

S E R V I C E N O T E

SUPERSEDES: None

3589A Spectrum/Network Analyzer

Serial Numbers: 0000A00000 / 3129A99999

C1405A/B Keyboard incompatibility with 3589A**Parts Required:**

Part No.	Qty.	Description
35672-66572	1	Keyboard PC assembly (A72)
C1405-60301	1	C1405B keyboard [see note below]
C1405-60015	1	Adapter: mini din to din [see note below]

Situation:

Failures have occurred when using an external keyboard to program the 3589A instrument front panel. The failures occur when using the following keyboards:

- * 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.

Continued

DATE: 29 November 1993

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 0.5 Hour		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: 29 November 1995		
AUTHOR: DAA	ENTITY: A100		ADDITIONAL INFORMATION: refer to PCO A1-9310048		

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 3589A PC assembly, 35672-66572, has been modified to eliminate the above failures. A new serial number prefix (3343A) will identify future instruments containing this modification.

Solution/Action:

Customers should send their 3589A instrument to an Agilent Technologies Service Center for a free modification. The 35672-66572 PC board will be replaced with a new board.

NOTE:

C1405A Vectra keyboards, with serial number prefix 3234S and above, may still not work properly with the modified 3589A 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.