

Lucent Technologies
Bell Labs Innovations



INTUITY™ CONVERSANT® System
Version 6.0
MAP/100 New System Installation

585-310-176
Comcode 108037771
Issue 3.0
June 1997

Notice

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

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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

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- A busy tone is received
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EMC Directive	89/336/EEC
Low Voltage Directive	73/23/EEC

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Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Heritage

Lucent Technologies - formed as a result of AT&T's planned restructuring - designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm of the company.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

Contents

Contents	iii
About This Book	ix
■ Purpose	ix
■ Intended Audiences	ix
■ Release History	x
■ Trademarks	x
■ How to Use This Book	xi
For Complete Installation Instructions	xi
For a Quick Reference	xi
For Troubleshooting Information	xi
For Connectivity and Pinout Information	xi
To Locate Specific Topics	xi
■ Conventions Used in This Book	xi
Terminology	xii
Terminal Keys	xv
Screen Displays	xv
Other Typography	xvi
Safety and Security Alert Labels	xvii
■ Related Resources	xviii
Documentation	xviii
Electronic Updates to This Book	xviii
Training	xviii
■ How to Comment on This Book	xix
■ Disclaimer	xix
1 Getting Started	1-1
■ Overview	1-1
■ Purpose	1-1
■ Site Preparation	1-2
Environmental Considerations	1-2
Installation Area Considerations	1-2
Space Requirements	1-3
Power Requirements	1-3
System Grounding Connections	1-5

■ Installation Prerequisites	1-5
Tools	1-5
Test Equipment	1-6
System Information	1-6
Documentation	1-6
■ Regulatory Agency Guidelines	1-7
■ FCC Guidelines	1-7
Before You Connect to the Public Telephone Network	1-7
Type of Telephone Lines Needed	1-7
Telephone Service and Repair Problems	1-8
MAP/100 Repair Problems	1-8
When to Notify the Service Provider	1-8
■ Equipment Attachment Limitations	1-9
■ Points of Demarcation	1-10
LAN Connectivity Demarcation	1-10
INTUITY CONVERSANT Script Builder FAX Actions Demarcation	1-10
■ Maintaining System Security	1-11
Password Security	1-11
System Security	1-11
■ Getting Help with the Installation	1-11
System Help Screens	1-11

2 Unpacking the MAP/100 and Installing Nonassembled Hardware	2-1
■ Overview	2-1
■ Purpose	2-1
■ Unpacking the MAP/100	2-2
■ Saving Packing Materials	2-2
Return Repair Tag	2-3
■ Installing a Deskside MAP/100	2-3
■ Installing Split Ferrite Core Toroids	2-3
■ Installing the Cable Tie-Down Bracket	2-5
■ Locating Key Components on the MAP/100	2-8
The Front of the Chassis	2-8
Peripheral Drive Devices	2-10

[Chassis Cooling System](#) 2-10

[The Back of the Chassis](#) 2-10

3 [Making Cable Connections](#) 3-1

■ [Overview](#) 3-1

■ [Purpose](#) 3-1

■ [Connecting the Tip/Ring Circuit Card](#) 3-2

[Direct Cable Connection](#) 3-2

[Cable Connection Using a Line Splitter](#) 3-3

[855A Adapter](#) 3-3

[356B Adapter](#) 3-4

[Cable Connection Using the
Tip/Ring Distribution Panel](#) 3-6

[Connecting FAX Lines](#) 3-8

■ [Digital Connections](#) 3-9

[Central Office Connection—T1 Circuit Cards](#) 3-9

[Connecting T1 Circuit Cards to a CSU](#) 3-10

■ [Connecting Asynchronous Devices](#) 3-11

[Using COM1](#) 3-11

[Using the 8-Port Asynchronous
Circuit Card](#) 3-11

[Asynchronous Circuit Card \(EQUINOX
Megaport 8C5 8-Port Serial I/O Board\)](#) 3-11

[Connecting The MAP/100 to a Synchronous Host](#) 3-12

[PC/XL Synchronous I/O Card](#) 3-12

[FIFO/SIB Synchronous Host Circuit Card](#) 3-12

[Host Cable Specifications](#) 3-13

■ [Connecting the LAN Circuit Card](#) 3-13

[ISA Ethernet LAN Circuit Cards](#) 3-14

[PCI Ethernet LAN Circuit Cards](#) 3-16

■ [Connecting Standard Circuit Cards.](#) 3-18

[External SCSI Connector Circuit Card](#) 3-18

[SCSI Host Adapter Controller Circuit Card](#) 3-19

[Video Controller Circuit Cards](#) 3-19

[Models STB Horizon, WDXLR831124,
WDXLR83160, and WDXLR833124](#) 3-19

[Remote Maintenance Circuit Card](#) 3-20

4	<u>Connecting Peripherals and Powering Up</u>	<u>4-1</u>
■	<u>Overview</u>	<u>4-1</u>
■	<u>Purpose</u>	<u>4-1</u>
■	<u>Connecting the Monitor</u>	<u>4-2</u>
	<u>Required Cabling</u>	<u>4-2</u>
	<u>Connecting Monitor Cables</u>	<u>4-3</u>
■	<u>Connecting the Keyboard</u>	<u>4-3</u>
■	<u>Connecting the Printer</u>	<u>4-4</u>
	<u>Configuring a Local Parallel Printer</u>	<u>4-4</u>
	<u>Configuring the Okidata 320 Printer</u>	<u>4-5</u>
	<u>Configuring the Okidata Laser Printer</u>	<u>4-6</u>
■	<u>Registering Your Modem</u>	<u>4-7</u>
■	<u>Connecting a Modem</u>	<u>4-7</u>
	<u>Connecting the 3820 Modem to the Platform</u>	<u>4-7</u>
	<u>Configuring the 3820 Modem</u>	<u>4-8</u>
■	<u>Powering Up the System</u>	<u>4-9</u>
	<u>Verifying the Intake Voltage</u>	<u>4-9</u>
	<u>Connecting the System to the AC Power Supply</u>	<u>4-9</u>
5	<u>Verifying System Status</u>	<u>5-1</u>
■	<u>Overview</u>	<u>5-1</u>
■	<u>Purpose</u>	<u>5-1</u>
■	<u>Verifying Controlled Applications</u>	<u>5-2</u>
	<u>Viewing Feature License Values</u>	<u>5-2</u>
■	<u>Feature Test Script Package</u>	<u>5-4</u>
	<u>Feature Test Script Package Prerequisites</u>	<u>5-4</u>
	<u>Setting Up the Feature Test Script Package</u>	<u>5-5</u>
	<u>Running the Feature Test Script Package</u>	<u>5-7</u>
	<u>Changing the State of Voice Equipment</u>	<u>5-8</u>
■	<u>Activating Alarm Origination</u>	<u>5-10</u>
	<u>Testing Alarm Origination</u>	<u>5-12</u>
■	<u>Backing up the INTUITY CONVERSANT System</u>	<u>5-14</u>
	<u>Backing up the INTUITY CONVERSANT System Using BRU</u>	<u>5-15</u>
	<u>Types of BRU</u>	<u>5-15</u>
	<u>Performing a Root Backup</u>	<u>5-15</u>

[Performing a Full Backup](#) 5-19

[Verifying a Backup Tape](#) 5-20

[Backing Up the INTUITY CONVERSANT System Using mkimage](#) 5-21

[Performing a System Backup](#) 5-22

[Performing Other Backups](#) 5-26

[A System Installation Checklist](#) **A-1**

■ [Overview](#) A-1

■ [Purpose](#) A-1

■ [Books to Use with the Checklists](#) A-2

■ [System Installation Checklist](#) A-3

[B Troubleshooting Procedures](#) **B-1**

■ [Overview](#) B-1

■ [Purpose](#) B-1

■ [Repairing Power-Up Troubles](#) B-2

■ [Repairing Boot-Up Troubles](#) B-4

■ [Repairing System Installation/Upgrade/Set-Up Troubles](#) B-7

[C Pinouts](#) **C-1**

■ [Overview](#) C-1

■ [Purpose](#) C-1

■ [Pinouts for the Tip/Ring Circuit Card](#) C-2

■ [Pinouts for Asynchronous Connections](#) C-7

■ [Pinouts for Peripheral Devices](#) C-9

[D Cable Connectivity](#) **D-1**

■ [Overview](#) D-1

■ [Purpose](#) D-1

■ [Slot Locations](#) D-2

[Assignment Rules](#) D-2

■ [Overview of INTUITY CONVERSANT Serial Port Connections](#) D-3

■ [Connecting Lucent INTUITY COM1 to Customer Equipment via a Modem](#) D-4

■ [Connecting Lucent Intuity COM1 to a 715 Terminal DCE Port via ADUs](#) D-5

■ Connecting Lucent INTUITY COM1 to a Distant Data Module via a 7400A Data Module	D-6
■ Connecting Lucent INTUITY COM1 to a 615 Terminal or Other DTE Device via a Null Modem	D-7
■ Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device	D-8
■ Connecting the Lucent INTUITY Multi-Port Card to Customer Equipment via a Modem	D-9
■ Connecting the Lucent INTUITY Multi-Port Card to a Terminal via ADUs	D-10
■ Connecting the Lucent INTUITY Multi-Port Card to a Distant Data Module via a 7400A Data Module	D-11
■ Making a Direct Connection from the Lucent INTUITY Multi-port Card to a 615 Terminal or Other DTE Devices	D-13
■ Making a Direct Connection from the Lucent INTUITY Multi-port Card to 715 Terminal or Other DCE Devices	D-14
IN Index	IN-1

About This Book

Purpose

This book, *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 New System Installation*, 585-310-176, contains instructions for installing an INTUITY™ CONVERSANT® system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, setup, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/100 platform and the INTUITY CONVERSANT system and most of its optional features.

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 acceptance testing. Secondary audiences include the following from Lucent Technologies:

- Field support—Technical Service Organization (TSO) and International Technical Assistance Center (ITAC)
- Helpline personnel
- Factory assemble, load, and test (ALT) personnel
- Provisioning project managers—Sales and Technical Resource Center (STRC)

We assume that the primary users of this book have completed the INTUITY CONVERSANT hardware installation training course (see ["Related Resources"](#) below).

Release History

This is the third issue of this book. The book was first issued in December, 1996.

Trademarks

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- Netscape Navigator is a trademark of Netscape Communications Corporation
- QuickStart is a trademark of the Enhanced Software Technologies, Corporation.

How to Use This Book

This book is designed to step you through the entire installation process. You can also use it as a quick-reference to obtain specific information you may need on a particular topic.

For Complete Installation Instructions

Read [Chapter 1, "Getting Started"](#), before you begin for information on prerequisites, including site preparation and the tools and information you need to complete the installation successfully. From there, read and use each chapter in the order presented. This takes you step by step through the procedures you must perform to install a factory-assembled, -loaded, and -tested (ALT) Lucent INTUITY system.

NOTE:

If you are installing a non-ALT system, see Appendix C, "Building a System," in *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 Maintenance*, 585-310-179, for instructions.

For a Quick Reference

If you want a quick reference, [Appendix A, "System Installation Checklist"](#), contains a checklist of procedure titles. These titles are listed in the order in which you must perform them. Also included are references to where you will find the complete procedures in this book.

For Troubleshooting Information

Where troubleshooting information is available, notes in the text refer you to the appropriate place in [Appendix B, "Troubleshooting Procedures"](#), to look for help.

For Connectivity and Pinout Information

For supplemental pinout and connectivity information, see [Appendix C, "Pinouts"](#), and [Appendix D, "Cable Connectivity"](#), respectively.

To Locate Specific Topics

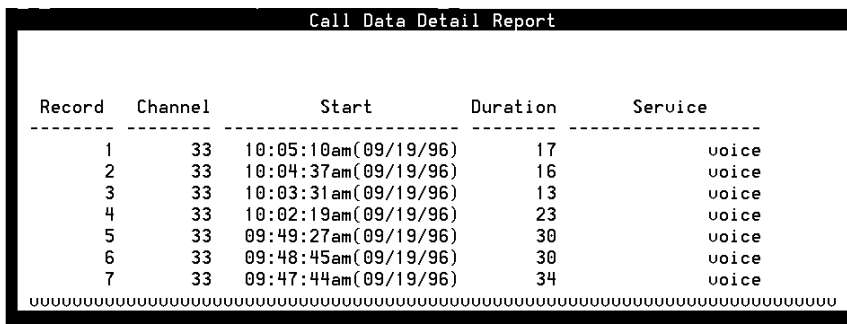
This book includes an alphabetical index at the end for quick access to specific topics.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as
Type **y** to continue.
- The word "enter" means to type a value and then press **(ENTER)**. For example, an instruction to type the letter "y" and press **(ENTER)** is shown as
Enter **y** to continue.
- The word "select" means to move the cursor to the desired menu item and then press **(ENTER)**. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press **(ENTER)** is shown as
Select **Start Test**.
- The INTUITY CONVERSANT system displays *windows, screens, and menus*. Windows and screens both show and request system information ([Figure 1](#) through [Figure 4](#)). Menus ([Figure 5](#)) present options from which you can choose to view another menu, or a screen or window.



Record	Channel	Start	Duration	Service
1	33	10:05:10am(09/19/96)	17	voice
2	33	10:04:37am(09/19/96)	16	voice
3	33	10:03:31am(09/19/96)	13	voice
4	33	10:02:19am(09/19/96)	23	voice
5	33	09:49:27am(09/19/96)	30	voice
6	33	09:48:45am(09/19/96)	30	voice
7	33	09:47:44am(09/19/96)	34	voice

Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

In order to install UnixWare, you must reserve a partition (a portion of your hard disk's space) on your primary hard disk for the UNIX System. After you press 'ENTER' you will be shown a screen that will allow you to create new partitions, delete existing partitions or change the active partition of your primary hard disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be destroyed. If you wish to attempt to preserve any files from an existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary hard disk must be at least 120 MBs and labeled 'ACTIVE.'

Figure 2. Example of an INTUITY CONVERSANT Screen Showing Information

```
Replace Disk

Enter the logical name of disk: _____

Enter jumper id of the disk being replaced (0-7): _
```

Figure 3. Example of an INTUITY CONVERSANT Window Requesting Information

You may use a partition of your secondary hard disk. If you choose to use a partition of your secondary hard disk you will be shown a screen that will allow you to partition your secondary hard disk.

WARNING: All files in any partition(s) you delete will be destroyed.

If you choose to create a UNIX System partition on your secondary hard disk, it must be at least 40 MBs.

Your Options are:

1. Do not use a partition of the secondary hard disk for the UNIX System.
2. Use a partition of the secondary hard disk for the UNIX System.

Press '1' or '2' followed by 'ENTER'.

Figure 4. Example of an INTUITY CONVERSANT Screen Requesting Information

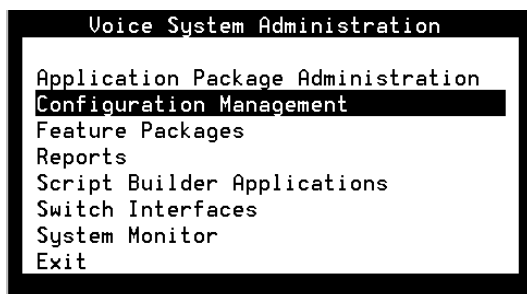


Figure 5. Example of an INTUITY CONVERSANT Menu

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as

Press **ENTER**.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold **ALT** while typing the letter "d" is shown as

Press **ALT** **D**.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as square boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

Press **F3** (Choices).

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

Press **1** to record a message.

Screen Displays

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

Example 1:

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

Example 2: `Alarm Form Update was successful.`

`Press <Enter> to continue.`

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

Start at the Voice System Administration Menu and select

```
> Customer/Services Administration
```

```
> Alarm Management
```

In this example, you would access the Voice System Administration Menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

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

Other Typography

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

Example 1:

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

Example 2:

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

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

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

Safety and Security Alert Labels

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

 **CAUTION:**

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

 **WARNING:**

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

 **DANGER:**

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

 **SECURITY ALERT:**

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

Related Resources

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

Documentation



NOTE:

The *INTUITY CONVERSANT System Version 6.0 System Description*, 585-310-241, contains a detailed description of all books included in V6.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

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

- *INTUITY CONVERSANT System Version 6.0 MAP/100 Maintenance*, 585-310-179
- *BCS Products Security Handbook*, 555-025-600

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

Electronic Updates to This Book

The ACCESS Electronic News online bulletin board is available to provide you with additional information about the INTUITY CONVERSANT product, including updates and supplements to the information in this book. This free service is available 24 hours a day, 7 days a week. To register and receive a special offer on ACCESS Plus software, call 1-800-242-6005 and ask for Department 186.

Training

The following training class is recommended as a prerequisite to installing an INTUITY *CONVERSANT* system:

- Course No. B03620A, INTUITY CONVERSANT Installation and Maintenance (for domestic installations)
- Course No. GO3603A, CONVERSANT Installation and Maintenance (for international installations)

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

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

How to Comment on This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

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11900 North Pecos Street
Denver, Colorado 80234

You may also fax your comments to the attention of the Lucent INTUITY writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY™*
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Lucent Technologies—formed as a result of AT&T's planned restructuring—designs, builds, and delivers a wide range of public and private networks, communications systems and software, consumer and business telephone systems, and microelectronic components. The world-renowned Bell Laboratories is the research and development arm for the company.

Getting Started

1

Overview

This chapter describes:

- Site preparation, including environmental, space, and power requirements for the MAP/100
- Installation prerequisites; specifically, tools, test equipment, system information, documentation, and switch administration requirements
- Points of demarcation for installation and maintenance
- Your responsibility with regard to the security of the customer's system
- Technical assistance and other resources available to you during installation



NOTE:

The information in this book assumes that you are installing an assembled, loaded, and tested (ALT) INTUITY™ CONVERSANT® system. If this is not the case, see Appendix C, "How to Build a System," in *INTUITY CONVERSANT System Version 6.0 MAP/100 Maintenance*, 585-310-179, for additional instructions.

Purpose

The purpose of this chapter is to ensure that:

- The customer site meets the physical requirements for installation of the MAP/100
- You are prepared with the tools and information you need to complete the INTUITY CONVERSANT system installation successfully

Site Preparation

This section describes physical requirements for the installation site, which include:

- Environmental considerations
- Installation considerations
- Weight and space considerations
- Power requirements

Environmental Considerations

Place the MAP/100 in an area where the environmental conditions shown in [Table 1-1](#) are maintained.

Table 1-1. Environmental Considerations

Operating State	Temperature	Humidity
Continuous Operation	+10 to +38°C	5 to 55% noncondensing
Short-term operation	+10 to +38°C	5 to 80%, noncondensing
Nonoperating	-40 to +60°C	5 to 95%, noncondensing

Installation Area Considerations

Observe the following when determining where to place the MAP/100.

- *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.

⇒ NOTE:

The maximum heat output of a MAP/100 is approximately 2500 BTU.

- Provide surge protection and power backup in areas with volatile power (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.

Space Requirements

[Table 1-2](#) lists the approximate weight, size, and depth of the primary MAP/100 hardware components.



NOTE:

The weight listed includes only the basic chassis, hard disk, floppy disk, tape drive, and three circuit cards: CPU, Video Controller, and SCSI Host Adapter Controller.

The MAP/100 can be mounted in a 19-inch commercial frame or sit deskside on the floor.

Table 1-2. Space Requirements

Equipment	Weight (lbs.)	Height (in.)	Width (in.)	Depth (in.)
MAP/100 (in frame)	140	24	19.5	22
Monitor	15	13.5	13	14.5
Keyboard	5	2.5	19	8
Printer	20	5	16	11

Power Requirements

The MAP/100 powers the monitor through an interface cable. The rear of the unit contains a power supply receptacle for the monitor.

[Table 1-3](#) lists the power requirements for the MAP/100.

Table 1-3. Power Requirements

Attribute	MAP/100	Printer	Monitor
Volts AC	110–130 VAC +/- 5%	115 VAC +/- 5%	110–240 VAC auto sensing
Hertz (Hz) (Power)	50-60	50–60	50–87
Phase	Single	Single	Single
Breaker Amps	15 (AC)	2 (AC)	1 (AC)
Nominal Current Draw	7 (AC)	N/A	N/A
Power Input	NEMA ¹ 5–15P	NEMA 5–15P	Included with monitor; 1 m (3 ft) long
Power Output	600 watts	N/A	N/A
Unit input receptacles	IEC-320 inlet	IEC-320 inlet	IEC-320 inlet
Heat Dissipation	2500 BTU	N/A	N/A

1. National Electrical Manufacturer's Association.

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

- Locate each unit and printer within 6 feet 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)
- Use the AC power output receptacle on the back of the unit for a video monitor only. Never plug any other device into this receptacle

 **CAUTION:**

Use only shielded cables and equipment in conjunction with the MAP/100 to maintain safe levels of electromagnetic compatibility.

System Grounding Connections

Customer-premise-provided outlets should be grounded in accordance with NEC and applicable local codes.

To maintain electromagnetic interference (EMI) protection, personal protection, and immunity from circuit noise, you must ground each MAP/100 to a solid, stable single-point ground.



CAUTION:

Use extreme care when you make power and ground connections.

Installation Prerequisites

This section lists the tools, test equipment, system information, and documentation you must have to install and test the MAP/100.

Tools

The following tools are recommended for installing the MAP/100:

- 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 ball-point pen



NOTE:

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 to install a MAP/100:

- A volt/ohm meter
- Two telephones connected through the switch. These must be of the same type as the majority of telephones the customer uses on the system.

Place the two test telephones so that you can easily see the system monitor while you use them.

- If the system includes INTUITY CONVERSANT Script Builder FAX Actions, you must have access to a customer fax machine for testing.

System Information

You need the following information to complete this installation:

- Installation information worksheets

Your project manager or systems consultant should give you a series of worksheets prior to the installation. These worksheets contain input from the customer.

The Installation Worksheets Inventory lists the worksheets that contain the information you need to complete this installation. If you do not receive a certain worksheet, verify the values that are needed and then use the system defaults for those particular values.

- Basic system procedures

The installation procedures in this book assume that you know how to log on and off the system and how to move around using the INTUITY CONVERSANT system screens.

Documentation

Use the following documentation during installation of a MAP/100:

- *INTUITY CONVERSANT System Version 6.0 MAP/100 New System Installation, 585-310-176*

Use this book to familiarize yourself with installation prerequisites and to perform hardware installation, initial administration, and acceptance testing.

- *INTUITY CONVERSANT MAP/100 System Version 6.0 Maintenance, 585-310-179*

Use this book for troubleshooting, alarm retirement or to correct errors in the factory assembly process.

Regulatory Agency Guidelines

Follow the installation procedures in this book to ensure compliance with the current FCC rules regarding radio-frequency devices (FCC Rules, Part 15) and the connection of terminal equipment to the telephone network (FCC Rules, Part 68).

FCC/CSA Part agency compliance label(s) for the MAP/100 system card and individual network interface cards are located on the rear surface of the chassis or individual circuit card.

FCC Guidelines

The guidelines in this section will help you to comply with procedures as you connect to the public telephone network.

Before You Connect to the Public Telephone Network

Before you make any connections to the public telephone network, give the local service provider the following information:

- The telephone and circuit numbers of the lines to which the MAP/100 will be connected
- The FCC registration number of the MAP/100 (this is located on the faceplate of each Tip/Ring circuit card and visible at the rear of the unit)
- The ringer equivalence number (REN) of the PC/PBX circuit card and the IVP6 Tip/Ring circuit card

 **NOTE:**

The REN is located on the faceplate of each circuit card and visible at the rear of the unit.

Type of Telephone Lines Needed

Use your application on standard-device telephone line circuits and standard T1 or E1 trunks.

Do not connect to telephone company-provided coin service (central office implemented systems).

 **NOTE:**

Connecting to party-line service is subject to state tariffs.

If you have any questions about the telephone line(s), such as how many pieces of equipment you can connect to a line, contact the service provider.

Telephone Service and Repair Problems

If the service provider notes a problem with customer equipment, the company may

- Discontinue service to the customer temporarily
- Notify the customer prior to disconnecting service, if practicable

If advance notice is not feasible, the company may

- Discontinue service to the customer temporarily
- Notify the customer as soon as possible
- Give the customer an opportunity to correct the problem
- Inform the customer of the right to file a complaint with the FCC

MAP/100 Repair Problems

In the unlikely event that repairs are needed for the MAP/100, ensure that they are performed by an authorized representative. If you are a field service representative and cannot solve a problem, contact your maintenance provider. If your maintenance provider is Lucent Technologies BCS and you are a

- U.S. customer, call the Technical Service Organization (TSO) at 1-800-242-2121
- Non-U.S. customer, call the International Technical Assistance Center (ITAC) at 303-538-4666

CAUTION:

If any of the INTUITY CONVERSANT equipment is not operating properly, remove it immediately from the telephone lines. Malfunctioning equipment can harm the telephone network.

When to Notify the Service Provider

CAUTION:

Notify the service provider immediately if you are permanently or temporarily disconnecting the MAP/100 from its present line or trunk circuits. This applies to digital circuits only.

CAUTION:

If you disconnect the MAP/100 from the telephone network on a continuing basis without advising the service provider, they can discontinue your service permanently. This applies to digital circuits only.

Equipment Attachment Limitations

NOTE:

This section applies to Canadian customers only.

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, ensure that it is permissible to be connected to the facilities of the local service provider. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service can be extended by means of a certified connector assembly (telephone extension cord). Be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment must be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the service provider cause to request that the user disconnect the equipment.

For your own protection, ensure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION:

Do not attempt to make such connections. Contact the appropriate electric inspection authority or electrician as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop that is used by the device, to prevent overloading. The termination on a loop can consist of any combination of devices, and is subject to only one requirement: the total of the Load Numbers of all devices cannot exceed 100.

NOTE:

The LN for the AYC28 Tip/Ring circuit card is 9.

Points of Demarcation

A *demarcation point* defines the extent of Lucent Technologies' responsibilities for a product. Beyond this point, the customer is responsible for providing overall service.

When installing an INTUITY CONVERSANT system, you must be aware of the following demarcations:

- Local area network (LAN) connectivity
- INTUITY CONVERSANT Script Builder FAX demarcation

LAN Connectivity Demarcation

The demarcation point for the INTUITY CONVERSANT TCP/IP is the point of connection into the LAN circuit card. The customer is responsible for

- The LAN cable
- The connector at the end of the cable for connection to the system
- LAN administration not performed on the system
- Maintaining the TCP/IP addresses and administration on the system after cutover, unless otherwise specified by contract

Lucent Technologies service technicians dispatched for system installation are not responsible for troubleshooting the customer's LAN.

INTUITY CONVERSANT Script Builder FAX Actions Demarcation

INTUITY CONVERSANT Script Builder FAX uses the same equipment as INTUITY CONVERSANT voice processing. The IVC6 universal ports support both voice and fax without additional cabling or hardware.

Lucent Technologies service technicians dispatched for system installation are not responsible for troubleshooting customer fax machines.

Maintaining System Security

During an installation, security of the customer's system is your responsibility. You must take the following precautions to protect password and system security.

Password Security

To ensure password security

- Change the passwords for the system administrator and craft logins before you begin the verification and acceptance of the system.
- While changing the passwords, follow exactly what is written on Worksheet 1: System Administration Initial Passwords.

NOTE:

Do not leave this worksheet laying out, or allow any one to see it.

- At the first opportunity, give this worksheet directly to the customer's designated representative.
- If you suspect that the security of any password has been compromised, notify your project manager or system administrator.

System Security

To ensure system security, do not leave a logged-on terminal unattended. Always log off the system if you are leaving it unattended, even for a short period of time.

Getting Help with the Installation

The following resources are available for help during an installation:

- Help screens located on the system
- Remote maintenance center support

System Help Screens

Online help is available for both the INTUITY CONVERSANT system and administration screens. To display help screens or command choices, press **(CHOICES)** (F6) 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, it displays general information about the field.

Unpacking the MAP/100 and Installing Nonassembled Hardware

2

Overview

This chapter describes:

- How to unpack and set up the MAP/100
- Where to locate key components of the MAP/100

Purpose

The purpose of this chapter is to:

- Facilitate unpacking and set up of the MAP/100
- Provide illustrations and descriptions of key components of the MAP/100 for reference during the installation

Unpacking the MAP/100

The keyboard and monitor are shipped separately from the chassis, because of the size and weight of the MAP/100.

To unpack the MAP/100:

1. Cut the bands holding the carton to the wooden pallet and remove the top of the box.
2. Remove the accessory boxes and foam packing materials from the top.
3. Remove the large cardboard sleeve that surrounds the chassis.

 **NOTE:**

The MAP/100 should now be fully exposed and resting on the bottom foam packing material.

4. Remove the plastic bag by peeling it from the sides of the MAP/100 as far as possible.
5. Lift the chassis from the bottom of the carton, using an appropriate lifting system.

 **NOTE:**

The MAP/100 weighs approximately 140 lb.

 **CAUTION:**

Snap-on dress covers may be installed on the sides of the MAP/100. Do not lift the chassis by these side covers. Lift it from the front and rear.

Saving Packing Materials

Save the shipping cartons and all packing materials should you need to return the MAP/100 to the manufacturer. If you ordered multiple MAP/100s, saving one carton and packing materials should be sufficient. Packing materials include:

- Antistatic bags
- Bubble wrap
- Cardboard and foam inlays

 **CAUTION:**

The manufacturer does not accept liability for a damaged unit if you do not return it in the original packing materials and carton. The carton has been designed to prevent damage and ensure product warranty.

Return Repair Tag

If you must return a MAP/100 to the manufacturer, complete the yellow GBCS return repair tag and attach it to the unit. The factory information packet included in the MAP/100 carton contains the yellow return repair tag.

Installing a Deskside MAP/100

If ordered with the MAP/100, deskside kits are factory installed and no additional assembly is needed. If ordered as a field-installable item, follow the instructions provided in each kit.

Deskside units are equipped with four casters that allow you to roll the chassis around as required. Once you position it, activate the locking mechanisms located on each caster to secure the MAP/100 in place.

Installing Split Ferrite Core Toroids

The split ferrite core toroid is placed on the MAP/100 power cable ([Figure 2-1](#)). If the MAP/100 monitor is plugged into the MAP/100 chassis, a split ferrite core toroid is also placed on the monitor power cord.

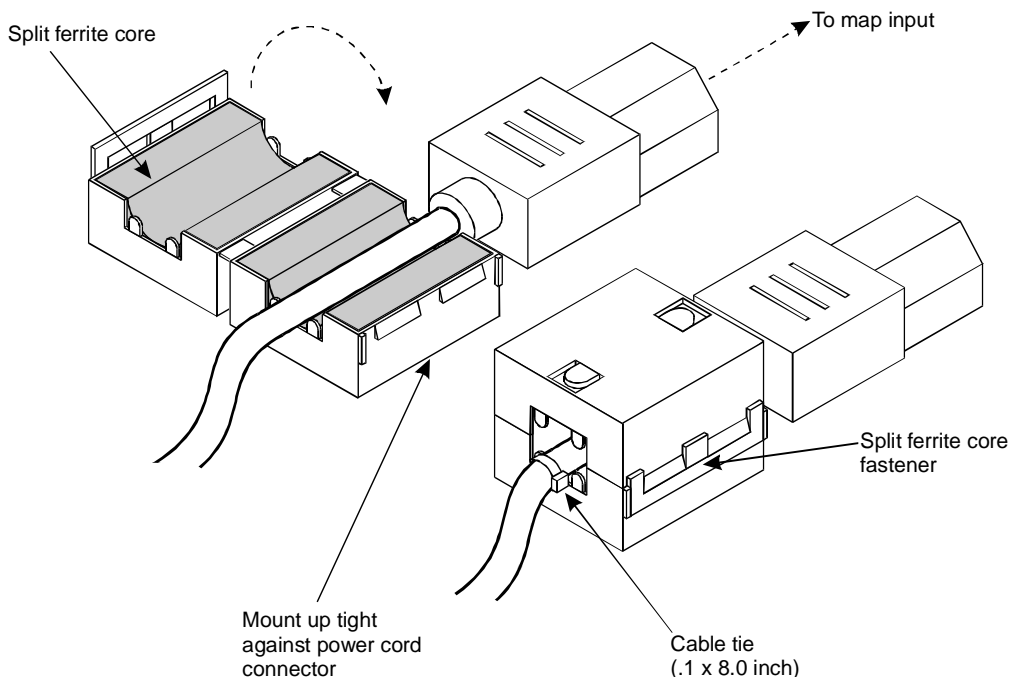


Figure 2-1. Split Ferrite Core Toroid Installation



NOTE:

If the MAP/100 monitor is plugged directly into a wall outlet, do not place a split ferrite core toroid on the power cord.

To install the split ferrite core toroids:

1. Open the split ferrite core toroid by gently pulling the fastener away from the body of the split ferrite core toroid ([Figure 2-1](#)).
2. Place the power cord in the groove inside a split ferrite core toroid ([Figure 2-1](#)).
3. Place the toroid against the female connector which connects to the 110 VAC power input on the back of the MAP/100.
4. Gently snap the split ferrite core toroid shut around the cable ([Figure 2-1](#)).
5. Attach a cable tie directly behind the split ferrite core toroid to secure it.
6. Cut and remove the excess cable tie.
7. Place the monitor power cord in the groove inside a split ferrite core toroid ([Figure 2-1](#)).
8. Place the toroid against the male connector which connects to the auxiliary monitor power input on the back of the MAP/100.

9. Gently snap the split ferrite core toroid shut around the cable ([Figure 2-1](#)).
10. Attach a cable tie directly behind the split ferrite core toroid to secure it.
11. Cut and remove the excess cable tie.

Installing the Cable Tie-Down Bracket

Each MAP/100 includes a cable tie-down bracket. Units equipped with multiple Tip/Ring circuit cards and a Tip/Ring distribution panel are shipped with cabling attached to this bracket. This bracket must be permanently attached to the unit. If it is not, see [Figure 2-2](#) for an example of the position of the bracket during shipping.

To install the cable tie-down bracket:

1. Loosen the four screws next to the 25-slot backplane ([Figure 2-2](#)).
2. Slide the bracket under the screw heads in the slots provided ([Figure 2-3](#)).
3. Tighten the screws.

MAP/100s, configured without the Tip/Ring distribution panel, ship with the cable tie-down bracket located on the bottom of the shipping carton. It is recommended that you install the bracket as described above and use it as a cable strain relief for all external I/O cabling.

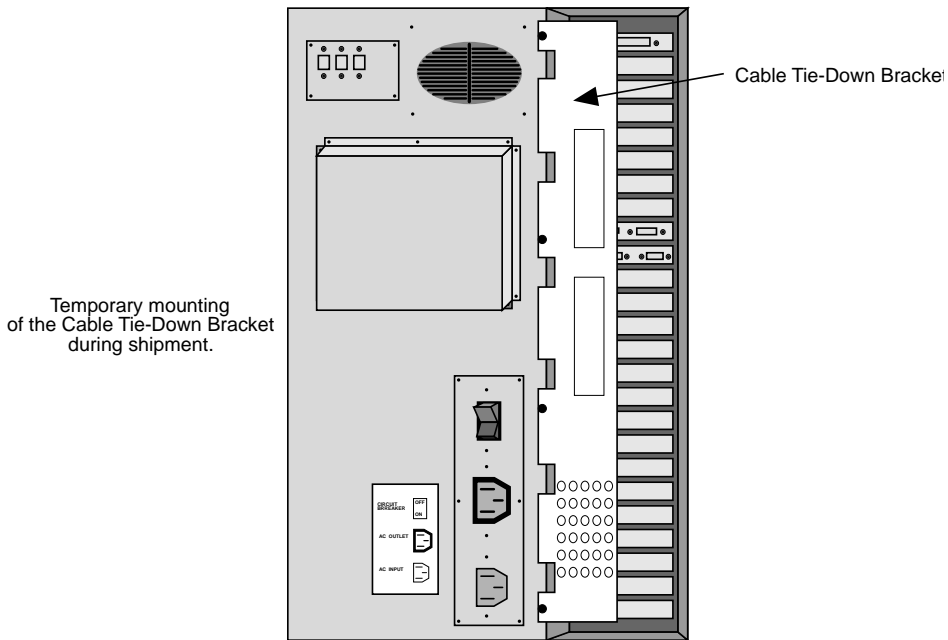


Figure 2-2. Cable Tie-Down Bracket Position During Shipment

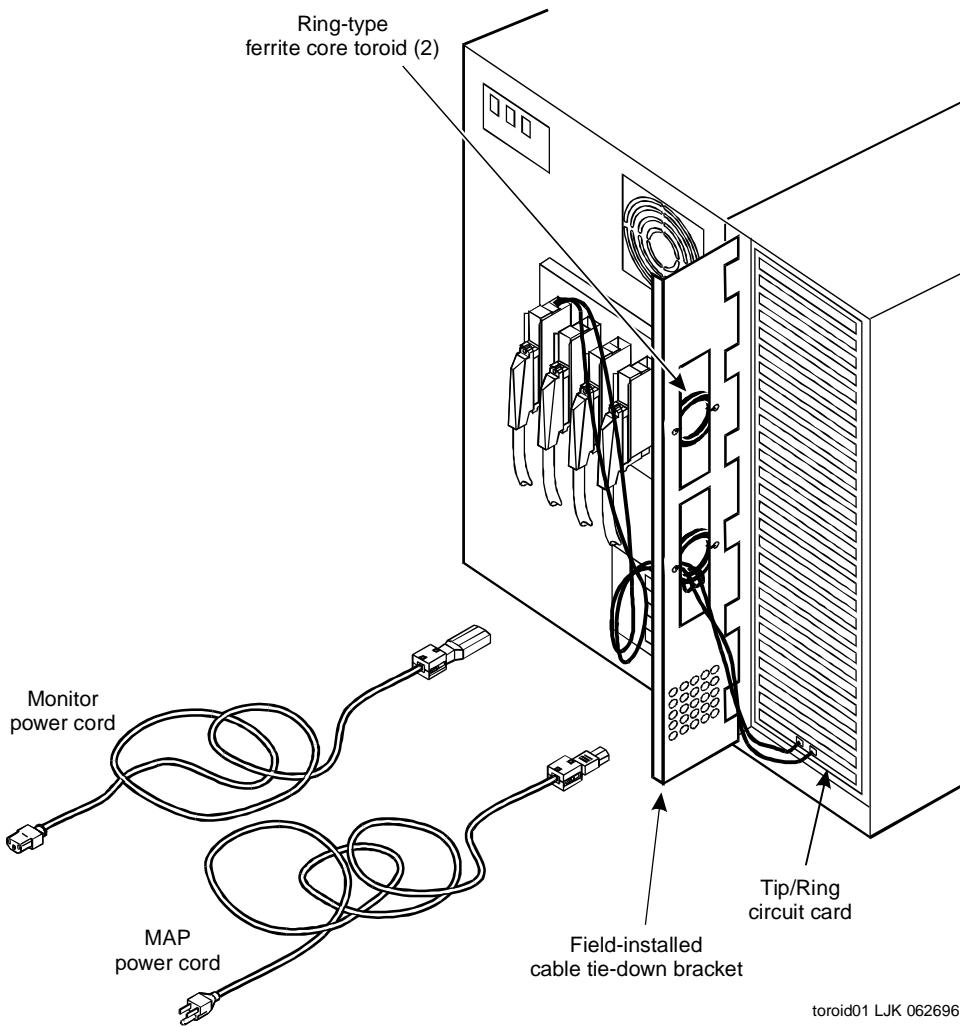


Figure 2-3. Cable Tie-Down Bracket Installation

Locating Key Components on the MAP/100

Use the following sections and diagrams to locate key components on the MAP/100. For additional information describing the MAP/100 hardware, see the *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241.

The Front of the Chassis

[Figure 2-4](#) shows the front view of the MAP/100. [Table 2-1](#) provides a description of the components on the front of the MAP/100.

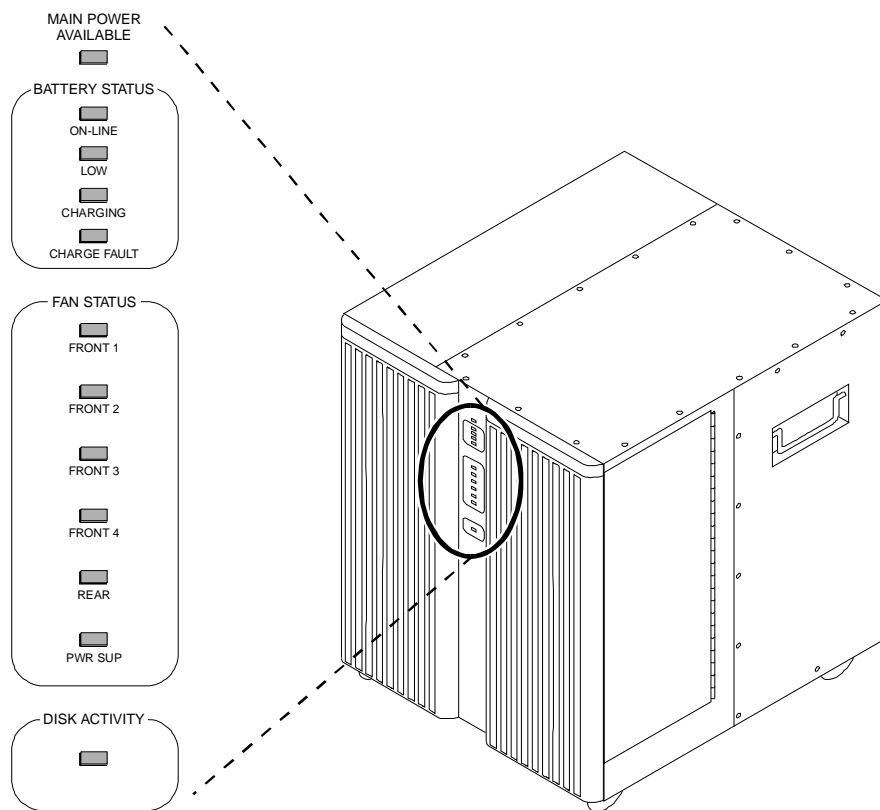


Figure 2-4. Front View of the MAP/100

Table 2-1. Components on the Front of the MAP/100

Component	Location	Description	Function
Front doors	One on each side	Hinged doors	Cover the peripheral bay (disk drives and cooling fans)
Temporary keyboard receptacle	Lower right side, behind door	5-pin circular DIN female	Connects the keyboard to the MAP/100
Temporary video receptacle ¹	Lower right side, behind door	15-pin high-density D subminiature female	Connects the monitor to the MAP/100
Power switch	Lower right side, behind door	Rocker switch	Turns the MAP/100 on and off
Reset button	Lower right side, behind door	Button	Resets the MAP/100
Main Power Available indicator	Center between doors	LED	Lights green when the power is on
Online Battery indicator	Center between doors	LED	Lights red when the unit is powered by battery
Low Battery indicator	Center between doors	LED	Lights yellow when the battery needs to be recharged
Charging Battery Indicator	Center between doors	LED	Lights yellow when the battery is being recharged
Fan Status indicators	Center between doors	Six LEDs; one for each fan	Light green when the corresponding fan is working normally
Disk Activity Indicator	Center between doors	LED	Lights green when the hard drive is activated

1. To use this receptacle, you must install the VGS Port jumper cable between the Video Controller circuit card and the video port labeled "VGS Video" on the back of the chassis.

Peripheral Drive Devices

[Table 2-2](#) provides descriptions and functions of the various drives on the MAP/100. These devices are located in the peripheral bay behind the right front door.

Table 2-2. Peripheral Bay Drives

Drive ¹	Description	Function
Cartridge tape	SCSI 2.0-Gbyte	Backup and restore; loading the system
Floppy disk drive	3.5-inch, 1.44-Mbyte high density	System configuration; diagnostic testing
Hard disk	2.0-Gbyte SCSI	Storage for operating system, application software, and speech data
Hard disk(s) (optional)	2.0-Gbyte SCSI	Disk mirroring; storage

-
1. These devices are subject to change.
-

Chassis Cooling System

The cooling system for the MAP/100 includes six fans. Four are located in front of the circuit card cage area, behind the left front door. Another cooling fan (the chassis fan) is located in the center on the back of the chassis. The last fan is located inside the power supply.

The fans maintain air flow in the unit to prevent components from overheating, which can cause a component to malfunction. To prevent overheating, you must also maintain adequate clearance around the unit so that air can circulate.

The Back of the Chassis

[Figure 2-5](#) shows the back view of the MAP/100. [Table 2-3](#) provides a description of the components on the back of the MAP/100.

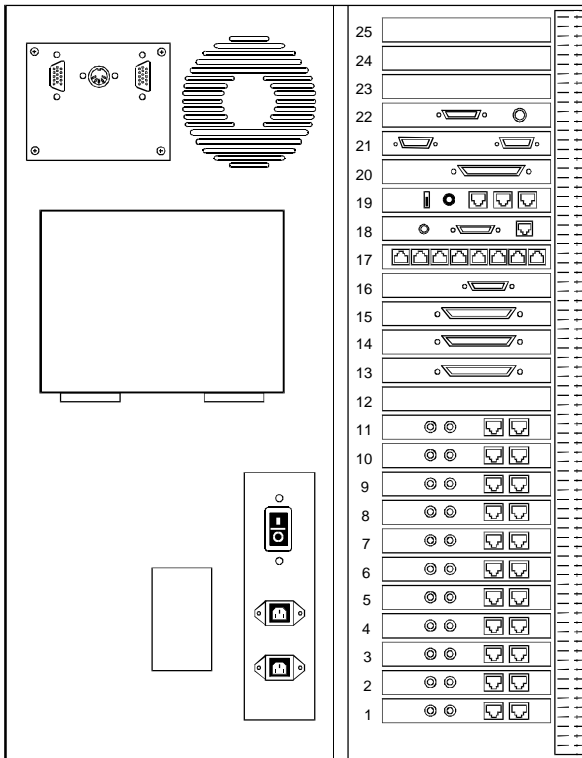


Figure 2-5. Back View of the MAP/100

Table 2-3. Components on the Rear of the MAP/100

Component	Location	Description	Function
Asynchronous port COM1	CPU circuit card faceplate: slot #16	9-pin male D subminiature	Communicates with external devices
Parallel port	CPU circuit card faceplate: left of COM1	25-pin female	Communicates with the printer
Video connector ¹	Video circuit card faceplate: slot #17	15-pin female D subminiature	Connects the MAP/100 to the monitor
Circuit breaker	Lower center	Rocker switch	Turns on/off incoming power to the MAP/100
AC power outlet connector	Lower center below circuit breaker	3-prong, 5-A, 110/220 V	Connects the MAP/100 to the monitor via a 6-ft power cord
AC power inlet receptacle	Lower center below AC power outlet	3-prong, 110/220 or 200/250 V	Connects the MAP/100 to the power source via a 9-ft power cord
Keyboard receptacle ^{*2}	Upper left corner	5-pin female circular DIN	Connects <i>one keyboard only</i> to the MAP/100
Asynchronous port COM2	Upper left corner next to keyboard inlet	9-pin male D subminiature DB-9	Communicates with external devices
VGA Video Connector	Upper left corner	15-pin male D subminiature	Connects to the Video Controller card via the VGA Port jumper cable to enable use of a temporary monitor
One or two Tip/Ring distribution panels (optional)	Center	Square panels screwed to the MAP/100	Allows up to 8 (one panel) or 12 (two panels) Tip/Ring cards to communicate with customer premise equipment

1. Do not use the monitor or the keyboard receptacles for any other purpose than to connect the monitor and one keyboard, respectively.
2. You can connect only one keyboard to the MAP/100.

Making Cable Connections

3

Overview

The MAP/100 can contain up to 25 circuit cards that provide various functions for the system. These cards include:

- Video controls
- Peripheral controls
- Communication controls
- CPU
- Analog Tip/Ring

They are located in the circuit card cage in backplane slot positions 1 through 25.

This chapter serves as an introduction to connecting cables to the faceplates of circuit cards that are installed in the MAP/100. See [Appendix D, "Cable Connectivity"](#), for more detailed information.

Purpose

The purpose of this chapter is to provide the information to make cable connections and complete the system installation successfully.

Connecting the Tip/Ring Circuit Card

The Tip/Ring circuit cards provide the channels which are used by the INTUITY™ CONVERSANT® system. The MAP/100 accommodates seven Tip/Ring circuit cards. The following Tip/Ring circuit cards are an example of types used in this version of the INTUITY CONVERSANT system:

- IVP6 (AYC5B)
- IVP6-IU (AYC16)
- IVP6-IA (AYC26)
- IVP6-ID (AYC27)
- IVP6 (AYC28)
- IVC6 (AYC10)
- NGTR (AYC30)

The Tip/Ring circuit cards use two 6-pin-conductor modular cords. These cords provide three lines for telephone hook-up. You can connect the Tip/Ring circuit card to telephone lines in one of three ways:

- Direct cable connection from the card to the telephone line
- Cable connection from the card through a line splitter and then to the telephone line
- Cable connection using a Tip/Ring distribution panel to the telephone line

Direct Cable Connection

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

[Figure 3-1](#) displays a typical direct Tip/Ring line connection for the IVC6 Tip/Ring circuit card.

See [Appendix C, "Pinouts"](#), for more information on pinouts.

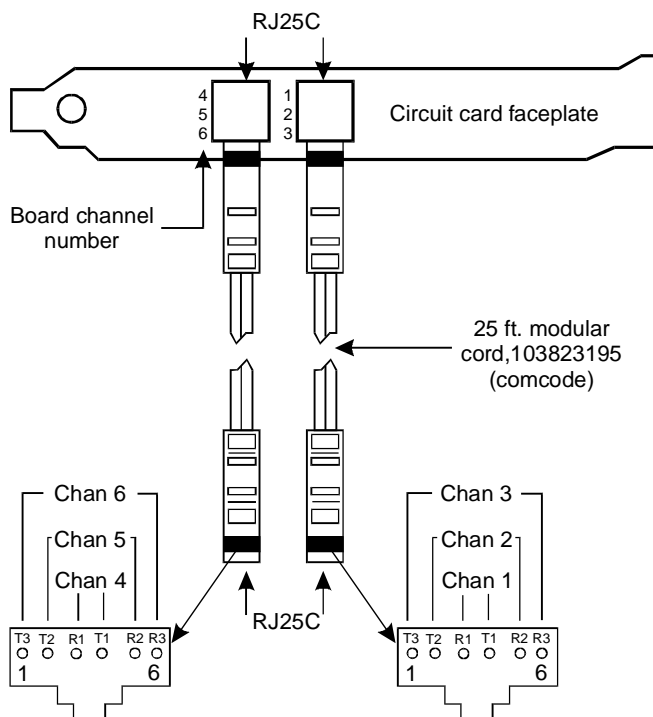


Figure 3-1. Direct Line Connection from IVC6 (AYC10) Tip/Ring Card

Cable Connection Using a Line Splitter

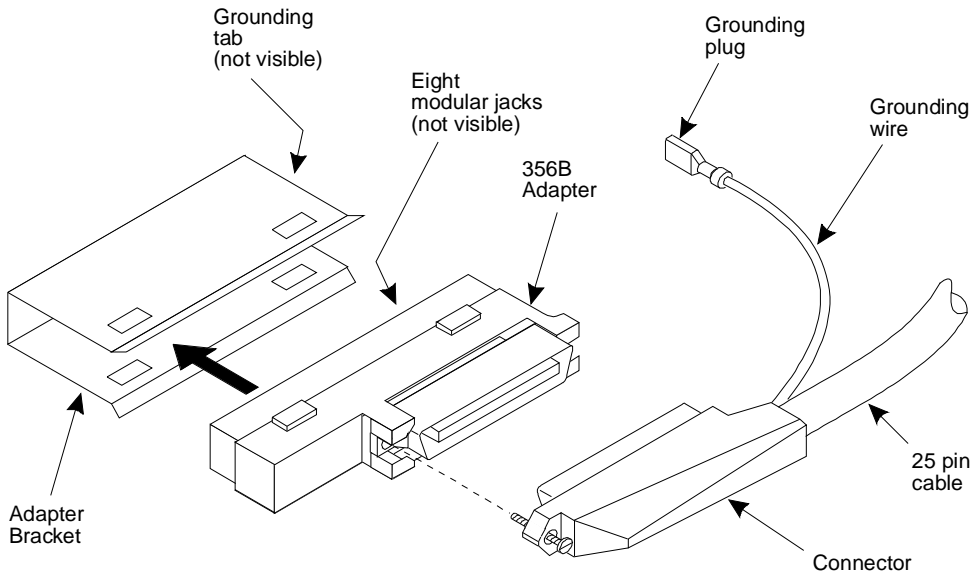
Adapters or line splitters enable you to use multiple channels in modular cords.

855A Adapter

Using the 855A adapter or line splitter (Figure 3-2) to connect the IVC6 Tip/Ring card to the telephone line enables you to use all three channels in the 6-pin-conductor modular cord.

NOTE:

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



- SIDE VIEW -

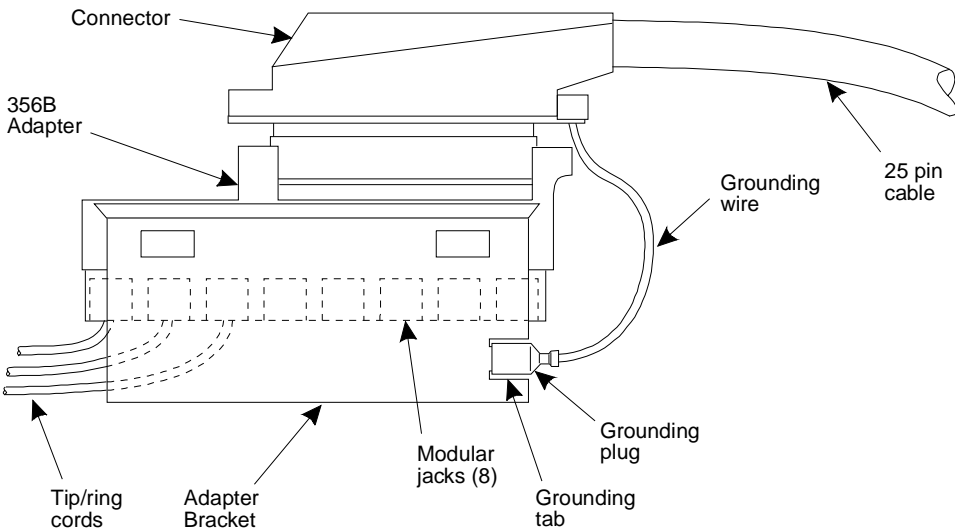


Figure 3-3. How to Use the 356B Adapter with a Tip/Ring Card

Cable Connection Using the Tip/Ring Distribution Panel

The MAP/100 Tip/Ring distribution panel ([Figure 3-4](#)) is located on the back of the chassis. This panel allows you to connect a maximum of 42 channels (up to seven Tip/Ring circuit cards).

[Table 3-1](#) provides the numbering scheme for connecting the short modular cords provided with the Tip/Ring 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.

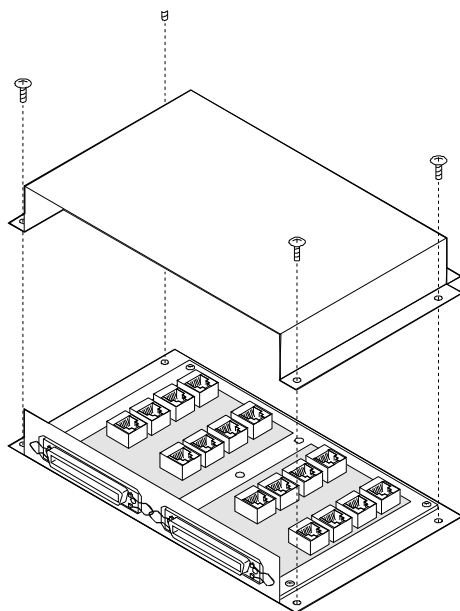


Figure 3-4. MAP/100 Tip/Ring Distribution Panel

To connect the panel:

1. Insert the modular cord into the appropriate jack.
2. 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.



NOTE:

Use cable ties, if necessary, to dress the cables neatly.

3 Making Cable Connections

Connecting the Tip/Ring Circuit Card

3. Make telephone line connections to the MAP/100 with the 25-foot 50-conductor shielded cable(s) equipped with USOC RJ21X connections.

See [Appendix C, "Pinouts"](#), if you need wiring and pinout connections for the Tip/Ring distribution panel.

Table 3-1. Connections from the MAP/100 Tip/Ring Circuit Cards to the Tip/Ring Distribution Panel

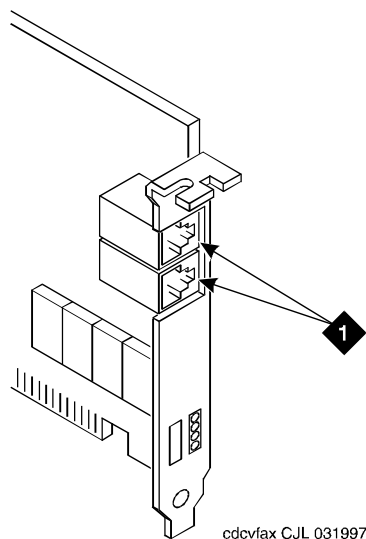
Tip/Ring Circuit Card	Channel Nos. on the Tip/Ring Circuit Card	Jack No. on the Panel
1st	1, 2, 3	J1
	4, 5, 6	J2
2nd	1, 2, 3	J3
	4, 5, 6	J4
3rd	1, 2, 3	J5
	4, 5, 6	J6
4th	1, 2, 3	J7
	4, 5, 6	J8
5th	1, 2, 3	J9
	4, 5, 6	J10
6th	1, 2, 3	J11
	4, 5, 6	J12
7th	1, 2, 3	J13
	4, 5, 6	J14
8th	1, 2, 3	J15
	4, 5, 6	J16

Connecting FAX Lines

The MAP/100 supports one Brooktrout TR114+14L fax circuit card. This fax circuit card provides four dedicated analog ports.

The fax circuit card includes two RJ-45 telephone jacks ([Figure 3-5](#)). The top jack accesses lines 0 and 1. The bottom jack accesses lines 2 and 3.

The cable splitters, which are included with the fax circuit card, connect the channels to single-pair wiring. To use only one or two lines of the circuit card, plug a single-pair RJ-11 cord into the top jack to access line 0. Plug a single-pair RJ-11 cord into the bottom jack to access line 2.



1. Modular jacks

Figure 3-5. Fax Circuit Card Connector

The pinouts for the top and bottom telephone jacks are identical and are configured as shown in [Table 3-2](#).

Table 3-2. Telephone Jack Pinouts on the FAX Circuit Card

RJ-45 Pin	PJ1	PJ2
8	NC	NC
7	NC	NC
6	Ring 1	Ring 3
5	Ring 0	Ring 2
4	Tip 0	Tip 2
3	Tip 1	Tip 3
2	NC	NC
1	NC	NC

Digital Connections

A digital T1 (E&M) or E1 (CAS) circuit (trunk) allows the system to connect to digital network facilities such as a central office (CO) switch. Digital connections between a DEFINITY® switch and the system can be through PRI, T1 (E&M), E1 (CAS), line-side T1, or line-side E1.

E1 or LSE1 reduces the required hardware to only one E1 circuit card (and part of an SP or SSP circuit card). T1 or LST1 requires one T1 circuit card (and part of an SP or SSP circuit card) per 24 channels of digital service. Two T1 circuit cards and one SP circuit card provides 48 voice channels.

The AYC3B and AYC11 circuit cards are used only for T1 services. The AYC21 circuit card may be used for either E1 or T1 services.

Central Office Connection—T1 Circuit Cards

The system supports three T1/E1 circuit cards.

- AYC3B
- AYC11
- AYC21

You can connect the MAP/40 T1 circuit cards to the standard T1 carrier directly to a DS1 terminal block or through the following types of customer premise equipment:

- Channel Service Unit (CSU)
- Automatic call distributor (ACD)
- Private branch exchange (PBX)

You *must* use a CSU if any of the following situations applies to your MAP/40 setup:

- The system is more than 200 meters (655 ft.) from the signal source. The signal source may be a DSX or the last T1 repeater. In this case, the CSU regenerates the received signal and properly attenuates the transmitted signal to prevent crosstalk.
- The system is terminating the T1 trunk from outside the building. In this situation, the CSU provides the primary lightning and surge protection as required by FCC Part 68.
- The T1 loop is not dry (that is, is powered by either 110 VAC or +24 or -48 VDC sources).
- You want to use the remote loopback or extended super frame maintenance features. In this case, the CSU recognizes the in-band bit patterns that signal it to loop back the incoming signal or to perform other maintenance functions.

Connecting T1 Circuit Cards to a CSU

On some types of CSUs, the connector on the T1 cable plugs into the AYC3B, AYC11, or AYC21 circuit card and the cable terminates at a 15-pin D subminiature connector to the CSU.

On other types, you must cut off the CSU connector and slide latch and strip and connect the wires. [Figure 3-12](#) displays the AYC21 circuit card connection. The information below applies to cables used to connect to the AYC11 and AYC3B circuit cards:

- Orange = our T1 = signals to the system and should connect to a CSU or Network "T"
- White/Orange = our R1 = signals to the system and should connect to a CSU or Network "R"
- Green = our T = signals from the system and should connect to a CSU or Network "T1"
- White/Green = our R= signals from the system and should connect to a CSU or Network "R1"

Connecting Asynchronous Devices

There are two types of asynchronous cards:

- 8-Port IPC-900 or Gemini-1000 Asynchronous Serial Card
- EQUINOX Megaport 8C5 8-Port Serial I/O Card

There are two ways to connect the MAP/100 to a terminal, modem, or other DTE or DCE devices via an asynchronous link:

- Using COM1, an asynchronous port on the rear of the MAP/100
- Using the additional asynchronous ports on the optional Multi-port Serial card

NOTE:

The MAP/100 provides two asynchronous ports, COM1 and COM2. However, COM1 is usually reserved for Lucent Technologies' remote maintenance and is not available for asynchronous connections.

Using COM1

A 9-pin D subminiature male connector is provided on the rear panel of the MAP/100 for COM1. This connector connects internally to the CPU. COM1 supports asynchronous host connections running at 300–19,200 baud. Networking modems typically use the 19,200 baud rate.

See [Appendix C, "Pinouts"](#), if you need pinout information for the COM1 connector.

Using the 8-Port Asynchronous Circuit Card

The optional 8-Port Asynchronous circuit card provides eight additional asynchronous ports for connecting to modems, terminals, or switch integration devices.

NOTE:

Each port has a maximum of 9600 Baud rate.

Asynchronous Circuit Card (EQUINOX Megaport 8C5 8-Port Serial I/O Board)

[Figure 3-6](#) displays the EQUINOX Megaport 8C5 8-Port Asynchronous circuit card connector.

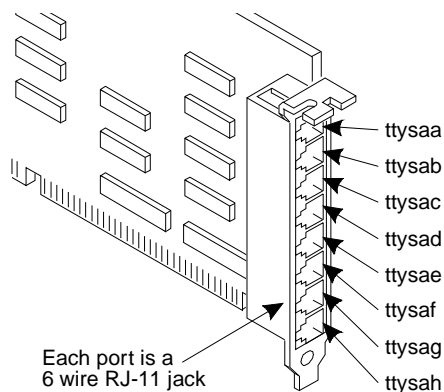


Figure 3-6. 8-Port Asynchronous Circuit Card Connector (EQUINOX Megaport 8C5 8-Port Serial I/O Circuit Card)

Follow the instructions provided with the device(s) you are installing for connection and setup. See [Appendix D, "Cable Connectivity"](#), to determine how to cable these devices between the system and the switches or other peripherals. See [Appendix C, "Pinouts"](#), if you need pinout information.

Connecting The MAP/100 to a Synchronous Host

There are two possible types of synchronous cards:

- PC/XL Synchronous Input/Output Card (Revision D or newer)
- AT&T FIFO/SIB Synchronous Host Circuit Card

PC/XL Synchronous I/O Card

Only one PC/XL synchronous circuit card is supported (Revision D or newer).

FIFO/SIB Synchronous Host Circuit Card

The system supports up to two FIFO/SIB synchronous host circuit cards. [Figure 3-7](#) displays the FIFO/SIB synchronous host circuit card connector.

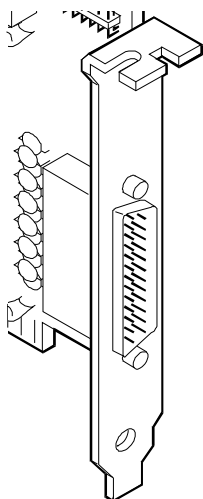


Figure 3-7. FIFO/SIB Synchronous Host Circuit Card Connector

Host Cable Specifications

Data links between the MAP/100 and the host computer are made using a shielded RS-232 cable. This cable extends from the Synchronous Host circuit card port on the rear of the MAP/100 and connects to host equipment.



NOTE:

All cables should be shielded. You should use limited-distance modems when data links exceed 100 feet.

Connecting the LAN Circuit Card

The INTUITY CONVERSANT system supports two types of Ethernet LAN circuit cards:

- ISA - Industry Standard Architecture
- PCI - Peripheral Component Interconnect

These cards allow you to connect the INTUITY CONVERSANT system to your local area network.

The type of cable you use to connect the Ethernet 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 Ethernet LAN circuit card before you power up. Doing so can disturb the customer's existing LAN.

ISA Ethernet LAN Circuit Cards

The system supports two versions of the ISA Ethernet LAN circuit card.

- SMC8216
- SMC8416

SMC8216 Circuit Card

[Figure 3-8](#) displays the SMC8216 Ethernet LAN circuit card connector.

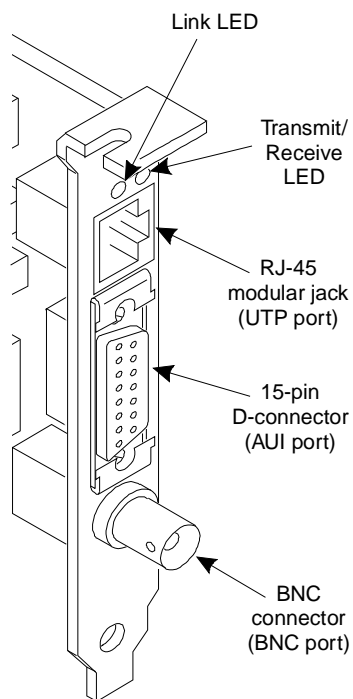


Figure 3-8. Ethernet LAN Circuit Card Connector - SMC8216

SMC8416 Circuit Card

[Figure 3-9](#) displays the SMC8416 Ethernet LAN circuit card connector.

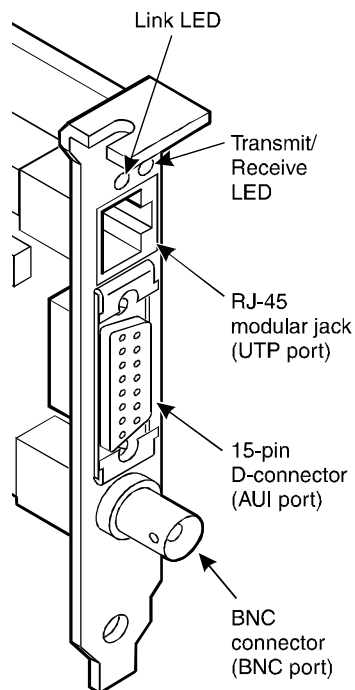


Figure 3-9. Ethernet LAN Circuit Card Connector - Version 2 (SMC8416)

PCI Ethernet LAN Circuit Cards

The system supports two versions of the PCI Ethernet LAN circuit card

- SMC8432
- SMC9332

SMC8432 Circuit Card

The SMC8432 Ethernet LAN circuit card is a 10-Mbps circuit card. [Figure 3-10](#) displays the SMC8432 Ethernet LAN circuit card connector.

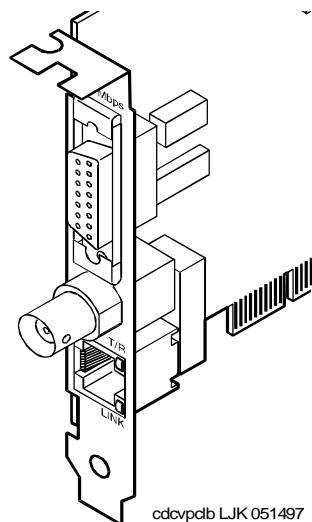


Figure 3-10. SMC8432 Ethernet LAN Circuit Card Connector

SMC9332 Circuit Card

The SMC9332 Ethernet LAN circuit card is a 10/100-Mbps circuit card. [Figure 3-11](#) displays the SMC9332 Ethernet LAN circuit card connector.

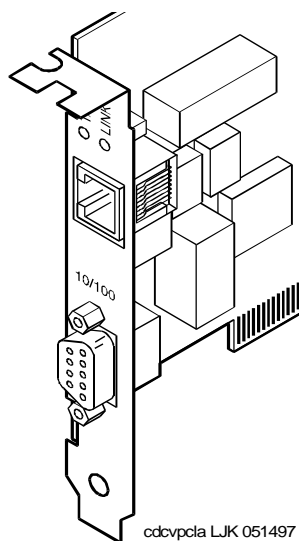


Figure 3-11. SMC9332 Ethernet LAN Circuit Card Connector

Connecting Standard Circuit Cards.

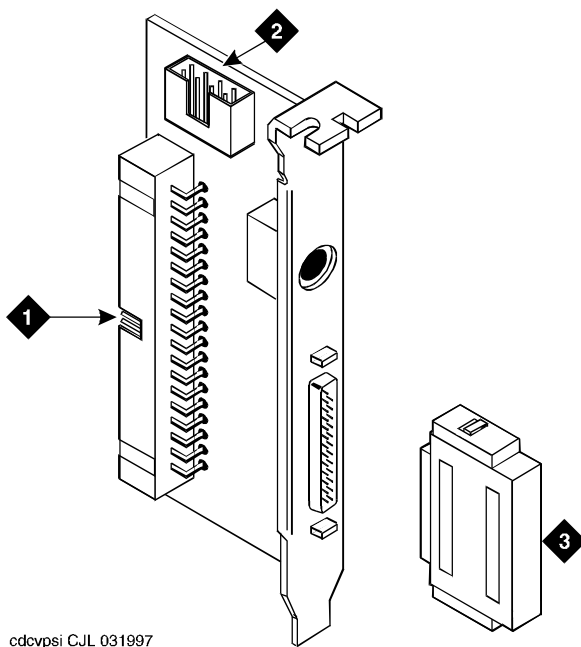
WARNING:

Observe proper electrostatic discharge precautions when you handle computer components. Wear an antistatic wrist strap that touches your bare skin and connect the strap cable to an earth ground.

This section provides the cable connectivity for the CPU circuit cards that are included with every MAP/100.

External SCSI Connector Circuit Card

The external SCSI connector circuit card ([Figure 3-12](#)) provides an external SCSI connector and an active termination for the SCSI bus. There is only one external SCSI connector circuit card installed on the system.



cdcvpsi C.J.L. 031997

1. External SCSI interface connector
2. Mouse interface connector
3. External SCSI terminating resistor module

Figure 3-12. External SCSI Connector Circuit Card and Terminating Resistor Module

3 Making Cable Connections

Connecting Standard Circuit Cards.

Page 3-19

Once you install the external SCSI connector circuit card, you can attach the terminating resistor. The terminating resistor must remain on the external SCSI connector circuit card whenever the MAP/100 is in operation.

SCSI Host Adapter Controller Circuit Card

If your system supports the 486 CPU circuit card, you must use the SCSI host adapter controller circuit card

Video Controller Circuit Cards

There are four video controller circuit cards supported by the system.

- STB Horizon
- WDXLR831124
- WDXLR83160
- WDXLR833124

The video controller circuit cards allow the MAP/100 to interface with a monitor. There is one video controller circuit card installed on the system.

Models STB Horizon, WDXLR831124, WDXLR83160, and WDXLR833124

[Figure 3-13](#) displays the connectors for the STB Horizon, WDXLR831124, WDXLR83160, and WDXLR83160 video controller circuit cards.

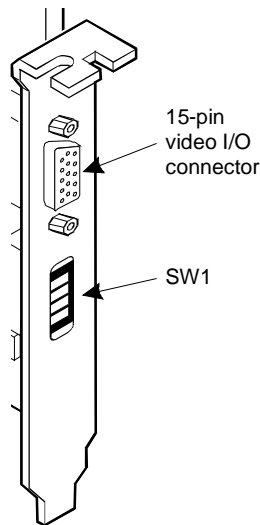


Figure 3-13. Video Controller Circuit Card Connector— Models STB Horizon, WDXLR831124, WDXLR83160, and WDXLR833124

Remote Maintenance Circuit Card

The remote maintenance circuit card enables remote diagnostics of basic MAP/40 components ([Figure 3-14](#)). There is one remote maintenance circuit card installed on the system.

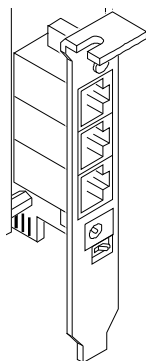


Figure 3-14. Remote Maintenance Circuit Card Connector

Connecting Peripherals and Powering Up

4

Overview

This chapter contains procedures for connecting peripherals and powering up. These procedures include:

- Connecting the monitor
- Connecting the keyboard
- Connecting a printer
- Registering a modem
- Connecting a modem
- Powering up the system

Purpose

The purpose of this chapter is to ensure proper connectivity of the MAP/100 to all peripherals.

Connecting the Monitor

This section describes how to make the connections between the MAP/100 and a monitor.

Required Cabling

A power cable and a signal cable connect the monitor to the MAP/100. The power cable has a male plug at one end and a female plug at the other end. One end of the signal cable has a video input connector and the other end is permanently attached to the monitor.

Use the 15-pin, high-density D-subminiature female connector located on the video circuit card faceplate ([Figure 4-1](#)) to connect to the monitor.

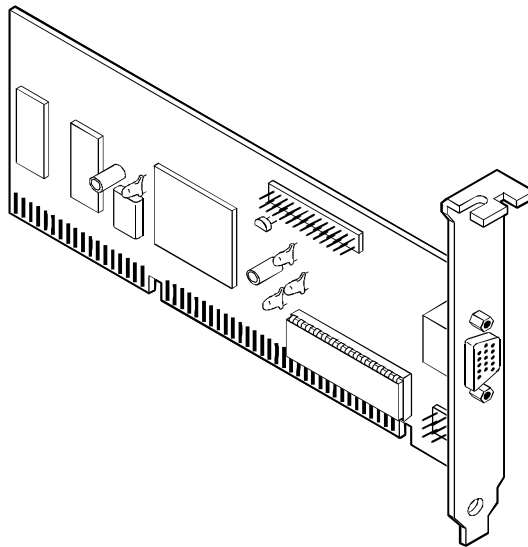


Figure 4-1. Video Circuit Card Cable Connector

Connecting Monitor Cables

Follow these steps to connect the cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the faceplate of the video controller circuit card.

⇒ NOTE:

Access this faceplate from the rear of the MAP/100.

2. Tighten the thumb-screws on the video cable connector with your fingers or with a small flat-blade screw driver.
3. Match the ends of the power cable to the monitor first and then to a grounded outlet.
4. Plug the female end of the cable into the monitor and the male end into the grounded outlet.

Connecting the Keyboard

A 5-pin, female DIN receptacle is located in the rear of the MAP/100 and a second receptacle is provided on the front panel. The male plug is provided with the keyboard. Both of the connector assemblies are keyed to provide proper alignment.

[Figure 4-2](#) shows the receptacle and plug. See [Appendix C, "Pinouts"](#), if you need pinout information.

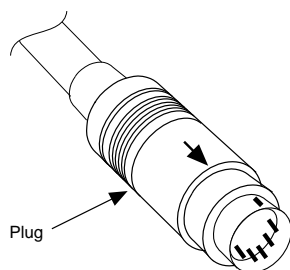


Figure 4-2. Circular DIN 5-Pin Connector for the Keyboard

Connecting the Printer

A 25-pin D-subminiature female receptacle located on faceplate of the CPU circuit card provides a parallel printer interface.

Lucent Technologies recommends and supports the Okidata 320 printer for connection to the system. Use the instructions supplied in the manufacturer's manual, *Users' Guide Okidata 320 Printer*, or the manual provided with your printer to unpack and install your printer. The following installation overview supplements the information provided in the printer guide. See [Appendix C, "Pinouts"](#), if you need pinout information.

1. Unpack your printer according to the steps provided in the printer guide.
2. Install the ribbon cassette and paper as shown in your printer guide.
3. Ensure that the ON-OFF switch of the printer is OFF.
4. Set the options as described in your printer guide.

NOTE:

The INTUITY CONVERSANT system works with the default settings for the 320 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 on the back of the CPU circuit card.
8. Fasten the screws.
9. Insert the other end of your cable to the parallel port on your printer. Press the two wire-retaining clips together until you hear them click into the lock slots on either side of the plug.
10. Connect the AC power cable of the MAP/100 to a grounded outlet.
11. Continue with the next procedure, ["Registering Your Modem"](#).

Configuring a Local Parallel Printer

Lucent Technologies supports the following two parallel printers for connection to the system:

- Okidata 320
- Okidata Laser

Contact your local Lucent Technologies representative if you want to connect a serial printer to the system.

Configuring the Okidata 320 Printer

To configure the Okidata 320 printer, do the following:

1. Log in as root.
2. Enter **cvis_mainmenu**

The system displays the INTUITY™ CONVERSANT® V6.0 menu ([Figure 4-3](#)).

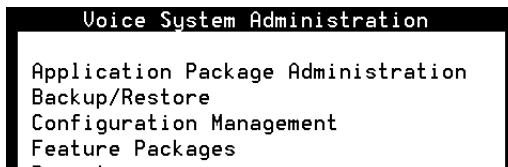


Figure 4-3. INTUITY CONVERSANT V6.0 Menu

3. Select

```
> UNIX System Administration
>UNIX Management
>Printer Administration
>Install Okidata 320 Printer Software
```

4. Press **(ENTER)**.
5. Press **(F3)** (SAVE).
6. Press **(F6)** (CANCEL) until you return to the INTUITY CONVERSANT V6.0 menu. ([Figure 4-3](#)).

Configuring the Okidata Laser Printer

To configure the Okidata Laser printer, do the following:

1. Log in as root.
2. Enter **cvis_mainmenu**

The system displays the INTUITY™ CONVERSANT® V6.0 menu ([Figure 4-3](#)).

3. Select

```
> UNIX System Administration
>UNIX Management
>Printer Administration
>Install Okidata Laser Printer Software
```

4. Press **(ENTER)**.
5. Press **(F3)** (SAVE).
6. Press **(F6)** (CANCEL) until you return to the INTUITY CONVERSANT V6.0 menu. ([Figure 4-3](#)).

Registering Your Modem

Before you connect and configure your modem, you should call your remote support center to register your system, database, and modem. When you call you should have the following information available:

- The serial number of your MAP/100 (from the chassis)
- Your order number information (from the factory work order)
- The telephone number you will use for your remote maintenance modem

Connecting a Modem

A modem connects:

- To the Multi-port Serial circuit card or COM1 on the CPU circuit card to enable remote access
- Between a remote terminal and the network at a remote site
- To the CPU circuit card if using COM2 to enable remote login for Lucent Technologies' maintenance

The Paradyne 3820 modem is the only modem supported for connection to the COM2 port. The COM2 port is reserved for Lucent Technologies' remote maintenance.

Connecting the 3820 Modem to the Platform

To connect the 3820 modem to the hardware platform:

1. Connect a 9-to 25-pin adapter to the 9-pin COM2 port on the CPU circuit card.
2. Use a 25-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. Connect the 9-to 25-pin adapter to the 25-8 pin adapter and then connect the 25-8 pin adapter to the 8-pin modular cable.
3. Plug the 8-pin modular cable into the 3820 modem.

Once connected, RTS, CTS, and LSD on the 3820 modem should be on.

NOTE:

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

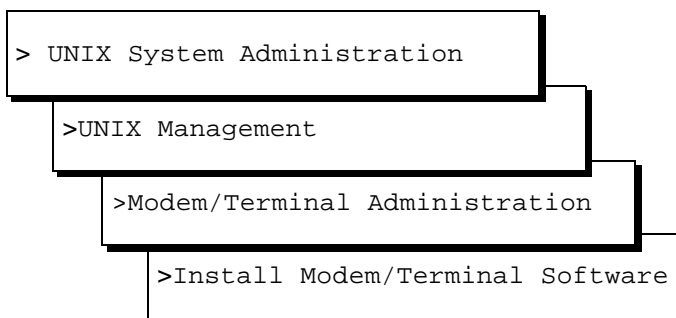
Configuring the 3820 Modem

To set up a modem, do the following:

1. Log in as root.
2. Enter **cvvis_mainmenu**

The system displays the INTUITY CONVERSANT V6.0 main menu ([Figure 4-3](#)).

3. Select



4. Press **(ENTER)**.
5. The system displays the Install Modem/Terminal Window ([Figure 4-4](#)).

```
Install Modem/Terminal
Device: _____
Serial Port Number: _____
Speed: _____
```

Figure 4-4. Install Modem/Terminal Window

6. Enter **modem** in the Device: field
7. Enter **/dev/tty00** in the Serial Port Number: field.
8. Enter **19200** in the Speed: field.
9. Press **(F3)** (SAVE).
10. Press **(F6)** (CANCEL) until you return to the INTUITY CONVERSANT V6.0 menu. ([Figure 4-3](#)).

Powering Up the System

Before you power up the system, verify that the MAP/100 is set to accommodate the appropriate intake voltage.

Verifying the Intake Voltage

The MAP/100 operates on either international (115 VAC) or U.S. (220 VAC) power, which is switch selectable. Lucent Technologies labels the platform to indicate which intake voltage the MAP/100 is set to accommodate. Check this label. If you must change the intake voltage or verify the setting, use the dual-position selector switch on the back of the MAP/100. This switch is located between the AC power supply outlet and AC power inlet receptacle.

Connecting the System to the AC Power Supply

Complete the following procedure to ensure that the system is connected properly to the power outlet and is receiving power.

NOTE:

You must provide a dedicated line for the MAP/100 chassis.

1. Plug one end of the power cord into the AC power supply input on the back panel of the MAP/100 unit.
2. Plug the other end of the power cord into the designated power outlet.
3. Place the power switch for the monitor in the ON position.
4. Turn on the power switch on the front of the unit.

The system displays the following:

- The green LED power indicator on the front of the unit comes on and resident diagnostics are initiated on the monitor.
- A green or amber lamp on the front bottom, screen-base area of the monitor also comes on.

NOTE:

If the monitor lamp does not come on or if diagnostics do not initiate on the monitor screen, recheck the power connections. For more information on the power supply requirements, see [Appendix A, "System Installation Checklist"](#), and ["Power Requirements" in Chapter 1, "Getting Started"](#).

Verifying System Status

5

Overview

This chapter describes how to:

- View controlled applications
- Verify INTUITY™ CONVERSANT® feature options
- Activate alarm origination
- Back up the system

Purpose

The purpose of this chapter is to provide procedures to:

- View controlled applications
- Verify feature options installed on the MAP/100
- Ensure that the system is fully operational

Verifying Controlled Applications

Access to certain features is controlled by feature licensing limits. The voice system keeps track of the total number of licenses purchased and currently in use for an application.

⇒ NOTE:

Contact your remote support center to modify license values.

Viewing Feature License Values

To view all of the applications controlled by feature licensing:

1. Log in as root.
2. Enter **cvvis_menu**

The system displays the Voice System Administration menu ([Figure 5-1](#)).

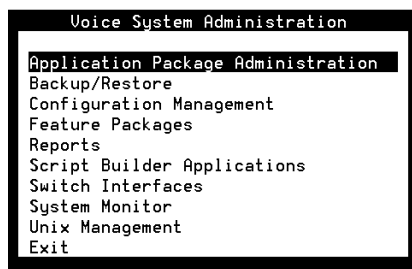


Figure 5-1. Voice System Administration Menu

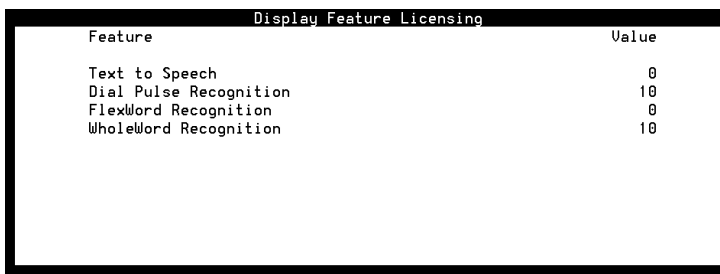
3. Select

```
>Configuration Management
```

```
> Feature Licensing
```

4. Press **(ENTER)**.

The system displays the Display Feature Licensing screen ([Figure 5-2](#)).



Feature	Value
Text to Speech	0
Dial Pulse Recognition	10
FlexWord Recognition	0
WholeWord Recognition	10

Figure 5-2. Display Feature Licensing Screen

5. To update the list of features, press **(F8)** (ACTIONS).

The system displays the Actions menu ([Figure 5-3](#)).

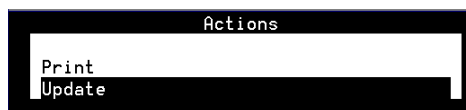


Figure 5-3. Actions Menu

6. Select



7. Press **(ENTER)**.

The system refreshes the Display Feature Licensing screen ([Figure 5-2](#)).

8. To print a copy of the Display Feature Licensing screen, press **(F8)** (ACTIONS).

The system displays the Actions Menu ([Figure 5-3](#)).

9. Select

```
>Print
```

10. Press **(ENTER)**.

The systems prints a copy of the Display Feature Licensing screen ([Figure 5-2](#)).

Feature Test Script Package

Use the Feature Test Script package to verify the following features and capabilities of the voice system:

- Playback and coding
- Chantst
- Transfer test

This script works on Tip/Ring channels.

Feature Test Script Package Prerequisites

The required voice system and PBX configurations for testing features are listed below. All lines from the PBX must be configured and operational before running the script to test features. Playback and coding, chantst, and transfer test require at least one Tip/Ring channel.

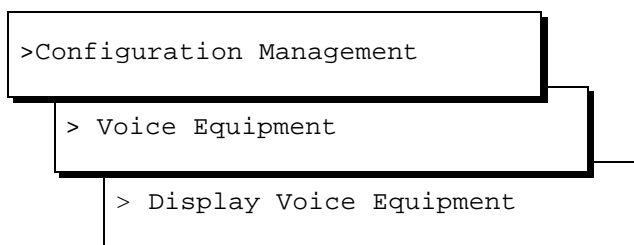
- Playback and coding
 - At least one Tip/Ring circuit card must be installed.
 - Tip/Ring lines must be in the INSERV state.
 - There must be room on the speech disk slice to store a 45-second phrase.
- Chantst
 - At least one Tip/Ring circuit card must be installed.
 - Tip/Ring lines must be in the INSERV state.
 - Circuit cards can only have terminating resistors at each end of the bus ribbon cable. All Tip/Ring cards that are not on the bus ribbon cable must not contain terminating resistors.
- Transfer test
 - At least one Tip/Ring circuit card must be installed.
 - Tip/Ring lines must be in the INSERV state.

- Circuit cards can only have terminating resistors at each end of the bus ribbon cable. Any Tip/Ring cards that are not on the bus ribbon cable must not contain terminating resistors.
- The lines coming from the switch or PBX must be configured for both incoming and outgoing calls.

Setting Up the Feature Test Script Package

To set up the Feature Test Script package:

1. Start at the Voice System Administration Menu ([Figure 5-1](#)) and select



The system displays the Display Voice Equipment screen ([Figure 5-4](#)).

Display Voice Equipment									
CD	PT	CHN	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	5		Inserv	Nov 26 13:57:11	*DNIS_SVC	4008	2	tdm	IUC6
CARD	1		STATE: Inserv	CLASS: Analog(TR)			O.S.INDEX: 1		
			NAME: RVC10	OPTIONS: master2,tdm1,tt					
			FUNCTION: TipRing						
1	0	6	Inserv	Nov 26 13:57:11	*DNIS_SVC	4009	2	tdm	IUC6
1	1	7	Inserv	Nov 26 13:57:11	*DNIS_SVC	4010	2	tdm	IUC6
1	2	8	Inserv	Nov 26 13:57:11	*DNIS_SVC	4011	2	tdm	IUC6
1	3	9	Inserv	Nov 26 13:57:11	*DNIS_SVC	4014	2	tdm	IUC6

Figure 5-4. Display Voice Equipment Screen

2. Press **F3** (NEXT PAGE) until you find a channel (in the CHN column) that has a state of INSERV.
3. Save the INSERV channel number to enter in Step 6 of this procedure.

⇒ NOTE:

If no channels are in the INSERV state, continue with [“Changing the State of Voice Equipment”](#) below.

4. Press **F6** (CANCEL) twice to return to the Configuration Management menu ([Figure 5-5](#)).

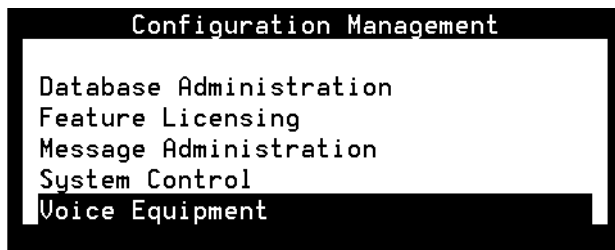
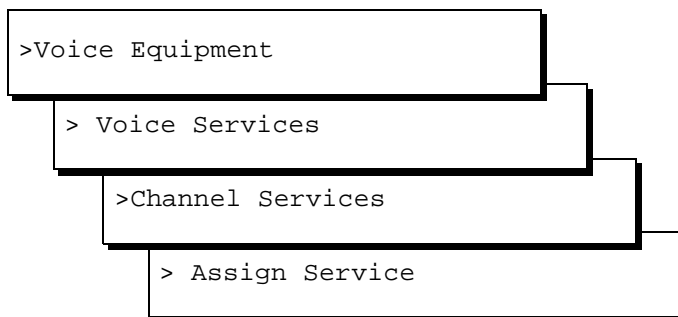


Figure 5-5. Configuration Management Menu

5. Select



The system displays the Assign Channel Service screen ([Figure 5-6](#)).



Figure 5-6. Assign Channel Service Screen

6. Enter the number of the INSERTV channel, from Step 3 in "[Setting Up the Feature Test Script Package](#)" in the Channel Numbers: field.
7. Press **▼** to move to the Service Name: field.
8. Enter **feature_ts**
9. Press **F3** (SAVE).

The system displays a Command Output screen.

10. Press **F6** (CANCEL) four times to return to the Configuration Management menu ([Figure 5-5](#)).
11. Select



```
>Voice Equipment
```

The system displays the Display Voice Equipment screen ([Figure 5-4](#)).

12. Check the channel you just assigned. Verify that `feature_tst` appears in the `SERVICE-NAME` column.

⇒ NOTE:

If `feature_tst` is not displayed, repeat Step 4 through Step 12.

13. Press **F6** (CANCEL) to return to the Voice System Administration menu ([Figure 5-1](#)).
14. If you need to change the state of voice equipment, go to "[Changing the State of Voice Equipment](#)", otherwise, continue with "[Running the Feature Test Script Package](#)".

Running the Feature Test Script Package

⇒ NOTE:

See "[Feature Test Script Package Prerequisites](#)" before using **feature_tst**.

To run the Feature Test Script package:

1. Start at the Voice System Administration Menu ([Figure 5-1](#)) and select



```
>System Monitor
```

The system displays the System Monitor-Voice Channels screen ([Figure 5-7](#)).

System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	0		*Manoos		
1	0		*0n Hook		
2	0		*0n Hook		
3	2		*0n Hook		
4	0		*0n Hook		
5	0		*0n Hook		
6	0		*0n Hook		
7	0		*0n Hook		
8	0		*0n Hook		
9	0		*0n Hook		
10	0		*0n Hook		
11	0		*0n Hook		

Figure 5-7. System Monitor-Voice Channels Screen

2. Dial the telephone number associated with the assigned channel.

⇒ NOTE:

The touch tones on the telephone are used to access **feature_tst**.

The voice system plays the following:

“Follow all touchtone entries with pound. Continue testing.
 To quit the script, enter 0 pound.”

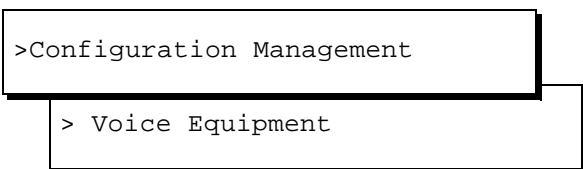
The voice system then plays the list of features with the corresponding number to enter to test each feature.

3. Select a feature using the telephone’s touch tone pad.
4. Press the number that corresponds to the feature you want to test and then press [#].
5. Follow the prompts to complete the test for each selected feature.

Changing the State of Voice Equipment

To change the state of voice equipment:

1. Start at the Voice System Administration Menu ([Figure 5-1](#)) and select

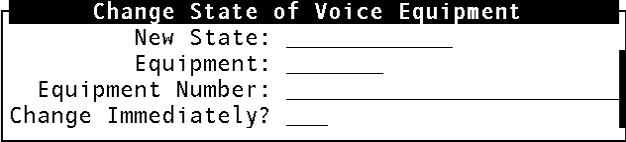


The system displays the Voice Equipment screen ([Figure 5-4](#)).

2. Press **[F8]** (CHG-KEYS).

3. Press **F2** (CHGSTATE).

The system displays the Change State of Voice Equipment screen ([Figure 5-8](#)).



```
Change State of Voice Equipment
New State: _____
Equipment: _____
Equipment Number: _____
Change Immediately? ____
```

Figure 5-8. Change State of Voice Equipment Screen

4. Enter **i** in the `New State:` field.
The system displays `inserv`.
5. Press **▼** to move to the `Equipment:` field.
6. Enter **ch**
The system displays `channel`.
7. Press **▼** to move to the `Equipment Number:` field.
8. Enter the number of the channel that you want to change to `INSERV`.
9. Press **▼** to move to the `Change Immediately?` field.
10. Enter **y**
The system displays `yes`.
11. Press **F3** (SAVE).
The system displays a Command Output screen.
12. Continue with Step 3, in the procedure, "[Setting Up the Feature Test Script Package](#)".

Activating Alarm Origination

Remote Alarming allows a technician in the Technical Support Organization (TSO) to receive notice that your voice system is experiencing difficulty. Alarms levels are categorized by their severity as Critical, Major and Minor. See *INTUITY™ CONVERSANT® System Version 6.0 System Alarms and Log Messages*, 585-310-182, for information about remote alarming.

To activate alarm origination, do the following:

1. Clear all alarms. See Chapter 1, "Getting Started," in *INTUITY CONVERSANT System Version 6.0 System Alarms and Log Messages*, 585-310-182, for details on clearing alarms.
2. Check the tape drive for a tape. The light on the tape drive is on if it contains a tape.



CAUTION:

Do not activate Alarm Origination unless the tape drive contains a back-up tape.

If the tape drive does not contain a tape for the nightly backup, locate a tape and insert it into the tape drive.

3. Log in as root.
4. Enter **cvis_menu**

The system displays the Voice System Administration menu ([Figure 5-1](#)).

5. Select

```
> Configuration Management
> Remote Alarming Administration
```

The system displays the Alarm Management window ([Figure 5-9](#)).

Alarm Management	
Product ID	_____
Alarm Destination	_____
Alarm Origination	INACTIVE
Alarm Level	MINOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

Figure 5-9. Alarm Management Window

6. Enter the product ID number in the Product ID: field.



CAUTION:

The product ID is always a 9-digit number beginning with the number 2. Do not continue without the correct product ID number.

7. Move (▼) to the Alarm Origination: field.
8. Press (F2) (CHOICES).
9. Select

> Active

10. Verify that the entry in the Alarm Suppression: field is inactive. If it is not, move the cursor to the Alarm Suppression: field, press (F2) (CHOICES), and select inactive for the field.
11. Press (F3) (SAVE).

The system displays the following message:

Alarm Form Update was successful

Press (Enter) to continue.

12. Press (ENTER).
13. Continue with the next procedure, "[Testing Alarm Origination](#)", if you want to test the alarm origination or if a significant amount of time has lapsed since administering the Alarm Management window.

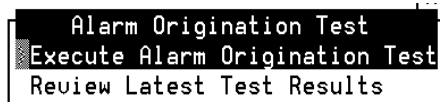
Continue with the procedure, "[Performing a Root Backup](#)", if you do not want to test the alarm origination.

Testing Alarm Origination

Use the following procedure to test remote alarm origination or if a significant amount of time has lapsed since administering the Alarm Management window.

1. Start at the Alarm Management window ([Figure 5-9](#)) and press **F8** (CHGKEYS).
2. Press **F1** (TEST-ALM).


The system displays the Alarm Origination Test menu ([Figure 5-10](#)).



```
Alarm Origination Test
Execute Alarm Origination Test
Review Latest Test Results
```

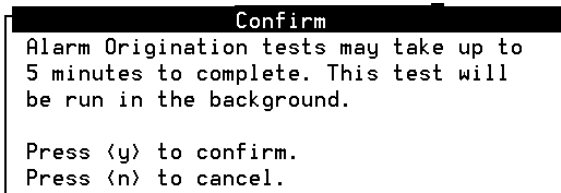
Figure 5-10. Alarm Origination Test Menu

3. Select



```
> Execute Alarm Origination Test
```

The system displays the Confirm window ([Figure 5-11](#)).



```
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.
```

Figure 5-11. Confirm Window

4. Press **Y**.

NOTE:

Wait approximately 1 minute for the system to process the command.

5. Select

```
> Review Latest Test Results
```

The system displays the Alarm Origination Test Results window ([Figure 5-12](#)).

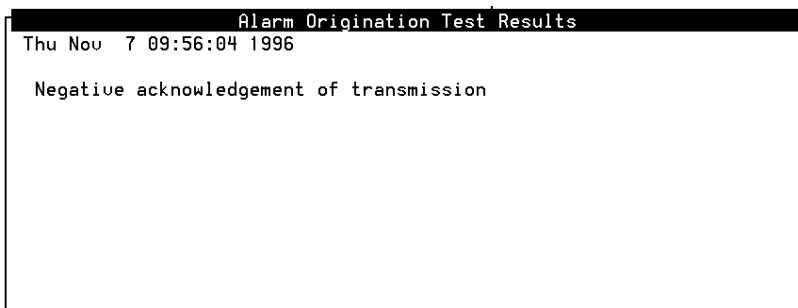


Figure 5-12. Alarm Origination Test Results Window

6. Verify that no entry on the screen corresponds with the time you sent the alarm.

⇒ NOTE:

Wait approximately 4 minutes for the test to complete.

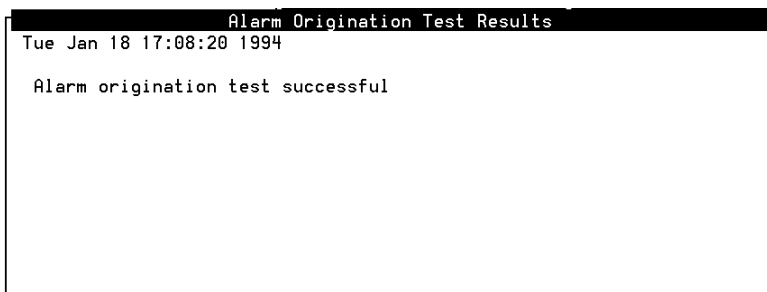
7. Press **Ⓢ** (CANCEL).

The system displays the Alarm Origination Test menu ([Figure 5-10](#)).

8. Select

```
> Review Latest Test Results
```

The system displays the Alarm Origination Test Results window ([Figure 5-13](#)).



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

Alarm origination test successful
```

Figure 5-13. Alarm Origination Test Results Window

9. Verify that the message on the screen reads:

Day Date Time

Alarm origination test successful.

10. If the test completed successfully, press **(F6)** (CANCEL) until you reach the Voice System Administration menu ([Figure 5-1](#)) and continue with the next procedure on your checklist. Press **(F6)** (CANCEL) to log out of the system.
11. If the test did *not* complete successfully, contact your remote support center.

Backing up the INTUITY CONVERSANT System

Lucent Technologies suggests performing a root or full backup to baseline your system.

NOTE:

Use the backup mechanisms described here to back up and restore files on the same machine only.

There are two tools available for you to use to backup and restore your system:

- BRU (backup/restore utility)
- mkimage

Backing up the INTUITY CONVERSANT System Using BRU

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the BRU.

Types of BRU

- Root, or disk-level, backup - This is used to save the entire contents of a hard disk and is good to perform to baseline your new system after initial load.
- Full, or UNIX-level - This is a backup of all files and file systems.

Performing a Root Backup

NOTE:

Verify that the INTUITY Backup/Restore Utility is loaded on the system before performing a disk backup.

Backup of the entire disk consists of two parts: copy disk to tape and checksum verification. Each part takes about 1 Hour/Gbyte to complete.

To perform a root backup using the BRU tool, do the following:

1. Log in as root.
2. Enter **shutdown -g0 -y**
The system shuts down.
3. Insert the BRU Disk Backup diskette labeled "QuickStart" into the diskette drive.
4. Press the reset button on the lower front of the MAP/100 peripheral bay.

The system boots from the BRU diskette. After a few minutes the system displays the BRU Main Menu ([Figure 5-14](#)).

QuickStart - System Recovery Tool
Copyright(c) 1997, Enhanced Software Technologies, Inc.

1. Select Recovery Archive Device.
2. Perform System Backup
3. Perform System Recover
4. Perform Archive Volume Verification
5. Recovery Help
9. Restart Native Operating System

Select Option >

Figure 5-14. BRU Main Menu

5. Enter **1**

The system displays the BRU Select Recovery Device Type Menu Screen ([Figure 5-15](#)).

Please select the type of Backup Device to use.

1. Wangtek 525 MB QIC Tape Drive
2. Tandberg 2.5 GB QIC Tape Drive
- Q. Quit

Select (1, 2, or Q)

Figure 5-15. BRU Select Recovery Device Type Menu Screen

6. Enter the number corresponding to your systems tape drive.

The system displays the following message:

Checking Device.

The system displays the BRU Main Menu Screen ([Figure 5-14](#)).

7. Enter **2**

The system displays the following message:

Scanning system hardware for attached hard drives

I found X hard drives attached to this system:

1. First SCSI Hard Drive Size = xxxxxxxxxx
Select Hard Drive to Backup; Separate multiple entries
with spaces [1]:

8. Enter the number of the hard disk drive to be backed up.

The system displays the following message:

Total backup size 2048 MBytes

Make sure that the prepared tape is unchanged
Press [ENTER] to continue.

9. Press **(ENTER)**

The system displays the following message:

```
Creating the recovery volume...
```

This operation can take from minutes to hours depending upon the speed of the tape drive being used.

For example:

```
Wangtek 525MB QIC drive - 12MB/min = 720MB/hr
```

```
Tanberg 2.5GB QIC drive - 17MB/min = 1GB/hr
```

```
Backing up X hard drive.
```

```
System backup operation completed successfully.
```

```
QuickStart will now verify the backup.
```

While EST recommends that you verify each backup, this is an optional process.

```
Enter V to verify or S to skip [V/S]:
```



CAUTION:

Entering v will cause the system to verify the tape using the backup floppy. This procedure will take approximately two hours. During this time the system will be out of service.

10. Enter **s**

The system displays the following message:

```
Verification Skipped!
```

You may verify a QuickStart tape at any time by using option 4 from the main QS menu.

Press [ENTER] to return to the main menu.

11. Press

The system displays the BRU Main Menu Screen ([Figure 5-14](#)).

12. Remove the "QuickStart" boot diskette from the diskette drive.
13. Enter **9**
14. The system reboots to the INTUITY CONVERSANT system.
15. Verify the root backup tape while the system is in operation. See ["Verifying a Root Backup Tape"](#) below for the procedure.

Performing a Full Backup

You can perform this procedure while your system is up and running.

A full UNIX-level backup consists of two components:

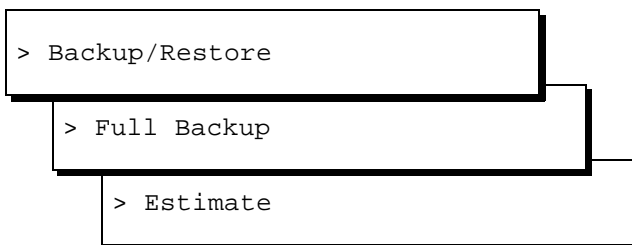
- Estimate - this determines how much has changed since the last backup.
- Backup - this is the actual backup performance.

⇒ NOTE:

The estimated time required to perform a full backup is 1 Gbyte/hour.

To perform a Full UNIX-level backup, do the following:

1. Starting at the Voice System Administration Menu ([Figure 5-1](#)), select



The system displays a message similar to the following message:

```
Please be patient, depending on the size of the backup
this could take several minutes
```

```
Performing Full Backup estimate...
```

```
bru:lvolume xxxxxx files, xxxxxx archive blocks xxxxxx
Kbytes
```

```
Please press <ENTER> to return to menu.
```

2. Make sure you have enough backup tapes available to store the system data.
3. Label each cartridge tape with "Full UNIX Backup Tape X."
4. Press

The system displays the Full Backup menu ([Figure 5-16](#)).

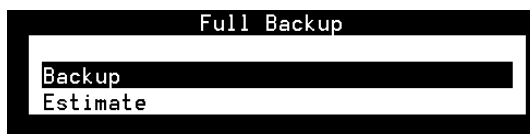


Figure 5-16. Full Backup Menu

5. Select

```
> Backup
```

The system displays the following message:

```
Please put a tape in the drive.
```

```
Press <Enter> to continue or q to quit.
```

6. Insert the first tape into the cartridge tape drive.
7. Press **ENTER**

The system displays the following message:

```
The Full UNIX backup is now complete. Please remove the  
tape and label it as "Full UNIX Backup, created  
[today's date]"
```

8. Verify the backup tape. See "[Verifying a Backup Tape](#)" below for the procedure.

Verifying a Backup Tape

A backup tape can be verified using the INTUITY CONVERSANT windows or the backup utility boot floppy.

Using the INTUITY CONVERSANT Windows

Verify your backup tape using the BRU after the system is in operation. Perform the verification on the same INTUITY CONVERSANT system or another INTUITY CONVERSANT system that has the BRU loaded.

The BRU verifies:

- Full backup tapes
- Root backup tapes

Verifying a Full Backup Tape. To perform a verification, do the following:

1. Insert the backup tape into the tape drive.

2. Starting at the Voice System Administration Menu ([Figure 5-1](#)), select

```
> Backup/Restore
```

```
> Verify Backup
```

```
> Differential/Full
```

The system displays the following message:

```
The Backup Tape Verification is now complete. Please
remove the tape, check that the label reflects whether
the tape contains root, full, or differential backup
data, date and time it was created then store it.
```

Verifying a Root Backup Tape. To perform a verification, do the following:

1. Insert the backup tape into the tape drive.
2. Starting at the Voice System Administration Menu ([Figure 5-1](#)), select

```
> Backup/Restore
```

```
> Verify Backup
```

```
> "QuickStart"
```

The system displays the following message:

```
The Backup Tape Verification is now complete. Please
remove the tape, check that the label reflects whether
the tape contains root, full, or differential backup
data, date and time it was created then store it.
```

Backing Up the INTUITY CONVERSANT System Using mkimage

The following section describes the procedure for backing up your INTUITY CONVERSANT system using the **mkimage** command.

⇒ NOTE:

The backup mechanisms described here should be used for backing up and restoring files on the same machine only.

The **mkimage** command backs up all files and speech to cartridge tapes. Use the **mkimage** command after loading a new system.

See Appendix A, "Summary of Commands," in *INTUITY™ CONVERSANT® V6.0 Administration*, 585-310-591, for additional information about the **mkimage** command.

Performing a System Backup

To conduct a full system backup using **mkimage**, do the following:

1. Log in as root.
2. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in *INTUITY CONVERSANT System Version 6.0 MAP/100 Maintenance*, 585-310-179.

3. Enter **mkimage**

The system displays the following message:

```
The UNIX kernel will be rebuilt now. This will take  
some time. Please wait.
```

```
WARNING: This process will put the system in single  
user mode!!!
```

```
Do you wish to continue (y/n)?
```

4. Enter **y**

The system displays the following message:

```
The system will now be put in single user mode.  
Re-login after the prompt and re-execute this command  
to continue the mkimage process.
```

```
Console Login:
```

5. Continue with the next procedure, "[Backing Up the Root File System.](#)"

Backing Up the Root File System

To back up the root file system, do the following:

1. Log in as root.

2. Enter **mkimage**

The system displays the following message:

```
Checking the system run level: Please wait
```

```
The system is in single user mode: Continuing
```

```
The following are approximate tape counts required for  
this backup for various tape drive sizes
```

```
150 Mbyte drive:      X tape(s)  
320 Mbyte drive:      X tape(s)  
525 Mbyte drive:      X tape(s)  
1.2 Gbyte drive:      X tape(s)  
2.0 Gbyte drive:      X tape(s)
```

Be sure to number the cartridge tapes consecutively in the order they will be inserted.

Label the tapes 'CONVERSANT Image Tape x' where x indicates the insertion sequence. Also include the current date.

Note: Very large files, such as database files, take several minutes to backup. During this time you will not see any progress reported to the console. If the tape drive is running and the system disk light is flashing, the operation is in progress.

Please insert the first tape now. Press 'ENTER' to start image tape creation.

3. Label the appropriate number of cartridge tapes.

Label the tapes *CONVERSANT Image Tape x*, where x indicates the insertion sequence. Include the current date on the label.

4. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the cartridge tape drive.

5. Press **ENTER**.

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

```
End of medium on output  
Change to part 2 and press RETURN key. (q)
```

If your backup requires more than one tape, complete Steps [a](#) through [d](#):

- a. Remove the cartridge tape labeled "CONVERSANT Image Tape 1" from the cartridge tape drive.
- b. Insert the cartridge tape labeled "CONVERSANT Image Tape 2" into the cartridge tape drive.

5 Verifying System Status

Backing up the INTUITY CONVERSANT System

Page 5-24

c. Press `(ENTER)`.

d. Repeat Steps [a](#) through [c](#) for all necessary cartridge tapes.

If your backup does not require more than one tape, continue with Step [6](#).

6. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive.

The image tapes will be verified now.

Make sure the tapes are inserted in the order they are made.

Press 'Enter' to start verification.

7. Press `(ENTER)`.

The system displays the following message:

Please insert the first tape now. Press 'Enter' to continue.

8. Insert the cartridge tape labeled "CONVERSANT Image Tape 1" into the cartridge tape drive.

9. Press `(ENTER)`.

The system takes as long to verify a cartridge tape as it did to create it.

The system will prompt for additional tapes if necessary.

10. If your system has speech files located on a second disk, perform the next procedure, "[Backing Up the Speech Files](#)."

If your system has only one disk, or is mirrored, continue with the procedure, "[Verifying the Back Up](#)."

Backing Up the Speech Files

If your system contains speech files on Hard Disk Drive 2, the system displays the following message:

The following are approximate tape counts required for this backup for various tape drive sizes

150 Mbyte drive:	X tape(s)
320 Mbyte drive:	X tape(s)
525 Mbyte drive:	X tape(s)
1.2 Gbyte drive:	X tape(s)
2.0 Gbyte drive:	X tape(s)

Be sure to number the cartridge tapes consecutively in the order they will be inserted.

Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date.

Note: Very large files, such as database files, take several minutes to backup. During this time you will not see any progress reported to the console. If the tape drive is running and the system disk light is flashing, the operation is in progress.

Please insert the first tape now. Press 'ENTER' to start image tape creation.

To back up the speech files, using the **mkimage** command, do the following:

1. Label the appropriate number of cartridge tapes.

Label the tapes 'CONVERSANT Speech Tape x' where x indicates the insertion sequence. Also include the current date on the label.

2. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive.
3. Press **(ENTER)**.

The system takes approximately 30 minutes to load the information onto one cartridge tape.

If your system backup requires more than one cartridge tape, the system displays the following message:

```
End of medium on output  
Change to part 2 and press RETURN key. (q)
```

If your backup requires more than one tape, complete Steps [a](#) through [d](#):

- a. Remove the cartridge tape labeled "CONVERSANT Speech Tape 1" from the cartridge tape drive.
- b. Insert the cartridge tape labeled "CONVERSANT Speech Tape 2" into the cartridge tape drive.
- c. Press **(ENTER)**.
- d. Repeat Steps [a](#) through [c](#) for all necessary cartridge tapes.

If your backup does not require more than one tape, continue with Step [4](#).

4. When the system displays the following message, remove the last cartridge tape from the cartridge tape drive.

```
The speech tapes will be verified now.  
Make sure the tapes are inserted in the order they are  
made.
```

```
Press 'Enter' to start verification.
```

5. Press **(ENTER)**.

The system displays the following message:

```
Please insert the first tape now. Press 'Enter' to  
continue.
```

5 Verifying System Status

Backing up the INTUITY CONVERSANT System

Page 5-26

6. Insert the cartridge tape labeled "CONVERSANT Speech Tape 1" into the cartridge tape drive.
7. Press **(ENTER)**.
The system takes as long to verify a cartridge tape as it did to create it.
The system will prompt for additional tapes if necessary.
8. Continue with the procedure, "[Verifying the Back Up.](#)"

Verifying the Back Up

When the system is done verifying a cartridge tape it automatically reboots, returns to multi-user format, and displays the console login. To verify the back up, do the following:

1. Log in as root.
2. Enter **vi /SaveVsData/mkimage.log**

If the system displays the following message, the mkimage back up was successful.

```
Creation and verification of the CONVERSANT Image Tape  
is complete.
```

If the system does not display this message, the mkimage back up was not successful. Repeat the procedure.

Performing Other Backups

See the *Novell UnixWare Backup and Restore Services* book, which is part of the *UnixWare Documentation Set*, 585-350-908, for information on:

- Establishing an automatic backup using **bkreg**
- Backing up the UnixWare system
- Performing a UnixWare incremental backup
- Copying files using **cpio**
- Backing up applications other than Script Builder applications
- Backing up a database

See *INTUITY CONVERSANT V6.0 Application Development with Script Builder*, 585-310-760, for information on backing up Script Builder applications

See *INTUITY CONVERSANT V6.0 Speech Development, Processing, and Recognition*, 585-310-762, for information on backing up speech files using **spsav**

System Installation Checklist



Overview

The checklist provides a description of the required procedures, in sequence, to use when installing an assembled, loaded, and tested (ALT) system. The "Chapter" and "Section" columns refer you to the appropriate document or chapter number and section title of the book that applies to the procedure and installation you are completing. Use the books listed on the next page to support the checklist.

Purpose

Using this checklist ensures that you complete the required procedures in the proper sequence.

Books to Use with the Checklists

Use the following books to install a Lucent Technologies' INTUITY™ CONVERSANT® system MAP/100:

- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 New System Installation, Issue 1, 585-310-176*

This is the primary reference book for installing a factory assembled MAP/100.

- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 Maintenance, 585-310-179*

If you are installing networking, you will also need:

- *INTUITY™ CONVERSANT® System Version 6.0 Administration, 585-310-591*

Use this book along with the system installation book, if connecting to the digital network.

NOTE:

If you need to install a feature for the customer to an ALT system, contact your project manager to verify the requirement and notify your remote support services.

System Installation Checklist

The checklist ([Table A-1](#)) provides a description of the required procedures numbered in the sequence in which you must complete them. The "Chapter" and "Section" columns refer you to the appropriate chapter number and section title of the system installation book.

As you complete a procedure, make a check mark in the "✓" column.

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

Task	Task Description	Comments	Chapter	Section	✓
1	Verify site environmental requirements.		1	"Environmental Considerations"	
2	Verify site installation requirements.		1	"Installation Area Considerations"	
3	Verify site space requirements.		1	"Space Requirements"	
4	Verify site power requirements.		1	"Power Requirements"	
5	Verify site is prewired for all pinout connections.	Required for telephone lines and switch integration	1	Verify with System Administrator.	
6	Review demarcation points.	All systems, application dependent	1	"Points of Demarcation"	
7	Review all safety warnings before getting started.		1	"System Grounding Connections"	
8	Observe electrostatic discharge guidelines.	Required for all circuit cards and peripheral disk drives	1	"System Grounding Connections"	
9	Gather the required tools.		1	"Tools" and "Test Equipment"	
10	Unpack the MAP.	Open as instructed to reuse packing materials	2	"Unpacking the MAP/100"	

Continued on next page

Table A-1. MAP Hardware Installation Checklist — Pre-assembled System — *Continued*

Task	Task Description	Comments	Chapter	Section	✓
11	Locate key components on the MAP.		2	"The Front of the Chassis" and "The Back of the Chassis"	
12	Make cable connections.	Included are network and asynchronous connections. These MUST be made prior to powering up	3	Chapter 3, "Making Cable Connections"	
13	Connect the MAP to the power service and power up.		4	Chapter 4, "Connecting Peripherals and Powering Up"	
14	Verify the system setup screen is correct, if necessary.		4	Chapter 4, "Connecting Peripherals and Powering Up"	
15	Administer modem for remote administration.	Systems using a modem for remote administration	4	Chapter 4, "Connecting Peripherals and Powering Up"	
16	Administer modem(s) on the system. Do not use these procedures on the remote <i>maintenance</i> modem.	Systems using a modem for remote administration	4	Chapter 4, "Connecting Peripherals and Powering Up"	
17	Administer the printer.	Systems using a printer	4	Chapter 4, "Connecting Peripherals and Powering Up"	

Continued on next page

Table A-1. MAP Hardware Installation Checklist — Pre-assembled System — *Continued*

Task	Task Description	Comments	Chapter	Section	✓
18	Continue with the checklist if the system setup screen is correct.	If, at this point, the system does not seem to be working, verify hardware connections or clean equipment if necessary.	B	Appendix B, "Troubleshooting Procedures"	
19	Verify system status.		5	Chapter 5, "Verifying System Status"	
20	Verify channel state.	All systems	5	Chapter 5, "Running the Feature Test Script Package"	
21	Administer and test alarm origination.		5	Chapter 5, "Activating Alarm Origination"	
22	Backup the system.	All systems	5	Chapter 5, "Backing up the INTUITY CONVERSANT System Using BRU"	

Troubleshooting Procedures

B

Overview

This appendix describes some basic troubleshooting procedures for the most common system problems.

Purpose

The purpose of this appendix is to provide the on-site technician or system administrator with repair procedures for the most common system procedures.

The following assumptions are made in this appendix:

- You have checked the Message Log for any relevant messages. See Chapter 1, "Getting Started" in *INTUITY™ CONVERSANT® Version 6.0 System Alarms and Log Messages*, 585-310-182.
- The resolutions in the second column of the tables are intended to provide a starting point to isolate a problem and may not be exhaustive.
- The procedures in the second column assume general editing knowledge and script familiarity, as most of the commands and procedures are performed from the command line.
- You have already performed a visual inspection of the system.

Repairing Power-Up Troubles

Power-up troubles are experienced when you are first turning the system on. [Table B-1](#) lists the indications related to power-up troubles:

Table B-1. Repairing Power Up Troubles

Indication	Corrective Action
The system will not power up.	<ol style="list-style-type: none"> 1. Verify that the power toggle switch on the front is in the ON position. 2. Verify all external system connections (power cords and monitor cables) are correct (for example, the blue cable connects to the 3270 circuit card and not to the system parallel port). 3. Verify all external system connections are secure.
<p>During startup, the system displays the following message:</p> <p>"Shared memory is marked as invalid. cvis_ menu exiting."</p>	<ol style="list-style-type: none"> 1. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book. 2. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book. 3. Enter cvis_mainmenu 4. If the problem persists: <ol style="list-style-type: none"> a. Stop the voice system. See "Stopping the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book. b. Enter cp /gendb/shmem/devtbl gendb/shmem/devtbl.old c. Enter rm /gendb/shmem/devtbl d. Start the voice system. See Chapter 3, "Common System Procedures," in your platform system maintenance book.

Continued on next page

Table B-1. Repairing Power Up Troubles — Continued

Indication	Corrective Action
The start_vs command takes a long time to initialize on a system with many analog lines.	<ol style="list-style-type: none"><li data-bbox="370 270 1078 403">1. Starting at the Switch Administration screen, set Dial-Tone Training to "No." See Chapter 5, "Switch Interface Administration," of <i>INTUITY™ CONVERSANT® System Version 6.0 Administration</i>, 585-310-591. <p data-bbox="354 431 507 462">⇒ NOTE:</p> <p data-bbox="425 467 1068 562">If dial-tone training is "no," you should specify that the dial-tone frequency to be used with a particular switch (350 and 440 is the default for DEFINITY®).</p> <ol style="list-style-type: none"><li data-bbox="370 598 952 659">2. Verify that the transfers being performed in the application are still functioning properly.

Repairing Boot-Up Troubles

Boot-up troubles are experienced when the system crashes and reboots itself or when you reboot the system. [Table B-2](#) lists the indications and possible repair procedures related to boot-up troubles.

Table B-2. Repairing Boot-Up Troubles

Indication	Corrective Action
<p>Circuit cards are not recognized during boot up.</p>	<ol style="list-style-type: none"> 1. Enter pkginfo 2. Make sure the driver software is installed (SP, Tip/Ring, or T1). 3. Check the circuit cards. See "Circuit Card Diagnostics" in Chapter 2, "Diagnostics," in your platform system maintenance book. 4. Make sure that the circuit cards have the proper switch settings and correct placement of terminating resistors if attached to the TDM bus cable.
<p>When the system boots, it displays messages in the message log report or on the console similar to the following message:</p> <p>Unable to attach shared memory, Bad DEVTBL, and/or VROP respawning too rapidly.</p>	<ol style="list-style-type: none"> 1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform system maintenance book. 2. Enter cp /gendb/shmem/devtbl /gendb/shmem/devtbl.old 3. Enter rm /gendb/shmem/devtbl 4. Start the voice system. See "Starting the Voice System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.
<p>The system displays the following message:</p> <p>Non-system disk or disk error. Replace and hit any key to continue.</p>	<ol style="list-style-type: none"> 1. Check the diskette drive and confirm that it is empty. 2. Check the cartridge tape drive and confirm that it is empty. 3. Check the power connections. 4. Reboot the system. See "Rebooting the UNIX System" in Chapter 3, "Common System Procedures," in your platform system maintenance book.

Continued on next page

Table B-2. Repairing Boot-Up Troubles — Continued

Indication	Corrective Action
<p>The system passes run level four then reboots continuously (rolling reboot).</p>	<ol style="list-style-type: none"> 1. Power off the platform immediately after the system reboots. 2. Remove one optional circuit card (for example, SP, T1, Tip/Ring). 3. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book. 4. Repeat Steps 1–3 until the system reboots properly. 5. Replace the circuit cards.
<p>The system exhibits rolling reboot when static kernel size exceeds 8-Mbyte.</p>	<ol style="list-style-type: none"> 1. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book. 2. While rebooting the system, hold down the ENTER key when the system displays the UnixWare graphics. 3. When the system prompts you for a previously saved kernel, enter unix.old or enter the name of a kernel that you saved manually at a previous time. This file is created automatically each time the kernel is rebuilt. 4. To prevent this problem from occurring again, remove those packages that affect the size of the static kernel from your configuration permanently. The UnixWare limitation of the size of the static kernel is maximum of 8Mbyte.

Continued on next page

Table B-2. Repairing Boot-Up Troubles — Continued

Indication	Corrective Action
<p>A file system check shows a file system with 0 files, 0 blocks, or 0 free.</p>	<ol style="list-style-type: none"> 1. Verify the disk partition was adequate. See "Initializing the Hard Disk Drives" in Chapter 9, "Installing Base System Software," in your platform system maintenance book. 2. Restore the system software from the mkimage backup tape. See "Performing a System Restoration" in Chapter 3, "Common System Procedures," in your platform system maintenance book. <p>If no backup is available, reload the system software. See Chapter 9, "Installing Base System Software," Chapter 10, "Installing the INTUITY CONVERSANT System Software," and Chapter 11, "Installing the Optional Feature Software," in your platform system maintenance book.</p>
<p>The system hangs after a reboot and the screen is blank.</p>	<ol style="list-style-type: none"> 1. Check the diskette drive and confirm that it is empty. 2. Check the power connections. 3. Check the power supply by watching for hard disk access with the disk access light. 4. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book.

Repairing System Installation/Upgrade/Set-Up Troubles

These troubles are experienced during initial installation of the voice system, while upgrading either hardware or software, or when adding additional hardware or software. [Table B-3](#) lists the indications and possible repair procedures related to these troubles.

Table B-3. Repairing System Installation/Upgrade/Set-Up Troubles

Indication	Corrective Action
<p>The system cannot initialize the I/O circuit card.</p>	<ol style="list-style-type: none"> 1. Check for possible conflict with memory and I/O addresses or interrupt conflicts. 2. Log in as root. 3. Enter crash 4. Enter strstat <p>The system displays a message similar to the message shown in Figure B-1.</p> <ol style="list-style-type: none"> a. Increase the values to slightly higher than what is listed under the CONFIG column. b. If there is anything other than 0's in the FAIL column, use the /etc/conf/bin/ldtune command to increase the tunable parameter. The parameters to tune are NSTREAM, NQUEUE (should be 4 X NSTREAM), NBLK4, NBLK16, NBLK64, NBLK128, NBLK256, NBLK512, NBLK1024, NBLK2048, and NBLK4096. c. After you have changed the tunable parameters, use the /etc/conf/bin/ldbuild command to rebuild the UNIX kernel. <ol style="list-style-type: none"> 5. Reboot the system. See "Rebooting the UNIX System," in Chapter 3, "Common System Procedures," in your platform system maintenance book.

B Troubleshooting Procedures

Repairing System Installation/Upgrade/Set-Up Troubles

```
> strstat
ITEM          CONFIG  ALLOC  FREE      TOTAL  MAX    FAIL
streams       106     106    0         592   109    0
queues        522     522    0         1926  530    0
message blocks 75       57    18        24269 77     0
data blocks   68       57    11        18271 68     0
link blocks   16       16     0          16    16     0
stream events 6         4     2           6     6     0

Count of scheduled queues:  0
```

Figure B-1. strstat Sample Output

Pinouts



Overview

This appendix provides the pinout information for the

- Tip/Ring circuit card
- Asynchronous connections
- Peripheral drives

Purpose

The purpose of this appendix is to provide the pinout information to ensure proper connectivity and complete the system installation successfully.

Pinouts for the Tip/Ring Circuit Card

Figure C-1 shows typical Tip/Ring line connection for the IVC6 circuit card. Table C-1 shows the numbering scheme for connecting the short modular cords provided with the Tip/Ring cards to the Tip/Ring distribution panel.

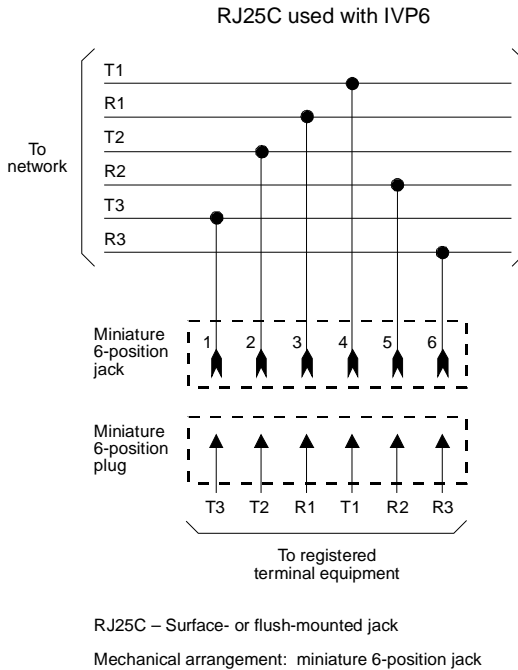


Figure C-1. Wiring and Pin Diagram for the IVC6 Tip/Ring Card

Table C-1. MAP/100 Tip/Ring Consolidation Wiring and Pinouts

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	PinNo.	50-Pin Connector	
						T or R	Pin No.
1	1	1	3	1	4	R1	1
	1	1	4	1	5	T1	26
2	1	1	2	1	3	T2	27
	1	1	5	1	6	R2	2
3	1	1	1	1	2	T3	28
	1	1	6	1	7	R3	3
4	1	2	3	2	4	R4	4
	1	2	4	2	5	T4	29
5	1	2	2	2	3	T5	30
	1	2	5	2	6	R5	5
6	1	2	1	2	2	T6	31
	1	2	6	2	7	R6	6
7	2	1	3	3	4	R7	7
	2	1	4	3	5	T7	32
8	2	1	2	3	3	T8	33
	2	1	5	3	6	R8	8
9	2	1	1	3	2	T9	34
	2	1	6	3	7	R9	9
10	2	2	3	4	4	R10	10
	2	2	4	4	5	T10	35
11	2	2	2	4	3	T11	36
	2	2	5	4	6	R11	
12	2	2	1	4	2	T12	37
	2	2	6	4	7	R12	12

Continued on next page

Table C-1. MAP/100 Tip/Ring Consolidation Wiring and Pinouts — Continued

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
13	3	1	3	5	4	R13	13
	3	1	4	5	5	T13	38
14	3	1	2	5	3	T14	39
	3	1	5	5	6	R14	14
15	3	1	1	5	2	T15	40
	3	1	6	5	7	R15	15
16	3	2	3	6	4	R16	16
	3	2	4	6	5	T16	41
17	3	2	2	6	3	T17	42
	3	2	5	6	6	R17	17
18	3	2	1	6	2	T18	43
	3	2	6	6	7	R18	18
19	4	1	3	7	4	R19	19
	4	1	4	7	5	T19	44
20	4	1	2	7	3	T20	45
	4	1	5	7	6	R20	20
21	4	1	1	7	2	T21	46
	4	1	6	7	7	R21	21
22	4	2	3	8	4	R22	22
	4	2	4	8	5	T22	47
23	4	2	2	8	3	T23	48
	4	2	5	8	6	R23	23
24	4	2	1	8	2	T24	49
	4	2	6	8	7	R24	24
25	5	1	3	1	4	R25	1
	5	1	4	1	5	T25	26

Continued on next page

Table C-1. MAP/100 Tip/Ring Consolidation Wiring and Pinouts — Continued

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
26	5	1	2	1	3	T26	27
	5	1	5	1	6	R26	2
27	5	1	1	1	2	T27	28
	5	1	6	1	7	R27	3
28	5	2	3	2	4	R28	4
	5	2	4	2	5	T28	29
29	5	2	2	2	3	T29	30
	5	2	5	2	6	R29	5
30	5	2	1	2	2	T30	31
	5	2	6	2	7	R30	6
31	6	1	3	3	4	R31	7
	6	1	4	3	5	T31	32
32	6	1	2	3	3	T32	33
	6	1	5	3	6	R32	8
33	6	1	1	3	2	T33	34
	6	1	6	3	7	R33	9
34	6	2	3	4	4	R34	10
	6	2	4	4	5	T34	35
35	6	2	2	4	3	T35	36
	6	2	5	4	6	R35	11
36	6	2	1	4	2	T36	37
	6	2	6	4	7	R36	12
37	7	1	3	5	4	R37	13
	7	1	4	5	5	T37	38
38	7	1	2	5	3	T38	39
	7	1	5	5	6	R38	14

Continued on next page

Table C-1. MAP/100 Tip/Ring Consolidation Wiring and Pinouts — Continued

From				To			
Channel No.	IVC6 Card No.	Jack No.	Pin No.	Jack No.	Pin No.	50-Pin Connector	
						T or R	Pin No.
39	7	1	1	5	2	T39	40
	7	1	6	5	7	R39	15
40	7	2	3	6	4	R40	16
	7	2	4	6	5	T40	41
41	7	2	2	6	3	T41	42
	7	2	5	6	6	R41	17
42	7	2	1	6	2	T42	43
	7	2	6	6	7	R42	18

Continued on next page

Pinouts for Asynchronous Connections

[Table C-2](#) lists the pinouts for the COM1 asynchronous port on the rear of the MAP/100. [Figure C-2](#) shows pinouts for the modular jacks on the 8-port asynchronous circuit card. [Figure C-3](#) shows pinouts for the terminal/printer or modem adapters.

Table C-2. COM1 Pinouts

Pin No.	Signal	Signal
1	Data Carrier Detect (DCD)	Input
2	Receive Data (RX)	Input
3	Transmit Data (TX)	Output
4	Data Terminal Ready (DTR)	Output
5	Signal Ground (GND)	Bidirectional
6	Data Set Ready (DSR)	Output
7	Request to Send (RTS)	Output
8	Clear to Send (CTS)	Input
9	Ring Indicator (RI)	Input

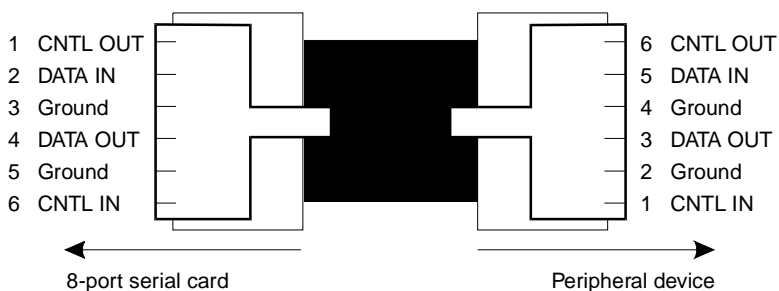
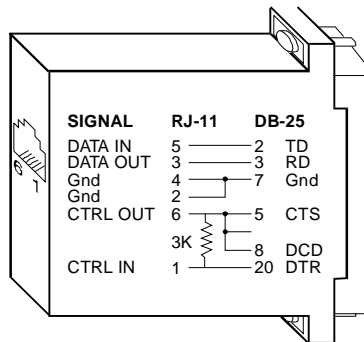


Figure C-2. Pinout Connections for Modular Jacks on the 8-Port Asynchronous Circuit Card

FOR TERMINALS & PRINTERS:
 PEC 70854 [DB-25 DCE Male]



FOR MODEMS:
 PEC 70853 [DB-25 DTE Male]

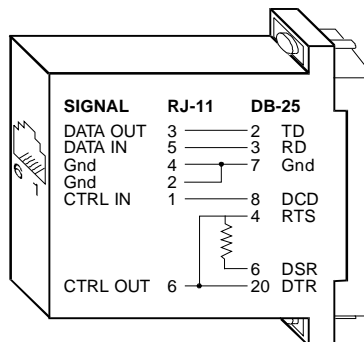


Figure C-3. Pinout Connections for DTE or DCE Devices

Pinouts for Peripheral Devices

[Table C-3](#) shows pinouts for the DIN receptacles for keyboard connection. These receptacles are on the front and rear of the MAP/100. [Table C-4](#) shows pinouts for the 25-pin D-subminiature connector for printer connection. This connector is on the faceplate of the Pentium CPU circuit card.

Table C-3. Pinout Connections for the Keyboard

Pin No.	Signal
1	Clock
1	Data
3	Reset
4	Ground
5	+5 Volts

Table C-4. Pinout Connections for a Printer

Pin No.	Description	Pin No.	Description
1	- Strobe	10	- Acknowledge
2	+ Data Bit 0	11	+ Busy
3	+ Data Bit 1	12	+ Paper Feed
4	+ Data Bit 2	13	+ Select
5	+ Data Bit 3	14	- Auto Feed
6	+ Data Bit 4	15	- Error
7	+ Data Bit 5	16	- Init. Printer
8	+ Data Bit 6	17	- Select Printer
9	+ Data Bit 7	18	Ground

Cable Connectivity

D

Overview

This appendix details external connectivity and cabling from the MAP/100 platform to the following:

- Lucent Technologies switches
 - DEFINITY® G1, G3 and System 74 R1V3
 - DEFINITY G2 and System 85 R2V4
- Networks
- Terminals and distant modems



NOTE:

For switches such as the 5ESS® and DMS-100, see the individual documents associated with those switches for cable connectivity information.

Purpose

This appendix provides procedures and illustrations for connections to the switch, network, or terminals to help you make the connections made at those devices.

Slot Locations

The following sections detail the fixed and variable assignments for circuit cards installed in the MAP/100.

[Table D-1](#) lists slot assignments which are fixed in the MAP/100 and are not variable in their arrangement. The slot assignments apply to both required and optional circuit cards.

Table D-1. MAP/100 Slot Assignments

PCI Backplane Slot Number	ISA Backplane Slot Number	Circuit Card	Required?
1-15	1-15	Tip/Ring	No
16, 17, or 18	18	Ethernet LAN	No
18	19	Remote Maintenance	No
19	18	Video controller	Yes
21	16	P5120/CPU	Yes
22	17	External SCSI Connector/Termination	Yes
23-25	23-25	Vacant	-

Assignment Rules

The following rules apply to the placement of optional boards in the MAP/100.

- A maximum of twelve Tip/Ring circuit cards is supported.
- All other circuit cards are supported as one per system.
- Tip/Ring circuit cards are assigned slots sequentially, starting with slot 1.

Overview of INTUITY CONVERSANT Serial Port Connections

Serial port connections from the INTUITY™ CONVERSANT® system to terminals, distant modems, or other customer equipment can be made either from COM1 (Serial Port 1) on the back of the MAP/100 or from the Multi-port Serial circuit card.

If there is only one serial connection to be made, use COM1 (Serial Port 1) on the back of the MAP/100. If more than one serial connection is to be made, use the Multi-port Serial circuit card first (up to eight connections) and then use COM1.

See [Table D-2](#) for circuit card slot locations on the platform. See [Figure D-1](#) for an overview of serial port connections.

Table D-2. Serial Port Platform Locations

Circuit Card	Location
COM 1 (Serial Port 1)	Back of MAP/100
Multi-port Serial circuit card	See Tables E-2, E-3, and E-4

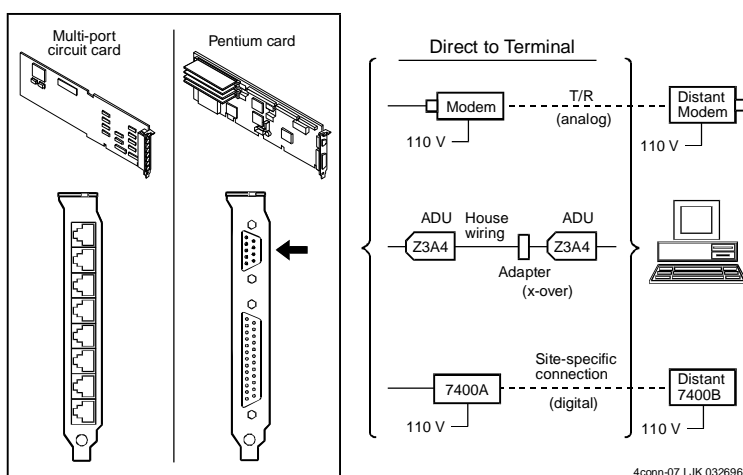


Figure D-1. Overview of Lucent INTUITY Serial Port Connections

Connecting Lucent INTUITY COM1 to Customer Equipment via a Modem

Use the following procedure and [Figure D-2](#) to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to a modem.
3. Make cable connections between the modem and the customer equipment.

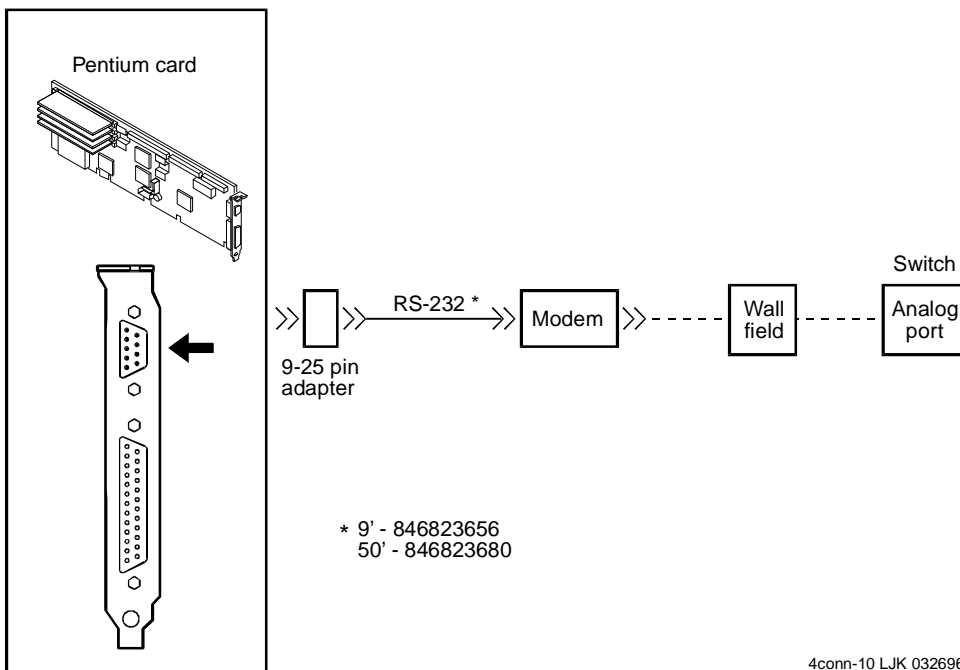


Figure D-2. Connecting Lucent INTUITY COM1 to Customer Equipment via a Modem

Connecting Lucent Intuity COM1 to a 715 Terminal DCE Port via ADUs

Use the following procedure and [Figure D-3](#) to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to the ADU.
3. On the other end of the ADU, attach a D8AM crossover cord.
4. Connect the D8AM crossover cord to customer premises wiring.
5. At the other end of the customer premises wiring, attach the customer wiring to another ADU.
6. At the other end of that ADU, attach an RS-232 cable.
7. Attach the other end of this RS-232 cable to the 715 DCE port or other DCE device.

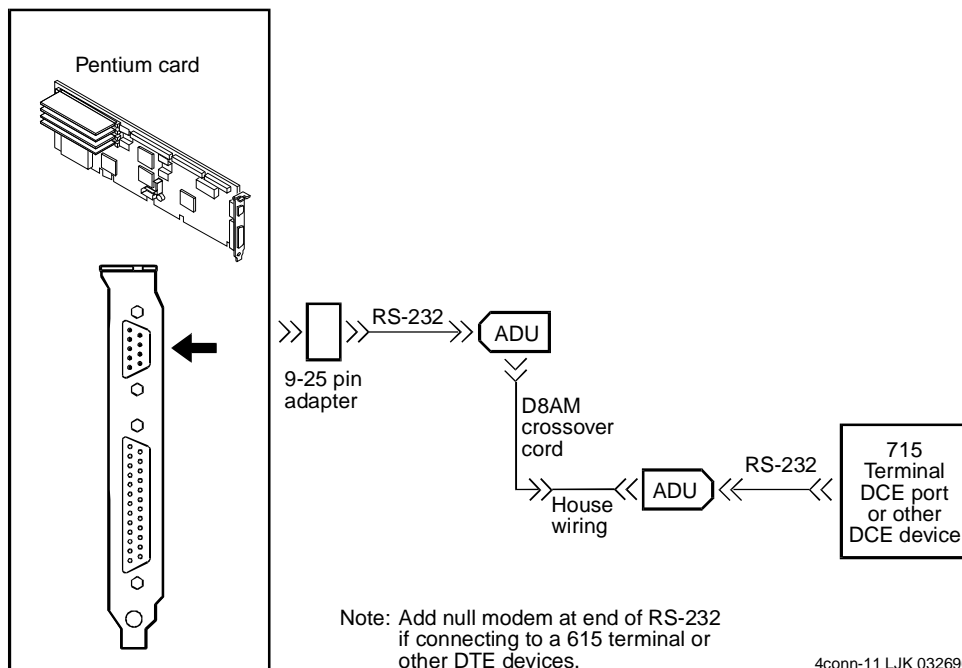
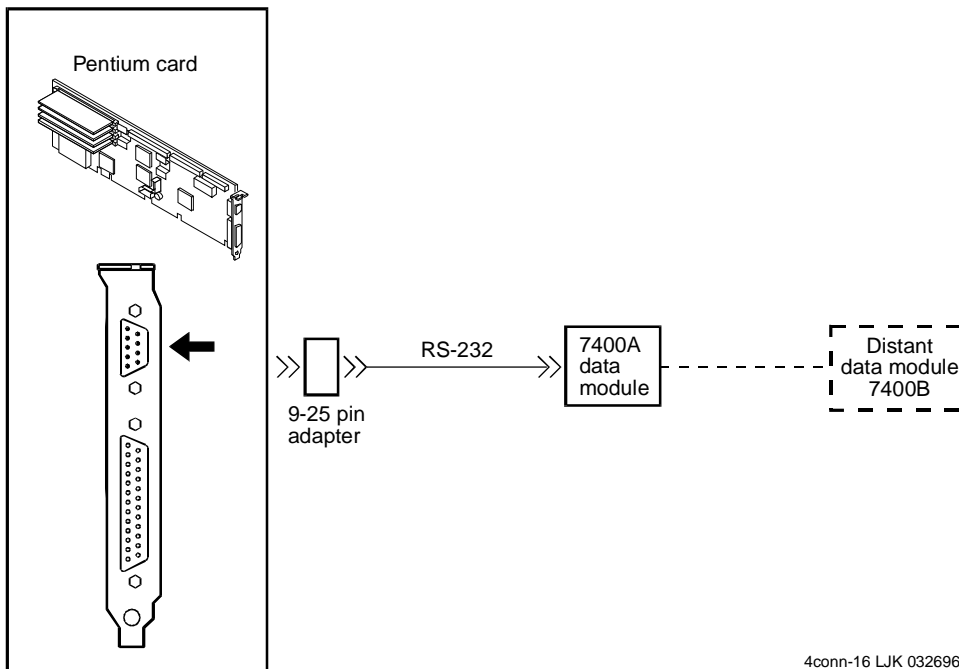


Figure D-3. Connecting Lucent INTUITY COM1 to a 715 Terminal DCE Port via ADUs

Connecting Lucent INTUITY COM1 to a Distant Data Module via a 7400A Data Module

Use the following procedure and [Figure D-4](#) to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to a 7400A data module.
3. Cable between the 7400A data module and the distant 7400B data module.



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Figure D-4. Connecting Lucent INTUITY COM1 to a Distant Data Module via a 7400A Data Module

Connecting Lucent INTUITY COM1 to a 615 Terminal or Other DTE Device via a Null Modem

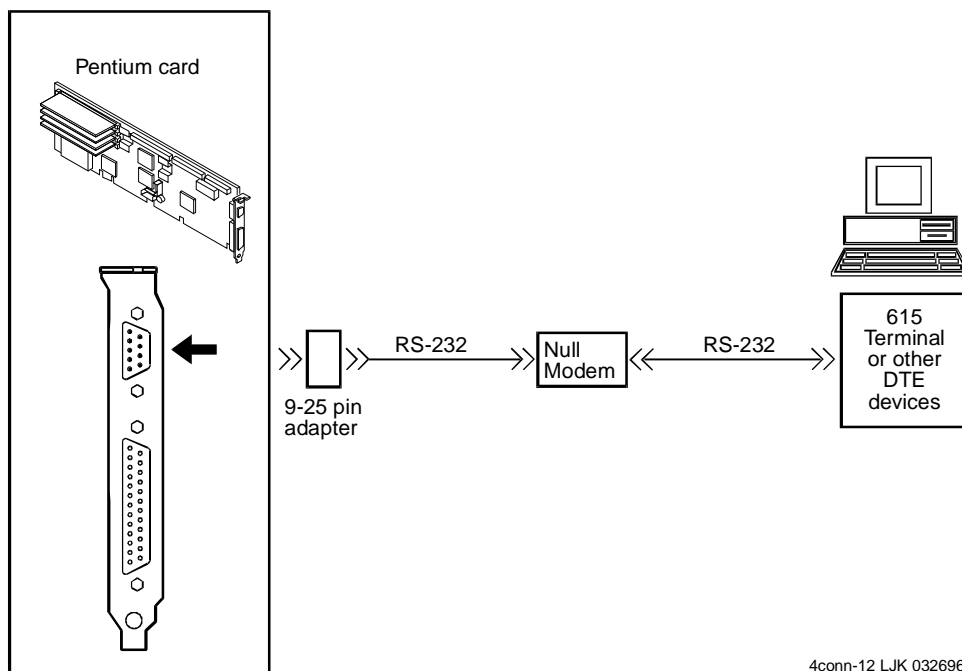
Use the following procedure and [Figure D-5](#) to make these connections.

1. Attach an RS-232 cable to COM1 on the back of the MAP/100.
2. Attach the other end of the RS-232 cable to the NULL modem.

⇒ NOTE:

The NULL modem must be provided locally.

3. On the other end of the NULL modem, attach another RS-232 cable.
4. Attach the other end of this RS-232 cable to the 615 terminal or other DTE device.



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Figure D-5. Connecting Lucent INTUITY COM1 to a 615 Terminal via a Null Modem

Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Use the following procedure and [Figure D-6](#) to make these connections:

1. Attach an RS-232 cable to COM1 on the back of the MAP/100 platform.
2. Attach the other end of the RS-232 cable to the 715 terminal DCE port or other DCE device.

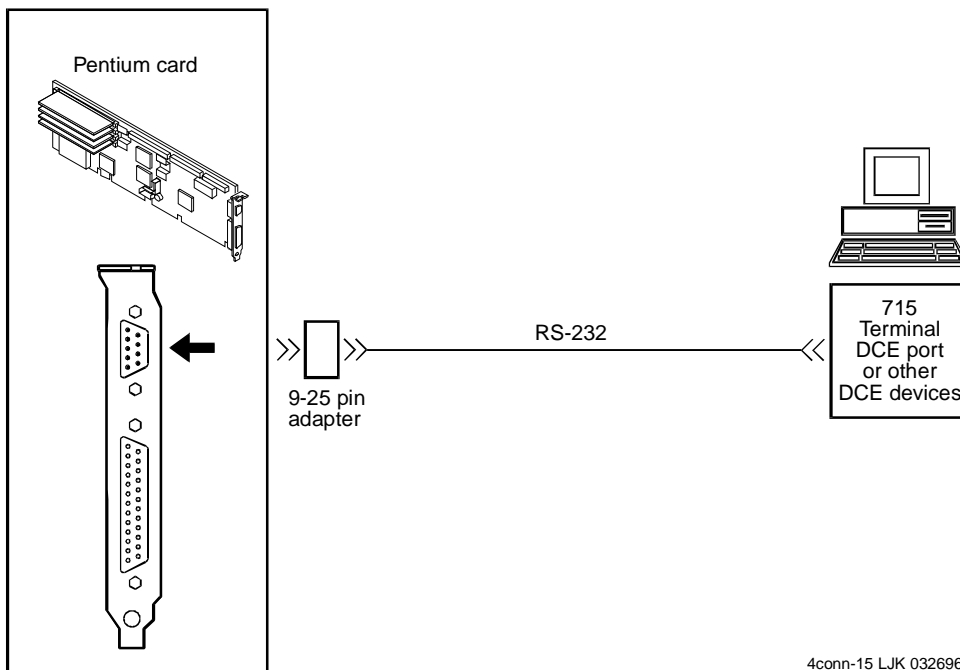
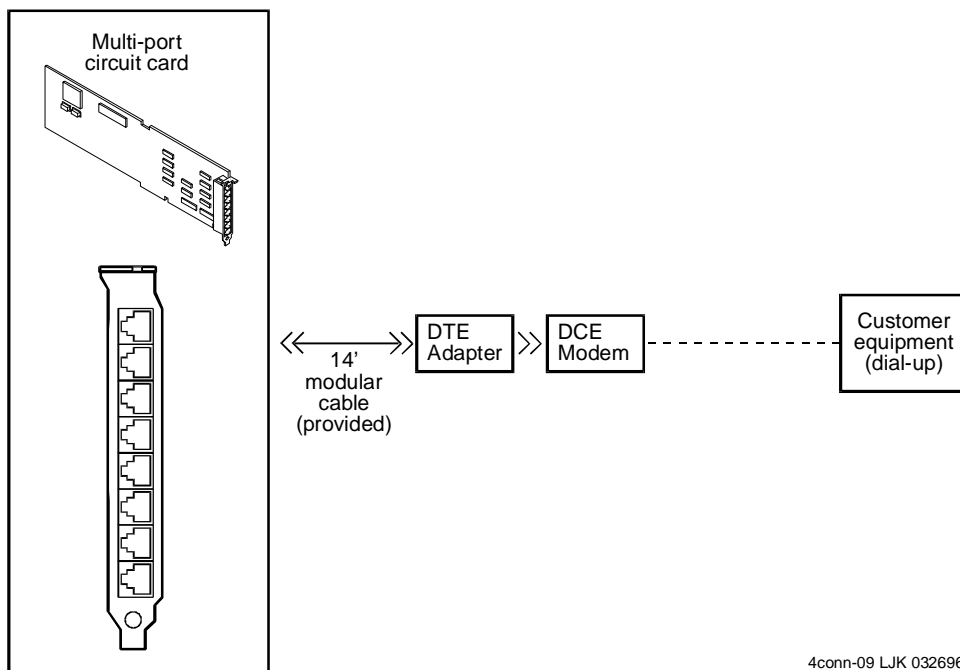


Figure D-6. Making a Direct Connection from Lucent INTUITY COM1 to a 715 Terminal or Other DCE Device

Connecting the Lucent INTUITY Multi-Port Card to Customer Equipment via a Modem

Use the following procedure and [Figure D-7](#) to make these connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the multi-port serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.
3. Connect the DTE adapter to the DCE modem.
4. Connect the DCE modem to customer equipment.



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Figure D-7. Connecting the Lucent INTUITY Multi-Port Card to Customer Equipment via a Modem

Connecting the Lucent INTUITY Multi-Port Card to a Terminal via ADUs

Use the following procedure and [Figure D-8](#) to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Connect the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.

DTE adapters are described in [Chapter 1, "Getting Started"](#).

3. Connect the DTE adapter to a 400D auxiliary power adapter if necessary. The MAP/100 may not have the needed power for the ADU connection.
4. Connect the 400D auxiliary power adapter to the ADU.
5. Attach a D8AM crossover cord to the other end of the ADU.
6. Connect the D8AM crossover cord to house wiring.
7. Connect another ADU to the other end of the house wiring.
8. Attach an RS-232 cable to the other end of this ADU.
9. Connect the other end of the RS-232 cable to the 715 terminal or other DCE device.

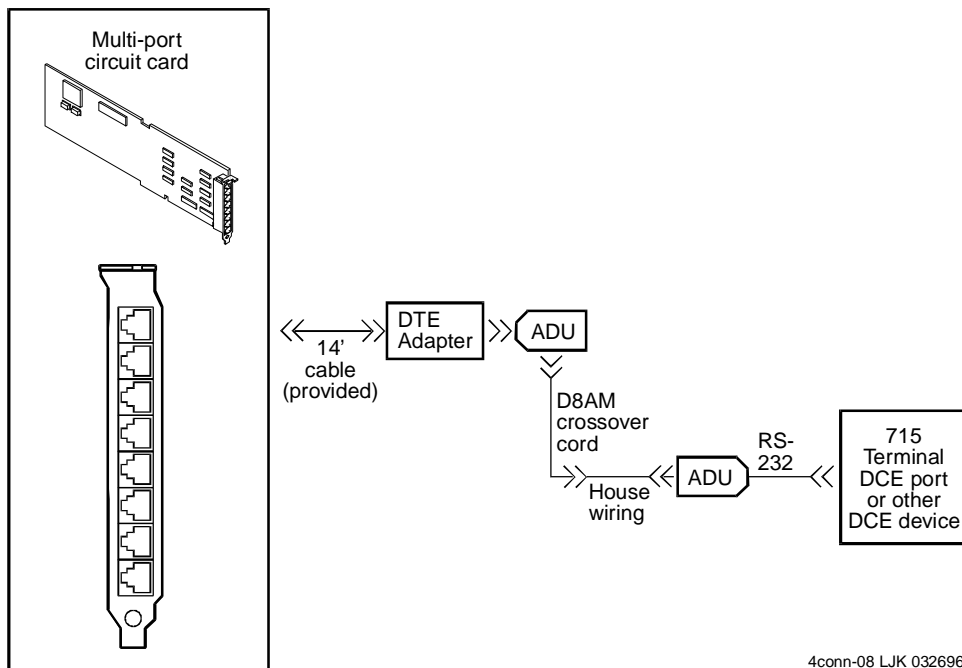


Figure D-8. Connecting the Lucent INTUITY Multi-port Serial Card to a Terminal via ADUs

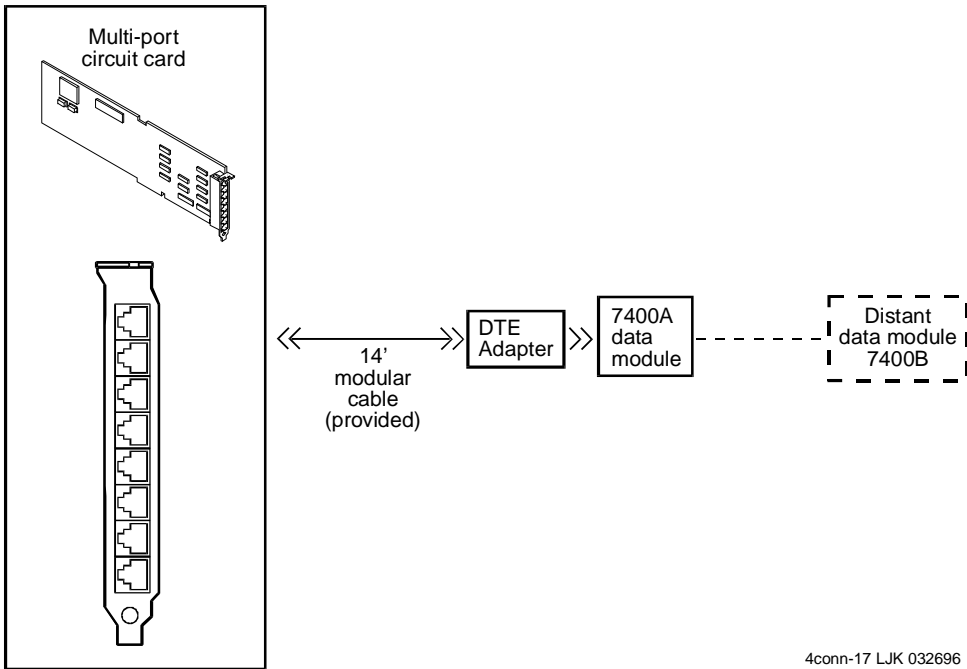
Connecting the Lucent INTUITY Multi-Port Card to a Distant Data Module via a 7400A Data Module

Use the following procedure and [Figure D-9](#) to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the Multi-port card) to the DTE adapter.
3. Connect the DTE adapter to the 7400A data module.
4. Make the connections between the 7400A data module and the 7400B data module.

D Cable Connectivity

Connecting the Lucent INTUITY Multi-Port Card to a Distant Data Module via a



4conn-17 LJK 032696

Figure D-9. Connecting the Lucent INTUITY Multi-port Serial Card to a Distant Data Module via a 7400A Data Module

Making a Direct Connection from the Lucent INTUITY Multi-port Card to a 615 Terminal or Other DTE Devices

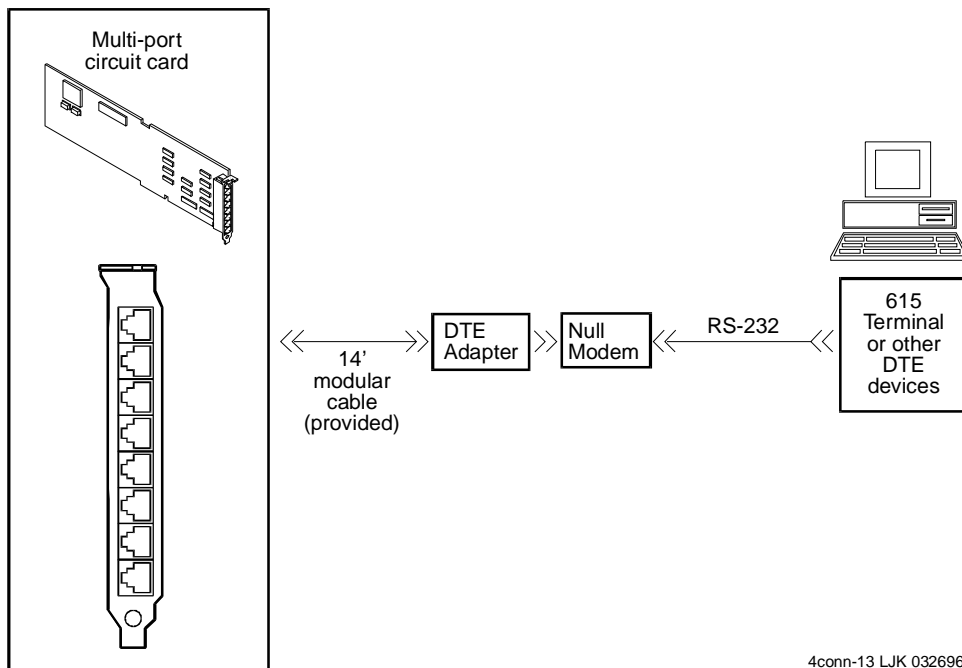
Use the following procedure and [Figure D-10](#) to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the Multi-port Serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the Multi-port card) to the DTE adapter.
3. Connect the DTE adapter to the NULL modem.

 **NOTE:**

The NULL modem must be provided locally.

4. Connect an RS-232 cable to the NULL modem.
5. Connect the other end of the RS-232 cable to a 615 terminal or other DTE device.



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Figure D-10. Making a Direct Connection from Lucent INTUITY Multi-port Card to 615 Terminal or other DTE Devices

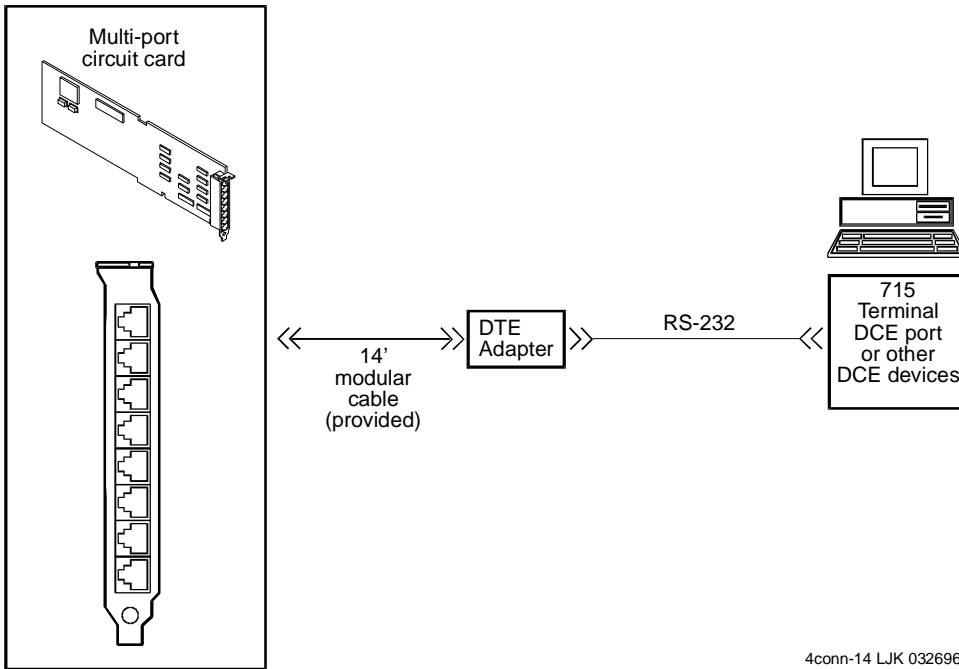
Making a Direct Connection from the Lucent INTUITY Multi-port Card to 715 Terminal or Other DCE Devices

Use the following procedure and [Figure D-11](#) to make these cable connections:

1. Attach the 14-foot (4.3-meter) modular cable (provided with the card) to the multi-port serial card.
2. Attach the other end of the 14-foot (4.3-meter) modular cable (provided with the multi-port card) to the DTE adapter.
3. Connect an RS-232 cable to the other end of the DTE adapter.
4. Connect the other end of the RS-232 cable to the 715 terminal DCE port or other DCE devices.

D Cable Connectivity

Making a Direct Connection from the Lucent INTUITY Multi-port Card to 715



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Figure D-11. Making a Direct Connection from Lucent INTUITY Multi-Port Card to a Terminal or other DCE Devices

D Cable Connectivity

Making a Direct Connection from the Lucent INTUITY Multi-port Card to 715

Page D-16

Index

Numerics

- 7400A COM1 connections, [D-6](#)
 - 8-port asynchronous circuit card connections, [3-11](#)
-

A

- AC power supply
 - connecting the system, [4-9](#)
 - ALT personnel, [ix](#)
 - asynchronous data unit (ADU)
 - connecting to multi-port, [D-10](#)
 - AT&T 3820 Paradyne modem
 - connecting, [4-7](#)
 - automatic call distributor (ACD)
 - connecting platform to, [3-10](#)
 - AYC10 Tip/Ring circuit card
 - direct line connection, [3-3](#)
-

B

- backing up
 - using mkimage
 - performing
 - root file system backup, [5-22](#)
 - speech files backup, [5-24](#)
 - verifying, [5-26](#)
 - using the BRU
 - performing
 - full backup, [5-19](#)
 - root backup, [5-15](#)
 - types, [5-15](#)
 - verifying, [5-20](#)
- backup
 - system, [5-14](#)
- boot-up troubles, repairing, [B-4](#)
- bracket, cable tie-down, [2-5](#)
- BRU
 - backing up
 - performing
 - full backup, [5-19](#)
 - root backup, [5-15](#)
 - types, [5-15](#)
 - verifying, [5-20](#)
- BTU output, [1-2](#)

C

cables

- connectivity, [D-1](#)
- tie-down bracket, [2-5](#)

Canada, equipment attachment limitations, [1-9](#)

cartridge tapes

- drives, [2-10](#)

Channel Service Unit (CSU), [3-10](#)

chantst, [5-4](#)

charging battery indicator, [2-9](#)

chassis back, description of, [2-10](#)

circuit cards

Ethernet LAN

- function, [3-14](#)

ISA

- SMC8216, [3-14](#)

- SMC8416, [3-15](#)

- location, [D-2](#)

PCI

- SMC8432, [3-16](#)

- SMC9332, [3-17](#)

external SCSI connector, [3-18](#)

- location, [D-2](#)

- terminating resistor, [3-18](#), [3-19](#)

fax, [3-8](#)

- connector, [3-8](#)

P5 120 MHz CPU

- location, [D-2](#)

remote maintenance

- function, [3-20](#)

- location, [D-2](#)

- maximum installed, [3-20](#)

Tip/Ring

- function, [3-2](#)

- location, [D-2](#)

- maximum installed, [3-2](#)

video controller

- function, [3-19](#)

- location, [D-2](#)

- maximum installed, [3-19](#)

- types, [3-19](#)

COM1

- connecting to DCE device, [D-8](#)

- connecting to terminal, [D-7](#)

- connections, [D-4](#)

COM2 asynchronous port, [3-11](#)

configuration

- assignment rules, [D-2](#)

connections

- 3820 modem, [4-7](#)
 - adapters, [4-7](#)
 - COM2 port, [4-7](#)
- 7400A and COM1, [D-6](#)
- 7400A and multi-port, [D-11](#)
- ADU and multi-port, [D-10](#)
- COM1, [D-4](#)
- COM1 and DCE device, [D-8](#)
- COM1 and DTE device, [D-7](#)
- COM1 and terminal, [D-7](#)
- DCE port, [D-5](#)
- direct line IVC6 Tip/Ring card, [3-3](#)
- MAP/100 to power supply, [4-9](#)
- modem and multi-port, [D-9](#)
- modem for remote access, [4-7](#)
- multi-port and DCE devices, [D-14](#)
- multi-port and DTE, [D-13](#)
- printer, [4-4](#)
- system to AC power, [4-9](#)

cooling

- fans, location of, [2-10](#)
-

D

- DCE port connections, [D-5](#)
 - deskside unit, [2-3](#)
 - dimensions
 - of the MAP/100, [1-3](#)
 - of the monitor, [1-3](#)
 - of the printer, [1-3](#)
 - disk
 - activity indicator, [2-9](#)
 - DS1, connecting to a, [3-10](#)
-

E

- Ethernet LAN circuit card
 - location, [D-2](#)
- Ethernet LAN circuit cards
 - function, [3-14](#)
 - ISA
 - SMC8216, [3-14](#)
 - SMC8416, [3-15](#)
 - PCI
 - SMC8432, [3-16](#)
 - SMC9332, [3-17](#)
- external SCSI connector circuit card, [3-18](#)
 - location, [D-2](#)
 - terminating resistor, [3-18](#)

F

- fans
 - location, [2-10](#)
 - status indicator location, [2-9](#)
 - fax
 - circuit card, [3-8](#)
 - FCC
 - compliance label, [1-7](#)
 - rules, [1-7](#)
 - feature test script, [5-4](#)
 - prerequisites, [5-4](#)
 - running the program, [5-7](#)
 - set up, [5-5](#)
 - floppy disk drive
 - description, [2-10](#)
-

G

- grounding, [1-3](#), [1-5](#)
-

H

- hard disk drives
 - description of, [2-10](#)
 - heat output, [1-2](#)
 - host interface
 - cable, synchronous connections, [3-13](#)
 - humidity levels, [1-2](#)
-

I

- indicators
 - charging battery, [2-9](#)
 - disk activity, [2-9](#)
 - fan status, [2-9](#)
 - low battery, [2-9](#)
 - main power available, [2-9](#)
 - online battery, [2-9](#)
- International Technical Assistance Center (ITAC), [1-8](#)
- isolation troubles
 - boot up, [B-4](#)
 - installation, [B-7](#)
 - power up, [B-2](#)
 - set up, [B-7](#)
 - upgrade, [B-7](#)

K

keyboard

- connecting, [4-3](#)
 - receptacle location, [2-9](#)
-

L

LAN circuit card, see Ethernet LAN circuit card

limited-distance modem, [3-13](#)

load number (LN), for the AYC28 circuit card, [1-9](#)

low battery indicator, [2-9](#)

M

main power available indicator, [2-9](#)

maintenance assumptions, [B-1](#)

MAP/100

circuit card

replacement, [3-1](#)

circuit cards

external SCSI connector, [3-18](#), [3-19](#)

remote maintenance

function, [3-20](#)

maximum installed, [3-20](#)

Tip/Ring

function, [3-2](#)

maximum installed, [3-2](#)

video controller

function, [3-19](#)

maximum installed, [3-19](#)

types, [3-19](#)

power supply, [4-9](#)

powering up, [4-9](#)

turning on, [4-9](#)

MAP/5P

circuit cards

external SCSI connector, [3-18](#), [3-19](#)

modem

connecting, [4-7](#)

limited-distance, [3-13](#)

uses for, [4-7](#)

monitor

cables

power cable, [4-3](#)

video cable, [4-3](#)

dimensions, [1-3](#)

power requirements, [1-4](#)

multi-port asynchronous circuit card
 connecting to DCE, [D-14](#)
multi-port asynchronous circuit card
 connecting to 7400A, [D-11](#)
 DTE connections, [D-13](#)
 modem connections, [D-9](#)

N

nonoperating temperature, [1-2](#)

O

Okidata 320, printer, [4-5](#)
Okidata Laser, printer, [4-6](#)
online battery Indicator, [2-9](#)
operating temperature, [1-2](#)

P

P5 120 MHz CPU circuit card
 location, [D-2](#)
packing materials, [2-2](#)
party line service, [1-7](#)
password
 security, [1-11](#)
pinouts
 digital, [3-9](#)
 for printer, [C-9](#)
 for the COM2 connector, [3-11](#)
playback and coding, [5-4](#)
power
 requirements
 MAP/100, [1-4](#)
 monitor, [1-4](#)
 printer, [1-4](#)
 supply
 MAP/100, [4-9](#)
 switch, location, [2-9](#)
power up troubles, isolating, [B-2](#)
powering up the system, [4-9](#)
printer
 connecting, [4-4](#)
 dimensions, [1-3](#)
 Okidata 320, [4-5](#)
 Okidata Laser, [4-6](#)
 pinout connections, [C-9](#)
 power requirements, [1-4](#)
 selftest feature, [4-4](#)
private branch exchange (PBX)
 connecting platform to, [3-10](#)

R

receptacles

keyboard, [2-9](#)

video, [2-9](#)

remote

access, connecting modem, [4-7](#)

maintenance circuit card

function, [3-20](#)

location, [D-2](#)

maximum installed, [3-20](#)

remote maintenance

connecting modem, [4-7](#)

repair

power-up troubles, [B-2](#)

returning a MAP/100 for, [2-2](#)

tag, [2-3](#)

repairs

where to call for domestic, [1-8](#)

where to call for international, [1-8](#)

requirements

environmental, [1-1](#)

power, [1-1](#)

space, [1-1](#)

reset button, location, [2-9](#)

RMB, see remote maintenance circuit card

S

SCSI

external connector card, see external SCSI connector circuit card

selftest feature

printer, [4-4](#)

service provider, when to notify your, [1-8](#)

site preparation

humidity, [1-2](#)

operating temperature, [1-2](#)

space requirements, [1-3](#)

synchronous

connections, host cable specifications for, [3-13](#)

system

backup, [5-14](#)

connections with synchronous host, [3-12](#)

security, [1-11](#)

T

T1

circuit cards

connecting to the T1 carrier, [3-10](#)

telephone lines, types needed, [1-7](#)

temperature, operating and nonoperating, [1-2](#)

Tip/Ring
 circuit card
 function, [3-2](#)
 location, [D-2](#)
 maximum installed, [3-2](#)
 lines
 connection through a line splitter (885A adapter), [3-3](#), [3-4](#)
 connection through a Tip/Ring distribution panel, [3-6](#)
transfer test, see feature_tst
trouble isolation
 installing
 repairing of, [B-7](#)
troubles
 power-up
 repairing, [B-2](#)

U

unpack the platform, [2-8](#)

V

video connector, [2-9](#)
video controller circuit card
 function, [3-19](#)
 location, [D-2](#)
 maximum installed, [3-19](#)
 types, [3-19](#)

W

worksheets, [1-6](#)