SUPERSEDES: NONE

37717B PDH/SDH/Jitter Test Set

Serial Numbers: 3509U00100 / GB0009999

Options: All

Printer Problems

To be Performed by: Qualified Service Personnel

Situation

The printer does not print and/or the paper feed remains on and continues to feed paper out. The PRINTER/LED assembly 37717-60001 has a high failure rate. These failures have been returned to TNTD for analysis, if two simple checks had been carried out, it would have been unnecessary to change this assembly.

NOTE

It is assumed that the printer modifications as detailed in the service note 37717B-06 have been carried out previously.

To ensure long-term printer reliability, only ever use Agilent recommended paper. The correct part number is 9270-1299.

Continued

DATE: March 1998

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: March 2000			
AUTHOR: DBG	ENTITY: E610	ADDITIONAL INFORMATION:			

✷ **Agilent Technologies**

Solution/Action

The procedures in the next few pages explains how to do two simple checks, to see if it is really necessary to order a replacement 37717-60001. This applies to all 37717A units.

Procedure

1. Remove 37717-60001 from the front panel.

2. Ensure that the five pins of the metal connector from the printer, through the board, are soldered each end.

3. Dirt can cause the Carriage Return/Line Feed (CR/LF) microswitch to stick. Pressing the small black button below the screw-drive of the printer On/Off a few times is usually enough to free this switch. (See Figure 1)

Testing

1. Switch on the instrument and check for a sensible display.

2. Obtain a pass on all instrument Selftests - a test of the printer is included in "All tests".

The instrument is now ready for use.

PRINTER
MOTOR
CONNECTIONS
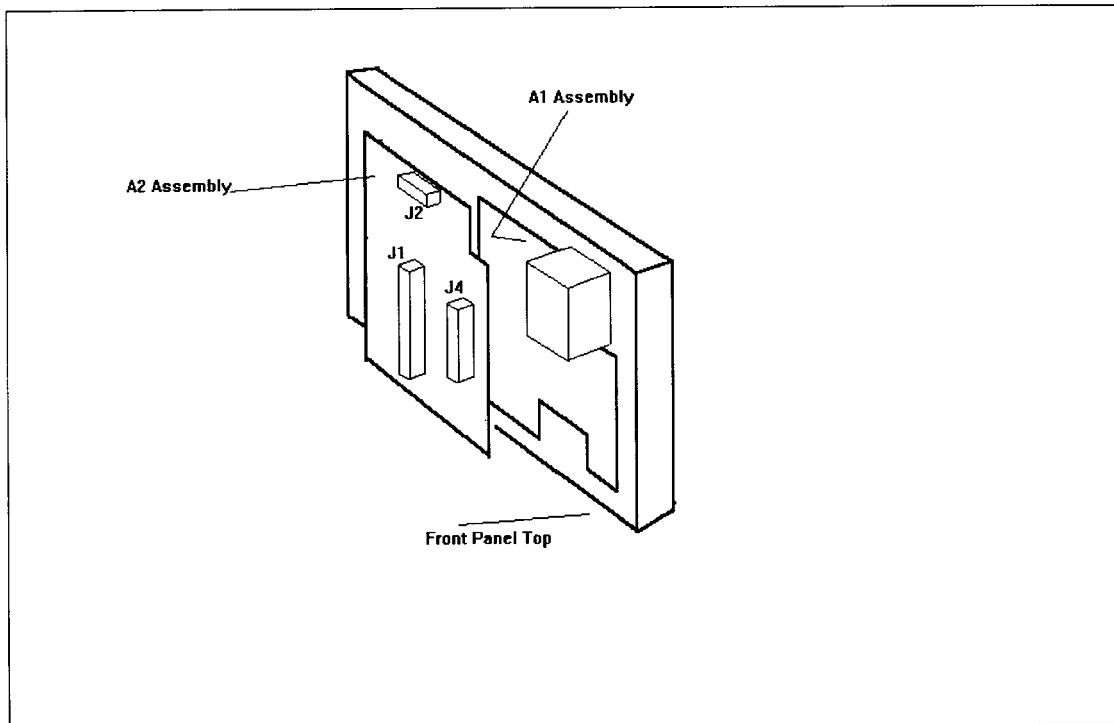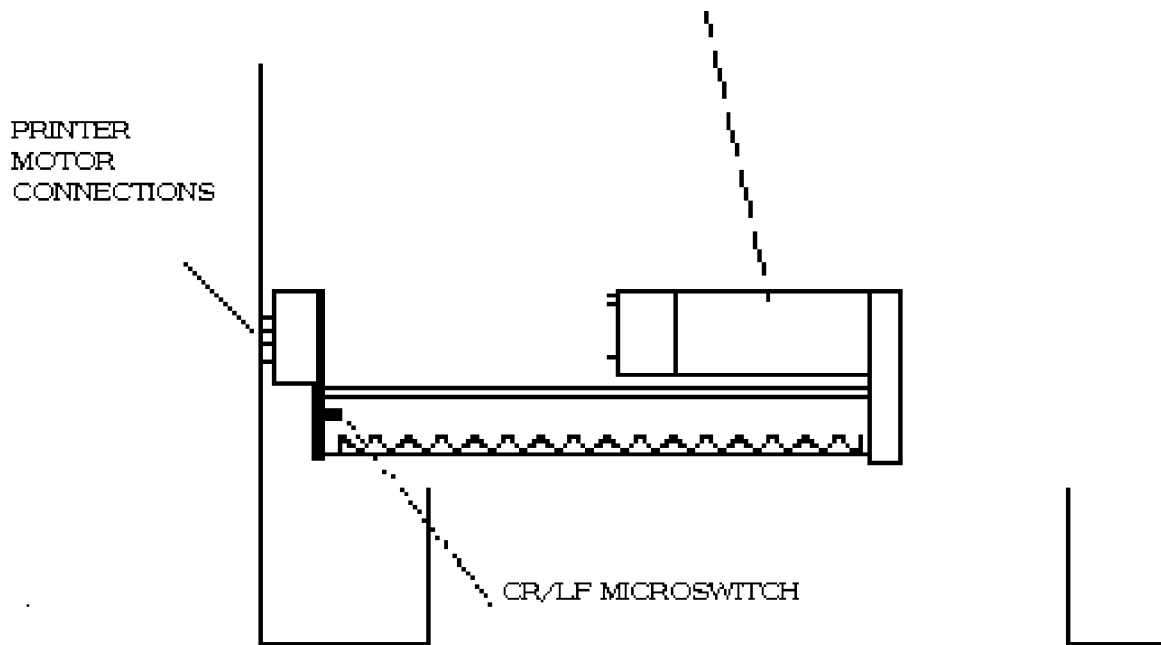
CR/LF MICROSWITCH

A2 Assembly

A1 Assembly

J2

J1

J4

Front Panel Top

Figure 2 Location of Front Panel Board Assemblies