



**INTUITY™ AUDIX® LX**  
Release 1  
Getting Started Guide

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# INTUITY AUDIX LX

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## Getting Started Printable Guide for INTUITY AUDIX LX

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## Logging In to the INTUITY AUDIX System

You can use one of the following logins to the INTUITY AUDIX system:

Table: INTUITY AUDIX Logins

Login	Definition	Allows you to access:
sa	System administrator	<ul style="list-style-type: none"> <li>All AUDIX administration screens</li> <li>All Avaya web-based administration pages, except a few screens that are accessible only to service technicians</li> </ul>
vm	Voice messaging administrator	Most AUDIX administration screens



### CAUTION:

Your service technician installs your system with default passwords. You should immediately change these passwords after the installation is complete. After familiarizing yourself with the basic operations of the INTUITY AUDIX system detailed in the next few sections, [set a new password](#).

### Login Procedure

To log in to the INTUITY AUDIX system:

1. Turn on the monitor.  
The system displays the following message:  
console login:

**Note:** The sample screens, menus, and pages provided in this help system may vary slightly from your system display.

2. Enter the appropriate login. The system is case sensitive, so use lowercase letters.  
The system displays the following message:  
password:
3. Enter the password for your login.
4. Continue with one of the following sections:
  - o [vm Login](#)
  - o [sa Login](#)

**vm Login**

If you use the vm login, the system displays the [AUDIX Command Prompt Screen](#) and the cursor appears as a blinking rectangle on the command line.

Once this screen is displayed, you can enter the commands that give you access to the various AUDIX screens.

**sa Login**

If you use the sa login, the system displays the [Messaging Administration main menu](#).

1. Select items from the menu by clicking on them. Use the browser Back button to go back one level, or click Return to Main from any page to redisplay the Messaging Administration main Menu.
2. From the Main Menu, select the following menu items:

```
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.

The system displays the [AUDIX Command Prompt Screen](#).

3. Enter the command that allows you to access the AUDIX screen that you want.

**Tip:** See [The Command Line](#) for a description of the AUDIX commands.

### Messaging Administration Main Menu and Pages

The Messaging Administration main menu and the pages it leads to provide general system administration and settings for the INTUITY AUDIX LX. The following are available from most of the pages:

- Return to Main button that links back to the main menu
- Save, Submit, Add (or some action) that executes a command or makes a system change
- Help button that opens a separate browser window to display the applicable help topic
- Field names that open a separate browser window to display the applicable field description

### INTUITY AUDIX Administration Screens

Instructions in this help system assume that you used the sa login to access the INTUITY AUDIX system. The instructions for screen navigation and data entry also apply to the vm login, although the vm login can only be used to access some AUDIX administration screens.



#### CAUTION:

The INTUITY AUDIX system allows more than one person to perform the same function using the same screen, for example, adding a subscriber to the AUDIX system database. However, if two people happen to be, for example, editing the same subscriber's profile, only the changes made by the person who saves the screen last are written to the system database. The other person's changes are lost.

### Accessing Administration Screens

You perform most INTUITY AUDIX system administration tasks using screens accessed by selecting [Global Administration](#) and then [Messaging Administration](#) from the [Messaging Administration main menu](#). Through the AUDIX administration screens you view information, enter information, or select available system options.

You access the various AUDIX administration screens primarily via commands that you type at the command line. This is a different method of access from the browser pages that are used to gain access to other parts of the system.

To follow along with explanations in this section, use the sa or vm login to access the [AUDIX Command Prompt Screen](#). See [Logging In](#) for more information.

The following sections describe how to use the AUDIX administration screens.

### Screen Layout

[Layout of the AUDIX Command Prompt Screen](#) represents the basic layout of the AUDIX Command Prompt (AUDIX Administration) screen.

### Screen Components

The [Component Descriptions: AUDIX Command Prompt Screen](#) table provides details about each area of the AUDIX Command Prompt (AUDIX Administration) screen.

**Standard Screen Function Keys**

Several function keys perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. The following table describes the purpose of each standard function key.

**Table: AUDIX Administration Standard Function Keys**

<b>Function Key</b>	<b>Purpose</b>
F1 (Cancel)	Aborts the current activity and returns the cursor to the command line. When the cursor is on the command line, F1 erases the entire contents of the command line. On a help screen, F1 returns to the screen on which the help was requested.
F2 (Refresh)	Repaints the screen.
F3 (Enter)	Submits the information entered on a screen for the action specified on the command line. When the cursor is in the command line, F3 requests execution of the command.  <b>Note:</b> RETURN has the same effect as F3 (Enter) when the cursor is on the command line. On a screen, RETURN moves the cursor forward from one field to the next.
F4 (Clear Fld)	Clears an entire field in a screen or a single keyword from the command line. For example, if the command line contains the command <b>list cos</b> and you press F4, the command line changes to <b>list</b> .
F5 (Help)	When the cursor is on the command line, pressing this key is identical to typing the <b>help</b> command; that is, it displays a screen explaining all the types of help available in the INTUITY AUDIX system. When the cursor is on a screen, this key requests help for the entire screen.
F6 (Choices)	When the cursor is on the command line, this key requests a menu of valid entries for command line keywords. Once a Choices menu is displayed, pressing F6 selects the highlighted item from the menu.  When the cursor is on a screen, F6 requests help for the particular field where the cursor appears. The field help menu provides an explanation of the field and a list of valid values or actions for the field. When a field menu is displayed, pressing F6 again selects the highlighted item from the menu.
F7 (NextPage)	Moves forward through multiple pages of administration screens, reports, or help screens.
F8 (PrevPage)	Moves backward through multiple pages of administration screens, reports, or help screens.

### The Command Line

This section describes the syntax for the commands that activate the INTUITY AUDIX administration screens.

#### Verb-Object Syntax

The commands to activate the INTUITY AUDIX administration screens follow a verb-object syntax. A qualifier such as a subscriber or machine name may be added to some verb-object commands.

The structure of the INTUITY AUDIX screen-activation commands is:

Verb or Verbs / Object or Object Phrase / Qualifier or Qualifiers

Each of these three elements of the command-line is described below.

See AUDIX Administration Screens Organized by [Verb](#) and By [Object](#) in the [Screen Summary](#) section for a complete list of the screen-activation commands.

#### Command-Line Verbs

The first element of the command-line is the verb, which specifies the type of action. The following is a list of INTUITY AUDIX verbs in the command-line. Those marked with an asterisk (\*) are complete commands; that is, they are never combined with objects or qualifiers.

add	audit	change	copy	display	exit*
get	help*	list	logoff*	print	remove
reset	test	toggle	trace		

#### Command-Line Objects and Object Phrases

The second element of the command-line is the object or object phrase. This is usually a screen name. The screen name consists of one or more words that identify the screen. If more than one word is used, you must type a hyphen between the two words to ensure that the object phrase has no embedded spaces. Screen names are generally (but not always) the same as the title of the screen as it appears on your monitor. Examples of objects and object phrases are alarms, measurements, remote-messages, subscribers, and system-parameters.

#### Command-Line Qualifiers

The third element of the command-line is the qualifier. A command-line qualifier can be a subscriber extension number (12345), a date (7/21/99), a subscriber name ("Jane Doe"), and other specific parameters. Note that a qualifier with an embedded space, such as the subscriber name Jane Doe, must be put in quotation marks, such as: *"Jane Doe"*.

#### Variations of Commands

You can activate most screens by more than one version of a command. The different versions of the screen-activation command are distinguished by the verb that begins the command line, and the qualifiers that end it. For example, there are four versions of the command to activate the Subscriber screen:

- **add subscriber name/number**
- **change subscriber name/number**
- **display subscriber name/number**
- **remove subscriber name/number**



All of these commands activate the Subscriber screen with information about the subscriber, whose name or telephone number you typed. The **display** and **remove** versions of the command activate a display-only version of the screen. The add and change versions of the command activate a data entry version of the screen that allows you to make changes to the features assigned to the AUDIX subscriber specified by name/number.

#### Command-Line Abbreviation

For most screen-activation commands, you can enter a minimum unique subset of the full command string and the system expands the entry. For example, the command **change system-parameters sending-restrictions** can be abbreviated to **ch sy s** since this is a unique subset of the full command.

The abbreviation of each word in the command must be represented by the first *n* letters of the word in the correct spelling order, where *n* is the minimum number of letters that uniquely specifies the command word. As a general rule, *n* is equal to 2. In other words, it usually takes two characters to uniquely identify each element of the command line. There are two exceptions to the correct-spelling rule: *announcement-set* is abbreviated *annc*, and *class of service* is abbreviated *cos*.

In the previous example, the string *ch sy s* is acceptable as a unique subset of the full command. However:

- The string **chg sys s** is not acceptable because *chg* is not the first three letters of "change"
- The string **ch s s** is not acceptable because **ch s** is not unique; that is, it could also mean change subscriber or change system-parameters.

Note that hyphenated words such as *system-parameters* and *sending-restrictions* are treated as single words.

#### Command Structure

You can build a command one word at a time. For example, at the beginning of the command line you can press F6 (Choices) to see a list of all valid command verbs. If you then enter **ch**, the system expands *ch* to *change* and lists all valid words that can follow *change*. If you then enter **sy**, the system expands the command line to *change system-parameters* and lists all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system notifies you of the mistake. If you omit a required command qualifier such as a subscriber name or extension, or a port address, the system prompts you for the missing information.

#### Command-Line Help

While you are entering a command, pressing the F6 (Choices) function key displays a menu of allowable command words in the activity window. The choices displayed depend on the position of the cursor in the command line. That is, the allowable command words displayed when you press F6 (Choices) are only those command words that can follow the word or words that are currently to the left of the cursor, if any. Select from the choices displayed on the menu by using the TAB key or arrow keys, or by typing the first one or two characters of the desired menu choice.

## Command History and Command-Line Editing

The system memory retains a list of the 10 most recently entered commands. After you enter a command, you can scroll back through a list of previous commands using the UP ARROW key. Each time you press the UP ARROW key, the previous command in the command list is retrieved. Each time you press the DOWN ARROW key, the next command in the command list is retrieved. The retrieved command is placed on the command line with the cursor at the end of the line. This is a convenient way to reenter commands containing subscriber names or telephone numbers, for example, without retyping the entire command.

The following table shows the editing actions that are possible once you display a previously executed command on the command line.

**Table: AUDIX Administration Command Line History and Editing**

<b>Key</b>	<b>Purpose</b>
F1 (Cancel)	Erases the entire contents of the command line
LEFT ARROW	Moves the cursor to the beginning of the previous word on the command line
TAB or RIGHT ARROW	Moves the cursor to the beginning of the next word on the command line
UP ARROW	Moves through previously completed commands
DOWN ARROW	If you have gone too far through previously completed commands, moves back through the commands
BACKSPACE	Deletes the character preceding the cursor
F4 (Clear Fld)	Clears a single keyword from the command line; for example, if the command line contains the command <code>list cos</code> and you press F4, the command line reads <code>list</code> .
F5 (Help)	Displays a screen explaining the types of help available in the INTUITY AUDIX system
F6 (Choices)	Displays a menu of valid entries for command-line keywords. Once a Choices menu is displayed, press F6 to select the highlighted item from the menu.
F3 (Enter)	Expands a shortened version of a command and activates the screen

#### Example of Command Line History and Editing

You can also combine some of these editing operations. For example, suppose you need to add several subscribers at one time.

To add the first subscriber with extension 1000:

1. Type **add subscriber 1000**
2. Fill in the data entry fields on the screen.
3. Press F3 (Enter) to save the information about this subscriber to the system database.

To add the next subscriber, a new subscriber with extension 2000:

1. Press F4 (Clr Fld).
2. Enter **2000**

This activates the Subscriber screen. It is now ready for you to enter information about the subscriber with extension 2000.

Or, to change the record you just added:

1. Press the UP ARROW key to retrieve the previous command.
2. Press the LEFT ARROW key several times to move to the beginning of the line.
3. Press F1 (Clear Fld) to remove the add keyword.
4. Enter **change** in its place.

### Using AUDIX Administration Screens to Enter Data

Some AUDIX Administration screens have data entry fields into which you enter values, such as subscriber extension numbers, announcement IDs, or class of service names. Other fields are display-only fields. You cannot enter data into display-only fields.

### Moving Between Data Entry Fields

The table for [Screen Navigation Key Descriptions](#) shows the keys that are used to move between data entry fields within a screen.

**Table: Screen Navigation Key Descriptions**

Key	Purpose
TAB and RETURN	Moves the cursor to the next field on the current screen in a left-to-right, top-to-bottom order. From the last field on a screen, this moves the cursor to the first field on the same screen.
SHIFT + TAB	Moves the cursor to the previous field on the current screen in a right-to-left, bottom-to-top order. From the first field on a screen, this moves the cursor to the last field on the same screen.
BACKSPACE	Deletes the last character entered into the field and moves the cursor backward one position.
DELETE	May delete all entries on a screen. Use DELETE only if specifically mentioned on the screen, such as <i>Press Delete to Cancel</i> .
HOME	Moves the cursor to the beginning of the current field.
END	Moves the cursor to the end of the current field.
F4 (Clear Field)	Clears the current field.
F6 (Choices)	Displays a menu listing the valid values, if any, for a field. You can select from the menu entries to populate that field.

### Data Entry

When a screen is activated, the cursor is positioned at the beginning of the first data-entry field. The data entry fields have limits to the number of characters you can enter, depending on the nature of the field. Generally, the length of the field corresponds to the maximum number of characters allowed for that field. To obtain this information, position the cursor in a data entry field and press F6 (Choices). If you type invalid information into a field, the system displays a help message containing information to help clarify the required input.

Some data entry fields are optional, while others require you to enter a value before saving the information to the system database. If you try to save information entered into a screen without entering all of the required information, the system displays a help message noting the missing information.

You can reuse a screen once information entered on it has been saved. Combine the editing and cursor movement operations to place the cursor back at the first data entry field as described in the example on [Example of Command Line History and Editing](#). When you type a character into the first position of a field, the previous contents of the field are cleared and the new characters are entered into it.

### Field Help and Selecting Valid Values from the Choices Screen

When the cursor is in a field, pressing the F6 (Choices) function key displays information about the field and lists the valid values that can be entered in that field, if any. If there are several valid values, you can select one from the list using TAB, SHIFT+TAB, and the arrow keys, or by typing the initial character of a value.

## Passwords

When your system is installed, both the sa (system administrator) and vm (voice messaging administrator) logins come with a default password. You are required to change this password immediately. There are certain minimum standards passwords must follow.

Additionally, you can administer several parameters of the password aging feature that will enhance the level of security the system maintains.

This section provides the procedures for changing passwords setting password aging.

You also administer subscriber default passwords and password aging. See [Reassigning Subscriber Default Passwords](#) for more information.

### Guidelines for Passwords

To minimize the risk of unauthorized people using the INTUITY AUDIX system, follow these guidelines for system administrator passwords.

- Establish a new password as soon as the INTUITY AUDIX system is installed.
- Use 6–11 alphanumeric characters. The password must include at least one numeric character and two alpha characters.
- Never use obvious passwords, such as a telephone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, denver or audix).
- Do not post, share, print, or write down passwords.
- Do not put the password on a programmable function key.
- Change the password at least once per month. You can administer your system to age the password and notify you that a new password is required. See [Setting Administrator Password Aging](#) for more information.

### Changing Passwords

You should immediately change the password for the sa and vm logins after your system is installed. Once the new passwords are established, you should also establish a regular schedule for changing the passwords, for example, at least monthly. Be sure to tell any other AUDIX administrators or system administrators of the change in passwords.

Both system administrators and AUDIX administrators can change passwords. AUDIX administrators who log in with the vm login can change the password for the vm login only. System administrators who log in with the sa login can change the password for both the sa login and vm login.

### Changing a System Password

To change the password for the sa or vm login:

1. Start at the [Administration main menu](#) and select:

```
Basic System Administration
  Password Administration
    Assign/Change Password
```

The system displays the [Assign/Change Password](#) page.

2. At the Login drop-down box, select the login for the password you want to change. If you are changing the password for the first time, type in the default password assigned by the service technician.
3. In the New Password field, type a new password containing 6 to 11 alphanumeric characters.
4. In the Re-enter New Password field, type the new password again for verification.
5. Click Save.  
The system displays a confirmation message.
6. Click **Return to Main** to return to the Messaging Administration main menu.

### Setting Administrator Password Aging

Password aging can be applied to both the sa and vm logins. Aging administrator passwords is strongly recommended to help maintain a high level of system security. However, the sa login can disable the password aging feature for both the sa and vm logins.

To set administrator password aging:

1. Start at the [Administration main menu](#) and select:

Basic System Administration  
    Password Administration  
        Assign/Change Password Aging

2. At the Login drop-down box, select the login for which you want to change aging.
3. Click Save.

The system displays the [Change Password Aging](#) page.

4. Designate the attributes for this login password by selecting Yes/No and type the number of days.
5. For additional information on any field, click the field name.
6. Click Save.

The system displays a confirmation message.

7. To change the aging attributes for other logins, such as vm or sa, click Back (on the browser toolbar) twice, and reselect a login.
8. Click **Return to Main** to return to the Messaging Administration main menu.

### Logging Out of the INTUITY AUDIX System

There are two options for logging out of the Avaya INTUITY system, depending on how you are logged in. If you are logged in as `vm`, you log out of AUDIX Administration. If you are logged in as `sa`, you can exit the AUDIX Administration screens and continue to administer other parts of the system.

#### vm Log Out

If you are logged in as `vm`, you only have access to the AUDIX Administration screens.

To log out of the AUDIX system:

1. At the AUDIX Command Prompt screen enter `command: prompt`, enter **exit**  
The system displays the `login: prompt` or closes the terminal emulator session.

#### sa Log Out of AUDIX

To exit AUDIX Administration and return to the main menu:

1. At the AUDIX Administration screen enter `command: prompt`, enter **exit**  
The system displays the `login: prompt` or closes the terminal emulator session.
2. Click Return to Main.  
The system displays the [Messaging Administration main menu](#).
3. On the Main Menu, click Log Off.



### Remote Administration

The Avaya INTUITY AUDIX system supports both local access and remote access for system administration. Local access for administration is supported using the system's dedicated monitor and keyboard. Remote access for administration is supported through a terminal and modem connected to the USB or serial port on the CPU or via the LAN. Remote access capabilities are a standard Avaya INTUITY AUDIX system feature.

PPP and password overview

Remote administration from outside of an internet firewall now requires that a PPP connection be established on the INTUITY AUDIX LX system. PPP (Point-to-Point Protocol) is a protocol for communication between two computers using a serial interface, in this case your personal computer connected by phone line to the INTUITY AUDIX LX system. Once the SAPP parameters are established on the INTUITY AUDIX LX system, you can then log in over the Internet through a web browser using the sa or vm login.

The 7400B and 7400A data modules are no longer used to log in to the system over a modem.

Remote administration topics are organized as follows:

- [Remote administration from inside an intranet firewall](#)
- [Remote administration using a PPP connection outside an intranet firewall](#)

**CAUTION:**

The Avaya INTUITY system allows more than one person to perform the same function on the same screen, for example, adding a subscriber to the INTUITY AUDIX system database. However, if two people happen to be editing the same subscriber's profile, only the changes made by the person who saves the screen last are written to the system database. The other person's changes are lost.

### Function Key Substitutes for Remote Login

With some remote administration setups, the function keys are inoperable in the Messaging Administration screen. Therefore it may be necessary to use keystrokes as a substitute for onscreen or keyboard function keys.

**Messaging Administration Screen Function Key Substitutes**

The [Function Key Substitutes](#) table lists the keystrokes that you use in place of the function keys.

**Table: Function Key Substitutes**

<b>Function Key</b>	<b>Keystroke Substitution</b>
F1 (Cancel)	CONTROL+X
F2 (Refresh)	CONTROL+L
F3 (Enter)	CONTROL+E
F4 (Clear Fld)	CONTROL+K
F5 (Help)	CONTROL+W
F6 (Choices)	CONTROL+C
F7 (NextPage)	CONTROL+N
F8 (PrevPage)	CONTROL+P
DOWN ARROW	CONTROL+I
BACKSPACE	CONTROL+H
TAB	CONTROL+J

### Adding Switch Time Zones

The AUDIX system must know the time zones in which the switches that it serves in a Distributed Communications System (DCS) network are located.

**Note:** This procedure is valid for DEFINITY switches only. See your switch documentation to ensure correct administration procedures.

To administer switch time zones:

1. Start at the [Administration main menu](#) and select:

```
Global Administration
  Messaging Administration
```

The system displays the [SSH User Authentication dialog box](#). Enter your login, for example, sa or vm, in the `User name` field and your password in the `Password` field. Click **Login**. The system then displays the [AUDIX Command Prompt screen](#).

2. At the `enter command:` prompt, type **change switch-time-zone**.

The system displays the [Switch Time Zone Screen](#).

Enter information for those switches that are part of your DEFINITY communications system network according to the information in the table for [Field Definitions: Switch Time Zone Screen](#).

3. Press F3 (Enter) to save this information to the system database.
4. Enter **exit** or another administrative command at the `enter command:` prompt.

### Checking and Setting the System Clock

The Avaya INTUITY system uses the Linux system clock to perform certain time-dependent tasks, such as placing a time stamp on voice messages and doing the nightly backup of critical system data. The clock was probably set during the installation of your system, but you should check it during this getting-started phase. Check it again monthly, and whenever a daylight savings time change occurs.

When you set the system time for the Avaya INTUITY system using the procedures in this section, you set both the Linux system clock and the on-board (hardware) real-time clock. You should synchronize the Avaya INTUITY system to the switch or synchronize the Avaya INTUITY system and the switch to a real-time source.

To check the Linux date and time:

1. Start at the [Administration main menu](#) and select:

```
Basic System Management
  Date and Time Administration
```

The system displays the [Linux Date and Time page](#).

2. Check the date and time information.
3. If there are no inaccuracies, click Return to Main to return to the Administration main menu. If there are inaccuracies, correct them according to the information in the online help. To see the online help, click on any field name or on the Help button.
4. Click Save to save the date and time changes.  
The system logs a message to the Administrator's Log informing you of any changes made to the Linux date and time.
5. Click **Return to Main** to return to the Messaging Administration main menu.

The system does not reset to the new date and time changes until the system is restarted. You must set the changes by stopping and starting the voice system. See [Stopping](#) and [Starting](#) the voice system for more information.

## Installation

### Installation Prerequisites

This topic covers the following items:

- [Intended audience](#)
- [Safety and security alert labels](#)
- [General precautions](#)
- [FCC statement](#)
- [DOC interference information](#)
- [Site preparation](#)
  - [Environmental considerations](#)
  - [Installation area considerations](#)
  - [Weight and space considerations](#)
  - [Power requirements](#)
- [Shipment Contents](#)
- [Saving Packing Materials](#)

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

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

**WARNING:** indicates the presence of a hazard that if not avoided can cause death or severe personal injury.

**DANGER:** indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

## General Precautions

**NOTE:** The following applies for system installations in Sweden, Finland and Norway only.

The system relies on a ground connection through the main plug with an earth contact. Because of unreliable earthing concerns in Sweden, Finland and Norway, the system must be installed by Service Personnel in a restricted access location. A restricted access location is defined as access that can be gained by only Service Personnel or Customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the system is gained by the use of a tool (such as a lock and key) or other means of security.



### **CAUTION:**

Lithium battery(ies) included with this system. Do not puncture, mutilate, or dispose of battery (ies) in fire. Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by manufacturer. Dispose of used batteries in accordance with the manufacturer's instructions and your local regulations.

**ATTENTION:** Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type équivalent recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

## 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 rules. 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, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/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 numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

## Site preparation

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

- [Environmental considerations](#)
- [Installation area considerations](#)
- [Weight and space considerations](#)
- [Power requirements](#)

## Environmental considerations

Place the system in an area where the environmental conditions shown in the following table are maintained.

Operating State	Temperature	Humidity
Operating	+10 to +35°C (+50 to +95°F)	20 to 80%, noncondensing
Non-operating (in storage or being shipped)	-20 to +60°C (-4 to +140°F)	20 to 80%, noncondensing

## Installation area considerations



### CAUTION:

Observe the following when determining where to place the system:

- Use only the power cord assembly provided to connect the system to an AC main outlet.
- Install the system within 6 feet (2m) of a grounded AC main outlet.
- Do not use extension cords with the system.
- Ensure that the AC main outlet to be used to power the system (via the power cord) is a grounded outlet. If you are unsure of the ground integrity of the outlet, have a trained and certified electrician check the outlet.
- Consideration must be given to the connection of the system to a branch circuit with respect to overload or overcurrent protection. Check the system ratings to ensure that, together with other equipment connected to the same branch circuit, that an overcurrent or overload condition does not exist.
- Maintain an air-distribution system that provides adequately cooled, filtered and humidity-controlled air.
- Do not install the system such that the ventilation or fan openings will be blocked.

**NOTE:** The following applies for system installations in Sweden, Finland, and Norway only.

The system relies on a ground connection through the main plug with an earth contact. Because of unreliable earthing concerns in Sweden, Finland and Norway, the system must be installed by Service Personnel in a restricted access location. A restricted access location is defined as access that can be gained by only Service Personnel or Customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the system is gained by the use of a tool (such as a lock and key) or other means of security.

## Weight and space considerations

The following table lists the approximate weight, size, and depth of each system.

**Table: System Weight and Space Considerations**

Weight	Height	Width	Depth
29 lb (13 kg)	19 in. (49 cm)	9 in. (23 cm) with stabilizing feet	18 in. (46 cm)

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

The following table lists the approximate weight, size, height, and depth for the monitor, keyboard, and printer.

**Table: Peripheral Weight and Space Considerations**

Peripheral	Weight	Height	Width	Depth
Monitor	27 lb (12.2 kg)	14 in. (35 cm)	14 in. (36 cm)	15.4 in. (39 cm)
Keyboard	5 lb (2.3 kg)	2.5 in. (6.4 cm)	19 in. (48 cm)	8 in. (20.5 cm)

A monitor is not necessarily ordered and shipped for each system. The weight and space considerations listed are for those shipments that include a Sampo 15-inch monitor.

## Power Requirements for the S3210 Platform of INTUITY AUDIX LX

The following table lists the power requirements for the system.

Attribute	Requirement
Volts AC (VAC)	90–240 (auto-sensing)
Hertz (Hz)	50-60 (+/- 3 Hz)
Phase	Single
Amps (US)	5A (maximum)
AMPS (International)	2.5 (maximum)
Input cords	NEMA 5–15P plug; 6 ft (2 m) long
Unit input receptacles	IEC320 inlet
Maximum Power Output	260 W
Heat Dissipation	887 BTU



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

- Locate each unit within 6 feet (2 meters) of its power receptacle.
- Keep the communication cables separate from the power cables.
- Install communication and power cables in accordance with National Electrical Codes (NEC).

**CAUTION:**

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

## Shipment Contents

The customer should have received boxes containing the computer, keyboard, and monitor (if ordered).

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

- The system chassis. Turn out the stabilizing feet on the bottom of the computer case.
- One 6-foot to 8-foot (2-meter to 3-meter) power cord (depending on country in which you are doing the installation)
- One keyboard with on-board mouse and split connector cord
- One 4-pin RJ11 cable for each voice port purchased
- One LAN cable
- One monitor and power cord, if ordered
- One Maintenance Modem, and required cables

## Saving Packing Materials

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

- Antistatic bags
- Cardboard and foam inlays

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

Also save the shipping cartons for the keyboard and monitor.

## Connecting Peripheral Devices

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

- [Monitor](#)
- [Keyboard and mouse](#)
- [Modem](#)

## Connecting the Monitor

A monitor is available for purchase for use with the INTUITY AUDIX LX system or the customer can supply a monitor. Two cables connect the monitor to the system:

- **Video cable connector:** The video cable connector has a video input connector at one end. The other end of the cable is permanently attached to the monitor.
- **Power cable:** The power cable for the monitor connects to a standard AC outlet.

To connect the monitor cables:

1. Plug the video cable connector from the monitor directly into the video connector located on the back of the chassis.
2. Tighten the thumbscrews on the video cable connector with your fingers or with a small flatblade screwdriver.
3. Plug the female end of the power cable into the monitor.
4. Plug the male end of the power cable into a grounded AC outlet.
5. Log in as `craft` or `sa`, and verify that it displays system information well enough to do initial administration.

If the Sampo Alphascan 511 monitor isn't purchased with the system, any 15" or greater monitor can be connected and will function properly, though some additional configuration steps may be necessary. If the display is poor, perform the following process after powering up:

1. Log off of the console. If the display is so poor that you cannot see the mouse pointer well enough to exit or log off, you can exit by pressing CTRL+ALT+BACKSPACE simultaneously.
2. Log in at the console as **monitor** with the password of **monitor**.
3. On the text-based display, attempt to find the brand name of the monitor to be used. Use the down arrow or PageDown keys to scroll through the list of many available monitors, or try typing the first letter of the brand name.
4. Use the TAB key to move between the menu and the buttons, if necessary.
5. Highlight the name of the monitor that most closely matches the customer's monitor, then press ENTER.  
The monitor screen flashes during testing and adjusting, then the cursor returns to the login prompt.
6. Log in to the system with `craft` or `sa`, as appropriate, and see if the display has improved.
7. If the display is still poor, relogin as **monitor** and select the Generic monitor setting, which is the first one on the list.
8. If there is still no improvement, the customer must supply a different monitor.

### Connecting the Keyboard and Mouse

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

The mouse provided with the INTUITY AUDIX LX system is onboard the keyboard. The connector for the provided mouse splits off from the keyboard cable. A female DIN receptacle is located in the back of the system, next to the keyboard receptacle. The mouse receptacle is green.

If the customer chooses, the customer can provide a standard mouse and plug the mouse cable into the mouse receptacle.

### Connecting the Modem

A serial modem is provided with INTUITY AUDIX LX for remote maintenance. You can also purchase a USB modem with the LX system or supply your own serial modem.

Select one of the procedures below to connect a modem to the INTUITY AUDIX LX system.

#### Supplied Serial Modem

To connect the supplied serial modem:

1. Verify that dip switches 3, 5, and 8 are in the down position (this should be the default).
2. Connect the 25-pin end of the provided 25-pin to 9-pin cable to the modem. A 25-pin extension cable is also provided for use if needed.
3. Connect the 9-pin end of the 25-pin to 9-pin cable to COM2 on the back of the INTUITY AUDIX LX system.
4. Plug one end of an analog phone cord into the TELCO jack on the modem.
5. Plug the other end of the analog phone cord into an analog telephone jack.
6. Plug the modem's power supply into the modem's power jack and into an electrical outlet.
7. Turn on the modem's power and then verify that the CS light on the front panel of the modem is lit.

Once the modem is connected, you must administer its connection in the INTUITY AUDIX LX system software. [Activate the Modem](#) instructs you to do that after you log in to the system for the first time.

#### USB or Customer-Supplied Serial Modem

**CAUTION:**

[Access Security Gateway](#) (ASG) authentication is only available through a serial modem. USB modems do not support ASG.

To connect a USB or customer-supplied serial modem:

1. Follow the manufacturer's instructions to connect the modem to the system.
2. Administer its connection in the INTUITY AUDIX LX system software by following the steps in [Activate the Modem](#).

### Connecting the Analog-line Interface Cards

This topic provides the basic information you need to connect the analog-line interface cards installed in the INTUITY AUDIX LX system to the switch.

The INTUITY AUDIX LX system supports a maximum of three analog-line interface cards. Each card has four RJ-11 jacks on its bracket (see Back View of Platform for reference). Each RJ-11 jack supports one voice channel.



#### **WARNING:**

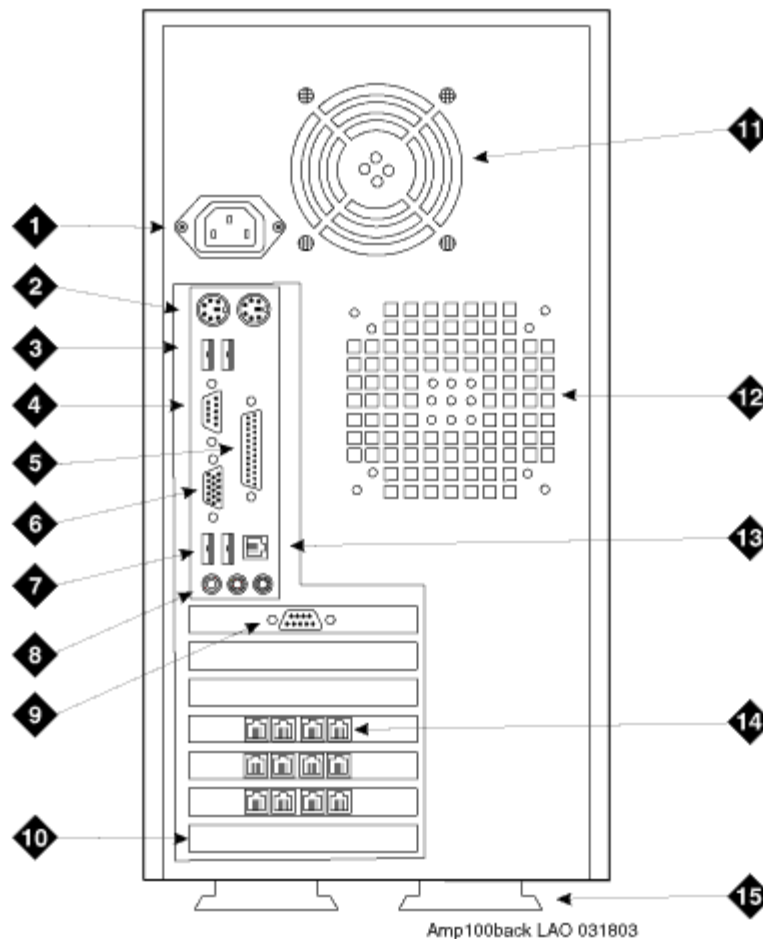
Damage from electrostatic discharge is possible. See Protecting Against ESD Damage for more information.

To connect the analog-line interface cards to the switch:

1. Plug a phone cable into each RJ-11 jack on the first card.
2. Plug the other end of each phone cable into the switch.
3. Repeat steps 1 and 2 for each installed card.

### Back View of Platform

- 1 AC power receptacle
- 2 Keyboard/mouse connectors
- 3 USB ports
- 4 Monitor connector
- 5 Parallel port
- 6 Serial port
- 7 USB ports
- 8 Speaker and microphone
- 9 COM2
- 10 Unused Slot
- 11 Fan
- 12 Fan exhaust
- 13 LAN connector
- 14 RJ-11 jacks
- 15 Stabilizing feet



**Restoring Power to the Platform**

To restore power:

1. If necessary, attach the power cord and the monitor cord to the system.
2. Plug the power cord into the PC's power outlet (see [Back View of Platform](#)).
3. Turn on the monitor's power switch.  
The power lamp on the monitor should be lit.
4. Press the power button on the front of the PC.  
The green lamp on the front of the PC should be lit.

## Checking the Voice System, Modem, and Network Addressing

This section assumes that the system just arrived from the factory and you have cabled the components together, or that you have successfully installed or updated the system software.

## Accessing the system

Once the software is installed, you can access the system administration in either of two ways:

- From the console with the Netscape browser
- From any computer that has LAN access and a browser

### Log in to the system from the console

1. At the console, log in as craft (or sa if you are the system administrator) with the default password.
2. As soon as you log in, the system displays the Netscape browser with the Messaging Administration main menu.

If you have logged in as TSC, rather than craft or sa, type **webadmin** to display the web-based administration pages. If you choose to administer the system from the command line, the system populates the web-based administration pages for you.

### Access the web-based administration pages

1. From a separate system, use your favorite browser and enter the address: `http://hostname.dr.avaya.com` where hostname is the name of the machine.
2. Use the craft login (or sa if you are the system administrator) with the default password.
3. The first time you log in at the console, the system displays a Netscape license agreement. Click Accept to continue.
4. If you do not see the Avaya login page that asks for Login and Password, then make sure you have properly typed in the machine name.

**Warning :** *Access to this system is restricted to authorized users for business purposes. Unauthorized access is a violation of the law. This service may be monitored for administrative security reasons. By proceeding, you consent to this monitoring.*

#### Please login

Login:	<input type="text"/>
Password:	<input type="password"/>
	<input type="button" value="login"/>

As soon as you log in, the system displays the Administration Main Menu in your browser.

## Check the Voice System Status

The voice system automatically starts, but make sure that it is running. You can view the System Status, which includes information on the state of the voice system. To view System Status:

1. From the web-based Messaging Administration main menu, select:

```
System Configuration and Status
  System Status
```

After a short wait, the system displays the System Status page.

2. Scroll down the System Status page to verify that the voice system (Messaging Software) is running. Look for the entry "Voice System is Up." If the voice system is not up, Start the Messaging Software by selecting Utilities from the Main Menu.
3. Click Return to Main Menu.

## Activate the Modem

1. Log in to the system with the craft login and password.
2. From the web-based Messaging Administration main menu, select:

```
Basic System Administration
  Modem and Terminal Administration
    Install Modem/Terminal Software
```

The Install Modem/Terminal Software page displays.

**Install Modem/Terminal Software**

[Status](#)

Check the box of the device to be installed.

Serial Modems and Terminals				
Device Port	Device Type	Modem Type	Speed	Modem Init String
<input type="checkbox"/>	COM1 (/dev/ttyS0):	Modem	USR 5686D	38400 AT No data is permitted for this modem type
<input checked="" type="checkbox"/>	COM2 (/dev/ttyS1):	Modem	USR 5686D	9600 AT No data is permitted for this modem type

USB Modem				
Device Port	USB Modem Connected?	Modem Type	Speed	Modem Init String
<input type="checkbox"/>	USB Modem 1 (/dev/usbmodem0):	No	DSB-560	38400 AT No data is permitted for this modem type
<input type="checkbox"/>	USB Modem 2 (/dev/usbmodem1):	No	DSB-560	38400 AT No data is permitted for this modem type

3. Complete the fields for the modem you are administering. See the online Help for additional information about each field.

- Click **Save** at the bottom of the page.

## Establishing System LAN Settings

- Log in to the system as craft or sa.
- Click Accept to accept the Netscape license agreement.
- From the web-based Messaging Administration main menu, select:

```
Basic System Administration
  TCP/IP Administration
    Network Addressing
```

- Complete the Network Addressing page using information from the configuration notes or the system administrator. See the online help for additional information about each field.
- Click Save at the bottom of the Network Addressing page.

Note that the format of the Network Addressing page is slightly different on the console interface. For example, instead of a radio button with a dot to indicate DNS, the field is a color-shaded diamond.

### Network Addressing

[Status](#)

**Host Name:**  **Default Gateway Address:**

---

<p><b>TCP/IP Interface:</b> <input type="text" value="eth0"/></p> <p><b>Primary Name + Domain:</b> <input type="text" value="host.company.com"/></p> <p><b>IP Address:</b> <input type="text" value="135.9.80.121"/></p> <p><b>Subnet Mask:</b> <input type="text" value="255.255.255.0"/></p> <p><b>Network Media Type:</b> <input type="text" value="Auto_Detect"/></p>	<p><b>Enable DNS ?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p><b>Domain Name:</b> <input type="text"/></p> <p><b>Name Server:</b> <input type="text"/></p> <p><b>Search Order:</b> <input type="text"/></p>
---	---

• [TCP/IP Diagnostics](#)

---

The installation is complete. Continue with [Add Switch Integration Software and Language Packages](#).



## Install Additional Language Software

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)

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

Use the INTUITY AUDIX LX Languages CD to install additional announcement sets:

1. Log on as `craft` (for a new installation) or `sa` (if restoring a system). The `sa` default password is **sapasswd**.
2. From the web-based Messaging Administration main menu, select:

```
Utilities
  Software Management
    Software Installation
```

3. Follow the on-screen instructions to insert the CD.
4. Click **CD** (or another installation media if applicable).
5. The system warns you that system data should be backed up. If necessary perform a system backup. If the system is new, no data needs to be backed up.
6. Click **Continue Operation**.

The system displays a list of packages available on the CD, either software packages or additional language sets depending on which CD you have inserted. Packages that have already been installed are marked with "=".

7. Select the language packages you want to install.
8. Press PageDown to see the bottom of the page, then click **Install selected packages**.

The system displays a list of packages to be installed.

9. Review the list, then click **Proceed with installation**.

The system begins the installation and displays installation status messages. The installation is complete when the pointer changes from a wristwatch to an X.

10. After the software is installed, press PageDown to see the bottom of the status page.
11. If all software was installed successfully, remove the CD from the CD drive.
12. Click **Restart the System**.
13. After the system restarts, press Enter to return to the prompt, and log in.
14. From the web-based Messaging Administration main menu, select:

```
Utilities
  Software Management
    Start Messaging System
```

15. If the system is to be shipped, stop the voice system and power off the system. If the

system is to be administered now, go to [Install Switch Integration Software](#).

## Install Switch Integration Software

**NOTE:** Before continuing, confirm that the switch integration you plan is certified as generally available (GA). You can find the list of GA switch integrations and the certification process by following these links:

- Go to: <http://support.avaya.com>
- Click "Messaging" in the left column.
- Scroll down until you see the INTUITY heading in the center column.
- Under INTUITY AUDIX LX, click "General Info".

The configuration notes on this website are updated as additional switch integrations are released. If the switch integration:

- **is GA**, you can download the configuration notes for your integration and then complete the integration.
- **is not GA**, you must follow the re-certification process to ensure support from Avaya. This process is listed in the IALX SWINS Controlled Introduction Process link on the same web page as above.

Install one of the two switch integration packages. The system default is that no switch integration package is installed. The two choices are:

- OverLAN Switch Integration
- Inband Switch Integration

You can only have one switch integration software package installed on the system at one time. If one package is already installed and you want another, you must remove the first package before installing the second package.

1. Log on as craft (for a new installation) or sa (if restoring a system). The sa default password is **sapasswd**.
2. From the web-based Messaging Administration main menu, select:

```
Utilities
  Software Management
    Software Installation
```

3. Switch Integration software is included on the main INTUITY AUDIX LX software CD. Obtain the CD, then follow the on-screen instructions to insert the CD.
4. Click **CD** (or another installation media if applicable).
5. The system warns you that system data should be backed up. If necessary, perform a system backup. If the system is new, no data needs to be backed up.

The system displays a list of packages available on the CD, including the two switch integration packages: OverLAN and Serial-Inband.

6. Select the switch integration package you want to install. If you know which type of switch integration you plan to do, based on configuration notes, select the corresponding software package. You can only have one switch integration software package installed on the system at one time.
7. Press **PageDown** to see the bottom of the page, and click **Install selected packages**.

The system displays a list of packages to be installed.

8. Review the list, then click **Proceed with installation**.

The system begins the installation and displays installation status messages. The installation is complete when the pointer changes from a wristwatch to an X.

9. After the software is installed, press PageDown to see the bottom of the status page.
10. If the software was installed successfully, remove the CD from the CD drive.
11. Click **Restart the System**.

After the system restarts, it displays the message:

Press Enter to return to prompt...

12. Press Enter, then log in.
13. If the system is to be moved or shipped, stop the voice system and power off the system. If system data is to be restored, go to [Performing a Restore](#). If the system is to be administered now, go to the next section.

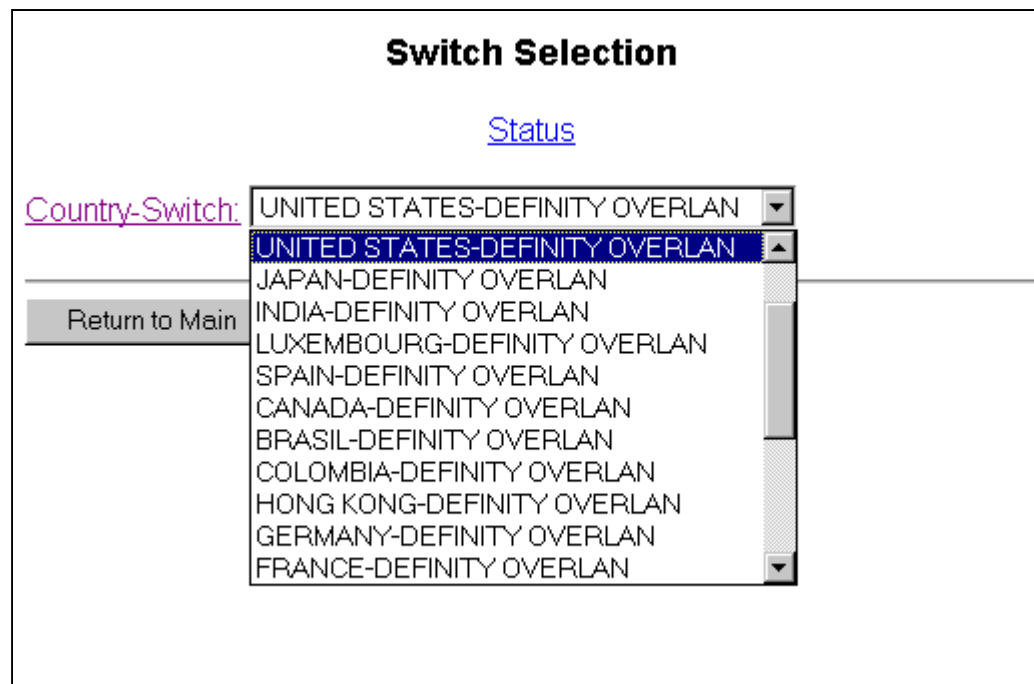
## Select the Switch Integration

When the appropriate switch integration software package is installed, select the switch integration type:

1. From the web-based Messaging Administration main menu, select:

```
Basic System Administration
  Switch Selection
```

The system displays the Switch Selection page with a drop-down list of switch configurations. The list varies depending on which switch software package you installed.



2. Click on the drop-down list and select the switch and country that matches the customer site.
3. Click **Save**.

The system displays a confirmation message and also a message that says you need to stop and start the Voice System.

4. Stop and start the Voice System.

## Administering Switch Integration

The INTUITY AUDIX LX system must be correctly integrated with the switching system so that the two can share call information. All switch integration setup and configuration is performed using web-based administration pages.

Switch Integration refers to the sharing of information between a voice messaging system and a switch to provide a seamless interface to callers and system subscribers. A fully integrated voice messaging system answers each incoming telephone call with information taken directly from the switch. Switch integration is required in every INTUITY AUDIX LX system configuration.

When planning your next switch integration, check first to see whether it is certified for general availability (GA). You can find the list of GA switch integrations and the certification process by following these links:

- Go to: <http://support.avaya.com>
- Click "Messaging" in the left column.
- Scroll down until you see the INTUITY heading in the center column.
- Under INTUITY AUDIX LX, click "General Info".

The configuration notes on this website are updated as additional switch integrations are released. If the switch integration:

- **is GA**, you can download the configuration notes for your integration and then complete the integration.
- **is not GA**, you must follow the re-certification process to ensure support from Avaya. This process is listed in the IALX SWINS Controlled Introduction Process link on the same web page as above.

## Initial System Administration

This section assumes that you have successfully completed the software installation or upgrade process.

### Accessing the system

Once the software is installed, you can access the system administration in either of two ways:

- From the console with the Netscape browser
- From any computer that has LAN access and a browser

#### Log in to the system from the console

1. At the console, log in as craft (or sa if you are the system administrator) with the default password.
2. As soon as you log in, the system displays the Netscape browser with the Messaging Administration main menu.

If you have logged in as TSC, rather than craft or sa, type **webadmin** and press Enter to display the web-based administration pages.

#### Access the web-based administration pages from a remote machine

1. From a separate system, use your favorite browser and enter the address:  
http://hostname.dr.avaya.com where hostname is the name of the INTUITY machine.
2. Use the craft login (or sa if you are the system administrator) with the default password.
3. If you do not see the login page that asks for Login and Password, then make sure you have properly typed in the machine name.

**Warning :** *Access to this system is restricted to authorized users for business purposes. Unauthorized access is a violation of the law. This service may be monitored for administrative security reasons. By proceeding, you consent to this monitoring.*

#### Please login

Login:	<input type="text"/>
Password:	<input type="password"/>
	<input type="button" value="login"/>

As soon as you log in, the system displays the Administration Main Menu in your browser.

## Administering Basic Channel and Number Settings

Many of the settings in this system come from switch integration configuration notes or from the switch integration worksheet. Start at the web-based administration login page and log in as craft.

### Call Transfer Administration

1. From the web-based Messaging Administration main menu, select:

Voice System Administration  
 Call Transfer Administration  
 Add Allowed Numbers

### Add Allowed Transfer Numbers

[Status](#)

	From	To
<a href="#">Transfer Numbers</a> :	0	99999

2. Make 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.

### Voice Equipment Administration with Switch Integration

1. From the web-based Messaging Administration main menu, select:

Voice System Administration  
 Voice Equipment Administration  
 PBX Extensions to Channels

### Assign PBX Extensions to Channels

[Status](#)

<a href="#">Starting PBX Extension</a> :	3035381000	Enter a phone number, up to 7 digits.
<a href="#">Starting Channel Number</a> :	0	Enter a number.
<a href="#">Ending Channel Number</a> :	3	Enter a number.



2. Make the following field settings, as specified by the customer and as shown on the example screen.

Field	Setting
Starting PBX Extension	enter the phone number for the first channel
Starting Channel Number	0 - start at channel 0
Ending Channel Number	3 - enter the last channel number (on a 4-port system the number is 3, on an 8-port system the number is 7, on a 12-port system the number is 11)

3. Click Save.

The system displays a confirmation message.

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

Voice System Administration  
 Voice Equipment Administration  
 Services to Channels

## Assign Services to Channels

[Status](#)

**Channel:**  Enter channel numbers and/or range of numbers.

**Service:**

5. Make the following field settings, as shown on the example screen.

Field	Setting
Channel Numbers	all
Service Name	*DNIS_SVC

6. Click Save.

The system displays a confirmation message.

7. From the web-based Messaging Administration main menu, select:

Voice System Administration  
 Number Services Administration  
 Assign Service

### Assign Number Service

[Status](#)

**Called Numbers:**  to

**Calling Numbers:**  to

**Service:**

8. Make the following field settings, as shown on the example screen.

Field	Setting
Called Numbers	any to - the field after the "to" is blank
Calling Numbers	any to - the field after the "to" is blank
Service Name	AUDIX

9. Click Save.

The system displays a confirmation message.

10. From the web-based Messaging Administration main menu, select:

Voice System Administration  
 Voice Equipment Administration  
 State of Voice Equipment

## Change State of Voice Equipment

[Status](#)

**New State:**

**Equipment:**

**Equipment Number:**  Enter a valid number or range (e.g. 0,1,2 or 0 1 2 or 2-4 or "all").

**Change Immediately?**

11. Make the following field settings, as shown on the example screen.

Field	Setting
New State	inserv
Equipment	card
Equipment Number	all
Change Immediately?	Yes

12. Click Save.

The system displays a confirmation message.

13. From the web-based Messaging Administration main menu, select:

Diagnostics  
     Voice Equipment Diagnostics  
         Display

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

15. If the state of the voice card is FOOS rather than Inserv, perform the following steps:
- a. From the web-based Messaging Administration main menu, select Diagnostics, Voice Equipment Diagnostics, Display.
  - b. Look for any channels in the state of FOOS. If there are none, continue onto the next section.
  - c. If there are channels in the state of FOOS, go to Diagnostics, Voice Equipment Diagnostics, Diagnose.
  - d. Complete the Diagnostics page:

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

- e. Click Diagnose.
- f. Wait a few minutes while the system fixes any of the FOOS channels.
- g. Click Back, then click Display. All channels should now be Inserv. If one or more channels remain as FOOS, there is a phone line problem.

## Administering Message Core

Installation worksheets or customer input may be required for many of the Message Core settings.

### Overview

To access the Messaging Administration screens:

1. From the web-based Messaging Administration main menu, select:

```
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.

2. Type your login and password, then click **OK**. If you are prompted for a terminal type, type **vt100**.

Note that from the terminal the functions keys do not always work. 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

## Basic Administration

Set the Machine Profile for the local INTUITY AUDIX LX machine:

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

```

Bristol           Active           Alarms: mWA           Logins: 1
change machine           Page 1 of 2
MACHINE PROFILE
Machine Name: Bristol           Machine Type: tcpip           Location: local
Voiced Name? n           Extension Length: 5
Voice ID: 0           Default Community: 1
ADDRESS RANGES
Prefix           Start Ext.           End Ext.           Warnings
1: _____           00000           99999
2: _____
3: _____
4: _____
5: _____
6: _____
7: _____
8: _____
9: _____
10: _____
enter command: change machine
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage

```

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

Field	Setting
Machine Name	change from "local" to the hostname of your machine
Start Ext	00000 This assumes you have a five-digit dial plan. If you have a 4 digit dial plan enter 0000 and 9999.
End Ext	99999

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. Leave Updates In and Out set to N.
4. Press F3 (Enter).
5. At the AUDIX command prompt, type **change system-parameters outcalling** and press ENTER.

```

bristol          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

```

6. Make the following field settings, as shown on the example screen, and then press F3 (Enter).

Field	Setting
Outcalling Active?	y (or as specified by the customer)

7. At the AUDIX command prompt, type **change system-parameters fax-options**.

```
bristol          Active          Alarms: mWA          Logins: 1
change system-parameters fax-options          Page 1 of 1
          SYSTEM-PARAMETERS FAX

Fax Enabled? 

Fax Server Name: Fax

Fax Deliveries To All The Specified Dial Strings Are Allowed/Denied: denied

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



8. Make the following field settings, as shown on the example screen, and then press F3 (Enter).

Field	Setting
Fax Deliveries To All The Specified Dial Strings Are Allowed/Denied	denied  This is customer preference. See <a href="#">FAX Messaging</a> and the following table to understand how fax dialing is allowed or denied.  Setting this field as "denied" does allow fax to work. If you select "allowed" instead, then you must use the <b>add fax-dial-string</b> command. The fax dial string is a list of the leading digits of the phone number that users can send a fax to.

Subscribers Can Send or Print Faxes To:	On the <a href="#">System-Parameters Fax-Options Screen</a> , choose:	On <a href="#">Fax-Dial-String Screen</a> :
Any telephone number	Denied	Do not specify any dial strings.
Any telephone numbers except for ones you want to deny access	Denied	Specify dial strings that begin telephone numbers that subscribers <i>cannot</i> use.
Only specific telephone numbers	Allowed	Specify only the dial strings that begin telephone numbers that subscribers <i>can</i> use for sending or printing faxes.

9. If you are using OverLAN switch integration, change the System Parameters Features form. If you are not using OverLAN, skip 3 steps to the next command.
10. At the AUDIX command prompt, enter **change system-parameters features**. Press F7 (NextPage) twice to view page 3 of the form.

```

bristol          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: digits
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

```

- Make the following field settings, as shown on the example screen, and then press F3 (Enter).

Field	Setting
Transfer Type	enhanced_cover_0 (or as specified by the customer)  Note: Transfers do not work using the InBand Integration, so do not enable it.
Transfer Restriction	digits  Note: You can only make this setting with a tsc login. Contact the support center for assistance.

The system displays the message:

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

- Press F3 (Enter).
- At the AUDIX command prompt, enter **change cos 0**.

```

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

```

14. Make the following field settings, as shown on the example screen, and then press F3 (Enter).

Field	Setting
Outcalling?	y (or as specified by the customer)

15. Repeat the steps for COS 1.
16. If the system is using digital networking, do the following:
- At the AUDIX command prompt, enter **change system-parameters limits**.
  - Change the Administered Remote Users setting to 10000.
  - Press F3 (Enter) to save.

17. Create a test subscriber by starting at the AUDIX command prompt, and entering **add subscriber**.

```

bristol      Active      Alarms: m A      Logins: 3
add subscriber      Page 1 of 2
SUBSCRIBER

Name: Test Sub      Locked? n
Extension: _____ 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: TestSub@bristol.dr.avaya.com

Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber

```

18. Make the following field settings, as shown on the example screen, and then press F3 (Enter).

Field	Setting
Password	1
COS	class00

19. Repeat for additional test 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
  - Avaya Site Administration (ASA) tool
  - [Administration and Data Acquisition Package \(ADAP\) software](#)
  - ProVision software
20. At the AUDIX command prompt, exit AUDIX Administration by typing **exit** and pressing Enter.

The screen displays the message "Connection closed."

## Digital Networking

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

To set information for the remote machine (the one you want to network to):

1. Enter **change 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.

```

bristol          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: 5
Voice ID:          Default Community: 1

ADDRESS RANGES
Prefix          Start Ext.      End Ext.      Warnings
1: _____  00000         99999
2: _____
3: _____
4: _____
5: _____
6: _____
7: _____
8: _____
9: _____
10: _____

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

```

2. Set the Machine Name, Machine Type, Extension Length, Start Extension, and End Extension.
3. Press F7 (NextPage).

```
bristol          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? n  Out? n

Send to Non-Administered Recipients? N

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

4. On Machine Profile, page 2, set the IP Address of the remote machine.
5. In the Password field, set the networking password for the remote machine.
6. For now, do not allow Updates In or Out. Both fields should be set to N.
7. Press F3 (Enter).
8. Perform required set-up steps on the remote system.
9. For additional information about networking, check the documentation for the other system and the Networking procedures on the INTUITY AUDIX LX documentation CD.

## Administer Internet Messaging

Plan to make these changes to activate Internet Messaging before load is running or when usage is low.

1. From the web-based Messaging Administration main menu, select:

```
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.

2. Type your login and password, then click **OK**.
3. Type **add subscriber** and press Enter.
4. On the Subscriber screen, make the following settings:
  - Name: PostMaster
  - Extension: 89998 is suggested, but any valid extension is acceptable.
5. Note the PostMaster extension.
6. Press F3 (Enter) to save the subscriber information.

```
bristol      Active      Alarms: mWA      Logins: 1
change subscriber 89998      Page 1 of 2
SUBSCRIBER

Name: PostMaster      Locked? n
Extension: 89998      Password: _____
COS: class00      Miscellaneous 1: _____
Switch Number: 1      Miscellaneous 2: _____
Community ID: 1      Miscellaneous 3: _____
Secondary Ext: _____      Miscellaneous 4: _____
Account Code: _____      Covering Extension: _____
Broadcast Mailbox? n

Email Address: _____

enter command: change subscriber 89998
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage
```

7. From the web-based Messaging Administration main menu, select:

```
Feature Administration
  Internet Messaging
    General Options and Settings
```

8. Click on the Yes radio buttons to enable POP3 and LDAP.

9. Click **Submit** to save the changes, then click **Next**.

## Internet Messaging: General Options and Settings

- ? Maximum number of INCOMING SMTP sessions:
- ? Maximum number of OUTGOING SMTP sessions:
- ? Copy email address as friendly name?  Yes  No
- ? Allow name lookup on incoming?  Yes  No
- ? Put RFC822 headers into text?  Yes  No
- ? Accept mail from Trusted Server?  Yes  No
- ? POP3 enabled?  Yes  No
- ? LDAP enabled?  Yes  No

10. On the Mail Options page, locate the Postmaster Extension box. Type the extension you just added for the Postmaster.
11. Click **Submit**.
12. Click **Next** to display the Mail Options page.
13. Verify that the Postmaster Extension matches the subscriber you set up for the Internet Messaging Postmaster.



## Mail Options

? **Postmaster Extension**

? (?) :

? Mail Gateway Machine  If set, all outgoing mail is delivered to this machine  
Name:

? Mail Gateway IP   
Address:

? Server alias:

? Warn about undeliverable mail after

? Report undeliverable mail and delete it after

? Check for new mail every

? Replace this DID string...

? ...with this string:

14. Inform system users that Internet Messaging is available and tell them how to use it:

- To send a message from a user on the INTUITY AUDIX, use Message Manager. Address the message by using the email address. For example: jeff@avaya.com.
- To send a message to a user on the INTUITY AUDIX from any email program and server, use extension@hostname.domain. For example: 41102@lssystem.yourcompany.com is the address created by extension@systemname.domain. When you add subscribers to the system, INTUITY AUDIX creates email addresses for them based on their name: firstname.lastname@system.domain.

Additional information and a sample announcement are included on the INTUITY AUDIX LX Documentation CD.

## Administering LDAP on Netscape

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

1. Start Communicator.
2. Click **Communicator** on the top menu bar.
3. Click **Address Book**.
4. In Address Book select **File** then **New Directory**.
5. Add INTUITY Server as a new Directory.
6. Change *system* to your system name.
7. Make the following field settings:
  - Description: system
  - LDAP Server: system.dr.avaya.com
  - Search Root: dc=messaging
  - All other fields default values

Additional information is included on the INTUITY AUDIX LX Documentation CD.

### Activating Alarm Origination

**Note:** Complete this step if your location is *outside* of the United States. Installations inside the United States are set up automatically for alarm origination by the Remote Service Center.



**CAUTION:**

Do *not* activate alarm origination for MERLIN LEGEND integrations unless the customer has purchased the optional alarm origination feature.

Activating alarm origination causes a remote location, such as the remote service center, to receive notification of alarms that occur on the INTUITY AUDIX LX system. Notification can only occur if the Maintenance Modem has been installed. See [Connecting the Modem](#) or [Activating the Modem](#) for more information.

To administer the Alarm Management page:

1. Clear all alarms.
2. Check the CD drive for a CD-RW (at least 4x speed).  
If the drive does not contain a CD-RW for the nightly backup, insert a labeled CD-RW into the drive.



**CAUTION:**

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

3. Start at the [Administration main menu](#) and select:

```
Basic System Administration
    Alarming Administration
```

The system displays the [Alarm Management page](#).

4. Type the product ID number in the `Product ID` field.



**CAUTION:**

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

5. Select `Active` from the `Alarm Origination` drop-down list.

**Note:** With alarm origination active, the system automatically sends out alarms to the remote support center.

6. Verify that the entry in the `Alarm Suppression` field is `inactive`.  
If it is not, select `inactive` from the drop-down list.
7. Make other selections as needed. Click the field names or the `Help` button to see complete field descriptions.
8. Click `Save`.  
The system displays an information screen and the following message:  
The alarm form has been updated.
9. Click **Return to Main** or follow the `Install Modem` link if needed.



**System Acceptance Test**

Perform the following feature tests before leaving the customer site:

<b>Feature to be tested:</b>	<b>Use these admin screens or commands:</b>	<b>For more information, search the CD for:</b>	<b>Completed / comments</b>
Verify voice ports	System Configuration and Status > Voice Channel Monitor		
<a href="#">Set SA and VM passwords.</a>	Basic > Password Administration	password	
Verify COSs	list cos		
Verify language packages installed	list announcements		
Add test subscribers.	add subscriber change subscriber	subscribers	
Record name and greetings  Change default password	Log into mailbox via the telephone user interface (TUI)		
Add broadcast mailbox	add subscriber		
Call answer	Leave message, verify lamp is on, delete message, verify lamp is off		
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	
Test FAX Messaging	Receive and send a fax. Create a fax in Message Manager.	FAX Messaging	
Test Internet Messaging	Create a message in Message Manager, send it to an Outlook client. Note the address. Send a message to the mailbox from Outlook.	Internet Messaging	



## Upgrading to Release IA1.1-5.3

Use this procedure to upgrade the INTUITY AUDIX LX system to Release IA1.1-5.3. It is strongly recommended that you do this procedure during low-usage hours. Allow 2 to 4 hours for the upgrade.

Upgrade steps include:

- [Prepare for the upgrade](#)
- [Install the new software](#)
- [Return the system to service](#)

**Note:** This release update is a one-time procedure to upgrade the INTUITY AUDIX LX system from any earlier release to Release IA1.1-5.3. Unlike other software updates, this procedure requires a system shutdown to upgrade the operating system.

## Prepare for the upgrade

To begin a Release IA1.1-5.3 upgrade:

1. [Log in](#) to the system as craft.
2. Record the switch integration type and any additional software packages that are currently installed on the INTUITY AUDIX system. To do this, start at the [Administration main menu](#) and select:

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

The system takes a few minutes to check the software installed on the system, then displays the results.

3. Make a note of the following installed software:
  - *Switch integration type:* Note whether you use **LANset** or **SWINset**.
  - *Announcement sets:* Note if any additional announcement sets are installed (**us-eng** and **us-tdd** are standard).
  - *Additional software packages:* Note if any additional software packages are installed (such as **field**).
4. Click **Return to Main** to return to the Administration menu.
5. [Stop the messaging software \(voice system\)](#).

**CAUTION:**

You *must* stop the messaging software prior to doing a complete system backup, or you will lose some system data.

6. Perform an attended backup of the INTUITY AUDIX LX system. Select all data types to be backed up.

**CAUTION:**

It is critical that you back up the system before you proceed. If you do not back up your system, you will not be able to return the system to full service after the upgrade.

7. Insert the Release IA1.1-5.3 software CD into the CD drive.
8. Shut down the system.
  - The preferred method is to use the Utilities menu and select **Shutdown System**.
  - If you see a warning message, click **OK**.
9. After the "Power down" message appears, press the power button to power the system down.
10. Press the power button again to restart the system.

## Install the new software

As the machine starts up, you see an Avaya splash screen and then a screen that says "Welcome to Avaya INTUITY AUDIX LX R1.1 Multimedia Messaging Server." Continue with new software installation as follows:

1. At the boot: prompt, type **install** and press Enter.
2. Wait 10 to 15 minutes for installation to complete.

The system displays the message "Please remove the Install CD from the CD drive, and press <ENTER>."

3. Remove the CD as soon as the drawer opens. If the door does not open automatically within 2 minutes, eject the CD manually.

**Note:** Do *not* leave the CD in the CD drive. Leaving the CD in the drive causes the system to boot from it again and installation to start over.

4. Press **Enter**.

As the system boots up for the first time, a splash screen displays, followed by a welcome message.

5. Press **Enter** to select OK.

The system displays the Time Date Selection screen.



6. Enter new time and date information as required:
  - a. Press **Tab** to move the cursor to the Time Zone Selection.
  - b. Use the up and down arrow keys to highlight the time zone where the system is located.
  - c. Press **Tab** to move the cursor to the New Time field.
  - d. Enter the time in HH:MM format. Note that it is a 24-hour clock.
  - e. Press **Tab** to move the cursor to the New Date field.
  - f. Enter the date in MM/DD/YY format.
  - g. Press **Tab** to move to the next field.
  - h. Make sure that there is an asterisk (\*) in the Set Hardware Clock to GMT field.
  - i. Press **Tab** twice to move the cursor to the OK box.
  - j. Press **Enter** to save the page settings.

The system displays the "localhost login:" prompt.

7. Type **root** as the login and press Enter.

The system displays the # prompt.

8. Put the Release IA1.1-5.3 software CD back in the CD drive.
9. At the # prompt, type **autoinstall** and press Enter.
10. Press **Enter** again to confirm that you want to run the autoinstall process.
11. Follow the autoinstall prompts to assign the system passwords for root, craft, tsc, and craftppp.

The system displays a message that the password changes were successful.

12. Wait 5 to 10 minutes while the new software is installed.

When autoinstall completes, the system displays the message "Please remove the Installation CD from the CD drive and press <ENTER>."

13. Remove the CD from the CD drive, and close the CD drive door.
14. Press **Enter** to restart the system.

**Note:** If you accidentally allow the system to restart with the CD still in the drive, wait until you get to the install screen, and then eject the CD. Press **Ctrl+Alt+Del** to restart the system.

After the system restarts, the voice system messaging software starts automatically.

15. Wait until the system displays the message, "Press Enter to return to prompt ...", then press **Enter**.

The system displays the "localhost login:" prompt.

## Return the system to service

To complete the Release IA1.1-5.3 upgrade, restore full service as follows:

1. [Log in](#) to the system as craft.
2. Accept the Netscape licensing agreement by clicking **Accept**.
3. Reinstall any previously installed software packages that you noted in step 3 of [Prepare for the upgrade](#).
  - a. Reinstall all required software using the procedure in [Add Software Packages](#).
    - Insert the Release IA1.1-5.3 software CD to reinstall the switch integration software (**LANset** or **SWINset** in the Switch Integrations Group). You can also install any other previously installed software packages on this CD at the same time (such as **field** in the Add-On Applications Group).
    - After the software installs correctly, click **Install more software** if you also need to install additional announcement sets. Otherwise, continue with step c.
  - b. Reinstall any additional announcement sets that were previously installed using the same procedure. Additional languages are located on a separate CD.
  - c. When all software is installed, click **Restart the system**.

After the system restarts, the voice system messaging software starts automatically.

4. Wait until the system displays the message "Press Enter to return to prompt ...", then press **Enter**.

The system displays the "localhost login:" prompt.

5. [Log in](#) as craft again.
6. Restore the files from the system backup. See [Performing a Restore](#) for this procedure.
  - The amount of time needed to restore the system is about the same as what it took to back up the data earlier. The backed-up data may be on multiple CDs for large systems.
  - Be sure to restore all the data and all data types for the system.

When all data is restored:

- a. Click **Reboot** to [Reboot the System](#).
- b. [Log in](#) as craft again.
- c. Run an update to and from all remote networked machines to correct any database inconsistencies. See [Performing remote updates](#).
- d. Click **Return to Main** to return to the Administration menu.

7. Run acceptance tests to verify system performance. See [System Acceptance Test](#) for details. Tests should include:
  - Verify voice ports
  - Verify COSs
  - Verify language packages installed
  - Call answer
  - Voice mail
  - Outcalling
  - Test FAX messaging
  - Test Internet Messaging (if implemented)
8. [Change the sa password](#).

**Note:** The customer must enter the passwords for the sa and vm logins.

9. Contact Services to have the system's passwords reset.



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