

N1000A-02A

Information Only Service Note

Supersedes:
N1000A-02

N1000A DCA-X Wide-Bandwidth Oscilloscope Mainframe

Serial Numbers: ALL

- Serial Numbers MY61340101 and greater are manufactured without audio port support
- Serial Numbers below MY61340101 are manufactured with audio port support and may lose audio port support during repair if the CPU board is replaced

The N1000A CPU board no longer supports the rear-panel Audio IN, Audio OUT, and Microphone ports

Parts Required (for reference only):

P/N	Description	Qty
0960-3207	CPU board with audio port support	1
0960-3671	CPU board without audio port support	1

ADMINISTRATIVE INFORMATION

XX Calibration Required	PRODUCT LINE: 8F
<input type="checkbox"/> Calibration NOT Required Calibration NOT Required	AUTHOR: MM

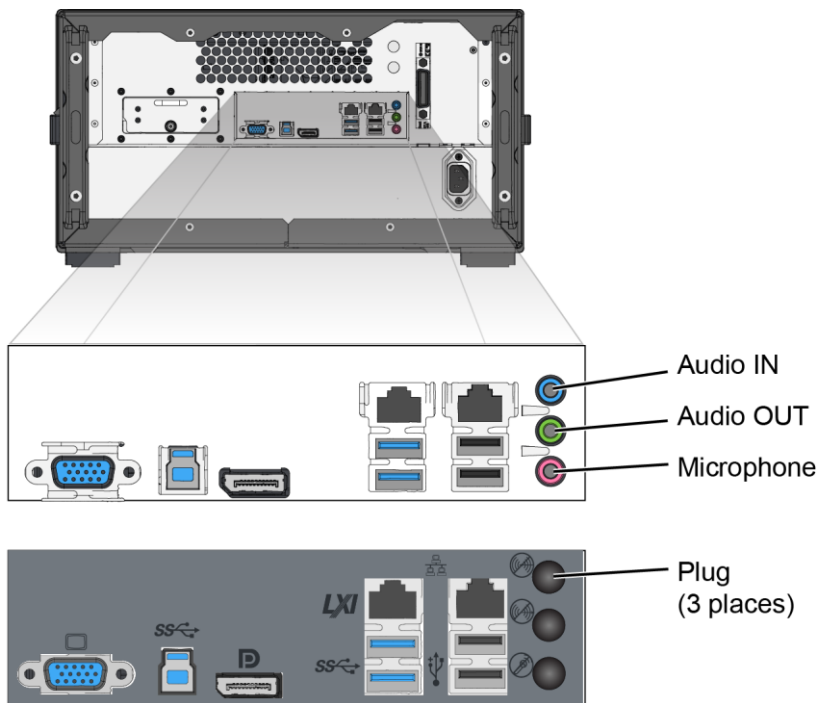
ADDITIONAL INFORMATION:

Situation:

Due to lack of availability of an audio IC, the N1000A CPU board is no longer manufactured with support for the rear-panel Audio IN, Audio OUT, and Microphone ports. These ports are still present and should be plugged and labeled, as shown in the diagram below. This change impacts CPU boards used for production of new units as well as CPU boards used in repair.

N1000A DCA mainframes with serial numbers MY61340101 and greater are manufactured without audio port support.

N1000A DCA mainframes with serial numbers below MY61340101 are manufactured with audio port support and may lose audio port support during repair if the CPU board is replaced.



Solution/Action:

If audio functionality is desired, Keysight recommends the use of a Bluetooth USB Audio Adapter (dongle) for use with audio devices such as headphones and speakers. These devices are widely available to purchase on the open market.

Installation Notes:

Argo CPU kits, used for repair, without audio port support include:

- QTY 3 Plugs (1401-0581) which should be installed by pressing in to cover the audio ports.
- QTY 1 Label for Disabled Audio - Flint Gray (54911-94339) – for 86100D. This label is not used for N1000A.
- QTY 1 Label for Disabled Audio - Titanium Gray (54964-94308) – for N1000A. This label should be installed as shown above.

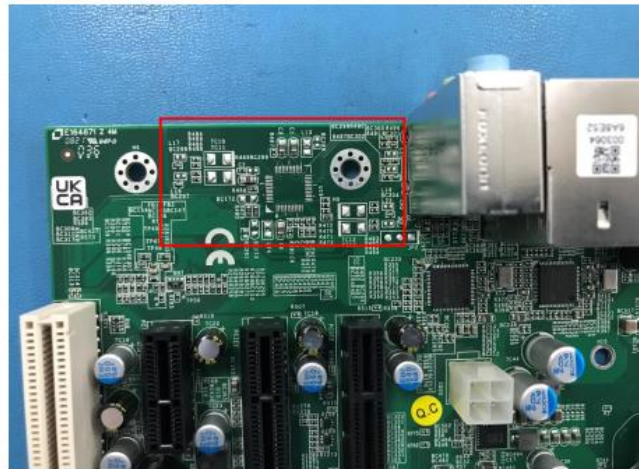
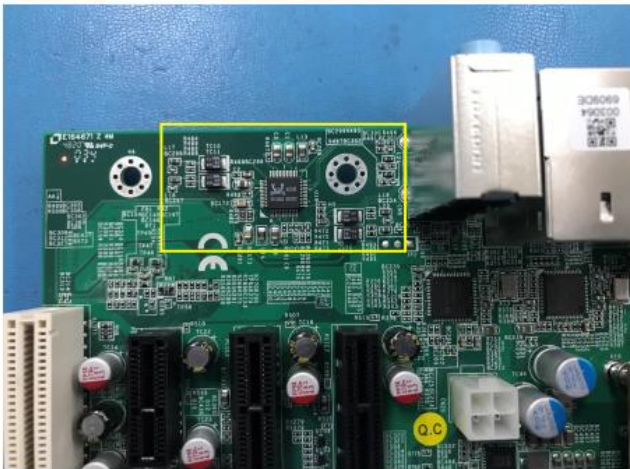
CPU Identification:

Refer to pictures below to confirm if an Argo CPU has the audio IC installed.

0960-3207: Argo CPU With Audio IC



0960-3671: Argo CPU Without Audio IC



Revision History:

Date	Service Note Revision	Author	Reason for Change
14 May 2021	01	MM	As Published
02 August 2021	02	MM	Update to reflect implementation change (ports plugged rather than blank plate installed)