

Lucent Technologies



Wallboard
Models WB3 and IW3
Installation, Programming, and
Troubleshooting Instructions

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Comcode 108029257
Issue 1
June 1997

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This warranty is complete as stated and all other warranties, expressed or implied, are invalid. The Wallboard Models WB3 and IW3 should be installed only by qualified personnel. No user-serviceable parts are contained within the units. Installation or programming should not begin prior to review of all sections of this manual.

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Important Safety Instructions

When installing electrical equipment, always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury to persons, including:

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the product.
- Never install this unit during a lightning storm.
- Use only Lucent Technologies-recommended/approved accessories.
- Do not install this product near water, for example, in a wet basement location.
- Do not overload wall outlets, as this can result in the risk of fire or electrical shock.
- Do not attach the power supply cord to building surfaces. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Unplug the product from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use cleaners or aerosol cleaners.
- Do not operate the system if chemical gas leakage is suspected in the area. Use telephones located in some other safe area to report the trouble.

SAVE THESE INSTRUCTIONS

Introduction

The Model WB3 and IW3 Wallboards are indoor light-emitting diode (LED) message centers designed for use with call center applications. Depending on the call center software, the wallboards can display either two lines of 2.1-inch characters or one line of 4.8-inch in any combination of red, green, and amber.

Multiple wallboards can be networked together to form a visual information system that can be updated automatically. These wallboards are used in call center applications where the messages can include such information as the number of customers in queue, the number of available agents, and the average time for a call to be answered.

The WB3 model is for use in countries that utilize 120-volt power including the US, Canada, and Mexico; IW3 model is for use in countries utilizing 220/230/240-volt power.



NOTE:

When the phrase “the wallboard” is used, it refers to both WB3 and IW3 models. When information is specific to one model of the wallboard, it is so indicated.

Table 1 shows the characteristics of the wallboards.

Table 1. Characteristics

Characteristic	WB3 and IW3 Wallboards
Case Dimensions (Depth dimension includes rear-mounted power supply.)	64.2" L x 2.1" D x 7.7" H (163 cm L x 12.9 cm D x 19.6 cm H)
Weight of Wallboard	31 lbs. (14.1 kg)
Display Dimensions	60" L x 4.8" H (152.4 cm L x 12.2 cm H)
Display Array	200 x 16
Number of Characters	66 maximum
Display Memory	27,000 characters
Pixel Size (diameter)	.2" (.5 cm)
Pixel (LED) Color	Each dot can be red, green, or amber; three rainbow effects are also available.
Center-to-Center Spacing (pitch)	0.3" (0.8 cm)
Memory Retention	Typically one month
Real-Time Clock	Day and time, 12- or 24-hour format; maintains accurate time without power for up to 30 days.

Continued on next page

Table 1. Characteristics — Continued

Characteristic	WB3 and IW3 Wallboards
Serial Computer Interface	EIA/TIA RS-232 (TTL) and RS-485 (multi-drop networking for up to 255 wallboards)
Operating Modes	Auto, Hold and Rotate
Power	WB3: 120 VAC \pm 10%; 150 watts IW3: 230VAC \pm 10%; 150 watts
Power Cord Length	15 feet (4.5 meters)
Keyboard (PEC 3332-905/A ordered separately)	Handheld, Eurostyle, infrared remote control
Format	EZ Key II™
Operating Temperature	32° to 120° F (0° to 49° C)
Humidity Range	0% to 95% non-condensing
Mounting	Ceiling, wall, or counter
Case Material	Extruded aluminum
Safety	Meet UL and CSA standards
CE Mark	All 230 VAC units bear the CE mark

Installation

The complete installation of the wallboard depends on the number of wallboards being installed and, if only one wallboard is being installed, the distance from the serial port of the device containing the call center software:

- If only one wallboard is installed within 50 feet of the serial port to which it is connected, complete installation includes installing the wallboard and connecting it to the serial port by using the 50 foot RS-232 cable that is part of the Standalone Kit (PEC 5340-SKT/A).
- If more than one wallboard is being installed or if one wallboard is being installed more than 50 feet from the serial port, complete installation includes installing the wallboards and the converter box that is part of the Master Kit (PEC (5340-KIT/A for 120-volt countries including the US, Canada and Mexico, and 5340-IKT/A for 220/230/240-volt countries).

Installation of the Wallboard

The wallboard can be installed in any of the following ways:

- Mounted on a wall
- Mounted on a counter
- Suspended from a ceiling

Considerations

Consider the following when installing the wallboard:

- Do not use the wallboard outdoors.
- Do not expose the wallboard to direct sunlight.
- Select a mounting location that has adequate ventilation on all sides of the wallboard to avoid overheating. The maximum operating temperature is 120°F (49°C).
- Make sure an electrical outlet is near the wallboard.
- Any mounting hardware you supply (chains, wall anchors, “S” hooks, etc.) must be able to support at least four times the weight of the wallboard (at least 250 pounds).



CAUTION:

Do not paint the wallboard to match your office decor. Painting the wallboard voids the warranty.



Security Alert

If the wallboard is displaying sensitive call center data, be sure to locate it where only authorized personnel can see the information.

Wall-Mounted Installation

The list of parts needed and the steps for mounting the wallboard on a wall are explained below. Unless otherwise stated, the wallboard includes the parts mentioned.

Required Parts

- Wallboard
- Four (4) pivot brackets
- Eight (8) #8-32 X .375" screws
- Eight (8) #8-32 lockwashers
- Two (2) 5/16" 18 X .50" screws
- Two (2) 5/16" 18 hex nuts
- Two (2) 5/16" split lockwashers
- Two (2) cotter pins
- Eight (8) rubber bumpers

Procedure

Follow these steps to mount a wallboard on a wall (see Figure 1):

1. As necessary, remove power from the wallboard.
2. Place two rubber bumpers on each pivot bracket.

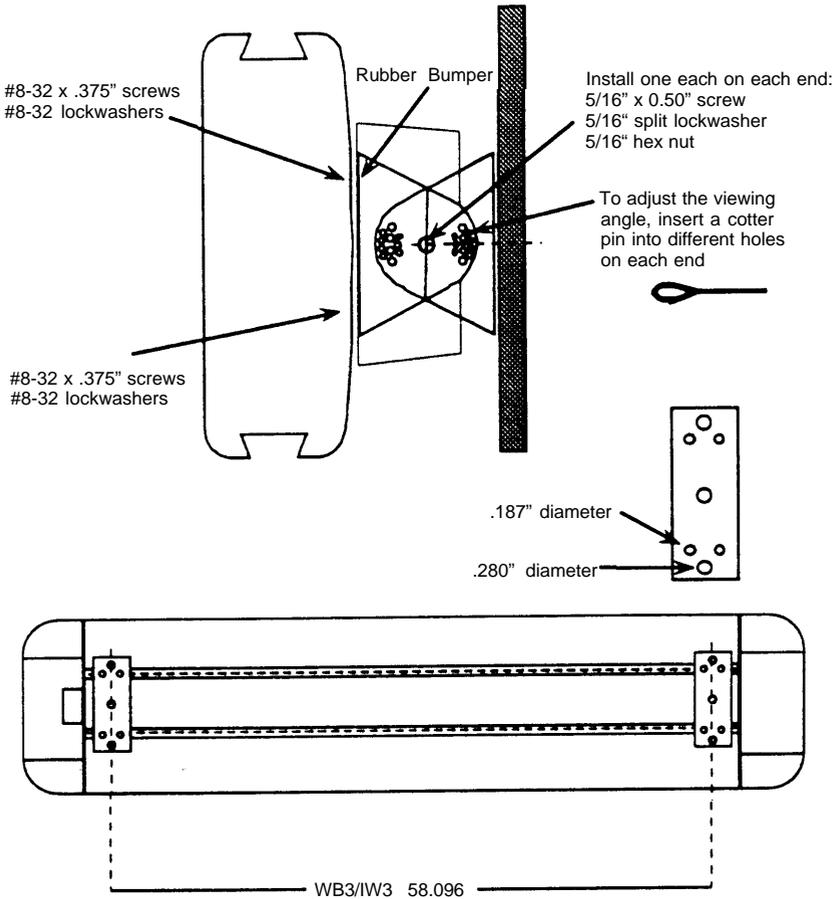


Figure 1. Mounting on a Wall

3. Attach the large end of one pivot bracket to the desired mounting surface by using two #8 screws.



CAUTION:

Do not install the wallboard directly to drywall or plasterboard. Fasten it to wall studs or other structures that can support at least four times the weight of the wallboard (at least 250 pounds).

4. Attach the second pivot bracket to the mounting surface at 58.096 inches from the first bracket by using two #8 screws.



NOTE:

Use the type of screws and anchoring method appropriate for the mounting surface. For example, use wood screws if you are mounting to a wood surface (these screws are not supplied).

5. Mount two pivot brackets to the back of the wallboard with eight #8-32 X .375" screws and eight #8-32 lockwashers. Place the screws and lockwashers into the tapped holes on the back of the wallboard that line up with the pivot bracket.
6. Line up the brackets on the back of the wallboard with the pivot brackets you installed on the mounting surface. Insert a 5/16" X 0.50" screw through the larger holes of the lined-up brackets, and place a split lockwasher and a 5/16" hex nut on the end of the screw. Tighten until snug.
7. To adjust the viewing angle of the wallboard, insert a cotter pin into one of the holes on the pivot bracket. Do the same for the same-numbered hole on the other pivot bracket.

Counter-Mounted Installation

The list of parts needed and the steps for mounting the wallboard on a counter are explained below. Unless otherwise stated, the wallboard includes the parts mentioned.

Required Parts

- Wallboard
- Four (4) pivot brackets
- Eight (8) #8-32 X .375 screws
- Eight (8) #8-32 lockwashers
- Two (2) 5/16" 18 X .50 screws
- Two (2) 5/16" 18 hex nuts
- Two (2) 5/16" split lockwashers
- Two (2) cotter pins
- Eight (8) rubber bumpers

Procedure

Follow these steps to mount the wallboard on a counter (see Figure 2):

1. As necessary, remove power from the wallboard.
2. Place two rubber bumpers on each pivot bracket.
3. Mount two pivot brackets to the back of the wallboard's aluminum extrusion by using four #8-32 X .375" screws and four #8-32 lockwashers. Place the screws with the lockwashers into the #8-32 tapped holes on the extrusion that line up with the holes in the pivot bracket.

4. Screw the other sides of the pivot brackets into the counter.
-

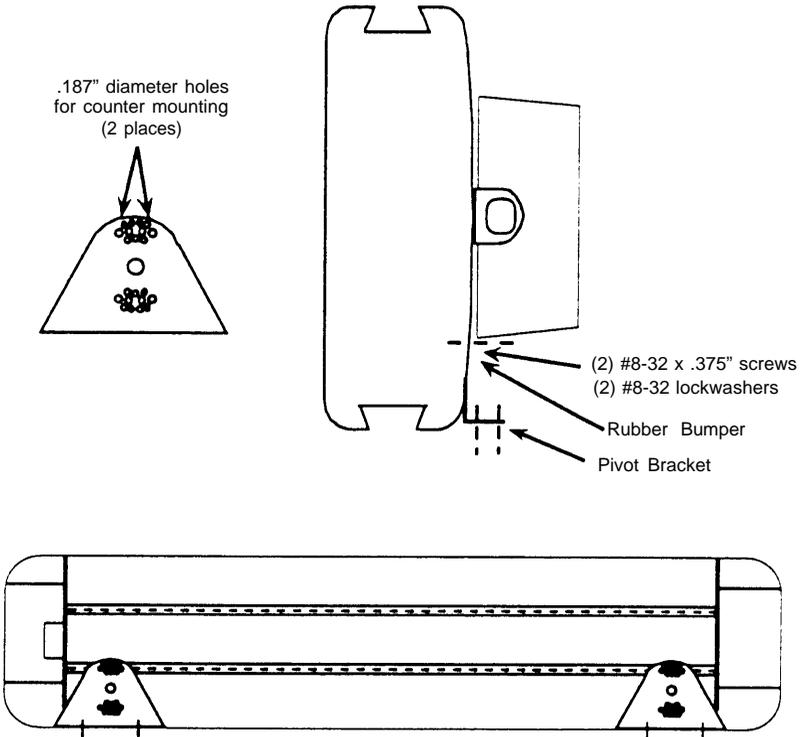


Figure 2. Mounting on a Counter

Ceiling-Suspended Installation

The list of parts needed and the steps for suspending the wallboard from a ceiling are explained below. Unless otherwise stated, the wallboard includes the parts mentioned.

Required Parts

- Wallboard
- Two (2) hanging brackets
- Two (2) #6-32 X .50" panhead screws
- Two (2) #6-32 lockwashers
- Two (2) "S" hooks
- Chain for suspending the wallboard (not supplied with the wallboard)

Procedure

Follow these steps to suspend a wallboard from the ceiling (see Figure 3):

1. As necessary, remove power from the wallboard.
2. Remove an end cap from the wallboard.
3. Slide the two hanging brackets into the channel on the top of the wallboard, and place the brackets at the appropriate location.
4. Thread the #6-32 X .50" panhead screw into the hanging bracket, and tighten until the screw engages the aluminum extrusion.

5. Insert the "S" hooks into the holes in the hanging brackets then replace the end cap. To adjust the viewing angle, insert each "S" hook into another hole in the bracket.
-

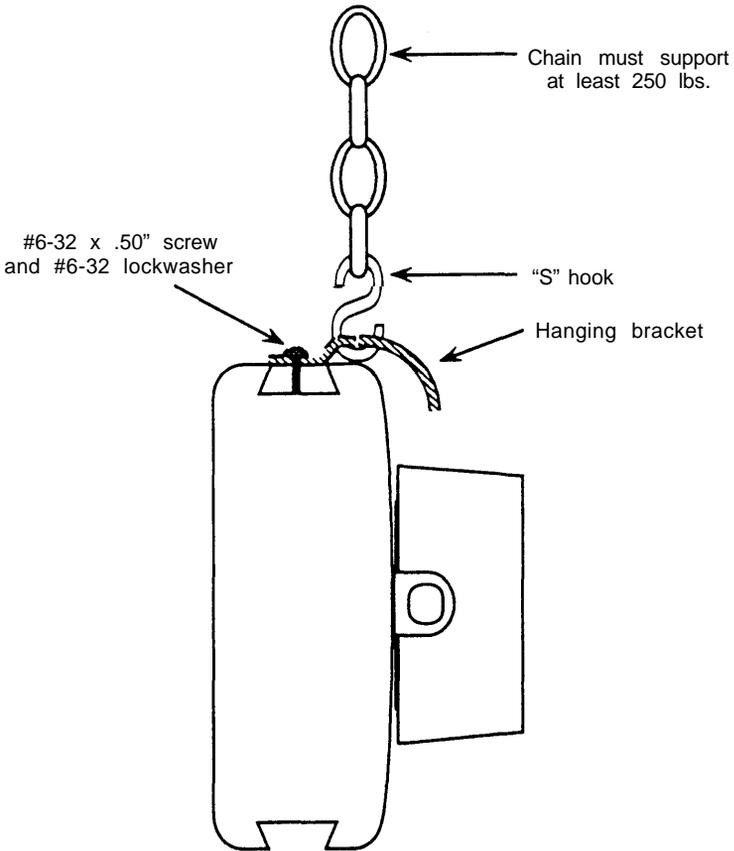


Figure 3. Suspending from a Ceiling

Standalone Kit Instructions

If only one wallboard is being installed and the wallboard is located within 50 feet of the serial port of the device containing the call center software, use the 50 foot RS-232 cable (comcode 407743509) included in the Standalone Kit (PEC 5340-SKT/A) to connect the wallboard directly to the serial port.

⇒ NOTE:

If more than one wallboard is being installed or the single wallboard being installed is more than 50 feet from the serial port of the device containing the call center software, see “Master Kit Instructions” on page 17.

Required Parts

- 50 foot RS-232 cable
- As necessary, a RS-232, DB9-to-RJ11 or a RS-232, DB25-to-RJ11 adapter for the computer port

You may need additional parts that are not included:

- Gender changer—Occasionally the serial port on a device is the same as the port on the device to which it is connecting. In this case use a connector that changes the gender of the connector to allow the cable to connect to the port on the device.

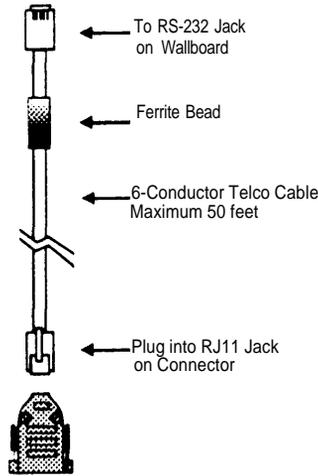
⇒ NOTE:

Some gender changers also rearrange the pins in the connector and therefore disrupt the communications to the device. To avoid this, make sure the gender changer is a straight-through connection.

Procedure

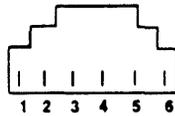
Follow these steps to connect the wallboard to the serial port of the device containing the call center software (see Figure 5):

1. Connect one of the RJ11 jack adapters to one end of the 50 foot RS-232 cable:
 - If the serial port is nine-pin, use the RS-232, DB9-to-RJ11 adapter (comcode 407743491).
 - If the serial port is 25-pin, use the RS-232, DB25-to-RJ11 adapter (comcode 407743517).
2. Connect the adapter on one end of the RS-232 cable to the serial port of the device containing the call center software. Figure 4 shows the pinouts for the nine-pin and 25-pin RJ11.
3. Connect the other end of the RS-232 cable to the RS-232 jack on the wallboard.



TO DEVICE'S RS-232 PORT

RJ11-6 Outer View



PINOUT FOR 25-PIN	FUNCTION	RJ11-6
7-	→ GRD (SIGNAL)	6
2-	→ TX DATA	4
3-	→ RX DATA	3
4	} JUMPED TOGETHER	RQ TO SEND
5		CLR TO SEND
6	} JUMPED TOGETHER	DSR
8		DCD
20	} JUMPED TOGETHER	DTR

PINOUT FOR 9-PIN	FUNCTION	RJ11-6
5-	→ GRD (SIGNAL)	6
3-	→ TX DATA	4
2-	→ RX DATA	3
7	} JUMPED TOGETHER	RQ TO SEND
8		CLR TO SEND
6	} JUMPED TOGETHER	DSR
1		DCD
4	} JUMPED TOGETHER	DTR

Figure 4. Standalone RS-232 Cable and Pinouts

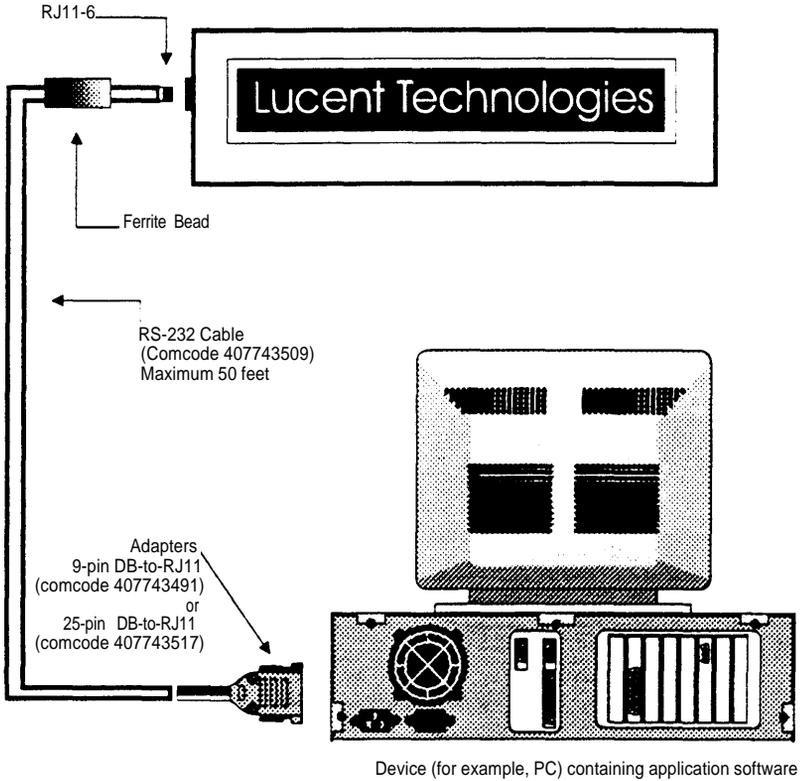


Figure 5. Standalone Configuration

Master Kit Instructions

If more than one wallboard is being installed or the single wallboard being installed is more than 50 feet from the serial port of the device containing the call center software, use the converter box to connect the wallboard(s) to the serial port.

The Master Kit comes in two versions:

- Model for 120 volt countries including the US, Canada, and Mexico (PEC 5340-KIT/A)
- Model for all 220/230/240-volt countries (PEC 5340-IKT)

The Master Kit contains the following components:

- Converter box with end-of-line (EOL) terminators
- Cable assembly (8 ft.)
- Power supply



NOTE:

If more only one wallboard is being installed within 50 feet from the serial port of the device containing the call center software, see “Standalone Kit Instructions” on page 13.

Installing the Converter Box

The RS-232 to RS-485 converter box enables communication between the personal computer containing the call center software and your wallboards. The converter box converts standard RS-232 signals from the serial port into RS-485 signals for use in the wallboard network.

Two end-of-line (EOL) terminators come with the converter box. The EOL terminators are attached directly to the wallboards to help maintain stable communication across a network. See “The EOL Terminators” on page 22.

The front of the converter box has three light-emitting diodes (LEDs) (see Figure 6):

- Power indicator—When lit, this indicates that the converter box is receiving power. (The converter box comes with an AC adapter for connection to an electrical outlet.)
- RS-232 RXD indicator—When lit, this indicates that the converter box is receiving data on the RS-232 port and transmitting data on the RS-485 port.
- RS-232 TXD indicator—When lit, this indicates that the converter box is transmitting data on the RS-232 port and receiving data on the RS-485 port.

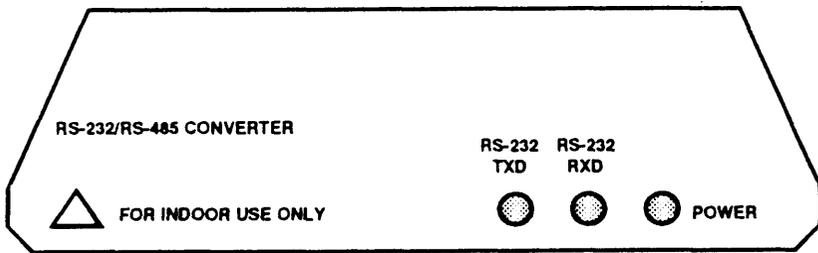


Figure 6. Converter Box—Front View

Required Parts

- DE9 RS-232 cable
- RS-485 cable
- As necessary, a DB25-to-DB9 adapter for the computer port.

The required parts included in the Master Kit are:

- Converter box
- Converter cable assembly
- Power supply

You may need additional parts that are not included in the Master Kit:

- DB9-to-DB25 adapter—This is an adapter to connect the 9-pin RS-232 port on the converter box to a 25-pin serial port of the device containing the call center software.
- DB9-to-DB9 adapter—This 9-pin adapter connects the serial port to the converter box. The converter box has a 9-pin female port.
- Gender changer—Occasionally the serial port on a device is the same as the port on the device to which it is connecting. In this case you need a connector that changes the gender of the connector to allow the cable to connect to the port on the device.

NOTE:

Some gender changers also rearrange the pins in the connector and therefore disrupt the communications to the device. To avoid this, make sure the gender changer is a straight-through connection.

Procedure

Follow these steps to connect the converter box to the serial port:

1. Connect one end of the RS-232 cable to the serial port of the device containing the call center software and the other end to the converter RS-232 port. On some devices you may need to use a DB25-to-DB9 adapter for the serial port. Figure 7 shows the pinouts for the RS-232 cable.

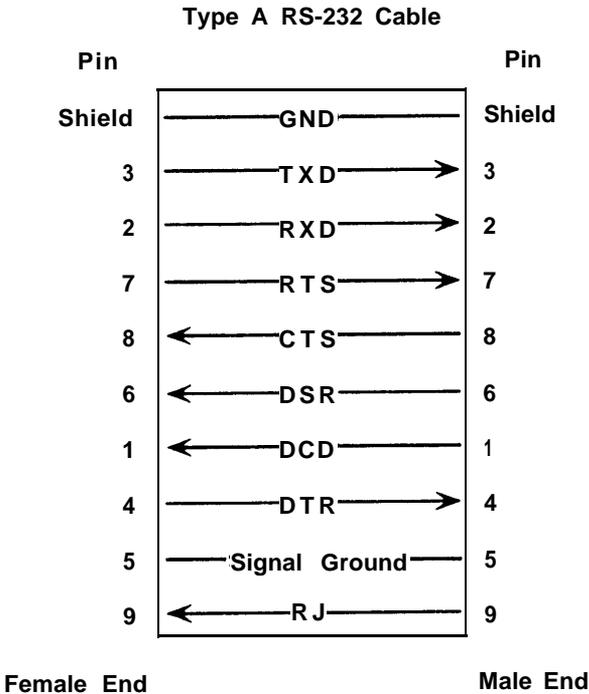


Figure 7. RS-232 Pinouts

2. Connect one end of the RS-485 cable to the RJ11 jack (the RS-485 port on the back of the converter box). Connect the other end of the RS-485 cable to a modular junction box supplied with the wallboard in the following manner (see Figure 8):
 - RS-485 positive wire (sometimes black) to the black terminal
 - Red wire to the red terminal
 - Shield wire to the yellow terminal

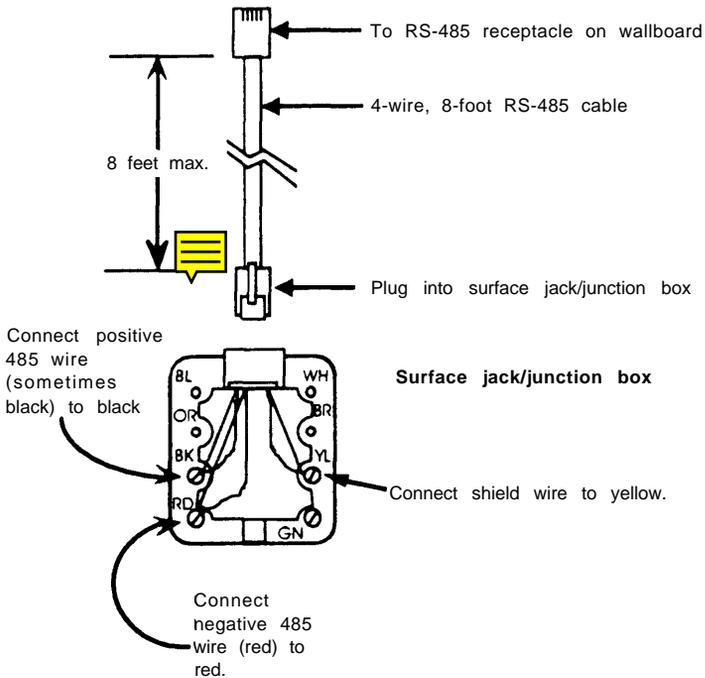


Figure 8. RS-485 Network Connection Using Modular Jacks

The EOL Terminators

Plug EOL terminators into the wallboards that are on the ends of an RS-485 transmission line. Insert the EOL terminators into the RS 485 OUT/RS485 IN port on the wallboards.

The converter box has a termination switch with “Terminated” and “Unterminated” settings (see Figure 9).

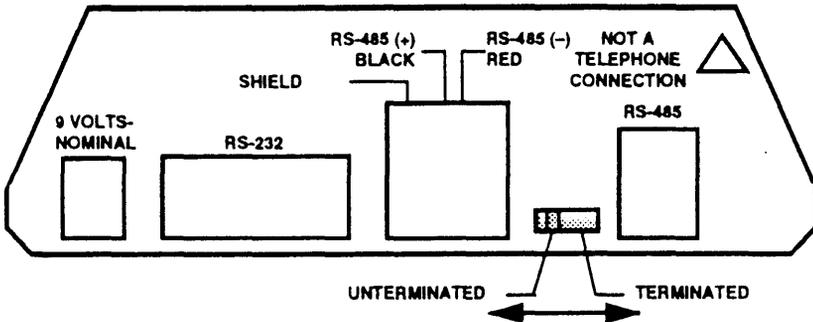
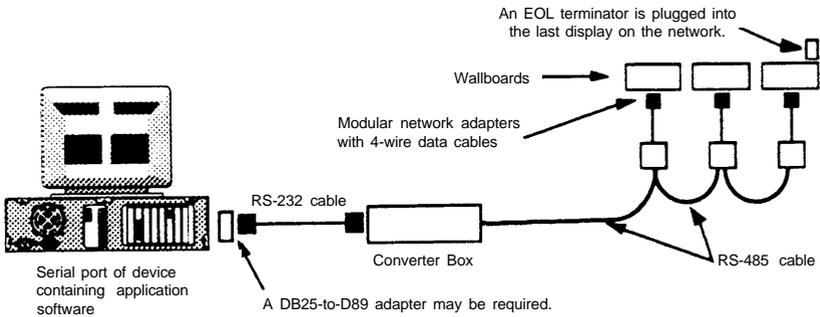


Figure 9. Converter Box—Rear View

If the converter box is on one end of an RS-485 transmission line, set the termination switch to “terminated” and plug one EOL terminator into the wallboard on the other end of the RS-485 transmission line (see Figure 10).



- Set the terminal switch on the converter box to *terminated*.
- Attach one EOL terminator to the last wallboard on the network.
- Attach one RS-485 cable directly to the terminal block on the converter box.

Figure 10. Converter Box on One End of Transmission

If the converter box is not on one end of an RS-485 transmission line, set the termination switch to “unterminated” and place one EOL terminator into the wallboard at each end of the transmission line (see Figure 11).

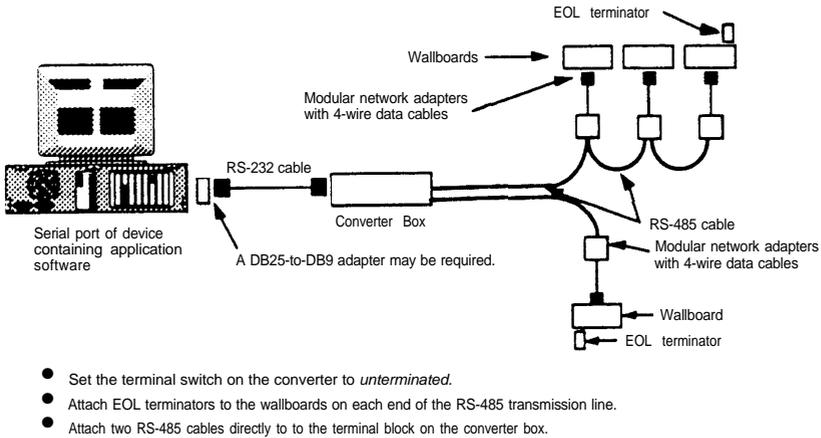


Figure 11. Converter Box in Middle of Transmission

For the most stable transmission, use daisy-chain connections when you connect multiple wallboards to the converter box. Make sure each wallboard is connected to its own modular junction box.

NOTE:

Do not use a star connection. In other words, do not connect more than two RS-485 cables directly to the terminal block or to a modular junction box.

Programming the Wallboard

You can use the wireless keyboard to program the following for the wallboard:

- Running the Self-Test program
- Clearing the memory
- Setting the wallboard address (depending on the application software)



NOTE:

These are the ONLY functions you can perform with the wireless keyboard in a call center environment. Disregard the other programming procedures described in the manual that is shipped with the wireless keyboard.

Running the Self-Test Program

You can run a self-test program via the wallboard. This program checks to see if all columns of LEDs are functioning properly. With the Self-Test program you also can easily clear the wallboard of all information stored in memory.

Follow these steps to run the Self-Test program:

1. Press **[PROGRAM]**.

PROG TEST FILE A *appears on the display.*

2. Press **[BACK]** until SET TIME AND DAY or SET TIME appears.

3. Press [ADV] until the DAY and TIME appear.
4. Using the keyboard, type "TEST." Press "R" immediately after TEST if you want to save the memory.

A number of diagnostic messages appear repeatedly until the test is discontinued.



CAUTION:

The wallboard's memory is cleared of any previously stored messages when you run the Self-Test program. However, if you press R immediately after entering TEST, the memory is not cleared.

Press [PROGRAM] to cancel the test program.

Clearing the Memory

To clear the entire memory of the wallboard, follow these steps:

1. Press [PROGRAM].

PROG TEXT FILE A *appears*.
2. Press [BACK] until CLEAR MEMORY appears.
3. Press [ADV].

WARNING! *appears momentarily; then* CLEAR ALL?
Y/N *appears*.

4. Press "Y" for YES if you want to clear everything in memory. Press "N" for NO.

PROG TEXT FILE A *reappears*.

Setting the Wallboard Address

If the application software allows, you can set a numerical address for each wallboard to allow you to program the wallboards from a remote location.

To set an address for each wallboard, follow these steps:

1. Press [**PROGRAM**].

PROG TEXT FILE A *appears*.

2. Press [**BACK**] until SET ADDRESS *appears*.
3. Press [**ADV**].

SERIAL ADDRESS = 00 *appears*.

4. Using the number keys on the wireless keyboard, set the numerical address from 00 to 99.

00 to 99 *appears*.

5. Press [**PROGRAM**] to reset the run mode.

PROG TEXT FILE A *reappears*.

EPROM Replacement

To upgrade the wallboard, you must replace the EPROM in the wallboard. Follow these steps to replace the EPROM:

1. Unplug the wallboard from the wall outlet.
2. Remove the end cap located on the right side of the wallboard (as you face the wallboard).
3. Touch a grounded surface to dissipate potentially damaging static electricity.
4. Remove the EPROM from its socket (see Figure 12).
 - a. Find the EPROM located near the front of the exposed circuit board.
 - b. Place your thumb under the EPROM's top tab and your index finger under the EPROM's bottom tab.
 - c. Lift the EPROM out of the socket by pulling up with your thumb.
5. Install the new EPROM into the socket.
 - a. Insert the EPROM so that the tabs on the EPROM are aligned with the notches in the socket. (The top edge of the socket has one notch, and the bottom edge has two notches. The top edge of the EPROM has one tab, and the bottom edge has two tabs.)
 - b. Place your thumb on the EPROM, place your index finger on the back of the circuit board, and gently push down on the EPROM until it snaps into place.
6. Replace the end cap.

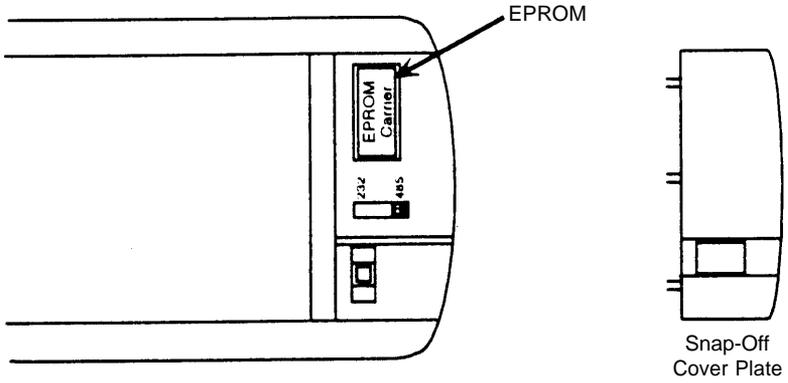


Figure 12. Replacing the EPROM

Setting the Jumper

The jumper that designates RS-232 or RS-485 operation is located inside the end cover of the wallboard. Set the jumper to "485."

Follow these steps to set the jumper (see Figure 13):

1. Turn the power off.
2. Remove the snap-off end cover.
3. Locate the RS-232/RS-485 jumper below the EPROM.
4. Place the jumper for the RS-485 setting by connecting the center pin and the pin on the right.

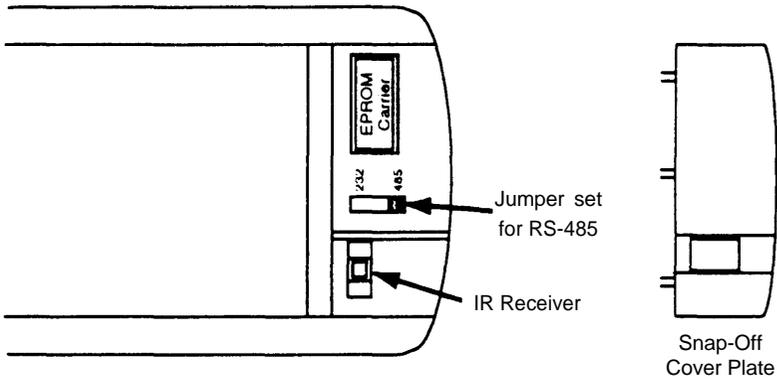


Figure 13. Setting the Jumper

Troubleshooting

The following are common troubleshooting problems and typical questions. In each case the problem or question is given in bold type, and the procedure or answer is given in plain type.

First Start-Up

These problems occur during the first start-up of the wallboard, before you have communicated with the wallboard.

The wallboard does not light up and does not make any power-up sound when plugged in.

Follow these steps:

1. Check that you have one of the following wallboards:
 - Wallboard model WB3 (PEC 5340-WB3, comcode for package—407743483, comcode for wallboard—407743467)
 - Wallboard model IW3 (PEC 5340-IW3, comcode for package—407743475, comcode for wallboard—407753227)



NOTE:

Other wallboard models may not work with a all call center or service center applications.

2. Check power at the outlet. For example, try plugging in another electrical device to see if it will work. If the outlet is good, return the wallboard for repair.

The wallboard makes a power-up sound and shows the start-up message but does not update any information from the device containing the call center software.

Follow these steps:

1. Check all cables and connections to ensure they are plugged in.
2. Consult the wiring diagram to ensure proper wiring.
3. Check if the wallboard was plugged in and cabled to the device containing the call center software when it was turned on.
4. Has a master kit been purchased? If so, the wallboard must be on an RS-485 network. See the wiring diagram in the master kit instructions.
5. Check the EPROM in the wallboard. The EPROM is located in the right endcap. Remove the right endcap and verify that the EPROM label part number is 1018-6008D (manufacturer's part number). If it is not, contact your Lucent Technologies representative or authorized dealer and request the correct EPROM:
6. Check the jumper underneath the EPROM. It must be set for RS-485 (see "Setting the Jumper" on page 30).
7. Check to see that the wallboard is connected to the correct COM port on the device containing the call center software.
8. Is the converter box plugged in and working? Check the power light on the box.

9. Is the serial port transmitting to the converter box and the box transmitting to the wallboard? Check the RXD and the TXD lights on the converter box. If they are flashing, there is communication with the converter box. Check the output cable on the box and to the wallboard.
10. Is the cable plugged into the serial port and the converter box? If it is plugged in correctly and there still is no flashing light on the converter box, make sure you have the call center software to drive the wallboard.
11. Check the cable on the back of the wallboard. Make sure it is plugged into the RS-485 connector.
12. Send the wallboard in for repair.

There is no light on the converter box.

Follow these steps:

1. Check the outlet for power.
2. Return the converter box and the power supply for repair.

Trouble After Installation

Trouble sometimes occurs after communication has been established between the wallboard and the serial port. In other words, the wallboard has worked in the past and now has stopped working.

The wallboard no longer lights up and does not make a power-up sound.

Follow these steps:

1. Check the outlet for power.
2. Check the power cable to make sure it is plugged into the outlet.
3. Return for repair.

The wallboard makes a power-up sound but does not light up or show any information from the device containing the call center software.

Follow these steps:

1. Check **all** cables and connections from the serial port to the wallboard.
2. Check the device containing the call center software to make sure it is transmitting updates.
3. Is the converter box power light on? If not, check the power supply for the converter box.
4. Is the TXD or the RXD light on the converter box flashing? If not, check the cables and the connection from the serial port of the device containing the call center software to the converter box.

5. Was the wallboard plugged in and operating before the device containing the call center software was turned on?
6. Has the EPROM in the wallboard been changed?
7. Has the wallboard software on the device containing the call center software been removed?
8. Has the COM port on the device that is connected to the wallboard been changed?
9. Check with the Lucent Technologies Helpline at 800-242-2121.
10. Return for repair.

The wallboard displays nonsense or locks up.

Follow these steps:

1. Unplug the wallboard and wait for one minute. Plug the wallboard back in, and check if it is functioning properly.
2. Check all cables and connections.
3. Check that the wiring is a daisy-chain configuration and not a star configuration. Check the wiring diagram for the wallboards.



CAUTION:

A star configuration is not supported and causes the wallboard to freeze.

4. Replace any unapproved cables and connectors; they may be faulty.
5. Has the EPROM been changed?

6. Make sure the jumper underneath the EPROM is set at RS-485. If not, change the jumper to RS-485 (see "Setting the Jumper" on page 30).
7. Has the wallboard software been changed or removed?
8. Are the other wallboards on the same network working? If so, check the connectors at the first wallboard.
9. Use the wireless keyboard to clear the wallboard's memory (see instructions on page 26). Retransmit to the wallboard, and check if it is functioning properly.
10. Return for repair.

Wallboard Problems

Wallboard problems are physical defects in the wallboard; the network to the wallboard is functioning properly.

Light-emitting diodes (LEDs) are out. This can be a single light, column, row, or any part of the wallboard.

Return for repair.

The plexiglass face is cracked.

Return for repair.

Common Customer Questions

The following are questions commonly asked by wallboard customers.

Can I hook up a wallboard directly to the communications system?

No, the wallboard must be connected to the serial port of the device containing the call center software by using either the Standalone Kit or Master Kit, and the call center software package.

Can I connect other types of wallboards to the device containing the call center software?

No. Other wallboard models (for example, WB1, WB2, and WB4) are not compatible with the WB3 and cannot work with call center or call management software.

How many wallboards can I connect together on a network?

Up to 255 wallboards can be connected together to form a network.

How far from the serial port of the device containing the call center software can the wallboards be installed?

Wallboards can be installed a maximum of 4,000 feet from the serial port of the device containing the call center software.

Parts List

Table 2 lists the components and their numbers for the wallboards and the converter kits.

Table 2. Wallboard Components

Component	PEC	Comcode
WB3 Wallboard	5340-WB3 & 5340-WB3A	407743483
Wallboard		407743467
Mounting Kit		407643667
Instruction Manual		108029257
7-foot Telco Cable		407643741
Modular Junction Box		407643634
IWB3 Wallboard	5340-IW3 & 5340-IW3A	407743475
Wallboard		407753227
Mounting Kit		407643667
Instruction Manual		108029257
7-foot Telco Cable		407643741
Modular Junction Box		407643634

Continued on next page

Table 2. Wallboard Components — Continued

Component	PEC	Comcode
Standalone Kit	5340-SKT & 5340-SKTA	407743525
Adapter RS-232, DB9-to-RJ11		407743491
Adapter RS-232, DB25-to-RJ11		407743517
RS-232 cable 50 feet		407743509
Master Kit (120-volt countries including U.S., Canada, and Mexico)	5340-KIT & 5340-KITA	407679174
Converter Box		407643642
Converter Cable*		407643659
Power Supply		407643626
Master Kit (all 220/230/240-volt countries)	5340-IKT & 5340-IKTA	407689892
Converter Box Type† European Style		407650365‡
Australian Style		407649961
United Kingdom Style		407650357
Converter Cable*		407643659
Power Supply Type† European Style		407650381‡
Australian Style		407650399
United Kingdom Style		407650373

*. This cable can have a 9-pin or a 25-pin adapter. The adapters can be male or female on either end. Normally the cable is sent with a 9-pin adapter on each end. The required RS-485 cable (category 5, single-pair with shield) must be supplied by the customer.

†. The component shipped depends on the customer or distributor address.

‡. Default

