

N5181A-05**S E R V I C E****N O T E**Supersedes:
None**N5181A MXG Analog Signal Generator**

Serial Numbers: MY00000000 / MY47429999
US00000000 / US47429999
SG00000000 / SG47429999

Blank (Dark) LCD front panel may be caused by shorted LCD wires.

Parts Required:

P/N	Description	Qty.
N5180-60024	LCD Assembly	1
N5180-60021	Key Pad Assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

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PRODUCT LINE: 15

ADDITIONAL INFORMATION:

Replacement parts are required ONLY if a dark LCD screen is caused by an actual physical short.

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**Agilent Technologies**

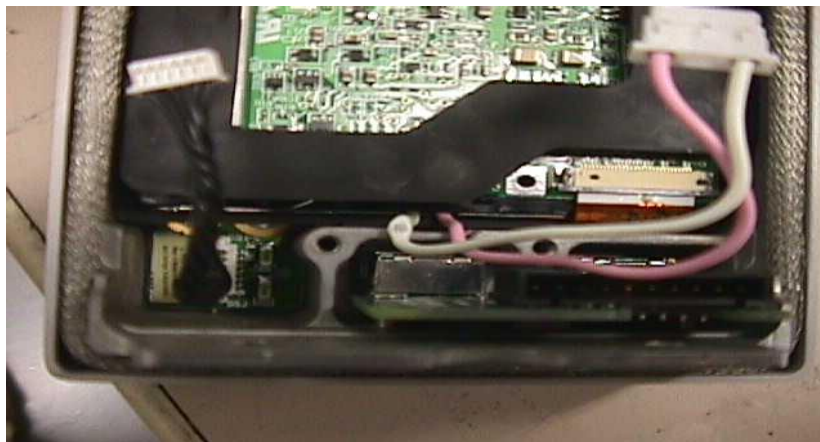
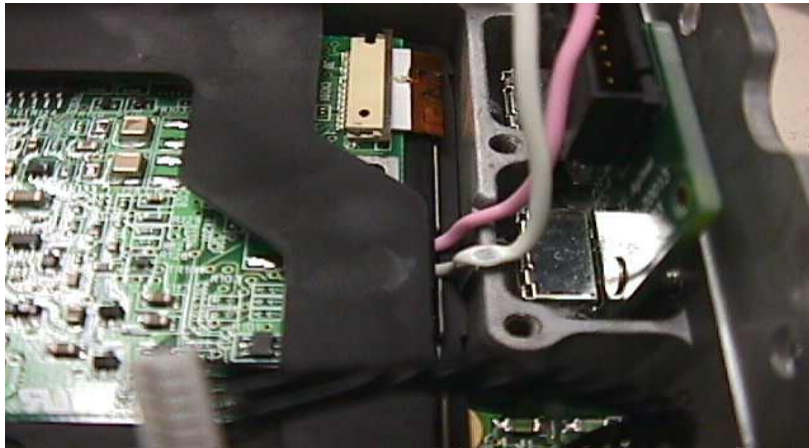
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Situation:

There has been a few random N5181A MXG Signal Generators discovered in the field with pinched Liquid Crystal Display (LCD) power leads. Though this is not a safety concern, the pinched LCD leads may overtime, become shorted resulting in a dark LCD display.

A N5181A MXG Signal Generator that appears to be operating correctly; unit turns-on, fans are functioning and the green power-on switch LED is visible but the front panel LCD screen is dark, may be the result of shorted power leads.

See example images below:

**Solution/Action:**

It is suggested that at the time of contact, the LCD leads be inspected for the possibility that the LCD leads are pinched. The LCD leads should move freely as they pass between the sub-panel sheet metal and the front panel casting. When in doubt, remove the front panel sub-panel in accordance with the MXG Service Guide. If the leads are found pinched, but no short has occurred. Reposition the affected lead(s) and if deemed necessary, apply insulating tape to the affected area. Re-assembly the front panel according to the MXG Service Guide ensuring the leads are no longer pinched.

When troubleshooting a MXG with a dark LCD, inspect for the pinched power leads as a possible cause of the dark display. If the leads are found pinched resulting in a physical short, replace the LCD assembly (P/N: N5180-60024) in accordance with the MXG Service Guide.

Additionally, it is recommended when LCD leads are uncovered as being shorted, the front panel Key Pad (P/N: N5180-60021) should also be replaced. While there is no direct empirical proof that the RPG on the Key Pad assembly has been damaged, a connection between shorted LCD lead(s) and the possibility of latent future RPG failures has been made, leading to a proactive desire to replace both assemblies.