

S E R V I C E N O T E

SUPERSEDES: 3499A-03A

3499A Switch/Control Mainframe

Serial Numbers: Products with Firmware 1.0/1.1 and within the Below Serial Number.

cn38428201/40050719 and except the following Serial Numbers:

- | | |
|----------|----------|
| 38428249 | 40050312 |
| 38428398 | 40050319 |
| 38428448 | 40050328 |
| 38428455 | 40050332 |
| 38428456 | 40050341 |
| 38428458 | 40050395 |
| 38428461 | 40050396 |
| 38428463 | 40050397 |
| 38428467 | 40050398 |
| 38428469 | 40050400 |
| 38428471 | 40050401 |
| 38428472 | 40050404 |
| 38428473 | 40050405 |
| 38428622 | 40050408 |
| 40050154 | 40050409 |
| 40050260 | 40050463 |
| 40050264 | 40050466 |
| 40050267 | 40050467 |
| 40050287 | 40050582 |
| 40050310 | |
| 40050311 | |

Continued

DATE: April 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input 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 type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: April 2003		
AUTHOR: AJT	ENTITY: Y500	ADDITIONAL INFORMATION:			



No display(dark) or blinking after power switch on. Defect in the battery back-up circuit.

To Be Performed By: Agilent-qualified personell

Parts Required:

HP P/N	Description	Quantity
03499-69001	3499A Mainframe	1

Situation:

In normal 3499A working environment, the 3499A have experienced a lockupproblem. The display show up a blinking or dark and no response from key or buttons and the instrument is stop working. Some failure unit also showed a defect in the battery back-up circuit.

Solution / Action:

We would like to exchange customer's unit for one that has been upgraded/modified to eliminate this potential failure.