

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

SUPERSEDES: NONE

**34970A Data Acquisition/Switch Unit****Serial Numbers:**US37037117 / US37038708**Incorrect Wiring in RS232 Cable (shipped with 34970A)****To Be Performed By:** Agilent-Qualified Personnel**Parts Required:**

Agilent P/N	Description	Quantity
RS232-61601	Null Modem 9 pin cable	1

**Situation:**

RS232 cables shipped with the 34970A between 9/13/00 and 10/10/00 were wired incorrectly. Correct wiring configuration for the 34970A is null modem. The 34970A will fail to communicate with the incorrectly wired RS232 cable.

**Solution / Action:**

- \* Service Centers - Request a replacement cable from the BEST PGU by calling or sending email to MPU,SERVICE.
- \* Customers - Request a replacement cable by calling your local Call Center:  
 USA & Canada - 800-452-4844  
 Europe - (31-20) 547 2111  
 Asia - 1800 3758100  
 Japan - 0120-421-345

DATE: December 2000

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR 0.5 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input 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: December 2003
AUTHOR: DAA	ENTITY: 0940	ADDITIONAL INFORMATION:	

