

Troubleshooting an Alarm Condition on ADTRAN TSU Products

Introduction

An alarm condition on an ADTRAN TSU product indicates a possible problem on the T1 circuit. This Technical Support Note will help you determine the cause of that alarm.

Determine the Specific Alarm the TSU is Reporting

- 1. Using the arrow keys on the front of the unit, select **Status**, then press the **Enter** button.
- 2. If you have:
 - TSU, TSU ESP, TSU LT, TSU ACE or TSU RM:
 - a. Use the arrow keys to scroll down to the **CURR ERR/ALM** menu item, then press the **Enter** button.
 - b. Use the arrow keys to scroll down and record the alarms that report **ACTIVE**.
 - TSU 100, TSU/TDU 120 or TSU 600.
 - a. Use the arrow keys to scroll down to the **ACTIVE ALARMS** menu item, then press the **Enter** button.
 - b. Use the arrow keys to scroll down and record the alarms that report **ACTIVE**.

Perform Loopback Test

NOTE: The following steps will require interrupting your data service.

- 1. Locate the network cable on the back of the TSU. (It will be plugged in the **NETWORK** jack.)
- 2. Follow the cable to where it plugs in the wall jack (demarc, smart jack...).
- 3. Unplug the cable from the wall jack.
- 4. Plug the cable end removed from the wall jack into the loopback connector attached to the power cord of the TSU. (See Figure 1)

- 5. Check the status of the alarm indicator on the front of the TSU.
 - If lit, contact ADTRAN Technical Support for assistance.
 - If not lit, the ADTRAN unit is looping back correctly and you will need to report the alarm condition to your T1 service provider.



FIGURE 1