

34405A-01**S E R V I C E N O T E**Supersedes:
NONE**34405A Digital Multimeter, 5.5 Digit****Serial Numbers:** [0000A00000 / 9999Z99999]**Firmware upgrade to eliminate Error 631 or Error 635 when self-test is performed****To Be Performed By:** Agilent-Qualified Personnel or Customer**Parts Required:**

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	X PERFORMANCE ENHANCEMENT [] SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE [] ON-SITE X SERVICE CENTER	AVAILABLE UNTIL: Always
AUTHOR: CH PRODUCT LINE: WC		
ADDITIONAL INFORMATION:		

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Situation:

- 1) Power on 34405A and allow it to perform self-test. Check if Error 631 or Error 635 appears in the front panel
- 2) Connect the 34405A to PC through USB. Check if 34405A can be connected to PC.

Solution/Action:

- 1) If the unit is confirmed having the problem described above (after verification Step 1), continue with Step 2. If 34405A is able to be connected to PC, upgrade the firmware to the latest version
- 2) If 34405A failed to connect to PC, please send the unit back to factory for repair.