Avaya™ IA 770 INTUITY AUDIX Messaging Application

Release 1.1 Installation Checklist and Instructions

IA 770 INTUITY AUDIX Installation Checklist and Instructions

Installation Checklist

> ⚠ **CAUTION:**
> The steps to install IA770 INTUITY AUDIX messaging vary, depending on whether you are also installing a new S8300 (usually under the same work order) or you are adding IA770 INTUITY AUDIX messaging to an S8300 that had been previously purchased and installed. In either case, you need to use information from the document, ***Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Serve**r,* 555-234-100 Issue 2.
>
> *To install IA 770 INTUITY AUDIX messaging **with a new S8300**, you **perform Task 5, Install S8300 Software**, primarily using Chapter 3 the S8300 Installation document. You do **not** perform Task 6.*
>
> *To install IA 770 INTUITY AUDIX messaging **on an existing S8300** (previously installed), you **perform Task 6, Upgrade S8300 Software**, and **Task 11, Complete the S8300 Upgrade**, primarily using Chapter 5 from the S8300 Installation document. You may also have to complete **Task 10, Upgrade the G700**. You do **not** perform Task 5.*

Task	Subtasks, If Any
"Task 1: Get the S8300 Installation Document" on page 7	
"Task 2: Review Demarcation Points" on page 7.	
"Task 3: Maintain System Security" on page 7.	

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Task	Subtasks, If Any
"Task 4: Review Prerequisites" on page 8.	Review the following: ■ "Intended Audience" ■ "Safety and Security Alert Labels" ■ "FCC Statement" ■ "DOC Interference Information" ■ "CWY1 Board Kit Contents" ■ "Required Tools" ■ "Saving Packing Materials"
	Gather the "Required Tools".
"Task 5: Install the S8300 (for a New S8300 Only)" on page 10 **⇒ NOTE:** You perform either Task 5 or Task 6, not both. **⇒ NOTE:** If you download MultiVantage update software from the Avaya website, be sure to also download any IA770 INTUITY AUDIX remote field updates (RFUs) that may be required.	

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Task	Subtasks, If Any
"Task 6: Upgrade S8300 Software (for an Add-on to an Existing S8300 Only)" on page 11 ⮕ **NOTE:** You perform either Task 5 orTask 6, not both.	"Task 6.1: Get the Planning Forms from the Project Manager" on page 11
	"Task 6.2: If Necessary, Get the Serial Number of the G700 That Hosts the INTUITY AUDIX System" on page 11
	"Task 6.3: Complete the RFA Processes and Download MultiVantage and/or IA770 INTUITY AUDIX Remote Field Update (RFU) Software to Your Laptop" on page 12.
	"Task 6.4: If Necessary, Configure Your Laptop to Connect with the S8300 Services Port" on page 12
	"Task 6.5: Log in to the S8300 Media Server Using Telnet" on page 12
	"Task 6.6: Log in to the S8300 Browser Interface" on page 14
	"Task 6.7:Prepare the S8300 for the Upgrade" on page 15
	"Task 6.8: Upload and Install the New License and Authentication Files" on page 15
	"Task 6.9: Check the License Mode" on page 15
	"Task 6.10: If Necessary, Load the Most Recent S8300 and MultiVantage Software" on page 16 ⮕ **NOTE:** You may determine that the S8300 software version and/or the MultiVantage software version is already the most recent. In this case, you must only load and install the new license and authentication files.
"Task 7: If Necessary, Upload Additional Announcement Sets or RFUs" on page 17	
"Task 8: Install the CWY1 Board" on page 18.	"Task 8.1 Shut down and Turn off the S8300 Media Server" on page 18.
	"Task 8.2: Connect the CWY1 Board to the S8300 Media Server" on page 19.
	"Task 8.3: Reconnect the Power and Bring Up the System" on page 20.

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Task	Subtasks, If Any
"Task 9: Install IA 770 INTUITY AUDIX Software" on page 21.	"Task 9.1: Run the Autoinstall Program for IA 770 INTUITY AUDIX Software" on page 21.
	"Task 9.2: Enable Messaging" on page 22.
	"Task 9.3: Restart the MultiVantage Software and Check That the Messaging Software is Running" on page 22
	"Task 9.4: Administer Logins" on page 23 ⚠️ **CAUTION:** *You must complete this task or neither you nor the customer will be able to use the system.*
	"Task 9.5: Check That All Standard Packages Are Installed" on page 25
	"Task 9.6: If Necessary, Install Additional Announcement Sets or Remote Field Updates" on page 26.
"Task 10. Upgrade the G700, If Necessary (for an Add-on to an Existing S8300 Only)" on page 27 ⇒ **NOTE:** Skip to Task 12 if you have just installed a new S8300.	
"Task 11. Complete the S8300 Upgrade (for an Add-on to an Existing S8300 Only)" on page 28 ⇒ **NOTE:** Skip to Task 12 if you have just installed a new S8300.	

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Task	Subtasks, If Any
"Task 15: Make the Upgrade and Administration Permanent" on page 59	
"Task 16: Perform a Backup" on page 59.	

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Task 1: Get the S8300 Installation Document

To perform many of the tasks in this installation, you need S8300 installation instructions contained in *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2. You can get this document from the Product Documentation website accessible at **avaya.com/support** or from the *S8300 Media Server and S8700 Media Server Documentation Library CD,* 555-234-825.

Task 2: Review Demarcation Points

A demarcation point defines the extent of Avaya's responsibilities for a product. Beyond this point, the customer is responsible for providing overall service. Generally, Avaya is responsible for all Avaya-provided equipment.

Demarcation Point for LAN Connectivity

The demarcation point for the Avaya INTUITY TCP/IP is the S8300 ethernet ports. The customer is responsible for:

- The LAN cable

- The connector at the end of the cable for connection to the S8300 system

- LAN administration not performed on the S8300 system

- Maintaining the TCP/IP addresses and administration on the S8300 system after cutover, unless otherwise specified by contract

- Providing the IP address, subnet mask, and gateway information for administration on the S8300 system

Avaya service technicians who are dispatched for INTUITY AUDIX system installation are not responsible for troubleshooting the customer's LAN.

Task 3: Maintain System Security

Password Security

To protect password security:

- Change the passwords for the system administrator (sa), voice mail administrator (vm), and craft logins before you begin the verification and acceptance of the IA770 INTUITY AUDIX system.

- Do not leave written passwords lying in a place visible to others or allow any one to see them.

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- At the first opportunity, give the passwords 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 During the Installation

To protect system security during the installation:

- Remove all test subscribers and test mailboxes from the system when the procedures instruct you to do so.

- Always log off the system if you will be leaving it unattended, even for a short period of time.

Task 4: Review Prerequisites

Intended Audience

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. However, the general precautions are intended for both installers and system administrators.

Safety and Security Alert Labels

This documentation 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.

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FCC Statement

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

DOC Interference Information

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

Le présent appareil nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Classe A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

CWY1 Board Kit Contents

⚠️ CAUTION:
Do not handle the CWY1 board unless you are wearing a grounding wrist strap or have performed another method of preventing electro-static discharge (ESD) and are prepared to place the board on a static-free surface.

The complete CWY1 board kit contains the following components (verify that you have all of these components before beginning the installation procedure):

- CWY1 Ser2 board
- Three (3) screws
- Three (3) standoffs

Required Tools

You also need the following tools:

- Phillips screwdriver
- Flathead screwdriver

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- ESD-preventing wrist strap

Saving Packing Materials

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

- Antistatic bags
- Cardboard and foam inlays

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

Task 5: Install the S8300 (for a New S8300 Only)

⚠ CAUTION:
If you are adding an IA 770 INTUITY AUDIX Messaging Application to an existing S8300 that was installed under a previous work order, skip Task 5 and go toTask 6.

Use Chapters 1, 2, and 3 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server*, 555-234-100 Issue 2. This document is available at avaya.com/support or on the Avaya S8300 Media Server and Avaya G700 Media Gateway Library CD, 555-234-800.

NOTE:
The S8300 that supports the IA 770 INTUITY AUDIX messaging application is always a primary controller, never a local spare processor.

Tasks that should be completed prior to continuing with the IA 770 INTUITY AUDIX Messaging installation are as follows:

- Check your planning forms for the most recent IA770 INTUITY AUDIX remote field updates (RFUs). Remote field update packages have the format **A<*number*>rf+<*letter*>.rpm** or **C<*number*>rf+<*letter*>.rpm** (for example, **C6037rf+a.rpm**). You should download any INTUITY AUDIX RFUs to your laptop the same way you download MultiVantage software. The INTUITY AUDIX RFUs are available from the Software Download section of the **http://www.avaya.com/support** website on the Internet.

- Create and obtain license and authentication files.

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- Install hardware (except for the CWY1 board).

- Load and install license and authentication files.

- Load and install most recent S8300 and MultiVantage software.

- Configure the G700 Media Gateway.

- Load and install most recent G700/P330 firmware.

- Administer MultiVantage Software.

- Add INADS phone numbers and enable alarms.

- Back up the system.

Task 6: Upgrade S8300 Software (for an Add-on to an Existing S8300 Only)

⚠️ CAUTION:
If you are installing an IA 770 INTUITY AUDIX Messaging Application with a new S8300 under the same work order, skip Task 6 and perform Task 5 instead.

Task 6.1: Get the Planning Forms from the Project Manager

You will need a lot of information prior to beginning an installation. The project manager for the installation gives you planning forms that provide this information. It primarily consists of IP addresses, subnet mask addresses, logins, passwords, people to contact, the type of system, and equipment you need to install.

Task 6.2: If Necessary, Get the Serial Number of the G700 That Hosts the INTUITY AUDIX System

You need this number to create and upload a new license and authentication file for the S8300 and/or INTUITY AUDIX system. The serial number of the G700 is written on a sticker that is attached to the back of the G700 chassis.

⇒ NOTE:
This task is necessary only if the IA 770 INTUITY AUDIX system is an aftermarket addition to the S8300 Media Server. When you are installing an S8300 with an IA 770 INTUITY AUDIX system under the same work order, the license and authentication files you install for the S8300 should contain INTUITY AUDIX permissions.

⇒ NOTE:
If possible, ask the customer or your project manager to check for the serial number prior to going to the customer site for the installation.

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Task 6.3: Complete the RFA Processes and Download MultiVantage and/or IA770 INTUITY AUDIX Remote Field Update (RFU) Software to Your Laptop

See "Complete the RFA Processes and Download MultiVantage Update Software to Your Laptop" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

Also, check your planning forms for the most recent IA770 INTUITY AUDIX remote field updates (RFUs). Remote field update packages have the format **A<*number*>rf+<*letter*>.rpm** or **C<*number*>rf+<*letter*>.rpm** (for example, **C6037rf+a.rpm**). You should download any INTUITY AUDIX RFUs to your laptop the same way you download MultiVantage software. The INTUITY AUDIX RFUs are available from the Software Download section of the **http://www.avaya.com/support** website on the Internet.

⇒ NOTE:
It may not be necessary to update the MultiVantage software. Check with your project manager or check the version of existing software on the S8300.

Task 6.4: If Necessary, Configure Your Laptop to Connect with the S8300 Services Port

See "Set up a Laptop for an S8300 Media Server Direct Ethernet Connection, If Local" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

Task 6.5: Log in to the S8300 Media Server Using Telnet

1. Connect your laptop to the services port of the S8300 Media Server (see the following figure of an S8300 Media Server and G700 Media Gateway). Your laptop must already be configured for this connection.

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1. Media Module Slot 1
2. S8300 Services Port
3. S8300 USB Ports
4. Expansion Module Slot

5. 10/100 Base-T Ethernet Ports
6. Media Module Slot 1
7. Media Module Slot 2
8. Media Module Slot 3
9. P300 Console Interface

2. Access the telnet program as follows:

   a. If you are not yet logged in, open a telnet program on your computer. For example, on a Windows system, go to the **Start** menu and select **Run**.

   b. Type **telnet 192.11.13.6** to access the S8300 command prompt.

   ### ➡ NOTE:
   > You must enter the exact IP address **192.11.13.6**. This is a special IP address for the laptop/S8300 connection.

   c. When the login prompt appears, log in as **craft**.

   d. When prompted, enter the appropriate password.

   You are prompted to suppress alarm origination. Generally you should accept the default value (**yes**).

   e. Enter your terminal type. Accept the default value **vt100,** or enter the appropriate type for your computer. A commonly-used terminal type is **w2ktt**.

   The telnet prompt appears. It may take the form ***<username@devicename>***.

   The following table lists key presses for **w2ktt** terminal emulation.

Key Sequence		Function Key	Function
ESC	x	F1	Cancel
ESC		F2	
ESC	e	F3	Execute
ESC		F4	
ESC	h	F5	Help
ESC		F6	
ESC	n	F7	Next Page

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ESC	p	F8	Previous Page

Task 6.6: Log in to the S8300 Browser Interface

To log in to the S8300 browser interface:

1. Open a compatible Internet browser on your laptop. Currently only Internet Explorer 5.x and Netscape 4.7x are supported. The system displays your Internet Home page.

2. In the Address (or Location) field of your browser, type **http://192.11.13.6** and press **Enter**.

   The system displays the Avaya Security Notice screen.

3. Press **Continue**.

   The system displays a server security alert.

4. Click **OK**.

   The system displays a security certificate.

5. Click **Yes**.

   The Login Page is displayed.

6. In the Username field, type **craft**, and press **Enter** or click **Login**.

   The Password field or the Access Security Gateway (ASG) challenge is displayed.

7. Type the appropriate password or the correct ASG response and press **Enter** or click **Login**.

   The Suppress Alarm Origination prompt is displayed.
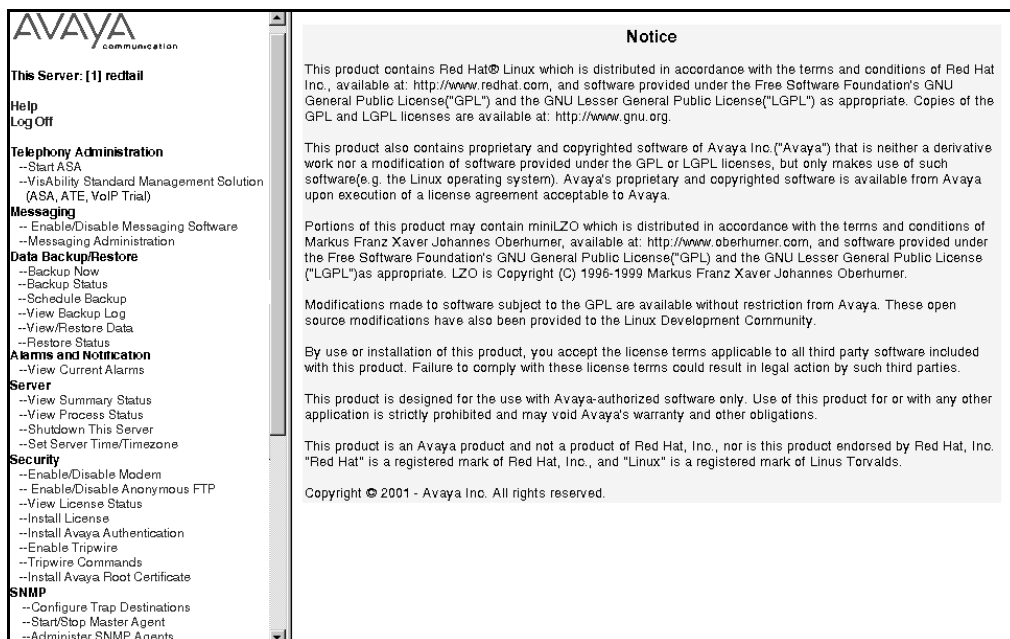
8. Click **Yes** so that alarms will not be sent during the installation.

   The system displays the S8300 main menu.

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9. Select items from the S8300 main menu by clicking on them. Use the browser Back button to go back one level, or click any main menu item to change pages.

Task 6.7: Prepare the S8300 for the Upgrade

See "Prepare for the Upgrade (S8300 as Primary Controller Only)" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

Task 6.8: Upload and Install the New License and Authentication Files

See "Install the New License File, If Necessary" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

Task 6.9: Check the License Mode

1. On the S8300 main menu, click **View License Status**.

The system displays the View License Status screen.

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View License Status

```
MultiVantage License Mode: Normal
Network used for License: Port Network MGP
License Serial Number is 01DR11322795 on port network MGP
```

[About This Screen]

2. Check that the MultiVantage License Mode field says **Normal**.

Task 6.10: If Necessary, Load the Most Recent S8300 and MultiVantage Software

➡️ **NOTE:**
> This task is necessary only if the IA 770 INTUITY AUDIX system is an aftermarket addition to the S8300 Media Server. When you are installing an S8300 with an IA 770 INTUITY AUDIX system under the same work order, the S8300 software files (**.tar** files) you installed for the S8300 should contain INTUITY AUDIX software.

See "Load New Software on the S8300" and "Install Software on the S8300" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

The most recent S8300 software (the most recent **.tar** file) includes the most recent IA 770 INTUITY AUDIX software. However, once the **.tar** file is loaded onto the S8300 ftp directory, you use the S8300 Install screens to install the S8300 software, but you use the INTUITY AUDIX **autoinstall** command to install IA 770 INTUITY AUDIX.

You may also need to load and install the most recent MultiVantage software. This software is required in order to allow the S8300 to support the IA 770 Intuity AUDIX system.

➡️ **NOTE:**
> Be sure to check to see if S8300 update software is necessary with the View Software Version screen.

⚠️ **CAUTION:**
> *At the Reboot in Progress screen at the end of the software installation process, the system does not tell you when the reboot is complete. Do* **not** *click* **Continue** *until you are sure the reboot is complete. Otherwise, the installation will fail.*
> *To know when the reboot is complete, open a DOS window and ping the S8300 with the command* **ping -t 192.11.13.6**.

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Task 7: If Necessary, Upload Additional Announcement Sets or RFUs   *Page 17*

⚠ CAUTION:

Be sure to make the upgrade permanent. This task ensures that the S8300 continues to use the new software.

If you fail to perform this task, the S8300 may revert to old software when it reboots, and the S8300 will lose its translations.

1. From the S8300 main menu, click **Make Upgrade Permanent**.

2. Click **Accept the Upgrade** to make the upgrade permanent.

Task 7: If Necessary, Upload Additional Announcement Sets or RFUs

➡ NOTE:

This task is necessary only if the customer requests additional languages or IA770 INTUITY AUDIX remote field updates are required.

The language packages, also called announcement sets, allow system users to hear voice prompts and system announcements in other languages. The system is shipped from the factory with the following language packages installed:

- US English

- English TDD (for teletype (TTY) machines)

- French Canadian

- Latin Spanish

Adding language software causes the voice system to stop. Plan to do the installation during low usage hours.

Use the IA 770 INTUITY AUDIX Languages CD to upload additional announcement sets. For an IA770 INTUITY AUDIX RFU, the file will be in the directory to which you downloaded the RFU:

1. Connect your laptop to the services port of the S8300 Media Server.Your laptop must already be configured for this connection.

2. Open a browser (for example, Internet Explorer or Netscape), and enter the URL **http://192.11.13.6** to log on as **craft**.

   The system displays the S8300 main menu.

3. From the S8300 main menu, click **Upload Files to Server (via browser)** under **Miscellaneous**.

   The system displays the Upload Files to Server window.

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Task 8: Install the CWY1 Board

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4. Click the **Browse** button for the first field. The S8300 displays the Choose File window, which allows you to select files from your laptop.

5. Click directory names until you find the appropriate announcement file.

6. Repeat steps 4 and 5 for the additional fields if additional languages are required.

7. Repeat steps 4 and 5 for an additional fields if an IA770 INTUITY AUDIX RFU is required. Remote field update packages have the format **A<*number*>rf+a<*letter*>.rpm** or **C<*number*>rf+<*letter*>.rpm** (for example, **A602rf+a.rpm**).

8. Click **Load File**.

   When the files are successfully transferred, the system displays the status screen.

9. Check that the Status box displays **OK**.

Task 8: Install the CWY1 Board

Task 8.1 Shut down and Turn off the S8300 Media Server

1. On the front of the S8300 faceplate, press the shutdown button and hold it down until the OK-to-remove LED starts flashing.

2. Release the shutdown button.

   The LEDs on the left of the button flash and then stay solidly lit. At this point, you can remove the S8300.

   > **NOTE:**
   > The system does not have an on/off power switch. Disconnecting or reconnecting the system to its power source is accomplished by unplugging or plugging the power cord from or into its electrical outlet.

3. Unplug your PC from the S8300 services port, then unplug the G700 from its power source.

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Task **8.2: Connect the CWY1 Board to the S8300 Media Server**

1. On the front of the box, unscrew and remove the two thumb screws that attach the S8300 face plate to the G700.
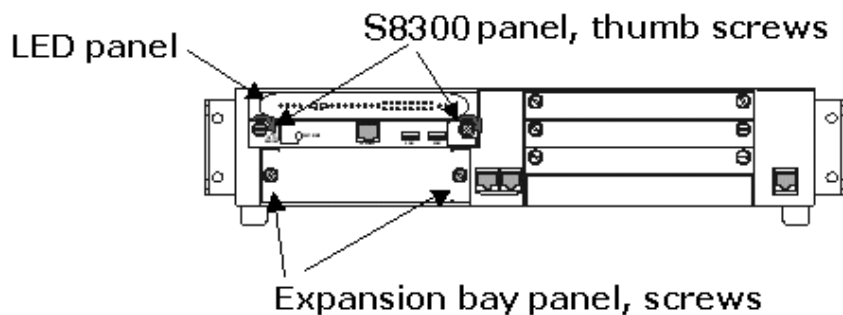
2. Make sure that you have your wrist strap on and then grasp the S8300 so that you have a firm grip on the LED panel and S8300 board at the same time.

3. Gently and firmly pull out the LED panel and S8300 together.
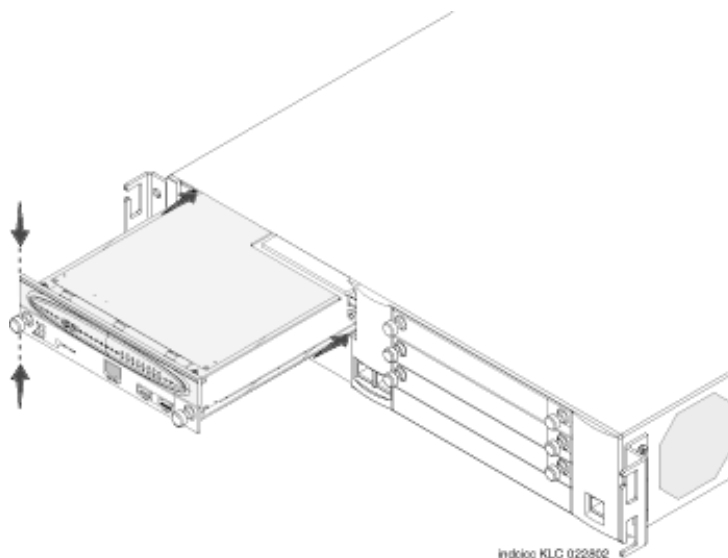
4. Place the S8300 board on a static-free surface.

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5. Complete Steps 6 through 9 to assemble the CWY1 and S8300 board.

1. S8300 faceplate

2. CWY1 Board

3. Standoff Screws

4. Hard Drive
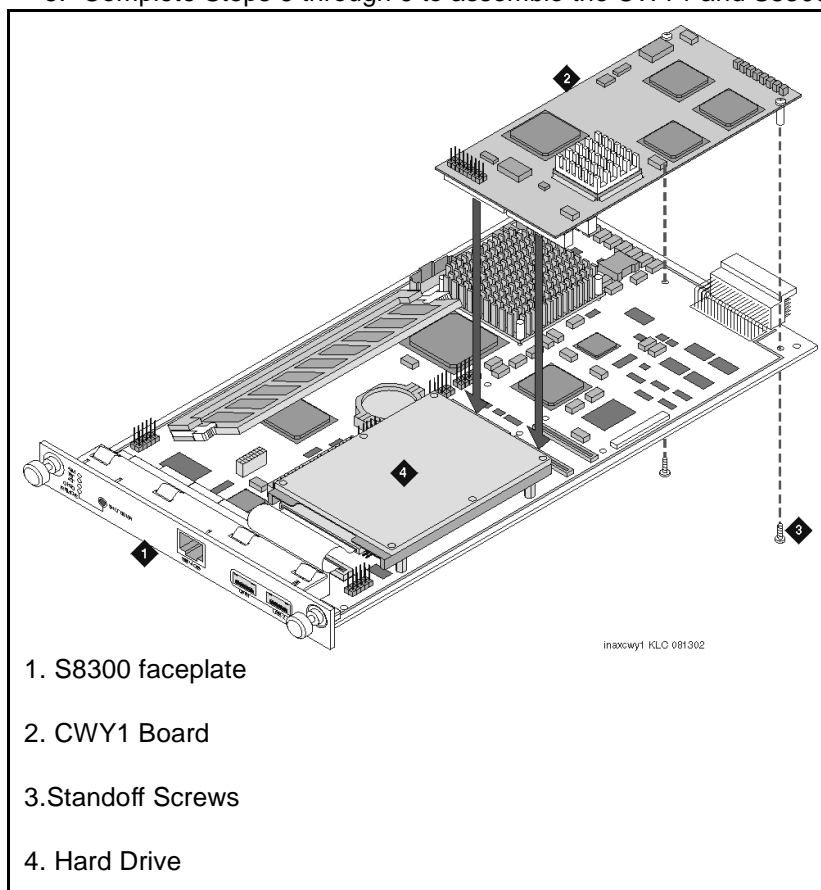
6. Attach each of the three standoffs to the top of the S8300 from the back of the S8300 using the screws provided in the kit. Make sure the screws are tightened until firm resistance is met.

7. Turn over the S8300 board and position the three female standoff receptacles on the CWY1 board over the three standoffs on the S8300 board.

8. Press gently and firmly until firm resistance is met, thereby securely positioning the CWY1 board on the S8300.

9. Align the LED panel and the S8300 Board and push both (together) back into the guides, gently and firmly until the front of each of the boards aligns correctly with the front of the unit.

10. Reattach the S8300 faceplate with the thumb screws.

Task 8.3: Reconnect the Power and Bring Up the System

1. Plug the G700 power cord back into the designated electrical outlet.

The system power comes on, and the system boots up.

2. Verify that the green CPU LED on the G700 Media Gateway is lit.

Task 9: Install IA 770 INTUITY AUDIX Software

Task 9.1: Run the Autoinstall Program for IA 770 INTUITY AUDIX Software

1. Log in to the S8300 from your laptop using telnet (see).

   ### ➡ NOTE:
   The craft password is normal maintenance password because you installed a new authentication file.

2. At the Linux command prompt, type **stop -ac** and press **Enter**.

   The system prompts you to confirm you want to stop the software.

3. Confirm that you want to stop the software.

   The system begins to stop the MultiVantage software. Stopping can take a few minutes.

   ### ➡ NOTE:
   If the system doesn't automatically display the status as the system is stopping, you can check the status by typing **statapp -c** at the prompt and pressing **Enter**. Once the processes have stopped, you *must* type **CTRL + C** to stop the statapp command.

4. At the Linux command prompt, type **/opt/messaging/sbin/autoinstall** and press **Enter**.

   The system begins to install the software. The system returns messages on the screen as the software is installed.

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```
craft@crater> /opt/messaging/sbin/autoinstall
/releases/0208.1/CHIA-1.0-6.7/autoinstall
***********************************************************
* Start autoinstall: Fri Aug 9 13:38:47 MDT 2002 *
***********************************************************
...
134307 - begin installing us-tdd.
134328 - installation succeeded us-tdd.
134328 - begin installing french-c.
134350 - installation succeeded french-c.
134351 - begin installing lat-span.
134408 - installation succeeded lat-span.
134408 Installation Complete
The following packages were successfully installed:
audixcd websrv mom mtce vs maint prismlog machlog cdhstub swinbase swtt
s asp perf cswebadm webvoice chiaweb TSM teladm chantran tscrtu chia CHIAset
swm
gmt POET61-POETRuntimeSystem POET61-POETTools VM-dfltdb VM-sw ldapolv3 e
mf-tts APPLset us-eng us-tdd french-c lat-span
134409 Saving old installation log
134409 Moving autoinstall logs to Software Management Logs
Moving logs in /var/log/autoinstall to /swmgmt/logs
```

When complete, the system responds that the installation is successful. If you get a failure notice, contact your service representative.

Task 9.2: Enable Messaging

1. Log in again to the S8300 browser interface (see "Task 6.6: Log in to the S8300 Browser Interface" on page 14).

   ⇒ NOTE:
   The craft password is normal maintenance password because you installed a new authentication file.

2. From the S8300 main menu, click **Enable/Disable Messaging Software**.

   The S8300 displays the Enable Messaging window.

3. Click the **Enable** button.

   The S8300 starts IA 770 INTUITY AUDIX messaging software.

4. Click the **Back** button twice on your browser to return to the S8300 Main Menu.

   The Messaging Administration option appears in the S8300 Main Menu. If the Messaging Administration options does *not* appear, click the **Logoff** button, and log in again to the S8300 browser interface as in step 1.

Task 9.3: Restart the MultiVantage Software and Check That the Messaging Software is Running

1. Log in, if necessary, with telnet (see "Task 6.5: Log in to the S8300 Media Server Using Telnet" on page 12).

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2. At the Linux command prompt, type **start -ac** and press **Enter**.

   The system starts the MultiVantage software.

3. At the Linux command prompt, type **systat** and press **Enter**.

   The system displays a list of processes. The complete system startup can take up to 15 minutes.

   > **NOTE:**
   > If the system doesn't automatically display the status as the system is starting, you can check the status by typing **statapp -c** at the prompt and pressing **Enter**. Once the processes have started, you *must* type **CTRL + C** to stop the statapp command.

4. Check the list for MultiVantage. The system should say the software is **UP**. If not, repeat step 2.

5. Check the list for **AUDIX**. The system should list **1/1**, which means one AUDIX process out of 1 process is running. If it does not list **1/1**, repeat step 2.

Task 9.4: Administer Logins

> **NOTE:**
> If the **craft** login has already been administered because this is an existing S8300, you do not need to readminister it. Only the **sa** and **vm** logins need to be administered.

1. Log in, if necessary, with telnet (see "Task 6.5: Log in to the S8300 Media Server Using Telnet" on page 12).

   > **NOTE:**
   > You may need to log out of the browser session first.

2. At the prompt in the telnet window, type **sat** and press **Enter**.

3. Log in to the SAT screen as **dadmin**.

   If this is the first time you logged in as **dadmin**, the system prompts you to change the password. Follow the prompts to change the password, if necessary, and give the password to the customer administrator.

4. At the S8300 SAT command line, type **add login <login_name>** and press **Enter**.

   The system displays the Login Administration screen.

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```
┌─                        ┌ᴸ╴╮╴                          ─┐□□☒
│ ╶───── ╶╶╴              └╌┳╌╮╷                              │─
│add login vm                                    Page   1 of   1 │─
│                      LOGIN ADMINISTRATION                      │
│                                                               │
│                                                               │
│ LOGIN BEING ADMINISTERED                                      │
│             Login's Name: vm                                  │
│             Login Type: customer                              │
│             Service Level: messaging            Shell Access? n│
│                                                               │
│ LOGIN'S PASSWORD INFORMATION                                  │
│             Login's Password: _____                      │
│           Reenter Login's Password: _____                │
│  Password Aging Cycle Length (Days): __                       │
│                                                               │
│ LOGOFF NOTIFICATION                                           │
│   Facility Test Call Notification? y    Acknowledgement Required? y│
│       Remote Access Notification? y     Acknowledgement Required? y│
│                                                               │
│                                                               │
│                                                               │
│messaging    non-super-user          remote      super-user    │
│                                                               │
│ESC-x=Cancel Esc-e=Submit Esc-p=Prev Pg Esc-n=Next Pg Esc-h=Help Esc-r=Refresh│
│                                                               │
│                                                               │
│                                                               │
└─                                                             ─┘
```

5. Make the following field settings for one of the following logins (craft, sa or vm), and then press **F3** (**Enter**).

Field	Setting
Login's Name	**craft**, **sa** or **vm**
Login Type	**service** (for craft login name) or **customer** (for sa or vm login name)
Service Level	**craft** (for craft login name) or **messaging** (for sa or vm login name)
Shell Access	**n**
Login's Password	Enter the password for the login.
Renter Login's Password	Re-enter the password for the login.
Password Aging Cycle Length (Days)	Enter the number of days after which the specified login will require a password change. Leave this field blank if you do not want password aging.

6. Leave the defaults in all other fields.

7. Press **F3** (**Enter**) to save the login.

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8. Repeat Steps 2 through 5 so that the three logins (craft, sa and vm) have been created.

Task 9.5: Check That All Standard Packages Are Installed

1. If necessary, log in to the S8300 browser interface (see "Task 6.6: Log in to the S8300 Browser Interface" on page 14). At the S8300 main menu, select:

    ```
    Messaging Administration
    ```

    The system displays the Messaging Administration main menu in a separate window.

2. At the Messaging Administration main menu, select:

    ```
    Utilities
        Software Management
            Messaging System Software Display
    ```

    The S8300 displays the list of messaging software packages.

3. Check the list to verify that the following packages are listed:

    -   audixcd

    -   websrv

    -   CHIAset

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- swmgmt

- APPLset

- french-c

- lat-span

- us-eng

- us-tdd

Task 9.6: If Necessary, Install Additional Announcement Sets or Remote Field Updates

> **NOTE:**
> This task is necessary only if the customer requests additional languages or remote field updates are required for the IA770 INTUITY AUDIX system.

1. If necessary, log in to the S8300 browser interface (see). At the S8300 main menu, select:

```
Messaging Administration
   Utilities
      Software Management
            Software Installation
```

The system prompts for a backup. Do a backup or click **Continue**.

If you select **Continue**, the system finds the software from the **/var/home/ftp** directory and lists it in the Packages Installed From Window.

> **NOTE:**
> If no software appears, refer toTask 7 to upload RFUs or additional languages.

2. Click the boxes next to the packages you want and click **Install Selected Packages**.

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Task 10. Upgrade the G700, If Necessary (for an Add-on to an Existing S8300   *Page 27*

The system displays a list of software packages that it will install.
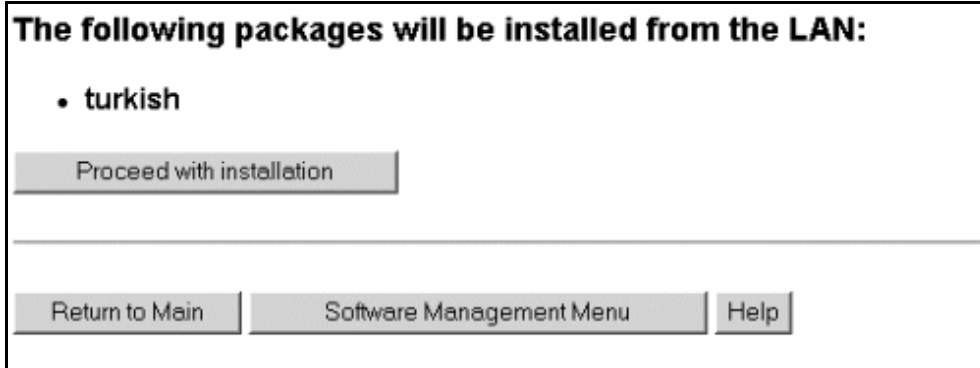
3. Click **Proceed with Installation**.

   The system begins the installation and displays installation status messages. The installation is complete when the system displays the message **Installation/update completed successfully** at the bottom of the pages.

4. After the software is installed, press **PageDown**. As you page down, check to see if the messaging system was stopped. Look for the "...completed successfully" message at the bottom of the status page.

5. If the software was installed successfully and the messaging system was stopped, click **Start Messaging**. If the messaging system was not stopped and you or another administrator had also not manually stopped the messaging system, click **Install More Software** or **Return to Software Management main menu**.

Task 10. Upgrade the G700, If Necessary (for an Add-on to an Existing S8300 Only)

You may need to upgrade the firmware on the G700 Media Gateway. See "Configure the G700 Media Gateway" and "Install New Firmware on the G700 Media Gateway" in Chapter 5 of *Installation and Upgrades for the Avaya G700 Media Gateway controlled by an Avaya S8300 Media Server or an Avaya S8700 Media Server*, 555-234-100.

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Task 11. Complete the S8300 Upgrade (for an Add-on to an Existing S8300 Only)   *Page 28*

Task 11. Complete the S8300 Upgrade (for an Add-on to an Existing S8300 Only)

See "Complete the Upgrade (S8300 as Primary Controller Only)" in Chapter 5 of *Installation and Upgrades for the Avaya™ G700 Media Gateway controlled by an Avaya™ S8300 Media Server or an Avaya™ S8700 Media Server,* 555-234-100 Issue 2.

Task 12: Administer the S8300 Media Server for AUDIX Communication

Complete the following procedures to administer the host switch.

Task 12.1: Access the S8300 SAT Screens

1. Log in, if necessary, with telnet (see).

    > **NOTE:**
    > You may need to log out of the browser session first.

2. At the prompt in the telnet window, type **sat** and press **Enter**.

3. Log in again as **craft**.

Task 12.2: Administer the INTUITY AUDIX Media Module

Use the following procedure to administer the INTUITY AUDIX as a media module:

1. At the SAT screen command prompt, enter **change media-gateway 1** (or another number).

    > **NOTE:**
    > The media gateway number may be another number if the gateways are in a stack. If so, determine the number by counting from the bottom of the stack until you find the gateway that has the S8300. The bottom gateway is **1**, the next higher gateway is **2**, and so on.

    The system displays the Media Gateway screen.

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```
change media-gateway 1                                    Page   1 of   1
                          MEDIA GATEWAY
        Number: 1
          Name: Swainsons            Identifier: 01ZX06230551
    IP Address: 145.9 .73 .101       MAC Address: 00:04:0d:02:05:0a
Network Region: 1                        Location: 1
     Site Data:                        Registered? y


                    Slot      Module Type
                    V1:       icc
                    V2:       ds1
                    V3:       analog
                    V4:       dcp


                    V8:       messaging-analog
                    V9:
```

2. Enter **messaging-analog** in the Module Type field for Slot V8.

3. Press **Enter** to save the information.

4. Continue with the next procedure, Administer the First Voice Port. Optionally, you may need to create a unique Class of Restrictions for the AUDIX hunt group and voice ports and a unique Class of Service for the AUDIX voice ports.

Task 12.3: Create a Unique Class of Restriction (Optional)

The class of restriction (COR) defines calling privileges. The COR specifies up to 95 different classes of call origination and termination privileges on the S8300. Create a unique COR for the INTUITY AUDIX system voice ports and hunt groups. Do not use a COR that is also used by any other extension, special-usage ports, or trunk groups.

To create the COR:

1. At the SAT screen command prompt, enter **change cor *<COR number>*** on the switch terminal.

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The system displays the Class of Restriction screen.

```
change cor 1                                               Page  1 of  4
                           CLASS OF RESTRICTION

             COR Number: 1
         COR Description: _____

                   FRL: 7                               APLT? y
  Can Be Service Observed? n        Calling Party Restriction: outward____
Can Be A Service Observer? n         Called Party Restriction: none_____
 Partitioned Group Number: 1       Forced Entry of Account Codes? n
         Priority Queuing? n              Direct Agent Calling? n
     Restriction Override: none_____  Facility Access Trunk Test? n
     Restricted Call List? n                 Can Change Coverage? n

           Access to MCT? y            Fully Restricted Service? n
Group II Category For MFC: 7_
         Send ANI for MFE? n
           MF ANI Prefix: _____       Automatic Charge Display? n
Hear System Music on Hold? y    PASTE (Display PBX Data on Phone)? n
                    Can Be Picked Up By Directed Call Pickup? n
                            Can Use Directed Call Pickup? n
                            Group Controlled Restriction: inactive
```

> **NOTE:**
> The instructions in this section deal only with the fields you need to change for a INTUITY AUDIX system. Do not change the value in any other field unless you are instructed to do so. See the Administrator's Guide for Avaya MultiVantage Software, 555-233-506, for more information about the COR screen.

2. On page 1 of the Class of Restriction screen, set the Facility Restriction Level (FRL) and any other desired options. Normally, the FRL is set to **7**, which provides maximum access to calling resources on the switch. These privileges could be necessary if outcalling or AMIS Analog Networking will be used.

> **NOTE:**
> If the customer needs the outcalling feature, AMIS Analog Networking, or Message Manager, you must set the Calling Party Restriction field to **none**.

3. Press **NextPage** twice to move to page 3 of the Class Of Restriction screen. This screen shows which other CORs the voice port and hunt group COR are allowed to call. The default has all CORs set to **y**. If you want to restrict this COR to allow calls only to its own COR, you must change all the fields to n except for the field that corresponds to its own COR.

4. Press **Enter** to save your changes.

5. Continue with the next procedure, Create a Unique Class of Service.

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Task 12.4: Create a Unique Class of Service (Optional)

The Class of Service (COS) allows you to define access to several features and functions.

Use the following procedure to create the COS:

1. At the SAT screen command prompt, enter **change cos** at the command prompt.

   The system displays the Class of Service screen.

```
change cos                                                 Page   1 of   1
                          CLASS OF SERVICE

                          0  1  2  3  4  5  6  7  8  9 10 11 12 13 14 15

Auto Callback             n  n  y  n  y  n  y  n  y  n  y  n  y  n  y  n
Call Fwd-All Calls        n  y  n  y  y  n  n  y  y  n  n  y  y  n  n  y
Data Privacy              n  y  n  n  n  y  y  y  y  n  n  n  n  y  y  y
Priority Calling          n  n  n  n  n  n  n  n  n  y  y  y  y  y  y  y
Console Permissions       n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Off-hook Alert            n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Client Room               n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Restrict Call Fwd-Off Net y  n  y  y  y  y  y  y  y  y  y  y  y  y  y  y
Call Forwarding Busy/DA   n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Personal Station Access (PSA) n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Extended Forwarding All   n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Extended Forwarding B/DA  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
Trk-to-Trk Transfer Override n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
QSIG Call Offer Originations n  n  n  n  n  n  n  n  n  n  n  n  n  n  n  n
```

> **NOTE:**
> The instructions in this section deal only with the fields that you need to change for an INTUITY AUDIX system. Do not change the value in any other field unless you are instructed to do so. For more information on the COS screen and fields, see the Administrator's Guide for Avaya MultiVantage Software, 555-233-506.

2. Enable only the Data Privacy and Call Forward-All Calls features for the INTUITY AUDIX system voice ports COS (see COS 1 in the preceding example).

3. Press **Enter** to save your changes.

Task 12.5: Assign Node Names

The switch and the INTUITY AUDIX system must be administered with unique node names. However, since the INTUITY AUDIX is installed directly on the S8300 processor, there is no need to identify the INTUITY AUDIX IP address to the S8300 in this task. You will, however, need to administer an IP address for the purposes of Digital Networking, Message Manager, and Web Messenger.

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Use the following procedure to define the node names:

1. At the SAT screen command prompt, enter **change node-names audix-msa**.

   The system displays the AUDIX-MSA Node Names screen.

```
change node-names audix-msa                           Page   1 of   1
                          AUDIX-MSA NODE NAMES

      Audix Names   IP Address          MSA Names    IP Address
      Redtail       ___.___.___.___     _____      ___.___.___.___
      _____       ___.___.___.___     _____      ___.___.___.___
      _____       ___.___.___.___     _____      ___.___.___.___
                       .   .   .                        .   .   .
      _____       ___.___.___.___     _____      ___.___.___.___
      _____       ___.___.___.___     _____      ___.___.___.___
      _____       ___.___.___.___     _____      ___.___.___.___
      _____       ___.___.___.___





```

2. Enter, in the AUDIX Names field, the correct node name to use on the INTUITY AUDIX system.

   ### ⇒ NOTE:
   Do not fill out the IP address field. The IA 770 INTUITY AUDIX uses the same IP address as the S8300 processor. This address is unnecessary.

3. Press **Enter** to save your changes.

Task 12.6: Administer the First Voice Port

The INTUITY AUDIX voice ports interface to the switch as analog 2500-type stations. Administer a voice port for each of the ports (up to 8) on the INTUITY AUDIX system that is connected to the host switch.

To administer the voice ports:

1. At the SAT screen command prompt, enter **add station *<voice port extension>*** at the enter command prompt, where *<voice port extension>* is the first voice port extension in the INTUITY AUDIX hunt group. The switch administrator needs to determine what these extensions are to be. They must match the switch dial plan, start with the digit 1 or higher, and be in sequence. These extensions normally are listed in your project planning worksheets.

   The system displays the Station screen, page 1.

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```
change station 1011                                            Page   1 of   3
                                  STATION

Extension: 1011                            Lock Messages? n
    Type: 2500                              Security Code: _____     TN: 1
    Port: 001V801                   Coverage Path 1: ____        COR: 1
    Name: audix 01                  Coverage Path 2: ____        COS: 1
                                    Hunt-to Station: _____   Tests? n

STATION OPTIONS
             Loss Group: 1              Message Waiting Indicator: none
    Off Premises Station? n
```

NOTE:
> You can also use the add station next command if you want to add a station by using the next available extension number.

2. Use the following descriptions to enter the correct values in the fields on the Station screen, page 1.

Field Name	Valid Input	Description/Procedure
Extension	Enter a unique, valid extension number (from three to five digits) for the voice port from the dial plan.	
Type	2500	
Port		Enter a seven-character port number, for example, 001V801, where 001 is the number of the media gateway, V8 is the slot number of the CWY1 board (always V8), and 01 is the first port number of the CWY1 board.
Name		Enter a name to identify the port you are administering. Since this is a virtual port on the CWY1 board, you may wish to include **audix** in its name (for example, **audix 01**).

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Field Name	Valid Input	Description/Procedure
Lock Messages	n	
Security Code	Leave blank.	
Coverage Path 1	Leave blank.	
Coverage Path 2	Leave blank.	
Hunt-to Station	Leave blank.	
TN	Use default.	
Class of Restriction (COR)		To prevent toll fraud, it is recommended that you create a COR for voice ports that allows subscribers to call only other numbers with the same COR. If you decide later that subscribers need to call numbers with different CORs, add permissions for the other CORs one at a time. The AMIS Analog Networking, Message Delivery, and Outcalling features require the ability to call numbers with different CORs.
Class of Service (COS)		Create a COS for the voice ports that permits only the Data Privacy and Restrict Call Forwarding Off-Net features. It is recommended that you do not enable any other features on the COS. COS 5 defaults to this setup.
Tests	n	
Loss Group	Use default.	
Off-Premise Station	n	
Message Waiting Indicator	none	
Message Lamp Ext.	n	

3. Press **NextPage** to move to the Station screen, page 2.

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```
change station 1011                                       Page   2 of   3
                                 STATION
FEATURE OPTIONS
         LWC Reception: audix
         LWC Activation? n                     Coverage Msg Retrieval? n
  LWC Log External Calls? n                          Auto Answer: none
            CDR Privacy? n                        Data Restriction? y
   Redirect Notification? n                  Call Waiting Indication? n
Per Button Ring Control? n             Att. Call Waiting Indication? n
   Bridged Call Alerting? n                 Distinctive Audible Alert? n
        Switchhook Flash? y                      Adjunct Supervision? y
   Ignore Rotary Digits? n
        H.320 Conversion? n         Per Station CPN - Send Calling Number? _
     Service Link Mode: as-needed
        Multimedia Mode: basic

            AUDIX Name: redtail
  Messaging Server Name: _____              Coverage After Forwarding? s

                                     Direct IP-IP Audio Connections? n
   Emergency Location Ext: 1011              IP Audio Hairpinning? n
```

4. Enter **n** in the LWC Activation and Coverage Message Retrieval fields on the Station screen, page 2.   For other fields, you can normally just use the default values, except see the note that follows:

   ⬛▷ **NOTE:**
   If you find that the system does not always handle calls properly for messaging, it may be because the default values on Page 2 of the Station screen cannot effectively process the configurations on the S8300. This may be the case for more complex configurations of adjuncts on the S8300 or the use of certain S8300 features.

5. If, on rare occasions, the default values do not work properly, readminister Page 2 with the values described in the following table.

Field Name	Valid Input	Description/Procedure
LWC Reception	audix	
LWC Activation	n	
Redirect Notification	n	
AUDIX Name		Enter the AUDIX name from the Node Names screen.
Coverage Msg Retrieval	n	

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Field Name	Valid Input	Description/Procedure
Data Restriction	y	
Call Waiting Indication	n	
Att. Call Waiting Indication	n	
Distinctive Audible Alert	n	
Direct IP-IP Audio Connections	n	
IP Audio Hairpinning	n	

6. Press **NextPage** to move to the Station screen, page 3.

```
change station 1011                                      Page   3 of   3
                              STATION
 SITE DATA
       Room: _____                        Headset? n
       Jack: _____                             Speaker? n
      Cable: _____                             Mounting: d
      Floor: _____                     Cord Length: 0
   Building: _____                        Set Color: _____




ABBREVIATED DIALING
    List1: _____        List2: _____        List3: _____

HOT LINE DESTINATION
       Abbreviated Dialing List Number (From above 1, 2 or 3): _
                                               Dial Code: ____

    Line Appearance: call-appr
```

7. Enter the correct values in the fields on the Station screen, page 3. Normally, you can just use the default values.

8. Press **Enter** to save your changes.

9. Continue with the next procedure, Duplicate the First Voice Port.

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Task 12.7: Duplicate the First Voice Port

After creating one voice port station, you can quickly create additional stations by using the duplicate station command. The command allows you to copy the information that you entered for the first voice port station. Enter only the extension, port, and name for the next station that you need to create.

To duplicate the station:

1. At the SAT screen command prompt, enter **duplicate station *<first voice port station extension>*** at the command prompt.

    The system duplicates the station and then displays a Duplicate Station screen.

```
duplicate station 50001                                  Page   1 of   4
                              STATION

                                      Security
Ext    Port    Name                   Code      Room      Jack  Cable
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
____   _____   _____  _____  _____  ____  _____
```

2. Enter the extension number of the next voice port station you need to create in the Ext field.

3. Enter the port location for the next voice port station in the Port field.

4. Enter the name for the next voice port station in the Name field.

5. Leave the Security Code, Room, Jack, and Cable fields blank.

6. Repeat steps 1–5 for each voice port.

7. Press **Enter** to save the information and return to the command prompt.

8. To verify that the voice ports exist on the switch, enter **list station port *<port 1 location>* count *<number of voice ports>***

9. The system displays a list of all the stations that you created.

10. Continue with the next procedure, Assign Node Names.

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Task 12.8: Add the Voice Ports to a Hunt Group

Identify each INTUITY AUDIX voice port as a member of one or more hunt groups. These voice ports are virtual analog ports on the switch (virtual because they exist in the software only, with no real ports on a circuit board). By defining this group, you tell the S8300 software to connect subscribers to the INTUITY AUDIX system. The software then distributes new calls to idle ports. The S8300 switch uses Uniform Call Distribution (UCD) for distributing calls to the ports. See the Administrator's Guide for Avaya MultiVantage Software, 555-233-506, for more information about call distribution groups.

To place the voice ports into a hunt group:

1. At the SAT screen command prompt, enter **add hunt-group *<hunt group number>*** or **change hunt-group *<hunt group number>*** at the **enter command** prompt. You also can enter **add hunt-group next** to add a hunt group with a number that is one higher than the previous hunt group.

   The system displays the Hunt Group screen, page 1.

```
change hunt-group 10                                    Page   1 of  60
                             HUNT GROUP

          Group Number: 10                         ACD? n
            Group Name: Swainson Audix             Queue? y
       Group Extension: 1000                       Vector? n
            Group Type: ucd-mia         Coverage Path: ____
                    TN: 1       Night Service Destination: _____
                   COR: 1              MM Early Answer? n
         Security Code: ____
    ISDN Caller Display: _____

          Queue Length: 4    Port: __


  Calls Warning Threshold: __    Port: __
   Time Warning Threshold: __    Port: __
```

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2. Use the following descriptions to complete the fields on this screen.

Field Name	Valid Input	Description/Procedure
Group Number		Enter the number to identify the INTUITY AUDIX hunt group. This number, preceded by the letter h, is entered in the voice port Coverage Path screen and in subscriber coverage paths.
Group Name		Enter the name that you want to appear on display sets when subscribers call the INTUITY AUDIX system.
Group Extension		Enter the extension number that you want local and remote subscribers to dial to retrieve their messages from the INTUITY AUDIX system. This is the number people dial to hear the system greeting, "Welcome to AUDIX."
Group Type	ucd-mia	
TN	Use default.	
Security Code	Leave blank.	
Coverage Path 1	Leave blank.	
Coverage Path 2	Leave blank.	
Hunt-to Station	Leave blank.	
TN	Use default.	
COR		Enter the Class of Restriction (COR) you want assigned to the extension that subscribers will call to reach the INTUITY AUDIX system. For security reasons, assign AUDIX groups their own CORs that have been restricted from accessing all outgoing trunks or only those trunks that are needed for Outcalling or AMIS Analog Networking. The default COR is not recommended.
Security Code	Leave blank.	

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Field Name	Valid Input	Description/Procedure
ACD	n	This field is normally disabled. It can be used if the switch supports CMS with the EAS feature. CMS and EAS are not covered in this book.
Queue	y	
Vector	n	The INTUITY AUDIX hunt group can be vector controlled if call vectoring is a feature on the switch.
Coverage Path	Leave blank.	
Night Service Destination	Leave blank.	Enter the destination to which calls to this hunt group are redirected when the hunt group is in the night service mode. Allowable entries are an assigned extension number, the attendant, or a blank field. Leave the field blank for most applications, unless the application requires calls to be redirected when the hunt group is in night service mode.
MM Early Answer	n	
Queue Length		Enter the number of configured INTUITY AUDIX voice ports. For example, if you have 8 voice ports administered to carry voice messaging traffic, enter 8 in this field.
Calls Warning Threshold	Leave blank.	
Calls Warning Port	Leave blank.	
Time Warning Threshold	Leave blank.	
Time Warning Port	Leave blank.	

3. Press **NextPage** to move to the Hunt Group screen, page 2.

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```
change hunt-group 10                                    Page   2 of  60
                              HUNT GROUP

                      Message Center: ▓udix

              Message Center AUDIX Name: redtail

                                Primary? y
         Calling Party Number to INTUITY AUDIX? n
                         LWC Reception: none
                            AUDIX Name: redtail
                   Messaging Server Name: _____


                              redtail
```

4. Use the following descriptions to complete the fields on this screen.

Field Name	Valid Input	Description/Procedure
Message Center	audix	
Message Center AUDIX Name		Enter the AUDIX name from the Node Names screen.
Primary	y	
Calling Party Number to INTUITY AUDIX		Enter n if Calling Party Number (CPN) is not used; enter y if CPN is used.
LWC Reception	none.	
AUDIX Name		Enter the AUDIX name from the Node Names screen.
Messaging Server Name	Leave blank.	

5. Press **NextPage** to move to the Hunt Group screen, page 3.

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```
change hunt-group 10                                       Page   3 of  60
                              HUNT GROUP
          Group Number: 10      Group Extension: 1000     Group Type: ucd-mia
   Member Range Allowed: 1 - 1500      Administered Members (min/max): 1   /2
                                       Total Administered Members: 2
GROUP MEMBER ASSIGNMENTS
      Ext       Name (24 characters)      Ext      Name (24 characters)
   1: ▓011___  audix 01            14: _____
   2: 1012___  audix 02            15: _____
   3: _____                      16: _____
   4: _____                      17: _____
   5: _____                      18: _____
   6: _____                      19: _____
   7: _____                      20: _____
   8: _____                      21: _____
   9: _____                      22: _____
  10: _____                      23: _____
  11: _____                      24: _____
  12: _____                      25: _____
  13: _____                      26: _____

  At End of Member List
```

NOTE:
The voice port names do not appear while you are adding the hunt group members, but you will see them the next time you access the Hunt Group screen.

6. Use the following descriptions to complete the fields on this screen.

Field Name	Valid Input	Description/Procedure
Extension (Ext)		Enter the extension numbers of the ports to be used by INTUITY AUDIX. These should be the extensions you created in Administer the First Port and Duplicate the First Port.

7. Press **Enter** to save your changes.

8. Use the Group Number of the INTUITY AUDIX hunt group when you assign a call coverage path for the system subscribers. The hunt group number serves as the coverage point for incoming INTUITY AUDIX calls.

9. Continue with Assign the Call Coverage Path.

Task 12.9: Assign the Call Coverage Path

Define a call coverage path for the subscribers with the voice ports hunt group as a coverage point.You might need to define several call coverage paths, depending on how the customer wants to handle call coverage for different groups of subscribers. If the INTUITY AUDIX system has been integrated with an existing switch, you might need to add the INTUITY AUDIX hunt group as another coverage point for existing coverage paths.

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Use the following procedure to define a call coverage path:

1. At the SAT screen command prompt, enter **add coverage path *<coverage path number>*** at the command prompt.

   The system displays the Coverage Path screen.

```
change coverage path 1                                      Page   1 of   1
                              COVERAGE PATH

                 Coverage Path Number: 1
                                                 Hunt after Coverage? n
                      Next Path Number: ▒___      Linkage

COVERAGE CRITERIA

     Station/Group Status    Inside Call     Outside Call
              Active?             n                n
               Busy?             y                y
         Don't Answer?           y                y            Number of Rings: 2
                All?             n                n
 DND/SAC/Goto Cover?            y                y

COVERAGE POINTS

    Terminate to Coverage Pts. with Bridged Appearances? n

      Point1: h10_____      Point2: _____       Point3: _____
      Point4: _____      Point5: _____       Point6: _____
```

2. Use the following descriptions to complete the fields on this screen.

Field Name	Valid Input	Description/Procedure
Coverage Path Number		Enter a call coverage path number.
Next Path Number		If desired, enter the second path to which calls will be directed if the first path fails.
Hunt after Coverage	n	
Coverage Criteria		
Station/Group Status Active? (Inside Call/Outside Call)		Enter n/n for a multiappearance telephone. Enter y/y for a single-line telephone.

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Field Name	Valid Input	Description/Procedure
Busy? (Inside Call/Outside Call)	y/y	
Don't Answer? (Inside Call/Outside Call)	y/y	
Number of rings	3	Enter the number of rings (from 1 to 99) you want before a call goes to coverage.
All? (Inside Call/Outside Call)	n/n	
DND/SAC/Go to Cover? (Inside Call/Outside Call)	y/y	
Terminate to coverage Pts. with Bridged Appearances	n	
Coverage Points		In the Point1 field, enter h followed by the INTUITY AUDIX voice ports hunt group number. If the hunt group number is 1, then enter h1.

3. Press **Enter** to save your changes.

4. Continue with the next procedure, Save Translations.

Task 12.10: Save Translations

You must save your changes now or after you modify the Station screen for each subscriber or your changes will be lost the next time the S8300 restarts.

Enter **save translation** at the SAT command prompt. The save process may take up to 10 minutes. The system displays success on the screen when complete.

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Task 12.11: Check for the Switch Number of the S8300

1. At the SAT screen command prompt, type **display dial plan parameters** and press **Enter**.

   The system displays the Dial Plan Record screen.

```
change dialplan parameters                              Page   1 of   1
                           DIAL PLAN RECORD

                                      Local Node Number: 1_
                                        ETA Node Number: ___
                                     ETA Routing Pattern: ___
          UDP Extension Search Order: local-extensions-first
```

2. Check the Local Node Number field for the number of the switch.

   The local node number is the number you enter into the IA 770 INTUITY AUDIX system in the next task,

Task 12.12: Assign the Switch Number and Extension Length

Assign a switch number to the INTUITY AUDIX system so that the INTUITY AUDIX system will know what G700 Media Gateway it is assigned to. Assign an extension length so the INTUITY AUDIX system can match its addressing with the dial plan of the S8300.

1. If necessary, log in to the S8300 browser interface (see). At the S8300 main menu, select:

```
Messaging Administration
   Switch Administration
      Switch Link Administration
```

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The Switch Link Administration page is displayed.

Switch Link Administration

Status

Switch Number: 1

Extension Length: 4

Audix Number: 1

Return to Main | Submit | Help

2. Enter the number of the S8300 in the Switch Number field. Usually this number is **1**, but it can be a number from 1 to 99. This number should match the number entered as the Local Node Number in the Dial Plan Record screen.

3. Enter an extension length, **3** through **10** in the Extension Length field. The number must match the dial plan of the S8300.

> **NOTE:**
> Even though the S8300 can have a multiple extension lengths, the IA 770 INTUITY AUDIX requires extensions of the same length.

4. The AUDIX Number field is display-only and displays **1**.

5. Click **Submit** to update the system.

Task 12.13: Modify the Station Screen for Each Subscriber

After you administer the call coverage path, you must administer all subscriber stations to use the correct coverage path. Each subscriber station must contain the correct information for the INTUITY AUDIX system to operate. Use the instructions in this section to administer the stations.

1. At the SAT screen command prompt, enter **change station <*test station extension*>** at the enter command prompt.

> **NOTE:**
> If you receive the message <station extension> Identifier not assigned, you entered a station extension that does not exist in the system. Use the Add Station command to add the subscriber station.

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The system displays the Station screen, page 1.

```
change station 2102                                         Page   1 of   3
                                   STATION

Extension: 2102                         Lock Messages? n
     Type: 2500                          Security Code: _____     TN: 1
     Port: 001V207                     Coverage Path 1: ____        COR: 1
     Name: John Doe                    Coverage Path 2: ____        COS: 1
                                       Hunt-to Station: _____   Tests? y


STATION OPTIONS
              Loss Group: 1            Message Waiting Indicator: none
     Off Premises Station? n
```

2. Enter the coverage path that you created for the INTUITY AUDIX system in the Assign the Call Coverage Path section.

3. Enter **led**, **neon**, in the Message Waiting Indicator field if the voice terminal has a message-waiting indicator (MWI) lamp. This instruction applies to 500, 2500, and 7104A telephones only.

4. Press **NextPage** to move to page 2.

   The system displays the Station screen, page 2.

```
change station 2102                                         Page   2 of   3
                                   STATION
FEATURE OPTIONS
         LWC Reception: audix
         LWC Activation? y                   Coverage Msg Retrieval? n
   LWC Log External Calls? n                            Auto Answer: none
            CDR Privacy? n                         Data Restriction? n
   Redirect Notification? y               Call Waiting Indication? y
Per Button Ring Control? n           Att. Call Waiting Indication? y
   Bridged Call Alerting? n              Distinctive Audible Alert? y
       Switchhook Flash? y                      Adjunct Supervision? y
    Ignore Rotary Digits? n
        H.320 Conversion? n        Per Station CPN - Send Calling Number? _
       Service Link Mode: as-needed
         Multimedia Mode: basic

            AUDIX Name: redtail
   Messaging Server Name: _____        Coverage After Forwarding? s

                                     Direct IP-IP Audio Connections? y
   Emergency Location Ext: 2102                 IP Audio Hairpinning? y
```

5. Enter **audix** in the LWC Reception? field.

6. Enter **y** in the LWC Activation field if the subscriber is assigned the Leave Word Calling feature.

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7. Enter **n** in the LWC Log External Calls field.

8. Enter **y** in the Redirect Notification field.

9. Enter the node name of the INTUITY AUDIX system that has the voice mailbox for this station in the AUDIX Name field. This name should match the name you entered in the procedure, Assign Node Names.

10. Press **Enter** to save your changes.

11. Repeat this procedure for all subscriber stations.

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Task 13.1: Call Transfer Administration

1. If necessary, log in to the S8300 browser interface (see). At the S8300 main menu, select:

```
Messaging Administration
   Voice System Administration
      Call Transfer Administration
         Add Allowed Numbers
```


Add Allowed Transfer Numbers

Status

	From	To
Transfer Numbers :	0	99999

2. Type the From and To settings, as specified by the customer and as described in the system online help.

3. Click **Save**.

The system displays a confirmation message.

4. From the Web-based Administration main menu, select:

```
Diagnostics
     Voice Equipment Diagnostics
          Display
```

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5. Verify that you have all of the information that you entered and that the state of the voice card is Inserv.

6. If the state of the voice card is **FOOS** rather than **Inserv**, complete the following steps: From the Web-based Administration main menu, select:

```
Diagnostics
   Voice Equipment Diagnostics
      Display
```

7. Look for any channels in the state of FOOS. If there are none, continue onto the next section.

8. If there are channels in the state of FOOS, go to:

```
Diagnostics
   Voice Equipment Diagnostics
      Diagnose.
```

— Complete the Diagnostics page:

Field	Setting
Equipment to Diagnose	card
Equipment Number	all
Immediate Diagnosis?	yes

— Click **Diagnose**.

— Wait a few minutes while the system fixes any of the FOOS channels.

— Click **Back** and then click **Display**.

All channels will now show Inserv. If one or more channels remain as FOOS, there is a channel problem.

Administering INTUITY AUDIX

Installation worksheets or customer input might be required for many of the INTUITY AUDIX settings.

Task 13.2: Log in to the AUDIX Command Prompt Screens

To log in to the INTUITY AUDIX Command Prompt screens:

1. If necessary, log in to the S8300 browser interface (see). At the S8300 main menu, select:

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```
Messaging Administration
   Global Administration
       Messaging Administration
```

The system displays the Command Prompt screen and the SSH dialog box. The SSH dialog box provides security protection for the Command Prompt screen. Complete the SSH dialog box with the **craft** login and password.

2. If you are prompted for a terminal type, type **vt100**, **ntt**, or **w2ktt**.

   The PC displays the AUDIX Command Prompt screen.

   Note that the functions keys do not always work from the terminal. Here are the key sequences for the function keys in that case:

Key Sequences

Function	Key Sequence	Function Key
Cancel	Ctrl+X	F1
Refresh	Ctrl+L	F2
Enter	Ctrl+E	F3
ClrFld	Ctrl+K	F4
Help	Ctrl+W	F5
Choices	Ctrl+C	F6
NextPg	Ctrl+N	F7
PrevPg	Ctrl+P	F8
Other Helpful Key Sequences	Function	Key Sequence
Back space	Ctrl+H	Next Field
Ctrl+M	Break out of the webadmin interface and return to the Linux prompt	Ctrl+Alt+Backspace

Task 13.3: Machine Profile Initial Administration

Set the Machine Profile for the local INTUITY AUDIX system:

1. At the AUDIX command prompt, type **change machine** and press **Enter**.

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```
redtail              Active            Alarms:  mwA                Logins: 1
change machine                                                  Page 1 of 2
                             MACHINE PROFILE

Machine Name: redtail     Machine Type: tcpip        Location: local

 Voiced Name? n        Extension Length: 4
    Voice ID: 0     Default Community: 1

ADDRESS RANGES
     Prefix                   Start Ext.  End Ext.        Warnings
1:   _____     0000        9999
2:   _____     _____    _____
3:   _____     _____    _____
4:   _____     _____    _____
5:   _____     _____    _____
6:   _____     _____    _____
7:   _____     _____    _____
8:   _____     _____    _____
9:   _____     _____    _____
10:  _____     _____    _____


enter command: change machine
Cancel   Refresh  Enter          ClearFld Help         Choices  NextPage PrevPage
```

2. Type the following field settings, as shown on the example screen, and then press F7 (NextPage).

Field	Setting
Machine Name	Change from "local" to the hostname of your machine.
Start Ext	**0000** (This assumes you have a four-digit dial plan. If you have a 5 digit dial plan enter 00000 and 99999.) ⇒ **NOTE:** If you are adding this system to an existing AUDIX network, the completion of this screen can be much more complex, with multiple extension ranges and the use of prefixes. In this case, see the IA 770 INTUITY AUDIX Digital Networking Administration documentation on your *S8300 Media Server and S8700 Media Server Documentation Library CD-ROM,* 555-234-825.
End Ext	**9999**.

The system displays the Machine Profile, page 2.

3. Type a password to be used for networking, but do not change other fields on this screen unless you are including the IA 770 system in an AUDIX network. If the system is using Digital Networking, set Updates In and Out set to **y**.

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4. Press **F3** (**Enter**).

Task 13.4: Outcalling Initial Administration

1. At the AUDIX command prompt, type **change system-parameters outcalling**.

```
redtail              Active          Alarms:  mwA                Logins: 1
change system-parameters outcalling                            Page 1 of 1
                        SYSTEM-PARAMETERS OUTCALLING

        Outcalling Active? y

  Start Time    End Time    Interval    Maximum Simultaneous
   (hh:mm)      (hh:mm)     (hh:mm)          Ports
1:  00:00        23:59       00:15            4
2:  __:__        __:__       __:__            _
3:  __:__        __:__       __:__            _


    Initial Delay (mins): 0
  Maximum Number Digits: 29






enter command: change system-parameters outcalling
Cancel   Refresh  Enter       ClearFld Help        Choices  NextPage PrevPage
```

2. Type the following field settings, as shown on the example screen, and then press **F3** (**Enter**).

Field	Setting
Outcalling Active?	y

Task 13.5: Enhanced Call Transfer Initial Administration

1. At the AUDIX command prompt, type **change system-parameters features**. Press **F7** (**NextPage**) twice to view page 3 of the form.

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```
redtail            Active           Alarms:  mwA                 Logins: 1
change system-parameters features                             Page 3 of 4
                         SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
 Transfer Type: enhanced cover 0            Transfer Restriction: subscriber
 Covering Extension: _____

ANNOUNCEMENT SETS
             System: us-eng              Administrative: _____

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
 Incr 1: 0  days  0  hrs 5  mins    Incr 2: 0  days 0  hrs 15 mins
 Incr 3: 0  days  0  hrs 30 mins    Incr 4: 0  days 1  hrs 0  mins
 Incr 5: 0  days  2  hrs 0  mins    Incr 6: 0  days 6  hrs 0  mins
 Incr 7: 1  days  0  hrs 0  mins    Incr 8: 2  days 0  hrs 0  mins
 Incr 9: 7  days  0  hrs 0  mins    Incr10: 14 days 0  hrs 0  mins




enter command: change system-parameters features
Cancel  Refresh Enter       ClearFld Help       Choices NextPage PrevPage
```

2. Type the following field settings, as shown on the sample screen, and then press **F3** (**Enter**).

Field	Setting
Transfer Type	**enhanced_cover_0** or **enhanced_no_cover_0**
Transfer Restriction	**subscriber**

The system displays the message:

System Covering Extension Not Assigned. Press [ENTER] to Confirm.

3. Press **F3** (**Enter**).

Task 13.6: Class of Service Administration

1. At the AUDIX command prompt, type **change cos 0**.

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```
bristol          Active           Alarms:  mwA                Logins: 1
change cos 0                                               Page 1 of 2
                          CLASS OF SERVICE


         Name: class00       COS Number: 0          Modified? y
Addressing Format: extension

                                 Login Announcement Set: System
System Multilingual is ON      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System


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






enter command: change cos 0
Cancel   Refresh Enter        ClearFld Help        Choices NextPage PrevPage
```

2. Type the following field settings, as shown on the sample screen, and then press **F3** (**Enter**).

Field	Setting
Outcalling?	y

3. Repeat the steps for **COS 1**.

4. If the system is using digital networking, do the following:

— At the AUDIX command prompt, type **change system-parameters limits**.

— Change the Administered Remote Users setting to **10000**.

— Press **F3** (**Enter**) to save your changes.

Task 13.7: Test Subscriber Administration

1. At the AUDIX command prompt, type **add subscriber *<extension>***.

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

             Name: Doe,John_____      Locked? n
        Extension: 2102_____                 Password: 1█_____
              COS: class00_              Miscellaneous 1: _____
    Switch Number: __                    Miscellaneous 2: _____
     Community ID: __                    Miscellaneous 3: _____
    Secondary Ext: _____             Miscellaneous 4: _____
     Account Code: _____     Covering Extension: _____
                                        Broadcast Mailbox? _

    Email Address: _____




Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
Cancel  Refresh  Enter        ClearFld Help        Choices  NextPage PrevPage
```

2. Type the following field settings, as shown on the sample screen, and then press **F3** (**Enter**).

Field	Setting
Password	1
COS	class00

3. Repeat for additional subscribers. Create at least one or two subscribers for initial acceptance testing.

   You can add subscriber information from an existing system in the following ways: One by one, as described in the previous steps

     ■ With the Avaya Site Administration (ASA) tool

     ■ With the Administration and Data Acquisition Package (ADAP) software

     ■ ProVision software

4. At the AUDIX command prompt, exit AUDIX Administration by typing **exit**

   The screen displays the message `Connection closed`.

Task 13.8: Administering LDAP on Netscape

Customers who are using Netscape Communicator's Address Book to do LDAP Directory lookups need to do the following:

1. Start Communicator.

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2. Click **Communicator** in the top menu bar

3. Click **Address Book**.

4. In Address Book, select **File** and then **New Directory**.

5. Add INTUITY Server as a new Directory. Note that it is necessary to change "system" to the system name and other fields as follows:

   — Description: system

   — LDAP Server: system.dr.acme.com

   — Search Root: dc=messaging

   — All other fields' default values

Additional information is included in the INTUITY AUDIX documentation on the S8300 documentation CD.

Task 13.9: Digital Networking

To allow digital networking, you make settings for the local and remote machine on the INTUITY AUDIX and on the target machine. You already completed the local machine settings with the change machine command.

1. Set information for the remote machine (the one you want to network to) by typing **add machine <machine-name>** at the command prompt, where **<machine-name>** is the name of the remote system.

   The system displays the Change Machine screen for the remote system.

```
redtail            Active          Alarms:  mwA              Logins: 1
add machine zugspit                                          Page 1 of 1
                            MACHINE PROFILE

Machine Name: zugspit     Machine Type: tcpip        Location: remote

 Voiced Name? n       Extension Length: 4_
    Voice ID:         Default Community: 1_

ADDRESS RANGES
    Prefix                    Start Ext.  End Ext.       Warnings
 1: _____    0000_____   9999_____
 2: _____    _____    _____
 3: _____    _____    _____
 4: _____    _____    _____
 5: _____    _____    _____
 6: _____    _____    _____
 7: _____    _____    _____
 8: _____    _____    _____
 9: _____    _____    _____
10: _____    _____    _____


enter command: add machine zugspit
Cancel   Refresh  Enter        ClearFld Help        Choices  NextPage PrevPage
```

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2. Complete the Machine Name, Machine Type, Extension Length, Start Extension and End Extension fields.

3. Press **F7** (**NextPage**).

```
redtail              Active           Alarms:  mwA                    Logins: 1
add machine zugspit                                                 Page 2 of 2
                              MACHINE PROFILE

NETWORK CONNECTION PARAMETERS

IP Address: 135.9.83.119

Password: abc123

Updates In? y   Out? y

Send to Non-Administered Recipients? N




enter command: add machine zugspit
Cancel   Refresh  Enter        ClearFld Help           Choices  NextPage PrevPage
```

4. On the Machine Profile screen, page 2, type the IP Address of the remote machine.

5. In the Password field, type the networking password for the remote machine.

6. Set the Updates In or Out fields to **y**.

7. Press **F3** (**Enter**).

8. At the command prompt, type **exit** and press **Enter** to exit the AUDIX command prompt screens.

9. Perform the required setup on the remote system.

10. For additional information about networking, see the documentation for the remote AUDIX system and the Networking procedures on the S8300 documentation CD.

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Task 14: System Acceptance Test

Perform the following feature tests before leaving the customer site:

Feature to be tested:	Use these admin screens or commands:	For more information:
Verify voice ports	At the S8300 SAT command line, type **list station**. Press **NEXT PAGE** until you see the AUDIX voice ports.	See Administrator's Guide for Avaya MultiVantage Software, 555-233-506.
Verify COSs	At the AUDIX command prompt screen, type **list cos**.	See Listing Class of Service Names
Verify language packages installed	At the AUDIX command prompt screen, type **list annc_sets**. Check that the language packages you installed are listed.	See Listing Announcement Sets.
Add test subscribers (at least two). You will exchange messages between the two mailboxes.	At the AUDIX command prompt screen, type **add subscriber** or **change subscriber**.	subscribers
Record name and greetings	Change default password	Log into mailbox via the telephone user interface (TUI)
Add broadcast mailbox	At the AUDIX command prompt screen, type **add subscriber**	Call answer
Leave message, verify lamp is on, delete message, verify lamp is off	See Voice mail	Create and send message, verify lamp on, forward message, delete message, verify lamp is off
Administer Message Manager	Load Message Manager on a client, send messages.	(use Message Manager software CD for installation)
Outcalling	Set outcalling via the TUI or Message Manager. Verify that it works for both a regular message and a priority message	Outcalling

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Task 15: Make the Upgrade and Administration Permanent

1. Log in to the S8300 browser interface, if necessary (see).

2. From the S8300 main menu, click **Make Server Upgrade Permanent**.

    The system displays the Make Server Upgrade Permanent screen.

3. Click the **Enter** button to make the upgrade permanent.

Task 16: Perform a Backup

The customer must already have an FTP server available for backups.

To perform a backup now:

1. Stop the messaging software (voice system).

    To stop the messaging software:

    a. Start at the Messaging Administration main menu and select:

    ```
    Utilities
            Stop Messaging Software
    ```

    The system displays the Stop Messaging Software screen.

    b. Click the button for **Immediate**.

    c. Click **Save**.

    The system displays the following message:

    ```
    The Voice System is now stopping.
    Initiating request to clear all calls in the next 60
    seconds.
    Orderly idling of the system succeeded.
    ```

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> **The Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.**

   d. Click **Return to Main** to go back to the main menu.

2. Select **Backup Now**

    The system displays the Backup Now screen.

3. Click the **AUDIX** checkbox at the top of the INTUITY AUDIX list of options. Then click the **AUDIX translations** button.

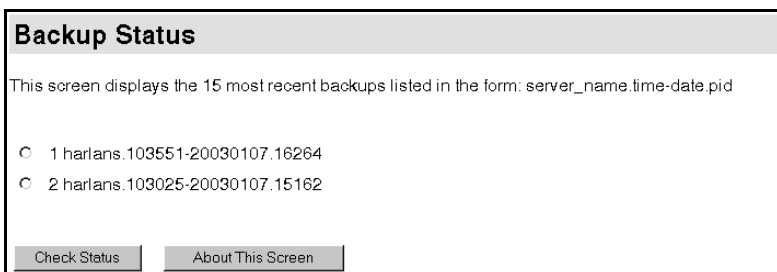4. Select the **FTP** backup method, and complete the following fields:

    — User name. You must enter a valid user name to enable the media server to log in to the FTP server. Contact the FTP server administrator if you have questions.

    — Password. You must enter a password that is valid for the user name you entered. Contact the FTP server administrator if you have questions.

    — Host name. Enter the DNS name or IP address of the FTP server to which the backup data is sent. To enter an IP address, use the dotted decimal notation (for example, 192.11.13.6).

    — Directory. Enter the directory on the corporate repository to which you want to copy the backup file. Contact the FTP server administrator if you have questions.

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5. Skip the Encryption area of the screen, and click **Start Backup**.

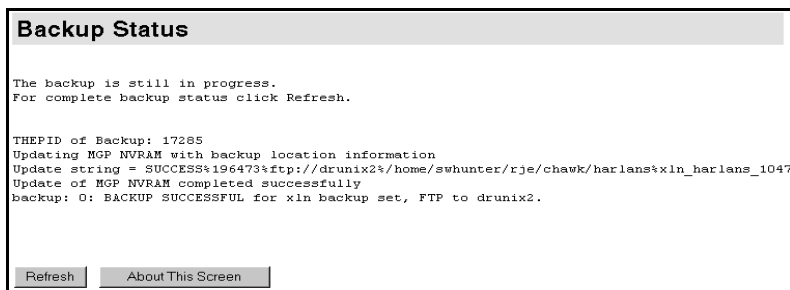   The system displays a message that the backup has started.

6. Select the Backup Status option from the main menu to check the backup status.

   The system displays the Backup Status Selection screen.

7. Click the most recent backup (item 1 in the list), and click **Check Status**.

   The system displays the Backup Status screen.

   ➡️ **NOTE:**
   For this version of software, the Refresh button is not available.

8. Repeat steps 6 and 7 until the message BACKUP SUCCESSFUL appears.

   The Backup Status screen also says the backup is finished. In addition, IA 770 INTUITY AUDIX data will have one of the following names attached to the backup file name:

   — audix-ann for announcements

   — audix-tr-msg for translations and messages

   — audix-tr-name-msg for translations, names, and messages

   — audix-tr-name for translations and names

   — audix-tr for translations only

9. To start the messaging software:

   a. Start at the Messaging Administration main menu and select:

   ```
   Utilities
       Start Messaging Software
   ```

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The system displays the following message when the startup is complete:

```
The Voice System is starting.
The Voice System is initializing cards.
Startup of the Voice System is complete.
```

10. Click **Return to Main** to go back to the main menu.