Dialogic®

an Intel company

D/4PCI

- ■ **Installation**
- ■ **Warranty Period**
- ■ **RMA Procedure**

1. Protect the Boards from Damage

⚡ Caution! Computer boards are static-sensitive and can be damaged by touching or handling. To prevent damage from static electricity, do the following:

- Wear a grounded, static-dissipative wrist strap for the entire hardware installation.
- Work at a static-safeguarded work station (see below).
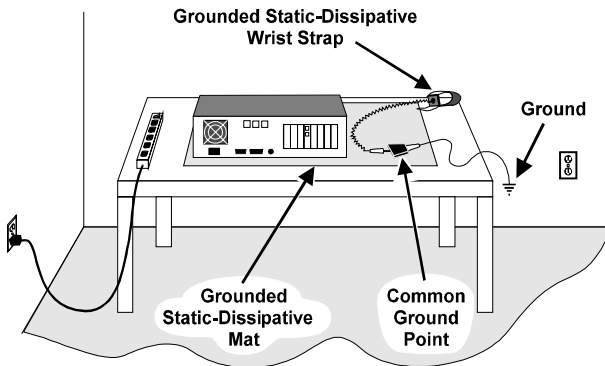
The work surface drains electrical charges from conductive materials when the materials are placed on the surface. The grounded, static-dissipative wrist strap drains static charge from the person wearing the strap. Both components ensure that static charges are drained at a rate and current level that are safe. Both must be used any time a person is handling a board or component.

2. Installation Order

Dialogic recommends that you install Dialogic hardware before Dialogic software. However, if you are adding hardware to an existing system, you do not need to uninstall existing Dialogic software.

3. Set the Hardware Switches

These Dialogic boards use Plug and Play technology, including hardware auto-configuration for IRQ and memory address. These boards allow you to use the factory default hardware settings for quick installation and operation.

A. Set the Board Sequence (Optional)

Board Numbering: When you start Dialogic boards, each board is assigned a sequential number for identification and use by the application program. The board number is based on the board ID that is set through a hardware switch on the board (rotary switch SW1).

Set the board ID switch to select the board sequencing method as follows:

- **Geographical Sequence (by PCI Bus and Slot Number): Board ID 0 (factory default)**
  All Dialogic PCI boards can share the factory default setting of board ID 0. Board numbers will be assigned in ascending order based on the PCI bus and slot number. **Note:** If you add a board to the system, it could change the Dialogic board numbering, depending upon the PCI bus and slot number where you install it. Also, PCI boards that use ID 0 for the geographical numbering sequence will be numbered before boards that use board IDs 1–F. The geographical method is not available for ISA bus boards.

- **Programmable Sequence (by Dialogic Board ID): Board IDs 1–F**
  If you change the board ID from the factory default of 0 to any other number, the board numbering will be in ascending order based on the board ID. **Important!** The board ID must be unique (it must not conflict with the board ID of any other Dialogic ISA or PCI board). If you use this method, Dialogic recommends that you assign sequential numbers starting at 1. This method is also used for all ISA bus boards.

Precedence in Mixed Systems: In systems using both methods, boards that use geographical sequence will be numbered before boards that use programmable sequence.

B. Set the Hook-Switch State for Start-Up (Optional)

Set the SW4 slide switch as follows to select how the voice board responds to an incoming call when the PC power is on but the board is not initialised.

Ringing (On-Hook) → SW4 OFF

SW4 = Off (default): Callers hear ringing (on-hook).

Busy (Off-Hook) → SW4 ON
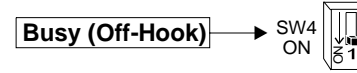
SW4 = On: Callers hear a busy signal (off-hook).

**Note:** If the PC power is off, callers hear ringing (on-hook).

4. Install the Boards in the PC

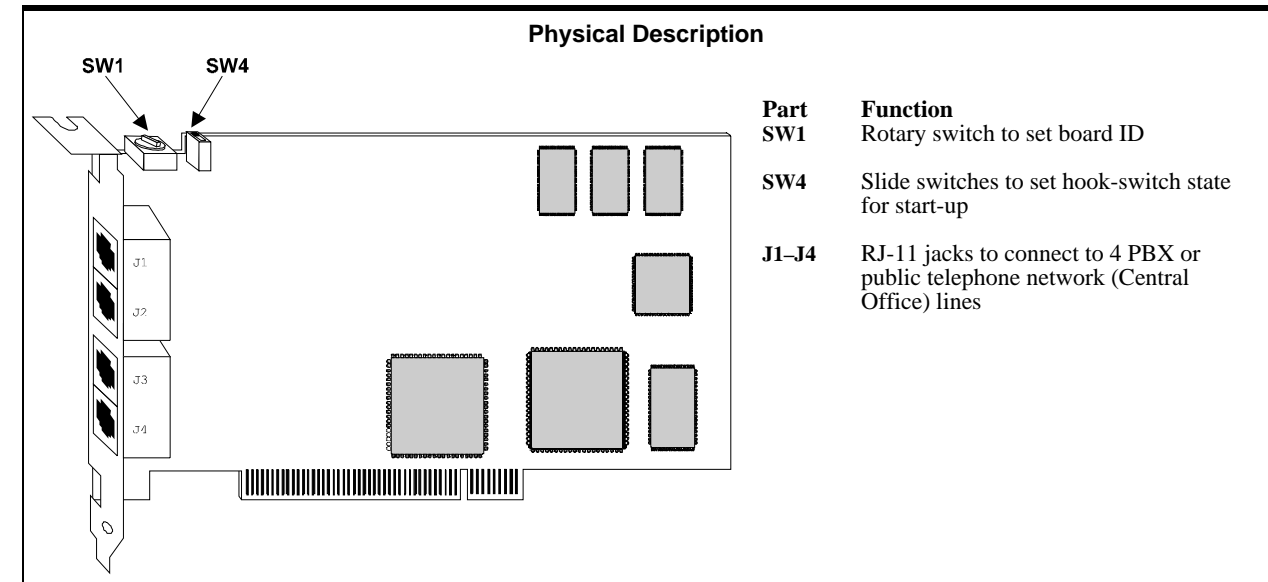**⚡ Warning!** To reduce the risk of electric shock:

- Switch off the power and remove power cords before opening the computer case.
- Do not re-attach power cords or switch on power to the computer while the computer case is removed.
- Refer to the Regulatory Notices section of this *Quick Install Card* for important installation information.
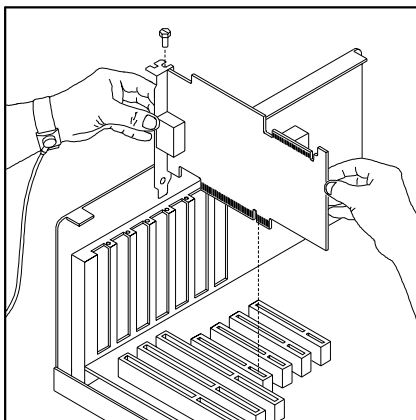
Install each board in the PC chassis using adjacent PCI slots according to the following instructions.

1. Turn off all power to the system, and disconnect the system's power cords from electrical outlets.

2. Remove the PC cover.

3. Select an empty PCI expansion bus slot, and remove the slot's retaining screw and access coverplate.
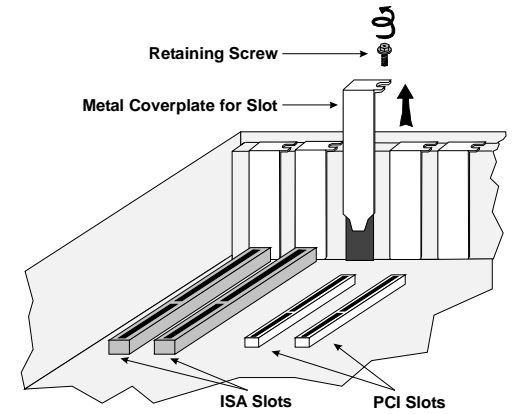
4. Insert the board's edge connector into the bus slot. Apply pressure only to the top edge of the board, and gently rock the board forward and backward to seat the edge connector into the slot.

Physical Description

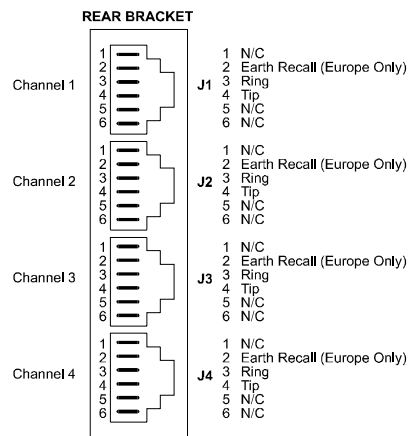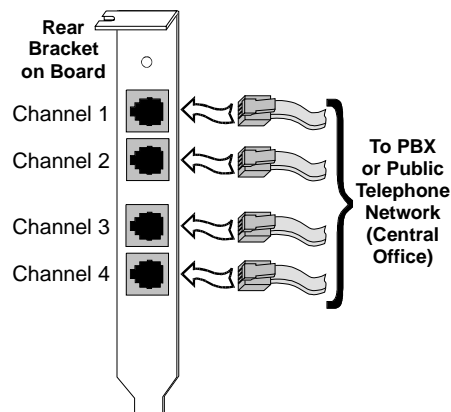| Part	Function
SW1	Rotary switch to set board ID
SW4	Slide switches to set hook-switch state for start-up
J1–J4	RJ-11 jacks to connect to 4 PBX or public telephone network (Central Office) lines

5. Install the retaining screw.

6. Select a new slot and repeat steps 3 through 5 for each board you are installing. Replace the PC cover when finished.

5. Connect External Cables

Each RJ-11 jack on the rear bracket of the voice board supports a single voice channel. Use RJ-11 connectors and phone cable to connect each voice channel jack to a PBX or the Public Telephone Network Central Office (CO).

Note: A standard telephone will not function when directly attached to the board.

Rear Bracket on Board

Channel 1
Channel 2
Channel 3
Channel 4

To PBX or Public Telephone Network (Central Office)

REAR BRACKET

Channel 1	J1	1 N/C 2 Earth Recall (Europe Only) 3 Ring 4 Tip 5 N/C 6 N/C
Channel 2	J2	1 N/C 2 Earth Recall (Europe Only) 3 Ring 4 Tip 5 N/C 6 N/C
Channel 3	J3	1 N/C 2 Earth Recall (Europe Only) 3 Ring 4 Tip 5 N/C 6 N/C
Channel 4	J4	1 N/C 2 Earth Recall (Europe Only) 3 Ring 4 Tip 5 N/C 6 N/C

6. Install Software, Configure and Test

1. Install the Dialogic software release and configure the Dialogic boards as described in the software installation documentation.

   Your application software or Dialogic software release may have special installation or configuration instructions or requirements. Be sure to read this information before you install the software.

2. For all operating systems, test the boards using the Dialogic hardware diagnostic utility (UDD).

Warranty and Return Information

For technical specifications and product information, see the Dialogic website at http://www.dialogic.com.

Warranty Period

The Dialogic D/4PCI has a 3-year warranty. See the *Hardware Limited Warranty* on the back of the Regulatory Notice for coverage details.

Return Material Authorization (RMA) Process

Before completing the RMA Process, verify that the problem is not is due to a mistake or oversight in the installation process. Choose one of the following methods:

- On the Web, go to the Dialogic eSupport Service at http://support.dialogic.com.
- If you have a Dialogic Support Plan, contact one of our Technical Support Departments listed below and they will troubleshoot the problem over the phone.

   The Americas
   973-993-1443

   Continental Europe, Middle East, Africa
   +32-2-712-4321

   Southeast Asia, West Asia, and Australia/New Zealand
   +65-339-9833

- For more information about these Technical Support sites, go to: http://www.dialogic.com/support/tech.htm
- If you purchased your Dialogic product outside the United States or Canada, contact your local Dialogic Sales Office for RMA procedures.
- If you purchased your Dialogic product from a distributor, they own the warranty and you MUST go through them if you do not want to be charged for the repair.

After you have determined that you have a problem board, go to Dialogic's Technical Support website at http://support.dialogic.com/rma/index.htm, fill out **Dialogic's Repair Authorization Request Form** and e-mail the Return Authorization Department.

   NOTE: *You may return the board to Dialogic for repair as outlined in the steps below, even if you did not purchase your board through the Dialogic Corporate Sales Office. However, if the repairs are not authorized by your local distributor or local Dialogic Sales office, the board is considered "out of warranty" and a fee is charged for repair services.*

1. Observe correct static-safe handling procedures. Disconnect power, cables, remove the board from the chassis, repack the board in an anti-static bag and then place it in a shipping carton, using appropriate packing material. While the board is out, make a note of the serial number (beginning with two letters and located on a label attached to the board).

2. Include your Call Tracking Number given to you by a technical support representative, if appropriate.

3. Clearly display the Return Authorization Number on the package. If this number is not on your package it will be treated as an unauthorized return.

4. Pack the board(s) in their original anti-static packaging and protected packaging.

   NOTE: *The Serial Numbers for our products are in alpha/numeric format - alpha followed by numeric digits. This information must be given at the time of the return or the request cannot be processed.*
   Dialogic is not responsible for risk of loss or damage in transit.

6. Ship the board to the Dialogic address listed below:

   Dialogic Corporation
   1515 Route 10
   Parsippany, NJ 07054 USA

   ATTN: RMA#