

AXXESS SYSTEM ADMINISTRATOR FEATURES

SET DATE AND TIME:

- While on hook enter ^9800 (^9810 for network)
- Use the keypad keys to enter the month, day, and year. (010398 for January 3, 1998 for example) Press # to skip if date is correct.
- Use the keypad keys to enter the time in hours and minutes. (0900 for 9:00)
- Press 1 for am or press 2 for pm.

TO RESPOND TO AN ALARM MESSAGE:

- When an alarm indication appears write down the alarm information.
- While on hook clear the alarm by entering ^9850 (^9851 for network)
- Call the service dept and give them the alarm information.

PROGRAM SYSTEM SPEED DIAL NUMBERS:

- While on hook enter ^9801
- Enter the speed-dial location code (000-999)
- Using the keypad enter the desired name for the speed-dial number. Press # to skip.
- Enter the number to be stored (up to 32 digits).
- Press #.

CHANGE A USERNAME ON AN EXTENSION:

- While on hook, enter the Program Database feature code (^9932)
- Press 1 for STATION
- Enter the extension to be programmed then press #.
- Press 2 for STATION INFO
- Press 2 for USERNAME
- Enter name

AXXESSORY TALK VOICE MAIL SYSTEM ADMINISTRATOR FEATURES

RECORD A BROADCAST MESSAGE:

- Dial 2000, press *, 5000, 5000 #
- Press 9, then press 1
- Record your message, then hang up or press # for more options.

PERFORM MAILBOX MAINTENANCE:

- Dial 2000, press *, 5000, 5000 #
- Press 9, then press 2.
- Dial the mailbox, extension id, or group list number to be programmed. Program the personal options, following the prompts, as usual.

RECORD CUSTOM AUDIOTEX RECORDINGS:

- Dial 2000, press *, 5000, 5000 #
- Press 9 then press 3 to select the custom recordings option.
- Press 1 to make a recording
- When prompted enter the desired recording number (001-500)
- When prompted record the greeting or message.
- Press # when finished then you will be given the option to listen, add to, or re-record your message.

C. MINOR ALARMS REQUIRING ATTENTION FROM SERVICE PERSONNEL

4.13 Minor alarm numbers 100-199 are reserved for AXCESS problems that require attention from service personnel. These alarm messages (as they appear in the error message print-out) currently include:

- **100 Device x.y.z `xxxxx' Reset Due To Excessive Data Errors** – The indicated keyset has detected an unusually large number of data errors from the corresponding keyset card and has been reset (dropping any active call). If the resets continue, the system will “lock out” the keyset. The data errors may be caused by a defective keyset (perform keyset self-test), defective wiring, defective station cable, or a defective keyset card.
- **101 Device x.y.z `xxxxx' Reset Due To Excessive Hardware Failures** – The indicated keyset has been reset (dropping any active call) because the corresponding keyset card has detected an unusually large number of hardware errors. If the resets continue, the system will “lock out” the keyset. The hardware errors may be caused by a defective keyset (perform keyset self-test), defective wiring, defective station cable, or a defective keyset card.
- **102 Logical Port nn Tx Interrupt Is Not Operational** – The indicated serial port (nn) has a transmit interrupt problem. Replace the component that has the defective serial port (CPU128 Card, CPU020/PCM Card, OPC, or PCDPM) and return it for repair.
- **103 Logical Port nn Clock Is Not Operational** – The indicated serial port (nn) has a clock problem. Replace the component that has the defective serial port (CPU128 Card, CPU020/PCM Card, OPC, or PCDPM) and return it for repair.
- **104 CPU: Database Corruption** – The system database stored in battery-backed memory on the CPU Card appears to be corrupt. Although it may be corrupt, try saving the database onto backup disks (but not on top of a previously known-good database). Turn off the system AC power and turn it back on. The system should default the database and the red DATABASE ERROR LED on the CPU Card should be lit. Initialize the system clock through database programming (or do some other database programming) to turn off the LED. Then turn the system power off and back on again. If the database does not default the second time, the CPU CPU020/PCM Card may be okay. Try restoring the database. If the restore is not successful, restore an older version of the database. If the database defaults the second time, replace the defective CPU Card and return it for repair. Then try restoring the database in the new CPU Card. If the restore is not successful, restore an older version of the database.
- **105 CPU: Write-Protect Is Not Operational** – The circuitry that prevents the software or hardware from accidentally writing to the database is no longer functioning properly. Replace the CPU Card and return it for repair.
- **106 CPU: Real-Time Clock Is Not Operational** – During power-up, the system has detected that the real-time clock circuitry on the CPU Card is not functioning properly. The system is now using a software clock, which may not be as accurate. Check to make sure that all of the components on the card are properly seated and that no pins are bent. If this does not solve the problem, replace the card and return it for repair.
- **107 CPU: Watchdog Is Not Operational** – The watchdog circuitry on the CPU Card is not functioning properly. Replace the CPU Card and return it for repair.
- **108 CPU: Interval Timer Is Intermittent** – The interval timer on the CPU Card is not functioning properly. Replace the CPU Card and return it for repair.
- **109 CPU: Watchdog Expired During Minor Reset** – When the system attempted a minor reset, it did not recover and refresh the watchdog timer, so the hardware watchdog assumed the system was down. Check the error message output, note the circumstances under which the message(s) occurred, and contact Customer Support for assistance.

- **110 CPU: Database Feature Bundling Error** – The system has detected an inconsistency between the PAL on the CPU Card (i.e., the hardware information about the number of feature bundling units available) and the information stored in the database. When the problem is detected, the system automatically defaults the database to the basic feature configuration. (This will prevent a computer “hacker” from stealing feature units.) This alarm also occurs when attempting to restore a database that has more features enabled than the PAL allows. In database programming, enable the appropriate number of features. If the problem persists, try another PAL. If the problem still persists, replace the CPU Card and return it for repair.
- **111 CPU: Battery Backed Memory Too Low** – The system has detected a battery-backed memory problem. Either the database is so large that the battery-backed memory cannot store further information (such as message requests, reminder messages, queue requests, hardware configuration changes, etc.) or there is a system software problem. Cancel all message requests, reminder messages, and queue requests. If this does not solve the problem, try saving the faulty database (for possible future evaluation) and contact Customer Support for assistance.
- **112 CPU: Running Low On System Dynamic Memory (Heap)** – The system has detected a dynamic memory problem. Either there is so much call handling activity that the dynamic memory on the CPU Card is running low or there is a software problem. The system uses “dynamic” memory for performing call handling functions, storing temporary information, etc. Each device in the system (CO trunk, keyset, single-line set, AXXESSORY Talk PC port, etc.) requires some dynamic memory. In addition, each call that is currently active requires some dynamic memory.

When the first memory-low threshold is met (currently set to less than 160k free), the system starts forcing multiple CO ring-ins to ring only at the primary attendant since ringing one station will consume less dynamic memory than ringing several stations. The alarm and a delayed major reset are activated at this time.

If the condition persists and the second low-memory threshold is met (currently set to less than 60k free), the system starts to prevent new calls from being made. CO ring-ins are ignored, and station users cannot make calls (they see an ALL CIRCUITS BUSY display). The alarm and a delayed major reset are activated at this time.

If the condition persists and no dynamic memory is available, the system immediately performs a major reset (drops all active calls) to free up the dynamic memory.

If the customer's configuration has multiple trunks ringing into multiple stations and/or has multiple all-ring hunt groups with large numbers of stations in them, it can consume a lot of dynamic memory each time a call rings in because the call “fans out” to make one call to each device in the list. Try reducing the number of stations in each multiple ring-in group. If the problem still persists, contact Customer Support for further assistance.

- **114 T1 Card [dd] In Red Alarm** – The indicated T1 Card has detected some type of red alarm error condition for at least two to three seconds (e.g., loss of the T1 signal), either internally or from outside the system. All calls on the card are dropped. Check the alarm message and field service diagnostic output; then attempt to correct the problem.
- **115 Alarm History Frozen Due To System Exception** – The system has frozen the call processing history automatically because a system exception has occurred. Save the database and the CP Error Information and contact Inter-Tel Customer Support for further assistance.
- **119 Link To Secondary Cabinet Lost** – The system has detected a loss of communication with the PCM-F Card in the slave (third) KSU in a tri-cabinet or quad-cabinet configuration. Check to make sure the fiber-optic cables between the first (master) and third (slave) KSUs are properly connected.

- **121 System History Frozen Due to a Freeze-On String** – The system froze the System History automatically because a “freeze-on” string was output by MSG Print. Use Database Programming to save the database and obtain the CP Error Information. These operations appear on the “Database Save and Restore” screen in the “Service” area. Contact Inter-Tel Field service with this information.
- **122 NTCPU Hardware Key Not Found** – The system is equipped with an Windows NT-based CPU and it does not have the proper security key attached to its parallel port or the proper PAL is not in socket U13 on the CPU Card. If the key is attached, make sure the parallel port is configured and working (LPT1 using IRQ7). If the parallel port is not functioning correctly, replace it or add a parallel port card (use LPT1 and IRQ7). If the key is defective, replace it.

4.14 Minor alarm numbers 200-299 are reserved for AXXESSORY Talk PC problems that require attention from service personnel. (NOTE: Even though an AXXESSORY Talk PC alarm has been registered, the AXXESS System itself may still be functioning properly.) These alarm messages (as they appear in the error message printout) currently include:

- **200 AXXESSORY Talk: Hard Drive Failure** – The system has detected a possible AXXESSORY Talk PC hard disk failure. If the problem persists, save the current database (if possible) and replace the hard disk.
- **201 AXXESSORY Talk: Channel(s) Failure** – The system has detected a failure of one or more of the voice channels between the AXXESS System and the AXXESSORY Talk PC. If the problem persists, check the cabling between the two and reboot the PC. If the problem still persists, check for a defective Audio Interface Card, Voice Processing Card, CPU020/PCM Card, or Options Card.
- **202 AXXESSORY Talk: Database Corruption** – The AXXESSORY Talk applications database stored on the PC’s hard disk appears to be corrupt. Reboot the PC. If the problem persists, try saving both the AXXESS and AXXESSORY Talk databases (for possible future evaluation), then restore older valid versions or reprogram manually. (It is possible to restore just the AXXESS database and then reprogram the AXXESSORY Talk database, if desired.) If the problem still persists, try replacing the hard disk. If this does not solve the problem, contact Customer Support for further assistance.
- **203 AXXESSORY Talk: Communications Link Down** – The system has detected a loss of communications between the AXXESS System and the AXXESSORY Talk PC. This alarm is generated whenever the PC crashes or is rebooted, the RS-232 cable is disconnected, or a communications channel is rendered inoperable (e.g., due to a bad serial port or RS-232 cable). First verify that the problem still exists by placing a call to a valid voice mail extension number.

NOTE If any message other than “xxxxx IS UNPLUGGED” is displayed, the communications link is now okay. If not, check the RS-232 cable and make sure it properly connected, and verify that the AXXESSORY Talk PC communications port is still enabled and set to 9600 bps and software handshaking. If the problem persists, reboot the AXXESSORY Talk PC. If the communications link is still down, reboot the AXXESS System. (NOTE: This will drop all calls). If rebooting both systems does not clear the problem, replace the RS-232 cable or replace the component that has the defective serial port (CPU/MEM Card, CPU020/PCM Card, or Disk Controller Combination Card) and return it for repair.

- **204 AXXESSORY Talk: Version Mismatch** – The version of software on the AXXESSORY Talk PC is not compatible with the version of software on the AXXESS System. Upgrade one or both to the appropriate version.
- 4.15** If any other alarm messages are encountered, note the circumstances under which the message(s) occurred and contact Customer Support.

ALARM MESSAGES

#10 XXXX OFF-HOOK: A STATION REMAINED OFF HOOK AND INACTIVE UNTIL THE INACTIVITY ALRM EXPIRED. THE DISPLAY WILL INDICATE WHICH STATION IS OFF HOOK. LOCATE THE STATION AND REPLACE THE HANDSET IN THE CRADLE.

#11 XXXX EMERGENCY: A USER HAS DIALED 911. THE DISPLAY WILL INDICATE WHICH EXTENSION HAS DIALED. CHECK WITH THAT STATION TO DETERMINE IF IT IS A REAL EMERGENCY.

#12-13 & 20 CHECK PRINTER: THE PRINTER IS NOT FUNCTIONING PROPERLY. CHECK CABLE AND POWER CORD ARE CONNECTED AND IT HAS PAPER AND RIBBON.

#14 SET DATE/TIME: THE SYSTEM CLOCK HAS NOT BEEN INITIALIZED OR HAS BEEN CORRUPTED. SET TIME AND DATE AS DESCRIBED IN YOUR ADMIN INSTRUCTIONS.

#21 V-MAIL 80% FULL/#22 V-MAIL 100% FULL: VOICE MAIL DISK SPACE IS EITHER 80% OR 100 % FULL. IF IT REACHES 100 % VOICE MAIL CAN'T ACCEPT ANY MESSAGES UTIL DISK SPACE IS CLEARED. HAVE ALL USERS DELETE ANY UNNECESSARY MESSAGES.

#23 SMDR 80% FULL/#24 SMDR 100% FULL: SMDR DISK SPACE IS EITHER 80% OR COMPLETELY FULL. IF IT REACHES 100 % BEFORE THE SMDR INFO IS CLEARED NO FURTHER SMDR RECORDING WILL BE POSSIBLE.

#100-199 & 200-299 CALL TECHNICIAN: THESE ALARMS REQUIRE A TECHNICIAN. WHEN CALLING FOR SERVICE PLEASE BE PREPARED TO PROVIDE ALARM INFORMATION AS WELL AS WHAT WAS TAKING PLACE WHEN THE ALARM OCCURRED.