

X8721A-02

Modification Recommended Service Note

Supersedes:
NONE

X8721A IoT Wireless Test Set

Serial Numbers: MY60320108, MY60320125, MY60320138, MY60320152, MY60320153, MY60320157, MY60320158, MY60320178, MY60320183, MY61440102, MY61440122

To check on customer's X8721A firmware and upgrade to version 0.1.0.111.3 and above before performing calibration test procedure.

Parts Required:

P/N	Description	Qty.
X8721A	IoT Wireless Test Set	1

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> SEE TEXT		<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	30 JUNE 2023		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	GM		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	LO		

ADDITIONAL INFORMATION:

This service note covers a firmware upgrade on customer's X8721A unit before performing calibration and adjustment.

Situation:

Service center is not able to perform calibration and adjustment on the X8721A unit using firmware versions 0.1.0.111 and below.

Please inform and get agreement/acknowledgement from the customer on the need to upgrade X8721A firmware version to 0.1.0.111.3 and above prior to performing calibration.

For more details on the FW version, please refer to product page below:

[Link to X8721A Firmware for IOT8720A and IOT8740A](#)

NOTE:

If the customer DOES NOT agree to upgrade their firmware version, please send the unit back to factory for calibration.

Solution/Action:

When the X8721A is returned to service center for annual calibration, follow the steps below.

A) Check the existing FW version:

1. Check on the existing firmware version on the X8721A using XA8722A Soft Front Panel Software which can be found in the link below:

[Link to XA8722A IoT Soft Front Panel](#)

The XA8722A software requires a license and can be requested using the email support node [EISG Servicedesk](#).

2. Connect the X8721A using either USB cable or LAN cable to the PC and the external power adapter to the rear panel. Ensure that the X8721A is being detected in the Keysight IO.

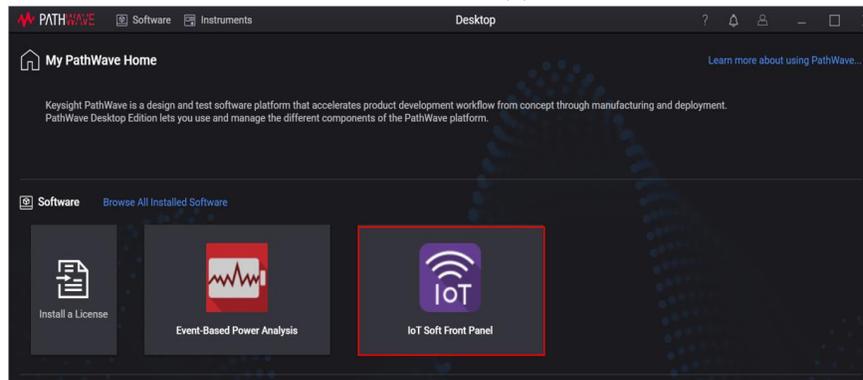


3. Open the Keysight Pathwave Desktop Edition 2020B.

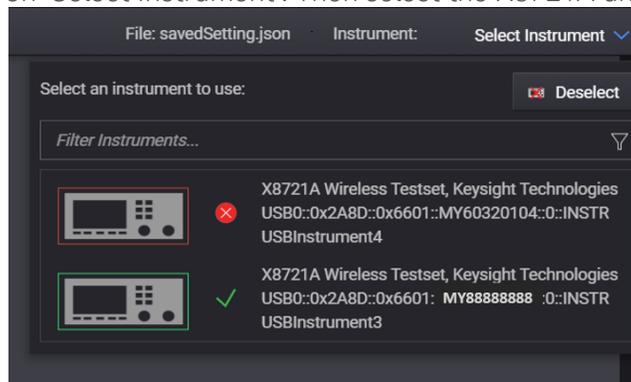


Keysight PathWave Desktop Edition 2020B
App

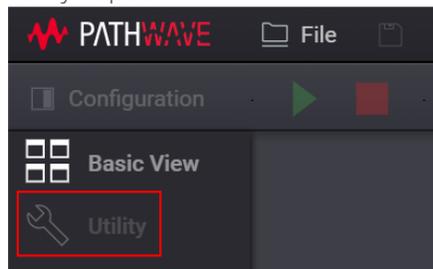
4. Click on the IoT Soft Front Panel icon to launch the application.



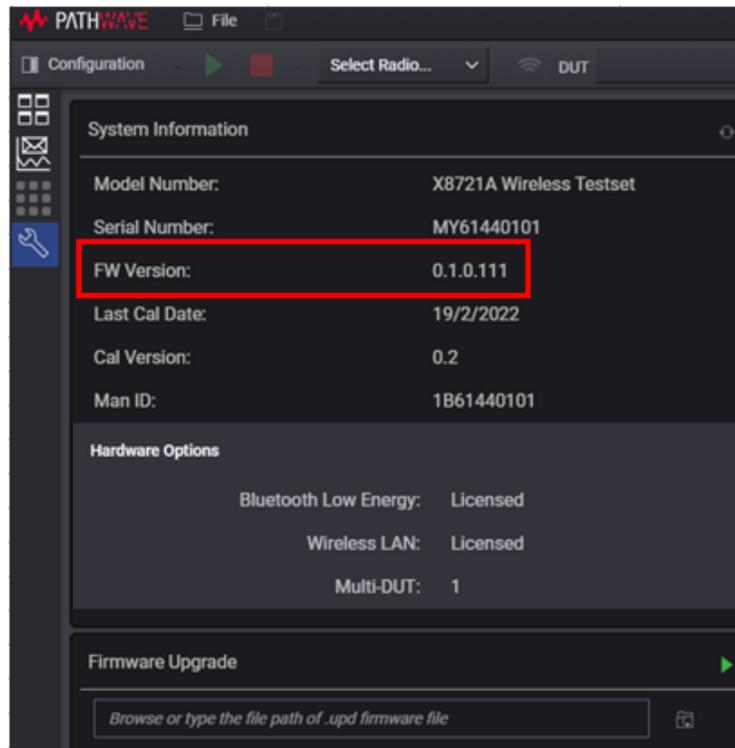
5. On the top right, click on 'Select Instrument'. Then select the X8721A unit connected.



6. On the top right, click on the 'Utility' option.



7. The firmware version will be stated under the System Information.



8. Upon confirming the firmware version, proceed with:
 - a) If the firmware version is 0.1.0.111.3 and above, proceed to perform calibration.
 - b) If the firmware version is 0.1.0.111 and below, refer to section B to upgrade the firmware.

B) Upgrade the FW version to version 0.1.0.111.3 and above.

1. The latest firmware upgrade is available in the link below:
[Link to download the latest firmware](#)
2. Once download, refer to the steps below to perform the firmware upgrade:
[Link to Steps to Perform Firmware Upgrade](#)
3. Once upgraded the firmware to version 0.1.0.111.3 and above, proceed to perform calibration.
4. Important NOTES on the software and firmware compatibility:

The X8721A firmware version 0.1.0.111 and above is ONLY compatible with:

- i) XA8722A Soft Front Panel version 1.1.15 and above
- ii) XA8723A Measurement Suite version 1.1.23 and above

The software and firmware versions mentioned above has no backward compatibility to the earlier versions of their respective software and firmware releases.

Revision History:

Date	Service Note Revision	Author	Reason for Change
08 June 2022	01	LayLim Ong	As Published