

MODIFICATION RECOMMENDED

U1272A-02C

S E R V I C E

N O T E

Supersedes:
U1272A-02B

U1272A True RMS Multimeter

Serial Numbers: MY50350001/MY51230001

Erratic Display observed after rapid turning of the rotary switch

Parts Required:

P/N	Description	Qty.
U1173A	IR-USB PC connectivity cable	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.25 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: Until 1 DEC 2013	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required		PRODUCT LINE: WC AUTHOR: SW	
ADDITIONAL INFORMATION: Customer installable firmware upgrade			

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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. This erratic behavior can be eliminated through a firmware upgrade.

Solution/Action:

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

1. Check the Multimeter firmware is version 1.30 by pressing the NULL button while turning on the multimeter from OFF position. [U1271A/U1272A Handheld Digital Multimeter User's Guide](#): 1 Introduction - Preparing Your Multimeter -Power-on options chapter.
2. 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 with firmware version 1.30 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 1st Dec 2013. Each unit is only entitled to ONE free U1173A IR-USB PC connectivity 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 who sold the unit
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 connectivity cable.