

ProLine/2V

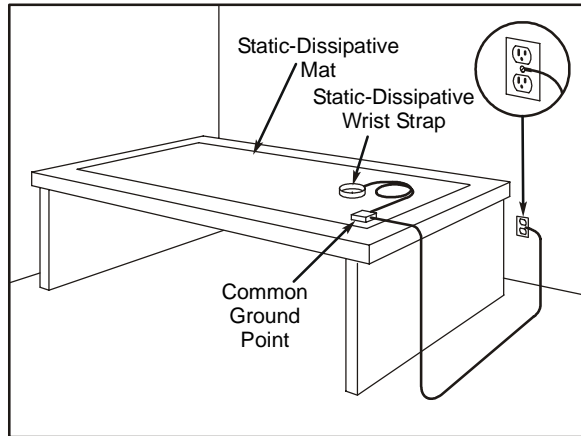
- Installation
- Warranty
- RMA Procedure

Part Number 05-0926-003
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Protect Boards from Damage

Caution! Computer boards are static-sensitive and can be damaged by touching or handling. To prevent damage from static electricity, always follow these guidelines:

- Wear a grounded, static-dissipating 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-dissipating 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.

1. Before You Begin

You can install the ProLine/2V and voice software in any order, but Dialogic recommends that you install the ProLine/2V first when running in an MS-DOS® environment, and voice software first when running in any other operating system environment.

You may be able to use the factory defaults when installing the ProLine/2V. Read through these instructions and check for possible interrupt level (IRQ) and memory address conflicts between the ProLine/2V board and other software or hardware devices (e.g., video card or CD ROM controller card) before installing the board.

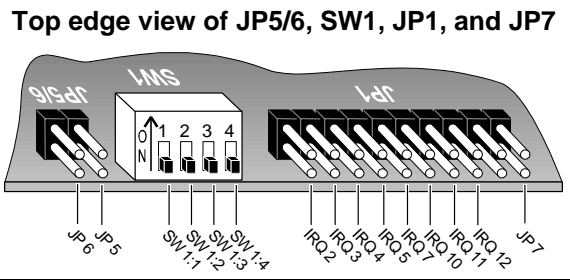
Note: If you own software that can determine what IRQs and memory addresses are in use, run it to help determine potential conflicts before installing the ProLine/2V.

2. Configuring the Hardware

Configuring Multiple Voice Boards (JP7)

You can install up to 16 ProLine/2V boards in a system. One and only one board in a system can have the jumper on JP7 (see Figure 1) installed:

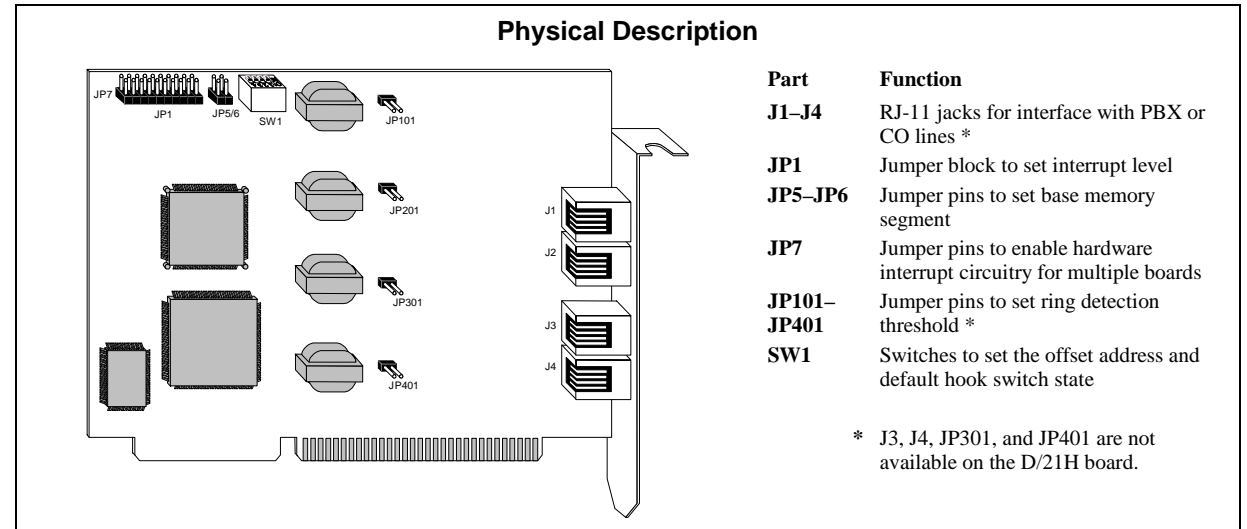
- One board: Keep the jumper on JP7 installed (default).
- Multiple boards: Remove the jumper on JP7 from *all but* one board.



Setting the Default Hook Switch State (SW1:4)

SW1 switch 4 (SW 1:4 in Figure 1) sets the default hook switch state for the ProLine/2V board when the PC is powered on but the firmware has not yet been downloaded. The default, on-hook, presents a ring with no answer state to inbound calls if the board receives a call before the firmware has been downloaded. You can change the default hook switch state to off-hook to present a busy signal instead of a ring no answer signal. It is not necessary to set all boards in the system to the same default hook switch state.

WARNING: This option *MUST NOT* be used in the UK; any setting other than OFF will invalidate the Approval.



Part	Function
J1-J4	RJ-11 jacks for interface with PBX or CO lines *
JP1	Jumper block to set interrupt level
JP5-JP6	Jumper pins to set base memory segment
JP7	Jumper pins to enable hardware interrupt circuitry for multiple boards
JP101-JP401	Jumper pins to set ring detection threshold *
SW1	Switches to set the offset address and default hook switch state

* J3, J4, JP301, and JP401 are not available on the D/21H board.

Hook Switch State	Set SW1:4	Inbound Call Response when Firmware Not Downloaded
on-hook	off	Ring no answer (default)
off-hook	on	Busy

Note: If the PC is not powered on, the inbound call response is ring no answer when a board receives a call.

Setting the Hardware Interrupt Level (JP1)

The default hardware interrupt level (IRQ) is set to IRQ 9. Change the IRQ by moving the jumper on jumper block JP1 (see Figure 1) to another IRQ setting if IRQ 9 is in use by another device.

Note: Set every ProLine/2V in the system to the same IRQ level.

Setting the Base Memory Address Segment (JP5 and JP6)

The default base memory address segment for the ProLine/2V is D000H (Hexadecimal). You can change the address segment to A000H, B000H, or C000H. Generally, you should use the default unless there are more than eight ProLine/2V boards in your system or if other non-Dialogic devices in your system must use the D000H segment. Select the base address memory segment with jumpers JP5 and JP6 (see Figure 1) as follows:

Base Address (Hex)	JP5	JP6
D000 (default)	removed	removed
A000 †	installed	removed
B000 †	installed	installed
C000 ‡	removed	installed

* Be aware of possible conflicts with devices that often use these segments: † video adapters; ‡ disk controller BIOS.

Configuring the Offset Address (SW1:1, 2, 3)

The default offset address for the ProLine/2V board is 0000H. Each board in your system requires a unique address, so you must change the offset address on every additional ProLine/2V board. If you need to change an offset address, set the switches 1, 2, and 3 on SW1 (see Figure 1) as follows:

Offset Address (Hex)	— SW1: Switches —		
	1	2	3
0000* (default)	off	off	off
2000*	off	off	on
4000*	off	on	off
6000*	off	on	on
8000	on	off	off
A000	on	off	on
C000	on	on	off
E000	on	on	on

* Base memory address segment B000H does not support offset address settings 0000H – 6000H.

- While you can map only one ProLine/2V board to an offset, you can set multiple ProLine/2V boards to consecutive offsets within a base memory segment as shown in the following example.

Board	Base:Offset (Hex)	Lines
1	D000:0000	1-2
2	D000:2000	3-4
3	D000:4000	5-6

- Write the IRQ level and memory address settings below for use when installing system software:

IRQ	Base	Offset	Lines/Board

Setting Ring Detection Threshold (JP101–JP201)

If a board has problems detecting rings behind the PBX, you can lower the ring detection threshold. To lower the threshold on a channel-by-channel basis, install the jumpers as follows:

Channel 1	Jumper JP101
Channel 2	Jumper JP201

Note: Using a lower threshold when directly connected to the Network invalidates the Approval.

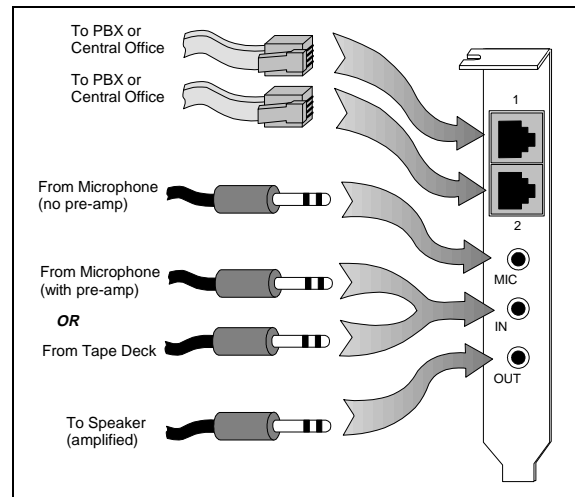
3. Installing the Hardware

1. Prepare a static-safe work area, 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 ISA expansion bus slot, and remove the slot's retaining screw and access coverplate.
4. Insert the board's edge connector into the bus slot.
5. Replace and tighten the retaining screw.

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

Connections

- The ProLine/2V supports a single analog voice channel per RJ-11 jack (channel 1 corresponds to J1 and channel 2 corresponds to J2). Use RJ-11 connectors and phone cable to connect each voice channel to a PBX or the CO (see Figure 3).
A standard telephone will not function when directly attached to a ProLine/2V RJ-11 jack.
- The *MIC* jack supports an electret microphone.
- The audio line *IN* jack supports a line out from a device such as a tape deck or a pre-amplified microphone.
- Monaural plugs can be used instead of stereo plugs for all ProLine/2V audio jacks.
- The *MIC* and audio line *IN* jacks share circuitry with voice channel 2. The application software controls:
 - when the *MIC* or line *IN* jacks are enabled and voice channel 2 is disabled
 - when *MIC* and line *IN* jacks are disabled and voice channel 2 is enabled
- The audio line *OUT* jack supports a line in to a device such as an amplified speaker.



4. After Installing the Hardware

- Install the voice board software as described in the documentation provided for the Dialogic software release and operating system in use.
- Test the boards using D40CHK.EXE or other diagnostic utilities that came with the Dialogic software release for the ProLine/2V.

Warranty and Return Information

For technical specifications and product information, see the Dialogic *WorldView* website, <http://www.dialogic.com>.

Warranty Period

The ProLine/2V board has a lifetime warranty. See the *Hardware Limited Warranty* on the back of the Regulatory Notice for coverage details.

Repair of Merchandise Authorization (RMA) Process

1. Before completing the RMA process, verify that the problem is not due to a mistake or oversight in the installation process. Choose one of the following methods:
 - On the Web, go to the Dialogic FirstCall™ Info Server at <http://support.dialogic.com> and browse through the various topics.

- 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 and a complete list of Worldwide Technical Support centers, visit:
<http://www.dialogic.com/support/tech.htm>

2. After you have determined that you have a problem board, do one of the following:
 - For Dialogic products purchased outside of the United States or Canada, contact your local Dialogic Sales Office for RMA procedures.
 - For Dialogic products purchased from a distributor, the distributor owns the warranty and you **MUST** go through them if you do not want to be charged for the repair.

Note: You may return the board to Dialogic for repair, 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.

- Go to the Dialogic Technical Support website at <http://support.dialogic.com/rma>, and fill out the Repair of Merchandise Authorization form.
 - 1) To complete the RMA form, you will need the serial number of the board. This information must be given at the time of the return or the request cannot be processed.
 - 2) Observe correct static-safe handling procedures. Disconnect power cables and remove the board from the chassis.
 - 3) Record the serial number (two letters followed by numeric digits, and located on a label on the board).
 - 4) Include your Service Request Number given to you by a Technical Support representative, if appropriate.
 - 5) E-mail the RMA form to the RMA Department.

3. After you receive an RMA number from Dialogic, return the problem board to Dialogic as outlined in the steps below:

- a. Pack the board(s) in their original anti-static packaging and protected packaging.
- b. Clearly display the RMA number on the package. If this number is not on your package, it will be treated as an unauthorized return.

Note: Dialogic is not responsible for risk of loss or damage in transit.

- c. Ship the board to the Dialogic address listed below:

Dialogic
1515 Route 10
Parsippany, NJ 07054 USA
ATTN: RMA#