

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

SUPERSEDES: NONE

**836xx Series Synthesized Sweepers**

Serial Numbers: 0000A00000 / 9999Z99999

**Increased switching time (longer delays) in list mode operation.****Duplicate Service Notes:**

83620A-07	83620B-08	83621A-04	83621B-05	83622A-06
83622B-07	83623A-07	83623B-08	83623L-08	83624A-06
83624B-07	83630A-08	83630B-08	83630L-08	83631A-05
83631B-05	83640A-08	83640B-09	83640L-09	83650A-08
83650B-08	83650L-08	83651A-04	83651B-06	

**To Be Performed By:** Customer**Parts Required:**

08360-60201 Firmware Upgrade Kit (1)

**Situation:**

In list mode and external trigger point operation, when the first point is higher in frequency than the second list point, the switching time between list point one and two can be out of spec. Other scenarios may exist that also create out of spec switching time between list points. This problem occurs in instruments with firmware revisions starting with 4 Jun. 97 and ending with 10 Aug. 99. Firmware revision 19 Jan. 00 has corrected the problem.

*Continued*

DATE: April 2000

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR 1.0 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input 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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		
AGILENT RESPONSIBLE UNTIL: May 2002			
AUTHOR: DM	ENTITY: 5331	ADDITIONAL INFORMATION:	



**Solution / Action:**

Replace firmware when customer's report a problem with list mode switching time and have firmware revisions between and including 4 Jun. 97 to 10 Aug. 99. Install part number 08360-60201 (new firmware) to correct the problem. Check and make sure the firmware in the kit is revision 19 Jan 00 or newer. Kits (08360-60201) with firmware older than 19 Jan 00 should be returned for updating.