Modification Recommended
Service Note

8990B-Peak Power Analyzer

Serial Numbers: ALL

"Unresponsive knobs" on 8990B front panel.

Parts Required:

P/N	Description	Qty.
54904-66405	PCA-Front Panel	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[[x]] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hours		
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [[x]] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE INVENTORY:	[[]] RETURN [[]] SCRAP [[x]] SEE TEXT	USED PARTS:	[[x]] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: (EOS)			
	[[]] Calibration Required [[x]] Calibration NOT Required	PRODUCT LINE: [WC] AUTHOR: [Janise Lim]			

ADDITIONAL INFORMATION:
Service inventory : N/A

KEYSIGHT
TECHNOLOGIES

Situation:

Customers may experience unresponsive knobs on 8990B front panel intermittently.
The unit can recover by power cycle the 8990B. This is a temporary workaround but customer may encounter the knob being unresponsive again during usage.
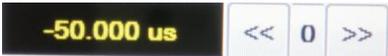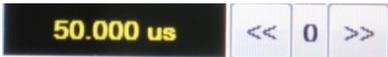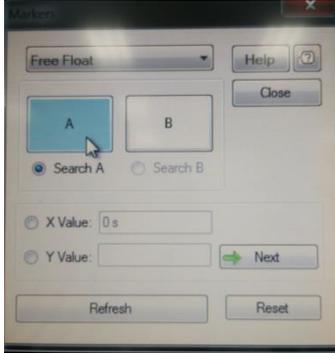
Solution/Action:

Contact the nearest Service Center to have the unit serviced.

Instruction to Service Centers

1. Replace the Front Panel keyboard Assembly 54904-66405.
2. Run front panel test (Tools -> Front Panel Test), press default setup, then close Peak Power Analyzer application and re-open the application.
3. Age the unit for 24 hours.
4. After 24 hours, then repeat step 2.
5. Rotate the knob multiple turns in both directions (clockwise and anti-clockwise) to check its response. You may follow the inspection with the table 1:

Table 1: Front panel knob repeatability test for PPA level

Knob	Rotation	PPA application
Horizontal scale knob	Clockwise	Continuously rotate knob until message prompted "Application: The Time Scale control is at its minimum limit"
	Anticlockwise	Continuously rotate knob until message prompted "Application: The Time Scale control is at its maximum limit"
Horizontal position knob	Clockwise	Continuously rotate knob for until horizontal position reach/exceed -50us. -50.000 us << 0 >>
	Anticlockwise	Continuously rotate knob for until horizontal position reach/exceed 50us. 50.000 us << 0 >>
Trigger level knob	Clockwise	Continuously rotate knob until message prompted "Application: The Trigger Level control is at its maximum limit"
	Anticlockwise	Continuously rotate knob until message prompted "Application: The Trigger Level control is at its minimum limit"

Measure position knob	Clockwise	Press on Markers. Select "Free Float" from drop down list. Tick "Search A" or "Search B". Click "Close".
	Anticlockwise	
		Push on Measure position knob to select the marker A/B. Rotate knob along axis on display.
Channel vertical scale knob (*NOTE: Repeat for each channel)	Clockwise	Continuously rotate knob until message prompted "Application: The Channel Scale control is at its minimum limit"
	Anticlockwise	Continuously rotate knob until message prompted "Application: The Channel Scale control is at its maximum limit"
Channel vertical offset knob (*NOTE: Repeat for each channel)	Clockwise	Continuously rotate knob for each channel until message prompted "Application: The Channel Reference control is at its minimum limit"
	Anticlockwise	Continuously rotate knob for each channel until message prompted "Application: The Channel Reference control is at its maximum limit"

Revision History:

Date	Service Note Revision	Author	Reason for Change
07 Oct 2015	01	Janise Lim	As Published