

# MODIFICATION RECOMMENDED

## E5810A-03A

# S E R V I C E N O T E

Supersedes:  
E5810A-03

## E5810A – LAN/GPIB Gateway

### Serial Numbers:

MY52070001 - MY53249999,

SG52070001 - SG53249999

### E5810A Hang Upon Turned On

### Parts Required:

NONE

Notice: Hewlett-Packard's former Test and Measurement business became part of Agilent Technologies in 1999 and then Keysight Technologies in August 2014. This document is provided as a courtesy but is no longer kept current and thus will contain historical references to Agilent, HP or Hewlett-Packard. For more information, go to [www.keysight.com](http://www.keysight.com).



## ADMINISTRATIVE INFORMATION

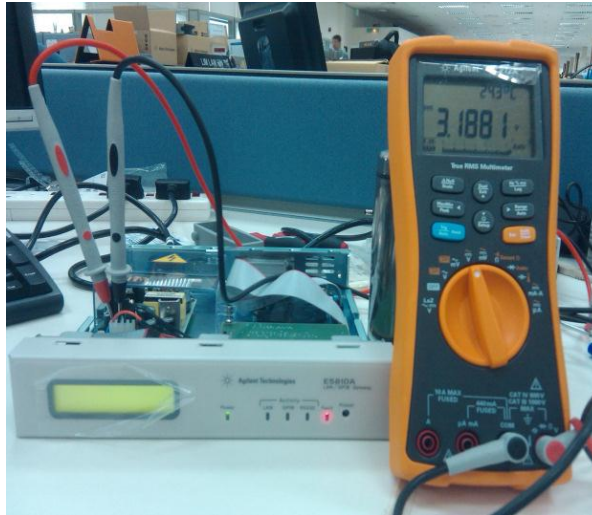
SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION X ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE X RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED X RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 25 November 2015	
<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE: WC AUTHOR: S.H.Lim	
ADDITIONAL INFORMATION:		

**Situation:**

Customer may experience blank screen with fault LED on when the E5810A is turned on. This observation is due to a new variable power supply being used in the system. This behavior may occur when the output voltage is more than 3.4V or less than 3.24V. The variable power supply should be set between 3.27 and 3.33V to ensure that the E5810A does not display intermittent blank screen behavior.

Below are the verification steps.

1. First, turn ON the unit and observe the screen display. When the unit is turned ON, the display remains blank and hangs. The 'power' and 'fault' LED lights up. This is a faulty condition.
2. Perform checking on the power supply module (PSM). Ensure that the output voltage supplying the main board is between 3.27V~3.33V.
3. In the example below, the output voltage supplying the main board is measured at 3.18V. Hence, blank screen behavior is observed.



The photos below illustrate the 3 different behaviors that might occur when the Power Supply Module (PSM) is subjected to different voltages range.



Scenario 1: Voltage range between 3.18V-3.27V



Scenario 2: Variable Voltage more than 3.44V



Variable Voltage within range of 3.27V to 3.33V  
Good Unit

### Solution/Action:

Contact your nearest Keysight service center to have your unit serviced based on this service note. Customer may also adjust the Voltage using recommended steps as below.

Steps to adjust the variable power supply module.

1. First, remove the Front/Back Bumper if any.



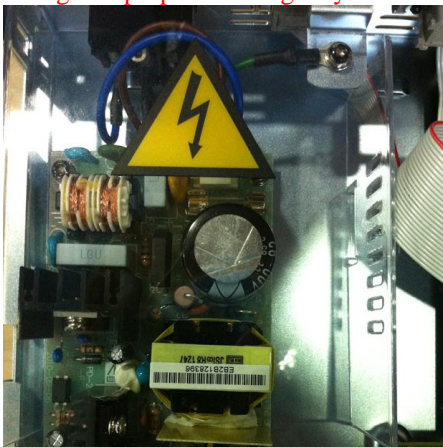
(Picture 1: Remove the Bumper attach to E5810 if any)

2. Loosen the screw using Torx T8 screwdriver anti-clockwise



(Picture 2: Unscrew the screw using Trox T8 Screwdriver)

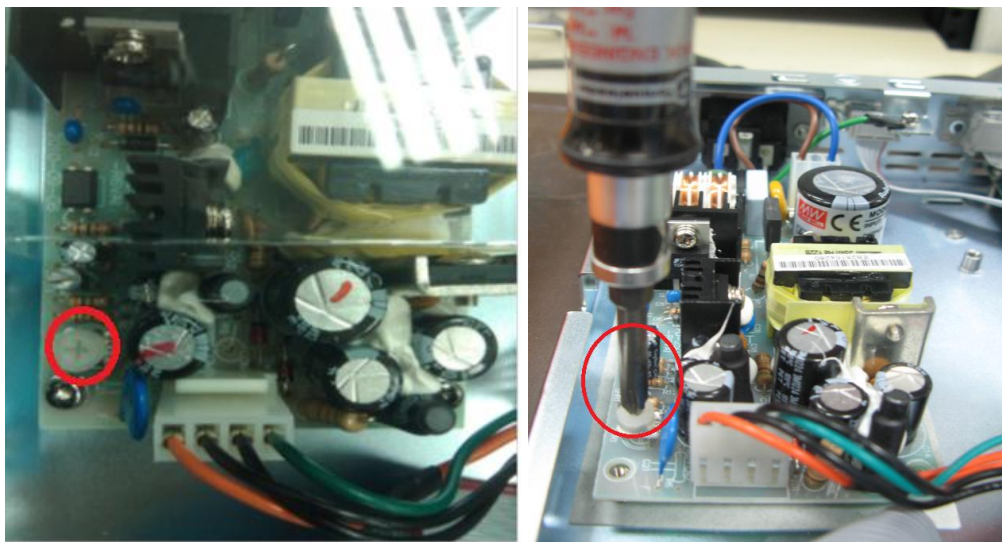
3. Measure the variable power supply using a digital multi-meter. **Note: Please be caution when measure the voltage. Improper handling may cause electric shock**





(Picture 3: Measure output Voltage with Digital Multi-meter)

4. To adjust the variable power supply output voltage, turn the variable knob clockwise/anti-clockwise with a screw driver. (refer Picture 2) **Note : Keysight recommends to tune the power supply voltage to 3.3V**



(Picture 4: Adjusting Variable Power Supply Output Voltage)

5. After adjust the recommended voltage, close the E5810A cover, and tighten back the screw using Torx T8 screwdriver in clock wise direction, and place back the bumper (if any)
6. Turn on the E5810 and verify the front panel and LED indicators. Ensure the fault LED off, and IP address displayed in front panel



(Picture 5: Turn on the E5810 to ensure the IP display in the screen and fault LED OFF)

#### Revision History:

Service Note Revision	Date	Author	Reason For Change
01		S.H.Lim	As published
02	22/11/2014	S.H.Lim	Amend on units serial number