

S E R V I C E N O T E

SUPERSEDES: NONE

**J3947A TelegraM V17A Fax Analyzer  
J3952A / TelegraM V34 Analysis Upgrade**

**Serial Numbers:** US39430000 / US39439999

**Service center upgrade to add V.34 Fax analysis to a TelegraM system.**

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

**Situation:**

Customer wants to upgrade and existing V.17 TelegraM for V.34 analysis. 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. The upgrade consists of reinitializing the cards in the system and uploading a new image onto the server. This upgrade is to be performed at no cost to the customer.

*Continued*

DATE: April 2000

ADMINISTRATIVE INFORMATION

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

**Solution / Action:**

This upgrade gives the customer the benefit of V.34 analysis on their TelegraM. This upgrade is purchased at a cost of \$3,495 per chassis. The customer will return their unit along with an authorization letter and an option label. Only one upgrade may be performed per authorization letter. No hardware modifications are required for this upgrade. All upgrades are performed by a firmware change on the existing analysis cards. Please refer to the Telegra Product line service manual for additional details. You can update the cards in a telnet session or by connecting a 5-pin DIN keyboard and monitor to the system. To perform the upgrade, ensure the following steps have been completed. If you need to alter the IP settings on the TelegraM, write down the customer's settings and reenter them prior to returning the customers unit.

- 1) Upload the latest version of server image to the TelegraM. The lowest applicable version is 4.35. Please refer to the support web site to verify you have the latest version of software and server image.
- 2) Log into the server and use the SN command to upgrade the cards in the server. (See service manual for details.) Below is a summary of all the case sensitive commands needed for the upgrade of a twelve port system.

```
root
kb6iac
mount /dev/ssdisk
cd /solid_state/tools
for I in 0 1 2 3 4 5 6 7 8 9 10 11
do
sn 0025000 $I m34 0 350 1 4
done
sn s
```

- 3) Verify the ports are type: a8 MT V.34 and then reboot the unit.
- 4) Test the unit by using the MAX\_NET library and the \_V34.FB suite. Depending on the number of phone lines you have you may need to run the up to 6 times. (Once for each pair of ports)
- 5) Apply one of the option 202 labels to the side of the unit to indicate it is now a V.34 unit.

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