

MODIFICATION RECOMMENDED

**U1602A-01A**

**S E R V I C E**

**N O T E**

Supersedes:  
U1602A-01

## U1602A Handheld Oscilloscopes, 20MHz

**Serial Numbers:** All U1602A-001 with Firmware ver. 2.5.5 or ver. 2.5.6  
All U1602A-STD with Firmware ver. 2.5.5 or ver. 2.5.6

### Firmware Upgrade (version 2.5.7): Enhancements and Fixes

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

#### Parts Required:

P/N	Description	Qty.
None	None	None

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.2 Hours	
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" 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 type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: August 01, 2008.	
AUTHOR: CKM		PRODUCT LINE: WC	
ADDITIONAL INFORMATION:			

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**Situation:**

The new firmware version 2.5.7 addressed the defects found in version 2.5.6. The defects resolved in this release:

- In Video Trigger mode: PAL and SECAM cannot choose odd or even functions.
- In Scope STOP mode, distorted waveform signal observed at both end of the waveform.
- In Scope STOP mode, scrolling the signal will cause peaks or noise or glitch symptoms.
- In Scope mode, pressing the Auto-scale button multiple times will cause the scope function suspended and red color distortion waveform graph appears.
- In DMM mode, a distorted background is observed after “Low Battery Off” message disappears.
- In Scope mode, when the signal stop the period change after scrolling and waveform is distorted.
- In Scope STOP mode, horizontal trigger position will change when scrolling.
- In Scope RUN mode, the horizontal trigger point is incorrect at 1 $\mu$ s/ div.
- In Scope STOP mode, pressing the Time Base button and rotate the scroll button multiple times will cause the scope function suspended.

In addition, the version 2.5.7 includes enhancements such as:

- Able to save the waveform graph in BMP format into flash memory device.
- Video Trigger mode: PAL able to measure up to 625 lines and NTSC able to measure up to 525 lines.

**Solution/Action:**

Update oscilloscope firmware to version 2.5.7. This will automatically update oscilloscope firmware to version 2.5.7. This firmware and the firmware installation tool can be downloaded from the product web page at [www.agilent.com/find/U1602A](http://www.agilent.com/find/U1602A). Scroll down to the “Technical Support” section and click on “Driver & Software”.