



**Integrated Conference Bridge: Service
Implementation Fundamentals
Avaya Communication Server 1000/
Communication Server 2100 Solution/
Meridian SL-100**

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Chapter 1: New in this Release

This chapter contains information on Integrated Conference Bridge Service available with Avaya Communication Server 1000 Release 7.6.

Features

There are no updates to the feature description in this document.

Other

There are no other changes.

Revision History

March 2013	Standard 06.01. This document is up-issued to support Avaya Communication Server 1000 Release 7.6.
December 2011	This document is up-issued to support the removal of End of Life (EoL) and Manufactured Discontinued (MD) hardware content and associated diagrams.
August 2011	Standard 05.03. This document is up-issued to support the removal of content for outdated features, hardware, and system types.
November 2010	Standard 05.02. This document is up-issued to support Avaya Communication Server 1000 Release 7.5.
May 2010	Standard 04.01. This document is up-issued to support Avaya Communication Server 1000 Release 7.0.
May 2009	Standard 03.01. This document is up-issued to support Communication Server 1000 Release 6.0.
December 2007	Standard 02.02. This document is up-issued to support Communication Server 1000 Release 5.5.
June 2007	Standard 01.02. This document is up-issued to support Communication Server 1000 Release 5.0.

New in this Release

September 2005 Standard 01.01, ICB Release 4. Updated to include workaround regarding IP changes in Dual Card Configuration mode that fail to allow reassignment of IP.

Chapter 2: Customer service

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Navigation

- [Getting technical documentation](#) on page 13
- [Getting product training](#) on page 13
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- [Getting technical support from the Avaya Web site](#) on page 14

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Chapter 3: Introduction

Purpose and audience

This document instructs system administrators and installers how to install, configure, operate, and maintain the Avaya Integrated Conference Bridge as a part of the overall Meridian system. In this guide, Meridian system refers to either the Meridian 1, Avaya Communication Server 1000, or the Avaya Communication Server 2100/Meridian SL-100 switch. The Integrated Conference Bridge (ICB) card allows you to schedule and configure multiple simultaneous conferences.

You can install the ICB card in either the Meridian 1, Avaya CS 1000, or Avaya CS 2100/Meridian SL-100. In the majority of places the ICB operates the same way regardless of the system in which you install it. When the information differs between the systems, this guide contains separate sections for the Meridian 1 and CS 1000, and the CS 2100/Meridian SL-100 (for example, configuration information).

Structure

This document contains the following sections:

- [Product description](#) on page 19 - describes how the ICB operates and the conference features it provides, as well as the card hardware and software characteristics.
- [Engineering guidelines](#) on page 37 - describes ICB system resource allocation, and software and hardware requirements.
- [Installation and configuration](#) on page 49 - describes how to prepare the system for installation, install the ICB card, connect the ICB to the administration terminal, and configure the ICB. This chapter contains separate configuration sections for the Meridian 1 and CS 1000, and the CS 2100/Meridian SL-100.
- [Browser user interface](#) on page 83 - describes how to use the browser user interface (BUI), a web-based server, for conference administration and scheduling, as well as user administration and maintenance of the ICB.
- [Telephone user interface](#) on page 135 - describes how to use the telephone user interface (TUI) for simple conference reservation, as well as lists commands available to participants during an active conference.

- [Microsoft Outlook GUI](#) on page 151 - describes how to use the Microsoft Outlook GUI for audio conference reservations.
- [Maintenance](#) on page 167 - shows how to perform maintenance and troubleshooting operations. Includes a description of the Command Line Interface (CLI).
- [Reports](#) on page 191 - introduces the reports that the ICB can generate and describes billing.
- [Upgrades](#) on page 207 - provides procedures for upgrading to ICB Release 4 from previous releases.
- [Password security](#) on page 219 - describes ICB password protection and access restrictions.
- [Product integrity](#) on page 227 - provides environmental specifications and shows regulatory standards.

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The version and issue of the document are indicated by numbers (for example, 00.03).

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release. For example, the first release of a document is 01.01. In the next software release cycle, the first release of the same document is 02.01.

The second two digits indicate the issue. The issue number increases each time the document is revised, but re-released in the same software release cycle. For example, the second release of a document in the same software release cycle is 01.02.

Important:

FOR MORE INFORMATION

To determine whether you have the latest version of this document and how documentation for your product is organized, check the release information in the *Meridian 1 Library Navigator* or the *Meridian SL-100 Master Index of Publications*.

References in this document

Avaya Communication Server 1000

If you are installing the ICB in an Avaya Communication Server 1000, see the following documents for additional information:

- *Avaya Large System Management, NN43021-700*
- *Avaya Large System Planning, NN43021-220*
- *Avaya Transmission Parameters Reference, NN43001-282*
- *Avaya Input/Output Administration, NN43001-611*
- *Avaya Features and Services, NN43001-106*

Avaya Communication Server 1000S

If you are installing the ICB in an Avaya Communication Server 1000S, see the following document for additional information:

- *Avaya Signaling Server IP Line Applications Fundamentals, NN43001-125*

Avaya Communication Server 2100 or Meridian SL-100

If you are installing the ICB in an Avaya Communication Server 2100/Meridian SL-100, see the product documentation for additional information.

Chapter 4: Product description

Purpose

This chapter describes the functional and physical characteristics of the Avaya Integrated Conference Bridge Release 4. Technicians can install the Integrated Conference Bridge (ICB) card in either a Meridian 1, Avaya Communication Server 1000, Meridian SL-100, or Avaya Communication Server 2100. This guide uses the term "Meridian system" to refer to either the Meridian 1, Meridian SL-100, Avaya CS 1000, or Avaya CS 2100.

The chapter contains the following sections:

- [ICB description](#) on page 19 - describes the ICB card and the role it plays in conference calls. Summarizes ICB features and services.
- [Hardware overview](#) on page 23 - describes the hardware components of the ICB system.
- [ICB operation](#) on page 29 - shows how ICB conferences operate.

ICB description

Conference administration

The ICB card allows users to schedule and administer multiple simultaneous conferences. Schedule conferences based on time-of-day, duration of each conference, and number of individuals (conferees) participating in, or ports allocated, for each conference. Schedule a conference using one of the following:

- [Browser user interface](#) on page 83 - point and click web-page application
- [Telephone user interface](#) on page 135 - telephone keypad entries
- [Microsoft Outlook GUI](#) on page 151 - Microsoft Office Outlook graphical user interface (GUI)
- Ad hoc meeting - audio conference created now

The ICB card provides announcements and tones that relate to specific events during conferences. These events include the following:

- advising the chairperson and conferees of the status of the conference connection
- indicating when a conferee joins or leaves the conference, and
- warning the chairperson and the conferees when the conference is about to expire.

Technicians can install multiple ICB cards into:

- a Media Gateway chassis shelf for a CS 1000
- an Intelligent Peripheral Equipment (IPE) shelf for a Meridian 1/CS 1000
- an Option 11 shelf
- an IPE shelf for a CS 2100/Meridian SL-100

Each ICB card can operate independently, providing up to 32 ports for a single conference. The ICB card can support up to ten simultaneous, separate conferences.

When users establish a single-card conference, they use the 32 ports on the card. If two conferences are held at the same time, they need to share the 32 ports. For example, if one user sets up a 10-port conference, the other can set up a 22-port conference.

Technicians can connect two ICB cards to provide up to 62 ports for a single conference. In dual mode, there can be only one dual-card meeting per pair of cards. The user database and access numbers are not shared in a dual-card configuration. There is a separate access number required for a dual-card meeting.

The ICB supports several simultaneous conferences. The number of conferences depends on the number of ICB ports available and the number of participants (conferees) in each conference. Each ICB card supports the following:

- maximum number of participants as follows:
 - single-card: 32 participants
 - dual-card: 62 participants (unless Chairperson Control over a Dual-card Meeting is activated, in which case it is 60 participants)
- any number of conferences (up to 10) with one or more participants in each conference

The ICB communicates with the system software by emulating a digital line card (XDLC), which allows existing software to control the operation of the ICB. Configure each ICB port as an Automatic Call Distribution (ACD) M2616 digital telephone set.

System overview

The ICB comes as a single card, or a pair of cards if additional ports are required to support a dual-card meeting. Each card stands alone, even in the dual-card configuration. For dual-card meetings, the primary card uses ports on the secondary card. The following rules apply:

- Each card (that is, the primary and secondary) has its own set of users. There is no "common list" for both cards.
- To schedule a conference, the user logs into the card in which their account is defined. If the user has two accounts, one on each card, they must try each card separately to find available resources for the conference. There is no automatic pooling between cards.
- A user, super-user, or executive-user can have accounts on many cards at a company (that is, a customer can have one person who administers multiple bridges for their company).
- Dual-card conferences can only be scheduled by users on the primary card.

ICB conference feature summary

The ICB:

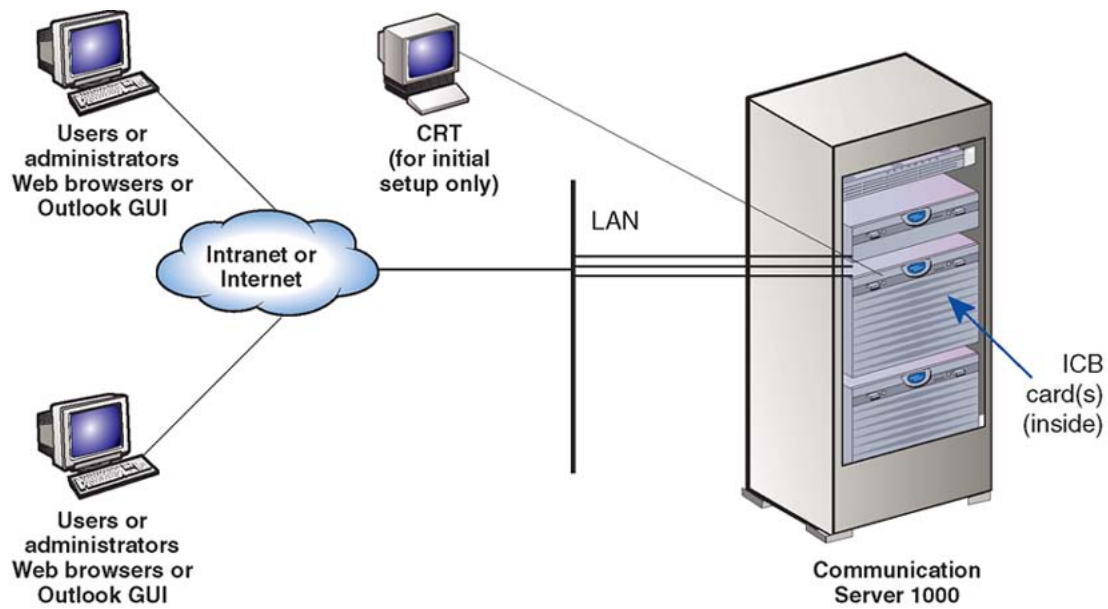
- Allows volume control by conference participants.
- Offers customized conference-specific greetings.
- Enables users to acquire and release chairperson control while in a conference.
- Delivers pre-meeting and post-meeting participants notifications.
- Allows one chairperson per conference.
- Offers optional chairperson control on the secondary card of a dual-card conference.
- Provides for one or more permanent bridge configurations.
- Supports multiple conferences simultaneously.
- Provides chairperson commands during an active conference.
- Provides conferee commands during an active conference.
- Allows conference extension beyond the scheduled time.
- Issues a 10-minute warning, before the conference termination. Also issues a second warning, two minutes before conference termination.
- Supports dial-in and voice prompts for multiple languages including: N.A. English, Latin-American Spanish, French, Brazilian Portuguese, L.A. Spanish, Japanese, Korean, U.K. English, German, Chinese, Dutch, Canadian-French, Swedish, and Italian. Refer to the Sales and Marketing Bulletin for the latest supported languages.

- Provides conference password security, requiring the chairperson and/or the conferees to enter a Dual-Tone Multifrequency (DTMF) password before entering the conference.
- Automatically starts and terminates conferences based on reservations scheduled in advance.
- Provides Group Call with smart retry.
- Provides the ability to reserve a port in each conference for the chairperson.
- Provides "Block scheduling" for recurrent conferences, up to one year in advance and up to 52 iterations of recurrent conferences.
- Offers an over-booking option, enabling the administrator to allocate up to 125% of port resources (based on the idea that most conferences are scheduled with more ports than are required).
- Provides an emergency bridge option, which creates a permanent bridge that automatically dials a pre-determined list of DNs when someone dials the emergency bridge DN. The emergency bridge does not support the dual-card configuration.
- Provides automatic conference expansion, allowing additional conferees to join the conference. For the expansion to work, the ports hosting the additional conferees must be both unassigned and available.
- Provides entry and exit indications - provides four options to indicate the entry and exit of a conference participant:
 - entry by name, exit by name
 - entry by name, exit by tone
 - entry by tone, exit by tone
 - silent entry and exit
- Allows the first conferee joining the conference to turn off and turn on conference music.
- Controls access to the conference in progress by monitoring the maximum number of scheduled attendees at each conference.
- Manages time and date for scheduled conferences and reserves ports for each conference.
- Provides recorded announcements to conferees who attempt to enter a meeting too early or after a meeting has ended.
- Issues audible responses to conferees based on the conference activity.
- Allows recording of a brand line (custom) greeting to replace the standard greeting.
- Provides a scheduling display that indicates meeting reference number and whether a custom greeting has been created.
- Provides scheduling receipts e-mailed to users (receipt includes the direct meeting access DN or the single DN access DN).

- Provides for Microsoft Outlook integration using the calendar to schedule meetings.
- Provides a second warning tone before ending the conference.
- Allows users to copy a conference.
- Allows the chairperson control of the conferee volume.
- Provides current speaker indication.
- Allows for questions and voting display.
- Provides for default conference settings.
- Allows users in the ICB card to access audio conference scheduling in Microsoft Outlook.
- Supports 500 users per card.
- Provides for up to 52 recurring conferences.
- Allows the administrator to define a time zone.
- Offers a toll-free prefix in the e-mail notification.
- Provides separate user, chairperson, and administrator context help.
- Provides enhancements to the billing report.

Hardware overview

[Figure 1: ICB system composition](#) on page 24 shows ICB system composition.



1. You install one or more Integrated Conference Bridge (ICB) cards in a Media Gateway chassis shelf of a CS 1000 or in an IPE shelf of the Meridian 1/SL-100. Each ICB card serves a specific set of users.
2. You connect cards to the corporate Intranet/Internet through a TCP/IP Ethernet LAN, which is a 10BaseT or 100BaseT physical connection.
3. You connect a CRT or Terminal Emulator directly to the serial port of the ICB. You require this terminal for initial installation only. You perform all administration and maintenance activities remotely.
4. Users and administrators access the ICB cards from their desktops (which can be on the Internet behind a firewall).
5. Users can schedule a meeting from a Web browser or from the MS Outlook GUI.

G100564

Figure 1: ICB system composition

ICB hardware design characteristics

Each ICB card occupies one slot in a Media Gateway chassis slot (CS 1000) or an IPE shelf (Meridian 1/CS 1000/CS 2100/SL-100). ICB Release 4 is based on a new hardware platform. The ICB card has the following hardware interface characteristics:

- uses the microprocessor unit (MPU) based on the 50MHz MPC 860P Power Quad Integrated Communications Controller
- uses standard interface buses and personal computer memory card international association (PCMCIA) cards and handles files that are compatible with MS-DOS

operating system on the PCMCIA storage device and formatted with fat 16 file system. The fat 32 file system is not supported.

- uses 4MB flash memory for boot purposes
- accesses all 32 DS-30X voice/signaling timeslots
- provides echo cancelling and volume control
- users 128 KB SRAM memory for saving trap data during resets
- emulates an M2616 digital telephone set on each ICB port
- supports Card-LAN interfaces
- performs X12 signaling protocol messages for input/output
- uses digital signal processor (DSP) for conferencing and DTMF detection
- provides the drivers for the new hardware through the MPU firmware
- The DSP firmware:
 - Provides DTMF tone detection.
 - Provides for A-law and u-law conversion.
 - Provides the functionality for the conference bridge.
 - Downloads the code from the MPU.
 - Communicates with the MPU.
 - Analyzes the loudness of all received signals continuously and selects the two loudest signals to be the active speakers.
 - Handles two-way conversation in conferences with three to 62 conferees.
 - Normalizes the pulse code modulation (PCM) input samples.
 - Provides gain control on all output samples.
 - Provides software upgrades using a PCMCIA Flash card.
- provides self-tests of internal hardware components and allows card monitoring and maintenance through the maintenance port; provides enable/disable capabilities similar to existing Meridian cards
- provides one RS-232 serial port for administration and maintenance access
- provides enhanced Call Detail Recording (CDR - Meridian 1 only) and billing options
- provides an optional Ethernet interface over a Maintenance interface
- provides a Command Line Interface (CLI) accessible by direct connection, modem, telnet, or BUI emulation for performing OA&M functions
- enables the reservation of one port on each card for TUI-only interaction
- provides an embedded web-based server
- provides a customized ICB BUI login window
- offers automatic backup. Backup configurations can be e-mailed to a predefined e-mail address

[Table 1: ICB hardware list](#) on page 26 describes each hardware component of the ICB application. These components connect the ICB to the local or remote maintenance terminal.

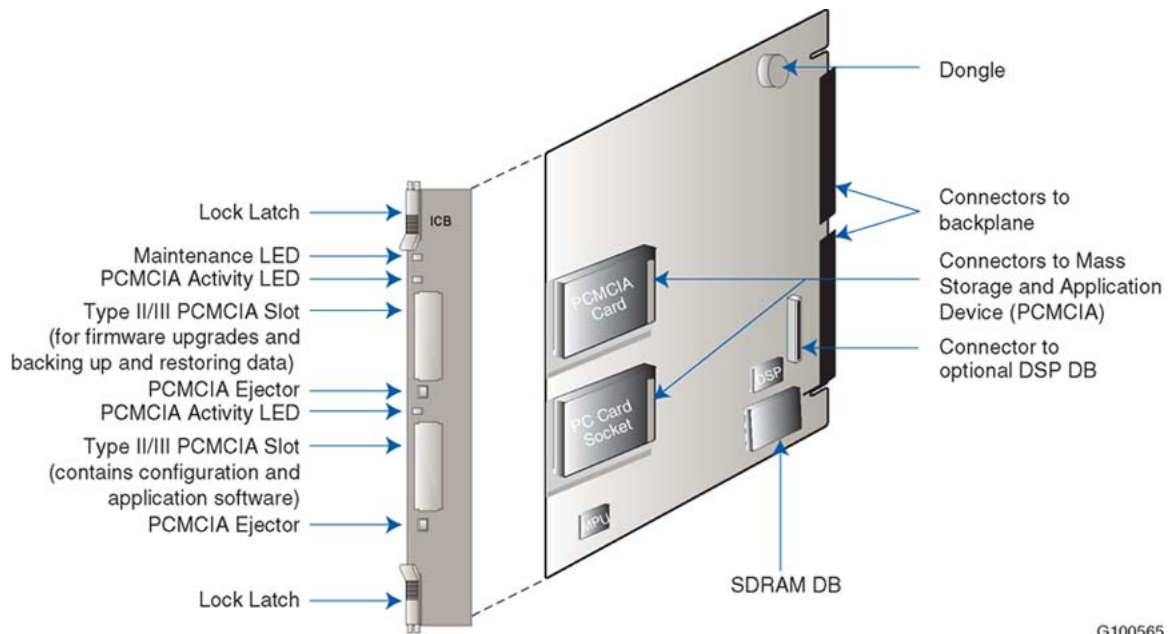
Table 1: ICB hardware list

Component	Description
NT5D51BC or higher ICB card	An IPE card that provides bridge and conference scheduling for up to 10 simultaneous conferences.
NT5D62FA or later PCMCIA hard drive card	This PCMCIA card contains the ICB software and configuration. Install the PCMCIA card in the lower PCMCIA drive.
NT5D52 Ethernet Adapter card	Install this adapter card to provide Ethernet connection for the ICB. Note: NT5D52BC for CS 1000E. Note: NT5D52CA is used for CS1000M and Meridian Options 61C and 81C.

ICB card description

The ICB card has two PCMCIA sockets. PCMCIA hard drive cards store the ICB voice files, application scripts, and MPU and DSP firmware. The ICB comes with the PCMCIA hard drive. The bottom socket houses the PCMCIA hard drive card that contains the current firmware and customer data. Use the top socket to upgrade the firmware, and to backup and restore customer data.

[Figure 2: ICB card](#) on page 27 shows the component side of the ICB card and the faceplate. The component side shows the DRAM and the PCMCIA socket locations. The faceplate shows the card LED and the PCMCIA activity light-emitting diode (LED) indicators and the slot locations for PCMCIA cards.



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Figure 2: ICB card

The ICB faceplate provides the following:

Maintenance LED - The ICB faceplate provides a red LED to indicate the enabled/disabled status of the card and to indicate the self-testing result during power up or card insertion into an operating system. This LED indicates the following:

- The LED is lit when the ICB card is disabled.
- The LED is off when the ICB card is enabled and ready for use.
- The LED blinks three times, runs software from the PCMCIA, then blinks three times again and stays on. The LED remains on until the software is enabled when the ICB card successfully completes the self-test.

PCMCIA activity indicator LEDs - These LEDs are next to the PCMCIA slots and indicate the following:

- The LED is lit when the PCMCIA card is disabled.
- The LED is off when the PCMCIA card is enabled and ready for use.
- The LED blinks when the PCMCIA card is in use.

Type II/III PCMCIA slots - The ICB faceplate provides two Type II/III PCMCIA card slots. These slots house the PCMCIA cards. Install the PCMCIA hard drive card that stores voice files, application scripts, and MPU and DSP firmware in the lower slot. Use the upper slot for upgrading the firmware, and backing up and restoring customer data.

External equipment

VT100 type terminal

Use a VT100 terminal for initial card configuration. After initial card configuration, use the BUI to perform operations, administration and maintenance (OA&M). Connect the terminal to the ICB RS-232 interface using one of the following methods:

- Direct connections:
 - directly to the IPE module I/O panel
 - directly to the DB-9 connector on the NT5D52 Ethernet Adapter card installed on the I/O panel
- Remote connections:
 - to the IPE module I/O panel through a modem connection

The terminal interface must be set at 9600 baud, 8 data bits, 1 stop bit, and no parity. The flow control is hard wired (do not use XON/XOFF flow control).

Ethernet application

ICB Ethernet use has the following characteristics:

- The ICB Ethernet connection is separated from the external LAN traffic by a firewall.
- The Ethernet Adapter connection for ICB is NT5D52AA for the IPE module application.
- The Ethernet provider assigns the IP address for the ICB. Enter the IP address from the Maintenance terminal.
- To access the ICB CLI over the Ethernet, use a TELNET client on a PC workstation or in the LAN.

ICB operation

The ICB provides flexibility in configuring conferences. Configure conferences as follows:

- pre-scheduled conferences with a fixed number of ports and start/stop times
- pre-scheduled conferences with a variable numbers of ports, where ports are added when required (if available) and subtracted by the system automatically as conferees leave the conference
- permanent bridges with fixed numbers of ports that can be used without pre-scheduling the conference

The minimum duration of a conference is 15 minutes and the maximum duration of a time-limited conference is 12 hours. The conference starting time and duration can be scheduled in increments of 15 minutes.

The ICB card continuously monitors the audio signal level received from each conferee and selects the two loudest signals for transmission. The two loudest signals are summed and inserted into the PCM sample prior to their transmission to other conferees. This implementation of the two loudest signals improves the interrupting capability of a conference connection and allows normal two-way conversation that all conferees can hear.

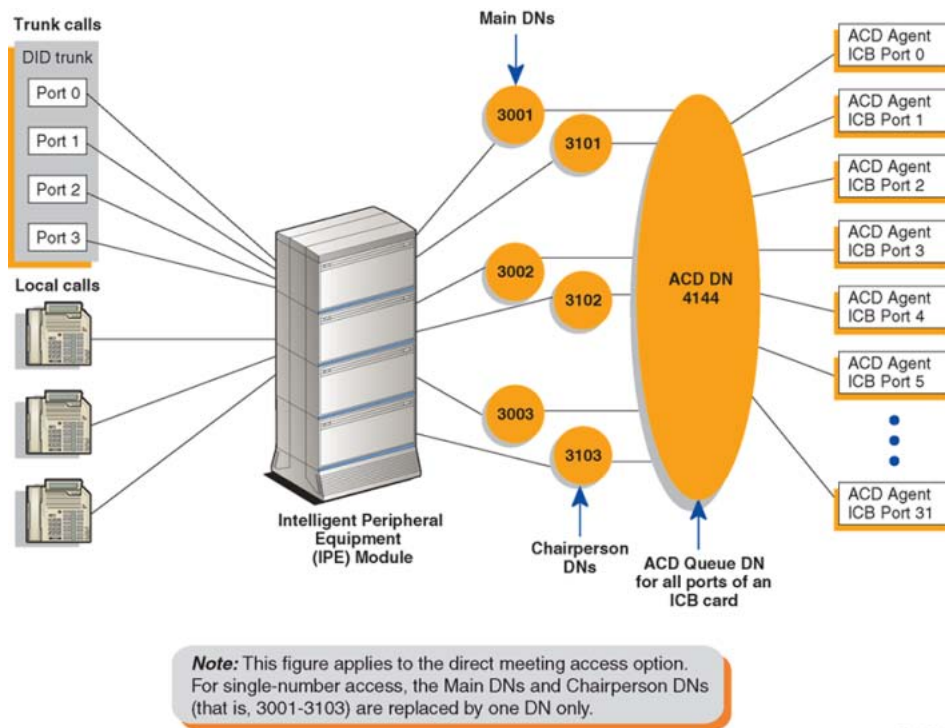
In addition to the conferee timeslots, the ICB provides a timeslot between the MPU and the DSP. This timeslot transmits message prompts, entry and exit tones, or both that the system broadcasts to all conferees when requested by the MPU.

The ICB uses ACD features to route external incoming trunk and local line conferees to their appropriate conferences. The ACD features provide queuing, chairperson features, and event reporting for each conference.

The ACD features used by the ICB card provide the following:

- easy software configuration
- incoming calls, announcement on arrival, call management, and reporting queues
- operational statistics reports
- enhanced call routing

[Figure 3: Call routing with chairperson access](#) on page 30 shows the call routing for three conferences and shows the conference chairperson access DN for each conference. The figure also shows the ACD DN for the ACD queue that controls the path of all ports on an ICB card. The right-hand side of the figure shows the distribution of ICB ports as ACD agents.



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Figure 3: Call routing with chairperson access

Join the conference using the direct meeting access method

Assign a main DN and a chairperson DN, for each conference. The main DN is the number the conferees dial to get into the conference and the chairperson DN is the number the chairperson dials. Configure the DNs in the Meridian/CS 1000 system when installing the ICB card. The total number of DNs is equal to two times the number of simultaneous conferences. For example, 10 simultaneous conferences require 20 DNs: 10 main DNs and 10 chairperson DNs.

When several conferences occur simultaneously in the same ICB card, the conferee dials the DN assigned to a specific conference. The ICB card identifies the dialed DN and routes the conferee to the appropriate conference represented by that specific DN. The system assigns all ports on the ICB card to the appropriate conference through the ACD DN assigned to that ICB card. The chairperson dials the chairperson DN to a specific conference. This number is different from the DN dialed by the conferees for the same conference.

The ICB performs DTMF detection on ICB ports identified as chairperson ports. DTMF detects when conferees enter a conference password. A conference can start without the chairperson. If all allocated ports for a conference are taken up with conferees, the chairperson cannot join the conference, unless a port is specifically reserved for the chairperson. The chairperson can also join if the system allows conference expansion and there are free, un-scheduled (floating) ports available.

The first conferee joining the conference hears an announcement indicating that no other conferee has joined the conference, followed by 60 seconds of music. The system repeats the announcement with 60 seconds of music, until another conferee joins the conference.

Join the conference using the single DN access method

The single DN access method to all meetings provides users with an alternative method of accessing the ICB. This feature reduces the amount of Direct Inward Dialing (DID) numbers that have to be configured in the switch and provides the following benefits:

- Saves 20 DID numbers from the customer's DID range.
- Saves 20 ACD or Phantom DNs in the Meridian system thereby providing a cost savings.
- Simplifies installation as there is no DN pair configuration.
- Saves work if a change in the numbering plan is required in the Meridian system.

The only trade-off is that callers have an additional step when accessing a meeting (that is, after dialing the single-access DN, they must enter the chairperson, or meeting, DN of their specific meeting).

[Figure 4: Single DN access method \(one ICB card\)](#) on page 31 shows the DN configuration for single DN access with one ICB card.

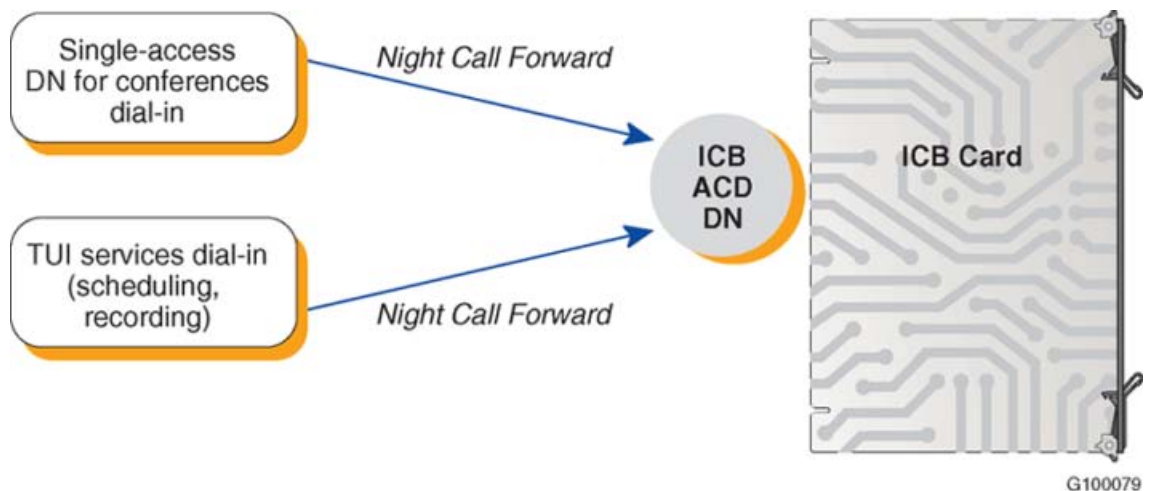


Figure 4: Single DN access method (one ICB card)

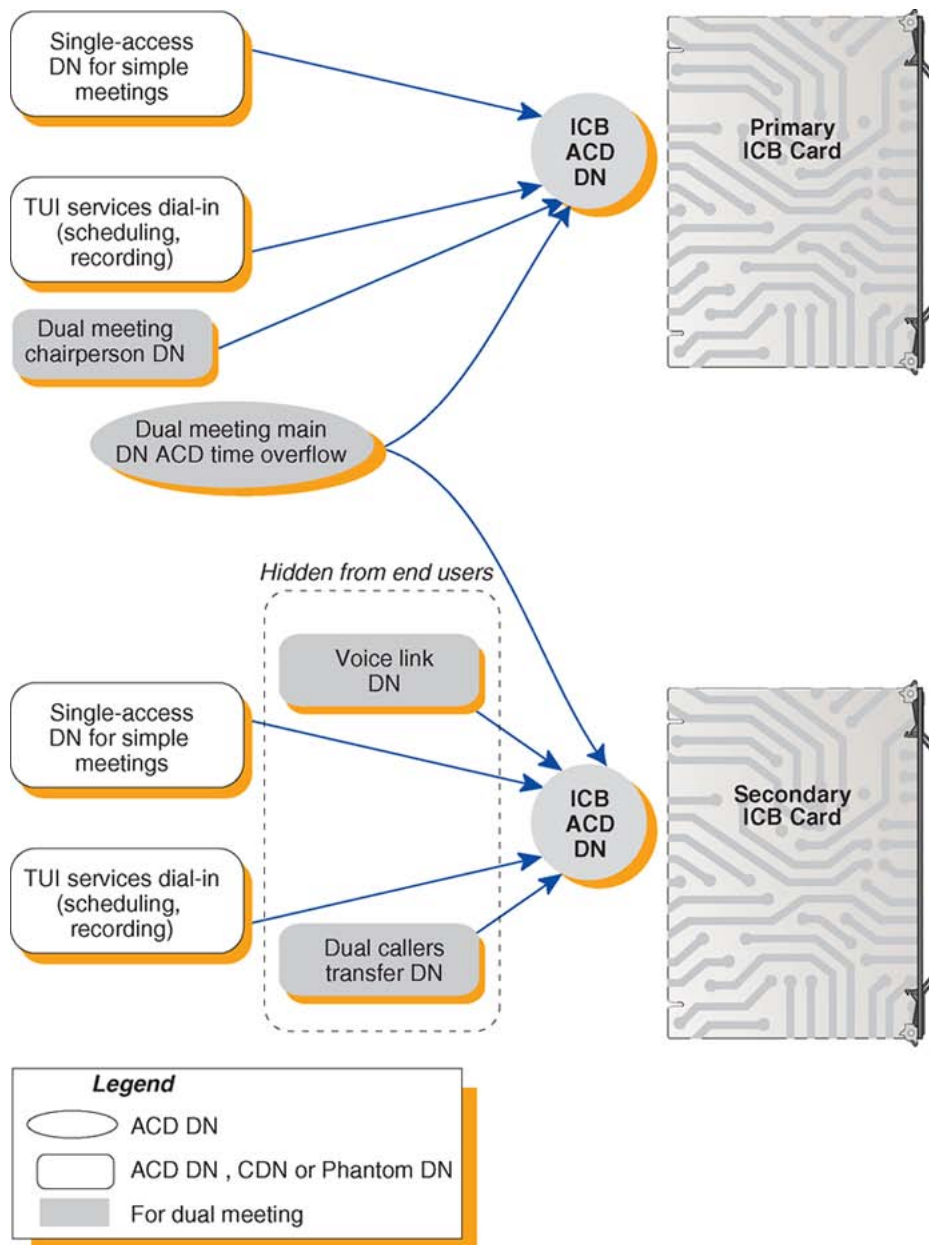
The DNs on the left in [Figure 4: Single DN access method \(one ICB card\)](#) on page 31 can be Phantom DNs or CDNs, instead of ACD DNs. The DNs must be DID numbers.

In a dual-card system, each card requires its own single-access DN. In a dual-card set, conferences that span the two cards do not support the single DN access method. However, in a dual-card set, simple conferences that use only one card support the single DN access method.

[Figure 5: Single DN access method \(two ICB cards\)](#) on page 33 shows the DN configuration in a Meridian system for the single DN access method when the system uses two ICB cards. Single DN access requires one DN, instead of the separate 10 DNs required with direct meeting access.

The figure shows a configuration that supports the following:

- Simple conference contained in the primary ICB - participants dial the single-access DN at the top of the figure.
- Simple conferences contained on the secondary ICB - participants dial the single-access DN at the bottom of the figure.
- Meetings spanning both cards - participants dial the "Dual meeting main DN" in the middle of the figure and the chairperson dials the "Dual meeting chairperson DN". The figure shows that dual-card meetings do not use the single-access DNs.



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Figure 5: Single DN access method (two ICB cards)

Note:

All DNs on the left side of the figure must be DID numbers.

Single DN access is mutually exclusive from the direct meeting access method in a ICB card or card pair. Configure the card for one access method; the system does not support combinations on the card or card pair.

Callers to all meetings access the ICB by dialing one common fixed number. The ICB prompts the caller for the meeting or chairperson DN to enter the required meeting. In this mode of

operation, configure the single-access DN in the Meridian system and ICB only. Access DN pairs are pre-coded in the card.

Expand the conference

Conference expansion allows the system to increase the number of conferees if there are remaining ICB ports that are both unassigned and unused. Allow or deny conference expansion for each conference using the browser user interface (BUI) (see the "Add ports as needed field" in the [Scheduling window](#) on page 91).

When reserving the ICB ports for each simultaneous conference, the system does not tag ports for a specific conference. The ICB counts the number of reserved ports and compares these against the total number of ports provided by the ICB card. The ICB then makes sure that the reserved ports do not exceed the total number of ports provided by the ICB card.

If additional (non-scheduled) callers try to join a conference, but there are no floating ports, or the system locks out additional conferees, the ICB card issues an overflow tone. The system then disconnects the call.

If the system releases un-scheduled (floating) ports from a conference, they are immediately available to be used by other conferences that have the expansion feature enabled.

End the conference

When scheduling a conference, indicate the number of ports, start time, and duration of that conference. The conference ends based on the start time and conference duration. Ten minutes before the end of a conference, the ICB card issues an announcement warning the conferees that the conference terminates in 10 minutes. Two minutes before the end of a conference, the ICB card issues a second announcement warning the conferees that the conference terminates in two minutes.

When the conference time expires, the ICB card issues the final warning to the conferees. The ICB sends a release message to the Meridian system for all associated ICB ports. These ports become available for the next planned conference. If there is no other scheduled conference, they become floating ports which the system does not reserve for any conference. Floating ports are available to expand conferences in progress.

Conferees can exit a conference at any time. The ICB detects when a conferee exits the conference. If enabled, the ICB announces the conferee's name. When one conferee is on the conference, the system issues an announcement that only one conferee is present, followed by 60 seconds of music. The system repeats this announcement and the music, until at least one more conferee joins in, or the ICB terminates the conference at the scheduled end time, or if the conferee or chairperson issues the stop music command (*19).

Note:

A conference can begin and end two minutes before the defined time. This feature allows the system to close all terminating conferences two minutes earlier and start all scheduled conferences immediately after closing the terminating conferences. This feature is important when terminating and starting conferences use some of the same DNs.

Chapter 5: Engineering guidelines

Purpose

This chapter provides guidelines for engineering ICB Release 4. Engineering guidelines can vary depending on the system platform. The chapter includes the following sections:

- [System requirements](#) on page 37 - outlines the software and hardware requirements for the Meridian 1, Avaya Communication Server 1000, and Avaya Communication Server 2100/Meridian SL-100.
- [System capacity](#) on page 39 - outlines the system capacity requirements for the Meridian 1, Avaya CS 1000, and Avaya CS 2100/Meridian SL-100.
- [System compatibility](#) on page 40 - lists the various compatible systems.
- [Automatic call distribution resource allocation](#) on page 40 - describes the ACD DN resource requirements.
- [LAN configuration](#) on page 42 - provides guidelines for configuring the LAN options.

System requirements

Software

The required system software is as follows:

- Meridian 1 - X11 Release 17 supports ICB Release 4 with up to 16 ports per card; X11 Release 22 and later supports ICB Release 4 with up to 32 ports per card.
- CS 1000 - Release 1 and above supports ICB Release 4 with up to 32 ports per card.
- Meridian SL-100 - MSL09 and later supports ICB Release 4 with up to 32 ports per card using the feature Flexible Voice/Data TN.

The system software must contain the basic and advanced automatic call distribution (ACD) features and routing software.

Meridian 1 and CS 1000 software packages

In addition to standard basic software, the following software packages are required:

- ACD basic package (45)
- ACD advanced features (41)
- Digital set (88)
- End-to-end signaling (10) - required if chairperson calls locally within the same switch
- Phantom TN (254), optional, but required if Phantom TN is used
- Network ACD Enhanced Overflow (178), optional, but required for the dual-card configuration
- The following packages are optional, but are required for billing:
 - Call Detail Recording (CDR) package 4
 - CDR with Charge Account (CHG) package 23
 - Charge Account/Authorization Code Base (CAB) package 24

Meridian SL-100 software packages

In addition to the standard Meridian SL-100 software, the following software packages are required:

- ACD Basic, ACD Routing Enhancement
- MSL Digital Phones M2000-Display
- MSL Flex LEN on IPE
- MSL Enhanced Peripheral Equipment (IPE)

Hardware

[Table 2: Hardware specifications](#) on page 38 describes the ICB hardware specifications.

Table 2: Hardware specifications

Item	Descriptions
Port capacity	12-32 ports on a single card. Up to 62 ports in a dual-card configuration, unless chairperson control is required on the second card, in which case the capacity is 60 ports.
Capacity upgrades	Upgradeable from 12 to 62 ports.

Item	Descriptions
Maximum number of conferences	Up to 10 simultaneous conferences with a total of 32 conferee ports per card.
Maximum number of BUI sessions	Up to 20 simultaneous user sessions on the BUI. Same is true in dual-card configuration. There can be up to 500 users per card.
Maximum number of TUI sessions	Only one user can be active in a TUI session. While one TUI user is active, other users will wait in the ACD queue.
PCMCIA card	PCMCIA Type II or III.
System interface	DS-30X, CE-MUX, Card LAN, Ethernet Adapter.
Maintenance terminal	Optivity, VT-100 terminal or PC with VT100 emulation.
Power requirements	Power is supplied by the power supply of the shelf/module where the ICB card is installed. Each ICB card requires a total maximum power of 3.5 watts.
Real time impact	Comparable to that of a digital line card (DLC).

System capacity

Physical Capacity

Each ICB card occupies one slot on the Gateway/IPE chassis shelf. The total number of ICB cards per system is limited by these factors:

- For Meridian 1 or CS 1000M: The number of IPE shelves multiplied by eight.
- For CS 1000: The number of Gateway chassis shelves multiplied by four cards.
- For CS 2100/Meridian SL-100: Up to eight cards can be supported per IPE shelf.

System compatibility

Meridian 1

ICB Release 4 is compatible with the following Meridian 1 systems:

- Option 61C
- Option 81C

CS 1000

ICB Release 4 is compatible with all CS 1000 systems.

CS 2100/Meridian SL-100 system compatibility

ICB Release 4 is compatible with all CS 2100/Meridian SL-100 system configurations.

Automatic call distribution resource allocation

The ACD function routes incoming calls to the ICB, where each ICB port operates as an ACD agent. All ICB ports are part of the same ACD queue and operate as a pool of ports with equal status. The system identifies the ACD queue with an ACD DN that handles the connection of conferees (ACD agents) to the appropriate conference.

ACD resources must be reviewed in the Incremental Software Management (ISM) of the customer configuration, if applicable. Each ICB port represents an ACD agent that uses a Terminal Number (TN)/Line Equipment Number (LEN) from the system resources.

The configuration DN and the corresponding TNs on the CS 1000, or LENs on the CS 2100/Meridian SL-100, are system resources. The system resources allocated to the ICB must be subtracted from the overall system resources and cannot be used for any other application, as long as they are assigned for ICB use.

Note:

If a customer uses Agent ID and the direct meeting access method, the agent IDs must be consecutive (for example, 00-31).

Each ICB card, using the direct meeting access method, requires the following:

- One ACD group for each ICB card.
- Assign ACD agent TNs/LENs and corresponding M2616 digital sets. Each configured ICB port appears as an M2616 digital set of an ACD agent. The number of TNs/LENs is equal to the maximum number of ports provided by the ICB card. For an ICB with 32 ports active, the configuration requires 32 TNs/LENs. TNs/LENs require 32 DNs for the ACD incalls key and 32 DNs for the secondary directory number (SDN) key (Key 2).
- An ICB card configured to the maximum capacity of 32 ports and 10 simultaneous conferences requires 87 ACD DNs and 32 TNs/LENs as follows:
 - one ACD DN assigned to the ICB card
 - 32 TNs/LENs assigned to the 32 ports (1 PDN and 1 SDN for each TN/LEN; these can be internal DNs - non-DID)
 - 20 ACD DID DNs (10 DN pairs) for dialing into the potential conferences

Note:

For single-number access, replace this with 1 DN.

- 1 DN for TUI access

Full 62-port dual-card conferencing, using the direct meeting access method, requires the following:

- Two ICB cards and six ACD groups as follows:
 - 64 ACD agents (32 for each card), non-DID
 - 64 secondary DNs for these agents, non-DID
 - 36 DNs for simple conferences (9 pairs in each card)

Note:

For single-number access, replace this with 2 DNs (1 for each card).

- 1 DN for dual-card conference access
- 1 DN for dual-card chairperson access
- 1 DN for the link DN, non-DID
- 1 DN for the transfer DN, non-DID
- 2 DNs for TUI access (1 for each card)

This provides a total of 170 DNs, 40 of which are DID.

- Assign an Ethernet port to each ICB card with an IP address, subnet mask, and gateway during installation.

Note:

On the CS 2100/Meridian SL-100, verify that there are enough DS30A links back to the extended peripheral module (XPM) to handle the traffic.

LAN configuration

ICB customers should select one of the following alternatives for BUI access:

- users and administrators access the ICB from the global internet (the new capability of MICB Release 3)
- users and administrators access the ICB from the customer LAN/intranet only (existing MICB Release 2 capability)

Global internet access

Global internet access requires careful configuration of security elements. [Figure 6: Global internet access example](#) on page 43 shows a sample configuration.

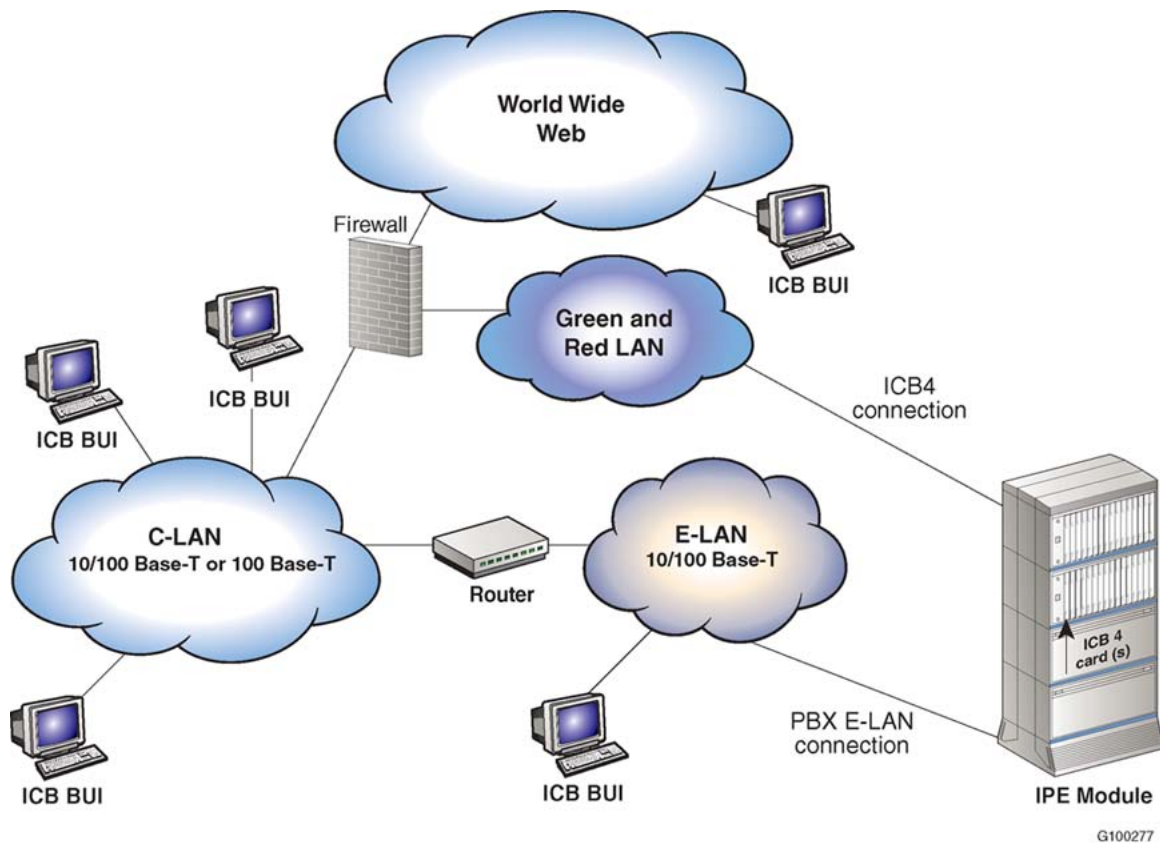


Figure 6: Global internet access example

In typical configurations, the firewall does not allow any kind of access from the World Wide Web into the C-LAN. Only access from the C-LAN hosts to the World Wide Web is allowed (for example, HTTP and FTP).

Hosts that need to be accessed from the World Wide Web must be placed in a special sub-network called the Green and Red LAN. The firewall isolates the Green and Red LAN from the C-LAN. Devices that can be accessed from the World Wide Web are put into this segregated LAN segment. Avaya recommends that the Green and Red LAN be the location of the ICB connection.

On the other hand, C-LAN hosts require open access to the ICB for administration and maintenance.

[Table 3: Firewall access permissions](#) on page 43 summarizes the recommended access permissions allowed by the firewall. All other paths not in the table should be denied.

Table 3: Firewall access permissions

Source	Destination	Protocol
WWW	ICB	HTTP
C-LAN	ICB	HTTP, FTP, TELNET
ICB	WWW	FTP (optional; allows upgrade from the web)

Source	Destination	Protocol
ICB	C-LAN	FTP
ICB	Mail Server	SMTP

Notes

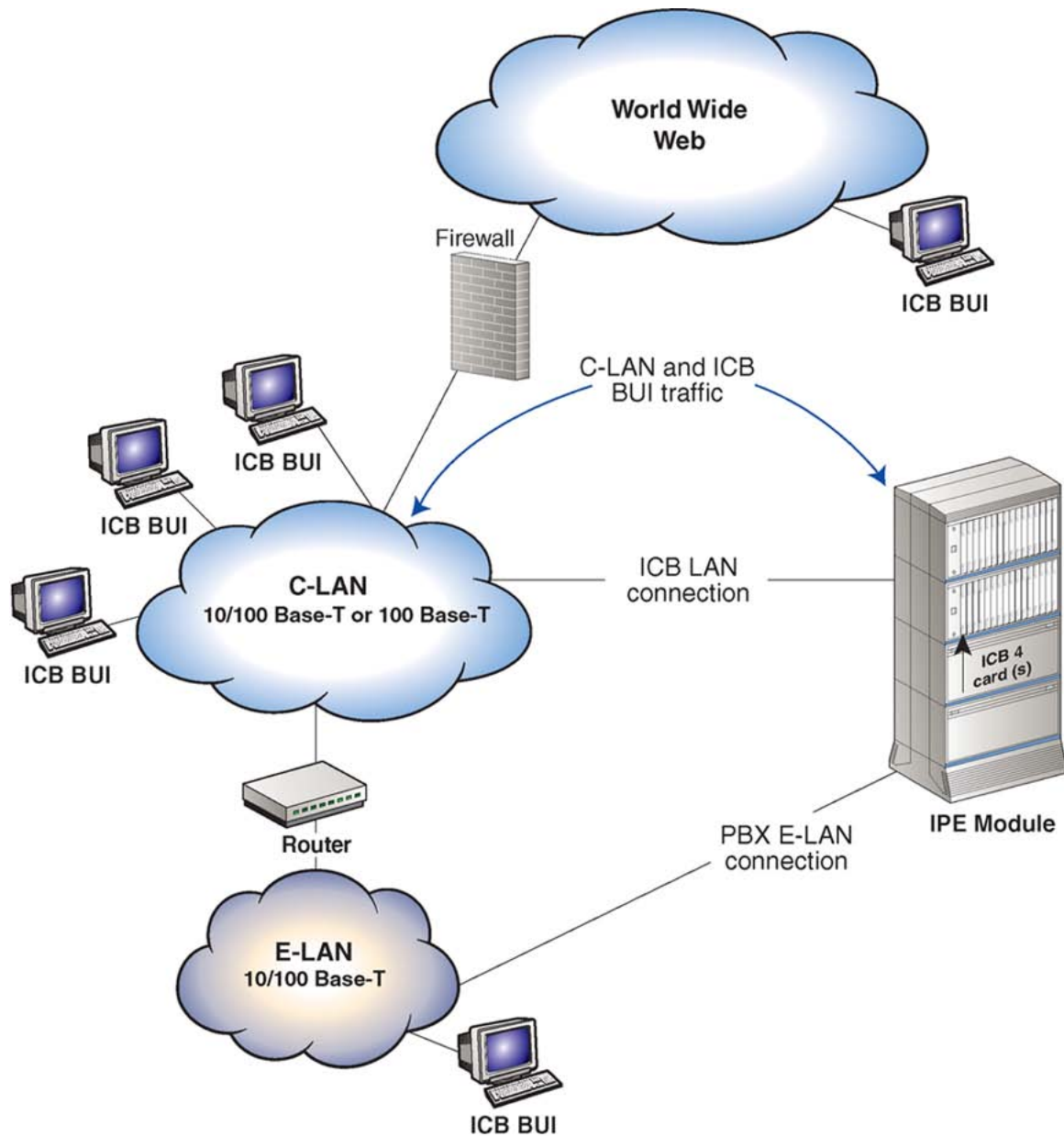
Take the following notes into consideration:

- Technically, a firewall can be configured to enforce these access restrictions even when the ICB is in the C-LAN. However, a Green and Red LAN is usually used, because it is safer.
- Cards of a dual-ICB set must be in the same LAN segment, with no restrictions between them.

LAN/intranet access only

In this configuration, the ICB is not accessible from anywhere in the World Wide Web (assuming this policy is enforced by the firewall). There are two options for this type of configuration: C-LAN connection and E-LAN connection.

[Figure 7: LAN/intranet access only - C-LAN connection](#) on page 45 shows an example of the C-LAN connection.



1. The ICB is open to Customer LAN (C-LAN) traffic, including services such as Telnet and FTP.
2. There is no web traffic on the Embedded LAN (E-LAN).

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Figure 7: LAN/intranet access only - C-LAN connection

[Figure 8: LAN/intranet access only - E-LAN connection](#) on page 46 shows an example of the E-LAN connection.

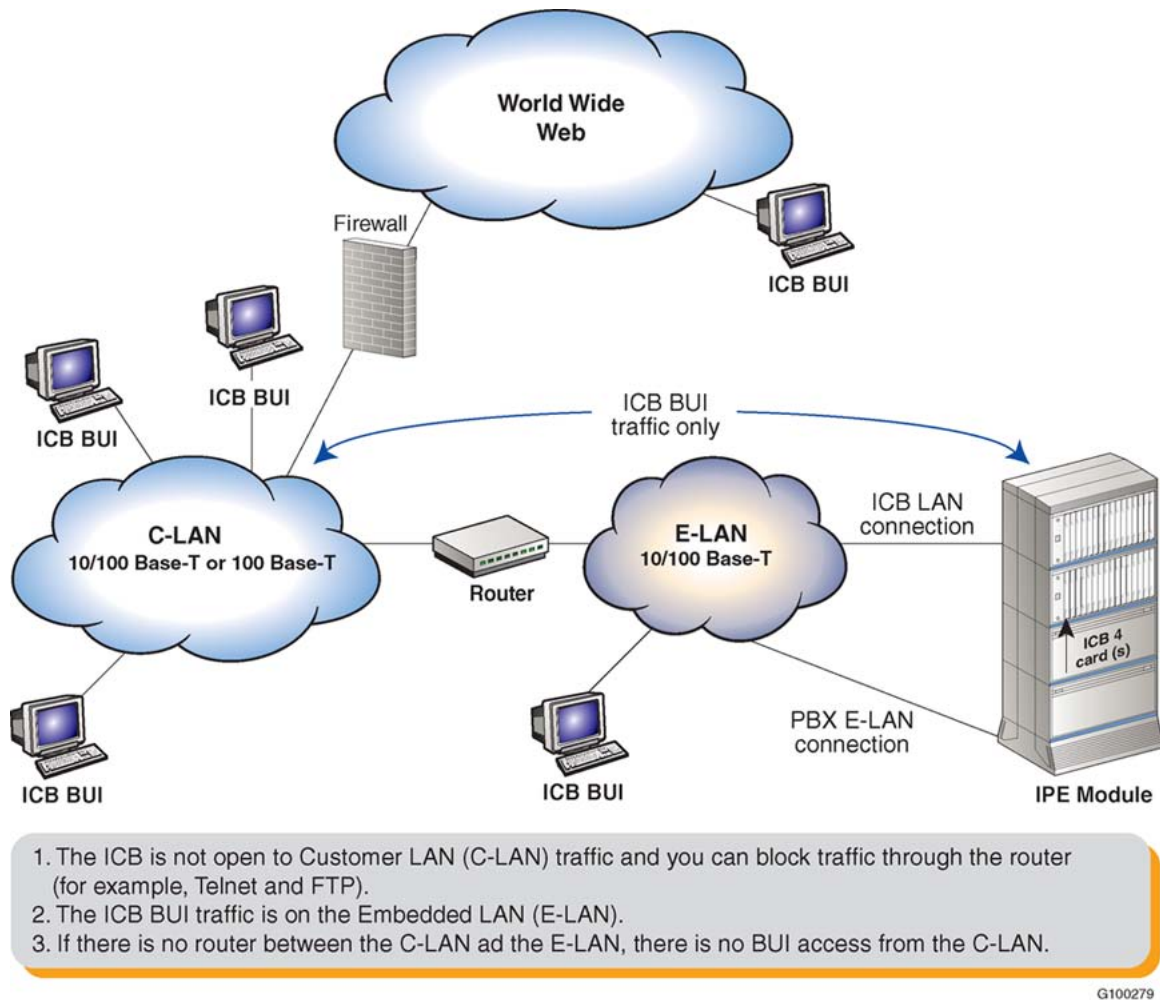


Figure 8: LAN/intranet access only - E-LAN connection

Notes

The following notes apply to LAN/intranet access only:

- The ICB does not interact with the Meridian system through the E-LAN, so logically there is no requirement to put it there. In addition, if the E-LAN is completely separated from the C-LAN, the ICB cannot be in the E-LAN.
- Avaya recommends that customer try not to put any BUI traffic on the E-LAN if possible.
- Each site should select the most convenient option, taking into account the physical LAN endpoints available near the ICB card.

- When there are multiple ICBs (that is, more than three) and the BUI is used frequently, the BUI traffic can load the E-LAN, so it may be better to connect the cards to the C-LAN.
- The ICB has a broadcast-storm protection mechanism: it shuts off the LAN port (temporarily) when traffic is too heavy. Avaya recommends that the ICB be put in a "quiet" LAN segment to get a better response time.

Summary of LAN installation information

Use the following steps when installing and configuring the LAN:

1. Determine whether the ICB is to be accessed from the World Wide Web.
2. If yes, coordinate the firewall configuration with your IS group according to [Table 3: Firewall access permissions](#) on page 43.
3. Determine what is the physical connection point of the ICB. Note these requirements: 10Base-T or 100Base-T, full-duplex.
4. Get the following ICB IP parameters from your IS group: IP address, gateway address, and subnet mask.
5. Get the Mail Server IP address from your IS group. Confirm that the ICB is allowed to access this server by SMTP.

Testing:

Use the following steps to test the LAN configuration:

1. After the ICB is installed and the IP parameters are configured, try to "ping" from any host in the C-LAN to the ICB or from the ICB to a host on the C-LAN.
2. In the case of World Wide Web access, try accessing the ICB from a browser (HTTP access).

Chapter 6: Installation and configuration

Purpose

This chapter describes how to prepare the system for installation, install the ICB into:

- the IPE module for Meridian 1
- the Option 11 shelf
- the Media Gateway for Avaya Communication Server 1000
- the IPE module for Avaya Communication Server 2100/Meridian SL-100

This chapter also describes how to connect the ICB to the administration terminal, and configure the card.

The chapter contains the following sections:

- [Getting started](#) on page 49 - describes the steps to use when preparing for an installation.
- [CS 1000 configuration](#) on page 51 - shows how to configure the Meridian 1 and Avaya CS 1000.
- [CS 2100/Meridian SL-100 configuration](#) on page 59 - shows how to configure the Meridian SL-100.
- [ICB installation and configuration procedures](#) on page 68 - shows how to install the card and set up the web server.
- [ICB Installation Wizard](#) on page 75 - describes how to use the BUI's Installation Wizard to complete configuration.

Getting started

To begin the installation, unpack and inspect the components, take inventory, and determine which IPE card slot(s) in which to install the ICB card(s). See [Table 1: ICB hardware list](#) on page 26 for a complete listing of the ICB hardware.

Unpack and inspect the equipment

Unpack and inspect the equipment for damage. Follow the steps in [Prepare for the installation](#) on page 50, before performing the installation and configuration procedures in this chapter.

Prepare for the installation

1. Remove items from the installation site that can generate static charge.
2. Use antistatic spray if the site is carpeted.
3. Ground yourself before handling any equipment.
4. Remove equipment carefully from its packaging. Save the packaging, in case the card has to be returned.
5. Inspect the equipment for faults or damage. Report any damaged component to your Avaya representative and the company who delivered the equipment.

Take inventory

After unpacking and inspecting the equipment, verify that all necessary components are on site before beginning the installation. Check the equipment received against the shipping documents. Report any missing parts to your Avaya representative.

Verify IPE Slot(s)

The ICB card can be installed in:

- any IPE card slot associated with full 50-pin I/O cables.
- Any CS 1000E Media Gateway cabinet or chassis except slot 4 of the NTDK91 chassis.

Determine the access method

Select the access method, single-number or direct meeting access, the system will be using. With direct access, configure 10 DN pairs. In single-number access mode, configure only the single-access DN. In both cases, the BUI provides instructions about what to do next.

CS 1000 configuration

Prior to installing any of the ICB hardware, configure the system software for the ICB card(s) through the system TTY terminal.

Summary

The following summarizes the tasks for configuring the CS 1000:

1. LD 23 - Define the ACD DN assigned to the ICB card.
2. Define DNs using either:
 - LD 23 - Define ACD DNs and assign them to the ICB card.
 - or
 - LD 10 - Define Phantom TNs and forward them to the ACD DN assigned to the ICB card.
3. LD 11 - Configure ICB ports as digital sets.
4. LD 23 - Configure the main DN for dual-card conferences.
5. LD 15 - Configure the CDR data if the feature Charge Account is used for billing.

Assign ACD DNs

The first step is to assign ACD queue.

Table 4: LD 23 - Define the ACD queue assigned to the ICB card

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	ACD	ACD data block.
CUST	xx	Customer number.
ACDN	xxxx	ACD DN assigned to the ICB card.
MAXP	32	Maximum number of ACD agent positions.
HOML	NO	Logout on handset removal.

Table 5: LD 23 - Assign the ACD DN for the ICB card

Prompt	Response	Description
REQ	NEW	New control data block.
TYPE	ACD	ACD data block.
CUST	xx	Customer number.
ACDN	xxxx	Conferee (main) or chairperson DN.
MAXP	1	Maximum number of ACD agent positions.
NCFW	xxxx	ACD DN assigned to ICB card.
Note: Repeat commands in this table for each ACD DN being configured.		

Note:

The number of DNs defined for each ICB card using direct meeting access depends on the number of conferences and bridges specified on the card. A maximum of 10 conferences can be configured requiring 20 DNs, two for each conference. One DN is for the conferees to call in (the main DN) and one DN is for the conference chairperson.

Define Phantom TN blocks

Phantom TNs can be used, instead of ACD DNs, to serve as chairperson DNs, conferees DNs and TUI DNs.

Enter the CS 1000 definitions for the Phantom TN in LD 10 as follows:

1. The specific TN and DN vary by site.

Those variables are represented by "x" in [Figure 9: Phantom TN definitions \(LD 10\)](#) on page 53.

2. CFXA is the Class of Service (CLS) that enables Call Forwarding.
3. The last four variables in the screen (under FTR) are the main ACD DNs in LD 23.

```

DES MICB
TN   xxx  x   xx  xx      PHANTOM
TYPE 500
CDEN 4D
CUST 0
WRLS NO
DN   xxxxx  x   MARP
AST  NO
IAPG 0
HUNT
TGAR 1
LDN  NO
NCOS 0
SGRP 0
RNPG 0
XLST
SCI  0
SCPW
SFLT NO
CAC  3
CLS  CTD  DTN  FBD  XFD  WTA  THFD  FND  HTD  ONS
      LPR  XRD  CWD  SWD  MWD  LPD  XHD  CCSD  LND  TVD
      CFTD SFD  MRD  C6D  CNID  CLBD AUTU
      ICDD CDMD LLCN EHTD MCTD
      GPUD DPUD CFXA ARND OVDD AGTD CLTD LDTD ASCD
      MBXD CPFA CPTA HSPD UDI  ACC HBTB DDGA NAMA MIND
      NRWD NRCD NROD SPKD CRD  PRSD MCRD
      EXRO SHL  ABDD CFHD DNAA
      CWND USRD BNRD OCHD RTDD FAXD
PLEV 02
AACS NO
MLWU LANG 0
FTR  DCFW 12  <ACD DN>

```

Figure 9: Phantom TN definitions (LD 10)

The next step is to configure ICB ports as digital sets.

Table 6: LD 11 - Configure ICB ports as digital sets

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	2616	Digital telephone set M2616.
TN	l s c u	Terminal number of the ICB card.
CUST	xx	Customer number.
CLS	FLXA VCE, WTA	FLXA = Flexible Voice/Data Allowed. VCE = Voice. WTA = Warning Tone Allowed. ACD agent (Use FLXA).
KEY	0 ACD <ACD DN> <CLI> <pos ID>	ACD DN plus CLI plus position ID.
KEY	1 SCR <any DN>	Line key.
KEY	2 NRD	Not ready key.

Prompt	Response	Description
KEY	3 MSB	Make set busy key.
KEY	4 TRN	Call transfer key.
KEY	9 CHG	Change key. Use with CDR and billing feature.
Note: The administrator should consider chairperson dial-out restrictions through the ICB ports to prevent international dial-out.		

The number of virtual ACD agents of the ACD queue is equal to the number of ICB ports. For example, if 12 ports are enabled, define 12 ACD agents. If the TN for the ICB card is specified as 28 0 6, then TNs for the 12 agents are specified as 28 0 6 0 through 28 0 6 11.

Note:

Agent IDs must be consecutive (for example, 2000-2031).

[Figure 10: LD 20 ICB configuration](#) on page 55 shows a sample LD 20 printout of a built ICB port.

```

PT0000
REQ: PRT
TYPE: TNB
TN 76 0 8 0
SPWD
DATE
PAGE
DES

DES MICB
TN 076 0 08 00
TYPE 2616
CDEN 8D
CUST 0
AOM 0
FDN
TGAR 1
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
XLST 0
SCPW
CLS CTD FBD WTA LPR MTD FND HTD ADD HFD
MMD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD UCE DRG1
POD DSX UMD CMSD CCSD SWD LND CNDD
CFTD SFD DDU CNID CDCA MSID DAPA BFED RCBD

CPND_LANG ENG
HUNT
PLEU 02
SPID NONE
AST
IAPG 0
AACS NO
ITNA NO
DGRP
PRI 01
DNDR 0
KEY 00 ACD 4004 0 4939210
      AGN
      01 SCN 4939250 0 MARP
      CPND
      NAME MICB CHANNEL 0
      XPLN 14
      DISPLAY_FMT FIRST, LAST
02 NRD
03 MSB
04 TRN
05
06
07
08
09 CHG
10
11
12
13
14

```

Figure 10: LD 20 ICB configuration

Configure DNs for a dual-card conference

When a dual-card conference is defined, two meetings are defined on two cards. First, the meeting is booked on the primary card allocating the maximum free ports. Second, the meeting is booked on the secondary card allocating the rest of free ports for the dual-card conference. The user defines a dual-card conference only on the primary card.

When a user dials into a dual-card conference, the call can terminate either on the primary or on the secondary card. Calls to the dual-card conference main ACD DN are forwarded according to the ACD time overflow night table.

On both cards (primary and secondary), the user cannot use the dual-card conference pair DNs for a simple meeting. Therefore, nine DNs are available for simple meeting and bridges.

For a dual-card configuration, one card functions as the primary card and the other as the secondary card. Define for each card an ACD data block with an ACD DN in LD 23, as shown in [Table 4: LD 23 - Define the ACD queue assigned to the ICB card](#) on page 51.

For the primary card, configure the following DNs:

- DN pairs (up to nine) - These pairs serve as chairperson and conferee DNs for single-card conferences (less than 32 ports) on the primary card.

Note:

If single-number access is being used, DN pairs are not required. Instead, define the single-number access DN in this step which callers use to access a simple conference on the primary card.

- TUI DN - This is the DN that users dial to set up single-card conferences on the primary card. Do not configure this DN, if the TUI is not going to be used.
- Chairperson DN - This is the DN that chairperson of a dual-card conference dials to enter a dual-card conference. This DN is required for dual-card setup.

Therefore, for the primary card, configure up to 20 DNs in LD 23 that Night Call Forward (NCFW) to the ACD DN of the primary card.

For the secondary card, configure the following DNs:

- DN pairs (up to nine) - These pairs serve as chairperson and conferee DNs for single-card conferences (less than 32 ports) on the secondary card.

Note:

If single-number access is being used, DN pairs are not required. Instead, define the single-number access DN in this step which callers use to access a simple conference on the secondary card.

- TUI DN - This is the DN that users dial to set up single-card conferences on the secondary card. Do not configure this DN, if the TUI is not going to be used.
- Transfer DN - This is the DN that transfers dual-card conference participants from the primary card to the secondary card when the primary card reaches capacity. The primary card fills up first in a dual-card conference. Configure this DN for dual-card setup.
- Link DN - This is the DN that creates a speech path between the primary card and the secondary card for dual-card conferences. Configure this DN for dual-card setup.

Therefore, for the secondary card, configure up to 22 DNs in LD 23 that Night Call Forward (NCFW) to the ACD DN of the secondary card.

The main DN must also be configured for the dual-card conference. The main DN is the DN that conferees dial to enter the dual-card conference. When the conferees dial the main DN, the main DN forwards them to the ACD queue of the primary card. When the primary card becomes full, the transfer DN transfers further conferees to the secondary card. Use [Table 7: LD 23 - Configure the main DN for dual-card conferences](#) on page 57 to configure the main DN for dual-card conferences.

Table 7: LD 23 - Configure the main DN for dual-card conferences

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	ACD	ACD data block.
CUST	xx	Customer number.
ACDN	xxxx	The main DN for dual-card conferences.
MAXP	1	Maximum number of ACD agent positions.
Note: Carriage return to the end and start again.		
REQ	NEW	New control data block.
TYPE	NACD	Network ACD data block.
CUST	xx	Customer number.
ACDN	xxxx	The main DN for dual-card conferences.
TABL	N	Night time overflow table.
- TRGT	xxxx 0	xxxx is the ACD DN of the primary card. 0 is the time, in seconds, for an immediate transfer to the primary card.

Prompt	Response	Description
- TRGT	yyyy 2	yyyy is the ACD DN of the secondary card. 2 is the time, in seconds, for a delayed transfer to the secondary card.

[Table 8: Sample dialing plan for a 62-port dual-card configuration](#) on page 58 shows a sample dialing plan for a 62-port dual-card configuration.

Table 8: Sample dialing plan for a 62-port dual-card configuration

Description of DNs	DNs for the primary card	DNs for the secondary card	Configure in...
ACD DN	7000	8000	LD 23
Pair DNs for single-card conferences	7001-7018 (NCFW = 7000 in LD 23)	8001-8018 (NCFW = 8000 in LD 23)	LD 23
TUI DNs	7019 (NCFW = 7000)	8019 (NCFW = 8000)	LD 23
Chairperson DNs	7020 (NCFW = 7000)		LD 23
Transfer DN	N/A	8021 (NCFW = 8000)	LD 23
Link DN	N/A	8022 (NCFW = 8000)	LD 23
Main DN	7021 (TRGT = 7000 0)	7021 (TRGT = 8000 2)	LD 23

Note:

Because of the number and variety of DNs programmed for the dual-card setup, Avaya recommends creating a dialing plan chart similar to [Table 8: Sample dialing plan for a 62-port dual-card configuration](#) on page 58. Refer to this chart when configuring the primary and secondary card attributes, including the dual-card settings, in the administration BUI.

Finally, configure each port on the primary and secondary cards as a digital set. See [Table 6: LD 11 - Configure ICB ports as digital sets](#) on page 53.

Assign CDR data

If charge account is used for CDR billing, then configure the feature Charge Account for CDR billing. Remember to define Key 9 on all ICB key ports. See [Table 9: LD 15 - Define the charge account for CDR data](#) on page 58.

Table 9: LD 15 - Define the charge account for CDR data

Prompt	Response	Description
REQ	CHG	Change customer data.
TYPE	CDR_DATA	CDR data block.

Prompt	Response	Description
CHLN	23	Set the charge account number length to 23.

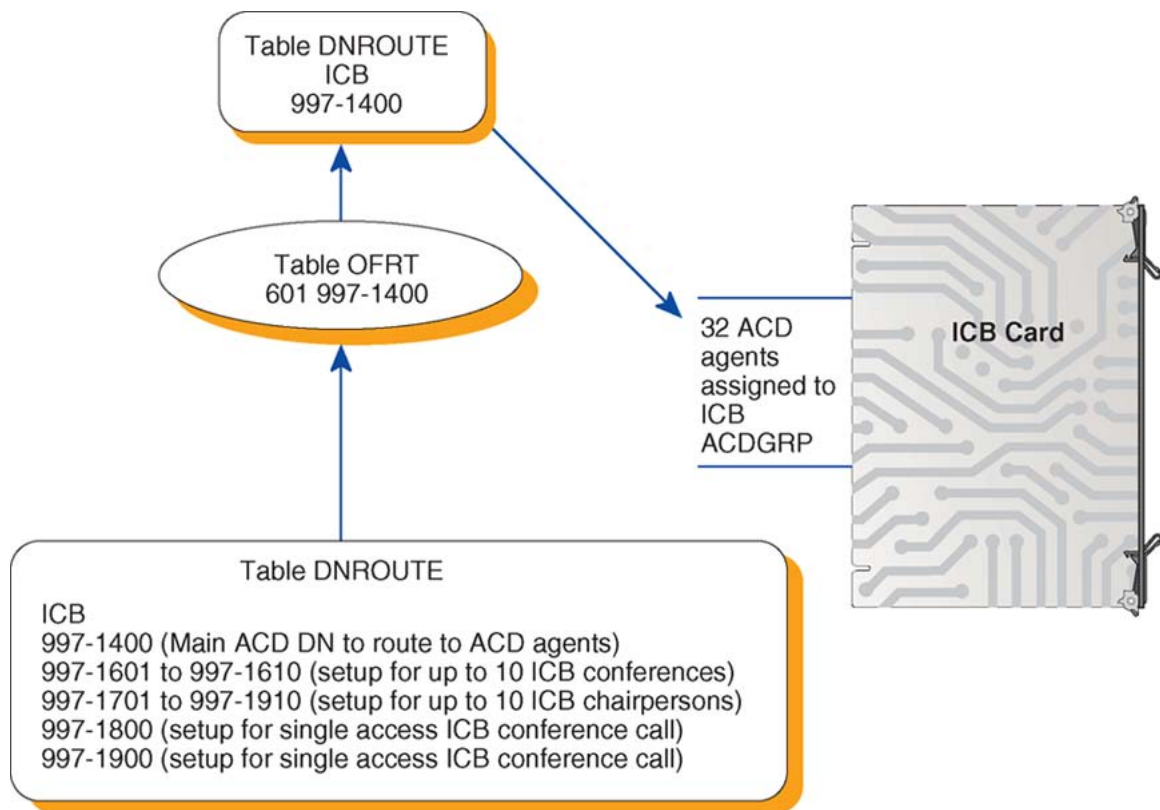
CS 2100/Meridian SL-100 configuration

Single-card configuration

After installing the ICB card(s) and connecting the terminal for CLI access and the server for BUI access, perform CS 2100/Meridian SL-100 database configuration. [Figure 11: Single-card conference, 10 conferences, 32 ports](#) on page 59 shows the tables to datafill for single-card setup.

Note:

If single-number access is being used, the DN pairs are not required. Instead configure a single-number access DN.



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Figure 11: Single-card conference, 10 conferences, 32 ports

Configuration procedure

Single-card installation enables up to 10 conferences on one 32-port ICB card. Each ICB card can use one ICB ACD Group to handle all the access DNs required.

To configure an ICB single-card conference with direct meeting access, from a maintenance and administration position (MAP) terminal follow the steps in [Configure a single-card conference](#) on page 60.

Configure a single-card conference

1. Define LENS as FLXA (MSL09 or above) in table LNINV for a 32-port conference. Refer to [Figure 12: LNINV example](#) on page 61.
2. Define the ICB ACDGRP and ACD agents assigned to the ICB card. See [Figure 13: ACDGRP example](#) on page 61, [Figure 14: ACDSGRP example](#) on page 61, and [Figure 15: ACDLOGIN example](#) on page 61.
3. Define the ICB conference and chairperson bridge DNs. Refer to [Figure 16: DNROUTE example](#) on page 62. This step provides the following:
 - a. Main DN for conference ACD groups to access the ICB agents on the card.
 - b. Conference DNs and Chairperson DNs.
 - c. TUI DN and Assistant DN.
 - d. Single number access conference and chairperson DN.
4. Define the night service route from ACDGRP NSROUTE.

The night service DN assigned in table OFRT allows conference and chairperson ACDGRPs to route to the ICB card ACD agents. Table DNROUTE defines the routes. [Figure 17: OFRT example](#) on page 62 shows an example of table OFRT routing to 214 997 1400 (ICB DN) assigned in table DNROUTE.

5. Use the following tables and command interfaces (CIs) to datafill the ICB for single-card configuration:
 - Table LNINV.
 - Table ACDGRP.
 - Table ACDSGRP.
 - Table ACDLOGIN.
 - Table CUSTACD (optional).
 - Table ACDENLOG (optional).
 - Table DNROUTE.
 - Table OFRT.
 - Table OFCENG.
 - Service Orders.

```

LEN CARDCODE PADGRP STATUS GND BNV MNO CARDINFO
-----
IPE1 00 0 00 00 5D51AB NPDGP WORKING N NL Y FLXA

```

Figure 12: LNINV example**Note:**

Cardcode can also be configured as an 8D02 digital line card.

```

ACDNAME CUSTGRP ACDRNGTH THROUTE NSROUTE PRIOPRO DBG
MAXCQSIZ MAXWAIT ACDMIS MSQS DISTRING OBSWTONE FRCNGTSV
OPTIONS
-----
MICB BNRRCH 12 OFRT 600 OFRT 600 0 Y 2 0 N N NONE N N (ACDDISP 4)
(NONIMCUT ) $

```

Figure 13: ACDGRP example

```

ACDGROUP SUBGROUP RECORDER
-----
MICB          1 NONE

```

Figure 14: ACDSGRP example

LOGINID	CUSTGRP	PSWD	OPTIONS
1234	BNRRCH	N	N \$

Figure 15: ACDLOGIN example

- The ACD login ID must match the ICB physical port connection to the CS 2100/Meridian SL-100. The ACD agents login must be in descending order, otherwise the ICB card cannot login the agents. After adding the ACD login IDs, enter the first agent's ID in the ICB BUI (see [Step 1 - Basic Card Settings](#) on page 76).

Note:

If using Enhanced ACD Login to login specific ACD agent IDs, datafill tables CUSTACD and ACDENLOG to make sure ICB ACD agents can log in.

```
AREACODE OFCCODE STNCODE DNRESULT
-----
214 997 1601 FEAT ACD MICB PRIM 0 0
214 997 1602 FEAT ACD MICB SUPP 0
214 997 1603 FEAT ACD MICB SUPP 0 (Also used for TUI and Assistant DN)
.....cont until # of ports needed are configured
214 997 1701 FEAT ACD MICB SUPP 0 0
214 997 1702 FEAT ACD MICB SUPP 0
214 997 1703 FEAT ACD MICB SUPP 0
.....cont until # of ports needed are configured
```

Note: The DNs in bold are only required when using single access DNs.

Figure 16: DNROUTE example

```
RTE RTELIST
-----
600 (RT 214 NP LCL 9971400 Y N $) $
```

Figure 17: OFRT example

Note:

Use this table to forward, through night service, the ACD main conference and chairperson conference to the ICB ACD prime DN. This example uses 997 1400 as the ACD Prime DN.

7. Define each ICB port as an M2616 digital telephone set. Define ICB ports as ACD agents in SERVORD. Define the digital set keys as follows:

- Key 1: ACD
- Key 1: M0200
- Key 1: COMMUNICTR
- Key 2: Secondary DN
- Key 3: Not Ready (NRD)
- Key 4: ACD Not Ready (ACDNR)
- Key 5: Fast Transfer (FXR)

The following example shows how to datafill the ACD agents using SERVORD. The configuration requires up to 32 LENs and 64 DNs. ACD Incalls and Key 2 use a secondary DN.

```

LEN: IPE1 00 0 00 00
TYPE: SINGLE PARTY LINE
SNPA: 214
DIRECTORY NUMBER: 9971401 (NON-UNIQUE)
LINE CLASS CODE: M2616 WITH DISPLAY AND HANDSFREE
CUSTGRP: BNRRCH SUBGRP: 0 NCOS: 0 RING: Y
ACDKEY: INCALLS MICB1 1 N
CARDCODE: 5D51AB GND: N PADGRP: NPDGP BNV: NL MNO: Y
PM NODE NUMBER : 50
PM TERMINAL NUMBER : 1
DNGRPS OPTIONS:
OPTIONS:
COMMUNICTR
MSB
ACDNR
KEY DN
--- --
1 ACD 9971401 INCALLS MICBPRIM1 1 N
2 DN 9971501
KEY FEATURE
--- -----
3 ACDNR
4 MSB $
5 FXR
16 HANDSFREE

```

Figure 18: QLEN example**Note:**

When adding the display feature to the M2616 set, use OPTKEY1, Option M0200.

Define Agent IDs as consecutive numbers within the lower and upper limit (see [Step 1 - Basic Card Settings](#) on page 76).

8. In table OFCENG, set configure ALL_ACD_LOGIN_IDS_VALID **x**.

PARAMNAME	PARAMVAL
ALLOW_RINGING_ON_TIP_SIDE	N
ALL_ACD_LOGIN_IDS_VALID	Y

Figure 19: OFCENG example

Dual-card configuration

The dual-card configuration enables a single conference to occur on two cards and have up to 62 participants depending on access type. In the dual-card configuration, one card is the primary card, and the other is the secondary card. Each card can host single-card conferences of three to 32 participants, or a dual-card conference, which occupies ports on both cards.

Note:

There is no need for ICB cards in a dual-card configuration to reside next to each other in an IPE shelf. Software establishes the audio connections between the two cards. There is no hardware connection between the two cards.

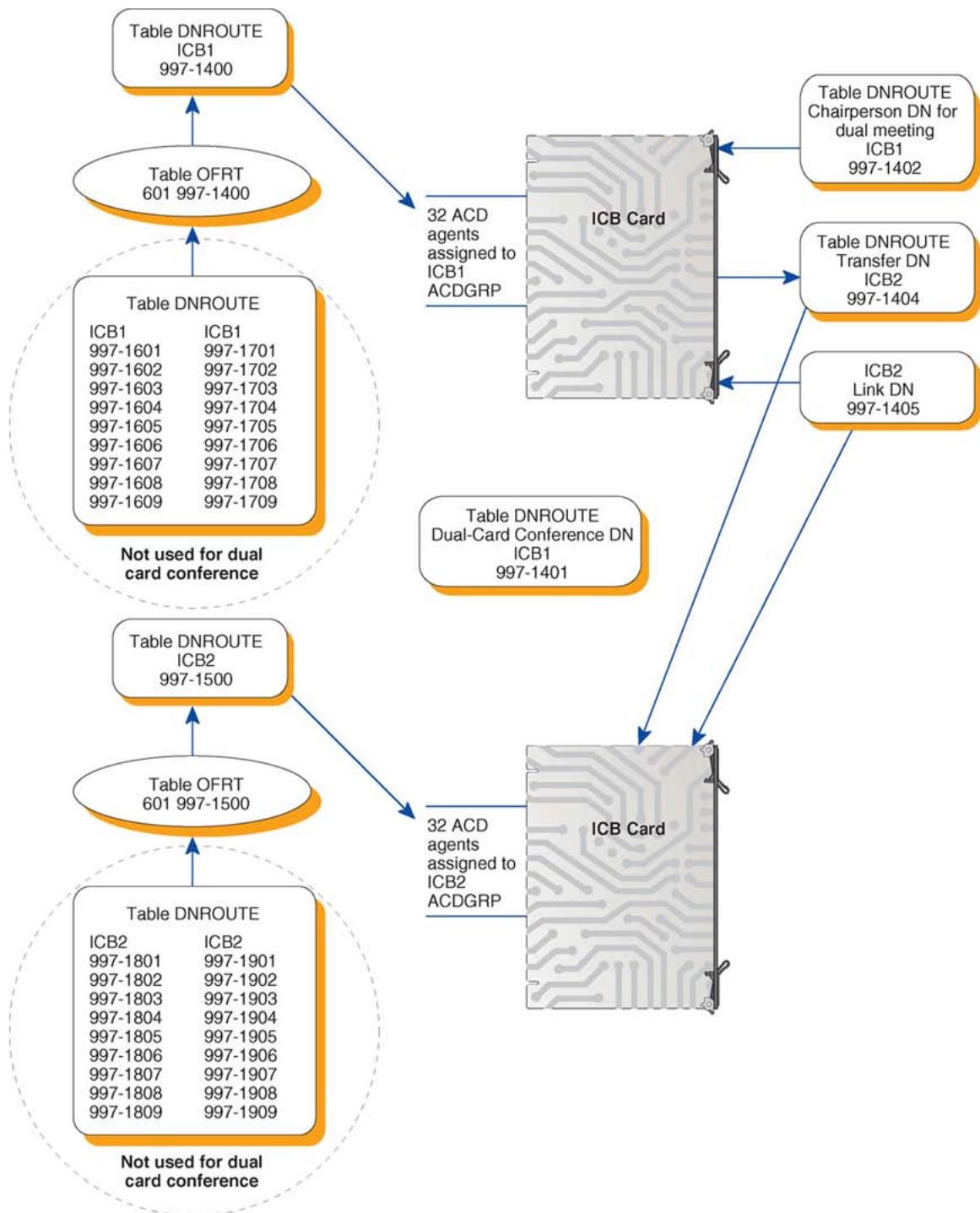
Datafill the following tables and command interfaces for dual-card configuration:

- table LNINV
- table ACDGRP
- table ACDSGRP
- table ACDRTE (requires a new entry)
- table ACDLOGIN
- table DNROUTE
- table OFRT

[Figure 20: Dual-card conference, 1 conference, 62 ports](#) on page 65 provides an example of the datafill for dual-card setup.

Note:

If single-number access is being used, DN pairs are not required. Instead configure two single-number access DNs: one for callers to use to access simple conferences on the primary card and one for callers to use to access simple conferences on the secondary card.



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Figure 20: Dual-card conference, 1 conference, 62 ports

Service Orders

Add an additional ACD group for the second card.

```
ACDNAME CUSTGRP ACDRNGTH THROUTE NSROUTE PRIOPRO DBG
MAXCQSIZ MAXWAIT ACDMIS MSQS DISTRING OBSWTONE FRCNGTSV
OPTIONS
-----
MICB2 BNRRCH 12 OFRT 601 OFRT 601 0 Y 2 0 N N NONE N N (ACDDISP 4)
(NONIMCUT ) $
```

Figure 21: ACDGRP example

Add additional ACD subgroup information for the second card.

```
ACDGROUP SUBGROUP RECORDER
-----
MICB2 1 NONE
```

Figure 22: ACDSGRP example

Add additional login IDs for the second card agent logins. These login IDs must be in sequential order.

LOGINID	CUSTGRP	PSWD		OPTIONS
1234	BNRRCH	N	N	\$

Figure 23: ACDLOGIN example

Add table DNROUTE to provide DNs for the following:

- second ICB card (for single-card conference and chairperson)
- transfer DN (to transfer conference calls from ICB card 1 to ICB card 2)
- link DN (provides speech path between the two cards)
- 62-port Main conference DN
- chairperson DN for ICB card 1

Note:

From all of these DNs, part are for the primary card and the rest are for the secondary card. However, when configuring these DNs in the ICB BUI, all dual-card DNs are configured on the primary card.

AREACODE OFCCODE STNCODE DNRESULT

```
-----
214 997 1600 FEAT ACD MICB2 PRIM 0 0
214 997 1401 FEAT ACD MICB1 SUPP 0 (Used for Dual Card MAIN Conference)
214 997 1402 FEAT ACD MICB1 SUPP 0 (Used for Dual Card Card 1 chairperson)
214 997 1403 FEAT ACD MICB2 SUPP 0 (Used for Dual Card Card 2 chairperson)
214 997 1404 FEAT ACD MICB2 SUPP 0 (Used for Dual Card Transfer DN)
214 997 1405 FEAT ACD MICB2 SUPP 0 (Used for Dual Card Link DN)
214 997 1802 FEAT ACD MICB2 SUPP 0 (Used for single card conferences)
214 997 1803 FEAT ACD MICB2 SUPP 0 (Used for single card conferences)
.....cont until # of ports needed are configured
```

Note: The DNs in bold are only required when using single access DNs.

Figure 24: DNROUTE example

Use table ACDRTE to allow a dual-card conference to overflow from ICB card 1 to ICB card 2 when there are no more available ports on card 1.

ACDGRP	OPTNAME	OPTION
MICB1	OVFL OVFL	(MICB 2)

Figure 25: ACDRTE example

Use table OFRT to add the DN routing for the second ICB card.

```
RTE RTELIST
-----
601 (RT 214 NP LCL 9971600 Y N $) $
```

Figure 26: OFRT example

Configuration procedure

To set up a dual-card configuration using direct meeting access, follow the steps in [Configure a dual-card conference](#) on page 67.

Configure a dual-card conference

1. Install the two cards and their Ethernet adapters identical to single-card installation. See [Install the Ethernet Adapter card](#) on page 69.

Note:

There is no need for the two cards to be next to each other in the shelf or cabinet.

2. Busy and Return to Service (RTS) the two cards in the IPE PM level of the MAP terminal.
3. For each card, connect a VT100 terminal to the card and enter the keycode information, including the appropriate number of ports. Wait for each card to verify the keycode information.
4. For each card, log into the card through the CLI (default login: admin). Enter the System Attributes Editor, enter **sa** then **sy**, and modify the following information:

The subnet mask, the gateway address, and the IP address

Note:

After entering the Ethernet information, the CLI asks if you want to restart the cards. Select **YES** at this point.

5. From a PC, ping each ICB card to make sure that they have a correct connection to the LAN. To ping an IP card, perform the following:
 - a. Click on the **Start** button and select **Run** from the Start Menu.
 - b. In the Open: field, enter **ping <IP address>** where <IP address> is the IP address of one of the ICB cards.
 - c. Click the **OK** button, and observe the DOS window that opens. If you receive the message: "Reply from <IP address>...", you have set up the LAN connection correctly and you can continue. If you receive the message: "Request timed out", there is a problem with the LAN connection.
6. Configure the DNS for the dual-card configuration.
7. Configure each port on the two new cards as an M2616 set. See [Configure a single-card conference](#) on page 60. Refer to SERVORD information in [Figure 18: QLEN example](#) on page 63.
8. Open up the web browser on your PC. In the URL field of the browser, enter the following: **<IP address>** where < IP address> is the ICB IP address.
9. Log into the BUI (defaults: admin and 000000) and select the ICB Installation Wizard (see [ICB Installation Wizard](#) on page 75").

ICB installation and configuration procedures

Once the site is prepared for installation and the Meridian system software is configured, use the steps in [Table 10: ICB installation summary](#) on page 69 to complete the ICB installation.

Table 10: ICB installation summary

Step	Description
1	<p>Install a serial Maintenance terminal for preliminary card setup using the following procedures:</p> <ul style="list-style-type: none"> • Install the Ethernet Adapter card on page 69 <p>Use one of the following three procedures to connect the serial Maintenance terminal to the ICB as follows:</p> <ul style="list-style-type: none"> • Access the ICB directly on page 71 • Access the ICB remotely using a modem on page 71 • Access the ICB remotely using a LAN hub on page 72 <p>If your system is a CS 1000, use one of the following three procedures to connect the serial Maintenance terminal to the ICB as follows:</p> <ul style="list-style-type: none"> • Access the ICB directly - CS 1000 on page 72 • Access the ICB remotely using a modem - CS 1000 on page 73 • Access the ICB remotely using a LAN hub - CS 1000 on page 73
2	<p>Install the ICB card(s) using the following:</p> <ul style="list-style-type: none"> • Install ICB cards on page 73
3	<p>Configure the Maintenance terminal for command line interface (CLI) access as follows:</p> <ul style="list-style-type: none"> • Set up CLI access from the maintenance terminal on page 74 <p>Define the ICB Ethernet parameters using the CLI System Attributes Editor as follows:</p> <ul style="list-style-type: none"> • Configure initial card parameters using the CLI on page 74
5	<p>Complete the installation using the ICB BUI Install Wizard as follows:</p> <ul style="list-style-type: none"> • Access the administration BUI on page 75 • See ICB Installation Wizard on page 75 for a description of how to configure the ICB card(s) using the Install Wizard.

Install the Ethernet Adapter card

1. Remove the cover plate from the I/O panel at the rear of the IPE module.
2. Remove the I/O panel retaining screws and lift the I/O panel from the module.
3. Set up the I/O panel filter connector for the card slot you have assigned for the ICB card installation.
4. Your next step depends on the configuration of that filter connector.
 - a. If this connector has a permanent connection to the backplane cable, remove the filter connector from the I/O panel.

- b. If a 50-pin connector joins the filter connector and the backplane cable, disconnect the 50-pin connector from the I/O panel filter connector. Then, being careful to save the retaining screws, remove the filter connector from the I/O panel.
5. Install the Ethernet Adapter card into the selected I/O panel connector cutout using the saved retaining screws.
6. Fasten the I/O panel to the module using the retaining screws.
7. Replace the module cover plate.

[Table 11: Maintenance cable](#) on page 70 lists the pin number assignments for the Maintenance terminal cable that connects the IPE module I/O panel that the following procedures use. The cable connects to the nullmodem for direct terminal connection or to a modem for a remote maintenance terminal.

Table 11: Maintenance cable

J2 DB-25 pin	J1 50-pin	Description	J2 DB-25 pin	J1 50-pin	Description
1	25	Reserved	14	48	LAN_Rx-
2	22	RS-232 Tx	15	13	Reserved
3	20	RS-232 Rx	16	14	Reserved
4	18	Reserved	17	15	Reserved
5	10	Reserved	18	36	Reserved
6	16	Reserved	19	37	Reserved
7	21	GND	20	19	Reserved
8	17	Reserved	21	38	Reserved
9	11	Reserved	22	39	Reserved
10	24	LAN_Tx+	23	40	Reserved
11	49	LAN_Tx-	24	41	Reserved
12	12	Reserved	25	N.C.	Not Connected
13	23	LAN_Rx+			

Refer to [Figure 27: Terminal connection through the Ethernet Adapter](#) on page 71 when connecting the Maintenance terminal (that is, VT100) in the following procedures.

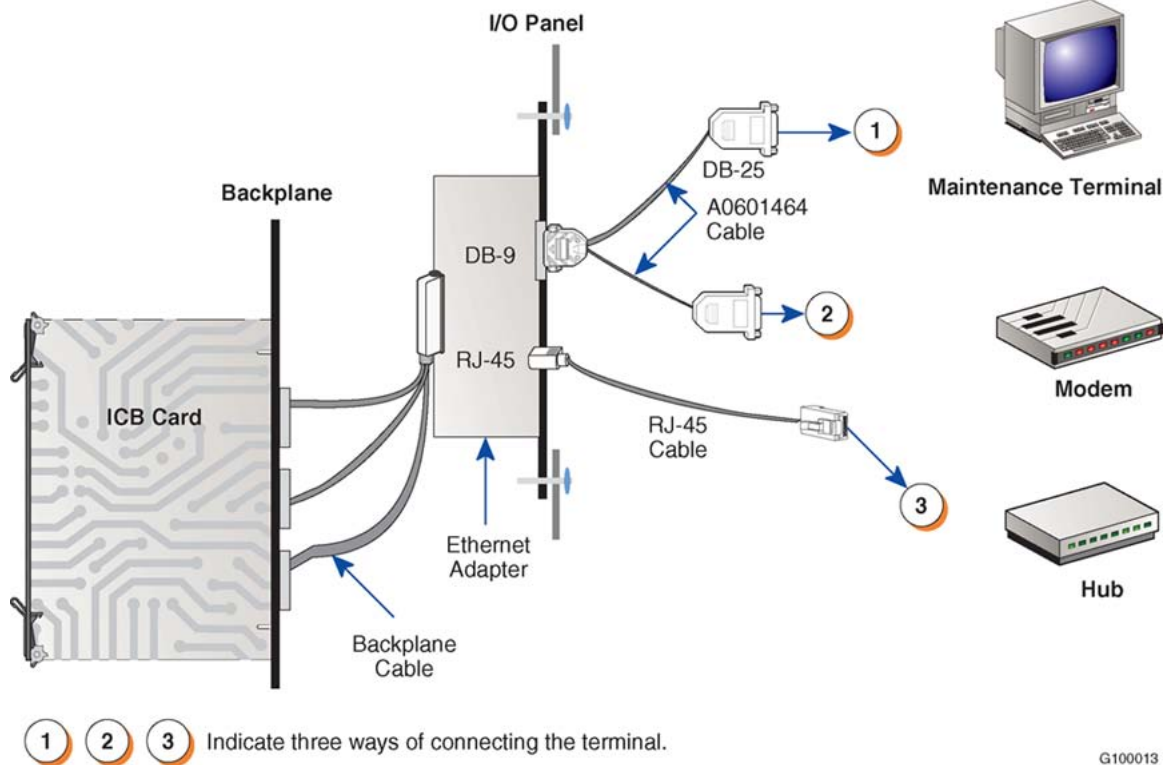


Figure 27: Terminal connection through the Ethernet Adapter

Access the ICB directly

1. Position the Maintenance terminal on a desk near the system.
2. Verify that the Ethernet Adapter card is on the I/O panel as described in [Install the Ethernet Adapter card](#) on page 69.
3. Plug the terminal cable DB-9 female connector into the DB-9 male connector on the Ethernet Adapter card on the I/O panel.
4. Plug the DB-25 male connector at the other end of the terminal cable into the RS-232 connector on the terminal. A nullmodem is not required. If a gender changer is required, purchase one from a local electronics store.

Access the ICB remotely using a modem

1. Verify that the Ethernet Adapter card is on the I/O panel as described in [Install the Ethernet Adapter card](#) on page 69.
2. Plug the terminal cable DB-9 female connector into the DB-9 male connector on the Ethernet Adapter card on the I/O panel.
3. Plug the DB-25 male connector at the other end of the terminal cable into the DB-25 female connector of a DB-25F/DB-25M nullmodem adapter. If a female-to-female nullmodem is required, use a customer-supplied nullmodem.

4. Plug the DB-25 male connector of the nullmodem adapter DB-25F/DB-25M into the DB-25 female connector on the modem. If a female-to-female nullmodem is required, use a customer-supplied nullmodem.
5. Plug the modular modem cable RJ11 plug into the RJ11 jack on the modem.
6. Plug the other end of the modular modem cable RJ11 plug into the RJ11 jack on the wall.

Access the ICB remotely using a LAN hub

1. Verify that the Ethernet Adapter card is on the I/O panel as described in [Install the Ethernet Adapter card](#) on page 69.
2. Plug the modular cable RJ-45 plug into the RJ-45 jack on the Ethernet Adapter card.
3. Plug the RJ-45 plug at the other end of the modular cable into the Ethernet LAN hub.
4. Make the remaining Ethernet connections as required using standard Ethernet connection rules.

Note:

For local testing purposes, or direct connection from the Ethernet port to a PC, use an Ethernet cross-over cable purchased at a local computer store.

If installing the ICB card in a CS 1000, use the following procedures to connect the Maintenance terminal.

Note:

These procedures do not apply to the Meridian 1 Options 61C or 81C or the CS 2100/ Meridian SL-100.

[Table 12: DB-9 RS-232 port pin out](#) on page 72 describes the DB-9 pin assignment that the next two procedures use.

Table 12: DB-9 RS-232 port pin out

9-pin (male) serial connector pin #	Signal Description
2	RS-232 TX (transmit)
3	RS-232 RX (receive)
5	GND

Access the ICB directly - CS 1000

1. Position the Maintenance terminal on a desk near the system.
2. On a Media gateway cabinet, perform the following:
 - a. Verify that the Ethernet Adapter is installed.

- b. Plug the terminal cable DB-9 female connector into the DB-9 male connector on the Ethernet Adapter on the I/O panel.
 - c. Plug the DB-25 male connector at the other end of the terminal cable into the RS-232 connector on the terminal. If the connection requires a gender changer, obtain one at a local electronics store.
3. On a Media gateway chassis, connect the NTBK48 three-port SDI cable to the 9-pin SDI connection (COM RS-232) at the back of the Call Server and Media Gateway.

Access the ICB remotely using a modem - CS 1000

1. Verify that the Ethernet Adapter/Medium Access Unit (MAU) is installed in the CS 1000. Insert the industry-standard MAU into the Ethernet Connection on the back of the Media Gateway.

Note:

The Ethernet MAU comes with the cable kits for the Media Gateway.

2. Plug the terminal cable DB-9 female connector into the DB-9 male connector on the Ethernet Adapter/MAU on the I/O panel.
3. Plug the DB-25 male connector at the other end of the terminal cable into the DB-25 female connector of the customer-supplied DB-25F/DB-25M nullmodem adapter.
4. Plug the DB-25 male connector of the DB-25F/DB-25M nullmodem adapter into the DB-25 female connector on the modem.
5. Insert the modular RJ11 plug into the RJ11 jack on the modem.
6. Insert the other end of the RJ11 plug into the RJ11 jack on the wall.

Access the ICB remotely using a LAN hub - CS 1000

1. Verify that the Ethernet Adapter/MAU is installed in the CS 1000. Insert the industry-standard MAU into the Ethernet Connection on the back of the Call Server and Media Gateway.

Note:

The MAU comes with the cable kits for the Media Gateway.

2. Insert the modular cable RJ-45 plug into the RJ-45 jack on the Ethernet Adapter/MAU.
3. Insert the RJ-45 plug at the other end of the modular cable into the LAN hub.
4. Make the rest of the Ethernet connections as required using standard Ethernet connection rules.

Install ICB cards

1. Identify the card slots selected for ICB card(s).
2. Make sure to properly place the PCMCIA hard drive card in the lower faceplate PCMCIA slot.

3. Pull the top and bottom extractors away from the ICB faceplate.
4. Insert the ICB card into the card guides and carefully push it until it makes contact with the backplane connector.
5. Push the top and the bottom extractors towards the faceplate to insert the ICB card into the faceplate connector and to lock it in place.
6. Observe the red LED at the top of the faceplate (the card LED).

This LED blinks three times after the self-test successfully completes. When the ICB software loads, the LED blinks three more times and then remains lit. This takes approximately 45 seconds.
7. Repeat Steps 1 through 6 for each additional ICB card.

Set up CLI access from the maintenance terminal

1. Specify the VT-100 type terminal interface characteristics to make sure they are compatible with the ICB RS-232 interface.
2. Set the interface parameters as follows:
 - Transmission speed: 9600 bps
 - Data bits: 8
 - Stop bit: 1
 - Parity: No
 - Flow control: none

Note:

Do not use XON/XFF flow control.

The next step is to define IP parameters using the CLI.

Configure initial card parameters using the CLI

1. Enter the key-code.
2. Enter the card feature (Basic or Advanced).
3. From the VT-100 type terminal press the `Enter` key.

The login window appears.

4. At the login prompt, enter the following:

```
admin
```

Where "admin" is the default administrator password.

5. Access the System Administration menu. Enter:

```
SA
```

The System Administration menu opens.

6. Access the System Attributes Editor. Enter:

SY

The System Attributes Editor opens.

7. Enter the following IP attributes for the ICB card:

- IP address - The internet protocol address which has the same format as the gateway address.
- Subnet mask - The part of the IP address which represents a subnetwork within a network. The subnet mask has a format of XXX.XXX.XXX.XXX, where XXX is in the range 0-255. Subnet mask in binary presentation of 32 bits has at least the first eight digits "1" and the last digit is "0".
- Gateway address - Is in the XXX.XXX.XXX.XXX format, where every token is in the range 0-255.

8. Enter **s** to save the parameters.

9. Exit the CLI and proceed to [Access the administration BUI](#) on page 75. All other card configuration is performed from the BUI.

Access the administration BUI

Check the installation by doing the following:

- a. Run a browser, either Netscape or Microsoft Internet Explorer.
- b. In the location field, enter:
`http://<ICB IP address>`
- c. Login as an administrator. The default ID and password are admin and carriage return (enter key).
- d. Proceed with the installation using the Installation Wizard (see below).

Note:

If changes to IP addresses are to be completed to previously installed ICB4 cards that are currently configured for Dual Card Conferences, the card must be changed to Single Card Mode via the BUI prior to making changes to the IP addresses of the cards. Refer to [Figure 28: Installation Wizard: Step 1 - Basic Card Settings window](#) on page 77

ICB Installation Wizard

Overview

The ICB Installation Wizard provides an easy method for configuring new systems. Only a user who logs in as an administrator can use the Installation Wizard. An administrator accesses the

Installation Wizard by clicking on the Install Wizard link on the BUI's ICB Dashboard. For more information about accessing this tool, see, [Administration BUI](#) on page 107.

After completing a Wizard session, the administrator can try operating the card (that is, schedule a conference and place a call), so long as the Meridian system setup is complete. An administrator can return to the Wizard at any time to change system definitions.

The Installation Wizard consists of four steps, each of which appears on a separate window. For a new installation, follow the Wizard step-by-step. For already installed systems, go directly to a specific window to modify one or more fields. The windows are as follows:

1. Basic Card Settings - use this window when getting started. The Administrator must enter the time zone of the ICB card.
2. Access Numbers - select the dialing method (that is, direct meeting or single-number) and enter the DNs according to Meridian system configuration.
3. Define First User - define at least one user in order to perform sanity tests, such as scheduling conferences and placing calls. This step eliminates the need to go to a separate window to define a user after finishing using the Wizard, just to perform some testing.

Because this step is required only during initial installation, the BUI excludes it (that is, grays it out) after a successful installation. Normal user administration is performed from a separate window in the Administration BUI.

4. Dual Card Meetings - define the parameters for dual-card meetings. This step appears only in the primary card of a dual-card ICB configuration.

Conventions

All Installation Wizard windows list the steps on the left of the window. During installation advance step-by-step by clicking on the **Submit & Continue** button. After installation is complete, access a specific step directly by clicking on its name in the list.

Step 1 - Basic Card Settings

[Figure 28: Installation Wizard: Step 1 - Basic Card Settings window](#) on page 77 shows the Basic Card Settings window. Click on the **Install Wizard** link on the ICB Dashboard to access this window.

ICB Installation Wizard

Step 1 - Basic Card Settings

Name: IP address: 62.90.58.231

Type: ☒ Single Card
☐ Dual Card - Primary
☐ Dual Card - Secondary

Default Language:

Time Zone:

IP address of E-mail Server: (optional, required for E-mail option)

"From" E-mail address, by which ICB identifies itself:

Automatic Call Distribution:
☒ Use an agent ID: (Enter the first agent ID)
☐ Use multiple queue assignment

Submit this window to save the parameters in the card and continue to the next step. → **Submit & Continue** → **Finish**

Submit this window to save the parameters in the card and return to the dashboard.
Note: The system disables this button during a first installation that is not yet complete. The button is active when visiting this window to modify parameters after installation.

Figure 28: Installation Wizard: Step 1 - Basic Card Settings window

[Table 13: Basic Card Settings parameters](#) on page 77 describes the parameters, from top to bottom, of the Basic Card Settings window.

Table 13: Basic Card Settings parameters

Item	Description
Name	Enter the card's name. Range: Free text up to 20 characters.
IP Address	Shows the IP address of the card, which appears as view only. Note: Define the card address using the CLI.
Type	Define the card's configuration type as follows: <ul style="list-style-type: none"> • Single card (stand-alone). • Primary card in a dual-card pair. • Secondary card in a dual-card pair. Note: Dual-card meeting configuration in Step 4 uses this information. If information is changed here, a window opens reminding you to change the settings of a dual-card meeting.

Item	Description
	<p>Note:</p> <p>When an ICB card of type "single" already configured with 10 DN's pairs is changed to "primary" or "secondary", one of the DN pairs must be deleted. This is because in a dual-card set one DN pair is reserved for the dual meeting configured in Step 4. The ICB attempts to find a free DN pair (that is, with no conferences scheduled on it) and deletes it. If no such DN is found, the ICB deletes the DN pair with the fewest conferences. In this case, a confirmation box appears that allows the administrator to confirm or cancel the whole operation.</p> <p>Note:</p> <p>When a "primary" or "secondary" card is changed to be "single", all dual meetings are changed to simple meetings and their port size is reduced to the capacity of this card.</p>
Default Conference Language	Determine the default voice-prompt language for conferences and the TUI. When scheduling a conference, users can select a language from the available set, but if the user does not specify a language this parameter applies. Default: American English.
Time Zone	Select the appropriate time zone for the ICB card. If this field is not entered, conferences will not be scheduled at the proper times.
IP address of E-mail Server	<p>Enter the IP address of the server that the ICB uses to send scheduling confirmation and administration E-mail messages. If this field is left empty, or an incorrect address is specified, the ICB will not send E-mail messages. However, the rest of the system will operate properly.</p> <p>Note:</p> <p>The E-mail server must support the Simple Mail Transfer Protocol (SMTP).</p>
"From" E-mail address, by which the ICB identifies itself	<p>Enter the E-mail address which the ICB uses to identify itself when sending E-mails. This item appears in the "From:" field of sent E-mails.</p> <p>Note:</p> <p>Some E-mail servers require this information as a mandatory field. It cannot be empty, but it can be a non-existent address. Some servers will not deliver the E-mail if it is not correct.</p> <p>Note:</p> <p>ICB never receives E-mails, so it does not require an address. However, the "from" address is used when returned mail occurs (for example, someone replies to the ICB's E-mail or the network returns an undeliverable E-mail). If the address is unreal, the returned mail is not delivered. If the "from" address is someone's real address, they will receive the ICB's returned mail.</p>
Automatic Call Distribution	Define the ACD setup according to the Meridian system ACD configuration.

Item	Description
	<p>Use an agent ID - Indicate whether ACD is configured with the agent ID option. If yes, enter the four-digit agent ID of the first ICB port in the adjacent text box. The other ports use the succeeding agent IDs.</p> <p>Use multiple queue assignment - Indicate if ACD is configured with the multiple-queue option. An entry is required, because this option affects the agent login process which the system applies to the ports.</p>

Step 2 - Access Numbers

Use this step to define the access method, direct meeting or single-number, and the DNs according to Meridian system configuration. [Figure 29: Installation Wizard: Step 2 - Access Numbers window](#) on page 79 shows the Access Numbers window.

ICB Installation Wizard

Step 2 - Access Numbers

Select the access method to be used by ICB:

☒ Use a single access number 7268

Access numbers will be chosen automatically by ICB

☐ Use a list of access numbers

Enter access number pairs directly into the table.

Participants	Chairperson

Additional numbers:

Assistance DN: 197626

TUI DN: 7560

Discard input and return to previous step. → **Back**

Submit this window to save the parameters in the card and continue to the next step. → **Submit & Continue**

Submit this window to save the parameters in the card and return to the dashboard. → **Finish**

Note: The system disables this button during a first installation that is not yet complete. The button is active when visiting this window to modify parameters after installation.

Figure 29: Installation Wizard: Step 2 - Access Numbers window

[Table 14: Access Numbers parameters](#) on page 80 describes the parameters, from top to bottom, of the Access Numbers window. Configure all the DNs in this window according to Meridian system configuration.

Table 14: Access Numbers parameters

Item	Description
Use a single access number	Enter the single DN to use for accessing all conferences.
Use a list of access numbers	<p>This field requires a list of DN pairs, because with direct meeting access users dial the conference DN and then the chairperson DN to enter the meeting. The number of DNs defined equals the maximum number of simultaneous conferences allowed. Configure up to 10 DN pairs.</p> <p>Note:</p> <p>Define only nine DN pairs for primary or secondary cards in a dual-card set. One DN must be reserved pair for dual-card meetings (see Step 4 - Dual Card Meetings on page 80).</p> <p>Delete DNs by clicking on a table cell and pressing the <code>Delete</code> key, which leaves the cell empty. DNs that are in use by a future or current conference cannot be deleted; an error message appears when submitting the form.</p> <p>When upgrading from MICB Release 2, the system uses the same table. The old DN pairs appear in the table.</p>
Assistance DN	Enter the DN of an operator or attendant. The system dials this DN when the chairperson in an active conference selects "call assistant" from the TUI or BUI.
TUI DN	Enter the DN to access TUI services.

Step 3 - Define First User

This step appears only during a new installation. Use this window to define a new user for testing the ICB after completing installation. The user defined here can be deleted, or modified, from the regular User Administration window.

This window is identical to the "new user" window (see [Figure 61: ICB Dashboard - Users New User window](#) on page 126), except it includes the Wizard step titles at the top of the window. The action buttons are the same as in Step 2, except that the Finish button only appears in the case of a single-card ICB.

Step 4 - Dual Card Meetings

Configure the parameters for a dual-card meeting in this window. This step appears only when the card is a member of a dual-card set (that is, the configuration type selected in Step 1 is either "Dual Card - Primary" or "Dual Card - Secondary"). Inputting data in this window is allowed only on the primary card; on the secondary card this window appears as view only.

Note:

The secondary ICB card must be installed and configured first. Dual-card meeting parameters and DNs are defined in the primary ICB only. The primary ICB sends the relevant information to the secondary ICB. Therefore, the secondary ICB must be connected to the LAN and operational when the primary is being configured.

All DNs must be configured in the Meridian system.

Note:

If changes to IP addresses are to be completed to previously installed ICB4 cards that are currently configured for Dual Card Conferences, the card must be changed to Single Card Mode via the BUI prior to making changes to the IP addresses of the cards. Refer to [Figure 28: Installation Wizard: Step 1 - Basic Card Settings window](#) on page 77

[Table 15: Dual Card Meetings parameters](#) on page 81 describes the parameters, from top to bottom, of the Dual Card Meetings window.

Table 15: Dual Card Meetings parameters

Item	Description
IP address of secondary card	Enter the IP address of the secondary card.
Conference access number	Enter the DN of the dual-card meeting. Callers will dial this number to access the dual-card meeting.
Chairperson number in primary card	Enter the chairperson DN for the dual-card meeting. The chairperson uses this number to access the dual-card meeting.
Transfer number	Enter the DN that the ICB uses to transfer calls from the primary card to the secondary card. The system hides this number from end users.
Link number	Enter the DN that the ICB uses to create a voice path between both cards. The system hides this number from end users.
Chairperson control of dual meeting	For more information see, Dual-card meeting on page 106. Full control including secondary card - If this is clicked, the chairperson commands apply to both cards. In this case, the maximum conference size in a 64-port card pair is 60 ports. Control of secondary card is limited - If this is clicked, some chairperson commands are limited to the primary card (for example, TUI roll call command and dial out). The maximum conference size in a 64-port card pair is 62 ports.

Chapter 7: Browser user interface

Purpose

This chapter describes how to use the browser user interface (BUI), a web-based application, for conference scheduling, chairperson operations, and system administration.

The chapter contains the following sections:

- [Overview](#) on page 83 - introduces the browser user interface and its system requirements.
- [Scheduling BUI](#) on page 87 - describes the interface that users and super-users can use to schedule conferences.
- [Chairperson operations](#) on page 100 - describes the interface that a chairperson can use to control an active conference.
- [Administration BUI](#) on page 107 - describes the interface that an administrator uses for ICB configuration and administration.

Overview

The HTML/HTTP based BUI provides a fast response time and supports 20 active BUI users in a direct LAN connection. The BUI supports open access from anywhere in the Internet, even behind gateways and firewalls. Access the ICB web server over an Ethernet connection. To access the ICB server, use the following internet browsers:

- Microsoft Internet Explorer, version 4.01 or higher.
- Netscape Communicator, version 4.5 or higher.

Note:

The system does not support browsers running on Macintosh computers.

The ICB web server runs on the ICB card. The ICB card acts as a stand-alone system. Users navigate their browser directly to the card's IP address.

User types

When logging in to the ICB BUI, your login ID connects you to the server as a distinct user type. The administrator determines the user type for each user. [Table 16: BUI user types](#) on page 84 shows the user types and their functionality.

Table 16: BUI user types

User type	Description
User	A user can reserve meetings under their account, and modify and delete these meetings. Users can see only the meetings that they schedule.
Super-user	In addition to normal user functions, a super-user can reserve meetings under other users' accounts. A super-user can modify and delete the meetings of other users. Super-users can see all meetings.
Administrator	The administrator manages ICB system parameters and resources such as user IDs and group-call tables.
Executive User	In addition to normal user functions, an executive user can view, but not change, all meetings of other users.

Login to the BUI

Click the **LOGIN** button on the initial screen.

Follow the steps in [Login to the BUI](#) on page 84 to login.

Login to the BUI

1. Click on the **LOGIN** button.

The window in [Figure 30: Login dialog box \(Internet Explorer\)](#) on page 85 appears.

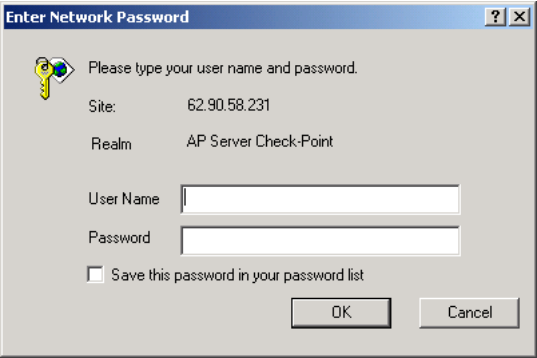


Figure 30: Login dialog box (Internet Explorer)

2. Enter your login ID in the "User name" field. To log into the administrator BUI, enter an administrator ID.
3. Enter your password in the "Password" field. When logging in the first time, enter six zeroes (000000). To log into the administrator BUI, enter an administrator password.
4. Click on the **OK** button.

If your login is unsuccessful, the system re-displays the dialog box. After a pre-defined number of unsuccessful logins, the system blocks the user.

Note:

To find a missing password, see [Password security](#) on page 219.

5. The main window opens. See [Figure 31: Main ICB screen](#) on page 85 for a depiction.



Figure 31: Main ICB screen

Depending on the login ID type, [Table 17: Login entry point](#) on page 85 shows the windows that open when entering the BUI.

Table 17: Login entry point

Login entry	BUI Application
Regular, super-user, or executive user ID	Scheduling BUI. Schedule meetings from this window.

Login entry	BUI Application
Administrator user ID	ICB Dashboard. This window opens the administration dashboard, from which the administration of system resources and options, such as users, permanent conferences, conference access numbers etc., can be performed.
Meeting chairperson number and password	Meeting Control window. This window allows a chairperson to control an active meeting.

Login password change

Follow the steps in [Change your login password](#) on page 86 to change passwords after logging in.

Change your login password

1. Click on the change **Change Password** button on the first window that opens after logging in (see [Figure 31: Main ICB screen](#) on page 85).

Note:

Change Password is a link on the Dashboard.

The window in [Figure 32: Change password window](#) on page 86 opens.

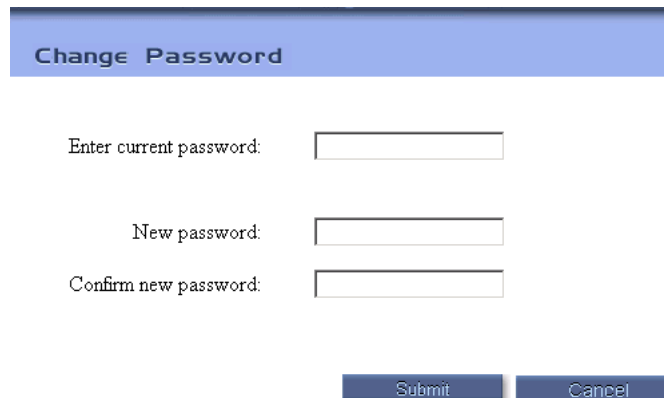


Figure 32: Change password window

2. Enter the current password for authentication, then the new password. Enter the new password a second time for confirmation.

The passwords do not appear when entered (asterisks appear).

3. Click on the **Submit** button to apply the changes. Click on the **Cancel** button to abort the changes.

In both cases, the system returns to the previous window.

Customize the BUI home page and title bar

Initially, the ICB home page comes with a set format. The Customized BUI Home Page and Title Bar feature enables administrators to add a customer-designed image to the home page and a company logo to the title bar. The title bar is fixed through the entire BUI session.

The following are the prerequisites for using this feature:

- The image must fit reasonably in the browser window. Avaya recommends that the image be no larger than 690 pixels wide and 420 pixels high.
- The logo must be no larger than 124 pixels wide and 40 pixels high.
- The image must be in GIF format.

The ICB Dashboard provides a tool for uploading and installing the customer's images (see [Company images upload](#) on page 121).

Help window

Clicking on the **Help** button on the title frame opens a separate browser window in which it displays the Help window. This enables users to continue with BUI operations while the on-line help is open. The following three different help files exist, according to user type and role:

- User, Super-User, and Executive help (scheduling windows)
- Chairperson control help (chairperson control window)
- Administrator help (only an administrator can view this help)

The Help window has two frames; topic links appear on the left and help text appears on the right. Click on an item in the left frame help topics to access information about the required topic.

Click on the **Close window** link to close the Help window.

Note:

To view help text, Adobe Acrobat must be installed on the computer.

Scheduling BUI

[Figure 33: Scheduling BUI navigation flowchart](#) on page 88 shows the navigation between the Scheduling BUI windows.

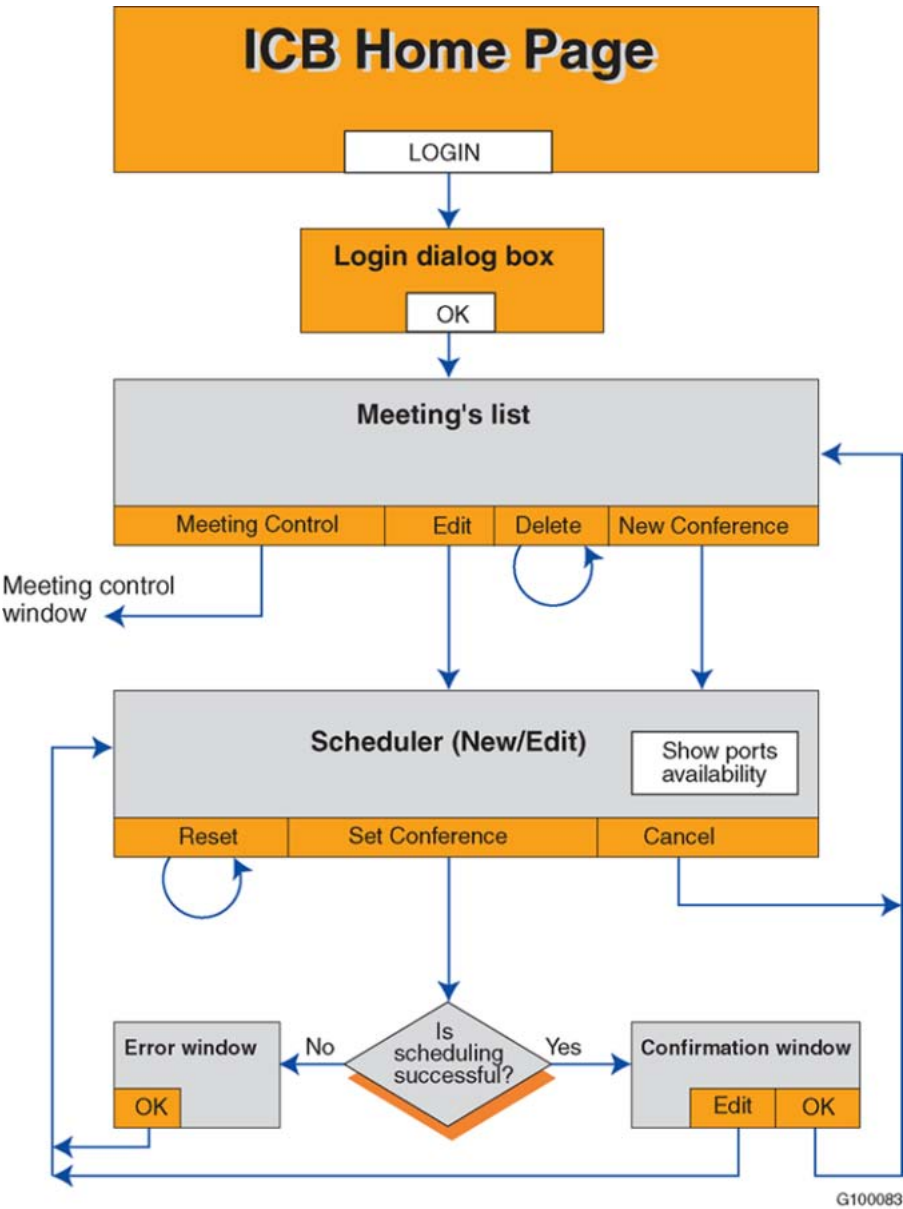


Figure 33: Scheduling BUI navigation flowchart

Meetings List window

[Figure 34: Meetings List window super-user display](#) on page 89 shows the Meeting List window that appears directly after user login. This window displays a table of the user's meetings and provides access to scheduling operations.

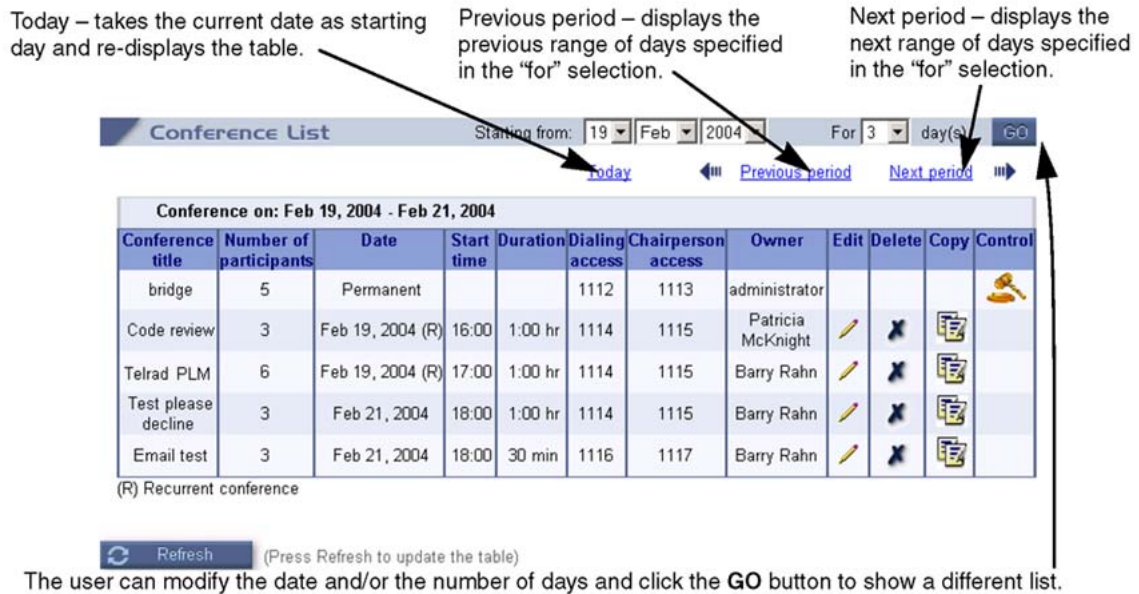


Figure 34: Meetings List window super-user display

If this window is accessed by a user, the window displays the conferences scheduled by that user only. If this window is accessed by a super-user, the window displays all scheduled conferences. The system sorts the list by time. The list includes conferences that begin on the previous day, but finish on the specified date. In this case, the system displays the conference on the top of the list.

The maximum number of conferences per page is 10. When the list of conferences is longer than one page, click on the "Next 10" or "Previous 10" links to view additional conferences.

For each conference, click on the corresponding icon next to the conference to perform the following:



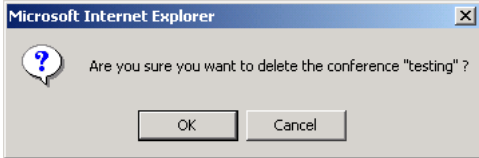


- Pencil icon - edit the conference (or just view all details).
- X icon - delete the conference (the BUI automatically updates the display).
- Copy icon - conference details are copied from the existing conference.
- Gavel icon - jump to the "Meeting Control" window for an active conference (the icon appears only for active conferences).

The BUI can display past conferences, up to the "aging" factor that an administrator defines (see [Figure 51: ICB Dashboard - General Settings window](#) on page 110). When a conference reaches the aging factor, the conference is deleted from the list.

A super-user and executive-user can view permanent conferences, but cannot edit or delete them. Therefore, the system does not display the Edit and Delete icons next to permanent conferences that are not accessed by an administrator.

[Table 18: Meeting List window fields](#) on page 90 describes the columns in the Meeting List window.

Table 18: Meeting List window fields

Field	Description
Conference title	Shows the subject text that appears when scheduling a meeting. It can be empty.
Number of participants	Shows the number of ports reserved for this meeting.
Date	Shows the conference date. For permanent conferences, the date shows "Permanent". For recurrent conferences, the letter "R" follows the date.
Start time	Shows the conference start time. For permanent conferences, this field is empty.
Duration	Shows the conference duration. For permanent conferences, this field is empty.
Dialing access	Shows the conference access number (DN).
Chairperson access	Shows the chairperson access number.
Owner	Shows the name of the person who scheduled the conference. This column appears only for super-users, because they can view all meetings. When a super-user schedules a conference and assigns another user in the "owner" field, that user becomes owner of the conference and their name appears here.
Edit	Click on the Edit icon to open a window for editing this conference. The window opens with the selected item's parameters
	
Delete	Click on the Delete icon to delete this conference. When the Delete icon is clicked, the following confirmation dialog box appears:
	 <p>If the conference is active, the following additional line appears before this question: "Warning! this conference is active."</p>
Copy	Click on the Copy icon to open a window for copying values from this conference. The window opens with the selected item's parameters. The copy icon is not displayed for Permanent or Ad-hoc conferences.
	
Control	The Control icon applies to active conferences only. Click on the gavel icon to open the Meeting Control window for this conference.
	

To schedule a new conference, click on the **New Conference** button on the top left-hand corner of the window. A new window appears (see [Figure 35: Scheduling window - Schedule a New Conference](#) on page 91).

Scheduling window

Click on the **New Conference** button, or click on the edit icon (a pencil), in the row of an already scheduled conference to open the Scheduling window.

General section

[Figure 35: Scheduling window - Schedule a New Conference](#) on page 91 shows the scheduling window when it first opens.

Schedule a New Conference

General

Subject:

Number of participants:

Select Date (Month, Day, Year):

Owner ID: [Search...](#)

Chairperson:

(Press here to view free ports on selected day)

Time

Start time:

Duration:

Access Numbers

☒ Automatically assigned

☐ Choose a number conf. (chair)

(Press here to view options)

Submit the request for execution. The system responds with either the Confirmation window or an Error window.

Discard all input and re-display default values (or existing values if in editing mode).

Discard input and return to Meetings List window.

Figure 35: Scheduling window - Schedule a New Conference

All fields have defaults, but users typically select the date and time, and number of participants. The system provides defaults for the other parameters or generates the values automatically.

After scheduling a conference, view the Scheduling Confirmation window to verify the entries. See [Figure 40: Scheduling Confirmation window](#) on page 99 for an example.

[Table 19: Scheduling window fields](#) on page 92 describes the fields in the Scheduling window, by section.

Table 19: Scheduling window fields

Field	Description
General section	
Subject	Enter text that describes the purpose of the conference. Range: Enter up to 20 characters or leave this field empty. Default: Empty.
Number of participants	Enter the number of ports to reserve for this conference, including the chairperson ports. The application makes sure that the total number of reserved ports for this time period does not exceed system capacity. The system performs validation after submission. Preview port availability by opening the "Free Ports" expanded window. Range: 3 to 32. Default: 4
Dual meeting link(not shown in Figure 35: Scheduling window - Schedule a New Conference on page 91)	<p>Click here if a dual-card meeting is required. A similar window with the following dual-card meeting attributes opens:</p> <ul style="list-style-type: none"> • Up to 60 or 62 ports are available, depending on the configuration parameter "full chairperson control". • The "Access Numbers" section displays a fixed dual-card meeting DN, which cannot be changed. • Search for User ID. <p>Note: This link appears only on the primary ICB card in a dual-card set.</p>
Select date	<p>Select the date the conference starts from the pull-down menus or calendar icon (left of the pull-down menus). See Figure 36: Calendar icon on page 94 for a depiction of this icon. Range: Current day to one year ahead of current day. Default: Current day.</p> <p>Note: This field cannot be modified when editing an existing conference.</p>
Owner ID	Enter the user ID of the user who scheduled the conference and has permission to delete or edit it. When the BUI displays this field to a regular user or an executive user, it shows that user's ID is not editable. When the BUI displays this field to a super-user, the super-user can edit it.
Chairperson	Enter the name of the chairperson for the user's reference. Range: Text up to 20 characters. Default: Empty.
Free Ports section - see Free Ports section on page 94.	
Time section	
Start time	Enter the time that the conference starts. The minutes box shows 15-minute increments (that is, 0, 15, 30, and 45). Range: Hours/15-minute increments. Default: Current time.

Field	Description
	<p>The default value of the time field is rounded to the nearest 15 minutes according to the following rule:</p> <ul style="list-style-type: none"> • In the first 10 minutes of the interval, the system rounds the time off to the past. For example, if the time is 8:23, the box shows the time as 8:15. The system interprets this as an immediate conference. • In the last five minutes of the interval, the system rounds it to the future 15-minute value. For example, 8:26 appears as 8:30.
Duration	Enter the duration of the conference. Range: Up to 12 hours in 15-minute increments (the selection box shows all possible values). Default: 1 hour.
Access Numbers section	
DN pair usage option	<p>Select the access DN pair to use as follows:</p> <ul style="list-style-type: none"> • Automatically assigned (the default) - the ICB selects the DN pair; no user action is required. • Choose a number - select a number from the list. The list shows pairs of numbers in the format: [conference (chairperson)]. The system checks the availability of the number when the form is submitted for execution. If the numbers are not available, the scheduling fails.
Options section - see Options section on page 95.	

When the calendar icon is clicked (located next to the drop-down menu for the date), the calendar window opens as depicted in [Figure 36: Calendar icon](#) on page 94. The meeting date can be selected by clicking the appropriate date on the calendar.



Figure 36: Calendar icon

When in edit mode, the title of this window is: "Edit Conference". The following fields cannot be modified when editing an inactive conference:

- date
- dual-card meeting option (that is, users cannot make a single-card conference dual and vice versa)
- recurrent option

Only the following fields can be edited during an active conference:

- number of participants
- duration
- add ports as needed (under the Options section)

Free Ports section

[Figure 75: ICB tab window - Free Ports view](#) on page 162 shows the how the scheduling window is expanded after clicking on the **Free Ports** button for a regular meeting. The information in this window refers to the date set above it in the Scheduling window. The time scale covers 12 hours in 15-minute increments. [Figure 38: Scheduling window - Free Ports section for a dual card meeting](#) on page 95 shows how the scheduling window is expanded after clicking on the **Free Ports** button for a dual-card meeting.

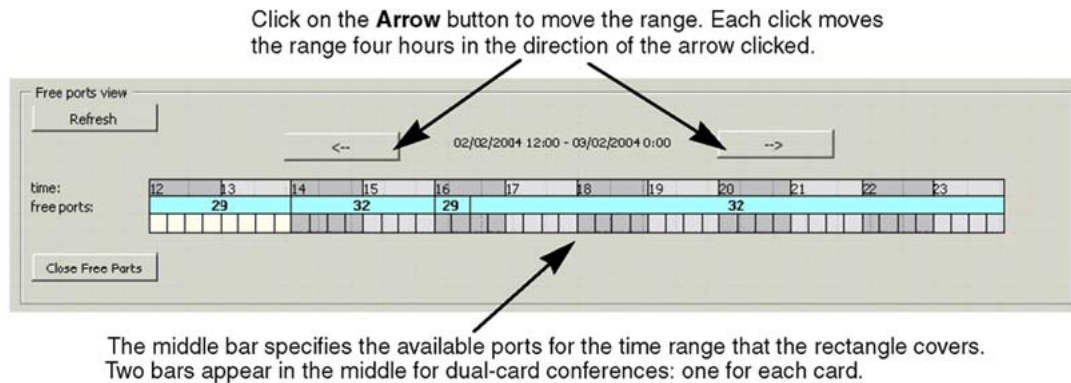


Figure 37: Scheduling window - Free Ports section for a regular meeting

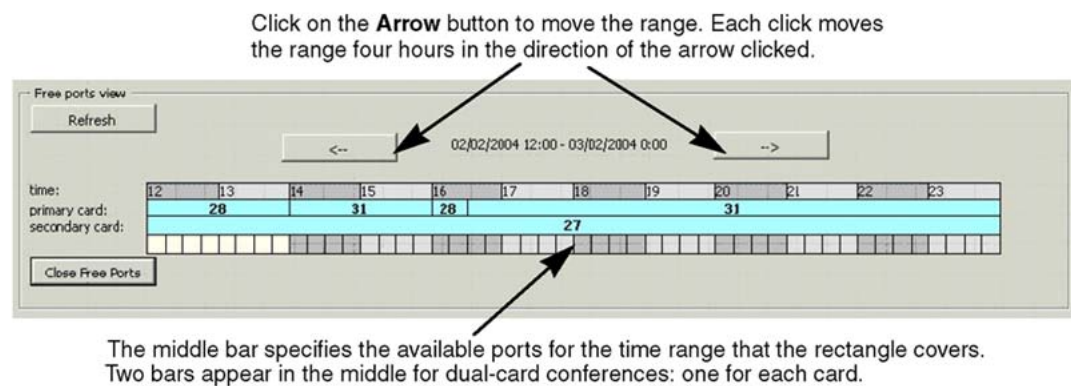


Figure 38: Scheduling window - Free Ports section for a dual card meeting

Options section

[Figure 76: ICB tab window - Options section](#) on page 163 shows how the scheduling window is expanded after clicking on the **Options** button.

Password

User Password:

☒ No password

☐ Automatically assigned password

☐ Define a password (4 to 8 digits)

Chairperson Password:

☒ No password

☐ Automatically assigned password

☐ Define a password (4 to 8 digits)

Recurrence

☐ Recurrence: Recur Every: Working day

End after: 02 occurrences

Verify

(Verify availability of dates)

General Options

Indication for entry and exit Play NAME on entry and NAME on exit

Language: American English

☐ Add ports if needed

☒ Keep one port for chairperson

Close

Closes (collapses) the window while still showing the Scheduling window.

Figure 39: Scheduling window - Options section

[Table 38: ICB tab window - Options section fields](#) on page 163 describes the fields in the Options section.

Table 20: Scheduling window - Options section fields

Field	Description
Password section	
User Password	<div>Enter an optional password for the conference. If configured, callers must enter this password to join the conference. Available options are as follows:</div> <ul style="list-style-type: none">• No password - no optional password.• Automatically assigned - The system automatically generates the password. The administrator sets the password length from 4 to 8 digits.• Choose a password - The user defines the password. The range is 4 to 8 digits. The window shows the password as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password. <div>Note: The default setting is determined by the Administrator's default conference setting.</div>
Chairperson Password	Enter a password for chairperson authentication. This field has the same options as the user password.

Field	Description
	<p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Recurrence section (Does not appear for dual-card conferences, because they do not support the recurrence option).	
Recurrence	<p>Use this checkbox to activate or de-activate the recurrence feature. The adjacent criteria applies when this box is checked.</p> <p>Note:</p> <p>The recurrence option is only available when a specific DN pair in the Basic window is selected. If a DN pair is not selected, a pop-up message instructs you to select the DN pair first.</p>
Recur Every	<p>Enter the recurrence interval. Available values: Day, workday, week, two-weeks, and month.</p> <p>Note:</p> <p>If the first conference is not a workday, the workday option is not available.</p>
End After	<p>Define the number of conference occurrences. Up to 52 occurrences can be defined, but they cannot be more than a year in advance.</p>
Verify button	<p>When this button is clicked, the system verifies port availability without actually setting them up. The system displays a result page that shows if there are resources available for each occurrence (see Recurrent Meeting Verify Result window on page 99).</p>
General Options section	
Indication for entry and exit	<p>Define how the system announces when people enter or exit a conference. The following options are available from the pull-down menu:</p> <ul style="list-style-type: none"> • Play name on entry and name on exit. • Play name on entry and tone on exit. • Play tone on entry and tone on exit. • Silence (no indication for entry or exit). <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Language	<p>Select the language the system uses for voice prompts during the conference. The pull-down menu offers the set of languages available in the system. The default is the ICB card's default language that an administrator selects using the Installation Wizard (see Step 1 - Basic Card Settings on page 76). When using single-number access, the</p>

Field	Description
	preferred language takes affect after the caller enters the conference ID and password. Before that the system uses the default language.
Add ports if needed	<p>When this box is checked, the system allows the meeting to expand beyond the number of reserved ports if more than the anticipated number of participants show up. The system adds ports only if there are enough ports available (that is, they are not reserved for another meeting).</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Keep one port for chairperson	<p>Click on this box to reserve a port for the chairperson. When all but one of the ports are occupied, and the chairperson has not yet dialed in, the remaining port is not available for a participant. If this box is not checked, the system uses the ports on a first-come, first-serve basis. In this case, if all the ports are taken up by participants, the system does not allow the chairperson to enter the conference.</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>

Scheduling Confirmation

[Figure 40: Scheduling Confirmation window](#) on page 99 shows the window that appears after successfully scheduling a new, or modifying an existing, meeting. The system displays the window after it stores the conference in the database.

The BUI displays the conference details and selected options in the same layout as the Scheduling window.

Conference Details

Your conference has been submitted successfully

General

Subject: Audio tests Owner ID: Stephanie Green
 Participants: 7 Chairperson: Stephanie Green
 Date: 22 Feb. 2004

Time **Access**

Start time: 23:30 User access number: 1114
 Duration: 1:00 hours Chairperson access number: 1115

Password

User password: 5644
 Chairperson password: 4076

General Options

Indication for entry and exit: **name** on entry and **name** on exit
 Language: American_English
 Add ports if needed: **NO**
☒ Keep one port for chairperson
☐ No Conference greeting recorded. (To record a conference greeting by telephone dial 5555)
 Conference reference number: 22022321

Click on the **OK** button to accept the conference. The system returns to the Meetings List window.

Click on the **Edit Conference** button to modify the conference. The system returns to the Scheduling window with the conference's details displayed.

Edit Conference **OK**

Figure 40: Scheduling Confirmation window

In the case of a recurrent meeting, a Conference Dates section appears at the bottom of this window. The Conference Dates section lists the dates in which the conference is scheduled, including the first date specified in the meeting details (see [Figure 41: Recurrent Dates Confirmation window](#) on page 99).

Conference Dates

Date	Success	Details
19 Feb, 2004 - THU	No	3 Ports missing
20 Feb, 2004 - FRI	Yes	
23 Feb, 2004 - MON	Yes	
24 Feb, 2004 - TUE	Yes	
25 Feb, 2004 - WED	Yes	

OK

Figure 41: Recurrent Dates Confirmation window

In the previous example, the system denied one date, because the ports were not available.

Recurrent Meeting Verify Result window

[Figure 42: Recurrent Conference Verify Result window](#) on page 100 shows the window that the system displays when the Verify button is clicked when setting up a recurrent conference.

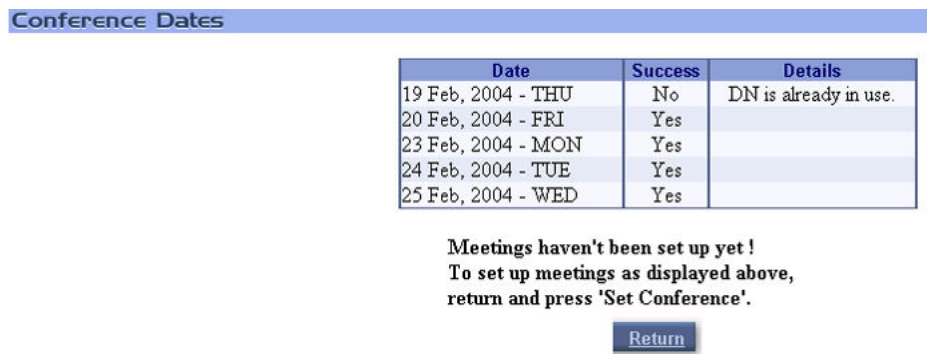


Figure 42: Recurrent Conference Verify Result window

The window displays the success result for each date specified in the recurrence criteria. In the case of a failure, the system indicates the reason (for example, not enough ports or DN is already in use).

Note:

Editing the details of a recurrent conference only changes the conference for the selected day. All other occurrences of the recurrent conference are not changed.

Chairperson operations

Meeting Control window

The Meeting Control window is available to the chairperson only. The chairperson can access it in the following ways:

- From the LOGIN window, enter the chairperson access number and chairperson password of the active meeting.
- From the Meetings List window, in the Control column click on the gavel icon next to an active meeting in the list.

A window opens showing details of the specific meeting. Users cannot select another conference to control when this window is open.

The BUI allows only one active window per meeting. The associated voice port is the one identified as chairperson by access number. [Figure 43: Meeting Control window - Active chairperson](#) on page 101 shows the window when a chairperson is on the call. There is a different window when there is no chairperson present (see [Figure 47: Meeting Control window - Chairperson not present](#) on page 106).

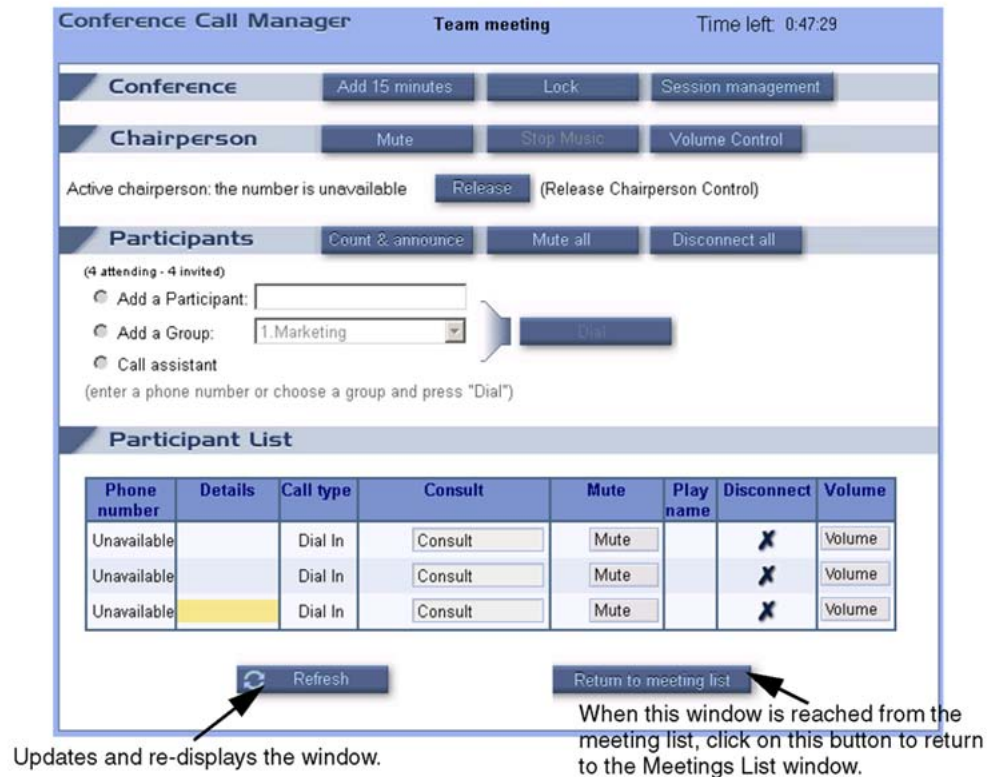


Figure 43: Meeting Control window - Active chairperson

[Table 21: Meeting Control window fields](#) on page 101 describes the options available in the Meeting Control window.

Table 21: Meeting Control window fields

Field	Description
Conference section	
Add 15 minutes button	Click on this button to add 15 minutes to the conference duration. The chairperson can invoke this command any time during the meeting. If successful, the system updates the "Time Left" indication.
Lock/Unlock button	Click on this button to toggle from being locked to unlocked (or vice versa).
Session Management button	Click on this button to open the session management window (see Figure 44: Session Management Control Panel on page 103). Use this window to set up voting and a question and answer session.
Chairperson section	
Active chairperson	If the chairperson joins the conference by dialing in, this field shows the CLID of the call, if available. If not available, the window displays "the number is unavailable".

Field	Description
	If the chairperson joins the call by outdialing, this field shows the called number. This is part of the Acquire Chairperson Control feature.
Mute/Unmute button	Click on this button to toggle between muting and unmuting the chairperson's voice port only. When muted, this button appears as "Unmute".
Stop Music button	Click on this button to toggle between stopping and resuming music when alone in the meeting. When stopped, this button appears as "Resume Music".
Volume Control button	Click on this button to open a volume control panel (see Figure 46: Chairperson Volume Control Panel on page 105). Use this panel to increase or decrease the volume in hear and talk directions.
Participants section	
Count & announce button	Click on this button to announce to the conference the total number of participants, followed by participants' names as recorded in the name entry.
Mute all button	Click on this button to mute all participants, except the chairperson. When muted, the button becomes "Unmute all".
Disconnect all button	Click on this button to disconnect all participants, except the chairperson. When clicked, the BUI opens a dialog box (OK/CANCEL) to confirm this operation.
Dial-out control	<ol style="list-style-type: none"> 1. Provides a radio button list to select the following type of dial-out: Add participant; Add a group (that is, Group Call); Assistant call. 2. The Dial button starts call origination. After call origination, the system connects the chairperson to a private call with the called party. The window changes to two buttons relevant to this state: "Return with called party"; "Return without called party." <p>In addition, the following chairperson call-related buttons are disabled: Self Mute; Stop Music; Volume Control; Count & Announce, and Mute All.</p>
Participant's List section (Shows a table of details and chairperson controls for each participant, excluding the chairperson.)	
Phone number	CLID or called number.
Details	The chairperson can enter text in this field for personal reference (for example, the participant's name). This information is added only to the Meeting Log event when the user leaves the conference call.
Call Type	Shows dial-out, dial-in, or group call.

Field	Description
Consult/End consultation button	Click on this button to invoke a private call with the participant. When in a private call, an icon appears indicating this status. During a consultation, an icon appears beside "End consultation".
Mute/Unmute button	Mute or unmute an individual participant. When muted, an icon appears beside Unmute.
Play name	Click on the icon to play the participant's name as recorded by the name entry feature. The system plays the name on the chairperson's desktop, not their telephone.
Disconnect	Click this icon to disconnect the participant. Before disconnecting, the system displays a dialog box. The window shows: "Disconnect this participant?" with OK and Cancel buttons to click on.
Volume	Click on this button to open a volume control panel (see Figure 48: Participant Volume Control Panel on page 107). Use this panel to increase or decrease the volume in hear and talk directions.

The system updates the window automatically every two minutes.

Session Management

The chairperson can request a voting session or questions to be answered by the participants on the call. See [Figure 44: Session Management Control Panel](#) on page 103 for a depiction of the Session Management area.

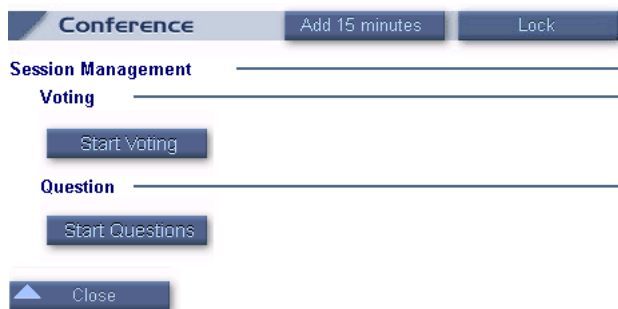


Figure 44: Session Management Control Panel

The chairperson can start a voting session by selecting the **Start Voting** button. See [Figure 45: Voting Session Control Panel](#) on page 104 for a depiction. Once voting is enabled, the button becomes **End Voting** to end the voting session.

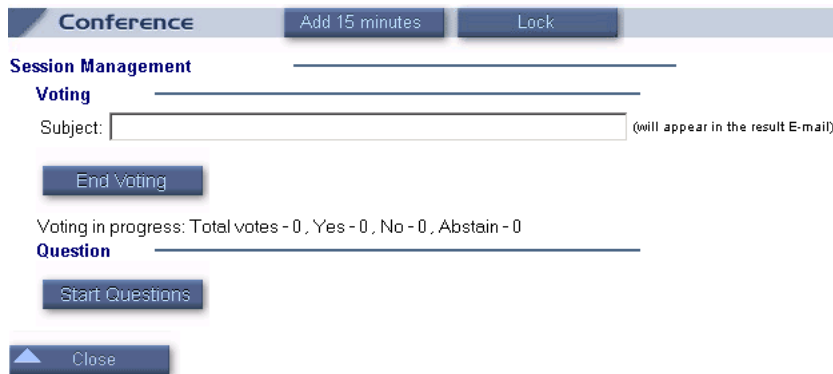


Figure 45: Voting Session Control Panel

Once voting is enabled, participants can vote using the DTMF commands. The chairperson enters the subject of the voting in the Subject box. For example, "Do we require a follow-up conference?" The subject area is free text and up to 100 characters can be entered.

After the voting is ended, the chairperson is sent an e-mail. The e-mail contains the following information:

- Meeting title
- Meeting date
- Meeting time
- Meeting duration
- Ending time of the voting
- Voting subject
- Voting results: number of Yes responses, number of No responses, and number who abstained

The chairperson selects the **Start Questions** button to activate the question session with the participants. Once enabled, the button becomes **End Questions**. Also, the area is expanded to include:

- Total of questions Requested
- Number of participants that have had their questions Answered
- Number of participants Waiting to ask their questions

Requests for questions (*85 DTMF command) appear as blinking question marks beside the participant's name in the Participant List. The chairperson can un-mute the participant by pressing the un-mute button or the blinking question mark. The chosen participant receives the voice prompt "Please ask you question after the tone".

The chairperson can sort the participant list by question mark by pressing the "?" on the top left of the table. This sorts the list of participants by placing the participants waiting to ask questions first.

Chairperson Volume Control

The chairperson can change the hearing and listening volume for the chairperson by selecting the **Volume Control** button. See [Figure 46: Chairperson Volume Control Panel](#) on page 105 for a depiction.

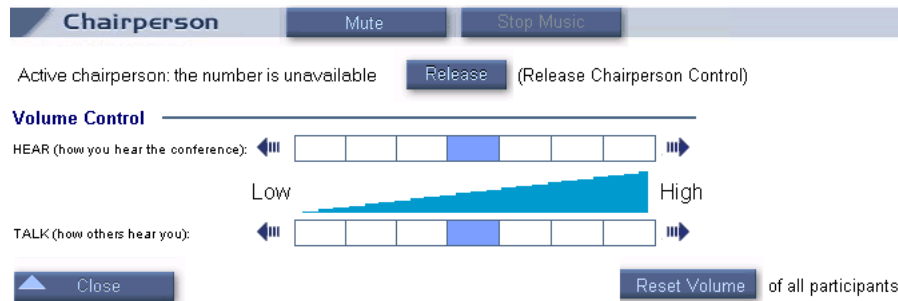


Figure 46: Chairperson Volume Control Panel

The two scales in the middle of this window show the current increase/decrease level for hear and talk directions. The middle of the scale is zero, which signifies no volume change. Click on one of the arrows to increase or decrease the volume. The colored rectangle in the scale advances one step for each arrow click.

Click on the **Reset Volume of all participants** button to restore the initial volume level of all participants. The initial volume level is determined by the Administrator's default conference settings.

When no chairperson is present in the conference, the system disables call-related buttons (see [Figure 47: Meeting Control window - Chairperson not present](#) on page 106).



Figure 47: Meeting Control window - Chairperson not present

The following features are unavailable in this mode:

- Self mute/unmute
- Stop/play music
- Volume control
- Dial out
- Consult with participant

After the chairperson joins the conference the window changes to the one that [Figure 43: Meeting Control window - Active chairperson](#) on page 101 shows.

Dual-card meeting

Commands that a chairperson operates from the BUI in a dual-card meeting apply to participants in both cards. The feature operates as follows in a dual-card conference:

- Dial-out to a specified number - dial-out works only with the "full chairperson control" configuration option. If limited control is selected, these commands work on the primary card only.
- Consult with participant - consultation works only with the "full chairperson control" configuration option. If limited control is selected, these commands work on the primary card only.
- Play name - this feature works with participants on both cards. The system plays the name on the chairperson's desktop, not the telephone.

Release chairperson control

The Meeting Control window contains a **Release** button to release chairperson control. This button releases both TUI and BUI control. When the Release button is pressed, the voice

prompt "you are a regular conferee" is played. Clicking the button allows someone else to acquire chairperson control and enter the BUI control window of the meeting.

Participant list volume control

The chairperson can change the hearing and speaking volume for each participant by selecting the **Volume** button for that participant. See [Figure 48: Participant Volume Control Panel](#) on page 107 for a depiction.

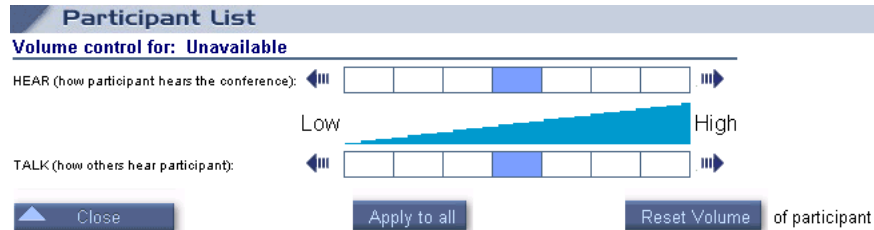


Figure 48: Participant Volume Control Panel

The two scales in the middle of this window show the current increase/decrease level for hear and talk directions. The middle of the scale is zero, which signifies no volume change. Click on one of the arrows to increase or decrease the volume. The colored rectangle in the scale advances one step for each arrow click.

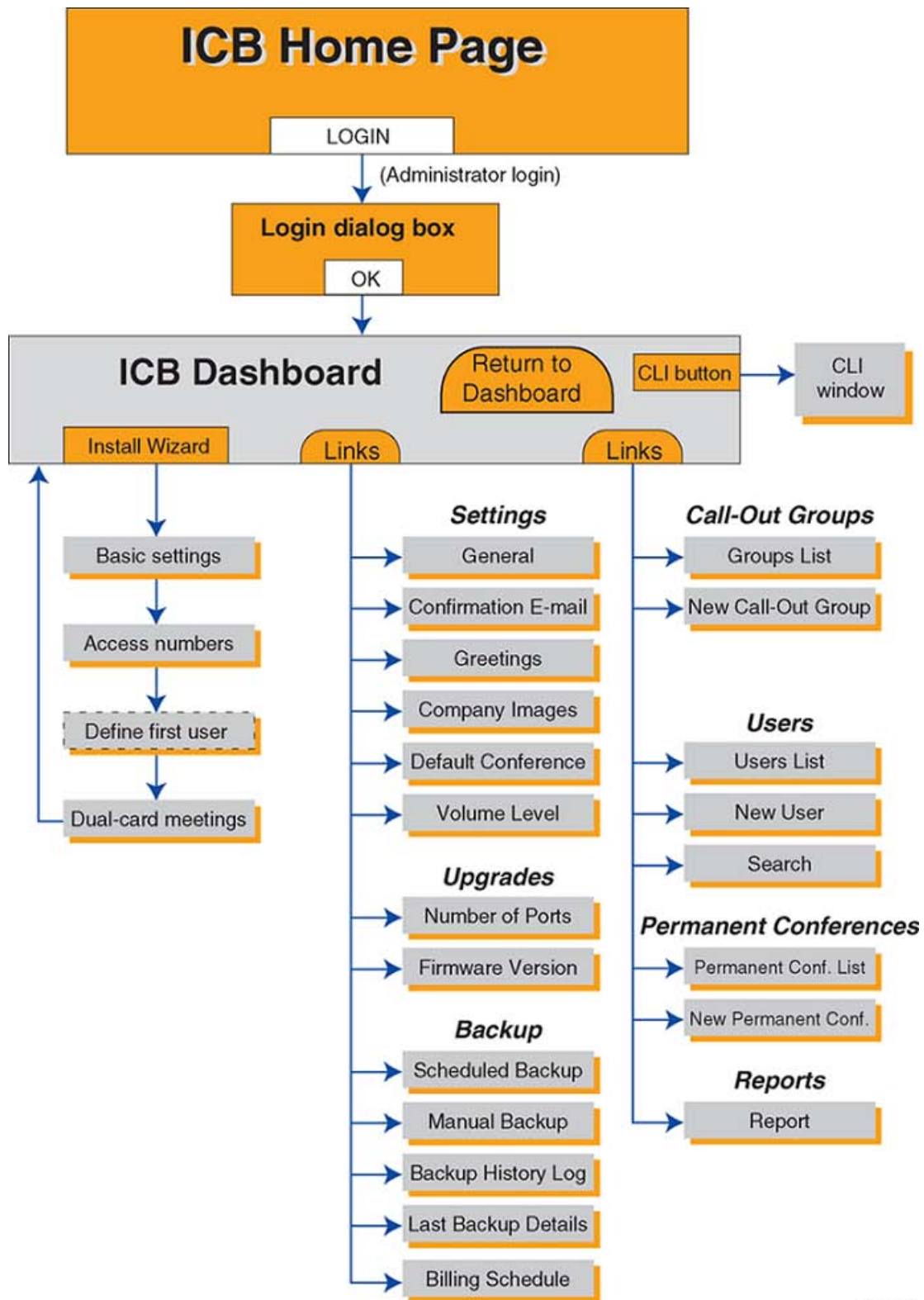
Click on the **Reset Volume of participant** button to restore the initial volume level of the participant. Click on the **Apply to all** button to set this modified setting to all participants. The initial volume level is determined by the Administrator's default conference setting.

Administration BUI

Introduction

This section applies to administrators only. The main administration window is the ICB Dashboard, which appears directly after an administrator logs in. The dashboard provides access to the relevant window to perform the required task (see [Figure 49: Administration BUI navigation flowchart](#) on page 108).

A special function is the Installation Wizard, which guides an administrator through a quick and easy process for configuring a new card. For more information about the Install Wizard, see [ICB Installation Wizard](#) on page 75.



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Figure 49: Administration BUI navigation flowchart

ICB Dashboard

The ICB organizes the Dashboard as an internet portal. The Dashboard groups links by subject (see [Figure 50: Administration BUI ICB Dashboard window](#) on page 109)

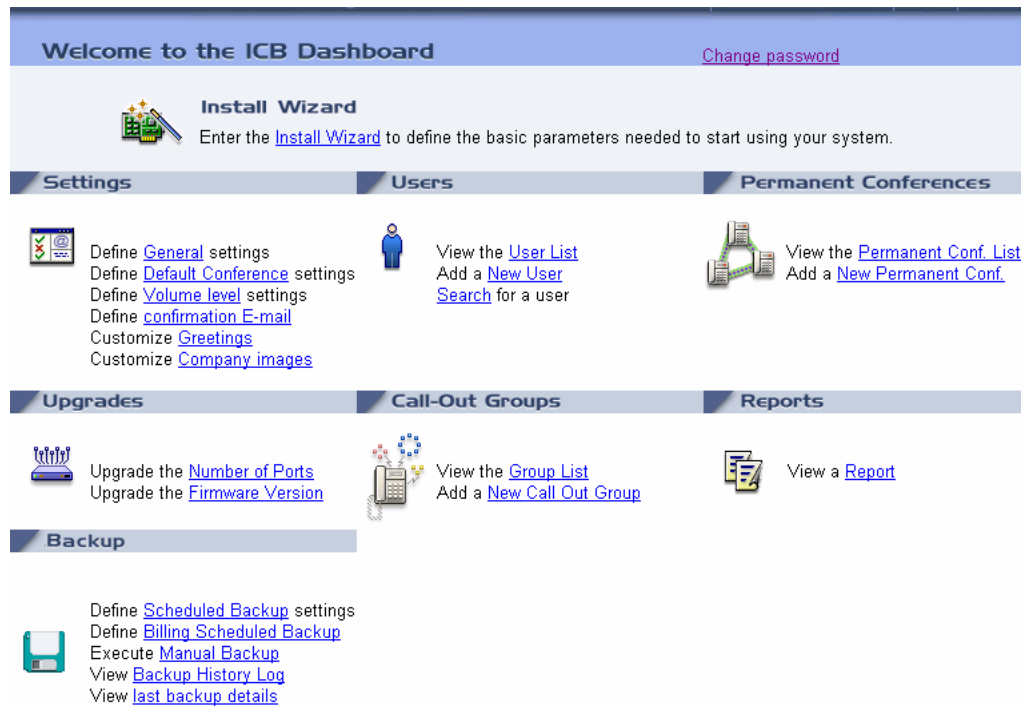


Figure 50: Administration BUI ICB Dashboard window

The title frame on top, which is present for all administration windows, contains the following buttons:

- **Dashboard** - click here to return to the dashboard, while discarding the input in the current window.
- **CLI** - opens an additional window for input and output of CLI commands (from more information, see [CLI command summary](#) on page 175).

From the Dashboard, the "Change Password" link opens the Change Password window shown in [Login password change](#) on page 86. Access the Change Password window from the Dashboard to change the current administrator password.

The ICB Dashboard has the following sections:

- [ICB Installation Wizard](#) on page 75
- [Settings](#) on page 110
- [Users](#) on page 123

- [Permanent Conferences](#) on page 115
- [Upgrades](#) on page 123
- [Call-out Groups](#) on page 128
- [Reports](#) on page 119
- [Backup](#) on page 119

Settings

This subject groups several parameters and definitions. Links to sub-subjects appear on the Dashboard.

General Settings window

[Figure 51: ICB Dashboard - General Settings window](#) on page 110 shows the General Settings window

General Settings

Administrator E-mail:

Backup files will be sent to this address.

Billing option:

Billing reports

Card ID (4 digits):

Ports overbooking:

32+0

☒ Reserve port for TUI

Name recording length:

2

 seconds

Conference auto-generated password length:

4

 digits

☒ Meeting closed second warning message

Week working days:

From: Monday

To: Friday

Outdated Conferences & Reports: remove after

100

 days

Submit

Reset

Figure 51: ICB Dashboard - General Settings window

[Table 22: General Settings window fields](#) on page 110 describes the options available in the General Settings window.

Table 22: General Settings window fields

Field	Description
Administration E-mail	Enter the E-mail address to which the ICB sends administration material, including backup files.

Field	Description
Billing option	<p>Select a billing option for this card from the pull-down menu. The options are as follows:</p> <ul style="list-style-type: none"> • No billing - The ICB does not issue a billing report. • Billing reports - The ICB issues a billing report (see Billing Report on page 198). • Billing reports & CDR - The ICB issues a billing report and a CDR record (see Avaya CS 1000 Call Detail Recording on page 203). <p>Note:</p> <p>The Billing reports & CDR record option is not available on the Meridian SL-100.</p>
Card ID (4 digits)	Enter the card ID that the system uses for billing purposes. Range: A four-digit decimal.
Ports overbooking	Enter the number of ports the Overbooking feature adds. The available values are shown in the form of 32 + N, where 32 is the physical capacity and N is the addition for overbooking. Range: From 32 + 0 (no overbooking) to 32 + 8 for cards with 32 ports. In cards with less than 32 ports, the maximum N is the proportional fraction of 8 (for example, 16 + 4 for a card with 16 ports). Default: N = 0 (no overbooking).
Reserve port for TUI	Click in the box to dedicate one of the card's ports for TUI access, which is not available for meetings. When this box is not checked, the system does not reserve a port for the TUI; when all ports on the ICB are busy the TUI is inaccessible.
Name recording length	Enter the duration, in seconds, of the spoken name in the name-entry option. When the system prompts the callers for their name, recording after the beep takes place for the specified duration. Range: 2-10 seconds. Default: 2 seconds.
Conference auto-generated password length	Enter the number of digits for the conference or chairperson password, when a user selects the password to be automatically generated by the ICB.
Meeting closed second warning message	Click the box to have hear the second warning message 2 minutes before ending the meeting.
Week working days	Select the range of working days from the pull-down menu. The ICB uses this information when creating recurrent conferences with the option "Workday". Range: Any day of the week. Default: Monday to Friday.
Outdated Conferences & Reports: remove after	From the pull-down menu, select the number of days these files are kept before the system deletes them (also referred to as the "aging factor"). For scheduling data, this field applies to conferences that have already taken place. The system keeps future conferences as long as required.

Default conference

Figure 54: [ICB Dashboard - Confirmation E-mail Settings](#) on page 114 shows the window in which an administrator can set as the default conference settings.

Default Conference Settings

User Password:

Chairperson Password:

Indication for entry and exit:

Language:

☐ Add ports if needed

☒ Keep one port for chairperson

Click here to submit the changes and return to the dashboard.

Click here to discard input and re-display existing values.

Figure 52: ICB Dashboard - Default Conference Settings

[Table 25: Confirmation E-mail Settings fields](#) on page 114 describes the options available in the Default Conference Settings window.

Table 23: Default Conference Settings fields

Field	Description
User Password	Set the default setting for User Password as No password or Automatically assigned password. The factory default setting is automatically assigned password.
Chairperson Password	Set the default setting for Chairperson Password as No password or Automatically assigned password. The factory default setting is automatically assigned password.
Indication for entry and exit	Set the default setting for Indication for entry and exit as: Play name on entry and name on exit, Play name on entry and tone on exit, Play tone on entry and tone on exit, or Silence. The factory default setting is play name on entry and play name on exit.
Language	Set the default setting for language. The factory default setting is North American English.
Add ports if needed	Check this box if the administrator wants the default setting to be add ports if needed. The factory default setting is not checked.
Keep one port for Chairperson	Check this box if the administrator wants the default setting to keep one port for the Chairperson. The factory default setting is checked.

Volume Level

[Figure 54: ICB Dashboard - Confirmation E-mail Settings](#) on page 114 shows the window in which an administrator can customize the volume level settings.

Figure 53: ICB Dashboard - Volume Level Settings

[Table 25: Confirmation E-mail Settings fields](#) on page 114 describes the options available in the Volume Level Settings window.

Table 24: Volume Level Settings fields

Field	Description
Voice Prompt: Playing	Enter the default setting for the volume level of the voice prompt when playing.
Recording:	Enter the default setting for the volume level of when recording.
Speak:	Enter the default setting for the speaking volume level of the conferee in an audio conference.
Listen:	Enter the default setting for the listening volume level of the conferee in an audio conference.

E-mail template

[Figure 54: ICB Dashboard - Confirmation E-mail Settings](#) on page 114 shows the window in which an administrator can customize the scheduling confirmation E-mail.

Confirmation E-Mail Settings

A confirmation e-mail message will be sent to the conference owner after scheduling a conference. The e-mail will contain the conference details and additional explanatory texts. All fields are optional. Maximum length of each text field is 240 characters.

From: "admin.ICB4@telrad.co.il"

Define additional E-Mail recipients (besides the user that scheduled the conference):

CC:

BCC: yuval.ozery@telrad.co.il

Compose the explanatory texts that will appear in the email message:

Opening Text

Your tele-conference meeting has been booked by ICB as follows:

Conference details will appear here (subject, time, language etc.)

Instructions for Participants

Details for chairperson will appear here (access number etc.)

Instructions for Chairperson

Closing Text

Define general settings for the message:

Time format: AM/PM

Time Zone: GMT+02:00

Description: 972-3-915

DID Prefix: 828

ESN Prefix:

Toll Free Prefix:

Click here to open a window that shows how the E-mail looks when the data in the window is applied.

Click here to submit the changes and return to the dashboard.

Click here to discard input and re-display existing values.

Show Preview

Submit

Reset

Figure 54: ICB Dashboard - Confirmation E-mail Settings

The window shows the layout of the E-mail. The customizable text fields are editable. Additional parameters to define appear at the bottom of the window.

Table 25: Confirmation E-mail Settings fields on page 114 describes the options available in the Confirmation E-mail Settings window.

Table 25: Confirmation E-mail Settings fields

Field	Description
From	The sender's address defined in the first step of the Install Wizard. This field is view only.
CC:	Enter the E-mail address, or list of addresses, which will receive a carbon copy (CC) of all confirmation E-mails that the ICB sends. Separate the addresses by a space.

Field	Description
BCC:	Enter the E-mail address, or list of addresses, which will receive a blank carbon copy (BCC) of all confirmation E-mails that the ICB sends. The system hides these addresses; they do not appear on the E-mails.
Opening text	Enter the header that appears before the fixed part of the E-mail (that is, the meeting details). Example: company name or slogan.
Instructions for Participants	Enter the information that appears after the meeting details. Example: dialing instructions and list of TUI commands.
Instructions for Chairperson	Enter information for the chairperson in this field. Example: chairperson TUI commands and other tips for the chairperson.
Closing text	Enter the information that appears as a footer at the bottom of the E-mail body.
Time format	From the pull-down menu, select the time format that the E-mail uses (that is, 24-hour or AM/PM).
Time Zone	Enter the time zone of the ICB in free text. The ICB does not check the syntax. Example: GMT-5 (EST), Eastern Standard Time, or New York (GMT-5).
DID Prefix	Enter the DID prefix that callers use to access the card from the public network. Enter this value as free text. Example: (613) 961.
ESN Prefix	Enter the prefix that callers use when accessing the card by Electronic Switched Network (ESN). Example: 846.
Toll Free Access	Enter the toll free access number that callers use to access the card. Example: (800) 961.

Permanent Conferences

Under this subject an administrator can access the Permanent Conferences List window or go directly to the New Permanent Conference window.

Permanent Conferences List

[Figure 55: ICB Dashboard - Permanent Conferences List window](#) on page 116 shows the Permanent Conferences List window.

Permanent Conferences

Schedule a **New Permanent Conference**

Conference List

Conference title	Number of participants	Dialing access	Chairperson access	Owner	Edit	Delete	Control
bridge	5	1112	1113	administrator			
bridge	3	1116	1117	administrator			

Refresh (Press Refresh to update the table)

Figure 55: ICB Dashboard - Permanent Conferences List window

The Conference List table shows a list of permanent conferences in the card. This table is similar to the regular conference table (see [Figure 34: Meetings List window super-user display](#) on page 89), except that the time-related fields (that is, start and duration) do not exist. Start and duration are irrelevant in permanent conferences. All other fields are the same.

Note:

Because a permanent conference is always active, the control icon exists for all conferences in the table.

New/Edit Permanent Conference

Use the Permanent Conferences List window to perform the following:

- Define a new permanent conference. Click on the **New Permanent Conference** button to open the New Permanent Conference window.
- Edit an existing conference. Click on the edit icon in the conference row of the Conference List table to open the Edit Permanent Conference window.

Note:

These two windows are identical, except during the edit operation the window's title shows "Edit Permanent Conference".

[Figure 56: ICB Dashboard - New/Edit Permanent Conference window](#) on page 117 shows the New/Edit Permanent Conference window.

New Permanent Conference

General

Subject:

Number of participants: Owner ID:

Access Numbers

Choose a number conf. (chair)

Password

User Password:

- ☒ No password
- ☐ Automatically assigned password
- ☐ Define a password (4 to 8 digits)

Chairperson Password:

- ☒ No password
- ☐ Automatically assigned password
- ☐ Define a password (4 to 8 digits)

General Options

☐ Emergency Conference - Call Group

Indication for entry and exit

Language:

☒ Keep one port for chairperson

Submit the request for execution. The system responds with either a Confirmation window or an Error message.

Discard input and re-display default values.

Discard input and return to the Permanent Conference window.

Figure 56: ICB Dashboard - New/Edit Permanent Conference window

This window is similar to the regular conference scheduling window (see [Scheduling window](#) on page 91), except that all time-related fields are not applicable. The start time and duration do not appear in this window. In addition, there is no dual-card meeting link, because a permanent conference cannot be a dual-card meeting.

The option "add port if needed" is always no for permanent conferences, so it does not appear in this window.

Unlike the regular scheduling window that has pop-up sections, all fields and options appear on the basic window.

Table 26: Permanent Conference New/Edit parameters

Field	Description
General section	
Subject	Enter text that describes the purpose of the conference. Range: Enter up to 20 characters, or leave this field empty. Default: Empty.
Number of participants	Enter the number of ports to reserve for this conference, including the chairperson ports. The application makes sure that the total number of reserved ports for this time period does not exceed system capacity. The system performs validation after submission. Range: 3 to 32. Default: 4

Field	Description
Owner ID	Enter the user ID that will appear for this conference in billing reports and logs. Any user in the card can be assigned as the owner. However, since this is a permanent conference, the owner cannot modify or delete the conference, unless they are an administrator. Thus, this field is only for billing and logging reference. Default: The administrator that defines the conference.
Chairperson	Enter the name of the chairperson for user's reference. Range: Text up to 20 characters. Default: Empty.
Access Numbers section	
DN pair usage option	The administrator must select a DN pair from the list. The list shows pairs of numbers in the format: [conference (chairperson)]. The system checks the availability of the number when the form is submitted for execution. If the number is not available, the operation fails.
Password section	
User Password	<p>Enter an optional password for the conference. If configured, callers must enter this password to join the conference. Available options are as follows:</p> <ul style="list-style-type: none"> • None - no password. • Automatically assigned - The system automatically generates the password. The administrator sets the password length from 4 to 8 digits. • Define a password - The user defines the password. The range is 4 to 8 digits. The window shows the password as it is entered. The system does not check the password for uniqueness. Different conferences can use the same password. <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Chairperson Password	<p>Enter a password for chairperson authentication. This field has the same options as the user password.</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
General Options section	
Emergency conference	<p>Click in this box to define an emergency conference with an associated call group. The system automatically calls the specified group's members from the conference when the chairperson dials the conference. The selection box lists existing groups in the card.</p> <p>This type of conference is for invoking emergency personnel (for example, firemen).</p>

Field	Description
Indication for entry and exit	<p>Define how the system announces when people enter or exit a conference. The following options are available from the pull-down menu:</p> <ul style="list-style-type: none"> • Play name on entry and name on exit (the default). • Play name on entry and tone on exit. • Play tone on entry and tone on exit. • Silence (no indication for entry or exit). <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Language	<p>Select the language the system uses for voice prompts during the conference. The pull-down menu offers the set of languages available in the system. The default is the ICB card's default language.</p> <p>When using single-number access, the preferred language takes affect after the caller enters the conference ID and password. Before that the system uses the default language.</p>
Keep one port for chairperson	<p>Click on this box to reserve a port for the chairperson. When all the ports are occupied but one, and the chairperson has not yet dialed in, the remaining port is not available for a participant. If this box is not checked, the system uses the ports on a first-come first-serve basis. In this case, if all the ports are taken up by participants, the system will not allow the chairperson to enter the conference.</p> <p>Default: the option is checked (on).</p>

Backup

For more information about how to use the ICB Dashboard to backup files, see [Backup and restore procedures](#) on page 184.

Reports

For more information about how to use the ICB Dashboard to generate and view reports, see [Reports](#) on page 191.

Customize greetings

[Figure 57: ICB Dashboard - Greeting Settings window](#) on page 120 shows the window used to customize the following greetings:

- Brandline greeting
- Per-conference user's greeting

Greeting Settings

Brandline Greeting **Conference Greeting**

Language	File
<input checked="" type="radio"/> American English	No
<input type="radio"/> French	No
<input type="radio"/> Brazilian Portuguese	No
<input type="radio"/> L.A. Spanish	No
<input type="radio"/> British English	No
<input type="radio"/> Chinese	No
<input type="radio"/> Japanese	No
<input type="radio"/> Korean	No
<input type="radio"/> German	No
<input type="radio"/> Italian	No
<input type="radio"/> Dutch	No
<input type="radio"/> Canadian French	No

Play Delete

Upload a greeting file for the selected language: (See [file requirements](#))

Local file: Browse... Upload

Click here to submit the changes and return to the Dashboard.
Note: This button does not affect the actions of the **Upload** and **Delete** buttons.

Submit Reset

Click here to display the required .WAV file specifications.

Click here to discard input and re-display existing values.
Note: This button does not affect the actions of the **Upload** and **Delete** buttons.

Time limit for greeting: 5 seconds

Figure 57: ICB Dashboard - Greeting Settings window

The table in this window lists the available languages. For each language, the factory-made greetings can be replaced with a customized greeting in the form of a .WAV file.

Brandline greeting

Follow the steps in [Replace the brandline greeting](#) on page 120 to replace the brandline greeting for a given language.

Replace the brandline greeting

1. Upload the .WAV file from your computer to the ICB using your computer's operating system.
 - a. Click on the **Browse** button.
A Choose dialog box opens on your computer.
 - b. Scroll through the dialog box to select the location of the .WAV file and click on the **Open** button.
The system closes this dialog box and the selected file's name appears in the read-only Local file: text box.
 - c. Click on the **Upload** button.

The ICB loads the file into the card and adds the file name to the combo-box next to the selected language.

Note:

The upload action is immediate. There is no need to submit and save it. It cannot be cancelled by clicking on the **Reset** button.

2. Click on the radio button next to the language in the table to select the language.
3. Select the desired .WAV file you uploaded in the File column for that language.
4. Click on the **Submit** button to save the change.

There are two additional action buttons as follows:

- **Play** - Click on this button to play the selected greeting. The system plays the file of the selected language on your computer.
- **Delete** - Click on this button to delete the selected greeting from the card. The system removes the file's name from the combo-box. Before deleting the file, the BUI opens a dialog box that asks: "Are you sure you want to delete greeting file xxxx.WAV?"

After the system deletes the file, it removes the file from the combo-box that contained it. The selection returns to the "factory default" greeting.

Note:

The delete action is immediate. There is no need to submit and save it. It cannot be cancelled by clicking on the **Reset** button.

Conference-specific greeting

Use these fields in the Greeting Settings window to enable or disable the Conference-specific Greeting feature. Click on the **Available** radio button to enable the conference-specific greeting. When selected, the administrator can define the maximum length of the greeting. The range is from two to 10 seconds; the default is five seconds.

Company images upload

[Figure 58: ICB Dashboard - Company Images window](#) on page 122 shows the window that an administrator can use to customize the ICB home page image and the customer's logo on the title frame. Images must be in GIF format.

Company Images

Title Frame Image

☒ No Image
☐ Image name:

To load an image, select a local file and press 'Upload'.
The image should be in GIF format, 124 pixels wide, 40 pixels high.

Local file:

Login Page Image

☒ ICB built-in image
☐ Image name:

Placement: ☒ Top left ☐ Tiled

To load an image, select a local file and press 'Upload'.
The image should be in GIF format.

Local file:

Figure 58: ICB Dashboard - Company Images window

Title Frame Image

"No image" is the default. Follow the steps in [Use a customized image](#) on page 122 to use a customized image.

Use a customized image

1. Click on the **Browse** button.
A choose local file dialog box provided by your computer's operating system opens. This window allows an administrator to select a file in their computer.
2. Navigate to the folder that contains the file to upload, select the file and click on the **Open** button.
The system closes the dialog box and the selected file's name appears in the read-only Local file: text box.
3. Click on the **Upload** button.
The system uploads the file into the ICB card and the file name appears in the box adjacent to the Image name: radio button.
4. To activate the image, click on the **Submit** button.
The new image becomes the customer logo and the system discards the previous image.

Note:

If the **Reset** button is clicked, instead of the **Submit** button, the system discards the image.

The maximum image size is 124 pixels wide by 40 pixels high. The system does not allow a larger image, as this distorts the frame. If a customer image is not supplied, the customer's logo on the home page remains an empty rectangle.

Note:

The ICB does not check the image size; the administrator is responsible for verifying the correct size.

Login Page Image

Upload this image in the same way as in [Use a customized image](#) on page 122. The image should fit reasonably in a browser window. For example, the ICB default image is 690 pixels wide by 420 pixels high. The system accepts a smaller image.

The additional placement parameter allows the image to be placed on the login window as follows:

- Top left- the system places the image on the top-left corner of the window and leaves the background empty (that is, the browser's background color). This is the default.
- Tiled - the system duplicates the image as many times as needed to cover the window's space.

Upgrades

See [Upgrade procedures](#) on page 211 for more information about how to use the Dashboard to perform card and firmware upgrades.

Users

This section enables an administrator to go directly to the following windows:

- Users List
- New User
- Search

Users List

Figure 59: ICB Dashboard - User List window on page 124 shows the User List window which is the main window for users administration.

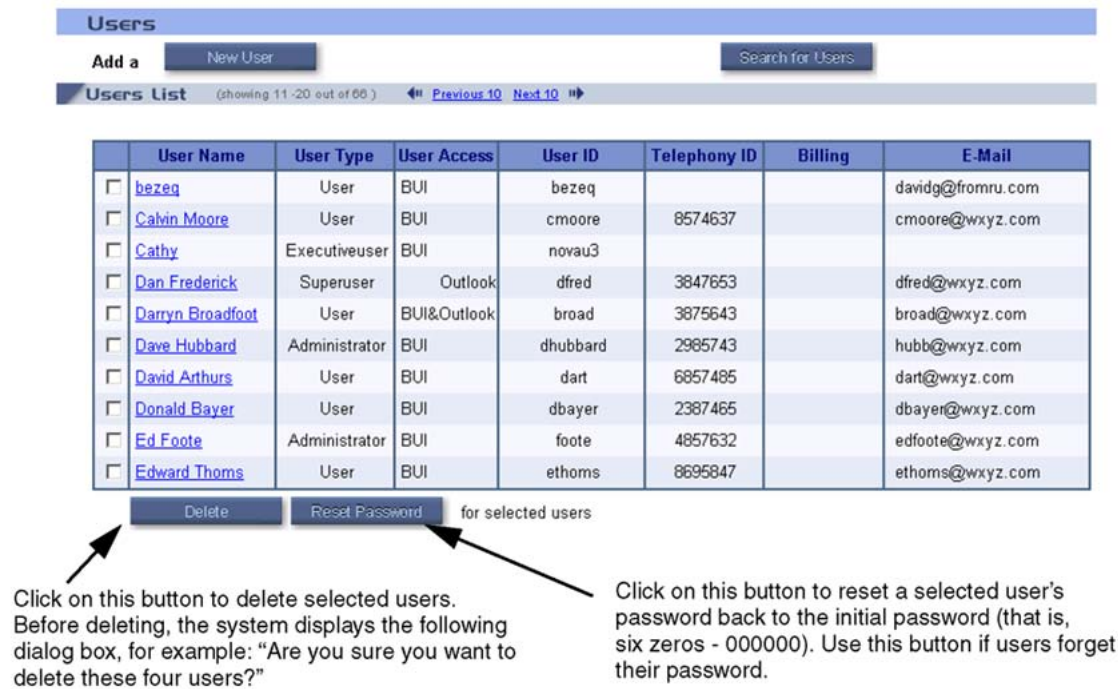


Figure 59: ICB Dashboard - User List window

The buttons on top of the window are for additional administrator actions; the sections that follow describe these actions.

The window displays a list of users in the form of a table that the systems sorts alphabetically by name. The table shows 10 users, with each user in a separate row. Click on the "Next 10" or "Previous 10" links to view additional users. Find a specific user by clicking on the **Search for Users** button (see [Search for a user](#) on page 126).

Table 27: User List table columns on page 124 describes the columns in the Users List table.

Table 27: User List table columns

Column	Description
User name	Free text up to 20 characters. The BUI treats the whole name as one string; there is no distinction of first and last name. The name is a link. Click on the name to open the Edit User window for this user.

Column	Description
User type	The user type: user; super-user, executive user, or administrator.
User Access	The access for the user: BUI, Outlook, or BUI and Outlook.
User ID	The login ID for the BUI, up to 10 characters.
Telephony ID	The TUI Login ID, up to 10 digits.
Billing	An account number for the user, which the system uses for billing purposes. This number appears in billing reports. The field can be empty, if the billing feature is not being used.
E-mail	The user's E-mail address for receiving scheduling confirmation by E-mail. It can be empty, in which case the user does not receive scheduling confirmation E-mails.
Checkboxes	Click on a checkbox to select the corresponding user. The buttons below the table perform actions on selected users.

Edit a user

When an administrator clicks on a name in the Users List window, the Edit User Details window opens (see [Figure 60: ICB Dashboard - Users, Edit User Details window](#) on page 125). Use the Edit User Details window to modify the properties of an existing user. The window shows all the properties of the selected user. The properties in this window can be modified. The fields are the same as those in [Table 27: User List table columns](#) on page 124.

The screenshot shows the 'Users > Edit User Details' window. It contains the following fields and values:

- Name: Darryn Broadfoot
- User type: User (dropdown)
- User access: BUI&Outlook (dropdown)
- User ID for browser login: broad (4 to 10 characters)
- Telephony ID: 3875643 (4 to 10 digits)
- Billing account: (empty)
- E-mail address: broad@wxyz.com (abc@abod.com)

At the bottom, there are three buttons with arrows pointing to them from descriptive text:

- Submit**: Submit changes to save new user definitions and return to Users List window.
- Reset**: Discard input and re-display existing values.
- Cancel**: Discard input and return to User List window.

Figure 60: ICB Dashboard - Users, Edit User Details window

Add new user

Click on the **New User** button in the User List window to access the New User window. Use the New User window to add new users (see [Figure 61: ICB Dashboard - Users New User window](#) on page 126).

Users > New User

To define a new user enter the following details:

Name:

User type:

User access:

User ID for browser login: (4 to 10 characters)

Telephony ID: (4 to 10 digits)

Billing account:

E-mail address: (abc@abod.com)

Submit **Submit & Add Another** **Cancel**

Submit changes to save new user definitions and return to Users List window.

Submit this window to save the new user and re-display an empty form. Use this button to add several users consecutively.

Discard input and return to User List window.

Figure 61: ICB Dashboard - Users New User window

Note:

The password for a new user is initially 000000 (that is, six zeros). Avaya recommends that the user change it during the first login session.

Search for a user

When the Search for User **button** in the Users List window is clicked, the Search for a User window opens. Use the Search for a User window to view a subset of users depending on the criteria entered (see [Figure 62: ICB Dashboard - Users, Search for a User window](#) on page 127).

Users > Search for a User

Search by: ☒ Name ☐ User Type ☐ User ID

Find letters:

Click on this link to return to the Users List window. [> Back to Users](#)

Figure 62: ICB Dashboard - Users, Search for a User window

Click on one of the **Search by:** radio buttons to specify the field to search. The following options are available:

- Name (the system treats the whole name as one string and makes no distinction between first and last name)
- User Type
- User ID

The system searches the string depending on the entry in the Find letters: field. All values that begin with this string match the criterion. The search is not case-sensitive. In the above example, the field to search is by name and the letters to find are "a". The system displays all names that begin with "a" in a table similar to that in the User List table (see [Table 27: User List table columns](#) on page 124).

Import users

Use the **Import User** button in the User List window to import the user list from the mate ICB card in a dual-card pair. This button only appears in a primary or secondary ICB card; it does not appear in stand-alone ICB configurations. Use this window to define the same users on both cards, instead of re-entering all user data a second time. The user list can be imported after entering it on the first card.

Before importing, the Dual Meeting parameters must be defined (see [Step 4 - Dual Card Meetings](#) on page 80). If the second card's IP address is not configured, an error message appears.

After clicking on the **Import User** button, the confirmation dialog box in [Figure 63: ICB Dashboard - Import Users Confirmation box](#) on page 128 appears.

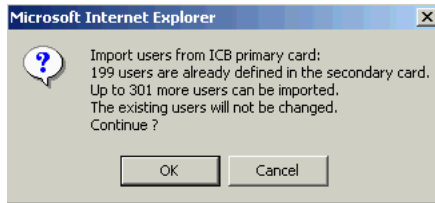


Figure 63: ICB Dashboard - Import Users Confirmation box

[Table 28: Import Users Confirmation box text](#) on page 128 describes the information that this message displays.

Table 28: Import Users Confirmation box text

Text line	Description
First	Indicates from which card the users will be imported. If the card is the primary card it shows the IP address of the secondary card and vice versa.
Second	Shows how many users are already defined in this card.
Third	Shows how many users can be imported. An ICB card can have up to 500 users. When the number of users reaches 500, the system terminates the import process.
Fourth	Informs the administrator that existing users will not be changed (that is, the system does not import a user ID if an identical user ID already exists on the card).
Fifth	Asks for confirmation, or cancellation, of the import.

Click on the **OK** button to start the import process. When the system completes the import, it updates the User List window to include imported users. At this point, the user can be deleted or modified as per normal operation.

Call-out Groups

This section enables an administrator to go directly the following windows:

- Call-Out Group List
- Add New Call-out Group

Call-Out Group List

[Figure 64: ICB Dashboard - Call-Out Group List window](#) on page 129 shows the Call-Out Group List window which is the main window for group list administration.



Figure 64: ICB Dashboard - Call-Out Group List window

The window displays a list of groups in the form of a table, sorted by group number. The table is read-only. [Table 29: Call-Out Group List table columns](#) on page 129 describes the information that appears in the table's columns.

Table 29: Call-Out Group List table columns

Column	Description
Group #	The number that identifies the group. The chairperson uses this number when calling a group from the TUI. Range: 1 to 64
Group Name	Free text, up to 20 characters, that describes this group. The name displayed is a link. Click on the name to open the Group Details window for this group.
Members	Shows the number of members in the group.
Checkboxes	Click in a checkbox to select the group. The Delete button at the bottom of the window can then be used to delete the group. Before deleting the group, the system displays the following dialog box, for example: "Are you sure you want to delete these three groups?"

Click on the **New Call-Out Group** button to open a window for adding new groups (see page [Figure 69: ICB Dashboard - Call-Out Groups, New Group, Details window](#) on page 134).

Group details

Click on the group's name in the table in the Call-Out Group List window to open the Call-Out Groups Details window (see [Figure 65: ICB Dashboard - Call-Out Groups test Details window](#) on page 130). Use the Call-Out Groups Details window to view and modify an existing group.

Call-Out Groups >test Details

Group Members

Add Members

Group Settings

	Number	Wait for Confirmation
<input type="checkbox"/>	19Pp76*2#6	<input checked="" type="checkbox"/>

DeleteSelected Numbers

Group Number:2

Group Name:test

Wait time for answer:30Seconds

Number of call attempts:1Times

Time interval between attempts:10Seconds

Modify

[Back to Call-Out Groups](#)

Figure 65: ICB Dashboard - Call-Out Groups test Details window

The window shows the members and properties of the selected group. The members appear in a table, with one member per row. Click on the "Next 10" or "Previous 10" link to view additional group members. [Table 30: Group Members table columns](#) on page 130 describes the columns in the Group Members table.

Table 30: Group Members table columns

Column	Description
Number	The telephone number of this member. The system dials this number when a chairperson calls this group. Maximum number length is 31 digits. The number displayed is also a link. Click on the number to open the Edit Member window in which the group member can be edited.
Wait for Confirmation	Activate, or de-activate, the answer confirmation for this member as follows: <ul style="list-style-type: none">• Activated (checkmark) - The default value for new members. When the system calls this number due to group call-out activation, the ICB waits for a "human" answer confirmation. The system prompts the called party to enter an asterisk (*) from their DTMF keypad. If the system does not receive this confirmation, the ICB retries the call as defined in the group's properties. The system does not connect the called party to the conference, until it receives the answer confirmation.• Not activated (X) - The ICB does not wait for confirmation. Upon call origination, the system connects the call to the conference.
Checkboxes	Click on a check box to select a member of the group. The Delete button at the bottom of the window can then be used to delete the group member.

Column	Description
	Before deleting the group, the system displays the following dialog box, for example: "Are you sure you want to delete these five members?"

Use the **Add Members** button at the top of the Group Members table to add a member to the group (see [Figure 66: ICB Dashboard - Call-Out Groups, Details, Add Members window](#) on page 132).

The right side of the window displays the group's properties for outcalling retries. These settings apply only to members with the option "Wait for Confirmation" activated. [Table 31: Group Settings Retry parameters](#) on page 131 describes these parameters which are view only. Click on the **Modify** button to open a window in which these settings can be changed (see [Figure 68: ICB Dashboard - Call-Out Groups, Details, Modify Group Settings window](#) on page 133).

Table 31: Group Settings Retry parameters

Field	Description
Wait time for answer	The number of seconds to wait for the called party to answer when calling numbers in this group. Time is measured from call origination, so it includes the dialing and ringing stages. An answer here, refers to the DTMF * keypad press. Range: 15-90 seconds. Default: 30 seconds.
Number of call attempts	The number of times to try each number in case of failure. Value 1 means only 1 attempt, no retries. Range: 1-3. Default: 1.
Time interval between attempts	The number of seconds the system waits, before retrying the same number. Range: 5-30 seconds. Default: 10.

Add Members - Click on the **Add Members** button in the Call-Out Groups Details window to open the Add Members window. Use the Add Members window to add one or more members to an existing group (see [Figure 66: ICB Dashboard - Call-Out Groups, Details, Add Members window](#) on page 132).

Call-Out Groups > test Details > Add Members

Group Members

Type numbers directly into table

Number	Wait for Confirmation
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Submit

Submit & Add Rows

Cancel

Submit changes to save new user definition and return to Group Details window.

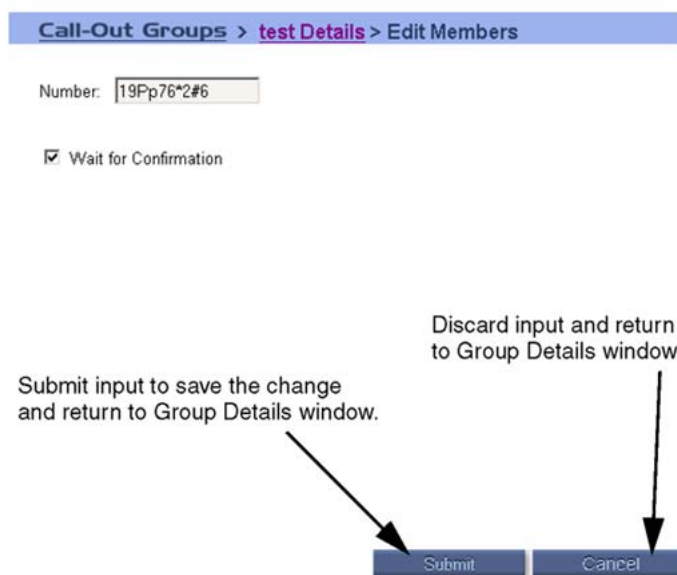
Submit this window to save the new member and re-display an empty form. Use this button to add several members consecutively.

Discard input and return to Group Details window.

Figure 66: ICB Dashboard - Call-Out Groups, Details, Add Members window

Add members by entering the phone number directly in the table. The default "Wait for Confirmation" option setting is active (that is, checked in the corresponding checkbox). Uncheck the checkbox if you need to change the default setting. The table contains 10 rows.

Edit Member - Click on a specific number in the Call-Out Groups Details window to open the Edit Members window. Use the Edit Members window to modify a member's number or confirmation option (see [Figure 67: ICB Dashboard - Call-Out Groups, Details, Edit Members window](#) on page 133).



Call-Out Groups > test Details > Edit Members

Number: 19Pp76*2#6

☒ Wait for Confirmation

Submit input to save the change and return to Group Details window.

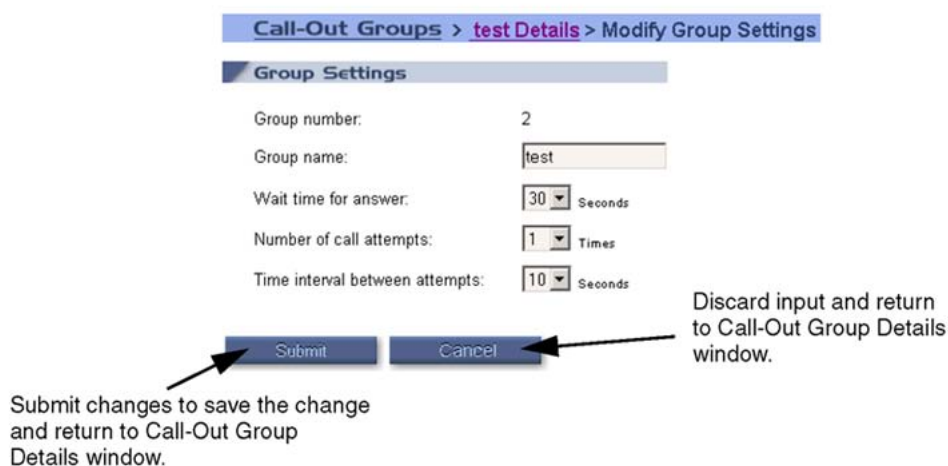
Discard input and return to Group Details window.

Submit Cancel

Figure 67: ICB Dashboard - Call-Out Groups, Details, Edit Members window

Edit the number directly in the text box. Change the "Wait for Confirmation" option by clicking in the in Wait for Confirmation box.

Edit Group Properties - Click on the **Modify** button in the Call-Out Groups Details window (below the Group Settings table) to open the Modify Group Settings window. Use the Modify Group Settings window to modify the call-out retry parameters of the group (see [Figure 68: ICB Dashboard - Call-Out Groups, Details, Modify Group Settings window](#) on page 133).



Call-Out Groups > test Details > Modify Group Settings

Group Settings

Group number: 2

Group name: test

Wait time for answer: 30 Seconds

Number of call attempts: 1 Times

Time interval between attempts: 10 Seconds

Submit changes to save the change and return to Call-Out Group Details window.

Discard input and return to Call-Out Group Details window.

Submit Cancel

Figure 68: ICB Dashboard - Call-Out Groups, Details, Modify Group Settings window

The Group number is view only. The name and parameters can be modified as described in [Table 31: Group Settings Retry parameters](#) on page 131.

Add a New Group

Click on the **New Call-Out Group** button in the Call-Out Group List window to open the <New Group> Details window. Use the <New Group> Details window to add a new call-out group. Use this window to fill in the new group's members and set the retry parameters (see [Figure 69: ICB Dashboard - Call-Out Groups, New Group, Details window](#) on page 134).

Call-Out Groups > <New Group> Details

Group Members

Type numbers directly into table

Number	Wait for Confirmation
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Group Settings

Group number:

Group name:

Wait time for answer: Seconds

Number of call attempts: Times

Time interval between attempts: Seconds

Submit changes to save the new group and return to Call-Out Group List window.

Submit this window to save the new group and re-display an empty form. Use this button to add several members consecutively.

Discard input and return to Call-Out Group List window.

Figure 69: ICB Dashboard - Call-Out Groups, New Group, Details window

This window has the same layout as the Call-Out Group Details window (see [Figure 65: ICB Dashboard - Call-Out Groups test Details window](#) on page 130), except here all fields are editable. The Group number pull-down menu shows only available numbers (that is, numbers not used by other groups).

Chapter 8: Telephone user interface

Purpose

This chapter describes how to use the telephone user interface (TUI) to:

- invoke commands during an active conference
- schedule conferences and record greetings

The chapter contains the following sections:

- [Overview](#) on page 135 - introduces the telephone user interface.
- [TUI operation during an active conference](#) on page 136 - provides procedures for using TUI features from a dual tone multi-frequency (DTMF) telephone while in an active conference.
- [TUI services](#) on page 146 - describes TUI services available when there is no active conference, such as scheduling.

Overview

Active conference

The ICB provides a DTMF, menu-driven telephone user interface. The TUI enables the chairperson, and conferees, to invoke commands from their telephone during an active conference, such as mute or unmute. This functionality is provided during a meeting with no additional provisioning required.

Scheduling and recording features

To access the TUI for scheduling and recording, dial the TUI DN. The system prompts the user to enter their TUI ID and password. The system responds depending on the user ID as identified by the TUI ID as follows:

- Regular user - the TUI responds with a voice menu with the following two items:
 - schedule a conference
 - record a conference-specific greeting

Note:

If the second feature is disabled by the administrator (see [Figure 57: ICB Dashboard - Greeting Settings window](#) on page 120), the system skips this item and the user directly enters the scheduling menu.

- Administrator - An administrator does not schedule a conference. The TUI responds with a voice menu with the following two items:
 - record a conference-specific greeting
 - record a system brandline greeting

Note:

If the first feature is disabled by the administrator (see [Figure 57: ICB Dashboard - Greeting Settings window](#) on page 120), the system skips this item and the administrator directly enters the brandline greeting menu.

Scheduling and recording greetings requires a system TUI DN and TUI ID for each user. For more information about defining a new DN, see [Installation and configuration](#) on page 49. For more information about defining a DN for the TUI, see [Step 2 - Access Numbers](#) on page 79. The BUI must be used to define a TUI user ID for each user (see [Users List](#) on page 124).

If a second user dials the TUI DN when the TUI is in use, the ICB plays a voice message announcing that the port is in use.

TUI operation during an active conference

This section describes how the TUI can be used while in an active conference.

Chairperson features

Dial-out

The chairperson can dial out and call a new party outside of the conference. They can talk with the party or bring the party into the conference. As a chairperson, dial *0<DN># (# is a digit entered by the chairperson after the DN) to dial a party outside the conference or *0 to access the operator.

Bring the party into the conference by dialing *2 or disconnect the call by dialing *3. If the chairperson dials the wrong number, dial *3 and re-dial. To redial the last number dialed, dial *#.

The ICB card selects the port for dialing out. The port is available if the number of ports reserved for the conference is greater than the number of conferees that have joined the conference. When all reserved ports are taken, the port can be available, if there are un-reserved ports on the ICB card and the port expansion feature is enabled for that conference. If all reserved ports are taken and there are no unscheduled ports available, the system cannot complete the call.

Note:

When the chairperson dials out to another ICB conference, two ports are seized, the dial-out port of the local ICB and the dial-in port of the remote ICB. This connection can be terminated only if the chairperson drops the dial-out port of the local ICB. However, normally the dial-out call is a telephone, so the system only seizes one port.

Dial-out Authorization

The Dial-out Authorization feature enables the chairperson to connect external parties to the conference when the desired destination number is restricted.

This feature uses the Meridian Authorization feature. As such, the chairperson must be aware of outdialing restrictions and know the authorization access code (Flexible Feature Code - FFC or Special Prefix - SPRE on the Avaya Communication Server 1000; Auth Access # on the Avaya Communication Server 2100/Meridian SL-100).

The chairperson must enter the whole string of authorization numbers as the example in [Figure 70: Dial-out Authorization dialing example](#) on page 138 shows. There are no confirmation tones or dial tone in the middle of dialing.

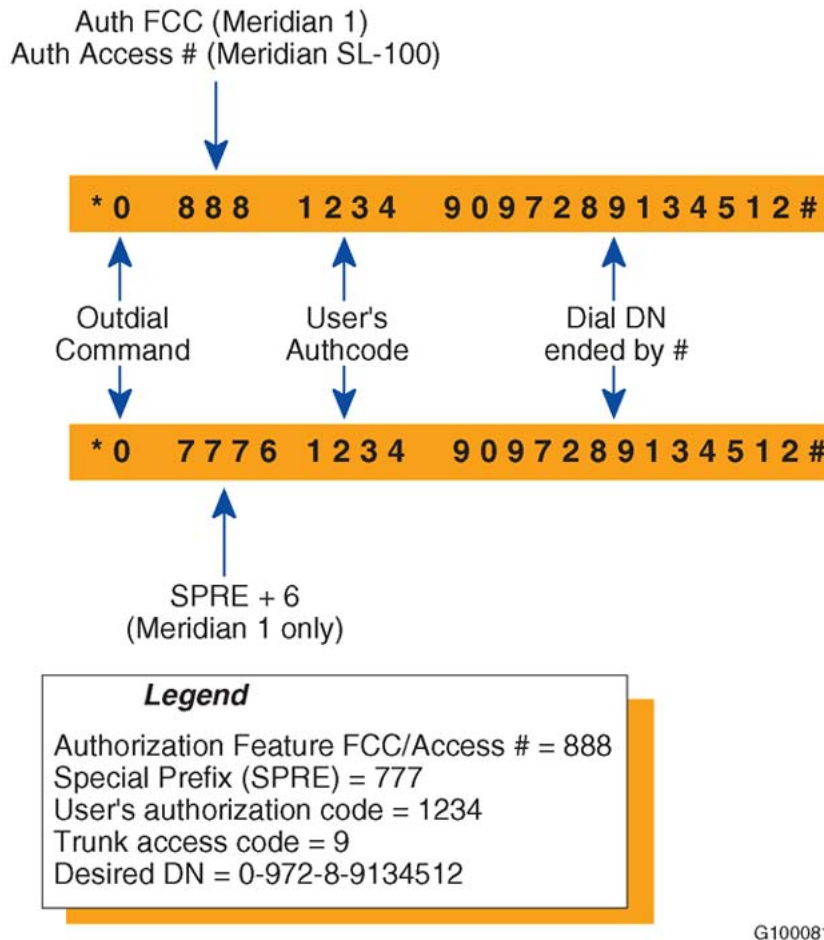


Figure 70: Dial-out Authorization dialing example

Note:

In BUI, define the same sequence as above, except do not enter the command code *0.

If using this feature and Group Call, make sure that the authorization access code precedes the restricted DNs in the group call list.

All ports mute/unmute toggle

A chairperson can place all conference participants, except the chairperson, on mute by dialing *10. While on mute, the participants can listen to the conference. To unmute the participants, the chairperson dials *10 again. Because there is one command for mute and unmute, the system announces to the chairperson one of two possible voice messages: "All participants have been muted" or "All participants have been unmuted." Only the chairperson hears the mute/unmute announcement.

Group call-out

Each ICB card supports up to 64 group call-out lists, each with up to 61 telephone numbers. Each telephone number can be up to 31 digits in length.

The administrator defines group call-out lists through the BUI (see [Call-out Groups](#) on page 128). The system saves the information on the ICB PCMCIA disk.

The administrator must define the following options for each group list:

- number of dial-out retries allowed (range: 1-3, default: 1)
- time between each dial-out retry (range: 15-90 seconds, default: 30)

The chairperson on an active conference can call all members of a group call-out list by dialing the following: *2 <group list number> #. The ICB dials out to all the telephone numbers in the requested group call-out list simultaneously. If there are more than 31 numbers on the group call-out list, the system requires two ICB cards.

When the system uses two ICB cards in a group call-out, the primary card divides the group call-out list into two groups. The primary card dials one group of numbers and sends the second group to the secondary card over the TCP/IP LAN. The secondary card then dials the second group of numbers. The system dials out both groups of numbers simultaneously.

The ICB card dials out by allocating a free port and originating the call on it. The system does not connect the port to the meeting, until the call successfully completes. After the ICB card originates the call, it plays a specific prompt and keeps repeating the prompt for a number of seconds (determined by the administrator). The default configuration forces the called party to respond by dialing a star * during this interval. When the ICB card detects the correct response, it connects the call to the meeting. If the ICB card does not detect the correct response within the defined time and the defined number of retries, the ICB card disconnects the call.

Note:

The administrator can configure the call to complete without requiring the called party to enter a star *. This option enables the connection to paging systems and auto-attendants.

The system limits group call-outs to the number of available ports on a conference. When a chairperson uses a list containing 61 numbers, and the meeting has 20 free ports, the system dials only the first 20 telephone numbers.

Group Call-out Smart Retry - When the chairperson makes a group call-out to the same group for the second time, the system repeats the call-out only to numbers that are not connected in the conference. The second call-out includes calls to the following:

- numbers not successfully connected in the previous group call-out
- numbers that were connected, but then disconnected

The Group Call-out Smart Retry feature minimizes port usage during group calls.

Lock or unlock the conference

The chairperson can lock the conference to prevent any new conferees from joining by dialing *4. The chairperson can unlock the conference allowing new conferees to join by dialing *4 again. A caller trying to join a locked conference hears an announcement indicating that the conference is locked. The system then disconnects the call. The chairperson can dial-out and include a conferee when the conference is locked.

Because there is one command for lock and unlock, the system announces to the chairperson one of two possible voice messages: "Meeting is locked" or "Meeting is unlocked." Only the chairperson that activates the command hears the lock/unlock announcement.

Count conferees

The chairperson can count the number of conferees that have joined a conference by dialing *69 (for announcing to the chairperson only), or *60 (for announcing to the whole conference). The ICB card issues a string of voice prompts, one for each conferee in the conference, that only the chairperson hears. If a new conferee joins the conference after the chairperson activates the command, the ICB card does not count that new conferee. If the system drops a conferee after the "count the conferees" or "play list" command, they are counted, but not named.

When the chairperson dials *69/*60, the conferees hear a quiet click.

[Table 34: Chairperson commands during count command](#) on page 142 lists the TUI subcommands available to the chairperson when counting conferees.

Drop all conferees

The chairperson can drop all conferees from the conference, except the chairperson, by dialing *90. The ICB does not issue an announcement to the conferees before disconnecting. After the system disconnects the conferees, the ICB card issues an announcement to the chairperson indicating that there are no conferees on the conference. The announcement is followed by 60 seconds of music. The conference remains active, so conferees can dial in again.

Drop last dialed conferee

The chairperson can drop the last conferee to join the conference through dial-out by dialing *91. The chairperson can drop the last conferee to dial in by dialing *92. These commands are not repeatable (that is, the chairperson can drop the last conferee to dial in, but not the second-to-last to dial in). If the chairperson is the last to dial into the conference, the ICB card cannot execute the *92 command.

Conference duration expansion

The chairperson can expand the duration of a conference by 15 minutes by dialing *98. If the expansion is successful, the chairperson receives the voice message, "Your meeting duration has been expanded." If the duration expansion is not successful, because there are not enough resources, such as ports or DNs, the chairperson receives the message, "Your meeting duration has not been expanded."

The maximum conference duration, including all chairperson expansions, is 12 hours. The ICB card does not permit conference duration expansion to a conference scheduled to end within three minutes of the expansion request.

Chairperson command summary

[Table 32: Chairperson commands](#) on page 141 lists conference commands that the chairperson can execute on the telephone set while a conference is in progress.

Table 32: Chairperson commands

Chairperson Command	Description
*0<DN>#	Dial out to a DN (called party directory number, which is not a conference participant).
*0#	Dial out to the assistant DN.
*2<GN>#	Group call-out, where GN is the group number to call.
*4	Lock or unlock the conference.
*7	Volume control.
*10	All ports mute/unmute toggle.
*19	Self mute/unmute toggle.
*52	Release chairperson control.
*60	Count conferees and announces names to all participants.
*69	Count conferees and announces names to chairperson only. Activates a scrolling menu for the chairperson (see Table 34: Chairperson commands during count command on page 142).
*81	Voting: Yes, I agree.
*82	Voting: No, I disagree.
*83	Voting: I abstain.
*90	Drop all ports, except the chairperson's port.
*91	Drop the last dialed-out port.

Chairperson Command	Description
*92	Drop the last dialed-in port.
*98	Extend the conference by 15 minutes.
*99	Stop or start the initial conference music by the chairperson, which is possible only when the chairperson is the first person joining the conference. The first entry stops it, the second entry starts it.
*	Abort current command.
*#	Redial last dialed DN.
**	Start or stop the help menu.

[Table 33: Chairperson commands during dial-out call](#) on page 142 shows the commands available during a dial-out call (that is, after dialing *0<DN>#).

Table 33: Chairperson commands during dial-out call

Chairperson dials ...	In order to ...
*2	Return to the conference with dialed party.
*3	Return to the conference without dialed party.

While the system is announcing the list of conference participants after the chairperson enters *69, the chairperson can execute the commands in [Table 34: Chairperson commands during count command](#) on page 142.

Table 34: Chairperson commands during count command

Chairperson dials ...	In order to ...
#	Stop and start the playlist.
0	Consult privately with the conferee.
1	Mute/unmute the conferee.
2	Play the current conferee name greeting.
*3	Return to the conference.
4	Select the previous conferee and play name.
6	Select the next conferee and play name.
9	Disconnect the current conferee.
**	Start and stop the help menu.

Features available to all participants

Self mute/unmute toggle

All conference participants, including the chairperson, can put themselves on mute by dialing *19. While on mute, the participant can listen to the conference. To unmute, the participant dials *19 again. Because there is one command for mute and unmute, the system announces to the participant one of two possible voice messages: "Muted" or "Unmuted." Only the participant that activates the command hears the mute/unmute announcement. The mute/unmute command is available to those participants who dial into the conference and who the chairperson brings into the conference using the dial-out command.

Stop or start music

This feature stops or starts the initial conference music, which is possible only when the conferee is the first person joining the conference. Dial *99. The first entry stops it, the second entry starts it.

Adjust the audio volume of a conference

Follow the steps in [Adjust the conference audio volume](#) on page 143 to adjust the volume of a conference.

Adjust the conference audio volume

1. Dial *7 to adjust the volume. [Figure 71: Volume control feature operation](#) on page 144 shows how the keypad operates this feature.

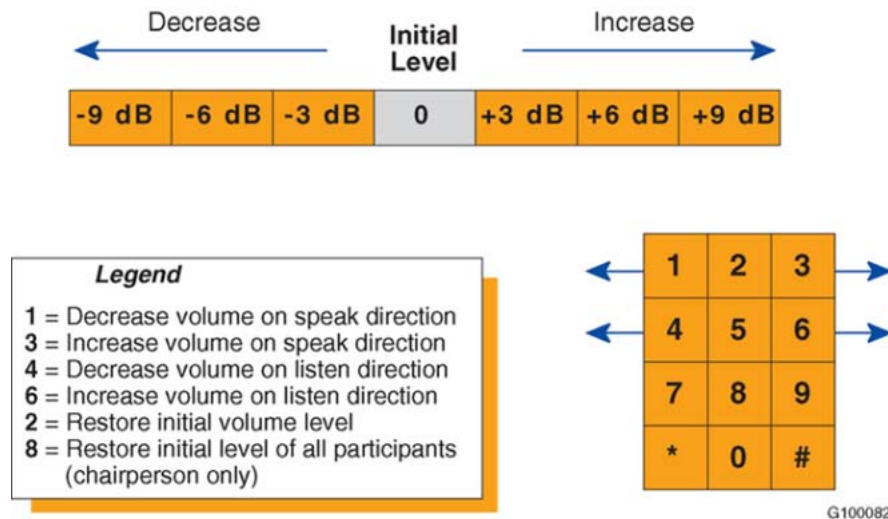


Figure 71: Volume control feature operation

When making a selection, the system applies the command, plays a confirmation tone, and returns the user to the conference.

- Each invocation of the command advances one step in the required direction. To advance more than one step, the whole sequence must be repeated. For example, to reach the maximum volume in the listen direction, dial:

*76 *76 *76

- The menu can be interrupted, so the two-digit sequence can be entered without waiting for the menu.

Help

The chairperson can access a help menu by dialing **. The help menu is a voice recording of all chairperson command options. The chairperson can stop the help menu before it finishes by dialing ** again.

The help command is sensitive to where the chairperson is in the command structure. For example, if the conference is in the normal active state, the chairperson hears the main list of commands after dialing **. If the chairperson dials out to a person and then dials **, the chairperson hears the list of commands relevant to dialing out. If the chairperson dials *69 or *60 to count conferees, and then dials **, the chairperson hears the list of commands relevant to counting conferees.

Conferees can dial ** to hear a list of command options available to conferees. Only the participant who dials ** hears the relevant list of commands.

Conferee features

Acquire and release chairperson control

Follow the steps in [Acquire/release chairperson control](#) on page 145 to acquire, or release, chairperson control.

Acquire/release chairperson control

1. To acquire chairperson control, dial *51. The system reacts as follows:
 - If another chairperson is present at the conference, the command fails. The system notifies the user and returns them to the meeting.
 - If there is no active chairperson, the system prompts the user to enter the chairperson password for the meeting. If the password is correct, the user becomes the chairperson. If the password is incorrect, the system prompts the user to retry two more times. If the password is still incorrect, the command fails and the system returns the user to the meeting.
2. To release chairperson control, dial *52. Only the chairperson uses this command. When activated, the chairperson becomes a regular conference participant allowing someone else to acquire chairperson control.

Conferee command summary

[Table 35: Conferee commands](#) on page 145 lists conference commands that a conferee can execute on the telephone set while the conference is in progress.

Table 35: Conferee commands

Conferee command	Description
*7	Volume control.
*19	Self mute/unmute toggle.
*51	Acquire chairperson control.
*81	Voting: Yes, I agree.
*82	Voting: No, I disagree.
*83	Voting: I abstain.
*85	Question: I request a question.
*86	Question: I cancel my request for a question.

Conferee command	Description
*99	Stop or start the initial conference music, which is possible only when the conferee is the first person joining the conference. The first entry stops it, the second entry starts it.
*	Aborts current command.
**	Start or stop the help menu.

TUI services

This sections describes TUI services that are used when there is no active conference.

Schedule a conference

When using the TUI scheduler, first enter the TUI user ID and password. If a port is reserved for the TUI, only 31 ports are available for conference use. After scheduling a conference using the TUI, the BUI can be used to view, modify, or delete the conference.

The conference defined from the TUI has default attributes. Define the conference parameters, through the telephone keypad, at the prompts of a guided voice menu. The ICB plays messages when an error is made.

Note:

There are up to seven minutes to schedule a conference with the TUI. After seven minutes, the ICB sends a voice message indicating that the allotted time is over. The ICB then disconnects the call.

The ICB sets up the following default attributes:

- entry and exit by name
- no custom greeting
- no conference expansion
- no name for the name of the conference
- no name for the name of the chairperson

To schedule a conference through the TUI, follow the steps in [Use the TUI to schedule a conference](#) on page 146.

Use the TUI to schedule a conference

1. Dial the TUI DN.
2. At the prompt, enter your TUI user ID.

3. At the prompt, enter your password (6 digits).
4. At the prompt, enter the date and time of the conference (optional). The default is the current day and time.
5. At the prompt, enter the duration of the conference.
6. At the prompt, enter the number of ports required for the conference.
7. At the prompt, enter the Conferee DN (optional).

If a DN is not entered, the ICB card generates one. The ICB card determines the Chairperson DN automatically.

8. At the prompt, enter the password length (optional).
9. At the prompt, enter the language (optional).

After entering all conference parameters, the ICB requests you to confirm the reservation.

Note:

If configured, the web server sends a confirmation E-mail.

Record a brandline greeting

The TUI can be used to record the customized brandline greeting when an administrator TUI password is used for the login. [Use a brandline greeting](#) on page 147 shows how to use this feature.

Note:

Although the greeting can be recorded in any language, the TUI instructions are in English only.

Use a brandline greeting

1. Dial the TUI DN. Enter your TUI administrator ID and password.

The system responds with a menu and steps through how to operate the feature.

2. The chairperson must activate the brandline greeting from the BUI.

The maximum length of the greeting is 10 seconds. The system plays greetings to conference participants in the following order:

1. Initial greeting
 - a. ICB factory greeting - "Welcome to the conference call."
 - b. Brandline greeting - "Welcome to Company XYZ's conference call." This greeting replaces the factory greeting.
2. Conference-specific greeting - "This is department 201's weekly meeting."

In this example, when participants call they hear: "Welcome to Company XYZ's conference call. This is department 201's weekly meeting."

Note:

Dual-card meetings use the brandline of the primary card, so that all participants hear the same greeting.

Record a conference-specific greeting

Conference-specific greeting operation is similar to brandline greetings, except that they can be recorded by users or administrators. The maximum length is configured by an administrator up to 10 seconds. The system deletes the voice file at the end of the conference and it cannot be used for other conferences. Follow the steps in [Configure a conference-specific greeting](#) on page 148 to configure a conference-specific greeting.

Configure a conference-specific greeting

1. Dial the TUI DN. Enter your TUI user or administrator ID and password.

The system provides a menu with various options.

2. Operational steps are as follows:

- a. When scheduling a meeting, the system provides a reference number which uniquely identifies the meeting. The system displays this reference number in the BUI and in the confirmation E-mail.
- b. After scheduling the meeting, dial the TUI Services DN, enter login data, and select "Record customer greeting" from the voice menu.

The system prompts you to enter the reference number to identify the meeting.

- c. Enter the number received in step a.

The system repeats the number and prompts the user to confirm it or re-enter it.

- d. Confirm or re-enter the number.

The system provides a menu for recording the greeting similar to that used for the brandline greeting.

After recording the greeting, it can be later verified, re-recorded, or deleted. Meeting details displayed in the BUI indicate whether or not a greeting exists.

This feature also applies to always-on conferences. However, for always-on conferences, only the administrator can record the conference-specific greeting.

A greeting recorded for a conference that is part of a recurrent chain applies to occurrences following that conference.

In dual-card meetings, the user or administrator records the custom greeting to the primary card. The system automatically copies it to the secondary card, so that all callers hear the same greeting.

Chapter 9: Microsoft Outlook GUI

Purpose

This chapter describes how to use the Microsoft Outlook/Exchange GUI for audio conference scheduling.

The chapter contains the following sections:

- [Overview](#) on page 83 - introduces the Microsoft Outlook GUI and its system requirements.
- [Scheduling BUI](#) on page 87 - describes the interface that users and super-users can use to schedule conferences.
- [Setting a delegate user for Microsoft Outlook Calendar](#) on page 166 - describes the process that users can use to delegate a user.

Overview

Users using Microsoft Outlook can schedule and manage ICB conference information using Microsoft Outlook as an alternative to the Browser User Interface. To access the ICB server, use the following Microsoft calendar GUIs:

- Microsoft Outlook, version 2000, XP, or 2003.
- Microsoft Exchange, version 5.5, 2000, or 2003.

Since meetings automatically appear in the user's Outlook calendar, the user does not have to book the meeting in two places: Browser User Interface and Microsoft Outlook. Microsoft Outlook sends out e-mail invitations to all invited parties. When the meeting is created, the conference DN and password are added to the e-mail invitation. The chairperson information is not added. This information can be verified by pressing the **Display** button.

ICB conferences can be scheduled up to one year in advance.

Recurrent meetings can be created in Microsoft Outlook. Meetings can be scheduled up to one year in advance up to 52 occurrences. Since Microsoft Outlook allows for longer scheduling, meetings scheduled beyond one year are not scheduled in the ICB, but are scheduled in Microsoft Outlook. A message is displayed to the user indicating which meetings are scheduled in the ICB and which ones are not.

Meetings created in TUI or BUI will not appear in Microsoft Outlook.

The super-user functionality is not supported by Microsoft Outlook GUI. Users with the type of super-user will act as normal users when operating from the Microsoft Outlook GUI.

When modifying a conference, the play greeting functionality is not supported by the Microsoft Outlook GUI.

Only left-to-right languages are supported by the Microsoft Outlook GUI.

Daylight savings time is not supported. If either the user's clock, or the ICB's clock (but not both), is changed after a meeting is scheduled, the meeting's start time will be off schedule.

The conference control screen of an active meeting is displayed only in English.

In Microsoft Outlook 2000, ICB is not informed that a meeting was deleted before a delete event message is sent. Therefore, a meeting will still exist on the ICB. Before deleting an ICB meeting scheduled with the Microsoft Outlook GUI, remove the ICB association by un-checking the "ICB Conference" checkbox on the ICB tab.

Administrators cannot schedule permanent or emergency meetings using the Microsoft Outlook GUI.

Publishing the form in Microsoft Outlook

Before the ICB form can be published in Microsoft Outlook, the ICB Administrator must acquire the ICB form.

Follow the steps in [ICB Administrator to get the ICB form](#) on page 152 for the ICB Administrator to get the ICB form for the first time.

Follow the steps in [Upgrading the ICB form in the Organizational Forms Library](#) on page 170 for the ICB Administrator to upgrade the ICB form.

ICB Administrator to get the ICB form

1. Enter the time zone for the ICB card.
2. Define the users that will use the Microsoft Outlook GUI.
3. Go to the location of the ICB PC Card and log in using the following username and password:

Username: **micb**

Password: **admin**
4. Copy the icbf.oft, icbsjc.oft, and icbsk.oft files from the OUTLOOK directory.

ICB files must be published in Microsoft Outlook before ICB users can access and use the ICB files. Avaya recommends that the Microsoft Outlook Administrator publish the ICB files in the Organizational Forms Library. Follow the steps in [Microsoft Outlook Administrator to publish the ICB files to the Organizational Forms Library](#) on page 153.

If the ICB files are not published by the Microsoft Outlook administrator, ICB users themselves must publish the ICB files in their Personal Forms Library. Follow the steps in [Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user](#) on page 155.

When publishing upgraded files, be sure to remove the older versions from the library. Follow the steps in [Removing the ICB files from the Personal Forms Library \(way 1\)](#) on page 158 or [Removing the ICB files from the Personal Forms Library \(way 2\)](#) on page 158.

Note:

The instructions in the following two procedures are specific to Microsoft Exchange 5.5. For other systems, contact your Microsoft Outlook administrator for specific instructions on publishing form files.

Note:

If the second procedure is used, each individual Microsoft Outlook user must follow [Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user](#) on page 155.

The ICB form is based on the following ICB files:

- form file required for all ICB applications - icbf.oft
- language files, one or more required for each ICB application:
 - Japanese and Chinese languages - icbsjc.oft
 - Korean language - icbsk.oft
 - All other supported languages - icbs.oft

Microsoft Outlook Administrator to publish the ICB files to the Organizational Forms Library

1. Open Microsoft Outlook.
2. Obtain the ICB form files from the ICB Administrator.

Note:

For each language file (icbs.oft, icbsjc.oft, and icbsk.oft) you are publishing, you must complete the following steps.

- a. Double-click the name of the file, for example icbs.oft.

Note:

Click **No** if asked to **Enable Macros**.

- b. Click **OK** in the Select Folder window. The Calendar window opens .

Note:

Do not select a folder from the folder list in the Select Folder window.

Choose **Tools > Forms > Publish Form As**. The Publish Form As window opens . See [Figure 72: Publish Form As window](#) on page 154.

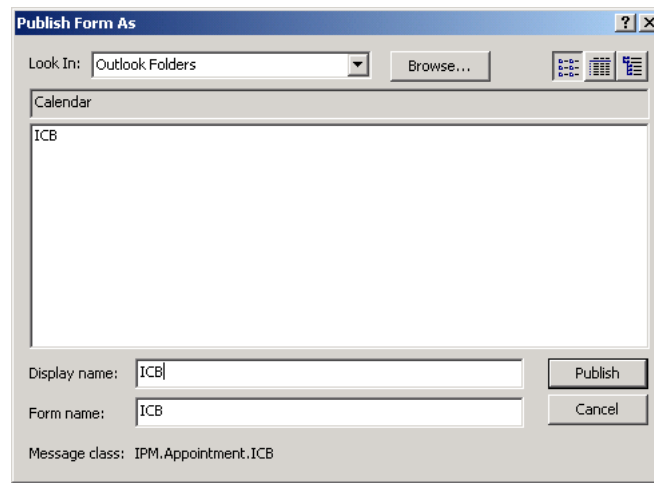


Figure 72: Publish Form As window

- c. Select **Organizational Forms Library** in the **Look In** field.
- d. Enter a **Display name** and **Form name** as follows:
 - If you are publishing icbs.oft, enter **icbs**
 - If you are publishing icbsjc.oft, enter **icbsjc**
 - If you are publishing icbsk.oft, enter **icbsk**
- e. Click **Publish**.

Note:

Click **Yes** if asked to replace an existing form.

- f. Close the Calendar window. Do not save the appointment.
3. Publish the ICB form file icbf.oft.
 - a. Go to the folder where the ICB files are located.
 - b. Double-click **icbf.oft**. The Calendar window opens .

Note:

Click **No** if asked to Enable macros.

- c. Choose **Tools > Forms > Publish Form As**. The Publish Form As window opens . See [Figure 72: Publish Form As window](#) on page 154 for a depiction.
- d. Select **Organizational Forms Library** in the **Look In** field.
- e. Enter a **Display name** and **Form name**, such as **icbf**.
- f. Click **Publish**.

Note:

Click **Yes** if asked to replace an existing form.

- g. Close the Calendar window. Do not save the appointment.

Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user

1. Open Microsoft Outlook.

Note:

Do not perform this procedure if the ICB files have already been published by the Microsoft Outlook administrator.

Note:

These instructions are specific to Microsoft Exchange 5.5. For other systems, contact your Microsoft Outlook administrator for specific instructions on publishing a form.

2. Obtain the ICB files (form `icbf.oft` and one or more language files `icbs.oft`, `icbsjc.oft`, and `icbsk.oft`) from the ICB Administrator.
3. Save the files in accessible location.
4. For each language file (`icbs.oft`, `icbsjc.oft`, and `icbsk.oft`) you are publishing:
 - a. Double-click the name of the file, for example `icbs.oft`.

Note:

Click **No** if asked to Enable macros.

- b. Click **OK** in the Select Folder window. The Calendar window opens.

Note:

Do not select a folder from the folder list in the Select Folder window.

- c. Choose **Tools > Forms > Publish Form As**. The Publish Form As window opens. See [Figure 72: Publish Form As window](#) on page 154 for a depiction.
- d. Select **Personal Forms Library** in the **Look In** field.
- e. Enter a Display name and a Form name as follows:
 - If you are publishing `icbs.oft`, enter `icbs`.
 - If you are publishing `icbsjc.oft`, enter `icbsjc`.
 - If you are publishing `icbssk.oft`, enter `icbssk`.
- f. Click **Publish**.

Note:

Click **Yes** if asked to replace an existing form.

- g. Close the Calendar window. Do not save the appointment.
- 5. Publish the ICB form file icbf.oft.
 - a. Go to the folder where the ICB files are located.
 - b. Double-click **icbf.oft**. The Calendar window opens .

Note:

Click **No** if asked to Enable macros.

- c. Choose **Tools > Forms > Publish Form As**. The Publish Form As window opens . See [Figure 72: Publish Form As window](#) on page 154 for a depiction.
- d. Select **Personal Forms Library** in the **Look In** field.
- e. Enter a **Display name** and a **Form name**, such as **icbf**.
- f. Click **Publish**.

Note:

Click **Yes** if asked to replace an existing form.

- g. Close the Calendar window. Do not save the appointment.

The ICB files must be published in Microsoft Outlook before the ICB user can configure the ICB form as the default Calendar form in Microsoft Outlook. When the Microsoft Outlook Administrator has published the ICB form to the forms library, follow the steps in [Select the ICB form as the default form in Microsoft Outlook](#) on page 156 to configure the ICB form as the default Calendar form in Microsoft Outlook.

Several languages may use the same form name. If an administrator needs to have several languages, create a file called "outlangs.tbl". This file should be placed in the Microsoft Outlook folder. This file should contain a table describing which language uses which form. See [Table 36: Language form to use](#) on page 156 for an example.

Table 36: Language form to use

Language	Form to use
American English	icbf.oft
French	icbf.oft
U.K. English	icbf.oft
Chinese Traditional	cnicb.oft

Select the ICB form as the default form in Microsoft Outlook

- 1. Open Microsoft Outlook.

Note:

Before beginning this procedure, obtain the name of the published ICB form file. For example, icbf.off.

2. Right-click **Calendar** in the **Folder List**.
3. Select **Properties**. The Calendar Properties window opens .
4. Select the **General** tab.
5. Select **Forms** in **When Posting to this folder, use**. The Choose Form window opens .
6. Select the library in which the files were published.
 - If you published the forms yourself, select **Personal Forms Library** in the **Look In** field.
 - If the ICB administrator published the files, select **Organizational Forms Library** in the **Look In** field.
7. Select the form name, **icbf**, and click **Open**.
8. Click **OK**.
9. Verify that you are using the correct version of the ICB form.
 - a. Double-click a timeslot in the **Calendar**.
 - b. Choose **Help > About this Form** from the toolbar. The form version is displayed.

Follow the steps in [Resetting the default Calendar form for Microsoft Outlook](#) on page 157 to change the default Calendar form back to the Microsoft Outlook Appointment form.

Resetting the default Calendar form for Microsoft Outlook

1. Open Microsoft Outlook.
2. Right-click **Calendar** in the **Folder List**.
3. Choose **Properties**. The Calendar Properties window opens .
4. Select the **General** tab.
5. Select **Appointment** in **When posting to this folder, use**.
6. Click **OK**.

Removing the ICB files from the Personal Forms Library

When searching for published ICB files, Microsoft Outlook searches first in the Personal Forms Library, then in the Organizational Forms Library. If upgraded ICB files exist in the Organizational Forms Library, and older versions exist in the Personal Forms Library, the new upgraded ICB files will never be used. Follow [Removing the ICB files from the Personal Forms](#)

[Library \(way 1\)](#) on page 158 or [Removing the ICB files from the Personal Forms Library \(way 2\)](#) on page 158 to remove previously published ICB files from the Personal Forms Library.

Removing the ICB files from the Personal Forms Library (way 1)

1. Open Microsoft Outlook.
2. Right-click **Calendar** in the **Folder List**.
3. Choose **Properties**. The Calendar Properties window opens .
4. Select the **Forms** tab.
5. Click **Manage**. The Forms Manager window opens .
6. Click **Set** in the left half of the window. The Forms Manager window has two **Set** buttons. The one on the right is inactive.
7. Select **Personal Forms** in the **Forms Library**.
8. Click **OK**.
9. Select the ICB form(s) to be deleted from the list in the panel on the left side of the window.
10. Click **Delete**.
11. Click **Yes** in the confirmation dialog box.
12. Click **Clear Cash**.
13. Click **Close** to close the Forms Manager window.
14. Click **OK** to close the Calendar Properties window.

After you remove an ICB form, the Microsoft Outlook Appointment form becomes the default Calendar form. See [Select the ICB form as the default form in Microsoft Outlook](#) on page 156 to set another ICB form as the default Calendar form.

Removing the ICB files from the Personal Forms Library (way 2)

1. Open Microsoft Outlook.
2. Choose **Tools. > Options** from the file menu. The Options window opens .
3. Select the **Other** tab.
4. Click **Advanced Options**. The Advanced Options window opens .
5. Click **Custom Forms**. The Custom Forms tab opens in the Option window .
6. Click **Manage Forms**. The Forms Manager window opens .
7. Select the **ICB** forms to be deleted.
8. Click on **Clear Cash**.
9. Click **Delete**.

Login to the ICB card using Microsoft Outlook

You need to log into the ICB when you are setting up or editing the ICB parameters of a conference. You will use the same ICB user ID and password for the ICB form in Microsoft Outlook that you use for the BUI. If you have access to more than one ICB card, you must have a user ID defined for each card. Follow the steps in [Log into the ICB card using Microsoft Outlook](#) on page 159 to log into the ICB card from Microsoft Outlook.

Log into the ICB card using Microsoft Outlook

1. If you are not already at the ICB tab, go to the ICB tab Microsoft Outlook.
 - a. Select **Calendar** from the **Folder List** in Microsoft Outlook.
 - b. Click **New**.
 - c. Select the **ICB** tab.
 - d. Select the ICB card from the **ICB Address** drop-down list.
 - e. Select **ICB Conference**.
2. Enter your username and password in the Enter Network Password window. See [Figure 73: Username and Password \(Microsoft Outlook\)](#) on page 159 for a depiction.

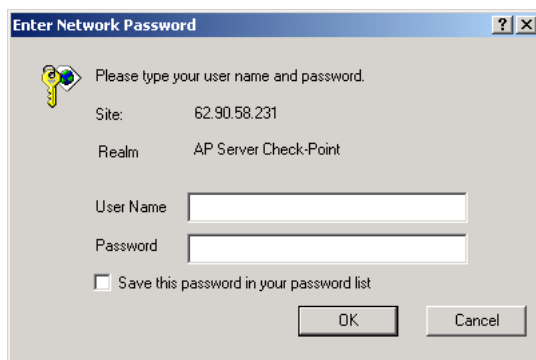


Figure 73: Username and Password (Microsoft Outlook)

- a. Enter your user ID in the **User Name** field.
- b. Enter your password in the **Password** field.
- c. Select **Save this password in your password list** (optional).
- d. Click **OK**.

Scheduling a new conference

Scheduling window

Open a new appointment in Microsoft Outlook after logging into the ICB card.

[Figure 74: Microsoft Outlook ICB tab - Schedule a new conference](#) on page 160 shows the scheduling window when it first opens after the ICB tab has been selected.

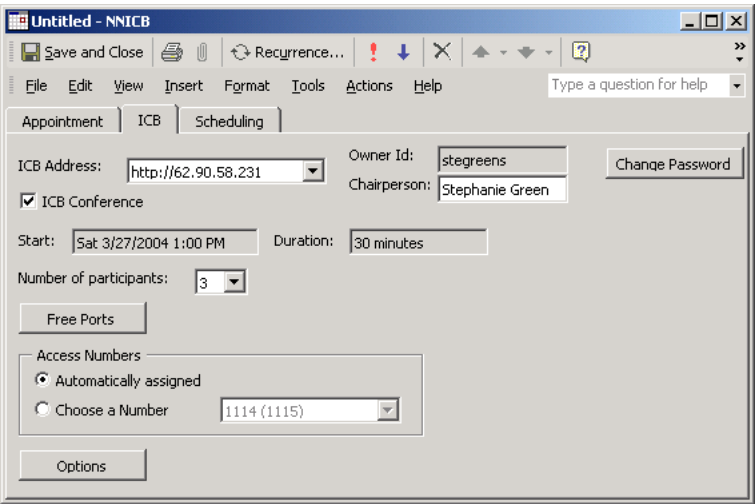


Figure 74: Microsoft Outlook ICB tab - Schedule a new conference

[Table 37: ICB tab window fields](#) on page 160 describes the fields in the Microsoft Outlook ICB tab.

Table 37: ICB tab window fields

Field	Description
ICB Address	The IP address or DNS of the ICB card.
ICB conference	When checked, schedules the conference to the ICB card.
Owner ID	User name that is logged into the ICB card.
Chairperson	Enter the name of the chairperson for this conference.
Start	Enter the date and time that the conference starts. The minutes box shows 15-minute increments (that is, 0, 15, 30, and 45). Range: Hours/15-minute increments. The default value of the time field is rounded to the nearest 15 minutes according to the following rule:

Field	Description
	<ul style="list-style-type: none"> • In the first 10 minutes of the interval, the system rounds the time off to the past. For example, if the time is 8:23, the box shows the time as 8:15. The system interprets this as an immediate conference. • In the last five minutes of the interval, the system rounds it to the future 15-minute value. For example, 8:26 appears as 8:30. <p>Note:</p> <p>If a change needs to be made to an existing conference, click on the Appointment tab to make the necessary changes. That information will be moved to the ICB tab.</p>
Duration	Enter the duration of the conference. Range: Up to 12 hours in 15-minute increments (the selection box shows all possible values).
Number of Participants	Select the number of participants for this conference from the drop-down box. The default value is four.
Access Numbers	Select either to automatically assign a number or a specific number from the drop-down list.

Free Ports view

[Figure 75: ICB tab window - Free Ports view](#) on page 162 shows the expanded scheduling window after clicking on the **Free Ports** button. The information in this window refers to the date set above it in the Start area. The time scale covers 12 hours in 15-minute increments.

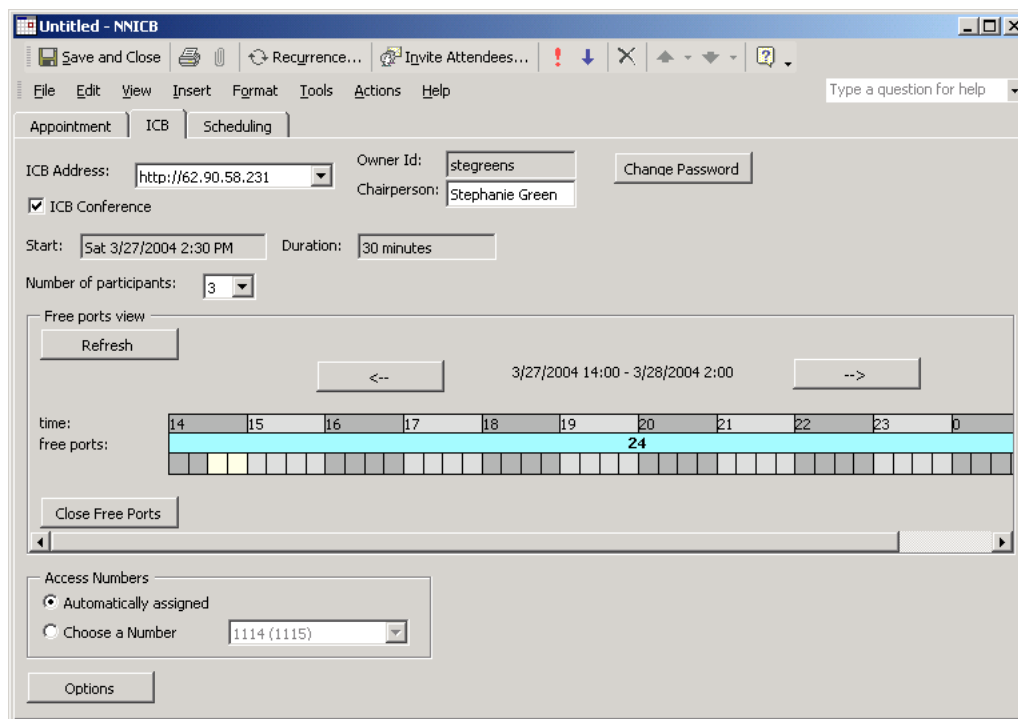


Figure 75: ICB tab window - Free Ports view

Options section

[Figure 76: ICB tab window - Options section](#) on page 163 shows the expanded window after clicking on the **Options** button.

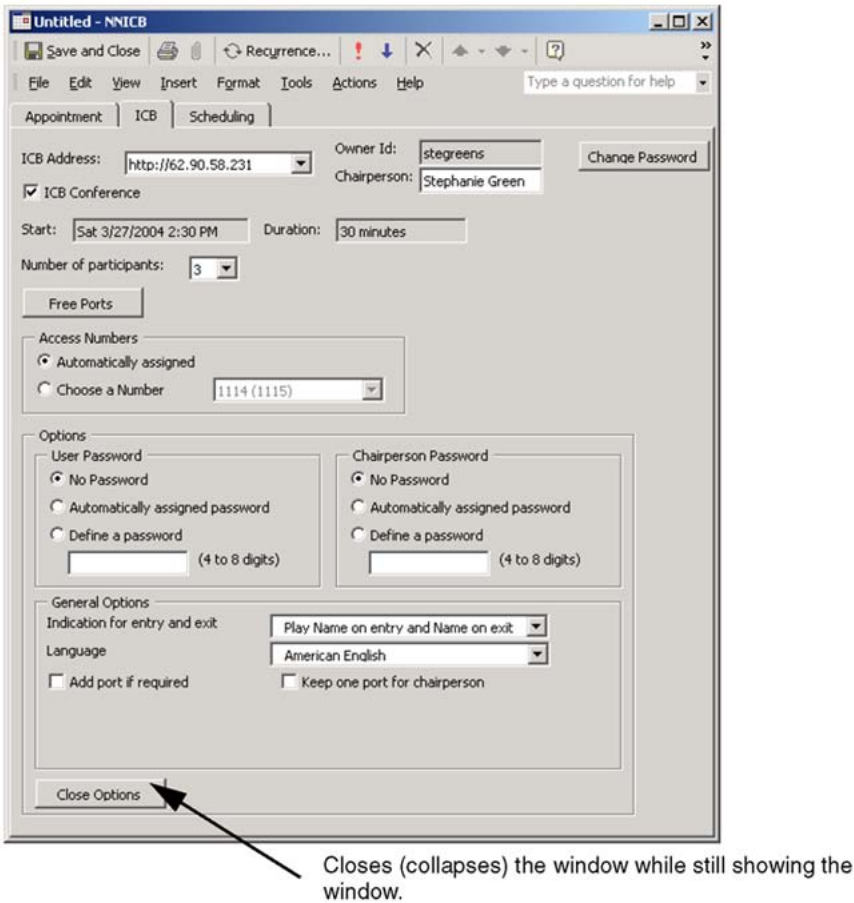


Figure 76: ICB tab window - Options section

[Table 38: ICB tab window - Options section fields](#) on page 163 describes the fields in the Options section.

Table 38: ICB tab window - Options section fields

Field	Description
Password section	
User Password	Enter an optional password for the conference. If configured, callers must enter this password to join the conference. Available options are as follows: <ul style="list-style-type: none">• No password - no optional password.• Automatically assigned - The system automatically generates the password. The administrator sets the password length from 4 to 8 digits.• Choose a password - The user defines the password. The range is 4 to 8 digits. The window shows the password as it is entered. The

Field	Description
	<p>system does not check the password for uniqueness. Different conferences can use the same password.</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Chairperson Password	<p>Enter a password for chairperson authentication. This field has the same options as the user password.</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
General Options section	
Indication for entry and exit	<p>Define how the system announces when people enter or exit a conference. The following options are available from the pull-down menu:</p> <ul style="list-style-type: none"> • Play name on entry and name on exit. • Play name on entry and tone on exit. • Play tone on entry and tone on exit. • Silence (no indication for entry or exit). <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Language	<p>Select the language the system uses for voice prompts during the conference. The pull-down menu offers the set of languages available in the system. The default is the ICB card's default language that an administrator selects using the Installation Wizard (see Step 1 - Basic Card Settings on page 76). When using single-number access, the preferred language takes affect after the caller enters the conference ID and password. Before that the system uses the default language.</p>
Add ports if needed	<p>When this box is checked, the system allows the meeting to expand beyond the number of reserved ports if more than the anticipated number of participants show up. The system adds ports only if there are enough ports available (that is, they are not reserved for another meeting).</p> <p>Note:</p> <p>The default setting is determined by the Administrator's default conference setting.</p>
Keep one port for chairperson	<p>Click on this box to reserve a port for the chairperson. When all but one of the ports are occupied, and the chairperson has not yet dialed in, the remaining port is not available for a participant. If this box is not</p>

Field	Description
	checked, the system uses the ports on a first-come, first-serve basis. In this case, if all the ports are taken up by participants, the system does not allow the chairperson to enter the conference. Note: The default setting is determined by the Administrator's default conference setting.

Scheduling complete

After scheduling a new meeting or modifying an existing meeting, the Confirmation window appears to verify the entries. The system displays the window after it stores the conference in the database. See [Figure 77: Confirmation window](#) on page 165 for an example.

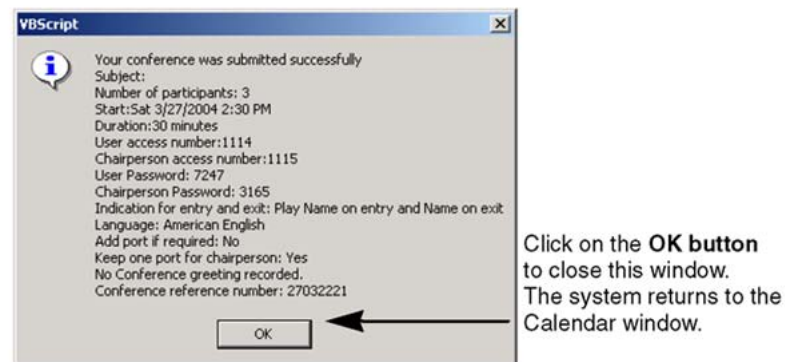


Figure 77: Confirmation window

Editing an existing conference

Open the conference appointment in Microsoft Outlook for editing. The only field that cannot be modified when editing an inactive conference is the dual-card meeting option (that is, users cannot make a single-card conference dual and vice versa).

Only the following fields can be edited during an active conference:

- number of participants
- duration
- add ports as needed (under the Options section)

Once a conference is scheduled with the Microsoft Outlook GUI, the ICB tab looks like [Figure 78: ICB tab window - edit conference](#) on page 166. The **Control** button allows a user to access the chairperson control section of the BUI for this scheduled conference. Refer to the [Chairperson operations](#) on page 100 for operation information. The **Display** button provides

the conference access and meeting password information for users and the chairperson. See [Figure 79: ICB tab window - display information](#) on page 166 for a depiction of this window.

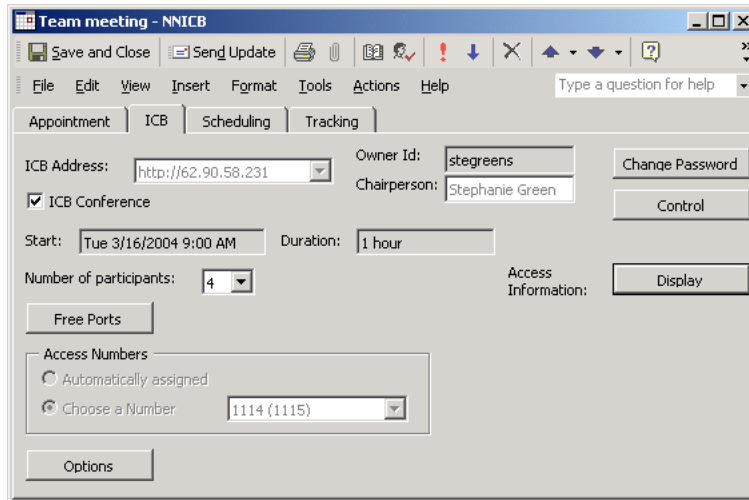


Figure 78: ICB tab window - edit conference

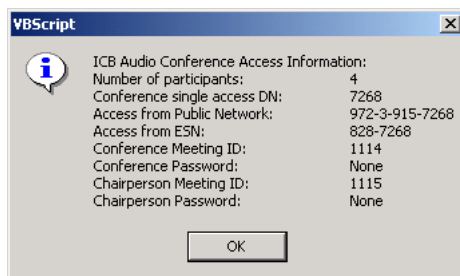


Figure 79: ICB tab window - display information

Setting a delegate user for Microsoft Outlook Calendar

A user can give another person sharing permission to schedule appointments and meetings for them in their calendar. The delegate Outlook feature allows the user to specify for the person whether or not they can modify and create meetings and appointments. Scheduling an ICB meeting is operated the same way.

To use the delegate feature with the ICB form:

- The person who schedules the meeting and the person that gives permission must have accounts in the ICB card. The owner of the meeting is the one that gave permission.
- When using Microsoft Outlook 2003, the script in shared folders must be enabled. (Tools > Options > Other > Advanced Options).

Chapter 10: Maintenance

Purpose

This chapter describes how to maintain and troubleshoot the ICB card and associated equipment.

The chapter contains the following sections:

- [Maintenance overview](#) on page 167 - introduces the maintenance strategy.
- [Updating the Microsoft Outlook GUI ICB form](#) on page 169 - shows the process for updating the Microsoft Outlook GUI form.
- [Diagnostic tools](#) on page 171 - lists the available maintenance tools.
- [CLI command summary](#) on page 175 - shows the commands technicians can use from the CLI to perform maintenance activities.
- [ICB fault isolation and correction](#) on page 178 - describes faults and shows recommended recovery actions.
- [Error message handling](#) on page 180 - describes the on-line error message system.
- [Backup and restore procedures](#) on page 184 - provides procedures for backing up and restoring data.

Maintenance overview

Perform operations, administration, and maintenance (OA&M) of the ICB system by using the command line interface (CLI). Access the CLI through the following:

- A TTY terminal connected to the ICB card or through a PC emulating a terminal. The PC connects to the ICB card through the Ethernet Adapter.
- The administration BUI.

An operator can use the CLI to generate reports and perform port maintenance. An administrator can use the CLI to manage system administration, maintenance, and security.

To conduct conference OA&M for an ICB card, connect a terminal to the RS-232 port or the Ethernet connector associated with that ICB card. The maintenance terminal connects to each ICB card through an IPE module I/O panel connector or through the Ethernet adapter card.

The Ethernet adapter provides two options:

- direct terminal connection or modem connection to DB-9 connector
- Ethernet connection, where multiple terminals connected to the Ethernet can access an ICB card

For the Ethernet connection option, an IP address assigned to the ICB card is required to enable access to the ICB through the LAN.

[Figure 80: ICB card in the Intelligent Peripheral Equipment Module](#) on page 168 shows an Meridian system with two IPE modules. This example shows each IPE module with one ICB card. Each ICB card connects to its maintenance terminal through the associated IPE module I/O panel connector. Use one terminal for all ICB cards by moving the terminal cable to the I/O panel connector of the card to be accessed.

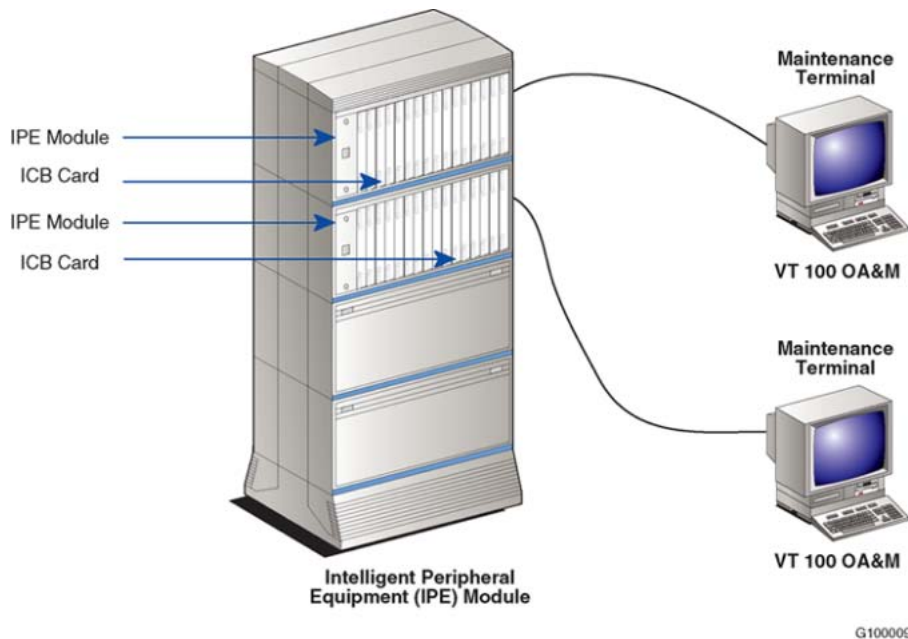


Figure 80: ICB card in the Intelligent Peripheral Equipment Module

Problem solving

A problem can have more than one cause. To isolate the cause, a knowledge of ICB operation is required. After identifying the cause, the problem can be corrected by replacing defective cards, connecting accidentally disconnected cables, or correcting software security problems. The Meridian system and the ICB provide built-in self-diagnostic indicators and software and hardware tools. These diagnostic facilities simplify system troubleshooting and reduce mean-time-to-repair (MTTR).

Make sure that the Meridian system is operating correctly, before diagnosing ICB problems.

Important:**FOR MORE INFORMATION**

Refer to the following:

- *Avaya Communication Server 1000M and Meridian 1: Large System Maintenance, NN43021-700*
- *Avaya Communication Server 1000E: Maintenance, NN43041-700*

Updating the Microsoft Outlook GUI ICB form

When the ICB form needs to be updated in Microsoft Outlook, the form needs to be updated first by the Administrator. The Administrator will then notify users that the ICB form needs to be updated. The procedure to publish the new form is the same as publishing the original form. See [Microsoft Outlook Administrator to publish the ICB files to the Organizational Forms Library](#) on page 153 or [Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user](#) on page 155 for the procedure details.

Users need to clear cache when the ICB form does not exist in Microsoft Outlook. Follow [Clearing the Microsoft Outlook forms Cache](#) on page 169 for the steps.

Clearing the Microsoft Outlook forms Cache

1. Open Microsoft Outlook.
2. Choose **Tools > Options**. The Options window opens .
3. Select the **Other** tab.
4. Click **Advanced Options**. The Advanced Options window opens .
5. Click **Custom Forms**. The Options window opens .
6. Click **Manage Forms**. The Forms Manager window opens .
7. Click **Clear Cache**.

If no **Clear Cache** button is available, you must delete the forms cache file manually, follow the steps in [Deleting the forms cache file manually](#) on page 170.

8. Click **Close** to close the Forms Manager window.
9. Click **OK** to close the Options window.
10. Click **OK** to close the Advanced Options window.
11. Click **OK** to close the Options window.

Deleting the forms cache file manually

1. Close Microsoft Outlook.
2. Go to the folder where the forms cache file is located.
 - If you are using User Profiles, go to
C:\Windows\Profiles\<username>\Local Settings\Application Data\Microsoft\Forms
 - If you are not using User Profiles, go to
C:\Windows\Local Settings\Application Data\Microsoft\Forms
3. Delete the file **Frmcache.dat**.

Each upgrade of the ICB firmware comes with upgraded ICB files, which must be retrieved and published. See [Upgrade the ICB firmware version](#) on page 214. Follow the steps in [Upgrading the ICB form in the Organizational Forms Library](#) on page 170 to upgrade the ICB form in the Organizational Forms Library.

Upgrading the ICB form in the Organizational Forms Library

1. Retrieve the upgraded ICB files.
 - a. Go to the folder where the ICB files are stored.
 - b. Delete all .OFT files except **icbf.oft**, **icbs.oft**, **icbsjc.oft**, and **icbsk.oft**.
 - c. Rename an existing ICB form files, using names such as "icbf_old.oft", "icbs_old.oft", "icbsjc_old.oft", and "icbsk_old.oft".

Note:

Avaya recommends that customers keep only one previous version of the ICB files.

- d. Go to the location of the ICB PC Card and log in using the following username and password.

Username: micb

Password: admin
 - e. Copy the **icbf.oft**, **icbs.oft**, **icbsjc.oft**, and **icbsk.oft** files from the **OUTLOOK** directory.
2. Remove older versions from the library. Follow the steps in [Removing the ICB files from the Personal Forms Library \(way 1\)](#) on page 158.
3. Publish the new upgraded forms. Follow the steps in [Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user](#) on page 155.
4. Clear the Microsoft Outlook forms cache. Follow the steps in [Clearing the Microsoft Outlook forms Cache](#) on page 169.

Users can now install the new form as their default form.

Follow the steps in [Upgrading the ICB form in the Personal Forms Library](#) on page 171 to obtain, publish, and install the upgraded ICB form in the Personal Forms Library.

Upgrading the ICB form in the Personal Forms Library

1. Remove the current form. Follow the steps in [Removing the ICB files from the Personal Forms Library \(way 2\)](#) on page 158.
2. If the ICB administrator has not published the form, follow the steps in [Publishing the ICB form in Microsoft Outlook by each Microsoft Outlook user](#) on page 155 to publish the form in the Personal Forms Library.
3. Set the new upgraded form as the default Calendar form. Follow the steps in [Select the ICB form as the default form in Microsoft Outlook](#) on page 156.
4. Clear the Microsoft Outlook forms cache using [Clearing the Microsoft Outlook forms Cache](#) on page 169.
5. Schedule a test meeting to ensure the upgrade was successful. Follow the steps in [Scheduling BUI](#) on page 87.

Diagnostic tools

Use the following diagnostic tools to troubleshoot problems in the system, including problems with the ICB. When diagnosing ICB problems, use the following tools:

- LED indicators
- display codes
- card self-tests
- sanity monitoring
- diagnostic commands (that is, overlay commands for the Avaya Communication Server 1000 and MAP commands for the Avaya Communication Server 2100/Meridian SL-100)
- history files
- TCP/IP connectivity test

ICB status LED indicator

The ICB has a red LED indicator at the top of the faceplate that indicates the status of the card. If the LED is lit, the card can be faulty or manual busy (Man). The card goes through a series of tests. When inserted into the slot or reset, the card:

- blinks three times during self-test
- runs software files from the PCMCIA to the ICB card

- blinks three more times
- stays on until a return to service (RTS) occurs

This procedure takes approximately 45 seconds. If the card turns on and remains on without blinking, the card is not functioning correctly. The LED turns off when the card returns to service.

Power Up Self-test

The ICB card has testability features that aid in fault isolation. When inserted into an operating system module, when it is powered up, or when the system is reset, each ICB card automatically performs a Power Up Self-test. A Power Up Self-test can be performed on a card using software commands or menus.

The self-test checks general ICB functions and determines if they are operating correctly. The checks are useful when first installing the cards, because the card automatically starts the self-test when inserted. The self-test provides an immediate indication of the card's operating status by performing a detailed test and analysis of the installed hardware. The test determines the integrity of the hardware and establishes the connection of the ICB card.

The Power Up Self-test is executed through the maintenance port. If any fault has been detected, an error message is stored in the system log file and is printed on the maintenance port.

[Table 39: ICB self-test sequence](#) on page 172 describes the items the system checks during the ICB self-test.

Table 39: ICB self-test sequence

Item tested	Description
Processor/Co-processor	Reads and stores processor ID. Runs processor self-test.
SDRAM	Checks the amount of SDRAM installed. Performs read/write test.
System I/O Controller	Performs read/write test on selected registers.
PCMCIA Controller	Performs read/write test on selected registers.
DS-30X Interface	Tests shared memory and performs loopback test over SD-30 LCA.
On-board DSP card	Checks the presence of DSP cards and initiates diagnostic tests on DSP cards, if present.
PCMCIA hard drive	Checks the presence of the hard drive and checks the configuration information.
PCMCIA Flash card	Checks the presence of Flash memory and checks configuration information.

Item tested	Description
Loopback MPU	Sends data to the transmit area of the MPU buffers and resends it back for the receive area to the same buffer.
Loopback DSP	Sends data to the transmit area of the MPU buffers and resends it back for the receive area to the same buffer.

Signaling Tests

Signaling tests check the x12 interfaces in both directions between the card and system. This test includes reception of the messages from the system and sending messages to the system. The Signaling test is executed from Overlay 30 using the UNTT command (Meridian 1/CS 1000) or from the IPE MAP Level using the Tst command (CS 2100/Meridian SL-100).

Sanity monitoring

Sanity monitoring is a background routine that checks the operation of system resources, such as CPU activity and memory allocation. This background routine tries to restore normal operation if the system performance has degraded to an unacceptable level. If all attempts to restore normal operation fail, this routine restarts the system to restore operation. If the soft reset is not effective, the system initiates a full, board-level reset. If the full reset is not successful, the maintenance LED remains on.

Diagnostic commands

Meridian 1/Avaya CS 1000 overlay commands

Each card performs diagnostic tests as part of the daily routines. Diagnostic tests can also be activated from a maintenance TTY.

The boot time of the ICB from reset, or power up, to when the card is ready and from an ENLC to when the ports are idle is approximately two minutes.

All relevant system maintenance commands for an extended digital line card apply to the ICB and are handled transparently to the system. Use LD32 to enable and disable an ACD M2616 telephone.

[Table 40: Commands to enable/disable ICB channels](#) on page 174 lists some of the commands used to control the ICB status and functions.

Table 40: Commands to enable/disable ICB channels

Command	Operation performed
LD 32	
DISC/ENLC	Disable/Enable specified card.
DISU/ENLU	Disable/Enable specified channel.
LOOP	Performs a network memory test, continuity test, and signaling test on the specified loop.
STAT	Get status of specified card/channel.
LD 30	
UNTT	Performs self-test on the ICB.

CS 2100/Meridian SL-100 diagnostic commands

Each card performs diagnostic tests as part of the daily routines. Diagnostic tests can be activated from the MAP terminal on the CS 2100/Meridian SL-100. The ICB card appears as an extended digital line card to the system. For the diagnostic routine to pass in the LTP level of the MAP terminal, the feature Communicator must be assigned to key 1 of the LEN.

[Table 41: CS 2100/Meridian SL-100 commands to enable/disable ICB channels](#) on page 174 lists commands used to control the ICB status and functions.

Table 41: CS 2100/Meridian SL-100 commands to enable/disable ICB channels

Command	Operation performed
IPE MAP Level	
Bsy Card x/ RTS card x	Disable/enable specified card.
Tst	Perform a network memory test, continuity test, and signaling test on the specified loop.
QueryPM Inven Card x	Get status of specified card.
LTP MAP Level	
Bsy	Make the LEN or DN busy.
Bsy INB	Take the port out of service. The system does not generate alarms.
RTS	Bring the ICB port in-service.

Note:

During a One Night Process (ONP), a no restart switch activity (SWACT) to the other central processing unit (CPU) drops active calls on the ICB card. A warm SWACT of the front end during maintenance activities does not affect active calls on the ICB card.

TCP/IP connectivity test

Maintenance technicians can use "ping" to test if the LAN connection is installed and configured properly. Perform a ping test in one of the following ways (they are equivalent so there is no need to try both):

- from a computer on the local LAN to the ICB card's IP address
- from the CLI (under the SMaint/ directory) to the IP address of a computer on the local LAN

CLI command summary

Using CLI commands

The CLI contains menus and submenus. To select a menu option, enter the appropriate short command or full command at the prompt. When a menu is selected, use the commands in [Table 42: Navigating the menus and displaying help](#) on page 175 to navigate to other menus or to display help.

Table 42: Navigating the menus and displaying help

Command	Result
*	Returns to the previous menu.
/	Returns to the top menu level.
?	Displays help for the commands in the current menu.

When entering a menu option that has parameters defined, the "Modify, Save, or Cancel:" command line displays so that the parameters can be modified, if required.

To modify system parameters and objects, use one or more of the commands in [Table 43: Modifying parameters](#) on page 176 and [Table 44: Modifying objects](#) on page 176.

Table 43: Modifying parameters

Command	Result
M	Modifies one or more parameters.
S	Saves modified parameters.
C	Cancels the modification and allows the parameter to keep its previous value.

Table 44: Modifying objects

Command	Result
<cr>	Accepts the current value when the Enter key is pressed.
value <cr>	Changes the attribute with a new value when the value is entered and the Enter key is pressed.
.	Cancels the modification and allows the object to keep its previous value.

To modify a value or attribute of an object, the program responds with a sequence of prompts: one prompt for each attribute of the object. The prompt defines the name and the current value of the attribute. You can change the value, accept the current value, or cancel the modification as follows:

```
attribute_a (current_value_a): new_value_a <cr> attribute_b (current_value_b): <cr>
attribute_c (current_value_c): .
```

The system can display the current value and a list of available values to select. In the following example, the value of attribute_d changes to bbbb:

```
attribute_d (current_d, (1-aaaa, 2-bbbb, 3-cccc)): 2
```

When executing the command(s), the program provides the option to modify, save, or cancel the changes. When **save** is entered, the system accepts the changes. After the session ends, use the commands in [Table 42: Navigating the menus and displaying help](#) on page 175 to navigate through the menus.

ICB CLI commands

[Table 45: ICB CLI command summary](#) on page 176 shows ICB-specific CLI commands.

Table 45: ICB CLI command summary

Menu and command	Items and commands
System administration: SA	System Attributes Editor: SY Use the System Attributes Editor for initial card configuration (see Configure initial card)

Menu and command	Items and commands
	<p>parameters using the CLI on page 74) and to define the following:</p> <ul style="list-style-type: none"> • card name - up to 10 characters; appears in top of the initial window if specified. • refresh period - time between updates to CLI window when not in use, from 0 to 60 minutes (default is 5 minutes). 0 disables system status display. • short occupancy - detects short connection time of an ICB port. Connection times less than the threshold can indicate a bad connection of incorrect DN dialed. When this occurs, the system increments a counter. When the system checks counters, it displays those with peg counts as potential problems. • subnet mask - the subnet mask of the ICB • gateway IP address - the gateway IP address of the ICB • IP address - the IP address of the ICB • disconnect lone participant - time before system disconnects a single participant in a conference (default is 30 minutes). <p>Note:</p> <p>If changes to IP addresses are to be completed to previously installed ICB4 cards that are currently configured for Dual Card Conferences, the card must be changed to Single Card Mode via the BUI prior to making changes to the IP addresses of the cards. Refer to Figure 28: Installation Wizard: Step 1 - Basic Card Settings window on page 77</p>
System Maintenance: SM	<p>System Test: ST To perform system component tests enter:</p> <ul style="list-style-type: none"> • i - perform in-service tests that do not disrupt service • o - perform out-of-service tests <p>Maintenance Report Browser: MR Browse maintenance reports by date. For more information, see CLI Maintenance (Error) Report on page 205.</p> <p>Ping Test: Enter a computer's IP address to test IP connectivity with this computer.</p> <p>Short Connection Report: SC Browse short connection reports by date (see CLI Short Connection Report on page 193).</p> <p>Database Archive: AR Backup the customer database (see Backup on page 119).</p> <p>Database Restore: RE Restore the customer database (see Restore on page 189).</p> <p>Card Restart: CR Restarts ICB card and begins software reload.</p>

Menu and command	Items and commands
	<p>Message Analysis Tool: SHO Prints information about an error message that is entered (see Error message procedures on page 181).</p> <p>Message Filtering: ERR Enables the filtering of error messages (see Configure error message filtering on page 182).</p> <p>Data Conversion: CONVERT Copies the data from the upper PCMCIA, converts to ICB Release 4 format, and stores it in the lower PCMCIA.</p>
Protected administration: PA	<p>Password Editor: PS Edit passwords (see Password security on page 219).</p> <p>Functionality Upgrade: FU Performs a functionality upgrade. The system prompts for the number of ports and for the keycode that must be entered in three rows of eight characters each. The system will then prompt for which feature (can be either advanced or basic).</p> <p>Software Upgrade: SW Performs a software upgrade. The system first prompts for the source: upper socket or FTP. If FTP is entered, the system then prompts for IP address, path to file, login, and password.</p> <p>Administrator BUI Reset: AB Reset passwords to the default (that is, 000000) of all administrators that use the BUI.</p>
Port maintenance: PM	<p>Port Status Display: PS Displays status of all ICB ports as follows: Idle, Dialing_out, Ringing, Talking, or Disabled.</p> <p>Port Disconnect: PD Disconnect a specific port from the conference.</p>
Report Generation: RG	<p>Meetings Log Browser: ML Browse the meeting log (see CLI Meetings Log Report on page 195).</p> <p>Log ordering: ORDer_mlog Prompts for the same parameters (year, month, day) and displays the log contents sorted by access DN. The advantage is that all records of each specific conference appear together.</p>

ICB fault isolation and correction

Alarm clearing procedures for the ICB are the identical to those for other IPE cards.

Important:

FOR MORE INFORMATION

Refer to the following documents for additional information about how to clear alarms:

- Meridian 1 - *Fault Clearing*
- Meridian SL-100 - *Alarm Clearing Procedures*

[Table 46: ICB equipment problems](#) on page 179 describes ICB service problems and the test procedures used to solve these problems.

Note:

If the problem cannot be solved after using all available diagnostic tools and test procedures, list the symptoms observed and contact your Avaya representative.

Table 46: ICB equipment problems

Symptoms	Diagnosis	Solution
Red card LED on the ICB is permanently on.	Card is disabled or faulty.	Check the card status and perform a self-test on the card by pulling it out and plugging it back in, or from the CLI using the cr command under the SMaint menu.
Display on the controller card shows fault codes.	Card faulty, failed self-test, or problem communicating with peripheral equipment.	Refer to the <i>Meridian 1 and CS 1000 Input/Output Administration Guide</i> or <i>Meridian SL-100 Log Report Reference Manual</i> for a description of the fault codes. Based on the description, take the appropriate action to resolve the problem.
Error messages the TTY terminal or the MAP displays.	Hardware or software problems with the ICB.	Note the error messages. Refer to the <i>Meridian 1 and CS 1000 Input/Output Administration Guide</i> or <i>Meridian SL-100 Log Report Reference Manual</i> for their description. Based on the description, take the appropriate action to resolve the problem.

Card replacement

The ICB uses PCMCIA technology which enables the ICB to be removed from the IPE shelf indefinitely without losing the configuration data. Before replacing the PCMCIA card, back up the data on the card so that it does not have to be re-entered (see [Backup and restore procedures](#) on page 184). Use [Replace a card](#) on page 179 to replace an ICB card.

Replace a card

1. Prepare for this procedure (see [Prepare for the installation](#) on page 50).
2. Disable the ICB card.
3. Remove the card from its card slot in the IPE module.
4. Remove all PCMCIA cards from the old ICB card.
5. Transfer all PCMCIA cards to the new ICB card. Keep the packaging material from the new card.

This procedure moves all software, configuration, and records to the replacement ICB card.

6. Transfer the Security Device from the old ICB to the replacement.

The new card reuses the keycode. The keycode remains on the PCMCIA card, which was removed from the old ICB.

7. Enable the new card.
8. Package the old ICB card using the packaging material from the new card. Ship the card to the repair center.

Error message handling

The ICB provides enhanced message handling that includes the following:

- Fixed message format and unique message codes.
- Categorization of messages by severity.
- Message analysis tool that provides on-line documentation.
- Message filtering based on such items as severity and firmware component.
- Advanced troubleshooting.

Note:

Since the on-line documentation is always available and accurate according to the cards firmware version, this guide does not document specific error messages.

Error messages format

The general format of error messages is as follows:

<serial number> <severity> <error code> <timestamp> <error text>

[Table 47: Error message field formats](#) on page 180 describes the error message fields.

Table 47: Error message field formats

Field	Description
<serial number>	Four digits that provide a sequence for the messages. It starts at 0001 at power-up and increments by one for each message issued. It wraps around when it reaches 9999.
<severity>	Severity levels are as follows: CRITICAL - indicates immediate corrective action is required (for example, the application cannot continue and/or the card must be restarted). MAJOR - indicates urgent corrective action is required (for example, the BUI doesn't work, but call processing continues to operate).

Field	Description
	<p>MINOR - indicates the existence of a fault condition; corrective action should be taken to prevent a more serious fault. For example, a problem affecting a single channel is minor, so long as the system is still fully operational.</p> <p>WARNING - indicates a low level failure that almost does not impact a customer. No corrective action is required, because auto-recovery is performed. Frequent appearance can indicate a more serious problem.</p> <p>INFO - shows normal operational event notifications (for example, state changes in hardware or software; time and date changes).</p> <p>DEBUG - for use by designers only.</p>
<error code>	<p>Unique identifier of the event being reported. It is made up of the following two parts:</p> <ul style="list-style-type: none"> • a string of up to six letters indicating the firmware component that originates the message • three decimal digits comprising the error number within this component
<timestamp>	<p>Date and time of the message in the format MM-DD hh:mm:ss:fff, where:</p> <p>MM = month number. DD = day of the month. hh = hour (in 24-hour format). mm = minutes. ss = seconds. fff = fraction of second, in milliseconds.</p>
<error text>	<p>Short description of the problem or event, and related parameters (for example, port number).</p>

Error message procedures

Follow the steps in [Access the on-line error message analysis tool](#) on page 181 to view the on-line error message documentation.

Access the on-line error message analysis tool

1. Access the CLI **sm** directory and enter the following:

```
SHO
```

The CLI prompts you for to enter the error code.

2. Enter the error code for which you want information:

For example, enter:

```
MNGMMI109
```

Note:

The letters are case sensitive and must be entered exactly as they appear in the error message.

The CLI prints the following related information about the message:<

Syntax> - definition of the message syntax. Meaning - shows what the message indicates. Parameters - description of the message parameters (fields). Action - steps to follow to isolate the problem and/or fix it. Impact - possible effects of the event.

The entire file of error descriptions is available as a readable text. It can be retrieved from the ICB to a PC for off-line reference. Follow the steps in [Retrieve the entire error message file to a PC](#) on page 182 to retrieve the error description file to a PC.

Retrieve the entire error message file to a PC

1. The entire file of error descriptions is a readable text file. From your PC's desktop access FTP.
2. To download the entire file, enter the following path:

```
a:gnr\errors.txt
```

The output of messages can be suppressed according to pre-defined criteria. This functionality enables a technician to focus on a specific group of messages to improve productivity. Messages that keep reappearing due to known circumstances which are not necessary to see can be suppressed.

The filtering criteria are as follows:

- Severity of messages - only messages with the selected severity levels appear. Any combination is possible.
- Firmware component - only messages with the selected firmware component appear. Any combination is possible.
- Detailing level:
 - Low - the message appears without the <error text> part. The full description can be retrieved using the message analysis tool based on the error code.
 - High - the full message appears.

All filtering criteria can be defined separately for appearance on the CLI and for storage in error log files (that is, a selected group of messages can be defined to appear in the CLI, but not in the error log, or visa versa).

Follow the steps in [Configure error message filtering](#) on page 182 to configure message filtering.

Configure error message filtering

1. Access the CLI **sm** directory and enter the following:

```
ERR
```

The CLI displays command inputs in the following three sections:

- FORMAT
- CLI_SEVERITY_FILTER

- DISK_SEVERITY_FILTER

2. You can edit the values as per normal CLI usage.

Note:

If you use the second level login command, two more filter sections are available: CLI_FW_COMPONENT_FILTER and DISK_FW_COMPONENT_FILTER.

EXAMPLE:

```
ps
```

```
// technician enters err // ICB displays section name and its parameters, and prompts for action:
```

```
section [FORMAT] CLI error message format: long Disk error
message format: short // default is long for both Modify, Next section, Cancel:
```

```
n
```

```
// next: go to next section
```

```
section [CLI_SEVERITY_FILTER] // filter CLI messages by severity
Critical: yes // yes means that the message will appear MAJOR: yes
MINOR: yes WARNING: yes INFO: yes DEBUG: yes Modify, Next
section, Cancel
```

```
n
```

```
// next: go to next section
```

```
section [DISK_SEVERITY_FILTER] // filter CLI messages in disk file
Critical: yes // yes means that the message will appear MAJOR: yes
MINOR: yes WARNING: yes INFO: yes DEBUG: yes Modify, Next
section, Cancel: //
```

Advanced troubleshooting

The ICB provides the following tools for technicians to troubleshoot and debug problems based on error messages:

- Automatic trace back - the system prints an automatic trace back list of predefined error codes. This feature helps software designers solve errors.
- Automatic E-mail notification - the system can send an E-mail notification containing a predefined list of error codes to the administrator, or other address.
- Automatic card restart - ICB restarts can be performed for a predefined list of error codes. This feature enhances automatic recovery.

Note:

All the actions defined above can be limited to a predefined number of occurrences, with a separate limit for each action.

Backup and restore procedures

Files can be backed up and restored from either the CLI or the Administration BUI.

Backup

An administrator schedules the backup from the administration BUI. [Table 48: Backup considerations](#) on page 184 shows the items to consider when scheduling an automatic backup. Some of these items also apply to an immediate backup.

Table 48: Backup considerations

Item	Description
Content	<p>Specify which of the following items to backup (the default is never; that is, no backup; however, if another option is selected in the "Schedule" section the default contents is data only):</p> <ul style="list-style-type: none"> • Data - configuration, brandline greeting, and scheduling data (future conferences). • Reports - includes error logs. • Customized greetings - greetings for future meetings. Note, because this item can reach a large file size, a technician may prefer to exclude it.
Time	<p>The database can be backed up immediately, or scheduled as a daily, weekly or monthly backup. For scheduled backups, determine the:</p> <ul style="list-style-type: none"> • hour of the backup (hours only, no minutes) • day of the week, if weekly • day of the month, if monthly (1-28 only)
Destination	<p>Backup files to one of the following destinations:</p> <ul style="list-style-type: none"> • The secondary PCMCIA device, inserted in the upper slot of the ICB card. • A remote FTP server. The system compresses (zips) the backup files, before transferring them. Specify the server's IP address, remote folder path, FTP login, and password for the remote server. The system names the ZIP file according to the date. It does not overwrite previous backups.

Item	Description
	<p>Note:</p> <p>The remote folder must be an existing folder in the remote server; if this path is not found, the system puts the backup file in the folder reached directly by FTP.</p> <ul style="list-style-type: none"> • An E-mail destination. The system compresses (zips) the backup files before sending them. The E-mail address is the same one the system uses for other administration E-mails (for example, reports and aged conferences).

During the backup process the card remains operational. However, the system denies database changes and does not accept the following operations:

- setting up a new conference or modifying an existing conference (allows view only)
- recording a custom greeting
- making configuration changes including users, always on meeting, and groups

Scheduled backup

[Figure 81: ICB Dashboard - Scheduled Backup window](#) on page 186 shows the Scheduled Backup window accessed from the ICB Dashboard. For more information about the ICB Dashboard, see [ICB Dashboard](#) on page 109.

Scheduled Backup

Schedule

Backup to be carried out automatically:

☒ Daily
 ☐ Weekly on Sunday
☐ Monthly on 1st
☐ Never (no automatic backup)

at: 07:00 AM

Destination

☐ Secondary PCMCIA device (upper socket)
☒ ZIP file sent by E-mail to admin address
☐ FTP to remote server:

IP address:

Path to file:

Login:

Password:

Contents

☒ **Data:** Configuration data, brandline greeting, scheduling data (future conferences)
☒ **Voice:** personal greetings of future conferences
☒ **Reports** (including error logs)

Figure 81: ICB Dashboard - Scheduled Backup window

The administrator defines the time, destination and contents of the backup. [Table 49: Scheduled Backup parameters](#) on page 186 describes these three sections of the Scheduled Backup window.

Table 49: Scheduled Backup parameters

Section	Description
Schedule	<p>Click on an radio button to define the backup schedule as follows:</p> <ul style="list-style-type: none"> • Daily - every day at the hour specified. • Weekly - once a week on the specified day, at the specified hour. • Monthly - once a month on the specified day (1-28), at the specified hour. • Never - the system does not perform an automatic backup (the default). <p>The hour section is to the round hour (that is, hh:00), AM or PM.</p>
Destination	<p>Click on an radio button to define the backup destination as follows:</p> <ul style="list-style-type: none"> • The secondary PCMCIA device, inserted in the upper slot of the ICB card (the default). • An E-mail destination. The system compresses the backup files, before sending them. The administrator defines the

Section	Description
	<p>Administrator's E-mail address in the General Setting window (see Figure 57: ICB Dashboard - Greeting Settings window on page 120).</p> <ul style="list-style-type: none"> • A remote FTP server. The parameters for the FTP session must be defined, as shown in the boxes below the FTP radio button. The system compresses the files, before transferring them. The system names the ZIP file according to date, so that it does not overwrite previous backups.
Contents	Click on one or more box as shown in the window to select the contents of the backup. Data is the default.

Manual Backup

An administrator uses the window in [Figure 82: ICB Dashboard - Manual Backup window](#) on page 187 to perform a one-time, manual backup.

Manual Backup

To activate one-time backup now, select the options and press 'Do Backup'. It does not affect the scheduled backup operation.

Destination

☐ Secondary PCMCIA device (upper socket)
☒ ZIP file sent by E-mail to admin address
☐ FTP to remote server:

IP address:
Path to file:
Login:
Password:

Contents

☒ **Data:** Configuration data, brandline greeting, scheduling data (future conferences)
☐ **Voice:** personal greetings of future conferences
Reports:
☐ Billing reports only
☐ All other reports(including error logs)

Do Backup

Figure 82: ICB Dashboard - Manual Backup window

The Destination and Contents sections are the same as for an automatic backup. Open a CLI window by clicking on the CLI button on the top frame of the dashboard. Click on the **Do Backup** button to activate an immediate backup according to your selected options.

Note:

If the **Do Backup** button is clicked with no CLI window open, a pop-up message requests the administrator to open a CLI window.

Billing scheduled backup

An Administrator uses the window in [Figure 83: Billing scheduled backup window](#) on page 188 to defines the time and destination of the billing backup. [Table 50: Billing Scheduled Backup parameters](#) on page 188 describes these two sections of the Billing Scheduled Backup window.

Billing Scheduled Backup

Schedule

Backup to be carried out automatically:

☒ Daily

at:

08:00

AM

☐ Weekly on

Sunday

☐ Monthly on

1st

☐ Never (no automatic backup)

Destination

☐ Secondary PCMCIA device (upper socket)

☒ ZIP file sent by E-mail to admin address

☐ FTP to remote server:

IP address:

Path to file:

Login:

Password:

Submit

Reset

Figure 83: Billing scheduled backup window

Table 50: Billing Scheduled Backup parameters

Section	Description
Schedule	<p>Click on an radio button to define the backup schedule as follows:</p> <ul style="list-style-type: none">• Daily - every day at the hour specified.• Weekly - once a week on the specified day, at the specified hour.• Monthly - once a month on the specified day (1-28), at the specified hour.• Never - the system does not perform an automatic backup (the default). <p>The hour section is to the round hour (that is, hh:00), AM or PM.</p>
Destination	<p>Click on an radio button to define the backup destination as follows:</p>

Section	Description
	<ul style="list-style-type: none"> • The secondary PCMCIA device, inserted in the upper slot of the ICB card (the default). • An E-mail destination. The system compresses the backup files, before sending them. The administrator defines the Administrator's E-mail address in the General Setting window (see Figure 57: ICB Dashboard - Greeting Settings window on page 120). • A remote FTP server. The parameters for the FTP session must be defined, as shown in the boxes below the FTP radio button. The system compresses the files, before transferring them. The system names the ZIP file according to date, so that it does not overwrite previous backups.

View Backup History Log

The administrator can view a history log of past scheduled backups to make sure that the backups have taken place as scheduled. The Backup History Log window is a view-only window and shows each backup attempt as one line: time stamp (dd/mm/yyyy hh:mm:ss) and message. The message shows the type of backup (automatic or manual), destination, and success or failure. The events appear with the most recent backup on the top of the list.

View Last Backup Details

The Last Backup Details view-only window prints out the details of the last backup attempt (either scheduled or manual). This is the same text that appears on the CLI during a backup.

Restore

Use [Restore the database from the secondary PCMCIA](#) on page 189 to restore the database from the secondary PCMCIA device.

Restore the database from the secondary PCMCIA

1. Insert the PCMCIA device holding the backed-up database in the ICB card's upper slot.
2. Use the CLI **REstordb** command in the SMaint directory.
The system prompts you for the source of the restore.
3. Select **upper socket** and press the **Enter** key.
The system restores the database.

Use [Restore the database from a backed up ZIP file](#) on page 190 to restore the database from a backed-up ZIP file.

Restore the database from a backed up ZIP file

1. Determine which backed-up ZIP files to restore.
2. Name this file on the file server ICBDATA.ZIP.
3. Run the **REstordb** command with the parameter indicating this is a restore following an FTP download.

The system prompts for the source.

4. Select **FTP**.

The system prompts for the following parameters: IP address, path to file, login, and password.

5. Enter the information as appropriate and press the **Enter** key.

The system restores the data.

During the restore process the card disables itself and does not answer calls. It also does not accept changes from the BUI.

Backup and restore process log

The backup process sends messages to the CLI window. The messages can be viewed while the process is running by accessing the CLI.

The system generates two files that contain information about the backup progress. The backup.log in the USER directory contains one line for each of the last backups, and restorations, up to a maximum of 20. Each line contains the following:

- a time stamp
- whether it was a manual or scheduled backup to
 - disk or
 - E-mail
- whether it was a restoration and from which source
- whether it was successful or failed

The LASTBKP.LOG file in the GNR directory provides a more detailed report. This file contains much of the information that the CLI prints while the process is running. The system keeps this file with the backup database, regardless of how the backup is performed. The system keeps this file on the primary PCMCIA along with the ZIP file, if the ZIP file is required to be saved. The LASTBKP.LOG file can be viewed at the received E-mail location.

Chapter 11: Reports

Purpose

This chapter describes the reports that the ICB can generate.

The chapter contains the following sections:

- [Overview](#) on page 191 - introduces the types of reports the ICB can generate and describes where to view them.
- [Short Connection Report](#) on page 193 - describes the Short Connection Report.
- [Meetings Log Report](#) on page 194 - describes the Meeting Logs Report.
- [Overbooking Report](#) on page 196 - describes the Overbooking Report.
- [Billing Report](#) on page 198 - shows how the ICB handles billing and describes the Billing Report.
- [Maintenance \(Error\) Report](#) on page 205 - describes the Maintenance (Error) Report.

Overview

ICB can be viewed reports from the following:

- BUI - arranges report data as a table, in readable format, with column titles. The report can be copied to the local desktop as a raw format file. The report can be printed by using the browser's print function.
- CLI - provides direct access to Short Connection, Meetings Log, and Maintenance reports.

The ICB keeps the files for 128 days or less, depending on the definition of the general tab window from Microsoft Outlook.

Note:

Records related to dual-card meetings appear in the primary card only.

[Table 51: Report summary](#) on page 192 describes the reports that the ICB generates.

Table 51: Report summary

Report	Purpose	Raw Format	Display	
			CLI	BUI
Short Connection	Detect faulty behavior (users are not serviced).	not a file	SMaint/ SCon	Yes
Meetings Log	Conference activity log.	structured text (see note)	RGen/ MLog	Yes
Overbooking	Track actual usage of ports.	.CSV	N/A	Yes
Billing	Provide billing records.	.CSV	N/A	Yes
Maintenance (Error)	Logs errors.	text	SMaint/ MReport	Yes
Note: Text records have a fixed length of 1024 characters, padded with trailing spaces. The first record is binary.				

BUI Report Viewer

An administrator can view reports from the BUI. Click on **View a Report** on the ICB Dashboard to access the Report Viewer window (see [Figure 84: Report Viewer window](#) on page 192). Follow the steps in [Displaying reports](#) on page 192 for displaying reports.

Report Viewer

Select report type and date, and press 'Display Report':

Report Type: [Previous day](#) [Next day](#)

Report to your computer

DATE: Apr 6, 2004

Click here to download the entire file to your PC.

Figure 84: Report Viewer window

Displaying reports

1. Access the ICB Dashboard.
2. Select **Report Viewer**.
3. Select the report type from the pull-down menu. Choices are Meeting Log, Error, Overbooking, Billing, and Short Connection.
4. There are two ways to select the date.

- a. Click on **Previous Day** or **Next Day** links. The requested report will be displayed.
 - b. Click the appropriate date from the drop down boxes. Then click the **Display Report** button. The requested report will be displayed.
5. The reports can be downloaded to the Administrator's PC by clicking the **Download** button. The file downloads to the location defined in the local file selection dialog box of the Windows operating system.

The following sections in this chapter show examples of the reports.

Short Connection Report

BUI Short Connection Report

[Figure 85: Short Connection Report BUI example](#) on page 193 shows how the Short Connection Report looks when accessed from the BUI.

Report Viewer

Select report type and press 'Display Report':

Report Type: Short Conn. Display Report

Port No	Today's Count	Total Count
3	0	1
10	0	1

Reset Counters

Figure 85: Short Connection Report BUI example

The Short Connection Report always shows the current status; the date cannot be selected. The report displays the same text as what CLI displays after the **sMaint/sCon/Print** command. The window does not show ports with all zero counters.

The **Reset Counters** button sets all counters back to zero (similar to the CLI **sMaint/sCon/Reset** command).

CLI Short Connection Report

Use the Short Connection Report menu to present or reset the short connection peg-count.

To access the Short Connection Report menu, login as an administrator. Enter the System Maintenance command (**sm**, **SM**, or **sMaint**) and enter the Short Connection Report command (**sc**, **SC**, or **sCon**).

Short port occupancy can indicate a fault condition on a port or can indicate that a user is dialing the incorrect DN. Set the short occupancy range in the System Attributes Editor menu, which can range from 0 to 30 seconds.

From the Short Connection Report menu, the option is available to print (p) or reset (r) the counter to zero. When printing the short connection peg-count, the system presents all ports with a count in the following format:

port # today's_count total_count

The counts have the following meanings:

- today's count - count of short connections that occur this day.
- total count - cumulative count of all short connections since the ICB was last reset, or the system reset the short connection counters.

If all counters are zero, the system prints the header followed by the message "all counters are zero".

Short Connection Report CLI example

STest, MReport, SCon, ARchivdb, REstordb, CRestart, ?: sc Print, Reset: p

Port #	today's_count	total_count
10 18 31	2 1 5	4 10 34

Print, Reset: r Reset all short connection counters? (Yes, (No)) Yes Counters reset. Print, Reset: * STest, MReport, SCon, ARchivdb, REstordb, CRestart, ?:

Meetings Log Report

BUI Meetings Log Report

The BUI sorts the Meetings Log Report by DN. The BUI displays the report with events grouped by meeting. Therefore, the window shows a "Select DN" pull-down menu to enable the selection of the particular DN's records to appear in the report. [Figure 86: Meetings Log Report BUI example](#) on page 195 shows how the BUI displays the report, which has the same text lines that the CLI prints when **RGen/MLog** is entered. The BUI adjusts the font to make this report easier to read.

If the report does not fit on one window, click on the **Next Page** button to display more information.

Report Viewer

Select report type and date, and press 'Display Report':

Report Type: [Previous day](#) [Next day](#)

Select DN: [Report to your computer](#)

DATE: Apr 2, 2004

18:58:00 (1128) opened:

CDN	chair_CDN	#Ports	Name_Entry	Expansion	Assist_DN
1128	1129	4	no	no	197626

19:28:01 (1128) closed, ports_used: 0

Figure 86: Meetings Log Report BUI example

Meetings Log Report CLI example

```
Log: ml year (1996): 1995 month (02): 03 day (20): 15 14:55:06 (2230) opened:
DN chair_DN #Ports Name_Entry Expansion Assist_DN
2230 2001 3 yes no 1000 15:00:45 (2220) expanded
15:01:00 (2220) entry: 24 //Conferee entered conference on port 24// 15:03:23 (2230)
ch_entry: 4 //Chair joined conference on port 4// 15:03:56 (2220) exit: 14 //
Conferee left conference from port 14// 16:35:09 (2230) mmi_op lock //
Conference locked// 16:44:15 (2220) mmi_op unlock //Conference unlocked//
16:45:00 (2220) closed 16:56:02 (2230) ch_com dial_out: 395945 //Chair dials out
DN// 16:57:00 (2230) ch_com return //Chair returns without called party// 16:58:20
(2230) ch_com redial: 395945 //Chair redialed last dialed DN// 16:59:16 (2230) ch_com ret
with_party //Chair returns with called party// 16:58:45 (2230) ch_com count //
Chair counts conferees// 17:00:54 (2230) mmi_op num_of_ports: 2 //New number of ports
is 2// 17:01:44 (2230) mmi_op duration: 4:00 //New duration is 4 hours// 17:02:54
(2230) mmi_op expansion: yes //Port expansion is allowed// 17:03:45 (2230) ch_com
lock //Chair locks conference// 17:05:45 (2230) ch_com unlock //
Chair unlocks conference// 17:08:26 (2230) ch_com drop last d_in //Drops last dial in
conferee// 17:08:56 (2230) ch_com drop last d_out //Drops last dial out conferee// 17:09:16
(2230) ch_com drop all //Chair drops all conferees//
```

CLI Meetings Log Report

The CLI Meeting Log Browser menu displays a log of conference events for a specified date. After the system displays data, it returns to the year-month-day prompt using the last selected date as default. To interrupt the log display, enter * and press the Enter key.

Each event report starts with the time stamp and the main DN in the following format:

hours:minutes:seconds (DN) <description of event>

The date selected to display the conference log must be in the past.

The system deletes old log files after exceeding the predefined report aging time. The system indicates if there are no log files for the specified date. To access the Meeting Log Browser menu, login as an operator or administrator. Enter the Report Generation command (**rg**, **RG**, or **RGen**) and enter the Meeting Log Browser command (**ml**, **ML**, or **MLog**).

Overbooking Report

BUI Overbooking Report

[Figure 87: Overbooking Report BUI example](#) on page 196 shows how the Overbooking Report appears when accessed from the BUI.

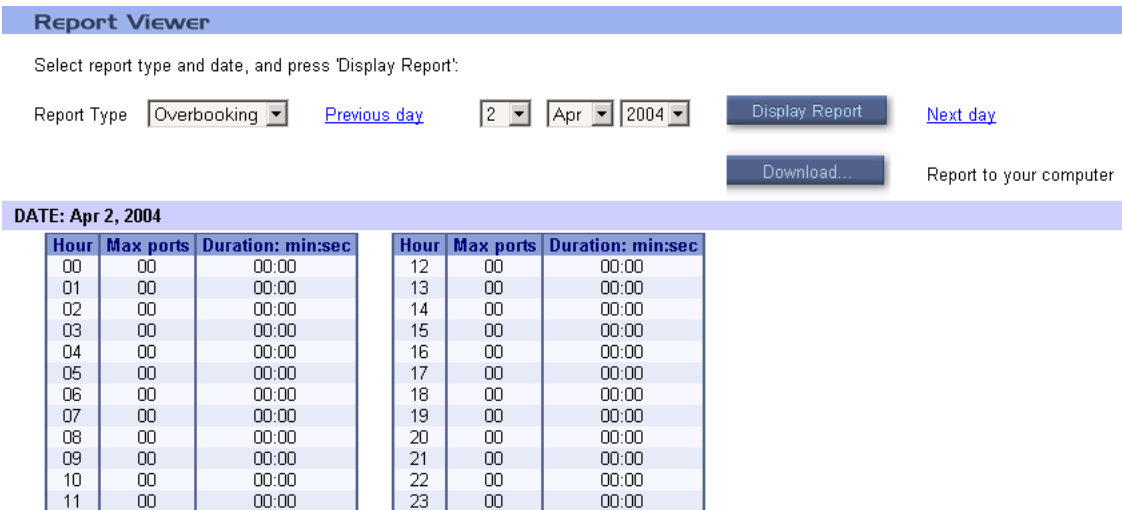


Figure 87: Overbooking Report BUI example

The table in the report shows the contents of the Overbooking Report which the BUI translates from a .CSV file. The columns in the table are as follows:

- Hour - The hour of the day, from 0 to 23 where:
 - 00 = 0:00 o'clock to 1:00 o'clock
 - 01 = 1:00 o'clock to 2:00 o'clock etc.
- Max Ports - The maximum ports busy, by actual calls, during this hour.
- Duration: min:sec - The total duration in which all ports are busy during this hour. When the value is greater than 0, the value in the "Max Ports" column shows that card's capacity.

The duration field in .CSV format appears as two separate columns; the BUI combines the columns for easy viewing.

There is one line in the table for each hour of the day, so this window does not require a **Next Page** button.

Overbooking Report (.CSV)

The system generates the Overbooking Report on a daily basis. Each line of the over-booking report contains the following information:

- 1st field: hour (00-23)
- 2nd field: maximum number of ports (00-32)
- 3rd field: duration in minutes (00-60)
- 4th field: duration in seconds (00-59)

The total number of lines is 26. The first line is for the date, the second line is for the field names, and 24 lines are for every hour as follows:

DATE: <month name> dd yyyy,,, hour,max ports,duration minutes,duration seconds 00,<max port>,<duration minutes>,<duration seconds> 01,<max port>,<duration minutes>,<duration seconds> 02,<max port>,<duration minutes>,<duration seconds> 03,<max port>,<duration minutes>,<duration seconds> 04,<max port>,<duration minutes>,<duration seconds> 05,<max port>,<duration minutes>,<duration seconds> 06,<max port>,<duration minutes>,<duration seconds> 07,<max port>,<duration minutes>,<duration seconds> 08,<max port>,<duration minutes>,<duration seconds> 09,<max port>,<duration minutes>,<duration seconds> 10,<max port>,<duration minutes>,<duration seconds> 11,<max port>,<duration minutes>,<duration seconds> 12,<max port>,<duration minutes>,<duration seconds> 13,<max port>,<duration minutes>,<duration seconds> 14,<max port>,<duration minutes>,<duration seconds> 15,<max port>,<duration minutes>,<duration seconds> 16,<max port>,<duration minutes>,<duration seconds> 17,<max port>,<duration minutes>,<duration seconds> 18,<max port>,<duration minutes>,<duration seconds> 19,<max port>,<duration minutes>,<duration seconds> 20,<max port>,<duration minutes>,<duration seconds> 21,<max port>,<duration minutes>,<duration seconds> 22,<max port>,<duration minutes>,<duration seconds> 23,<max port>,<duration minutes>,<duration seconds>

Billing Report

Introduction

Users can be charged for conference reservations and dial-out calls during a conference. The system stores billing reports in database files which can be retrieved from the card by FTP. Dial-out calls must be charged through the Meridian system billing records.

Billing charges are based on the following:

- The duration of the meeting, including any extension of the conference from either the BUI or by the chairperson using the *98 command from the keypad.
- The number of ports booked for the meeting. The figure includes any increase in the number of ports during the conference from the BUI or a port increase provided automatically by the ICB.

Note:

The system charges users for the number of ports booked for the conference. This charge does not depend on how many conferees participated in the meeting or the duration of each input call.

BUI configuration

The Billing Account ID for every user must be defined through the ICB Dashboard (see [Users List](#) on page 124). The Billing Account ID is the account number of the user, up to nine digits, for billing purposes. This number appears in ICB billing reports for conferences owned by the user.

The following options are available for generating billing reports (see [General Settings window](#) on page 110):

- No billing - the system does not generate billing reports.
- Billing Reports - the system generates billing reports.
- Billing Reports & CDR - the system generates billing reports and Call Detail Records. This option is only available on the Avaya Communication Server 1000.

BUI Billing Report

[Figure 88: Billing Report BUI example](#) on page 199 shows how the Billing Report appears when accessed from the BUI. The table in the window shows the contents of the Billing Report which the BUI translates from the .CSV file.

Report Viewer

Select report type and date, and press 'Display Report':

Report Type

Billing

[Previous day](#)

2

Apr

2004

Display Report

[Next day](#)

Download...

Report to your computer

DATE: Apr 2, 2004

Time Stamp	Event	Card ID	Meeting ID	Billing Account	Owner ID	Date	Start time	Duration	Booked ports	Used ports
18:58:00	Meeting Start	1234	3080580	762612345	yuval	Apr 2 2004	19:00:00	00:30	04	00
19:28:00	Meeting end	1234	3080580	762612345	yuval				04	
21:44:45	Meeting Booked	1234	440	7777	stegreens	Apr 10 2004	18:30:00	00:30	03	

Figure 88: Billing Report BUI example

The "Event" field values appear as code numbers in the .CSV file. In the BUI, the system displays them as event names.

If the report does not fit on one window, click on the **Next Page** button to display more information.

Billing Report (.CSV)

The system saves ICB Billing Reports automatically in files on a daily basis. These files use the a:\OAM\BILLING directory on the PCMCIA for the period defined by the report aging feature. The default period is 32 days.

The file's names consist of capital letter "B" and the date of the report (year, month and day) in the following format: Byyyymmdd and have the extension CSV, where:

- yyy - indicates the year (for example, "099" for 1999, "100" for 2000, "101" for 2001).
- mm - indicates the month
- dd - indicates the day

For example, B0990720.CSV has the Billing Report for July 20, 1999 and B1010203.CSV contains the Billing Report for February 03, 2001.

Note:

To retrieve billing files, transfer the files by FTP over the TCP/IP LAN using a fixed password.

Each Billing Report consists of 14 fields separated by commas. [Table 52: Billing Report contents](#) on page 200 shows the information that the Billing Report contains.

Table 52: Billing Report contents

Field	Contents
1st	Time stamp in hours (00-23).
2nd	Time stamp in minutes (00-59).
3rd	Time stamp in seconds (00-59).
4th	Event as follows: 1 Meeting booked 2 Meeting modified 3 Meeting start 4 Active meeting modified 5 Meeting cancelled before being started 6 Active meeting cancelled (after being started) 7 Meeting schedule time has ended 8 Card restart
5th	Card ID (up to a four-digit number).
6th	Meeting ID (up to a 10-digit number).
7th	Billing account (up to a nine-digit number).
8th	User ID.
9th	Meeting date.
10th	Meeting start time in hours (00-23).
11th	Meeting start time in minutes (00-59).
12th	Meeting start time in seconds (00-59).
13th	Duration in hours (01-12).
14th	Duration in minutes (00-59).
15th	Ports scheduled (02-40).
16th	Ports used (02-40).

Note:

For a permanent bridge the meeting date, start time, and duration fields are irrelevant and always appear as zero. The first line is for the date, the second line is for the field names, and all other lines are for the events.

The daily billing report format is as follows:

DATE: <month name> dd yyyy,,,,,,,,,,,,, <1st field name>, <2nd field name>,,,,,,<14th field name> <1st field>,<2nd field>,,,,,,<14th field> <1st field>,<2nd field>,,,,,,<14th field> <1st field>,<2nd field>,,,,,,<14th field> <1st field>,<2nd field>,,,,,,<14th field>

Billing Report .CSV example

In this example, the meeting ID is 32, user billing account is 999, and card ID is 7.

First line - at 8am meeting has been booked to start on Aug 8 1998 at 10:30am, duration of 02:15, 6 ports. Second line - at 9am meeting modified to 8 ports. Third line - at 10.28am meeting started. Fourth line - at 11am active meeting modified to 3 hours duration. Fifth line - at 01:28pm meeting ended (time has ended). Sixth line - at 04:00pm card restarted. DATE: Aug 7 1998 time stamp hours, time stamp minutes, time stamp seconds, event, card ID, meeting ID, billing account, date, start time hours, start time minutes, start time seconds, duration hours, duration minutes, ports 08,00,00,01,7,32,999,Aug 8 1998,10,30,00,02,15,06 09,00,00,02,7,32,999,Aug 8 1998,10,30,00,02,15,08 10,28,00,03,7,32,999,Aug 8 1998,10,30,00,02,15,08 11,00,00,04,7,32,999,03,00,08

A billing file includes the following records:

- Date stamp, for example: DATE: Aug 7 1998
- Header: time stamp hours, time stamp minutes, time stamp seconds, event, card ID, meeting ID, billing account, date, start time hours, start time minutes, start time seconds, duration hours, duration minutes, and ports
- Billing event record

[Table 53: Event examples](#) on page 201 shows example billing records for all events. The card ID is 1234 and the user's billing account is 999.

Table 53: Event examples

Example	Description
Meeting Booked - In this example, the time stamp, card ID, meeting ID, billing account, user ID, start time, duration, and ports information was available.	
08,00,00,01,1234,7,999,Barry,Aug 8 2004,10,30,00,02,15,06	This record indicates that the meeting has been booked at 8 am, the user's name is Barry, to start on August 8, 2004 at 10:30 am, duration 2 hours 15 minutes, with 6 ports.
Meeting Modified - In this example, the time stamp, card ID, meeting ID, billing account, user ID, start time, duration, and ports information was available.	
09,00,00,02,1234,7,999,Barry,Aug 8 2004,10,30,00,02,15,08	This record indicates that a BUI user (Barry) changed the meeting to include eight ports at 9 am, before the meeting began.

Example	Description
Meeting Started - In this example, the time stamp, card ID, meeting ID, billing account, user ID, start time, duration, and ports information was available.	
10,28,00,03,1234,7,999,Barry,Aug 8 2004,10,30,00,02,15,08	<p>This record indicates that the meeting started at 10:28 am.</p> <p>Note:</p> <p>The meeting's start time is 10:28 am and not 10:30 am as scheduled. Meetings always start two minutes before the scheduled start time to guarantee timely entry of users.</p>
Active Meeting Modified - In this example, the time stamp, card ID, meeting ID, billing account, user ID, duration, and ports information was available.	
11,00,00,04,1234,7,999,Barry,03,00,08	This record indicates that at 11 am a user (Barry) expanded the duration of the active meeting to three hours. The original duration was 2 hours 15 minutes.
Meeting Ended - In these examples, the time stamp, card ID, meeting ID, billing account information, and user ID was available. Examples report this event for three different cases:	
<p>The meeting was cancelled before it began.</p> <p>10,05,00,05,1234,7,999,Barry,06,00</p>	This record indicates that a user (Barry) cancelled the meeting reservation at 10:05 am from the BUI, before the scheduled start time. There were 6 ports booked for this meeting. The number of used ports is 0, because none of participants entered the meeting.
<p>The active meeting was cancelled after it began.</p> <p>12,48,00,06,1234,7,999,Barry,06,05</p>	This record indicates that the meeting ended at 12:48 pm from the BUI, before the scheduled meeting time elapsed. There were 6 ports booked for this meeting. The next number (5) shows how many participants entered the conference. This number can be greater than the number of ports booked for the meeting, because the meeting person booking the meeting enabled the option for expansion.
<p>The meeting's scheduled time elapsed.</p> <p>13,28,00,07,1234,7,999,Barry,10,12</p>	This record indicates that the meeting ended at 01:28 pm, because the scheduled time elapsed. There were 10 ports booked for this meeting. The next number (12) shows how many participants entered the conference. This number is greater than the number of ports booked for the meeting, because of expansion during the meeting.
Card Restarted - In this example, the time stamp, and card ID information was available.	

Example	Description
16,08,30,08,1234,	This record indicates that there was a card restart at 16:08:30. The event ID appears in bold letters. 1234 is the card's ID, 7 is the meeting's ID, and 999 is the customer's billing ID.

Avaya CS 1000 Call Detail Recording

The Call Detail Recording (CDR) feature enables the ICB to charge users for out-going calls based on CDR reports the CS 1000 system generates. The reports are generated even if the call is unanswered. The CS 1000 must have the following software packages: Call Detail Recording (CDR) package 4; and CDR with Charge Account (CHG) package 23.

Note:

CDR is not available on the CS 2100/Meridian SL-100.

To enable the CDR feature, select "Billing and CDR Reports" from the Billing options pull-down menu in the ICB Dashboard - General Settings window (see [Figure 51: ICB Dashboard - General Settings window](#) on page 110).

Charge Account feature

To define the CDR with Charge Account feature, refer to *Avaya CS 1000 Call Detail Recording Fundamentals*, NN43001-550, and *Avaya CS 1000 Features and Services Fundamentals*.

When a user dials out with the Billing and CDR Reports option selected, the ICB card takes the Charge Account key (consisting of the first eight digits of the user's account ID), the call ID, and the meeting ID from the charge account field for the CDR record.

The Charge Account key

In the CS 1000, the Charge Account key for every port of the ICB card must be defined in LD 11 (see [Table 54: LD 11 - Define the Charge Account key for an ICB port](#) on page 203 for an example).

Table 54: LD 11 - Define the Charge Account key for an ICB port

Prompt	Response
REQ	chg
TYPE	4 0 2 0
TYPE	2616

Prompt	Response
TN	4 0 2 0
ECHG	yes
ITEM	key 9 chg

CDR record format

CDR records are printed on CS 1000 system TTY terminal defined as a CDR user. When defining the CDR with Charge Account feature, the Charge Account data is included in CDR records for each ICB outgoing call, as in the following examples:

1. The following record appears on CDR TTY as outgoing call is started:

C 040 00 5211 T095019 1203 11.25 00000099912340000000007

& 0000 0000

where:

first 9 digits: 000000999 is the billing account, next 4 digits: 1234 is the card ID, next 10 digits: 0000000007 is the meeting ID.

2. The following record appears on CDR TTY as outgoing call is ended:

N 041 00 5211 T095019 1203 11.47 00:22:08 A 333

& 0000 0000

CDR example scenarios

The conference call was booked using the BUI by a user whose billing account is 9134513, on July 19, 1999 at 06:15 p.m., for July 20, 1999 from 08:00 a.m. to 09:00 a.m. The number of ports booked is six.

The conference call was started as scheduled on July 20, 1999 two minutes before 08:30 a.m. During the call at 08:36 a.m. (after eight minutes), the chairperson calls out once to a long distance number and brings a user into the call. After 47 minutes the dialed out person drops off. No record is stored in the ICB card in relation to this event. The following record appears in the CS 1000 CDR:

C 040 00 5211 T095019 20/07 08:36 00913451312340000000007 & 0000 0000 N 041 00 5211 T095019 20/07 09:23 00:47:08 A 333 & 0000 0000

At 08:55 a.m. the chairperson calls out to a long distance number and after two minutes returns to the meeting without the dialed party. The following record appears in the CS 1000 CDR:

C 040 00 5215 T095019 20/07 08:55 009134513123400000000007 & 0000 0000 N 041 00
 5215 T095019 20/07 08:57 00:02:12 A 333 |& 0000 0000

Maintenance (Error) Report

BUI Maintenance (Error) Report

[Figure 89: Maintenance \(Error\) Report BUI example](#) on page 205 shows how the BUI Maintenance Report.

Report Viewer

Select report type and date, and press 'Display':

Report Type: [Previous day](#) [Next day](#)

report to your computer

DATE: Jan 24, 2002

No.	Severity	Err code	Timestamp	Message
0001	Minor	BBF050	10:00:03	BBF_GetConfigVar: failed fs_open_f for filename: a:user'schedule.ini,rc = 200b
0002	Info	PH603	10:22:43	Time and Date update - OLD: 13-10-2001 22:46:54 NEW: 13-10-2001 22:45:54
0003	Minor	BBF050	11:30:08	BBF_GetConfigVar: failed fs_open_f for filename: a:user'schedule.ini,rc = 200b
0004	Minor	BBF050	12:15:00	BBF_GetConfigVar: failed fs_open_f for filename: a:user'schedule.ini,rc = 200b
0005	Info	PH000	12:43:20	Midnight re-scheduling
0006	Minor	BBF050	14:01:22	BBF_GetConfigVar: failed fs_open_f for filename: a:user'schedule.ini,rc = 200b

Figure 89: Maintenance (Error) Report BUI example

The Maintenance (Error) Report appears in the table in this window. The window shows the same text lines as those generated by the CLI **sMaint/MReport** command.

If the report does not fit on one window, click on the **Next Page** button to display more information.

For more information about how the ICB handles error reporting, see [Error message handling](#) on page 180.

CLI Maintenance (Error) Report

The Maintenance Report Browser menu enables maintenance reports to be displayed according to date. These reports analyze system problems based on error messages compiled on that date. To access the Maintenance Report Browser menu, login as the administrator.

Enter the System Maintenance command (**sm**, **SM**, or **SMaint**) and enter the Maintenance Report Browser command (**mr**, **MR**, or **MReport**).

All reports are time stamped and contain information about the cause of the problem. After the system displays the data, it returns to the "year-month-day" prompt using the last selected date as default.

The selected date must be in the past. The system discards old files that exceed the report aging number of days. If the date entered is too old, an error message appears. If the date is within the correct date range, but there are no report entries for that day, a message indicating there are no messages appears. To interrupt the report display, enter * and press the Enter key.

The maintenance reports have the following format:

<serial number>: <MON_REPORT_ID> <channel #> <time> <Applic_Manager_cycle>
<Message Body>

Maintenance Report (Error) CLI example

The following example displays the maintenance report for March 15, 1996:

```
STest, MReport, SCon, ARchivdb, REstordb, CRestart, ?: mr year(1996): 1996 month (11): 03
day (22): 15 1234:timer101 ch01 16:16:18:111 9000 "Num: 100 Timing Stop. 00." 1235: sig100
ch00 16:17:05:234 9900 "SIG: Q_APP in msg:0000005A" 0001:HW PCMCIA001 In0077 ch01
16:25:29:836 PCMCIA card inserted in socket 1 year (1996): . STest, MReport, SCon,
ARchivdb, REstordb, CRestart, ?:
```

Chapter 12: Upgrades

Purpose

This chapter provides procedures for upgrading your system to ICB Release 4 from previous releases and for upgrading sub-issues of ICB Release 4. The chapter contains the following sections:

- [Overview](#) on page 207 - introduces the ICB upgrade strategy.
- [Planning for an upgrade](#) on page 210 - provides information to help prepare for an upgrade.
- [Upgrade procedures](#) on page 211 - provides system upgrade procedures.

Overview

The ICB Release 4 can be upgraded from MICB Release 2 and MICB Release 3, but not from MICB Release 1. A new board and a new flash card are provided when upgrading. The vintage BC and flash card are replaced in upgrading. The dongle remains. Upgrades cannot be completed over the web. A new keycode is required when upgrading. [Table 55: ICB upgrade paths](#) on page 207 shows the upgrade paths regarding the conversion of hardware and customer data.

Table 55: ICB upgrade paths

From ...		To ...		
Firmware	Card	Firmware	Card	Data conversion
MICB Release 1	NT5D51AA	ICB Release 4	NT5D51BC	No
MICB Release 1	NT5D51AB	ICB Release 4	NT5D51BC	No
MICB Release 2	NT5D51AB	ICB Release 4	NT5D51BC	Yes
MICB Release 2	NT5D51AB	ICB Release 4	NT5D51BC	Yes

From ...		To ...		
Firmware	Card	Firmware	Card	Data conversion
MICB Release 3	NT5D51AC	ICB Release 4	NT5D51BC	Yes
ICB Release 4	NT5D51AC	ICB Release 4	NT5D51BC	Yes

Note:

There is an upgrade from MICB Release 1 to ICB Release 4 but data conversion is not supported. This is the same as a new installation.

Insert a PCMCIA card into the top PCMCIA slot accessible through the ICB faceplate for external memory expansion, new voice announcements, and firmware upgrades. The available storage for voice prompts on the PCMCIA disk is 130 Mbytes, providing 260 minutes of voice recording. The ICB uses the PCMCIA ATA, Type II and Type III Flash cards for ICB software upgrade and backup.

The ICB card has two PCMCIA sockets. PCMCIA hard drive cards store ICB voice prompts and firmware code. The ICB ships with the PCMCIA hard drive. The bottom socket houses the PCMCIA hard drive card that contains the current firmware and customer data. Use the top socket to upgrade the firmware. [Figure 90: Installing a PCMCIA card into the ICB faceplate slot](#) on page 209 shows how to load PCMCIA cards into the ICB faceplate slots to upgrade the ICB capacity.

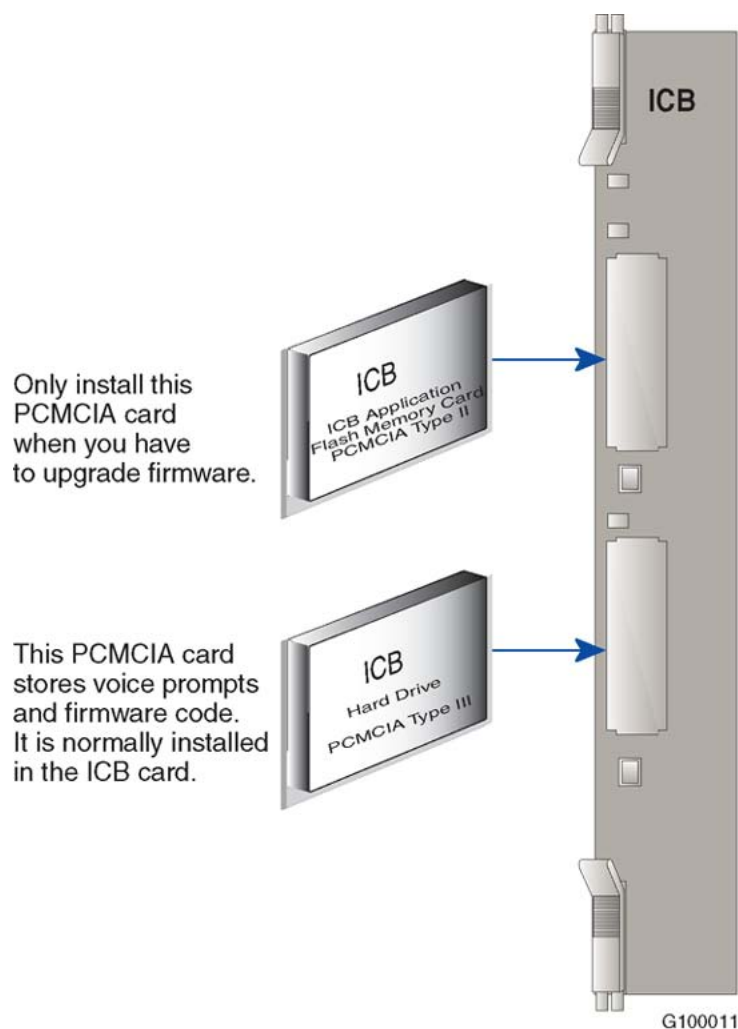


Figure 90: Installing a PCMCIA card into the ICB faceplate slot

Keycode security

A keycode protects against unauthorized ICB feature use. The keycode restricts upgrades of either the number of ports or application software to a given ICB card. The keycodes allow for accurate handling of field repairs and incremental upgrades.

Keycodes are required for the following upgrades:

- feature enhancements
- new applications
- port additions

Keycodes are not required for the following:

- backup and restore operations
- application patching/bug fix

Avaya provides the customer with a keycode to enable installation of any required upgrade. Enter the keycode using the Command Line Interface from the local maintenance port on the ICB card. The keycode is 24 characters long; enter it in three sets of eight digits each called keycode1, keycode2, and keycode3.

Planning for an upgrade

When preparing for an upgrade, consider the following items:

- Always back up the site data, before beginning an upgrade.
- Upgrades from any release require new hardware.
- When adding the Microsoft Outlook GUI functionality, the ICB Administrator must coordinate with the Microsoft Outlook Administrator. Also, the user community needs to be informed.

Managing the user community during an upgrade

An important part of planning an upgrade is managing the user community. [Table 56: User community upgrade considerations](#) on page 210 lists items that will impact the user community during an upgrade to ICB Release 4.

Table 56: User community upgrade considerations

Item	Description
BUI access	Users need to know how to reset their browser to access the ICB and when to do that. This is required because the address they previously used in the browser to access ICB had an extension of ICB.htm. Users need to remove the extension.
User training	Provide users with the ICB Release 4 User Guide and information about the following: <ul style="list-style-type: none"> • Custom greeting. • How to access and use chairperson control. • How to delegate chairperson control (that is, acquire and release chairperson control). • Volume control. How to use the feature from the TUI or the BUI control screen.

Item	Description
	<ul style="list-style-type: none"> • If single DN access is to be implemented, the changes to existing conferences (that is, already booked) and future meetings need to be communicated to the users. • Microsoft Outlook
E-Mail format	Changes to the E-Mail format should be reviewed and made visible to people who will be creating meetings.

Upgrade procedures

MICB Release 2 or MICB Release 3 card upgrade

Use [MICB Release 2 or MICB Release 3 card upgrade](#) on page 211 to upgrade your ICB card from Release 2 or Release 3.

MICB Release 2 or MICB Release 3 card upgrade

1. Disable the operational MICB Release 2 or MICB Release 3 card using LD 32.

Note:

CS 2100/Meridian SL-100 customers must Bsy the ICB card at the PM level, before starting the procedure and RTS the card once the upgrade is complete.

2. Pull the MICB Release 2 or MICB Release 3 card out from the slot.
3. Remove the MICB Release 2 or MICB Release 3 PCMCIA from the lower socket.
4. Insert a new ICB Release 4 PCMCIA in the lower socket of the new ICB Release 4 card (vintage BC). This PCMCIA should be as shipped from the factory, with no customer data on it.
5. Remove the security device from the old card and move it to the new ICB Release 4 card.
6. Insert the new ICB Release 4 (vintage BC) into the slot.
7. Enter the new keycode.
8. When the card is activated as ICB Release 4, enter the CLI and login as an administrator. Enter:
name: **admin** Password: **<CR>**
Where CR is an empty password.
9. Insert the old MICB Release 2 or MICB Release 3 PCMCIA in the upper socket.

10. From the CLI enter:

sMaint and then **convert**

The ICB copies the data from the upper PCMCIA, converts to ICB Release 4 format, and stores it in the lower PCMCIA.

Note:

If the conversion is done from a dual MICB Release 2 (which uses a PC server), the system does not copy "administrator" users. Instead the system creates one default administrator, "admin" with a password of "000000".

11. Remove the MICB Release 2 or MICB Release 3 PCMCIA from the upper socket. Avaya recommends that you keep it, in case the customer wants to revert back to MICB Release 2 or MICB Release 3.
12. You can now enter the administration BUI to review or modify parameters and options.
13. Enable the card in LD 32.

Port Upgrade

The ICB card can be configured to have port sizes ranging from 12 to 62; however, systems requiring more than 32 ports require a dual-card configuration. To activate a different number of ports than currently active, login to the BUI as an administrator. Keycodes are required. Under the Upgrades section of the ICB Dashboard click on the Number of Ports link (see [Figure 91: ICB Dashboard - Card Upgrade window](#) on page 213).

Note:

The CS 2100/Meridian SL-100 only supports 32- and 64-port ICB cards. This procedure is not supported for CS 2100/Meridian SL-100 customers.

Card Upgrade

Upgrade the number of ports used by the ICB card. Dongle ID: **10005769**

Current number of ports: 32

New number of ports:

Features:

Enter keycode numbers:

Keycode 1: (First 8 digits from the left)

Keycode 2: (Middle 8 digits)

Keycode 3: (Last 8 digits)

Figure 91: ICB Dashboard - Card Upgrade window

A ports upgrade comes with a new keycode for the card. Follow the steps in [Upgrade ports from the administrator ICB Dashboard](#) on page 213 to perform the port upgrade.

Upgrade ports from the administrator ICB Dashboard

1. From the pull-down menu, select the new number of ports in the combo-box. The current number of ports appears as view-only above this box.
2. Enter the keycode. The keycode is 24 digits. To simplify input, the system divides the keycode into three sets of eight digits each.

The system displays the input characters as they are entered.

3. Click on the **Submit** button.

The system submits the change only if the keycode entry is correct. If the entry is incorrect, the following message appears: "Keycode is incorrect! Re-enter the keycode."

"Before clicking on the **Submit** button, operation can be cancelled by clicking on the **Dashboard** button on top of the window.

Note:

Ports must be configured in the switch in order for them to be operational.

Firmware Upgrade

Upgrade the ICB Release 4 firmware from the following two sources:

- the secondary PCMCIA device
- a remote FTP server

Use a BUI administration window for the upgrade process, which supports both options (see [Figure 92: ICB Dashboard - Firmware Upgrade window](#) on page 214). The CLI can also be

used. Follow the steps in [Upgrade the ICB firmware version](#) on page 214 to upgrade the ICB firmware version.

Upgrade the ICB firmware version

1. Log into the BUI.
2. Click **Upgrade the Firmware Version** in the **Dashboard**. The Firmware Upgrade window opens. See [Figure 92: ICB Dashboard - Firmware Upgrade window](#) on page 214 for a depiction.

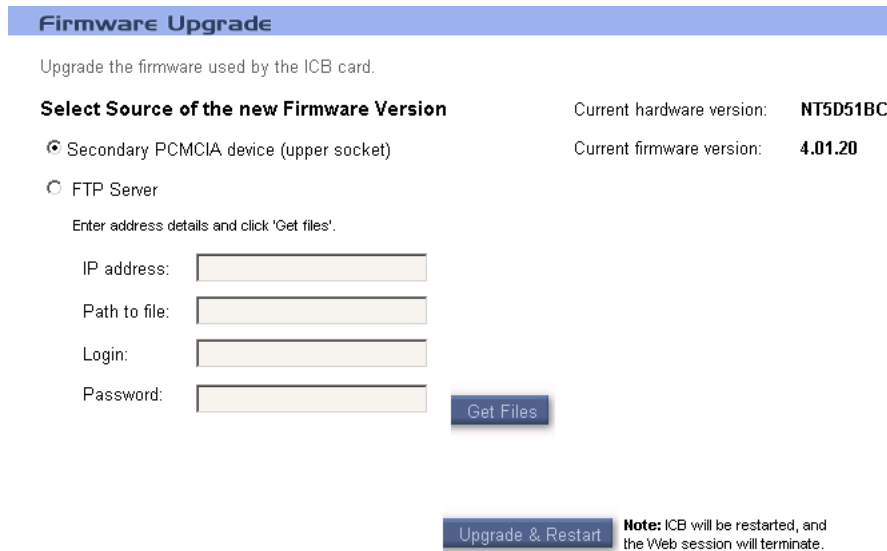


Figure 92: ICB Dashboard - Firmware Upgrade window

3. Select the source of the new firmware version. If the source is an FTP server, specify the IP address, path, login user name, and password.
4. Click **Upgrade & Restart**.

After upgrading the firmware, you must publish the new upgraded ICB form that comes with the firmware. See [Upgrading the ICB form in the Organizational Forms Library](#) on page 170.

The top-right corner of the Firmware Upgrade window shows the current hardware and firmware versions. The firmware version takes the form of "4.xx", where 4 is the ICB release and xx is the firmware version number.

The first step is to specify the upgrade source by clicking on one of the radio buttons. Depending on the source selected, the following procedures describe how to perform the firmware upgrade.

Firmware upgrade from ICB card upper socket

1. Click on the **secondary PCMCIA device** radio button.
2. Insert the PCMCIA disk in the upper socket of the ICB card.
3. Click on the **Upgrade & Restart** button.

The ICB copies the files from the upper socket and performs a restart. When the restart is complete, the current BUI session is lost. Login again as an administrator.

When returning to this window, the new firmware version should appear in the top-right corner of the window.

Firmware upgrade using FTP

1. Click on the **FTP Server** radio button.
2. Enter the FTP parameters in the fields the window provides as follows:
 - a. IP address - the remote FTP server where the upgrade files are stored.
 - b. Path to file - path of the folder on the computer where the upgrade files are stored (for example, c:\ICB\4_01).
 - c. Login - login name for FTP.
 - d. Password - password for FTP login.
3. Click on the **Get Files** button to start the FTP transfer session.
4. After the previous steps finishes, click on the **Upgrade & Restart** button.

The ICB copies the files from the FTP server and performs a restart. When the restart is complete, the current BUI session is lost. Login again as an administrator. When returning to this window, the new firmware version should appear in the top-right corner of the window.

Upgrade to the single DN access method

Follow the steps in [Upgrade to single DN access](#) on page 215 to upgrade an existing MICB Release 2 or MICB Release 3 card to ICB Release 4 configured with single DN access.

Upgrade to single DN access

1. Follow [MICB Release 2 or MICB Release 3 card upgrade](#) on page 211 to upgrade an MICB Release 2 or MICB Release 3 card to an ICB Release 4 card.
2. Configure the DNs.
 - a. Remove the DN pairs from the switch datafill. For more information, if your system is a Meridian 1 or Avaya Communication Server 1000, see [Assign ACD DNs](#) on page 51; if your system is a Avaya Communication Server 2100 or Meridian SL-100 see [Single-card configuration](#) on page 59.

Note:

DN pairs can be left in the ICB. Callers to existing conferences configured with direct access DNs will be requested to enter the access DN to reach the meeting.

- b. Configure the single access DN in the switch. For more information, if your system is a Meridian 1 or Avaya Communication Server 1000, see [Assign ACD DNs](#) on page 51; if your system is a Avaya Communication

Server 2100 or Meridian SL-100 see [Single-card configuration](#) on page 59.

Note:

This DN should be forwarded to the ICB card main ACD DN.

3. Access the ICB Installation Wizard and perform the following (see [Step 2 - Access Numbers](#) on page 79):
 - a. Click on the first radio button for the single DN access method.
 - b. Enter the new single-access DN.
 - c. Click on the **Submit & Continue** button.

The new single DN access method now applies.

4. Instruct users to dial the single DN for future conferences.

Note:

Make sure the notification e-mail content is still valid.

Upgrade from a stand-alone to a dual-card ICB

This section describes how to upgrade an ICB Release 4 card operating as a stand-alone ICB to be either the primary or secondary card in a dual-card configuration.

The main issue to consider is the DN pairs: a single card can have up to 10 DN pairs, whereas a dual card can have only nine DN pairs, plus the dual-card meetings DN.

When upgrading or configuring a dual-card ICB Release 4 configuration, the secondary card must be configured before the primary card. Therefore, [Stand-alone card to secondary card](#) on page 216 must be performed before [Stand-alone card to primary card](#) on page 217.

Stand-alone card to secondary card

1. Access the ICB Installation Wizard: Step 1 - Basic Card Settings window (see [Step 1 - Basic Card Settings](#) on page 76). In the "Type" field, select the radio button "Dual Card - Secondary."
2. Click the **Submit & Continue** button.

If 10 DN pairs are configured, the system deletes one automatically. The ICB first attempts to delete a DN pair that has no conferences scheduled against it. If no such DN pair is found, the ICB deletes the DN pair with the least number of conferences using it. All associated conferences are deleted.

Note:

A DN pair used by a permanent conference is not deleted.

If a DN pair is deleted in direct-access dialing mode, a pop-up message appears. Note the deleted DN pair, as it can be removed from the Meridian switch configuration.

3. The system displays Step 2 of the Installation Wizard (see [Step 2 - Access Numbers](#) on page 79). If the automatic change, as described above, took place, this is reflected in the DN table. If the direct access dialing mode is used, only nine DNs appear.
4. Click the **Submit & Continue** button. The system saves the change and the screen returns to the ICB Dashboard.
5. Logout of this card and proceed to the primary ICB configuration.

Stand-alone card to primary card

1. Access the ICB Installation Wizard: Step 1 - Basic Card Settings window (see [Step 1 - Basic Card Settings](#) on page 76). In the "Type" field, select the radio button "Dual Card - Primary."
2. Click the **Submit & Continue** button.

If 10 DN pairs are configured, the system deletes one automatically. The ICB first attempts to delete a DN pair that has no conferences scheduled against it. If no such DN pair is found, the ICB deletes the DN pair with the least number of conferences using it. All associated conferences are deleted.

Note:

A DN pair used by a permanent conference is not deleted.

If a DN pair is deleted in direct-access dialing mode, a pop-up message appears. Note the deleted DN pair, as it can be removed from the Meridian switch configuration.

3. The system displays Step 2 of the Installation Wizard (see [Step 2 - Access Numbers](#) on page 79). If the automatic change, as described above, took place, this is reflected in the DN table. If the direct access dialing mode is used, only nine DNs appear.
4. Click the **Submit & Continue** button.
5. The system displays Step 4 of the Installation Wizard (see [Step 4 - Dual Card Meetings](#) on page 80).

If a DN pair was automatically deleted as described above, it appears in the fields "Conference access number" and "Chairperson number in primary card." You can change these numbers; they must be configured in the Meridian switch as well.

Fill in all the fields as described in the installation instructions, and click the **Finish** button.

6. Logout of this card and proceed with the Meridian switch configuration change (see [Meridian switch configuration changes](#) on page 218).

Meridian switch configuration changes

1. If a DN pair was deleted from the secondary or primary card, delete it from the switch datafill.
2. Configure the DNs defined in the Installation Wizard Step 4 window of the primary ICB. Define them as described in the dual-card ICB installation instructions (for the Meridian 1 or CS 1000 see [Configure DNs for a dual-card conference](#) on page 56; for the CS 2100 or Meridian SL-100 see [Dual-card configuration](#) on page 63).

Appendix A: Password security

Purpose

This chapter describes ICB Release 4 password protection and access restrictions.

The chapter contains the following sections:

- [Access permissions](#) on page 219 - lists the security options available with the ICB Release 4 system.
- [Unsuccessful login attempt handling](#) on page 221 - describes how the ICB handles unsuccessful logins.
- [Password parameters summary](#) on page 221 - summarizes the default login names and passwords, and their parameters
- [Reset passwords](#) on page 223 - provides procedures for resetting passwords.

Access permissions

ICB Release 4 provides strict password protections and other mechanisms to restrict access from unauthorized personnel (see [Table 57: Access permissions](#) on page 219).

Table 57: Access permissions

Access type	Description of permissions
BUI (HTTP server web access)	<ol style="list-style-type: none">1. Login name and password. The login name is a combination of letters and digits up to 10 characters in length. The password consists of digits only. Define the length according to the parameter "minimum password length". Users and administrators can change their passwords at any time.2. The system does not permit multiple, simultaneous BUI sessions for the same user. When a user logs into the BUI, no one else can login with the same user ID, until the session terminates (that is, the user logs out). The system permits only one administration session at a time. Therefore, if there is an active administrator session, the system does not permit another administrator log in.

Access type	Description of permissions
	<ol style="list-style-type: none"> 3. You can access only the initial login window when you enter the BUI's URL from your web browser. You cannot access any other page or file directly. 4. The system times out and closes the session after a period of inactivity. The administrator defines the time-out parameter.
CLI (direct connection)	<ol style="list-style-type: none"> 1. There are two login levels. Each level has a login name and password, both of which are changeable through the CLI. The name and password can contain letters and digits. 2. The CLI does not print the password when it is being entered. 3. The system records every successful login as an information message in the error log. 4. Upon a successful login, the CLI prints the login date and time. 5. The system times out and closes the session after a period of inactivity. The administrator defines the time-out parameter.
Telnet (server access)	<ol style="list-style-type: none"> 1. Remote access using telnet requires a dedicated login name and password. Successful login provides access to the CLI, which, in turn, requires its own access and login as described above. The name and password can contain letters and digits. 2. The system records every successful login as an informational message in the error log. The CLI terminal prints this message. 3. The system times out and closes the session after a period of inactivity. The administrator defines the time-out parameter.
FTP (server access)	<ol style="list-style-type: none"> 1. Remote access using FTP requires a dedicated login name and password. The name and password can contain letters and digits. 2. The system records every successful login as an informational message in the error log. The CLI terminal prints this message. 3. The system times out and closes the session after a period of inactivity. The administrator defines the time-out parameter.
General	<ol style="list-style-type: none"> 1. The system always encrypts files containing passwords. 2. An administrator defines the minimum length of the login name and password. The system enforces the minimum requirement when a user changes their login name or password. This rule applies to all the passwords that this table describes. It does not apply to the conference and chairperson passwords set up in the BUI scheduling window. 3. The maximum password length is 16 characters, which is hard-coded. 4. The IP/LAN connectivity provides access through the LAN using HTTP, Telnet and FTP only.

Unsuccessful login attempt handling

[Unsuccessful login operation](#) on page 221 shows how the system handles unsuccessful login attempts.

Unsuccessful login operation

1. No action is required for this procedure. However, observe the activities in the following steps and report any system discrepancies to your support technician.
2. For each faulty login, the system issues a message in the error log and the CLI. This applies to all access types: BUI; TUI; CLI; and Telnet. The following is an example of the message format (for more information on error messages, see [Error message handling](#) on page 180).

```
0024: WARNING MNGMMI114 12-06 15:42:55:612 FTP login FAILED from
152.217.111.234
```

3. The ICB counts consecutive login attempts. When the count reaches the "maximum faulty login attempts" parameter set by the administrator, the system performs the following:
 - a. BUI user and administrator access - After five consecutive faulty login attempts in which the login name is correct, but the password is wrong, the system blocks this login name. The administrator must reset the name to resume normal login operation.
 - b. CLI access - After the maximum allowed login attempts, the system blocks the CLI for a period of time. The administrator can define the blocking time period.
 - c. Telnet access - After the maximum allowed login attempts, the system closes the connection. An administrator can define the "new connection refused" time period.
 - d. TUI access - After three unsuccessful login attempts, the system disconnects the call.

Password parameters summary

[Table 58: Default login names and passwords](#) on page 221 shows the ICB Release 4 default login names and passwords.

Table 58: Default login names and passwords

Access type	Default login name	Default password
User BUI login (multiple users)	No default	000000

Access type	Default login name	Default password
Administration BUI login (multiple administrators)	No default (see Note 1)	000000
TUI login (multiple users)	No default	Equal to BUI password
CLI first level	admin	_ (see Note 2)
CLI second level	debug	-
Telnet	MICB	admin
FTP	MICB	admin
<p>Note: Initially, one administrator account exists: "admin"</p> <p>Note: The CLI's default passwords are empty (that is, no password).</p>		

[Table 59: Security parameters summary](#) on page 222 summarizes the security parameters and their defaults.

Table 59: Security parameters summary

Parameter	Range	Default value
Minimum login name length	4-10	4
Minimum password length	1-16	4
Maximum password length	Hard-coded	16
CLI maximum unsuccessful login attempts	1-10	5
CLI blocking period after "Maximum unsuccessful login" is exceeded	1-1440 seconds	0
CLI inactivity time-out	1-1440 minutes	15
Telnet blocking period after "maximum unsuccessful login:" is exceeded	1-1440 seconds	20
Telnet maximum unsuccessful login attempts	1-10	5
Telnet inactivity time-out	1-1440 minutes	15
FTP inactivity time-out	1-1440 minutes	15
BUI inactivity time-out	1-1440 minutes	30

Reset passwords

Follow the steps in [Reset forgotten passwords](#) on page 223 when a user forgets their password.

Reset forgotten passwords

1. The administrator can reset any BUI password through the user management BUI. One administrator can also reset another administrator's password.
2. When an administrator forgets their BUI password, and there is no other administrator, the password can be reset from the CLI by entering the following command:

PAdmin/ABreset (or abbreviated **pa/ab**)

The system resets all administrator passwords, if more than one exist.

3. When system passwords are forgotten (that is, Telnet, FTP, and CLI first level), the passwords can be viewed from the second level of the CLI.
4. When the second level CLI password is forgotten, perform the following steps.
 - a. Connect a CRT (or terminal emulation on a PC) directly to the back of the card's serial port.
 - b. Perform a manual power-up as follows:
 - i. Pull the card out of the slot.
 - ii. Plug the card back into the shelf.

The ICB starts the power-up process.

- c. Wait for the following banner to appear:

```
*****
*****
*           Running MAIN CODE!!!          *
```

- d. Enter the token **default**. This token must be entered within 15 seconds of the banner's appearance.

The restart process continues and more lines of text may appear.
- e. When the power-up process completes and the CLI is ready for input, enter the factory-default second level password (that is, login = debug; password = no password).
- f. Access the password editing command to display or modify the CLI name and password (see [Use the second-level CLI edit password command](#) on page 224).

After logging out from the CLI, normal login resumes.

Follow the steps in [Use the second-level CLI edit password command](#) on page 224 to edit or view a password from the second level of the CLI.

Use the second-level CLI edit password command

- 1. Enter the second-level login name and password.
- 2. Enter **PA Admin** (or **pa**).

The CLI displays a list of available commands.

- 3. Enter the following command:
PSweditor (or **ps**).

The ICB displays passwords and related parameters and prompts for values. The system groups the parameters by sections, to allow faster steps. The sections are: [MIN_LENGTH], [CLI], [TELNET], [FTP], and [BUI].

CLI Password Editor editing session

The following is a example of using a CLI password editing session to change an FTP password. [Table 60: Password example font conventions](#) on page 224 shows the font conventions that the example uses.

Table 60: Password example font conventions

Font	Description
Mono	Prompts of text displayed by the CLI.
Bold	User input.
// Italics	Explanations and comments.

Values in the examples are not necessarily the defaults.

CLI change to FTP Password example

ps

//Administrator entered PSweditor // ICB displays section name and its parameters, and prompts for action:

```
section [MIN_LENGTH]
MIN_NAME_LENGTH: 4
MIN_PASSWORD_LENGTH: 8
Modify, Next section, Cancel:
```


// Actions description: // Modify - modify this section; MICB prompts values one by one // Save
 - save pending changes and continue to next section // Next - continue to next section // Cancel
 - discard all pending changes and exit the command

n

// 'next' action selected // MICB displays section name and its parameters, and prompts for action:

```
section [CLI]
1st level user name: admin
1st level password:
2nd level user name: debug
2nd level password:
Maximum allowed login attempts: 5
Blocking period (minutes) after login failures: 60
CLI idle timeout in minutes: 30
Modify, Next section, Cancel:
```

n

// next: go to next section

```
section [TELNET]
Telnet user name: micbtln
Telnet password: xyzul234
Maximum allowed Telnet login attempts: 3
Blocking period (minutes) after login failures: 60
Telnet idle timeout in minutes: 20
Modify, Next section, Cancel:
```

n

// next: go to next section

```
section [FTP]
FTP user name: micbftp3
FTP password: abcd1234
FTP idle timeout in minutes: 5
Modify, Next section, Cancel:
```

m

// modify this section

```
section [FTP] FTP user name: micbftp3 (4-30 chars): <cr> // empty input FTP
password: abcd1234 (8-30 chars): efgh5678 // new pswd FTP idle timeout in
minutes: 5 (1..1440): <cr>
```

// Section is re-displayed with modified values for confirmation (not saved yet)

```
section [FTP] FTP user name: micbftp3 FTP password: efgh5678 FTP idle
timeout in seconds: 900 Modify, Save, Next (section), Cancel: // re-
prompt for action
```

s

```
// save changes File "a:user\bindata.ini" was saved .

// Next section is displayed

section [BUI] BUI idle timeout in minutes: 30 Modify, Save, Cancel: //
re-prompt for action

// Command terminated (section FTP is last), current CLI menu is displayed:

PSWeditor, FUupgrade, SWupgrade, ?
```

Application Protocol Port Numbers

Refer to for the port numbers to use with the specific application protocol.

Table 61: Application Protocol Port Numbers

Application	Port Number
Telnet	23
FTP	21, 20
SMTP	25
HTTP	80
Dual ICB cards	3700 (uses proprietary port)

Appendix B: Product integrity

Environmental specifications

ICB environmental requirements meet, or exceed, Meridian system requirements. The power provided for each card slot in the IPE module exceeds the power requirements for an ICB. [Table 62: ICB environmental specifications](#) on page 227 shows the range of acceptable temperatures and humidity for the ICB.

Table 62: ICB environmental specifications

	Specification	Minimum	Maximum
Normal Operation	Recommended		
	Temperature	15° C	30° C
	Relative humidity	10%	55% (non-condensing)
	Absolute		
	Temperature	0° C	45° C
	Relative humidity	5% to	95% (non-condensing)
	Rate of change	Less than 1° C per 3 minutes	
Storage	Long Term		
	Temperature	- 40° C	70° C
	Relative humidity	0%	95% (non-condensing)
		- 40° C to 70° C, non-condensing	
	Short Term (less than 72 hr.)		
	Temperature	- 40° C	70° C
Temperature Shock	In three minutes	- 40° C to	25° C
	In three minutes	25° C to	70° C
		- 40° to 70° C, non-condensing	

Regulatory standards

The following tables list the safety and electro-magnetic compatibility regulatory standards for the ICB, by geographic region. Specifications for the ICB meet, or exceed, the standards listed in the regulations for these regions.

Safety

[Table 63: Safety regulations](#) on page 228 provides a list of safety regulations met by the ICB, and the type of regulation and the country or region covered by each regulation.

Table 63: Safety regulations

Regulation Identifier	Regulatory Agency
UL 60950	Safety, United States, CALA
CSA 22.2 225	Safety, Canada
EN 41003, FCC part 68	Safety, International Telecom
EN 60950/IEC 60950	Safety, International
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)
AS3260, TS001 - TS004, TS006	Safety/Network (Australia)
JATE	Safety/Network (Japan)

Electro-magnetic compatibility (EMC)

[Table 64: Electro-magnetic emissions](#) on page 228 lists electro-magnetic emissions regulations met by the ICB card, along with the standard that lists each regulation.

Table 64: Electro-magnetic emissions

Regulation Identifier	Regulatory Agency
FCC part 15B Class A	United States Radiated Emissions
CSA C108.8	Canada Radiated Emissions
EN50081-1 EN300-386 V1.3.2	European Community Generic Emission Standard
EN55022/CISPR 22 CLASS A	Radiated Emissions (Basic Std.)
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)

Regulation Identifier	Regulatory Agency
SS-447-20-22	Sweden EMC standard
AS/NZS 3548	EMC (Australia/New Zealand)
NFC 98020	France EMC standard

[Table 65: Electro-magnetic immunity](#) on page 229 lists electro-magnetic immunity regulations met by the ICB card, along with the standard that lists each regulation.

Table 65: Electro-magnetic immunity

Regulation Identifier	Regulatory Agency
CISPR 22 Sec. 20 Class A	I/O conducted noise
EN300-368 V1.3.2 EN61000-4-2	ESD (Basic Standard)
EN300-386 V1.3.2 EN61000-4-3	Radiated Immunity (Basic Standard)
EN300-386 V1.3.2 EN61000-4-4	Fast transient/Burst Immunity (Basic Standard)
EN300-386 V1.3.2 EN61000-4-5	Surge Immunity (Basic Standard)
EN300-386 V1.3.2 EN61000-4-6	Conducted Disturbances (Basic Standard)
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)
SS-447-20-22	Sweden EMC standard
AS/NZS 3548I	EMC (Australia/New Zealand)
NFC 98020	France EMC standard

MTBF

The ICB MTBF will be better than 50 years for ground benign (GB) and 40° C ambient.

Glossary

ACD	Automatic Call Distribution.
Browser User Interface	An interface that allows the administration of OA&M functions on conferences, users, and cards through a standard web browser.
BUI	See Browser User Interface.
Chairperson DN	The directory number the conference chairperson dials to enter the conference.
CLI	See Command Line Interface.
CLS	Class of Service.
Command Line Interface	An interface that allows the administration of OA&M functions on cards through telnet or through a standard VT100 terminal.
CPU	Central Processing Unit. A chip that performs logic, control, and arithmetic functions. The part of the switch that performs these functions and any others necessary to process calls.
DID	Direct Inward Dialing.
DLC	Digital Line Card.
DN	Directory Number.
DRAM	Dynamic Random Access Memory. A high density type of semiconductor memory. It typically has slower access time than SRAM and requires external memory refresh circuitry.
DSP	Digital Signal Processing. A specialized computer chip that performs speedy and complex operations on digitized waveforms. Useful in processing sound and video.
DTMF	Dual Tone Multi-frequency. A term describing push-button or touch-tone dialing.
EMC	Electro-Magnetic Compatibility. Refers to equipment units that perform their functions without causing or suffering unacceptable electromagnetic interference from other equipment in the same environment.

EMI

EMI	Electro-Magnetic Interference. Unwanted electromagnetic coupling, such as a ham radio heard on an electric organ or church music heard in hearing aids. Also known as "static".
Firmware	Hardwired logic, software, data, and programming instructions such as that stored by threading wires through ferrite cores. May also refer to software programmed in the factory or burnt in the field, and is semi-permanently stored within ROM.
Flash memory	Electrically erasable memory that is non-volatile (not affected by power disruptions).
FTP	File Transfer Protocol.
HTTP	Hypertext Transfer Protocol.
ICB	Integrated Conference Bridge.
IP	Internet Protocol.
IPE	Intelligent Peripheral Equipment. A range of cards that contain micro-processors that provide off-loading of the CPU function and the flexibility to make changes to the system's parameters without revising the hardware.
ISM	Incremental Software Management.
LAN	Local Area Network.
LED	Light Emitting Diode.
LEN	Line Equipment Number (CS 2100/Meridian SL-100 equivalent of TN).
Main DN	The directory number that conferees dial to enter the conference when using direct access.
MAP	Maintenance and Administration Position.
MAU	Medium Access Unit.
MMI	Man-Machine Interface.
MPU	Microprocessor Unit.
MTBF	Mean Time Between Failure. A measure of reliability: the time that a user may reasonably expect a device or system to work before an incapacitating fault occurs. Also, the average number of hours between one random failure and the next under stated conditions.
MTTR	Mean Time To Repair.

OA&M	Operations, Administration, and Maintenance.
ONP	One Night Process. This is a term to define upgrades that occur over a single night when traffic is slower than during the day.
PBX	Private Branch Exchange. A telephony switch that is privately owned.
PCM	Pulse Code Modulation.
PCMCIA	Personal Computer Memory Card International Association. This organization has defined a credit card sized plug-in board for use in PCs. These cards are the only way to get to a laptop bus without using a docking station. In addition, application software can be stored on the card into system address space so that the software can run directly from the card, resulting in a faster start and less memory required from the host computer.
RTS	Return To Service.
SCSI	Small Computer System Interface. A device that enables computers to cable-connect to networks or external tape units/hard drives.
SDI	Serial Data Interface. For some Meridian switches, provides ports between the CPU and external devices such as a teletype or maintenance telephone. More generally, an SDI is a mechanism for changing the parallel arrangement of data within computers to the serial form used on transmission lines and vice versa.
SDN	Secondary Directory Number.
SMTP	Simple Mail Transfer Protocol.
Telephone User Interface	An interface that allows the scheduling of simple conferences over a DTMF telephone.
TN	Terminal Number (CS 1000 equivalent of LEN).
TUI	See Telephone User Interface.
.WAV	File format used for storing voice files created under Microsoft Windows.
XPM	Extended Peripheral Module.

