

U1271A-02B

S E R V I C E N O T E

Supersedes:
U1271A-02A

U1270 Series True RMS Multimeter

Serial Numbers: MY50350001/MY51230001

Erratic Display observed after rapid turning of the rotary switch

Parts Required:

P/N	Description	Qty.
U1173A	IR-USB PC connectivity cable	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
AUTHOR: SW	PRODUCT LINE: WC
ADDITIONAL INFORMATION:	

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Situation:

The U1271A Multimeter may show erratic display after the rotary switch is rapidly turned from one measurement function to another, or when the unit is rapidly turned on/off. If this happens, the multimeter is not making any measurements and the reading is undetermined. Switch off the unit for 10 seconds and turn it on again to reset the unit back to its normal condition. The occurrence of this erratic behavior is very low and can be eliminated through a firmware upgrade.

When this happens, the instrument performance and accuracy are not affected and the unit can perform per specifications once it is reset.

Solution/Action:

Customer can choose to upgrade the Multimeter firmware with a U1173A IR-USB PC connectivity cable. The U1173A IR-USB PC connectivity cable can be purchased from Agilent's representatives.

Download the latest firmware utility from the U1271A Driver & Software page at Agilent website and perform the firmware upgrade to version 2.00 and above. [U1270 Series Handheld Digital Multimeters Firmware Update](#)