

# Chapter 8

## Troubleshooting

### GENERAL

This section discusses basic troubleshooting and also provides information on where to find further help, if necessary. In nearly all cases where you have a problem with the FT100, you can quickly resolve the problem with a few simple steps. This section deals with the most common problems that you might encounter during installation and while operating your FT100.



#### **Caution**

*Do not attempt to repair the FT100 yourself. Both FCC and IC regulations prohibit user servicing.*

The first step is to identify where in the system the problem lies.

Before you begin troubleshooting, consider the following:

- Has the problem always been there, or did it start recently?
- If the problem started recently, what has changed since the FT100 last worked? Are you trying to communicate with a different remote device, or has the remote device's configuration changed?
- Is the problem intermittent, or can you duplicate it at will? Does the FT100 work with other remote devices?

The answers to these questions may help you identify the source of the problem. If you do not know where the problem lies, or if the problem seems to be in the FT100, the following troubleshooting tips may help you pinpoint and correct the problem. Each describes a problem symptom, and explains the possible causes and solutions. If the problem persists even after following the troubleshooting procedures, contact Motorola for assistance. See Service and Support at the end of this guide.

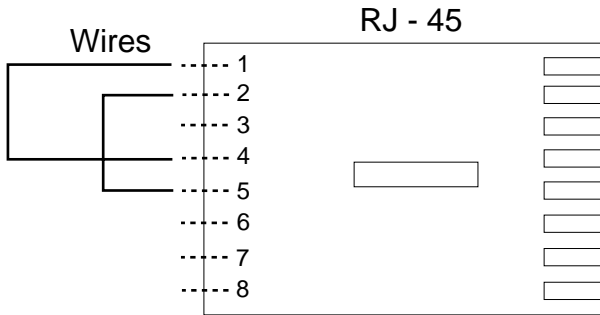
## COMMON QUESTIONS AND ANSWERS

1. Why won't the FT100 respond to the Central Office's request for error history?
  - **Possible Solution:** Either the option is disabled or the Central Office is not requesting the same format that the FT100 is configured to send. Determine which type of error history (ANSI/AT&T) is being requested and verify selection on the FT100.
2. Can my service provider put the FT100 into a network loopback to test the connection to the device?
  - **Possible Solution:** The line loopback option on the FT100 must be enabled before the FT100 will respond to a loopback code from the network service provider. Set the Line Loopback option to Enabled and have the service provider attempt the loopback again.
3. Why do I keep getting intermittent CRC errors or pattern slips?
  - **Possible Solution:** A common occurrence is that the T1 timing source on one or both of the units in the circuit are improperly selected. It is important that only ONE point (local, remote, or telco) provides master timing source and that all other points synchronize to that master timing source. Reference the "Timing" section on page 4-34 for descriptions of timing options.
4. Whenever I try to run B8ZS line coding, I get errors when I try to run data, but if I select NONE or B7SUB line coding it works fine. What is wrong?
  - Contact the service provider and verify that the T1 connection supports B8ZS on all trunks of the connection and that no trunks are AMI only.

**Note**

*Sometimes incorrect wiring only causes marginal failures that standard troubleshooting cannot pin point. Always re-check the connections into the unit and any other equipment associated with the circuit. Also, check the actual pin outs against the wiring diagrams.*

*The following cable illustration may be helpful in troubleshooting problems.*



**Figure 8-1**  
**Network Loopback Cable**

**BEFORE YOU CONTACT MOTOROLA**

Our technical support staff will be glad to help you. In order to make your call to them as clear and helpful as possible, please complete this worksheet in its entirety before you contact Motorola.

Make sure you have gone through the troubleshooting procedures.

Write down the name of your product:

Write down the serial number found on the bottom of the unit:

\_\_\_\_\_

Write down the document number found on the bottom right corner of the User's Guide title page: \_\_\_\_\_

Have the following information available:

- What tests, if any, you have run and what the results were (loopback test, for example);
- What the LED status indicators have indicated, if anything.

Have the equipment running (as your problem permits).

Contact Technical Support at: 1 (800) 221-4380