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DEFINITY®
Manager IV
Documentation Road Map

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MANAGER IV ROADMAP -- AN OVERVIEW

PURPOSE OF THE ROADMAP

The *DEFINITY® Manager IV Documentation Roadmap* has one purpose and that is to help you get the most from your Manager IV Documentation set. Whether you are a novice or a sophisticated user, this *Roadmap* should help you find your way around Manager IV documentation. However, this document does *not* explain what Manager IV is, or what it can do for you. If you are completely new to Manager IV, please read the *Introduction to Manager IV* first -- the *Roadmap* will make more sense if you have general background information about Manager IV.

Most terms used in this *Roadmap* are explained as they are introduced; however, to consolidate these terms into a single place for easier access, a short glossary is provided at the end of the *Roadmap*. If you are not familiar with telecommunications terminology, it might also be a good idea to keep a telecommunications dictionary handy as you use this *Roadmap* and the other Manager IV documents. There is also a more complete glossary of Manager IV-related terms in *Getting Started with Manager IV*.

In general, the *Roadmap* is designed to help you to do the following:

- Understand the relationship between the documents in the Manager IV documentation set.
- Identify the document(s) you need to do your work.
- Decide which additional documents you can use to supplement your understanding of your responsibilities, or which can provide you with important background information.

Who Should Use the Roadmap?

The audience for the *Roadmap* crosses all types of Manager IV users, whether naive or experienced Manager IV users. It is a mechanism to supplement training and interaction between Manager IV users. After the *Introduction*, the *Roadmap* is the place where all users can take steps toward learning more about Manager IV.

WHAT'S IN THE ROADMAP?

The Manager IV Roadmap is divided into six sections, each devoted to a particular type of information about the Manager IV documentation set. Taken individually, each section presents the documentation set from a single point of view—for instance, from the aspect of how to use the documents to accomplish a specific responsibility. When taken as a whole, the *Roadmap* provides you with a "birds-eye view" of the entire document set and how it works together.

This is Section 1. The remainder of the *Roadmap* consists of the following sections:

Section 2: Manager IV Functional Responsibilities

Most often, responsibilities for managing a large complex single site or a telecommunications network are divided among several administrators. For instance, responsibility for voice and data terminal change management is assigned to one or more agents; responsibility for trunk management is assigned to another set of agents.

Thus, most Manager IV users typically need only a subset of the entire documentation set to fulfill their responsibilities. The manuals used depend on the kind of work a person does. The functional

responsibility most users are assigned generally takes one of the following paths:

- Administering Manager IV itself;
- Administering voice and data terminals;
- Administering trunks and trunk facilities;
- Maintaining Manager IV.

Documents providing support for each functional responsibility are presented in this section in easy-to-use flow charts, one per responsibility. Each illustration depicts the path through the document subset that will most benefit the user in accomplishing their responsibility. These illustrations will help you both to understand the relationships between the documents and to know which documents you will need to complete your tasks.

Section 3: Document Descriptions

In addition to these illustrated paths to the documentation set, the *Roadmap* also contains a thumbnail sketch of each manual with the following information:

- The full title of the document;
- The select code (publication order number) of the document;
- The typical user or audience to whom the document is targeted;
- The prerequisites—training, reading, knowledge and experience — necessary for the users to understand the document *and* the responsibility;
- A brief summary of contents.

These brief descriptions provide enough information for you to quickly ascertain if a particular manual is the one you need to do your work, or perhaps, to determine if you have the necessary training and skills for any one application.

Section 4: Cross-Referenced Activity Matrix

Following the document descriptions is an activity map, which has been designed as a quick reference aid. This matrix maps a specific activity to the document or documents in which information about that activity can be found.

Section 5: Glossary

A short glossary ends the *Roadmap*. This glossary is particularly helpful in defining terms and acronyms in the *Roadmap* that may be unfamiliar. It also includes acronyms common to Manager IV. The glossary only lists terms used in this Roadmap; for a more complete list, consult the glossary in *Getting Started with Manager IV*.

Section 6: Master Index

The master index collates index entries for the entire documentation set, providing you with a single place to refer for information about a particular item. A document identifier key is provided so you can easily identify which manual contains the indexed entry.

MANAGER IV FUNCTIONAL RESPONSIBILITIES

CHOOSING A MANAGER IV FUNCTIONAL ACTIVITY PATH

Each Manager IV application is typically used by specific sets of administrators. These administrators have their job responsibilities defined according to the responsibilities they have using Manager IV. The illustrations in this section are arranged according to the following activities:

- Administering Manager IV itself, that is, performing those activities that keep the Manager IV processor running smoothly, ensuring the Manager IV database remains stable, and managing access to the system by assigning logins and passwords.

Generally, the person with this assignment is called the System Administrator.

- Administering voice and data terminals, that is, adding, changing, removing and swapping telephones, data terminals, PC's and data modules resident on the switches administered by Manager IV.

Terminal Change Management agents know the features available on the switches administered by Manager IV, the types of terminals being used on their switch, typical button configurations on those terminals, and system-wide parameters applicable on Manager IV-supported voice and data terminals.

- Administering trunk and trunking facilities, that is, adding, changing, and removing trunks and trunk groups, administering Automatic Route Selection patterns and Automatic Alternate Route patterns, and administering restriction levels and class of service parameters.

The Facilities Management administrator usually has extensive knowledge of networks, trunk facilities and the call patterns of the switch users.

- Maintaining Manager IV, that is, performing basic set-up, installation, and preventive maintenance of the Manager IV system. This responsibility often includes diagnosing problems, taking actions to correct them, or contacting an AT&T representative to help correct the problem.

Typically, these responsibilities are assigned to a user who has sophisticated knowledge of Manager IV, the switches it manages, the processor on which it runs, and the UNIX® System V operating system.

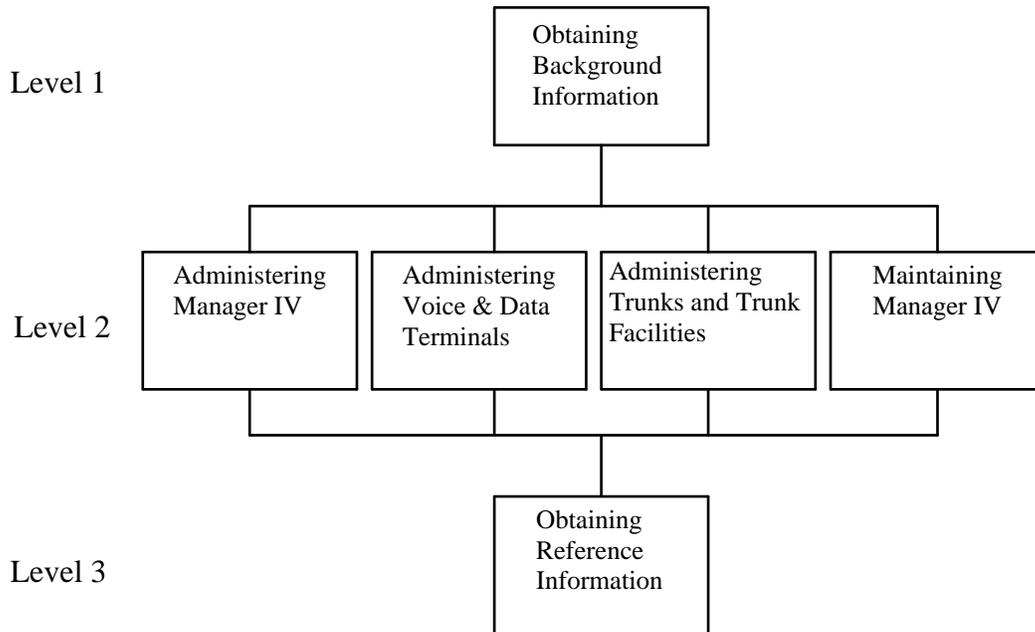
Illustration Key

Each activity has a set of documents that support it at three different levels.

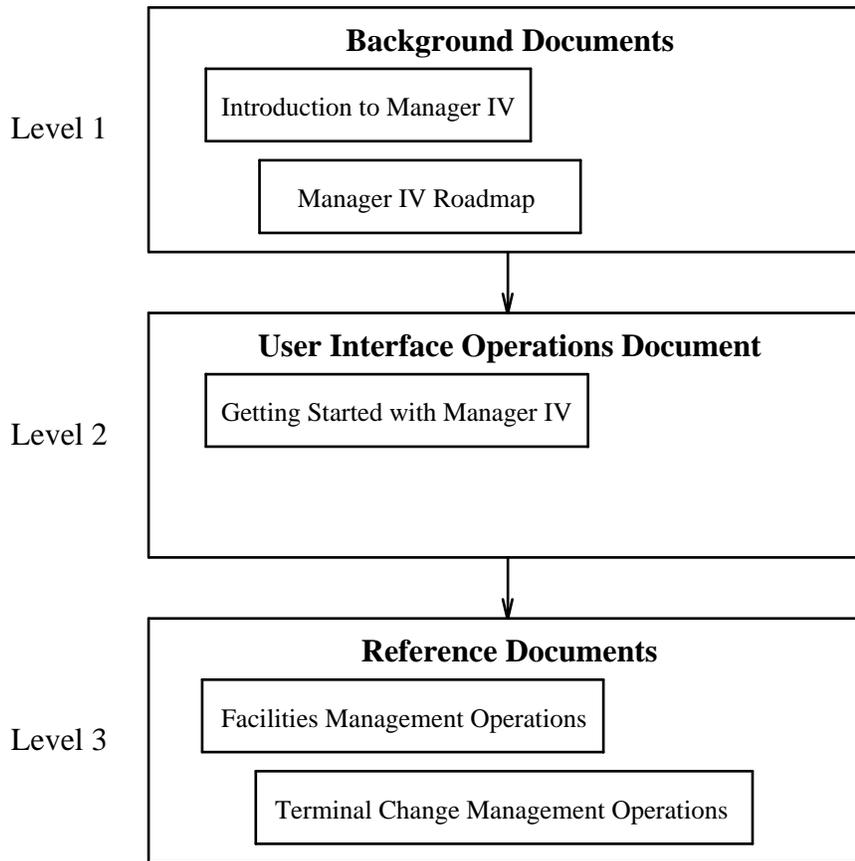
- Level one documents provide you with overview material, giving you background about Manager IV and its applications as well as system-wide information.
- Level two documents are the administrator's "meat and potatoes," providing task-specific procedures and reference materials.
- Level three documents provide you with technical detail about the Manager IV structure, and procedures for using the report customization feature. In addition, Manager IV guides that are related to the primary activity are also named.

New users should read through the documents in the order presented in the illustration.

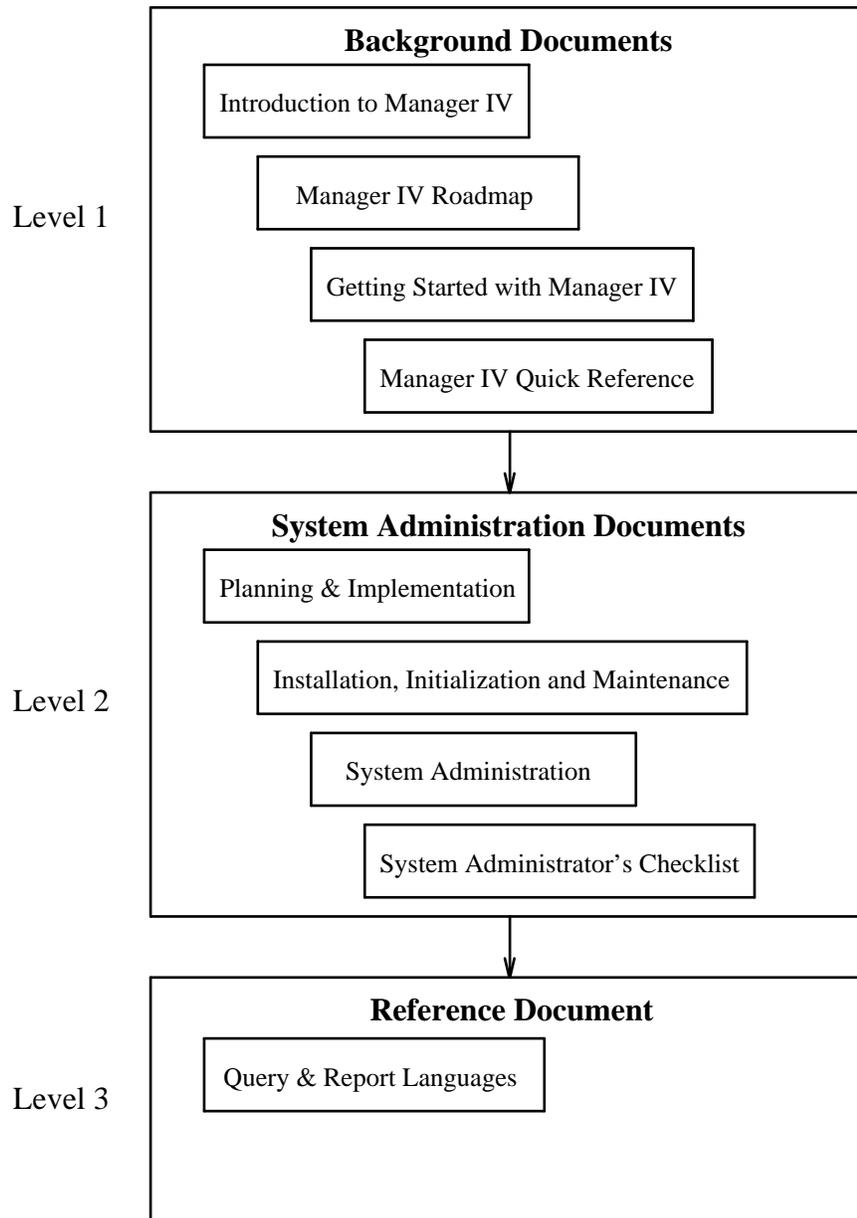
Overview



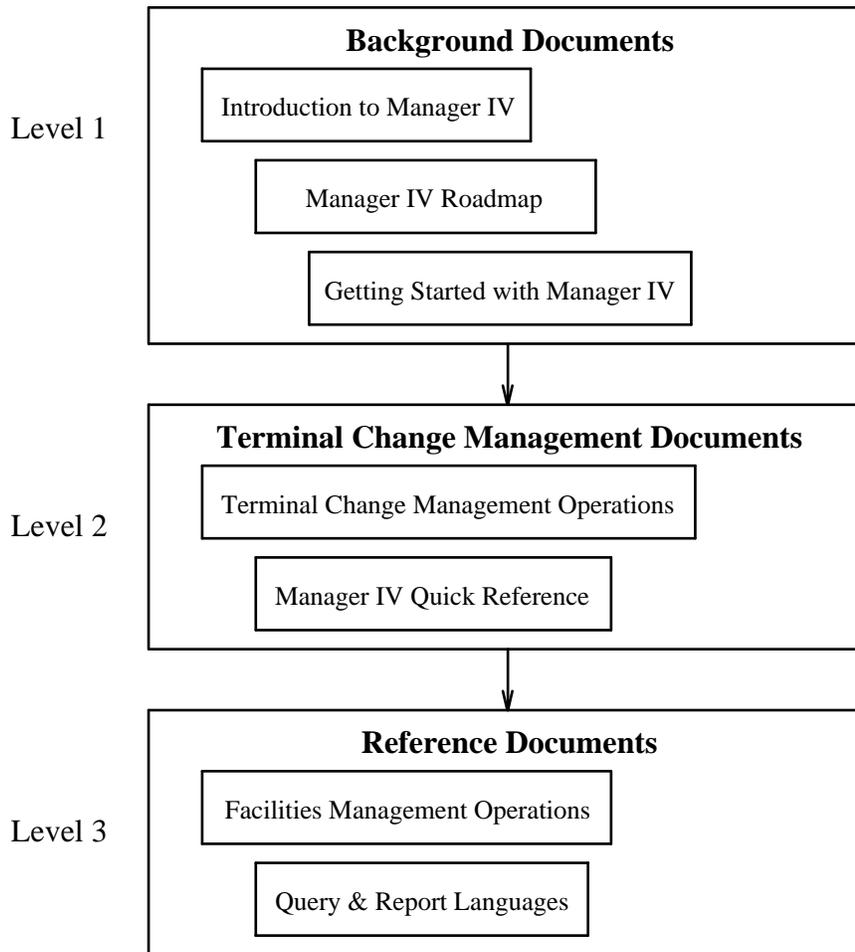
Obtaining Background Information



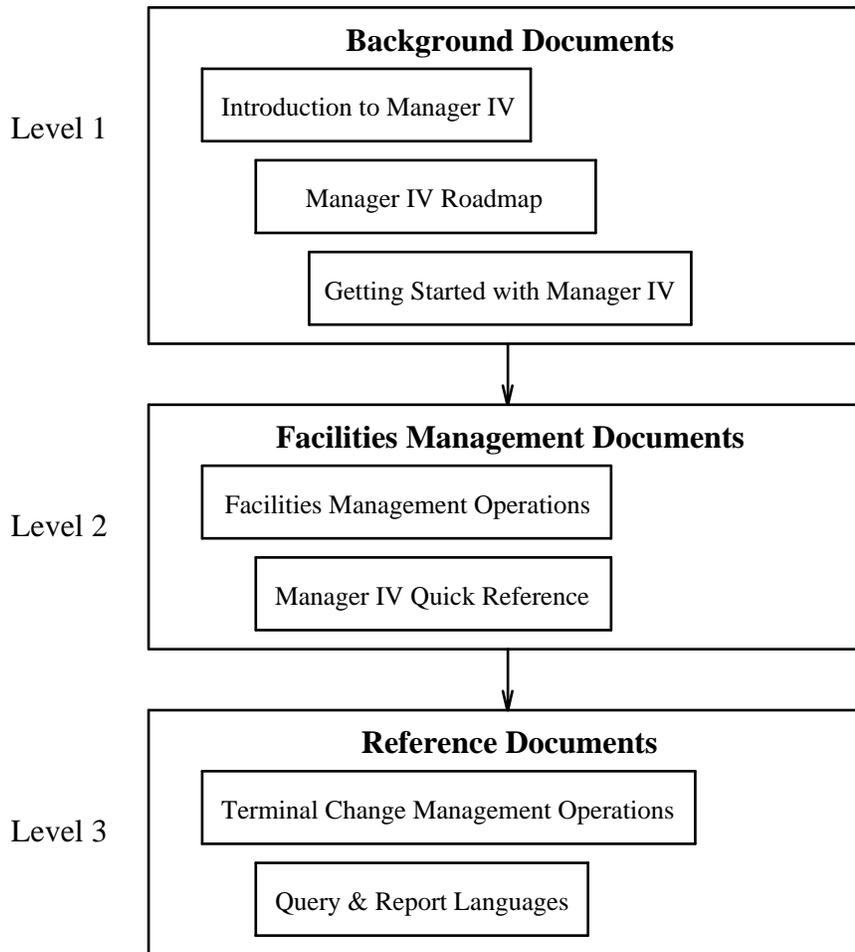
Administering Manager IV



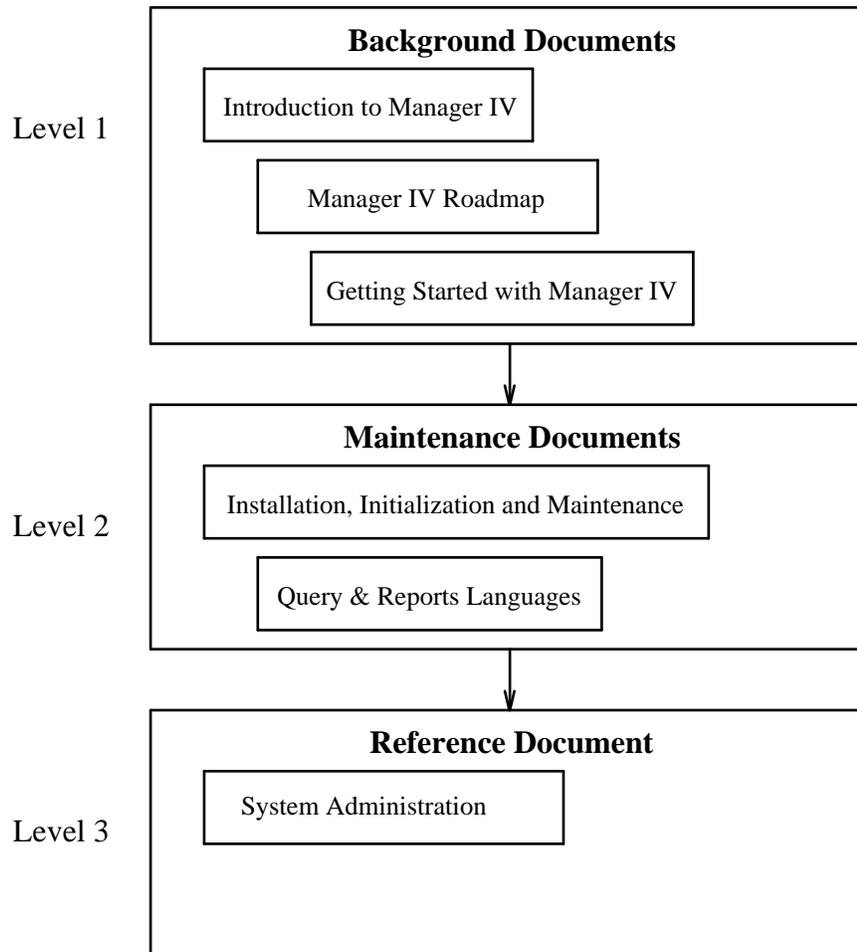
Administering Voice & Data Terminals



Administering Trunks & Trunk Facilities



Maintaining Manager IV



DOCUMENT DESCRIPTIONS

OVERVIEW

This section of the *Roadmap* is specifically designed to increase your familiarity with the contents of individual documents in the Manager IV document set.

Each document description has the following information:

Title	the name of the document exactly as it appears in the <i>Business Communications Systems Catalog</i> and as it can be ordered from the Customer Information Center.
Select Code	the number by which you can order this document from the Customer Information Center.
Audience	the typical user of this document. Each user is identified according to the following functional titles: <ul style="list-style-type: none">● System administrators manage Manager IV itself, making sure the integrity of the system is maintained by performing such activities as backing up the database, adding and monitoring logins, performing normal system clean-up routines, and ensuring access to the switches Manager IV manages.● Terminal change agents add, change, and remove the voice terminals (telephones), data terminals, PC's, and data modules that are accessed through the switch. Generally, there are several TCM agents per Manager IV, since terminal change activity is usually high on large switch configurations.● Facilities administrators manage the integrity and operation of the trunks and trunk groups associated with the switches. There are typically one or two facilities managers. In systems with Call Management Systems (CMS), these people interact closely with the CMS administrators to ensure smooth and efficient operation of the trunking facilities.● Service technicians provide sophisticated support for Manager IV by performing complex activities such as initialization of the database and problem diagnosis and correction.

Prerequisites the experience, knowledge or ability expected of the user to understand the information in the document.

Several terms are used within this section with specific meanings:

- *Familiarity with* means that you have a basic understanding of important concepts, hardware, or software operations.
- *Knowledge of* means that you have a detailed knowledge of important concepts, hardware, or software operations.
- *Documents* you should have read are listed in *italics*.
- *Training* means you should have taken specific courses to use this document. Only the title of the course is listed. Refer to your system manager or account executive for additional information.

Contents a summary of the information contained within the document.

Additional Reading

Manager IV documents have been written at a level of detail that assumes the user has general knowledge of telecommunications, and more detailed knowledge of the AT&T switch products in particular. If you wish to understand more about the switch products—DEFINITY® Generic 1 and 2, System 75 and System 85, and DIMENSION—which Manager IV administers, a free reference catalog, the *Business Communications Systems Publications Catalog* (select number 555-000-010), is available by contacting the following:

AT&T Customer Information Center
2855 North Franklin Road,
P.O. Box 19901
Indianapolis, Indiana 46219

or call: 1-800-432-6600 from 8:30 a.m. to 4:30 p.m. CST.

*Introduction
to Manager IV*

Title:	<i>Introduction to DEFINITY® Manager IV</i>
Select Code:	585-223-010
Audience:	All users - novices to veterans
Prerequisites:	None, but some knowledge of switching advisable

Content Summary:

The *Introduction* is the first document you should read. It presents Manager IV at the introductory level, explaining what the product is and what it can do. The *Introduction* is a *product overview* that describes how Manager IV can substantially help you in managing single, complex, or multi-switch systems in a streamlined and controlled manner, while reducing expenses. This guide is especially valuable to Manager IV managers since it communicates the benefits and versatility Manager IV can provide in administering a telecommunications system. In the pre-sale environment, you can use the *Introduction* to help make a buy-decision, or to provide a starting point for detailed descriptions of Manager IV features with your account executive. In the post-sale environment, as new users start working with Manager IV, the *Introduction* is highly recommended since it helps them understand Manager IV—its easy-to-use interface, its product-image database, its applications and how they interact with each other.

Getting Started with Manager IV

Title:	<i>Getting Started with DEFINITY® Manager IV</i>
Select Code:	585-223-706
Audience:	All users
Prerequisites:	<ul style="list-style-type: none">• <i>Introduction to Manager IV</i>• Manager IV User Training

Content Summary:

Getting Started with DEFINITY® Manager IV provides the procedures necessary to administer your switch via Manager IV. Before beginning any application-specific tasks, the user should have a thorough understanding of the contents in this guide and should also have attended Manager IV training courses with extensive hands-on practice.

Part I of this guide includes the following:

- A system description, including a description of the Manager IV databases, command hierarchy, and products supported
- An overview of the Manager IV applications
- Miscellaneous information on using Manager IV features such as on-line help, modeling, and data capture.

Part II includes the following:

- Service Requests
The sections in this portion of the guide tell you about service requests —what they are, how to use them, and what to do if you have problems. Also provided is a description of the Service Request system architecture and a referenced listing of the service request commands.
- A documentation list for Manager IV and supported products
- An explanation of Manager IV and the OPEN LOOK Graphical User's Interface
- A glossary of terms.

*Quick
Reference*

- Title:** *DEFINITY® Manager IV
Quick Reference*
- Select Code:** 555-223-708
- Audience:** All users - novices to veterans
- Prerequisites:**
- *Getting Started with Manager IV*
 - Manager IV user training
 - Familiarity with the operation of the Manager IV interface and with the use of Service Requests

Content Summary:

The *Quick Reference* card puts Manager IV commands at your fingertips. You can use it as you work at your terminal. It provides a synopsis of the following system-wide Manager IV features:

- Function keys and Escape sequences
- Service request commands
- System utilities
- Scrapbook
- Clipboard

The *Quick Reference* is used with *Getting Started with Manager IV*, which contains detailed information on each of these features.

Planning & Implementation Manual

- Title:** *DEFINITY*® *Manager IV Planning & Implementation*
- Select Code:** 585-223-610
- Audience:** Manager IV Implementation Team, which includes
- the AT&T Project Manager
 - the customer representative
 - the account executive
 - the systems consultant.
- Prerequisites:** To get full use of this document, the implementation team should know the site characteristics, switch configurations, network configuration, facilities requirements, host processor requirements, and configuration decisions for Manager IV hardware and software.

Content Summary:

This manual provides step-by-step activities for planning and ordering your Manager IV system. Included in this document are details about site preparation, materials ordering, and instructions for gathering data to initialize the Manager IV database through the Translation, Recovery, Correction, and Addition (TRACS) system that translates switch translation data.

In addition, *Planning and Implementation* includes the following information:

- A breakdown of the responsibilities of the Implementation Team
- Implementation timelines
- A summary of post-sale, pre-installation activities
- Planning worksheets and data input forms for configuring your systems and ordering equipment
- Training requirements for system users.

*Manager IV Installation,
Initialization and Maintenance*

- Title:** *DEFINITY® Manager IV
Installation, Initialization and Maintenance Manual*
- Select Code:** 585-223-100
- Audience:** Field Installation personnel;
National Customer Service Center (NCSC) personnel
- Prerequisites:**
- Manager IV user *and* services training
 - Knowledge of the Manager IV 3B2-600 host processor and related peripherals
 - Knowledge of the various switches administered by Manager IV
 - Knowledge of the UNIX® operating system and file systems
 - Knowledge of the UNIX text editors - **vi** or **ed**

Content Summary:

Manager IV Installation, Initialization and Maintenance is used by the AT&T services team to install Manager IV hardware and to populate the Manager IV database with the information necessary to operate the system management features. A tier I technician does most of the on-site hardware installation; NCSC personnel remotely initialize the software. This manual includes the following information:

- an overview of the installation and initialization process for Manager IV
- the installation procedures for a 3B2-600
- acceptance tests that ensure the Manager IV software is properly loaded and is functioning accurately
- error tracing procedures for isolating any problems that may have occurred during the installation and initialization process
- procedures for installing Manager IV software release updates
- a directory of Manager IV diagnostic tools, and appendices on supporting documentation, dial tone transactions and reports, installation training and field service installation tasks.

*Manager IV
System Administration*

- Title:** *DEFINITY® Manager IV
System Administration*
- Select Code:** 585-223-700
- Audience:** Manager IV System Administrator
- Prerequisites:**
- Manager IV training
 - 3B2-600 administration training
 - Knowledge of the Manager IV host processor and related peripherals
 - Knowledge of the various switches administered by Manager IV
 - Knowledge of the UNIX® operating system and file systems
 - Knowledge of the UNIX text editors - **vi** and **ed**
 - Familiarity with UNIX shell programming
 - Familiarity with computer system security procedures

Content Summary:

This document begins with an explanation of the relationship between Manager IV and the Manager IV System Administrator. Responsibilities include administering hardware on the Manager IV processor to access the switches the Manager IV manages, providing access logins and passwords to other system users, and monitoring the health of the system.

This guide includes procedures on the following:

- administering Manager IV itself
- administering the hardware—processors, peripherals, ports, printers
- maintaining the Manager IV database
- Manager IV database backup and recovery
- error handling and interpreting system error logs

System Administration also includes appendices on Delta Reports, which track database activity; Audits, which check the synchronization of the switch and the Manager IV database; Universal Outward Feeds, which collect selected Manager IV data for use by other management applications; and Managewr IV's Maintenance (Proc Mode) application.

<p style="text-align: center;"><i>System Administrator's Checklist</i></p>
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Title: *DEFINITY® Manager IV
System Administrator's Checklist*

Select Code: 585-223-707

Audience: System Administrators

Prerequisites:

- *Manager IV System Administration*
- Knowledge of system administrator responsibilities
- Knowledge of UNIX operating system
- Knowledge of the 3B2-600 processor administration activities

Content Summary:

The *System Administrator's Checklist* provides a quick synopsis of the duties and associated commands performed by the Manager IV System Administrator. It also serves as a quick reference to the Manager IV backup and recovery tools.

The usefulness of this card depends on fluency with the information and procedures provided in *System Administration* (585-223-700).

Terminal Change Management Operations

Title: *DEFINITY® Manager IV Terminal
Change Management Operations*

Select Code: 585-223-701

Audience: TCM Agents

Prerequisites:

- Familiarity with telecommunications concepts
- Knowledge of the DEFINITY Generic 2, System 85 and/or AT&T DIMENSION® switches' features and capabilities
- *Introduction to Manager IV*
- *Getting Started with Manager IV*
- Knowledge of the operation of Service Requests
- Familiarity with the features and capabilities of AT&T voice and data terminals

Content Summary:

This guide provides detailed procedures that terminal change agents use to administer the voice terminals (telephones), data terminals, PC's, and data modules, as well as their associated features. It is assumed that the user of this guide has access to DEFINITY Generic 2, System 85 and DIMENSION feature descriptions.

TCM Operations describes how to set up the TCM application and provides a detailed understanding of TCM operations.

The following major areas of administration are covered in *TCM Operations*:

- Terminals and extensions
- Attendant consoles
- Call distribution and call vectoring
- Integrated Service Digital Network (ISDN)
- Tenant services
- TCM-related switch equipment

In addition, both a directory of TCM reports and troubleshooting procedures are provided.

Facilities Management Operations

Title: *DEFINITY® Manager IV Facilities Management Operations*

Select Code: 585-223-702

Audience: FM Administrator

Prerequisites:

- *Introduction to Manager IV*
- *Getting Started with Manager IV*
- Manager IV training
- Familiarity with DEFINITY Generic 2, System 85 and/or AT&T DIMENSION, and DEFINITY Generic 1 and System 75 switches and the trunking facilities that can be associated with them.

Content Summary:

Facilities Management Operations describes how to use this application to administer trunks and other facilities in your telecommunications network from a central location.

The major points covered in this guide are:

- An overview of the common types of networks Manager IV administers
- Administration of Generic 2, System 85 and DIMENSION FP8 hardware
- Controlling network use and network routing and administering networks and network features
- Trunk group and modem pool administration
- Common ways to handle call distribution
- Troubleshooting procedures
- Dial Access Codes used for Manager IV and Generic 2 features
- DCIU/DCS administration for System 85 R2V3
- A list of FM command-to-proc mappings
- An FM report directory
- An FM command directory

Query and Report Languages

- Title:** *DEFINITY® Manager IV
Query and Report Languages*
- Select Code:** 585-223-703
- Audience:** Manager IV System Administrator
- Prerequisites:**
- Knowledge of all aspects of Manager IV database record structure
 - Knowledge of the UNIX operating system
 - Proficiency in using the screen editor **vi**.

Content Summary:

This guide assists the sophisticated Manager IV user in extracting information from the Manager IV database and if desired, taking that information and incorporating it into a custom report. This customized report-generating facility supplements the standard reports provided within the TCM and FM applications. This guide provides the necessary descriptions, tutorials and the commands that allow you to view information immediately at your terminal or to insert the queried information into a custom-designed report using your own design and format.

The following areas are covered in this guide:

- The Query and Report Language/Manager IV relationship
- Manager IV database structure
- A description of the Core Terminal Monitor (CTM), the environment in which queries are created and run
- Procedures for developing queries and generating reports
- Descriptions of CTM and Query, and Report Language commands.

CROSS-REFERENCED ACTIVITY MATRIX

The following cross-referenced activity matrix has been designed as a quick reference aid. This matrix maps a specific activity to the document or documents in which information about that activity can be found.

For example, information about Service Requests appears in *Getting Started with Manager IV*, the *Manager IV Quick Reference*, *Manager IV System Administration* and *Introduction to Manager IV*.

Document	IN	GS	QR	IIM	PI	SA	SAC	TCM	FM	QRL
Before You Use Mgr IV	●	●		●	●					
Service Requests	●	●	●			●				
Terminal and Extension Administration								●		
Switch Administration								●	●	
Processor and Peripherals						●				
Database Administration				●		●				
Backup and Recovery						●	●			
Reports						●		●	●	●
Audits						●				
QRL Tools										●
Trunk Administration									●	
Network Administration									●	
Call Vectoring								●	●	
ISDN								●	●	
Troubleshooting		●		●	●	●		●	●	
Command Directory						●			●	
Glossary		●						●		
Mgr IV Training				●						
Mgr IV Upgrades				●						
Supporting Documentation		●		●	●	●		●	●	●

KEY to document titles:

- IN = *Introduction to Manager IV*
- GS = *Getting Started with Manager IV*
- QR = *Manager IV Quick Reference*
- IIM = *Manager IV Installation, Initialization and Maintenance*
- PI = *Manager IV Planning and Implementation*
- SA = *Manager IV System Administration*
- SAC = *Manager IV System Administrator's Checklist*
- TCM = *Manager IV Terminal Change Management Operations*
- FM = *Manager IV Facilities Management Operations*
- QRL = *Manager IV Query and Report Languages*

GLOSSARY

Terms that appear in **bold** type within definitions are defined elsewhere in this glossary.

Adjunct products	Products (e.g., AUDIX, ISN) that Manager IV administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to Manager IV's ability to administer System 85 directly.
Application	In Manager IV, a set of software administrative capabilities grouped together for a common purpose. For example, Manager IV's Terminal Change Management application lets you add, move, change, remove, and otherwise administer voice and data terminals resident on the DEFINITY Generic 2 and System 85 Communications Systems that Manager IV manages.
Area	A level within the Manager IV command hierarchy that groups commands related to a specific application, such as FM or TCM.
Attendant console	An electronic call handling unit with pushbutton control used by attendants to answer and place calls and to monitor some system functions.
Call Distribution/ Vectoring	Methods for handling incoming calls and distributing them among various voice terminals.
Clone daemon	A Manager IV software process that runs only when needed. More than one clone daemon can run at one time so that similar requests can process simultaneously.
Command	An instruction given by the user to the Manager IV software to perform a particular function.
Configuration	<p>The arrangement of the software and hardware of a computer system or network. Manager IV's configuration includes either a standard or custom processor, requisite peripheral equipment (e.g., printers), and software applications.</p> <p>Configuration also refers to the way the switch network is set up, that is, the types of products that are in the network and how those products communicate.</p>
Core Terminal Monitor (CTM)	The environment in which queries against the Manager IV database are run. It is used by the Query and Report Languages integrated into Manager IV to gather specific pieces of information about the switch from Manager IV's product-image database.

Crontab	A UNIX Utility accessible through Manager IV that is a schedule or chronological table of automatic system activities.
CTM	See Core Terminal Monitor .
Daemon	See Clone daemon .
Database	A structured set of files and records, such as the Manager IV database .
EFT	See Engineerable Facilities Table .
ELL	See Equipment Line Location .
Engineerable Facilities Table (EFT)	The Manager IV database file that contains information about trunk groups and miscellaneous facilities on the network.
Equipment Line Location (ELL)	The seven-digit number representing the physical location of a port or circuit board on the DEFINITY Generic 2, System 85 or DIMENSION switch.
Facilities Management (FM)	A Manager IV management application that allows you to manage the trunks, trunk groups, and their related equipment and to set parameters for those facilities.
FM	See Facilities Management .
Feature	A function or capability of a product or an application within Manager IV.
Function key	A key, labeled F1 through F8, on your keyboard to which the Manager IV software gives special properties for manipulating the user interface.
ISDN	See Integrated Services Digital Network .
Implementation Team	The team composed of the customer representative, the account executive, the systems consultant, and Services project manager responsible for coordinating activities related to the purchase and preparation for the installation of Manager IV.
Initialization	In Manager IV, the process of populating the Manager IV database with switch and non-switch data, and conducting operation performance testing in order to make Manager IV operational.
Integrated Services Digital Network (ISDN)	A network that provides end-to-end digital connectivity to support a wide range of voice and data services. DEFINITY Generic 2's and System 85 R2V4's ISDN capability allows the customer to connect to both public and private networks that use current ISDN standards.
Interface	The access point of a system. In Manager IV, the interface is designed

to provide you with easy, English language-like access to the software's management capabilities.

Logging on/off	Entering or exiting the Manager IV software.
Manager IV	A complete system management tool that allows you to access Generic 2 and System 85 (R2V2 - R2V4) switches directly to perform myriad administrative and monitoring functions. Manager IV consists of two management applications, Terminal Change Management (TCM) and Facilities Management (FM) . Three toolkit applications— System Administration, Utilities and Adjunct Administration— allow you to administer Manager IV itself and to access adjunct products (AUDIX, ISN) and System 75.
Manager IV Database	The main database of the Manager IV system is composed of the product-image database , which contains a copy of switch translation information, equipment inventory, non-switch data, and the Engineerable Facilities Table (EFT) .
NCSC	See National Customer Support Center .
National Customer Support Center	A centralized, sophisticated services center where the Manager IV Hotline is located. These expert users support Manager IV installations and remote initialization of the software. Configurations of individual Manager IV sites are kept at the NCSC to help provide quick answers to questions raised over the Hotline.
Object/verb	Part of the Manager IV command syntax: object refers to the item acted upon (for instance, "terminal"); verb refers to the action taken on that object (for instance, "add").
On-line help	Messages or information that appear on the user's screen when a Function Key (F1 through F8) or control key (Ctrl or ^) is pressed.
PBX	See Private Branch Exchange .
Peripheral (device)	Equipment such as printers or terminals that is in addition to the basic processor.
Port	A point of access from the 3B2-600 processor to a switch across trunks or lines for transmission of data.
Private Branch Exchange (PBX)	A private, customer-based telecommunications switching system. Also known as a switch .
Processor	In Manager IV documentation, the computer on which the UNIX Operating System and Manager IV software runs. In general, the part of the computer system that processes the data. Also known as the Central Processing Unit (CPU).
Procs	An abbreviation for the procedures used to administer DEFINITY

Generic 2 and System 85 using the Maintenance and Administration Panel. These "procs" are sequences of numbers that communicate directions to the **switch**. Manager IV commands are translated into procs.

Product	A switch (Generic 2, System 85, DIMENSION), or adjunct (AUDIX, ISN, Generic 1 or System 75) that can be managed by Manager IV.
Product-image database	The portion of the Manager IV database that maintains copies of the switch translation (configuration of terminals and features) information.
Recovery	The process of using copies of the Manager IV file system to reconstruct files that have been lost or damaged. (See also Restore .)
Restore	The process of recovering lost or damaged files by retrieving them from available backup tapes or from another disk device. (See also Recovery .)
Service Request	A Manager IV feature that allows the user to enter one or more transactions and schedule them to be downloaded to the switch immediately or at a later date and time.
Switch	A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a Private Branch Exchange (PBX) .
Switch Network	Two or more interconnected switching systems.
Switch translation	The call processing instructions contained in the switch database. This data is obtained from the switch and reconfigured for Manager IV by Translations, Recovery, Additions and Conversions Systems (TRACS) ; these translations are then populated into the Manager IV product-image database.
System Administrator	The person assigned the responsibility of monitoring all Manager IV software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.
System architecture	The manner in which the Manager IV software is structured.
System 75	An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users. Manager IV accesses DEFINITY Generic 1 and System 75's own management capabilities on a cut-through basis.
System 85	An advanced digital switch supporting up to 30,000 lines that provides voice and data communications for its users. Manager IV accesses DEFINITY Generic 2 and System 85 directly to administer their features and related peripheral equipment. Manager IV supports

DEFINITY Generic 2 and System 85 R2V2 through R2V4.

TRACS	See Translations, Recovery, Additions, and Conversion Systems .
Telecommunications	The capability to send analog voice and digital signals across various types of transmission facilities.
Tenant services	A DEFINITY Generic 2 and System 85 R2V4 feature that allows a large System 85 to appear to users of the switch as several small independent switches. It allows the switch to be shared by a wide assortment of user groups, known as "tenants." Each tenant "switch" can be assigned different features and parameters.
Terminal Change Management (TCM)	A Manager IV management application that allows you to administer voice and data terminals, and other related telephone or data communications equipment on Generic 2, System 85 and DIMENSION. Terminal-related features are administered through TCM as well.
Traffic	The flow of information or messages through a communications network for voice, data, or audio services.
Transaction	A specific task (add, change, move, remove, etc.) on an object requested by the user through Manager IV.
Translation	A specified direction to the switch requested by the user through Manager IV.
Translations, Recovery, Additions, & Conversion System	The system that copies the translation information of a switch onto a tape. This data is then used to populate the Manager IV product-image database.
Transmission Trunks	Communication channels between two switches.
UNIX ed editor	A line editor used in Manager IV to create and change electronic files. (See vi .)
UNIX operating system	The operating system developed by Bell Labs and used by the 3B2 processors.
UNIX shell	The command language that provides a user interface to the UNIX operating system.
UNIX vi editor	A screen editor used in Manager IV to create and change electronic files. (See ed .)
Verb/object	See Object/verb .

MASTER INDEX

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<i>CSM Terminal Change Management User's Guide</i>	TCM
<i>CSM Cost Management User's Guide</i>	CM
<i>CSM Facilities Management User's Guide</i>	FM
<i>CSM Reference Manual</i>	REF
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<i>CSM Query & Report Language User's Guide</i>	QRY
<i>CSM Installation & Initialization Manual</i>	I+I

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