

S E R V I C E N O T E

SUPERSEDES: NONE

3499A Switch/Control Mainframe 44470A

Serial Numbers: See Below

With heavy inductive load, the 3499A display may either go dark or freeze up**Duplicate Service Notes:**

3499A-02: Serial Numbers cn38428201 / cn38428408

3499B-02: Serial Numbers cn38428601 / cn38428665

To Be Performed By: Agilent-Qualified Personnel**Situation:**

At some points in the test sequence, a relay is connected with a AC inductive load (high voltage: Vac 120V, high current: 0.5A) like a big coil driven by AC current. when 3499A close the relay and then open it, the 3499A display may either go dark or may have all its segments light up and stay lit up. But, this doesn't affect the functions of 3499A and its modules.

Solution / Action:

Upgrading the 3499A firmware from V1.0 to V.1.1 can completely solve the problem. Please contact 3499 Support team for V1.1 firmware. E-mail: support_3499@agilent.com or download firmware from website:

<http://ctmoweb.chn.agilent.com/>

Service Inventory is not affected and no used parts.

DATE: July 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: July 2002		
AUTHOR: AT	ENTITY: Y5000		ADDITIONAL INFORMATION:		

