



Lucent INTUITY Administration for
Centrex Switch Integration

9

Overview

Administering the Lucent™ INTUITY™ system for switch integration requires using windows in the user interface to perform the procedures listed below in the specified order ([Table 9-1](#)).

Table 9-1. Task Procedure Matrix

Order	Procedure		Window
1.	"Verifying the Country and Switch"	 NOTE: You must complete these procedures in the order specified.	Switch Selection
2.	"Setting the Serial Interface Parameters"		Serial Interface
3.	"Setting the MWI Device Assignments"		Device Assignment
4.	"Setting MWI Parameters"	 NOTE: You can complete these procedures in any order.	MWI Parameters
5.	"Setting the Dial Plan Translations"		Dial Plan Translation
6.	"Setting the Hunt Group Translations"		Hunt Group Translation

In addition, the procedure in ["Stopping and Starting the Voice System"](#) below may be necessary.

Purpose

This chapter provides the procedures you need to use the Lucent INTUITY user interface windows to administer the system for switch integration.

Before You Begin

In this chapter it is assumed that:

- You have been directed to this book from Chapter 6, "Initial Administration for Switch Integration," in the system installation book for your platform and you have completed all the procedures specified there.
- The correct hardware and switch software package are installed on the system. See the maintenance book for your platform for information on checking the hardware and software.

Before you complete the procedures in this chapter, you should have already done the following:

- Assigned extension numbers to all voice channels using the PBX Extension to Channel option under the Voice Equipment menu
- Assigned DNIS_SVC as a service to all channels using the Services to Channels option under the Voice Equipment menu

NOTE:

If multiple applications are used (for example, INTUITY AUDIX® and Lucent INTUITY Lodging), you should have administered the proper service for the called number.

- Assigned service through the Number Services option under the Voice System Administration menu, by selecting **any** for the calling and called number and specifying the appropriate service (for example, **audix**)
- Assigned all numbers that do not have real stations (called phantom or dummy numbers) to switch 0 in the INTUITY AUDIX database.

CAUTION:

If switch 0 is not used for these extensions, the system will try to turn message waiting indicators (MWIs) on and off and continually fail. This condition can seriously impede system performance.

- Assigned the appropriate transfer restrictions (if any) using the Transfer Security option from the Voice System Administration menu

- Specified the voice equipment state using the State of Voice Equipment option under the Voice Equipment menu:
 - New State: **inserv**
 - Equipment: **channel**
 - Equipment Number: **all**
 - Change Immediately?: **yes**
- Assigned the appropriate channel group to voice channels using the Channels to Group option under the Voice Equipment menu



NOTE:

The platform comes with default setting of channel group to 2. This is appropriate for most applications.

- Administered the Lucent INTUITY extension length (dial plan)
- Selected the country and switch on the Switch Selection window

Permissions for Windows

The **sa** login can view all the windows used in these procedures but cannot change any values for parameters. The **craft** and remote maintenance logins can set values for parameters in all windows, except the MWI Parameters window. On the MWI Parameters window, the **craft** login is restricted from changing all but two fields.

Other Windows Used for Switch Integration

Some windows in the user interface that are used for switch integration can be viewed by the **sa** and **craft** logins, but require remote maintenance permissions to change any values for parameters. These windows are used only in troubleshooting scenarios involving your service representative and are therefore not described here.

When to Stop and Restart the Voice System

If you change or enter parameters on any of the windows used for switch integration, you must stop and then restart the system in order for your changes to be incorporated into call processing. However, you can administer all the windows and then stop and restart the system just one time. See [“Stopping and Starting the Voice System”](#) below for the procedure.

Lucent INTUITY Main Menu

All procedures in this chapter begin at the Lucent INTUITY Main Menu ([Figure 9-1](#)). For information about accessing the Main Menu, see “Logging In to the INTUITY AUDIX System” in Appendix B, “Accessing Windows and Screens,” in the system installation book for your platform.

⇒ NOTE:
[Figure 9-1](#) is a sample window only and does not reflect the options loaded onto the actual system you are installing.

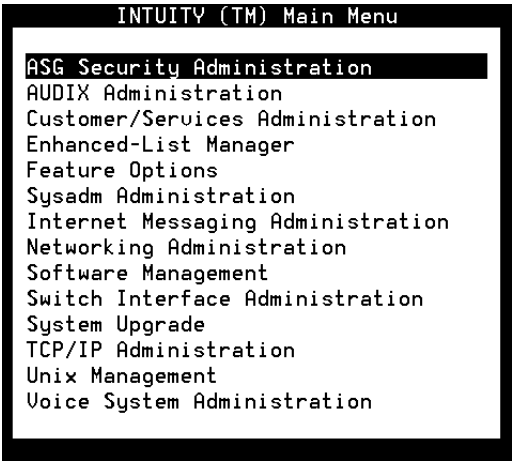


Figure 9-1. Lucent INTUITY Main Menu

Verifying the Country and Switch

Use this procedure to verify the country and switch for the system's switch integration. The selections in this window determine the defaults set in the system. If the system does not offer an exact match, contact your remote support center and ask them to select the country the matches the installation conditions as closely as possible.

⇒ NOTE:

Only the remote support center can set the country and switch options.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select:

I > Feature Options

The system displays Feature Options window.

2. Press **(F1)** (Acknowledge Message).
3. Press **(F7)** (Switch Select).

The system displays the Switch Selection window ([Figure 9-2](#)).

⇒ NOTE:

Only the remote support center can administer this window.



Figure 9-2. Switch Selection Window

4. Verify that the country and switch parameters match your location. If they do not, contact your remote support center.
5. Press **(F6)** (Cancel) twice to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-2. Switch Selection Window — Field Descriptions

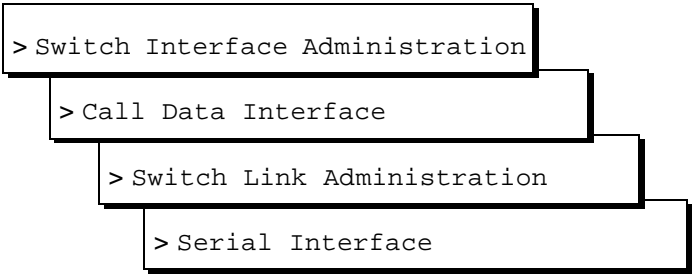
Field	Description and Values
Country	<p>Specifies the country for which the system sets country-specific default parameters. Normally the country is factory-preset for your integration.</p> <p>Verify that the country matches your location. If it does not, contact your remote support center.</p>
Switch	<p>Specifies the switch for which the system sets default parameters in the call data interface. Normally the switch type is factory-preset for your integration.</p> <p>Verify that the switch matches your switch. If it does not, contact your remote support center.</p>

Setting the Serial Interface Parameters

Use this procedure to set the parameters used for serial communication between the Lucent INTUITY system and the switch.

NOTE:
The serial communication parameters on the switch side and on the Lucent INTUITY system side must match.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select



The system displays the Serial Interface window ([Figure 9-3](#)) with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead.

The screenshot shows a terminal window titled "Serial Interface". Inside, the text "SESS Integration" is displayed. Below this, there are two columns of settings. The left column contains "Data Bits : 7", "Stop Bit(s) : 1", and "Start Bit(s) : 1". The right column contains "Baud Rate : 1200", "Parity [O/E/N] : E", and "Flow Control : N [Y/N]". Below these settings, the text "Serial Ports" is displayed, followed by two columns of numbered ports (1. through 8.) each with a corresponding black rectangular box for input.

Figure 9-3. Serial Interface Window

2. Enter the number of data bits in the `Data Bits:` field (see [Table 9-3](#)).
3. Enter the baud rate in the `Baud Rate:` field (see [Table 9-3](#)).
4. Enter the number of stop bits in the `Stop Bit(s):` field (see [Table 9-3](#)).
5. Enter the parity type in the `Parity [O/E/N]:` field (see [Table 9-3](#)).
6. Enter the number of start bits in the `Start bit(s):` field (see [Table 9-3](#)).
7. Enter **Y** or **N**, as appropriate to enable or disable flow control, in the `Flow Control [Y/N]:` field (see [Table 9-3](#)).
8. Press **F3** (SAVE).

The system displays the following message:

You need to restart the Voice System to make these changes active.

9. Press **F1** (ACKNOWLEDG MESSAGE).
10. Press **F6** (CANCEL) three times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-3. Serial Interface Window— Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window (Figure 9-2).	Display only.
Data Bits:	Specifies the number of data bits in the units of information.	The default value of 7 should be used.
Stop Bit(s):	Specifies the number of stop bits used when sending information. A stop bit is an interval at the end of a character that allows the receiving device to pause before the start of the next character.	The default value of 1 should be used.
Start Bit(s):	Specifies the number of start bits used when sending information. A start bit is a character sent to signal the beginning of a transmission.	The default value of 1 should be used.
Baud Rate:	Specifies the transmission speed for communication between the switch and the INTUITY system.	1200, 2400, 4800, or 9600. A baud rate of 1200 should be used for all Centrex switch integrations, except direct connects, where the baud rate should match the baud rate set on the switch.
Parity [O/E/N]:	Specifies the parity type for all the serial ports. Parity is used for detection of errors in transmitted data.	<ul style="list-style-type: none">o for odd paritye for even parityn for no parity The default value of E should normally be used.
Flow Control [Y/N]:	Specifies whether flow control is enabled or disabled for all the serial ports. Flow control is a handshaking process whereby transmission is regulated so that receive buffers on peripheral devices do not overflow.	<ul style="list-style-type: none">y to enablen to disable The default value of N should be used.
Serial Ports	<p>Specifies the device IDs of the serial ports on the multi-port serial circuit card used for integration. Only one serial port can be specified on each line.</p> <p>It is recommended that you use the lowest port(s) available, depending on your configuration.</p>	<p>Device IDs for the multi-port serial circuit card are in the format /dev/tty<code>sax</code>, where <code>x</code> is a letter (a through h) representing a port on the card (from right to left).</p> <p>Example: /dev/tty<code>saa</code></p>

Setting the MWI Device Assignments

Use this procedure to assign the devices on which the system performs MWI (message waiting indicator) updates.

For the Lucent 5ESS® switch only, this procedure also lets you enable heartbeat processing, that is, a link test that periodically checks the status of the serial link. To do the test, the system periodically tries to perform an MWI update on an invalid subscriber extension number.

- 1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select

> Switch Interface Administration

> Call Data Interface

> MWI Administration

> Device Assignment

The system displays the first of two screens of the Device Assignment window ([Figure 9-4](#)). If the parameters have been previously administered, the system displays the current values instead. To access the second screen, press **F5** (NEXT PAGE). To return to the first screen, press **F4** (PREV PAGE).

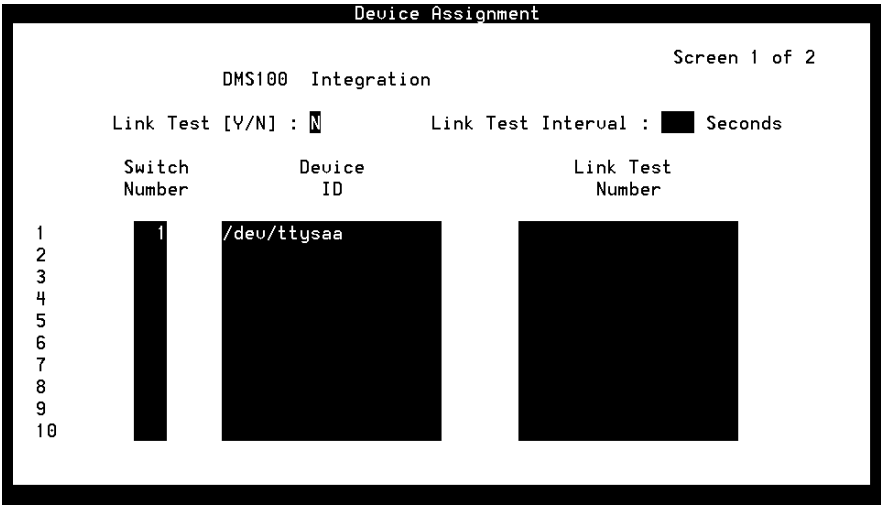


Figure 9-4. Device Assignment Window

2. Enter **y** or **n**, as appropriate, in the `Link Test (Y/N) :` field (see [Table 9-4](#)).
3. Did you enter Y in the `Link Test (Y/N)` field?

■ If yes, do the following:

a. Enter the number of seconds for the link test interval in the `Link Test Interval:` field (see [Table 9-4](#)).

b. If yes, enter a link test number in the `Link Test Number` field (see [Table 9-4](#)).


■ If no, go to Step [4](#).
4. Enter a switch number in the `Switch Number` field (see [Table 9-4](#)).
5. Enter a device ID in the `Device ID` field (see [Table 9-4](#)).
6. Press **F3** (SAVE).

The system displays the following message:

You need to restart the Voice System to make these changes active.




7. Press **F1** (ACKNOWLEDG MESSAGE).
8. Press **F6** (CANCEL) four times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-4. Device Assignment Window — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window (see Figure 9-2).	Display only.
Link Test (Y/N) :	<div>Specifies whether the integration enables heartbeat processing.</div> <div>If the link test is disabled, the <code>Link Test Interval:</code> and <code>Link Test Number</code> fields are not used. If the link test is enabled, these fields are required.</div>	<div><div>■ y to enable the link test</div><div>■ n to disable the link test</div></div> <div> NOTE: For the Northern Telecom (Nortel) DMS-100 and SL-100 switches, this value must be set to n (no) because y (yes) causes an error to be logged on the switch.</div> <div>The link test is recommended for the 5ESS switch.</div>

Continued on next page

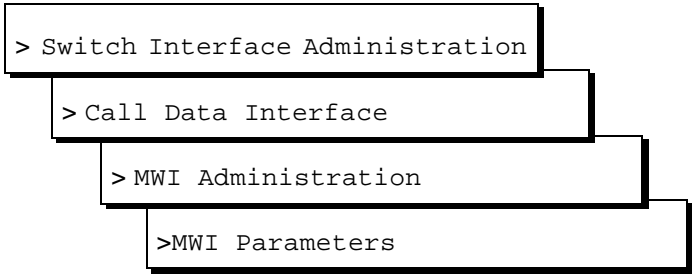
Table 9-4. Device Assignment Window — Field Descriptions — Continued

Field	Description	Values
Link Test Interval (seconds) :	 NOTE: This field is not used for the Nortel DMS-100 and SL-100 switches. For the Lucent 5ESS switch, use this field only if the link test is enabled in the Link Test (Y/N) : field. Specifies the heartbeat interval in seconds.	One or more integers specifying the number of seconds.  NOTE: The default value provided in the software for each switch type is normally appropriate.
Switch Number	Number that uniquely identifies the switch in the Lucent INTUITY system and is used to address it.	Maximum of 3 digits, range 1-999. The switch number here must match the switch number assigned for system subscribers in the INTUITY AUDIX® system.
Device ID	Name(s) of the port(s) on the multi-port serial circuit card to be used for MWI updates. This name must also be specified in the Serial Ports field on the Serial Interface window (see “Setting the Serial Interface Parameters” above). Only one device ID can be specified on each line.	It is recommended that you use the lowest port(s) available on the multi-port serial circuit card. Device IDs for this card are in the format /dev/tty ^x sa, where x is a letter (a through h) representing a port on the card, from right to left. Example: /dev/tty ^a sa
Link Test Number	 NOTE: This field is not used for the Nortel DMS-100 and SL-100 switches. For the Lucent 5ESS switch, use this field only if the link test is enabled in the Link Test (Y/N) field. Specifies the extension to which the heartbeat message is sent.	Any invalid subscriber number on the switch. Maximum of 10 digits. Examples: 5551212 or 0000000 An invalid extension is used because the system checks the link by attempting to do an MWI update on the extension.

Setting MWI Parameters

Use this procedure to disable MWI updates altogether on the system, or to block them during a specified period of time. The switch administrator may want MWI updates to be blocked during the time when audits run.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select



The system displays the MWI Parameters window ([Figure 9-5](#)) with system defaults for your integration. If the parameters have been previously administered, the system displays the defaults instead.

NOTE:
Some of the fields on this window are closed to all but the remote maintenance login.

MWI Parameters

5ESS Integration

MWI On Prefix : 0P:MWI,0x20

MWI On Suffix : !,0x04

MWI Off Prefix: RMV:MWI,0x20

MWI Off Suffix: !,0x04

MWI Update [Y/N] : Y

Background Refresh [Y/N]: N

Background Interval : 50 Seconds

Background Updates : 5 Numbers

Broadcast Interval : 50 Seconds

Broadcast Updates : 5 Numbers

Block Start Time : 01:00

Block End Time : 02:00

Figure 9-5. MWI Parameters Window


2. Enter the time for blocking of MWI updates to start in the Block Start Time: field (see [Table 9-5](#)).
3. Enter the time for blocking of MWI updates to end in the Block End Time: field (see [Table 9-5](#)).
4. Press (F3) (SAVE).

The system displays the following message:

You need to restart the Voice System to make these changes active.

- 5. Press **[F1]** (ACKNOWLEDG MESSAGE).
- 6. Press **[F6]** (CANCEL) four times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-5. MWI Parameters Window — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window (Figure 9-2).	Display only.
MWL on prefix:	 NOTE: Only the remote maintenance login can change the information in these fields.	
MWL on suffix:		
MWL off prefix:		
MWL off suffix:		
MWI Update [Y/N]:		
Background Refresh [Y/N]:		
Background Interval:		
Background Updates:		
Broadcast Interval:		
Broadcast Updates:		
Block Start Time:	Sets the time when blocking of MWI updates begins on a daily basis.	Format HH/MM/SS, where: <ul style="list-style-type: none">■ HH is the hour in the 24-hour system (range 0-23).■ MM is the minute (range 0-59).■ SS is the second (range 0-59).
Block End Time:	Sets the time when blocking of MWI updates ends on a daily basis.	

Setting the Dial Plan Translations

Use this procedure to:

- Set the Lucent INTUITY extension length (also called the dial plan).
- Set up the translations to be done on the calling party identification (CLI) and called party identification (CP ID) for incoming and outgoing calls to interface the Lucent INTUITY system and the switch.

For Centrex switches, typically, the switch sends a string of either 7 or 10 digits. The Lucent INTUITY system must strip digits from the string to accord with the number of digits set in the Lucent INTUITY system extension length.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select

```
> Switch Interface Administration
```

```
> Call Data Interface
```

```
> System Translation Administration
```

```
> Dial Plan Translation
```

The system displays the first of five screens of the Dial Plan Translation window ([Figure 9-6](#)) with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead. To access the next screen, press **F5** (NEXT PAGE). To return to the previous screen, press **F4** (PREV PAGE).

Dial Plan Translation

Screen 1 of 5

SESS Integration

INTUITY Extension Length: 4 Switch Network Access Code:

	Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch Number	Remote [Y/N]
1		0000	9999		1	N
2						
3						
4						
5						
6						
7						
8						
9						
10						

Figure 9-6. Dial Plan Translation Window

- 2. Verify that the INTUITY extension length in the INTUITY Extension Length: field is correct (see [Table 9-6](#)).



NOTE:

You should have already administered the INTUITY Extension Length: field as a part of initial administration for switch integration.



- 3. Enter the Switch network access code in the Switch Network Access Code: field (see [Table 9-6](#)).
- 4. Enter the switch prefix in the Switch Prefix field (see [Table 9-6](#)).
- 5. Enter the switch start extension in the Switch Start Ext. field (see [Table 9-6](#)).
- 6. Enter the switch end extension in the Switch End Ext. field (see [Table 9-6](#)).
- 7. Enter the INTUITY prefix in the INTUITY Prefix field (see [Table 9-6](#)).
- 8. Enter the switch number in the Switch Number field (see [Table 9-6](#)).
- 9. Enter **y** or **n** in the Remote [Y/N] field (see [Table 9-6](#)).
- 10. Repeat Steps [4](#) through [9](#) for any remaining translations.
- 11. Press **F3** (SAVE).

The system displays the following message:

You need to restart the Voice System to make these changes active.

12. Press **(F1)** (ACKNOWLEDG MESSAGE).
13. Press **(F6)** (CANCEL) four times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-6. Dial Plan Translation Window— Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window (Figure 9-2).	Display only.
INTUITY Extension Length:	Specifies the number of digits used in the Lucent INTUITY mailbox.	3 to 10 integers. Must be the same as the number of digits administered for the switch prefix combined with the number of digits for the (start or end) extension number.
Switch Network Access Code:	 NOTE: This field is not used for Centrex switch integrations because it applies only in networked switch configurations.	
Switch Prefix	Specifies the initial part of the code sent by the switch as part of the call information. For Centrex switches, it is typically the NNX code used in the North American Numbering Plan scheme. For example, if the extension length on the Lucent INTUITY system is 4 and the call information is 8604000, then 860 is the switch prefix and 4000 is the INTUITY mailbox number.	The dialing number obtained by combining the switch prefix with any number in the range between the start and end extension number must be a unique number. No overlaps are allowed. The final translated number must provide a unique fixed-length INTUITY extension.
Switch Start Ext.	Specifies the first extension number in the range of allowed extension numbers.	The number of digits specified for the start and end extension numbers must be identical and must match the dial plan. For example, to specify the range 200-3999, enter: ■ Start extension 0200 ■ End extension 3900
Switch End Ext.	Specifies the last extension number in the range of allowed extension numbers.	
INTUITY Prefix	 NOTE: This field is not used for Centrex switch integrations because it applies only in networked switch configurations.	

Continued on next page

Table 9-6. Dial Plan Translation Window— Field Descriptions — *Continued*

Field	Description	Values
Switch Number	Number that uniquely identifies the switch in the Lucent INTUITY system and is used to address it. The Lucent INTUITY system uses this number to differentiate between system subscribers on different switches. For Centrex switch integrations switch networking is not normally done, so there is typically only one switch.	Maximum of 3 digits, range 1-999.
Remote [Y/N]	Specifies whether the administered switch identified in the Switch Number field is a remote switch on the network or a local switch. For Centrex switch integrations, switch networking is not normally done.	<ul style="list-style-type: none">■ y for remote■ n for local (direct) The default is n (local). For Centrex switch integrations there is typically only one (local) switch.

Examples

The following example illustrates an entry used in the case where the switch sends 7 digits and the INTUITY extension length is 4 digits. The first 3 digits are stripped off.

INTUITY extension length = 4

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
860	0000	9999		1	N

The following example illustrates an entry used in the case where the switch sends 10 digits and the INTUITY extension length is 7 digits. The first 3 digits are stripped off.

INTUITY extension length = 7

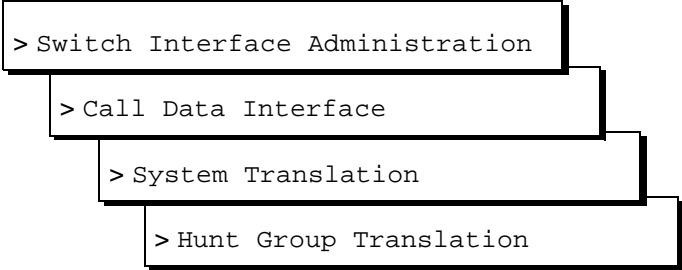
Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
212	8600000	8609999		1	N

Setting the Hunt Group Translations

Use this procedure to assign the Tip/Ring port channels to hunt groups. This procedure is used only for switches that use simplified message desk interface (SMDI) protocol to enable multiple hunt group administration. Specifically, the procedure assigns to a Lucent INTUITY channel the message desk number (MDN) and switch channel logical terminal number (LTN) that the switch passes in the call information. To complete the procedure you will need information from the central office (CO) in [Table 2-3](#) in [Chapter 2, "Planning for Centrex Switch Integration"](#).

⇒ NOTE:
If you are using a single UCD or hunt group for Intuity AUDIX, do not complete this procedure.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select



The system displays the first of four screens of the Hunt Group Translation window ([Figure 9-7](#)). If the parameters have been previously administered, the system displays the current values. To access the next screen, press **NEXT PAGE** (F5). To return to the previous screen, press **PREV PAGE** (F4).

Hunt Group Translation					
DMS100 Integration			Screen 1 of 4		
INTUITY Channel	Message Desk Number	Logical Terminal Number	INTUITY Channel	Message Desk Number	Logical Terminal Number
0	000	001	1	000	002
2	001	003	3	002	004
4	003	005	5	003	006
6	004	007	7	005	008
8	006	009	9	007	010
10	008	011	11	009	012
12	010	013	13	010	014
14	011	015	15	012	016

Figure 9-7. Hunt Group Translation Window

2. Enter the MDN that is to be mapped to INTUITY channel 0 in the Message Desk Number field associated with channel 0 (see [Table 9-7](#)).
3. Enter the LTN corresponding to the MDN in the Logical Terminal Number field associated with channel 0 (see [Table 9-7](#)).
4. Repeat Steps [2](#) and [3](#) for the other MDNs and LTNs you need to map.
5. Press **F3** (SAVE).

The system displays the following message:

You need to restart the Voice System to make these changes active.

6. Press **F1** (ACKNOWLEDG MESSAGE).
7. Press **F6** (CANCEL) four times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).

Table 9-7. Hunt Group Translations Window— Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window (Figure 9-2).	Display only.

Continued on next page

Table 9-7. Hunt Group Translations Window— Field Descriptions — *Continued*

Field	Description	Values
INTUITY channel	Displays the maximum number of channels (0 through 63) that can be configured on the INTUITY system. Your system may have fewer than the maximum number of channels.	Display only. If a channel is not in use, do not map an MDN or LTN to it. Leave the corresponding Message Desk Number and Logical Terminal Number fields blank.
Message Desk Number	Specifies the MDN being mapped to the specified INTUITY channel.	Maximum of 3 digits, range 1-999.
Logical Terminal Number	Specifies the LTN being mapped to the specified Lucent INTUITY channel.	4 digits. Each MDN/LTN can be mapped to only one channel.


Example

The following example illustrates a simple scenario where six Lucent INTUITY system ports are used and the switch is configured to have two MDNs. The switch passes call information based on the MDN and the LTN. This must be interpreted as call information for a particular Lucent INTUITY port as follows.

INTUITY Channel	Message Desk Number	Logical Terminal Number	INTUITY Channel	Message Desk Number	Logical Terminal Number
0	000	001	1	000	002
2	001	003	3	002	004
4	003	005	5	003	006

Stopping and Starting the Voice System

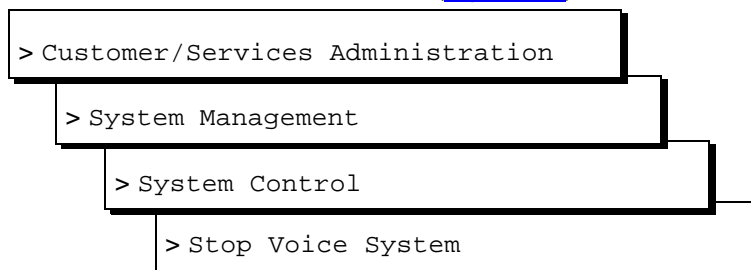
To execute any changes you have made to the switch integration administration windows in the procedures in this chapter, you must stop and then restart the voice system.

**CAUTION:**

Only stop the voice system when it is absolutely necessary. All calls in progress will be disconnected. Users calling the AUDIX system will hear a fast busy signal. Callers sent to AUDIX coverage will hear ringing with no answer.

Use this procedure to stop and restart the voice system.

1. Start at the Lucent INTUITY Main Menu ([Figure 9-1](#)) and select



NOTE:

Be sure to select `Stop Voice System`. Do not select `Shutdown Voice System`.

The system displays the Wait Time window ([Figure 9-8](#)).



Figure 9-8. Wait Time Window

2. Enter a time between 60 and 600 seconds as the time to wait for calls in progress.
3. Press **F3** (SAVE).

The system displays the following message:

```
The voice System has stopped
Press ENTER to continue...
```



NOTE:

The system waits until all calls in progress disconnect before stopping the voice system.

4. Press **ENTER**.

The system displays the System Control menu ([Figure 9-9](#)).

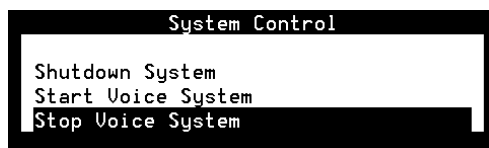
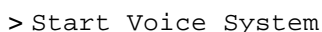


Figure 9-9. System Control Menu

5. Select

A screenshot of a terminal window showing the command "> Start Voice System" entered at the prompt.

The system displays the following message:

```
Startup of the Voice System is complete  
Hit Acknowledge key to continue...
```

6. Press **(F1)** (ACKNOWLEDG MESSAGE).
7. The system redisplay the System Control window ([Figure 9-9](#)).
8. Press **(F6)** (CANCEL) three times to return to the Lucent INTUITY Main Menu ([Figure 9-1](#)).