



an Intel company

# D/120JCT-LS

- Installation
- Warranty Period
- RMA Procedure

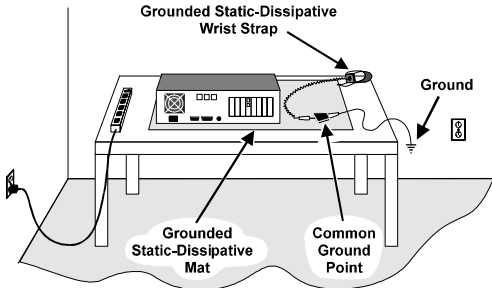
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## 1. Protect the Boards from Damage

**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

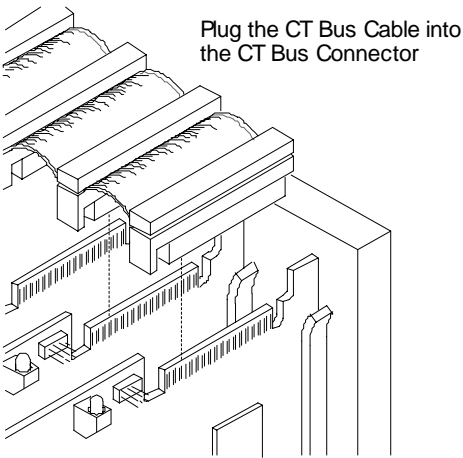
These Dialogic boards use Plug and Play technology, including hardware auto-configuration for IRQ and memory address. These boards allow you to use the factory default hardware settings for quick installation and operation. However, Dialogic recommends that you review the following information and select options as desired.

**IMPORTANT:** More than one PCI board may be set to ID 0. For more information, contact Dialogic Support at

<http://support.dialogic.com/tnotes/tmbyos/winnt/tm187.htm>.

### Connecting the CT Bus Cable

Use the CT Bus cable to connect the D/120JCT-LS board with the other boards in the system.



Plug the CT Bus cable into the CT Bus connector. To connect to the SCbus, use the CT Bus to SCbus adapter (Part Number 99-2446-001) and follow the instructions included with the adapter.

### Install the CT Bus/SCbus Adapter

Align pin 1 of the adapter with pin 1 of the edge connector on the board. **NOTE:** Edge connector is not labeled.

Press the CT Bus/SCbus Adapter to the board.

Connect the CT Bus and SCbus cables as per the installation instructions for your Dialogic board(s).

### 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 hardware switches on the board (rotary switch SW100). Set the board ID switches 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.

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 1-9, A-F. The geographical method is not available for ISA bus boards.

### Programmable Sequence (by Dialogic Board ID): Board IDs 1-9, A-F

In addition to the geographical assignment method, the programmable assignment method can be used to further identify the boards in your system.

If you change the board ID from the factory default of 0 to any other number, the software will use that setting to identify the board.

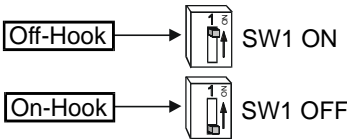
**Important!** When not set to 0, the board ID must be unique (it must not conflict with the board ID of any other Dialogic ISA or PCI board which has been manually assigned). If you use this method, Dialogic recommends that you assign sequential numbers starting at 1. This method is also used for all ISA bus boards.

### Precedence in Mixed Systems

In systems using both methods, or where both ISA and PCI boards exist, PCI boards will take precedence and will be numbered before an ISA bus board that uses board IDs 1-9, A-F.

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

Set the SW1 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 initialized.

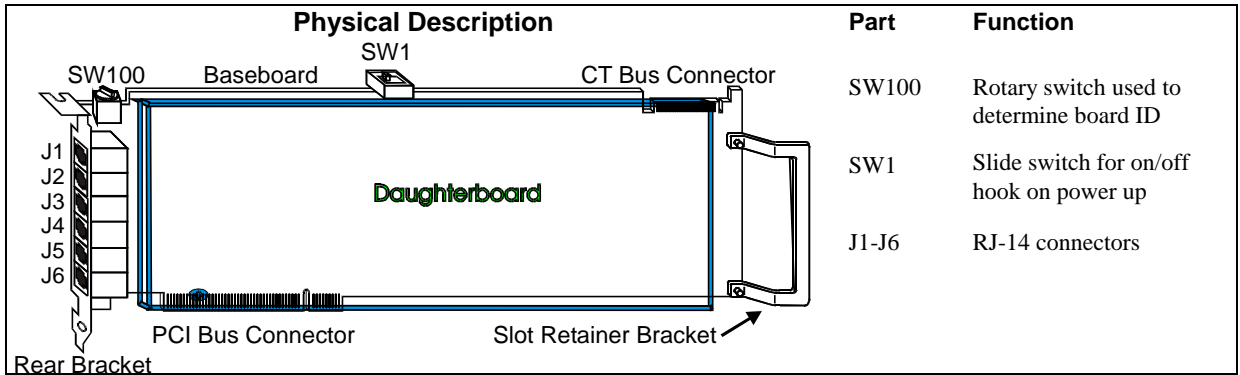
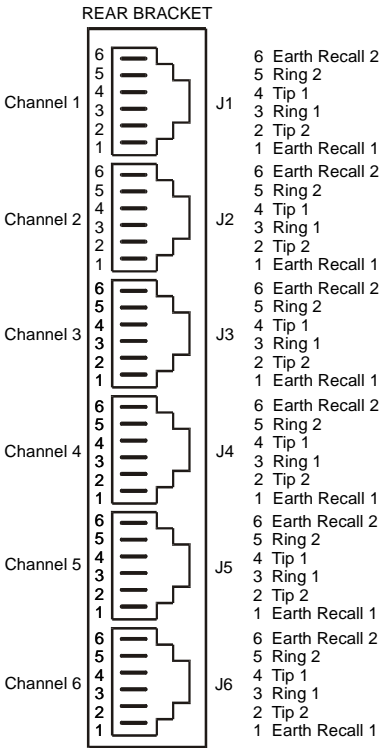


### Connect External Cables

Each RJ-14 jack on the rear bracket of the voice board supports two channels. A standard telephone will not function when directly attached to the board.

**Note:** The RJ-14 jacks use 2 tip/ring pairs with 2 earth recalls, one for each channel.

### RJ-14 Pinouts



## European Assemblies

The ferrite clamp that is shipped with the D/120JCT-Euro assemblies must be used on the telco cable to reduce the EMI transmissions and is necessary for compliance to the EN55022 Class B emissions standards.

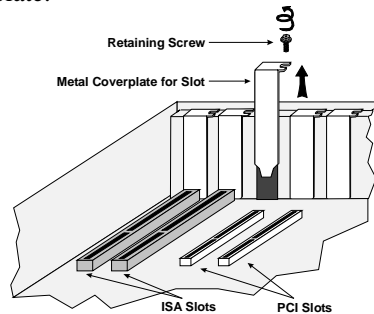
### 4. Install the Boards in the PC

**WARNING!** To reduce the risk of electric shock:

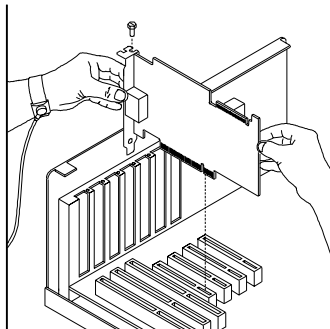
- Switch off the power and remove power cords before opening the computer case.
- Do not re-attach power cords or switch on power to the computer while the computer case is removed.
- Refer to the Regulatory Notices section of this Quick Install Card for important installation information.

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. 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.

### Warranty and Return Information

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

#### Warranty Period

The Dialogic D/120JCT-LS has a 3-year 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 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:

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

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.

Ship the board to the Dialogic address listed below:

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