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Tenor Manufacturing Test Procedures

1. Introduction:

The following procedures should be used anytime that a customer suspects that there is a problem with the Tenor hardware. This test is only to be used for existing Tenor products (not CMS based products). This procedure will test the physical interfaces (PBX and PSTN) as well as the DSP chips and channels, however it may not detect all hardware errors.

Please review the following procedures and run the test on each unit prior to contacting Quintum Technical Assistance Center (QTAC) for service. If any of the tests fail, please provide the test report to QTAC for reference.

2. Tenor Analog Test Procedures:

The following are instructions for running the manufacturing test on our standard Analog products (A400 & A800) excluding the A200. You will need 4 RJ45 4-pair straight cables for this test. The Tenor must be online before performing this test.

1. Connect first RJ45 4-pair straight cable from PBX port 1 to PSTN port 1, 2nd cable from PBX port 2 to PSTN port 2, 3rd cable from PBX port 3 to PSTN port 4 and 4th cable from PBX port 4 to PSTN port 4.
2. Connect a PC to the Tenor's console port using the supplied serial cable or any standard serial cable.
3. Open Hyperterminal on your PC and configure it to communicate with the Tenor with the following settings;
    a. Bits per second = 38400
    b. Data bits = 8
    c. Parity = None
    d. Stop bits = 1
    e. Flow control = None
4. Log in to the unit from the console connection.
5. At the ***Quintum>*** prompt type **mfg s <enter>**.
6. The test will start running and provide results. The last test to be performed is Test 3/4.. and then it will repeat. If there are any failures during the test, these will be shown.
7. Let test 3/4 run for about 30 seconds and then type **mfg e <enter>** and this will provide the end results and stop the test. If there were errors during the testing, it will state which test and line is failing. Keep in mind that in the mfg test, line 0 is port 1, line 1 is port 2, etc.

3. Tenor Digital Test Procedures:

The following are instructions for running the manufacturing test on our standard Digital products (D800, D1600, D2400, D3200/3000. You will need 2 RJ 45 T1 Loop back plugs to run this test. You can make your own T1 loop back plug by connecting pin 1 to 4 and pin 2 to 5. The Tenor must be online before performing this test.

1. Connect an RJ45 T1 loop back plug to both the PBX and PSTN ports.
2. Connect a PC to the Tenor's console port using the supplied serial cable or any standard serial cable.
3. Open Hyperterminal on your PC and configure it to communicate with the Tenor with the following settings;
    a. Bits per second = 38400

b. Data bits = 8
c. Parity = None
d. Stop bits = 1
e. Flow control = None

4. Log in to the unit from the console connection.
5. At the ***Quintum>*** prompt type **mfg s <enter>**.
6. The test will start running and provide results. The last test to be performed is Test 3/4.. and then it will repeat. If there are any failures during the test, these will be shown.
7. Let test 3/4 run for about 30 seconds and then type **mfg e <enter>** and this will provide the end results and stop the test. If there were errors during the testing, it will state which test and line is failing. Keep in mind that in the mfg test, line 0 is port 1, line 1 is port 2.