



Tech Info Library

GeoPort Telecom Adapter Buzzing Noise Problem (3/94)

Article Created: 15 March 1994

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC -----

Some GeoPort Telecom Adapters will intermittently produce static noise and thereafter fail to communicate. Symptoms involve a buzzing noise, system crash, and general unpredictable operation of the GeoPort Telecom Adapter.

DISCUSSION -----

The source of the problem has been identified as a separation of the EMI shield from the chassis connection on the board. When this happens, the unit is more susceptible to noise coming in, and will not pass FCC regulations.

The vendor has modified all GeoPort Telecom Adapters. They can be identified by an indelible blue dot mark on the label. This mark is a temporary solution until a new label is created, at which time the label marking will discontinue. The GeoPort Telecom Adapter label part number will change from: 825-2362-A to 825-2362-B.

All GeoPort Telecom Adapters in the service inventory have been upgraded.

How To Test

Look at the GeoPort 9 pin plug on the unit, you should see three pins on top, two on the bottom and four in the middle. With an ohmmeter, measure the resistance between the shield (the circular ring enclosing the 9 pins) and the second pin from the left in the middle row.

This resistance should be less than five ohms. If the reading is greater than five ohms, the unit should be replaced with a modified unit from the factory.

Support Information Services
Copyright 1994, Apple Computer, Inc

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 14936