

N4391A-03

# Modification Recommended Service Note

Supersedes:  
NONE

## N4391A – Optical Modulation Analyzer

Serial Numbers: DE49900181

Performance improvement for dual scope OMA to solve unreliable synchronization between the two oscilloscopes

### Parts Required:

P/N Description Qty.

None – Modification will be done at factory → RTF

### ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours for admin
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> KEYSIGHT LOCATION → RTF		<input checked="" type="checkbox"/> None → RTF
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> None → RTF
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	30-Apr-2018
	<input checked="" type="checkbox"/> Calibration Required → included in RTF service	PRODUCT LINE:	3E
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	jm

### ADDITIONAL INFORMATION:

The implementation of the recommended modification service note will be done at the factory → RTF.



**Situation:**

The scope synchronization software (external and internal) of this dual scope OMA system does not provide a reliable synchronization between the oscilloscopes. In case of an unreliable synchronization the OMA system delivers totally unreasonable results.

**Solution/Action:**

To have best performance and reliable synchronization for the OMA systems Keysight is offering and recommending this free-of-charge (until Apr-2018) service for the identified system.

Send in your OMA system to your next Keysight service location to implement the new auto calibration feature (hardware upgrade at factory → RTF) which solves the described synchronization behavior. A subsequent system calibration at factory is included.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
13 Sep 2016	01	jm	As Published