

## S E R V I C E N O T E

SUPERSEDES: NONE

**37717B PDH/SDH/Jitter Test Set**

**Serial Numbers:** GB00000000/GB00001775 (nominal) and if  
Firmware Revision fitted is A.01.49 to A.01.62

**Display blank and/or instrument hung**

**To be Performed by:** Qualified Service Personnel

**Parts Required:**

Contact Division Product Support, quoting model number, serial number, options fitted and current firmware revision.

**Situation**

A firmware bug exists in firmware revisions A.01.49 and A.01.62 (main) which can cause a blank display and/or the instrument to be hung-up. This can occur if the instrument is power cycled when it has 1sec resolution gating , the SMG is enabled and the instrument is switched off for a long time.

*Continued*

DATE: December 1997

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**MODIFICATION RECOMMENDED**

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS: RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: December 1998		
AUTHOR: DBG	ENTITY: E610	ADDITIONAL INFORMATION:		

**Solution/Action**

If any of the above symptoms are shown by the instrument, the short term solution to get the instrument back into working order is to leave the instrument powered on for at least 24 hours. If the instrument remains in the hung-up state, please contact Division Product Support for further instructions.

A free firmware upgrade is available but the branch of firmware is dependant on a number of factors, contact Division Product Support with model number, serial number, options fitted, and current firmware revision.

If the customer has more instruments of the same age and revision evry effort should be made to upgrade these instruments as well.