

S E R V I C E N O T E

SUPERSEDES: None

3070 Board Test System**New firmware improves performance****Problem:**

MTD has found an existing flaw in the firmware on the LCU card in the POTS bay. This flaw causes random relay failures in DGN tests. In rare cases, it also can randomly close relays during customer use.

Solution:

The flawed PROM was replaced in all systems that started shipping after 2/6/96. All PROMs in existing Series I and Series II POTS systems need to be replaced. A list of customers with E1085A orders has been created. The CEs for these orders will be contacted to determine the best process for each customer.

The affected PROM is a 20 pin J-lead PLCC device that requires a surface mount solder reflow tool to replace. Some customers may have this tool. If the customer and CE are able to remove the solder surface mount ICs, the PROM replacement can be done at the customer's site. A loan of LCU boards may be needed to shorten the down time.

If the customer is not able to do the PROM replacement, the boards will need to be returned to the factory. The loaner boards can be used during this time.

Billing Information:

MTD will pay for 2 hours (parts and labor) to cover the cost of the upgrade. Reference this Service Note number on the billing.

DATE: June 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 2.0 hrs
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: GS	ENTITY: 0980	AGILENT RESPONSIBLE UNTIL: June 1998	
		ADDITIONAL INFORMATION:	