

intervoice

IBM Server Quick Reference

Site preparation responsibilities

Intervoice:

- Works with the customer to develop a suitable site plan.
- Prepares the equipment for installation.
- Installs the equipment.
- Performs system tests that ensure satisfactory operation.

Customer:

- Prepares the installation facility to meet environmental, cooling, and ventilation requirements.
- Installs all wiring, including power and data cables, in compliance with local and national building codes (in the United States, National Electrical Code NFPA 70).
- Installs the telephone lines for connection to the system.

Unpacking tips

- Carefully open boxes and remove any protective film from the components.
- Ensure that the equipment was not damaged during shipping. If it is damaged, contact the shipping company and an Intervoice representative immediately.
- Verify the contents of the box against the packing slip included with each unit.
- Save all boxes for exchanging system components during upgrades.
- Ensure that all hardware boards required for system operation are installed.

For more information about installing hardware boards, refer to the *Intervoice System Hardware Guide*.

Intervoice offers a selection of IBM servers to provide call automation solutions with or without telephony boards. The IBM xSeries servers are capable of supporting many of Intervoice's server-dependent features, including:

- Voice browser (IQTalk, VoiceXML, or SALT)
- Speech recognition
- Text-to-speech
- Application/Web server
- Control Center Alert
- Control Center Manage
- Control Center Deploy
- Application View
- Database server

xSeries server models

The xSeries server models available are:

- xSeries 346
- xSeries 336
- xSeries 206M

Site preparation checklist

To prepare the site...

- Verify that the location for the system meets environmental requirements—temperature, humidity, dust, and power—and that it is within 5 feet of electrical outlets.
- Verify that adequate anti-static products are available to keep the equipment area free of static discharge.
- Check that the cooling and ventilation system keeps the surrounding temperature and relative humidity within the specified ranges.
- Provide a dedicated line for each system, connected directly to the circuit breaker box.
- Allow at least 6 inches of clearance behind the unit for cable connections and ventilation and at least 0.5 inch on each side for ventilation.
- Provide a separate outlet with the proper voltage and current ratings for all equipment.
- Verify your system configuration.

For more information about preparing the site for the IBM servers, refer to the accompanying documentation or go to: <http://www.ibm.com>.

For more information about preparing the site for the Intervoice Optima Rack, refer to the *Intervoice Optima Rack Site Preparation Guide*.

For more information about preparing the site for the Intervoice Global Rack, refer to *Intervoice Global Rack Site Preparation and Installation*.

Installation checklist

To install the system...

- Set up the components or install in racks, if applicable:
 - Allow ample space behind and on each side of each unit for cable connections and ventilation.
 - Set the stabilizing feet, if applicable.
 - Connect power, monitor, keyboard, and mouse. For a multiple-system configuration, connect to Master Console II.
- Install the Intervoice Soft License (MTC systems) or System Security Key (InterSoft systems) for each component:

Note The system cannot operate without this device.

Intervoice Soft License (for MTC)

- Obtain an Intervoice soft license key from the Intervoice Soft License Web Access page at: <http://realcare.intervoice.com/licensing/>

For more information about the Intervoice Soft License, refer to the *Intervoice Soft License User's Guide*.

USB System Security Key (for InterSoft)

- Ensure that InterSoft version 3.5.3 or newer is installed.
- Copy the resource security file (*intvcode.exe*) provided with the system to the `~\intv\cfg` directory.
- Connect the USB System Security Key to a USB port on the back of the system. The driver installs automatically.
- Restart the system.

Parallel Port System Security Key (for InterSoft)

- Connect the System Security Key's male DB-25 connector, labeled Computer, to the parallel port on the back of your system.
- Copy the resource security file (*intvcode.exe*) provided with the system to the `~\intv\cfg` directory.

For more information about the USB or parallel port System Security Key, refer to the *Intervoice System Hardware Guide*.

- Connect the host interface cables, if applicable.
- Connect the RealCare modems.
- Run system diagnostics.

For more information about installing the IBM servers, refer to the accompanying documentation or go to: <http://www.ibm.com>.

For more information about installing components in the Intervoice Optima Rack, refer to the *Intervoice Optima Rack Installation and Maintenance Guide*.

For more information about installing components in the Intervoice Global Rack, refer to *Intervoice Global Rack Site Preparation and Installation*.

Related documentation

For information about...	Refer to...
<ul style="list-style-type: none"> • Site preparation • Component features and specifications • Troubleshooting • General product information 	<p><i>Intervoice Optima Rack Site Preparation Guide</i> (60000834)</p> <p>IBM product documentation</p> <p>http://www.ibm.com</p>
<ul style="list-style-type: none"> • Installing the IBM servers in the Intervoice Global Rack or Optima Rack 	<p><i>Intervoice Optima Rack Installation and Maintenance Guide</i> (60000835)</p> <p><i>Intervoice Global Rack Site Preparation and Installation</i> (60001308)</p>
<ul style="list-style-type: none"> • Installing hardware boards • Preparing, connecting, and testing telephone lines 	<p><i>Intervoice System Hardware Guide</i> (60001188)</p>
<ul style="list-style-type: none"> • System licensing 	<p><i>Intervoice Soft License User's Guide</i> (60001148)</p>



Intervoice provides its standard product documentation in online format: Microsoft HTML Help **.chm** files and Adobe Acrobat **.pdf** files

Use Adobe Acrobat Reader version 4 or later and Internet Explorer version 4 or later. For more information, go to these Web sites: <http://www.adobe.com> and <http://msdn.microsoft.com>.

View the online product documentation (as applicable per product):

- Product CD-ROM: **Documentation** or **Docs** directory
- Product GUI: **Help** menu
- System: **INTV\DOCS** or **Program Files\Intervoice\Product\Documents** directory
- Web site: <http://realcare.intervoice.com>
- Questions? E-mail: document.feedback@intervoice.com

xSeries 346

The xSeries 346 features include:

- 2U rack-mounted
- Single or dual Xeon 3.4 GHz CPU
- 1 GB memory (expandable to 16 GB)
- 2 full-length PCI slots (certified for telephony boards) and 2 half-length PCI slots
- DVD-ROM

Note This server functionally replaces the xSeries 345.

xSeries 346 options

Item	Option
Additional hard drives	73 GB, SCSI 10K RPM, U320 146 GB, SCSI 10K RPM, U320
Memory	1 GB DDRII (2 X 512) 2 GB DDRII (2 X 1024)
Redundancy	Redundant power supply ServeRAID 7K RAID controller (does not use a slot)

Note This server is not mountable in the Intervice Global or Intervice Optima racks.



xSeries 346

xSeries 336

The xSeries 336 features include:

- 1U rack-mounted
- Single or dual Xeon 3.6 GHz CPU
- 1 GB memory (expandable to 16 GB)
- 1 full-length PCI slot and 1 half-length PCI slot (not certified for telephony boards)
- Dual onboard NICs
- DVD-ROM

Note This server functionally replaces the xSeries 335.

xSeries 336 options

Item	Option
Additional hard drives	73 GB 10K RPM, U320 146 GB 10K RPM, U320
Memory	1 GB DDRII (2 X 512) 2 GB DDRII (2 X 1024)
RAID Controller	ServeRAID 6i+ (RAID 1 only)
Redundancy	Redundant power supply



xSeries 336

xSeries 206M

Note The xSeries 206M functionally replaces the xSeries 206.

The xSeries 206M features include:

- Tower or 5U rack-mounted
- Single Pentium 4 3.06 GHz CPU
- 512 MB memory (expandable to 4 GB)
- 4 full-length PCI slots (certified for telephony boards)
- Onboard NIC
- DVD-ROM

xSeries 206M options

Item	Option
Additional hard drive	80 GB, SATA
Memory	512 MB PC2700 (1 X 512) 2 GB (2 X 1024)
Mounting equipment	Tower to rack conversion kit



xSeries 206M