

# Tech Notes

**Title:** The 1620 during the Self-Test displays "POWER DOWN: CALC ERROR".

**Created:**

**Last Revised:**

**Applies To:** 1620A

**Problem Description:** The 1620A displays "Calculation Error, Contact the Manufacturer..."

**Resolution/Work Around:** We have seen it before, but it's very rare. We have looked into it and we have not been able to find any problem with the firmware that could cause it. Our best guess is that it is triggered by a rare environmental event such as an ESD pulse. After cycling the power it continues to operate normally.

So, turn off the power and turn it back on. This will usually fix the problem.

If it does not fix the problem, try to re-download the firmware from the Flukecal.com website.  
<http://us.flukecal.com/literature/software-downloads/firmware/1620a-firmware-update-v-114>

Please Note: You will need to log in or register first before you can download. The download paths will not appear until you log in.

