

T2010A-01

Modification Recommended Service Note

Supersedes:
NONE

T2010A LTE Wireless Communications Test Set

Serial Numbers: ALL

The Problem:

The embedded PC was modified to improve boot up reliability.

Parts Required:

None

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	Nov/01/2021
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PL13
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	AJGG

ADDITIONAL INFORMATION: Internal



Situation:

If RAM modules are not well engaged to the PC board memory slots, they are not detected by the PC board, and the instrument does not boot up.

The typical symptom is a black display (no image). Usually, RAM issues are reported by the BIOS system with a specific beep code (three short beeps).

A design change was implemented in the manufacturing process, starting from serial number MY53245001, to prevent this issue to happen.

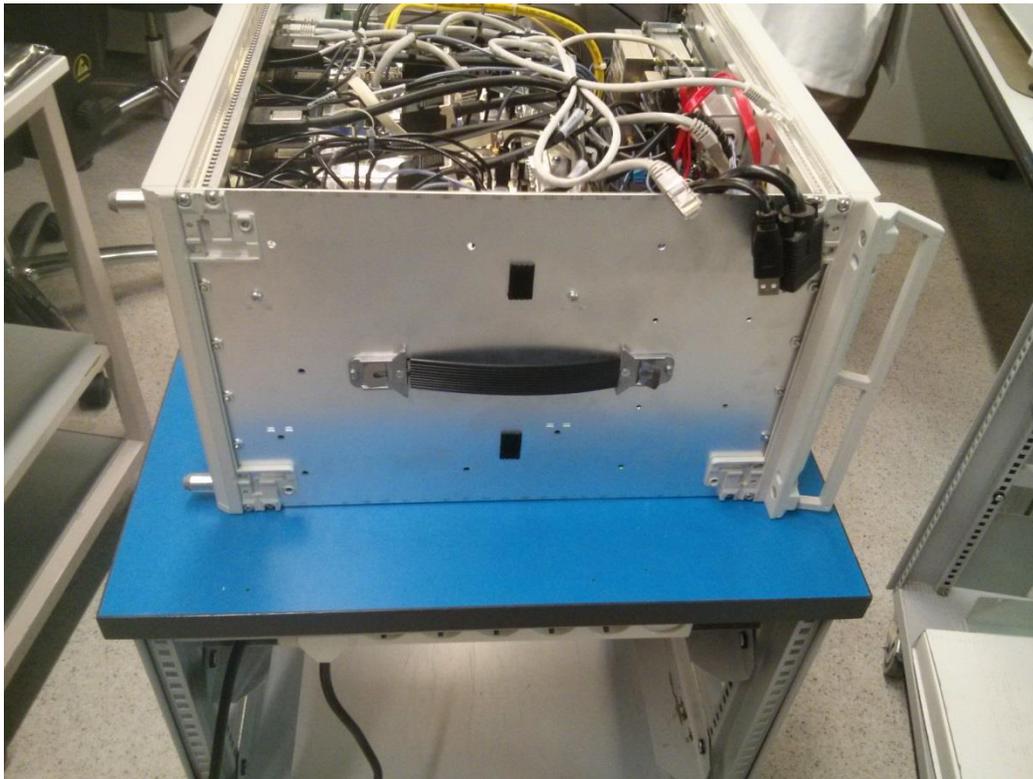
A batch of serial numbers were modified with soft silicone gel (yellow colour), which proved to be not effective. Serial number list:

MY53241013, MY53241025, MY53241026, MY53241027, MY53241028, MY53241029, MY53241030, MY53241031, [MY53245001 - MY53245005].

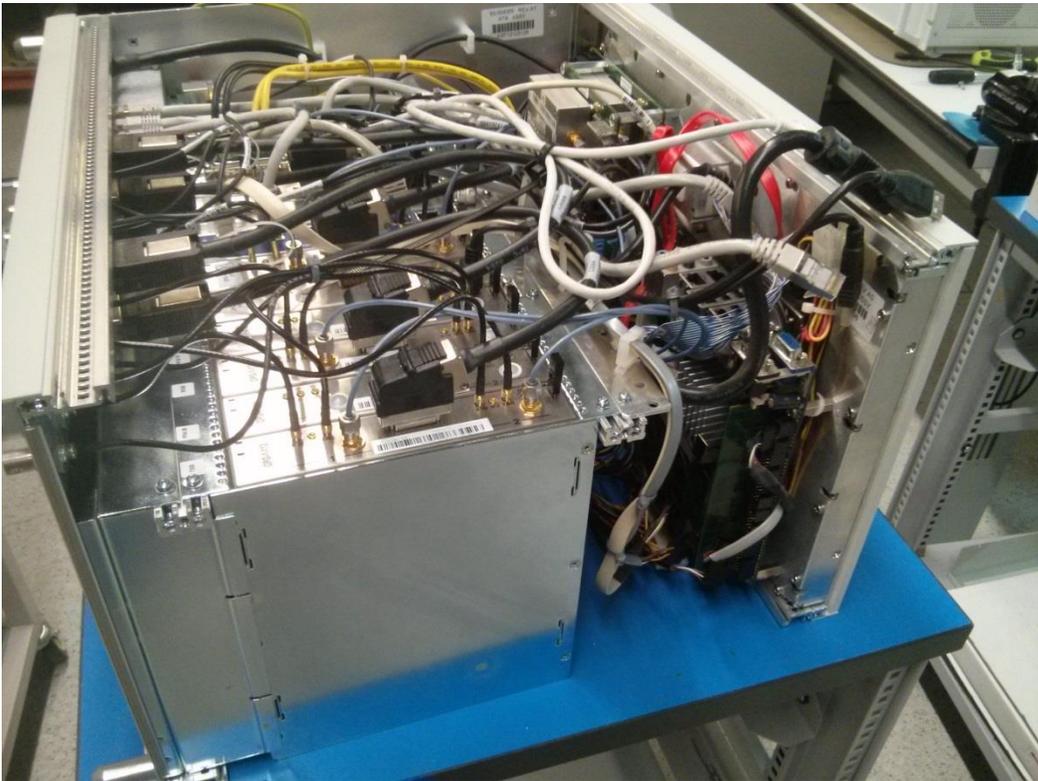
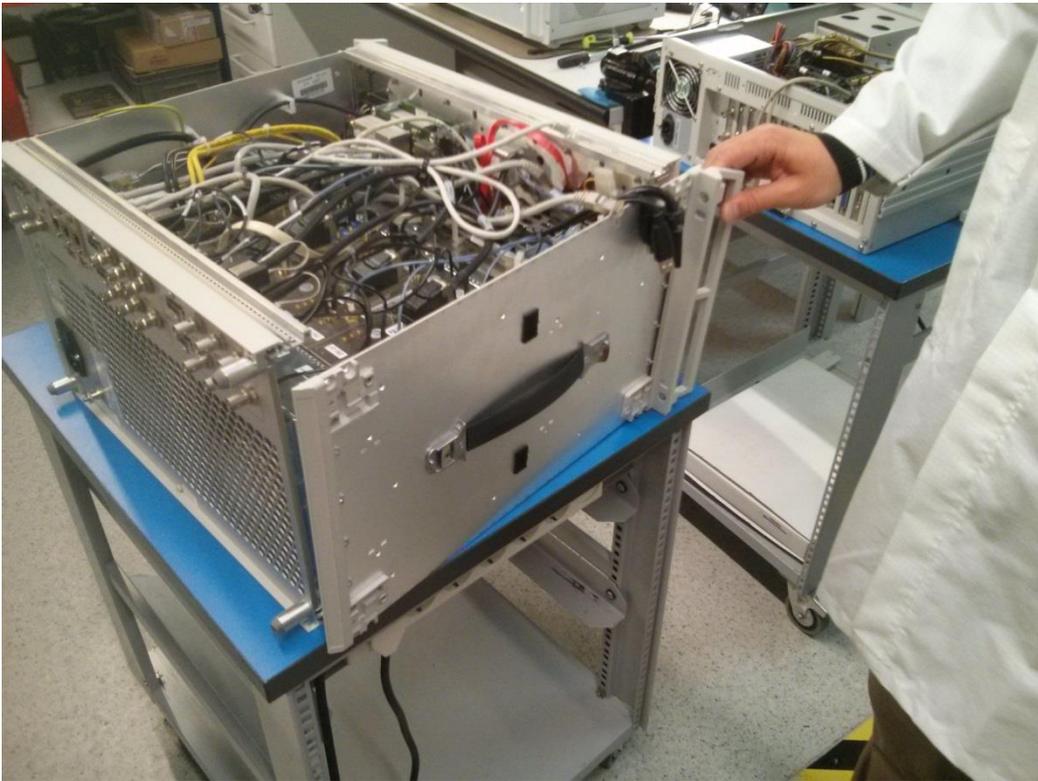
Solution/Action:

In order to access the PC board, which is located in the inner side of the front panel:

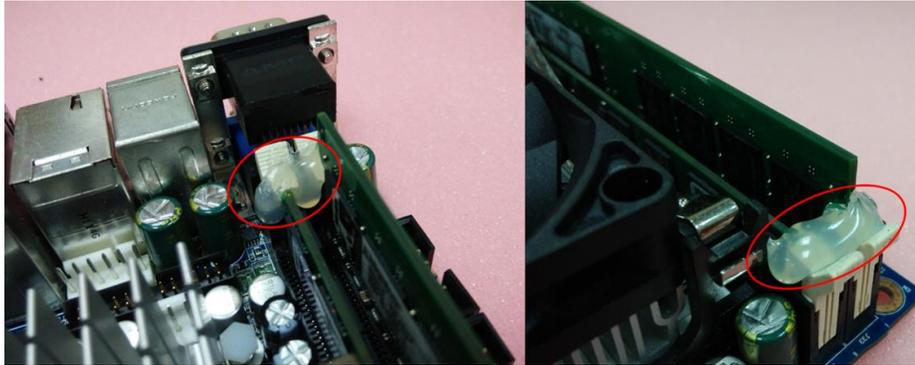
- Remove the outer covers of the T2010A:



- Remove the inner left hand side cover, as shown in the following pictures:



Check that the RAM modules are secured with hot melt glue as shown in the following pictures:



The glue must be applied all the way down from the locker to the memory slot, and both RAM modules must be tied together (i.e. building a “bridge” between the latches).

Upon inspection, the following cases may happen:

- I. If the RAM modules are correctly glued, NO action is required.
- II. If no glue is present, apply the holt melt glue.
- III. If a different glue (yellow colour) had been used, remove the existing glue, and apply the holt melt glue.
- IV. If it had not been applied correctly, remove the existing glue, and apply the holt melt glue properly.

The recommended hot melt glue is:

- Manufacturer: Allied Electronics.
- MPN: 232-12-200-CRP-CP08-RS



Revision History:

Date	Service Note Revision	Author	Reason for Change
20 Nov 2015	01	Tony Guerrero	As Published

