

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**3499B-02**

# S E R V I C E N O T E

Supersedes: NONE

## 3499B Switch/Control Mainframe 44470A

Serial Numbers: cn38428201 / cn38428408

**With heavy inductive load, the 3499B display may either go dark or freeze up**

**Duplicate Service Notes:**

**3499A-02: Serial Numbers: cn38428601 / cn38428665**

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

**Parts Required: NONE**

### 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 3499B close the relay and then open it, the 3499B 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 3499B and its modules.

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY <input 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 X SERVICE CENTER	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	AGILENT RESPONSIBLE UNTIL: July 2002	
AUTHOR: AT	PRODUCT LINE: AR		
ADDITIONAL INFORMATION:			

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**Solution/Action:**

Upgrading the 3499B 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.