

N9912A -03**S E R V I C E****N O T E**Supersedes:
NONE**N9912A FieldFox RF Analyzer**

Serial Numbers: xx00000000/xx49230000

Replace or modify the System Board (N9912-60004) to prevent power up problem.**Parts Required:**

P/N	Description	Qty.
N9912-60004	System Board	1
N9912-60002	RF assy	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY::	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	AVAILABILITY: Product's support life
AUTHOR: LSH		PRODUCT LINE: WN
ADDITIONAL INFORMATION:		

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Situation:

A FieldFox may not power up under the following circumstances:

- The FieldFox has been operated until the battery has become completely discharged and the unit turns off.
- The user connects external power but the unit will not turn on.
- Installing a charged battery in the unit does not fix the problem, the unit will not power up.

Work around:

- Remove the battery and external power from the unit.
- Connect external power to the unit.
- Turn the unit on.
- Insert the battery after the unit has successfully powered on.

Solution/Action:

If the power up problem described above occurs, use the work around to get the unit operational.

If the work around is not successful or if the customer insists the problem be permanently fixed then modify or replace the System Board (N9912-60004).

It is possible to modify the existing System Board if your facility has limited surface mount soldering capability. The modification involves removing a surface mount capacitor. Contact CTD email at ctd-soco_support@agilent.com to obtain detailed information. If your facility is qualified, this solution is faster and less expensive.

Process to replace the System Board:

For some units, it will be necessary to replace both the System Board (N9912-60004) and the RF Assy (N912-60002). See Service Note N9912A-02 for an explanation. Do the following to check the revision of the RF Assy:

- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "SB Identity" line, the value following "HW=" should be 6 or greater.
- On the "RF Identity" line, note the value following "HW=".

For "RF Identity", if the value following "HW=" is 9 or less (or if "N/A" is displayed), the RF Assy must be replaced along with the System Board.

Assembly replacement instructions are contained in the N9912A Service Guide (N9912-90003).

After assembly replacement is complete, do the following to check for compatible assembly revisions:

- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "SB Identity" line, the value following "HW=" should be 6 or greater.

- On the "RF Identity" line, the value following "HW=" should be 10 or greater.

After modifying or replacing the System Board, perform the Operation Check in chapter 3 of the FieldFox Service Guide (N9912-90003).

Additional cost for incremental labor and parts required by this Service Note should be charged to warranty for the support life of the product.