

MODIFICATION RECOMMENDED

N9912A-03A

S E R V I C E

N O T E

Supersedes:
N9912A-03

N9912A FieldFox RF Analyzer

Serial Numbers: US00000000-US49230000, SG00000000-SG49230000, MY00000000-MY49230000

Replace or modify the System Board (N9912-60004) to prevent power up problem.

Parts Required:

P/N	Description	Qty.
N9912-60004	System Board	1
N9912-60002	RF assy	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 7.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-DEC-2020	
<input checked="" type="checkbox"/> Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WN AUTHOR: LSH		
ADDITIONAL INFORMATION:			

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Situation:

A FieldFox may not power up under the following circumstances:

- The FieldFox has been operated until the battery has become completely discharged and the unit turns off.
- The user connects external power but the unit will not turn on.
- Installing a charged battery in the unit does not fix the problem, the unit will not power up.

Work around:

- Remove the battery and external power from the unit.
- Connect external power to the unit.
- Turn the unit on.
- Insert the battery after the unit has successfully powered on.

Solution/Action:

If the power up problem described above occurs and if the customer insists the problem be permanently fixed then replace the System Board (N9912-60004). Alternatives to replacing the System Board are to use the work around given above or to modify the existing System Board.

Process to replace the System Board:

For some units, it will be necessary to replace both the System Board (N9912-60004) and the RF Assy (N912-60002). See Service Note N9912A-02 for an explanation. Do the following to check the revision of the RF Assy:

- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "SB Identity" line, the value following "HW=" should be 6 or greater.
- On the "RF Identity" line, note the value following "HW=".

For "RF Identity", if the value following "HW=" is 9 or less (or if "N/A" is displayed), the RF Assy must be replaced along with the System Board.

Assembly replacement instructions are contained in the N9912A Service Guide (N9912-90003).

After assembly replacement is complete, do the following to check for compatible assembly revisions:

- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "SB Identity" line, the value following "HW=" should be 6 or greater.

After replacing the System Board, perform the Operation Check in chapter 3 of the FieldFox Service Guide (N9912-90003).

Process to modify existing System Board:

It is possible to modify the existing System Board if your facility has limited surface mount soldering capability. The modification involves removing a surface mount capacitor. Contact CTD email at **ctd-soco_support@agilent.com** to obtain detailed information. If your facility is qualified, this solution is faster and less expensive.

After modifying the System Board, perform the Operation Check in chapter 3 of the FieldFox Service Guide (N9912-90003).