555-7101-215

CallPilot

Installation and Configuration
Part 2: 702t Server Hardware Installation

Product release 2.0 Standard 1.0 October 2002

NORTEL NETWORKS™

P0949452

CallPilot

Installation and Configuration
Part 2: 702t Server Hardware Installation

Publication number:	555-7101-215
Product release:	2.0
Document release:	Standard 1.0
Date:	October 2002

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Printed in Canada

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Publication history

October 2002

Standard 1.0 of the *CallPilot Installation and Configuration, Part 2: 702t Server Hardware Installation* is issued for general release.

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Chapter 1

702t server description

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Server features

Introduction

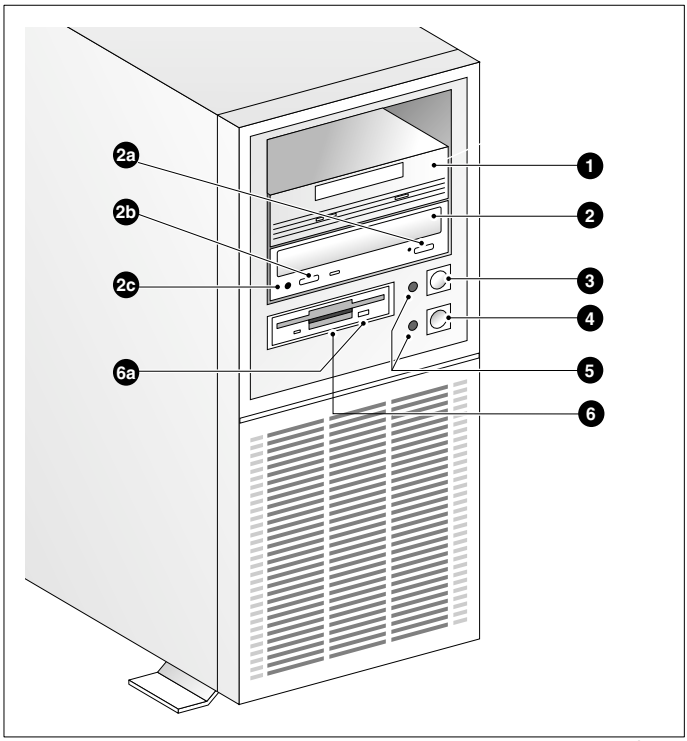
This section provides a general overview of the 702t server.

Server dimensions

Height	49 cm (19.3 in.)
Width	21 cm (8.3 in.) (chassis), or 25 cm (10 in.) with feet
Depth (distance from front to back)	45 cm (17.75 in.)
Clearance front	21.59 cm (8.5 in.)
Clearance rear	12.70 cm (5 in.)
Clearance side	7.62 cm (3 in.). You require additional side clearance for service.
Weight of fully loaded system with ■ 6 SCSI drives ■ 6 populated boards ■ CD-ROM ■ floppy ■ tape drives	22.05 kg (48.50 lbs)

Front panel features

The following diagram shows the front panel features of the 702t server:



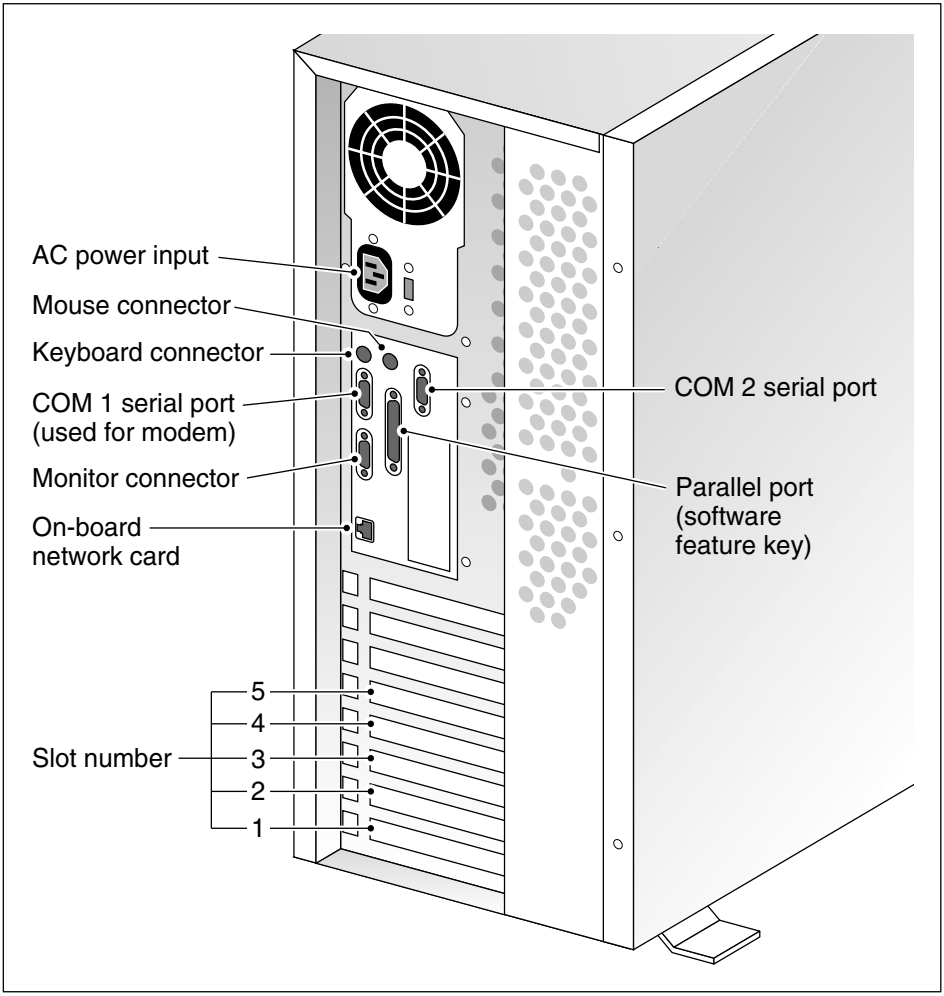
The table below describes the parts that are identified in the above diagram.

Part		Function
1.	Backup tape drive	Allows backup of hard drive data.
2.	CD-ROM drawer	Holds CD-ROM disk.
2a.	Drawer push button	To open the CD-ROM drawer; push the button again to close the drawer.

Part		Function
2b.	Volume control	Controls headphone volume for audio output.
2c.	Headphone jack	Jack for audio output from CD-ROM.
3.	ON/OFF push button	Turns the server's power on or off.
4.	Reset push button	Momentarily disconnects the power to the server. Do not use for restart; use the software restart instead.
5.	Indicator lights	Indicate when the server is powered up and the disk drives are active.
6.	Floppy drive	Drive for 3 1/2" disks.
6a.	Floppy eject button	Ejects the floppy disk.

Rear panel diagram

Refer to “Slot assignments” on page 14 for slot assignments.



Slot assignments

Introduction

The slot assignment tables show the following:

- the physical location of boards inside the server, relative to other boards
- the order in which boards are installed (for example, board #1, 2, 3, and so on)
- how the boards are represented in CallPilot Manager applications (that is, on the Maintenance Administration page)
- the maximum capacity for each switch connectivity

Note: Your server may vary depending on what was ordered from Nortel Networks. Therefore, your server may not have all of the slots populated.

Slot definition and slot numbering

In these tables, the term “slot” refers to the available slot openings in the chassis, not the PCI or ISA connectors inside the server.

The slots are numbered from the bottom of the server to the top. Slot 1 is the bottom slot in the chassis if the chassis is standing on its feet.

Slot assignments: 702t server with RAID

Slot number	CallPilot-assigned board label[a]	Meridian 1	Succession CSE 1000
Onboard network card[b]		ELAN Network card	ELAN Network card
Slot 5	BRD05	RAID	RAID
Slot 4	BRD04	CLAN Network card	CLAN Network card
Slot 3	BRD03	MPB16-4 board #2 (optional)	MPB16-4 board #2 (optional)
Slot 2[c]	BRD02	MPB16-4 board #1	MPB16-4 board #1
Slot 1	BRD01	Not used	Not used

a. In some CallPilot Manager applications, the CallPilot-assigned board label appears. This label corresponds to the slot number. For example, BRD05 refers to the board in slot 5.

b. The onboard network card is built onto the motherboard. This card does not have a slot.

c. For Meridian 1 and Succession CSE 1000, the first MPB16-4 board must be installed in slot 2.

Slot assignments: 702t server without RAID

Slot number	CallPilot-assigned board label[a]	Meridian 1	Succession CSE 1000
Onboard network card[b]		ELAN Network card	ELAN Network card
Slot 5	BRD05	Not used	Not used
Slot 4	BRD04	CLAN Network card	CLAN Network card
Slot 3	BRD03	MPB16-4 board #2 (optional)	MPB16-4 board #2 (optional)
Slot 2[c]	BRD02	MPB16-4 board #1	MPB16-4 board #1
Slot 1	BRD01	Not used	Not used

a. In some CallPilot Manager applications, the CallPilot-assigned board label appears. This label corresponds to the slot number. For example, BRD05 refers to the board in slot 5.

b. The onboard network card is built onto the motherboard. This card does not have a slot.

c. For Meridian 1 and Succession CSE 1000, the first MPB16-4 board must be installed in slot 2.

IRQ mapping table

The following table lists the assignments for each Interrupt Request (IRQ). You do not need this information for installation, but it may be useful for troubleshooting.

IRQ	Slot or device
0	Timer
1	Chipset
2	System/unused
3	Serial Port 2 (COM2)
4	Serial Port 1 (COM1)
5	For Meridian 1 or Succession CSE 1000 system, available for CLAN in slot 4 as needed.
6	Floppy controller
7	Parallel port (LPT1)
8	Real Time Clock
9	ACPI SCI Interrupt
10	On-board network card
11	Slots 2 and 3 (MPB16-4 boards)
12	PS/2 Mouse
13	Math coprocessor
14	Primary EIDE controller

IRQ	Slot or device
15	Slot 5 (RAID/On-Board SCSI controllers) **Note:** Both SCSI controllers are on IRQ 15, which allows the SSU to automatically resolve any IRQ conflict.

Network connectivity

Introduction

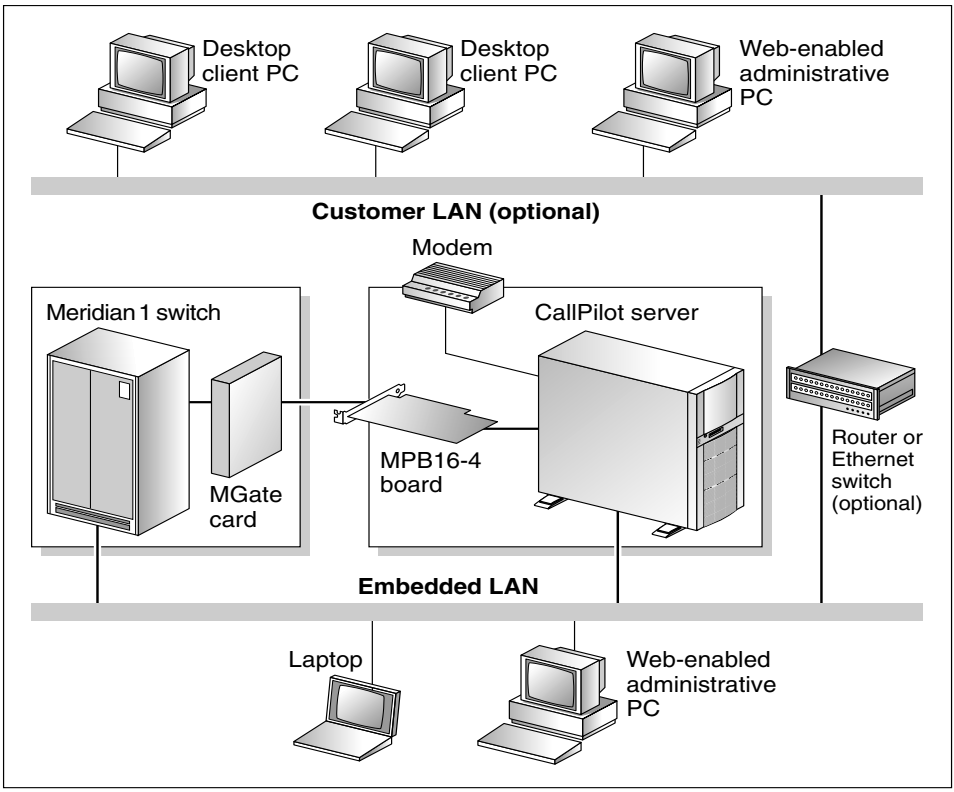
This section describes how the 702t server can be integrated into your network. The integration depends on the type of switch you are using.

ATTENTION To secure the CallPilot server from unauthorized access, ensure that the CallPilot network is inside your organization's firewall.

Sample network setup: Meridian 1

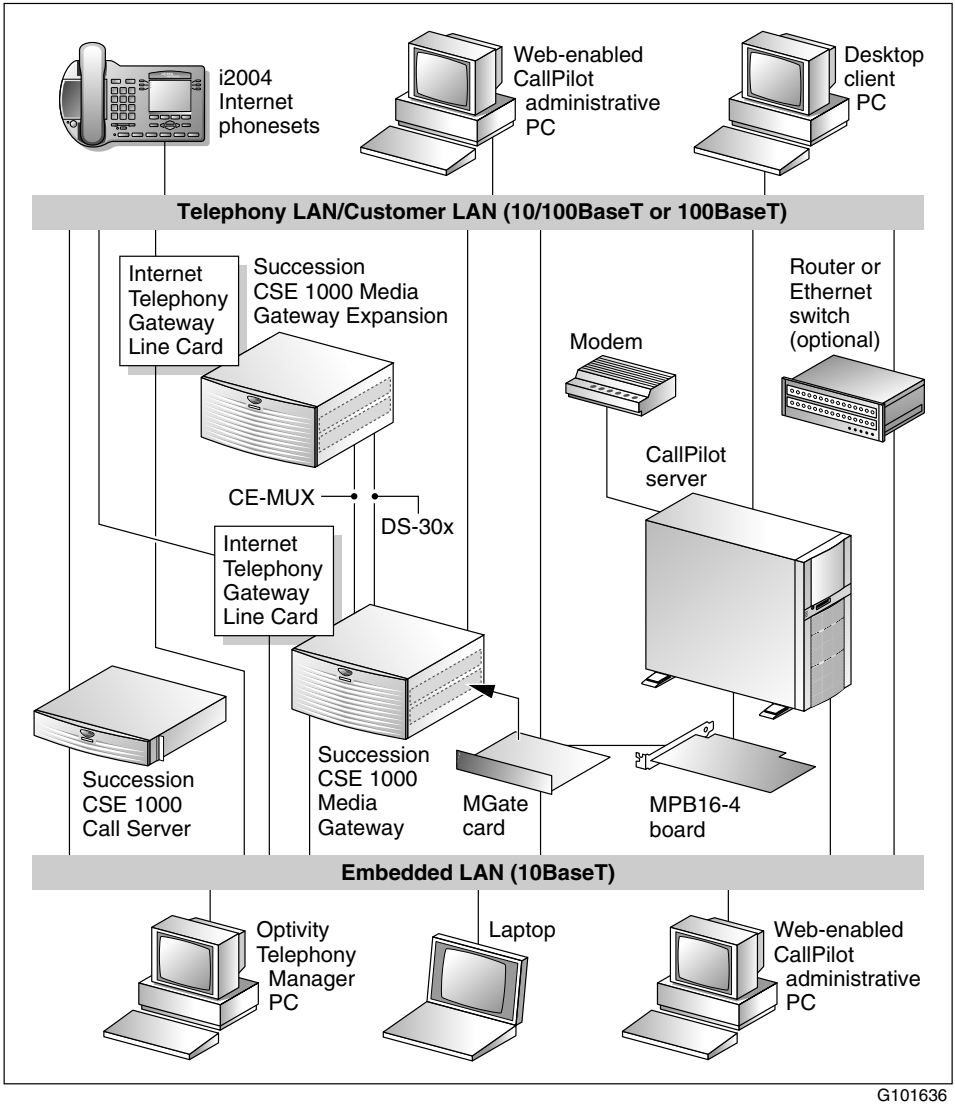
The following diagram shows a CallPilot server network setup with a Meridian 1 switch. The Meridian 1 switch can be one of the following:

- Option 11C or Option 11C Mini using fiber connections
- Option 51C
- Option 61C
- Options 81 and 81C



Sample network setup: Succession CSE 1000

The following diagram shows a CallPilot server network setup with a Succession CSE 1000 system:



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In this illustration, the telephony LAN (TLAN) provides IP connectivity between the Succession CSE 1000 system and the i2004 Internet phonesets. The connection between the Call Server and Media Gateway can be point-to-point, or it can be through the LAN, if the system is installed in a distributed data network.

For information about the Succession CSE 1000 system and i2004 Internet phoneset bandwidth and network requirements, refer to the *Succession Communication Server for Enterprise 1000 Planning and Installation Guide* (NTP 553-3023-210).

Switch connectivity

For more details about how the 702t server and switch connection is established, refer to Part 3 in the *CallPilot Installation and Configuration* binder.

LAN connectivity

The 702t server provides 10- or 100Base-T Ethernet network connectivity. See “Rear panel diagram” on page 13 and “Slot assignments” on page 14 for details on the location of network interface cards. The function of each network interface card is described below:

- An Ethernet controller on the server’s motherboard provides connectivity to the ELAN.

  For information about the ELAN’s purpose and requirements, see “About the ELAN” in Part 1 of the *CallPilot Installation and Configuration* binder.

- An optional network interface card (NIC) is installed in the server.

  This optional NIC is required only for Meridian 1 or Succession CSE 1000 systems that require a CLAN connection (in addition to the ELAN connection). The CLAN provides data connectivity between desktop and web messaging clients and the CallPilot server.

Network requirements

Appropriate networking equipment must be available for both the CLAN and ELAN.

The CLAN and ELAN must be properly configured for correct CallPilot operation. To ensure correct configuration, Nortel Networks recommends that you consult a network specialist.

ATTENTION

For important considerations about using the ELAN in your network, see "About the ELAN" in Part 1 of the *CallPilot Installation and Configuration* binder.

Remote access connectivity

The RS-232 COM 1 connector on the rear of the 702t server provides the connection to an external high-speed modem. The modem allows administrators and technical support personnel to administer the 702t server from a remote location.

pcAnywhere is used to establish the remote access connection to the server.

Supported peripheral devices

Introduction

This section identifies external devices that are supported by the 702t server. The following table describes the supported peripheral devices:

Device	Description
Modem	A 56 Kbps external modem (NTRH9078) provides remote access to the 702t server. The modem connects to the RS-232 COM1 connector on the rear of the server. Since the modem is an external device, it requires its own AC power source. The 33.6 Kbps modem (NTRH9016) is also supported, but has been replaced by the 56 Kbps modem for new systems.
Ethernet hub	A 10BaseT Ethernet hub provides the ELAN connection between the 702t server and the Meridian 1 switch or Succession CSE 1000 system. The customer can supply a hub from third-party vendors or purchase the 3Com 10BaseT Ethernet hub (NTRH9017) from Nortel Networks. Since the hub is an external device, it requires an AC power source.
Monitor, keyboard, and mouse	■ 14" monitor: NTRH9011 Since the monitor is an external device, it requires its own AC power source. ■ Keyboard: NTRH9013 ■ Mouse: NTRH9014

Chapter 2

Preinstallation requirements

In this chapter

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Removing the side panel 31

Inspecting the server interior 34

Installation overview

Introduction

This section provides an overview of the steps required to install the 702t server and peripheral devices.

Installation checklist

The following checklist identifies the tasks that must be performed when installing the CallPilot server. For detailed instructions, see Chapter 3, "Installing the server and connecting the peripheral devices."

When you are finished, continue with Part 3 of the *CallPilot Installation and Configuration* binder.

Step	Description	Check
1	Ensure that you have reviewed the "Installing CallPilot" section in Part 1 of the *CallPilot Installation and Configuration* binder, and completed stage 1 of the "Installation checklist."	❒
2	Unpack the server, and ensure you have all the items you need (see page 29). Complete the following checklists that are provided in Part 1 of the *CallPilot Installation and Configuration* binder: ■ "CallPilot software media and documentation checklist" ■ "CallPilot server hardware checklist"	❒
3	Remove the server cover, and inspect the interior (see pages 31 and 34).	❒
4	Replace the server cover.	❒
5	Place the 702t server in the chosen location (see page 38).	❒

Step	Description	Check
6	Set the DIP switches on the modem (see page 41).	❒
7	Connect the 702t server and devices as follows:	❒
	■ Connect the monitor, keyboard, and mouse (see page 43).	❒
	■ Connect the modem (see page 45).	❒
	■ Connect the 702t server to the ELAN hub (see page 46).	❒
	■ Connect the 702t server to the CLAN hub (optional); (see page 48).	❒
	■ Install the software feature key adapter (see page 50).	❒
	■ Connect the power cords for all devices, and then power them up.	❒
8	Start the 702t server (see page 53).	❒

Conventions for warnings

You may encounter the following types of warnings in this guide. Do not ignore them.



DANGER

Risk of electric shock

Warns you of an immediate electrical hazard, which, if not avoided, will result in shock, serious injury, or death.



WARNING

Risk of personal injury

Warns you of a situation in which you can be injured if instructions are not followed exactly as stated.



CAUTION

Risk of equipment damage

Alerts you to situations where data can be lost or damaged, equipment can be damaged, actions can result in service interruption, and productive time can be lost.

ATTENTION

Provides information that is essential to the completion of a task.

Unpacking the 702t server

Introduction

Follow this procedure to unpack the server and peripherals.



WARNING

Risk of personal injury

The 702t CallPilot server weighs approximately 17 kg (38 lb) as shipped from manufacturing. To prevent personal injury, ask someone to help you unpack and position the server.

To unpack the equipment

ATTENTION

As you unpack each item, check it off against the packing list, as well as against the following checklists provided in Part 1 of the *CallPilot Installation and Configuration* binder:

- "CallPilot software media and documentation checklist"
- "CallPilot server hardware checklist"

1. Carefully open the cardboard carton containing the server.
2. Remove the server from the carton and set it on the floor.
3. Carefully open the cartons containing the monitor, keyboard, mouse, modem, and ELAN hub (if supplied), and set the peripherals aside.
4. Put all manuals, CD-ROMs, operating system disks, any disks for peripherals, and the Windows NT emergency repair disk in a safe place.
5. Save all packing materials and cartons in case you must return any equipment to the carrier.

What's next?

Remove the server cover so that you can inspect the interior of the server. See "Removing the side panel" on page 31.

Removing the side panel

To remove the side panel



WARNING

Risk of personal injury

Be careful when you handle the sharp edges of the side panel and chassis to prevent personal injury.

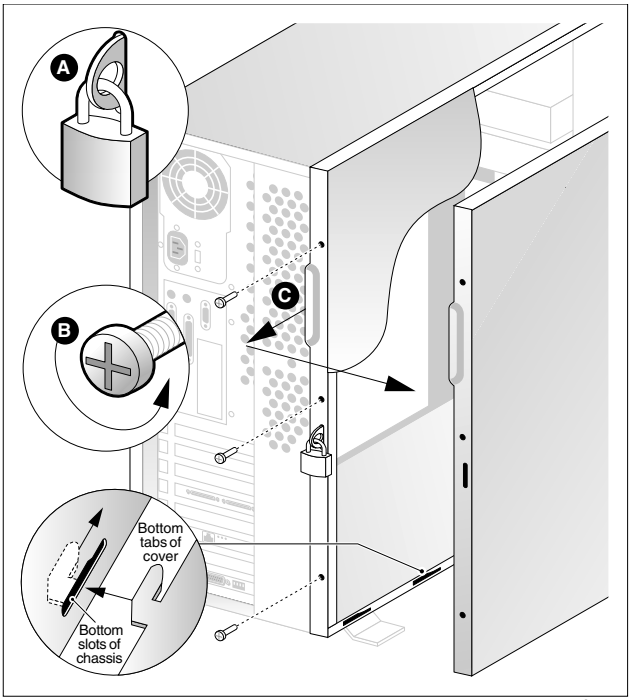


CAUTION

Risk of equipment damage

Use an ESD wrist strap to protect static-sensitive components.

The following diagram shows how to remove the side panel. See the instructions for removal on page 32 .



Note: The illustration shows a customer-supplied padlock (A).

1 If a padlock is installed on the back of the system, unlock and remove it. Refer to “A” in the illustration.

2 Remove and save the three screws from the back of the side cover. Refer to “B” in the illustration.

Note: You need the screws to reattach the side cover.

3 Place the fingertips of your left hand under the built-in handle on the back of the cover.

4 Pull the cover approximately 2.5 cm (1 in.) away from the front of the server until it stops. Refer to “C” in the illustration.

5 Use your left hand to pull the back end of the cover toward you to disengage the bottom row of tabs from the notches in the chassis, as shown in the diagram on page 32.

6 Use both hands to lift the cover upward to disengage the top row of tabs from the notches in the top edge of the chassis.

7 Set the cover aside.

Inspecting the server interior

Introduction

You should perform a visual inspection for loose components, foreign matter, or shipping damage inside the server.



CAUTION

Risk of equipment damage

When working with interior components, use an ESD wrist strap to protect static-sensitive components.

Protective foam

The server is shipped with protective foam to prevent damage during shipping. You must remove the foam before you inspect the server and continue with the installation. The foam can be stored for future use in case you need to ship the server back to the distributor or to Nortel Networks.



CAUTION

Risk of equipment damage

The server can be damaged if the protective foam is not removed and the server is powered up. Do not power up the server while the protective foam is in the server.

To remove protective foam and inspect the server interior

1. Carefully remove the foam from inside the chassis.
2. Ensure that all the cards are fully seated on the baseboard.
3. Check for any loose wires or foreign objects, such as loose screws, inside the chassis.

4 Review the slot locations (see “Rear panel diagram” on page 13).

5 Do one of the following:

IF	THEN
you observe any damage	contact your Nortel Networks technical support representative.
components have become loose	secure them. Then replace the server cover and proceed with the hardware installation. Refer to the procedures in Part 5 of the *CallPilot Installation and Configuration* binder.
you are satisfied that the 702t server has arrived at your site undamaged	replace the server cover and proceed with the hardware installation. See “Installation checklist” on page 26.

Chapter 3

Installing the server and connecting the peripheral devices

In this chapter

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Preparing the modem 39

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Connecting the server to the ELAN 46

Connecting the server to the CLAN (optional) 48

Installing the Nortel Networks software feature key adapter 50

Connecting the server to power 52

Installing the server

Introduction

Before you install the 702t server, ensure that the chosen location meets the requirements identified on the “Site inspection checklist” provided in Part 1 of the *CallPilot Installation and Configuration* binder.

To install the server

Place the 702t server in its chosen location.

Connect peripheral devices as described in the remainder of this chapter.

ATTENTION

Do not connect the server to power yet.

Preparing the modem

Introduction

You require a modem to support remote dial-up access to the CallPilot server. The modem also enables Nortel Networks technical support to connect to your CallPilot server for troubleshooting purposes. Nortel Networks connects to your server only when you request technical assistance.

Required equipment

To install the modem, you need the following equipment:

- an analog external modem that includes
  - an RJ-11 analog phone cord
  - a power adapter cord

  One of the following modems may have been provided with your server:
  - U.S. Robotics 33.6 Kbps modem (NTRH9016)
  - U.S. Robotics 56 Kbps modem (NTRH9078)
- a 25-pin male to 9-pin female shielded serial cable for your modem

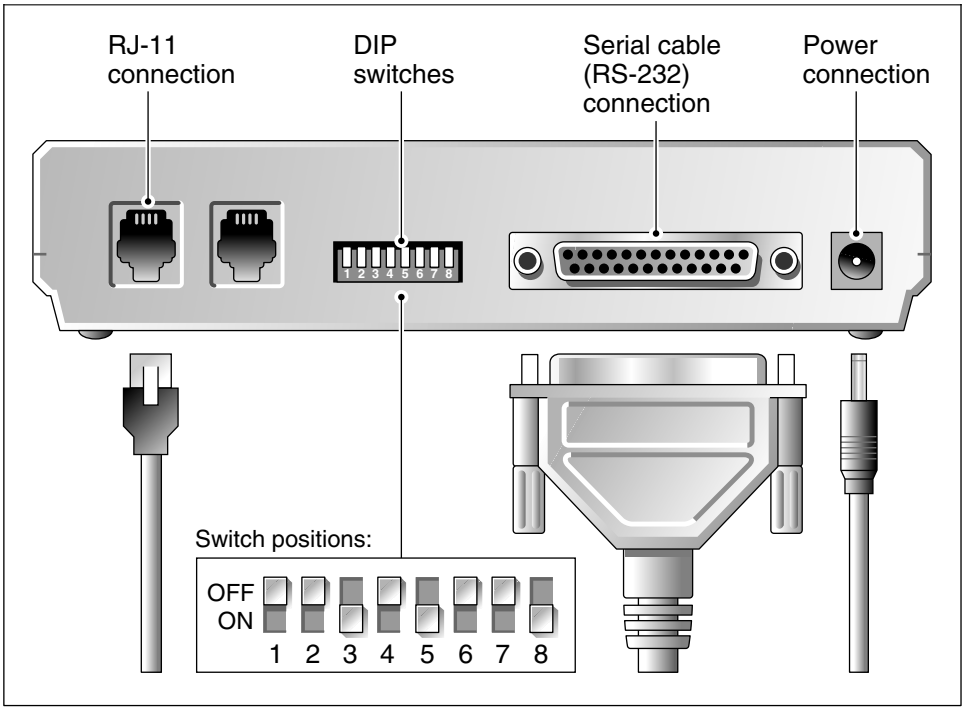
  Note: Ensure that you have the correct cable for your modem, as follows:
  - 33.6 Kbps modem: A0601464
  - 56 Kbps modem: A0841984
- an analog line jack
- tweezers, or a screwdriver small enough to use to adjust dip switches

Modem DIP switches

Set the modem DIP switches before you connect the modem to the CallPilot server.

Note: This section applies only to the US Robotics 33.6 or 56 Kbps external Sportster modem. If your modem is different, refer to the documentation for your modem.

The following diagram shows the key components of the external modem, including the location and required settings of the DIP switches:



G101445

To set the modem DIP switches

Use a pair of tweezers or a small screwdriver to set the DIP switches as described in the "Change to" column of the following table:

Note: ON is down. OFF is up.

DIP switch	Default setting	Change to	Function
1	OFF	OFF	Data Terminal Ready (DTR) override ■ OFF: Normal DTR operations. (The computer must provide a DTR signal for the modem to accept commands. If DTR is dropped, the call is terminated.) ■ ON: The modem ignores DTR (override).
2	OFF	OFF	Verbal/numeric result codes ■ OFF: Verbal (word) results. ■ ON: Numeric results.
3	ON	ON	Result code display ■ OFF: Suppresses result codes. ■ ON: Enables result codes.
4	OFF	OFF	Command mode local echo suppression ■ OFF: Displays keyboard commands. ■ ON: Suppresses echo.
5	ON	ON	Auto answer suppression ■ OFF: The modem answers on the first ring, or higher if specified in NVRAM. ■ ON: Disables auto answer.

DIP switch	Default setting	Change to	Function
6	OFF	OFF	Carrier Detect (CD) override ■ OFF: The modem sends a CD signal when it connects with another modem; it drops the CD on disconnect. ■ ON: CD is always ON (override).
7	OFF	OFF	Power-on and ATZ reset software defaults ■ OFF: Loads Y or Y1 configuration from user-defined non-volatile memory (NVRAM). ■ ON: Loads &F0-Generic template from read-only memory (ROM).
8	ON	ON	AT command set recognition ■ OFF: Disables command recognition (dumb mode). ■ ON: Enables recognition (smart mode).

What's next?

Continue with "Connecting peripherals to the server" on page 43.

Connecting peripherals to the server

Before you begin

A legend is located adjacent to the peripheral connector panel at the back of the server. This legend shows the symbol for each peripheral and which connector to use.



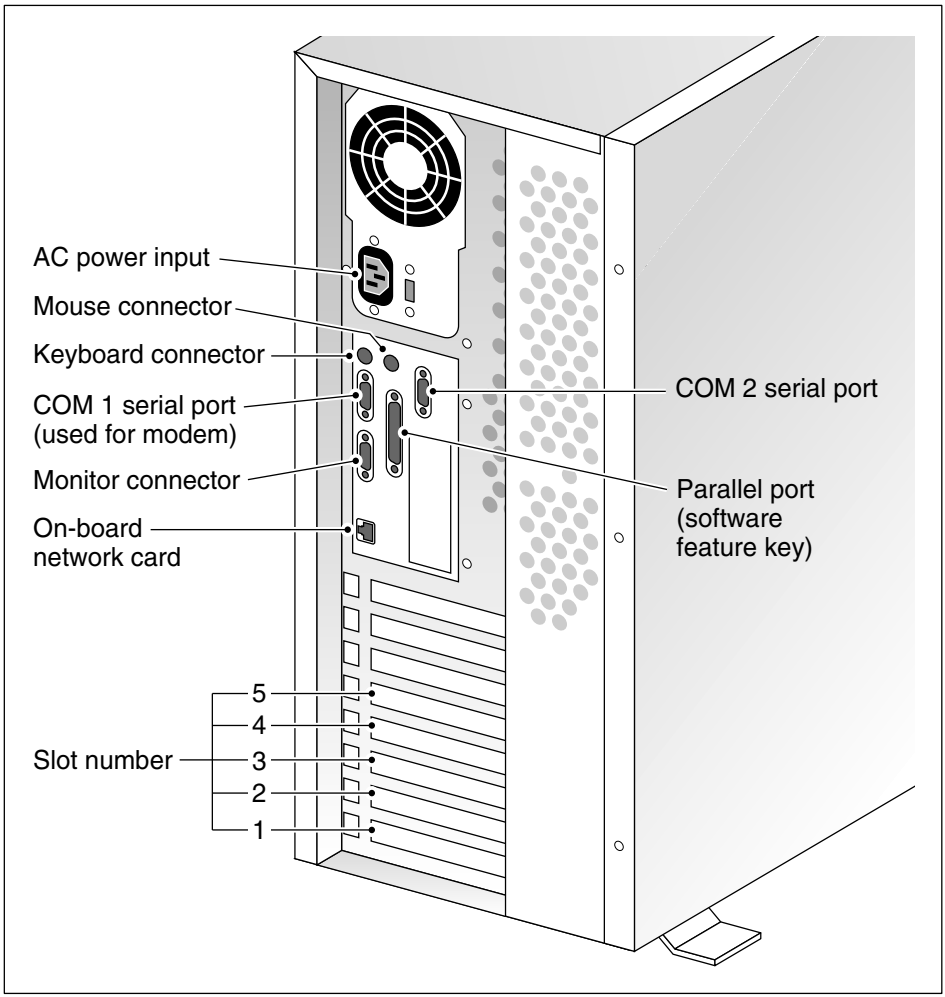
CAUTION

Risk of system failure

You can install or use only Nortel Networks-approved peripheral devices on your server. Installation or use of unapproved peripheral devices can result in system failure.

Rear panel

The following diagram shows the server connectors for the power cord and the peripheral devices:



To connect the mouse, keyboard, and monitor to the server

1. Place the monitor, keyboard, and mouse in the same location as the server.
2. Plug the keyboard and mouse into the appropriate PS/2 connectors on the chassis rear panel. See the diagram on page 44.
3. Plug in the monitor connector. Tighten the screws on the connector.
4. Connect the power cord to the monitor, and plug the other end into a wall receptacle or power bar.
5. Turn on the monitor.

To connect the modem to the server

1. Ensure that the modem's AC power cord is not plugged in.
2. Connect the large 25-pin male connector to the back of the modem. Tighten the connector screws.
3. Connect the 9-pin female connector to COM1 at the rear of the server. Tighten the connector screws.
4. Connect one end of the telephone cable to the modem RJ-11 jack labeled LINE.
5. Connect the other end of the telephone cable to the RJ-11 jack in the wall.
6. Connect the power cord to the modem, and plug the other end into a wall receptacle or power bar.
7. Turn on the modem.

What's next?

Continue with "Connecting the server to the ELAN" on page 46.

Connecting the server to the ELAN

Introduction

Connect the CallPilot server to the Meridian 1 switch or Succession CSE 1000 system using the Embedded LAN (ELAN).

Media Access Control address

The Media Access Control (MAC) address is a unique number assigned to network cards and controllers. The procedure below asks you to record the MAC address from the label affixed to the ELAN network card faceplate. The network card faceplate is visible through the slot openings in the back of the chassis.

To connect the server to the ELAN

1. See the diagram on page 44 to locate the on-board network card connector. This is the ELAN connector.
2. Locate the label on the ELAN network card faceplate that identifies the ELAN controller's MAC address.

   Note: This label is affixed to the chassis rear panel.
3. Record the MAC address on the Configuration Wizard worksheet that is provided in Part 1 of the *CallPilot Installation and Configuration* binder.

   You need the MAC address to identify the ELAN when running the Configuration Wizard to configure the CallPilot server.
4. Connect an RJ-45 network cable from the ELAN hub to the ELAN connector on the server.

   Note: The ELAN hub is optional if you use a cross-over network cable to make a direct point-to-point connection from the server to the switch. However, if you choose to establish a direct point-to-point ELAN connection, no other device can connect to the ELAN.

5 At the switch, connect the ELAN network cable to an MAU (Ethernet) transceiver. Then complete the connection from the transceiver to the switch.



DANGER

Risk of fire hazard

MAU model NTRH9069 is not suitable for installation in ducts, plenums, or other spaces used for environmental air. Do not install it above a false ceiling or below a raised floor, unless it can be confirmed that these spaces are not used to convey environmental air.

What's next?

IF the server will	THEN
be connected to a CLAN	continue with page 48.
not be connected to a CLAN	continue with installing the software feature key adapter (dongle). See page 50.

Connecting the server to the CLAN (optional)

Introduction

This section provides instructions to connect the server to the Customer LAN (CLAN).

Note: The CLAN is optional. However, a CLAN is required to support desktop and web messaging users.

Media Access Control address

The Media Access Control (MAC) address is a unique number assigned to network cards and controllers. The procedure below asks you to record the MAC address from the label affixed to the CLAN network card faceplate. The network card faceplate is visible through the slot openings in the back of the chassis.

To connect the server to the CLAN

1. See the diagram on page 44 to locate slot 4. The CLAN card is in slot 4.
2. Locate the label on the CLAN network card faceplate that identifies the CLAN controller's MAC address.
3. Record the MAC address on the Configuration Wizard worksheet that is provided in Part 1 of the *CallPilot Installation and Configuration* binder.

   You need the MAC address to identify the CLAN when running the Configuration Wizard to configure the CallPilot server.
4. Connect an RJ-45 network cable from the CLAN hub to the CLAN connector.

What's next?

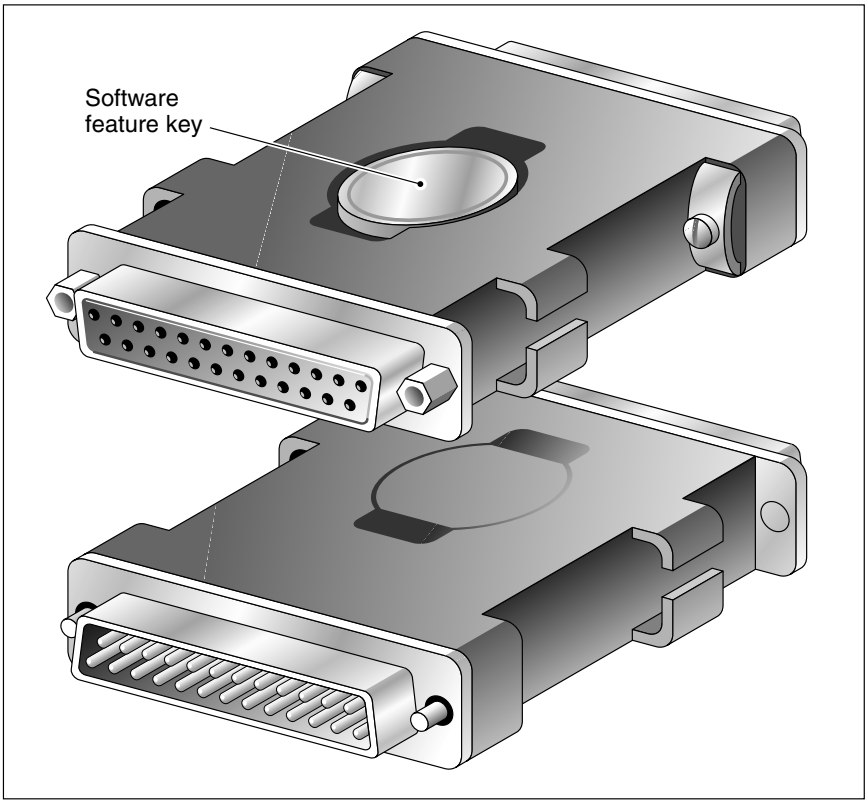
Continue with "Installing the Nortel Networks software feature key adapter" on page 50.

Installing the Nortel Networks software feature key adapter

Introduction

The software feature key is a security device that stores the unique serial number of the server. The feature key is embedded in the Nortel Networks software feature key adapter, which plugs into the parallel port.

An illustration of the software feature key embedded in the software feature key adapter is shown below:



Requirements

For installation, you require a Phillips No. 1 screwdriver.

To install the software feature key adapter

1. Ensure that there is no cable connected to the parallel port.

   Note: The parallel port is also known as the printer port or LPT1. It is located at the back of the server. See the diagram on page 44.

2. Plug the male end of the adapter into the parallel port.
3. Tighten the connector screws.

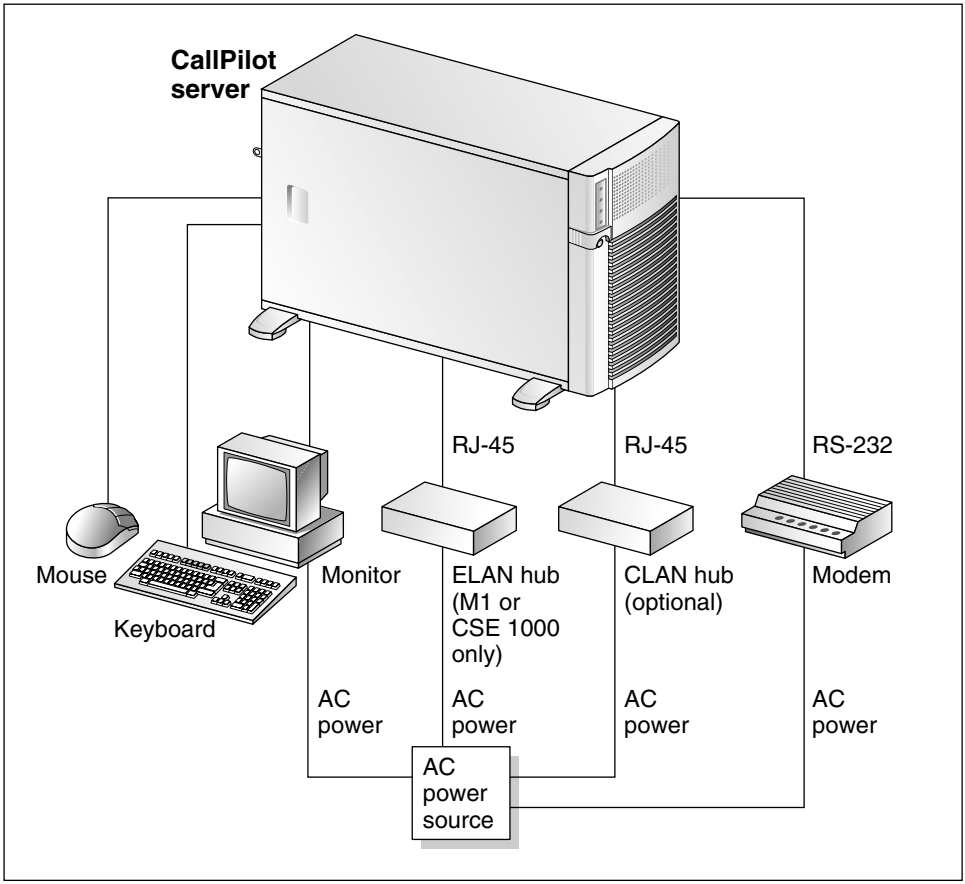
What's next?

Continue with "Connecting the server to power" on page 52.

Connecting the server to power

Before you begin

Before you connect the server to the power source, review the following diagram to ensure that all peripheral hardware devices are in place:



G101637

To connect the server to power

1. Plug the server's AC power cord into the server's rear panel.
2. Plug the other end into a wall receptacle or power bar.

To start the server

1. Press the server's power switch to start the server.
2. Observe the Power-On Self-Test (POST) and initialization messages on the monitor.
3. When the following menu appears on the monitor, select option 1 to boot Windows NT:

```
Select one of the following:
----------------------------
1 Windows NT 4.0 Server (Default within 30 secs)
2 Windows NT 4.0 Server (VGA mode)
Choose an option[1,2]?1
```

   The Windows NT startup sequence begins.

4. Ensure that the Windows NT logon window appears on the monitor.

   Note: If the Windows NT logon window does not appear, refer to Part 5 of the *CallPilot Installation and Configuration* binder for troubleshooting instructions.

What's next?

If Windows NT started successfully, proceed with the switch and server setup as described in Part 3 of the *CallPilot Installation and Configuration* binder.

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CallPilot

Installation and Configuration
Part 2: 702t Server Hardware Installation

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Publication number:	555-7101-215
Product release:	2.0
Document release:	Standard 1.0
Date:	October 2002

Printed in Canada

NORTEL NETWORKS™