Lucent Technologies
Bell Labs Innovations

Intuity™ Messaging Solutions

Release 5 Switch Integration Conversions

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

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number 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 Nomérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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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 Directive	73/23/EEC

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

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About this Book

This document, *Lucent INTUITY™ Messaging Solutions Release 5 Switch Integration Conversions*, Issue 1, contains the procedures needed to convert a Release 5 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 maintenance center personnel supporting a Lucent INTUITY switch conversion.

How This Document Is Organized

This document is organized in the following chapters:

- Chapter 1, ‘‘Conversion Checklist’’

  This chapter presents a checklist of procedures needed to convert Lucent INTUITY Release 5 Systems to DEFINITY CLAN, DEFINITY DCIU, MERLIN LEGEND, and ProLogix/DEFINITY Mode Code integrations.

- Chapter 2, ‘‘Conversion Instructions’’

  This chapter presents the procedures needed to convert Lucent INTUITY Release 5 Systems to DEFINITY CLAN, DEFINITY DCIU, MERLIN LEGEND, and ProLogix/DEFINITY Mode Code integrations.

Conventions Used

The following conventions are 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.

- Keys on a terminal or PC are in rounded boxes. For example, an instruction to press the enter key is shown as

  Press (ENTER).

- 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).

- 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 [1] 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.

Related Resources

The following documentation for Release 5 systems is available on CD-ROMs:

- *INTUITY Messaging Solutions Release 5 Documentation*, 585-313-803, Issue 2
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 2

The following documentation can provide additional information:

- *INTUITY Messaging Solutions Release 5Getting Connected*, 585-313-703

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The following trademarked products are mentioned in this book:

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- VT100 is a trademark of Digital Equipment Corporation.
- Windows is a trademark of Microsoft Corporation

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

We are interested in your suggestions for improving this book. Please send us your comments and suggestions using any of the following mail methods:

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Conversion Checklist

Overview

This chapter contains a checklist of procedures needed for the Lucent INTUITY Messaging Solutions Release 5 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.

Conversion Checklist

Table 1-1 provides the checklist of tasks for Lucent INTUITY Release 5 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

For technical assistance with Lucent INTUITY™ systems integrated with MERLIN LEGEND® Communications System or a System 25, call the

NSAC at 1-800-552-3293. For all other integration types, call 1-800-248-1234.

Table 1-1. INTUITY Messaging Solutions R5 Switch Integration Conversions Checklist

Task	Description	See	✔
1	Stop Alarm Origination	page 2-2	
2	Busyout the Link: Lucent DEFINITY Switch Integration Only	page 2-4	
3	Stop the Voice System	page 2-7	
4	Backup the Lucent INTUITY System	page 2-8	
5	Remove the Previous Integration Software	page 2-11	
6	Shutdown and Reboot the Lucent INTUITY System	page 2-13	
7	Install the New Integration Software	page 2-14	
8	Contact the Remote Support Center to Activate the Switch Integration	page 2-17	
9	Administer the Lucent INTUITY System for the Integration	page 2-18	
10	Remove Any Previous DCIU Switch Administration on the Switch	page 2-20	
11	Administer the Switch for the Switch Integration	page 2-21	
12	Remove the Old DCIU Switch Hardware from the Switch	page 2-23	
13	Shutdown the Lucent INTUITY System	page 2-24	
14	Remove the Install Hardware	page 2-26	
15	Connect the Lucent INTUITY System to the Switch	page 2-45	
16	Apply Power to the System	page 2-54	
17	Administer and Test the LAN Link	page 2-54	
18	Remap and Test the Channels	page 2-62	
19	Change Extension Length	page 2-83	
20	Test the LAN Link	page 2-95	
21	Place Test Calls to the System	page 2-95	
22	Change the CAS Switch Assignment	page 2-96	
23	Clear Any Alarms	page 2-96	
24	Assign the System Date and Time	page 2-98	
25	Stop the Voice System	page 2-100	

(1 of 2)

Table 1-1. INTUITY Messaging Solutions R5 Switch Integration Conversions Checklist *(Continued)*

Task	Description	See	✔
26	Backup the Lucent INTUITY System	page 2-101	
27	Start the Voice System	page 2-104	
28	Activate Alarm Origination	page 2-104	
29	Create a Test Alarm	page 2-108	
30	Replace the Nightly Backup Medium	page 2-109	
31	Remove the Old Software CD	page 2-109	

(2 of 2)

Conversion Instructions

Overview

This section describes how to convert INTUITY Messaging Solutions Release 5 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

CAUTION:
Follow the steps in these instructions in the exact order in which they appear. ***Failure to follow the instructions in this document in the exact order will result in conversion failure.***

For technical assistance with Lucent INTUITY™ systems integrated with MERLIN LEGEND® Communications System or a System 25, call the NSAC at 1-800-552-3293. For all other integration types, call 1-800-248-1234.

Task 1: Stop Alarm Origination

This procedure inactivates alarm origination so that the Lucent INTUITY system does not inform the remote support center of any alarms that occur during the update process.

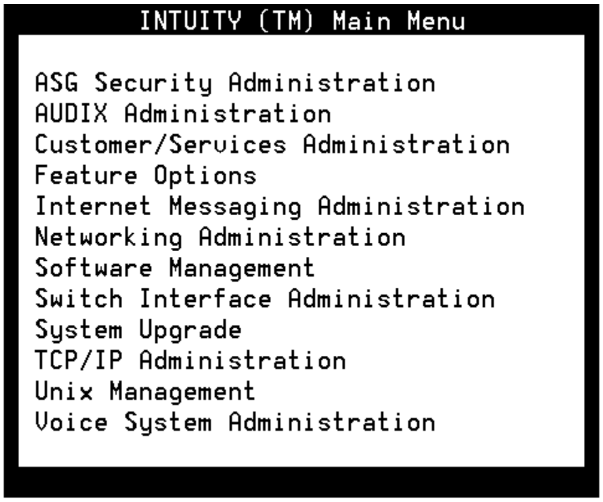
Note:
If the system does not have alarm origination and is not integrated with a DEFINITY® communications system, continue with Task 3, ‘‘Stop the Voice System,’’ on page 2-7. If the system is integrated with a DEFINITY system, continue with Task 2, ‘‘Busyout the Link: Lucent DEFINITY Switch Integration Only,’’ on page 2-4.

To inactivate alarm origination:

1. Login as **craft**
2. Press ENTER to accept the AT386 default.

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

   Figure 2-1. Lucent INTUITY Main Menu

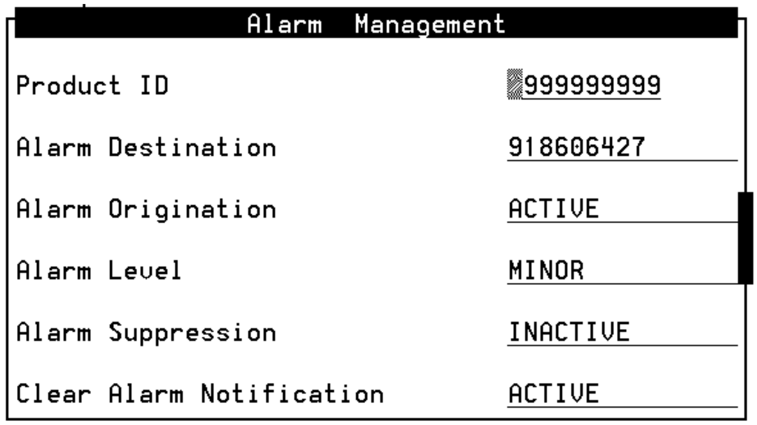
```
INTUITY (TM) Main Menu

ASG Security Administration
AUDIX Administration
Customer/Services Administration
Feature Options
Internet Messaging Administration
Networking Administration
Software Management
Switch Interface Administration
System Upgrade
TCP/IP Administration
Unix Management
Voice System Administration
```

3. From the Lucent INTUITY Main Menu select:

```
> Customer/Services Administration
    > Alarm Management
```

The system displays the Alarm Management window (Figure 2-2).

Figure 2-2. Alarm Management Window



Alarm Management

Product ID 999999999

Alarm Destination 918606427

Alarm Origination ACTIVE

Alarm Level MINOR

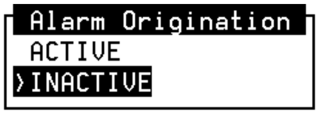
Alarm Suppression INACTIVE

Clear Alarm Notification ACTIVE

4. Move the cursor to the `Alarm Origination` field.
5. Press F2 (Choices).

   The system displays the Alarm Origination menu (Figure 2-3)

Figure 2-3. Alarm Origination Menu



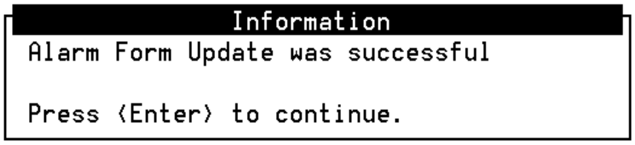
6. Select `INACTIVE`.

   The system changes the entry in the `Alarm Origination` field to `INACTIVE`.

7. Press F3 (Save).

   The system displays an Information window (Figure 2-4).

Figure 2-4. Information Window



Information

Alarm Form Update was successful

Press <Enter> to continue.

8. Press ENTER.

   The system displays the Alarm Management window (Figure 2-2).

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

10. Determine your next step:

    - If the system is integrated with a DEFINITY switch, continue with Task 2, "Busyout the Link: Lucent DEFINITY Switch Integration Only."

    - If the system is not integrated with a DEFINITY switch, continue with Task 3, ‘‘Stop the Voice System,’’ on page 2-7.

Task 2: Busyout the Link: Lucent DEFINITY Switch Integration Only

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

For System 75, G1, G3, and R5/6/7/8 Switches with DCIU Integration

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 3, ‘‘Stop the Voice System,’’ on page 2-7.

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.
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 3, ‘‘Stop the Voice System,’’ on page 2-7.

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.

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 3, ‘‘Stop the Voice System,’’ on page 2-7.

For System 85 and G2 Switches

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

1. Enter **proc650 test 3**
2. Press the busyout key twice to busyout the physical link to the Lucent INTUITY system.
3. Continue with Task 3, "Stop the Voice System."

Task 3: Stop the Voice System

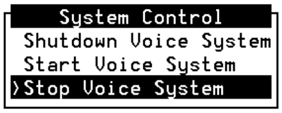
The following procedure describes how to stop the Lucent INTUITY voice system so that you can backup the system and install the new software.

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

```
> Customer/Services Administration
   > System Management
      > System Control
```

   The system displays the System Control screen (Figure 2-5).

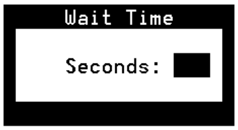
   Figure 2-5. System Control Screen



2. Select `Stop Voice System`.

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

   Figure 2-6. Wait Time Window



3. Type **60** in the Wait Time window and press F3 to save the wait time.

   The system responds by waiting 60 seconds and then stops the voice system. This process could take several minutes. The system then returns to the System Control screen or displays the following message:

```
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) two times.

   The system displays the Customer/Services Administration menu.

5. Continue with Task 4, "Backup the Lucent INTUITY System."

Task 4: Backup the Lucent INTUITY System

A backup is the only way to ensure the system can recover in the event of an equipment failure or power failure, or problems with the update.

To perform a full system backup:

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

   ```
   > Backup/Restore
      > Backup
   ```

   If the system uses tape cartridges, the following message appears:

   ```
   Please insert a tape cartridge.
   Press Enter to continue or Delete to quit
   ```

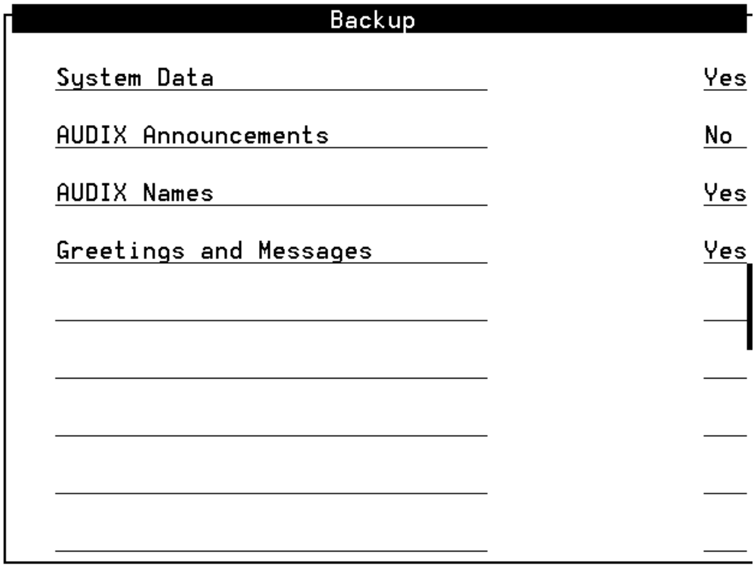
2. Insert a tape cartridge or disk cartridge.

   Note:
   Do not use the nightly backup tape cartridge or disk cartridge.

3. Press ENTER.

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

   Figure 2-7. Backup Window

   System Data Yes
   AUDIX Announcements No
   AUDIX Names Yes
   Greetings and Messages Yes

   Note:
   The screen displays fields based on the system's configuration and may differ from this illustration.

4. Enter **y** in the fields to be backed up.

5. Enter **n** in all other fields.

   Note:
   If the system does not have customized announcements, do not backup AUDIX Announcements.

6. Press F3 (Save).

   - If your system uses disk cartridges, the following message appears:

     ```
     Please insert a cartridge disk.
     *******************************
     Press Enter to continue or Delete to quit
     ```

     Press ENTER.

     The system displays the message:

     ```
     Backup starting Day Date Time.
     Mounting backup device Day Date Time.
     /rscd successfully mounted.
     ```

- If your system uses tape cartridges, the following message appears:

  ```
  Backup starting Day Date Time.
  Mounting backup device Day Date Time.
  /backup1 successfully mounted.
  ```

7. Determine your next step:
   - If additional backup media is necessary, remove the backup medium, label it with the current date and type of backup data, and insert the new media.
   - If additional backup media is not necessary, continue with step 8.
8. When the backup is complete, the system displays the following message:

   ```
   successfully ran post-backup scripts.

   Verifying backup.

   Backup verified.

   Unmounting /X.

   Backup completed successfully - Day Date
   Time.

   Press Enter to continue
   ```

   Note:
   For systems that use tape cartridges as a backup medium, `X` equals `backup1`. For systems that use disk cartridges as a backup medium, `X` equals `rscd.`

9. Press ENTER.
10. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu (Figure 2-1).
11. Continue with Task 5, "Remove the Previous Integration Software."

Task 5: Remove the Previous Integration Software

This section assumes that the DEFINITY switch is already Release 7.1 or later. If it is not, upgrade the switch first and then return to these procedures.

Remove the DCIU or Mode Code Software on the INTUITY System

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

   ```
   > 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.
3. Press F6 (Cancel) to return to the Customer/Services Administration menu.
4. At the Customer/Services Administration menu, select:

   ```
   > Software Management
   ```

   The system displays the Software Management screen.

5. Highlight `Software Removal` and press ENTER.

   The system displays the Software Removal screen with a list of software packages.

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

Table 2-1. A List of Switch Integration Software Packages

Package Name	Integration Type
LANset	TCP/IP connection only to Lucent Switches
DCIUset	Uses a DCIU connection (X.25) only to Lucent Switches
MERDset	Used for integration with Nortel Meridian 1 Switches via VBPC card

(1 of 2)

Package Name	**Integration Type**
ROLMset	Used for integration with Rolm switches via VBPC card
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)

(2 of 2)

6. Press the UP ARROW key and the DOWN ARROW key to highlight the package you want to remove.
7. Press ENTER.

   The system places an `X` next to the package you selected.

8. Press the DOWN ARROW key until the cursor highlights `Remove Selected Packages`.

   You may need to advance several screens.

9. Press ENTER.

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

10. When the `Selected Packages` prompt returns, press **q** to return to the Lucent INTUITY Main Menu.
11. Continue with Task 6, "Shutdown and Reboot the Lucent INTUITY System."

Task 6: Shutdown and Reboot the Lucent INTUITY System

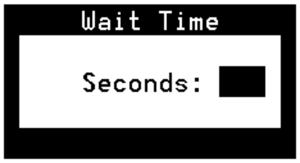
The following procedure describes how to reboot the system.

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

```
> Customer/Services Administration
   > System Management
      > System Control
         > Shutdown System
```

   The system displays the Wait Time window (Figure 2-8).

   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 any key to reboot your computer.
```

4. Press any key to reboot the system.

   Allow the system to boot.

5. Continue with Task 7, "Install the New Integration Software."

Task 7: Install the New Integration Software

Important:
If you are installing this software from a newer version of the INTUITY AUDIX CD-ROM than the version that was previously used to load the system, the system may inform you of software packages that need to be updated. Allow the system to update.

Discard any previous INTUITY AUDIX CD-ROMs. Keep only the current INTUITY AUDIX CD-ROM.

To install the new switch integration package:

1. Login as **craft**.

   CAUTION:
   If you did not backup the system in Task 4, "Backup the Lucent INTUITY System," on page 2-8, backup the system before you continue with this procedure.

2. Insert the INTUITY AUDIX CD-ROM in the CD-ROM drive.

3. From the Lucent INTUITY Main Menu, select:

   ```
   > Software Management
      > Software Installation
         > CD
   ```

   The system displays the Software Install warning message:

   ```
   Lucent Technologies INTUITY/AUDIX - Software
   Install (p1 of X)

             ***SOFTWARE INSTALL***

   These installed packages need to be updated.
   Below is a list of versions of software on
   the install media that will be updated.

   You may need to press SPACEBAR in order to
   see more package selection sand see the
   action items.
   ```

   Depending on the integration type, one of the following switch integration packages in Table 2-2 need to be installed.

Table 2-2. Switch Integration Software Packages To Be Installed

Package Name	Integration Type
LANset	CLAN
DCIUset	DCIU
Mode Code	MERLIN LEGEND, MERLIN MAGIX, or DEFINITY PROLOGIX Mode Code

If you did not complete the backup, the system displays the following Backup Warning message:

```
A successful backup has not been completed
in the past 2 hours.  In the
unlikely event of a catastrophic failure
during this upgrade procedure, a
full system backup may be the only method of
recovering the customer’s
data.  Doing a full system backup is HIGHLY
recommended.

Do you want to continue with the upgrade
anyway?

( ) Yes, continue this operation without
full system backup

(*) No, quit this operation in order to
complete full system backup

Continue

Help
```

CAUTION:
If you did not backup the system in Task 4, “Backup the Lucent INTUITY System,” on page 2-8, backup the system before you continue with this procedure.

4. Press the DOWN ARROW key until the cursor highlights the following entry in the `Switch Integrations Group`:

Note:
The following system messages are examples of a DCIUset integration software package installation. The system messages you see will depend on the integration software package you are installing.

```
[ ] DCIUset 3.2-7 -- INTUITY Platform DCIU
```

```
set (V2)
```

You may need to advance several screens.

5. Press ENTER.

   The system displays the line in the following manner:

   ```
   [X] DCIUset 3.2-7 -- INTUITY Platform DCIU
   set (V2)
   ```

   ⚠ **CAUTION:**
   If you are installing multiple software packages, select all of them before proceeding to step 7. Loading the packages one at a time will require several system reboots. This will extend the amount of time the voice system will be out of service.

   You can only install one switch integration package on the system.

6. Mark the appropriate entries for additional packages, by highlighting them and pressing the ENTER key.

7. Press the DOWN ARROW key until the cursor highlights the following message:

   ```
   Install selected packages
   ```

   You will scroll through several screens.

8. Press ENTER.

   The system lists the packages that you selected:

   ```
   You selected the following packages from the
   CD:

         *DCIUset -- Est. Installation Time: 5
          minutes

   Total Estimated Installation time is 0 hours
   and 5 minutes.

   PROCEED
   Help

   Back to selection form
   Back to main menu
   ```

9. Make sure that the cursor is on `PROCEED`.

10. Press ENTER.

    The system installs the package then displays the following message:

    ```
    Do you have more media from which to install
    more software?
    ```

11. Enter **n**

    The system displays the following message:

    ```
    Do you have hardware to install?
    ```

12. Enter **n**

    The system automatically reboots.

13. Continue with Task 8, "Contact the Remote Support Center to Activate the Switch Integration."

Task 8: Contact the Remote Support Center to Activate the Switch Integration

To activate the switch integration, contact the remote support center.

Do not continue with the tasks in this document until the switch integration is active.

Task 9: Administer the Lucent INTUITY System for the Integration

Administer the INTUITY System for the integration.

For:	**see:**
DEFINITY CLAN	Chapter 4, "Lucent INTUITY System Administration for Switch Integration," page 4-1, of *INTUITY Messaging Solutions Using a LAN to Integrate with DEFINITY ECS*, 585-313-604, Issue 1. After administering the Lucent INTUITY system, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 10, "Remove Any Previous DCIU Switch Administration on the Switch." ▪ If you are not removing a DCIU integration, continue with Task 11, ‘‘Administer the Switch for the Switch Integration,’’ on page 2-21.
DEFINITY DCIU	For DEFINITY Release 5 and 6, *see* Chapter 3, "System 75 and DEFINITY Generic 1 Administration," page 3-1, of *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*, 585-310-257, Issue 2. After administering the Lucent INTUITY system, continue with Task 11, ‘‘Administer the Switch for the Switch Integration,’’ on page 2-21.

(1 of 2)

For:	**see:**
MERLIN LEGEND/MAGIX Communications Systems	Chapter 5, "MERLIN LEGEND Switch Administration," page 5-1, of *INTUITY Integration with MERLIN LEGEND Communications System*, 585-310-255, Issue 1. After administering the system, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 10, "Remove Any Previous DCIU Switch Administration on the Switch." ▪ If you are not removing a DCIU integration, continue with Task 11, ‘‘Administer the Switch for the Switch Integration,’’ on page 2-21.
ProLogix/DEFINITY Mode Code	For DEFINITY Release 5 and 6, *see* Chapter 6, "DEFINITY Mode-Code Switch Integration," page 6-1, of *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*, 585-310-257, Issue 2. After administering the system, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 10, "Remove Any Previous DCIU Switch Administration on the Switch." ▪ If you are not removing a DCIU integration, continue with Task 11, ‘‘Administer the Switch for the Switch Integration,’’ on page 2-21.

(2 of 2)

Task 10: Remove Any Previous DCIU Switch Administration on the Switch

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

Complete the following steps to remove previous DCIU switch Administration on the switch:

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 11, "Administer the Switch for the Switch Integration."

Task 11: Administer the Switch for the Switch Integration

Administer the switch for the switch integration.

For:	**see:**
DEFINITY CLAN	Chapter 3, "Administration for Switch-to-Lucent INTUITY System Link," page 3-1, of *INTUITY Messaging Solutions Using a LAN to Integrate with DEFINITY ECS*, 585-313-604, Issue 1. After administering the switch, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 12, "Remove the Old DCIU Switch Hardware from the Switch." ▪ If you are not removing a DCIU integration, continue with Task 13, ‘‘Shutdown the Lucent INTUITY System,’’ on page 2-24.
DEFINITY DCIU	For DEFINITY Release 5 and 6, *see* Chapter 3, "System 75 and DEFINITY Generic 1 Administration," page 3-1, of *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*, 585-310-257, Issue 2. After administering the switch, continue with Task 12, "Remove the Old DCIU Switch Hardware from the Switch."

(1 of 2)

For:	**see:**
MERLIN LEGEND/MAGIX Communications Systems	Chapter 5, "MERLIN LEGEND Switch Administration," page 5-1, of *INTUITY Integration with MERLIN LEGEND Communications System,* 585-310-255, Issue 1. After administering the switch, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 12, "Remove the Old DCIU Switch Hardware from the Switch." ▪ If you are not removing a DCIU integration, continue with Task 13, ‘‘Shutdown the Lucent INTUITY System,’’ on page 2-24.
ProLogix/DEFINITY Mode Code	For DEFINITY Release 5 and 6, *see* Chapter 6, "DEFINITY Mode-Code Switch Integration," page 6-1, of *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*, 585-310-257, Issue 2. After administering the switch, determine your next step: ▪ If you are removing a DCIU integration, continue with Task 12, "Remove the Old DCIU Switch Hardware from the Switch." ▪ If you are not removing a DCIU integration, continue with Task 13, ‘‘Shutdown the Lucent INTUITY System,’’ on page 2-24.

(2 of 2)

Task 12: Remove the Old DCIU Switch Hardware from the Switch

CAUTION:
Do not remove the cabling that connects the Lucent INTUITY system and the DEFINITY ECS voice ports.

To remove the old DCIU Switch Hardware from the Switch:

1. Disconnect the cabling from the processor interface (PI) port or packet gateway port (PGATE) used for DCIU connectivity on the switch.
2. If a data module or modem was used for the connection, disconnect that equipment from service.
3. 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.
4. 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 13, "Shutdown the Lucent INTUITY System."

Task 13: Shutdown the Lucent INTUITY System

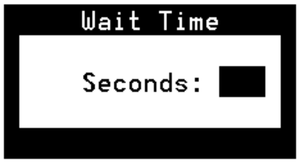
The following procedure describes how to shut down the system.

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

```
> Customer/Services Administration
   > System Management
      > System Control
         > Shutdown System
```

The system displays the Wait Time window (Figure 2-9).

Figure 2-9. 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 any key to reboot your computer.
```

4. Determine your next step:

Integration	Action
DEFINITY CLAN	Check the system for a LAN circuit card (Figure 2-13 on page 2-32) ▪ If the system does not have a LAN circuit card installed, continue with Task 14, "Remove the Install Hardware." ▪ If the system has a DCIU circuit card (GP Synch or EICON) installed, continue with Task 14, "Remove the Install Hardware." ▪ If the system has a LAN circuit card and does not have a DCIU card, continue with Task 15, ‘‘Connect the Lucent INTUITY System to the Switch,’’ on page 2-45.
DEFINITY DCIU	Install a DCIU (EICON) circuit card (Figure 2-12 on page 2-30), continue with Task 14, "Remove the Install Hardware."
MERLIN LEGEND/MAGIX and ProLogix/ DEFINTITY Mode Code	Check the system for a DCIU circuit card (GP Synch or EICON) (Figure 2-12 on page 2-30) ▪ If the system has a DCIU circuit card (GP Synch or EICON) installed, continue with Task 14, "Remove the Install Hardware." ▪ If the system does not have a DCIU circuit card (GP Synch or EICON) installed, continue with Task 15, ‘‘Connect the Lucent INTUITY System to the Switch,’’ on page 2-45.

Task 14: Remove the Install Hardware

Note:
This task is not needed for any conversion that does not need to have a DCIU/GP-Synch circuit card removed or a LAN card installed

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/40P	page 2-34
MAP/100P	page 2-39

MAP/5P and MAP/5PV3 Instructions

For additional information about the MAP/5P, *see INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 2.

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

To remove the dress cover:

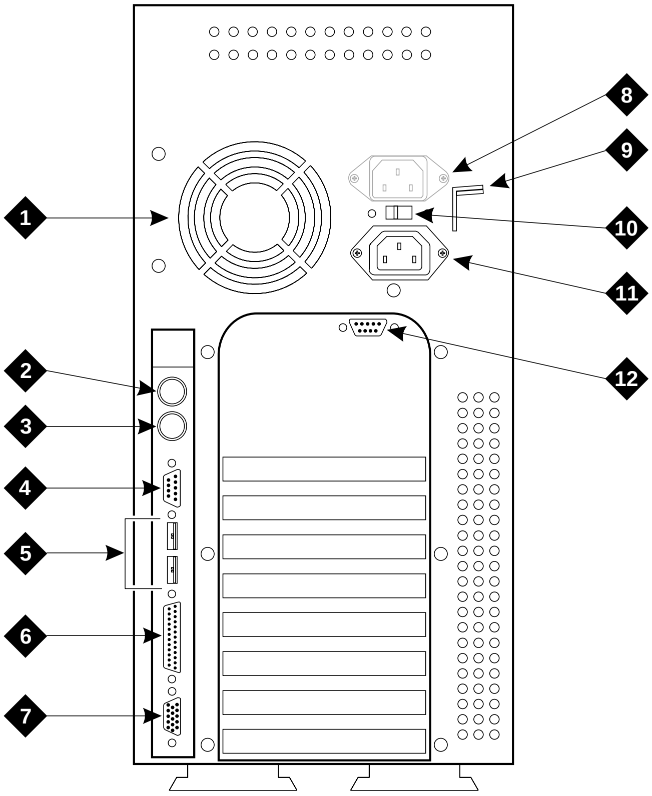
1. Turn off the front power switch and remove the incoming AC line.
2. Tag the power cord plugs with a note indicating that no one other than yourself should reconnect power to this equipment.
3. Disconnect keyboard and monitor cords.
4. Disconnect the LAN cable and any cables that will restrict access to the system.

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

5. Place the dress cover lock (Figure 2-10, #9) in the open position.

   Note:
   Figure 2-10 shows the dress cover lock in the locked position.

Figure 2-10. Back View of the MAP/5P and MAP/5PV3

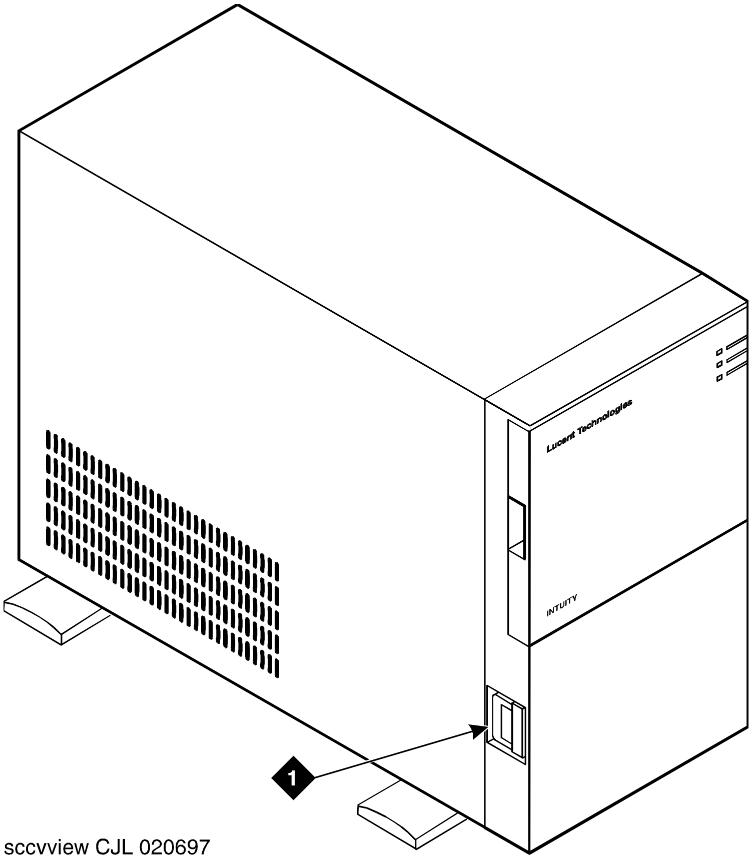


mpix5p LJK 072999

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)

6. Simultaneously compress the dress cover latches on both sides of the MAP/5P and MAP/5PV3 (Figure 2-11, #1).

Figure 2-11. Removing the Dress Cover



sccvview CJL 020697

Dress cover latch

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.’’

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:

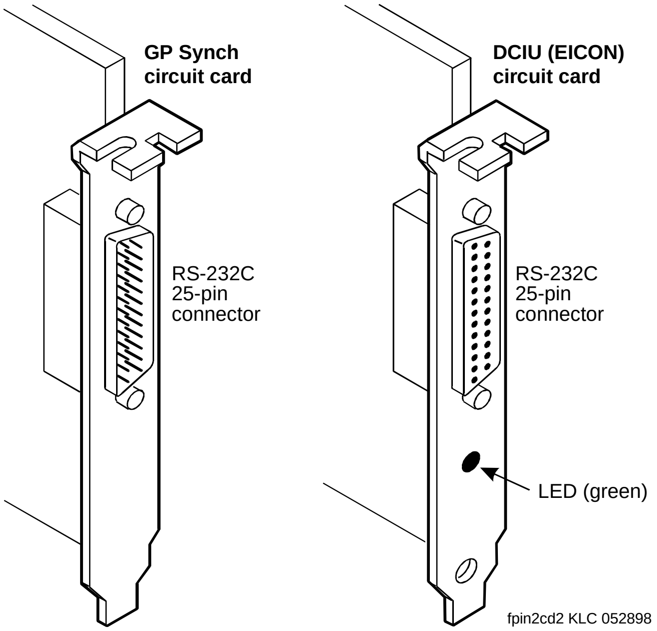
Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in PCI Slot #2
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (EICON) installed in any ISA slot
MERLIN 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/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 2-12):

1. Locate the circuit card (Figure 2-12) to be replaced within the card cage.

Figure 2-12. GP Synch or DCIU (EICON) Circuit Card Faceplates


GP Synch circuit card
DCIU (EICON) circuit card
RS-232C 25-pin connector
RS-232C 25-pin connector
LED (green)
fpin2cd2 KLC 052898

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. Replace the slot cover.

8. Determine your next step:
   - If you are converting to a CLAN or DCIU 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 33.

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

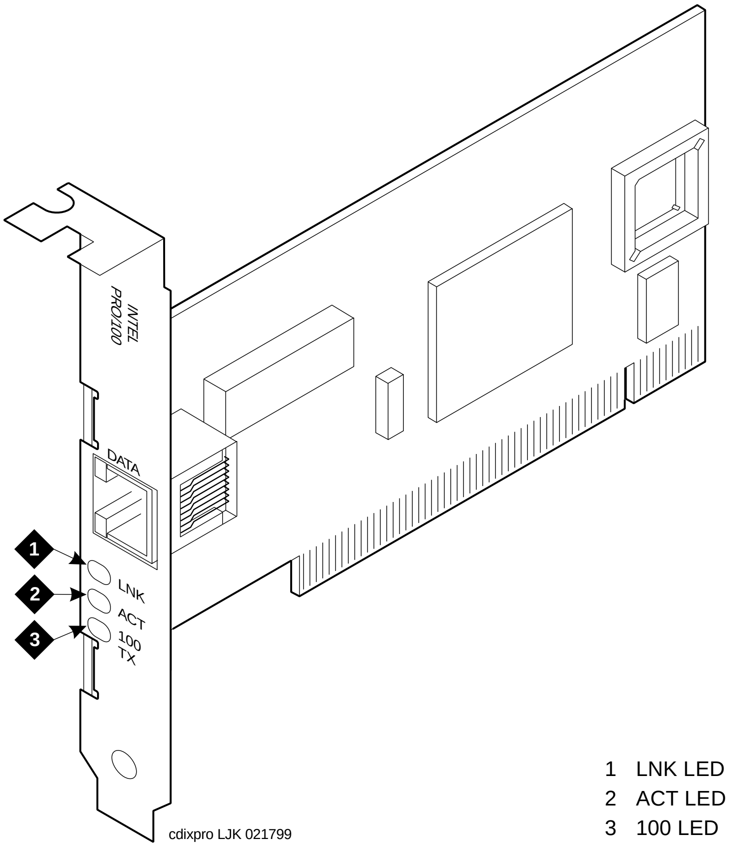
If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU circuit card (EICON).

Note:
The INTUITY system only uses one LAN Circuit Card. Do not install two LAN or DCIU circuit cards into the system.

1. Unpack the new circuit card from its ESD protective wrapping.
   - Figure 2-12 shows the DCIU circuit card.
   - Figure 2-13 shows the LAN circuit card.

   Note:
   The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.

Figure 2-13. LAN Circuit Card

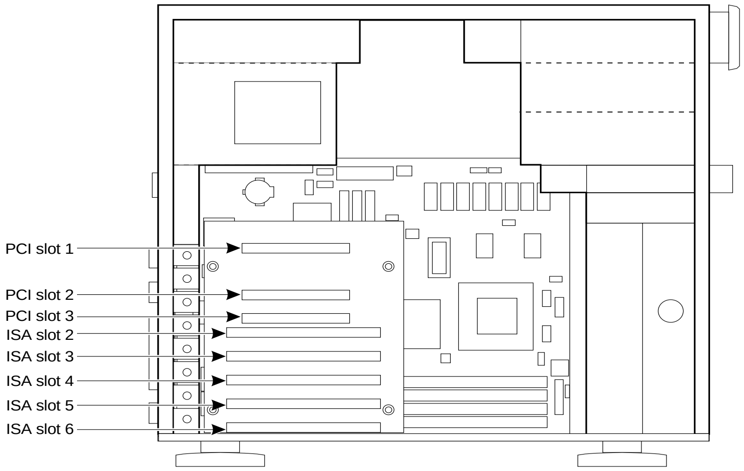


1 LNK LED
2 ACT LED
3 100 LED

2. Holding the circuit card by its corners, slide the card into one of the following positions:
   - For a DCIU circuit card (EICON), in any ISA slot (Figure 2-14)
   - For a LAN circuit card, in PCI Slot #2 (Figure 2-14)
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.

Figure 2-14. MAP/5P and MAP/5PV3 Internal Layout



NOTE: The MAP/5P does not have an ISA slot 1 available for use.

mpix5sid LJK 101298

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 15, "Connect the Lucent INTUITY System to the Switch."

- If you are installing CLAN or DCIU integration, continue with Task 15, "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 16, ‘‘Apply Power to the System,’’ on page 2-54.

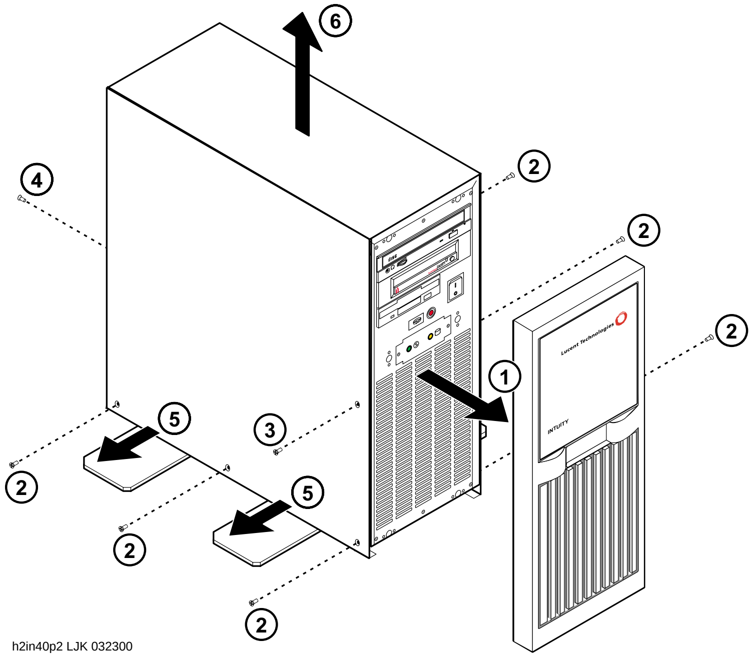
MAP/40P Instructions

For additional information about the MAP/40P, *see INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 2.

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 (Figure 2-15, #1).

Figure 2-15. Remove the Front Bezel and Dress Cover



6. Remove the six screws located along the bottom of the MAP/40P (Figure 2-15, #2).
7. There are three screws on each side of the MAP/40P.

8. Remove the screw holding the dress cover to the front of the MAP/40P Figure 2-15, #3)
9. Remove the screw holding the dress cover to the rear of the MAP/40P (Figure 2-15, #4).
10. 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.

11. Pull both sides of the dress cover out from the bottom of the unit, then lift upwards to remove the cover (Figure 2-15, #5 and #6).
12. 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:

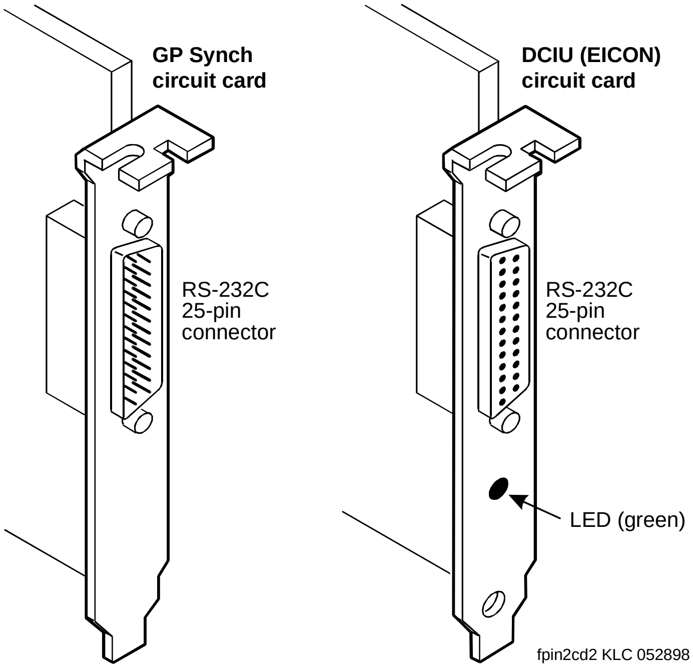
Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in Slot #2
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (EICON) installed in any ISA slot
MERLIN 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/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 2-16):

1. Locate the circuit card (Figure 2-16) to be replaced within the card cage.

Figure 2-16. GP Synch or DCIU (EICON) Circuit Card Faceplates


GP Synch circuit card
DCIU (EICON) circuit card
RS-232C 25-pin connector
RS-232C 25-pin connector
LED (green)
fpin2cd2 KLC 052898

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. It the circuit card being replaced is defective, note all symptoms of failure and include this information with the circuit card when it is returned.

8. Determine your next step:

   - If you are converting to a CLAN or DCIU 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 39.

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).

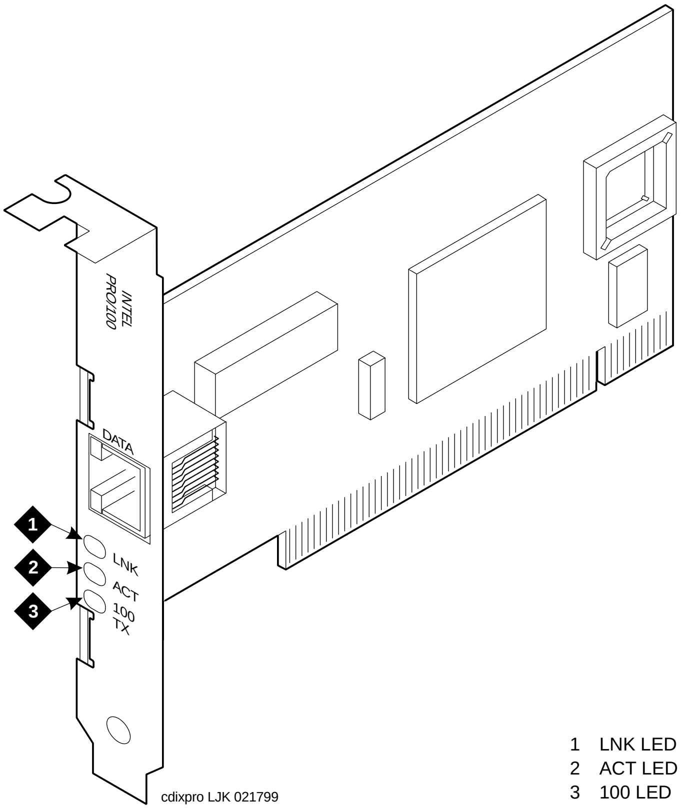
Note:
The INTUITY system only uses one LAN Circuit Card. Do not install two LAN or DCIU circuit cards.

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

   - Figure 2-16 shows the DCIU circuit card (EICON).
   - Figure 2-17 shows the LAN circuit card.

   Note:
   The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.

Figure 2-17. LAN Circuit Card



1 LNK LED
2 ACT LED
3 100 LED

2. Holding the circuit card by its corners, slide the card into one of the following positions:
   - For a DCIU circuit card (EICON), in any ISA slot
   - For a LAN circuit card, in PCI Slot #2
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 15, "Connect the Lucent INTUITY System to the Switch."
   - If you are installing CLAN or DCIU integration, continue with Task 15, "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 16, ‘‘Apply Power to the System,’’ on page 2-54.

MAP/100P Instructions

For additional information about the MAP/100P, *see INTUITY Messaging Solutions Release 5 Documentation for Technicians*, 585-313-807, Issue 2.

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.

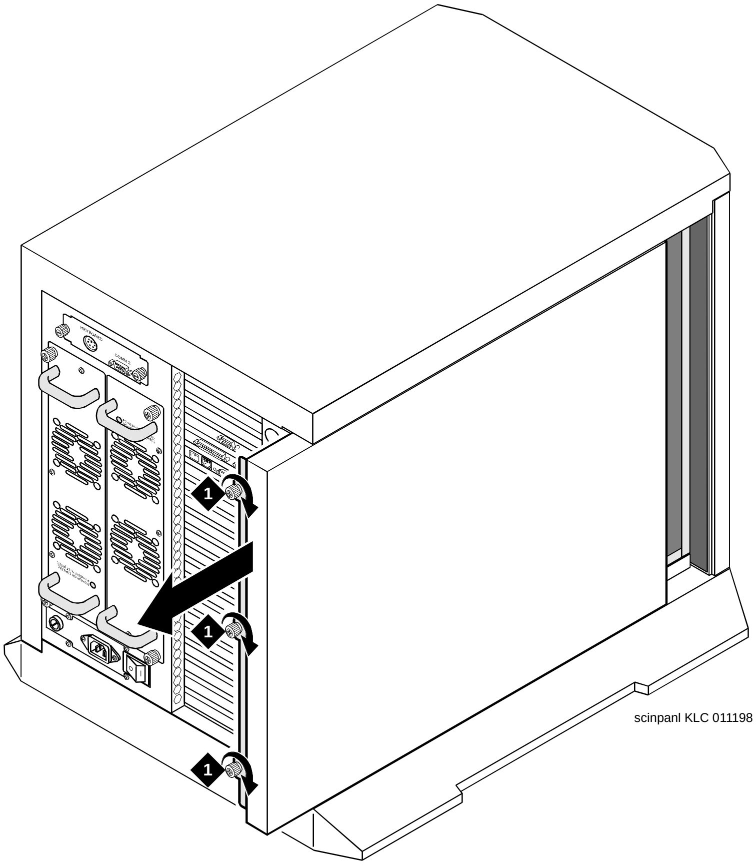
2. Turn off the power switch on the lower back of the MAP/100P.
3. Remove the incoming AC power cord, keyboard, and video cord.
4. Tag the power cord plugs with a note indicating that no one other than yourself should reconnect power to this equipment.

5. Loosen the three thumb screws in the back of the unit (Figure 2-18, #1).

Note:
These are captive screws. Do not screw completely out.

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

Figure 2-18. Accessing the Circuit Card Cage



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

MAP/100P: Install or Remove Circuit Cards

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

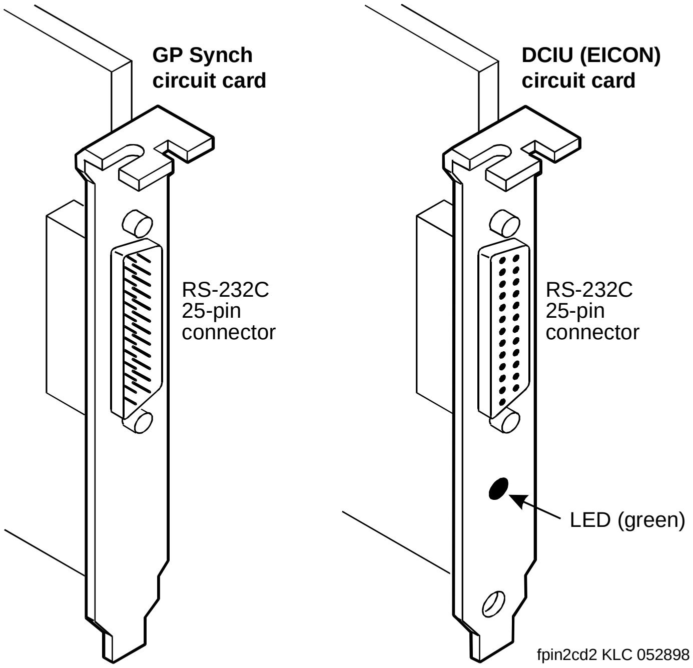
Integration	Configuration
DEFINITY CLAN	The DEFINITY CLAN integration does not require a switch integration circuit card. It does, however, require a LAN circuit card installed in PCI Slot #2
DEFINITY DCIU	The DEFINITY DCIU integration requires a DCIU circuit card (EICON) installed in any ISA slot
MERLIN 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/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 2-19):

1. Locate the circuit card (Figure 2-19) to be replaced within the card cage.

Figure 2-19. GP Synch or DCIU (EICON) Circuit Card Faceplates


GP Synch circuit card
DCIU (EICON) circuit card
RS-232C 25-pin connector
RS-232C 25-pin connector
LED (green)
fpin2cd2 KLC 052898

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. It the circuit card being replaced is defective, note all symptoms of failure and include this information with the circuit card when it is returned.

8. Determine your next step:
   - If you are converting to a CLAN or DCIU 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 45.

MAP/100P: Install Circuit Cards.

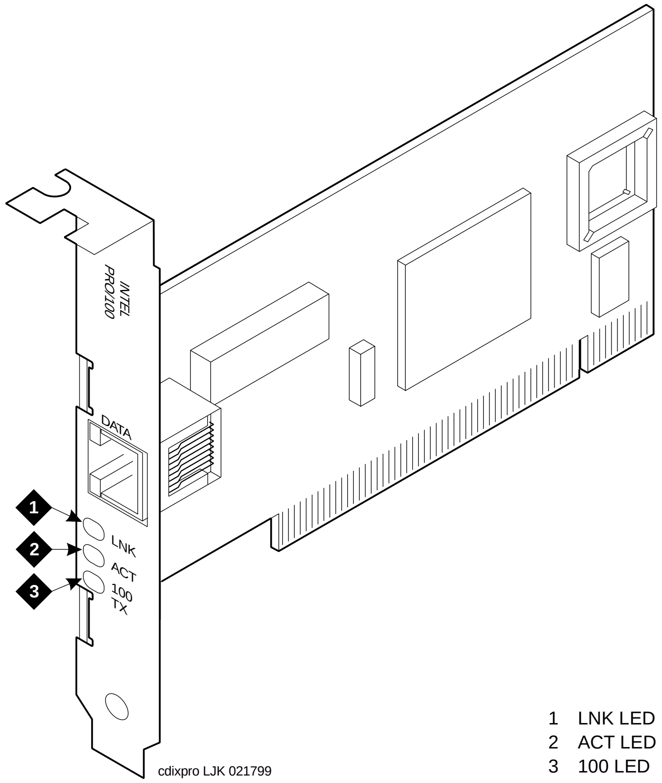
If you are converting the system to a CLAN or a DCIU integration, complete the following steps. The CLAN integration requires a LAN circuit card. The DCIU integration requires a DCIU (EICON) circuit card.

Note:
The INTUITY system only uses one LAN Circuit Card. Do not install two LAN or DCIU circuit cards.

1. Unpack the new circuit card from its ESD protective wrapping.
   - Figure 2-19 shows the DCIU circuit card (EICON).
   - Figure 2-20 shows the LAN circuit card.

   Note:
   The DCIU and LAN circuit cards do not have jumpers or switches that need to be set.

Figure 2-20. LAN Circuit Card



2. Holding the circuit card by its corners, slide the card into one of the following positions:
   - For a DCIU circuit card (EICON), in any ISA slot
   - For a LAN circuit card, in PCI Slot #2
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 2-18).
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 15, "Connect the Lucent INTUITY System to the Switch."
   - If you are installing CLAN or DCIU integration, continue with Task 15, "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 16, ‘‘Apply Power to the System,’’ on page 2-54.

Task 15: Connect the Lucent INTUITY System to the Switch

Complete the following steps 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 Switch Link.’’

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:

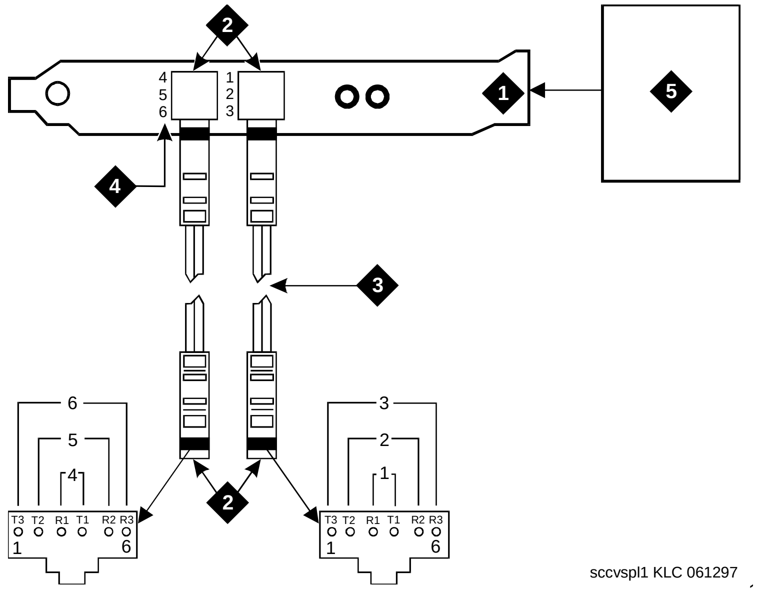
- Direct cable connection from the circuit card to the telephone line
- Cable connection from the circuit card through a line splitter and then to the telephone line

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.

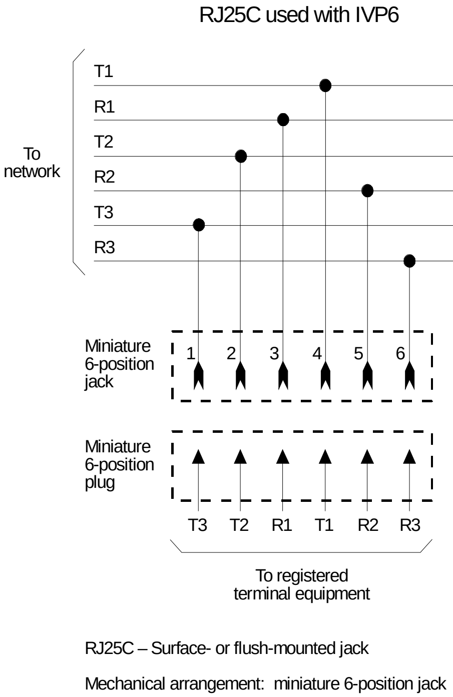
Figure 2-21 shows a typical direct tip/ring line connection for a tip/ring circuit card, and Figure 2-22 shows typical tip/ring line connection for the IVC6 circuit card.

Figure 2-21. Direct Line Connection from Tip/Ring Circuit Card


2
4
5
6
1
2
3
1
5
4
3
6
5
4
3
2
1
2
T3 T2 R1 T1 R2 R3
1 6
T3 T2 R1 T1 R2 R3
1 6
sccvspl1 KLC 061297

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

Figure 2-22. Wiring and Pin Diagram for the IVC6 Tip/Ring Circuit Card

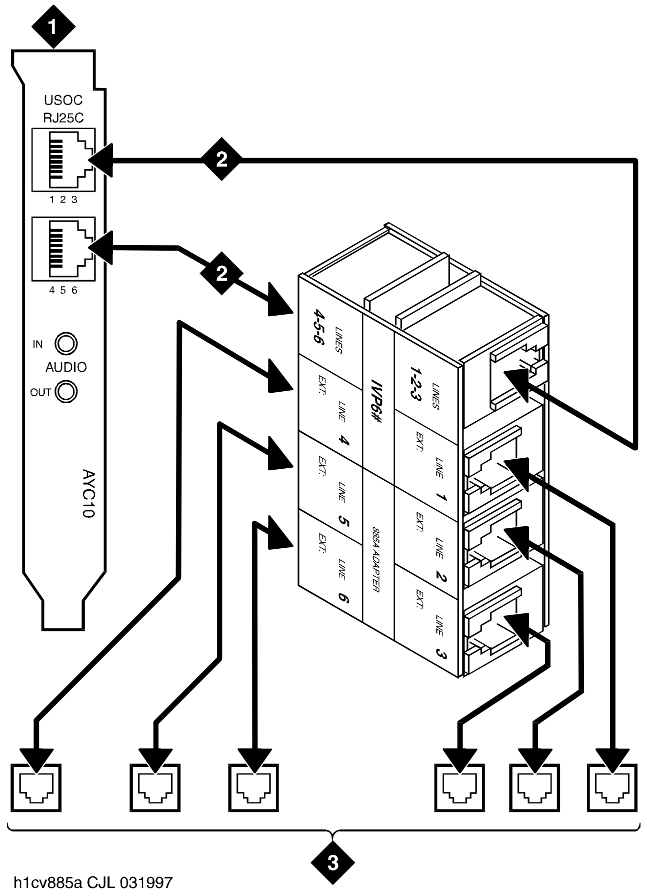

RJ25C used with IVP6
To network
T1
R1
T2
R2
T3
R3
Miniature 6-position jack
1
2
3
4
5
6
Miniature 6-position plug
T3
T2
R1
T1
R2
R3
To registered terminal equipment
RJ25C – Surface- or flush-mounted jack
Mechanical arrangement: miniature 6-position jack

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 2-23) 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.

Figure 2-23. How to Use the 885A Adapter with a Tip/Ring Circuit


1
USOC
RJ25C
1 2 3
4 5 6
IN
AUDIO
OUT
AYC10
2
2
LINES
4-5-6
IVP6#
LINES
1-2-3
EXT.
LINE 4
EXT.
LINE 5
EXT.
LINE 6
885A ADAPTER
EXT.
LINE 1
EXT.
LINE 2
EXT.
LINE 3
3
h1cv885a CJL 031997

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

Cable the Switch Link

Complete the following steps 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 52.

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 router, you will need two cables)
- One LAN card on the MAP (Mach 5 Pro 100B)

Distance Limits

Using the standard crossover cable (or alternate crossover wiring arrangement in Figure 2-26), 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 2-24 shows a detailed connection between the C-LAN circuit pack and the LAN card on the MAP when using the crossover cable. Figure 2-25 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 2-24. Cabling Arrangement Using Crossover Cable

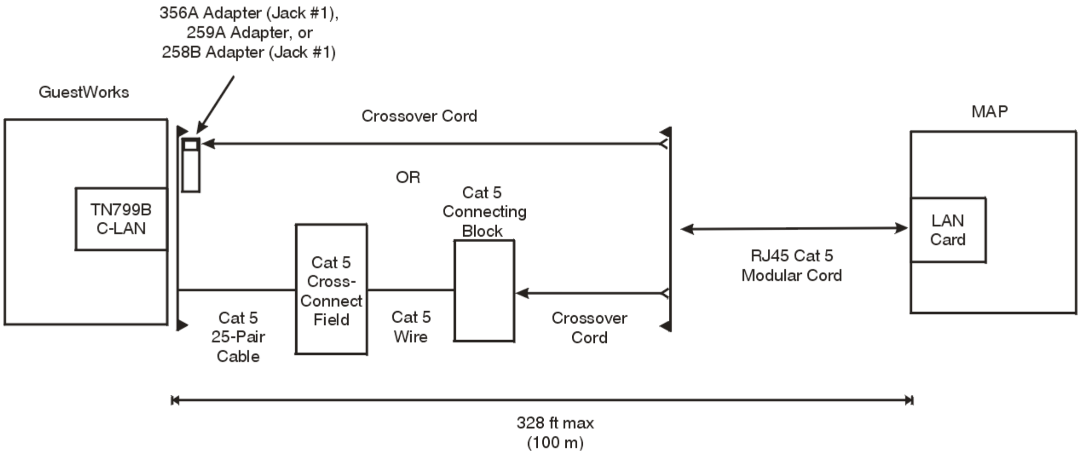
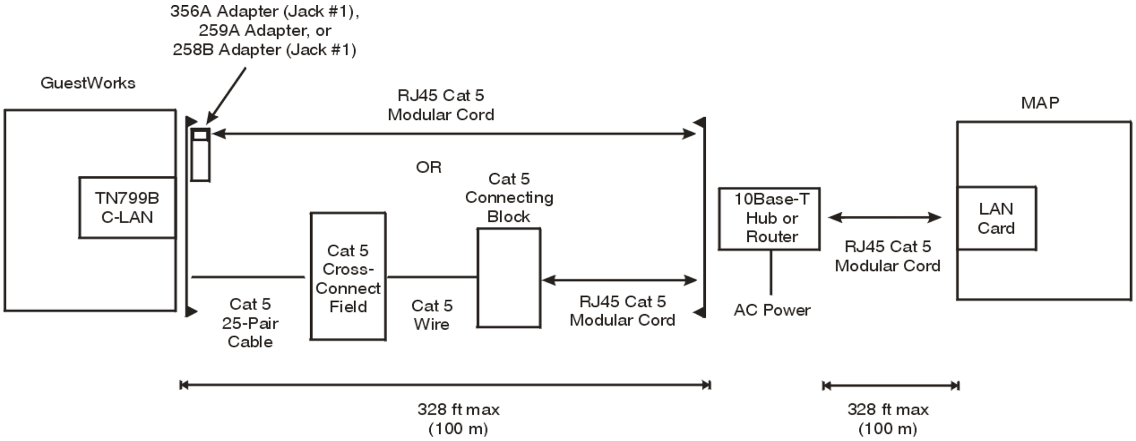

356A Adapter (Jack #1),
259A Adapter, or
258B Adapter (Jack #1)
GuestWorks
Crossover Cord
MAP
OR
TN799B
C-LAN
Cat 5
Connecting
Block
LAN
Card
RJ45 Cat 5
Modular Cord
Cat 5
Cross-
Connect
Field
Cat 5
25-Pair
Cable
Cat 5
Wire
Crossover
Cord
328 ft max
(100 m)

Figure 2-25. Cabling Arrangement Using Hub or Router


356A Adapter (Jack #1),
259A Adapter, or
258B Adapter (Jack #1)
GuestWorks
RJ45 Cat 5
Modular Cord
MAP
OR
Cat 5
Connecting
Block
TN799B
C-LAN
10Base-T
Hub or
Router
LAN
Card
RJ45 Cat 5
Modular Cord
Cat 5
Cross-
Connect
Field
Cat 5
25-Pair
Cable
Cat 5
Wire
RJ45 Cat 5
Modular Cord
AC Power
328 ft max
(100 m)
328 ft max
(100 m)

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

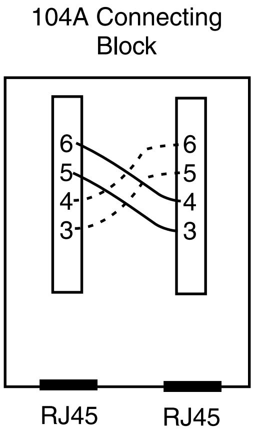
Lead Name	**25-Pair Cable Wire Color**	**25-Pair Cable Connector Pin-out**	**RJ45 Jack Pin-out**	**Terminal Block Pin-out on Connecting Block**
TD+	white/orange	27	1	3
TD-	orange/white	2	2	4
RD+	white/green	28	3	5
RD-	green/white	3	6	6

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 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.

Figure 2-26. Alternate Crossover Wiring



When finished, continue with Task 16, "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 2-27 and Figure 2-28 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). If the Lucent INTUITY MAP and the switch must be more than 15 meters (50 feet) apart, use an MPDM to facilitate the connection. See ‘‘Apply Power to the System’’ below for information on MPDM connectivity.

Hardware Required for the Connection.

- One IDI
- One ED-1E43411-Group 175 cable
- One H600-210 cable, Group 1 through 7. The group depends on cable length.
- 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 2-27. System 75, G1, G3i, G3s, and G3vs IDI Connection to the Switch

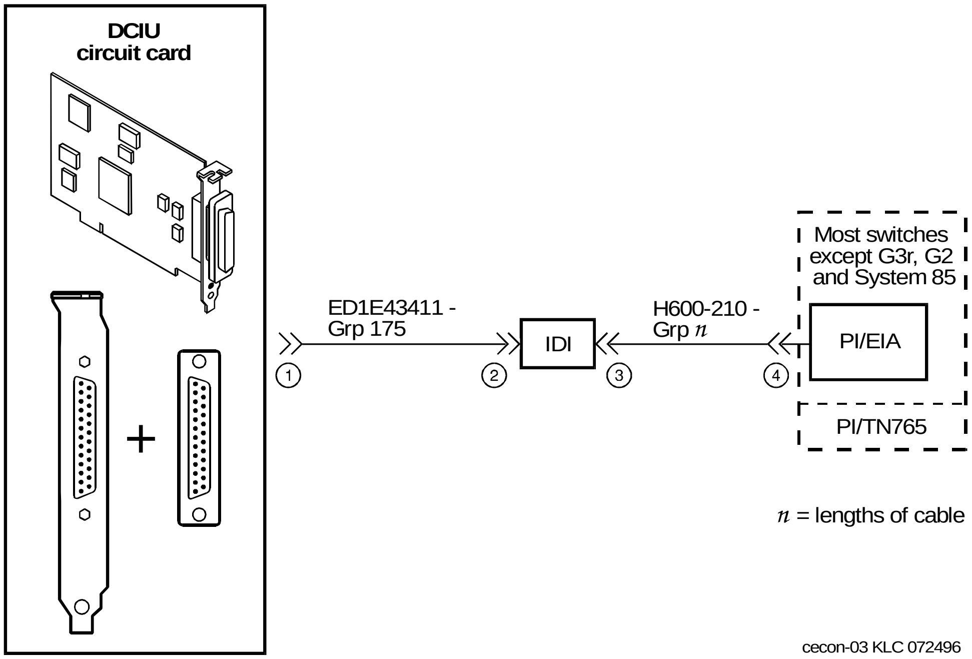
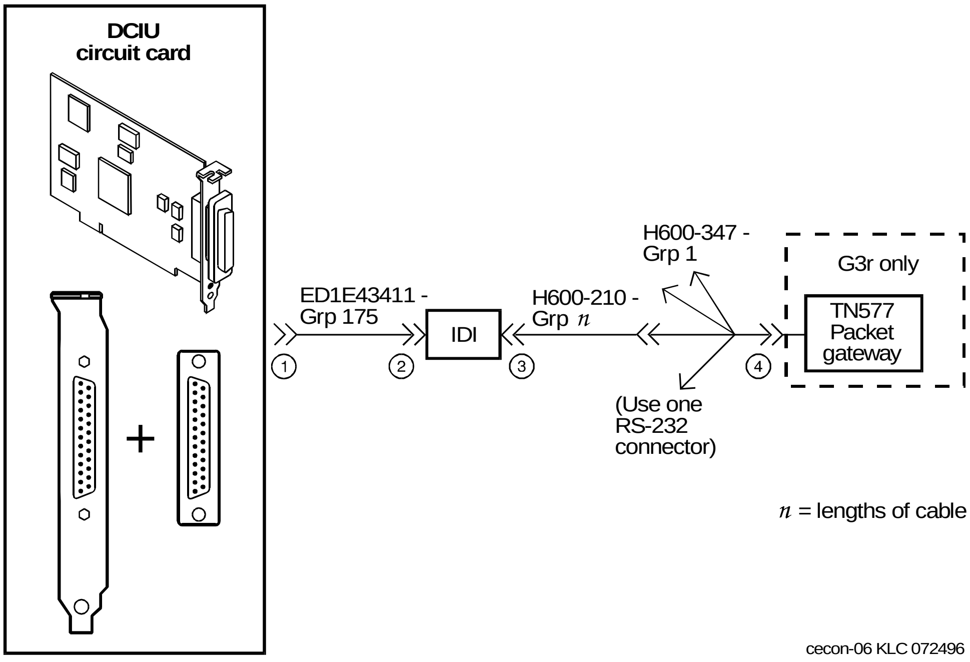

DCIU
circuit card
+
ED1E43411 -
Grp 175
IDI
H600-210 -
Grp *n*
①
②
③
④
Most switches
except G3r, G2
and System 85
PI/EIA
PI/TN765
n = lengths of cable
cecon-03 KLC 072496

Figure 2-28. DEFINITY G3r IDI Connection to the Switch


DCIU
circuit card
+
ED1E43411 -
Grp 175
IDI
H600-210 -
Grp n
H600-347 -
Grp 1
G3r only
TN577
Packet
gateway
①
②
③
④
(Use one
RS-232
connector)
n = lengths of cable
cecon-06 KLC 072496

Task 16: Apply Power to the System

To apply power to the system:

1. Connect the power cords to the system.
2. Allow the system to boot.
3. Continue with Task 17, "Administer and Test the LAN Link."

Task 17: Administer and Test the LAN Link

Determine your next step:

- If you are installing an inband (Mode Code) integration, continue with Task 18, ‘‘Remap and Test the Channels,’’ on page 2-62.
- If you are installing a CLAN integration, continue with ‘‘Administer TCP/IP LAN Connectivity.’’

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

When the LAN is administered for the system, continue with ‘‘Configure the Ethernet LAN Circuit Card.’’

Configure the Ethernet LAN Circuit Card

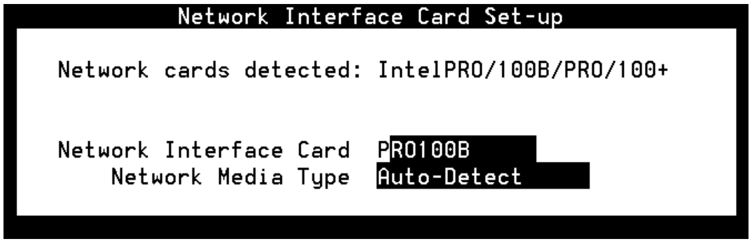
To configure the Ethernet LAN circuit card:

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

```
> TCP/IP Administration
    > Network Interface Card Set-up
```

   The system displays the Network Interface Card Set-up window (Figure 2-29).

Figure 2-29. Network Interface Card Set-up



```
                 Network Interface Card Set-up

  Network cards detected: IntelPRO/100B/PRO/100+


  Network Interface Card  PRO100B
      Network Media Type  Auto-Detect
```

2. Confirm the network interface card type in the `Network Interface Card`: field.

   The default for Intuity Release 5 systems is PRO100B.

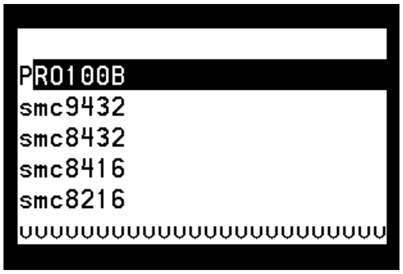
3. If you need to change the network interface card type:

   a. Select the `Network Interface Card`: field.

   b. Press F2 (Choices).

      The system displays the Network Interface Card Type menu (Figure 2-30).

Figure 2-30. Network Interface Card Type Menu



   c. Select the network interface card type to be used on the system and press ENTER.

      Note:
      Use the UP ARROW key and the DOWN ARROW key to find the correct card type, if necessary.

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

   If you do not need to change the network interface card type, continue with step 4.

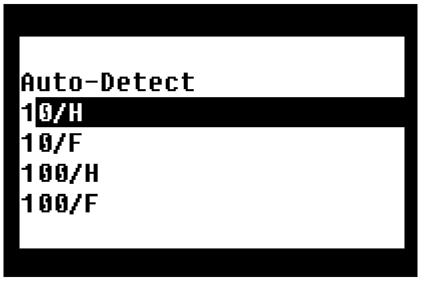
4. Confirm the media type in the `Network Media Type`: field.
5. If you need to change the network media type:

   a. Select the `Network Media Type`: field.

   b. Press F2 (Choices).

      The system displays the Network Media Type menu (Figure 2-31).

Figure 2-31. Network Media Type Menu



   c. Select `10/H` and press ENTER.

      The system displays `10/H` in the `Network Media Type:` field.

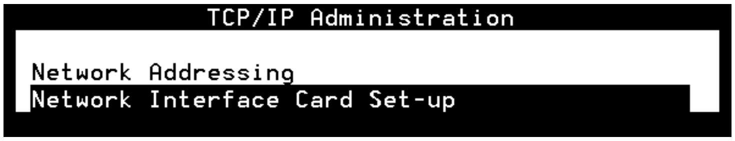
   If you do not need to change the network media type, continue with step 6.

6. Press F3 (Save).

7. Press F6 (Cancel).

   The system displays the TCP/IP Administration window (Figure 2-32).

Figure 2-32. TCP/IP Administration window



```
TCP/IP Administration

Network Addressing
Network Interface Card Set-up
```

8. Continue with ‘‘Establish Network Addresses.’’

Establish Network Addresses

To establish a network address:

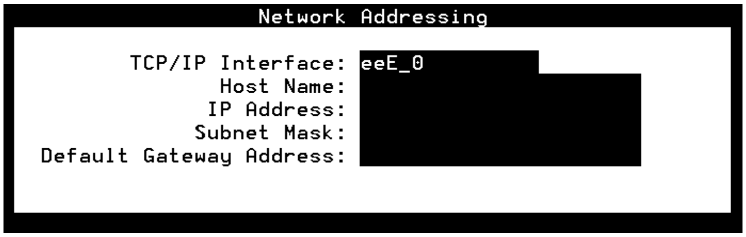
1. Start at the TCP/IP Administration window (Figure 2-32) and select:

```
> Network Addressing
```

   The system displays the Network Addressing window (Figure 2-33).

Note:
The fields in the following windows are examples only. Your window will match the current entries for the system that you are administering. These entries are to be provided by the customer.

Figure 2-33. Network Addressing Window



```
Network Addressing

        TCP/IP Interface: eeE_0
               Host Name:
              IP Address:
             Subnet Mask:
 Default Gateway Address:
```

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

2. Enter the Host Name (UNIX machine name) into the `Host 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 Network Addressing window applies the host name to the Lucent Intuity machine. You do not have to administer this name anywhere else unless you are installing digital networking.

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

   Enter the IP address, including the periods or dots, with the following exceptions:

   - 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
   - Do not enter any zero that appears in the right-most field. For example, if the IP address is written as 1xx.50.9.120, enter it as 1xx.50.9.12

4. Move the cursor to the `Subnet Mask:` field.
5. Enter the number of the subnet mask.
6. Move the cursor to the `Default Gateway IP Address:` field.
7. Enter the default gateway IP address.

   Note:
   If there is no entry for this field, leave the field blank.

8. Press F6 (Cancel) twice to reach the Lucent INTUITY Main Menu (Figure 2-1).
9. Continue with the next procedure, ‘‘Reboot the System and Attach the LAN Cable.’’

Reboot the System and Attach the LAN Cable

Complete this procedure to:

- Reboot the system and apply the newly entered LAN connectivity administration.
- Attach the LAN cable, which the customer has provided and tested.

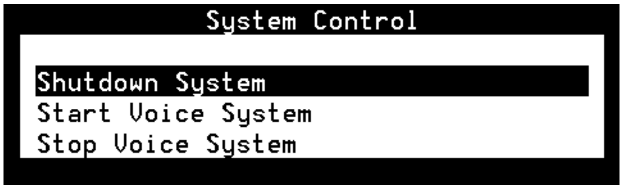
Note:
The customer’s LAN representative should have connected the LAN or be present for the LAN connection.

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

```
> Customer/Services Administration
    > System Management
        > System Control
```

2. The system displays the System Control menu (Figure 2-34).

Figure 2-34. System Control Menu

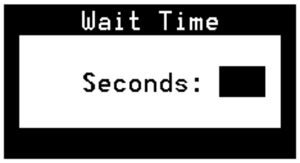


3. Select:

```
>Shutdown System
```

The system displays the Wait Time window (Figure 2-35).

Figure 2-35. 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 any key to reboot your computer.
```

6. Determine your next step:

   - If you are installing the LAN cable, turn off the power and continue with step 7.
   - If you are *not* installing the LAN cable, press any key 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 back on.

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

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

   This stage ends with the message:

```
The system is ready.
```

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

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

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

```
Startup of the Voice System is complete.
Saving output to trace process.

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 a message with the machine name and release number.

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 Task 20, ‘‘Test the LAN Link,’’ on page 2-95.

    - If the dial plan numbering did not change, and you did not add additional voice ports to the system, continue with Task 21, ‘‘Place Test Calls to the System,’’ on page 2-95.

    - If the dial plan numbering changed, or if you added new voice ports to the system, continue with Task 18, "Remap and Test the Channels."

Task 18: 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

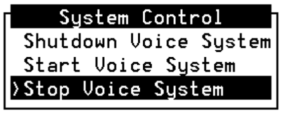
To stop the voice system:

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

```
> Customer/Services Administration
  > System Management
    > System Control
```

   The system displays the System Control screen (Figure 2-36).

   Figure 2-36. System Control Screen

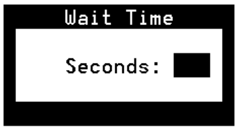


```
   System Control
 Shutdown Voice System
 Start Voice System
>Stop Voice System
```

2. Select `Stop Voice System`.

   The system displays the Wait Time window (Figure 2-37).

   Figure 2-37. Wait Time Window



```
   Wait Time
 Seconds:
```

3. Type **60** in the Wait Time window and press F3 to save the wait time.

   The system responds by waiting 60 seconds and then stops the voice system. This process could take several minutes. The system then returns to the System Control screen or displays the following message:

```
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.

   The system displays the Lucent INTUITY Main Menu.

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.

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
```

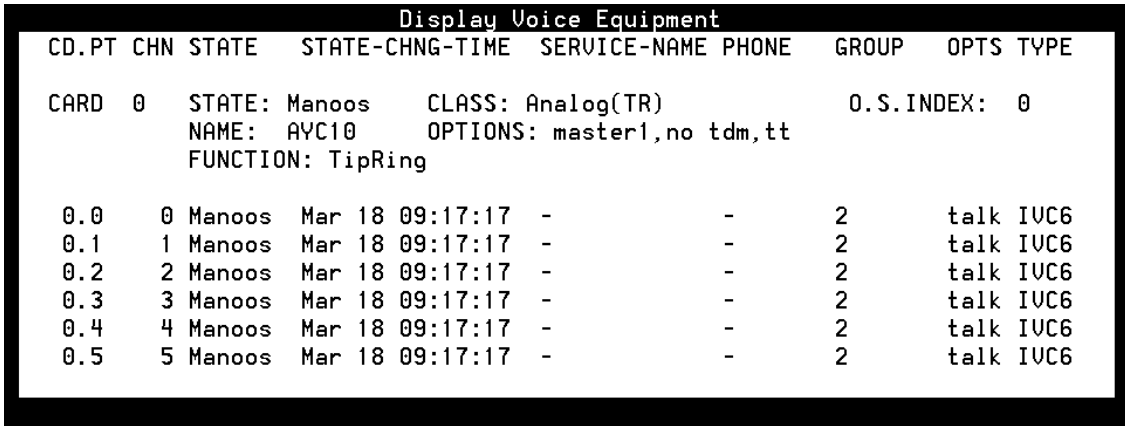
The system displays the Display Voice Equipment window (Figure 2-38).

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.

Figure 2-38. Display Voice Equipment Window (Before Administration)

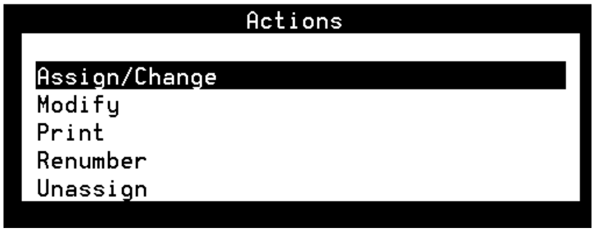


```
                         Display Voice Equipment
 CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   OPTS TYPE

 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
```

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 2-39).

Figure 2-39. Actions Menu


Actions
Assign/Change
Modify
Print
Renumber
Unassign

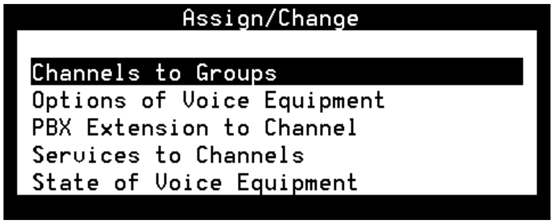
3. Select:

```
> Assign/Change
```

The system displays the Assign/Change menu (Figure 2-40).

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

Figure 2-40. Assign/Change Menu


Assign/Change
Channels to Groups
Options of Voice Equipment
PBX Extension to Channel
Services to Channels
State of Voice Equipment

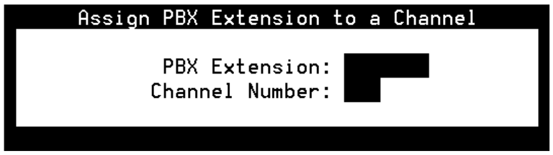
4. Select:

```
> PBX Extension to Channel
```

5. Press ENTER.

   The system displays the Assign PBX Extension to a Channel window (Figure 2-41).

   Figure 2-41. Channel to PBX Extension Window



```
Assign PBX Extension to a Channel

        PBX Extension:
       Channel Number:
```

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) three times.

    The system displays the Display Voice Equipment window (Figure 2-38).

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

12. Repeat Steps 6 through 11 for each channel to which you must assign a switch extension.
13. Press F6 (Cancel) to return to the Display Voice Equipment window (Figure 2-38).

14. Continue with ‘‘Start the Voice System.’’

Start the Voice System

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

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

```
> Customer/Services Administration
    > System Management
        > System Control
            > Start Voice System
```

The system displays the following prompt:

```
The Voice is starting
The Voice 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 F6 (Cancel) four times to reach the Lucent INTUITY Main Menu (Figure 2-1).

3. Continue with ‘‘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

To determine the channel state:

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 2-38).

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

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 72.

Change the Channel State

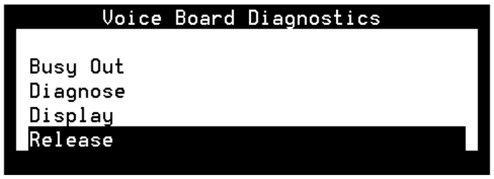
If you are already displaying the Display Voice Equipment window, begin this procedure at Step 2.

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 2-42).

   Figure 2-42. Voice Board Diagnostics Menu

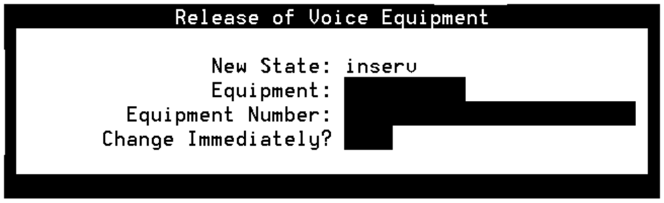

Voice Board Diagnostics
Busy Out
Diagnose
Display
Release

3. Select:

   > Release

4. Press ENTER.
5. The system displays the Release of Voice Equipment window (Figure 2-43).

   Figure 2-43. Release of Voice Equipment Window


Release of Voice Equipment

```
             New State: inserv
             Equipment:
      Equipment Number:
     Change Immediately?
```

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

7. 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**)
8. Enter **y** in the `Change immediately?` field.
9. 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.
   ```
10. Press ENTER.

    The system displays the Release of Voice Equipment window (Figure 2-43).
11. 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 remote support center if the channels will not go into service.
12. Continue with ‘‘Assign the ChanTran Service and Test the Channels.’’

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.
- Reassign service to DNIS.
- Verify 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. 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 2-38).

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 2-39).

3. Select:

   ```
   > Assign/Change
   ```

4. Press ENTER.

   The system displays the Assign/Change menu (Figure 2-40).

5. Select:

   ```
   > Services to Channels
   ```

6. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 2-47).

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

8. Press F2 (Choices).

   The system displays the Services menu (Figure 2-46).

9. Select `ChanTran.`

   The system redisplays the Assign Services to Channels window (Figure 2-47).

10. Type **all** in the `Channel Numbers:` 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) six times reach the Lucent INTUITY Main Menu (Figure 2-1).

13. Continue with ‘‘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.

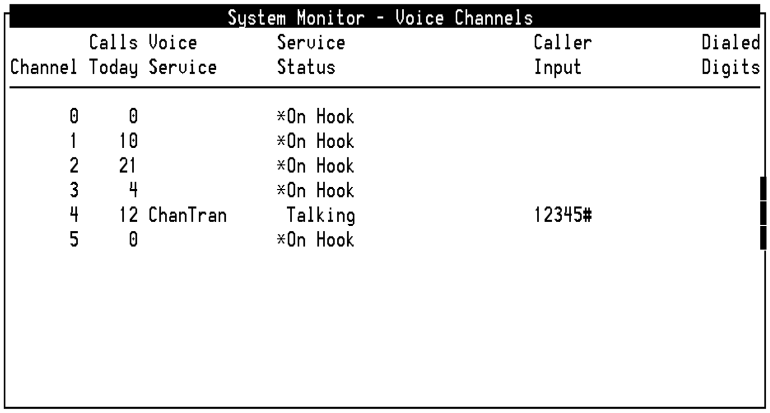
To verify on-hook status:

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

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

The system displays the System Monitor - Voice Channels window (Figure 2-44).

Figure 2-44. System Monitor - Voice Channels Window



```
                          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
```

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

3. Continue with ‘‘Verify ChanTran Operation.’’

Verify ChanTran Operation.

To 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:
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:
   If the channel number ChanTran report does not match the channel associated with the extension you dialed, *see* “Map Channels to Switch Extensions’’ on page 2-64.

3. Verify that the channel is listed as `ChanTran Talking` on the System Monitor - Voice Channels window. (Figure 2-44 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.

To test touch-tone recognition:

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 Monitor - Voice Channels window (Figure 2-44), 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.

Test Record and Playback.

To 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 2-44). 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) to reach the Lucent INTUITY Main Menu (Figure 2-1).

10. Continue with ‘‘Reassign Services to DNIS.’’

Reassign Services to DNIS

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

To reassign channels to DNIS:

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

```
> Voice System Administration
   > Voice Equipment
```

   The system displays the Display Voice Equipment window (Figure 2-49).

2. Press F8 (Actions).

   The system displays the Actions menu (Figure 2-39).

3. Select:

```
> Assign/Change
```

4. Press ENTER.

   The system displays the Assign/Change menu (Figure 2-40).

5. Select:

```
> Services to Channels
```

6. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 2-47).

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

8. Press F3 (Save).

   The system displays the Command Output window (Figure 2-48).

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

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

11. Continue with the next procedure, ‘‘Verify On-Hook Status.’’

Verify On-Hook Status

To verify on-hook status:

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

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

   The system displays the System Monitor - Voice Channels window (Figure 2-44).

2. Verify that all purchased and activated voice channels are on-hook.
3. Press F6 (Cancel) to return to the Lucent INTUITY Main Menu.
4. 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 19, "Change Extension Length."
   - If the dial plan did not change, continue with ‘‘Assign Services to Called Numbers.’’

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.

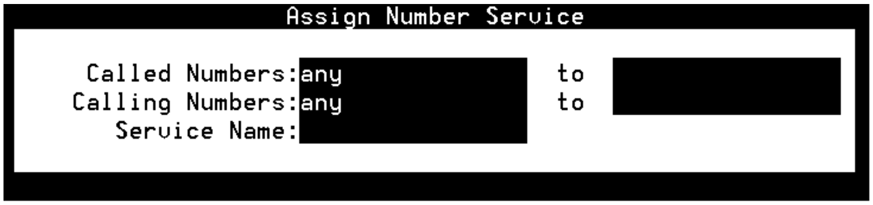
Complete the following procedure to assign numbers to services:

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 2-45).

   Figure 2-45. Assign Number Service Window



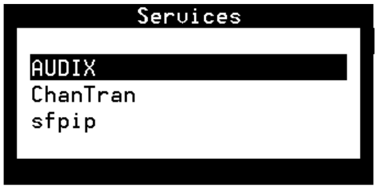
```
                    Assign Number Service
   Called Numbers:any                to
  Calling Numbers:any                to
     Service Name:
```

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

3. Press F2 (Choices).

   The system displays the Services menu (Figure 2-46).

   Figure 2-46. Services Menu



```
      Services
AUDIX
ChanTran
sfpip
```

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

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

```
> AUDIX
```

5. Press ENTER.

6. Type **any** in the AUDIX `Called Numbers`: 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 2-3.

Table 2-3. 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

(1 of 2)

Table 2-3. 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 (Figure 2-48).

9. Continue with ‘‘Map Services to Channels for Operation.’’

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 Display Voice Equipment window (Figure 2-38) and press F8 (Actions).

   The system displays the Actions menu (Figure 2-39).

2. Select:

```
> Assign/Change
```

3. Press ENTER.

   The system displays the Assign/Change menu (Figure 2-40).

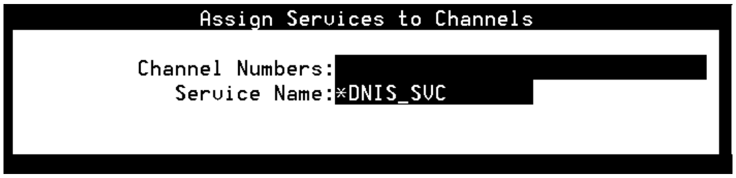
4. Select:

```
> Services to Channels
```

5. Press ENTER.

   The system displays the Assign Services to Channels window (Figure 2-47).

Figure 2-47. Assign Services to Channels Window



```
                 Assign Services to Channels

        Channel Numbers:
           Service Name:*DNIS_SVC
```

6. 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**)

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

7. Press F3 (Save).

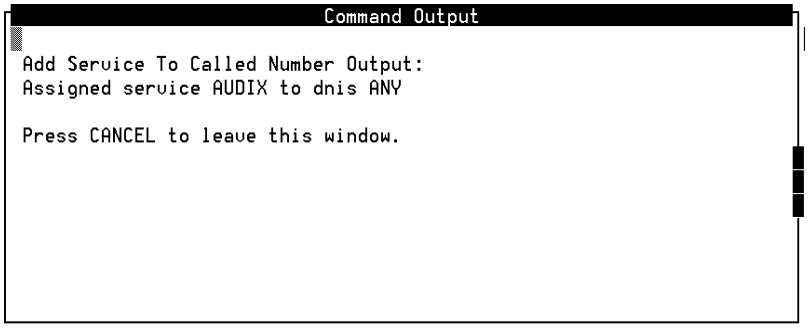
8. Press ENTER.

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

10. Press F3 (Save).

11. The system displays the Command Output window (Figure 2-48).

Figure 2-48. Command Output Window



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

Press CANCEL to leave this window.
```

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

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

14. Continue with the next procedure, Task 19, "Change Extension Length."

Task 19: 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,

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.

Note:
Subscribers using the Aria interface will need to be readministered if their extension length changes.

Busyout the Voice Ports

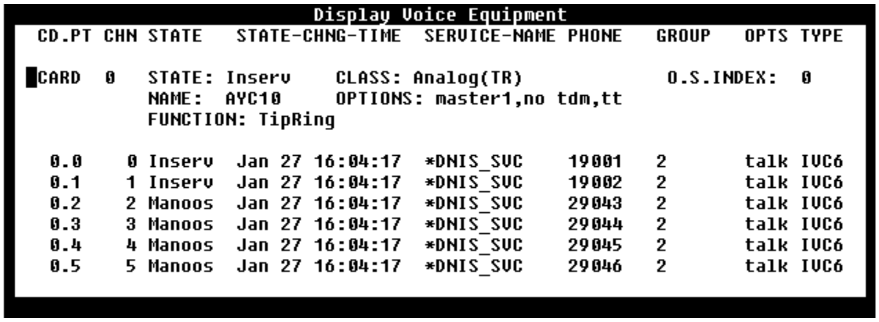
Busyout the voice ports as follows:

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

```
> Customer/Services Administration
  > Diagnostics
    > Voice Board Diagnostics
      > Display
```

The system responds with the Display Voice Equipment screen, as shown in Figure 2-49.

Figure 2-49. Display Voice Equipment Screen



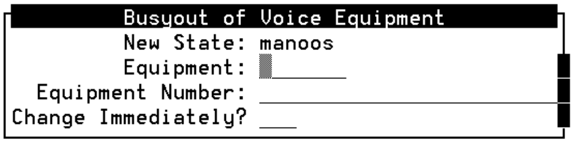
```
                          Display Voice Equipment
 CD.PT CHN STATE   STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   OPTS TYPE

 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
```

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 2-50).

Figure 2-50. Busyout of Voice Equipment



```
          Busyout of Voice Equipment
          New State: manoos
          Equipment: _______
   Equipment Number: ____________________________
Change Immediately? ___
```

4. Complete the following fields:
   - `Equipment:` Enter **card**
   - `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 system displays the Display Voice Equipment screen.

8. Press F6 (Cancel) three times 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. Start at the Customer/Services Administration screen and select:

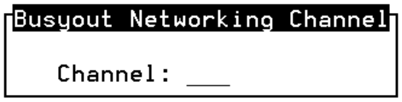
   ```
   > Diagnostics
       > Networking Diagnostics
   ```

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 2-51).

   Figure 2-51. Busyout Networking Channel Screen

   ```
   Busyout Networking Channel

      Channel: ___
   ```

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 89.

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.

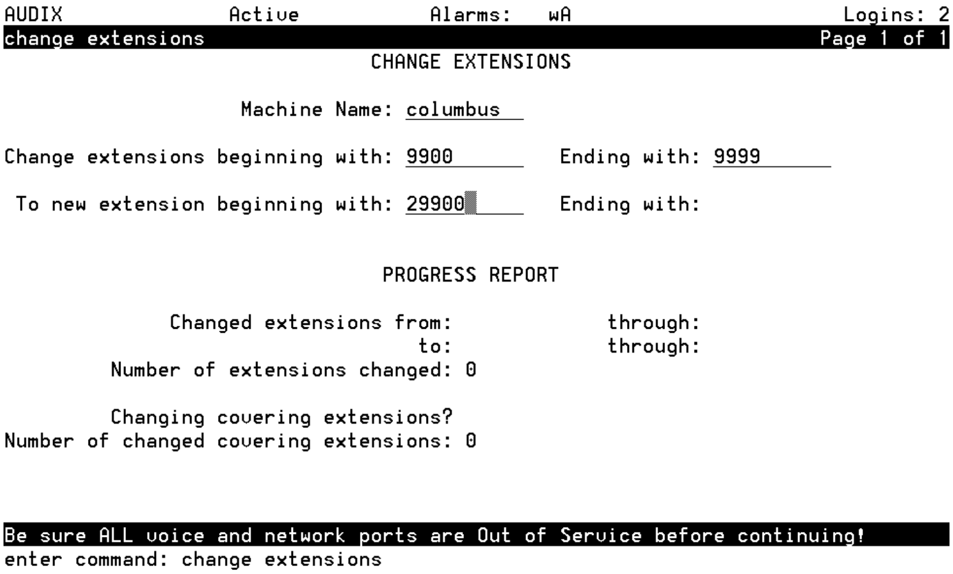
4. Re-enter the prefixes, and the start and end extensions as they will be when the conversion is completed.

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 2-52):

Figure 2-52. Change Extension Screen



```
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
```

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. Access F6 (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 F6 (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.

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 5 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 step 13.

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 "Changing a Block of Extensions (without Extension Length Change).

    - If you are finished changing extensions, continue with "Release the Voice Ports," page 2-92.

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 page 2-83.

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.

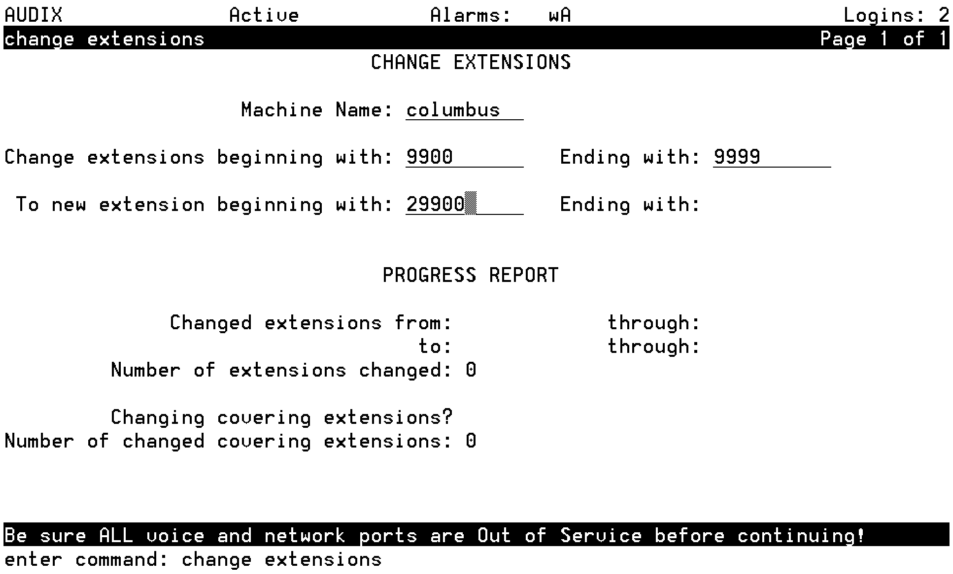
3. From the Lucent INTUITY Main Menu, select AUDIX Administration.

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 (Figure 2-53):

Figure 2-53. Change Extension Screen



```
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
```

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.)

   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 F6 (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 F6 (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.

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:

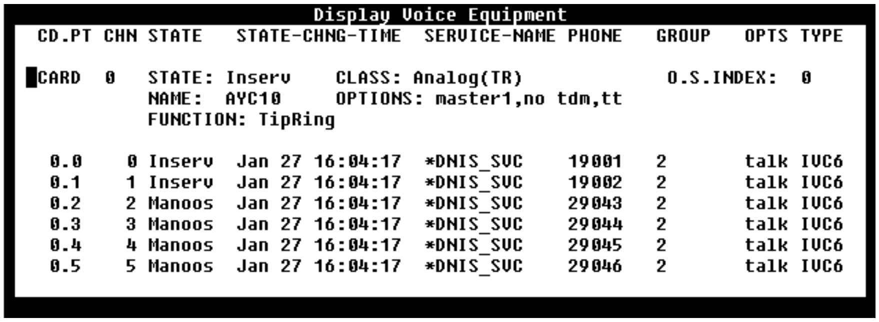
1. Start at the INTUITY Main Menu (Figure 2-1) and select:

```
> Customer/Services Administration
    > Diagnostics
        > Voice Board Diagnostics
            > Display
```

The system responds with the Display Voice Equipment screen, as shown in Figure 2-54.

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.

Figure 2-54. Display Voice Equipment Screen



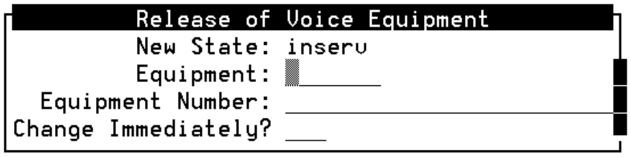
```
                              Display Voice Equipment
 CD.PT CHN STATE    STATE-CHNG-TIME  SERVICE-NAME PHONE    GROUP    OPTS TYPE

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
```

2. Press F8 (Actions).

3. Select `Release` from the Actions menu

   The system responds with the Release of Voice Equipment screen, as shown in Figure 2-55.

Figure 2-55. Release of Voice Equipment Screen



```
          Release of Voice Equipment
          New State: inserv
          Equipment: _______
   Equipment Number: ______________________
Change Immediately? ___
```

4. Complete the following fields:

   - `Equipment:` Enter **card**
   - `Equipment number:` Enter the range of **0 – *the number of the last card***
   - `Change Immediately?:` Enter **yes**

5. Press F3 (Save).

   The system lists the equipment that changed.

6. Press ENTER.

   The displays the Display Voice Equipment screen.

7. Press F6 (Cancel) six 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 20, ‘‘Test the LAN Link,’’ on page 2-95.
     - — If you are not installing a CLAN, continue with Task 21, ‘‘Place Test Calls to the System,’’ on page 2-95.

Release the Networking Ports

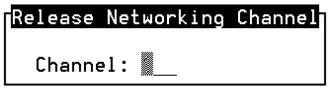
To release the networking ports:

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

```
> Customer/Services Administration
   > Diagnostics
      > Networking Diagnostics
```

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 2-56.

Figure 2-56. Release Networking Channel Screen



```
Release Networking Channel

  Channel: ▒__
```

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 20, "Test the LAN Link."
   - If you are not installing a CLAN, continue with Task 21, ‘‘Place Test Calls to the System,’’ on page 2-95.

Task 20: Test the LAN Link

To test the LAN link:

1. Do the test and administration procedures in Chapter 4, “Lucent INTUITY System Administration for Switch Integration,” of *INTUITY Messaging Solutions Using a LAN to Integrate with DEFINITY ECS*, 585-313-604, Issue 1.
2. If you run into any problems, *see* Appendix B, “LAN Link Troubleshooting Procedures,” of *INTUITY Messaging Solutions Using a LAN to Integrate with DEFINITY ECS*, 585-313-604, Issue 1.
3. Continue with Task 21, "Place Test Calls to the System."

Task 21: Place Test Calls to the System

To place test calls to the system:

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

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

2. 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.
3. Determine your next step:
   - If the system is not answering, contact remote support.
   - If the system has CAS, continue with Task 22, "Change the CAS Switch Assignment."
   - If the system does not have CAS, continue with Task 23, "Clear Any Alarms."

Task 22: 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. Start at the INTUITY Main Menu (Figure 2-1) and select:

```
> Call Accounting System
   > CDR Configuration Menu
      > Edit CDR Collection Information
```

2. Change the Call Reporting field to the correct switch type.
3. Press F6 (Cancel) to return to the Lucent INTUITY Administration screen.
4. Continue with Task 23, "Clear Any Alarms."

Task 23: Clear Any Alarms

Check the system for alarms. If the alarm has a major or a minor alarm, contact your remote support center.

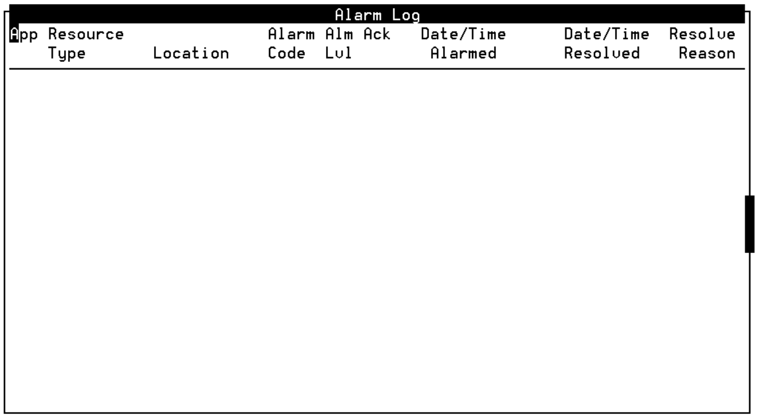
Note:
During this stage of the conversion, the system may have active switch alarms since the link has not yet been placed back into service. If you see switch link alarms, continue with these procedures and check the Alarm Log after putting the link into service.

1. Start at the INTUITY Main Menu (Figure 2-1) and 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 (Figure 2-57).

Figure 2-57. Alarm Log Display Screen



```
                                   Alarm Log
App Resource                Alarm Alm Ack   Date/Time       Date/Time  Resolve
    Type        Location    Code  Lvl        Alarmed        Resolved    Reason
```

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 Administration screen.
7. Continue with Task 24, "Assign the System Date and Time."

Task 24: Assign the System Date and Time

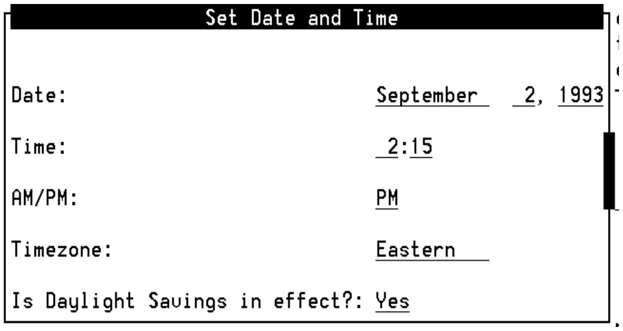
The following procedure describes how to assign the system date and time.

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

```
> UNIX Management
    > UNIX Date and Time
```

   The system responds with the Set Date and Time screen (Figure 2-58).

   Figure 2-58. Set Date and Time Screen



```
                    Set Date and Time

Date:                           September    2, 1993
Time:                            2:15
AM/PM:                          PM
Timezone:                       Eastern
Is Daylight Savings in effect?: Yes
```

2. Check the date and time information.
   - If the information is accurate, press F6 (Cancel) twice times to reach the Lucent INTUITY Main Menu (Figure 2-1).
   - 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.
6. Determine your next step:
   - If you changed the Lucent INTUITY system’s channel mapping or the subscriber’s extensions, continue with Task 25, "Stop the Voice System."
   - If you did not change the system’s channel mapping or the subscribers extensions, you can continue with:
     — Task 28, ‘‘Activate Alarm Origination,’’ on page 2-104, if the system has alarm origination
     — Task 30, ‘‘Replace the Nightly Backup Medium,’’ on page 2-109, if the system does not have alarm origination.

If you do not perform the second system data backup, the backup tape will not have the integration information for the MERLIN LEGEND integration until the system completes a nightly backup.

Task 25: Stop the Voice System

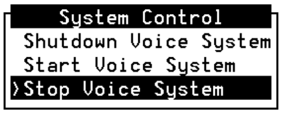
The following procedure describes how to stop the Lucent INTUITY voice system.

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

   > Customer/Services Administration
   > System Management
   > System Control

   The system displays the System Control screen (Figure 2-59).

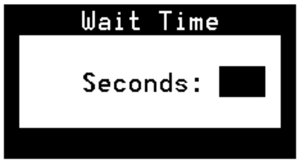
   Figure 2-59. System Control Screen



2. Select `Stop Voice System`.

   The system displays the Wait Time window (Figure 2-60).

   Figure 2-60. Wait Time Window



3. Type **60** in the Wait Time window and press F3 to save the wait time.

   The system responds by waiting 60 seconds and then stops the voice system. This process could take several minutes. The system then returns to the System Control screen or displays the following message:

```
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).

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

5. Continue with Task 26, "Backup the Lucent INTUITY System."

Task 26: Backup the Lucent INTUITY System

A backup is the only way to ensure the system can recover in the event of an equipment failure or power failure, or problems with the update.

To perform a full system backup:

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

   ```
   > Backup/Restore
       > Backup
   ```

   If the system uses tape cartridges, the following message appears:

   ```
   Please insert a tape cartridge.
   Press Enter to continue or Delete to quit
   ```

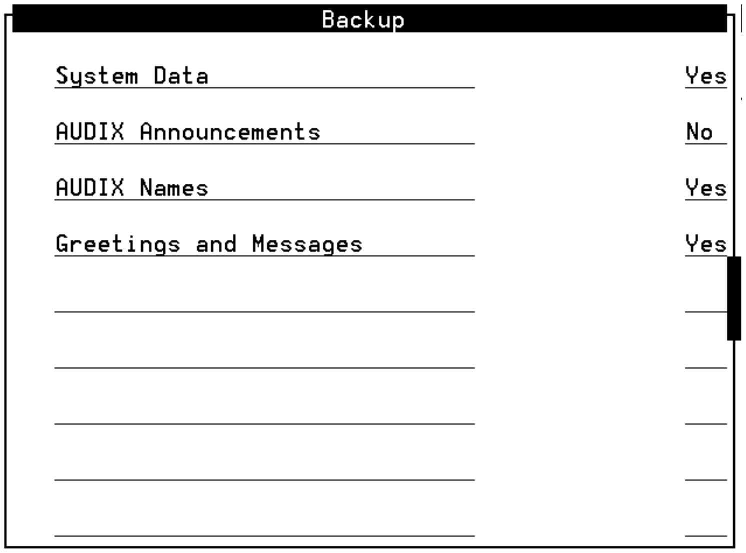
2. Insert a tape cartridge or disk cartridge.

   ⚠ **CAUTION:**
   Do not insert the nightly backup tape cartridge or disk cartridge.

3. Press ENTER.

   The system displays the Backup window (Figure 2-61).

   Figure 2-61. Backup Window



System Data Yes
AUDIX Announcements No
AUDIX Names Yes
Greetings and Messages Yes

Note:
The screen displays fields based on the system's configuration and may differ from this illustration.

4. Enter **y** in the fields to be backed up.
5. Enter **n** in all other fields

Note:
If the system does not have customized announcements, do not backup AUDIX Announcements.

6. Press F3 (Save).

   - If your system uses disk cartridges, the following message appears:

```
Please insert a cartridge disk.

*******************************

Press Enter to continue or Delete to quit
```

Press ENTER.

The system displays the message:

```
Backup starting Day Date Time.
Mounting backup device Day Date Time.
```

```
/rscd successfully mounted.
```

- If your system uses tape cartridges, the following message appears:

```
Backup starting Day Date Time.
Mounting backup device Day Date Time.
/backup1 successfully mounted.
```

7. Determine your next step:
   - If additional backup media is necessary, remove the backup medium, label it with the current date and type of backup data, and insert the new media.
   - If additional backup media is not necessary, continue with step 8.
8. When the backup is complete, the system displays the following message:

```
successfully ran post-backup scripts.

Verifying backup.

Backup verified.

Unmounting /X.

Backup completed successfully - Day Date
Time.

Press Enter to continue
```

Note:
For systems that use tape cartridges as a backup medium, `X` equals `backup1`. For systems that use disk cartridges as a backup medium, `X` equals `rscd.`

9. Press ENTER.
10. Press F6 (Cancel) three times to return to the Lucent INTUITY Main Menu (Figure 2-1).
11. Continue with Task 27, "Start the Voice System."

Task 27: Start the Voice System

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

1. Start at the Customer/Services Administration menu and select:

   ```
   > System Management
      > System Control
         > Start Voice System
   ```

   The system displays the following prompt when the voice has started:

   ```
   Startup of the Voice System complete
   ```

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

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

3. Determine your next step:

   - If the system has alarm origination, continue with Task 28, "Activate Alarm Origination."

   - If the system does not have alarm origination, continue with Task 30, “Replace the Nightly Backup Medium,” on page 2-109.

Task 28: Activate Alarm Origination

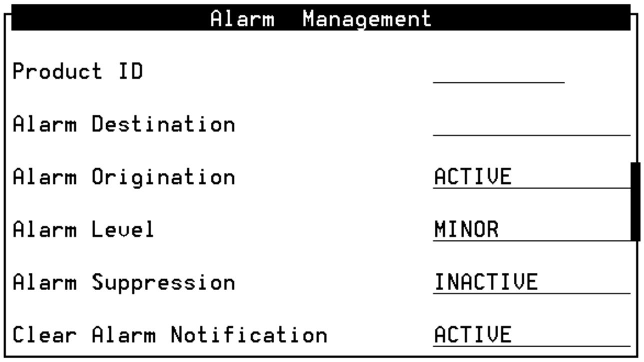
The following procedure creates an acceptance test that verifies and sends a message to the remote support center that the connection is good, the system is prepared to automatically transmit alarms, and the designated remote support center is ready to accept alarms for this system. This procedure tests the path from the Lucent INTUITY system to the remote support center.

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

```
> Customer/Services Administration
    > Alarm Management
```

   The system displays the Alarm Management screen (Figure 2-62).

   Figure 2-62. Alarm Management Screen



```
                    Alarm  Management
Product ID                         __________
Alarm Destination                  ____________
Alarm Origination                  ACTIVE
Alarm Level                        MINOR
Alarm Suppression                  INACTIVE
Clear Alarm Notification           ACTIVE
```

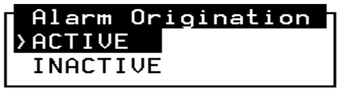
   Note:
   If this screen displays a Product ID and an Alarm Destination, the system has alarm origination. If these fields are blank, the system does not have alarm origination. Press F6 (Cancel) until you log out and continue with Task 30, ‘‘Replace the Nightly Backup Medium,’’ on page 2-109. If, however, the system should have alarm origination and these fields are blank, contact your remote support center.

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

3. Press F2 (Choices).

   The system displays the Alarm Origination screen (Figure 2-63).

   Figure 2-63. Alarm Origination Menu



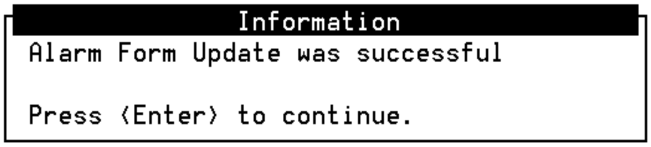
4. Select `ACTIVE`.

   The system responds by changing the entry to `ACTIVE`.

5. Press F3 (Save).

   The system displays an Information screen (Figure 2-64).

   Figure 2-64. Information Screen

   Information

   Alarm Form Update was successful

   Press <Enter> to continue.

6. Press ENTER.

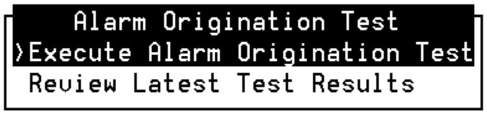
   The system returns to the Alarm Management screen.

7. Press F8 (Change Keys).

8. Press F1 (Test Alarm).

   The system displays the Alarm Origination Test menu (Figure 2-65).

   Figure 2-65. Alarm Origination Test Menu

9. Select `Execute Alarm Origination Test`.

   The system displays 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**

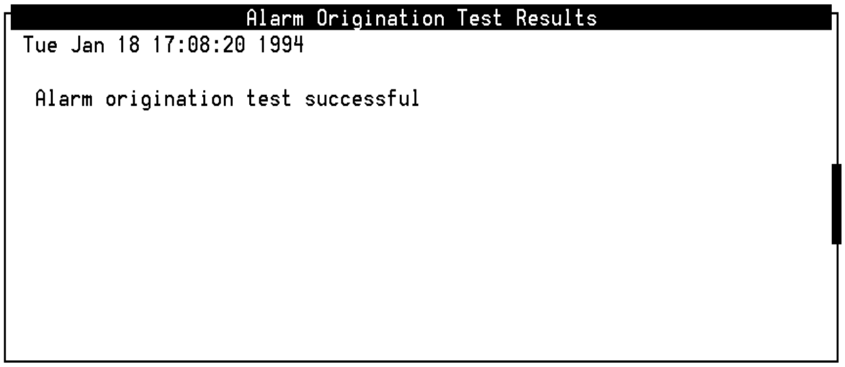
    The system returns to the Alarm Origination Test menu.

11. Wait approximately 1 minute.

12. Select `Review Latest Test Results`.

    The system displays the Alarm Origination Test Results screen (Figure 2-66).

Figure 2-66. Alarm Origination Test Results Screen



```
                    Alarm Origination Test Results
Tue Jan 18 17:08:20 1994

 Alarm origination test successful
```

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, 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.

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

19. Continue with Task 29, "Create a Test Alarm."

Task 29: 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. Start at the Lucent INTUITY Main Menu (Figure 2-1) and select:

   ```
   > AUDIX Administration
   ```

   The system displays the AUDIX Administration screen.

2. Type **test alarm-origination** at the `enter command:` prompt at the bottom left side of the screen.

3. Press F3 (Enter).

   The system displays the following message:

   ```
   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 F3 (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 (Figure 2-1).

6. Press F6 (Cancel) one time to log off the system.

7. Continue with Task 30, "Replace the Nightly Backup Medium."

Task 30: Replace the Nightly Backup Medium

1. Return the nightly backup tape cartridge or disk cartridge to the proper drive.

   Note:
   Failure to return the nightly backup tape cartridge or disk cartridge to the proper 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.

2. Continue with Task 31, "Remove the Old Software CD."

Task 31: Remove the Old Software CD

Remove the old software from the site so the customer retains only the current version. In case of a failure, the correct version will then be loaded.

The conversion is complete.