

S E R V I C E N O T E

SUPERSEDES: None

8920A RF Communications Test Set

Serial Numbers: 3010A00100 / 3211A01600

Intermittent Operation of CRT Display**Parts Required:**

08920-61058, Firmware Upgrade Kit

Situation:

An intermittent problem has been noted in the Operating System firmware which causes the CRT display to incorrectly initialize during power-up. Failure symptoms exhibited are:

- Blank display
- Split screen
- Vertical or horizontal bars
- '30' displayed on the CRT

This failure mechanism is due to improper data transfer between the main instrument processor and display processor. Firmware revision A.06.01 and below may have this problem. Revision A.06.09 and above corrects this anomaly.

Continued

DATE: 30 July 1992

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 1.0 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: 01 September 1997		
AUTHOR: LHL	ENTITY: 1000	ADDITIONAL INFORMATION:			

Solution/Action:

Display the current firmware revision by viewing the CONFIGURE screen. The CONFIGURE screen is accessed by pressing the SHIFT (blue) key and then the DUPLEX key. The current firmware revision is displayed in the upper right corner of the CRT.

Check the firmware revision installed in the instrument. If the revision is A.06.09 or above, do not implement this Service Note. If the revision is A.06.01 or below, replace the Operating System ROMs (and if applicable, the Option 004 Tone/Digital Signaling ROM) by ordering and installing P/N 08920-61058. Re-calibration of the instrument is not required.