

MODIFICATION RECOMMENDED

N9923A-02

S E R V I C E N O T E

Supersedes:
NONE

N9923A - FieldFox RF Analyzer

Serial Numbers: ALL

FieldFox N9923A firmware versions earlier than A.05.34 may cause the battery to charge incorrectly.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE	STANDARDS	LABOR: 0.25 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: SEE TEXT	USED PARTS: SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: ALWAYS	
AUTHOR:	DYCS	PRODUCT LINE: WN	
ADDITIONAL INFORMATION: N/A			

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Situation:

FieldFox N9923A firmware versions earlier than A.05.34 may cause the battery to charge incorrectly. In certain situations, the FieldFox will not power on, and a fully discharged battery will not start charging when connected to an external power supply.

Solution/Action:

Install new firmware (starting from A.05.34) that has been developed to enhance the FieldFox N9923A battery performance.

Instructions to download the updated firmware are available at the FieldFox support page link, <http://na.tm.agilent.com/fieldfox/>.

In cases where a firmware update is not an option, there are two work-around methods that will boot up the FieldFox and start charging the battery:

Work-around method #1: Disconnect and reconnect the external power supply to reset the FieldFox internal system for boot up. It may require repeating the same action several times.

Work-around method #2: Install a fully charged battery into the FieldFox.