



Technical Note TN-NSC065

BASIC DATA FAULT FINDING

16 May 2003

This Technical Note outlines a basic approach to fault finding a data problem that Tait recommend be followed with our equipment.

1. Check the radio has SVC.
2. Check that radio can make a voice call.
3. Conduct a basic RF and radio installation check.
4. Check the radio Datafile is programmed as per the latest Tait Communications Trunked radio programming guide. (Current version TeamTalk Programming Guide 1/02/03 V4.00)
5. Conduct a Non Prescribed Data call by entering *31*NN or *31*NNN where NNN is another radio in the fleet. This checks that the radio is programmed correctly and the network call plan for that radio is configured for data.
6. If this fails contact TeamTalk and confirm that this radio unit is allowed to make Data Calls.
7. Conduct test of MAP27 port using the MAP27 Test program. Program and instructions can be supplied on request. If this fails replace the Uart board. Note this program does not work with direct connect GPS radios. Direct connect radios should be polled and GPS receiver changed firstly then Uart secondly to determine faulty part of the system.
8. Try reprogramming the radio with a 'known good' ID or use your Test Fleet datafile.

For further assistance once you have completed all steps above contact the National Support Centre on 0800 MOBILE (0800 662 453).

Tait require following information:

- The customer Datafile that is programmed into the radio(not the default datafile).
- The customers MPT 1343 number(the Fleet Prefix, Fleet Identity and the Radio Unit ID's involved).
- The firmware and PGM version that is being used.
- A clear description and time of problem occurring.

TaitNet Support Services

Tait Communications Ltd

540 Wairakei Road, PO Box 1185,
Christchurch, New Zealand.

Phone: 03 3572 750

Fax: 03 3582 029

email: helpdesk@tcl.tait.co.nz

Website: www.taitworld.com/support

Issued by:

Brent Painter

Customer Support Engineer

Distribute to:

All Sales & Technical Staff

