Modification Available Performance Enhancement Service Note

Supersedes:
NONE

U1273A Handheld Digital Multimeter, OLED Display

Serial Numbers: MY53270001 – MY60370011

The Problem – Digital multimeter with firmware version 3.01 or 4.0 will show incorrect DCI measurement value when using the average measurement mode.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: GM
[X]Calibration NOT Required	AUTHOR: WY

ADDITIONAL INFORMATION:

Situation:

U1273A handheld digital multimeter with firmware version 3.01 or 4.0 will show incorrect DCI value when using average mode.

To resolve this, update the firmware of your multimeter to either firmware version 3.02 or 4.01.

Solution/Action:

1. Verify if your U1273A digital multimeter is with firmware version 3.01 or 4.0 by pressing on the "Null" key while turning the rotary switch to any other position (OFF to ON).

Power-on options

Some options can be selected only while you turn the multimeter on. These power-on options are listed in the table below. To select a power-on option, press and hold the specified key while turning the rotary switch to any other position (OFF to ON). Power-on options remain selected until the multimeter is turned off.

Table 1-1   Power-on options

Key	Description
ΔNull Scale	Checks firmware version. The multimeter's firmware version will be shown on the primary display. Press any key to exit this mode.

2. Perform firmware update
   - If your current firmware version is 3.01, update the firmware version to 3.02.
   - If your current firmware version is 4.0, update the firmware version to 4.01.
3. You may obtain the firmware file from the product firmware page on Keysight.com.
4. Follow the steps written on the product firmware page to update the firmware of your multimeter.
5. Once the firmware update is completed, verify if your multimeter is now with firmware version 3.02 or 4.01.

6. Firmware version 3.02 and 4.01 will resolve the incorrect DCI measurement value when using average measurement mode.

Revision History:

Date	Service Note Revision	Author	Reason for Change
11 Mar 2021	01	WanYee	As Published