

Bulletin Number	TSB-121219 Rev01
Issue Date	12 <sup>th</sup> December 2019
Title	1,5 ohms issues on WireXpert
Affected Products	Wx4500 / 500
Affected Software Version(s)	Any Version of 7.4 upwards
Priority	High

## DISCLAIMER

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We explicitly point out that all recommendations published in our website under the section "Solving of software problems", have been created very carefully; however, they:

- i. cannot claim to be entirely complete under any circumstances
- ii. must only be understood as a recommendation only.

Due to the continuous technical development we cannot guarantee that our recommendations are up to date at any given time.

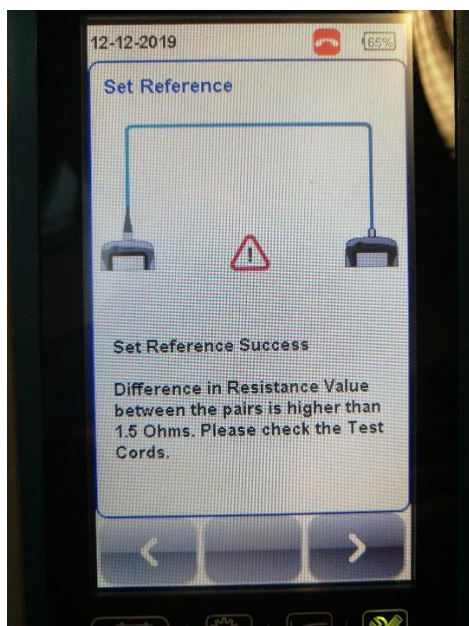
The recommended actions shall always be carried out at one's own risk, unless these are carried out by our company or our subcontractors on a contractual basis.

We shall not accept any liability for losses that may result from the publication of our recommended actions or the full or partial application thereof. Liability for any substantive or intangible damages shall be excluded in so far as permitted by law.

**Caution:** Carefully perform the steps described in this section. Faulty editing of the PC settings may lead to severe problems. Before you make any modifications, save the PC settings, so you can restore them in the event of problems.

## Problem Description / Impact

Performing “Set Reference” in “Tools” menu displays the following message:



This can cause bad test results, particularly in Resistance and Return Loss values!

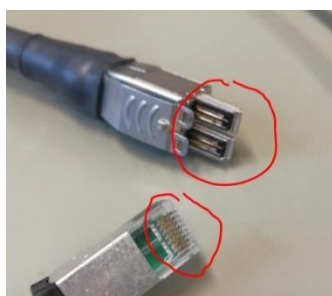
## Reasons

1. Worn out or bad test cords
2. Worn out or bad adapters
3. Dirty contacts on test cords, adapters or measurement PCBA connectors
4. Defective measurement PCBA

## Needed Actions

Please follow the steps below to prevent “**Difference in Resistance Value between the pairs is higher than 1,5 Ohms. Please check the Test Cords**” message and ensure proper test values.

1. Clean all contacts of all connectors on test cords and adapters.



Please don't use aggressive contact sprays. This will help first, but symptoms will appear again after a short period of time! We made good experiences with Tuner 600 spray and Q-tip by cleaning pins carefully! After cleaning a contact grease product can improve long-life!



2. If cleaning doesn't solve the issue, test cords must be excluded to be worn out. Perform a "Set Reference" with known "good" or "new" test cords. If "good" test cords still show 1,5 ohms message after Set Reference, the units must be checked in service department to elaborate the cause of the issue.