

SP50-14

S E R V I C E N O T E

Supersedes:
None

SP Series II and III

Serial Numbers: IE41500001 / IE42200299, SG41500000 / SG42200999

Philips 15 Inch Monitor (150S6FG) susceptible to Burn in.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 10 Min
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
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: BW PRODUCT LINE: PL80		NO CHARGE AVAILABLE UNTIL: Oct 2008	
ADDITIONAL INFORMATION:			

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Situation:

There has been an issue reported with the SJ Series II 15 Inch monitor, where there was monitor burn in reported on one customer site over an extended period of inactivity.

Based on this a special exe was written that reverses the polarity of the monitor for 10 seconds every 4 hours if the system is inactive.

This issue was reported specifically on 15 Inch Philips model 150S6FG. This has been replaced since then with the HP L1506 - no burn in has been reported with this monitor type.

The 15 Inch monitor is common only to SJ and SP Series II (17 Inch monitors are common to Series III)

Solution/Action:

Agilent recommend that this special AOI screensaver be enabled on all models of monitor to guard against burn in. As per Monitors Manufacturers limited warranty, Agilent cannot be held liable for replacement of monitor due to "Burn in" when the special Screen saver is not enabled.

Configuration procedure**STEP 1**

Download "Refresh_screen.zip" from "iiogui" ftp site located under the "Screen-saver" folder. The address can be got from your local Agilent support office.

STEP 2

Unzip "Refresh_screen.zip" to c:\Temp.

For 17 Inch monitors (170S) copy "refreshing_slide_1280_1024.exe" to c:\cpi\tools.

For 15 Inch monitors (150S) copy "refreshing_slide_1024_768.exe" to c:\cpi\tools.

STEP 3

Click on Start\Settings\Control panel\Scheduled Tasks.

From c:\Temp, copy "refreshing screen.job" to the opened window.

Double click on "refreshing screen.job" to open and select the "Task" tab.

Click "Browse" and select "c:\cpi\tools\ refreshing_slide_xxxx_xxxx.exe" file

Click Apply.

For Windows 2000 Operating systems you will be asked for a password to enable. Use the machine default password "cpi602" for SJ/SP normal machine.

Close.

STEP 4

To check if everything is configured correctly Select "refreshing screen" at the Scheduled Task. Right click.

Select "Run". The Screensaver should run for 10 seconds.