

MAP 7100: Voice Communications Adapter

Symptom Explanation	Conditions That Could Cause This Symptom
You have entered this MAP because you received a 71XX error message, or you suspect a problem with the Voice Communications Adapter.	<ul style="list-style-type: none">• The Voice Communications Adapter is failing.• The telephone is failing.• A microphone is failing.• A speaker is failing.• A cable is failing.

Note: Verify that the Voice Communications Adapter jumpers are set correctly.

001

- Power off the system.
- Insert the Advanced Diagnostics diskette into drive A.
- Power on the system.
- Run the Voice Communications Adapter tests. Use the **(RUN TESTS ONE TIME)** option.

A testing screen appears as the basic tests are being performed. Upon the successful completion of the tests, the following message is displayed.



**BASIC TEST COMPLETED
VOICE COMMUNICATIONS ADAPTER SET FOR INTERRUPT
LEVEL. DO YOU WISH TO PERFORM THE EXTENDED
DIAGNOSTIC? (Y/N)**

Figure 1. Basic Test Completed Screen

001 (continued)

DID THE MESSAGE APPEAR ON THE SCREEN WITHIN 30 SECONDS OF STARTING THE TESTS (Figure 1 on page 7100-1)?

Yes **No**

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002

Replace the Voice Communications Adapter.

003

The following are required to run the extended diagnostic tests:

- Telephone
- Notched black telephone cable (IBM part 2684462)
- Notched white telephone cable (IBM part 2684487)
- Tabbed black telephone cable (IBM part 2684509)
- Tabbed white telephone cable (IBM part 2684514).

Notes:

1. Telephone-set cables have a notch on the dark connector.
2. Telephone-line cables have a tab on the dark connector.

DO YOU WANT TO RUN THE EXTENDED DIAGNOSTIC TESTS?

Yes **No**

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004

Press **N** then **Enter**. The Voice Communications Adapter has passed the basic tests. To thoroughly test the Voice Communications Adapter, the extended diagnostic tests must be performed.

005

- Press **Y** then **Enter**. Follow the instructions as they appear on the screen.

Go to Step 006 in this MAP when you are instructed to perform the Wrap Test.

006

(From Step 005 in this MAP)

- Refer to Figure 2 and perform the Wrap-Test setup as follows:

1. Plug the notched connector of a telephone-set cable into the adapter phone jack.
2. Plug the other end into the telephone.
3. Plug the tabbed connector of a telephone-line cable into the adapter line 1 jack.
4. Plug the other end into the adapter line 2 jack.
5. Hang up the phone before starting this test.
6. Press **Y** then **Enter** to continue.

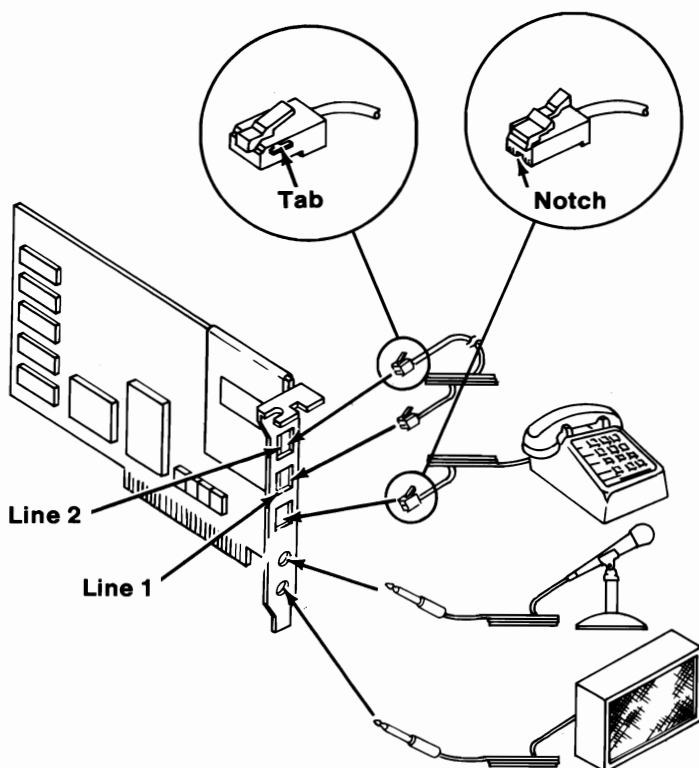


Figure 2. Wrap-Test Setup

(Step 006 continues)

006

- Follow the prompts on the screen and answer yes or no as required.

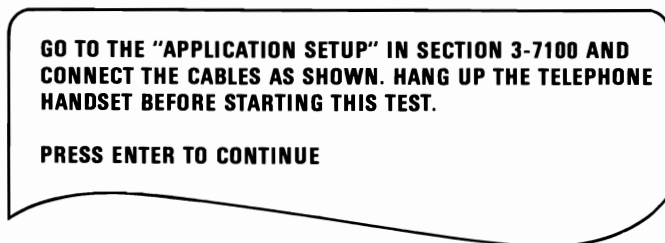


Figure 3. Application Setup Screen

**DID THE APPLICATION SETUP SCREEN APPEAR
(Figure 3)?**

Yes No

007

Go to Step 010 in this MAP.

008

- Refer to Figure 4 on page 7100-5 and perform the Application Setup as follows:
 1. Plug the notched connector of a telephone-set cable into the adapter phone jack.
 2. Plug the other end into the telephone.
 3. Plug the tabbed connector of a telephone-line cable into the adapter line 1 jack.
 4. Plug the other end into the wall jack.
 5. Hang up the phone before starting this test.
 6. Press **Y** then **Enter** to continue.

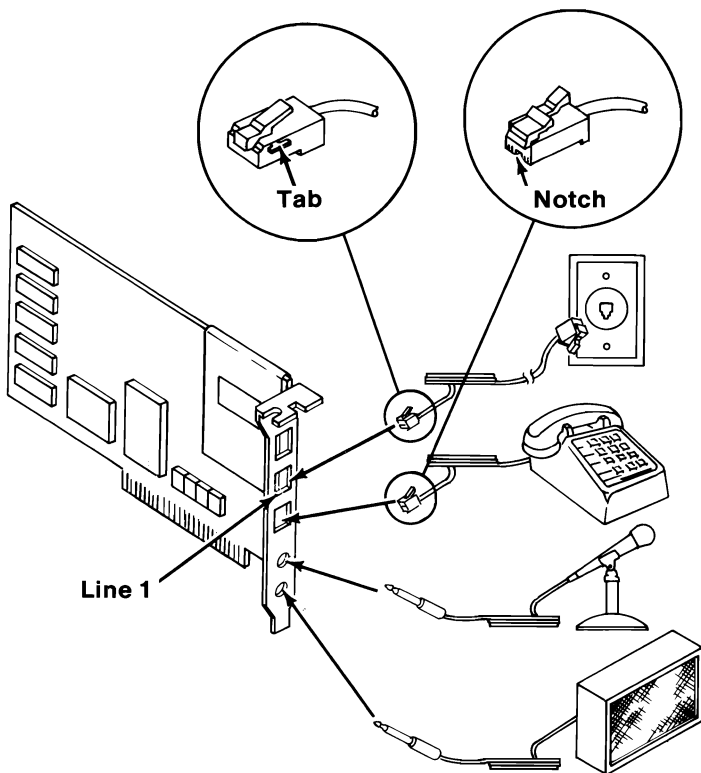


Figure 4. Application Setup

- Follow the prompts on the screen and answer yes or no as required. Replace any defective cables if prompted to do so.

DID ANY ERROR MESSAGES APPEAR?

Yes No

009

You have successfully completed the extended diagnostic tests. If you suspect an intermittent problem, start an error log. If you need instructions, refer to the Reference manual.

(Step 010 continues)

010

(From Step 007 in this MAP)

- Check the following:
 1. Check for continuity of the red and the green wires in each cable.
 2. Connect the telephone to a wall jack and dial another telephone to verify proper operation of the telephone and its lines.
 3. Use a known good microphone and speaker.
 - If the problem remains, replace the Voice Communications Adapter.
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