

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**J1996A-01**

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

Supersedes:  
NONE

## J1996A VQT Phone Adapter

**Serial Numbers: US19410103, US19410104, US19410107, US19410108, US19410110 through US19410151, SG 41360101 through SG41360119**

The 24VDC power supply delivered with the J1996A VQT Phone Adapter does not isolate the input Earth ground with the secondary output ground and can cause damage to the E&M ports on the analog interface on the VQT products. While this is not a safety issue, the damage can render the E&M ports unable to place calls. Those customers that have both a J1996A VQT Phone Adapter and any of the following: J3953B VQT portable Analyzer, J1981A/B VQT Portable Analyzer, J1987A VQT Network Server or the J4630A VQT Undercradle for Advisor, and have connected the J1996A VQT Phone Adapter using the E&M ports have the potential for this problem. For those customers who have the VQT Phone Adapter but have *not* connected it to the VQT product using the E&M ports, they should not have any problems.

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: RM	PRODUCT LINE: PL2J		
ADDITIONAL INFORMATION:			

© AGILENT TECHNOLOGIES, INC. 2001  
PRINTED IN U.S.A.



November 8, 2001

**To Be Performed By: Agilent-Qualified Personnel****Parts Required:**

P/N	Description	Qty.
5065-4851	Exchange VQT analog	1

**Situation:**

NSTD is providing new power modules directly to customers that purchased the J1996A and were shipped the defective power modules. NSTD is also providing the customers with a test procedure to verify their E&M port of their VQT product is not damaged. If a customer returns a VQT product to the service center for repair perform the following test to verify the fault then replace the defective analog board in their VQT product and retest to make sure the fault has been resolved.

You will need to make an RJ-45 loopback which shorts pin 7 to pin 8 before performing this test. This loopback connector can be made by cutting the end off of a LAN cable, and connecting pin 7 to pin 8.

Use the provided test procedure to test the VQT product E&M connection for damage as follows:

1. Start the VQT application
2. At top level VQT application select LOCAL for Server 1 selection and Server 2 Selection
3. Set Server 1 Acquisition Hardware to ANALOG
4. Start the Client\Server Connection
5. Select Port Setup in the client menu
6. Activate C and D ports (soft LEDs for C and D ports will be highlighted in Yellow)
7. Set E&M Signaling Type (on both ports) to Type 2, 4-wire
8. Select APPLY button
9. Open the Call Control GUI by selecting 2. Call Control from the left menu
10. Connect the loopback connector into the E&M C port (connector will connect the 7 and 8 pin together)
11. The C port should indicate off-hook status on the Call Control GUI (the E&M C port should indicate off hook by highlighting in Blue), followed by the User message that the C port has been disconnected when the connector is removed from port
12. Repeat steps 10 and 11 for the Port D
13. If the Call Control GUI indicates as above, then the E&M ports are working correctly.
14. If the Call Control GUI does NOT indicate the off-hook status, then the E&M ports have been damaged.

**Solution/Action:**

If the VQT product requires a replacement analog board order 5065-4851, then run the above test again to verify the repair.

Please open the CSO and bill as a service note implementation for service note J1996A-01.