

DSO9104A-08

# Information Only Service Note

Supersedes:  
NONE

## DSO9104A – Infiniium DSO, 1GHz, 10/20 GSa/s, 4Ch

Serial Numbers: ALL

Upon completion of service or user calibration if the customer is not ok with upgrading the revision of software of the scope to >5.50.0033, there is a chance that the unit may end up with excessive noise on the screen at certain vertical settings.

### Parts Required:

P/N	Description	Qty.
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NONE

### ADMINISTRATIVE INFORMATION

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Calibration Required  
 Calibration NOT Required

PRODUCT LINE: PL-1A  
AUTHOR: EG

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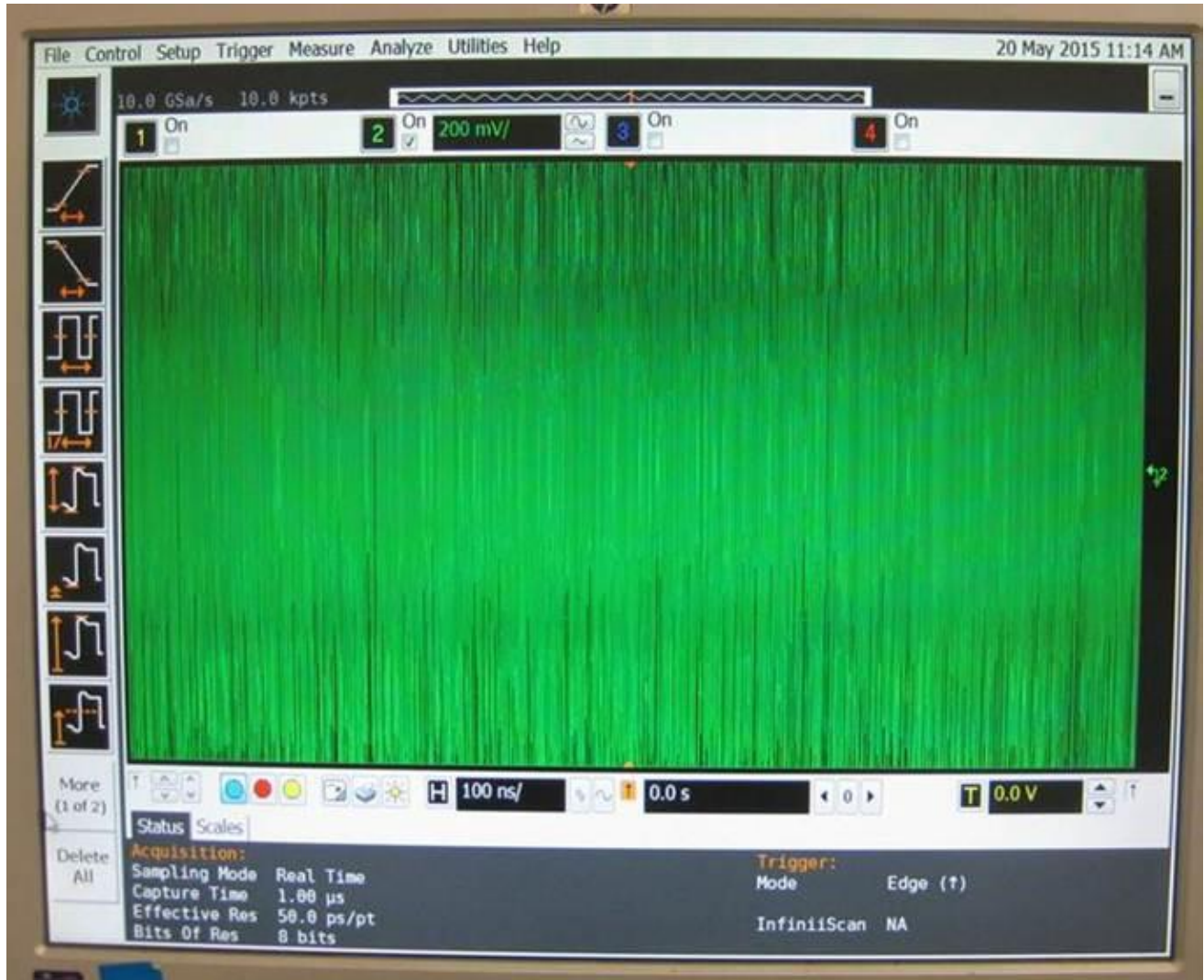
ADDITIONAL INFORMATION:

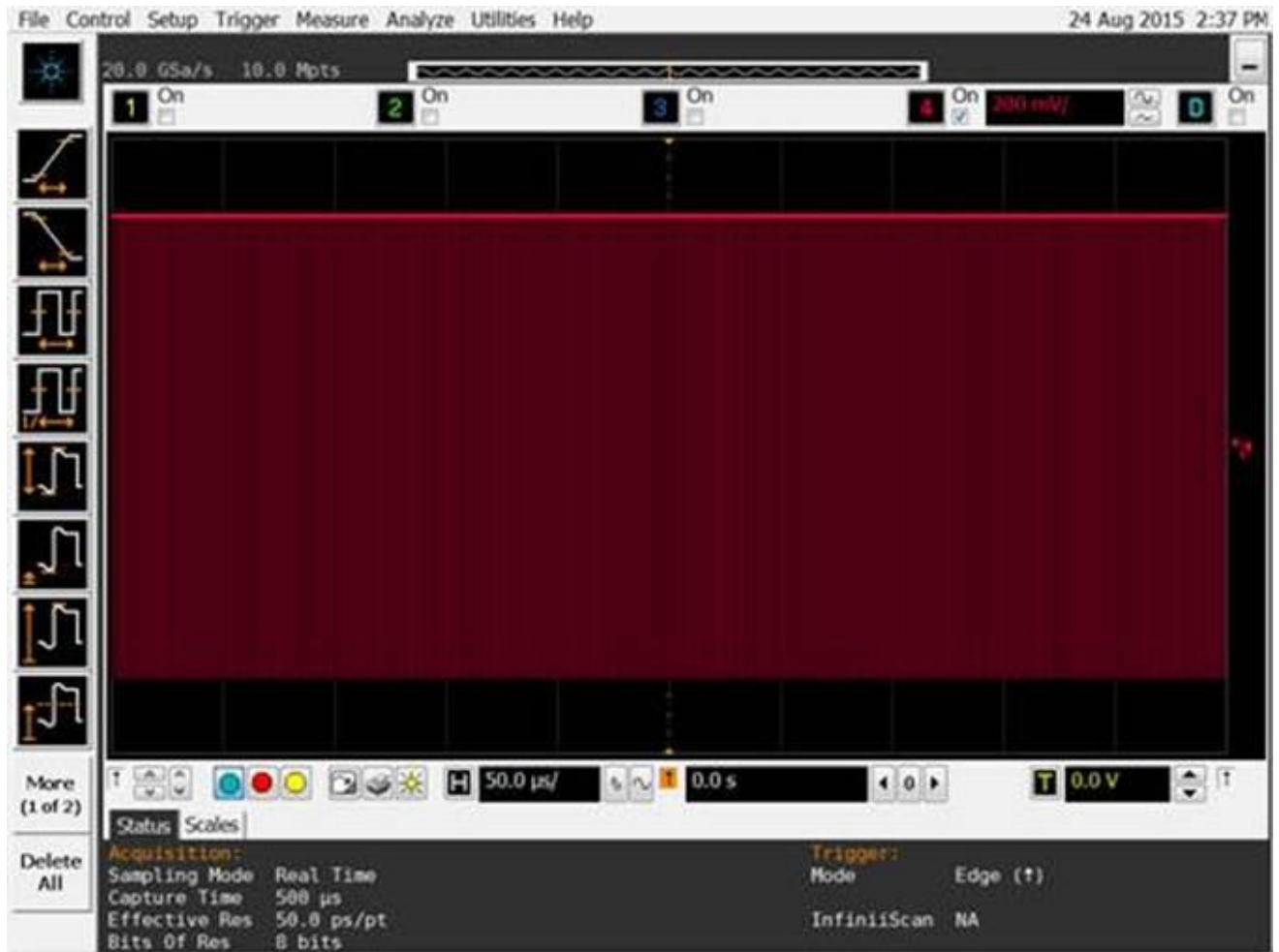
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Situation:

1. Noise appears all over the screen after performing service/user calibration.
2. The noise on full screen could happen on any channel in 50 Ohm impedance on certain vertical settings. Some instances occurs at 200mV/div and not on other settings, whereas some occur at 10mV/div and not on other settings.

Here are some screenshots of the issue:





Solution/Action:  
Install revision of software 5.50.0033 or higher.

Revision History:

Date	Service Note Revision	Author	Reason for Change
11 May 2016	01	Ed Gorbea	As Published