

MODIFICATION RECOMMENDED

N7788B-01

S E R V I C E N O T E

Supersedes:
NONE

N7788B – Optical Component Analyzer

Serial Numbers: MY48801028, MY48801031, MY48801033,
MY48801035, MY48801036, MY48801037

Optical switch inside N7788B may not work properly under all circumstances

Parts Required:

P/N	Description	Qty.
1990-3609	Fiber Optic MEMS Module Assembly	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 2.5 Hours (+1h for cal)
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 type="checkbox"/> SCRAP <input checked="" type="checkbox"/> Checked - OK	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-Oct-2013	
AUTHOR:	jm	PRODUCT LINE: 3E	
ADDITIONAL INFORMATION: Service note service will be done at Agilent service center			

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PRINTED IN U.S.A.

April 4, 2012
Rev. 19



Situation:

We (Agilent) have learned from a supplier that an optical switch which is used in the N7788B product may not work properly under all circumstances. In such a case, the insertion loss of the optical switch can increase over time (minutes to hours).

Until today we have not observed such an increasing switch loss, but to remove any doubt, we are offering and recommending a free-of-charge service for the identified units.

Solution/Action:

As units with the above mentioned serial numbers might be affected, please send it to your nearest Agilent service location for replacement of the optical switch in question. Additionally we will provide complimentary commercial calibration including a respective calibration certificate. Please refer to this Service Note "N7788B-01".

In case of any further questions or to coordinate logistics to perform this service, please contact your local Agilent representative or your nearest Agilent Contact center, for details see <http://www.home.agilent.com/agilent/morecountries.jspx> .