Lucent Technologies
Bell Labs Innovations

Intuity™ Messaging Solutions
Release 4
Switch Integration Conversions

Notice

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

Preventing Toll Fraud

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

Lucent Technologies Fraud Intervention:

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

Providing Telecommunications Security

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

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

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

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

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

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

Your Responsibility for Your Company's Telecommunications Security

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

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

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

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

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

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 corect the interference at his/her own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS5USA-20411-VM-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

Canadian Department of Communications (DOC) Interference Information

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

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

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call BCS Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive   89/336/EEC
Low-Voltage Directive73/23/EEC

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

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About this Document

Overview

This document, *Lucent INTUITY™ Messaging Solutions Release 4 Switch Integration Conversions*, Issue 1, contains the procedures needed to convert a Release 4 Lucent INTUITY system switch to one of the following switches:

- DEFINITY® CLAN

- DEFINITY® DCIU

- MERLIN LEGEND® or MERLIN® MAGIX™ Mode Code

- DEFINITY® PROLOGIX™ or DEFINITY® BCS Mode Code

Intended Audience

This document is intended for on-site technicians and remote support center personnel supporting a Lucent INTUITY switch conversion.

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How this Document Is Organized

This document is organized in the following chapters:

- Chapter 1, <u>Chapter 1, "Conversion Checklist"</u>

  This chapter presents a checklist of procedures needed to convert Lucent INTUITY Release 4 Systems to DEFINITY CLAN, DEFINITY DCIU, MERLIN LEGEND, and ProLogix/DEFINITY Mode Code integrations.

- Chapter 2, <u>Chapter 2, "Conversion Instructions"</u>

  This chapter presents the procedures needed to convert Lucent INTUITY Release 4 Systems to DEFINITY CLAN, DEFINITY DCIU, MERLIN LEGEND, and ProLogix/DEFINITY Mode Code integrations.

Conventions Used in this Book

This section describes the conventions used in this book.

- The word "type" means to press the key or 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 the enter key. For example, an instruction to type the letter "y" and press (ENTER) is shown as

  Enter **y** to continue.

- The word "select" means to move the cursor to the desired menu item and then press (ENTER). For example, an instruction to move the cursor to the start test option a screen and to then press (ENTER) is shown as

  Select `Start Test`.

- Keys on a terminal or PC are in 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 a terminal or PC are in 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 a terminal, PC, or system screens, also known as *soft keys*, are in round boxes followed by the function or value. For example, an instruction to press function key 3 is shown as

  Press (F3) (Choices).

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

    Press ⊡ to record a message.

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

    `Press <Enter> to continue.`

- The sequence of menu options that you must select are shown in boxes, for example:

    Start at the Lucent INTUITY Main Menu and select:

    > `Customer/Services Administration`

    > `Alarm Management`

    In the above example, you would display the Lucent INTUITY Main Menu and then select Customer/Service Administration. From the Customer/Service Administration menu, you would select Alarm Management.

- Commands and text to type in or enter are in **bold type**, as in the following:

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

- Command variables are in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not:

    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.

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

> ⚠ **SECURITY ALERT:**
> *Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.*

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- SX-200 is a trademark of Mitel Corporation.

- SX-2000 is a trademark of Mitel Corporation.

- TMI is a trademark of Texas Micro Systems, Inc.

- UNIX is a registered trademark of UNIX Systems Laboratories, Inc.

- Voice Bridge is a registered trademark of Voice Technologies Group, Inc.

- VOXEM is a registered trademark of VOXEM, Inc.

- VT100 is a trademark of Digital Equipment Corporation.

- Windows is a trademark of Microsoft Corporation.

Related Resources

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

Documentation

Documentation for Release 4 systems is available on CD-ROMs:

- *Lucent INTUITY Messaging Solutions Release 4 Administration,* 585-310-803

- *Lucent INTUITY Messaging Solutions Release 4 Reference,* 585-310-804

Documentation that can provide additional information include:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/5P System Installation*, 585-310-185.

- *Lucent INTUITY Messaging Solutions Release 4 MAP/5P Maintenance*, 585-310-186.

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40P System Installation*, 585-310-196.

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197.

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- *Lucent* INTUITY *Messaging Solutions Release 4 MAP/100 System Installation*, 585-310-173.

- *Lucent* INTUITY *Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174.

Use the following book for information about security and toll fraud issues:

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

Training

For more information on training for the Lucent INTUITY and other Lucent products, visit the Lucent Technologies training web site at www.lucenttraining.com.

How to Make Comments About this Document

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Conversion Checklist

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Overview

This chapter contains a checklist of procedures needed for the Lucent INTUITY Messaging Solutions Release 4 switch integration conversions.

> ⚠️ **CAUTION:**
> *Follow these procedures in the order listed. Do not omit any steps from the procedures unless they are optional for a specific system. Leaving out steps can cause the conversion to fail.*

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Conversion Checklist

Table1-1 provides the checklist of procedures for Lucent INTUITY Release 4
System conversion to one of the following switches:

- DEFINITY® CLAN

- DEFINITY® DCIU

- MERLIN LEGEND® or MERLIN® MAGIX™ Mode Code

- DEFINITY® PROLOGIX™ or DEFINITY® BCS Mode Code

Table 1-1. **INTUITY Messaging Solutions R4 Switch Integration Checklist**

Task	Description	See	✔
1	Inventory the Materials	page 2-2	
2	Identify the System's Software Load	page 2-4	
3	Identify the LAN Card	page 2-6	
4	Stop Alarm Origination	page 2-7	
5	Busyout the Definity Link	page 2-9	
6	Stop the Voice System	page 2-10	
7	Backup the Lucent INTUITY System	page 2-11	
8	Remove the Previous Integration Software	page 2-14	
9	Shutdown the Lucent INTUITY System	page 2-16	
10	Stop the Voice System	page 2-17	
11	Install the New Integration Software	page 2-18	
12	Install INTUNIX + M or Later	page 2-20	
13	Administer the Lucent INTUITY System for the Integration	page 2-22	
14	Remove Any Previous Switch Administration on the Switch	page 2-23	
15	Administer the Switch for the Switch Integration	page 2-24	
16	Remove the Old DCIU Switch Hardware	page 2-25	
17	Shutdown the Lucent INTUITY System	page 2-26	
18	Remove and Install Hardware	page 2-28	
19	Connect the Lucent INTUITY System to the Switch	page 2-61	
20	Apply Power to the System	page 2-69	

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Table 1-1. **INTUITY Messaging Solutions R4 Switch Integration Checklist**

Task	Description	See	✔
21	Administer and Test the LAN Link	page 2-70	
22	Remap and Test the Channels	page 2-76	
23	Change Extension Length	page 2-94	
24	Test the LAN Link	page 2-105	
25	Place Test Calls to the System	page 2-106	
26	Change the CAS Switch Assignment	page 2-106	
27	Clear any Alarms	page 2-107	
28	Assign the System Date and Time	page 2-108	
29	Stop the Voice System	page 2-110	
31	Backup the Lucent INTUITY System	page 2-111	
32	Start the Voice System	page 2-114	
33	Activate Alarm Origination	page 2-114	
34	Create a Test Alarm	page 2-117	
35	Replace the Nightly Backup Tape	page 2-118	
36	Remove the Old Integration Software Tapes	page 2-118	

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Conversion Instructions

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Overview

This section describes how to convert INTUITY Messaging Solutions Release 4 systems to one of the following switches:

- DEFINITY® CLAN

- DEFINITY® DCIU

- MERLIN LEGEND® or MERLIN® MAGIX™ Mode Code

- DEFINITY® PROLOGIX™ or DEFINITY® BCS Mode Code

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Task 1 - Inventory the Materials

This section lists the materials needed for a conversion according to the integration type.

⚠ CAUTION:

Verify that the customer's current software tapes are available in case of a system failure.

DEFINITY CLAN

For DEFINITY CLAN integration, you will need the following materials:

- Hardware:

    — LAN circuit card, if not already installed in the Lucent INTUITY system (model 8416)

    — Category 5 Crossover RJ45 modular cables to connect the switch to the Lucent INTUITY system14

- Software:

    — C-LAN Switch Integration Software 1 of 1 (J1P321TE-1 L-73, PG-5Y796)

    — Latest INTUNIX (J1P321TE-1-L69)

- Documentation:

    — This document

    — *INTUITY Messaging Solutions R4.4 LAN Integration with DEFINITY ECS,* 585-313-602, Issue 1

    — Switch integration planning worksheets. These worksheets, located in *INTUITY Messaging Solutions Release 4 Switch Integration Conversions*, 585-313-602, Chapter 2, "Switch Integration Planning", must be completed before integrating the Lucent INTUITY system with a LAN link.

    ## ⚠ CAUTION:

    Without the completed worksheets, you will not be able to complete this installation.

DEFINITY DCIU

For DEFINITY DCIU integration, you will need the following materials:

- Hardware:

    — DCIU circuit card (EICON)

    — IDI adapter

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— IDI cable

➡ NOTE:

7400Ds are no longer available. Therefore, conversions for systems with duplicate common controllers that require the 7400D are not supported.

- Software: Intuity Platform DCIU Set (JIP321TE L-16, PG-5Y410)

- Documentation:

    — This document

    — *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2

    — Switch integration planning worksheets. These worksheets, located in *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapter 2, "Switch Integration Planning", must be completed before integrating the Lucent INTUITY system with a DEFINITY DCIU switch.

⚠ CAUTION:

Without the completed worksheets, you will not be able to complete this installation.

MERLIN LEGEND and MERLIN MAGIXs Communication Systems

For MERLIN LEGEND and MERLIN MAGIXs Communication Systems integration, you will need the following materials:

- Software: Serial/In-band Switch Integration Software 1 of 1 (J1P321TE L-9, PG-TY480)

- Documentation:

    — This document

    — *INTUITY integration with MERLIN LEGEND Communications System.* 585-310-255, Issue 1

    — Switch integration planning worksheets. These worksheets, located in *INTUITY integration with MERLIN LEGEND Communications System*, 585-310-255, Issue 1, Chapter 2, "Planning the Integration", must be completed before integrating the Lucent INTUITY system with MERLIN LEGEND and MERLIN MAGIXs Communications Systems.

⚠ CAUTION:

Without the completed worksheets, you will not be able to complete this installation.

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ProLogix/DEFINITY Mode Code

For ProLogix/DEFINITY Mode Code integration, you will need the following materials:

- Software: Serial/In-band Switch Integration Software 1 of 1 (J1P321TE L-9, PG-TY480).

- Documentation:

    — This document

    — *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2

    — Switch integration planning worksheets. These worksheets, located in *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapter 2, "Switch Integration Planning", must be completed before integrating the Lucent INTUITY system with a ProLogix/DEFINITY Mode Code switch.

    > ⚠ **CAUTION:**
    > *Without the completed worksheets, you will not be able to complete this installation.*

Task 2 - Identify the System's Software Load

The following procedure describes how to identify the system's software load.

1. Log in to the Lucent INTUITY system as craft.

2. Press ENTER to use the at386 terminal type default.

    The system displays the Lucent INTUITY Main Menu (Figure 2-1).

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```
              INTUITY (TM) Main Menu

     AUDIX Administration
     Aria Administration
     Customer/Services Administration
     Enhanced-List Manager
     Internet Messaging Administration
     MM Auto-Attendant Administration
     Networking Administration
     Switch Interface Administration
     Upgrade
     Voice System Administration
```

Figure 2-1.   Lucent INTUITY Main Menu

3. From the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

   > System Verification

      > View Installed Software
```
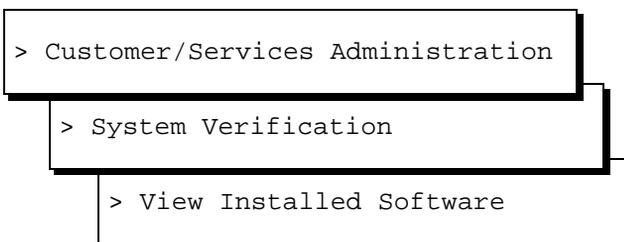
After a few minutes, the system responds with the View Installed Software screen.

4. Scrolling down the screen using the arrow keys, look for the VM-sw package. The system version is located in the VERSION field

5. Determine your next step:

   - If the system is a Release 4.4, continue with step 6.

   - If the system is a Release 4.3 and:

      — You are converting to a DEFINITY CLAN integration, update the system to a Release 4.4 and then continue with Task 3, "Identify the LAN Card".

      — You are not converting to a DEFINITY CLAN integration, continue with step 6.

6. Press F6 (Cancel) once to return to the System Verification menu.

7. Continue with Task 3, "Identify the LAN Card".

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Task 3 - Identify the LAN Card

The following procedure describes how to identify the LAN card.

1. From the System Verification menu, select:

> > View Installed Hardware

The system displays the View Installed Hardware screen (Figure 2-2).

```
                    View Installed Hardware
MAP/40 chassis configured as a Model 40 with:
  o 63 megabytes of memory installed
  o 1684 megabyte hard drive installed at SCSI id 0

Installed hardware of netw

 Networking Board          Equipped          Version Number
        1                      no                   N/A
        2                      no                   N/A
        3                      no                   N/A
Ethernet board installed, board type 8216C
```

Figure 2-2.   View Installed Hardware Screen

2. Scroll down the screen using the arrow keys and locate the LAN card type. If the system does not have a LAN card installed, there is no LAN card type entry on the screen.

3. Determine your next step:

   - If the system has a LAN card, write down the LAN card type.

     LAN Card: _____

   - If the system does not have a LAN card, continue with the step 4.

4. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu.

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5. Determine your next step:

   ■   If the system has alarm origination, then continue with <u>Task 4, "Stop Alarm Origination"</u>.

   ■   If the system does not have alarm origination and is integrated with a DEFINITY Communications System, <u>Task 5, "Busyout the Definity Link" on page 2-9</u>.

   ■   If the system does not have alarm origination and is not integrated with a DEFINITY Communications System, <u>Task 6, "Stop the Voice System" on page 2-9</u>.

Task 4 - Stop Alarm Origination

The following procedure inactivates alarm origination so that the Lucent INTUITY system will not inform the remote support center of any alarms that occur during the conversion process.

1. Beginning at the Lucent INTUITY Main Menu (<u>Figure 2-1</u>), select:

```
> Customer/Services Administration

   > Alarm Management
```

The system responds with the Alarm Management screen (<u>Figure 2-3</u>).

```
                 Alarm   Management
Product ID                      ▓999999999

Alarm Destination               918606427

Alarm Origination               ACTIVE

Alarm Level                     MINOR

Alarm Suppression               INACTIVE

Clear Alarm Notification        ACTIVE
```

Figure 2-3.   Alarm Management Screen

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

3. Press F2 (Choices).

   The system responds with the Alarm Origination screen (<u>Figure 2-4</u>).

```
┌─Alarm Origination─┐
│ ACTIVE            │
│>INACTIVE          │
└───────────────────┘
```
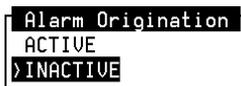
Figure 2-**4.**   **Alarm Origination Menu**

4. Select INACTIVE.

    The system responds by changing the entry in the alarm Origination
    field to INACTIVE.

5. Press F3 (Save).

    The system responds with an Information screen (Figure 2-5).

```
┌─────────────────Information─────────────────┐
│ Alarm Form Update was successful            │
│                                             │
│ Press <Enter> to continue.                  │
└─────────────────────────────────────────────┘
```
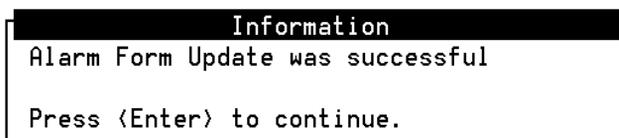
Figure 2-**5.**   **Information Screen**

6. Press ENTER.

    The system returns to the Alarm Management screen.

7. Press F6 (Cancel) repeatedly to return to the Lucent INTUITY Main Menu
    (Figure 2-1).

8. Determine your next step:

    ■   If the system is integrated with a DEFINITY DCIU Communications
        System, continue with Task 5, "Busyout the Definity Link".

    ■   If the system is not integrated with a DEFINITY Communications
        System, continue with Task 6, "Stop the Voice System" on page
        2-10.

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Task 5 - Busyout the Definity Link

For Lucent INTUITY systems integrated with a DEFINITY Communications System, you must busyout the physical link to prevent the switch from calling out alarms.

For System 75, G1, G3, and R5/6 switches

To busyout the link, go to the Definity switch monitor, and perform the following steps:

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

   where *n* is the number of the physical link to the Lucent INTUITY system. *n* may be any integer from 1 to 8.

2. Continue with Task 6, "Stop the Voice System".

For System R7 Switches with CLAN Integration

To busyout the link, perform the steps in the following two procedures:

Identify the Host Name

1. From the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> TCP/IP Administration

    > Network Addressing
```

2. Locate and write down the host name that appears in the Host Name field.

3. Press F6 (Cancel) twice to return to the Lucent INTUITY Main Menu (Figure 2-1).

4. Continue with "Busyout the Link".

Busyout the Link

1. Go to the Definity switch monitor and enter **change communication-interface processor-channels**

2. In the Destination Node column, move the cursor to the host name that you wrote down in the "Identify the Host Name" procedure, step 2.

3. Enter **n** in the Enable column.

4. Press ENTER on the numeric keypad.

5. Continue with Task 6, "Stop the Voice System".

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For System R8 Switches With CLAN Integration

To busyout the link, perform the steps in the following two procedures:

Identify the Host Name

1. From the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> TCP/IP Administration

    > Network Addressing
```

2. Locate and write down the host name that appears in the Host Name field.

3. Press F6 (Cancel) twice to return to the Lucent INTUITY Main Menu (Figure 2-1).

4. Continue with "Busyout the Link".

Busyout the Link

1. Go to the Definity switch monitor and enter **change communication-interface processor-channels**

2. In the Node Name column, move the cursor to the host name that you wrote down in the "Identify the Host Name" procedure, step 2.

3. Enter **n** in the Enable Eth Pt column.

4. Press ENTER on the numeric keypad.

5. Continue with Task 6, "Stop the Voice System".

Task 6 - Stop the Voice System

The following procedure describes how to stop the voice system.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

    > System Management

        > System Control

            > Stop Voice System
```

The system displays the Wait Time window (Figure 2-6).

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```
          Wait Time

       Seconds:  ▮
```

Figure 2-6.   Wait Time Window

2. Enter a time from 60 to 600 seconds in the Seconds field.

3. Press F3 (Save).

   The system stops the voice system and returns to the System Control screen or presents the prompt:

   ```
   The Voice System has stopped.

   Press ENTER to continue.
   ```

   If the system presents this prompt, press ENTER to return to the System Control screen.

4. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu (Figure 2-1).

5. Continue with Task 7, "Backup the Lucent INTUITY System".

Task 7 - Backup the Lucent INTUITY System

A backup is the only way to ensure the system can recover in the event of an unforeseen catastrophic failure, such as equipment or power failure, or problems with the conversion.

⇒ **NOTE:**
   Do a backup now, especially if you just did a backup as part an upgrade to Release 4.4.

To perform a full system backup:

1. From the Lucent INTUITY Main Menu (Figure 2-1), select:

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> Customer/Services Administration

   > Backup/Restore

      > Backup

The system displays the Backup window (Figure 2-7).

```
┌────────────────────────────────────────────┐
│                   Backup                   │
│                                            │
│  System Data_____        Yes    │
│                                            │
│  AUDIX Announcements_____      Yes    │
│                                            │
│  AUDIX Names_____       Yes    │
│                                            │
│  Greetings and Messages_____     Yes    │
│                                            │
│  _____          ___    │
│                                            │
│  _____          ___    │
│                                            │
│  _____          ___    │
│                                            │
│  _____          ___    │
│                                            │
└────────────────────────────────────────────┘
```
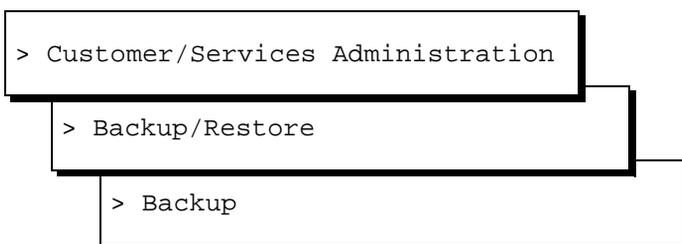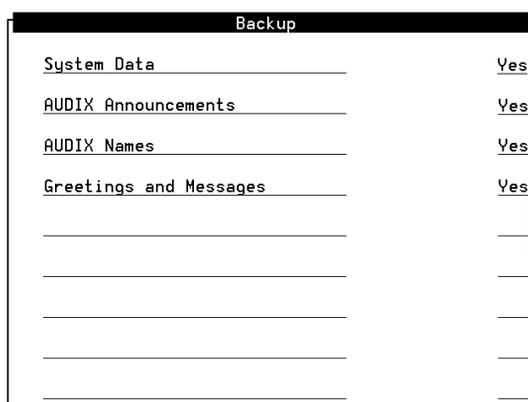
Figure 2-7.   Sample Backup Window

> **NOTE:**
> The screen displays fields based on the system's configuration and
> may differ from this illustration. For example, the AUDIX
> Announcement field can be set to No if the current announcement
> tape is available.

2. Enter **Yes** in all fields to back up all data.

3. Press F3 (Save).

    The system displays the message:

    ```
    backup started
    calculating the total size for the backup
    please wait

    the total backup size is yyy MB
    you will need:

    x yyy MB cartridge tape(s) or
    x y GB cartridge tape(s)
    ```

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Where x is the number of blank tapes you will need and yyy is the tape capacity (for example, 525 Mb).

4. Make sure that there are enough cartridge tapes to accommodate the backup.

   The system displays the message:

   ```
   Verify whole backup tape(s) will double the amount
   of backup time.
   Do you really want to verify tape(s)?
   (Strike y or n)
   ```

   > **NOTE:**
   > Verification is not necessary to ensure a good backup tape. The Lucent INTUITY system verifies a backup tape by reading back the entire set of data just written onto the tape, which doubles the total time required.

5. Press **n** to not verify the backup.

   The system displays the following message:

   ```
   please insert a tape into the tape drive to back up
   tape 1
   press <Enter> when tape is inserted
   press <Esc> key to terminate the backup
   ```

6. Press the button on the upper right corner of the drive to open the drive door.

7. Insert a formatted blank tape.

8. Close the door to push in the tape.

9. Press ⸤ENTER⸥ when LED on drive is steadily.

   > **NOTE:**
   > If you pressed ⸤ENTER⸥ before you inserted the tape into the drive, you must press ⸤ENTER⸥ again after the tape is in the drive.

   The system displays a series of messages indicating what is being stored on the backup tape.

10. If the backup is complete, continue with step 11. If the backup requires another tape, do the following:

    a. Press the button on the upper right corner of the drive to open the drive door.

    b. Remove the current tape, and insert the next tape.

    c. Label the tape with the current date and backup data type(s).

    d. Press ⸤ENTER⸥ when the tape drive is idle.

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

```
backup process has been completed successfully
press any key to continue
```

11. Press `ENTER`.

12. Label all backup tapes with the current date and backup data type(s).

13. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu (Figure 2-1).

14. Continue with Task 8, "Remove the Previous Integration Software".

Task 8 - Remove the Previous Integration Software

The following procedure describes how to remove the previous integration software.

To remove the previous integration software:

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

    > Feature Options
```

2. Check whether the DCS option is enabled for this system. If it is, the feature must be re-enabled after you install the new software. Contact the remote support center to get the DCS option enabled.

3. Press F6 (Cancel) once to return to the Customer/Services Administration menu.

4. From the Customer/Services Administration menu, select:

```
> System Management

    > UNIX Management

        > Software Remove
```

5. In the list of available packages, locate the previous switch integration software package that needs to be removed. Press `ENTER` as needed to page through the list of software packages.

   Depending on the integration type, one of the following software packages in Table 2-1 need to be removed.

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Table 2-**1.** **Switch Integration Software Packages That Need to be Removed**

Package Name	Integration Type
DCIUset	X.25 protocol only to Lucent Technologies switches
LANset	TCP/IP LAN connection only to Lucent Technologies switches
SWINset	The following are SWINset packages: ■ NEC NEAX (serial connection) ■ Siemens HICOM (serial connection) ■ Ericsson (serial connection) ■ MERLIN LEGEND (mode code) ■ DMS100 (serial connection) ■ Intecom (serial connection) ■ Norstar (mode code) ■ System 25 (mode code) ■ 5ESS (serial connection) ■ DEFINITY Mode Code (mode code Lucent Technologies)
VBPCset	Nortel Medrian 1
RLMTLset	Rolm 9751 Switches

6. When you find the package number associated with the previous integration type, press CTRL-D to stop the display of packages.

7. At the prompt, enter the number of the package being removed.

▲ CAUTION:

Remove only one of the packages that is listed in Table 2-1. Removing a package that is not listed in Table 2-1 can cause the conversion to fail.

Verify that you are removing the correct package, and answer **y** to any questions that the system displays.

8. Press **q** to exit the Software Remove procedure.

9. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu.

10. Continue with Task 9, "Shutdown the Lucent INTUITY System".

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Task 9 - Shutdown the Lucent INTUITY System

The following procedure describes how to shut down the system.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

  > System Management

    > System Control

      > Shutdown System
```
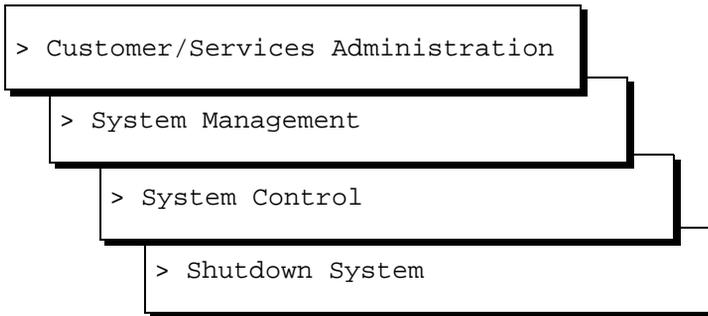
The system displays the Wait Time window (Figure 2-8).

```
        Wait Time

    Seconds:  ▮
```

Figure 2-8.   Wait Time Window

2. Enter **0** (zero) for an immediate shutdown.

3. Press F3 (Save).

The system displays the following message:

```
Voice system is already stopped.
Shutdown started.
```

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

```
The system is down.
Press Ctrl-Alt-Del to reboot your computer.
```

4. Continue with Task 10, "Stop the Voice System".

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Task 10 - Stop the Voice System

The following procedure describes how to stop the voice system.

1. Allow the system to boot.

2. From the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

    > System Management

        > System Control

            > Stop Voice System
```
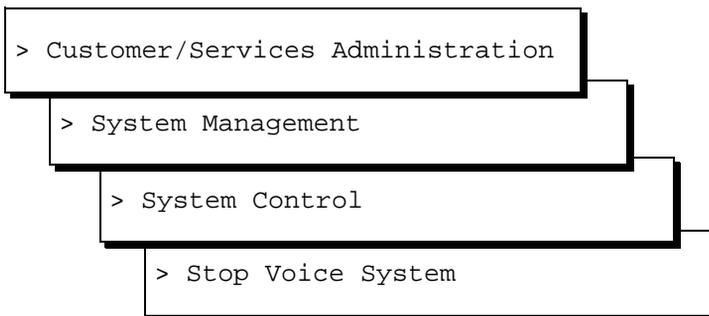
The system displays the Wait Time window (Figure 2-9).

```
        Wait Time

    Seconds:  ████
```

Figure 2-9.   Wait Time Window

3. Enter a time from 60 to 600 seconds in the Seconds field.

4. Press F3 (Save).

The system stops the voice system and returns to the System Control screen or presents the prompt:

```
The Voice System has stopped.

Press ENTER to continue.
```

If the system presents this prompt, press ENTER to return to the System Control screen.

5. Press F6 (Cancel) twice to return to the Customer/Services Administration menu (Figure 2-1).

6. Continue with Task 11, "Install the New Integration Software".

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Task 11 - Install the New Integration Software

The following procedure describes how to install the new switch integration software.

➡️ NOTE:
If you are installing a CLAN integration and your system not a Release 4.4, do not continue.

1. Verify that a full system backup tape is available.

   This should be a current backup. In the event of a system or update failure, the backup tape is used to restore the system.

⚠️ CAUTION:
Do not change software on the system unless you have a current backup of the original configuration.

2. From the Customer/Services Administration menu, select:

```
> System Management

    > UNIX Management

        > Software Install
```
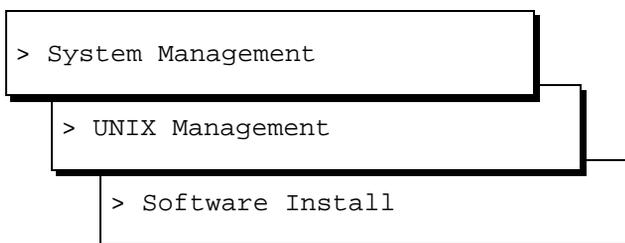
3. The system displays the Software Install menu (Figure 2-10):

```
 Software Install
 Floppy drive
>Tape drive
```
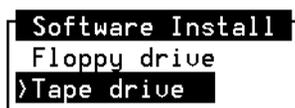
Figure 2-10.   Software Install Menu

4. Select Tape drive

5. Insert the new switch integration software tape into the drive (close the drive door to push in the tape).

6. Press `ENTER` when the tape drive is idle.

   The system displays the package on this tape.

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7. At the prompt, press `ENTER`.

   The system installs the switch integration package and displays the file
   names on the screen. When the installation is complete, the system
   displays the following message:

   ```
   Insert a cartridge into tape drive 1
   Type [go] when ready
      or [q] to quit: (default: go)
   ```

8. Enter **q**

9. Remove the tape from the tape drive.

10. Press `F6` (Cancel) four times to return to the Lucent INTUITY Main Menu
    (Figure 2-1).

11. Remove the switch integration software tape cartridge.

12. Determine your next step:

    - If you are installing a CLAN or a DCIU integration, go to step 13.

    - if you are **not** installing a CLAN or a DCIU integration, go to step 15.

13. If the DCS feature was enabled before you installed the new software, you
    must verify that it is still enabled. Starting at the Lucent INTUITY Main Menu,
    select:

    ```
    > Customer/Services Administration

        > Feature Options
    ```

14. Check whether the DCS option is enabled for this system. If it is, continue
    with step 15. If DCS should be enabled but it is not, the feature must be
    re-enabled. Call the Multimedia Messaging Implementation Support
    (MMIS, formerly the AUCC) at 1-800-248-1234 to have the DCS feature
    enabled.

15. Press `F6` (Cancel) once to return to the Customer/Services Administration
    menu.

16. Continue with Task 12, "Install INTUNIX + M or Later".

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Task 12 - Install INTUNIX + M or Later

The following procedure describes how to install the INTUNIX update.

1. Starting at the Customer/Services Administration menu, select:

```
> System Management

   > UNIX Management

      > Software Install
```

The system displays the Software Install menu.

2. Select `Tape drive` from the Software Install menu.

3. Insert the Lucent INTUITY INTUNIX + M (or later) Sftw Update tape into the tape drive.

4. Press **ENTER**.

The system displays the message:

```
Installation in progress. Do not remove tape.

The following pkgs are available:
  1  INTUNIX INTUITY UnixWare x.x.x Enhancement
     Set - Update X

Select package(s) you wish to process (or 'all' to
process all packages). (default: all) [?,??,q]
```

5. Press **ENTER** to select **all**.

The system displays the message:

```
A version of the LAN driver is already installed.
Do you want to overlay that driver and re-use the
kernel options for the driver? The overlay option,
which is often used during field upgrades, will
preserve the network environment.

 y) to overlay
 q) to quit    (default: quit)

Do you want to overlay the driver?
```

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6. Enter **y**

   The system displays the message:

The system displays the board type of the LAN adapter installed on the platform. Use this information to select the LAN adaptor type.

```
The board type currently installed in the system
is the xxxx LAN adapter.

   1) 8216 LAN adapter.

   2) 8416 LAN adapter.

   q) To abort installation.

Please enter the board type you wish to use:
```

where *xxxx* is the board type for the system you're upgrading.

> ⚠️ **CAUTION:**
> *The board type numbers are very similar. Read the system message carefully before selecting the board type.*

7. Note the board type in the first line of the system message and enter **1** or **2**, as appropriate.

> ➡️ **NOTE:**
> If no LAN card is installed, enter **2** or the type of LAN card that you will be installing.

The system processes the packages on the tape and displays several status messages. When the processing is completed, the system displays the following message:

```
Installation of INTUITY UnixWare x.x.x Enhancement
Set (INTUNIX) was successful.

Insert a cartridge into Tape Drive 1.
Type [go] when ready
    or [q] to quit: (default: go)
```

8. Enter **q**

9. Remove the tape from the tape drive.

10. Press F6 (Cancel) four times to return to the Lucent INTUITY Main Menu.

11. Continue with Task 13, "Administer the Lucent INTUITY System for the Integration".

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Task 13 - Administer the Lucent INTUITY System for the Integration

Administer the Lucent INTUITY system for the integration.

For:	see:
DEFINITY CLAN	INTUITY *Messaging Solutions R4.4 LAN Integrations with DEFINITY ECS,* 585-313-602, Issue 1, Chapter 4, "Lucent INTUITY System Administration for Switch Integration," page 4-1.
	After administering the Lucent INTUITY system, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 14, "Remove Any Previous Switch Administration on the Switch".
	■ If you are not removing a DCIU integration, continue with Task 15, "Administer the Switch for the Switch Integration" on page 2-24.
DEFINITY DCIU	For DEFINITY Release 5 and 6, see INTUITY *Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapter 8, "Lucent INTUITY System Administration for Switch Integration," page 8-1.
	After administering the Lucent INTUITY system, continue with Task 15, "Administer the Switch for the Switch Integration" on page 2-24.
MERLIN LEGEND/MAGIX Communications Systems	INTUITY *Integration with MERLIN LEGEND Communications System,* 585-310-255, Issue 1, Chapter 5, "MERLIN LEGEND Switch Administration," page 5-1.
	After administering the Lucent INTUITY system, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 14, "Remove Any Previous Switch Administration on the Switch".
	■ If you are not removing a DCIU integration, continue with Task 15, "Administer the Switch for the Switch Integration" on page 2-24.

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For:	see:
ProLogix/DEFINITY Mode Code	For DEFINITY Release 5 and 6, see *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapter 6, "DEFINITY Mode-Code Switch Integration," page 6-1.
	After administering the Lucent INTUITY system, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 14, "Remove Any Previous Switch Administration on the Switch".
	■ If you are not removing a DCIU integration, continue with Task 15, "Administer the Switch for the Switch Integration" on page 2-24.

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Task 14 - Remove Any Previous Switch Administration on the Switch

The following procedure describes how to remove any previous switch administration on the switch if the old integration is a DCIU.

➡ NOTE:
Record all existing link administration in case you must revert to the old setup.

⚠ CAUTION:
Do not remove existing X.25 data modules and processor channels from the switch if the switch is part of a DCS network. If the switch is part of a DCS, remove only the X.25 data module and processor channel that supported the Lucent INTUITY system.

1. If using DCIU integration:

    a. Remove the existing X.25 data module assignment from the switch.

    b. Remove the X.25 processor channels from the switch.

2. If using Mode Code integration, disable Mode Code on the change system-parameters customer-options screen.

3. Continue with Task 15, "Administer the Switch for the Switch Integration".

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Task 15 - Administer the Switch for the Switch Integration

Administer the switch to operate with the Lucent INTUITY system.

For:	see:
DEFINITY CLAN	*INTUITY Messaging Solutions R4.4 LAN Integrations with DEFINITY ECS,* 585-313-602, Issue 1, Chapter 3, "Administration for Switch-to-Lucent INTUITY System Link," page 3-1.
	After administering the switch, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 16, "Remove the Old DCIU Switch Hardware".
	■ If you are not removing a DCIU integration, continue with Task 17, "Shutdown the Lucent INTUITY System" on page 2-26.
DEFINITY DCIU	For DEFINITY Release 5 and 6, see *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapters 3, 4 or 5, depending on the switch type.
	After administering the switch, continue with Task 16, "Remove the Old DCIU Switch Hardware".
MERLIN LEGEND/MAGIX Communications Systems	*INTUITY Integration with MERLIN LEGEND Communications System,* 585-310-255, Issue 1, Chapter 5, "MERLIN LEGEND Switch Administration," page 5-1.
	After administering the switch, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 16, "Remove the Old DCIU Switch Hardware".
	■ If you are not removing a DCIU integration, continue with Task 17, "Shutdown the Lucent INTUITY System" on page 2-26.

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For:	see:
ProLogix/DEFINITY Mode Code	For DEFINITY Release 5 and 6, see *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6,* 585-310-257, Issue 2, Chapter 6, "DEFINITY Mode-Code Switch Integration," page 6-1.
	After administering the switch, determine your next step:
	■ If you are removing a DCIU integration, continue with Task 16, "Remove the Old DCIU Switch Hardware".
	■ If you are not removing a DCIU integration, continue with Task 17, "Shutdown the Lucent INTUITY System" on page 2-26.

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Task 16 - Remove the Old DCIU Switch Hardware

Use this procedure only if you are removing a DCIU integration. To remove the old DCIU switch hardware:

1. Disconnect the DCIU cabling from the DCIU circuit card (GP Synch or EICON) at the back of the Lucent INTUITY system.

2. Disconnect the cabling from the processor interface (PI) port or packet gateway port (PGATE) used for DCIU connectivity on the switch.

3. If a data module or modem was used for the connection, disconnect that equipment from service.

4. Use the following steps to remove old circuit packs from the switch (only for si and r models):

   a. Power down the switch.

   b. For an si model, remove the TN765 processor interface (PI) circuit pack unless it is being used for X.25 connections.

   c. For an r model, remove the TN577 packet gateway (PGATE) circuit pack unless it is being used for X.25 connections.

5. Continue with Task 17, "Shutdown the Lucent INTUITY System".

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Task 17 - Shutdown the Lucent INTUITY System

The following procedure describes how to shut down the system.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

> Customer/Services Administration

> System Management

> System Control
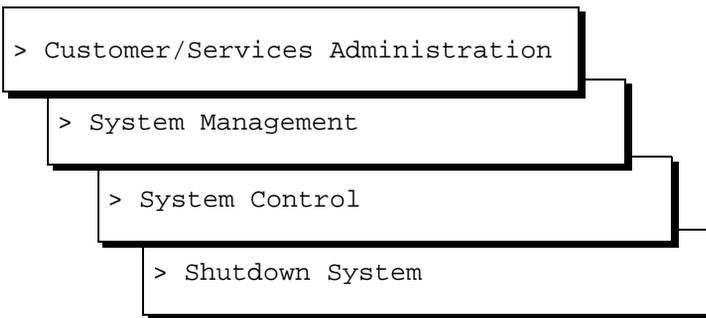
> Shutdown System

The system displays the Wait Time window (Figure 2-11).

```
           Wait Time

        Seconds: ▮
```

Figure 2-11.   Wait Time Window

2. Enter **0** (zero) for an immediate shutdown.

3. Press F3 (Save).

The system displays the following message:

        Voice system is already stopped.
        Shutdown started.

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

        The system is down.
        Press Ctrl-Alt-Del to reboot your computer.

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4. Determine your next step:

Integration	Action
DEFINITY CLAN	Check the system for a LAN circuit card (Figure 2-15 on page 2-33)
	■ If the system does not have a LAN circuit card installed, continue with Task 18, "Remove and Install Hardware".
	■ If the system has a DCIU circuit card (GP Synch or EICON) installed, continue with Task 18, "Remove and Install Hardware".
	■ If the system has a LAN circuit card and does not have a DCIU circuit card (GP Synch or EICON), continue with Task 19, "Connect the Lucent INTUITY System to the Switch".
DEFINITY DCIU	Install a DCIU circuit card (EICON) (Figure 2-14 on page 2-32), continue with Task 18, "Remove and Install Hardware".
MERLIN LEGEND/MAGIX and ProLogix/DEFINTITY Mode Code	Check the system for a DCIU circuit card (GP Synch or EICON) (Figure 2-14 on page 2-32).
	■ If the system has a DCIU circuit card (GP Synch or EICON) installed, continue with Task 18, "Remove and Install Hardware".
	■ If the system does not have a DCIU circuit card (GP Synch or EICON) installed, continue with Task 19, "Connect the Lucent INTUITY System to the Switch".

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Task 18 - Remove and Install Hardware

The removal and installation instructions differ for each of the following platforms.

For this platform:	see:
MAP/5P and MAP/5PV3	below, this page
MAP/40	
MAP/40P	
MAP/100	
MAP/100P	

MAP/5P and MAP/5PV3 Instructions

For additional information about the MAP/5P, see *INTUITY Messaging Solutions Release 4 MAP/5P Maintenance*, 585-310-186.

MAP/5P and MAP/5PV3: Remove the Dress Cover

To remove the dress cover:

1. Turn off the front power switch and remove the incoming AC line.

2. Tag the power cord plugs with a note indicating that no one other than yourself should reconnect power to this equipment.

3. Disconnect keyboard and monitor cords.

4. Disconnect the LAN cable and any cables that will restrict access to the system.

⚠ DANGER:
Shut power off before removing the dress cover.

5. Place the dress cover lock (, #9) in the open position.

⇒ NOTE:
shows the dress cover lock in the locked position.

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mpix5p LJK 072999
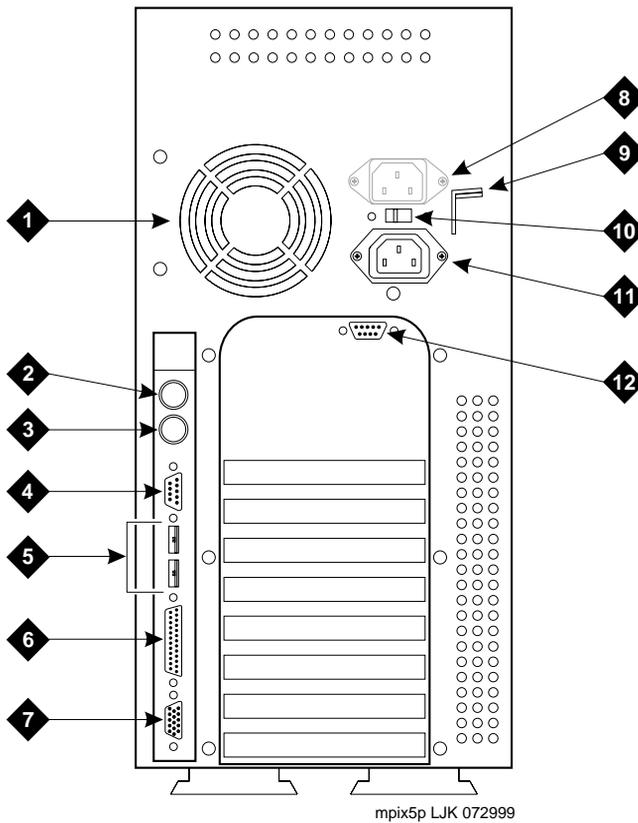
1   Power supply fan exhaust
2   Keyboard connector
3   Mouse connector (not used)
4   COM1
5   COM2 (MAP/5P) or USB ports (MAP/5PV3, not used)
6   Parallel port
7   Monitor connector
8   AC power supply outlet (MAP/5P only)
9   Dress cover lock
10 AC voltage selector switch
11 AC power inlet receptacle
12 COM2 (MAP/5PV3 only)

Figure 2-12.   Back View of the MAP/5P and MAP/5PV3

6. Simultaneously compress the dress cover latches on both sides of the
    MAP/5P and MAP/5PV3 (Figure 2-13).

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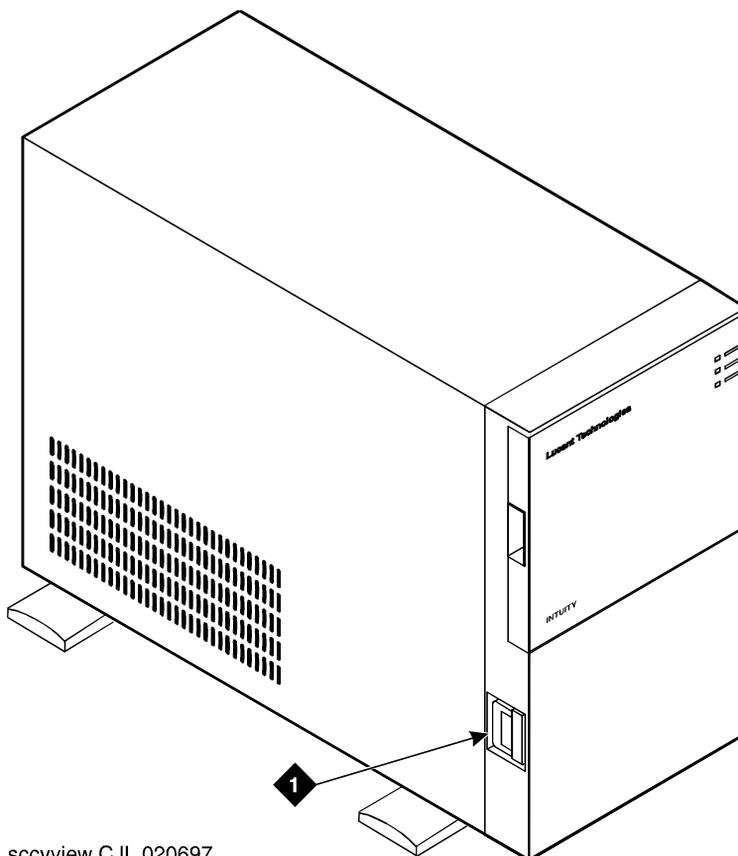
sccvview CJL 020697

1. Dress cover latch

Figure 2-13. Removing the Dress Cover

7. Slide the dress cover away from the MAP/5P and MAP/5PV3.

8. Continue with "MAP/5P and MAP/5PV3: Install or Remove Circuit Cards".

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MAP/5P and MAP/5PV3: Install or Remove Circuit Cards

Install or remove circuit cards as needed. The final configuration for the MAP should be:

Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed into the lowest numbered, available ISA slot.
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (GP Synch or EICON) installed into the lowest numbered, available ISA slot after the LAN circuit card, if present, has been installed.
MERLIN LEGEND/MAGIXs Communications Systems	The MERLIN LEGEND/MAGIXs Communications Systems do not use a switch integration or LAN circuit card for the integration.
ProLogix/DEFINITY Mode Code	The ProLogix/DEFINITY Mode Code integrations do not use a switch integration or LAN circuit card for the integration.

MAP/5P and MAP/5PV3: Remove the DCIU Circuit Card (GP Synch or EICON).

Use the following procedure to remove a DCIU circuit card (GP Synch or EICON) (Figure 2-14):

1. Locate the circuit card (Figure 2-14) to be replaced within the card cage.

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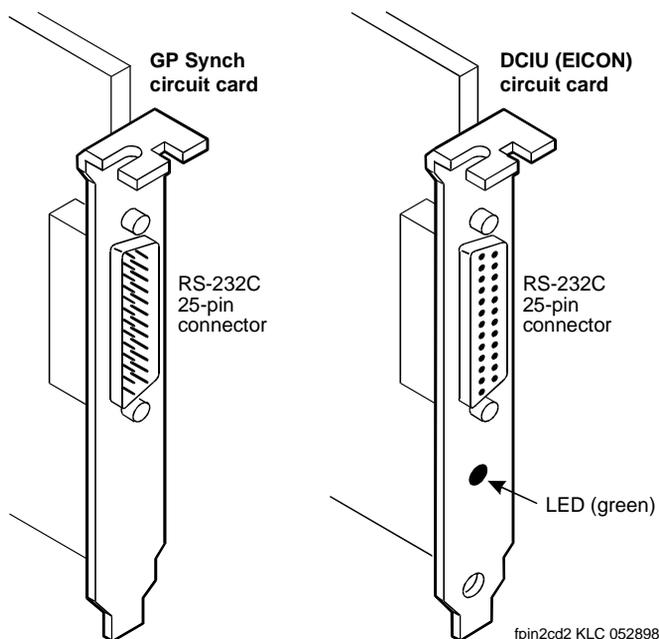
Figure 2-14. GP Synch and DCIU (EICON) Circuit Card Faceplates

2. Disconnect any attached cables.

3. If there are cables attached to other circuit cards which would impede the removal of the circuit card, disconnect them and place them to the side.

> **NOTE:**
> Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

5. Remove the circuit card from the backplane slot by gently pulling on each corner of the circuit card.

6. Remove the circuit card from the MAP/5P or the MAP/5PV3.

7. Determine your next step:

   ■ If you are converting to a CLAN integration, continue with "MAP/5P and MAP/5PV3: Install Circuit Cards".

   ■ If you are not converting the system to a CLAN integration, continue with "MAP/5P and MAP/5PV3: Close the MAP" on page 2 2-35.

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MAP/5P and MAP/5PV3: Install Circuit Cards.

If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

> ⇛ **NOTE:**
> The INTUITY system only uses one LAN or DCIU circuit card (EICON). Do not install two LAN or DCIU circuit cards into the system.

1. Unpack the new circuit card from its ESD protective wrapping.

    - Figure 2-14 shows the DCIU circuit card (EICON).

    - Figure 2-15 shows the LAN circuit card.

    > ⇛ **NOTE:**
    > The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.
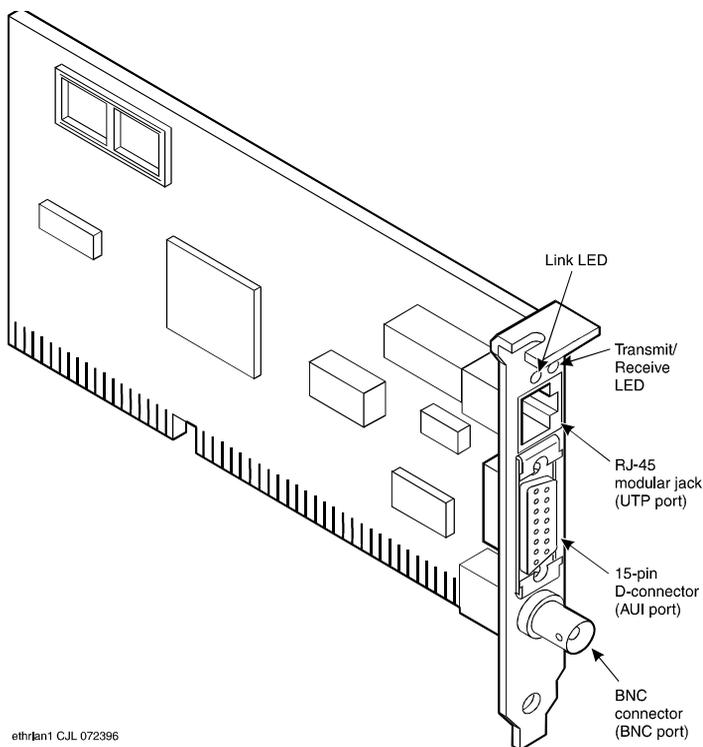
Figure 2-15.   Version 2 LAN Circuit Card 8416 (Comcode: 407592930)

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2. Holding the circuit card by its corners, slide the card into one of the following positions:

    ■ For a DCIU circuit card (EICON), the lowest numbered, available ISA slot after the LAN circuit card, if present, has been installed (Figure 2-16).

    ■ For a LAN circuit card, the lowest numbered, available ISA slot (Figure 2-16).

3. Press the card firmly into the slot connector. The mounting bracket should seat completely so that the screw can be inserted easily.

> **NOTE:**
> With some circuit cards, the mounting bracket or faceplate will not fit perfectly when the card is fully seated in the connector. It may be necessary to adjust the faceplate.

PCI slot 1
PCI slot 2
PCI slot 3
ISA slot 2
ISA slot 3
ISA slot 4
ISA slot 5
ISA slot 6
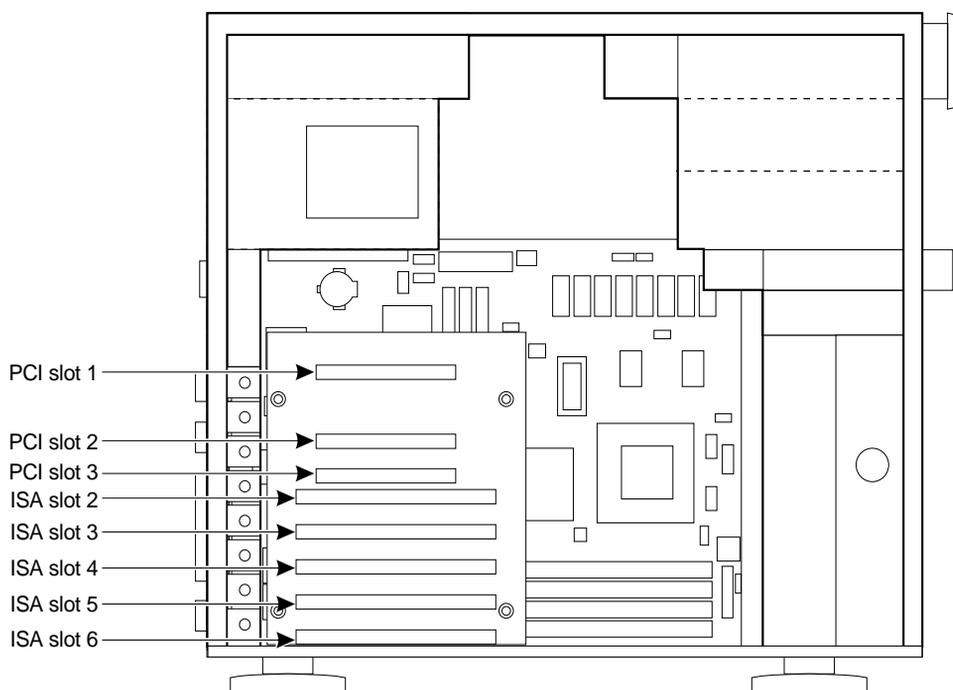
NOTE: The MAP/5P does not have an ISA slot 1 available for use.

mpix5sid LJK 101298

Figure 2-16.   MAP/5P and MAP/5PV3 Internal Layout

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4. Secure the circuit card faceplate into position by replacing the Phillips head retaining screw.

   ⟹ **NOTE:**
   > ***Do not connect the LAN cable at this time.*** Wait until instructed to do so.

5. Continue with "MAP/5P and MAP/5PV3: Close the MAP".

MAP/5P and MAP/5PV3: Close the MAP.

To close the map:

1. Align the dress cover with the MAP/5P and MAP/5PV3 chassis.

2. Slide the dress cover back until it locks into place.

3. Close the dress cover lock on the back of the MAP/5P and MAP/5PV3 chassis.

4. Reconnect any cords or lines that you removed from the system.

   ⟹ **NOTE:**
   > ***Do not connect the LAN cable at this time.*** Wait until instructed to do so.

5. Reconnect the monitor and the keyboard.

6. Reconnect the power cords.

7. Determine your next step:

   - If you removed the voice ports, continue with Task 19, "Connect the Lucent INTUITY System to the Switch".

   - If you are installing CLAN or DCIU integration, continue with Task 19, "Connect the Lucent INTUITY System to the Switch".

   - If you are installing a mode-code integration and the ports are still connected, continue with Task 20, "Apply Power to the System" on page 2-69.

MAP/40 Instructions

For additional information about the MAP/40, see *INTUITY Messaging Solutions Release 4 MAP/40 Maintenance*, 585-310-171.

MAP/40: Open the MAP

1. Turn off the power switch.

2. Remove the incoming AC power cord, keyboard, and video cord.

3. Tag the power cord plugs with a note indicating that no one but yourself should reconnect power to this equipment.

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4. Remove the dress components.

    a. Remove the top tape and floppy drive cover, if the system has one. Push up from the bottom of the cover, above the power switch (Figure 2-17, #1).

    b. Remove the fan filter and cover. Press down on the top edge of the cover, below the power switch, to release it (Figure 2-17, #2).

    c. Pull off the bezel panel. The panel is attached by 2 fasteners at the top and 2 at the bottom (Figure 2-17, #3).

    d. Remove the screws holding the dress cover (Figure 2-17, #4).

princov1 LJK 042298
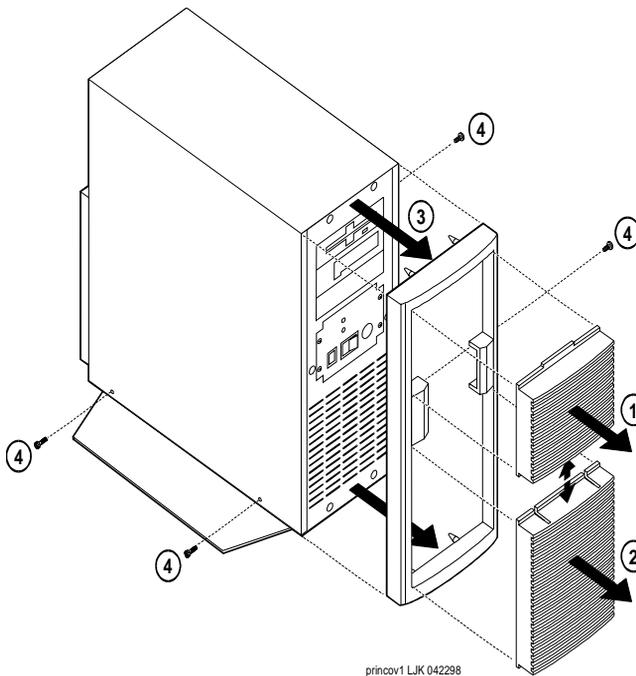
Figure 2-17. Remove Front Covers and Bezel

5. Slide the dress cover forward and remove it (Figure 2-18, #5).

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6. (Optional) Place the MAP/40 on its side to more easily work within the chassis. Use one of the following methods:

   ■ Place the MAP/40 on its side on a work table with the support base over the table edge. You may need to disconnect incoming lines to do this. Label all disconnected lines.

   ■ If you cannot disconnect incoming lines to the MAP/40, place the MAP/40 on its side on the floor and rest the end opposite the support base on large telephone books or similarly-sized objects to protect the support base.

7. Loosen the flat-head 1/4 inch screws holding the access cover by *two turns only* (Figure 2-18, upper left corner).

   ⇒ **NOTE:**
   It is not necessary to remove these screws. They only need to be loosened to provide adequate clearance.

8. Apply pressure gently with your hands, palms down on the access cover and slide the cover back, towards the rear of the chassis (Figure 2-18, #6).

9. Lift up and remove the cover once it has cleared the screws.

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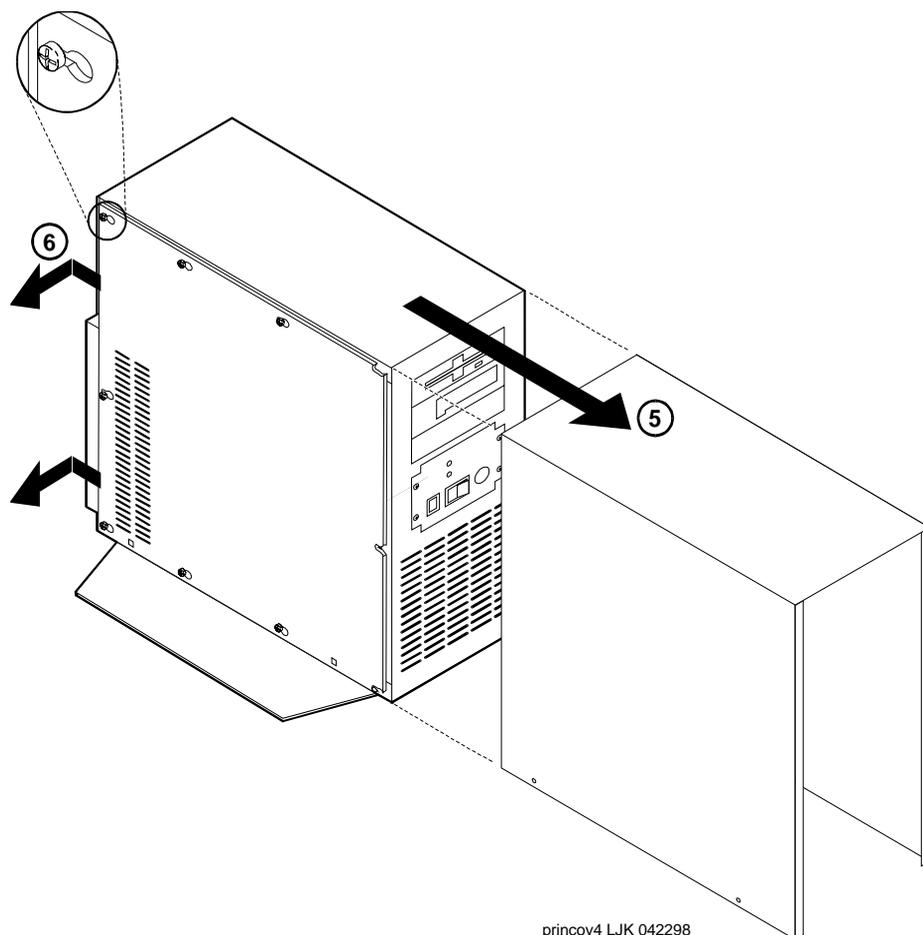
princov4 LJK 042298

Figure 2-18.   Remove the Dress Cover and Access Cover

10. Remove the circuit card retaining bracket. Locate and remove the two Phillips head screws that fasten the bracket to the chassis (Figure 2-19, #7).

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princov5 LJK 042298
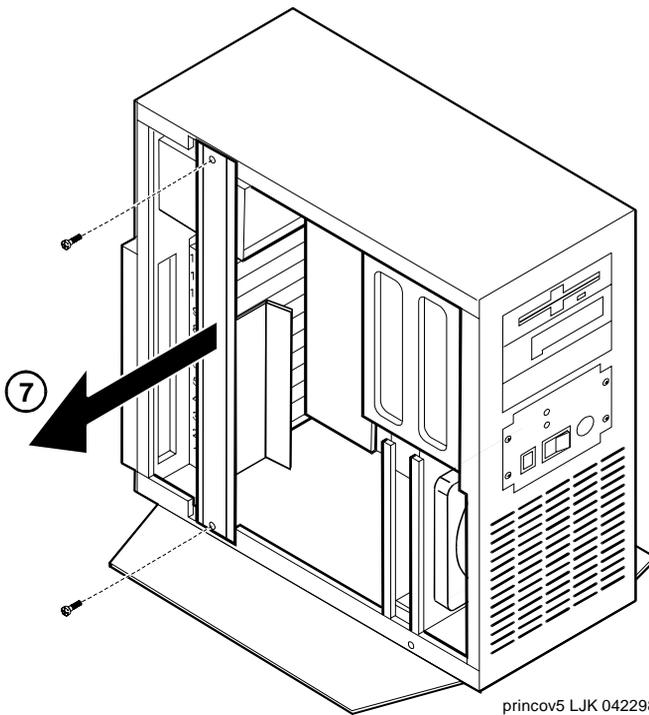
Figure 2-19. Remove the Retaining Bracket

11. Continue with "MAP/40: Install or Remove Circuit Cards".

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MAP/40: Install or Remove Circuit Cards

Install or remove circuit cards as needed. The final configuration for the MAP should be:

Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in the highest available slot after both the multi-port serial and the DCIU circuit cards, if present, have been installed.
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (EICON) installed in the highest available slot.
MERLIN LEGEND/MAGIXs Communications Systems	The MERLIN LEGEND/MAGIXs Communications Systems do not use a switch integration or LAN circuit card for the integration.
ProLogix/DEFINITY Mode Code	The ProLogix/DEFINITY Mode Code integrations do not use a switch integration or LAN circuit card for the integration.

MAP/40: Remove the DCIU Circuit Card (GP Synch or EICON).

Use the following procedure to remove a DCIU circuit card (GP Synch or EICON) (Figure 2-20):

1. Locate the circuit card (Figure 2-20) to be replaced within the card cage.

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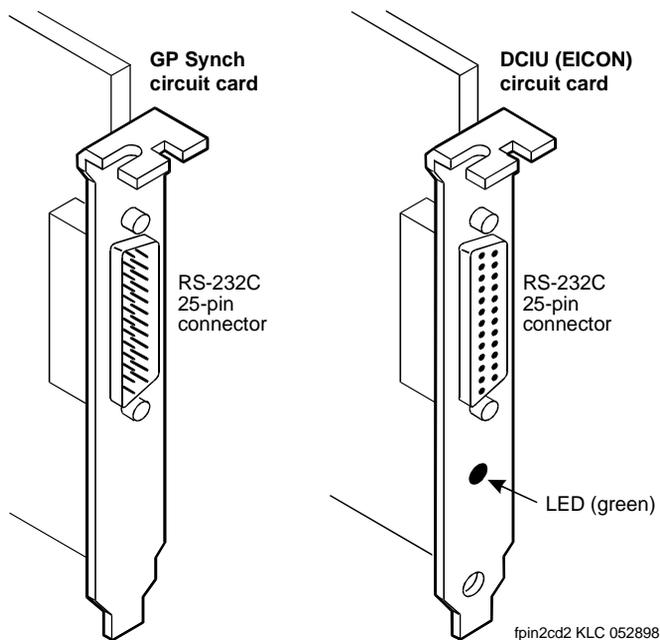
Figure 2-20. **DCIU Circuit Card (GP Synch or EICON) Faceplates**

2. Disconnect any attached cables.

3. If there are cables attached to other circuit cards which would impede the removal of the circuit card, disconnect them and place them to the side.

⇒ NOTE:
Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

5. Remove the circuit card from the backplane slot by gently pulling on each corner of the circuit card.

6. Remove the circuit card from the MAP/40.

7. Determine your next step:

   ■ If you are converting to a CLAN integration, continue with "MAP/40: Install Circuit Cards".

   ■ If you are not converting the system to a CLAN integration, continue with "MAP/40: Close the MAP" on page 2 2-43.

MAP/40: Install Circuit Cards.

If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

> **NOTE:**
> The INTUITY system only uses one LAN or DCIU circuit card (EICON). Do not install two LAN or DCIU circuit cards.

1. Unpack the new circuit card from its ESD protective wrapping.

   - Figure 2-20 shows the DCIU circuit card (EICON).

   - Figure 2-21 shows the LAN circuit card.

   > **NOTE:**
   > The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.
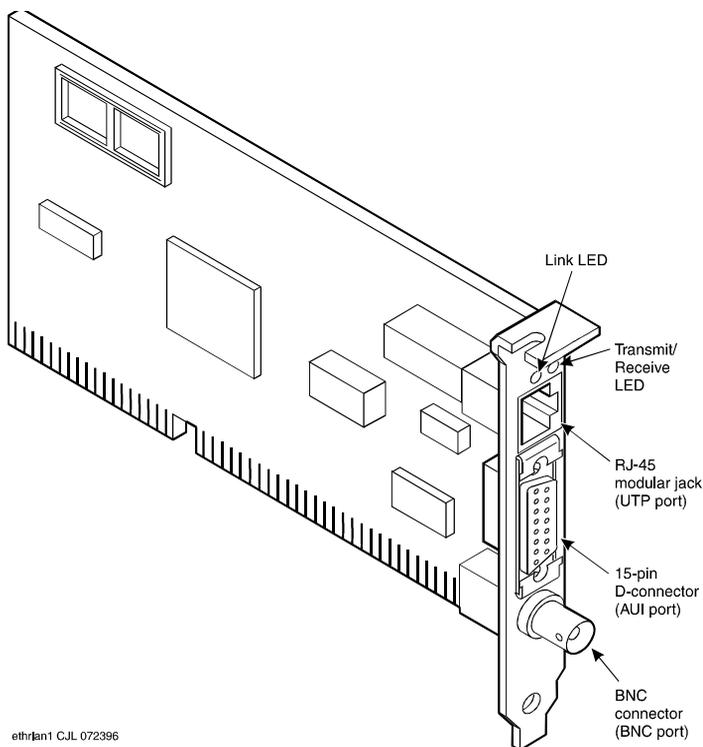
Figure 2-21.   Version 2 LAN Circuit Card 8416 (Comcode: 407592930)

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2. Holding the circuit card by its corners, slide the card into one of the following slot positions:

   - For a DCIU circuit card (EICON), the highest available slot.

   - For a LAN circuit card, the highest available slot after both the multi-port serial and the DCIU circuit cards, if present, have been installed.

3. Press the card firmly into the slot connector. The mounting bracket should seat completely so that the screw can be inserted easily.

   ➡ **NOTE:**
   With some circuit cards, the mounting bracket or faceplate will not fit perfectly when the card is fully seated in the connector. It may be necessary to adjust the faceplate.

4. Secure the circuit card faceplate into position by replacing the Phillips head retaining screw.

   ➡ **NOTE:**
   Do not connect the LAN cable at this time. Wait until instructed to do so.

5. Continue with .

MAP/40: Close the MAP.

To close the map:

1. Recheck all the cable dressing (routing) and connections.

2. Replace the circuit card retaining bracket (Figure 2-19).

3. Replace the circuit card access panel.

4. Replace the exterior dress cover.

5. Replace the front bezel:

   a. Place the bezel frame onto the MAP. It should snap into place.

   b. Replace the fan filter and cover. The narrow tab should be inserted in the bottom slot.

   c. Replace the top tape and floppy drive cover, located at the top of the front panel, if the system has one. The narrow tab should be at the top.

6. Reconnect any lines that you have removed.

   ➡ **NOTE:**
   Do not connect the LAN cable at this time. Wait until instructed to do so.

7. Reconnect the monitor and keyboard.

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8. Reconnect the power cords.

9. Determine your next step:

    ■   If you removed the voice ports, continue with <u>Task 19, "Connect the Lucent INTUITY System to the Switch"</u>.

    ■   If you are installing CLAN or DCIU integration, continue with <u>Task 19, "Connect the Lucent INTUITY System to the Switch"</u>.

    ■   If you are installing a mode-code integration and the ports are still connected, continue with <u>Task 20, "Apply Power to the System"</u> on <u>page 2-69</u>.

MAP/40P Instructions

For additional information about the MAP/40P, see *Intuity Messaging Solutions Release 4 MAP/40P Maintenance,* 585-310-197.

MAP/40P: Open the MAP

1. Turn off the power switch.

2. Remove the incoming AC power cord, keyboard, and video cord.

3. Tag the power cord plug with a note indicating that no one other than you should reconnect power to this equipment.

4. Set the MAP/40P tower upright on the support base.

5. Remove the front bezel by pulling it forward (<u>Figure 2-22</u>, #1).

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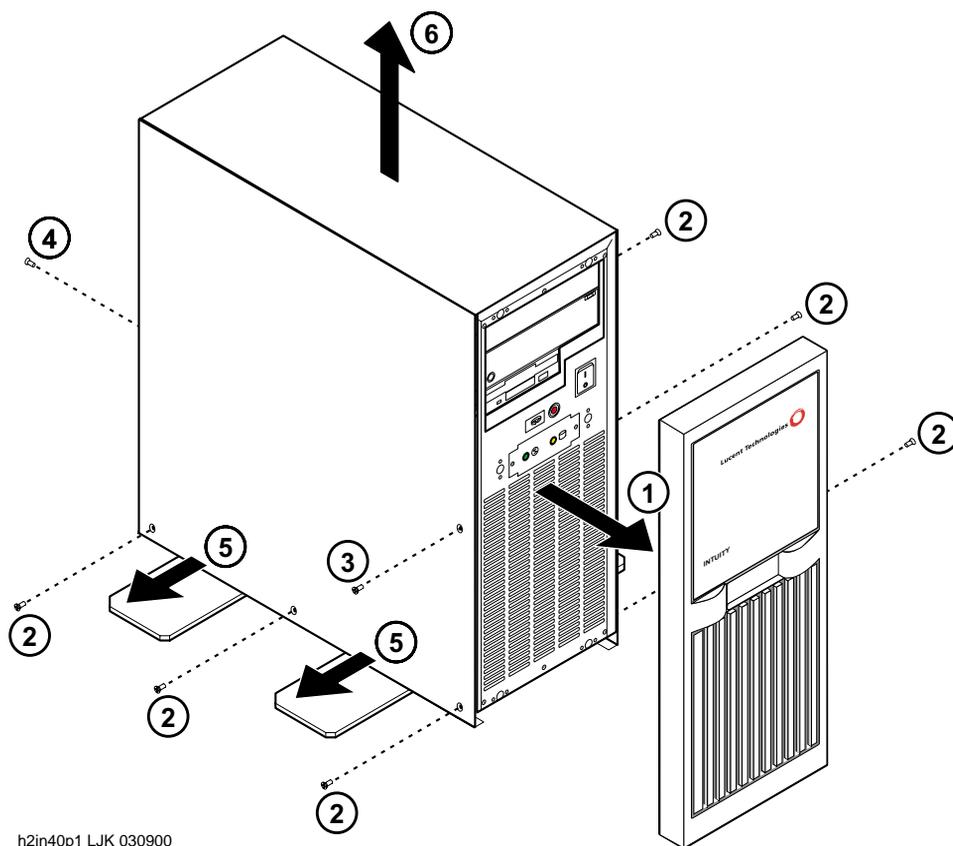
h2in40p1 LJK 030900

Figure 2-22. **Remove the front bezel and dress cover**

6. Remove the six screws located along the bottom of the MAP/40P (Figure 2-22, #2).

   There are three screws on each side of the MAP/40P.

7. Remove the screw holding the dress cover to the front of the MAP/40P Figure 2-22, #3)

8. Remove the screw holding the dress cover to the rear of the MAP/40P (Figure 2-22, #4).

9. At the rear of the MAP/40P, gently pull both sides of the dress cover away from the unit.

   ⚠ **CAUTION:**
   Hold the dress cover out and away from the unit during removal to protect the circuit cards from damage.

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10. Pull both sides of the dress cover out from the bottom of the unit, then lift upwards to remove the cover (Figure 2-22, #5 and #6).

11. Continue with "MAP/40P: Install or Remove Circuit Cards".

MAP/40P: Install or Remove Circuit Cards

Install or remove circuit cards as needed. The final configuration for the MAP should be:

Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in any slot from Slot #8 going down.
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (EICON) installed in any slot from Slot #8 going down.
MERLIN LEGEND/MAGIXs Communications Systems	The MERLIN LEGEND/MAGIXs Communications Systems do not use a switch integration or LAN circuit card for the integration.
ProLogix/DEFINITY Mode Code	The ProLogix/DEFINITY Mode Code integrations do not use a switch integration or LAN circuit card for the integration.

MAP/40P: Remove the DCIU Circuit Card (GP Synch or EICON).

Use the following procedure to remove a DCIU circuit card (GP Synch or EICON) (Figure 2-23):

1. Locate the circuit card (Figure 2-23) to be replaced within the card cage.

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GP Synch circuit card

DCIU (EICON) circuit card

RS-232C 25-pin connector

RS-232C 25-pin connector

LED (green)

fpin2cd2 KLC 052898
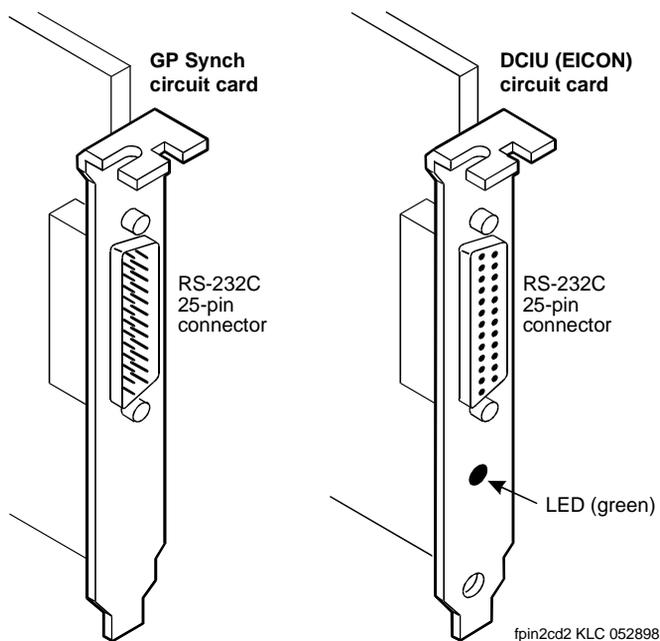
Figure 2-23.   DCIU Circuit Card (GP Synch or EICON) Faceplates

2. Disconnect any attached cables.

3. If there are cables attached to other circuit cards which would impede the removal of the circuit card, disconnect them and place them to the side.

⇒ NOTE:
Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

5. Remove the circuit card from the backplane slot by gently pulling on each corner of the circuit card.

6. Remove the circuit card from the MAP/40P.

7. Determine your next step:

- If you are converting to a CLAN integration, continue with "MAP/40P: Install Circuit Cards".

- If you are not converting the system to a CLAN integration, continue with "MAP/40P: Close the MAP" on page 2 2-49.

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MAP/40P: Install Circuit Cards.

If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

➤ NOTE:
The INTUITY system only uses one LAN or DCIU circuit card (EICON). Do not install two LAN or DCIU circuit cards.

1. Unpack the new circuit card from its ESD protective wrapping.

   ■ Figure 2-23 shows the DCIU circuit card (EICON).

   ■ Figure 2-24 shows the LAN circuit card.

   ### ➤ NOTE:
   The DCIU (EICON) and LAN circuit cards do not have jumpers or switches that need to be set.

Link LED

Transmit/
Receive
LED

RJ-45
modular jack
(UTP port)

15-pin
D-connector
(AUI port)

BNC
connector
(BNC port)

ethrlan1 CJL 072396
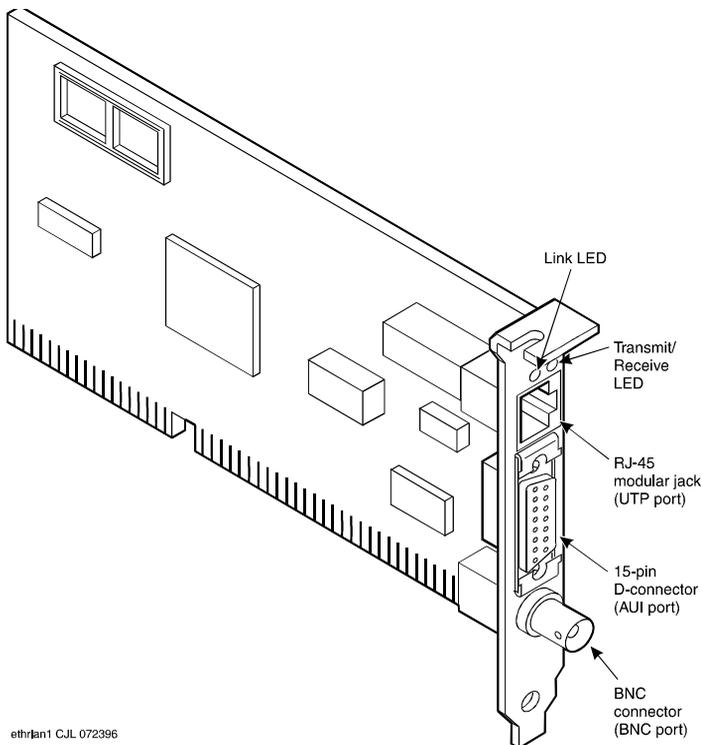
Figure 2-24.   Version 2 LAN Circuit Card 8416 (Comcode: 407592930)

2. Holding the circuit card by its corners, slide the card into any slot from Slot #8 going down.

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3. Press the card firmly into the slot connector. The mounting bracket should seat completely so that the screw can be inserted easily.

> ➡ **NOTE:**
> With some circuit cards, the mounting bracket or faceplate will not fit perfectly when the card is fully seated in the connector. It may be necessary to adjust the faceplate.

4. Secure the circuit card faceplate into position by replacing the Phillips head retaining screw.

> ➡ **NOTE:**
> ***Do not connect the LAN cable at this time.*** Wait until instructed to do so.

5. Continue with "MAP/40P: Close the MAP".

MAP/40P: Close the MAP.

To close the MAP:

1. Recheck all the cable dressing (routing) and connections.

> ⚠ **CAUTION:**
> *Be careful not to dislodge the platform reset cable when replacing the dress cover.*

2. Replace the exterior dress cover.

3. Replace the front bezel. It should snap into place.

4. Reconnect any lines that you have removed.

> ➡ **NOTE:**
> ***Do not connect the LAN cable at this time.*** Wait until instructed to do so.

5. Reconnect the monitor and keyboard.

6. Reconnect the power cords.

7. Determine your next step:

   - If you removed the voice ports, continue with Task 19, "Connect the Lucent INTUITY System to the Switch".

   - If you are installing CLAN or DCIU integration, continue with Task 19, "Connect the Lucent INTUITY System to the Switch".

   - If you are installing a mode-code integration and the ports are still connected, continue with Task 20, "Apply Power to the System" on page 2-69.

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MAP/100 Instructions

For additional information about the MAP/100, see *INTUITY MAP/100 Hardware Installation*, 585-310-139.

Open the MAP/100

1. Turn off the power switch located at the bottom of the front right-hand panel.

   ### ⚠ CAUTION:

   > *On the MAP/100, do not use the power switch on the back of the system.*

2. Remove the incoming AC power cord, keyboard, and video cord.

3. Tag the power cord plugs with a note indicating that nobody other than yourself should reconnect power to this equipment.

4. In one corner of the top dress cover, place your fingertips in the space between the bottom of the top cover and the top of the side cover. Gently pry off the dress cover by applying upward pressure at each corner.

5. Place your fingertips at the top of the left-side dress cover. Gently pry off the dress cover by applying outward pressure at each corner.

6. Loosen the eight 1/4-turn fasteners around the card cage access door (Figure 2-25) and open the door.

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card cage access door
1/4-turn fasteners
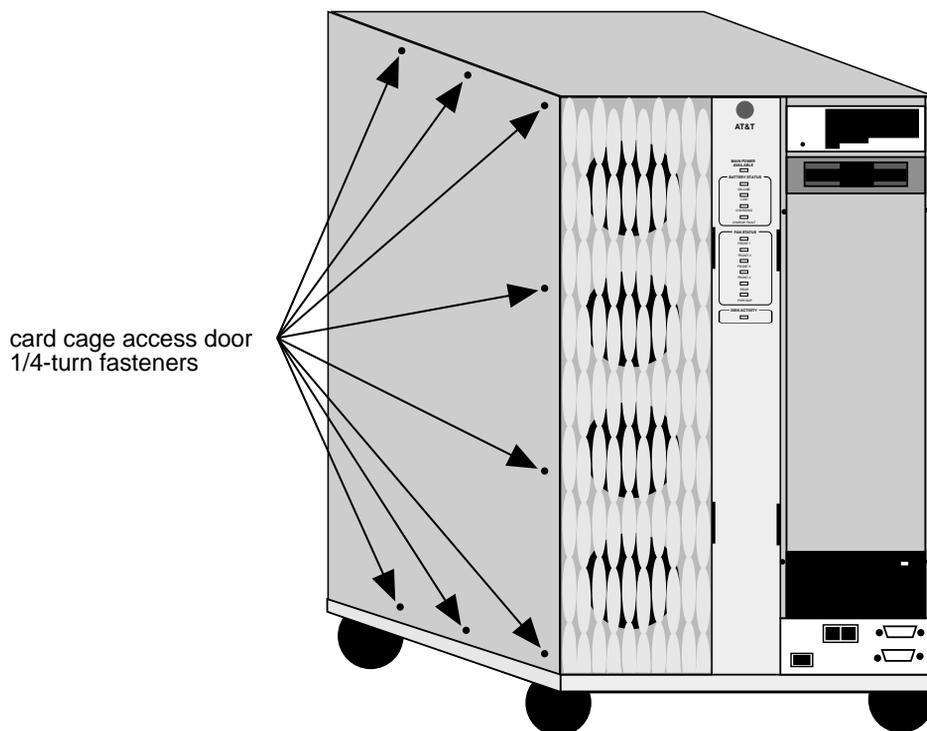
Figure 2-25.   Fasteners Around the Card Cage Access Door

7. Continue with "MAP/100: Install or Remove Circuit Cards".

MAP/100: Install or Remove Circuit Cards

Install or remove circuit cards as needed. The final configuration for the MAP should be:

Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in Slot #18.
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (GP Synch or EICON) installed in Slot #16.
MERLIN LEGEND/MAGIXs Communications Systems	The MERLIN LEGEND/MAGIXs Communications Systems do not use a switch integration or LAN circuit card for the integration.

(1 of 2)

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Integration	Configuration
ProLogix/DEFINITY Mode Code	The ProLogix/DEFINITY Mode Code integrations do not use a switch integration or LAN circuit card for the integration.

(2 of 2)

MAP/100: Remove the DCIU Circuit Card (GP Synch or EICON).

Use the following procedure to remove a DCIU circuit card (GP Synch or EICON) (Figure 2-26):

1. Locate the circuit card (Figure 2-26) to be replaced within the card cage.
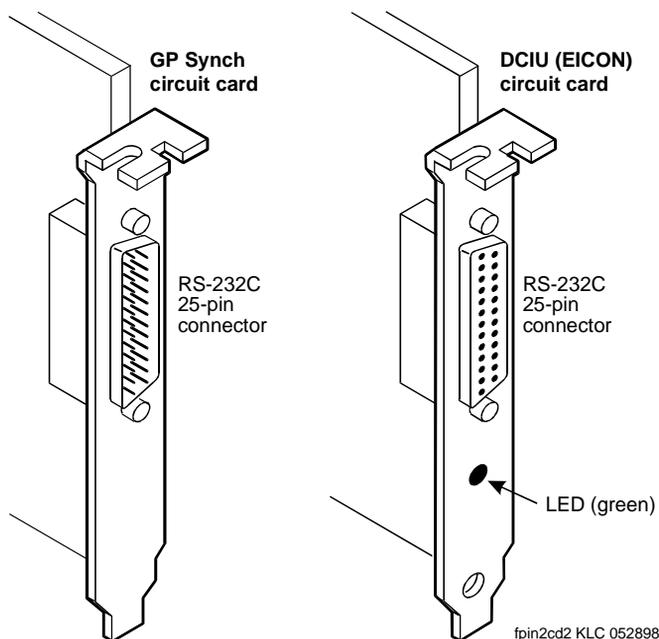
Figure 2-26. DCIU Circuit Card (GP Synch or EICON) Faceplates

2. Disconnect any attached cables.

3. If there are cables attached to other circuit cards which would impede the removal of the circuit card, disconnect them and place them to the side.

➡ **NOTE:**
Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

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5. Remove the circuit card from the backplane slot by gently pulling on each corner of the circuit card.

6. Remove the circuit card from the MAP/100.

7. Determine your next step:

   - If you are converting to a CLAN integration, continue with <u>"MAP/100: Install Circuit Cards"</u>.

   - If you are not converting the system to a CLAN integration, continue with <u>"MAP/100: Close the MAP" on page 2 2-55</u>.

MAP/100: Install Circuit Cards.

If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

$\Longrightarrow$ NOTE:

The INTUITY system only uses one LAN or DCIU circuit card (EICON). Do not install two LAN or DCIU circuit cards.

1. Unpack the new circuit card from its ESD protective wrapping.

   - <u>Figure 2-26</u> shows the DCIU circuit card (EICON).

   - <u>Figure 2-27</u> shows the LAN circuit card.

   ### $\Longrightarrow$ NOTE:
   The DCIU (EICON) and LAN circuit cards do not have jumpers or switches that need to be set.

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ethrlan1 CJL 072396
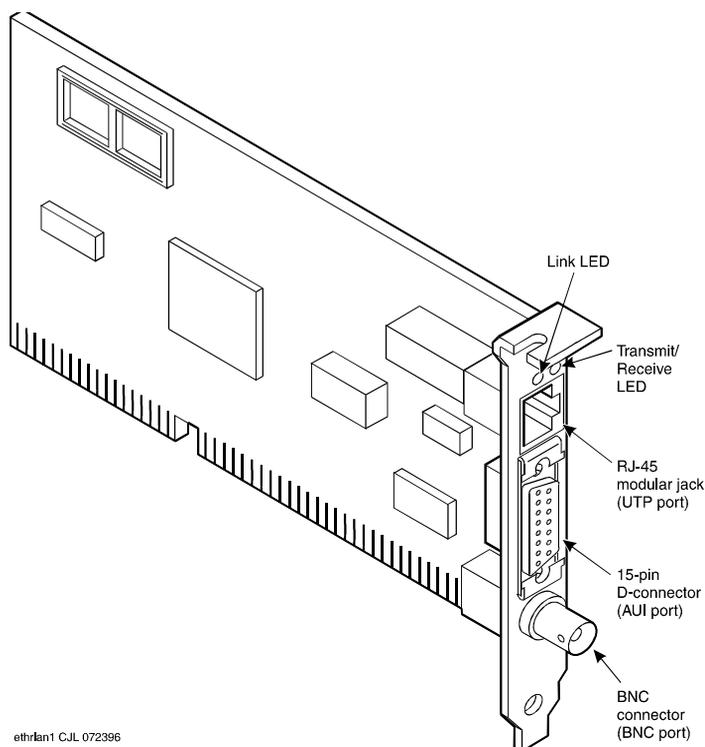
Figure 2-27. **Version 2 LAN Circuit Card 8416 (Comcode: 407592930)**

2. Holding the circuit card by its corners, slide the card into one of the following slot positions:

    - For a DCIU circuit card (EICON), Slot #16

    - For a LAN circuit card, Slot #18

3. Press the card firmly into the slot connector. The mounting bracket should seat completely so that the screw can be inserted easily.

    NOTE:
    With some circuit cards, the mounting bracket or faceplate will not fit perfectly when the card is fully seated in the connector. It may be necessary to adjust the faceplate.

4. Secure the circuit card faceplate into position by replacing the Phillips head retaining screw.

    NOTE:
    Do not connect the LAN cable at this time. Wait until instructed to do so.

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5. Continue with .

MAP/100: Close the MAP.

To close the MAP:

6. Recheck all the cable dressing (routing) and connections.

7. Close the Card Cage door.

8. Tighten the eight 1/4-turn fasteners around the card cage access door ().

9. For the side covers: Align the holes on the back of the cover with the pegs on the MAP/100. Push the cover on by applying inward pressure at each of the corners.

10. For the top cover: Align the holes on the bottom of the cover with the pegs on the MAP/100. Push the cover on by applying downward pressure at each of the corners.

11. Reconnect any lines that you have removed.

> **NOTE:**
> ***Do not connect the LAN cable at this time.*** Wait until instructed to do so.

12. Reconnect the monitor and keyboard.

13. Reconnect the power cords.

14. Determine your next step:

   - If you removed the voice ports, continue with .

   - If you are installing CLAN or DCIU integration, continue with .

   - If you are installing a mode-code integration and the ports are still connected, continue with .

MAP/100P Instructions

For additional information about the MAP/100P, see *INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-114.

Open the MAP/100P

1. Turn off the monitor's power switch.

   The green or amber lamp on the front bottom of the monitor should be off.

2. Turn off the power switch on the lower back of the MAP/100P.

3. Remove the incoming AC power cord, keyboard, and video cord.

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4. Tag the power cord plugs with a note indicating that no one other than yourself should reconnect power to this equipment.

5. Loosen the three thumb screws in the back of the unit (Figure 2-28).

   ⇒ **NOTE:**
   These are captive screws. Do not screw completely out.

6. Slide the side dress cover toward the back of the MAP/100P.

scinpanl KLC 011198
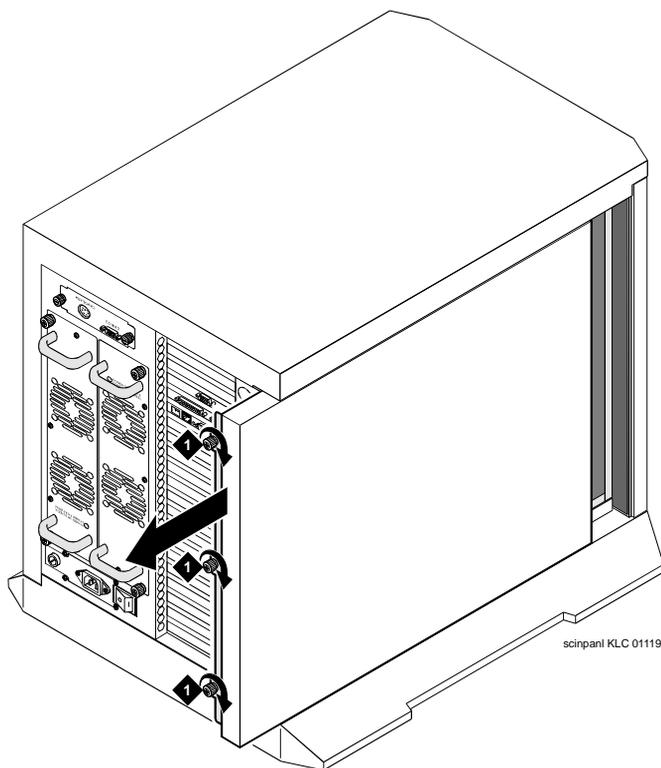
1. Retaining thumb screw

Figure 2-28. Accessing the Circuit Card Cage

7. Continue with "MAP/100P: Install or Remove Circuit Cards".

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MAP/100P: Install or Remove Circuit Cards

Install or remove circuit cards as needed. The final configuration for the MAP should be:

Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in Slot #15.
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (GP Synch or EICON) installed into the highest available slot after the multi-port serial circuit card, if present, have been installed.
MERLIN LEGEND/MAGIXs Communications Systems	The MERLIN LEGEND/MAGIXs Communications Systems do not use a switch integration or LAN circuit card for the integration.
ProLogix/DEFINITY Mode Code	The ProLogix/DEFINITY Mode Code integrations do not use a switch integration or LAN circuit card for the integration.

MAP/100P: Remove the DCIU Circuit Card (GP Synch or EICON).

Use the following procedure to remove a DCIU circuit card (GP Synch or EICON) (Figure 2-29):

1. Locate the circuit card (Figure 2-29) to be replaced within the card cage.

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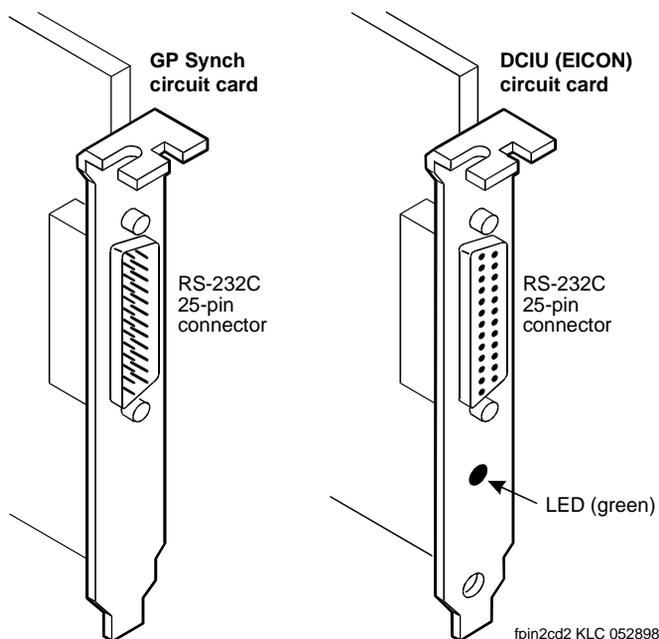
Figure 2-29. DCIU Circuit Card (GP Synch or EICON) Faceplates

2. Disconnect any attached cables.

3. If there are cables attached to other circuit cards which would impede the removal of the circuit card, disconnect them and place them to the side.

> **NOTE:**
> Pay close attention to the connectivity of each cable.

4. Remove the retaining screw from the circuit card faceplate and save it.

5. Remove the circuit card from the backplane slot by gently pulling on each corner of the circuit card.

6. Remove the circuit card from the MAP/100P.

7. Determine your next step:

   ■ If you are converting to a CLAN integration, continue with "MAP/100P: Install Circuit Cards".

   ■ If you are not converting the system to a CLAN integration, continue with "MAP/100P: Close the MAP" on page 2 2-60.

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MAP/100P: Install Circuit Cards.

If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

➤ **NOTE:**
The INTUITY system only uses one LAN or DCIU circuit card (EICON). Do not install two LAN or DCIU circuit cards.

1. Unpack the new circuit card from its ESD protective wrapping.

    ■ Figure 2-29 shows the DCIU circuit card (EICON).

    ■ Figure 2-30 shows the LAN circuit card.

    ➤ **NOTE:**
    The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.
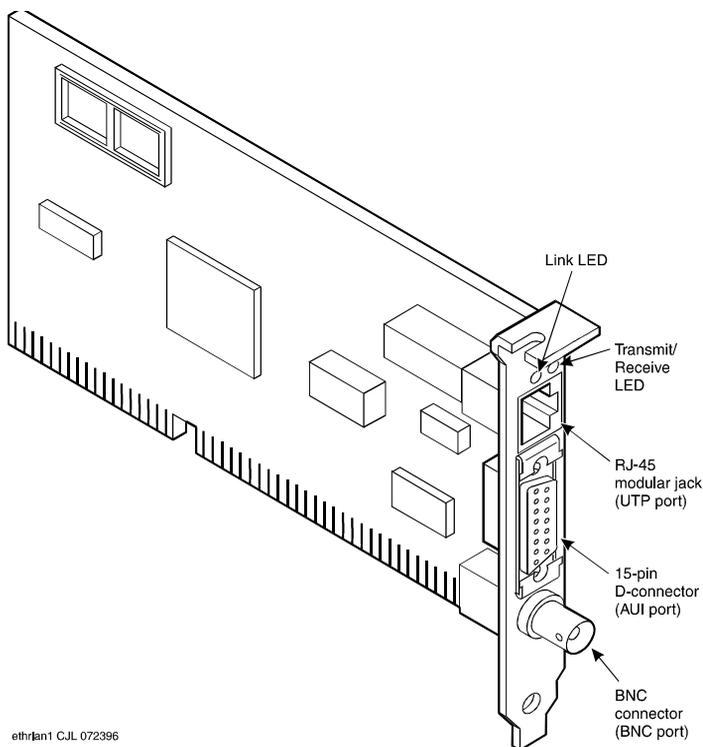
Figure 2-30. **Version 2 LAN Circuit Card 8416 (Comcode: 407592930)**

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2. Holding the circuit card by its corners, slide the card into one of the following slot positions:

   - For a DCIU circuit card (EICON), the highest available slot after the multi-port serial circuit card, if present, has been installed.

   - For a LAN circuit card, Slot #15.

3. Press the card firmly into the slot connector. The mounting bracket should seat completely so that the screw can be inserted easily.

   ➤ **NOTE:**
   With some circuit cards, the mounting bracket or faceplate will not fit perfectly when the card is fully seated in the connector. It may be necessary to adjust the faceplate.

4. Secure the circuit card faceplate into position by replacing the Phillips head retaining screw.

   ➤ **NOTE:**
   Do not connect the LAN cable at this time. Wait until instructed to do so.

5. Continue with "MAP/100P: Close the MAP".

MAP/100P: Close the MAP.

To close the MAP:

1. Recheck the cable connections.

2. Place the side dress cover on the unit and slide into place.

3. Tighten the three thumb screws on the back of the MAP/100P (Figure 2-28).

4. Reconnect any lines that you have removed.

   ➤ **NOTE:**
   Do not connect the LAN cable at this time. Wait until instructed to do so.

5. Reconnect the monitor and keyboard.

6. Reconnect the power cords.

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7. Determine your next step:

   - If you removed the voice port cables, continue with .

   - If you are installing CLAN or DCIU integration, continue with .

   - If you are installing a mode-code integration and the ports are still connected, continue with .

Task 19 - Connect the Lucent INTUITY System to the Switch

Complete the following tasks depending upon the integration type.

   - If you need to cable the voice ports, see "Cable the Voice Ports".

   - If you need to cable the switch link, see .

Cable the Voice Ports

Make any changes to the voice ports that are needed.

Connecting the Tip/Ring Circuit Card

The system supports the following tip/ring circuit cards:

   - IVC6 (AYC10)
   - IVC6A (AYC29) – supported for Australia
   - NGTR (Next Generation tip/ring – AYC30)

The tip/ring circuit cards use two 6-pin conductor modular cords. These cords provide three lines for telephone hook-up.

You can connect the tip/ring circuit card to telephone lines in two ways:

   - Direct cable connection from the circuit card to the telephone line
   - Cable connection from the circuit card through a line splitter and then to the telephone line

Direct Cable Connection

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

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Figure 2-31 shows a typical direct tip/ring line connection for a tip/ring circuit card, and Figure 2-32 shows typical tip/ring line connection for the IVC6 circuit card.

1.   Circuit card faceplate
2.   RJ25C
3.   7.5 m (25 ft) modular cord (comcode number 103823195)
4.   Board channel number
5.   Lucent INTUITY system

Figure 2-31.   Direct Line Connection from Tip/Ring Circuit Card

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RJ25C used with IVP6

To network

T1
R1
T2
R2
T3
R3

Miniature 6-position jack

1 2 3 4 5 6

Miniature 6-position plug

T3 T2 R1 T1 R2 R3

To registered terminal equipment

RJ25C – Surface- or flush-mounted jack

Mechanical arrangement: miniature 6-position jack

Figure 2-32.   Wiring and Pin Diagram for the IVC6 Tip/Ring Circuit Card

Cable Connection Using a Line Splitter

Adapters or line splitters enable you to use multiple channels in modular cords. Using the 885A adapter or line splitter (Figure 2-33) to connect a tip/ring circuit card to the telephone line to the switch enables you to use all three channels in the 6-pin-conductor modular cord.

⇒ NOTE:

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

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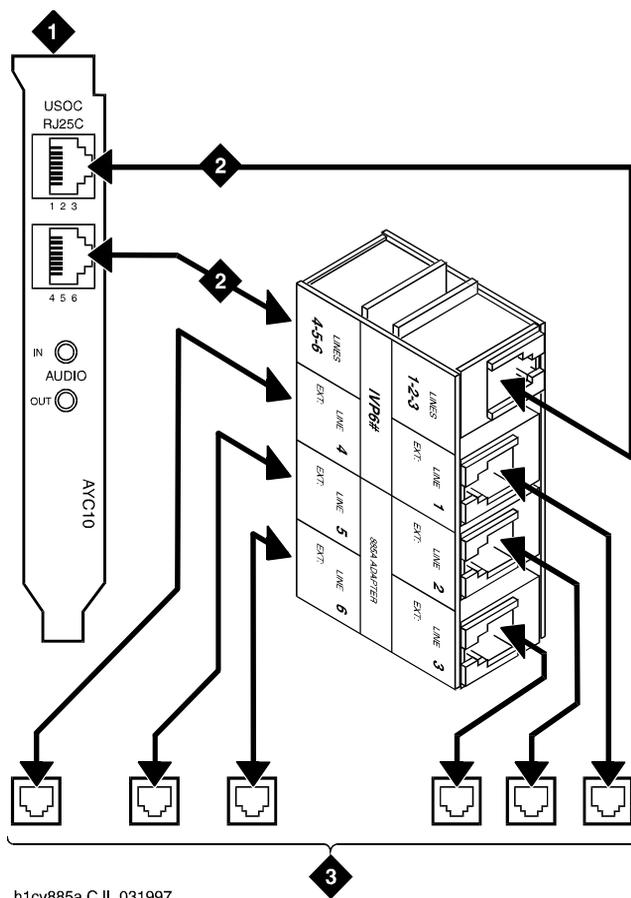
h1cv885a CJL 031997

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

Figure 2-33. How to Use the 885A Adapter with a Tip/Ring Circuit Card

Cable the Switch Link

Complete the following tasks depending upon the switch link.

- If you need to connect the LAN link, see "Connect the LAN Link".

- If you need to connect the DCIU, see "Connect the DCIU" on page 2 2-67.

Connect the LAN Link

Use the following information to connect the C-LAN circuit pack on the switch to the LAN circuit card on the Lucent INTUITY system.

Parts List

- An ethernet port on the C-LAN circuit pack (TN799)

- One 259A adapter (comcode 102631413), 259A adapter, or 356B adapter

- Standard cross-connect hardware and a 103A connecting block (comcode 105164818), one 6-inch RJ45 crossover cable (comcode 846943306), or one 10Base-T LAN hub or customer router (optional)

- One or two RJ45 Category 5 modular cords or equivalent (if you are using a hub or a router, you will need two cables)

- One LAN card on the MAP (model 8412 or 8416)

Distance Limits

Using the standard crossover cable (or alternate crossover wiring arrangement in Figure 2-36), the distance limit between the switch and the MAP is 328 feet (100 meters).

Using a hub or customer router, the distance limit between the switch and the MAP is 656 feet (200 meters) total (328 feet [100 meters] from the switch to the hub or router, and 328 feet [100 meters] from the hub or router to the MAP).

Cabling Diagram

There are two ways to cable the connection between the Lucent INTUITY system and the switch. Figure 2-34 shows a detailed connection between the C-LAN circuit pack and the LAN card on the MAP when using the crossover cable. Figure 2-35 shows a detailed connection between the C-LAN circuit pack and the LAN card on the MAP when using a 10BASE-T hub or router.
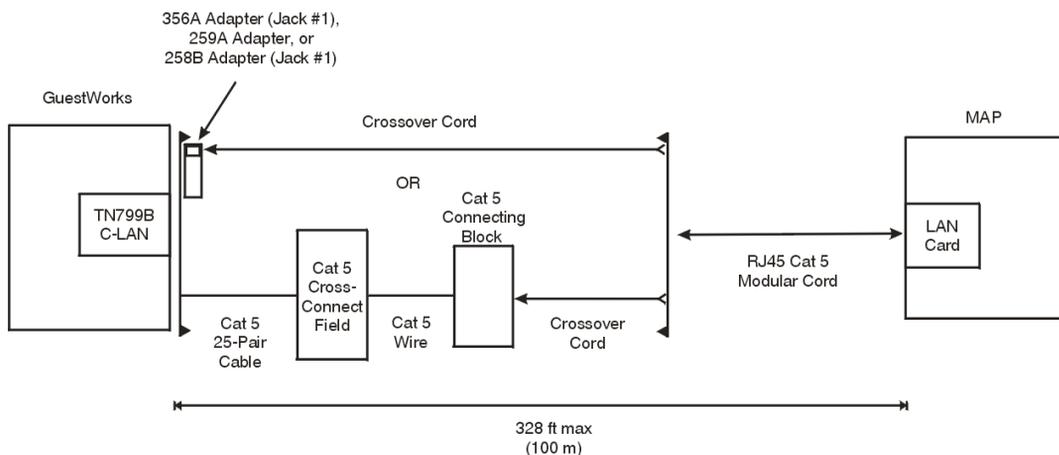
Figure 2-34. Cabling Arrangement Using Crossover Cable
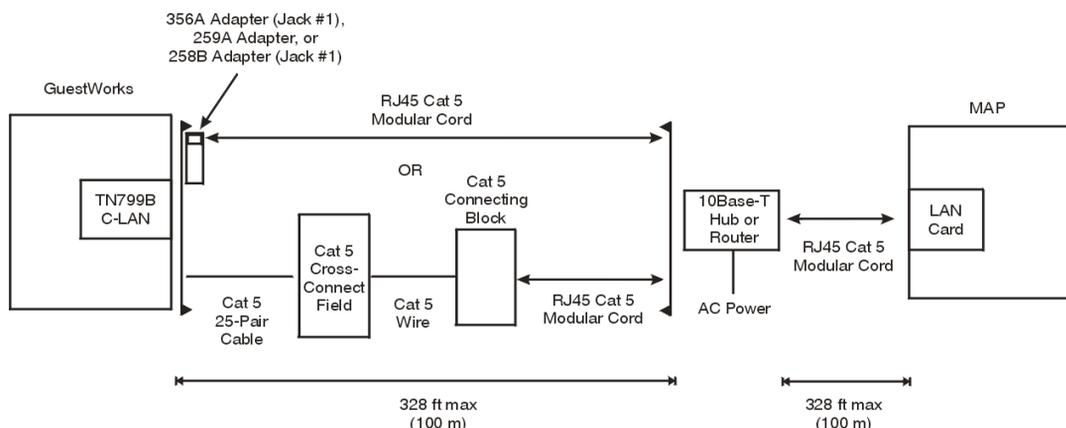
Figure 2-35.   **Cabling Arrangement Using Hub or Router**

The TN799 C-LAN circuit pack ethernet lead designations are as follows:

Lead Name	25-Pair Cable Wire Color	25-Pair Cable Connector Pin-out	RJ45 Jack Pin-out	Terminal Block Pin-out on Connecting Block
TD+	white/orange	27	1	3
TD-	orange/white	2	2	4
RD+	white/green	28	3	5
RD-	green/white	3	6	6

Use this information when making connections from the TN799 using a 259A adapter (single-port), a 258A adapter (6-port harmonica), a 356A adapter (8-port harmonica), or standard cross-connect wiring. When using the 258A or 356A adapters, you must always connect to jack #1 of the adapter.

Alternate Crossover Wiring

If the standard crossover cable or the optional hub/router is not available, you can use a crossover wiring arrangement to flip the transmit and receive leads 3/5 and 4/6 for the LAN connection. Figure 2-36 shows how this can be done with a 104A connecting block (comcode 105164859). When using this device, the distance limit from the switch to the Lucent INTUITY system is 328 feet (100 meters). Using this device, you would connect one RJ45 Category 5 modular cord to the switch C-LAN circuit pack, and another RJ45 Category 5 modular cord to the Lucent INTUITY system LAN card.

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104A Connecting
Block
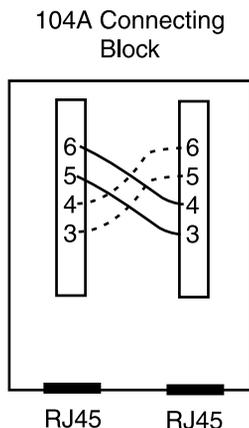
Figure 2-36.   Alternate Crossover Wiring

When finished, continue with Task 20, "Apply Power to the System".

Connect the DCIU

Use the information and diagrams in this section to understand the different configurations for connecting a Lucent INTUITY system with a System 75, DEFINITY G1, G3i, G3r, G3s, and G3vs.

Connections through an IDI

Use the IDI connection where there is little distance between the Lucent INTUITY system and the switch. Figure 2-37 and Figure 2-38 show the IDI connections to the switches that are covered by this book.

The maximum length between a Lucent INTUITY system GP-Sync or DCIU card and an IDI is 15 meters (50 feet). This limitation applies only to the distance between the GP-Sync or DCIU card and the IDI and does not affect or include the distance between the IDI and the switch. (This distance is separately covered in the switch documents).

Hardware Required for the Connection.

- One IDI
- One ED-1E43411-Group 175 cable
- One H600-210 cable, Group 1 through 7. The group determines the cable length.

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- One gender-changer for the DCIU circuit card (GP Synch or EICON) (comcode 406783613; shipped with the circuit card)

- *For a DEFINITY G3r or R5/6r only,* one H600-347, Group 1 cable (male 50-pin Amphenol to four RS-232C male connectors)
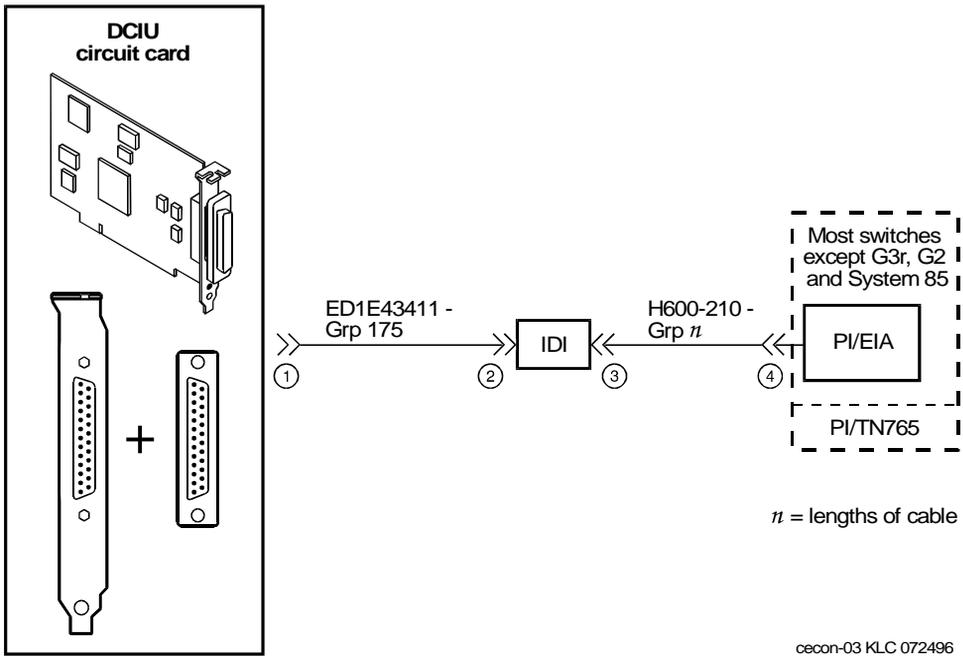
Figure 2-37. **System 75, G1, G3i, G3s, and G3vs IDI Connection to the Switch**
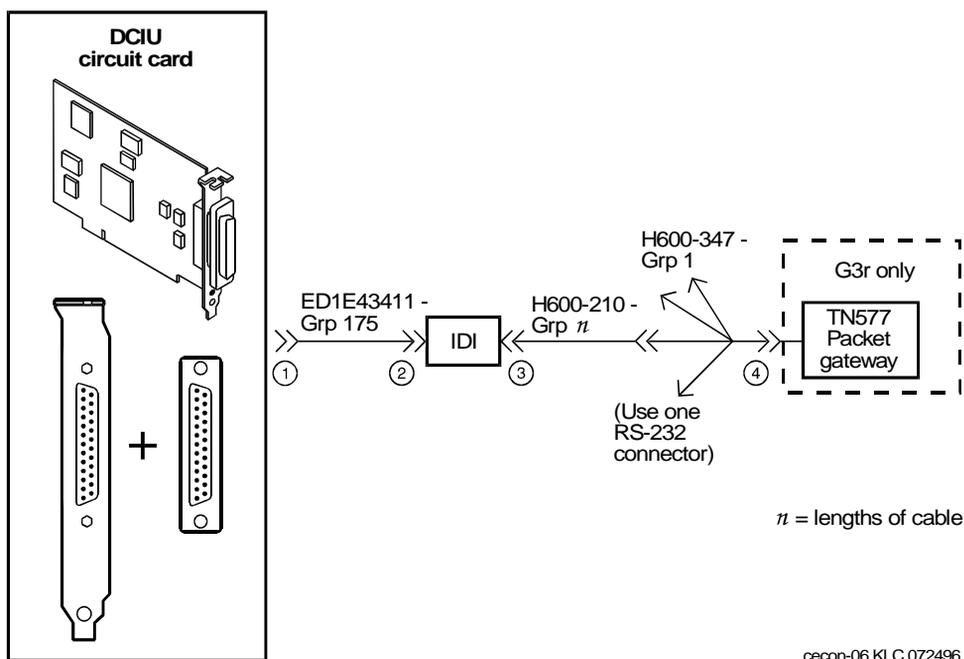
cecon-06 KLC 072496

Figure 2-38.　DEFINITY G3r IDI Connection to the Switch

Task 20 - Apply Power to the System

The following procedure describes how to apply power to the system.

1. Connect the power cords to the system.

2. Turn the power switch on and allow the system to boot.

3. Log in when the system has finished booting.

4. Determine your next step:

   - If you are installing a CLAN integration, continue with <u>Task 21, "Administer and Test the LAN Link"</u>.

   - If you are not installing a CLAN integration, and the dial plan changed, continue with <u>Task 22, "Remap and Test the Channels"</u> on <u>page 2-76</u>.

   - If you are not installing a CLAN integration, and the dial plan did not change, continue with <u>Task 25, "Place Test Calls to the System"</u> on <u>page 2-106</u>.

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Task 21 - Administer and Test the LAN Link

Determine your next step:

- If you are installing an inband (Mode Code) integration, continue with <u>Task 22, "Remap and Test the Channels"</u> on <u>page 2-76</u>.

- If you are installing a CLAN integration, continue with <u>"Administer TCP/IP LAN Connectivity"</u>.

➡ NOTE:
Do the following procedures if the system has not had a previous connection to the customer LAN.

Administer TCP/IP LAN Connectivity

Complete the following procedures to establish addresses for the Lucent INTUITY system to use to send and receive information over the customer's LAN. Before you begin this procedure, however, you must determine if the LAN has been administered for the system.

Administer the LAN for Lucent INTUITY

Some LANs may be administered prior to your arrival on site. Other LANs require that the administration for a new machine be done at the time of installation because an open connection may cause the LAN to fail.

➡ NOTE:
If the customer is planning on using other features that require TCP/IP LAN connectivity, for example, INTUITY Message Manager, TCP Networking, do not use default IP addresses. Use the customer provided IP addresses.

Verify if you need to notify the LAN administrator and arrange for administration of the LAN for the system.

You must consult the customer for the following information:

- IP address
- Subnet mask
- Gateway information
- DNS

See *INTUITY Messaging Solutions R4.4 LAN Integration with DEFINITY ECS,* 585-313-602, Issue 1, Chapter 2, "Switch Integration Planning," for worksheets.

When the LAN is administered for the system, continue with <u>"Establish Network Addresses"</u>.

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Establish Network Addresses

1. Start at the Lucent INTUITY Main Menu and select

> Networking Administration

> TCP/IP Administration

The system displays the TCP/IP Administration window (Figure 2-39).

NOTE:
> The fields in the following windows are examples only. Your windows
> will match the current entries for the system that you are
> administering. These entries are to be provided by the customer.
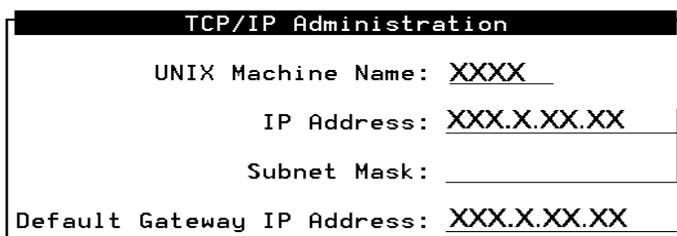
```
                  TCP/IP Administration
        UNIX Machine Name:  XXXX
               IP Address:  XXX.X.XX.XX
              Subnet Mask:  _____
Default Gateway IP Address:  XXX.X.XX.XX
```

Figure 2-39. TCP/IP Administration Window

⚠ CAUTION:
> *If you are installing digital networking, the UNIX name should be the*
> *same as the local machine name specified on the Local Machine*
> *Administration window.*

2. Enter the UNIX machine name into the UNIX Machine Name: field. This
    is a case-sensitive field. You must enter capital letters as capitals, and
    lower-case letters as lower case.

NOTE:
> Saving the information on the TCP/IP Administration window applies
> the UNIX name to the Lucent INTUITY machine. You do not have to
> administer this name anywhere else unless you are installing digital
> networking.

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3. Enter the internet protocol (IP) address for the Lucent INTUITY system into the `IP Address:` field.

   Enter the IP address, including the periods or dots. Do not enter prefacing zeros in any field. For example, if the IP address is written as 1xx.050.09.12, enter it as 1xx.50.9.12

4. Move the cursor to the `Subnet Mask:` field.

5. Enter the number of the subnet mask.

   ⇒ **NOTE:**
   > This is an optional field. If there is no entry for this field leave the field blank.

6. Move the cursor to the `Default Gateway IP Address:` field.

7. Enter the default gateway IP address.

   ⇒ **NOTE:**
   > If there is no entry for this field, leave the field blank.

8. Continue with the next procedure, "Configure the Ethernet LAN Circuit Card".

Configure the Ethernet LAN Circuit Card

To configure the Ethernet LAN circuit card:

1. Start at the TCP/IP Administration window (Figure 2-39) and press F8 (Change Keys).

   The system displays the alternate set of function keys.

2. Press F2 (Board Configuration).

   The system displays the Ethernet Board Configuration window (Figure 2-40).

```
                    Ethernet Board Configuration
 ┌─────────────────────────────────────────────────────────────┐
 │ Network Interface Type: _____  │
 └─────────────────────────────────────────────────────────────┘
```

Figure 2-40. Ethernet Board Configuration Window

3. Press F2 (Choices).

   The system displays the Network Interface Types menu (Figure 2-41).

```
              Network Interface Types
          >10BASE-T
           AUI
           BNC
           Twisted Pair - No Link Integrity
```

Figure 2-41.   Network Interface Types Menu

4. Select the network interface type to be used on this system and press
   `ENTER`.

   The system displays your selection in the `Network Interface Type:`
   field.

5. Press `F3` (Save).

   The system displays the Ethernet Board Configuration Results window
   (Figure 2-42).

```
                   Ethernet Board Configuration Results
  SMC LAN Adapter Setup Program -- Version 1.07


  Board Type:     8216C
  Node Address:   0000C0B9547D

                       Old               New soft
                       Setup             Setup

  I/O Base Address     280               280
  IRQ                  10                10
  RAM Size             16 K              16 K
  RAM Base Address     0D8000            0D8000
  Add Wait States      Yes               Yes
  Network Connection   BNC or 10BaseT    BNC or 10BaseT
  Link Integrity       Enabled           Enabled

  ROM Size             Disabled          Disabled
  ROM Base Address     Disabled          Disabled
```
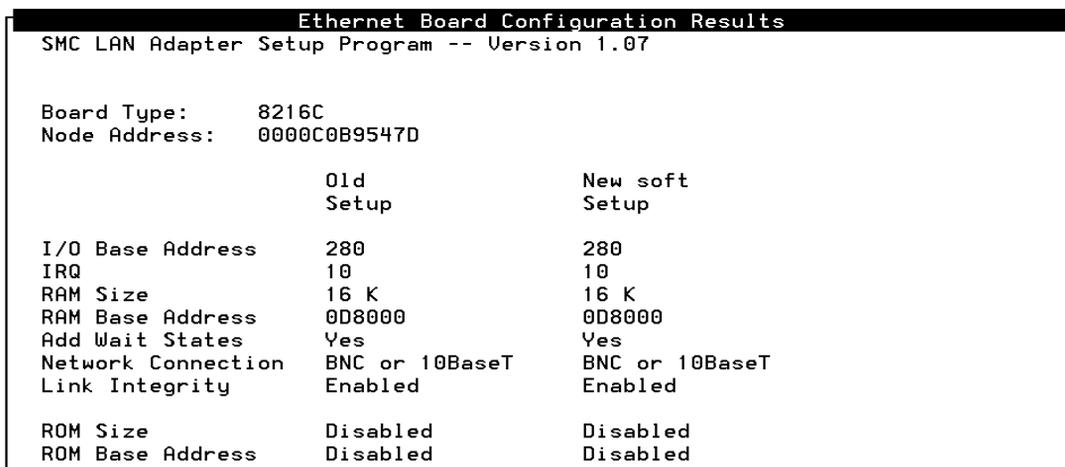
Figure 2-42.   Ethernet Board Configuration Results Window

6. Press `F6` (Cancel) until the system returns to the Lucent INTUITY Main
   Menu.

7. Continue with "Reboot the System and Attach the LAN Cable".

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Reboot the System and
Attach the LAN Cable

Complete this procedure to:

- Reboot the system to apply the newly entered LAN connectivity administration.

- Attach the LAN cable, which the customer has provided and tested.

> **NOTE:**
> The customer's LAN representative should have connected the LAN or be present for the LAN connection.

1. Start at the Lucent INTUITY Main Menu and select

```
> Customer/Services Administration

    > System Management

        > System Control
```
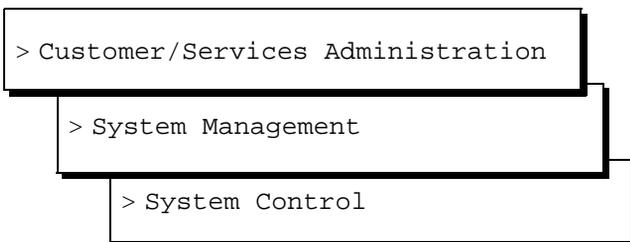
2. The system displays the System Control menu (Figure 2-43).

```
              System Control

Shutdown System
Start Voice System
Stop Voice System
```
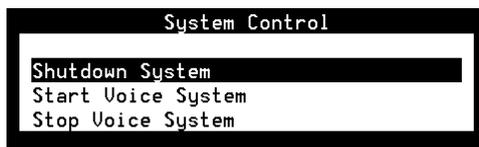
Figure 2-43.   System Control Menu

3. Select

```
> Shutdown System
```

The system displays the Wait Time window (Figure 2-44).

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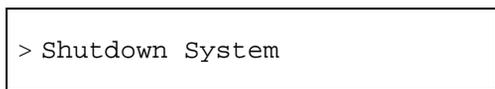
Figure 2-44.   Wait Time Window

4. Enter a time between 60 and 600 seconds to wait for calls in progress.

5. Press (ENTER).

   The system displays the following message:

   ```
   Shutdown started. Month date time year

        INIT: New run level: 0
        The system is coming down. Please wait.

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

6. Determine your next step:

   ■ If you are installing the LAN cable, turn off the power switch on the
     front of the MAP/5P and continue with Step 7.

   ■ If you are *not* installing the LAN cable, press the reset button or
     (CONTROL) (ALT) (DELETE) to reboot the system. Skip Step 7 and
     continue with Step 8.

7. Attach the LAN cable to the LAN circuit card.

8. Turn the power switch on the front of the MAP/5P back on.

   The system responds in two stages. The first, readying the system,
   displays copyright and address information and rebuilds the UNIX kernel.

   ⇒ NOTE:
   Do not press (ENTER) or (ESC) during this process. The system will
   automatically proceed to the next step.

   This stage ends with the message:

   ```
        The system is ready.
   ```

   After this message, the system presents a console login, followed by the
   message:

   ```
        Automatically starting the voice system.
   ```

   This message signals the start of the second stage, the stage that starts
   the voice system. The last messages in this series are:

   ```
        Startup of the Voice System is complete.
   ```

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```
Saving output to trace process.
```

⮞ NOTE:
　　Saving the output to trace process takes approximately 1 minute.

9. Press (ENTER) one or more times to obtain a console login prompt.

　The system displays the following message:

```
The systems's name is Intuity
Welcome to USL UNIX system V Release 4.2 Version 1
Console Login:
```

10. Determine your next step:

　　■ If the dial plan numbering did not change, you did not add additional
　　　voice ports to the system, and the integration is a CLAN, continue
　　　with .

　　■ If the dial plan numbering did not change, and you did not add
　　　additional voice ports to the system, continue with

　　■ If the dial plan numbering changed, or if you added new voice ports
　　　to the system, continue with Task 22, "Remap and Test the
　　　Channels".

Task 22 - Remap and Test the Channels

Complete the procedures in this section to:

　　■ Map channels to switch extensions.

　　■ Map services to channels for operation.

　　■ Assign services to called numbers.

⮞ NOTE:
　　Use this section only if the dial plan numbering has changed, or if you have
　　added new voice ports.

Stop the Voice System

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

> Customer/Services Administration

> System Management

> System Control

> Stop Voice System

The system displays the Wait Time window (Figure 2-45).

```
          Wait Time

     Seconds:  ████
```

Figure 2-45.   Wait Time Window

2. Enter a time from 60 to 600 seconds in the Seconds field.

3. Press F3 (Save).

   The system stops the voice system and returns to the System Control
   screen or presents the prompt:

   ```
   The Voice System has stopped.

   Press ENTER to continue.
   ```

   If the system presents this prompt, press ENTER to return to the System
   Control screen.

4. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu
   (Figure 2-1).

5. Continue with "Map Channels to Switch Extensions".

Map Channels to Switch Extensions

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

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

1. Start at the Lucent INTUITY Main Menu (Figure 2-1) and select

```
> Voice System Administration
```

```
    > Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 2-46).

This window uses the following terminology:

- `CD.PT`: card number and port

- `CHN`: channel

- `STATE`: current port state

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

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

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

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

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

Figure 2-46.   Display Voice Equipment Window (Before Administration)

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2. Press F8 (Actions).

The system displays the Actions menu (Figure 2-47).

```
                  Actions

 Assign/Change
 Modify
 Print
 Renumber
 Unassign
```

Figure 2-47.   Actions Menu

3. Select

```
 > Assign/Change
```

The system displays the Assign/Change menu (Figure 2-48).

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

```
               Assign/Change

 Channels to Groups
 Options of Voice Equipment
 PBX Extension to Channel
 Services to Channels
 State of Voice Equipment
```
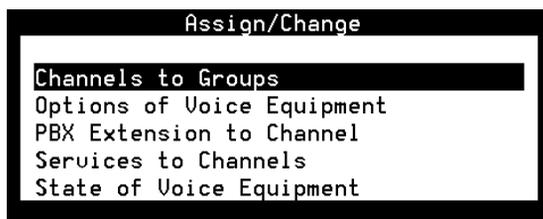
Figure 2-48.   Assign/Change Menu

4. Select

```
 > PBX Extension to Channel
```

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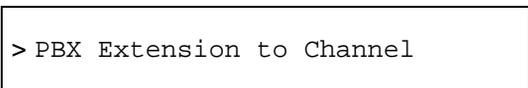
5. Press ⸢ENTER⸣.

   The system displays the Assign PBX Extension to a Channel window (Figure 2-49).

```
          ┌─────────────────────────────────────────┐
          │     Assign PBX Extension to a Channel    │
          │                                          │
          │         PBX Extension:  ▐██████▌         │
          │       Channel Number:  ▐███▌             │
          │                                          │
          └─────────────────────────────────────────┘
```
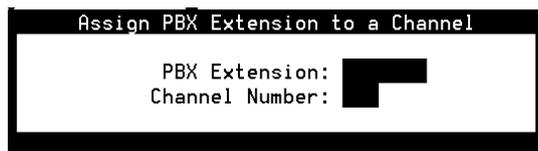
Figure 2-**49. Channel to PBX Extension Window**

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

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

8. Press ⸢F3⸣ (Save).

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

9. Press ⸢F1⸣ to `Acknowledge Message`.

10. Press ⸢ENTER⸣.

    ⇒ **NOTE:**
    The system does not update the Voice Equipment window until you close the Assign PBX Extension to a Channel window.

11. Press ⸢F6⸣ (Cancel) twice.

    The system displays the Display Voice Equipment window (Figure 2-46).

    ⇒ **NOTE:**
    Use this window to check your mapping at any time during the procedure.

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

13. Press ⸢F6⸣ (Cancel).

14. Continue with the next procedure, "Map Services to Channels for Operation".

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Map Services to Channels for Operation

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

To assign channels to the dialed number information service:

1. Start at the Lucent INTUITY Main Menu (Figure 2-1) and select

> > Voice System Administration
>
> > > Voice Equipment

   The system displays the Display Voice Equipment window (Figure 2-46).

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 2-47).

3. Select

   > **>** Assign/Change

4. Press ENTER.

   The system displays the Assign/Change menu (Figure 2-48).

5. Select

   > **>** Services to Channels

6. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 2-50).

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```
              Assign Services to Channels
        Channel Numbers:
           Service Name: *DNIS_SVC
```
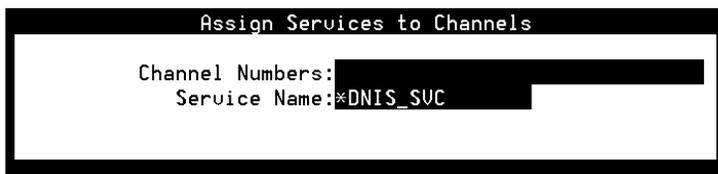
Figure 2-**50.** **Assign Services to Channels Window**

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

   Enter the channel numbers as:

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

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

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

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

   - All numbers (**all**)

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

8. Press ⟨F3⟩ (Save).

9. Press ⟨ENTER⟩.

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

11. Press ⟨F3⟩ (Save).

   The system displays the following message:

   ```
   Assigned service *DNIS_SVC startup .cim to
   channels x-x.
   ```

   Where *x-x* are the assigned channels.

12. Press ⟨F1⟩ to `Acknowledge Message`.

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

14. Press ⟨F6⟩ (Cancel) to reach the Lucent INTUITY Main Menu (Figure 2-1).

15. Continue with "Assign Services to Called Numbers".

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Assign Services to Called Numbers

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

Complete the following procedure to assign numbers to services:

1. Start at the Lucent INTUITY Main Menu (Figure 2-1) and select

    > Voice System Administration

    > Number Services
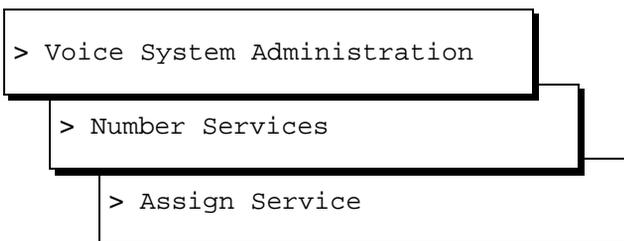
    > Assign Service

    The system displays the Assign Number Service window
    (Figure 2-51).

```
                    Assign Number Service
    Called Numbers:any                   to
    Calling Numbers:any                  to
       Service Name:
```
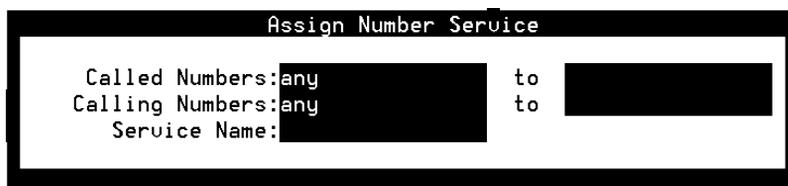
Figure 2-51. Assign Number Service Window

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

3. Press F2 (Choices).

    The system displays the Services menu (Figure 2-52).

```
                Services
    AUDIX
    ChanTran
    sfpip
```

Figure 2-52. Services Menu

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4. Determine your next step:

   ■ If your Lucent INTUITY system has Lodging features, continue with
     step 7.

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

   ```
   > AUDIX
   ```

5. Press ENTER.

6. Type **any** in the AUDIX Called Number: field and continue with step 7.

7. If one or more numbers require a specific service, enter the service(s) and
   then the number(s) as listed in Table 2-2.

Table 2-2. Service and Called Number Combinations

If These Features are Implemented	Enter This in the Service: Field	Enter This in the Called Number: Field
AUDIX only	AUDIX	**any**
Both AUDIX and Aria applications	ari_init	**any**
	aud_ilog	The number that callers dial to receive the AUDIX interface for dual access administration
	ari_ilog	The number that callers dial to receive the Aria interface for dual access administration
Lodging only	lodging	**any**
	ldg_ni_vm (optional)	The number that callers dial to retrieve Lodging messages
	ldg_ni_ca (optional)	The number that callers dial to leave a message for a guest
Both AUDIX and Lodging applications	AUDIX	The number that callers dial to retrieve AUDIX messages
	lodging	The number that callers dial to retrieve Lodging messages
	AUDIX+ldg	**any**

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Table 2-2.   Service and Called Number Combinations

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

(2 of 2)

8. Press F3 (Save).

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

9. Continue with "Start the Voice System".

Start the Voice System

The following procedure describes how to start the Lucent INTUITY voice system.

1. Starting at the Customer/Services Administration menu, select:

```
> System Management

   > System Control

      > Start Voice System
```

The system displays the following prompt:

```
The Voice System is starting

The Voice System is initializing cards

Startup of the Voice System complete
```

⇒ NOTE:
If the system asks you to acknowledge the response, press the space bar to continue.

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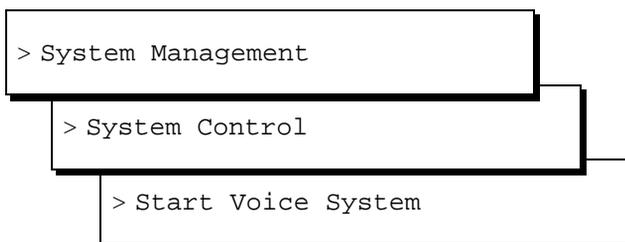
2. Press [F6] (Cancel) three times to reach the Lucent INTUITY Main Menu (Figure 2-1).

3. Continue with the next section, "Perform Acceptance Testing".

Perform Acceptance Testing

After you have administered channels on the Lucent INTUITY, perform acceptance testing on the channels. Complete the procedures in this section to:

- Verify the channel state.

- Assign the ChanTran service and test the channels.

Verify Channel State

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

- Determine the state of the channels.

- Change any channels to the Inserv state if necessary.

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

- Connection

- Switch

- Hardware

Determine the Channel State

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Voice System Administration

   > Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 2-46).

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

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2. Determine your next step:

   ■ If any channel is in a state other than Inserv, you must change it. Continue with, "Change the Channel State".

   ■ If all the channels are already in the Inserv state, skip the next procedure. Continue with "Test the Channels" on page 2 2-90.

Change the Channel State

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

1. Press F6 (Cancel) to reach the Lucent INTUITY Main Menu (Figure 2-1).

2. Select

> Customer/Services Administration

> Diagnostics

> Voice Board Diagnostics
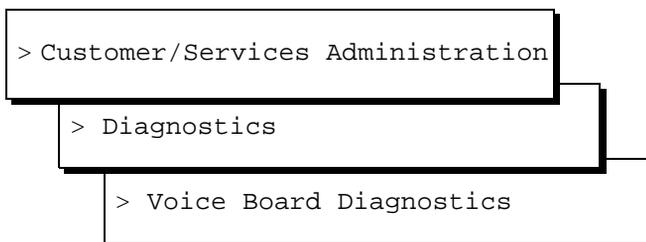
The system displays the Voice Board Diagnostics menu (Figure 2-53).

```
          Voice Board Diagnostics

  Busy Out
  Diagnose
  Display
  Release
```
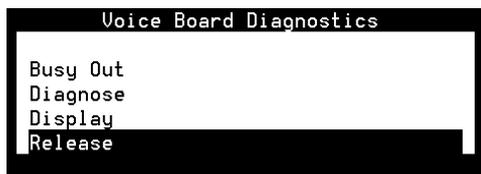
Figure 2-53.   Voice Board Diagnostics Menu

3. Select
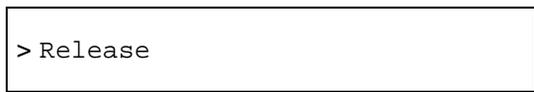
> Release

4. Press ENTER.

   The system displays the Release of Voice Equipment window (Figure 2-54).

```
           Release of Voice Equipment

              New State: inserv
              Equipment:
       Equipment Number:
       Change Immediately?
```
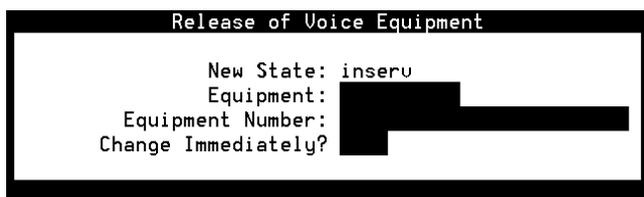
Figure 2-54.　Release of Voice Equipment Window

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

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

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

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

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

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

   - All numbers (**all**)

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

8. Press F3 (Save).

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

   `Channel x changed to state y.`

   Press Enter to continue.

9. Press ENTER.

   The system displays the Release of Voice Equipment window (Figure 2-54).

10. Press F6 (Cancel) four times to reach the Lucent INTUITY Main Menu (Figure 2-1) or see the platform maintenance book for the MAP for additional diagnostics information. Contact your support center if the channels will not go into service.

11. Continue with the next section, "Assign the ChanTran Service and Test the Channels".

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Assign the ChanTran Service and
Test the Channels

Complete the procedures in this section to:

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

- Test each channel.

- Reassigning service to DNIS.

- Verifying on-hook status.

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

Assign the ChanTran Service

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

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Voice System Administration

     > Voice Equipment
```

The system displays the Display Voice Equipment window (Figure 2-46).

2. Press F8 (Actions).

The system displays the Actions menu (Figure 2-47).

3. Select

```
> Assign/Change
```

4. Press ENTER.

The system displays the Assign/Change menu (Figure 2-48).

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5. Select

```
 > Services to Channels
```

6. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 2-50).

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

8. Press F2 (Choices).

   The system displays the Services menu (Figure 2-52).

9. Select ChanTran.

   The system redisplays the Assign Services to Channels window (Figure 2-50).

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

11. Press F3 (Save).

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

12. Press F6 (Cancel) to reach the Lucent INTUITY Main Menu (Figure 2-1).

13. Continue with the next procedure, "Test the Channels".

Test the Channels

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

- Verify on-hook status.

- Determine the ability of the channel to recognize touch tones.

- Determine the ability of the channel to record and playback.

Verify On-Hook Status.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

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

The system displays the System Monitor - Voice Channels window (Figure 2-55).

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

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

Figure 2-55.   System Monitor - Voice Channels Window

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

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

Verify ChanTran Operation.

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

    The system responds:

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

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

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

    ![NOTE arrow icon] **NOTE:**
    If the channel number ChanTran reports does not match the channel associated with the extension you dialed, see "Continue with "Map Channels to Switch Extensions"." above.

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3. Verify that the channel is listed as `ChanTran Talking` on the System Monitor - Voice Channels window. (Figure 2-55 shows channel 4 being tested for touch-tone recognition.)

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

Test Touch-Tone Recognition.

📣 **NOTE:**

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

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

   The system responds:

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

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

   The system responds:

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

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

   > "Press 1 to initiate..."

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

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

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

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

6. Press #.

   The system responds:

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

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

   > "Press 1 to initiate..."

7. If you hear the sequence of digits you entered and see the numbers you entered on the System - Voice Channels window (Figure 2-55), continue with the next procedure, "Test Record and Playback".

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

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Test Record and Playback.

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

   The system responds:

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

2. Press ①.

   The system responds:

   > "Record test message at the tone."

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

   The system responds with your recorded phrase through the telephone:

   > For example, "This is a test."

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

   > "Press 1 to initiate..."

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

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

5. Press ☐ to disconnect from the channel.

6. Hang up the telephone.

7. Verify the disconnection by looking at the System Monitor - Voice Channels window (Figure 2-55). The channel should return to `On Hook`.

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

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

9. When you have tested all purchased channels, press F6 (Cancel) twice to reach the Lucent INTUITY Main Menu (Figure 2-1).

10. Continue with the next procedure, "Verify On-Hook Status".

Verify On-Hook Status

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Voice System Administration

    > System Monitor
```
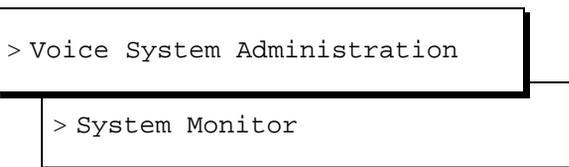
The system displays the System Monitor - Voice Channels window (Figure 2-55).

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

3. Determine your next step:

   - If the dial plan changed with the addition of a new number in front of the extensions (change in range), change the AUDIX subscriber mailbox extensions. Continue with Task 23, "Change Extension Length".

   - If the dial plan did not change, continue with Task 24, "Test the LAN Link" on page 2-105.

Task 23 - Change Extension Length

Use the Change Extensions screen to move a series of extension numbers from one block of numbers to another instead of changing each number individually. You can use this screen to move as little as one extension from one number to another. Or, you can use it for a much bigger job: perhaps to change the length of every extension number in your system from four digits to five.

⚠ CAUTION:

If you have to change the length of the local extensions, you must first do so at the platform level. Use the platform's Switch Interface Administration command for this purpose.

*Use the **change machine** command to change extension length on a remote machine.*

If you use this screen to move numbers on the local machine, it will also move all of the covering extensions in the given range of numbers.

⚠ CAUTION:

*While this screen will move all covering extensions, It will **not** change references to the local system in networked systems.*

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If the system to be changed is networked to other AUDIX systems, you must also change the subject entries in all of the connected systems. Since ports on the system with local subscribers whose extensions are to be changed will be disabled while you make the necessary changes, plan to make the changes during a period of very low traffic.

⚠ CAUTION:

*This screen does **not** change the numbers entered into automated attendants. Where any auto-attendant calls a number changed by using this screen, you must separately change that number.*

⚠ CAUTION:

This is a powerful screen. It is safe to use only if you have planned in advance exactly what you need to have it do.

Busyout the Voice Ports

Busyout the voice ports as follows:

1. Starting at the INTUITY Main Menu, select:

> Customer/Services Administration

   > Diagnostics

      > Voice Board Diagnostics

         > Display

The system responds with the Display Voice Equipment screen, as shown in Figure 2-56.

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

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

   0.0     0 Inserv  Jan 27 16:04:17  *DNIS_SVC     19001    2        talk IVC6
   0.1     1 Inserv  Jan 27 16:04:17  *DNIS_SVC     19002    2        talk IVC6
   0.2     2 Manoos  Jan 27 16:04:17  *DNIS_SVC     29043    2        talk IVC6
   0.3     3 Manoos  Jan 27 16:04:17  *DNIS_SVC     29044    2        talk IVC6
   0.4     4 Manoos  Jan 27 16:04:17  *DNIS_SVC     29045    2        talk IVC6
   0.5     5 Manoos  Jan 27 16:04:17  *DNIS_SVC     29046    2        talk IVC6
```

Figure 2-**56.** **Display Voice Equipment Screen**

2. Press F8 (Change Keys) to display the diagnose function keys.

3. Press F2 (Busy-out).

   The system responds with the Busyout of Voice Equipment screen
   (Figure 2-57).

```
            Busyout of Voice Equipment
            New State: manoos
            Equipment: ▌_____
    Equipment Number: _____
   Change Immediately? ___
```

Figure 2-**57.** **Busyout of Voice Equipment**

4. Complete the following fields:

   - `Equipment:` Enter **ca**

   - `Equipment number:` Enter the range of
     0 – *the number of the last card*

   - `Change Immediately?:` Enter **yes**

5. Press F3 (Save).

   The system responds with a Confirm screen.

6. Press **y** to confirm the change.

   The system displays a Command Output screen.

7. Press F6 (Cancel).

   The displays the Display Voice Equipment screen.

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8. Press F6 (Cancel) twice to return to the Customer/Services Administration screen.

9. Continue with "Busyout the Networking Ports."

Busyout the Networking Ports

Busyout the networking ports as follows:

1. Starting at the Customer/Services Administration screen, **select:**

> Diagnostics

> Networking Diagnostics
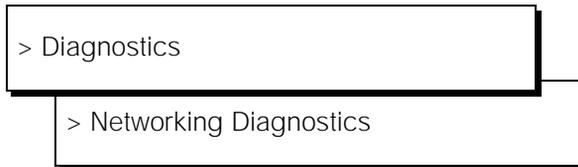
2. Press F8 (Change Keys) to access the second set of function keys.

3. Press F2 (Busy-out). After you press the key, the Busyout Networking Channel screen displays (Figure 2-58).
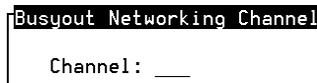
```
Busyout Networking Channel

    Channel: ___
```

Figure 2-58.   Busyout Networking Channel Screen

4. Enter the number of the channel you need to busyout.

   After you enter the number, the message `working...` displays in the upper right-hand corner of the screen. When the process completes, the `Status` field on the Networking Diagnostics screen updates and shows `busyout` for the channel you entered.

5. Repeat steps 3 through 4 for each channel you need to busyout.

6. When you finish busying out channels, press F6 (Cancel) three times to exit the screen and return to the Lucent INTUITY Main Menu.

7. Determine your next step:

   ■ If you want to change the length of local extension numbers, continue with "Changing a Block of Extensions (With Extension Length Change)."

   ■ If you want to change a block of extensions, continue with "Changing a Block of Extensions (Without Extension Length Change)" on page 2 2-100."

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Changing a Block of Extensions
(With Extension Length Change)

Change the length of local extension numbers as follows:

1. Choose *Switch Interface Administration* from the Lucent INTUITY Main Menu and change the entry in the Extension Length field to reflect the new extension length.

2. From the Lucent INTUITY Main Menu, select AUDIX Administration. At the command, line enter **change machine *machine_name***.

   Note the ranges of extension numbers as they are before modification. (If you have a system printer, enter **print display machine** to get a copy before you enter **change machine**.)

3. When updating remote machines, correct the `Extension Length` field.

4. Re-enter the prefixes, and the start and end extensions as they will be when the conversion is completed.

5. At the `enter command:` prompt, enter either:

   Full Command Version   Short Command Version
   change extensions   **ch e**

   The system displays the Change Extensions screen (Figure 2-59):

```
AUDIX              Active              Alarms:    wA                       Logins: 2
change extensions                                                    Page 1 of 1
                            CHANGE EXTENSIONS

                    Machine Name: columbus

Change extensions beginning with: 9900_____      Ending with: 9999_____

 To new extension beginning with: 29900_____     Ending with:


                          PROGRESS REPORT

          Changed extensions from:              through:
                              to:              through:
          Number of extensions changed: 0

          Changing covering extensions?
Number of changed covering extensions: 0




Be sure ALL voice and network ports are Out of Service before continuing!
enter command: change extensions
```

Figure 2-59. Change Extension Screen

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6. Enter the *name of the AUDIX machine* for which you are changing extension numbers.

7. Enter the *boundaries of the extension numbers* you are changing, that is, enter two numbers: the beginning (smallest affected) extension number. and the ending (largest affected) extension number. (In the example, the 100 extensions to be changed are those currently numbered between 9900 and 9999.)

8. Enter the *new beginning extension number.*

   Here you enter the *beginning number of the new block of numbers* to which the extensions named in the preceding step are to be changed. (In the example, extension number 9900 is to be changed to 29900, and numbers up through 9999 are to be changed to corresponding numbers above 29900. For example, an extension 9947 becomes extension 29947.)

   All other fields are display fields.

9. Press F3 (Enter) to initiate the process.

   The system fills in the `Ending With` field and asks you to confirm your intent.

   If the system fills in the `Ending With` field and prints "`Subscriber Already Exists`," you have specified a range of numbers that includes at least one number that is already assigned. The system will not permit the Change Extensions screen to delete an existing number in the course of adding another. In this case, continue through the lettered steps below:

   a. Press CANCEL to exit this screen.

   b. Type **list address ranges** at the command line. Discover from the resulting list where to find extensions within the range you earlier specified to receive the extensions being changed.

   c. Having determined in the previous step which machine(s) have the problem extensions assigned, either type **list extension** if the machine is local, or type **list remote-extensions *<remote machine name>*** if the machine is remote.

   d. Use this information as a basis to reconsider the target range of numbers. Once you have worked out new number ranges, return to step 1 of this procedure to implement them.

10. Press F3 (Enter) again.

    The system fills in the display fields as it works and displays the message `Command Successfully Completed` when finished. The cursor returns to the command line.

    ### ➡ NOTE:

    If for some reason you have to press CANCEL during this operation, a certain amount of work will already have been done by the program. Recover as follows:

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a. Note the numbers shown in the display fields. They will indicate approximately where the program stopped working.

b. Next, list extensions to find exactly which numbers have been changed and which have not. (Use the **print list e** command to make a copy on your system printer.)

c. Finally, plan what needs to be done to recover, and use the **ch e** command to change extension numbers as necessary.

11. Type **exit** to leave AUDIX Administration.

12. While the local machine is busied out, determine your next step:

   ■ If the INTUITY has been upgraded to a Release 4.4 system and you need to connect to each remote machine with which the local machine is networked, contact AUDIX Enhanced Services at 1-800-776-2323.

   ■ If the INTUITY has not been upgraded and no network work is needed, continue with <u>step 13</u>.

⚠ CAUTION:

*The network ports of the machine on which the local subscriber's extension length has been changed **must** remain busied out until the change has been administered on all remote systems.*

13. Determine your next step:

   ■ If you need to change a block of extension numbers without changing the extension length, continue with "<u>Changing a Block of Extensions (Without Extension Length Change)</u>.

   ■ If you are finished changing extensions, continue with "<u>Release the Voice Ports</u>" on <u>page 2-103</u>.

Changing a Block of Extensions (Without Extension Length Change)

Change a block of extensions from one series of numbers to another as follows:

1. Read the precautions that are given starting on <u>page 2-94</u>.

2. For each system (remote or local) that needs to have a new range defined to accommodate the intended new block of extensions do the following.

   Access the AUDIX **change machine *name*** screen and define an address range that includes the new block of extensions.

   ## ➡ NOTE:
   Be sure to perform this step first. If all machines are prepared for the change, service across the network will be little affected.

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3. From the Lucent INTUITY Main Menu, select AUDIX Administration.

4. At the `enter command:` prompt, enter either:

   Full Command Version   Short Command Version

   change extensions   **ch e**

   The system displays the Change Extensions screen (<u>Figure 2-60</u>):

```
AUDIX              Active              Alarms:   wA                        Logins: 2
change extensions                                                     Page 1 of 1
                            CHANGE EXTENSIONS

                    Machine Name: columbus

Change extensions beginning with: 9900        Ending with: 9999

 To new extension beginning with: 29900       Ending with:


                          PROGRESS REPORT

            Changed extensions from:          through:
                               to:            through:
          Number of extensions changed: 0

          Changing covering extensions?
Number of changed covering extensions: 0



Be sure ALL voice and network ports are Out of Service before continuing!
enter command: change extensions
```

Figure 2-60.   Change Extension Screen

5. Enter the *name of the AUDIX machine* for which you are changing *local* subscriber's extension numbers. This is the only system on which this procedure will be performed.

6. Enter the *boundaries of the extension numbers* you are moving, that is, enter two numbers: the beginning (smallest affected) extension number. and the ending (largest affected) extension number. (In the example, the 100 extensions to be moved are those currently numbered between 29900 and 29999.)

7. Enter the *new beginning extension number.*

   Here you enter the *beginning number of the new block of numbers* to which the extensions named in the preceding step are to be moved. (In the example, extension number 29900 is to be changed to 29600, and numbers up through 29999 are to be changed to corresponding numbers above 29600. For example, an extension 29947 becomes extension 29647.)

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All other fields are display fields.

8. Press F3 (Enter) to initiate the process.

If the system fills in the `Ending With` field and asks you to confirm your intent, continue with step 9.

If the system fills in the `Ending With` field and prints "`Subscriber Already Exists`," you have specified a range of numbers that includes at least one number that is already assigned. The system will not permit the Change Extensions screen to delete an existing number in the course of adding another. In this case, continue through the lettered steps below:

   a. Access CANCEL to exit this screen.

   b. Type **list address ranges** at the command line. Discover from the resulting list where to find extensions within the range you earlier specified to receive the extensions being changed.

   c. Having determined in the previous step which machine(s) have the problem extensions assigned, either type **list extension** if the machine is local, or type **list remote-extension <*remote machine name*>** if the machine is remote.

   d. Use this information as a basis to reconsider the target range of numbers. Once you have worked out new number ranges, return to step 1 of this procedure to implement them.

9. Press F3 (Enter) again.

The system fills in the display fields as it works and displays the message `Command Successfully Completed` when finished. The cursor returns to the command line.

> **NOTE:**
> If for some reason you have to press CANCEL during this operation, a certain amount of work will already have been done by the program. Recover as follows:

   a. Note the numbers shown in the display fields. They will indicate approximately where the program stopped working.

   b. Next, list extensions to find exactly which numbers have been changed and which have not. (Use the **print list e** command to make a copy on your system printer.)

   c. Finally, plan what needs to be done to recover, and use the **ch e** command to change extension numbers as necessary.

10. Continue with "Release the Voice Ports".

> **NOTE:**
> If a remote system is not administered to receive automatic updates, extension changes will need to be done manually on this system.

Release the Voice Ports

Release the voice ports as follows:

1. Starting at the Lucent INTUITY Main Menu, select:

> > Customer/Services Administration
>
> > > Diagnostics
> >
> > > > Voice Board Diagnostics
> > >
> > > > > Display
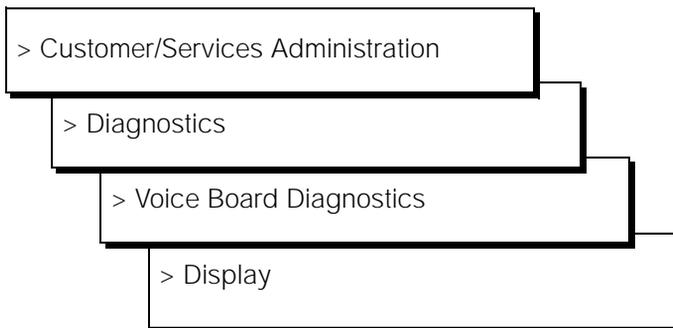
The system responds with the Display Voice Equipment screen, as shown in Figure 2-61.

➡ NOTE:

Ports will be in the manually-out-of-service (Manoos) state if you are installing a new card or if the ports are busied out. These will transition to in-service (Inserv) when they are released if the port detects loop current. If released ports transition to or remain facility-out-of-service, the ports are not detecting any loop current.

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

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

    0.0      0 Inserv  Jan 27 16:04:17  *DNIS_SVC    19001     2       talk IVC6
    0.1      1 Inserv  Jan 27 16:04:17  *DNIS_SVC    19002     2       talk IVC6
    0.2      2 Manoos  Jan 27 16:04:17  *DNIS_SVC    29043     2       talk IVC6
    0.3      3 Manoos  Jan 27 16:04:17  *DNIS_SVC    29044     2       talk IVC6
    0.4      4 Manoos  Jan 27 16:04:17  *DNIS_SVC    29045     2       talk IVC6
    0.5      5 Manoos  Jan 27 16:04:17  *DNIS_SVC    29046     2       talk IVC6
```

Figure 2-61.　Display Voice Equipment Screen

2. Press F8 (Change Keys) to display the diagnose function keys.

3. Press F3 (Release) to display the screen showing the Release of Voice Equipment screen.

The system responds with the Release of Voice Equipment screen, as shown in Figure 2-62.

```
        Release of Voice Equipment
       New State: inserv
       Equipment: █_____
  Equipment Number: _____
Change Immediately? ___
```

Figure 2-62.   Release of Voice Equipment Screen

4. Complete the following fields:

   ■ `Equipment:` Enter **ca**

   ■ `Equipment number:` Enter the range of
     0 – the number of the last card

   ■ `Change Immediately?:` Enter **yes**

5. Press F3 (Save).

   The system displays a Command Output screen.

6. Press F6 (Cancel).

   The displays the Display Voice Equipment screen.

7. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu.

8. Determine your next step:

   ■ If the system is networked, continue with "Release the Networking Ports."

   ■ If the system is not networked, determine your next step:

     — If you are installing a CLAN integration, continue with Task 24, "Test the LAN Link" on page 2-105.

     — If you are not installing a CLAN, continue with Task 25, "Place Test Calls to the System" on page 2-106.

Release the Networking Ports

1. Starting at the Lucent INTUITY Main Menu, select:

   > Customer/Services Administration

       > Diagnostics

           > Networking Diagnostics

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2. Press F8 (Change Keys) to access the second set of function keys.

3. Press F3 (Release). After you press the key, you see the Release Networking Channel screen as shown in Figure 2-63.
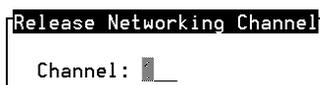
```
┌Release Networking Channel┐
│                          │
│   Channel: ▓__           │
└                          ┘
```

Figure 2-63.   Release Networking Channel Screen

4. Enter the number of the channel you need to release.

   After you enter the number, you see the message `working...` in the upper right-hand corner of the screen. When the process completes, the Status field on the Networking Diagnostics screen updates and shows `idle` for the channel you entered.

5. Repeat steps 3 through 5 for each channel you need to release.

6. When you finish releasing channels, press F6 (Cancel) to exit the screen and return to the Lucent INTUITY Main Menu.

7. Determine your next step:

   ■ If you are installing a CLAN integration, continue with Task 24, "Test the LAN Link".

   ■ If you are not installing a CLAN, continue with Task 25, "Place Test Calls to the System" on page 2-106.

Task 24 - Test the LAN Link

The following procedure describes how to test the LAN link.

1. Do the test and administration procedures that appear in Chapter 4, "Lucent INTUITY System Administration for Switch Integration," in the *Lucent INTUITY Messaging Solutions LAN Integration with DEFINITY ECS,* .

2. If you run into any problems, see Appendix C, "LAN Link Troubleshooting Procedures," in the *Lucent INTUITY Messaging Solutions LAN Integration with DEFINITY ECS.*

3. Continue with Task 25, "Place Test Calls to the System".

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Task 25 - Place Test Calls to the System

The following procedure describes how to place test calls to the system.

To view the system monitor during the calls, start at the Lucent INTUITY Main Menu (Figure 2-1) and select:

> ```
> > Voice System Administration
> ```

> ```
>     > System Monitor
> ```

1. Place random test calls to the system to verify that the system is answering.

    a. Call the administration mailbox and leave a message.

    b. Call the INTUITY AUDIX main number and retrieve the message.

    c. Forward the message to another mailbox and retrieve that message as well.

2. Determine your next step:

    ■ If the system has CAS, continue with Task 26, "Change the CAS Switch Assignment".

    ■ If the system does not have CAS, continue with Task 27, "Clear any Alarms" on page 2-107.

Task 26 - Change the CAS Switch Assignment

If the system has CAS, change the switch type.

➡️ NOTE:
The CAS PBX KTX 80 diskette has information for both the System 25 and the MERLIN LEGEND integrations.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

> ```
> > Call Accounting System
> ```

> ```
>     > CDR Configuration Menu
> ```

> ```
>         > Edit CDR Collection Information
> ```

2. Change the Call Reporting field to the correct switch type.

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3. Press F6 (Cancel) until you return to the Lucent INTUITY Main Menu.

4. Continue with .

Task 27 - Clear any Alarms

Check the system for alarms. If the alarm has a major or a minor alarm, contact your remote support center.

➤ NOTE:

During this stage of the conversion, the system may have active switch alarms since the link has not yet been placed back into service. If you see switch link alarms, continue with these procedures and check the Alarm Log after putting the link into service.

1. Starting at the Lucent INTUITY Main Menu screen, select:

```
> Customer/Services Administration

    > Log Administration

        > Alarm Log
```

2. Administer the Alarm Log Display Selection screen for active alarms (A), major, minor, and warning alarms (y).

3. Press F3 (Save).

4. The system displays the Alarm Log screen ().

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```
                            Alarm Log
App Resource            Alarm Alm Ack    Date/Time      Date/Time  Resolve
    Type     Location   Code  Lvl        Alarmed        Resolved   Reason









                                                                      █
```

Figure 2-64.   Alarm Log Display Screen

5. Contact your remote support center for assistance with any major or minor alarms.

6. Press F6 (Cancel) four times to return to the Lucent INTUITY Main Menu.

7. Continue with Task 28, "Assign the System Date and Time".

Task 28 - Assign the System Date and Time

The following procedure describes how to assign the system date and time.

1. Starting at the Lucent INTUITY Main Menu, select:

> Customer/Services Administration

> System Management

> UNIX Management
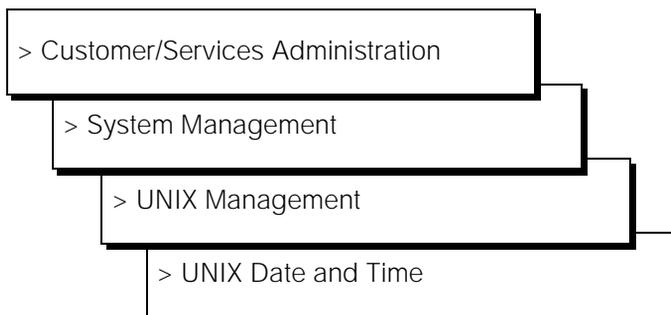
> UNIX Date and Time

The system responds with the UNIX Date and Time screen (Figure 2-65).

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```
┌ Customer/Services Administration ┐      ┌ System Management ┐
│              Set Date and Time   │      │ ement              │
│                                  │      │ trol               │
│                                  │      │ ement              │
│                                  │      └────────────────────│
│ Date:                   September   2, 1993                  │
│                                                              │
│ Time:                    2:15                                │
│                                      ┌──────────────────────┐
│ AM/PM:                  PM           │ Management           │
│                                      │ X Floppy             │
│ Timezone:               Eastern      │ inal Administration  │
│                                      │ dministration        │
│ Is Daylight Savings in effect?: Yes  │ ministration         │
└──────────────────────────────────────│                      │
                              ┌─────────┤                      │
                              │ Software Install              │
                              │ Software Remove               │
                              │>Unix Date and Time            │
                              └───────────────────────────────┘
```

Figure 2-65.   Set Date and Time Screen

2. Check the date and time information.

    ■   If the information is accurate, press F6 (Cancel) three times to reach the Customer/Services Administration screen.

    ■   If the date or time is not accurate, continue with step 3.

    ➨ **NOTE:**
    You must match the time on the INTUITY system to the time on the switch.

3. Place the cursor on the field that you want to change. Use the arrow keys or ENTER to move the cursor to the field.

4. Press F2 (Choices) to display the options for the field, or if the field is for the current time, use a 12-hour AM/PM standard. Do not use the 24-hour military standard.

5. Determine your next step:

    ■   If you made changes to the screen:

        a. Press F3 (Save) to save the changes.

        b. Press F6 (Cancel) until you logoff the system. When you log back onto the system for the next procedure, the date and time changes will take affect.

        c. Log back into the system as craft.

        d. Continue with step 6.

    ■   If you did not make any changes to the fields, continue with step 6.

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6. Determine your next step:

    ■ If you changed the Lucent INTUITY system's channel mapping or the
    subscriber's extensions, continue with Task 29, "Stop the Voice
    System".

    ![NOTE icon] **NOTE:**

    > If you do not perform the second system data backup, the
    > backup tape will not have the integration information for the
    > new integration until the system completes a nightly backup.

    ■ If you did not change the system's channel mapping or the
    subscribers extensions, you can continue with:

    — Task 32, "Activate Alarm Origination", on page 2-114, if the
    system has Alarm Origination

    — Task 34, "Replace the Nightly Backup Tape", on page 2-114,
    if the system does not have Alarm Origination

Task 29 - Stop the Voice System

The following procedure describes how to stop the Lucent INTUITY voice system
so that you can backup the Lucent INTUITY system.

1. Starting at the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

   > System Management

      > System Control

         > Stop Voice System
```
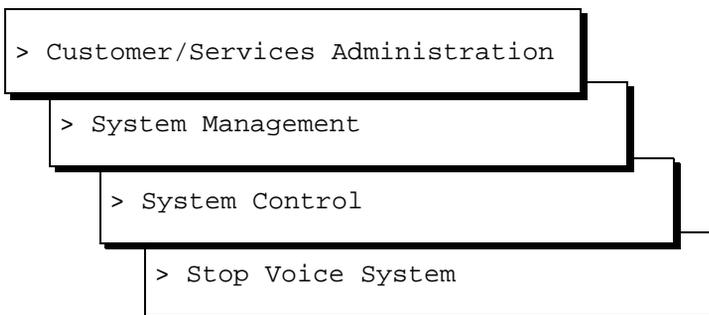
The system displays the Wait Time window (Figure 2-66).

```
        Wait Time

     Seconds: ▮
```

Figure 2-66. Wait Time Window

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2. Enter a time from 60 to 600 seconds in the Seconds field to stop the voice system.

3. Press F3 (Save).

   The system stops the voice system and returns to the System Control screen or by presents the prompt:

   ```
   The Voice System has stopped.
   Press ENTER to continue.
   ```

   If the system presents this prompt, press ENTER to return to the System Control screen.

4. Press F6 (Cancel) repeatedly to return to the Lucent INTUITY Main Menu (Figure 2-1).

5. Continue with Task 30, "Backup the Lucent INTUITY System".

Task 30 - Backup the Lucent INTUITY System

To perform a full system backup:

1. From the Lucent INTUITY Main Menu (Figure 2-1), select:

```
> Customer/Services Administration

    > Backup/Restore

        > Backup
```

The system displays the Backup window (Figure 2-67).

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```
┌──────────────────────────────────────────────┐
│                    Backup                      ││
│                                                │
│   System Data                          Yes     │
│   ─────────────────────────            ───     │
│   AUDIX Announcements                  Yes     │
│   ─────────────────────────            ───     │
│   AUDIX Names                          Yes     │
│   ─────────────────────────            ───     │
│   Greetings and Messages               Yes     │
│   ─────────────────────────            ───     │
│                                                │
│   ─────────────────────────            ───     │
│                                                │
│   ─────────────────────────            ───     │
│                                                │
│   ─────────────────────────            ───     │
│                                                │
│   ─────────────────────────            ───     │
│                                                │
│   ─────────────────────────            ───     │
└──────────────────────────────────────────────┘
```
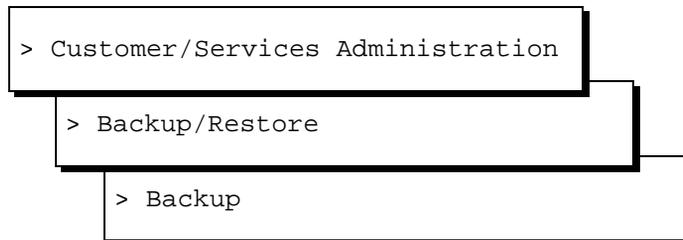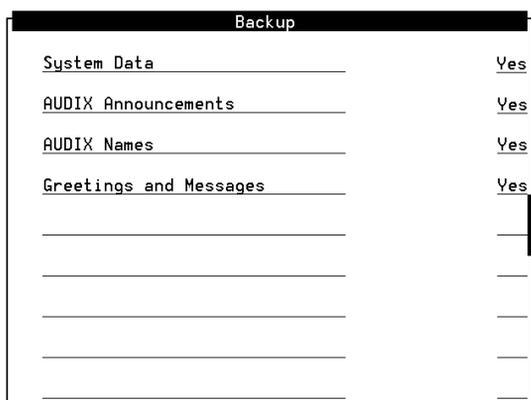
Figure 2-67. Sample Backup Window

> **NOTE:**
> The screen displays fields based on the system's configuration and may differ from this illustration.

2. Enter **Yes** in all fields to back up all data.

3. Press F3 (Save).

   The system displays the message:

   ```
   backup started
   calculating approximate number of tape(s) required
   please wait

   the backup will need approximately:
   x yyy MB cartridge tape(s)
   ```

   Where x is the number of blank tapes you will need and yyy is the tape capacity (for example 525 Mb).

4. Make sure that there are enough cartridge tapes to accommodate the backup.

   The system displays the message:

   ```
   Verify whole backup tape(s) will double the amount
   of backup time.
   Do you really want to verify tape(s)?
   (Strike y or n)
   ```

> **NOTE:**
> Verification is not necessary to ensure a good backup tape. The Lucent INTUITY system verifies a backup tape by reading back the entire set of data just written onto the tape, which doubles the total time required.

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5. Press **n** to not verify the backup.

   The system displays the following message:

   ```
   please insert a tape into the tape drive to back up
   tape 1
   press <Enter> when tape is inserted
   press <Esc> key to terminate the backup
   ```

6. Press the button on the upper right corner of the drive to open the drive door.

7. Insert an initialized blank tape.

8. Close the door to push in the tape.

9. Press [ENTER] when the tape drive is idle.

   ### ⇒ **NOTE:**
   If you pressed [ENTER] before you inserted the tape into the drive, you must press [ENTER] again after the tape is in the drive.

   The system displays a series of messages indicating what is stored on the backup tape.

10. To load another tape (if the backup is complete, go to step 11):

    a. Press the button on the upper right corner of the drive to open the drive door.

    b. Remove the current tape.

    c. Label the tape with the current date and backup data type(s).

    d. Insert the next tape.

    e. Press [ENTER] when the tape drive is idle.

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

    ```
    backup process has been completed successfully
    press any key to continue
    ```

11. Press [ENTER].

12. Label all backup tapes with the current date and backup data type(s).

13. Press [F6] (Cancel) repeatedly to return to the Lucent INTUITY Main Menu (Figure 2-1).

14. Continue with Task 31, "Start the Voice System".

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Task 31 - Start the Voice System

The following procedure describes how to start the Lucent INTUITY voice system.

1. Starting at the Customer/Services Main Menu, select:

```
> System Management

    > System Control

        > Start Voice System
```

The system displays the following prompt:

```
The Voice System is starting

The Voice System is initializing cards

Startup of the Voice System complete
```

➡ NOTE:

If the system asks you to acknowledge the response, press the space bar to continue.

2. Press the space bar to return to the System Control screen.

3. Press F6 (Cancel) twice to return to the Customer/Services Administration screen.

4. Determine your next step:

   - If the system has Alarm Origination, continue with Task 32, "Activate Alarm Origination".

   - If the system does not have Alarm Origination, continue with Task 34, "Replace the Nightly Backup Tape".

Task 32 - Activate Alarm Origination

The following procedure creates an acceptance test that verifies and sends a message to the remote support center that the connection is good, the system is prepared to automatically transmit alarms, and the designated remote support center is ready to accept alarms for this system. This procedure tests the path from the Lucent INTUITY system to the remote support center.

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1. Starting at the Lucent INTUITY Main Menu ([Figure 2-1](#)), select:

> Customer/Services Administration

> Alarm Management

The system responds with the Alarm Management screen ([Figure 2-68](#)).

```
                    Alarm   Management

Product ID                          _____

Alarm Destination                   _____

Alarm Origination           ACTIVE_____

Alarm Level                 MINOR_____

Alarm Suppression           INACTIVE_____

Clear Alarm Notification    ACTIVE_____
```

Figure 2-**68.** **Alarm Management Screen**

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

3. Press F2 (Choices).

   The system responds with the Alarm Origination screen ([Figure 2-69](#)).

```
 Alarm Origination
>ACTIVE
 INACTIVE
```

Figure 2-**69.** **Alarm Origination Menu**

4. Select `ACTIVE`.

   The system responds by changing the entry to `ACTIVE`.

5. Press F3 (Save).

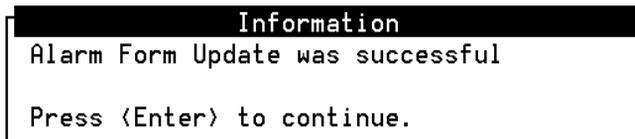   The system responds with an Information screen ([Figure 2-70](#)).

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```
              Information
Alarm Form Update was successful

Press <Enter> to continue.
```

Figure 2-70. Information Screen

6. Press ENTER.

   The system returns to the Alarm Management screen.

7. Press F8 (Change Keys).

8. Press F1 (Test Alarm).

   The system responds with the Alarm Origination Test menu (Figure 2-71).

```
       Alarm Origination Test
>Execute Alarm Origination Test
 Review Latest Test Results
```
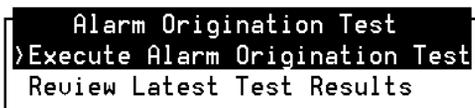
Figure 2-71. Alarm Origination Test Menu

9. Select Execute Alarm Origination Test.

   The system responds with the following prompts:

   ```
   Alarm Origination tests may take up to
   5 minutes to complete. This test will
   be run in the background.

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

10. Enter **y**.

    The system returns to the Alarm Origination Test menu.

11. Wait approximately 1 minute.

12. Select Review Latest Test Results.

    The system responds with the Alarm Origination Test Results screen (Figure 2-72).

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```
                 Alarm Origination Test Results
 Tue Jan 18 17:08:20 1994


  Alarm origination test successful
```
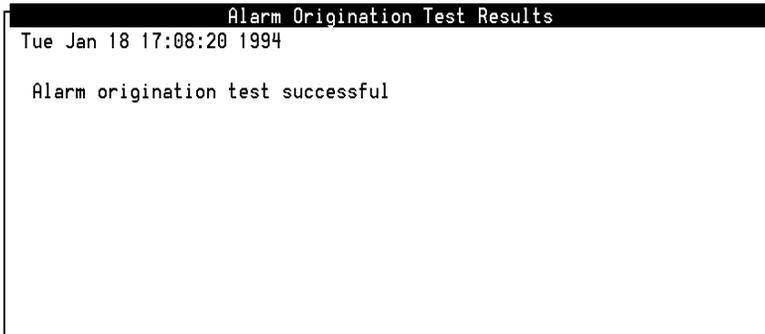
Figure 2-72.   Alarm Origination Test Results Screen

13. Verify that the Alarm Origination Test Results screen does not contain any error messages such as "Alarm port busy."

   If you see any error messages and need assistance, contact your remote support center.

14. Press F6 (Cancel) to return to the Alarm Origination Test Results screen.

15. Wait approximately 4 minutes.

16. Select Review Latest Test Results.

17. Verify that the message on the screen reads:

```
Day Date Time

Alarm origination test successful.
```

   The entry on the screen should correspond with the time that you sent the alarm.

18. Press F6 (Cancel) four times to reach the Lucent INTUITY Main Menu.

19. Continue with .

Task 33 - Create a Test Alarm

Use the following procedure to create a test alarm. This alarm signals to the remote support center to update their database.

1. Starting at the Lucent INTUITY Main Menu, select:

```
> AUDIX Administration
```

   The system responds with the AUDIX Administration screen.

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2. Type **test alarm-origination** at the `enter command:` prompt at the bottom left side of the screen.

3. Press ⏨ (Enter).

   System response:

   ```
   To activate the test alarm, press ENTER. This alarm
   will retire itself automatically in thirty minutes.

   If logged in remotely, please log off as soon as
   possible after pressing ENTER.
   ```

4. Press ⏨ (Enter).

   The system clears the AUDIX screen field and displays an "m" for minor alarm in the Alarms field at the top, center of the screen.

5. Type **exit** and press ⟨ENTER⟩.

   The system returns to the Lucent INTUITY Main Menu.

6. Press ⏨ (Cancel) until you log out of the system.

7. Continue with .

Task 34 - Replace the Nightly Backup Tape

Return the unattended nightly backup tape to the tape drive.

⇒ NOTE:

Failure to return the nightly backup tape to the tape drive results in a system alarm when the system attempts to complete the next nightly backup. This alarm remains on the system until a successful backup the following night.

Task 35 - Remove the Old Integration Software Tapes

Remove the old integration software from the site so that in case of a failure, the correct version will be loaded.