12-004

28 February, 2012

T SERIES DISPLAY LAGGING ISSUE (INFORMATIVE NOTE)

I.   PURPOSE:

To inform customers of a display lagging issue with the "T" series units

II.   TOOLS:

N/A

III.   PARTS:

N/A

IV.   PROCEDURE:

We have recently found an issue with the "T" series of products that can cause the front panel to not update immediately when you press a button. When entering into a calibration mode, DIAG mode, or other areas of the instrument through the front panel, the instrument will send a command out the RS232 port. In certain situations this can cause the front panel to lag behind your button presses. To prevent this from happening, you will want to make sure that the below communication settings are correct for both COM1 and COM2.

HARDWARE HANDSHAKE = OFF
QUIET MODE = ON

These can be edited by pressing SETUP-MORE-COM, then select COM1 or COM2 and press EDIT. You can scroll through this menu, using the NEXT button, to find both QUIET MODE and HARDWARE HANDSHAKE. Ensure that both are set for the values mention above. If you have to change any settings, make sure to cycle power on the unit afterwards. For any other questions, please contact Teledyne API's Customer Service Department.