U1232A-01

S E R V I C E   N O T E

Supersedes:
NONE

U1230 series Handheld Digit Multimeters

Serial Numbers: MY53080073/MY53280248

U1230 series Handheld Digit Multimeters fail to establish wireless connection with U1177A (IR to Bluetooth Adapter)

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		

ACTION X ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	

LOCATION   [[]]   CUSTOMER INSTALLABLE
CATEGORY: [[]]   ON-SITE **(active On-site coverage only)**
          X   SERVICE CENTER
          [[]]   CHANNEL PARTNER
	SERVICE [[]] RETURN
	INVENTORY: [[]] SCRAP
	          [[]] SEE TEXT
		USED [[]] RETURN
		PARTS: X SCRAP
		          [[]] SEE TEXT

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 15 September 2014	
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	
ADDITIONAL INFORMATION: Only U1232A Handheld Digit Multimeter will be serviced. Do not replace U1177A.		

September 3, 2013

**Agilent Technologies**

Situation:

Combination of U1232A (within the serial number range above) with U1177A IR to Bluetooth Adapter may not able to establish wireless connection with Android device via Agilent Mobile Meter and Agilent Mobile Logger or personal computer via Agilent GUI data logger software.

U1177A fails to establish Infra-Red (IR) connectivity due to U1232A's IR receiver communication protocol is not optimized

Solution/Action:

Follow the below procedures to test the wireless connection for U1231A and U1177A using personal computer:

1. Download the Agilent GUI logger Software as per link below:
   http://www.home.agilent.com/agilent/software.jspx?ckey=878442&lc=eng&cc=MY&nid=-11143.0.00&id=878442

2. Install the software to personal computer following the steps provided in the Quick Start Guide Agilent GUI Logger Software as per link below:
   http://cp.literature.agilent.com/litweb/pdf/U1251-90023.pdf

3. Launch the GUI Logger software and below screen will appear.
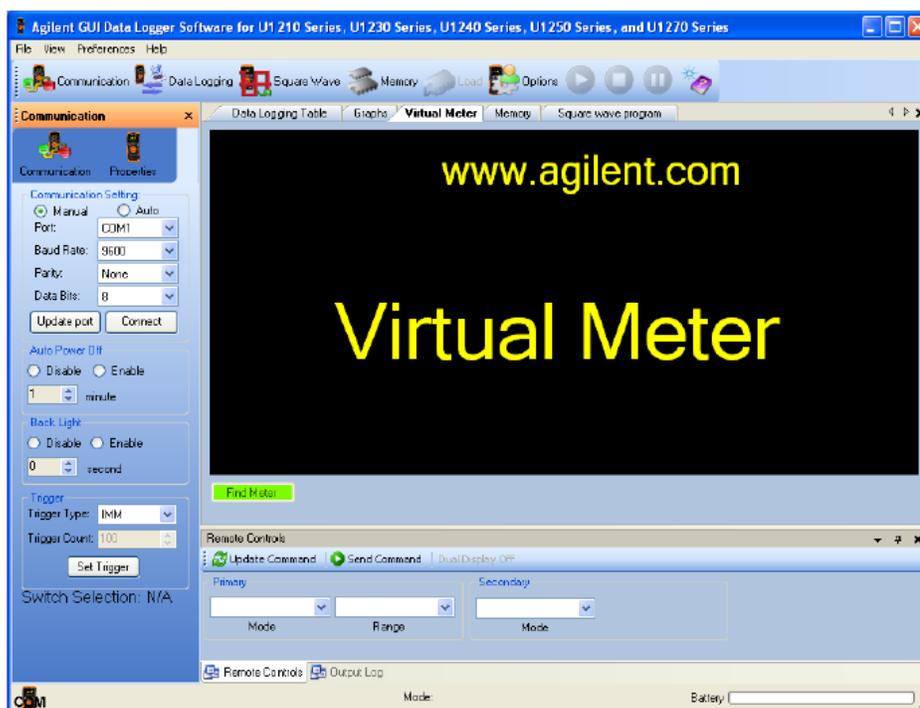
4. Connect the U1232A with U1177A, and setup the connection of U1177A with computer as per page 4 of U1177A Operating Instructions.
   http://cp.literature.agilent.com/litweb/pdf/U1177-90101.pdf

5. Once U1177A established the connection with computer, from the control panel of the computer, you will see the Bluetooth device is available as shown below:

6. Right click the icon of the Agilent Bluetooth device, and select 'properties'
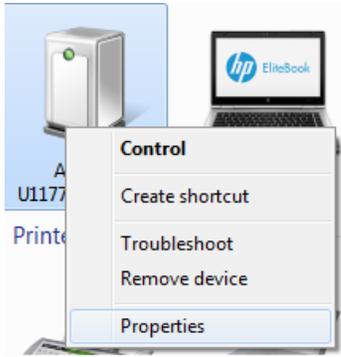
7. Select the "Hardware", and please check the COM port as highlighted below, for example below is COM12.
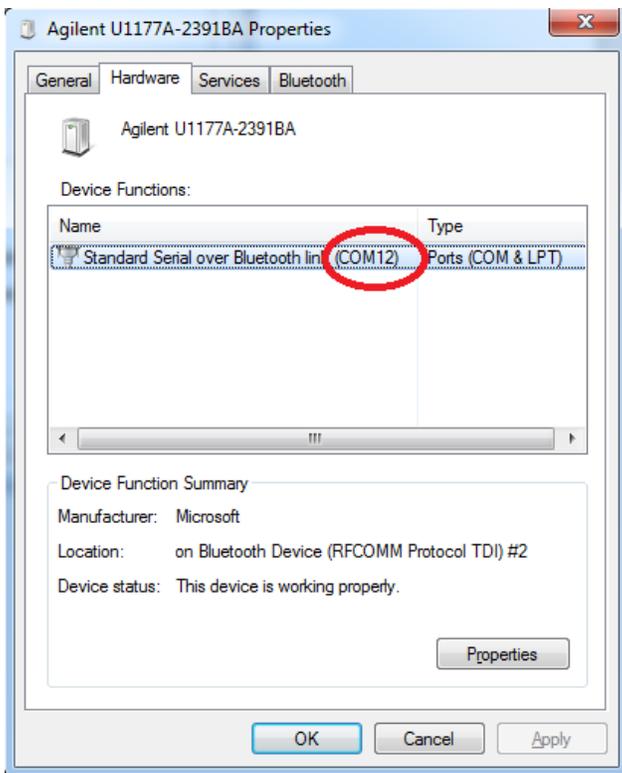
8.   At the Communication Setting of the GUI logger, select 'Manual" and click on "Update Port".
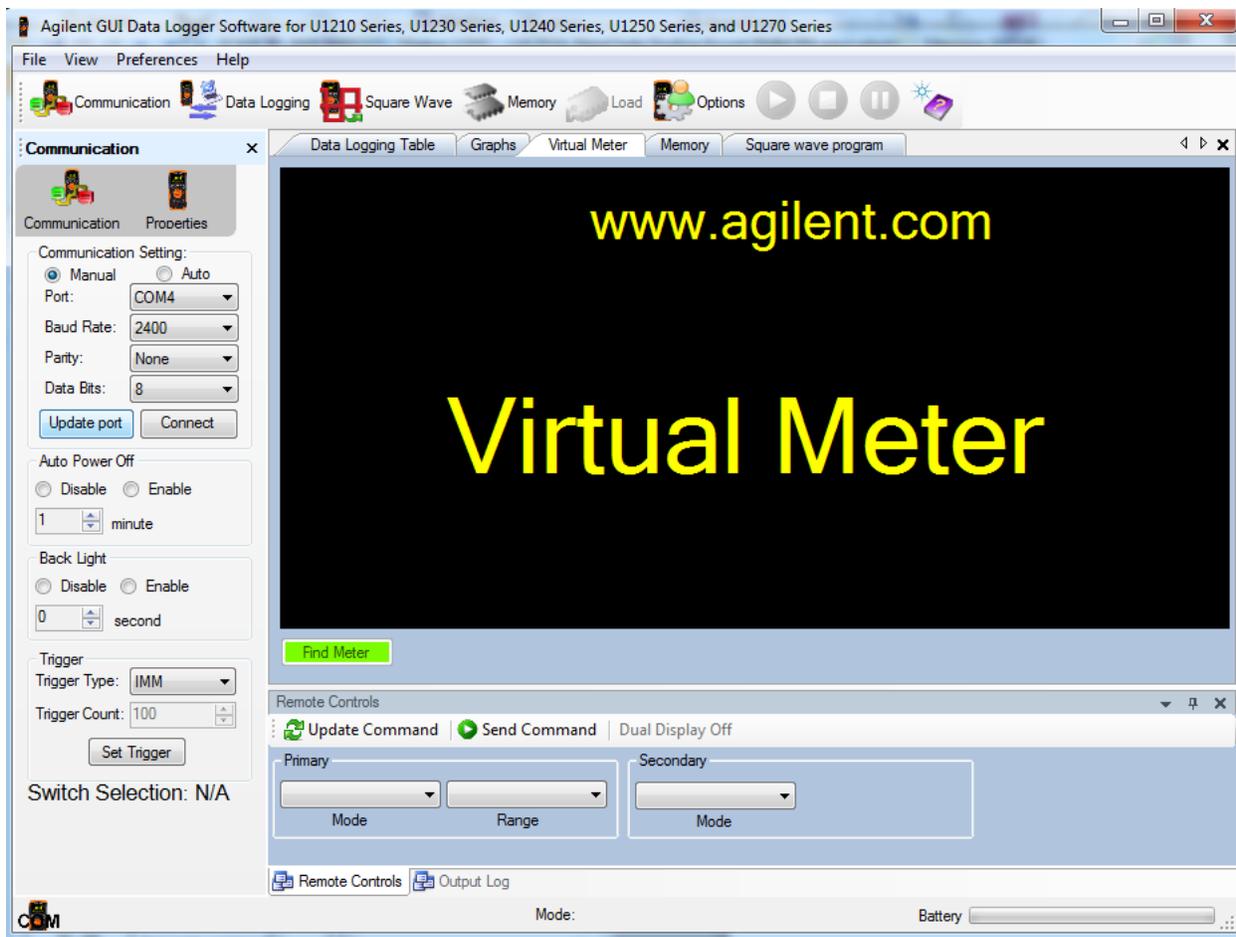
9.   From the drop down list of the "Port" selection, select "COM 12" and click "Connect".
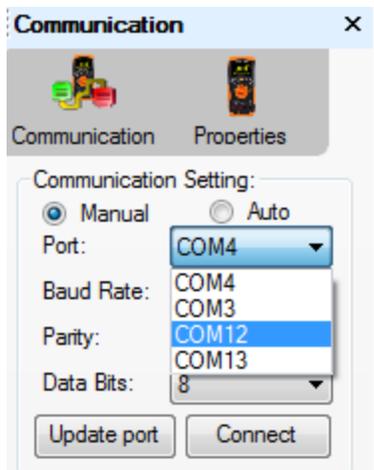
10. If the connection able to establish the 'Meter Connected" notification will be shown in the status bar as per below:

11. If the connection fails, error message below will pop up.

Fail To Connect To Device!

OK
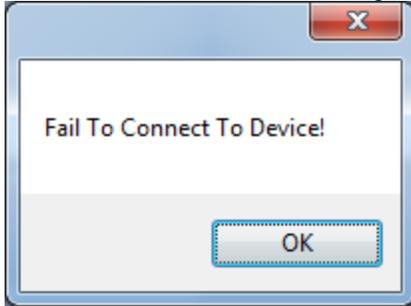
12. If the connection fails to establish, please bring both U1232A and U1177A to Agilent Service Center, and Agilent Service Center will provide replacement for U1232A after validating the replacement U1232A works well with customer's U1177A.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0			As published