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CONVERSANT ®

Voice Information System

Version 4.0 Installation Checklists

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, AT&T can assume no responsibility for any errors. Changes and corrections to the information contained in this document may be incorporated into future reissues.

Your Responsibility for Your System's Security

You are responsible for the security of your system. AT&T does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. AT&T will not be responsible for any charges that result from such unauthorized use. Product administration to prevent unauthorized use is your responsibility and your system administrator should read all documents provided with this product to fully understand the features available that may reduce your risk of incurring charges.

Federal Communications Commission Statement

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

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer.

Operation with noncertified peripherals is likely to result in interference to radio and television reception.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-14695-MA-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Trademarks

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Ordering Information

The ordering number for this document is 585-350-113. To order this document, call the AT&T Customer Information Center at 1-800-432-6600 (In Canada, 1-800-255-1242). For more information about AT&T documents, refer to the *Business Communications Systems Publications Catalog* (555-000-010).

Comments

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Acknowledgment

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RECYCLED PAPER

Contents

	Installation Procedures Checklists — How to Use	vii
	■ Introduction	vii
1	MAP/40 Installation Procedures Checklist — Pre-assembled System	1-1
2	MAP/40 Installation Procedures Checklist — Non-assembled System	2-1
3	MAP/100 Installation Procedures Checklist — Preassembled System	3-1
4	MAP/100 Installation Procedures Checklist — Non-preassembled System	4-1
5	MAP/100C Installation Procedures Checklist — Pre-assembled System	5-1
6	MAP/100C Installation Procedures Checklist — Non-assembled System	6-1
7	Software Installation Procedures Checklist — New Installation	7-1

Contents

8	Software Installation Procedures Checklist — Upgrade	8-1
----------	---	------------

9	Software Installation Procedures Checklist — Pre-installed System	9-1
----------	--	------------

Tables

1	MAP/40 Installation Procedures Checklist	
	— Pre-assembled System	1-1
1-1.	MAP/40 Hardware Installation Checklist	
	— Pre-assembled System	1-2

2	MAP/40 Installation Procedures Checklist	
	— Non-assembled System	2-1
2-1.	MAP/40 Hardware Installation Checklist	
	— Non-assembled System	2-2

3	MAP/100 Installation Procedures Checklist	
	— Preassembled System	3-1
3-1.	MAP/100 Hardware Installation Checklist	
	— Preassembled System	3-2

4	MAP/100 Installation Procedures Checklist	
	— Non-preassembled System	4-1
4-1.	MAP/100 Hardware Installation Checklist	
	— Non-assembled System	4-2

5	MAP/100C Installation Procedures Checklist	
	— Pre-assembled System	5-1
5-1.	MAP/100C Hardware Installation Checklist	
	— Pre-assembled System	5-2

Tables

6	MAP/100C Installation Procedures Checklist	
	— Non-assembled System	6-1
6-1.	MAP/100C Hardware Installation Checklist	
	— Non-assembled System	6-2

7	Software Installation Procedures Checklist	
	— New Installation	7-1
7-1.	Version 4.0 Software Installation Checklist	
	— New Installation	7-2

Installation Procedures Checklists — How to Use

Introduction

This book includes checklists to use when installing the following:

- MAP/40 Voice Processing Hardware — Pre-assembled System
- MAP/40 Voice Processing Hardware — Non-assembled System
- MAP/100 Voice Processing Hardware — Pre-assembled System
- MAP/100 Voice Processing Hardware — Non-assembled System
- CONVERSANT Voice Information System Version 4.0 Software — New Installation
- CONVERSANT Voice Information System Version 4.0 Software — Upgrade
- CONVERSANT Voice Information System Version 4.0 Software — Pre-installed System

Select those checklists that apply to your installation. As you complete a procedure, make a check mark in the " ✓ " column. This will help ensure that you complete the required procedures in the proper sequence.

Each checklist provides a description of the required procedures numbered in the sequence in which you must complete them. A “Chapter/Section” column refers you to the appropriate chapter number and section title of the book that applies to the procedure and installation you are completing. The following documents support the checklists:

- *MAP/40 Voice Processing Hardware Installation, 585-350-109*

This is the primary reference document for installing a factory assembled or non-assembled MAP/40.

- *MAP/100 Voice Processing Hardware Installation, 585-350-107*

This is the primary reference document for installing a factory assembled or non-assembled MAP/100.

- *MAP/100C Voice Processing Hardware Installation, 585-350-108*

This is the primary reference document for installing a factory assembled or non-assembled MAP/100C.

- *CONVERSANT Voice Information System V4.0 Software Installation, 585-350-111*

This is the primary reference document for installing the CONVERSANT Voice Information System V4.0 software.

- *CONVERSANT Voice information System V4.0 Upgrades, 585-350-110*

This is the primary document for upgrading the CONVERSANT Voice Information System to V4.0 software.

MAP/40 Installation Procedures Checklist — Pre-assembled System

1

Use this checklist to verify that you have completed all the steps necessary to install a MAP/40 that has already been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/40 Voice Processing Hardware Installation*, 585-350-109, book to find additional information when using this checklist.

Table 1-1. MAP/40 Hardware Installation Checklist — Pre-assembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/40.	Open as instructed to reuse packing materials.	2- "Unpacking the MAP/40"	

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Table 1-1. MAP/40 Hardware Installation Checklist — Pre-assembled System (continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the support base.		2- "Installing the Support Base"	
13.	Locate key components on the MAP/40.		2- "Locating Key Components on the MAP/40"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/40 to the AC power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen, if necessary.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Go to the next checklist, <i>Software Installation</i> .	If, at this point, the system does not seem to be working, refer to Chapter 11, "Finishing Up" to verify hardware connections or to clean equipment if necessary.		

MAP/40 Installation Procedures Checklist — Non-assembled System

2

Use this checklist to verify that you have completed all the steps necessary to install a MAP/40 that has *NOT* been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/40 Voice Processing Hardware Installation*, 585-350-109, for additional information as you use this checklist.

Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/40.	Open as instructed to reuse packing materials.	2- "Unpacking the MAP/40"	

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Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the support base.		2- "Installing the Support Base"	
13.	Locate key components on the MAP/40.		2- "Locating Key Components on the MAP/40"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/40 to the AC power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen, if necessary.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Install the UNIX operating system software onto the MAP/40.	Required in order to install the VIS application software which contains kornshell (ksh). Ksh is required in order to run the configuration program which allocates system resources.	4- "Running the Configuration Program" and the <i>Software Installation</i> book	

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Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
18.	Install the VIS application software.	Required in order to install the configuration program and ksh which is required to run the configuration program.	4- "Running the Configuration Program" and the <i>Software Installation</i> book	
19.	Select 1 for CP (configuration program) and 3 for VIS to install this software. Do not install any other software at this time.	Required to run the configuration program in order to know where to place circuit cards, set interrupts, and allocate other system resources.	<i>Software Installation</i> , Chapter 2- "Installing the Base System Software"	
20.	Insert the configuration data diskette into the floppy disk drive.	Required for configuration software to know current configuration of the MAP/40.	4- "Running the Configuration Program"	
21.	Enter get_config	Required to install current hardware configuration.	4- "Configuration Commands"	
22.	Enter configure and complete the configuration program as instructed on the screen.	Required to allocate system resources for <i>all</i> hardware that is to be added.	4- "Running the Configuration Program"	
23.	Save the new configuration data and print the data to use when assembling the MAP/40.	Required to upgrade the configuration at a later time and to assemble the MAP/40 now.	4- "Running the Configuration Program"	

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**Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System
(continued)**

Task	Task Description	Comments	Chapter/Section	√
24.	Enter shutdown at the system prompt and disconnect power to the MAP/40.	Required before opening the MAP/40 and beginning assembly.	See the Operations book for your application	
25.	Remove the dress cover, access panel, and card cage retaining bracket.		5- "Getting Inside the Computer"	
26.	Review types of circuit cards and installation instructions.	Required if you are not familiar with the types of cards and how to install them.	6- "Installing Circuit Cards - Introduction and Types"	
27.	Install CONVERSANT circuit cards.	You must use the printout from the configuration software program to know where to install the cards and how to set I/O addresses.	7- "Installing CONVERSANT Circuit Cards"	
28.	Install the PC-XL communications card.	Required if you have the 3270 host communications package.	8- "Installing a PC-XL Card"	
29.	Install the IPC-900 or Gemini 1000 Asynchronous Card.	Required if you are supporting connections to printers, modems, etc.	8- "Installing an Asynchronous Card"	

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Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section
30.	Install the ethernet or StarLAN circuit card.	Required if you are supporting a local area network.	8- "Installing Optional Feature Circuit Cards"
31.	Install the PC/ISDN circuit card.	Required if you are supporting ASAI (Adjunct/Switch Application Interface).	8- "Installing a PC/ISDN Card"
32.	Install the PC/PBX circuit card.	Required if you are supporting AUDIX Voice Power as co-resident with CONVERSANT.	8- "Installing a PC/PBX Card"
33.	Install the FAX Attendant circuit card.	Required if you are supporting FAX Attendant as co-resident with CONVERSANT.	8- "Installing a FAX Attendant Card"
34.	Install Standard MAP/40 circuit cards - CPU, hard disk drive controller, streaming tape controller, and video controller.	Required only if you have damaged one of these cards. The manufacturer ships the MAP/40 with these cards installed.	9- "Installing Standard MAP/40 Circuit Cards"
35.	Add or replace a SIMM (single in-line memory module) on the CPU card.	Required to add memory on the 386 or to replace a damaged SIMM on the 486.	10- "Adding More Memory"
36.	Install a second hard disk drive.	Required if you want to increase storage.	10- "Adding a Second Hard Disk"

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Table 2-1. MAP/40 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
37.	Install speech production kit.	Required in order to use pre-recorded speech on the voice system. Must be used with Script Builder software.	10- "Installing the Speech Production Kit"	
38.	Finish up installation.	Required if you need to troubleshoot the installation, that is the MAP/40 is not working, or if you need to clean the equipment after you have finished.	11- "Finishing Up"	
39.	Replace the retaining bracket, access panel, and chassis cover.	Required if you have completed assembly.	5- "Getting Inside the Computer"	
40.	Connect peripherals and power up.		3- "Connecting Peripherals and Powering Up"	
41.	Correct the CPU system setup screen.	Required.	3- "Accessing the 386 or 486 CPU System Setup"	
42.	Re-install the VIS application software.	Required in order to complete installation of the VIS and any other optional feature software. Interrupts and other information determined during configuration must be entered into the software program.	<i>Software Installation</i> , Chapter 2- "Installing the Base System Software"	

MAP/100 Installation Procedures Checklist — Preassembled System

3

Use this checklist to verify that you have completed all the steps necessary to install a MAP/100 that has already been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/100 Voice Processing Hardware Installation*, 585-350-107, book to find additional information when using this checklist.

Table 3-1. MAP/100 Hardware Installation Checklist — Preassembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/40.	Open as instructed to reuse packing materials.	2- "Unpacking the MAP/40"	

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Table 3-1. MAP/100 Hardware Installation Checklist — Preassembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the support base.		2- "Installing the Support Base"	
13.	Locate key components on the MAP/100.		2- "Locating Key Components on the MAP/100"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/40 to the AC power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Go to the next checklist, <i>Software Installation</i> .	If, at this point, the system does not seem to be working, refer to Chapter 11, "Finishing Up" to verify hardware connections or to clean equipment if necessary.		

MAP/100 Installation Procedures Checklist — Non-preassembled System

4

Use this checklist to verify that you have completed all the steps necessary to install a MAP/100 that has *NOT* been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/100 Voice Processing Hardware Installation*, 585-350-107, book for additional information as you use this checklist.

Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/100.	Open as instructed to reuse packing materials.	2- "Unpacking the MAP/100"	

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Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the unit on the floor, or in a rack.		2- "Unpacking the MAP/100 or 2- "installing the MAP/100 in a Rack"	
13.	Locate key components on the MAP/100.		2- "Locating Key Components on the MAP/100"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/100 to the power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Install the UNIX operating system software onto the MAP/100.	Required in order to install the VIS application software which contains kornshell (ksh). Ksh is required in order to run the configuration program which allocates system resources.	4- "Running the Configuration Program" and the "Software Installation book"	

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**Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System
(continued)**

Task	Task Description	Comments	Chapter/Section	√
18.	Install the VIS application software.	Required in order to install the configuration program and ksh which is required to run the configuration program.	4- "Running the Configuration Program" and the <i>Software Installation</i> book	
19.	Select 1 for CP (configuration program) and 2 for VIS to install this software. Do not install any other software at this time.	Required to run the configuration program in order to know where to place circuit cards, set interrupts, and allocate other system resources.	<i>Software Installation</i> , Chapter 2- "Installing the Base System Software"	
20.	Insert the configuration data diskette into the floppy disk drive.	Required for configuration software to know current configuration of the MAP/100.	4- "Running the Configuration Program"	
21.	Enter get_config	Required to install current hardware configuration.	4- "Configuration Commands"	
22.	Enter configure and complete the configuration program as instructed on the screen.	Required to allocate system resources for <i>all</i> hardware that is to be added.	4- "Running the Configuration Program"	
23.	Save the new configuration data and print the data to use when assembling the MAP/100.	Required to upgrade the configuration at a later time and to assemble the MAP/100 now.	4- "Running the Configuration Program"	

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**Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System
(continued)**

Task	Task Description	Comments	Chapter/Section	√
24.	Enter shutdown at the system prompt and disconnect power to the MAP/100.	Required before opening the MAP/100 and beginning assembly.	See the Operations book for your application	
25.	Remove the dress covers, front doors, and open the peripheral bay and card cage access doors.		5- "Getting Inside the Computer"	
26.	Review types of circuit cards and installation instructions.	Required if you are not familiar with the types of cards and how to install them.	6- "Installing Circuit Cards - Introduction and Types"	
27.	Install CONVERSANT circuit cards.	You must use the printout from the configuration software program to know where to install the cards and how to set I/O addresses.	7- "Installing CONVERSANT Circuit Cards"	
28.	Install the PC/XL communications card.	Required if you have the 3270 host communications package.	8- "Installing a PC/XL Card"	
29.	Install the IPC-900 or Gemini 1000 Asynchronous Card.	Required if you are supporting connections to printers, modems, etc.	8- "Installing an Asynchronous Card"	

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Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
30.	Install the ethernet or StarLAN circuit card.	Required if you are supporting a local area network.	8- "Installing Optional Feature Circuit Cards"	
31.	Install the PC/ISDN circuit card.	Required if you are supporting ASAI (Adjunct/Switch Application Interface).	8- "Installing a PC/ISDN Card"	
32.	Install the PC/PBX circuit card.	Required if you are supporting AUDIX Voice Power as co-resident with CONVERSANT.	8- "Installing a PC/PBX Card"	
33.	Install the FAX Attendant circuit card.	Required if you are supporting FAX Attendant as co-resident with CONVERSANT.	8- "Installing a FAX Attendant Card"	
34.	Install Standard MAP/100 circuit cards - CPU, hard disk drive controller, cartridge tape controller, and video controller.	Required only if you have damaged one of these cards. The manufacturer ships the MAP/100 with these cards installed.	9- "Installing MAP/100-Provided Circuit Cards"	
35.	Add or replace a SIMM (single in-line memory module) on the CPU card.	Required to add memory to the 386 or to replace a damaged SIMM on the 486 CPU.	10- "Adding More Memory"	
36.	Install a second hard disk drive.	Required if you want to increase storage.	10- "Adding a Second Hard Disk"	

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Table 4-1. MAP/100 Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
37.	Install speech production kit.	Required in order to use pre-recorded speech on the voice system. Must be used with Script Builder software.	10- "Installing the Speech Production Kit"	
38.	Finish up installation.	Required if you need to troubleshoot the installation, that is the MAP/100 is not working, or if you need to clean the equipment after you have finished.	11- "Finishing Up"	
39.	Close the peripheral bay and card cage access doors, and replace the front doors and dress covers.	Required if you have completed assembly.	5- "Getting Inside the Computer"	
40.	Connect peripherals and power up.		3- "Connecting Peripherals and Powering Up"	
41 .	Correct the system setup screen.	Required.	3- "Accessing System Setup"	
42.	Re-install the VIS application software.	Required in order to complete installation of the VIS and any other optional feature software. interrupts and other information determined during configuration must be entered into the software program.	<i>Software Installation</i> , Chapter 2- "Installing the Base System Software"	

**MAP/100C Installation
Procedures Checklist — Pre-
assembled System**

5

Use this checklist to verify that you have completed all the steps necessary to install a MAP/100C that has already been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/100C Voice Processing Hardware Installation*, 585-350-108, book to find additional information when using this checklist.

Table 5-1. MAP/100C Hardware Installation Checklist — Pre-assembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/100C.	Open as instructed to reuse packing materials.	2- "Unpacking the System"	

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Table 5-1. MAP/100C Hardware Installation Checklist — Pre-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the unit on the floor, or in a rack.		2- Use the procedure that matches the kind of rack you have	
13.	Locate key components on the MAP/100C.		2- "Locating Key Components on the MAP/100C"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/100C to the power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Go to the next checklist, <i>Software Installation</i> .	If, at this point, the system does not seem to be working, refer to Chapter 11, "Finishing Up" to verify hardware connections or to clean equipment if necessary.		

**MAP/100C Installation
Procedures Checklist — Non-
assembled System**

6

Use this checklist to verify that you have completed all the steps necessary to install a MAP/100C that has *NOT* been assembled, loaded, and tested (ALT) by the manufacturer.

Use the *MAP/100C Voice Processing Hardware Installation*, 585-350-108, book for additional information as you use this checklist.

Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System

Task	Task Description	Comments	Chapter/Section	√
1.	Verify site environmental requirements.		1- "Environmental Considerations"	
2.	Verify site installation area requirements.		1- "Installation Area Considerations"	
3.	Verify site space requirements.		1- "Space Requirements"	
4.	Verify site power requirements.		1- "Power Requirements"	
5.	Verify site is prewired for all pinout connections.	Required for telephone network, trunk, & host connections	1- "Prewiring for Pinout Connections"	
6.	Review telephone company requirements.		1- "Public Telephone Network"	
7.	Review all safety warnings before getting started.		2- "Heeding Warnings"	
8.	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives.	2- "Avoiding Electrostatic Discharge Damage to Circuit Cards"	
9.	Gather the required tools.		2- "Gathering tools and Test Equipment"	
10.	Unpack the MAP/100C.	Open as instructed to reuse packing materials.	2- "Unpacking the System"	

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Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
11.	Save factory information (configuration data).	Required to configure or reconfigure the system.	2- "Factory Information Regarding Your System"	
12.	Install the unit on the floor, or in a rack.		2- Use the procedure that matches the kind of rack you have	
13.	Locate key components on the MAP/100C.		2- "Locating Key Components on the MAP/100C"	
14.	Connect keyboard, monitor, printer, modem.		3- First four sections in Chapter 3.	
15.	Connect the MAP/100C to the power supply.		3- "Powering Up the System"	
16.	Correct the CPU system setup screen.		3- "Accessing the 386 or 486 CPU Setup Screen"	
17.	Install the UNIX operating system software onto the MAP/100C.	Required in order to install the VIS application software which contains kornshell (ksh). Ksh is required in order to run the configuration program which allocates system resources.	4- "Running the Configuration Program" and the <i>Software Installation</i> book	

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Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
18.	Install the VIS application software.	Required in order to install the configuration program and ksh which is required to run the configuration program.	4- "Running the Configuration Program" and the <i>Software Installation</i> book	
19.	Select 1 for CP (configuration program) and 2 for VIS to install this software. Do not install any other software at this time.	Required to run the configuration program in order to know where to place circuit cards, set interrupts, and allocate other system resources.	<i>Software Installation</i> , Chapter 2- "Installing the Base System Software"	
20.	Insert the configuration data diskette into the floppy disk drive.	Required for configuration software to know current configuration of the MAP/100C.	4- "Running the Configuration Program"	
21.	Enter get_config	Required to install current hardware configuration.	4- "Configuration Commands"	
22.	Enter configure and complete the configuration program as instructed on the screen.	Required to allocate system resources for <i>all</i> hardware that is to be added.	4- "Running the Configuration Program"	
23.	Save the new configuration data and print the data to use when assembling the MAP/100C.	Required to upgrade the configuration at a later time and to assemble the MAP/100C now.	4- "Running the Configuration Program"	

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Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
24.	Enter shutdown at the system prompt and disconnect power to the MAP/100C.	Required before opening the MAP/100C and beginning assembly.	See the Operations book for your application	
25.	Open the front door and peripheral bay access door.		5- "Getting Inside the Computer"	
26.	Review types of circuit cards and installation instructions.	Required if you are not familiar with the types of cards and how to install them.	6- "Installing Circuit Cards - Introduction and Types"	
27.	Install CONVERSANT circuit cards.	You must use the printout from the configuration software program to know where to install the cards and how to set I/O addresses.	7- "Installing CONVERSANT Circuit Cards"	
28.	Install the PC/XL communications card.	Required if you have the 3270 host communications package.	8- "Installing a PC/XL Card"	
29.	Install the IPC-900 or Gemini 1000 Asynchronous Card.	Required if you are supporting connections to printers, modems, etc.	8- "Installing an Asynchronous Card"	

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**Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System
(continued)**

Task	Task Description	Comments	Chapter/Section	√
30.	Install the ethernet or StarLAN circuit card.	Required if you are supporting a local area network.	8- "Installing Optional Feature Circuit Cards"	
31.	Install the PC/ISDN circuit card.	Required if you are supporting ASAI (Adjunct/Switch Application Interface).	8- "Installing a PC/ISDN Card"	
32.	Install the PC/PBX circuit card.	Required if you are supporting AUDIX Voice Power as co-resident with CONVERSANT.	8- "Installing a PC/PBX Card"	
33.	Install the FAX Attendant circuit card.	Required if you are supporting FAX Attendant as co-resident with CONVERSANT.	8- "Installing a FAX Attendant Card"	
34.	Install Standard MAP/100C circuit cards - CPU, hard disk drive controller, streaming tape controller, and video controller.	Required only if you have damaged one of these cards. The manufacturer ships the MAP/100C with these cards installed.	9- "Installing Standard MAP/100C Circuit Cards"	
35.	Add or replace a SIMM (single in-line memory module) on the CPU card.	Required to add memory to the 386 or to replace a damaged SIMM on the 486 CPU.	10- "Adding More Memory"	
	Install a second hard disk drive.	Required if you want to increase storage.	10- "Adding a Second Hard Disk"	

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Table 6-1. MAP/100C Hardware Installation Checklist — Non-assembled System
(continued)

Task	Task Description	Comments	Chapter/Section	√
37.	Install speech production kit.	Required in order to use pre-recorded speech on the voice system. Must be used with Script Builder software.	10- "Installing the Speech Production Kit"	
38.	Finish up installation.	Required if you need to troubleshoot the installation, that is the MAP/100C is not working, or if you need to clean the equipment after you have finished.	11- "Finishing Up"	
39.	Close the front door and peripheral bay access doors.	Required if you have completed assembly.	5- "Getting Inside the Computer"	
40.	Connect peripherals and power up.		3- "Connecting Peripherals and Powering Up"	
41.	Correct the system setup screen.	Required.	3- "Accessing System Setup"	
42.	Re-install the VIS application software.	Required in order to complete installation of the VIS and any other optional feature software. Interrupts and other information determined during configuration must be entered into the software program.	<i>Software Installation</i> , Chapter 2- "Installing the Base Software Software".	

Software Installation Procedures Checklist — New Installation

7

Use this checklist to verify that you have completed all the necessary steps to install the Version 4.0 software that has *NOT* been installed by the factory or manufacturer.

Use the *CONVERSANT VIS Version 4.0 Software Installation*, 585-350-111, book to reference the “Chapter/Section” indicated in the table.

Table 7-1. Version 4.0 Software Installation Checklist — New Installation

Task	Task Description	Comments	Chapter/Section	√
1.	Gather the required software.	UNIX and CONVERSANT VIS Version 4.0 cartridge tapes, and any optional feature package floppy disks.		
2.	Install the UNIX operating system software.		1- "Installing the UNIX Operating System"	
3.	Install the VIS application software.	Required in order to install the configuration program and ksh which is required to run the configuration program.	2- "Installing the Base System Software" and Chapter 4- "Running the Configuration Program" of the <i>Hardware Installation</i> book	
4.	Select 1 for CP (configuration program) and 2 for VIS to install this software. Do not install any other software at this time.	Required to run the configuration program in order to know where to place circuit cards, set interrupts, and allocate other system resources.	2- "Installing the Base System Software"	
5.	Insert the configuration data diskette into the floppy disk drive.	Required for configuration software to know current configuration of the system.	Chapter 4- "Running the Configuration Program" of the <i>Hardware Installation</i> book.	
6.	Enter get_config	Required to install current hardware configuration.	Chapter 4- "Configuration Commands" of the <i>Hardware Installation</i> book.	

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Table 7-1. Version 4.0 Software Installation Checklist — New Installation (continued)

Task	Task Description	Comments	Chapter/Section	√
7.	Enter configure and complete the configuration program as instructed on the screen.	Required to allocate system resources for <i>all</i> hardware that is to be added.	Chapter 4- "Running the Configuration Program" of the <i>Hardware Installation</i> book.	
8.	Save the new configuration data and print the data to use when installing the Version 3.1 software.	Required to upgrade the configuration at a later time and to install the Version 3.1 software now.	Chapter 4- "Running the Configuration Program" of the <i>Hardware Installation</i> book.	
9.	Re-install the VIS application software.	Required in order to complete installation of the VIS and any other optional feature software. Interrupts and other information determined during configuration must be entered into the software program.	2- "Installing the Base System Software"	
10.	Install optional feature packages.		3- "Installing Software for Optional Features"	
11.	Verify the software installation.	Done with feature_tst script package.		

Software Installation Procedures Checklist — Upgrade

8

Use this checklist to verify that you have completed all the steps necessary to upgrade your current software to Version 4.0 software.

Use the *CONVERSANT VIS Version 4.0 Upgrades*, 585-350-110, book to find the information necessary to perform an upgrade.

Software Installation Procedures Checklist — Pre-installed System

9

Use this checklist to verify that you have completed all the steps necessary to start using a system that has already been installed with Version 3.1 software by the manufacturer.

Use your *CONVERSANT VIS Version 4.0 Operations*, 585-350-703, book to find the information necessary to administer the software, such as assigning services to channels.

Use your *CONVERSANT VIS Script Builder*, 585-350-704, book to find the information necessary to develop a new Script Builder application or install an existing Script Builder application.

Use your *CONVERSANT VIS Version 4.0 Application Development*, 585-350-208, book to find the information necessary to develop a new script language application or install an existing script language application.