33220A-01

S E R V I C E   N O T E

Supersedes:
NONE

33220A 20 MHz Function/Arbitrary Waveform Generator

Serial Numbers: **MY43000000/MY43999999**
SG43000000/SG43999999

Updating Firmware may result in Corrupt Memory

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:
P/N	Description	Qty.

One of the following (based upon serial number and options):

P/N	Description	Qty.
33220-69101	Exchange Unit: MY STD	1
33220-69102	Exchange Unit: MY opt 001	1
33220-69201	Exchange Unit: SG STD	1
33220-69202	Exchange Unit: SG opt 001	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] IMMEDIATELY X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE X SERVICE CENTER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP X SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: Product Discontinuance	
AUTHOR: cld	PRODUCT LINE: SP		
ADDITIONAL INFORMATION:			

Agilent Technologies

August 24, 2006

Situation:
In rare circumstances, it is possible to corrupt the memory when updating the instrument firmware. When this happens, the instrument will hang until power is cycled. When the power is returned to the instrument, the display will show "_____Waiting for new firmware_____"

Solution/Action:

To prevent this problem during the firmware update process, do not cycle power to the instrument, remove power, or interfere with the I/O.

If the "Waiting for new firmware" message is displayed, perform the firmware update again.

In rare circumstances, the memory may become corrupt and the instrument requires repair. The repair of the 33220A is performed using the exchange units listed above and following the standard repair process.