



UPDATE: IP DSL VoIP & U-verse Voice Premises Wiring Testing Process

Level 1 UFO/CIM Communication
March 22, 2013

WHO: UFO/CORE IM Managers and Technicians

WHAT: Update to IP DSL VoIP and U-verse VoIP Installation procedure

WHERE: All regions

WHEN: Effective Immediately

Details:

Recent trials and in depth analysis have proven that a substantial % of repeats on IP DSL with CVoIP installs and repairs can be avoided if the Inside Wire (IW) is thoroughly tested.




To that end, the following tests will be performed to confirm the IW is good before completing any tickets:

Perform all necessary inside wire work

- Connect existing voice IW
- Test existing voice IW
 - When testing existing voice IW with your JDSU Smartclass Home test set, utilize the following test to verify all IW and jacks qualify to carry voice. You need to test dial tone at the RG Voice port before testing the existing IW in the home
 - CORE IM & UFO: For IW with Voice service use Butt Set mode **Option 6** (JDSU) to test dial tone and read voltage, and go "off hook" to test current as described below:
 - Test at RG Voice Port
 - Test at each Jack in Home
 - Call CTN to check for ample ringing current.
 - You must test using the POTS /HPNA test jack on the JDSU test set:



- If there are 2 Voice lines then you will need a 2 line/4 wire RJ-11 cord to test

 <table border="1" data-bbox="198 415 820 737"> <tr> <td>1. VDSL/ADSL</td> <td>6. Butt Set</td> </tr> <tr> <td>2. ID/Toner/Coax Map</td> <td>7. Wifi 802.11</td> </tr> <tr> <td>3. Good Home Check</td> <td>8. Ethernet</td> </tr> <tr> <td>4. Noise Immunity Test</td> <td>9. Wire/Fiber Tools</td> </tr> <tr> <td>5. HPNA</td> <td>0. Copper</td> </tr> </table> <p>BAN: 179179179 Ticket: 1ef2097 UUID: ef2097</p> <p>Utilities JOB MNGR</p>	1. VDSL/ADSL	6. Butt Set	2. ID/Toner/Coax Map	7. Wifi 802.11	3. Good Home Check	8. Ethernet	4. Noise Immunity Test	9. Wire/Fiber Tools	5. HPNA	0. Copper	<p>Choose Option 6 to select Butt Set</p>
1. VDSL/ADSL	6. Butt Set										
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 <p>Monitoring </p> <p>Enter number and press OK to dial</p> <p>18662283762</p> <p>Press Save/Rcl softkey to access phone number directory</p> <p>New Number - 4042452634</p> <p>Voltage: 49 V Current: 27 mA Ringer:</p> <p>Status:</p> <p>BACKSPC CLEAR SAVE/RCL DIAL DEF</p>	<p>Upon placing RJ-11 cord into the POTS the Butt Set test will check voltage on the RJ-11 Port on the right side of the meter.</p> <p>Voltage Thresholds: PASS: $\geq 48v$ FAIL: $< 48v$</p>										

	<p>Current can then be measured when dialing a preprogrammed number or going “off hook”.</p> <p>This is indicated by the phone icon in the upper right hand corner.</p> <p>PASS: $\geq 20\text{mA}$</p> <p>FAIL: $< 20\text{mA}$</p>
	<p>Ringing voltage can be measured by calling the subscribers number from an outside line / cell phone.</p> <p>Ringing current is used to send additional voltage to the customer’s telephone and cause ringing.</p> <p>PASS: $\geq 15\text{V}$ and $\leq 80\text{V}$</p> <p>FAIL: $< 15\text{V}$ and $> 80\text{V}$</p> <p><i>Note: You need to monitor the Ringer volts between rings as the volts will fluctuate and must never go below 15V or above 80V.</i></p>

- If the Butt set test performed above at the RG Voice port fails then RG must be replaced
- If the IW does not pass the Butt Set test parameters and cannot be repaired, then new IW would need to be installed with customer approval. Billing for new IW would be applied to the order BAU
- Place an outbound test call (in-bound will not work at this time for “ported” numbers). If the outbound test call is unsuccessful, perform all physical trouble shooting steps inside the home. If all physical wiring and connections pass metallic fault parameters, call Tier 2 for additional troubleshooting

- Tag the line with “U-verse Voice and Do Not Remove” at the following locations:
 - At back of the RG on the RJ11 cord
 - Inside wire at the NID
- For any installations where U-verse Voice is going to be added to current U-verse services, or replacing any other DSL type service, you must remove the DSL Filters that may have been previously installed
- Finally, if the number is not being “ported” perform the following:
 - Verify phone service is now working at all locations by making an inbound and outbound test call. If the test calls are unsuccessful, perform all physical troubleshooting steps. If all physical wiring and connections test good, call Tier 2 for additional troubleshooting

Related Documents:

[Core IM IP DSL U-verse HSIA](#)

CORE IM Handbook Link: [IP DSL VoIP IW Process](#)

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