

**54845A-12A**

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

Supersedes:  
54845A-12

## 54845A Infiniium Oscilloscopes – 8Gsa/s, 4 Ch, 1.5GHZ

Serial Numbers: **ALL**

**This Service note is communicating a possible repair strategy for instruments failing Trigger Self-Calibration. Service centers, or customers repairing Infiniium Oscilloscopes, may want to try this method previous to replacing hardware.**

**Parts Required:**

P/N	Description	Qty.
E2610-68700	Keyboard Assembly	1

**Solution/Action:**

**Using the keyboard press CRTL/ESCape, at the same time. The Start bar should appear, scroll though Programs/Windows Explorer. Using Windows Explorer, open the C:/Scope/Cal directory. There should be two files present, framecal.dat, and probecal.dat. remove both of these files. Once the two files are deleted then exit from Windows Explore, and cycle power. Power unit on, press default setup, after 20 minute warm-up perform the user self-calibration, under the utility menu.**

If scope/cal directory is not present then it may be necessary to go to View- Folder Options, and under the View tab, check show all files.

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION: Customer Satisfaction issue.

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September 5, 2002