

18356A - 01

S E R V I C E N O T E

SUPERSEDES : None

HP 18356A ISDN Basic S/T 4954A Interface

Serial Numbers: 3014A00000 / 3014A00391

Incompatible DataCommC version A.02.00/ISDN version A.02.00 to 18356A Processor Board Type or Firmware version.

To be performed by:HP -Qualified Personnel

Situation:

Upon installation of 18320-67102, DataCommC version A.02.00 upgrade kit, and/or 5062-9656 ISDN version A.02.00 upgrade kit, onto the 4954A may introduce one of two anomalies or both:

- At Instrument turn-on, the error message, "The 4954A is not responding; Press RESET and the Shift/Reset to recover may appear on the 4954A screen.
- After Instrument Power-up, the 4954A Menu Screen may respond slowly to softkey commands.

If one or both of the anomalies is seen, the 18356A must be modified as per the instruction.

Continued

DATE: 22 November 1991

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ IMMEDIATELY ☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ HP LOCATION	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ☒ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☒ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		
AUTHOR:	ENTITY: 3800	RESPONSIBLE ENTITY: 3800 UNTIL: 22 November 1993	
ADDITIONAL INFORMATION:			

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Instruction:

Remove the 18356A top cover to expose the Processor Board (one with 7 segment display LED). If the Processor board is an 18356-66502, then order a new board 18356-66510. If the Processor board is an 18356-66510, then order new firmware and memory devices.

Materials:

- If the 18356A Processor board = 18356-66510
Order Firmware 18356-19015(HI) 18356-19016(LO)
Order 2 1Meg RAMs... 1818-4832
- If the 18356A Processor board = 18356-66502
Order 1 18356-66510

NOTE

Do not order all the above listed parts. Order only as described once the processor board is identified.

Modification:

Upon ordering the material as per instruction above, make the following modification:

If working with an instrument with an 18356-66510 Board:

- Remove U306 and install 18356-19015 (HI) in U306 location.
- Remove U304 and install 18356-19016 (LO) in U304 location.
(Install U304/U306 right justified - 2 empty spaces left of pin 1.)
- Remove U504/U506/U704/U706 256K RAMs and install 2 1Meg RAMS in U504 and U506.
(Move jumpers E1/E2/E3/E4 to low position - toward EPROMs.)

If working with an instrument with an 18356-66502 Board:

- Remove the 18356-66502 Processor Board and install new board 18356-66510.
The 18356-66510 has the current RAMs and the current Firmware.