

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**N2620A-01**

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

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Supersedes:  
None

FrameScope Pro (N2620A) Software Upgrade recommended.

Serial Numbers: [0000A00000 / 9999Z99999]

It is recommended that you upgrade your N2620A for the best testing performance.

**IMPORTANT: N2620A software version 1.2.1 had an issue with the battery charging level. A fully charged battery would display a level of zero percent. This issue would imply that the N2620A battery pack (N2595A-096) was defective. To correct this issue, please upgrade the N2620A to version 2.1.5 (or later).**

**Parts Required:**

P/N	Description	Qty.
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NONE

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION:

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**Situation:**

**It is recommended that you upgrade your N2620A for the best testing performance. There have been new software revisions (for the N2620A) to provide performance enhancements.**

**IMPORTANT: N2620A software version 1.2.1 had an issue with the battery charging level. A fully charged battery would display a level of zero percent. This issue would imply that the N2620A battery pack (N2595A-096) was defective. To correct this issue, please upgrade the N2620A to version 2.1.5 (or later).**

**Solution/Action:**

**The N2620A software is available at: ([www.framescope.com](http://www.framescope.com))**

**Upgrading the N2620A to the latest revision of software will provide the N2620A with enhanced performance.**