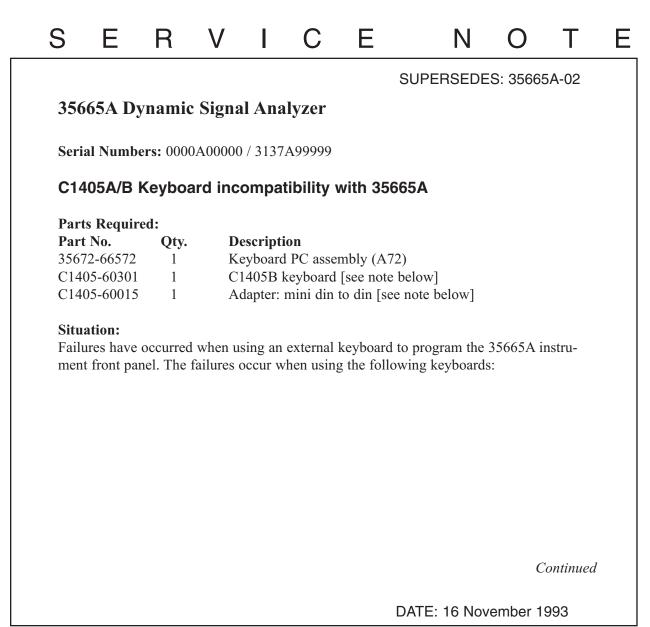
35665A-02A



ADMINISTRATIVE INFORMATION

| SERVICE NOTE CLASSIFICATION: | | |
|------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MODIFICATION RECOMMENDED | | |
| ACTION CATEGORY: | IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME | STANDARDS: Labor 0.5 Hour |
| LOCATION CATEGORY: | CUSTOMER INSTALLABLE | SERVICE □ RETURN USED □ RETURN INVENTORY: ■ SCRAP PARTS: ■ SCRAP □ SEE TEXT □ SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | AGILENT RESPONSIBLE UNTIL: 16 November 1995 |
| AUTHOR: DAA | ENTITY: A100 | ADDITIONAL INFORMATION: refer to PCO A1-9310048 |

© 1993 AGILENT TECHNOLOGIES PRINTED IN U.S.A.



- * C1405A Vectra keyboards with serial number prefix 3234S and above.
- * C1405B Vectra keyboards all serial numbers.

The following failures have been reported:

- 1. The 'dedicated function' keys (scroll arrows, insert, delete, home, end, page up, page down, etc.) output NUMBERS when the [NUM LOCK] is on.
- 2. The keyboard 'locks' into uppercase characters whenever the [SHIFT], [ALT], or [CTL] keys are pressed.
- 3. Fast horizontal scrolling through a line of text will occasionally insert numbers into the text string.

The 35665A PC assembly, 35672-66572, has been modified to eliminate the above failures. A new serial number prefix (3342A) will identify future instruments containing this modification.

Solution/Action:

Customers should send their 35665A instrument to an Agilent Technologies Service Center for a free modification. The 35672-66572 PC board will be replaced with a new board free of charge.

NOTE:

C1405A Vectra keyboards, with serial number prefix 3234S and above, may still not work properly with the modified 35665A instrument. Customers, experiencing this problem, should send their keyboard to the Service Center (making reference to this service note) and will receive a new C1405B keyboard free of charge.