

Technical Bulletin

W E K N O W T H E R O A D TM

X-C 6000/X-C 6250 Computer Telephone Line Testing

It has become common throughout the mobile workforce industry to use modems to access dedicated company networks for sending faxes and electronic mail and for other communications purposes. Modems are designed to function on analog telephone line connections; however, many new telephone systems being installed are digital. It is important to identify the type of line before a modem is connected to prevent potentially damaging the modem.

Analog telephone jacks and digital jacks look exactly alike, but that is the only similarity. Digital lines can carry excessive current, over 90 mA above analog standards, and this current is capable of damaging the circuits of a modem. Often the user is unaware that damage has occurred until they are unable to communicate. A telephone line tester should be used to check the line before connecting a modem to protect it from damage.

There are a number of companies that sell telephone line checkers/testers. Some provide the added benefit of surge protection. You can expect to pay between \$20 and \$60 for a tester depending on the quality and features offered. The list below provides three suitable devices.

Model	Manufacturer	Retail Price
TC-100A TelCheck	Hobbes	\$21.50
Modem Saver	IBM	\$32.95
Modem Saver	Black Box	\$39.95