Meridian/Succession Attendant PC Unit Installation Guide

This document describes the Meridian/Succession Attendant PC installation procedures. It also provides basic troubleshooting information for use during installation as well as future problem-solving by the system administrator. ***Please do not discard this document.***

IMPORTANT: The attendant's PC must have the correct Attendant PC application software installed before the Meridian/Succession Attendant PC is installed.

Hardware

PC Console Interface (Meridian/Succession Attendant PC)

one DB25 system cable that connects the Attendant PC to the Meridian 1 or Succession Communication Server for Enterprise 1000 Main Distribution Frame (MDF)

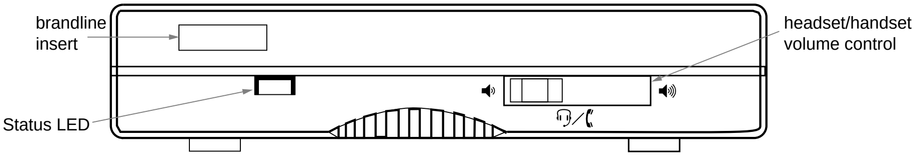
one DB9 RS-232 serial cable that connects the Attendant PC to a PC

Handset

Headset (optional; can be ordered separately)

Installing the Meridian/Succession Attendant PC

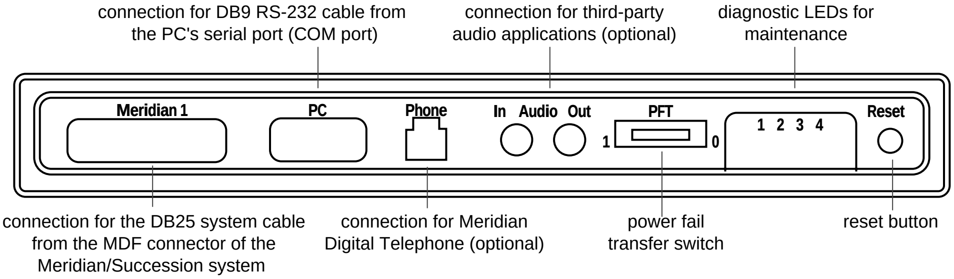
1. It is recommended that you place the Attendant PC flat under the PC monitor with the front panel facing forward.



Front Panel

2. Connect one end of the DB25 system cable to the Meridian 1 connector on the rear of the Attendant PC.
3. Connect the other end of the DB25 system cable to the MDF connector.
4. Attach the DB9 connector from the DB9 RS-232 serial cable to the PC port on the Attendant PC
5. Connect the other end of the DB9 RS-232 serial cable to the serial port (COM port) on the PC.

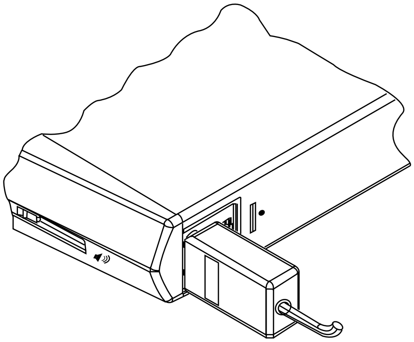
Note: An adapter may be required to connect the RS-232 serial cable from the Attendant PC unit to the PC.



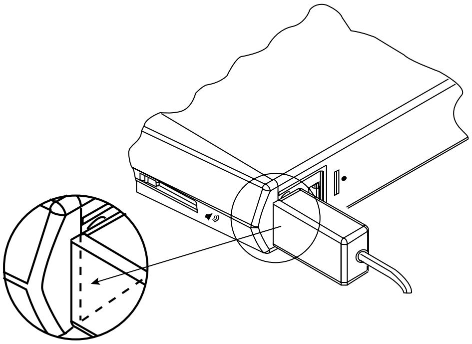
Rear Panel

6. Attach a headset to the RJ32 jack or a handset to the PJ327 2-prong connector jack on either side of the Attendant PC. (Ensure that the brandline plate faces outward.)

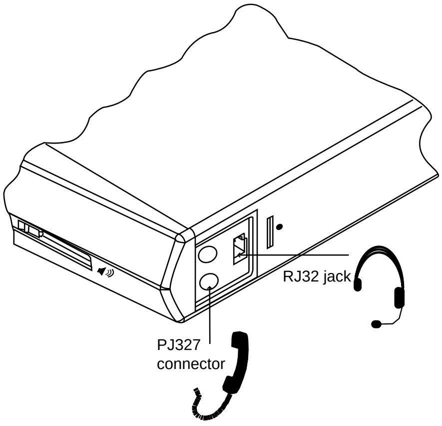
Note 1: The Attendant PC supports both amplified and non-amplified headsets.
Note 2: The Attendant PC does not support carbon type headsets or handsets.
Contact your distributor for further information on headsets and handsets.



Correct PJ327 Insertion
(The jack fits snugly with the Attendant PC case.)

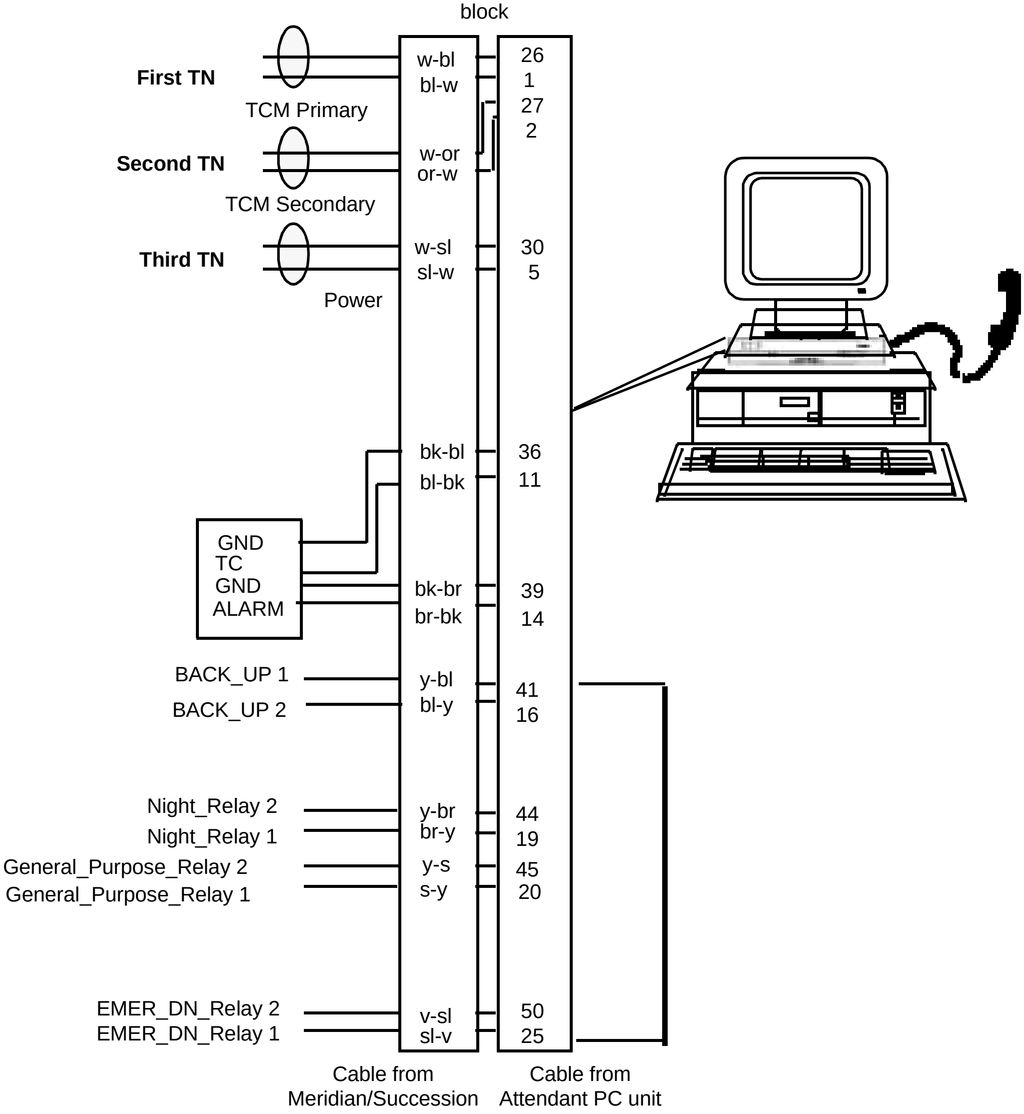


Incorrect PJ327 Insertion
(The jack is not flush with the Attendant PC case.)



Connector Usage

7. If a Power Fail Transfer Unit (PFTU) is available, connect the Power Fail Transfer pair (11 and 36 in the figure) from the MDF block to the PFTU.
8. If desired, install a Meridian Digital Telephone through the teledapt PHONE connector at the rear of the Attendant PC using a 2-wire pair on the MDF block (BACK_UP 1 and BACK_UP 2 in the figure). **Note:** This set can be used as a Night DN or if the PC fails, for example.
9. Connect the Night, General_Purpose, and EMER_DN relays to the MDF block as shown in the figure. **Note:** LDN0 must be configured with EMER_DN for this relay to work properly.
10. Use the Audio Input/Output jacks to connect third-party audio applications, if any. (See the applications' user manuals for instructions.)



Configuring the Attendant PC

1. Make sure that there are three free ports on the digital line card (or four free units if you installed a desktop digital set in step 8 of the previous procedure).
2. In Overlay 12, configure the first two units as the primary and secondary TNs using the same setup as the M2250 (refer to the *X11 Input/Output Guide or Succession CSE 1000 Input/Output Guide,* with the exception that you enter **2250** at the TYPE prompt to configure the Attendant PC. Then configure the third unit as a power unit.
3. In Overlay 11, configure the fourth unit as a NIGHT_DN (if you installed a Meridian Digital Telephone in Step 8 on page 3).
4. If you are using a PFTU:
   Make sure that there is one free port on an analog line card.
   In Overlay 10, configure the TN using the same setup as the 500/2500 telephone (refer to the *X11 Input/Output Guide or Succession CSE 1000 Input/Output Guide)*.

Completing the Installation

1. Make sure the PFT is in the OFF position (I=On, 0=Off).
2. Make sure all cross-connects to the Attendant PC are wired at the MDF block (see the previous figure).
3. Make sure the DB25 system cable is connected to the MDF block.
4. Make sure the DB9 RS-232 serial cable is connected to the PC serial port (COM port).
5. Launch the Attendant PC application software already installed.

Note: If you experience a one way speech path, check all cross-connections, and make sure all connections are secure.

Self-Test and Diagnostics

When the Attendant PC powers up, it performs a self-test diagnostic routine. The Status LED on the front of the Attendant PC should turn red for 2 seconds and then turn solid green, and the Diagnostics LEDs on the rear of the Attendant PC should flash once and then turn off.

If a failure occurs during the Attendant PC's self-test diagnostic routine, the Status LED will change to yellow and the error will be indicated by which Diagnostics LEDs are illuminated. Contact your distributor to report the problem.

Note: Only one error can be indicated at a time, in priority-order from highest (1) to lowest (7).

LED#					
1	**2**	**3**	**4**	**Description**	**Priority**
Off	Off	Off	Off	Self-test passed	
On	Off	Off	Off	EEPROM failure	7
Off	On	Off	Off	Alerter micro failure	6
On	On	Off	Off	Port expander failure	5
Off	Off	On	Off	Loopback test failure	4
On	Off	On	Off	Secondary B07 failure	3
Off	On	On	Off	Primary B07 failure	2
On	On	On	Off	RAM failure	1

Troubleshooting the Status LED

The Status LED indicates the current status of the Attendant PC as follows:

Solid Green indicates that the Attendant PC is operating normally and you do not need to take any action.

Off indicates that there is no power going to the Attendant PC. Check the DB25 system cable and the cross-connect wiring at the MDF.

Flashing red is a major alarm indicating that a system-related error has occurred at the Meridian/Succession system. Contact your Meridian/Succession system administrator to report the problem.

Flashing green indicates that the Attendant PC is in Night Service or Position Busy, the Power Fail Transfer Switch Transfer Switch is in the incorrect position (it should be off), or the handset or headset is not connected properly.

Solid Yellow indicates that a failure occurred during the Attendant PC unit's self-test diagnostic routine. Contact your Meridian/Succession authorized distributor to report the problem.

Solid Red indicates that the Attendant PC is not communicating properly with the PC. Ensure that the DB9 RS-232 serial cable is connected to the correct port. If the cable is connected properly but the Status LED remains red, run the following stand-alone test procedure.

Stand-Alone Test Procedure

1. Disconnect the DB25 system cable to power down the Attendant PC and then disconnect the DB9 RS-232 serial cable.
2. Make a connection between pins 2 and 3 on the PC port at the rear of the Attendant PC unit. Recommend method is to use a DB9 connector with pins 2 and 3 jumpered (shorted).
3. Power up the Attendant PC by reconnecting the DB25 system cable and press the reset button at the rear of the unit.

   IMPORTANT: The reset button should only be used when performing this stand-alone test procedure with a connection between pins 2 and 3 on the PC port (as described in step 2).

   The Attendant PC runs its self-test diagnostics and goes into run mode. (If the Attendant PC fails the self-test, the Status LED will turn yellow and the Diagnostics LEDs will indicate what's wrong, as previously described in “Self-Test and Diagnostics”.)
4. Disconnect the DB25 system cable to power down the Attendant PC, reconnect the DB9 RS-232 serial cable, and then reconnect the DB25 system cable.
5. If the Attendant PC still fails to communicate with the PC, check the DB9 RS-232 serial cable and the PC communication port settings.

Audio In/out

The audio input/output jacks (3.5mm) are located on the rear panel. The input and output impedances are 600 Ω. These ports can be used to connect the Attendant PC unit audio paths to external audio applications, under control of the PC application.