S E R V I C E   N O T E

SUPERSEDES: NONE

J3935A TelegraD V17A Fax Analyzer
J3936A / TelegraD Two Port Upgrade

Serial Numbers: US39430000 / US39439999

Service center upgrade to add a second port to a TelegraD system.

To Be Performed By: HP-Qualified Personnel

Situation:

Customer wants to upgrade and existing V.17 TelegraD with an additional port. This product is ordered and their system is upgraded to an option 201. The model number and serial number remain the same for the unit and an additional model number and serial number associated with the upgrade are added to the chassis. This upgrade is to be performed at no cost to the customer.

Continued

DATE: April 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	■ PERFORMANCE ENHANCEMENT ☐ SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	AVAILABLE UNTIL: Product's Support Life
AUTHOR: JH	ENTITY: NSTD	ADDITIONAL INFORMATION:

Agilent Technologies

Solution / Action:

This upgrade gives the customer the benefit of dual analysis on their TelegraD. This upgrade is purchased at a cost of $3,995 per chassis. The customer will return their unit along with an upgrade kit   consisting of an authorization letter, a FAX card, a model number   label and a serial number label. The Telegra Product line service   manual should be referenced to perform this upgrade. The following   is a summary of the steps required to perform this upgrade.

1) Upload the latest version of server image to the TelegraD. Please refer to the support web site to verify you have the latest version of software and server image.

2) Install the New Port 1 card in the available slot.

3) Remove the Port 0 card.

4) Log into the server and use the SN command to initialize the card in the server. (See service manual for details) Below is a summary of all the case sensitive commands needed to change the select number of the card. These commands must be run when only one card is present in the system.

   ```
   root
   kb6iac
   mount /dev/ssdisk
   cd /solid_state/tools
   sn 0025000 1 m17 0 350 1 3
   sn s
   ```

5) Verify the port select number is 1 and reboot the unit.

6) Reinstall the Port 0 card.

7) Test the unit by using the MAX_NET library and the N_NRM.FB and/or _V17.FB suites.

8) Apply the model and serial number labels to the side of the unit near the other serial tags.

This upgrade should be billed as a 02F to the division. If you have questions or failures contact Joe Haver or Bob Bernstein at NSTD.