Dialogic®

an Intel company
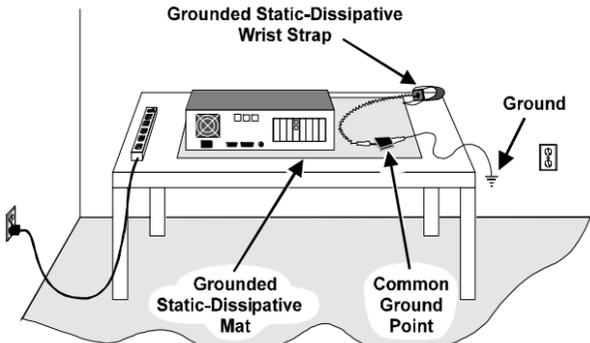
D/4PCI

- **Installation**
- **Warranty Period**
- **RMA Procedure**
- **Regulatory Notices**

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.
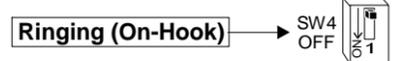
· **Programmable Sequence (by Dialogic Board ID): Board IDs 1–F**
If you change the board ID from the factory default of 0 to any other number, the board numbering will be in ascending order based on the board ID. **Important!** The board ID must be unique (it must not conflict with the board ID of any 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

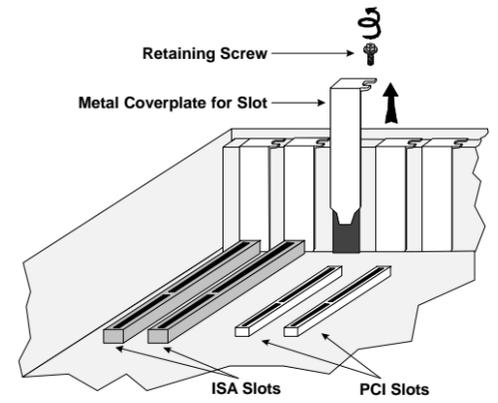**SW4 = On:** Callers hear a busy signal (off-hook).

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

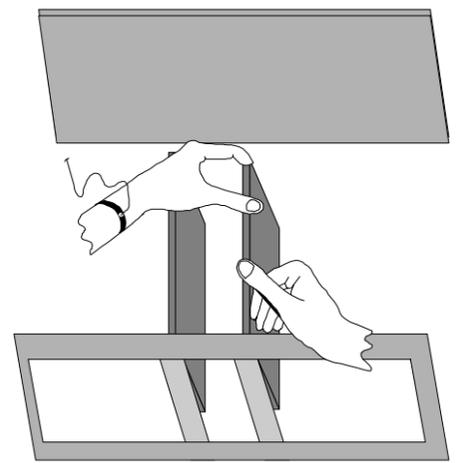## 4. Install the Boards in the PC

⚠ **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.
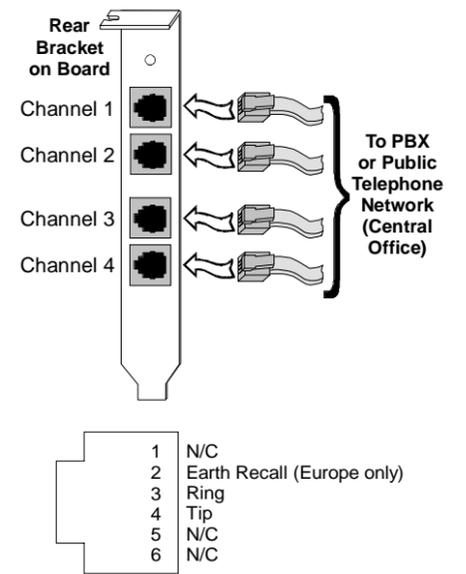

5. Install the retaining screw.

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.

Pin	Function
1	N/C
2	Earth Recall (Europe only)
3	Ring
4	Tip
5	N/C
6	N/C

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

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, Returns & Regulatory 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* card for coverage details.

Return Material Authorization (RMA) Process

If you suspect you have a problem board, go to Dialogic's Technical Support website at http://support.dialogic.com/gammalink/rma/rmaform.htm, fill out **Dialogic's Repair Authorization Request Form** and fax it to the Return Authorization Department at 973-631-9631.

NOTE: You may return the board to Dialogic for repair as outlined 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 flat fee is charged for repair services.

Before filling out this form:

· Verify that the problem is not is due to a mistake or oversight in the installation process.

· If it is determined that there is a problem with the board, 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).

· Make sure the board(s) were purchased directly from Dialogic Corporation. If this equipment was purchased through a distributor, they own the warranty and you MUST go through them.

· Determine if this product was purchased over 30 days from original date of purchase. If this product is less then 30 days old, please contact our Technical Support Department at (973) 993-1443 and they will troubleshoot the problem over the phone.

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

· The return package must clearly display the Return Authorization Number. If this number is not on your package it will be treated as an unauthorized return.

· The board(s) should be in their original anti-static packaging and protected repackaging.

· 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.

· Ship the board to Dialogic at the following address.

   Dialogic Corporation
   1515 Route 10
   Parsippany, New Jersey 07054 USA

Regulatory Notices

United States

Federal Communications Commission (FCC)

FCC Part 15 Rules, Subpart B § 15.105

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Part 68 Rules, Subpart § 68.218

The D/4PCI board is registered with the Federal Communications Commission, which places several restrictions on their use.

1. Connection of this equipment to party lines is subject to state tariffs. Contact your state public service commission for information.

2. This equipment cannot be connected to a coin service (Central Office implemented systems).

3. This equipment complies with Part 68 of the FCC rules. On the mounting bracket (or enclosure) of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. The FCC Registration Number is EBZUSA-65588-VM-E and the REN is 1.0B. The Facility Interface Code (FIC) is 02LS2 and the boards use USOC jacks RJ -11C or RJ-14C. There is no Service Order Code (SOC).

   NOTE: The REN is used to determine the number of devices you may connect to your telephone line and still have assurance that all of those devices will ring properly when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line as determined by the RENs, call your local telephone company and request information on the maximum REN for your calling area.

If requested, the FCC Registration Number and REN must be provided to the telephone company.

4. The telephone company may make changes in its technical operation or procedures. If these changes affect the use of this equipment, the telephone company is required to give you advance notice.

5. If you experience any trouble with the telephone line during or after installing this equipment, disconnect the equipment from the telephone line to determine if the equipment is causing difficulties. Once the equipment has been disconnected, by either you or the telephone company, do not reconnect it until the problem has been corrected or the Dialogic equipment repaired by Dialogic Corporation as defined below.

6. Any repairs to this equipment must be carried out by Dialogic Corporation or our designated agent. This stipulation is required by the FCC and applies during and after the warranty period. If you suspect the equipment is malfunctioning, check the appropriate part of the manual to see that all installation procedures have been followed correctly.

   If checking the installation procedures does not locate the problem, contact your field service representative or our home office. The home office address is:

   Dialogic Corporation
   1515 Route 10
   Parsippany, NJ 07054 USA
   (973) 993-3000

Canada

Canadian Department of Communications CS-03:

EQUIPMENT ATTACHMENT LIMITATIONS

CP-01, Part I, Section 10.1

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain tele-communications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

CP-01, Issue 8, Part I, Section 14.2

NOTICE: The Ring Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Dialogic model D/4PCI has an REN of 1.0.

Canadian Department of Communications ICES-003 Issue 2:

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le material brouilleur du Canada.