

# DSOX4024A-02

## S E R V I C E N O T E

Supersedes:  
None

4000 X-Series MSOs or DSOs with MSO enabled.

**Serial Numbers:** All

**Update to latest firmware before calibrating 4000 X-Series scope if firmware is 3.11 or lower to improve digital channel performance.**

**Parts Required:**

P/N	Description	Qty.
None		

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: N/A	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 1A AUTHOR: DJB	
ADDITIONAL INFORMATION: Firmware update only. It is NOT required but is recommended. No parts are needed or used for this SN.		

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**Situation:**

Firmware revisions 3.11 and lower have a less effective digital channel calibration than later firmware revisions.

**Solution/Action:**

*Note: This is only needed for MSO models or DSOs that have the MSO capability enabled.*

If the scope sent in for repair or calibration has 3.11 or lower, do the following:

1. Contact customer to verify that a firmware update will be acceptable to them
  - a. If they don't want to update firmware, that is acceptable as well, and will not result in any failures. The update is recommended, but not mandatory.
2. Download and install the latest firmware revision available on Agilent.com
  - a. [www.agilent.com/find/4000x-Series-sw](http://www.agilent.com/find/4000x-Series-sw)
  - b. Click "Technical Support"
  - c. Select "Drivers, Firmware & Software" tab
  - d. Select "Installing InfiniiVision 4000 X-Series Oscilloscope Firmware"
  - e. Select "Download" to load the latest firmware revision and follow instructions on that page to install firmware.

*Note: Any "As Received" measurements should be made with the existing firmware, not the new revision. It is also not necessary to have a unit calibrated before the previous calibration expires. All units with 3.11 or lower have adequate calibration and fell within the warranted specifications at time of calibration and shipment.*

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	1/21/2014	Daniel Bogdanoff	As published