AVAYA
communication

Intuity™ Messaging Solutions
Release 5
Installation for New Systems

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About This Book

Purpose

This book, *Intuity Messaging Solutions Release 5 Installation for New Systems*, 585-313-119, Issue 1, contains instructions for installing an Avaya Intuity messaging system that has been assembled, loaded, and tested (ALT) at the Avaya factory. It includes or references procedures for unpacking, set up, configuration, initial administration, testing, and cut to service. These instructions apply to MAP/5P, MAP/40P, and MAP/100P systems.

Important: This book does not contain detailed information on networking, switch integration, or feature implementation. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for more information.

Intended Audiences

This book is intended primarily for the on-site technical personnel who are responsible for installing the system and performing initial administration and testing.

We assume that the users of this book have completed the Avaya Intuity hardware installation training course. See "Related Resources" for information on training.

Release History

This is the first release of this book.

How to Use This Book

Read Chapter 1, "Preparing for the Installation," before you begin the installation. This chapter contains information on prerequisites, including site preparation and the tools and information you need to complete the installation. From there, read and use each chapter in the order presented. This will take you through the preliminary steps that you must perform to install a factory ALT Intuity system.

For Installation Checklists

If you want a quick reference to the installation process, including references to information not contained in this book, see the appendices at the end of this book:

- If you are integrating with most Avaya switches, see Appendix A, "Installation Checklist Including Integration with Most Avaya Switches," for a checklist of procedures. These procedures are listed in the order in which you must perform them.

- If you are performing a LAN integration with DEFINITY ECS, see Appendix B, "Installation Checklist Including LAN Integration with DEFINITY ECS," for a checklist of procedures. These procedures are listed in the order in which you must perform them.

For Troubleshooting Information

See the Intuity Messaging Solutions Release 5 documentation CD-ROM for troubleshooting and diagnostics information.

For Connectivity Information

See *Intuity Messaging Solutions Release 5 Getting Connected*, 585-313-703, for information on external cabling and connectivity.

For Security Information

See the Intuity Messaging Solutions Release 5 documentation CD-ROM for security information including toll fraud prevention and network, password, and system security.

Trademarks

The following trademarked products are mentioned in this book:

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

- AUDIX is a registered trademark of Avaya Inc.

- COMSPHERE is a registered trademark of Paradyne Corporation.

- DEFINITY is a registered trademark of Avaya Inc.

- DMS-100 is a is a trademark of Northern Telecom Limited.

- Equinox is a trademark of Equinox Systems, Inc.

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- UNIX is a registered trademark of Novell.

- VB-PC is a trademark of Voice Technologies Group, Inc.

- VT100 is a trademark of Digital Equipment Corporation.

- Windows is a trademark of Microsoft Corporation.

Related Resources

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

Documentation

Note: Always refer to the appropriate CD-ROM or book for specific information on planning, installing, administering, or maintaining an Intuity system. See the Avaya Intuity online catalog for more information on other books and CD-ROMs in the set.

Use the following documentation in conjunction with this book:

- Intuity Messaging Solutions Release 5 documentation CD-ROM

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

See the inside front cover for information on how to order Avaya Intuity documentation.

Technical Assistance

Remote Support Center

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

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

Within the United States and Canada	For systems integrated with a MERLIN LEGEND switch, call 1-800-628-2888. For systems integrated with any other switch, call 1-800-242-2121 x85474.
Within any other country	For all systems, call your local distributor.

Help Screens Located on the System

Online help is available for both the Avaya Intuity system screens and the Intuity AUDIX administration screens. To display help screens or command choices, press F6 (Choices) from the field for which you want the help. If valid entries can be specified, the system displays a list of options from which you can choose. Otherwise, the system displays general information about the field.

Training

The following training class is recommended as a prerequisite to installing a Release 5 Avaya Intuity system:

- Course No. MO1616A, Intuity Messaging Solutions Installation and Maintenance

For information about Avaya Intuity training, see: http://training.lucent.com/

How to Comment on This Book

We are interested in your suggestions for improving this information. Use one of the following methods to communicate with us:

Method	Address
Email	infodev@avaya.com
Fax	303-538-9625

Please be sure to include the name of this book:

Intuity Messaging Solutions Release 5 Installation for New Systems, Issue 1, 585-313-119

1

Preparing for the Installation

Overview

To prepare for the installation:

- Check:

    — Environmental considerations

    — Installation area considerations

    — Weight and space considerations

    — Power requirements

    — System grounding requirements

- Gather the required tools

- Verify that the switch is administered

- Review demarcation points

- Review security issues

Environmental Considerations

Place the system in an area where the environmental conditions shown in Table 1-1 are maintained.

Table 1-1. Environmental Considerations

Platform	Operating State		Nonoperating State	
	Temperature	Humidity	Temperature	Humidity
MAP/5P	+50 to +95°F (+10 to +35°C)	20% to 80%, noncondensing	-4 to +140°F (-20 to +60°C)	20% to 80%, noncondensing
MAP/40P	+50 to +100°F (+10 to +38°C)	5% to 80%, noncondensing	-40 to +140°F (-40 to +60°C)	5% to 95%, noncondensing
MAP/100P	+50 to +100°F (+10 to +38°C)	5% to 80%, noncondensing	-40 to +140°F (-40 to +60°C)	5% to 95%, noncondensing

Installation Area Considerations

Observe the following when determining where to place the system:

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

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

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

- Maintain an air-distribution system that provides adequately cooled, filtered, and humidity-controlled air. Provide surge protection and power backup in areas with brown-outs or frequent power surges.

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

Weight and Space Considerations

Table 1-2 lists the approximate weight, size, and depth of each system.

Table 1-2. System Weight and Space Considerations

Platform	Weight	Height	Width	Depth
MAP/5P	29 lb (13 kg)	16 in. (41 cm)	11 in. (28 cm) with stabilizing feet	18 in. (46 cm)
MAP/40P	45 lb (20 kg)	17.5 in. (44.5 cm)	13 in. (33 cm) with stabilizing feet	21 in. (53.4 cm)
MAP/100P (deskside)	100 lb (45.4 kg)	19 in. (48.3 cm)	12 in. (30.5 cm)	22 in. (55.9 cm)
MAP/100P (rack-mounted)	80 lb (36 kg)	12 in. (30.5 cm)	19 in. (48.3 cm)	22 in.[a] (55.9 cm)

a. Add 3 inches (7.6 cm) to accommodate a rear chassis cable support bracket. If required, add 4 inches (10.2 cm) to accommodate 356B adapter and mounting clip.

Table 1-3 lists the approximate weight, size, height, and depth for the monitor, keyboard, and printer.

Table 1-3. Peripheral Weight and Space Considerations

Peripheral	Weight	Height	Width	Depth
Monitor	15 lb (6.7 kg)	13.5 in. (34 cm)	13 in. (33 cm)	14.5 in. (37 cm)
Keyboard	5 lb (2.3 kg)	2.5 in. (6.4 cm)	19 in. (48 cm)	8 in. (20.5 cm)
Printer[a]	20 lb (9 kg)	5 in. (12.6 cm)	16 in. (40.3 cm)	11 in. (27.7 cm)

a. A printer is not necessarily ordered and shipped for each system. The weight and space considerations listed are for those shipments that include a printer.

Power Requirements

Table 1-4 lists the power requirements for each system.

Table 1-4. Power Requirements

Attribute	MAP/5P	MAP/40P	MAP/100P
Volts AC (VAC)	100–220	115–230 Auto Sensing	100–240 Auto Sensing
Hertz (Hz)	50-60	50–60	50–60
Phase	Single	Single	Single
Amps (US)	3A	4.5A	12 (fused)
AMPS (International)	—	—	6.3 (fused)
Input cords	NEMA 5–15P plug; 9 ft (3 m) long		
Unit input receptacles	IEC-320 inlet		
Maximum Power Output	200 W	350 W	430 W
Heat Dissipation	700 BTU	1200 BTU	2000 BTU

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

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

- Keep the communication cables separate from the power cables.

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

⚠ CAUTION:
Use only shielded cables and equipment in conjunction with the system to maintain safe levels of electromagnetic compatibility.

System Grounding Requirements

To maintain electromagnetic interference (EMI) protection, personal protection, and immunity from circuit noise, customer-provided outlets must be grounded in accordance with NEC and applicable local codes.

⚠ **CAUTION:**
Use extreme care when you make power and ground connections. Improper grounding connections can cause personal injury or property damage, including loss of data.

Tools

The following tools are recommended for installing the system:

- A medium-width flat-blade screwdriver

- A No. 2 Phillips screwdriver

- A small pair of needle-nose pliers

- A small pair of wire cutters

- A sharp, pointed instrument such as a ballpoint pen

  ⚠ **CAUTION:**
  Do not use the point of a lead pencil. The graphite can damage a circuit card, and cause problems such as electrical shorts.

Test Equipment

Use the following test equipment when you install a system:

- A volt/ohm meter.

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

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

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

Installation Worksheets

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

Documentation

Use the following documentation during installation of a system:

- Avaya Intuity Messaging Solutions Release 5 documentation CD-ROM

  Use this CD-ROM to familiarize yourself with installation prerequisites and to perform hardware installation, initial administration, acceptance testing, and troubleshooting.

- *Avaya Intuity Messaging Solutions Getting Connected*, 585-313-703

  See this pocket-size reference book for more information on connecting the Avaya Intuity system to switches, networks, terminals, and distant modems.

- Switch information

  There is information for each switch that is used with the Avaya Intuity system. Be sure that you have the CD-ROM or book that corresponds to the switch you are integrating.

Initial Switch Administration

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

■ Testing each channel connected to the Avaya Intuity system before assigning the channels to Intuity AUDIX or another application. During this testing, you must be able to call each channel individually using the ChanTran option.

■ Testing the Intuity AUDIX system with two test subscribers.

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

Before you arrive on site, all of the initial switch administration should be complete unless otherwise specified by contract. Verify that this initial administration is complete before you begin work on the Avaya Intuity system.

2

Starting the Installation

To start the installation:

- Unpack the system

- Save the packing materials

- Assemble the system and identify key components

- Install toroids and ferrites, as required

Unpacking the System

The customer should have received boxes containing the computer, keyboard, and monitor.

⚠️ **CAUTION:**
Do not use the bezel cover as a grip area to move or lift the computer. Lift only by the unit frame.

⚠️ **CAUTION:**
Do not attempt to lift the computer by yourself. Depending on the platform being installed, a boxed, fully-loaded computer weighs between 45 and 140 pounds (20 and 63 kilograms).

Be sure that you have the following items packed in the box or boxes:

- A wrapped, protective plastic packet containing stabilizing feet (for the MAP/5P and the MAP/40P only) and an instruction sheet for installing them

- One 6-foot to 8-foot (2-meter to 3-meter) power cord, depending on country in which you are installing the system

- A second power cord, if included, is used for the MAP/5P monitor.

- Installation and maintenance books and pocket reference

- One plastic packet containing:

  — A blank cartridge

  — A diskette with the system configuration and software

  — A diagnostic diskette

  — A yellow BCS return repair tag

  — Factory information regarding the system

Saving Packing Materials

Save the shipping carton and all packing materials to use in case you have to return the system to the manufacturer. If you ordered multiple systems, saving one carton and one set of packing materials should be sufficient. Packing materials include:

- Antistatic bags

- Cardboard and foam inlays

Note: The packing materials also may include a plastic bag designed to protect the system from moisture during shipment. Discard this bag. It is not reusable.

Also save the shipping cartons for the keyboard and monitor.

Assembling the System and Identifying Key Components

This section includes:

- MAP/5P system

  — Positioning the stabilizing feet

  — Key components

- MAP/40P system

  — Attaching the stabilizing feet

  — Key components

- Deskside MAP/100P system

  — Locking the casters

  — Key components

- Rack-mounted MAP/100P system

  — Installing the MAP/100P into a rack

  — Key components

- Cooling systems

The MAP/5P

Overview   The MAP/5P (Figure 2-1) is a mini-tower configuration. This unit sits either on your desktop or on the floor under a desk.

Figure 2-1.   The MAP/5P

mpixis5p LJK 031799
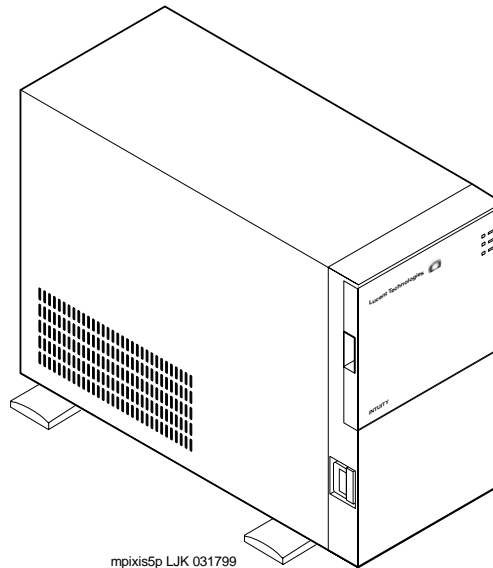
Positioning the MAP/5P Stabilizing Feet   The MAP/5P includes four stabilizing feet attached to the bottom of the chassis.

To position the stabilizing feet:

1. Place the MAP/5P right side up on its stabilizing feet.

   ⚠ **CAUTION:**
   Do not use the dress cover as a grip area to move or lift the MAP/5P. You may damage the chassis if you attempt to pick it up by the dress cover. The dress cover cannot support the weight of the chassis.Place the MAP/5P right side up on its stabilizing feet.

2. Firmly grasp a corner of the chassis to stabilize the unit.

3. Turn the stabilizing feet out into position until they click (Figure 2-2). Ensure that each foot is fully extended into position.

Figure 2-2. Positioning the MAP/5P Stabilizing Feet
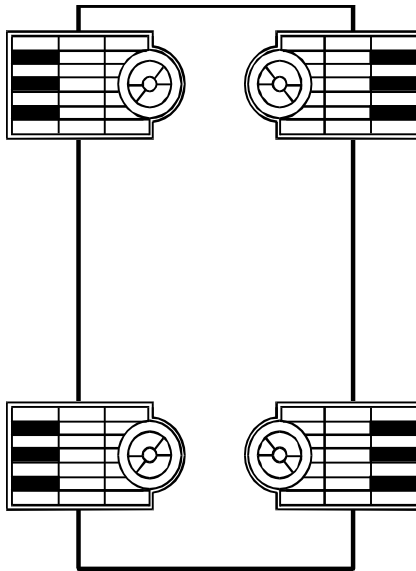
sccvfeet CJL 012396

Note: See "Proper Clearance Around the Chassis" in this chapter for information about the proper placement of the MAP/5P.

Key Components on the MAP/5P

Figure 2-3 shows a front view of the MAP/5P.

Figure 2-3. Front View of the MAP/5P with the Dress Cover Removed
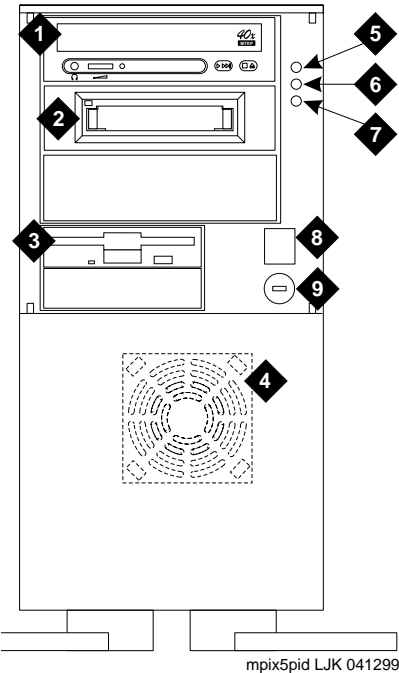
mpix5pid LJK 041299

1	CD-ROM drive	6	Speed indicator
2	Tape drive	7	Power indicator
3	Diskette drive	8	Power switch
4	Circuit card cage fan	9	Reset switch
5	Disk activity indicator		

Figure 2-4 shows a back view of the MAP/5P.

Figure 2-4. Back View of the MAP/5P

sccvm5pb CJL 012197
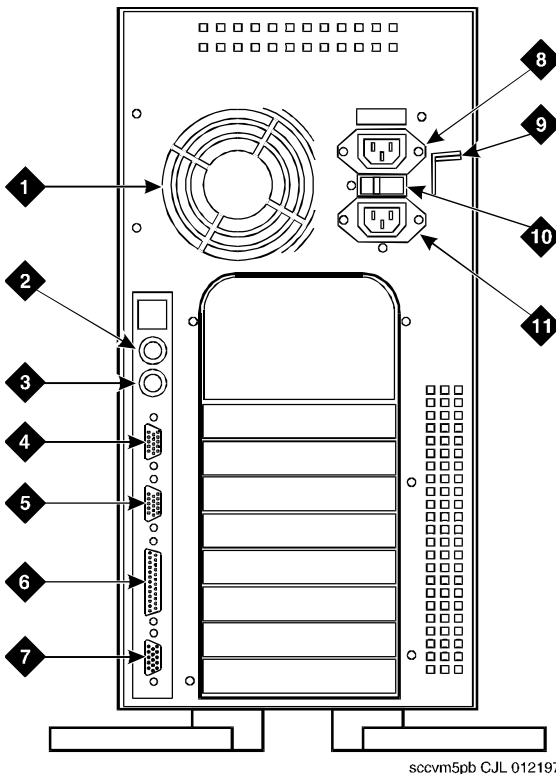
1	Power supply fan exhaust	7	Video connector
2	Keyboard connector	8	AC power supply outlet
3	Mouse connector	9	Dress cover lock
4	COM1	10	AC voltage selector switch
5	COM2	11	AC power inlet receptacle
6	Parallel port		

The MAP/40P

Overview   The MAP/40P is a deskside unit in a tower configuration. It sits
                     vertically on a small support base and requires that you attach the
                     stabilizing feet (Figure 2-5).

Attaching the   **Figure 2-5.   Attaching the MAP/40P Stabilizing Feet**
MAP/40P
Stabilizing Feet

h2mxbotm RPY 081597
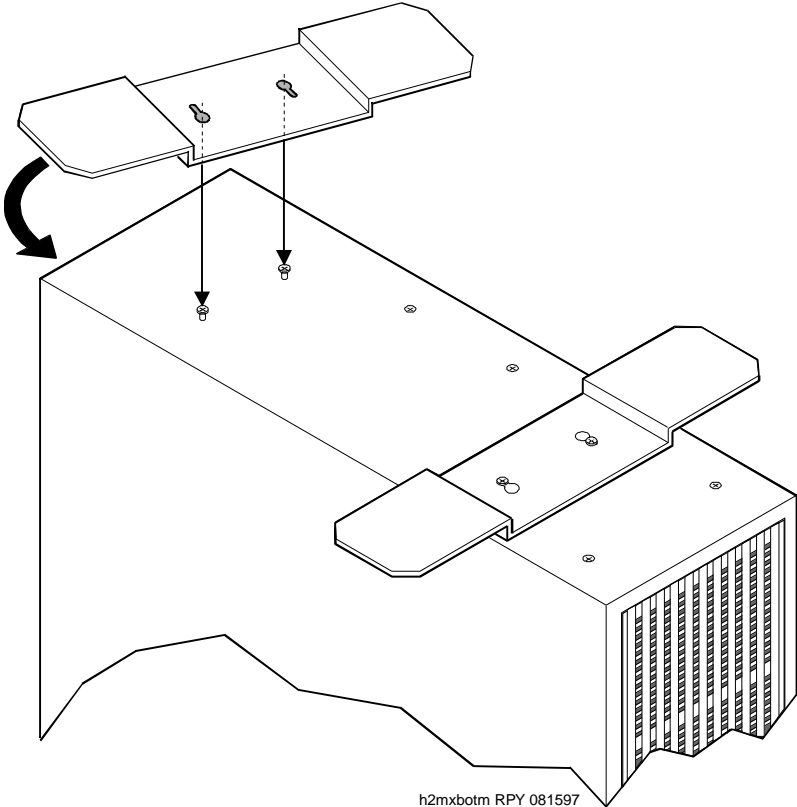
Four screws are attached to the bottom of the unit to use with the
stabilizing feet.

> **Note:** Use a No. 2 Phillips head screwdriver to attach the stabilizing feet.

To attach the stabilizing feet:

1. Remove the stabilizing feet from the plastic packet.

2. Remove the paper surrounding the stabilizing feet.

3. Place the MAP/40P with the bottom up.

4. Turn the stabilizing feet upside down with the wings up.

5. Lower the stabilizing feet onto the mounting screws through the keyhole openings.

6. Rotate the stabilizing feet until they are perpendicular to the unit.

   > **Note:** See the manufacturer's instruction sheet included in the plastic packet for more information.

7. Using a No. 2 Phillips head screwdriver, tighten the four mounting screws to secure the feet to the MAP/40P.

8. Grip opposite corners of the chassis and reset the MAP/40P into an upright position.

   > **Note:** The final position of the MAP/40P must include a front-to-back clearance of at least 6 inches (16 centimeters) to provide adequate air intake and exhaust.

Key Components on the MAP/40P

Figure 2-6 shows a front view of the MAP/40P.

Figure 2-6.   Front View of the MAP/40P
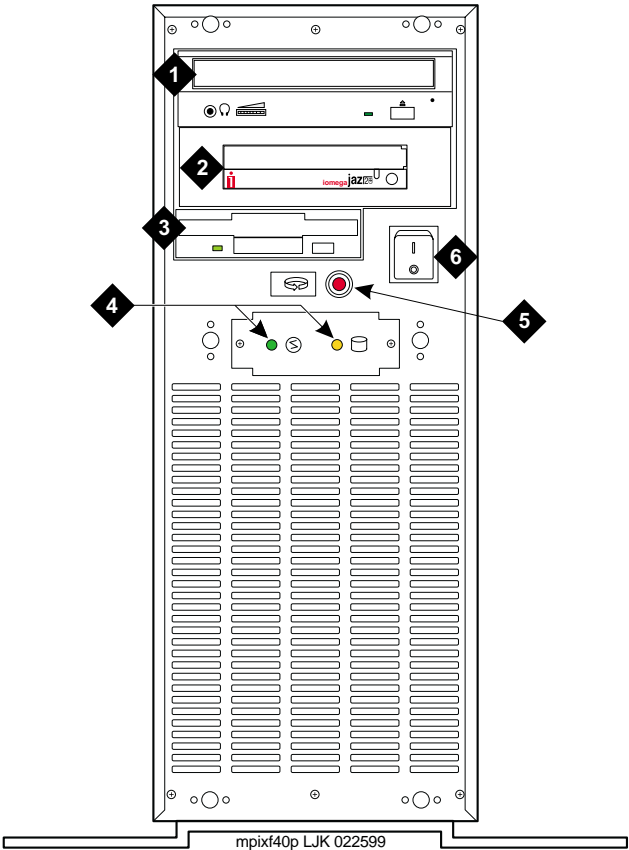
mpixf40p LJK 022599

1	CD-ROM drive	4	LED indicators
2	Cartridge drive	5	Reset switch
3	Diskette drive	6	Power switch

Figure 2-7 shows a back view of the MAP/40P.

Figure 2-7.   Back View of the MAP/40P

h2mxrear KLC 081997
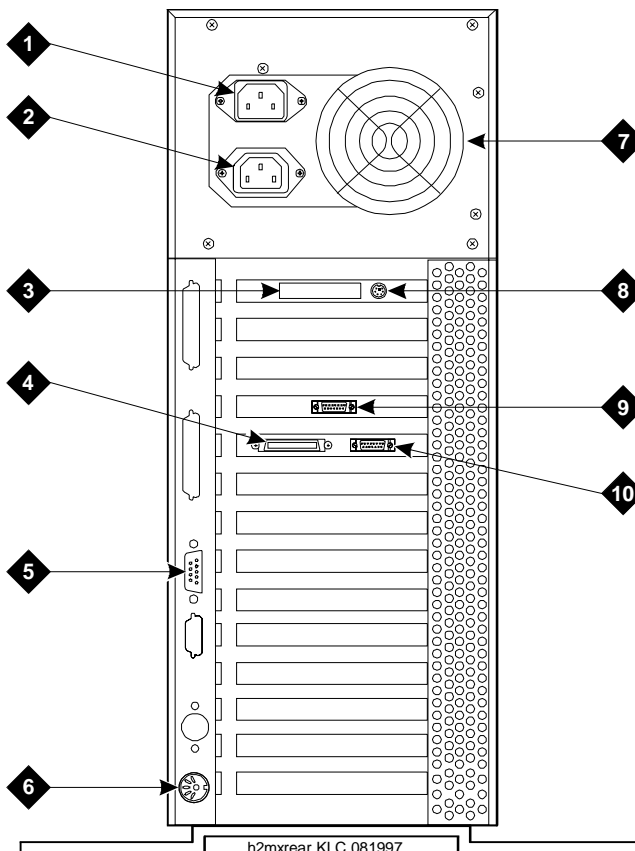
1	AC power inlet receptacle	6	Keyboard connector
2	AC power supply outlet	7	Power supply fan exhaust
3	External SCSI I/O connector	8	Mouse connector
4	Parallel port	9	Video connector
5	COM2	10	COM1

The Deskside MAP/100P

Overview   If the MAP/100P (Figure 2-8) is ordered as a deskside unit, the side panel and base are factory installed and no additional assembly is needed. However, you must lock the rolling casters once you position the unit.

Figure 2-8.   Deskside MAP/100P
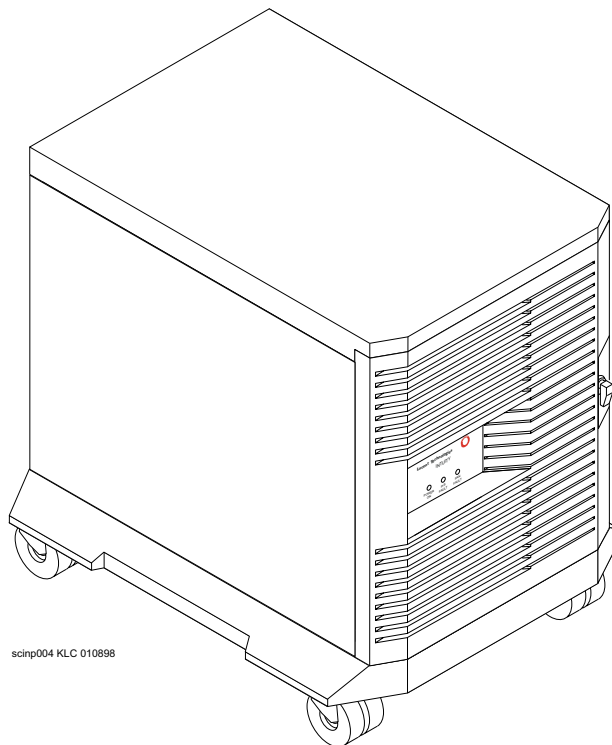
scinp004 KLC 010898

Locking the Rolling Casters on the Deskside MAP/100P   Deskside units are equipped with four casters that allow you to roll the unit around as required. Once you position it, press down the locking mechanisms located on each caster to secure the MAP/100P in place.

**Key
Components on
the Deskside
MAP/100P**

Figure 2-9 shows a view of the front of the deskside MAP/100P with
its front bezel closed.

Figure 2-9. Deskside MAP/100P with Front Bezel Closed

scinp001 KLC 010898
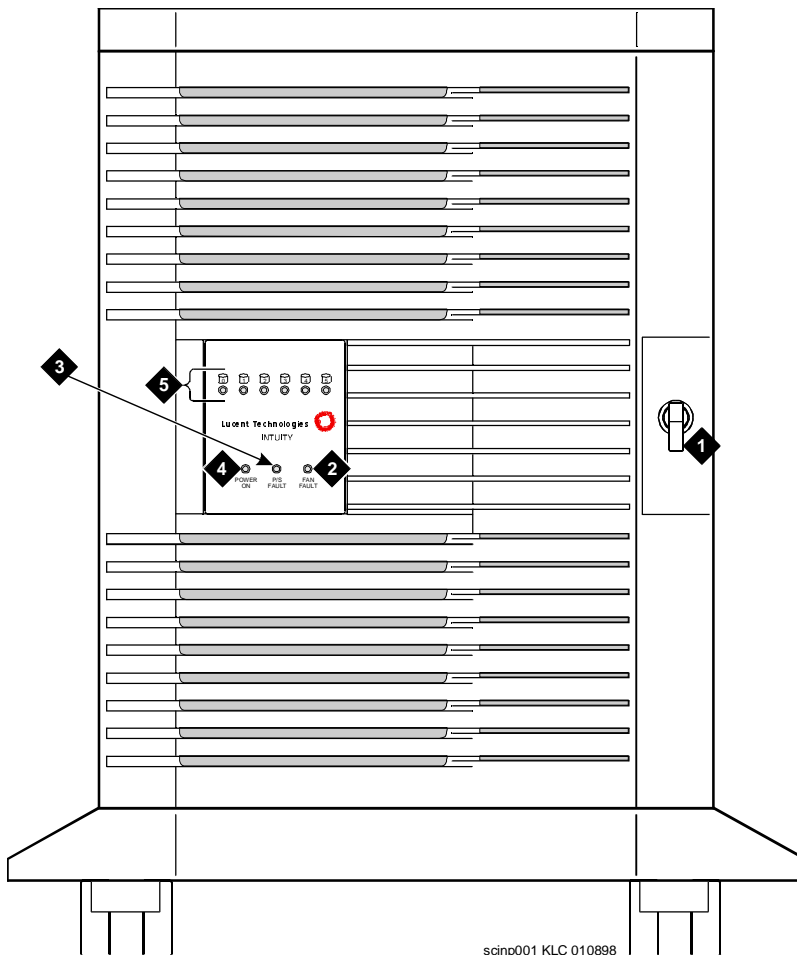
1 Open/close knob
2 Card cage fan fault LED
3 Power supply fault LED
4 Power on LED
5 Disk activity indicator (per SCSI ID)

Figure 2-10 shows the front of the deskside MAP/100P with its front bezel removed.

Figure 2-10. Front View of the Deskside MAP/100P with Front Bezel Removed
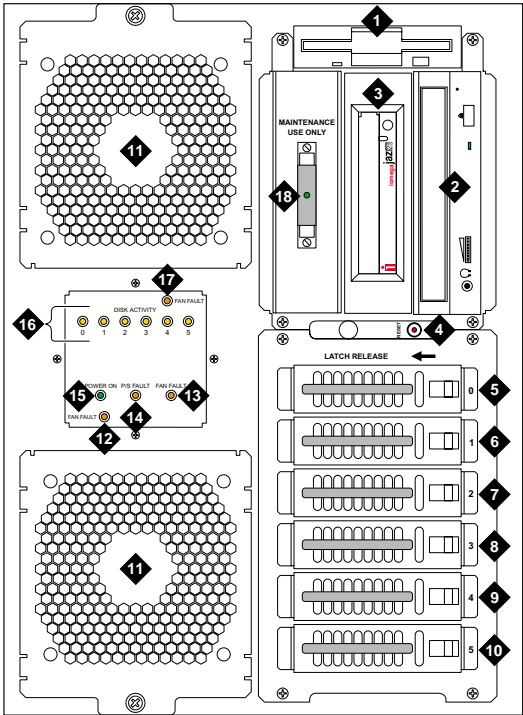
mpixf10p LJK 031799

1	Diskette drive	11	Circuit card cage fan
2	CD-ROM drive	12	Fan fault LED
3	Cartridge drive	13	Card cage fan fault LED
4	Reset switch	14	Power supply fault LED
5	Hard disk drive 0	15	Power-on LED
6	Hard disk drive 1	16	Disk activity indicator (per SCSI ID)
7	Hard disk drive 2	17	Fan fault LED
8	Hard disk drive 3	18	SCSI external active terminator
9	Hard disk drive 4		
10	Empty hard disk drive carriage		

Figure 2-11 shows the back of the deskside MAP/100P.

Figure 2-11.   Back View of the Deskside MAP/100P
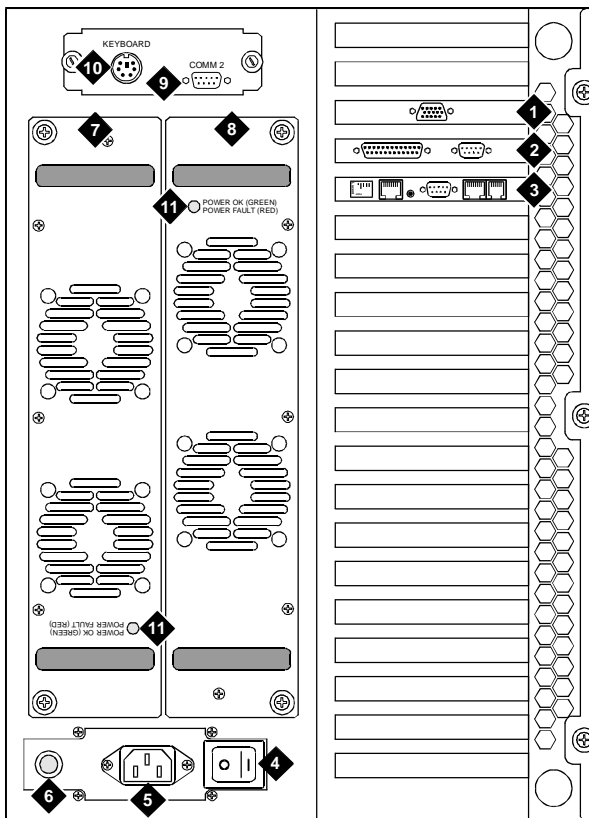
scinp003 KLC 011398

1 Video circuit card (PCI slot 1)
2 CPU (slot 17)
3 Remote maintenance circuit card (ISA slot 16)
4 ON/OFF power switch
5 AC power inlet receptacle
6 Fuse
7 Power supply 1
8 Power supply 2
9 COM2
10 Keyboard connector
11 Power supply status LED

The Rack-Mounted MAP/100P

Figure 2-12 shows a sample of a 19-inch by 30-inch (48.3-centimeter by 76.2-centimeter) commercial cabinet that houses three rack-mounted MAP/100P units. Each MAP/100P is shown with the front bezel removed.

Figure 2-12. Sample Rack-Mounted MAP/100P

scixp005 KLC 031799
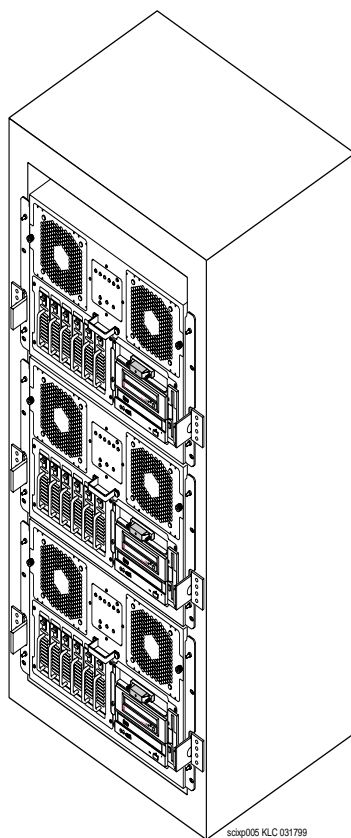
Installing the MAP/100P into a Rack

⚠️ **CAUTION:**
To prevent accidental tipping, verify that the commercial cabinet is secured to the floor before mounting the MAP/100P.

Before beginning to install the MAP/100P into a rack, verify the following:

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

- The cabinet equipment mounting rails are between 28 inches and 30 inches (71.2 centimeters and 76.2 centimeters) deep.

- The cabinet height will accommodate the number of units that need to be mounted.

- The rack-mount hardware provided with the MAP/100P is on site, including the items listed in Table 2-1:

Table 2-1. Contents of the MAP/100P Rack-Mount Hardware

Part	Quantity	Factory Installed	Technician Installed
Extension bracket	2	—	X
Right-side unit support guide	1	X	—
Left-side unit support guide	1	X	—
Front panel handle	1	X	—
Rack bezel	1	X	—
Miscellaneous screws, lock washers, clip nuts, and mounting hardware	—	—	X

To install the MAP/100P into a rack (Figure 2-13):

1. Ensure that you have the required tools:

   ■ Phillips set, large

   ■ Flatblade screwdriver

   ■ Mounting screws and captive clip nuts provided with the commercial cabinet

2. Remove the front bezel.

Figure 2-13. Mounting the MAP/100P in a Rack
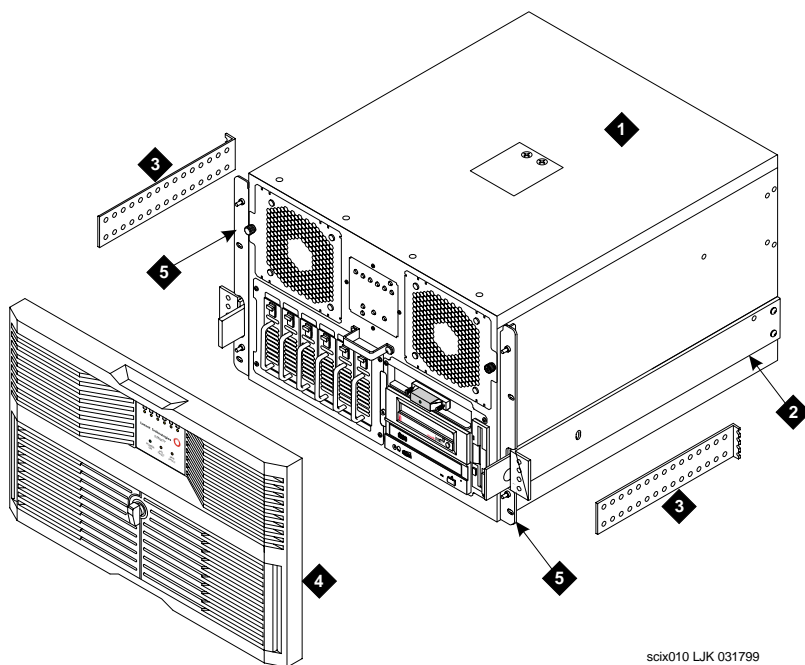
scix010 LJK 031799

1 MAP/100P
2 Cabinet-mounting bracket
3 Extension bracket support guide
4 Front bezel with filters
5 Corner unit retaining bracket

3. Remove the cabinet mounting bracket from the left and right side of the unit. The mounting bracket is held in place with eight screws.

4. Reuse two screws to attach the extension bracket to the unit at the cabinet's depth dimension.

Note: Adding the extension bracket provides the necessary depth required for the MAP/100P to fit into the cabinet.

---

5. Fully extend the cabinet slides to the locked-out position.

6. With another installer supporting the unit, align the front mounting holes of the slide with those on the cabinet.

7. Use two screws to attach the MAP/100P cabinet-mounting guide ends to the cabinet.

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

9. Unlock the cabinet slide and ensure that the unit moves smoothly in and out of the cabinet.

10. Push the unit completely into the rack.

11. Use two screws and captive clip nuts on the front of each corner to secure the unit.

12. Install the front bezel:

    a. Open the bezel door.

    b. Snap the front bezel spring clips over the four ball studs located at each corner of the front panel.

    c. Close the bezel door and lock.

Key Components on the Rack-Mounted MAP/100P

Figure 2-14 shows the front of the rack-mounted MAP/100P.

Figure 2-14. Front View of a Rack-Mounted MAP/100P with the Front Bezel Removed
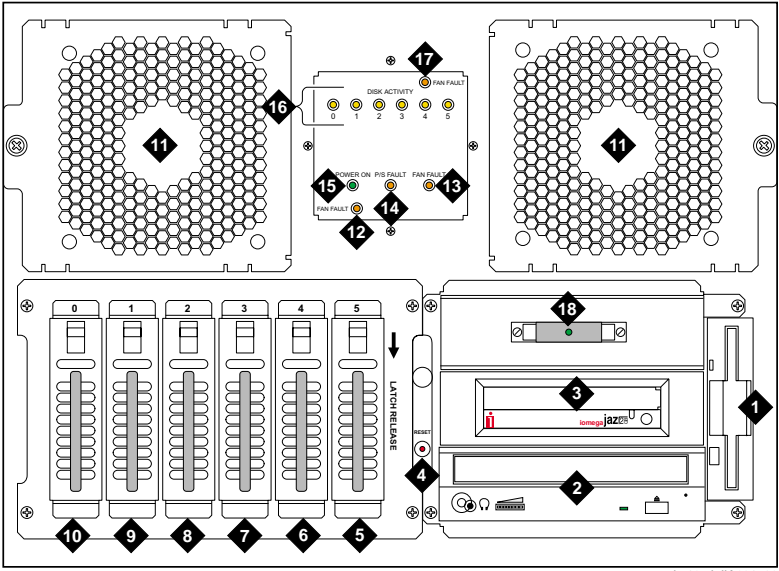
mpixr10p LJK 031799

1	Diskette drive	11	Circuit card cage fan assembly
2	CD-ROM drive	12	Fan fault LED
3	Cartridge drive	13	Card cage fan fault LED
4	Reset switch	14	Power supply fault LED
5	Hard disk drive 0	15	Power-on LED
6	Hard disk drive 1	16	Disk activity indicators (per SCSI ID)
7	Hard disk drive 2	17	Fan fault LED
8	Hard disk drive 3	18	SCSI external active terminator
9	Hard disk drive 4		
10	Empty hard disk drive carriage		

Figure 2-15 shows the back view of a rack-mounted MAP/100P.

Figure 2-15. Back View of the Rack-Mounted MAP/100P
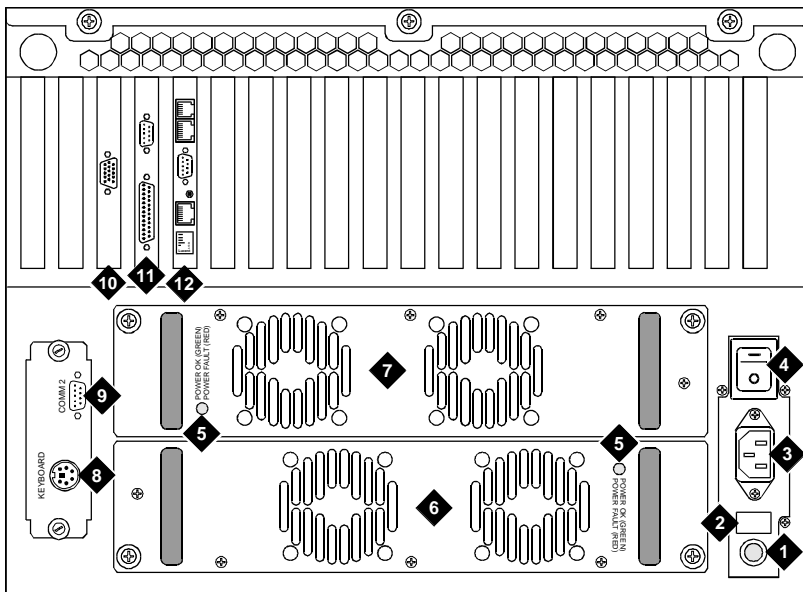
scinp006 KLC 032398

1	Fuse	8	Keyboard connector
2	Fuse rating label	9	COM2
3	AC power inlet receptacle	10	Video circuit card
4	ON/OFF power switch	11	CPU (slot 17)
5	Power supply LED	12	Remote maintenance circuit card (ISA slot 16)
6	Power supply 1		
7	Power supply 2		

Cooling Systems

Air must circulate inside and around the computer chassis to prevent components from overheating, which can cause system malfunctions. Using interior fans and ensuring proper clearance around the chassis are two ways to maintain proper temperatures within the computer.

Interior Fans   Intuity systems use three types of interior fans:

- Circuit card cage fan

- Power supply fan

- CPU fan

Table 2-2 contains a description of each interior fan for each system.

Table 2-2. Interior Fans for the MAP/5P, MAP/40P, and MAP/100P

	Circuit card cage fan	Power supply fan	CPU fan
MAP/5P[a]	1	1	1
MAP/40P	1	1	—
MAP/100P	2	—	—

a. The MAP/5P chassis has vents on both sides. If viewed from the front, the left vent is larger than the right vent. Wherever possible, position the MAP/5P with the left vent away from a wall or the side of a desk to allow proper air circulation You must leave a minimum of 2 inches (5 centimeters) of space along both sides of the chassis.

Proper Clearance Around the Chassis   You must maintain clearance around the chassis so that air can circulate to prevent overheating. The final position of the computer must include a front-to-back clearance of at least 6 inches (16 centimeters) to provide for adequate air intake and exhaust.

3

Cabling Circuit Cards

Overview

This chapter provides the basic information you need to connect cables to the faceplates of circuit cards that are installed in the system. Additional steps may be required for some cable connections.

Connecting a Tip/Ring Circuit Card

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

You can connect tip/ring circuit cards to telephone lines in several ways, depending on your system:

- Direct cable connection from the circuit card to the telephone line (for use with the MAP/5P and MAP/40P only)

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

- Cable connection using a tip/ring distribution panel to the telephone line (for use with the MAP/100P only)

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 3-1).

Figure 3-1.   Direct Line Connection from a Tip/Ring Circuit Card
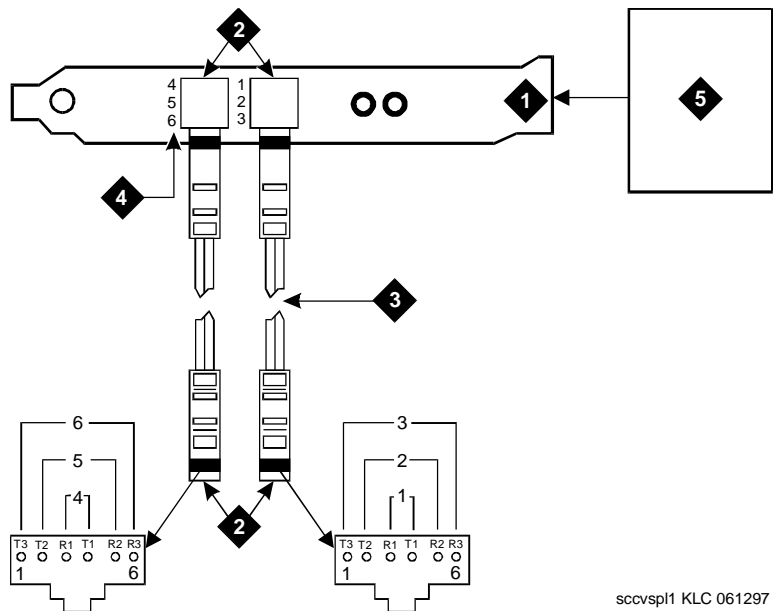
sccvspl1 KLC 061297

1 Circuit card faceplate

2 RJ25C

3 25-foot (7.5 meter) modular cord
   (comcode number 103823195)

4 Channel number

5 Avaya Intuity system

Cable Connection Using an Adapter

Adapters or line splitters enable you to use multiple channels in modular cords. There are two types of adapters:

- 855A (for use with the MAP/5P and MAP/40P)

- 356B (for use with the MAP/40P and MAP/100P)

If you use the 855A adapter to connect the tip/ring circuit card to the telephone line, you can use all three channels in the 6-pin-conductor modular cord (Figure 3-2).

Figure 3-2. 885A Adapter with a Tip/Ring Circuit Card
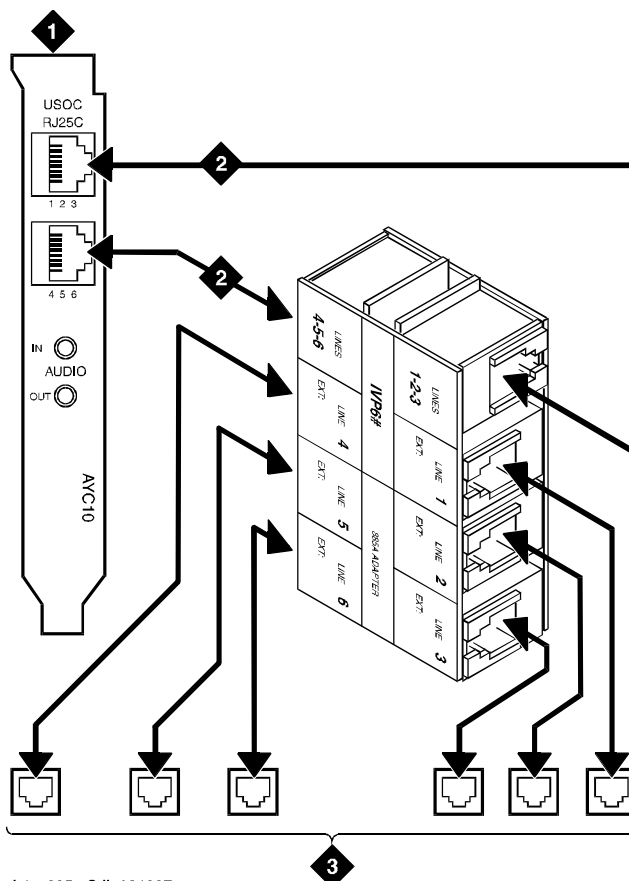
h1cv885a CJL 031997

1 AYC10 circuit card faceplate

2 Interconnects RJ25C between the AYC10
circuit card and the 885A adapter

3 Connect to RJ11 on customer-premise
equipment

Note: Record the circuit card slot number and telephone
extension numbers on the 885A adapter.

356B Adapter   If you use the 356B adapter (Figure 3-2) to connect the tip/ring circuit card to the telephone line, you can use eight 6-pin-conductor modular cords.

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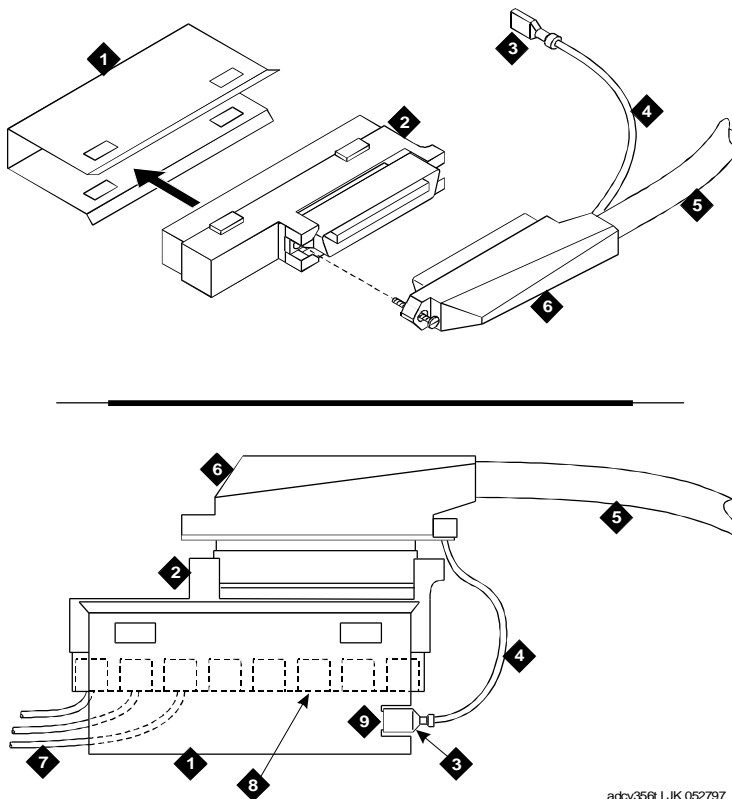
1 Adapter bracket	6 Connector
2 356B adapter	7 Tip/ring cords
3 Grounding plug	8 Modular jacks (8)
4 Grounding wire	9 Grounding tab
5 25-pin cable	

Note: Record the circuit card slot number and telephone extension numbers on the 356B adapter.

Cable Connection Using a Tip/Ring Distribution Panel

You can use a tip/ring distribution panel on the MAP/40P and the MAP/100P.

Connecting a Tip/Ring Distribution Panel to a MAP/40P

The MAP/40P distribution panel (Figure 3-4) is located on the back of the unit. This panel provides a simplified wiring scheme for connecting to the local customer-premise equipment or building connecting block provided by the central office. This panel allows you to connect a maximum of 42 channels (up to seven tip/ring circuit cards).

Figure 3-4.   MAP/40P Tip/Ring Distribution Panel
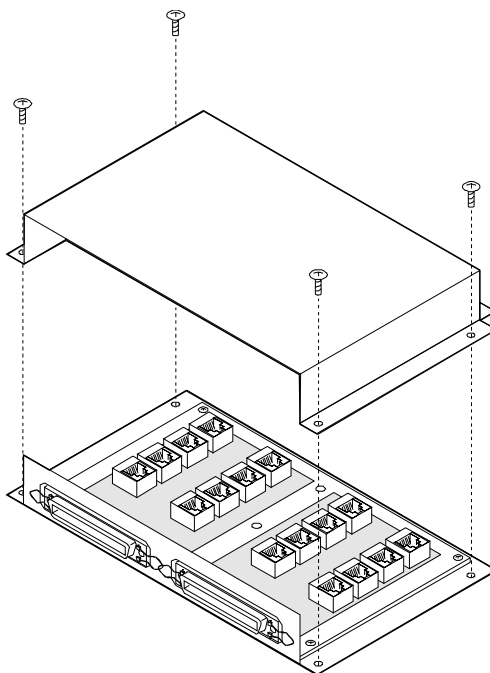
To connect a tip/ring distribution panel to a MAP/40P:

1. Table 3-1 shows the numbering scheme for connecting the short modular cords provided with the tip/ring circuit cards to the panel. Use this information, the channel numbers on the tip/ring circuit cards, and the number of tip/ring circuit cards in the system to connect the tip/ring circuit card modular jacks to the appropriate jacks on the tip/ring distribution panel.

2. After you insert the modular cord into the appropriate jack, remove any slack in the cable on the back of the unit by dressing it so that it is stored in the area above the distribution panel. Use cable ties, if necessary, to dress the cables neatly.

3. Make telephone line connections to the MAP/40P with the 25-foot (7.5-meter) 50-conductor shielded cable or cables equipped with USOC RJ21X connections.

Different cable lengths are available. See "MAP/40P Component Ordering Numbers" in the Intuity Messaging Solutions Release 5 documentation CD-ROM to find out which cables are available for the MAP/40P.

Table 3-1 provides wiring and pinout connections for the MAP/40P tip/ring distribution panel.

Table 3-1. Connections from the MAP/40P Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

Tip/Ring Circuit Card	Channel Numbers on the Tip/Ring Circuit Card	Jack Number on the Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16

Connecting a Tip/Ring Distribution Panel to a MAP/100P

The MAP/100P system is shipped with a tip/ring distribution panel. This panel is located on the back of the chassis. See Figure 3-5 for the deskside configuration and Figure 3-6 for the rack-mounted configuration. This panel provides a simplified wiring scheme for connecting to the local customer-premise equipment or building connecting block provided by the central office. You can connect up to 48 channels using this panel.

Figure 3-5. MAP/100P Tip/Ring Distribution Panel – Deskside Configuration

BRAKTISO
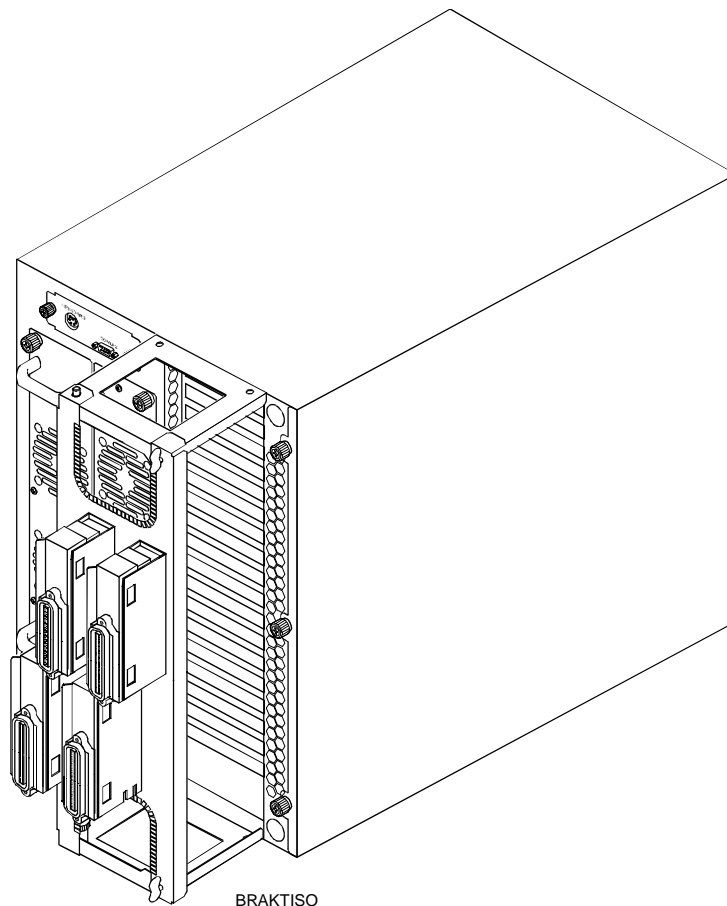
Figure 3-6. MAP/100P Tip/Ring Distribution Panel – Rack-Mounted Configuration

scin012 RPY 022098
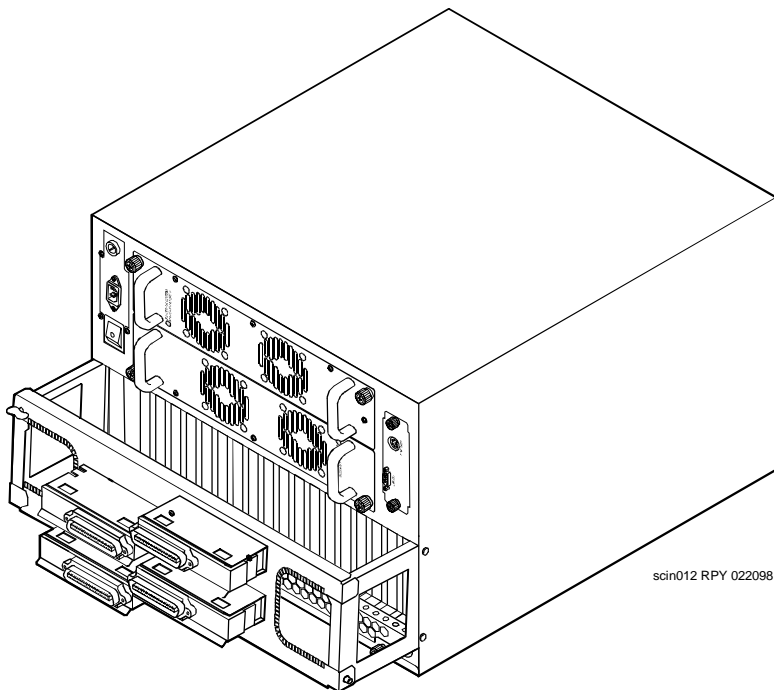
To connect the tip/ring distribution panel:

1. Plug the 18-inch (46-centimeter), 6-pin modular cords from the tip/ring circuit cards into the 356B adapters. Each adapter can accommodate eight modular cords.

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

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

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

⚠ **CAUTION:**
In a rack-mounted configuration, the cables dress across each other to either side of the MAP/100P. The cables must be tied back and up to the rear of the cabinet to reduce connector stress.

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

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

Different cable lengths are available. See "MAP/100P Component Ordering Numbers" in the Intuity Messaging Solutions Release 5 documentation CD-ROM to find out which cables are available for the MAP/100P.

See "Pinouts" in the Intuity Messaging Solution Release 5 documentation CD-ROM for wiring and pinout connections for tip/ring distribution hardware.

Connecting Asynchronous Devices

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

- Using asychronous port COM1.

  COM1 is located on the CPU circuit card for MAP/40P and MAP/100P systems, and on the rear of the MAP/5P system.

- Using the additional asynchronous ports on the optional serial interface circuit card.

Note: All Avaya Intuity systems provide two asynchronous ports, COM1 and COM2. However, COM2 is reserved for Avaya remote maintenance and is not available to use for asynchronous connections.

Using COM1

A 9-pin D subminiature male connector is provided on the back of the system for COM1. This connector connects internally to the CPU.

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

Using the Super Serial Circuit Card

The optional serial interface circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices.

Each serial interface circuit card is shipped with an octopus cable that connects to the circuit card faceplate (Figure 3-7) and branches out into eight modular jacks. These jacks connect to two types of 25-pin D subminiature adapters.

Figure 3-7. Super Serial Interface Circuit Card Faceplate
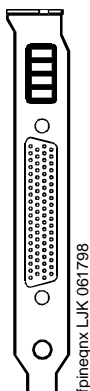
Use the following adapters to connect peripheral devices to your system:

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

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

Note: These are special adapters that are customized for use with the serial interface circuit card.

Follow the instructions provided with the devices you are installing for connection and setup.

See *Intuity Messaging Solutions Getting Connected*, 585-313-703, to determine how to connect the Avaya Intuity system to switches or to other peripherals.

Connecting the DCUI Interface Circuit Card

The DCIU interface circuit card (Figure 3-8) connects the Avaya Intuity system to Avaya switches. One DCIU interface circuit card can be installed in the system.

Figure 3-8. DCIU Circuit Card Faceplate
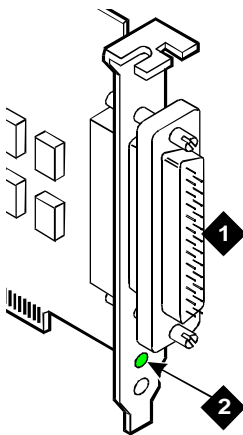
1 Gender changer connector
2 LED (green)

See *Intuity Messaging Solutions Getting Connected*, 585-313-703, to determine how to connect the Avaya Intuity system to switches or to other peripherals.

Connecting the Digital Station Interface Circuit Card

The digital station interface circuit card (Figure 3-9) connects the Avaya Intuity system to Avaya switches. You can install one digital station interface circuit card per system.

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

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

Figure 3-9.   Digital Station Interface Circuit Card Faceplate
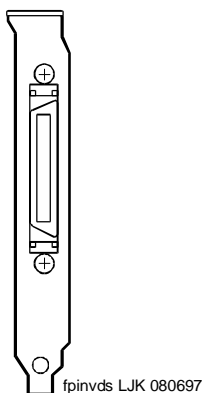
fpinvds LJK 080697

See *Intuity Messaging Solutions Getting Connected*, 585-313-703, for more information on how to make cable connections from the digital station interface circuit card.

Connecting the ACCX Circuit Card

The Avaya Intuity system supports up to eight networking channels through digital and analog remote connections from the ACCX circuit card (Figure 3-10) using DCP and RS-232 links, respectively.

Figure 3-10.   ACCX Circuit Card Faceplate
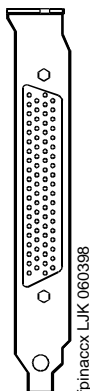
Table 3-2 shows the maximum number of ACCX circuit cards supported per system.

Table 3-2.   ACCX Circuit Cards Per System

Avaya Intuity System	Number of ACCX Circuit Cards Supported
MAP/5P	1
MAP/40P	2
MAP/100P	3

Each ACCX circuit card terminates four data channels in one of the following combinations:

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

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

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

Note: For DEFINITY G3i, G3s, and G3vs, this option must be installed and administered on the switch before you perform Avaya Intuity system administration.

- Four RS-232 ports

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

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

Attach the breakout box to the wall. The cable length allows placement up to 10 feet (3 meters) away from the system.

See Figure 3-11 for RS-232 connections and Figure 3-12 for DCP connections on a breakout box.

Figure 3-11. RS-232 Connections on a Breakout Box

h2cvbob1 LJK 052797
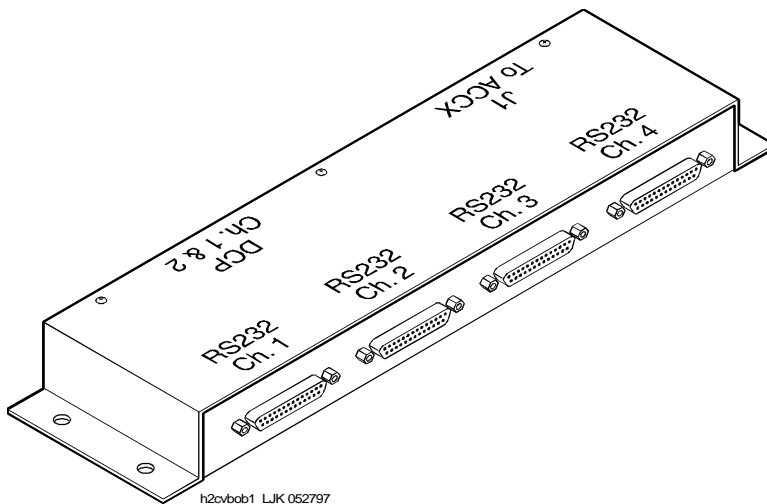
Figure 3-12. DCP Connections on a Breakout Box

h2cvbob LJK 052897
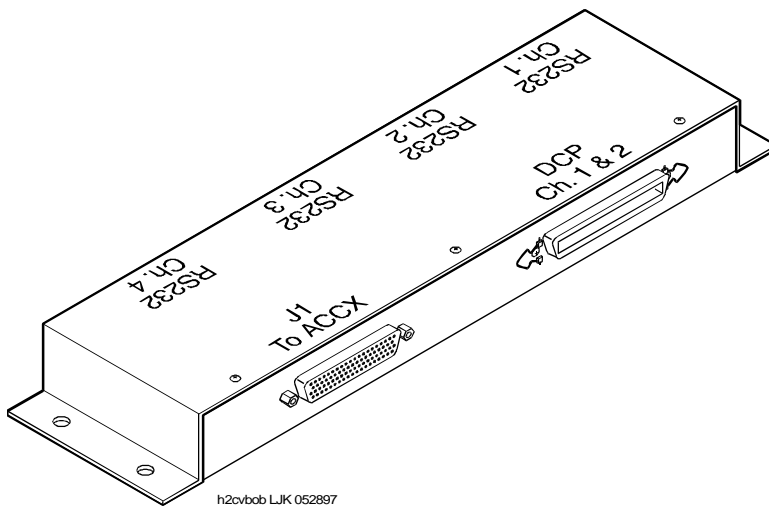
See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on pinout and signal information for RS-232 and DCP connections.

See *Intuity Messaging Solutions Getting Connected*, 585-313-703, for more information on how to make cable connections from the ACCX circuit card.

Connecting the Remote Maintenance Circuit Card

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

The system supports the following remote maintenance circuit cards:

- AYC54 (includes an internal modem)

- AYC55 (does not include an internal modem)

Connecting the LAN Circuit Card

The LAN circuit card (Figure 3-13) provides the connection to the customer's LAN.

The type of cable you use to connect the LAN circuit card to the customer's LAN depends on the connection already in use for the LAN.

This cable connection can be one of three types:

- Thin Ethernet (BNC)

- Thick Ethernet (AUI)

- 8-pin modular connector (Tbase or twisted pair)

⚠️ **CAUTION:**
Do *not* cable the LAN circuit card before you power up. Doing so can disturb the customer's existing LAN. See Chapter 8, "Administering and Testing TCP/IP LAN Connectivity," for information on how and when to cable the LAN circuit card.

Figure 3-13.   LAN Circuit Card
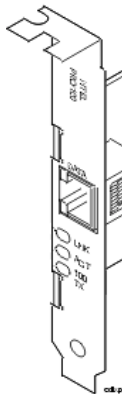
Connecting the SSP Circuit Card

The speech and signal processor (SSP) circuit card (AYC43) provides speech support for various speech technologies (Figure 3-14).

The SSP circuit card must be used with at least one tip/ring circuit card. One SSP circuit card can be installed in MAP/40P and MAP/100P systems.

Note: No external cabling is required for the SSP circuit card.

Figure 3-14. SSP Circuit Card Faceplate

fpinssp LJK 060398
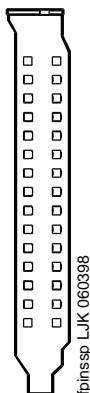
Connecting Other Devices for Switch Connections

You may use the following devices to connect the Avaya Intuity system to switches or other peripherals:

- Z3A asynchronous data unit (ADU)

- Isolating data interface (IDI) ground isolation device

- Modular processor data module (MPDM)

- Switch integration device (SID) for the following switches:

 — Mitel

  — Rolm

  — Northern Telecom Meridian

  — NEAX

- 3A translator

Follow the instructions provided with these devices for connection and setup. See *Intuity Messaging Solutions Getting Connected*, 585-313-703, to determine how to cable these devices between the Avaya Intuity system and the switches or other peripherals.

4

Connecting Peripheral Devices

Overview

This chapter describes how to make the connections between the system and the following peripheral devices:

- Monitor

- Keyboard

- Printer

- Modem

Connecting the Monitor

This section describes how to connect the monitor.

Required Cables for the Monitor

Two cables connect the monitor to the system:

- Video cable connector

- Power cable

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

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

Connecting Monitor Cables

To connect the monitor cables:

- For the MAP/5P: Plug the video cable connector from the monitor directly into the video connector located on the back of the MAP/5P (Figure 2-4).

- For the MAP/40P: Plug the video cable connector from the monitor directly into the video connector located on the back of the MAP/40P (Figure 2-7).

- For the MAP/100P: For both deskside (Figure 2-11) and rack-mounted (Figure 2-15) versions, plug the video cable connector from the monitor directly into the video connector located on the back of the video circuit card. Tighten the thumbscrews on the video cable connector with your fingers or with a small flat-blade screwdriver.

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

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

Connecting the Keyboard

A 6-pin female DIN receptacle is located in the back of the system (Figure 4-1). The male plug is provided with the keyboard. Both of the connector assemblies are keyed to provide proper alignment.

Figure 4-1. **Circular DIN 6-Pin Connector for the Keyboard**
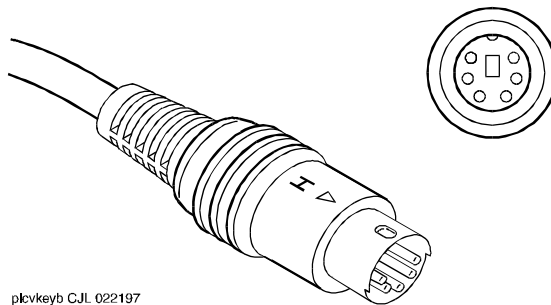
plcvkeyb CJL 022197

Note: Do not use the keyboard receptacle for any other purpose than to connect the keyboard.

Connecting the Printer

A 25-pin D-subminiature female receptacle provides a parallel printer interface.

Note: Use the instructions supplied in the manufacturer's manual *Users' Guide 570 Printer* or the guide provided with your printer to unpack and install your printer.

The following installation overview supplements the information provided in your printer guide.

To connect the printer:

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

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

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

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

   Note: The Avaya Intuity system works with the default settings for the 570 printer.

   ---

5. Connect the AC power cable to your printer.

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

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

7. Insert the male end of your cable into the 25-pin female parallel port connector.

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

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

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

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

Connecting a Modem

A modem can be used for connection:

- To the serial interface circuit card or COM1 to enable remote access

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

- To COM2 to enable remote login for Avaya support

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

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

The following sections outline how to connect and set up the 7400A, the 3820, 3910, and U.S. Robotics modems.

⚠️ **CAUTION:**
Before initializing any modem, confirm that a remote maintenance circuit card is not installed.

Connecting the 7400A Data Module

Use the 7400A data module for connections to a distant modem or terminal to establish a data call or for remote administration. You can connect the 7400A data module to either COM1 or to the serial interface circuit card.

Setting Up the Hardware on the 7400A Data Module

Configure the modem for DCE operation. See "DTE/DCE Hardware Set Up" in Chapter 2, "Installation," in the *Avaya 7400A Data Module User's Manual*, 555-020-706, for information on DCE settings.

Note: Make sure the EIA connector circuit card (located under the top panel of the 7400A data module) is set to DCE. If it is not, unplug the circuit card and turn it to the DCE setting.

Connecting the 7400A to COM1

To connect the 7400A data module to COM1:

1. Attach a 9-pin to 25-pin adapter to COM1.

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

3. Attach the other end of the RS-232 cable to the 7400A data module.

4. Make the remaining connections.

See *Avaya Intuity Getting Connected*, 585-313-703, for more information on how to connect a data module.

Connecting the 7400A Data Module to the Serial Interface Circuit Card

To connect the 7400A data module to the serial interface circuit card:

1. Attach the octopus cable (provided with the circuit card) to the faceplate of the serial interface circuit card.

2. Attach the modular jack end of the octopus cable to a DTE adapter.

---

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

4. Make the remaining connections.

See *Avaya Intuity Getting Connected*, 585-313-703, for more information on connecting a data module.

Testing the Hardware Connections and Setup

To verify that you have completed the hardware connections and the set up completed correctly:

1. Power up the system. For more information on powering up your system, see the Intuity Messaging Solutions Release 5 documentation CD-ROM.

2. Plug an RS-232 mini-tester into the COM2 port on the back of the system.

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

4. If the test fails, recheck the connections and setup.

Completing Setup on the 7400A Data Module

Set the options and interface baud rate on the 7400A data module. See 7400A Data Module Option Settings and "Using the Front Panel" in the *7400A Data Module User's Manual*, 555-020-706, for details. In the set interface option menu, set the ANS ONLY? option to YES. Then select the other options as listed in Table 4-1.

Table 4-1.   7400A Data Module Option Settings

Option	Setting
Baud rate	1200 and 9600
ANS	AUTO
BRK DISK	LONG
CI	OFF

(1 of 2)

Table 4-1.   7400A Data Module Option Settings

Option	Setting
CH	OFF
CTS	ON
DCD	Normal
DSR	ON
DTR	50 Msec
DTR	FOLLOW
LL	OFF
REMLOOP	GRANT
RI	ON
RL	OFF
SIGLS DISC	OFF
TM	OFF
DONE	YES

(2 of 2)

Installing the Software for the 7400A Data Module

1. Log in as **craft**

2. Start at the Avaya Intuity main menu (Figure 4-2) and select:

```
UNIX Management
  Modem/Terminal Administration
    Install Modem/Terminal Software
```

Figure 4-2. Avaya Intuity Main Menu


```
        INTUITY (TM) Main Menu

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

The system displays the Install Modem/Terminal window
(Figure 4-3).

Figure 4-3. Install Modem/Terminal Window


```
      Install Modem/Terminal

              Device: _____

Serial Port Number: _____

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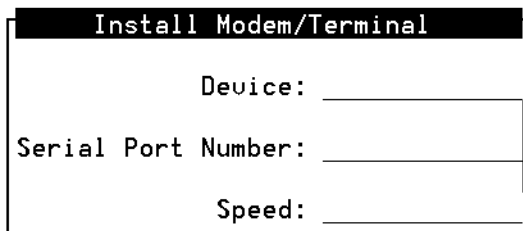
3. Enter **modem** in the `Device:` field.

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

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

Setting Up a Terminal to Log In Remotely Through a 7400A Data Module

To set up a remote terminal through a 7400A data module:

1. Set the terminal line to 8 bits, no parity, and 1 stop bit.

2. Set the terminal line speed to the same as that of the modem to which the terminal is connected.

Note: Use the instructions supplied by the manufacturer to install your terminal.

Connecting the Paradyne 3820 Modem

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

Note: *Alarm* is the name assigned to the COM2 serial port that is used for remote maintenance.

Connecting the 3820 Modem to the Platform

To connect the 3820 modem to the hardware platform:

1. Connect a 9-pin to 25-pin adapter to the 9-pin COM2 port on the back of the system.

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

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

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

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

Configuring the 3820 Modem for Remote Administration

The 3820 modem can be configured in three ways:

■ Powering up the system and performing an alarm origination download

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

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

■ Connecting the modem to a terminal that acts as a DTE

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

Performing an Alarm Origination Download to Configure the 3820 Modem

To perform an alarm origination download:

⚠ **CAUTION:**
If you select this method, you must complete all connections to the system before powering up.

1. Power up the system.

   For information on powering up your system, see the Intuity Release 5 Documentation CD-ROM.

2. Log in as **craft**

3. Start at the Avaya Intuity main menu (Figure 4-2) and select:

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

The system displays the Alarm Management Window (Figure 4-4).

Figure 4-4. Alarm Management Window

```
+        Alarm   Management        +
|                                  |
|Product ID                2234567890 |
|                                  |
|Alarm Destination         86048_____|
|                                  |
|Alarm Origination         INACTIVE_____|
|                                  |
|Alarm Level               MAJOR_____|
|                                  |
|Alarm Suppression         INACTIVE_____|
|                                  |
|Clear Alarm Notification  INACTIVE_____|
+----------------------------------------+
```

4. Complete the fields as shown in Table 4-2 or as directed by the remote support center.

Table 4-2. Alarm Origination Fields

Field	Enter:
Product ID	Unique product ID for the system
Alarm Destination	Telephone number of the remote support center or a number identified as the alarm destination
Alarm Origination	**ACTIVE** or **INACTIVE**
Alarm Level	**MAJOR** or **MINOR**
Alarm Suppression	**ACTIVE** or **INACTIVE**
Clear Alarm Notification	**ACTIVE** or **INACTIVE**

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

6. Press F8.

   The system displays the alternate set of function keys.

7. Press F1.

   The system displays the Alarm Origination Test Window
   (Figure 4-5).

Figure 4-5.   Alarm Origination Test Window

```
┌──────────────────────────────────┐
│     Alarm Origination Test       │
│>Execute Alarm Origination Test   │
│ Review Latest Test Results        │
└──────────────────────────────────┘
```
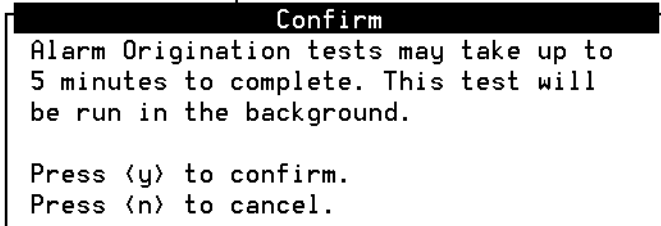
8. Select:

   Execute Alarm Origination Test

9. Press ENTER.

   The system displays the Alarm Origination Confirmation
   Window (Figure 4-6).

Figure 4-6.   Alarm Origination Confirmation Window

```
┌──────────────────────────────────┐
│            Confirm                │
│ Alarm Origination tests may take up to │
│ 5 minutes to complete. This test will  │
│ be run in the background.         │
│                                   │
│ Press ⟨y⟩ to confirm.             │
│ Press ⟨n⟩ to cancel.              │
└──────────────────────────────────┘
```

10. Enter **y** to begin the alarm origination tests.

11. Press ENTER.

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

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

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

**Configuring the
3820 Modem
Using Its Control
Panel**

Complete the following procedures to configure the 3820 modem
using its control panel.

Note: Once your modem is configured, save the configuration
so that if the modem loses power, you will not need to
repeat these configuration steps.

The configuration process can be divided into the following
procedures:

■ Selecting the UNIX dial default factory configuration

■ Setting the Async DTE rate to the required speed

■ Setting the DTR action and the DSR control to standard
RS-232

■ Setting the error control mode to buffer mode

Using the Diagnostic Control Panel on the 3820 Modem

The 3820 modem has a Diagnostic Control Panel (DCP) which is the user interface to the modem. The following table shows how to use the keys on the DCP.

Table 4-3. Key Functions on the 3820 Modem Diagnostic Control Panel

Key	Function
UP ARROW	Moves up one level from the current display
DOUBLE UP ARROW	Returns the display to the top-level menu
LEFT ARROW	Moves the cursor or display to the left
RIGHT ARROW	Moves the cursor or display to the right
F1, F2, F3	Selects items displayed directly above each key

Tip: Press the RIGHT ARROW key to scroll forward and LEFT ARROW key to scroll backward.

Selecting the UNIX Dial Default Factory Configuration

To select and save the "UNIX Dial" default factory setting to the "Active (Saved)" configuration area:

1. Turn the modem off and then back on.

2. Press the RIGHT ARROW key on the DCP until Configure comes into view.

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

   The LCD displays "Ld EditArea frm".

4. Press the RIGHT ARROW key or the LEFT ARROW key until Factory comes into view.

5. Press F1 to display the factory preset configuration.

   The LCD displays `"Async Dial"`.

6. Press the RIGHT ARROW key or the LEFT ARROW key until `Unix Dial` comes into view.

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

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

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

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

9. Press F1 to save the configuration to the Active (Saved) area.

   The LCD displays `"Command Complete"`.

10. Press the DOUBLE UP ARROW key to return to the top-level menu.

Setting the Async DTE Rate to the Required Speed on the 3820 Modem

To set the Async DTE rate to the required speed, complete the following procedure:

1. Press the RIGHT ARROW key or the LEFT ARROW key on the DCP until "Configure" comes into view.

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

   The LCD displays "Ld EditArea frm."

3. Press the RIGHT ARROW key or the LEFT ARROW key until "Active (Saved)" comes into view.

4. Press F1 to select the "Active (Saved)" configuration area.

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

5. Press F1 (Edit) to edit the "Active (Saved)" configuration area.

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

6. Press F1 to edit the DTE Interface.

   The LCD displays "Async/Sync Mode."

7. Press F1 (Nxt) until "Async DTE Rate" comes into view.

8. Press the RIGHT ARROW key or the LEFT ARROW key until the desired speed comes into view.

   Note: The desired speed for networking is 19,200 baud. The desired speed for administration is 9600 baud.

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

10. Continue with Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem.

Setting the DTR Action and DSR Control to Standard RS-232 on the 3820 Modem

Note: *Do not* return to the top-level menu after you complete this procedure.

To set the DTR action to standard RS-232 on the 3820 modem:

1. Press F1 (Nxt) until "`DTR Action`" comes into view.

2. Press the RIGHT ARROW key or the LEFT ARROW key until "`Stndrd_RS-232`" comes into view.

3. Press F2 to set the DTR Action.

4. Press F1 (Nxt) until "`DSR Control`" comes into view.

5. Press the RIGHT ARROW key or the LEFT ARROW key until "`Stndrd_RS-232`" comes into view.

6. Press F2 to set the DSR control.

7. Continue with Setting the Error Control Mode to Buffer Mode on the 3820 Modem.

Setting the Error Control Mode to Buffer Mode on the 3820 Modem

Note: *Do not* return to the top-level menu after you complete this procedure.

To set the error control mode to buffer mode:

1. Press the UP ARROW key to move up one level from the current display.

   The LCD displays "`Edit StrapGroup`."

2. Press the RIGHT ARROW key or the LEFT ARROW key until "`V42/MNP/Buffer`" comes into view.

3. Press F1 to edit "V42/MNP/Buffer."

   The LCD displays "Err Control Mode."

4. Press the RIGHT ARROW key or the LEFT ARROW key until "BufferMode" comes into view.

5. Press F2 to select "BufferMode."

6. Press the UP ARROW key to move up one level from the current display.

   The LCD displays "Edit StrapGroup."

7. Press the UP ARROW key to move up one level from the current display.

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

8. Press F3 (Save) to save the configuration you just edited to the "Active (Saved)" configuration area.

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

9. Press F1 to confirm the save request.

   The LCD displays "Command Complete."

10. Press the DOUBLE UP ARROW key to return to the top-level menu.

Configuring the 3820 Modem Through a Terminal

To configure the 3820 modem through a terminal rather than on the control panel of the modem:

1. Connect a terminal to the 3820 modem.

2. See the documentation specific to the terminal and make sure that the terminal is acting as a DTE.

3. Set the terminal line to 8 bits, no parity, and 1 stop bit.

4. Set the baud rate of the terminal line to the required modem speed.

   For example, for the 3820 modem attached to the remote maintenance port, set the terminal line to 9600 baud.

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

   If the modem returns "OK," it is ready to accept AT commands from the terminal. If the modem does not return OK, check the connection and the terminal setup.

6. Enter the following AT command:

   AT&T&F3L0&D2&S1\N0\Q3S41=<*dial line rate*>S2=128&W0

   where <*dial line rate*> is one of the following values:

3=9600	7=1200 (V.22)
5=4800	8=1200 (212A)
6=2400	20=19200

   For example, to set the 3820 modem for COM2 use where the baud rate is 9600, enter **3** as the <*dial line rate*> as shown below:

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

   The modem should return "OK."

Configuring the 3910 Modem

Complete the following procedures to configure the 3910 modem:

- Accessing the RMB Modem Administration Window

- Using the Diagnostic Control Panel on the 3910 Modem

Accessing the RMB Modem Administration Window

To access the RMB Modem Administration window:

1. Log in as **craft**

2. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   ```
   UNIX Management
     RMB Modem Administration
   ```

   The system displays the RMB Modem Administration window.

3. Continue with "Using the Diagnostic Control Panel on the 3910 Modem."

Using the Diagnostic Control Panel on the 3910 Modem

The 3910 modem has a Diagnostic Control Panel (DCP) that is the user interface to the modem. The following table shows how to use the keys on the DCP.

Table 4-4. Key Functions on the 3910 Modem Diagnostic Control Panel

Key	Function
UP ARROW	Moves up one level from the current display
DOUBLE UP ARROW	Returns the display to the top-level menu
LEFT ARROW	Moves the cursor or display to the left
RIGHT ARROW	Moves the cursor or display to the right
F1, F2, F3	Selects items displayed directly above each key

Tip: Press the RIGHT ARROW key to scroll forward and the LEFT ARROW key to scroll backward.

The appropriate factory setting for the 3910 modem is "Async Dial".

To select and save the "Async Dial" factory setting to the "Active (Saved)" configuration area:

1. Turn the modem off and then back on.

2. Press the RIGHT ARROW key or the LEFT ARROW key on the DCP until "Configure" comes into view.

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

   The LCD displays "Ld EditArea frm."

4. Press the RIGHT ARROW key or the LEFT ARROW key until "Factory" comes into view.

5. Press F1 to display the factory preset configuration.

   The LCD should display "Async Dial."

6. Do one of the following:

   ■ If "Async Dial" is displayed, skip to Step 7.

   ■ If "Asynch Dial" is not displayed, press the RIGHT ARROW key until "Asych Dial" is displayed on the LCD.

7. Press the function key directly under the "Async Dial" factory setting to save the setting.

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

8. Press F3 to save the configuration to the "Active (Saved)" area.

   The LCD displays "Sav EditArea to".

9. Press the RIGHT ARROW key until "Active (Saved)" appears.

10. Press the function key below "Active (Saved)" to save the configuration to the "Active (Saved)" area.

    The LCD displays "Command Complete".

    The modem is now configured with the "Async Dial" setting.

11. Press the DOUBLE UP ARROW key to return to the top-level menu.

Connecting the U.S. Robotics Modem

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

Note: *Alarm* is the name assigned to the COM2 serial port that is used for remote maintenance.

Connecting the U.S. Robotics Modem to the Platform

To connect the U.S. Robotics modem to the back of the system:

1. Connect a 9-pin to 25-pin cable to the 9-pin COM2 port.

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

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

Configuring the U.S. Robotics Modem Through a Terminal

To configure the modem through a terminal rather than on the control panel of the modem:

1. Connect a terminal to the modem.

2. See the documentation for the terminal and make sure that the terminal is acting as a DTE.

3. Set the terminal line to 8 bits, no parity, and 1 stop bit.

4. Set the baud of the terminal line to the required modem speed.

   For example, for the U.S. Robotics modem attached to the remote maintenance port, set the terminal line to 9600 baud.

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

   The modem displays "OK".

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

6. Enter the following AT command:

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

   The modem displays "OK".

7. Disconnect the terminal.

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

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

5

Starting the Intuity System

Overview

To start the system:

- Power up the system

- Verify the system setup screen is correct

- Perform troubleshooting, if required

- Administer passwords

- View installed hardware

- View installed software

- Verify feature options

- Verify system status

- Assign the date and time to the Intuity system

Table 5-1 lists the tasks for starting the Intuity system. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on these tasks.

Table 5-1.   Starting the Intuity System

Task	Description	Comments
1.	Power up the system.	This procedure varies by platform.
2.	Verify the system setup screen is correct.	Continue with Task 4 if the system setup screen is correct. If the system does not appear to be working, verify the hardware connections and continue with Task 3.
3.	Perform troubleshooting, if required.	See Chapter 3, ''Cabling Circuit Cards,'' to verify hardware connections. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on TCP/IP troubleshooting.
4.	Administer passwords.	See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on Task 4 through Task 8.
5.	View installed hardware.	
6.	View installed software.	
7.	Verify feature options.	
8.	Verify system status.	

Continue with ''Assigning the Date and Time to the Intuity System.''

Assigning the Date and Time to the Intuity System

Check the UNIX date, time, and time zone fields in the UNIX Date and Time Window and change the fields if they are incorrect.

Checking the UNIX Date, Time, and Time Zone Window
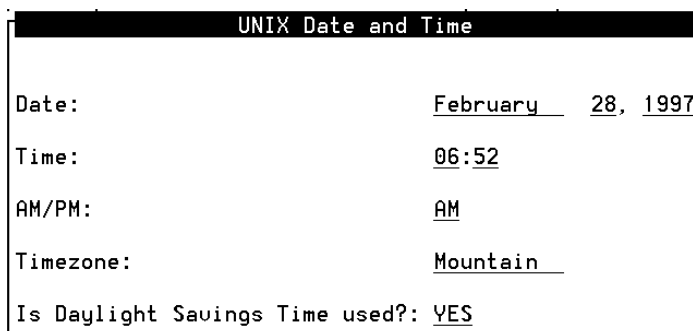
To check the UNIX date, time, and time zone window:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

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

   The system displays the UNIX Date and Time window (Figure 5-1).

   Figure 5-1. UNIX Date and Time Window

   ```
   ┌──────────────────────UNIX Date and Time──────────────────────┐
   │                                                               │
   │ Date:                                February   28, 1997      │
   │                                                               │
   │ Time:                                06:52                    │
   │                                                               │
   │ AM/PM:                               AM                       │
   │                                                               │
   │ Timezone:                            Mountain                 │
   │                                                               │
   │ Is Daylight Savings Time used?: YES                           │
   └───────────────────────────────────────────────────────────────┘
   ```

2. Verify each field.

   - If all of the fields are correct, press F6 (Cancel) until the system displays the Avaya Intuity main menu (Figure 4-2).

■ If you are integrating your system with a switch, see the switch documentation specific to your switch on the Intuity Messaging Solutions Release 5 documentation CD-ROM.

■ If one or more fields is incorrect, continue with ''Changing the UNIX Date, Time, and Time Zone Screen.''

Changing the UNIX Date, Time, and Time Zone Screen

To change the UNIX date, time, and time zone screen:

1. Place the cursor on the month field in the UNIX Date and Time window or use the TAB key to move to the desired field.

2. If the month shown is correct, press ENTER and continue with Step 3.

   If the month shown is incorrect, complete the following Steps a through c:

   a. Press F2 (Choices) to display the Months Choices Menu (Figure 5-2).

Figure 5-2. Months Choices Menu

```
l  Month      l
x  January    >
x  February   >
x  March      >
x  April      >
x  May        >
x  June
x  July
x  August
x>September>
x  October    >
x  November   >
x  December   >
```

b. Use the UP ARROW key or the DOWN ARROW key to move the cursor and highlight the correct month.

c. Press ENTER.

Note: You can also select the current month by entering the corresponding alphabetic abbreviation from this list: **Ja**, **F**, **Mar**, **Ap**, **May**, **Jun**, **Jul**, **Au**, **S**, **O**, **N**, **D**.

---

3. If the day of the month shown is correct, press ENTER.

   If the day of the month shown is incorrect, enter the correct day as a number from 1 to 31.

4. If the year shown is correct, press ENTER.

   If the year shown is incorrect, enter the correct year as a number from 1999 to 2038.

5. If the time shown is correct, press ENTER.

   If the time shown is incorrect, enter the correct time in the form of *hours:minutes*.

Note:	Use a 12-hour AM/PM standard. Do not use the 24-hour military standard.

6. If AM/PM is correct as shown, press ENTER.

   If AM/PM is incorrect as shown, type **a** for AM or **p** for PM.

7. Verify the time zone.

Note:	If you are not sure which time zone should be selected, press F1 (Help) for a list of time zones and their relationship to Greenwich Mean Time.

   If the time zone shown is correct, press ENTER.

   If the time zone shown is incorrect, complete the following Steps a through c:

   a. Press F2 (Choices).

   b. Use the UP ARROW key or the DOWN ARROW key to move the cursor and highlight the correct time zone.

   c. Press ENTER.

8. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year. The default is **y**.

Note: The four time zone choices that begin with "US/" allow the system to automatically update to daylight savings time. All other time zones require manual updates when daylight savings time begins and ends.

---

9. Press F3 (Save).

10. Press F6 (Cancel) until you log out of the system.

Note: When you log back in to the system for the next procedure, the date and time changes will take affect.

You have completed matching the date, time, and time zone on the Avaya Intuity system clock to that of the switch clock.

11. Stop the voice system. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on how to stop the voice system.

12. Continue by restarting the voice system. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on how to restart the voice system.

6

Administering Channels and Performing Acceptance Testing

Overview

This section includes the following procedures:

- Administering channels

- Performing acceptance testing

- Matching the time on the system and the switch

Administering Channels

This section provides the information you need to initiate basic operation of the Avaya Intuity system with the customer's switch.

Complete the procedures in this section to:

- Map channels to switch extensions

- Map services to channels for operation

- Assign services to called numbers

Mapping Channels to Switch Extensions

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

To assign an extension number to each activated channel:

1. Stop the voice system. See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on how to stop the voice system.

2. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   ```
   Voice System Administration
     Voice Equipment
   ```

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

   Figure 6-1. Display Voice Equipment Window

   ```
                         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
   ```

The following terms are used on the Display Voice Equipment window (Figure 6-1):

- `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

- `GROUP`

> **Note:** 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.

3. Press F8 (Actions).

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

   Figure 6-2. Actions Menu
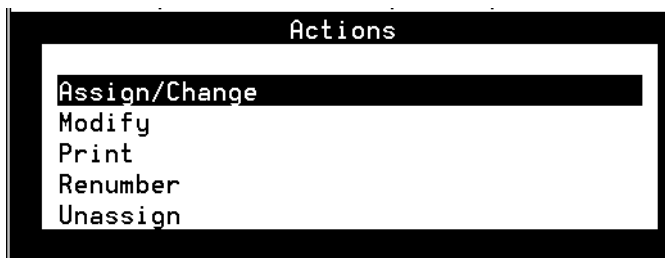
4. Select:

   `Assign/Change`

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

Figure 6-3.   Assign/Change Menu

```
                 Assign/Change
┌──────────────────────────────────────────┐
│ Channels to Groups                        │
│ Options of Voice Equipment                │
│ PBX Extension to Channel                  │
│ Services to Channels                      │
│ State of Voice Equipment                  │
└──────────────────────────────────────────┘
```
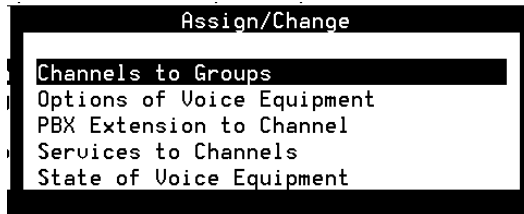
Tip: Channels may be in any state for this procedure.

5. Select:

    PBX Extension to Channel

6. Press ENTER.

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

Figure 6-4.   Assign Channel to PBX Extension Window

```
     Assign PBX Extension to a Channel
┌──────────────────────────────────────────┐
│        PBX Extension:                     │
│        Channel Number:                    │
└──────────────────────────────────────────┘
```
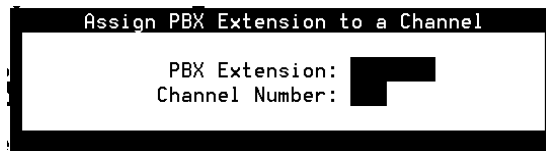
7. Enter the switch extension for the appropriate channel in the PBX Extension: field.

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

9. Press F3 (Save).

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

10. Press F1.

11. Press ENTER.

> **Note:** The system does not update the Voice Equipment window until you close the Assign Channel to PBX Extension Window.

---

12. Press F5 (Cancel) twice.

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

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

13. Repeat Step 7 through Step 9 for each channel to which you must assign a switch extension.

14. Press F5 (Cancel).

15. Continue with ''Mapping Services to Channels for Operation.''

Mapping Services to Channels for Operation

Complete this procedure to assign the channels to the dialed number information service (*DNIS_SVC).

To assign channels to the dialed number information service:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

```
Voice System Administration
  Voice Equipment
```

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

2. Press F8 (Actions).

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

3. Select:

   ```
   Assign/Change
   ```

4. Press ENTER.

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

5. Select:

   ```
   Services to Channels
   ```

6. Press ENTER.

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

   Figure 6-5.   Assign Services to Channels Window
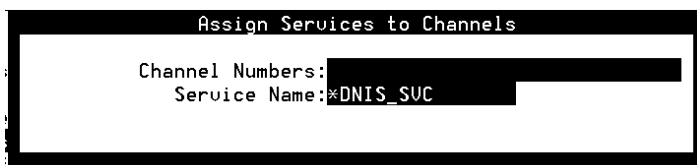
7. Enter the numbers of the channels that the customer purchased in the `Channel Number:` field.

   Enter the channel numbers as:

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

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

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

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

■ All numbers (**all**)

⚠ **CAUTION:**
Do not enter the numbers of channels that have
not been purchased. This causes the system to
generate alarms.

8. Press F3 (Save).

9. Press ENTER.

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

11. Press F3 (Save).

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

Figure 6-6. Command Output Window

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

Press CANCEL to leave this window.
```
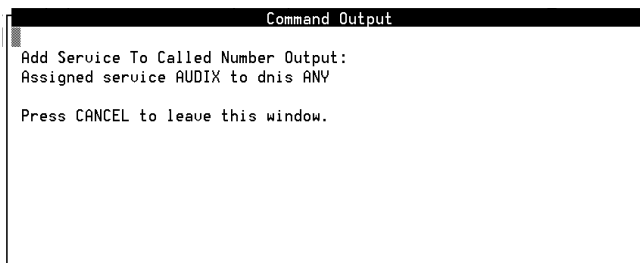
12. Verify that the designated channels are assigned to the
specified service.

13. Press F6 (Cancel) until you reach the Avaya Intuity main
menu (Figure 4-2). Continue with ''Assigning Services to
Called Numbers.''

Assigning Services to Called Numbers

The Dialed Number Information Service (DNIS_SVC) tells the voice channels what to do with the incoming call.
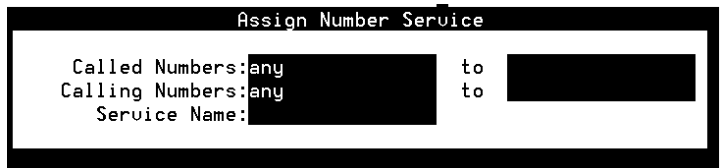
To assign services to called numbers:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

    ```
    Voice System Administration
      Number Services
        Assign Service
    ```

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

    Figure 6-7. Assign Number Service Window

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

3. Press F2 (Choices).

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

    Figure 6-8. Services Menu

4. If your Avaya Intuity system has Lodging or Name Dialer features, continue with Step 7.

   If your Avaya Intuity system does *not* have Lodging or Name Dialer features, select:

   AUDIX

5. Press ENTER.

6. Type **any** in the AUDIX Called Number: field and continue with Step 9.

7. If one or more numbers require a specific service, enter the service or services and then the number or numbers as listed in the table below.

Table 6-1.   Service and Called Number Combinations

If these features are implemented	Enter this in the Service: field and	Enter this in the Called Number: field
AUDIX only	**AUDIX**	**any**
Both AUDIX and Name Dialer	**AUDIX**	The number that callers dial to retrieve AUDIX messages
	NameDialer	**any**
Lodging only	**lodging**	**any**
	ldg_ni_vm (optional)	The number that callers dial to retrieve Lodging messages
	ldg_ni_ca (optional)	The number that callers dial to leave messages for guests

(1 of 2)

Table 6-1. Service and Called Number Combinations

If these features are implemented	Enter this in the `Service:` field and	Enter this in the `Called Number:` field
Both AUDIX and Lodging	**AUDIX**	The number that callers dial to retrieve AUDIX messages
	lodging	The number that callers dial to retrieve Lodging messages
	AUDIX+ldg	**any**
Combination of AUDIX, Lodging, and non-integrated services	**AUDIX**	The number that callers dial to retrieve AUDIX messages
	lodging	The number that callers dial to retrieve Lodging messages
	AUDIX+ldg	**any**
	ldg_ni_vm (optional)	The number that callers dial to retrieve Lodging messages using their extension number
	ldg_ni_ca (optional)	The number that callers dial to leave messages for guests using their extension number

(2 of 2)

8. Press F3 (Save).

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

9. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2). Continue with ''Performing Acceptance Testing.''

Performing Acceptance Testing

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

- Verify the channel state

- Assign the ChanTran service and test the channels

Verifying Channel State

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

- Determine the state of the channels

- Change any channels to the Inserv state, if necessary

If you 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

Determining the Channel State

To determine the channel state:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   ```
   Voice System Administration
     Voice Equipment
   ```

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

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

3. If any channel is in a state other than Inserv, you must change it. Continue with ''Changing the Channel State.''

   If all the channels are already in the Inserv state, skip ''Changing the Channel State.'' Continue with ''Testing the Channels.''

Changing the Channel State

To change the channel state:

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

---

1. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

2. Select:

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

The system displays the Voice Board Diagnostics menu (Figure 6-9).

Figure 6-9. Voice Board Diagnostics Menu
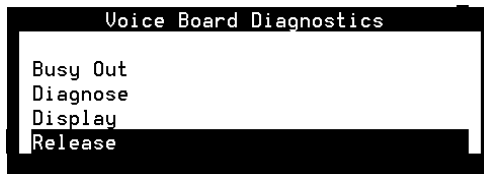
3. Select:

```
Release
```

4. Press ENTER.

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

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

6. To change the state of one or more specific channels, enter the equipment number or numbers in the `Equipment Number:` field as follows:

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

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

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

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

   ■ All numbers (**all**)

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

8. Press F3 (Save).

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

    `Channel x changed to state y.`

    `Press Enter to continue.`

9. Press ENTER.

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

    Figure 6-10.   Release of Voice Equipment Window
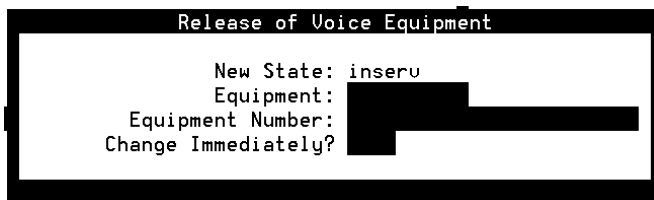
10. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

11. Continue with ''Assigning the ChanTran Service and Testing the Channels.''

Assigning the ChanTran Service and Testing the Channels

Note: The ChanTran service is for testing only. It does not support any of the Avaya Intuity applications, such as voice mail or voice response.

Complete the procedures in this section to:

- Assign the Avaya Intuity ChanTran service to all of the channels

- Test each channel

- Reassign service to DNIS

- Verify on-hook status

Assigning the ChanTran Service

Note: Assigning Avaya 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.

To assign ChanTran service:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

    ```
    Voice System Administration
      Voice Equipment
    ```

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

2. Press F8 (Actions).

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

3. Select:

   `Assign/Change`

4. Press ENTER.

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

5. Select:

   `Services to Channels`

6. Press ENTER.

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

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

8. Press F2 (Choices).

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

9. Select:

   `ChanTran`

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

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

11. Press F3 (Save).

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

12. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2). Continue with ''Testing the Channels.''

Testing the Channels

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

- Verify on-hook status

- Determine the ability of the channel to recognize touchtones

- Determine the ability of the channel to record and playback

Verifying On-Hook Status

To verify on-hook status:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   ```
   Voice System Administration
     System Monitor
   ```

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

   Figure 6-11.   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 ''Verifying ChanTran Operation.''

Verifying 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 touchtone 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 that ChanTran reports matches the channel that is associated with the extension that you dialed.

   If the channel number that ChanTran reports does not match the channel associated with the extension that you dialed, see ''Mapping Channels to Switch Extensions.''

3. Verify that the channel is listed as `ChanTran Talking` on the System Monitor - Voice Channels window (Figure 6-11).

   Note: Figure 6-11 shows channel 4 being tested for touchtone recognition.

   ---

4. Continue with "Testing Touchtone Recognition."

Testing Touchtone Recognition

Note: If you are using a speakerphone to test touchtone recognition and ChanTran does not answer, use the mute button to stop the detection of background noise.

To test touchtone recognition:

1. Press ☐1 to start the touchtone 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 do 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 touchtone 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 6-11), continue with Testing Record and Playback.

    If you do not hear the sequence of digits you entered or if you cannot understand the spoken digits, contact your remote support center.

Testing 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 6-11). The channel should return to On Hook.

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

   If the channel does not return to On Hook, contact your remote support center.

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

9. When you have tested all purchased channels, press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

10. Continue with "Reassigning Services to DNIS."

**Reassigning
Services to DNIS**

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

To reassign channels to DNIS:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   ```
   Voice System Administration
     Voice Equipment
   ```

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

2. Press F8 (Actions).

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

3. Select:

   ```
   Assign/Change
   ```

4. Press ENTER.

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

5. Select:

   ```
   Services to Channels
   ```

6. Press ENTER.

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

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

8. Press F3 (Save).

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

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

10. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

11. Continue with ''Verifying On-Hook Status.''

**Verifying
On-Hook Status**

To verify on-hook status:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

```
Voice System Administration
  System Monitor
```

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

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

Matching the Time on the System and the Switch

See the Intuity Messaging Solutions Release 5 documentation CD-ROM and the book specific to the switch for information on matching the time on the system and on the switch.

7

Adding Test Users and Testing Voice Messaging

Overview

This chapter includes the following procedures:

- Starting the voice system

- Changing System-Parameter features, if necessary

- Adding test users

- Testing voice messaging and the optional multilingual feature

Starting the Voice System

See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on how to start the voice system.

Changing System-Parameter Features

Change the system-parameter features if the project manager has provided you with a worksheet with specific system-parameter features to change.

If the customer has selected the system defaults, do not change system-parameters and continue with "Adding Test Users."

Adding Test Users

Note: If you are already displaying the AUDIX Command Prompt Screen, begin this procedure with Step 2.

To add test users 1 and 2 to test the voice mail and call answer features and the multilingual feature:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

   AUDIX Administration

   The system displays the AUDIX Command Prompt screen (Figure 7-1).

Figure 7-1. AUDIX Command Prompt Screen
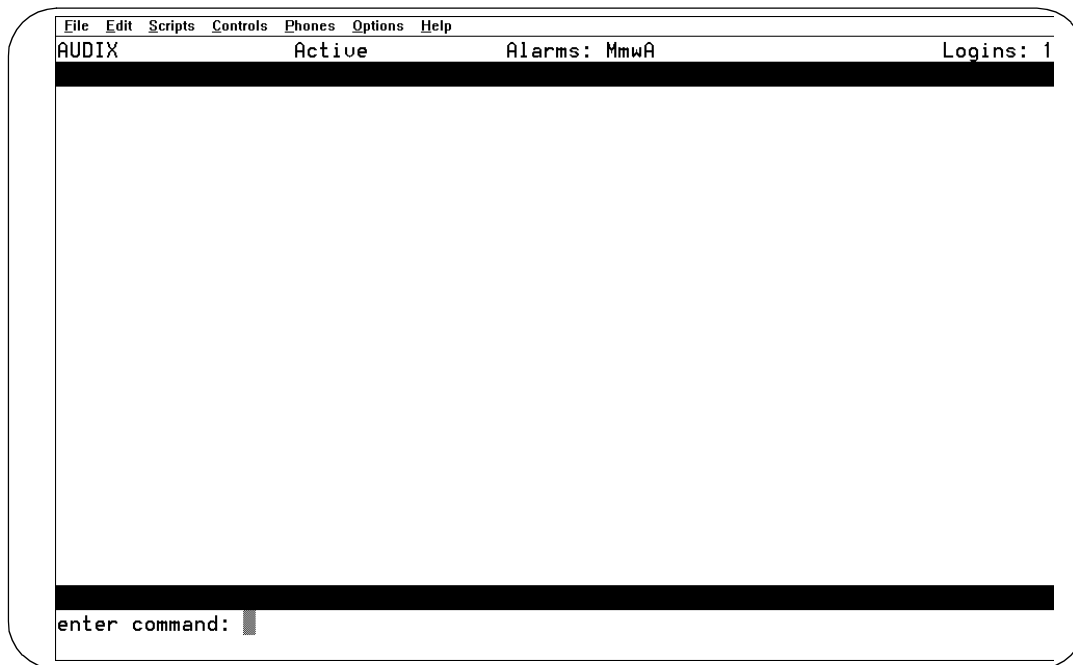
2. Enter **add su** at the `enter command:` prompt.

The system displays Page 1 of the Add Subscriber Screen (Figure 7-2).

Figure 7-2. Add Subscriber Screen

```
drmid10              Active            Alarms:  mwA                    Logins: 2
add subscriber 36101                                                Page 1 of 2
                              SUBSCRIBER

         Name: Marie Johnson                      Locked? n
    Extension: 36101                            Password: _____
          COS: class00                   Miscellaneous 1: _____
Switch Number: 15                        Miscellaneous 2: _____
 Community ID: 1                         Miscellaneous 3: _____
Secondary Ext: _____                 Miscellaneous 4: _____
 Account Code: _____        Covering Extension: _____
                                      Broadcast Mailbox? n


Email Address: _____




enter command: add subscriber 36101
```

3. Enter **test-1** into the `Name`: field.

4. Move the cursor to the `Extension`: field.

5. Enter the extension for the first test user.

Note: On systems with Avaya Intuity FAX Messaging active, the subscriber form displays a `Secondary Extension`: field. Leave this field blank during this procedure.

---

6. Do one of the following:

- If the system you are installing *does not* include the multilingual feature, skip Step 6, Step 7, and Step 8, and continue with Step 9.

- If the system you are installing includes the multilingual feature, press F7 (Next Page).

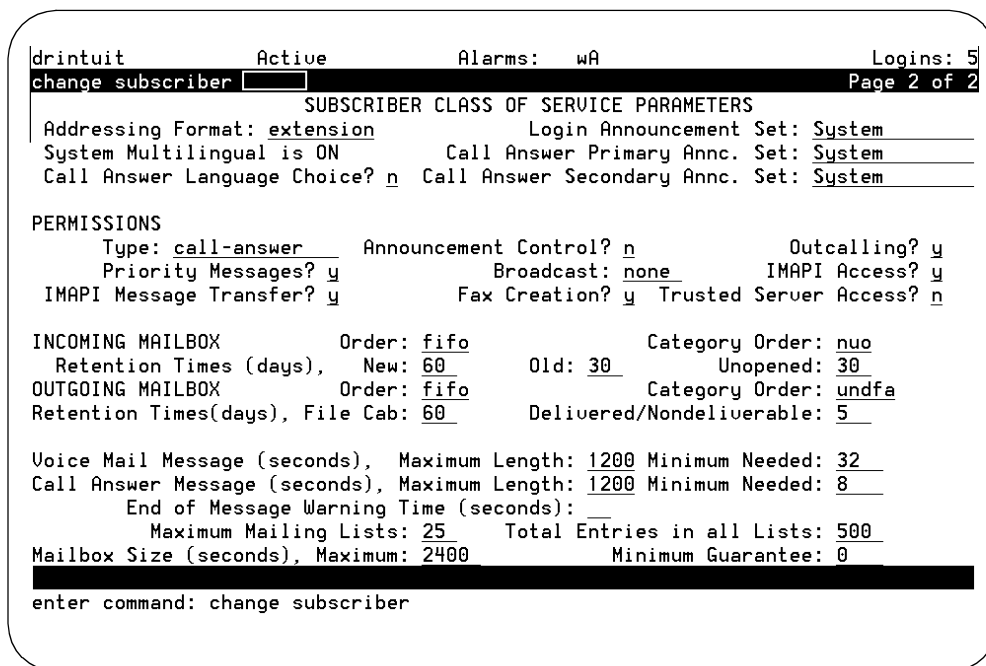The system displays the Subscriber Class of Service Parameters screen (Step 7-3).

Figure 7-3. Subscriber Class of Service Parameters Screen

```
drintuit          Active           Alarms:   wA                  Logins: 5
change subscriber ┌──────┐                                      Page 2 of 2
                  └──────┘ SUBSCRIBER CLASS OF SERVICE PARAMETERS
 Addressing Format: extension         Login Announcement Set: System
 System Multilingual is ON         Call Answer Primary Annc. Set: System
 Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System

PERMISSIONS
       Type: call-answer     Announcement Control? n          Outcalling? y
        Priority Messages? y           Broadcast: none      IMAPI Access? y
  IMAPI Message Transfer? y       Fax Creation? y  Trusted Server Access? n

INCOMING MAILBOX          Order: fifo            Category Order: nuo
  Retention Times (days),   New: 60       Old: 30        Unopened: 30
OUTGOING MAILBOX          Order: fifo            Category Order: undfa
Retention Times(days), File Cab: 60     Delivered/Nondeliverable: 5

Voice Mail Message (seconds),  Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
        End of Message Warning Time (seconds): __
         Maximum Mailing Lists: 25    Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 2400           Minimum Guarantee: 0

enter command: change subscriber
```

7. Enter **y** in the `Call Answer Language Choice?` field.

8. Enter the name of the call answer secondary announcement set into the `Call Answer Secondary Annc. Set:` field.

   If you press F6 (Choices) at this point in the procedure, the system will *not* display a listing of the optional languages installed. To obtain a listing of the optional languages installed, use the **list annc-sets** command at the `enter command:` prompt.

   If you press F1 (Cancel) at this point in the procedure, you remove any entries that you have made for this test subscriber. You are also returned to the command prompt so that you can enter the **list annc-sets** command if you need to do so. If you exit Page 2 to use this command, return to Step 2 in this procedure to enter the test subscriber into the system.

9. Press F3 (Enter) to add the test subscriber.

   This procedure uses the defaults for the remaining fields.

   The system displays the following message above the `enter command:` prompt:

   `command successfully completed`

10. To add the second test subscriber, enter **add su** at the `enter command:` prompt.

    The system displays Page 1 of the Add Subscriber Screen.

11. Enter **test-2** into the `Name:` field.

12. Move the cursor to the `Extension:` field.

13. Enter the extension for the second test subscriber.

Note: On systems with FAX Messaging active, the subscriber form displays a `Secondary Extension:` field. Leave this field blank during this procedure.

---

14. Repeat Step 6 through Step 9 for the second test subscriber if the multilingual feature is activated or press F3 (Enter) to add the user if the multilingual feature is not activated.

15. Enter **exit** at the prompt to return to the Avaya Intuity main menu (Figure 4-2).

16. Continue with ''Testing Voice Messaging and the Optional Multilingual Feature.''

Testing Voice Messaging and the Optional Multilingual Feature

This section describes how to test Avaya Intuity voice messaging. This process includes testing:

- Call answer

- Voice mail

- The optional multilingual feature

Testing Call Answer

This section includes the following procedures:

- Creating and Sending a Call Answer Test Message

- Verifying Receipt of the Call Answer Test Message

- Deleting the Call Answer Test Message

Creating and Sending a Call Answer Test Message

To create and send a call answer test message:

1. Call the test-1 extension from the test-2 extension. Allow the Intuity AUDIX to answer.

2. Speak into the telephone and record the following or a similar test message after the tone:

   "This is a test Call Answer message for Intuity AUDIX."

3. Hang up the test-2 telephone to disconnect.

4. Continue with "Verifying Receipt of the Voice Mail Test Message."

Verifying Receipt of the Call Answer Test Message

To verify the receipt of the call answer test message:

1. Check the message waiting indicator (MWI) on the test-1 extension. The MWI will be either a light, a screen display, or a dial-tone stutter.

   If the MWI does *not* indicate that a call was received, there may be a problem with the switch integration or switch integration software, or the wrong switch number may be administered for the test telephone. If problems exist, review the subscriber administration entries.

2. Dial the integrated message retrieval number from the test-1 telephone.

3. Press ⌗ when Intuity AUDIX asks for the extension.

   If you must enter the extension of the test-1 telephone to retrieve the message, the channel mapping may have AUDIX assigned instead of *DNIS_SRV or the switch link may be down.

   Note: See "Mapping Channels to Switch Extensions" in Chapter 6, "Administering Channels and Performing Acceptance Testing," for channel assignment information.

   ---

4. Press ⌗ when Intuity AUDIX asks for the password.

   Note: If the system is administered to require a longer password, you may have to change the password. Follow the voiced instructions if this occurs, and supply a password of your own choice.

   ---

5. Voice in the name "test-1" if prompted to do so. Intuity AUDIX provides instructions.

6. Press ② to retrieve messages.

7. Press ⓪ to hear the message. If your cannot understand the message, contact your remote support center.

8. Hang up the test-1 telephone to disconnect.

9. Check the MWI on the test-1 telephone again. The MWI should be off. If the MWI is not off, contact your remote support center.

10. Continue with "Deleting the Call Answer Test Message."

Deleting the Call Answer Test Message

To delete the call answer test message:

1. Dial the Intuity AUDIX message retrieval number.

2. Press ⬚# when Intuity AUDIX asks for the extension.

3. Press ⬚# or enter the password assigned in Step 4 above when Intuity AUDIX asks for the password.

4. Press ⬚2 to retrieve messages.

   The system plays the date and time for the message.

   Tip: ⬚* ⬚3 is the same as ⬚* ⬚D.

5. Press ⬚* ⬚D to delete your test message.

6. Hang up the test-1 telephone to disconnect.

7. Continue with "Testing Voice Mail."

Testing Voice Mail

This section includes the following procedures:

- Creating and Sending a Voice Mail Test Message

- Verifying Receipt of the Voice Mail Test Message

- Deleting the Voice Mail Test Message

Creating and Sending a Voice Mail Test Message

To create and send a voice mail test message:

1. Dial the integrated message retrieval number from the test-1 telephone.

2. Press ⍰ when Intuity AUDIX asks for the extension.

3. Press ⍰ when Intuity AUDIX asks for the password.

4. Press ⍰ to create an Intuity AUDIX message.

5. Speaking into the telephone, record the following or a similar test message after the tone.

   "This is a test Voice Mail message for Intuity AUDIX."

6. Press ⍰ to approve your message.

7. Enter the extension number for the test-2 telephone when Intuity AUDIX asks you for the extension.

8. Press ⍰.

9. Press ⍰ to deliver the test message to the test-2 extension.

10. Hang up the test-1 telephone to disconnect.

11. Continue with ''Verifying Receipt of the Voice Mail Test Message.''

Verifying Receipt of the Voice Mail Test Message

To verify receipt of the voice mail test message:

1. Dial the integrated message retrieval number from the test-2 telephone.

2. Press � when Intuity AUDIX asks for the extension.

3. Press � when Intuity AUDIX asks for the password.

4. Press ②2 to retrieve messages.

5. Press ⓪0 to hear the message. If you cannot understand the message, contact your remote support center.

6. Continue with ''Deleting the Voice Mail Test Message.''

Deleting the Voice Mail Test Message

To delete the voice mail test message:

1. Press ⋆* Ⓓ to delete your test message.

   Tip: ⋆* ③3 is the same as ⋆* Ⓓ.

2. Hang up the test-2 telephone to disconnect.

3. Verify that the message waiting indicator (MWI) is turned off.

4. If the system you are installing includes the optional language feature, continue with ''Testing the Optional Multilingual Feature.''

   If the system you are installing *does not* include the optional language feature, skip ''Testing the Optional Multilingual Feature'' and continue with ''Removing Test Subscribers.''

Testing the Optional Multilingual Feature

You can test the multilingual feature by directing the system to play the call answer prompt in an optional language.

To test the multilingual feature:

1. Call the test-1 extension from the test-2 extension. Allow Intuity AUDIX to answer.

2. Press ⌧ ① while the prompt is playing.

3. Listen for the system to begin to play the call answer prompt in the optional language.

   This test is successful if you hear the system switch to the optional language.

   If you do not hear the optional language, check your administration for the System-Parameters Features screen and the Subscriber screen for test-1. The `Call Answer Language Choice:` field must be set to **y** (yes) or the system does not allow the subscriber to use the secondary announcement set.

4. Continue with ''Removing Test Subscribers.''

Removing Test Subscribers

To remove test subscribers:

Note:	Complete this procedure only if Avaya Intuity FAX Messaging is not being installed on the system. If Avaya Intuity FAX Messaging will be installed, do not remove the test subscribers at this time.

To remove test subscribers 1 and 2 from the system:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

    `AUDIX Administration`

    The system displays the AUDIX Command Prompt Screen (Figure 7-1).

2. Enter **rem su test-1** at the `enter command:` prompt.

    The system displays the Remove Test Subcriber screen showing subscriber test-1 (Figure 7-4).

Figure 7-4. Remove Test Subscriber Screen

```
AUDIX            Active           Alarms: Mmw                      Logins: 2
remove subscriber test-1                                         Page 1 of 2
                               SUBSCRIBER

         Name: test-1                             Locked? n
     Extension: 1234                             Password:
          COS: class00                      Miscellaneous:
 Switch Number: 1                      Covering Extension:
  Community ID: 1                       Broadcast Mailbox? n







Press [Enter] to execute or [Cancel] to abort
enter command: remove subscriber test-1
```

3. Press ENTER to remove the subscriber test-1.

   The system displays the following message:

   `command successfully completed`

4. Enter **rem su test-2** at the `enter command:` prompt.

   The system displays the Remove Test Subscriber screen
   (Figure 7-4), now showing subscriber test-2.

5. Press ENTER to remove the subscriber test-2.

   The system displays the following message:

   `command successfully completed`

6. Enter **exit** at the prompt to return to the Avaya Intuity
    main menu (Figure 4-2).

7. Continue with Chapter 8, ''Administering and Testing
    TCP/IP LAN Connectivity.''

8

Administering and Testing TCP/IP LAN Connectivity

Overview

This section includes:

- Administering TCP/IP LAN Connectivity

- Testing the TCP/IP LAN Connection

Administering TCP/IP LAN Connectivity

⚠️ **CAUTION:**
Avaya is not responsible for the installation, administration, or test of the LAN. Customers should seek service as directed by their LAN administrator to resolve problems with their LAN.

Complete the procedures in this section to establish addresses for the Avaya Intuity system to use to send and receive information over the customer's LAN. These procedures include:

■ Initializing the LAN circuit card

■ Establishing network addresses

■ Attaching the LAN cable

Before you begin these procedures, however, you must determine if the LAN is administered for the system.

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.

Determine if you need to notify the LAN administrator and arrange for administration of the LAN for the system. When the LAN is administered for the system, continue with "Initializing the LAN Circuit Card."

Initializing the LAN Circuit Card

To initialize the LAN circuit card:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

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

   The system displays the Network Interface Card Set-up window (Figure 8-1).
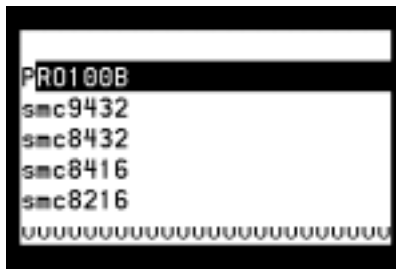
   Figure 8-1. Network Interface Card Set-up Window

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

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 8-2).

Figure 8-2. Network Interface Card Type Menu

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

> **Important:** 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,
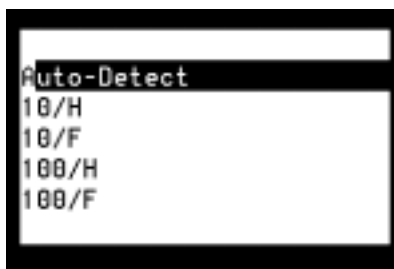continue with Step 4.

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 8-3).

    Figure 8-3. Network Media Type Menu

    c. Select the network media type to be used on this system
        and press ENTER.

        The system displays your selection 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 menu
    (Figure 8-4).

Figure 8-4. TCP/IP Administration Menu

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

    8. Continue with "Establishing Network Addresses".

Establishing Network Addresses

To establish network addresses:

1. Start at the TCP/IP Administration menu (Figure 8-4) and select:

   Network Addressing

   The system displays the Network Addressing window (Figure 8-5).

Figure 8-5. Network Addressing Window

```
                   Network Addressing

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

Note: The fields shown in this window and other windows shown here are examples only. Your windows will match the current entries for the system that you are administering.

---

2. Confirm the TCP/IP interface name in the `TCP/IP Interface:` field.

Note: The TCP/IP interface name for the supported LAN circuit card is **eeE_0**.

If you need to change the TCP/IP interface name, you must enter capital letters as capitals, and lowercase letters as lowercase.

3. Enter the host name into the `Host Name:` field.

Note: This is a case-sensitive field. You must enter capital letters as capitals, and lowercase letters as lowercase.

---

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

Note: Do not enter prefacing zeros in any field. For example, if the IP address is written as *192.050.09.12*, enter it as *192.50.9.12*.

---

5. Enter the number of the subnet mask into the `Subnet Mask:` field.

6. Enter the default gateway IP address into the `Default Gateway IP Address:` field.

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

---

7. Continue with "Attaching the LAN Cable."

Attaching the LAN Cable

To attach the LAN cable:

1. Shut down the system.

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

Note: The customer must provide and test the LAN cable.

Tip: See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on LAN cables.

3. Restart the system.

4. Continue with "Testing the TCP/IP LAN Connection."

Testing the TCP/IP LAN Connection

⚠ CAUTION:
Avaya is not responsible for the installation, administration, or test of communications between customer personal computers and the LAN. Customers should seek service as directed by their LAN administrator to resolve problems with their LAN.

Complete the procedures in this section to transmit test packets to the customer's LAN to make sure that the LAN is accessible to the Avaya Intuity system and to any remote machines on the same LAN. These procedures also test the internal set up of the LAN to verify that transmissions are taking place.

These testing procedures include:

- Entering the Test IP Address

- Transmitting Test Packets to Remote Machines

- Correcting Diagnostic Failures for the Avaya Intuity System

- Verifying the IP Address for Remote Machines

Entering the IP Address for the Avaya Intuity System

To enter the IP address for the system:

1. Log in as **craft**

2. Press ENTER.

3. Start at the Avaya Intuity Main menu (Figure 4-2) and select:

   ```
   Customer/Services Administration
     Diagnostics
       TCP/IP Diagnostics
         Send & Receive Test Packets
   ```

   The system displays the Send and Receive Test Packets From window (Figure 8-6).

   Figure 8-6.   Send and Receive Test Packets From Window

   ```
   ┌Send & Receive Test Packets From┐
   │                                │
   │IP Address: ▌_____    │
   └────────────────────────────────┘
   ```

4. Enter the internet protocol (IP) address of this machine in the `IP Address:` field.

5. Press F3 (Save).

6. Continue with "Transmitting the Test Packets."

Transmitting the Test Packets

To transmit the test packets:

1. From the Send & Receive Test Packets From window (Figure 8-6), press F3 (Save) to start the test.

   The system displays the word `working` in the upper right corner of the screen while it is performing this test. When the test is finished, the system displays the Test Packets Results window – Internal Test (Figure 8-7).

   Figure 8-7. Test Packets Results Window – Internal Test Window

```
                          Test Packets Results
  72 bytes from drintuit (135.9.180.4): icmp_seq=0. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=1. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=2. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=3. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=4. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=5. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=6. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=7. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=8. time=0. ms
  72 bytes from drintuit (135.9.180.4): icmp_seq=9. time=0. ms

  ----135.9.180.4 PING Statistics----
  10 packets transmitted, 10 packets received, 0% packet loss
  round-trip (ms)  min/avg/max = 0/0/0

  Note: High packet loss, long round-trip time, or packets received out
  of order (icmp_seq) may indicate a network problem.

  Press (HELP) for more information, (CANCEL) to continue.
```

> **Note:** The Test Packets Results Window – Internal Test (Figure 8-7) is an example only. The test results displayed for your system will not match those shown here. Examine the test results that are displayed around the midpoint of the window. In the Test Packets Results Window, the sample results appear as:

```
----135.9.180.4 PING Statistics----
10 packets transmitted, 10 packets
received, 0% packet loss
round-trip (ms) min/avg/max = 0/0/0
```

2. Evaluate the results and proceed as follows:

   ■ If the results show **0%** packet loss, continue with "Verifying the IP Address for Remote Machines."

   ■ If the results show **100%** packet loss, continue with "Correcting Diagnostic Failures for the Avaya Intuity System."

Correcting Diagnostic Failures for the Avaya Intuity System

To correct diagnostic failures for the Avaya Intuity system:

1. From the Test Packet Results window (Figure 8-7), press F6 (Cancel).

    The system displays the Send and Receive Test Packets From window (Figure 8-6).

2. Verify that the IP address you entered into the IP Address: field is correct.

    ■   If it does not match, reenter the correct address and repeat the ''Transmitting the Test Packets'' procedure.

    ■   If it matches, continue with Step 3.

3. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

4. Begin with Step 2 of ''Establishing Network Addresses'' and complete that procedure.

5. Return to this procedure after you have attached the LAN cable and attempt the test again. If the test is successful, continue with "Verifying the IP Address for Remote Machines." If the test fails a second time, contact your remote support center.

Verifying the IP Address for Remote Machines

Complete the procedures in this section to test the ability of the system to communicate with other machines on the same LAN:

Entering the Test IP Address

To enter the test IP address:

1. Start at the Avaya Intuity main menu (Figure 4-2) and select:

    ```
    Customer/Services Administration
      Diagnostics
        TCP/IP Diagnostics
          Send & Receive Test Packets
    ```

    The system displays the Send and Receive Test Packets From window (Figure 8-6).

2. Type in the test IP address in the IP Address: field. This is the IP address of another machine on the same LAN.

3. Continue with "Transmitting Test Packets to Remote Machines."

Transmitting Test Packets to Remote Machines

To transmit test packets to remote machines:

1. From the Send and Receive Packets Window (Figure 8-6), press F3 (Save) to start the test.

   The system displays the word working in the upper right corner of the screen. When the system finishes the test, it displays the Test Packets Results Window – Internal Test (Figure 8-7). Examine the test results that are displayed around the midpoint of the window. In the Test Packet Results Window, these results appear as:

   ```
   ----135.9.180.4 PING Statistics----
   10 packets transmitted, 10 packets
   received, 0% packet loss
   round-trip (ms) min/avg/max = 0/0/0
   ```

   The percentage displayed in the packet loss field on your window will range from 0 to 100%.

2. Evaluate the results of the test and continue with either Step 3, Step 4, or Step 5 as required.

3. If the packet loss is from **0 to 49%**, complete Step a and Step b below and then continue with Step 6 in this procedure:

   a. Contact the customer LAN or system administrator, *but only if the packet loss is from **10 to 49%**.*

   b. Check for packets out of sequence. To do this, examine the icmp_seq= field. *If more than two packets are out-of-sequence* (for example, 0, 2, 5, 3, 1...), contact the customer administrator.

4. If the packet loss is from **50 to 99%,** press F6 (Cancel) and see the Intuity Messaging Solutions Release 5 documentation CD-ROM for TCP/IP troubleshooting information.

5. If the packet loss is **100%,** as shown in Test Packets Results Failure (Figure 8-8), verify that you entered the correct test IP address.

Figure 8-8. Test Packets Results Failure

```
                        Test Packets Results
   ----001.7.2.110 PING Statistics----
   10 packets transmitted, 0 packets received, 100% packet loss

   Note: High packet loss, long round-trip time, or packets received out
   of order (icmp_seq) may indicate a network problem.

   Press (HELP) for more information, (CANCEL) to continue.
```
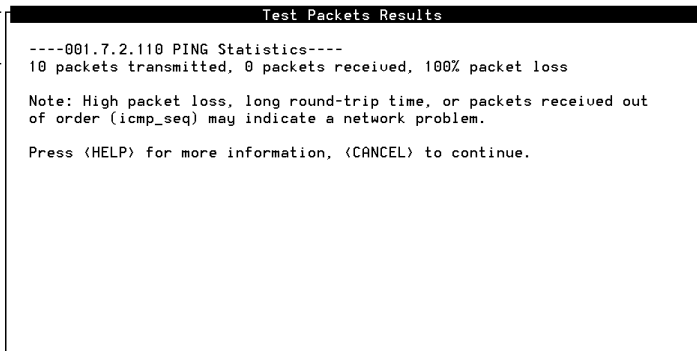
    a. If the address you entered was correct, see "Establishing Network Addresses", and try this test again.

    b. If the address you entered was *not* correct:

        ■ Return to "Verifying the IP Address for Remote Machines" above and enter the correct address. Begin with Step 1 of "Entering the Test IP Address".

        ■ Return to "Entering the Test IP Address" above and repeat the test using an alternate test IP address. If this test also fails with the alternate test IP address, see the Intuity Messaging Solutions Release 5 documentation CD-ROM for TCP/IP troubleshooting procedures.

6. Press F6 (Cancel) until you reach the Avaya Intuity main menu (Figure 4-2).

7. Continue by administering Message Manager as instructed on the with Intuity Messaging Solutions Release 5 documentation CD-ROM.

9

Completing the Installation

Overview

This chapter lists steps to complete the installation and includes where to find information on the following topics:

- Administering and testing features

- Activating alarm origination

- Backing up the Intuity system

Administering and Testing Features

See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on administering and testing the following features:

- FAX Messaging

- Email

- Avaya peripheral devices

- AMIS analog networking

- Digital networking

- Lodging

- Lodging FAX Messaging

- Property Management System (PMS)

- Voice Director

Activating Alarm Origination and Backing Up the System

See the Intuity Messaging Solutions Release 5 documentation CD-ROM for information on:

- Activating alarm origination

- Making an attended backup

- Preparing for an unattended backup

A

Installation Checklist Including Integration with Most Avaya Switches

Overview

Table A-1 provides a checklist for the system installation including integration with MERLIN LEGEND, System 25, System 75, System 85, and DEFINITY R6csi and DEFINITY Mode Code Switches. As you complete a procedure, make a check mark in the " ✔ " column.

Note:	This checklist does *not* include a checklist for LAN integration with DEFINITY ECS. See Appendix B, "Installation Checklist Including LAN Integration with DEFINITY ECS" for information about integrating the Intuity system with DEFINITY ECS.

Table A-1. System Installation Checklist Including Integration with MERLIN Legend, System 25, System 75, System 85, DEFINITY R6csi and Mode Code Switches

Task	Description	Comments	✔
1.	Review environmental requirements.	All systems.	
2.	Review installation area requirements.	All systems.	
3.	Review weight and space requirements.	All systems.	
4.	Check power requirements.	All systems.	
5.	Check system grounding requirements.	All systems.	
6.	Gather the required tools.	All systems.	
7.	Verify that the switch is administered.	See the switch administrator.	
8.	Review demarcation points.	All systems, application dependent.	
9.	Review security issues.	All systems.	
10.	Unpack the system.	Open boxes as instructed to reuse packing materials.	
11.	Install toroids and ferrites as required.	Procedure varies by system.	
12.	Assemble the system and identify key components.	Procedure varies by system.	
13.	Cable circuit cards.	These connections *must* be made prior to powering up.	
14.	Connect peripheral devices.		

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Table A-1. System Installation Checklist Including Integration with MERLIN Legend, System 25, System 75, System 85, DEFINITY R6csi and Mode Code Switches

Task	Description	Comments	✔
15.	Restore power to the system.	Procedure varies by system.	
16.	Verify that the system setup screen is correct.		
17.	Continue with the next task if the system setup screen is correct.	If the system is not working, verify the hardware connections. Use the troubleshooting procedures in the Intuity Messaging Solutions Release 5 documentation CD-ROM, as necessary.	
18.	Administer passwords.	All systems.	
19.	View installed hardware.	All systems.	
20.	View installed software.	All systems.	
21.	Verify feature options.	All systems.	
22.	Verify system status.	All systems.	
23.	Assign the date and time to the system.	All systems.	
24.	Administer channels.	All systems.	
25.	Perform acceptance testing.	All systems.	
26.	Administer the system for integration with the switch.	Procedure varies by switch.	
27.	Match the time on the system and the switch.		

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Table A-1.   System Installation Checklist Including Integration with MERLIN Legend, System 25, System 75, System 85, DEFINITY R6csi and Mode Code Switches

Task	Description	Comments	✔
28.	Start the voice system.		
29.	Change the system-parameter features if the project manager has provided you with a worksheet with specific system-parameter features to change. If the customer purchased the system defaults, do not change system-parameter features and continue with the next step.		
30.	Add test users.		
31.	Test voice messaging and the optional multilingual feature.		
32.	Administer TCP/IP LAN connectivity.		
33.	Test the TCP/IP LAN connection.		
34.	Administer Message Manager.		
35.	Administer and test FAX Messaging.		
36.	Administer email.		
37.	Administer and test peripheral devices.		
38.	Administer and test AMIS analog networking.		
39.	Administer and test digital networking.		
40.	Administer and test Lodging.		
41.	Administer and test Lodging FAX Messaging.		

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Table A-1. System Installation Checklist Including Integration with MERLIN Legend, System 25, System 75, System 85, DEFINITY R6csi and Mode Code Switches

Task	Description	Comments	✔
42.	Integrate a PMS with Lodging.		
43.	Select a cut to service procedure for Lodging.		
44.	Perform an attended backup.	All systems.	
45.	Prepare for an unattended backup.	All systems.	

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B

Installation Checklist Including LAN Integration with DEFINITY ECS

Overview

Table provides a checklist for the system installation including LAN integration with DEFINITY ECS. As you complete a procedure, make a check mark in the " ✔ " column.

Note: This checklist does *not* include a checklist for Merlin Legend, System 25, System 75, System 85, and DEFINITY R6csi and Mode Code Switches. See Appendix A," Installation Checklist Including LAN Integration with DEFINITY ECS," if you are not performing a LAN integration.

Table B-1. System Installation Checklist Including LAN Integration with DEFINITY ECS

Task	Description	Comments	✔
1.	Review environmental requirements.	All systems.	
2.	Review installation area requirements.	All systems.	
3.	Review weight and space requirements.	All systems.	
4.	Check power requirements.	All systems.	
5.	Check system grounding requirements.	All systems.	
6.	Gather the required tools.	All systems.	
7.	Verify that the switch is administered.	See the switch administrator.	
8.	Check if you need to notify the LAN administrator to arrange for administration of the LAN for the system. **Note:** Avaya is not responsible for the installation, administration, or test of communications between customer PCs and the LAN.	See the LAN administrator. **Note:** 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.	
9.	Review demarcation points.	All systems, application dependent.	
10.	Review security issues.	All systems	
11.	Unpack the system.	Open boxes as instructed to reuse packing materials.	

(Sheet 1 of 5)

Table B-1. System Installation Checklist Including LAN Integration with DEFINITY ECS

Task	Description	Comments	✔
12.	Install toroids and ferrites as required.	Procedure varies by system.	
13.	Assemble the system and identify key components.	Procedure varies by system.	
14.	Cable circuit cards.	These connections *must* be made prior to powering up.	
15.	Connect peripheral devices.		
16.	Restore power to the system.	Procedure varies by system.	
17.	Verify the system setup screen is correct.		
18.	Continue with the next task if the system setup screen is correct.	If the system is not working, verify the hardware connections. Use the troubleshooting procedures in the Intuity Messaging Solutions Release 5 documentation CD-ROM, as necessary.	
19.	Administer passwords.	All systems.	
20.	View installed hardware.	All systems.	
21.	View installed software.	All systems.	
22.	Verify feature options.	All systems.	
23.	Verify system status.	All systems.	

(Sheet 2 of 5)

Table B-1. System Installation Checklist Including LAN Integration with DEFINITY ECS

Task	Description	Comments	✔
24.	Assign the date and time to the system.	All systems.	
25.	Administer channels.	All systems.	
26.	Perform acceptance testing.	All systems.	
27.	Match the time on the system and the switch.		
28.	Start the voice system.		
29.	Change the system-parameter features if the project manager has provided you with a worksheet with specific system-parameter features to change. If the customer purchased the system defaults, do not change system-parameter features and continue with the next step.		
30.	Add test users.		
31.	Test voice messaging and the optional multilingual feature.		
32.	Administer TCP/IP LAN connectivity.		
33.	Test the TCP/IP LAN connection.		
34.	Administer the switch link.		
35.	Provide a DNS server address if you used host names.		

(Sheet 3 of 5)

Table B-1. System Installation Checklist Including LAN Integration with DEFINITY ECS

Task	Description	Comments	✔
36.	Administer the DCS network time zone.	Do this only if the Avaya Intuity system will be working on a DCS network.	
37.	Change the switch extension length.		
38.	Stop the voice system.		
39.	Start the voice system.		
40.	Verify the LAN link.		
41.	Administer Message Manager.		
42.	Administer and test FAX Messaging.		
43.	Administer email.		
44.	Administer and test peripheral devices.		
45.	Administer and test AMIS analog networking.		
46.	Administer and test digital networking.		
47.	Administer and test Lodging.		
48.	Administer and test Lodging FAX Messaging.		
49.	Integrate a PMS with Lodging.		
50.	Select a cut to service procedure for Lodging.		

(Sheet 4 of 5)

Table B-1.   System Installation Checklist Including LAN Integration with DEFINITY ECS

Task	Description	Comments	✔
51.	Perform an attended backup.	All systems	
52.	Prepare for an unattended backup.	All systems	

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