

S E R V I C E N O T E

SUPERSEDES: 37918A-01

37918A .35 DS-0 Signaling Interface

Serial Numbers: 0000A00000 / 9999Z99999

Operational Defects at Level 2 of SS7 Protocol

To Be Performed By: Customer if desired.

Parts Required:

P/N	Description	Quantity
37915-80038	Signaling ROM	2

Situation:

IMPORTANT:

This Service Note applies ONLY to 37918A installed in the card cage of the OpenCall product. It does NOT apply to 37915A installed in 37900D.

37918A is a single card product with replacement part number 37918-60502 and exchange part number 37918-69502.

Continued

DATE: January 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	<input checked="" type="checkbox"/> PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: End of Product Support Life
AUTHOR: MK	ENTITY: E600	ADDITIONAL INFORMATION:

37918A interface cards, with signaling ROM 37915-80030 or earlier, has operational defects, and does not meet the Japanese standards, at level 2 of the protocol for Signaling System No 7.

Installation of ROM 37915-80038 (2 per 37918A) fixes the problem.

Solution / Action:

Replace the ROMs on the Interface Card (estimated time: 15 mins):

CAUTION:

Take precautions against electro-static damage to the interface card.

1. The 37916A cards are installed in the Signaling Interface Unit (SIU) of the OpenCall product. Disconnect the SIU from the power outlet.
2. Undo 2 screws within the handle of the interface card and withdraw the card from the SIU.
3. The 2 ROMs are located in sockets midway down each side of the interface card. Remove the existing ROMs and replace them with two 37915-80038.
4. Replace the interface card in the SIU and secure in position with 2 screws.
5. Repeat steps 2 to 4 for other interface cards.
6. Recycle power on the SIU. If no error is reported, the ROM installation was successful.