

**Q:** We are scheduled to experience multiple power-down situations due to some electrical work in our facility this summer. What are the precautionary steps for a “graceful” shutdown of our Definity and AUDIX voicemail?

**A:** This is one of the most overlooked and understood procedures concerning a telephone system, not just the Definity PBX. Almost all components of your telephone “System” is processor-driven; that is to say, they are computers. It is ALWAYS better to shut a computer down gracefully than to let it go down with the commercial power that supplies it. Especially if it “bumps” down-then-up-then-down, etc. This is what has made a whole new side-industry since the computer explosion of the last 20 years, Uninterruptible Power Supplies, or UPS’s. Keeping power to a piece of computerized equipment until a graceful shutdown can be accomplished is very important to the overall health of that equipment. Your Definity has been designed, if properly installed with recommended grounding, to withstand most power-down situations without damage, with the possible exception of the “bumps” mentioned above. Still, it’s better to do it gracefully if you have the ability through either prior planning or UPS hold-over that gives you time for it. Most of the damage after an unexpected or improperly prepared power-down affects voicemail and other processor-driven adjuncts (CMS, Conversant, etc.), rather than the PBX itself. It is those adjuncts to which you want to pay particular attention for a power-down situation. Since you only mentioned that you have an AUDIX adjunct, I will only address that and the Definity here. If you or other readers need information on CMS or Conversant, please contact me (see below).

#### Definity Power-Down Procedures:

1. Perform a “save translation” command on tape, flashcard or MO-Disk, whichever your system has. Repeat on 2<sup>nd</sup> media if you have one. This will take about 5 minutes per media.
2. If your system has a TN750 Announcement circuit pack in it, your probably have announcements and will need to save them via the “save announcements” command. This will take about 45 minutes to an hour per media (if you have multiple TN750’s you will need to do this for each one on a separate piece of media, as each media only stores one copy of announcements. If you try to use only one media, you will over-write the first with the second, etc. In addition, you will have to change the announcement data-module for you system via the “change data nxxx” (locate the number nxxx by doing a “list data” command and see what the extension number of the announcement data-module is) and change it to the slot number for each of the TN750’s as you save on the separate pieces of media, as there is only one “announcement” data-module in the system).
3. Now you must determine which AUDIX you have before powering-down. If you have an Intuity-AUDIX or the older AUDIX-Small or AUDIX-Large (sometimes referred to as AUDIX-V1 – one that’s about the size of a cedar chest or Definity SCC (Stackable/XE)), or a 3<sup>rd</sup>-party voicemail such as DuVoice, KeyVoice, Active-Voice, etc., then you could probably power-down the Definity PBX at this point (,This does not include the Definity-AUDIX which must have a shut-down procedure performed before you power down the Definity to which it’s installed and gets it’s power from; see item #4.) but over the years there have been other integrated (directly plugged-in) devices manufactured for the Definity system that are not widely known, i.e., TN802 MAP-D IP-Circuit Card that also have their own processor, and must be gracefully shut-down before a power-down, so visually scan your carriers to make sure you don’t have one of these odd systems installed. MCC cabinets (refrigerator-size cabinet(s)) power down with a breaker-switch located at the bottom front of the cabinet, and can be accessed by opening via the hole in the cover. SCC cabinets (stackable/XE cabinets) each have their own power switch which can be located on the back in the upper right corner if you are standing in front of them, just above the power-cord. We were always instructed to turn the stack of cabinets off from bottom-to-top and power them back on from top-to-bottom, but if it’s done in moderately rapid succession, it doesn’t really make any difference. The system will automatically reboot all programmed translations upon powering back up if the backup media is inserted. It will take about 5 minutes for most translations to reboot, but will take about 45 minutes to an hour for announcements. Power the Definity PBX back up before you power the external adjuncts, i.e., Intuity-AUDIX, CMS, Conversant, etc. This would also be true for 3<sup>rd</sup> party adjuncts, i.e., DuVoice, KeyVoice, ActiveVoice, etc. Also, don’t forget to press the “Hundreds” select button on the Attendant Console’s DSS as it doesn’t come back on automatically and will confuse an attendant that only has one hundreds group.

#### Definity-AUDIX Power-Down Procedures:

4. At the command line, perform the command “reset system shutdown”. You will be queried as to whether you want to shutdown or not, and prompted to press Enter (F3) if you do. You will then be informed that a shutdown is in progress and will be executed as the voice ports become idle. If you want to do it immediately and not wait for the ports to become idle, you can press Enter (F3) again and it will cut-off the users on the ports and perform the shut-down immediately. If you’re not in any rush, it would be preferred to let the calls in progress finish. When you see the phrase “shutdown complete”, the voicemail has been gracefully shut-down, and you can proceed with powering-down the Definity PBX if you have no other adjuncts (see above) affected. If in the event you don’t have a terminal connected to the Definity-AUDIX, there’s a button located on the face of it that will perform the Shutdown also. There are actually three buttons that can be depressed, only one of which is used for the Shut-down procedure. It’s the one that’s flush with the face of the unit, as the other two protrude out an eighth of an inch or so. When you depress the flush button (it’s marked as “Boot/Shutdown”) the LED display in the small window will change from a steady “ADX” to various things, one of which is “MSHUT”. This will appear first as flashing on and off. When it is no longer flashing, but a steady “MSHUT”, it is shut-down properly for a Definity power-down. The Definity-AUDIX will automatically reboot when the Definity PBX is powered back on after about 5-to-10 minutes.

#### Intuity-AUDIX Power-Down Procedures:

5. At the Intuity Main Menu select “Customer/Services Administration” which will take you to that menu where you want to select “System Management”. Next select “System Control” and finally “Shutdown System”. You will be asked to enter how many seconds, so enter “1”, and it will then start the shutdown process. It will give you the indication as to when it’s safe to turn the power off, but actually gives you the ability to also reboot it by pressing control-alt-delete. Don’t press the buttons but just turn the power off on the back of the unit. If you haven’t already powered down the Definity PBX you can now do so if there are no other adjuncts that will be affected (see #3 above). To bring it back up, just power it back on after the Definity PBX has been powered up and it will automatically reconnect after about 5-to-10 minutes.

#### AUDIX-Small/Large (Older cedar-chest or SCC/XE sized cabinet)

6. At the command line at the top of the screen enter “shutdown”. You will then be asked “Administrative or Maintenance”; choose “M” for maintenance. Then it wants to know if it’s to do it “Forced” or “Camp-on”; choose “F” for forced if you’re in a rush, otherwise choose “C” for camp-on which will let calls in progress finish on the ports before the shutdown is started. It will be ready to power-down when the “command successfully completed” appears at the bottom left of the terminal screen. To bring back up, just power it back on after the Definity PBX has been powered up and it will automatically reconnect after about 10-to-15 minutes.

And, as always, if I have confused anyone or forgotten anything and you need further assistance, please contact me.

This information is for general use only, and does not claim to fit any or all circumstances you may encounter, so if you are not sure, always contact a certified technical support person or facility before you implement these procedures.