

U1604B-03

S E R V I C E N O T E

Supersedes:
NONE

U1604B Handheld Oscilloscope

Serial Numbers: KR50159010, MY52095030/MY52381092

Firmware upgrade to resolve wrong vertical scale displays after autoscaling

Parts Required:

| P/N | Description | Qty. |
|------|-------------|------|
| NONE | | |

ADMINISTRATIVE INFORMATION

| | |
|--|--|
| SERVICE NOTE CLASSIFICATION: | |
| MODIFICATION AVAILABLE | |
| ACTION CATEGORY:: AGREEABLE TIME | X PERFORMANCE ENHANCEMENT [] SERVICE / RELIABILITY ENHANCEMENT |
| LOCATION CATEGORY: X CUSTOMER INSTALLABLE [] ON-SITE [] SERVICE CENTER [] CHANNEL PARTNERS | AVAILABILITY: PRODUCT'S SUPPORT LIFE |
| [] Calibration Required X Calibration NOT Required | PRODUCT LINE: WC AUTHOR: SW |
| ADDITIONAL INFORMATION: Customer to perform Firmware upgrade by themselves | |

© AGILENT TECHNOLOGIES, INC. 2012
PRINTED IN U.S.A.

October 25, 2012

Rev. 20



Situation:

The U1604B may select a wrong vertical scale in the Scope function after “autoscale” button is pressed. This behavior will only happen to instruments with firmware version 1.1.3. Firmware version 1.1.5 was released to correct this behavior.

Solution/Action:

Please update your instrument’s firmware to revision 1.1.5 or above.

Please go to

<http://www.home.agilent.com/agilent/software.jsp?ckey=1911172&lc=eng&cc=MY&nid=-33166.920244&id=1911172> for the firmware and instructions on how to install it.