

U1272A-02A**S E R V I C E N O T E**Supersedes:
U1272A-02**U1270 Series True RMS Multimeter****Serial Numbers: MY50350001/MY51230001****Erratic Display observed after rapid turning of the rotary switch****Parts Required:**

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:: AGREEABLE TIME		X PERFORMANCE ENHANCEMENT [] SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	x CUSTOMER INSTALLABLE [] ON-SITE [] SERVICE CENTER [] CHANNEL PARTNERS	AVAILABILITY: Until 30 NOV 2011
AUTHOR: SW		PRODUCT LINE: WC
ADDITIONAL INFORMATION:		

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Situation:

The U1272A Multimeter may show erratic display after the rotary switch is rapidly turned from one measurement function to another, or when the unit is rapidly turned on/off. If this happens, the multimeter is not making any measurements and the reading is undetermined. Switch off the unit for 10 seconds and turn it on again to reset the unit back to its normal condition. The occurrence of this erratic behavior is very low and can be eliminated through a firmware upgrade.

When this happens, the instrument performance and accuracy are not affected and the unit can perform per specifications once it is reset.

Solution/Action:

Customer can choose to upgrade the Multimeter firmware with a U1173A IR-USB PC connectivity cable.

Download the latest firmware utility from the U1272A Driver & Software page at Agilent website and perform the firmware upgrade to version 2.00 and above. [U1270 Series Handheld Digital Multimeters Firmware Update \(Revision 2.00\)](#)

Customers who have purchased the U1272A Multimeter within the serial number range stated in this service note will be entitled to a complementary U1173A IR-USB PC connectivity cable with immediate effect until 30th Nov 2011. Each unit is only entitled to one free U1173A cable.

To request for a free U1173A IR-USB PC connectivity cable, please click [HERE](#) and provide the following information at the web form:

1. Instrument Model Number
2. Serial Number
3. Name of distributor where the unit is purchased from
4. Date of purchase
5. Delivery details :
 - Receiver's Name
 - Receiver's Address
 - Receiver's Telephone number

Agilent will arrange for the shipment to customer who is eligible for the free U1173A IR-USB cable.