

Re-setting your Remote Digi

Note: Over 95% of the time Phone lines are the issues when remote sites are down!

FIRST.....

1. Make sure that your phone company performs the proper testing of your phone line. Preferably the Host to remote site loop test. Not just the local loop!
2. Check to make sure that you still have power to the Host site and Remote site equipment.
3. Then make sure that no one has accidentally disconnected your equipment connections.
4. Then make sure that you re-initialize your modems, frads, CSU/DSU's, and your remote site Digiboard. You may perform this procedure on those devices in the following order.

FROM THE REMOTE SITE...

1. Turn the power off to all of your remote site concentrators (the site that is down ONLY!)
2. Turn the power off to your Communication Device
3. You have now completed the Remote Site procedures. Please wait for further instructions.

AT YOUR HOST SITE.....

1. Making sure you are working on the proper site equipment!
2. On your CSU/DSU, FRAD and or Communication Device, please turn the power OFF..... then back on.
3. You have now completed the Host Site procedures. Please wait for further instructions.

FROM THE REMOTE SITE..

1. Now turn the power back on to your PRIMARY Digi C-Co concentrator ONLY!
2. Turn the power ON to your communication equipment.

If these procedures do not successfully relink your equipment, continue to the next step.

1. Looking at your remote stores Digi CX/C-Con concentrator, you will notice that you have two arrows on the front configuration menu. **Generally** the ABCS default setting for a remote concentrator is Node 1 (which will read "1N" on the LED readout).

NOTE: If you have more than one concentrator, turn all but the primary Concentrator "OFF". The primary concentrator is the concentrator that is directly attached to The ATL. . This will prevent further damage due to defective equipment.

NOW...

Making sure that the concentrator's power is turned on, place the Digi Concentrator, in front of you, with the LED readout facing you. Next..

NOTE: For the newer model of Digi C-Con/CX, where your faceplate is "GREEN"... (Then follow the procedures below)

For the Older model of Digi C-Con/CX, where your faceplate is "BLUE"... (Reverse the arrow selection, instead of pressing the right arrow first, push left)!

1. Press the right arrow, (**generally** one time) until you read a "1N".
2. Now push the left arrow until you read a "1N", again.
3. Then press the right arrow, again, until you read "PN".
4. Finally, turn the power off and on to the concentrator.

Hopefully you see an "AC" on your Concentrator, and you have a "COMM" reading on your ATL, FRAD, CSU/DSU and or the other type of communication equipment that you are utilizing. If you are *successful*, turn on

the all of your other concentrators. If you are successful you should shortly see an “AC” on all of those devices as well.

NOTE: If you have no readings on your Digiboard equipment, then you have a problem!



GRN 02/28/02