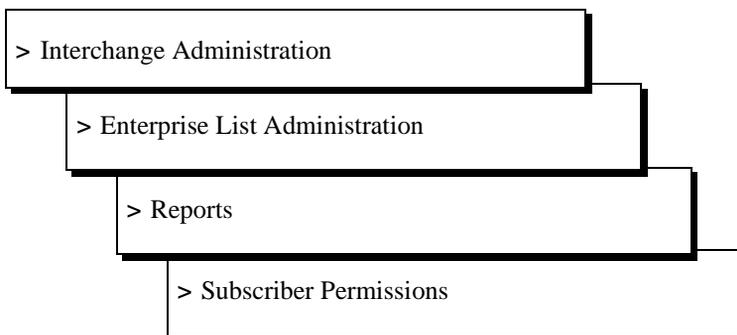
NOTE:

Using INTUITY Message Manager, the report manager can generate this report by entering “**Permission**” in the subject line.

Accessing the Subscriber Permissions Report

To access the Subscriber Permissions report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Permissions selection screen ([Figure 11-9](#)).

Figure 11-9. Subscriber Permissions Selection Screen

2. Enter the subscriber network address to be used for reporting purposes.
3. Press **F3** (Continue).

The system displays the Subscriber Permissions Report ([Figure 11-10](#)).

List ID	List Name
8888872999	xiao'test 10001

Figure 11-10. Subscriber Permissions Report

- Review the field descriptions in [Table 11-6](#) for the Subscriber Permissions report.

Table 11-6. Subscriber Permissions Report Field Descriptions

Field	Description
List ID	Network address for the Enterprise List for which this subscriber has permission to use.
List Name	Name associated with this Enterprise List.

- Press **F6** (Cancel) to exit the Subscriber Permissions report.

List Summary Report

The List Summary provides a summary of all of the Enterprise Lists defined on an INTUITY Interchange.



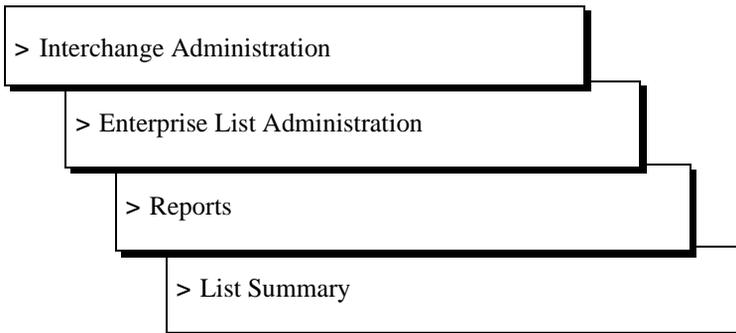
NOTE:

Since Enterprise Lists are dynamic, this report requires a great deal of computing resources to calculate the total number of subscribers. Thus, this report should be run once a day *after* peak hours. Any changes made during the current day's activity will be reflected in the next day's report.

Accessing the List Summary Report

To access the List Summary, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system executes the List Summary ([Figure 11-11](#)).



NOTE:

The report displays the previous day's lists.

LIST SUMMARY						
List ID	List Name	Voiced Name ID	Owner ID	# of Subs	LastUsed Time	U N
7000000001	testlist-split 10001	7000000004	4944410000	16	08/21/98 15:50	n
7000000001	homid2andhomid5 10001	7000000004	4944410000	1008	08/19/98 11:28	n
7000000001	Mach3Mach4 10001	7000000004	4944410000	15	07/31/98 16:01	n
7000000001	fullmbox 10001	7000000004	4944410000	41	08/05/98 17:04	n
7000000001	homid2-5-njaria-indiv	7000000004	4944410000	13	08/04/98 11:11	n

Figure 11-11. List Summary

2. Review the field descriptions in [Table 11-7](#) for the List Summary.

Table 11-7. List Summary Field Descriptions

Field	Description
List ID	Network address for the Enterprise List associated with this INTUITY Interchange.
List Name	Name associated with this Enterprise List.
Voiced Name ID	Network address associated with the voice name for this Enterprise List.
Owner ID	Network address associated with the owner of this Enterprise List.
# of Subscribers	Number of Subscribers on this Enterprise List.
Last Used	Date on which this Enterprise List was last used.
Time	Time at which this Enterprise List was last used.
VN	Indicates if a voice name has been recorded for this Enterprise List.

3. Press **F6** (Cancel) to exit the List Summary.

List Detail Report

The List Detail provides a detail list of what members have been defined for an Enterprise List.



NOTE:

Using INTUITY Message Manager, the report manager can generate this report by entering “**Detail**” in the subject line.

List Detail				
List ID: 7000000000		List Name: test list 10001		
Network Address	Subscriber Name	CID	Remote Machine	
2222220000	20000_xyz 5	1	holeo2	
2222220001	20001_xyz 5	1	holeo2	■
2222220002	20002_xyz 5	1	holeo2	0
2222220003	20003_xyz 5	1	holeo2	0
2222220004	20004_xyz 5	1	holeo2	0
2222220005	20005_xyz 5	1	holeo2	0
2222220006	20006_xyz 5	1	holeo2	0
2222220007	20007_xyz 5	1	holeo2	0
2222220008	20008_xyz 5	1	holeo2	0
2222220009	20009_xyz 5	1	holeo2	0
2222220010	20010_xyz 5	1	holeo2	0
2222220011	20011_xyz 5	1	holeo2	0
2222220012	20012_xyz 5	1	holeo2	0

Figure 11-13. List Detail

4. Review the field descriptions in [Table 11-8](#) for the List Detail.

Table 11-8. List Detail Field Descriptions

Field	Description
Network Address	Network address associated with this subscriber who is a member on this Enterprise List.
Subscriber Name	Name associated with this subscriber network address.
CID	Community ID associated with this subscriber.
Remote Machine	Name of the remote machine associated with the network address.

5. Press **F6** (Cancel) to exit the List Detail.

List Permissions Report

The List Permissions report provides a list of which subscribers have permission to use a specified Enterprise List.

List Permissions			
List ID: 9997710002		List Name: list of 200 on holeo15 10001	
Network Address	Subscriber Name	CID	Remote Machine
000000001	Failed Delivery Notification	1	homer
000000002	Returned Original Message	1	homer
000000003	Generic Message Handler	1	homer
000000004	Enterprise List-No Reply	1	homer
100000000	1XXXX 1000000000 3	1	ariatest
100000001	1XXXX 1000000000 3 D1	1	ariatest
100000002	1XXXX 1000000000 3 D2	1	ariatest
100000003	1XXXX 1000000000 3 D3	1	ariatest
100000004	1XXXX 1000000000 3 D4	1	ariatest
100000005	test5 3	1	ariatest
100000006	1XXXX 1000000000 3 D6	1	ariatest
100000007	1XXXX 1000000000 3 D7	1	ariatest
100000008	1XXXX 1000000000 3 D8	1	ariatest

Figure 11-15. List Permissions Report

5. Review the field descriptions in [Table 11-9](#) for the List Permissions report.

Table 11-9. List Permissions Report Field Descriptions

Field	Description
Network Address	Network address associated with the subscriber who has permission to use this list.
Subscriber Name	Name associated with this subscriber network address.
CID	Community ID associated with this subscriber.
Remote Machine	Name of the remote machine associated with the network address.

6. Press **F6** (Cancel) to exit the Subscriber Permissions report.

Delivery Status Report

The Delivery Status report provides a status report on the delivery of messages using a defined Enterprise List. This report will include the number of delivered, failed, and accessed messages.

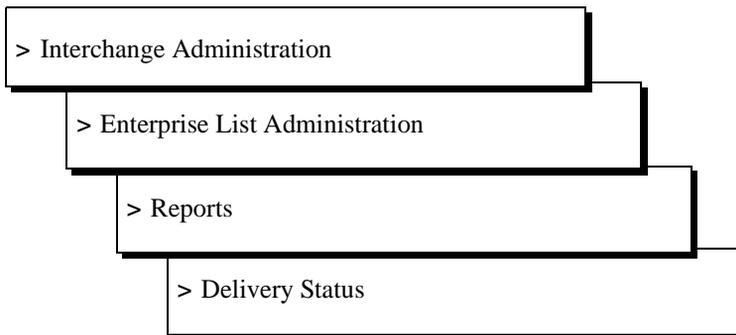
NOTE:

Using INTUITY Message Manager, the report manager can generate this report by entering "Status" in the subject line. If the user does not have INTUITY Message Manager, this is the default report that can be generated.

Accessing the Delivery Status Report

To access the Delivery Status report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Delivery Status selection screen ([Figure 11-16](#)).

Delivery Status	
Sending Network Address:	_____
List ID:	_____

Figure 11-16. Delivery Status Selection Screen

2. Enter the Network address which is sending messages and the Enterprise List network address to be used for reporting purposes.
3. Press **F3** (Continue).

The system displays the Delivery Status report ([Figure 11-17](#)).

```

Delivery Status Report
Mon Jun 16 07:22:38 1997

                                INTUITY INTERCHANGE ENTERPRISE LIST
                                DELIVERY STATUS REPORT

List Name: List Report Manager
List ID: 8888888888
Used by: Prem Sumetpong 17 (Network Address: 4444446687)
Date/Time Used: Fri Jun 13 11:56:37 1997
Message ID: 747775

Intended Recipients: 1   Delivered: 1   Accessed: 1   Failed: 0

The following recipients have received this message:
Prem Sumetpong 17   4444446687 (A) Mon Jun 16 07:22:38 1997

```

Figure 11-17. Delivery Status Report

- Review the field descriptions in [Table 11-10](#) for the Delivery Status report.

Table 11-10. Delivery Status Report Field Descriptions

Field	Description
List Name	Name associated with this Enterprise List.
List ID	Network address for the Enterprise List associated with this INTUITY Interchange.
Used by	Name of the sender of the message.
(Network Address)	Network address associated with the sender of the message.
Date/Time Used	Date and time at which this Enterprise List was last used.
Message ID	Unique numeric identifier assigned by the INTUITY Interchange for this message.
Intended Recipients	Number of recipients designated by this Enterprise List.
Delivered	Number of messages delivered.
Accessed	Number of messages accessed by the recipients.
Failed	Number of messages which were unable to be delivered.
The following recipients have received this message	Name, network address, date, and time associated with the originator of the message.

- Press **F6** (Cancel) to exit the Delivery Status report.

INTUITY Interchange Call Detail Recording Subscriber Detail Report

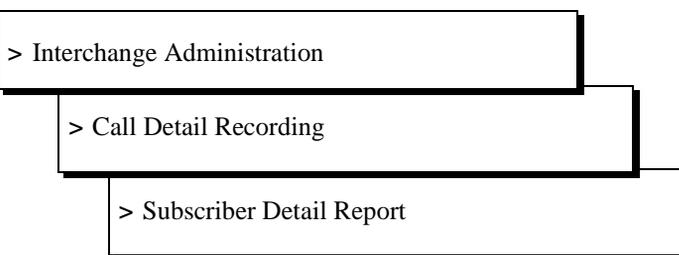
The Call Detail Recording (CDR) Subscriber Detail report provides traffic information on the voice messages sent by and received by subscribers. This report can be used for monitoring, marketing, and billing purposes. This report can provide information on:

- n All the messages a particular subscriber sent during a specified report period
- n Messages that a particular subscriber sent to a particular recipient
- n All messages sent to a particular recipient
- n All messages sent from all subscribers to all recipients

Accessing the CDR Subscriber Detail Report

To access the CDR Subscriber Detail report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Detail Report Selection screen ([Figure 11-18](#)).

Subscriber Detail Report Selection	
From Date: <u>4/1/98</u>	To Date: <u>4/13/98</u>
From Hour: <u>0</u>	To Hour: <u>23</u>
Sending Network Address: <u>ALL SUBSCRIBERS</u>	
Receiving Network Address: <u>ALL SUBSCRIBERS</u>	

Figure 11-18. Subscriber Detail Report Selection Screen

2. Complete the fields on this selection screen using the information in [Table 11-11](#).

**Table 11-11. Subscriber Detail Traffic Report Selection Criteria Screen
Field Descriptions**

Field	Description	Valid Input
From Date	Beginning date to be used for reporting purposes.	<i>mm/dd/yy</i> Default is current date ⇒ NOTE: The date format for the year 2000 is <i>mm/dd/00</i> .
To Date	Ending date to be used for reporting purposes.	<i>mm/dd/yy</i> Default is current date ⇒ NOTE: The date format for the year 2000 is <i>mm/dd/00</i> .
From Hour	Start time to be used for reporting purposes.	24-hour clock in the format <i>hh</i> (for example, 8 PM is entered as 20)
To Hour	Ending time to be used for reporting purposes	24-hour clock in the format <i>hh</i> (for example, 8 PM is entered as 20)
Sending Network Address	Network a.ddress or mailbox ID that identifies this subscriber.	3- to 10-digits
Receiving Network Address	Network address or mailbox ID that identifies this subscriber.	3- to 10-digits

3. Press **F3** (Continue).

The system displays the Subscriber Detail Report ([Figure 11-19](#)).

Subscriber Detail Report							
Sending NA	Receiving NA	Message ID	Receiving Date/Time	Sending Date/Time	Size (sec)	IP	Status
6148682749	6148682778	2105343	04/09/98 11:21	04/09/98 11:23	0	P	OK
6148682750	6148682778	2105599	04/09/98 11:22	04/09/98 11:25	0	P	OK
6148682748	6148682778	2105855	04/09/98 11:24	04/09/98 11:26	0	P	OK
6148682749	6148682778	2106111	04/09/98 11:33	04/09/98 11:35	0	P	OK
6148682753	6148682779	2106367	04/09/98 11:33	04/09/98 11:35	0	P	OK
6148682750	6148682778	2106623	04/09/98 11:34	04/09/98 11:37	0	P	OK
6148682752	6148682779	2106879	04/09/98 11:34	04/09/98 11:37	0	P	OK
6148682748	6148682778	2107135	04/09/98 11:36	04/09/98 11:38	0	P	OK
6148682751	6148682779	2107391	04/09/98 11:36	04/09/98 11:38	0	P	OK
6148682748	6148682778	2107647	04/09/98 11:47	04/09/98 11:49	0	P	OK
6148682751	6148682779	2107903	04/09/98 11:47	04/09/98 11:50	0	P	OK
6148682754	6148682780	2108159	04/09/98 11:47	04/09/98 11:50	0	P	OK
6148682758	6148682781	2108415	04/09/98 11:47	04/09/98 11:50	0	P	OK
6148682762	6148682782	2108671	04/09/98 11:48	04/09/98 11:51	0	P	OK

Figure 11-19. Subscriber Detail Traffic Report

- Review the field definitions in [Table 11-12](#) for CDR Subscriber Detail report.



NOTE:

If a network address is longer than 10 digits, the report will show 3 lines for each 10 digit entry. For example, if the network addresses are 10 digits, the Sending NA would be on the first line, the Receiving NA would be on the second line, and the remaining information would be on the third line.

Table 11-12. Subscriber Detail Traffic Report Field Descriptions

Field	Description
Sending NA	Sending network address or mailbox ID specified for reporting. All messages sent by this subscriber during the date and hour range specified are displayed.
Receiving NA	Receiving network address or mailbox ID specified for reporting. All messages received by this subscriber during the date and hour range specified are displayed.
Message ID	Unique numeric identifier assigned by the INTUITY Interchange for this message.
Receiving Date/Time	Date (<i>mm/dd/yy</i>) and time (<i>hh:mm</i>) that the message was received (for example, 10/01/96 15:35).
Sending Date/Time	Date (<i>mm/dd/yy</i>) and time (<i>hh:mm</i>) that the message was sent (for example, 10/01/96 12:00).

Continued on next page

Table 11-12. Subscriber Detail Traffic Report Field Descriptions
— *Continued*

Field	Description
Size (sec)	Length of the received or delivered list. n 1 for no list received n 2 to 999 indicating the length (in seconds) of a list received by or delivered to the INTUITY Interchange; includes the INTUITY Interchange recipient or sender
!P	Indicates whether this message was sent as a priority or private message. n ! indicates a priority message n P indicates a private message
Status	Indicates the status of the message. n ok for successful n conn for message failed because of a connection failure n dfull for insufficient disk capacity n dup for duplicate subscriber n eag_b for subscriber has extended absence greeting block n eag_w for extended absence greeting warning n erfu for destination is not accepting calls n full for message failed because mailbox is full n inval for message failed because message contains invalid message attributes (message header corrupted, etc.) n futur for future delivery failed n II-II for upstream Intuity Interchange error n len for message size is too large n len for AMIS message length too long n misc for message failed because of a miscellaneous error n mmed for message failed because subscriber does not support message media type mmfail2 for message failed because of an unknown media type n nosub for message failed because subscriber does not exist n perm for message failed because of an INTUITY permissions failure n restr for message failed because of a sending restriction

5. Press **F6** (Cancel) to exit the Subscriber Detail Traffic report.

INTUITY Interchange Networking Traffic Reports

The INTUITY Interchange networking traffic reports show measurements combining digital network, AMIS analog, and OctelNet analog information for the following:

- n Network load
- n Port utilization
- n Network status

These reports provide an overall system perspective that displays traffic data from the following message types:

- n Digital (TCP/IP, DCP, RS232)
- n AMIS analog
- n OctelNet analog



NOTE:

One week's worth of data is stored for traffic reporting.

Network Load Report

The Network Load report shows network traffic information for the digital, AMIS analog, and OctelNet analog remote machines in the INTUITY Interchange network. This report shows the number of messages (voice, fax, e-mail, and binary) exchanged between the remote machines and the INTUITY Interchange, the average number of messages per session, message status, and other machine traffic information.

Accessing the Network Load Report

To access the Network Load report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select

> Interchange Administration

> Networking Traffic Reports

> Network Load Report

The system displays the Network Load Report Selection screen (Figure 11-20).

```

Network Load Report Selection
Report Type:    daily
Date:          9/8/98
Remote Machine: ALL
    
```

Figure 11-20. Network Load Report Selection Screen

2. Complete the fields on this selection screen using the information in [Table 11-13](#).

Table 11-13. Network Load Report Selection Screen Field Descriptions

Field	Description	Valid Input
Report Type	Type of report you wish to generate.	Daily, hourly, or monthly Default is daily ⇒ NOTE: If you select hourly, the Hour field appears on the selection screen.
Hour	Hour for which you wish to generate the report. ⇒ NOTE: This field only appears if the Report Type is hourly.	hh, using a 24-hour clock Default is previous hour
Date	Date for which you wish to generate the report.	mm/dd/yy (for example, 10/30/96) Default is current date ⇒ NOTE: The date format for the year 2000 is mm/dd/00.

Table 11-13. Network Load Report Selection Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
Remote Machine	Name of the remote machine from which you wish to obtain digital network load information.	Press F2 (CHOICES) to display a list of valid remote machines. Enter e-list to display the report for all enterprise lists. Enter ALL to display the report for all remote machines.

3. Press **F3** (Continue).

The system displays the Network Load Report ([Figure 11-21](#)).

```

Network Load Traffic Report
DATE: 09/08      REMOTE MACHINE: ALL      END TIME: 14:51
-----
# of Msg/Tran/Sess/Stat      0/      0/      87/      0      0/      0/      0
Voice Component              0              0
Fax Component                 0              0
Text Component                0              0
Binary Component             0              0
Annotation Component         0              0
Priority/Private Messages     0/0            0/0
Failed Messages              0              0
Average Message Length (Sec) 0.0            0.0
Average Component Length U (secs) / F (pages) / T (KB) / B (KB) / A (KB)
Recd 0 / 0 / 0 / 0 / 0      Send 0 / 0 / 0 / 0 / 0
Max Messages in Queue: 0      Busy Hour of Msg. Queue: 09/08 15
                               Busy Hour: 09/08 23
Delivery Times (Minutes) Average: 0 95th Percentile: 0
    
```

Figure 11-21. Network Load Traffic Report

4. Review the field descriptions in [Table 11-14](#) for the Network Load Traffic report.

Table 11-14. Network Load Traffic Report Field Descriptions

Field	Description
DATE	Date (<i>mm/dd</i>) specified in the selection criteria screen.

Continued on next page

Table 11-14. Network Load Traffic Report Field Descriptions — Continued

Field	Description
REMOTE MACHINE	<p>Name of the remote machine, e-list, or ALL.</p> <p>⇒ NOTE: If you requested a report for all remote machines, accumulated data for all remote machines appears first followed by the data for each individual machine.</p>
HOUR	<p>Hour (<i>hh:hh</i>); appears if hourly was specified as the report type in the selection criteria screen.</p>
END TIME	<p>Time (<i>hh:hh</i>) at which data collection for this report ended, using a 24-hour clock.</p>
# of Msg/Tran/Sess/Stat	<p>Total number of messages (voice, fax, text, binary, and annotated) delivered to this remote machine or for all machines.</p> <p>For example, if would message is sent to 5 recipients, this field would display as 5/1 because 1 message was transferred to this remote machine and 5 messages were actually sent to subscribers.</p> <p>⇒ NOTE: The value is not the sum of the message components breakdown. A message can contain multiple components (for example, a message that contains voice and fax is counted once in the Number of Messages total, but counted once under voice and once under fax below).</p> <p>The system will always display 0 for e-list. This is because e-list is not actually receiving or delivering messages.</p> <p>The Sess/Stat fields are <i>only</i> used for INTUITY AUDIX digital machines. Sess indicates the number of transfer sessions (including messages, updates, etc.) Stat indicates the number of status (accessed) messages.</p>

Continued on next page

Table 11-14. Network Load Traffic Report Field Descriptions — Continued

Field	Description
Voice Component	<p>Total number of voice messages received from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p> <p>⇒ NOTE: If a message contains two voice components (for example, a forwarded message containing a new message), both messages are counted in the voice message total.</p>
Fax Component	<p>Total number of fax messages received from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p>
Text Component	<p>Total number of text messages received from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p>
Binary Component	<p>Total number of binary messages received from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p>
Annotation Component	<p>Total number of annotated messages received from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p>
Priority/Private Messages	<p>Total number of priority or private messages received and transferred from this remote machine and delivered to this remote machine or for all machines during the date and hour specified.</p>
Failed Messages	<p>Number of messages that failed to be delivered from the INTUITY Interchange to the remote machine.</p>
Average Message Length (Sec)	<p>Average message length in seconds for the messages received from and delivered to this remote machine.</p>

Continued on next page

Table 11-14. Network Load Traffic Report Field Descriptions — Continued

Field	Description
Average Component Length V (secs)/ F (pages)/T (KB)/ B (KB)/A (KB)	Type of component and average length being reported: <ul style="list-style-type: none"> n V for voice; length in seconds n F for fax; length in pages n T for text; length in k-bytes n B for binary; length in k-bytes n A for annotated; length in k-bytes
Recd	Average message length for the voice, fax, text, binary, or annotated component of messages received by this remote machine.
Send	Average message length for the voice, fax, text, binary, or annotated component of messages received sent by this remote machine.
Max Messages in Queue	Maximum number of messages in the queue at one time to be delivered to a remote machine. ⇒ NOTE: Only appears on the daily report or for ALL machines report.
Busy Hour of Msg. Queue	Time at which the maximum number of messages were to be delivered into the INTUITY Interchange queue for sending or delivering. ⇒ NOTE: Only appears on the daily report or for ALL machines report.
Busy Hour	Time at which the maximum number of messages where received by/delivered from the INTUITY Interchange. ⇒ NOTE: Only appears on the daily report or for ALL machines report.
Delivery Times (Minutes) Average	Average message delivery time in minutes.

Continued on next page

Table 11-14. Network Load Traffic Report Field Descriptions — Continued

Field	Description
95th Percentile	<p>Maximum amount of time it took to send 95% of all messages through the INTUITY Interchange.</p> <p>⇒ NOTE: Most messages pass through the INTUITY Interchange in under the time specified by the 95th Percentile value.</p>

5. Press **F6** (Cancel) to exit the Network Load Traffic report.

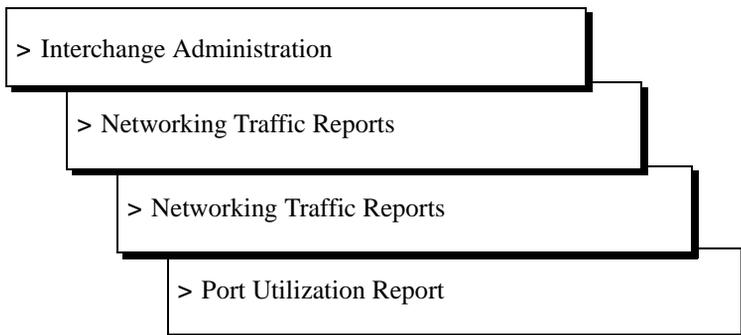
Port Utilization Report

The Port Utilization report provides information on port usage on the INTUITY Interchange.

Accessing the Port Utilization Report

To access the Port Utilization report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Port Utilization Report Selection screen ([Figure 11-22](#)).

```

Port Utilization Report Selection
Report Type:    daily
Date:          9/8/98
Connection Type: ALL
    
```

Figure 11-22. Port Utilization Report Selection Screen

- Complete the fields on this selection screen using the information in [Table 11-15](#).

Table 11-15. Port Utilization Report Selection Screen Field Descriptions

Field	Description	Valid Input
Report Type	Type of report you wish to generate.	Daily, hourly, or monthly Default is daily
Hour	Hour for which you wish to generate the report. ⇒ NOTE: This field only appears if the Report Type is hourly.	hh, using a 24-hour clock Default is previous hour ⇒ NOTE: This field only appears if you select hourly as the report type.
Date	Date for which you wish to generate the report.	mm/dd/yy (for example, 10/30/96) Default is current date
Connection Type	Connection (port) type for which this report is to be generated.	Press F2 (Choices) for a list of ports or enter ALL .

- Press **F3** (Continue).

The system displays the Port Utilization Report ([Figure 11-23](#)).

Network Port Utilization Traffic Report							
DATE: 09/08		END TIME: 15:59					
Busy Hour: 09/08		Maximum Simultaneous Channels: 0					
NETWORK Connection		----Usage (Seconds)----			----Number of Sessions--		
Channel	Type	Incoming	Outgoing	Total	Incoming	Outgoing	Total
1	RS232A	0	0	0	0	0	0
2	RS232A	0	0	0	0	0	0
3	RS232A	0	0	0	0	0	0
4	RS232A	0	0	0	0	0	0
5	TCP/IP-I	0	0	0	0	0	0
6	TCP/IP-I	0	0	0	0	0	0
7	TCP/IP-I	0	0	0	0	0	0
8	TCP/IP-I	0	0	0	0	0	0
9	DCP	0	0	0	0	0	0
10	DCP	0	0	0	0	0	0
11	DCP	0	0	0	0	0	0
12	DCP	0	0	0	0	0	0
13	AMIS-0	0	0	0	0	0	0
14	AMIS-1	0	0	0	0	0	0

Figure 11-23. Port Utilization Traffic Report

- Review the field descriptions in [Table 11-16](#) for the Port Utilization report.

Table 11-16. Port Utilization Report Field Descriptions

Field	Description
DATE	Date (<i>mm/dd</i>) specified in the selection criteria screen.
END TIME	Time (<i>hh:hh</i>) at which data collection for this report ended, using a 24-hour clock.
Busy Hour	Hour (<i>hh</i>), using a 24-hour clock, at which the digital networking ports were the busiest. NOTE: This field only appears if daily was selected as Report Type in the selection criteria screen.
Maximum Simultaneous Channels	Number of networking ports that were active simultaneously during the period displayed on the report.
NETWORK Channel	Channel number on this remote machine: n 1 through 12 indicates AUDIX digital networking n 13 through 42 indicates AMIS analog or OctelNet analog networking

Continued on next page

Table 11-16. Port Utilization Report Field Descriptions — Continued

Field	Description
Connection Type	Type of networking administered for this channel.
Usage (Seconds)	
Incoming	Number of seconds this channel was active for incoming calls.
Outgoing	Number of seconds this channel was active for outgoing calls.
Total	Total number of seconds this channels was active for incoming and outgoing calls.
Number of Sessions	
Incoming	Number of sessions this channel handled for incoming calls.
Outgoing	Number of sessions this channel handled for outgoing calls.
Total	Total number of sessions this channel handled for incoming and outgoing calls.
TOTAL	Total for incoming, outgoing, and total fields under the Usage (Seconds) and Number of Sessions headings.

5. Press **F6** (Cancel) to exit the Port Utilization report.

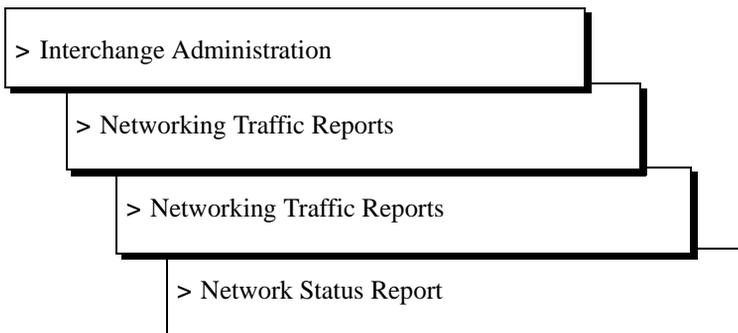
Network Status Report

The Network Status report provides the communication status of each machine connected to the INTUITY Interchange. This information includes information on outgoing and incoming connections.

Accessing the Network Status Report

To access the Network Status report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Network Status Report ([Figure 11-24](#)).

Network Status Report						
LOG START DATE: 09/04			LOG END DATE:			

	OUTGOING CONNECTIONS				INCOMING CONNECTIONS	
MACHINE	LAST CONNECTION	STATUS	RETRY	LAST CONNECTION	STATUS	
cbccs5AMIS						
cb1eo1AMIS						
cbccs5	09/04 15:45	success		09/04 16:59	success	
cbccs6AMIS						
cb1eo10AMIS						
cbccs9AMIS						

Figure 11-24. Network Status Report

2. Review the field descriptions in [Table 11-17](#) for the Network Status report.

Table 11-17. Network Status Report Field Descriptions

Field	Description
LOG START DATE	Beginning date for reporting purposes.
LOG END DATE	Ending date for reporting purposes.
MACHINE	Name of the remote machine.

Continued on next page

Table 11-17. Network Status Report Field Descriptions — Continued

Field	Description
OUTGOING CONNECTIONS	
LAST CONNECTION	Date and time for last connection made from the INTUITY Interchange to the remote machine.
STATUS	Connection attempt status: <ul style="list-style-type: none"> n success n ACCX error n No resources n Connection time out n System error n Busy out n Invalid node
RETRY	Number of times the INTUITY Interchange tried to connect to the remote machine and failed.
INCOMING CONNECTIONS	
LAST CONNECTION	Date and time of the last connection made from the remote machine to the INTUITY Interchange.
STATUS	Connection attempt status: <ul style="list-style-type: none"> n success n blank will be displayed in this field if there is no data available for the connection from this remote machine

3. Press **F6** (Cancel) to exit the Network Status report.

AMIS Analog Reports



NOTE:

When generating an AMIS analog reports, the more recent the date/hour selected for the report, the less time the system takes to generate the report. Data for the AMIS analog reports is kept for 2 months.

The AMIS analog protocol provides the following reports specific to AMIS analog traffic:

- n Network Load
- n Subscriber Detail

At the top of each of these reports, the name of the INTUITY Interchange machine, the current software release, and the number of outstanding alarms is displayed.

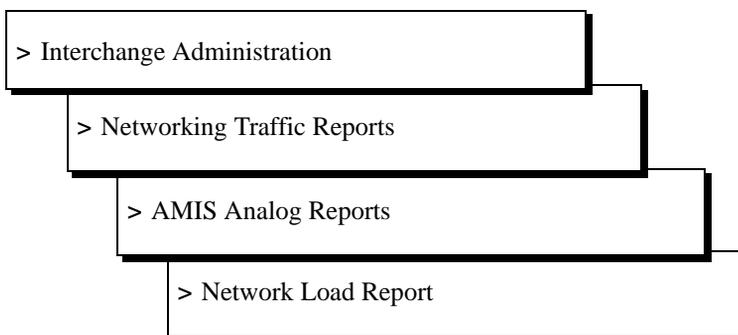
AMIS Analog Network Load Report

The AMIS Analog Network Load Report provides information on the amount of traffic on the INTUITY Interchange AMIS ports for a particular remote AMIS machine or all remote AMIS machines. This report also provides information on the AMIS analog telephone administration sessions.

Accessing the AMIS Analog Network Load Report

To access the AMIS Analog Network Load report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Network Load Report Selection screen ([Figure 11-25](#)).

Network Load Report Selection	
Report Type:	<u>daily</u>
Date:	<u>11/22/96</u>
Remote Machine:	<u>ALL MACHINES</u>

Figure 11-25. Network Load Report Selection Screen

- Complete the fields on this selection screen using the information in [Table 11-18](#).

Table 11-18. Network Load Report Selection Screen Field Descriptions

Field	Description	Valid Input
Report Type	Type of report you wish to generate.	Daily or hourly Default is daily
Date	Date for which you wish to generate the report.	mm/dd/yy Default is the current date
Hour	Hour for which you wish to generate the report.  NOTE: This field only appears if the Report Type is hourly.	hh, using a 24-hour clock Default is the previous hour
Remote Machine	Name of the remote machine from which you wish to obtain digital network load information.	Press F2 (CHOICES) to display a list of valid remote machines. Enter ALL to display the report for all remote machines.

- Press **F3** (Continue).

The system displays the AMIS Analog Network Load Report ([Figure 11-26](#)).

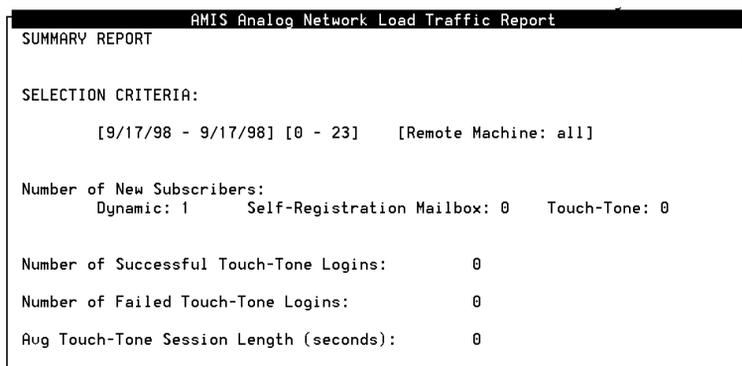


Figure 11-26. AMIS Analog Network Load Report

4. Review the field descriptions in [Table 11-19](#) for the AMIS Analog Network Load report.

Table 11-19. AMIS Analog Network Load Report Field Descriptions

Field	Description
Number of New Subscribers	
Dynamic	Number of AMIS subscribers that were added dynamically.
Self-Registration Mailbox	Number of AMIS subscribers added to the INTUITY Interchange by using the remote AMIS machine(s) self-registration mailbox.
Touch-Tone	Number of AMIS subscribers added to the INTUITY Interchange by the AMIS Analog Gateway telephone administration interface.
Number of Successful Touch-Tone Logins	Number of times an administrator successfully logged into the AMIS Analog Gateway telephone administration interface.
Number of Failed Touch-Tone Logins	Number of failures by an administrator to log into the AMIS Analog Gateway telephone administration interface.
Avg Touch-Tone Session Length (seconds)	Average length in seconds of the sessions that occurred through AMIS Analog Gateway telephone administration interface.

5. Press **F6** (Cancel) to exit the AMIS Analog Network Load report.

AMIS Analog Subscriber Detail Report

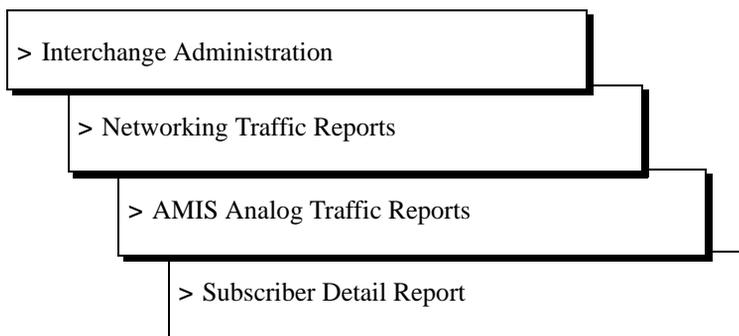
The AMIS Analog Subscriber Detail report provides information on the messages sent and received from subscribers. This report provides information on

- n All the messages a particular AMIS subscriber sent during a specified report period
- n Messages that a particular AMIS subscriber sent to a particular recipient
- n All AMIS messages sent to a particular recipient
- n All messages sent from all AMIS subscribers to all recipients

Accessing the AMIS Analog Subscriber Detail Report

To access the AMIS Analog Subscriber Detail report, do the following:

1. Start at the Lucent INTUITY Administration menu ([Figure 2-1](#)) and select



The system displays the Subscriber Detail Report Selection screen ([Figure 11-27](#)).

Subscriber Detail Report Selection	
From Date: _____	To Date: _____
From Hour: __	To Hour: __
Sending Network Address: _____	
Receiving Network Address: _____	

Figure 11-27. Subscriber Detail Report Selection Screen

2. Complete the fields on this selection screen using the information in [Table 11-20](#).

Table 11-20. Subscriber Detail Report Selection Screen Field Descriptions

Field	Description	Valid Input
From Date	Date from which you want the report to begin.	Calendar date in the format <i>mm/dd/yy</i> Default is current date

Continued on next page

Table 11-20. Subscriber Detail Report Selection Screen Field Descriptions
— *Continued*

Field	Description	Valid Input
To Date	Date from which you want the report to end.	Calendar date in the format <i>mm/dd/yy</i> Default is current date
From Hour	Time from which you want the report to begin.	A 24-hour clock in the format <i>hh</i> (for example, 8 PM. is entered as 20)
To Hour	Time from which you want the report to end.	A 24-hour clock in the format <i>hh</i> (for example, 8 PM. is entered as 20)
Sending Network Address	Unique network address or mailbox ID that identifies the subscriber sending a message.	Up to 24 digits or all for all machines using the AMIS analog protocol Default is all
Receiving Network Address	Unique network address or mailbox ID that identifies the subscriber receiving a message.	Up to 24 digits or all for all machines using the AMIS analog protocol Default is all

3. Press **F3** (Continue).

The system displays the AMIS Analog Subscriber Detail Report ([Figure 11-28](#)).

```

AMIS Analog Network Subscriber Detail Traffic Report
SELECTION CRITERIA:
[10/1/96 - 10/9/96] [0 - 16]
[Sending Network Address : all]
[Receiving Network Address: all]

Sending      Receiving    Message      Date/Time    Date/Time
Network     Network     Length       Sent         Received
Address     Address     (Seconds)
6148604256  6148609000  4            10/04 14:17:29
6148604304  3124965491  16           10/08 09:47:11
6148604304  6148604256  10           10/04 10:51:17
6148604304  6148604256  2            10/04 11:26:16
    
```

Figure 11-28. AMIS Analog Subscriber Detail Report

- Review the field definitions in [Table 11-21](#) for the AMIS Analog Subscriber Detail report.

Table 11-21. AMIS Analog Subscriber Detail Report Field Descriptions

Field	Description
SELECTION CRITERIA	Selection criteria specified in the Subscriber Detail Report Selection Screen (Figure 11-27).
Sending Network Address	All network addresses for which messages were sent during the date and hour range specified.
Receiving Network Address	All network addresses for which messages were received during the date and hour range specified.
Message Length (Seconds)	Length of the message in seconds.
Date/Time Sent	Date in <i>mm/dd/yy</i> and time in <i>hh:mm</i> that the message was sent (for example, 10/01/96 12:00).
Date/Time Received	Date in <i>mm/dd/yy</i> and time in <i>hh:mm</i> that the message was received (for example, 10/01/96 15:35).
Total Usage (seconds)	Total of the message length fields for all the messages sent from the sending network address to the receiving network address specified. The Totals Usage field is not displayed in Figure 11-28 . Use F2 (NEXTPAGE) and F3 (PREVPAGE) to move through the report to display this field.

- Press **F6** (Cancel) to exit the AMIS Analog Subscriber Detail report.

INTUITY System Traffic Reports

INTUITY system traffic reports which are accessible through the Voice System Administration menu option on the Lucent INTUITY Administration menu provide information on the amount of traffic on the voice channels. See [“Intuity™ Messaging Solutions Release 4 MAP/5P System Maintenance”](#) or [“Intuity™ Messaging Solutions Release 4 MAP/100P Maintenance”](#) for additional information on accessing and interpreting these reports.

INTUITY Interchange Back-up

12

What's in This Chapter?

This chapter provides back-up information for the Lucent INTUITY™ Interchange. The INTUITY Interchange system is automatically backed up on a nightly basis. This back-up does not require supervision. The INTUITY Interchange back-up does *not* degrade service.

Nightly Back-up

NOTE:

The unattended nightly back-up will take approximately 20 minutes to complete and is automatically executed at 3:00 AM (EST). The actual time the running of this back-up will be determined by the total number of subscribers on the INTUITY Interchange database.

The nightly back-up contains the information necessary to bring the INTUITY Interchange system back to working order should problems occur. Although the data gathered during this back-up cannot completely restore the system to its previous state, it can bring the system back to an operational state. The following types of system data is saved during a back-up:

- n Detailed system data; includes node name, user passwords, database information, etc.
- n Alarm management information
- n List of enabled features
- n List of installed software
- n Networking connectivity information

- n Switch integration parameters
- n Port configurations
- n File systems configuration



NOTE:

Subscriber voice names and messages are *not* backed up as part of the nightly automated back-up.

Because this back-up does not require supervision and occurs automatically, a 2GB cartridge tape must be in the tape drive for the back-up to be successful. After verifying that the back-up was successful, see "[Successful Back-up Verification](#)" in this chapter, the system administrator should remove the tape from the drive, label it with the date and type of data backed-up, and store it. Another tape should be then inserted into the tape drive to receive data from the next nightly back-up.

These above mentioned tapes can be swapped daily or you may choose to use more tapes to implement a longer cycle (7 tapes for 7 days of the week).



CAUTION:

Do not leave the same tape in the tape drive day after day. If the tape from the pervious night's back-up is left in the tape drive, the system will overwrite the system data contained on the tape with the current night's back-up data. Should the current back-up fail, neither the current or the previous day's data will be available.

Successful Back-up Verification



NOTE:

If you receive notice that this back-up has not completed successfully, contact Enhanced Services.

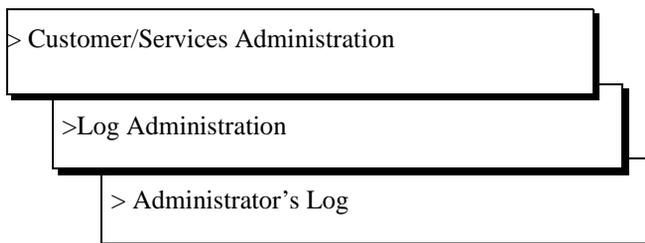
First thing each morning, the system administrator should check the Administrator's Log to verify that the previous night's back-up was successful.

To verify that the back-up was successful, do the following:

1. Log on to the INTUITY system as *sa*.

The system displays the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).

2. Select



The system displays the Administrator's Log Display Selection screen ([Figure 12-1](#)).

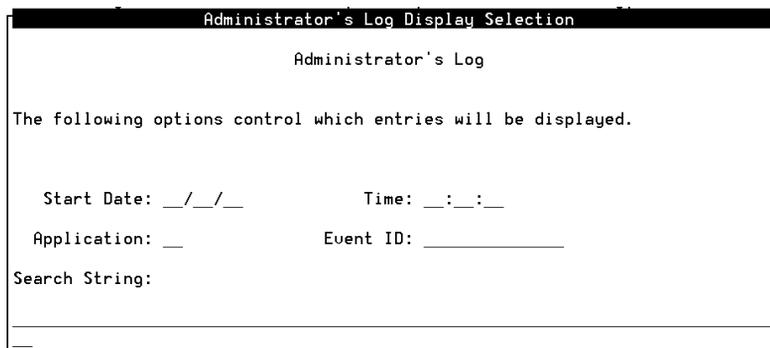
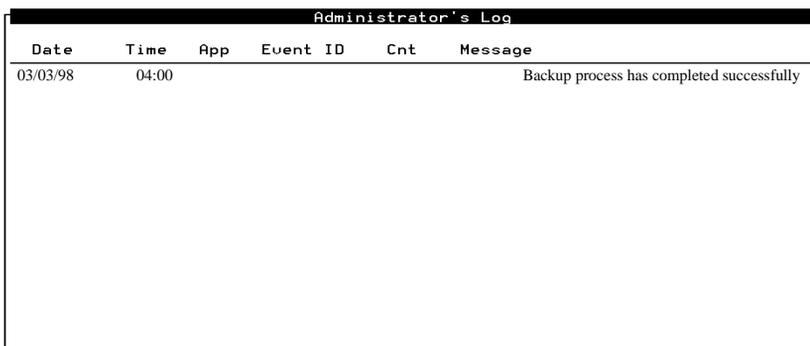


Figure 12-1. Administrator's Log Display Selection Screen

3. Enter today's date in the Start Date field.
4. Press **(TAB)** until you reach the Event ID field.
5. Enter **BKRST001** in the Event ID field.
6. Press **(F3)** (Save).

The system displays the Administrator's Log ([Figure 12-2](#)).



The screenshot shows a window titled "Administrator's Log" with a table containing one entry. The table has columns for Date, Time, App, Event ID, Cnt, and Message. The entry shows a successful backup process completed on 03/03/98 at 04:00.

Date	Time	App	Event ID	Cnt	Message
03/03/98	04:00				Backup process has completed successfully

Figure 12-2. Administrator's Log

7. Verify that there is an entry with the current date and the following text:
Backup process has been completed successfully.



NOTE:

If two attempts to make the nightly back-up fail, a minor alarm is generated. The alarm will be cleared once a successful back-up has been completed.

8. Press **F6** (Cancel) until your return to the Lucent INTUITY™ Administration menu ([Figure 2-1](#)).
9. Remove the tape from the drive.
10. Label the tape with the date and type of data backed-up, and store it.
11. Insert another tape into the tape drive to receive data from the next nightly back-up.



CAUTION:

Do not leave the same tape in the tape drive day after day. If the tape from the pervious night's back-up is left in the tape drive, the system will overwrite the system data contained on the tape with the current night's back-up data. Should the current back-up fail, neither the current or the previous day's data will be available.

These above mentioned tapes can be swapped daily or you may choose to use more tapes to implement a longer cycle (7 tapes for 7 days of the week).

Back-up On Demand

☰ NOTE:

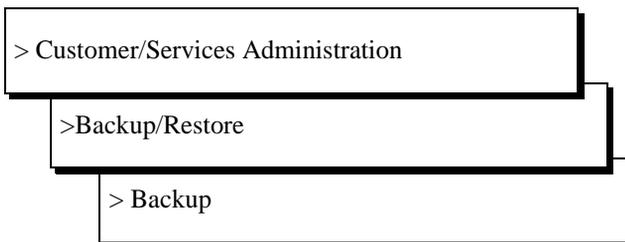
A back-up on demand will take approximately 90 minutes to complete. The actual time will be determined by the total number of subscribers and voice names on the INTUITY Interchange database.

You can initiate a back-up outside of the automatically scheduled nightly back-up. It is recommended that a back-up on demand be executed after major translations or before major upgrades. The following types of system data is saved during a back-up:

- n Detailed system data; includes node name, etc.
- n Alarm management information
- n List of enabled features
- n List of installed software
- n Networking connectivity information
- n Voice names
- n Switch integration parameters
- n Port assignments
- n Hard disk configuration
- n Kernel configuration

To initiate an on-demand back-up, do the following:

1. Starting at the INTUITY™ Main menu ([Figure 2-1](#)), select



The system displays the Backup window ([Figure 12-3](#)).



Figure 12-3. Backup Window



NOTE:

The fields displayed on the Backup window are based on your system's configuration. Therefore, your window may look different than the example shown above.

2. Enter y in all fields.
3. Press **F3** (Save).

The system calculates the number of tapes needed, and displays the following message:

the backup will need:
x yy MB cartridge tape(s)



NOTE:

x is the number of tapes needed and yy is the size of the tapes needed.

The system verifies a backup tape by reading back the entire set of data written to the tape during the backup.

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



NOTE:

If you insert an uninitialized tape, the system displays the message:

brand new tape(s) need to be initialized by using
Format UNIX Floppy/Tape.

Press **ESC** and proceed to format the tapes.

The tape drive light is on while the back-up is in progress and various system messages will be displayed on the screen.

5. Press **ENTER** when the tape drive light goes off.

If you are prompted for another tape, remove the current tape from the tape drive, label it with the current date and type of back-up data on the tape, then insert a new tape.

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

backup process has been completed successfully
press any key to continue

6. Press **ENTER**.
7. Press **F6** (Cancel) until you exit the system.
8. Follow the procedures listed in [“Successful Back-up Verification”](#) in this chapter to verify that the back-up has completed successfully.

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Back-up On Demand

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Simple Network Management Protocol: Basic Concepts and Terms



What's in This Appendix?

This appendix gives a brief overview of Simple Network Management Protocol (SNMP). It covers only the most basic concepts and terms as they apply to SNMP support on the Lucent INTUITY™ Interchange.



NOTE:

A list of additional resources is included at the end of this appendix.

What is SNMP?

SNMP was designed to allow various elements of a network to communicate with each other, regardless of their underlying architecture. A central management workstation can use SNMP to monitor the activities and performance of remote devices in a network. These devices may be servers, bridges, or routers, running on any TCP/IP-compliant platform.

The term SNMP refers to:

- The protocol itself
- A definition of data structures
- A set of data objects

SNMP has become the popular working standard for internetwork management since its adoption as part of the TCP/IP protocol suite in 1989.

Following its creation in 1988, SNMP went through several modifications. RMON (Remote network MONitoring) was issued as a supplement to the original SNMP (version 1) in 1991. SNMP version 2 was adopted in 1996.

Lucent Technologies implements SNMP support on the INTUITY Interchange using SNMPv1, although the private enterprise MIB definition is provided in both SNMPv1 and SNMPv2 formats.

Basic Elements of SNMP

In its simplest form, SNMP requires two basic elements:

- The manager
- The agent

SNMP Manager

The SNMP manager is the computer which the network system administrator uses to perform network management functions. It is used:

- By the administrator to request information from remote machines (also called “remote managed elements”)
- By remote machines to send alarm notifications

Within the context of this book, the SNMP manager is the “management workstation” running HP OpenView Network Node Manager or another SNMP manager application.

SNMP Agent

The SNMP agent is the tool that interfaces the SNMP manager with the the remote machine. The agent collects and sends information about the remote machine to the network manager in response to requests from the manager. The agent also sends alarm information to the SNMP manager without waiting for a request from the manager. For more information, see “[SNMP Agent Administration on the Intuity Interchange](#)”, in [Chapter 8, “Intuity Interchange Simple Network Management Protocol”](#), which deals with the administration of SNMP agents on the INTUITY Interchange.

Other Helpful Terms

In addition to the terms *manager* and *agent* described above, this section lists some other terms that are helpful to know when dealing with SNMP.

Structure of Management Information

The Structure of Management Information (SMI) is the standard that defines the rules for identifying managed objects. SMI also defines the:

- Syntax for sending and receiving information
- Means for placing information into logical groups
- Naming mechanisms that identify managed objects (known as *object identifiers*)

Management Information Base

A Management Information Base (MIB) may be thought of as a kind of warehouse for data storage, or a special kind of database for network management information. Under SNMP, it must follow a particular structural design defined in the SMI.

Some MIBs, such as the MIB-II definition, are standard. These standard MIBs are available on the Internet and through other sources. Others, called *private MIBs* or *enterprise-specific MIBs*, are created by vendors like Lucent Technologies for their own use.

For the private MIB definition, see [Appendix B, "Intuity Interchange's Private Enterprise MIB Definition for SNMP"](#).

Trap

A trap is a message that a remote managed element sends automatically to a management workstation. These are usually alarm notifications that signal a problem somewhere in the system.

The use of traps is one of the two primary means of getting information from managed remote networks to the management workstation. The other is the use of *polling* requests from the management workstation.

⇒ NOTE:

Traps are often called "notifications" under SNMPv2.

Communities

Lucent Technologies uses SNMP community names to authenticate SNMP requests received by the remote managed elements. The community concept is a local one, defined at the managed system level.

The INTUITY Interchange authenticates SNMP requests by matching the community name administered on the SNMP agent and on the manager. This is described in [Chapter 8, "Intuity Interchange Simple Network Management Protocol"](#).

MIB Structures

As defined in the SMI, all managed objects in the SNMP environment are arranged in a hierarchical structure. This structure is sometimes called a tree, the branches of which represent the logical grouping of information objects. The end nodes (or leaves) each represent a piece of information to be managed.

Each (object) node has a unique identifier to define its location on the MIB tree. This identifier consists of a string of integers separated by periods. (Alternately, in text descriptions, it can consist of a series of text strings separated by periods.)

Starting with the root of the tree, labeled *iso* (1), the tree branches out until each object has been placed and defined with both an integer string and a text string.

[Figure A-1](#) shows the current MIB tree structure for private-enterprise MIBs in general and Lucent Technologies in particular.

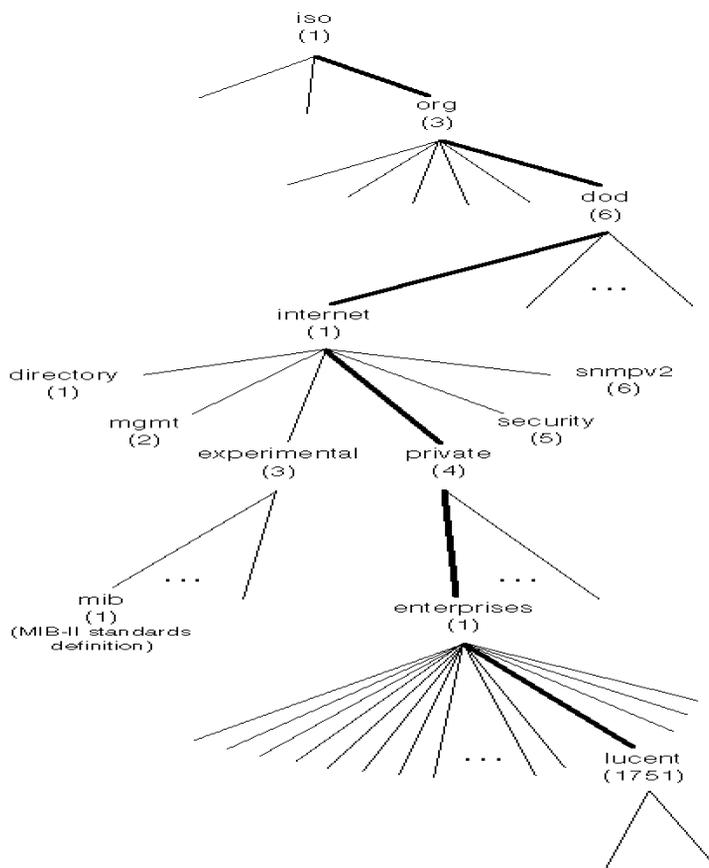


Figure A-1. Lucent Technologies' Private-Enterprise MIB Tree Structure

From this tree, you can see that the object identifiers for Lucent Technologies objects all begin with:

```
1.3.6.1.4.1.1751...  
(iso.org.dod.internet.private.enterprises.lucent...)
```

Where to Go for More Information

For more information on the topics in this appendix, see:

- *SNMP, SNMPv2 and RMON* by William Stallings
Published by Addison Wesley Publishing Company, Inc.,
Reading, MA, in 1996
ISBN: 0-201-63479-1
- *The Simple Book: An Introduction to Management of TCP/IP-based Internets* by Marshall Rose
Published by Prentice Hall PTR,
Upper Saddle River, NJ, in 1996
ISBN: 0-13-451659-1
- *Managing Internetworks with SNMP* by Mark A. Miller, P.E.
Published by M&T Books, NY, in 1993
ISBN: 1-55851-304-3

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INTUITY Interchange's Private Enterprise MIB Definition for SNMP

B

What's in This Appendix?

This appendix contains the definition of the private-enterprise MIB developed and used by Lucent Technologies for the Lucent INTUITY™ Interchange.

Private Enterprise MIB Definition for SNMP

-- Copyright (C) 1997 by Lucent Technologies, Incorporated.

```
INTERCHANGE-MIB DEFINITIONS ::= BEGIN
```

```
IMPORTS
```

```
    MODULE-IDENTITY, OBJECT-TYPE, TimeTicks,
```

```
    NOTIFICATION-TYPE
```

```
        FROM SNMPv2-SMI
```

```
    DisplayString
```

FROM SNMPv2-TC;

```
lucent    OBJECT IDENTIFIER ::= { enterprises 1751 }
products  OBJECT IDENTIFIER ::= { lucent 1 }
mibs      OBJECT IDENTIFIER ::= { lucent 2 }
intuityProductsOBJECT IDENTIFIER ::= { products 10 }
intuityMIBsOBJECT IDENTIFIER ::= { mibs 10 }
interchangeOBJECT IDENTIFIER ::= { intuityProducts 3 }
applicationsOBJECT IDENTIFIER ::= { intuityMIBs 3 }
```

interchangeMIB MODULE-IDENTITY

```
LAST-UPDATED "9704100000Z"
ORGANIZATION "Lucent Technologies"
CONTACT-INFO
```

```
    "          Bhupinder Bakshi
```

```
    bbakshi@lucent.com
```

```
    "
```

DESCRIPTION

```
    "Version 1.0 of the Intuity Interchange MIB"
```

```
::= { applications 2 }
```

```
    ichgSystem          OBJECT IDENTIFIER ::= {
interchangeMIB 1 }
```

ichgSysDesc OBJECT-TYPE

```
SYNTAX DisplayString
```

```
MAX-ACCESS read-only
```

```
STATUS current
```

DESCRIPTION

```
    "Intuity Interchange version information"
```

```
::= { ichgSystem 1 }
```

```
    ichgSysUptime OBJECT-TYPE
        SYNTAX DisplayString
        MAX-ACCESS read-only
        STATUS current
        DESCRIPTION
            "Time the Interchange module (voice-system) was last
            started"
        ::= { ichgSystem 2 }

--
-- This node may move under the platform node once the
-- Cornerstone MIB
-- has been defined.
-- This node defines a count of the active alarms and a
-- table
-- consisting of all the active alarm data.
-- The alarm traps use these definitions.
--

    ichgSysAlarms OBJECT IDENTIFIER ::= { ichgSystem 3 }

    ichgSysMajAlarms OBJECT-TYPE
        SYNTAX INTEGER (0..255)
        MAX-ACCESS read-only
        STATUS current
        DESCRIPTION
            "Number of active major alarms on the system"
        ::= { ichgSysAlarms 1 }
```

ichgSysMinAlarms OBJECT-TYPE

SYNTAX INTEGER (0..255)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

 "Number of active minor alarms on the system"

::= { ichgSysAlarms 2 }

ichgSysWrnAlarms OBJECT-TYPE

SYNTAX INTEGER (0..255)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

 "Number of active warning alarms on the system"

::= { ichgSysAlarms 3 }

ichgSysAlarmsCurrLvl OBJECT-TYPE

SYNTAX INTEGER { normal(0), warning(1), minor(2), major
(3) }

MAX-ACCESS read-only

STATUS current

DESCRIPTION

 "Highest level/severity of the active alarms. This
 is used by the alarm trap events to determine the
color

 of the Interchange object."

::= { ichgSysAlarms 4 }

--

-- the alarm table contains a list of all the active alrms in
the system.

-- the columns available are: application id, alarm code,
alarm level and

-- a text string with the remaining fields.

--

ichgSysAlarmTable OBJECT-TYPE

SYNTAX SEQUENCE OF IchgAlarmEntry

MAX-ACCESS not-accessible

STATUS current

DESCRIPTION

"A table of all the active alarms in the system"

::= { ichgSysAlarms 5 }

ichgAlarmEntry OBJECT-TYPE

SYNTAX IchgAlarmEntry

MAX-ACCESS not-accessible

STATUS current

DESCRIPTION

Interchange alarm entry - the alarm index is used to
uniquely identify an active alarm"

INDEX { ichgAlarmIndex }

::= { ichgSysAlarmTable 1 }

```
IchgAlarmEntry ::= SEQUENCE {  
    ichgAlarmIndexINTEGER (0..255),  
    ichgAlarmAppOCTET STRING,  
    ichgAlarmCodeINTEGER (0..65535),  
    ichgAlarmLvlINTEGER,  
    ichgAlarmTextDisplayString,  
    ichgAlarmEvnInfo DisplayString  
}
```

ichgAlarmIndex OBJECT-TYPE

SYNTAX INTEGER (0..255)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

"Index into the active alarms table"

::= { ichgAlarmEntry 1 }

ichgAlarmApp OBJECT-TYPE

SYNTAX DisplayString (SIZE (0..3))

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Two letter application code of the module raising the
alarm. Typical modules - MT: maintenance, VP:
platform,

IC: interchange, AG: AAG, SC: SCE"

::= { ichgAlarmEntry 2 }

ichgAlarmCode OBJECT-TYPE

SYNTAX INTEGER (0..65535)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

"Application/module specific code of the alarm."

::= { ichgAlarmEntry 3 }

ichgAlarmLvl OBJECT-TYPE

SYNTAX INTEGER { normal(0), warning(1), minor(2),
major(3) }

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Severity/level of the alarm, can take the following
values

normal, major, minor, warning. The normal value

indicates a resolution event and is only used by the
alarm

traps."

::= { ichgAlarmEntry 4 }

ichgAlarmText OBJECT-TYPE

SYNTAX DisplayString

MAX-ACCESS read-only

STATUS current

DESCRIPTION

"Text string of the other fields in the alarm. This
may be subdivided into each individual field if
required

in later versions."

::= { ichgAlarmEntry 5 }

ichgAlarmEvnInfo OBJECT-TYPE

SYNTAX DisplayString

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Information of the corresponding event entry from
the

maintenance log - contains the event-id, type and
description"

::= { ichgAlarmEntry 6 }

--

-- this node contains the information about the custom
Monitors that

-- are setup to monitor thresholds on events such as messages
in q etc.

--

ichgCustomMonTable OBJECT-TYPE

SYNTAX SEQUENCE OF IchgCustomMonEntry

MAX-ACCESS not-accessible

STATUS current

DESCRIPTION

A table of all custom monitors defined on the
Interchange"

::= { ichgSystem 4 }

ichgCustomMonEntry OBJECT-TYPE

SYNTAX IchgCustomMonEntry

MAX-ACCESS not-accessible

STATUS current

DESCRIPTION

"Custom monitors table entry"

INDEX { ichgMonId }

::= { ichgCustomMonTable 1 }

```
IchgCustomMonEntry ::= SEQUENCE {
    ichgMonIdDisplayString (SIZE (0..10)),
    ichgMonDescDisplayString (SIZE (0..40)),
    ichgMonThreshold INTEGER (0..65535),
    ichgMonCurrValINTEGER (0..65535),
    ichgMonDirection INTEGER
}
```

```
ichgMonId OBJECT-TYPE
    SYNTAX DisplayString (SIZE (0 .. 10))
    MAX-ACCESS read-only
    STATUS current
    DESCRIPTION
        "A unique ID of the custom monitor"
    ::= { ichgCustomMonEntry 1 }
```

```
ichgMonDesc OBJECT-TYPE
    SYNTAX DisplayString (SIZE (0 .. 40))
    MAX-ACCESS read-only
    STATUS current
    DESCRIPTION
        "A description of the event to monitor, no more than
        20
        characters in length."
    ::= { ichgCustomMonEntry 2 }
```

ichgMonThreshold OBJECT-TYPE

SYNTAX INTEGER (0..65535)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

The threshold value that once current value of the event

goes over or under will trigger a trap"

::= { ichgCustomMonEntry 3 }

ichgMonCurrVal OBJECT-TYPE

SYNTAX INTEGER (0..65535)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

"The current value of the event being monitored"

::= { ichgCustomMonEntry 4 }

ichgMonDirection OBJECT-TYPE

SYNTAX INTEGER { over (1), under (2) }

MAX-ACCESS read-only

STATUS current

DESCRIPTION

The two values possible are over and under, defining

whether the trap is to be sent on the current value going over or dropping below the threshold."

::= { ichgCustomMonEntry 5 }

```
    ichgNetworkOBJECT IDENTIFIER ::= { interchangeMIB 2 }

--
-- in a later version
--   ichgNetMachTableOBJECT-TYPE
-- SYNTAX SEQUENCE OF IchgNetMachEntry
-- MAX-ACCESS not-accessible
-- STATUS current
-- DESCRIPTION
-- A table of all the machines administered on the
-- Interchange"
-- ::= { ichgNetwork 1 }
--

ichgNetMachinesOBJECT-TYPE
    SYNTAX INTEGER (0..511)
    MAX-ACCESS read-only
    STATUS current
    DESCRIPTION
        "Number of all machines (nodes) administered on the
        Interchange"
    ::= { ichgNetwork 1 }
```

ichgNetMsgsQd OBJECT-TYPE

SYNTAX INTEGER (0..65535)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Number messages in the transmit queue, includes those

destined for AMIS Analog as well as digital machines. "

::= { ichgNetwork 2 }

ichgNetConnActive OBJECT IDENTIFIER ::= { ichgNetwork 3 }

ichgNetConnAMIS OBJECT-TYPE

SYNTAX INTEGER (0..511)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Number of active connections to AMIS analog machines i.e.

number of voice ports in use."

::= { ichgNetConnActive 1 }

ichgNetConnDigital OBJECT-TYPE

SYNTAX INTEGER (0..511)

MAX-ACCESS read-only

STATUS current

DESCRIPTION

Number of active digital connections i.e number of digital

ports (TCP/IP, RS232 etc.) in use."

::= { ichgNetConnActive 2 }

```
ichgTrapsOBJECT IDENTIFIER ::= { interchangeMIB 3 }
```

```
ichgTrapAlarmsNOTIFICATION-TYPE
```

```
OBJECTS { ichgAlarmText, ichgAlarmEvnInfo,  
          ichgSysAlarmsCurrLvl }
```

```
STATUS current
```

```
DESCRIPTION
```

```
Traps sent by the agent for alarm and resolution  
events.
```

```
This is a generic definition that is used by the  
following
```

```
specific traps: Resolution event (id 100),
```

```
Warning alarm (id 101), Minor alarm (id 102),
```

```
Major alarm (id 103)"
```

```
::= { ichgTraps 1 }
```

```
ichgTrapCustomMonNOTIFICATION-TYPE
```

```
OBJECTS { ichgMonDesc, ichgMonThreshold, ichgMonCurrVal,  
          ichgMonDirection }
```

```
STATUS current
```

```
DESCRIPTION
```

```
"Traps sent by the custom monitors."
```

```
::= { ichgTraps 2 }
```

END

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Private Enterprise MIB Definition for SNMP

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OctelNet Analog Gateway



What's in This Appendix?

This appendix gives a brief overview of OctelNet Analog Gateway. It describes the OctelNet analog gateway as it applies to the Lucent INTUITY™ Interchange.

What is OctelNet Analog Gateway?

⇒ NOTE:

For information on the administration of the Octel analog remote machines, see your Aria or Serenade configuration notes obtained through your Octel documentation source.

The OctelNet Analog Gateway allows INTUITY AUDIX systems and Aria and/or Serenade analog systems to exchange voice and fax messages with other messaging systems within the INTUITY Interchange network using the OctelNet analog protocol. End-points, or remote machines, use the OctelNet analog networking to communicate with the INTUITY Interchange. The INTUITY Interchange handles the communication to the other remote machines. This module simplifies the network topology and the administration required.

The OctelNet Analog Gateway supports these analog systems:

- Aria version 1.0 and greater
 - 250SX, 250, and 350
- Serenade version 1.0 and greater
 - 200SX, 200, and 300



NOTE:

The OctelNet analog gateway uses the same analog ports as the AMIS analog gateway on the INTUITY Interchange.

Subscriber Interface

The following outlines the INTUITY Interchange's subscriber interface for the OctelNet analog gateway.

General Considerations

The following are general considerations adhered to by the INTUITY Interchange for the OctelNet analog gateway:

- All INTUITY Interchange generated messages are in U.S. English only
- For fax only messages only sent to an OctelNet analog remote machine that requires a voice component, the recipient will hear a voice component of "Your fax message is attached" along with the fax message
- Large messages send to an INTUITY AUDIX remote machine from an OctelNet analog remote machine through the INTUITY Interchange will be failed with a "message length" failure code
- When an OctelNet analog Aria sender sends a "mixed" private/priority message to multiple INTUITY AUDIX recipients, and has marked any of the recipients as "priority" or "private", on the same remote machine, the message will be marked "priority" or "private" to all recipients.
- The forward and reply indicators to recipients is supported when the sender of a message through the INTUITY Interchange is a OctelNet analog Serenade subscriber

Special Considerations

The following are special considerations when using the OctelNet analog gateway:

- For OctelNet analog subscribers using Enterprise Lists:
 - The ["Delivery Status Report"](#) will not indicate "Accessed"
 - Positive/Negative confirmation is not supported
 - Return receipt is not supported
- If there are three messages already in the queue for a port and the maximum simultaneous ports for a OctelNet analog remote machine has not been exceeded, then the system will start a new port.
- Network turnaround is not supported for the OctelNet analog gateway

- Multiple simultaneous sessions (inbound and outbound) to an OctelNet analog remote machine is supported
- Encryption of DTMF is supported
- INTUITY Interchange only supports one mailbox length per remote machine
- Different term definitions used by the INTUITY Interchange and OctelNet analog machines:
 - “Notice” indicates a positive message confirmation for an OctelNet analog remote subscriber
 - “Message” indicates a message failure from the INTUITY Interchange

See [Chapter 4, “Intuity Interchange Terms Comparison”](#) in the [“Intuity™ Interchange Release 5.2 Concepts, Features, and Planning Guide”](#) for additional terminology.

Subscriber Capabilities

The following lists the subscriber capabilities of the OctelNet analog gateway through an INTUITY Interchange system:

- The INTUITY Interchange system allows a variable length dial plan (the number of digits used when address a message). It consists of a 3- to 10-digit network address. It allows a 0- to 21-digit prefix for an INTUITY AUDIX system. The sum of the network address and prefix cannot exceed 24 digits. However, a 10-digit dial plan is recommended.
- A subscriber must be listed as a remote subscriber on an INTUITY Interchange system in order for that INTUITY Interchange to accept messages for delivery.
- OctelNet analog subscribers can be administered through any of the following ways:
 - administration screens
 - bulk files
 - sending a message through the INTUITY Interchange system
 - demand remote update
 - sending a message to a pre-defined “subscriber registration” mailbox on the INTUITY Interchange
 - Enhanced Services
- A “scheduled message” status indicates that delivery has not been successfully completed, nor has it failed yet.
- Failed messages are returned to the sender’s incoming mailbox as two messages. Message types are:

- An error message, which can be an optional “priority” message, indicates each mailbox that failed to receive the sent message
- A copy of the failed original message from the “failed message delivery manager”

Registering OctelNet Analog Subscribers on the INTUITY Interchange

OctelNet analog subscribers can be administered on the INTUITY Interchange through one of the following ways:

- INTUITY Interchange Administration screen interface — see [“Adding a Subscriber Mailbox”](#) or [“Deleting a Subscriber Mailbox”](#) in [Chapter 3, “Subscriber Administration and Subscriber Interface”](#).
- Self-registration mailbox — as set up in the Self-Registration Agent ID field on the General Parameters screen ([Figure 2-5](#)) in [Chapter 2, “Intuity Interchange Administration”](#).
- Bulk file add or delete — see [“Bulk Subscriber Administration”](#) in [Chapter 3, “Subscriber Administration and Subscriber Interface”](#).

[Table C-1](#) shows the information available about a subscriber when added to the INTUITY Interchange through one of the administration methods described above. A “√” in a particular box indicates that information is provided when a subscriber is added through that administration method.

Table C-1. OctelNet Analog Subscriber Information

Field	Administration Method			
	Screen Interface	Self-Registration	Sending a Message	Bulk File
Network Address	√	√	√	√
Mailbox ID	√	√	√	√
Name	√			√
Remote Machine	√	√	√	√
Type	OctelNet Analog	OctelNet Analog	OctelNet Analog	OctelNet Analog
CommunityID	√	Default	Default	√
Voice Name		√		
Last Updated	√	Current time	Current time	Current time

OctelNet Analog Subscriber Delta Updates

OctelNet analog subscriber delta updates are queued from the OctelNet analog remote machine. The following outlines the INTUITY Interchange's support of OctelNet subscriber delta updates:

- Add
 - not automatic when subscriber is added to the OctelNet analog remote machine
 - subscribers are added using one of the methods described in [“Registering OctelNet Analog Subscribers on the Intuity Interchange”](#)
- Change
 - not automatic when subscriber is changed on the OctelNet analog remote machine
 - INTUITY Interchange receives a delta update from the OctelNet analog receiving machine when it delivers the message to a recipient and the recipient's name does not match that which is on the INTUITY Interchange
- Delete
 - not automatic when subscriber is deleted on the OctelNet analog remote machine
 - subscribers deleted through screen interface or bulk file; see the appropriate OctelNet analog remote machine configuration notes or [“Bulk Subscriber Administration”](#) in [Chapter 3, “Subscriber Administration and Subscriber Interface”](#)
 - an attempt to deliver a message through the INTUITY Interchange to a non-existent subscriber on an OctelNet analog remote machine will not delete the person from the INTUITY Interchange, but will change the ASCII name to a default
- Subscriber information updated during a delta update:
 - subscriber name
 - extension
 - subscriber voice name
 - netname type

Subscriber Delta Updates Special Considerations

The following are special considerations when using OctelNet analog subscriber delta updates:

- If Admin Mode the field on the OctelNet Analog Machine Profile screen is set to **y**, the INTUITY Interchange will be updated every OctelNet analog recipient every time a message is delivered. For more information, see [“Administering the OctelNet Analog Machine Profile”](#) in [Chapter 2, “Intuity Interchange Administration”](#).

⇒ NOTE:

It is recommended that you not use the Admin Mode field to generate delta updates. Since the INTUITY Interchange will be updated every time a message is delivered, this could slow down the performance of the INTUITY Interchange.

- If the ASCII name does not match between the OctelNet analog remote machine and the Intuity Interchange, the Intuity Interchange will be updated if the ASCII Name Confirmation? field on the OctelNet Analog Machine Profile screen is set to **y**. For more information, see [“Administering the OctelNet Analog Machine Profile”](#) in [Chapter 2, “Intuity Interchange Administration”](#).
- A new port for a subscriber delta update will be started if the previous ports have 3 messages in queue and the maximum number of simultaneous ports has not been reached, but only one port will be dedicated to subscriber delta updates.
- Subscriber delta updates are rescheduled if not able to be run at time they are generated.
- Subscriber delta updates and messages have the same priority.

INTUITY Interchange Networking Features

The following networking features are supported for the OctelNet analog gateway:

- Reply to sender of analog messages
- Play back of name during message addressing and directory searches for subscribers registered as analog subscribers
- Automatic directory updates to digital machines
- Voice name in messages sent from INTUITY AUDIX subscribers to OctelNet analog mailboxes
- Priority and private message markings in messages sent from INTUITY AUDIX subscribers to OctelNet analog mailboxes will be marked as urgent and private

- Undeliverable messages automatically returned to sender on INTUITY AUDIX machines and other remote machines

[Table C-2](#) outlines the support of INTUITY Interchange features relative to the OctelNet analog messaging systems.

Table C-2. INTUITY Interchange Networking Features Comparison

INTUITY Interchange Features	Aria OctelNet Analog	Serenade OctelNet Analog
Analog Encryption	supported	supported
Annotation Message Component	not supported	not supported
Automatic Forwarding a Message	supported	supported
Automatic Update of Remote Subscriber Records on End Points	supports adding subscribers on message delivery with ASCII name mismatch	supports adding subscribers on message delivery with ASCII name mismatch
Automatic Update of Subscriber Records on Interchange	supports adding subscribers on message delivery with ASCII name mismatch	supports adding subscribers on message delivery with ASCII name mismatch
Binary Message Component	not supported	not supported
Bulk Subscriber Additions/Changes/Deletions by File Ranges	supported	supported
Call Detail Recording (CDR)	full support	full support
Component Delivery	sends what components Interchange can deliver with an earcon to the recipient indicating that one or more components were undeliverable	sends what components Interchange can deliver with an earcon to the recipient indicating that one or more components were undeliverable
Data/Message Encryption	not supported	not supported
Demand Remote Updates	supported	supported
Dial by ASCII name	supported	supported
Dial Plan Mapping	full support	full support

Continued on next page

Table C-2. INTUITY Interchange Networking Features Comparison — *Continued*

INTUITY Interchange Features	Aria OctelNet Analog	Serenade OctelNet Analog
Directory Views (dynamic, with voiced name option)	supported	supported
Directory Views (static)	supported (with remote machine push from INTUITY Interchange at initialization)	supported (with remote machine push from INTUITY Interchange at initialization)
Enterprise Lists	supported (no text/binary support)	supported (no text/binary support)
Failed Message Delivery from Interchange	supported with two incoming messages: <ul style="list-style-type: none"> ■ failed message notification ■ original copy of message 	supported with two incoming messages: <ul style="list-style-type: none"> ■ failed message notification ■ original copy of message
Failed Message Delivery to Interchange	supported	supported
Fax	supported release 1.0 and higher	supported release 1.0 and higher
Forwarding a Message	supported	supported
Forward and Reply Indication to Recipient	supported when sender is a Serenade analog subscriber	supported when sender is a Serenade analog subscriber
Future Delivery Indication	supported, except for: <ul style="list-style-type: none"> ■ Aria to AUDIX ■ Aria to AMIS analog 	supported
Maximum Number of Recipients per Single Message Transmission (inbound)	unlimited	10
Maximum Number of Recipients per Single Message Transmission (outbound)	250	250
Message Delivery Confirmation	supported	supported

Continued on next page

Table C-2. INTUITY Interchange Networking Features Comparison — Continued

INTUITY Interchange Features	Aria OctelNet Analog	Serenade OctelNet Analog
Multi-Language Message Responses from Interchange Network	voice/fax support only US English only	voice/fax support only US English only
Multiple Simultaneous Remote Machine Inbound Connections to the same Remote Machine	supported for inbound connections using the OctelNet Gateway	supported for inbound connections using the OctelNet Gateway
Multiple Simultaneous Remote Machine Outbound Connections to the same Remote Machine	supported for outbound connections using the OctelNet Gateway	supported for outbound connections using the OctelNet Gateway
Name Confirmation (spoken)	supported	supported
Network Turnaround	not supported	not supported
Outbound Analog Fallback	private mailing list	not supported
Overlapping Prefixes/Multiple Prefixes per Location	supported	supported
Priority Message Indication	supported  NOTE: When Aria users send a message, marked as priority and private for some of the recipients, to multiple Intuity AUDIX recipients on the same remote machine, the message will be marked as priority or private for all recipients.	supported
Private Message Indication	supported	supported
Receiving a Voice Message	supported	supported
Receiving Voiced Name of Sender	sender's name is in message body	sender's name is in message body

Continued on next page

Table C-2. INTUITY Interchange Networking Features Comparison — Continued

INTUITY Interchange Features	Aria OctelNet Analog	Serenade OctelNet Analog
Recipient Name Confirmation when Addressing a Message	supported	supported
Remote Machine Reports	supported	supported
Reply to a Network Message	supported	supported
Accessed Return-Receipt/Confirmation See “OctelNet Analog Messaging through the Intuity Interchange” .	supported when confirmation is requested from Aria recipients using “request confirmation of receipt” scheme	supported when confirmation requested from Serenade recipients using “request confirmation of receipt” scheme/ “confirmation of non-receipt” not supported
Self-Registration Agent	supported	supported
Sending a Message to an Aria Recipient with Extended Absence Greeting (EAG) block activated	sender receives a failed message	sender receives a failed message
Sending a Message to an Aria Recipient with Extended Absence Greeting (EAG) warning activated	sender receives an EAG warning message	sender receives an EAG warning message
Sending a Voice Message	supported	supported
SNMP (from Interchange’s perspective only)	supported	supported
Subscriber Community ID	supported (default is 1)	supported (default is 1)
Subscriber NetName Type	supported; default is u	supported; default is u
Subscriber Reports	supported	supported
Text Message Component	not supported	not supported
Time of Day Routing	not supported	not supported
Traffic Reports		
Network Load	supported	supported
Network Status	supported	supported
Port Utilization	supported with selection by protocol resource type	supported with selection by protocol resource type

Continued on next page

Table C-2. INTUITY Interchange Networking Features Comparison — Continued

INTUITY Interchange Features	Aria OctelNet Analog	Serenade OctelNet Analog
Weekend/Holiday/Message Type Routing from Interchange	not supported	not supported

OctelNet Analog Messaging through the INTUITY Interchange

The OctelNet analog protocol supports both voice and fax messages sent through the Intuity Interchange. One message for multiple recipients with header information (private, priority, and sender's name) can be sent.

There is automatic subscriber updates on message delivery to OctelNet analog recipients.

A message is sent in the following manner:

1. A subscriber on a remote machine records a voice message and addresses the message to a subscriber on a different remote machine.
2. The OctelNet Gateway protocol sends the message to the INTUITY Interchange.
3. The INTUITY Interchange answers the call and identifies the remote machine and subscriber to whom the message is being sent.
4. The INTUITY Interchange sends the message to the remote subscriber using OctelNet analog gateway.
5. The remote machine answers the call, exchanges protocols with the INTUITY Interchange and allows the INTUITY Interchange to play, NOT transfer, the message.
6. The remote machine records the message, as it is played, into the mailbox of the subscriber receiving the message.
7. The receiver can now listen to the message.

Message Confirmation Comparison

[Table C-3](#) compares the INTUITY Interchange's support of accessed, return receipt, positive confirmation messages sent through the INTUITY Interchange.

Table C-3. INTUITY Interchange Positive Message Confirmation Comparison

Accessed: Positive Confirmation/ Return Receipt Support	Receiver — INTUITY AUDIX	Receiver — AMIS Analog	Receiver — Aria Analog	Receiver — Serenade Analog
Sender — INTUITY AUDIX	Y	N	N	N
Sender — AMIS Analog	N	N	N	N
Sender — Aria Analog	N	N	Y	Y
Sender — Serenade Analog	N	N	Y	Y

[Table C-4](#) compares the INTUITY Interchange's support of negative confirmation messages sent through the INTUITY Interchange.

Table C-4. INTUITY Interchange Negative Message Confirmation Comparison

Negative Confirmation Support	Receiver — INTUITY AUDIX	Receiver — AMIS Analog	Receiver — Aria Analog	Receiver — Serenade Analog
Sender — INTUITY AUDIX	N/A	N/A	N/A	N/A
Sender — AMIS Analog	N/A	N/A	N/A	N/A
Sender — Aria Analog	N	N	Y	Y
Sender — Serenade Analog	N/A	N/A	N/A	N/A

Extended Absence Greeting

The following sections describe the INTUITY Interchange's support of the OctelNet analog Extended Absence Greeting (EAG) feature.

EAG Warning

The following is the INTUITY Interchange's handling of EAG warnings:

- When sending a message to an OctelNet analog recipient, with an EAG warning activated, the send receives a single notification message.
- The EAG warning works for all sender types (AUDIX, AMIS analog, and OctelNet analog).
- The message heard by a sender of a message through the INTUITY Interchange to a recipient with the EAG warning activated is "Your message to <voice name> extension <xxxxxxxxxxx> was delivered, however the mailbox had an extended absence greeting."
- The message heard by a sender of a message through the INTUITY Interchange to several recipients with one or more having the EAG warning activated is "Your message was delivered, however the following recipient(s) had an extended absence greeting: <voice name> extension <xxxxxxxxxxx> <voice name> extension <xxxxxxxxxxx>".
- The sender has the option of having a copy of the original message sent back to them.

EAG Block

The following is the INTUITY Interchange's handling of EAG blocks:

- When sending a message to an OctelNet analog recipient with an EAG block activated, the message is returned to the sender and is treated as a normal failed message
 - Sender receives a failed message notification
 - Sender receives original copy of the message

Future Message Delivery Handling

Aria analog remote machines send future delivery messages *immediately* and require that the receiving system display the message when it's time to do so. Thus, the INTUITY Interchange does not support the future delivery of messages sent to an Aria analog remote machine. The message will be treated as a failed message and sent back the the sender.

INTUITY AUDIX and Serenade analog remote machines stores the messages and does not deliver them until time to do so. Thus, the INTUITY Interchange does support future delivery of messages sent to INTUITY AUDIX and Serenade analog remote machines.

Message Component Delivery

The OctelNet analog gateway supports voice and fax messages only. It does not support text, binary, or annotation because the OctelNet remote machines do not currently support these types of messages.

The INTUITY Interchange's philosophy in regards to message component delivery for OctelNet analog remote machines is:

- Send what component can be sent
- If a component must be stripped to send the message, the recipient receives an voice message "One more components could not be delivered, please contact the sender" and then sends the part of the original message that could be sent.

Abbreviations

A

AAG

AMIS Analog Gateway module

ACR

analog call router

ADAP

administration and data acquisition package

ALT

assemble load and test

AMIS

audio messaging interchange specification

API

application programming interchange

AUDIX

audio information exchange

B

BCS

Business Communications Systems

bit

binary digit

bps

bits per second

C

CDR

call detail recording

COE

Center of Excellence

CPU

central processing unit

D

DCIU
data communications interface unit

DCP
digital communication protocol

DCS
distributed communication system

DID
direct inward dialing

DNIS
dialed number identification service

DPM
dial plan mapping

E

ELA
enhanced list application

ESD
electrostatic discharge

F

FTP
file transfer protocol

H

HMM
Hub message manager

I

IMAPI
INTUITY messaging application programming interface

INADS
initialization and administration system

IP
Internet protocol

ITAC
International Technical Assistance Center

L

LAN
local area network

LDAP
lightweight directory access protocol

M

MAP
multi-application platform

MIB
management information base

MT
maintenance (Lucent INTUITY software component)

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NW
INTUITY AUDIX Digital Networking module

O

OPC
Octel PC

P

PPP

point to point protocol

R

RFU

remote field update

RTU

right to use

S

SCE

service creation environment

SMTP/MIME

simple message transfer protocol/multi-purpose internet mail extensions

SNMP

simple networking management protocol

SWIN

switch interface

T

TCP/IP

Transmission Control Protocol/Internet Protocol

TSC

Technical Services Center

TSO

Technical Services Organization

U

UM

Unified Messenger

V

VDN

vector directory number

VLDP

variable length dial plan

VP

voice platform (INTUITY software component)

VPIM

voice profile internet mail

W

WAN

wide area network

Glossary

5ESS Switch

A central office switch manufactured by Lucent 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).

ACD

See [“automatic call distribution \(ACD\)”](#).

ACR

See [“analog call router”](#).

active alarm

An alarm condition that is currently in effect. See [“alarms”](#).

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 \(ADAP\)”](#).

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 an 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 \(ADU\)”](#).

agent (SNMP)

See [“SNMP agent”](#).

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.

alarm monitor

A software routine that checks system status and performance at regularly defined time intervals.

alarm resolution

See [“resolution event”](#).

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.

ALT

See [“assemble, load, and test \(ALT\)”](#).

American wire gauge (AWG)

A standard measuring gauge for nonferrous conductors.

AMIS

See [“Audio Messaging Interchange Specification \(AMIS\)”](#).

AMIS prefix

A number added to the destination number to indicate that it is an AMIS analog networking number.

ampere (amp)

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog call router

A router used transferring a message from the INTUITY Interchange to a remote analog machined.

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 \(API\)”](#).

application

A computer software program.

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.

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](#)".

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.

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 \(AUDIX\)](#)".

authentication failure

A component requesting an SNMP connection fails the authentication routine and is not authorized by the host to establish a connection.

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 and users to the system. See also [“call-distribution group”](#).

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.

autoscan

See [“automatic message scan”](#).

AWG

See [“American wire gauge \(AWG\)”](#).

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.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

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 access”](#).

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 *basic rate access*.

binary digit (bit)

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)

A character-oriented synchronous link protocol.

bit

See [“binary digit \(bit\)”](#).

bitmap image

A graphic image made up of individual pixels, each having a different color.

bits per second

The number of binary units of information (1s or 0s) that can be transmitted per second. *Mbps* refers to a million bits per second; *Kbps* refers to a thousand bits per second.

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.

bps

See [“bits per second”](#).

BRI

See [“basic rate interface \(BRI\)”](#).

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 \(BSC\)”](#).

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 may be busied out if they appear faulty or when maintenance tests are run.

byte

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

C

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 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 may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

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 \(ACD\)”](#) and [“uniform call distribution \(UCD\)”](#).

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 accounting system \(CAS\)”](#).

case-sensitive

A descriptive term that tells whether a computer interface or input field recognizes a difference between upper- and lower-case letters. If it does, it is said to be case-sensitive.

CED tone

See [“called tone \(CED tone\)”](#).

CELP

See [“code excited linear prediction \(CELP\)”](#).

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 service (COS)

The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

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 \(CMS\)”](#).

CNG tone

See [“calling tone \(CNG tone\)”](#).

CO

See [“central office \(CO\)”](#).

code excited linear prediction (CELP)

An analog-to-digital voice coding scheme.

cold start

A restart of a computer from a no-power state. Cold starts are typically required after a crash or lockup of the system.

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. Each comcode is a nine-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- 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 \(COS\)"](#).

coverage path

The sequence of alternate destinations to which a call to a user on an 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 \(CPU\)"](#).

cross connect

Distribution-system equipment used to terminate and administer communication circuits.

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 \(CSI\)”](#).

CTS

See [“clear to send \(CTS\)”](#).

D

daemon

An agent program used to handle low-level operating system tasks in the background.

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 DATAPHONE 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.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DCE

See [“data communications equipment \(DCE\)”](#).

DCIU

See [“data communications interface unit \(DCIU\)”](#).

DCP

See [“digital communications protocol \(DCP\)”](#).

DCS

See [“distributed communications system \(DCS\)”](#).

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

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

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”](#).

digital signal processor

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 \(DIP\) switch”](#).

direct inward dialing

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. An 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 \(DMA\)”](#).

DNIS

See [“dialed number identification service \(*DNIS_SVC\)”](#).

domain

An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

DSP

See [“digital signal processor”](#).

DSU

See [“data service unit \(DSU\)”](#).

DTE

See [“data terminal equipment \(DTE\)”](#).

DTMF

See [“dual tone multifrequency \(DTMF\)”](#).

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.

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

EGP

See [“Exterior Gateway Protocol \(EGP\)”](#).

egp neighbor loss

An EGP peer has changed to a down state or lost connection with the management workstation.

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*.

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic 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 or may be complex multimedia messages containing embedded voice messages, software files, and images.

e-mail

See [“electronic mail”](#).

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 serial data interface

A software- and hardware-controlled method used to store data on magnetic peripherals.

enterprise-specific MIB

See [“private MIB”](#).

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 and possibly suggesting how to correct it.

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 [\[#\]](#).

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 \(ESD\)”](#).

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.

Exterior Gateway Protocol (EGP)

A part of the TCP/IP protocol suite used to exchange routing information between autonomous systems.

F

facility out-of-service

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 endpoint 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.

FIFO

See [“first-in/first-out \(FIFO\)”](#).

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.

file transfer protocol (FTP)

A part of the TCP/IP suite of protocols that allows files to be transferred from one computer to another over the Internet.

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 \(F key\)”](#).

FOOS

See [f“facility out-of-service”](#).

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.

ftp

See [“file transfer protocol \(FTP\)”](#).

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.

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 \(GOS\)”](#).

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/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”](#).

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

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.

hunt group

A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz

See ["hertz \(Hz\)"](#).

I

I/O

Input/output.

icon

A graphical representation of an idea or a computer command. Icons are usually small and used in conjunction with software "buttons" to accomplish various tasks.

IDI

See ["isolating data interface \(IDI\)"](#).

IMAPI

See ["Intuity messaging application programming interface \(IMAPI\)"](#).

INADS

See ["initialization and administration system \(INADS\)"](#).

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 filesystems; 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 provides 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 message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

Internet Protocol (IP)

The part of the TCP/IP protocol suite that handles Internet address routines. The IP tracks Internet node addresses, routes outgoing messages, and recognizes incoming messages.

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.

I/O address

input/output address.

IP

See ["Internet Protocol \(IP\)"](#).

IP address

Internet Protocol address. The standard format for an IP address is four integers separated by periods (example: 137.3.54.8).

IRQ

See ["interrupt request \(IRQ\)"](#).

ISDN

See ["integrated services digital network \(ISDN\)"](#).

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

Kbps

Kilobits per second; one thousand bits per second.

Kbyte

Kilobytes per second; 1024 thousand bytes per second.

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).

LAN

See [“local area network \(LAN\)”](#).

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 \(LCD\)”](#).

LDAP

See [“lightweight directory access protocol \(LDAP\)”](#).

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 \(LED\)”](#).

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.

level of severity

The degree of seriousness of an alarm. Major alarms are the most severe, followed by minor alarms, and finally, warning alarms.

LIFO

See [“last-in/first-out \(LIFO\)”](#).

light emitting diode (LED)

A light on the hardware platform that shows the status of operations.

lightweight directory access protocol (LDAP)

A protocol used to create a global database made up of local databases, each which holds part of the data.

link down

A component in the system has been disconnected.

link up

A component in the system has been reconnected after being disconnected.

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 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

LWC

See [“leave word calling \(LWC\)”](#).

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 INTUITY ports in service. Often a major alarm indicates that service is affected.

managed entity

A device in a network, such as a computer, bridge, or router, that is administered, monitored, or controlled by a computer in a different location.

Management Information Base (MIB)

A repository for information about a management network. A MIB can be thought of as a special kind of database for network management information.

management workstation

A computer that uses SNMP to administer and monitor remote entities in a network.

manager (SNMP)

See [“SNMP manager”](#).

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 \(MAP\)”](#).

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.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

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.

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 \(MWI\)"](#).

MIB

See ["Management Information Base \(MIB\)"](#).

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.

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-versa.

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 may connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

module uptime

The amount of time an INTUITY server has been operating since it was last down (not operating).

MPDM

See [“modular processor data module \(MPDM\)”](#).

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 \(MWI\)”](#).

MWL

See [“message waiting lamp \(MWL\)”](#).

N

NameNet

An OctelNet networking feature that allows local Octel subscribers to address messages to subscribers on remote Octel servers by dialing the name of the remote subscriber.

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.

O

OctelNet analog protocol

A protocol which provides the delivery of voice and fax messages using analog networking between an INTUITY Interchange and Aria, Serenade, and Aspen remote machines.

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 \(OS\)"](#).

OSI

See ["open systems interconnection \(OSI\)"](#).

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

packet

The basic unit of transfer used in Local Area Networks (LAN). A packet consists of a block of information with addressing and control information in the header (the first few bytes of the packet), data as supplied by the protocol or the user, and some error-detection code at the end.

packet switching

A communication technique in which data is placed in packets and transmitted at variable intervals with other data.

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.

PBX

See ["private branch exchange \(PBX\)"](#).

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"](#).

pinouts

The signal description per pin number for a particular connector.

polling interval

The amount of time between polls.

polls

Requests for information sent out to a managed entity at regular time intervals.

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 \(POST\)"](#).

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”](#).

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.

private MIB

A MIB defined by a vendor for its own proprietary use.

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 \(F key\)”](#).

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 tones. 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 \(RAM\)”](#).

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"](#).

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote entity

A device in a network, such as a computer, bridge, or router, that is installed in a different location from the management workstation.

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 \(REN\)"](#).

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 For Comments (RFC)

A document that defines a standard for the Internet. Individual RFCs define specific aspects of Internet operation.

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.

resolution event

A notification that an alarm has been corrected or no longer exists.

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 **[*] [R]** (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.

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.

RFC

See ["Request For Comments \(RFC\)"](#).

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 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 \(ROM\)"](#).

RS-232

See ["EIA interface"](#).

RTS

See ["request to send \(RTS\)"](#).

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 systems interface \(SCSI\)”](#).

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”](#).

severity (of levels)

See [“level of severity”](#).

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See [“switch integration device \(SID\)”](#).

SIMM

See [“single in-line memory module \(SIMM\)”](#).

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

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.

SMSI

See [“simplified message service interface \(SMSI\)”](#).

SNMP agent

An interface that collects information from a managed entity and sends it to an SNMP manager on request.

SNMP manager

A computer used to administer and monitor network components from a central location. An SNMP manager is used to request information and collect traps from remote managed entities.

SOI

See [“System Object Identifier \(SOI\)”](#).

standard MIB

A MIB definition developed and approved for general use as a standard.

subdirectory

A directory that is created as part of and subordinate to another directory.

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.

SW

See ["switch integration"](#)n.

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 which 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 configuration

See [“configuration”](#).

System Object Identification number

See [“System Object Identifier \(SOI\)”](#).

System Object Identifier (SOI)

A string of integers separated by periods used to denote a software object's place in a MIB hierarchy (example: 1.3.6.1.4.1.1751.10.3 would be a typical SOI for an INTUITY Interchange SNMP agent).

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 \(TCP/IP\)”](#).

TDD

See [“telecommunications device for the deaf \(TDD\)”](#).

TDM

See [“time division multiplexing \(TDM\)”](#).

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 sounds.

topology

The configuration of a network, either geographical or electrical. A designation of the arrangement of components within the network.

topology map

A graphical representation (diagram) of the topology of a network.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

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.

trap

An alarm notification sent automatically by a managed entity to an SNMP manager.

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.

U

UCD

See [“uniform call distribution \(UCD\)”](#).

Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing * 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.

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 \(UPS\)"](#).

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 telephone 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

variable bindings

A list of the customized information sent with an SNMP trap.

vector

A customized program in the switch for processing incoming calls.

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 telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

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.

volt

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

W

WAN

See ["wide area network \(WAN\)"](#).

warm start

Restarting or resetting a computer performed without shutting off power to the computer.

watt

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

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.

workstation

See ["management workstation"](#).

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