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A MODIFICATION OR SAFETY CONDITION

**E6473A-01**

# S E R V I C E                      N O T E

Supersedes:  
NONE

## **E6473A Network Optimization Solution-Hardware Used in E6474A Wireless Network Optimization Platform ("Nitro" Drive-test Family)**

**Serial Numbers: Not Applicable**

**Use of Agilent phone cables in "Direct Connect" configuration may cause communication issues with E6474A application.**

**BACKGROUND:** The Agilent E6474A wireless network optimization platform can be configured for vehicle, pedestrian, and in-building applications incorporating receiver/scanners, phones, or a combination. Most configurations that include phones are bundled with Agilent phone interface cables (see **Table 1** for list) originally designed to connect phones to a high-speed direct connect hub (E6473A-010 and E6473A-020). As shipped prior to November 1, 2003, Agilent phone interface cables currently include a DB-25 to DB-9 connector adapter (PN E6473-60015, see **Figure 1**) to facilitate direct connection of the phone to the data collection PC for "hub-less" configurations.

Parts Required: NONE

### **ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION: See also SN E6473B-01-I

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**Situation:**

In some cases where phones are connected directly to the data collection PC's RS-232 connection using an Agilent phone interface cable and DB-25 to DB-9 adapter, the data collection PC\* COM port may not provide adequate power for the Agilent phone interface cable and user's test phones. The likelihood of occurrence is dependant on the PC used, as well as quantity and type of phone(s) connected in this manner. This problem will not occur in hub-connected phones, and has not been observed when OEM cables have been used.

\*or PCMCIA dual socket IO card, where used

**Solution/Action:**

For those customers reporting phone-charging or communication COM error problems in a Direct Connect configuration, substitution of an OEM cable is recommended. Alternatively, the connection should be made via a direct connect hub (E6473A-010 and E6473A-020), and must be used if an OEM cable is not available.



**Figure 1**

**Table 1**

| <b>Model/Opt</b> | <b>Description</b>                       |
|------------------|--|
| E6473A-801       | CDMA QCP820/1920/2700 Interface Cable    |
| E6473A-802       | CDMA QCP860/1960/2760 Interface Cable    |
| E6473A-803       | QCP860/1960/2760 I/F Cable w/ext RF      |
| E6473A-804       | CDMA QCP2035a Phone Interface Cable      |
| E6473A-805       | Kyocera Voice CDMA/2K Phones Int. Cable  |
| E6473A-806       | QCP 3035 voice cable w/RF                |
| E6473A-809       | QCP 2235 w/RF, QCP 2255 no/RF data cable |
| E6473A-820       | Sagem OT55P/G/D/ OT75M /OT95 Int. Cable  |
| E6473A-821       | OT55P/G/D/ OT75M /OT95 Int. Cable w/ RF  |
| E6473A-825       | Sagem OT-96 Phone Interface Cable        |
| E6473A-826       | OT-96 data cable w/RF                    |
| E6473A-827       | Sagem OT-76M/OT96M voice cable no RF     |
| E6473A-828       | Sagem OT-76M/OT96M voice cable w/RF      |
| E6473A-830       | Nokia 6120/6160 TDMA Phone int. cable    |
| E6473A-840       | Sanyo 4500 Phone Interface Cable         |
| E6473A-860       | Iden i1000 Plus Phone Interface Cable    |
| E6473A-861       | IDEN I1000 Plus I/F Cable w/ext RF       |
| E6473A-865       | Motorola i85s and i90 voice cable no RF  |
| E6473A-870       | Samsung SCH-X100 Phone Interface Cable   |
| E6473A-871       | SCH-X120/SPH-X1200 Phone Interface Cable |
| E6473A-872       | SCH-X100 no/RF data cable                |