

4981A-10

S E R V I C E N O T E

SUPERSEDES: None

HP 4981A Network Advisor

Serial Numbers: 0000A00000 / 9999A99999

J2176A / Mainframe

Duplicate Service Notes:

4980A-10

4982A-10

J2219A-01

J2213A-01

Repair of the color LCD display

Part Required:

HP Part No.	Description	Qty.	U.S. List
J2176-69513	Exchange LCD color display	1	\$875.00

Possible parts required:

5063-1815	LCD color display cable	1	\$75.00
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or

5063-1817	LCD color display cable	1	\$40.00
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Continued

DATE: 15 October 1992

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

ENTITY:

ADDITIONAL INFORMATION:

RGM

3800

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Situation:

The vendor of the color LCD panel changed the connector that carries the character information. This change has created a complex replacement situation. There now exist three unique repair scenarios for the color LCD display. If the new display is used without the correct cable, damage to the display may result. The new connector is physically the same, but is not electrically compatible.

Solution/Action:

Use the following procedure to determine what will be required for the color LCD display repair.

Procedure:

1. Remove the LCD panel rear cover to expose the LCD panel. There is a SHARP manufacturer's part number label on the back of this panel, if the part number of the panel is LQ10DH11, the J2176-69513 is a direct replacement. If the manufacturer part number is LQ10DO11, go to the next steps to determine which cable to order.
2. If the manufacturer part number is LQ10DO11, you need to check to see if the LCD panel uses the LCD converter board. The LCD converter board is mounted to the LCD rear cover, you will notice it when you try to remove the rear cover.
3. If the unit uses the LCD converter board, you will need to order the J2176-69513 exchange assembly and a new cable PN 5063-1817. This new cable goes from the converter board to the LCD color panel connector.
4. If the unit does not use the LCD converter board you will need to order the J2176-69513 exchange assembly and a new cable PN 5063-1815. This cable goes from the main system board directly to the LCD color panel connector.