

MODIFICATION RECOMMENDED

**E5515C-04E**

**S E R V I C E**

**N O T E**

Supersedes:  
E5515C-04D

## E5515C Wireless Communications Test Set (8960 Series)

**Serial Numbers:** US00000000/US40309999, GB00000000/GB44059999

**NOTE:** Only DDC Boards with P/Ns E5515-60406 or below should be replaced in Test Sets with serial prefixes noted above.

### Mobile Phone Protocol Failures or Dropped Calls Require Replacement of the Demod Down Converter (DDC)

**Parts Required:**

| P/N         | Description                        | Qty. |
|-------------|------------------------------------|------|
| E5515-69828 | Demod Down Converter (Refurbished) | 1    |

## ADMINISTRATIVE INFORMATION

|                                 |                                                                                                                              |                                                                                                     |                                                                                              |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| SERVICE NOTE CLASSIFICATION:    |                                                                                                                              |                                                                                                     |                                                                                              |
| <b>MODIFICATION RECOMMENDED</b> |                                                                                                                              |                                                                                                     |                                                                                              |
| ACTION CATEGORY:                | XX ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME                                                           | STANDARDS<br>LABOR: 1.0 Hours                                                                       |                                                                                              |
| LOCATION CATEGORY:              | <input type="checkbox"/> CUSTOMER INSTALLABLE<br>XX ON-SITE<br>XX SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: XX RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT | USED PARTS: XX RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY:                   | PRODUCT'S SUPPORT LIFE<br>NO CHARGE AVAILABLE UNTIL: 1 SEP 2009                                                              |                                                                                                     |                                                                                              |
| AUTHOR: SW                      | PRODUCT LINE: 13                                                                                                             |                                                                                                     |                                                                                              |
| ADDITIONAL INFORMATION:         |                                                                                                                              |                                                                                                     |                                                                                              |

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PRINTED IN U.S.A.

September 24, 2008

Rev. 15



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**Situation:**

The Demod Down Converter (DDC) may require replacement to resolve mobile phone protocol failures during normal test set operation. Common failure symptoms include inability to establish calls, dropped calls or excessive BER. Performance is degraded by elevated operating temperatures such as those found in equipment racks.

For the E1960A TA (Test Application) the problem will be noticed only in the 900 MHz band because the defective divider chip is switched out in the 1800/1900 MHz band. The DDC is one of two receivers within the measurement subsystem. It is used along with the ADC Demod Sampler, DSP, and Protocol subsystems to establish and maintain the link between the test set and mobile phone during a call.

**Solution/Action:**

If the test set fails to connect correctly to the mobile phone, replace the Demod Down Converter using repair kit E5515-69828. Verify that the test set operates normally and establishes a link (connection) to the mobile phone. Re-calibration is not required.