

Keysight Infoline Services

Quick Reference Guide

The screenshot displays the Keysight Infoline website. At the top, the Keysight Technologies logo is on the left, and 'myKeysight' with a globe icon is on the right. Below the header, there's a navigation bar with 'Home > Products and services > Infoline' and a 'Contact an Expert' button. The main content area is titled 'Infoline' and features a search bar with 'Request service' and 'Check Trade-In Deals on your models.' options. The page is organized into several sections: 'Infoline Reports' (listing items like Cal Due notification, Repair & Calibration Status, etc.), 'Calibration and Repair Services' (described as useful information for owners), 'Infoline Snapshots' (for viewing instrument status), and 'Infoline Tools' (for service information). On the right side, there are promotional banners for 'Do you need greater control over your company's test & measurement assets?' and 'Self-Maintainer Support'. A 'Learn More' button is also present.

Scan and use your phone to go to Infoline
at www.keysight.com/find/service



Keysight Infoline Service – Free

Your personalized and secure window into your Keysight calibration and repair services

- More effectively manage your Keysight Technologies instrument list and coordinate services with the history of your pre-populated Keysight service records.
- View graphs and alerts of your instrument list to assist you in making service decisions.
- Quickly obtain service and support information for a single instrument without login.
- Receive personalized and timely eMail subscriptions on what matters to you such as application notes, calibration due dates and end of warranty.



Infoline Reports

More effectively manage your Keysight instrument list and coordinate services

- View over a dozen reports all in one place.
- Analyze your instrument records quickly with search, sort and filters.
- Click on hyperlinks to view more support information such as firmware, manuals, application notes, drivers, FAQs.

KEYSIGHT TECHNOLOGIES

Home > Products and services > Infoline

Infoline

Request service | Check Trade-in Deals on your models.

Get calibration & repair prices

Your window into your Keysight Calibration and Repair Services

Useful information for Keysight owners, including company reports, equipment management services.

Infoline Reports

Manage your instrument pool services with personalized reports.

Infoline Snapshots

Quickly view changes to the status your company's instruments and services with graphs and alerts. Stay on top of asset count, end of coverage, compliance, service performance and more.

Infoline Tools

Get service information for convenient lookup tools - w

Infoline Reports

- Cal Due notification
- Repair & Calibration Status
- Calibration Documents
- My service agreements
- Asset list
- End of Warranty
- End of Support
- Firmware Updates
- My models
- New FAQ
- Forum Updates
- Service notes
- Application Notes
- Service history

Infoline Dashboard:

- Cal Due Compliance
- Out of Tolerance graph
- Alerts panel

Infoline Tools

- Original Cal Documents
- Warranty status & update / Product registration
- Service prices / Cal. interval / End of support dates
- Service status (single unit) / Service notes single
- Declarations of Conformity
- On-Site System Support
- Service Request (USA only)
- Keysight Terms Of Use

Caldue for Keysight Technologies As of 15/09/2014

The following report is a summary of instruments purchased or calibrated in the past by Keysight and due for calibration in the last month or in the next two months.

RED indicates your unit was due for calibration last month and is overdue
YELLOW indicates your unit is due for calibration before the end of the next calendar month

To request service, select instruments from the list below (click on the box in the 'Request service' column) and use the Request service button to preload instrument information to your online service request.
 Can't find an item you are looking for? Click here

Site: All Sites | Calibration Status: Due and Recent Overdue | Go | Clear Filters

Printable Version | Export to Excel | Email Subscriptions | Request Service

Max Rows: 500 | Total Rows: 131 | Rows per Page: 50

Status	Manufacturer	Model Number	Serial No.	Asset No.	Service Date	Calibration Due Date	Keysight Service Order	Coverage	Site	My Assets	Request
In service	Keysight Technologies	E4443A	U845300371		23/09/2013	23/09/2014	1-6225297208-1		Keysig. Co Ltd / CHENGDU / CN		
Due	Agilent Technologies Inc.	E4416B	MY45101100		23/09/2013	23/09/2014			Keysig. Co Ltd / CHENGDU / CN		
Due	Keysight Technologies	E4428C	MY45280773		23/09/2013	23/09/2014			Keysig. Co Ltd / CHENGDU / CN		
Due	Keysight Technologies	34401A	MY45011897		23/09/2013	23/09/2014			Keysig. Co Ltd / CHENGDU / CN		
Due	Agilent Technologies Inc.	8902A	3226A03237		23/09/2013	23/09/2014			Keysig. Co Ltd / CHENGDU / CN		

Certificates for Keysight Technologies As of 15/09/2014

The search value can be any part of the Manufacturer name, the Model number, Serial number, Asset number or Certificate number.

To narrow your search, select a calibration date range:
 Can't find an item you are looking for? Click here

Asset filter: All Sites

Search for: []

Calibration date range: 01/01/2013 To 31/12/2013

Limit results to out of specification units only: No

Go | Clear

Printable Version | Export to Excel

Download these certificates

Max Rows: 500 | Total Rows: 500+ | Rows per Page: 50

Manufacturer	Model Number	Serial No.	Asset No.	Service Order No.	Type	Condition	Calibration Interval	Service Date	Calibration Due Date
Agilent Technologies Inc.	33120A	MW4021703		1-5024437712-162	Keysight Calibration	Received in spec	12	19/03/2013	02/12/2014
Agilent Technologies Inc.	33120A	MY40221703		1-505982045-517	Keysight Calibration	Received out of spec., adjusted	12	02/12/2013	02/12/2014
Agilent Technologies Inc.	33120A	US30013282		1-5024437712-168	Keysight Calibration	Received in spec	12	19/03/2013	19/12/2014
Agilent Technologies Inc.	33120A	US30013282		1-505982045-217	Keysight Calibration	Received in spec., optimized	12	10/12/2013	10/12/2014
Agilent Technologies Inc.	8648C	3847W01716		1-5024437712-82	Keysight Calibration	Received in spec	12	14/03/2013	05/12/2014
Agilent Technologies Inc.	8648C	3847W01716		1-505982045-189	Keysight Calibration	Received in spec	12	05/12/2013	05/12/2014

Agreement list for Keysight Technologies As of 9/16/2014

The following report contains your company's list of active service agreements. Select to view details as well as refine asset views.

A serialized agreement is the most cost effective priced service arrangement after warranty and eliminates added time for generating a purchase order.
 Can't find an item you are looking for? Click here

To check unit coverage, go to **Warranty status & update / Product registration**

Site: Preferred Sites | Support Status: All | Clear Filters

Printable Version | Export to Excel

Max Rows: 500 | Total Rows: 13

Agreement Number	Type	Count	Status	Start Date	End Date	Contact Name	System Handle	BP Ref. No.
1-5417154539	Standard Agreement	1	Active	9/16/2013	2/15/2014	Robert Kandel	KANDELORELAND/REP01	
1-5524524247	Standard Agreement	1	Active	11/6/2013	11/5/2014	Robert Kandel	KANDPA/RTA01	
1-5594521924	Standard Agreement	1	Active	12/15/2013	12/14/2014	Robert Kandel	KANDPA/RTA03	
1-5553242227	Standard Agreement	1	Active	2/1/2014	1/31/2015	Robert Kandel	KANDPA/RTA02	
1-5906427784	Standard Agreement	1	Active	4/7/2014	4/6/2015	Robert Kandel	KANDPA/RTA14	
1-5928020879	Standard Agreement	1	Active	4/21/2014	4/20/2015	Robert Kandel	KANDPA/RTA39	

FAQ update for Keysight Technologies As of 15/09/2014

Below is a listing of new FAQ(s) recently published and related to your Keysight product(s)
 Can't find an item you are looking for? Click here

Site: All Sites | Release Date: All | Go | Clear Filters

Printable Version | Export to Excel | Email Subscriptions

Max Rows: 500 | Total Rows: 408 | Rows per Page: 50

Model Number	Description	Date	Answer	More Information
11713A	Why does the switch buzz when connected to the 11713B/C switch driver?	06/12/2010	FAQ	More FAQ
11713B	Why does the switch buzz when connected to the 11713B/C switch driver?	06/12/2010	FAQ	More FAQ
33120A	Are there other resources for my 33000-series function/arbitrary waveform generator product questions?	10/03/2010	FAQ	More FAQ
33220A	Are there other resources for my 33000-series function/arbitrary waveform generator product questions?	10/03/2010	FAQ	More FAQ
33250A	Are there other resources for my 33000-series function/arbitrary waveform generator product questions?	10/03/2010	FAQ	More FAQ

Infoline Reports (continued)

More effectively manage your Keysight instrument list and coordinate services

Cal due notification

Highlights instruments requiring calibration before the end of the next month in yellow and overdue units in red.

Repair and calibration status

Check service status and be informed on open orders and instruments recently repaired and shipped back to your company.

Calibration documents

Your calibration certificates and measurement reports are all in one place to reduce your need for paper storage and save you time.

Service agreements

View your service agreement and warranty coverage with links to your service history. Request service online.

Asset list

The complete list of your company's instruments held in the Infoline database. This list includes newly purchased instruments and those serviced by Keysight (automatically included) and those you have added independently.

KEYSIGHT TECHNOLOGIES

Home > Products and services > Infoline

Infoline

[Request service](#)

[Get calibration & repair prices](#)

[Check Trade-in Deals on your models.](#)

Your window into your Keysight Calibration and Repair Services

Useful information for Keysight owners, including equipment management services.

Infoline Reports

- Cal Due notification
- Repair & Calibration Status
- Calibration Documents
- My service agreements
- Asset list
- End of Warranty
- End of Support
- Firmware Updates
- My models
- New FAQ
- Forum Updates
- Service notes
- Application Notes
- Service history

Infoline
Manage services reports.

End of warranty

Shows asset list of warranties expiring in next 60 days. This includes the ability to extend coverage with service agreements.

End of Support (EOS)

List of models which have or will soon reach the end of support date. Calibration services will be available for these models. Repair services for the models with an EOS date are provided on a best effort basis.

Firmware updates

List of models with the latest Keysight software and firmware updates for your asset list with links to the downloads.

Infoline Reports (continued)

More effectively manage your Keysight instrument list and coordinate services

Models list

Summarizes your Keysight instruments with description, count, product status, manuals available, any service notes, firmware, application notes, FAQs, end-of-support dates, replacement products, and service prices.

New FAQ

Display of new frequently asked questions (FAQ) recently published and related to your Keysight instrument.

Forum updates

List of recent discussion topics related to your Keysight instruments.

Service notes

List of the latest service notes related to your Keysight instruments.

Application notes

List of latest application notes related to your Keysight instruments.

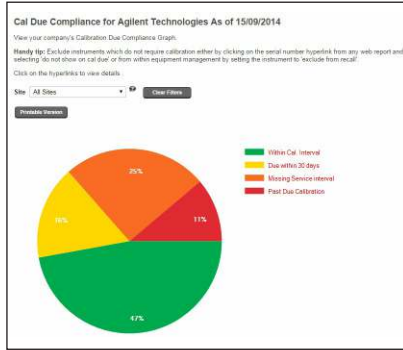
The screenshot shows the Keysight Technologies Infoline website. At the top left is the Keysight logo. Below it is a breadcrumb trail: Home > Products and services > Infoline. The main heading is "Infoline". There are two primary buttons: "Request service" and "Get calibration & repair prices". To the right, there is a section titled "Check Trade-in Deals on your models." and another titled "Your window into your Keysight Calibration and Repair Services" with a sub-heading "Useful information for Keysight owners, including equipment management services." Below this is an image of a laptop, tablet, and smartphone displaying the website. To the right of the image is the text "Infoline Manage services reports." A red box highlights a list of links under the heading "Infoline Reports": Cal Due notification, Repair & Calibration Status, Calibration Documents, My service agreements, Asset list, End of Warranty, End of Support, Firmware Updates, My models, New FAQ, Forum Updates, Service notes, Application Notes, and Service history.

Infoline Snapshots

View graphs and alerts of your instrument list to assist you in making service decisions

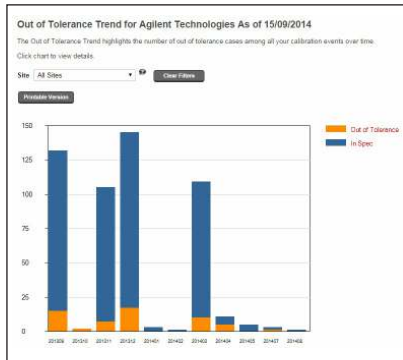
Cal due compliance graph

Quickly identify assets coming and past due for calibration to ensure compliance.



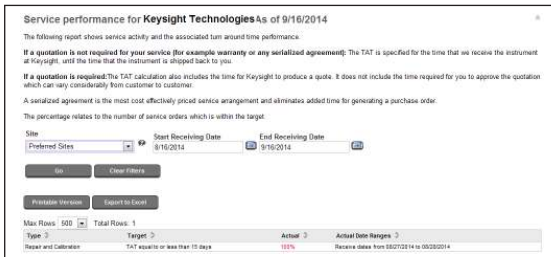
Out of tolerance graph

Manage out of tolerance cases among all your calibration events.



Service performance graph

Track service turn-around time performance for your Keysight service events.



Alerts panel

Stay on top of changes to your instrument's asset list with a count of expiring warranties, open service orders, calibrations coming due and more.

My Alerts			
Service Alerts			
Open Service Orders	0	New Service Items Needing Attention	0
Service Event Completion Date Changes	0	Recently Shipped Service Items	0
Service Events Logged	0	Service Agreements	0
Service Agreements Expiring within 60 Days	0	Warranties Expiring within 60 Days	0
Asset Alerts			
Total Count	0	Calibrations Due within 60 Days	0
Firmware Updates	0	New Service Notes	0
End of Support Announcements	0	Models available for trade in deals	8
Quality Alerts			
Recent Out Of Tolerance Returns	0		

Infoline Tools

Quickly obtain service and support information for a single instrument without login

Original calibration certificates

Search by model and serial number to access the original calibration certificate for an instrument. Original calibration certificates are available for most instruments.



Warranty status and agreement coverage

Check warranty status and agreement coverage and request agreement to extend coverage.

Service prices/Calibration interval/End of support date

Enter Keysight model number to view list of repair and calibration service options, calibration interval, and end of support date. Service prices are shown for most countries.

Service status

Check repair and calibration service status quickly and easily for any instrument you have sent to Keysight.

Service notes

Search for available service notes by product number.

Declaration of conformity

Use this page to search for Declarations of Conformity for Keysight products.

Other useful information

Quickly obtain service and support information without login

Calibration and repairs

Access information about calibration and repair services. Read how to prevent unnecessary repairs. Find over 50 service locations around the globe. And view details of our ISO/IEC 17025 accreditations in over 30 locations around the world.

Self-maintainer support

Research, look up and view details for all Keysight Test & Measurement support parts with Find-A-Part. Plus Acquire licensed access for your lab to the same software used in Keysight Service Centers with Calibration and Adjustment Software.

Infoline help

Links to helpful resources to answer your questions about Infoline. You can always click “Contact an Expert” to speak to a Keysight representative at the top right hand corner of your screen or click Site Feedback on the bottom right to ask a question by email.

The screenshot shows the Keysight Infoline website. At the top, there is a navigation bar with the Keysight Technologies logo, a 'myKeysight' link, and a 'Contact an Expert' button. Below the navigation bar, the page is titled 'Infoline'. On the left side, there is a vertical menu with the following items: 'Request service', 'Get calibration & repair prices', 'Infoline Reports' (with sub-items: Cal Due notification, Repair & Calibration Status, Calibration Documents, My service agreements, Asset list, End of Warranty, End of Support, Firmware Updates, My models, New FAQ, Forum Updates, Service notes, Application Notes, Service history), 'Infoline Dashboard' (with sub-items: Cal Due Compliance, Out of Tolerance graph, Alerts panel), and 'Infoline Tools' (with sub-items: Original Cal Documents, Warranty status & update / Product registration, Service prices / Cal. interval / End of support dates, Service status (single unit), Service notes single, Declarations of Conformity, On-Site System Support, Service Request (USA only), Keysight Terms Of Use). The main content area is divided into several sections: 'Check Trade-in Deals on your models.' with a search bar; 'Your window into your Keysight Calibration and Repair Services' with a sub-section 'Infoline Reports' (Manage your instrument pool and coordinate services with personalized and secure company reports) and 'Infoline Snapshots' (Quickly view changes to the status your company's instruments and services with graphs and alerts. Stay on top of asset count, end of coverage, compliance, service performance and more.); and 'Infoline Tools' (Get service information for instruments with convenient lookup tools - without Login.). On the right side, there is a sidebar with a search bar and a 'Search' button. Below the search bar, there is a section titled 'Do you need greater control over your company's test & measurement assets?' with a 'Learn More' button. At the bottom of the sidebar, there are three sections: 'Calibration & Repairs' (with sub-items: Calibration & Repair services, Tips for preventing unnecessary repairs, Service locations & Accreditations), 'Self-Maintainer Support' (with sub-items: Find a part, Calibration and adjustment software), and 'Infoline Help' (with sub-items: Video tutorials, Getting started guide, Infoline mobile intro, What's New). A red box highlights the 'Calibration & Repairs' and 'Self-Maintainer Support' sections in the sidebar.

Product and support email subscription

Receive personalized and timely eMail subscription on what matters to you such as application notes, calibration due dates and end of warranty

eMail subscription

Manage your Infoline email subscription in My Profile so you can stay current and better manage your asset list. Select the product and service information relevant to you such as calibration due, service status, out of tolerance, end of support, product status, firmware and software updates, forums, FAQs, and warranty end dates. Plus, you can choose the time frequency such as weekly or quarterly that works best for you.

My Account (JOHN_SMITH@KEYSIGHT.COM)

My Email Subscriptions | My Preferred Sites

Please select the Emails that you would like to receive.

As part of your intrinsic support, Keysight is happy to provide these Email updates at no additional charge.

You can modify your Email subscriptions at any time by changing the selections below.

Service Updates

End of warranty in next 2 months	Never	My assets only
End of service agreement	Never	My assets only
End of support in the next 12 months	Monthly	All sites
Cal Due notification	Monthly	All sites
Service request acknowledgement	Yes	
Repair and Calibration status - Overall	Monthly	All sites
Repair and Calibration status - On delay or when quote approval required	Daily	All sites
Repair and Calibration status - On product return shipment	Daily	All sites
My Out of Tolerance notification	Monthly	My service orders

Firmware updates

Firmware update alert	Never	My assets only
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Other Updates

Application notes	Monthly	All sites
New FAQs	Weekly	My assets only
Service notes	Monthly	All sites
Product lifecycle status & product replacement	Never	My assets only
Forum update	Weekly	My assets only

General Settings

Language	Russian
Do not send email regardless of settings above	<input type="checkbox"/>

And there is more

Infoline Instrument Management Services

Keysight offers a premium service to manage all your test and measurement instruments across all your organizations around the globe. Infoline Instrument Management increases productivity, cuts service operation costs, maximizes the value of your instruments and provides easy to use tools to track key performance indicators across your entire company. Enhanced capabilities provide hierarchical views with permissions aligned to your organization to enable views by location, instrument owner and more. For more information contact your Keysight sales representative.

Access Infoline Reports and Snapshots

To ensure the greatest security of your company information additional authorization is required

1. Click register.

KEYSIGHT TECHNOLOGIES

Home > Products and services > Infoline

Infoline

Request service

Search Keysight

Get calibration & repair prices

Infoline Reports

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Infoline Dashboard:

- Cal Due Compliance
- Out of Tolerance graph
- Alerts panel

Infoline Tools

- Original Cal Documents
- Warranty status & update / Product registration
- Service prices / Cal. interval /

Your window into your Keysight Calibration and Repair Services

Useful information for Keysight owners, including company reports, time-saving tools and equipment management services.

Infoline Reports

Manage your instrument pool and coordinate services with personalized and secure company reports.

Register or login now to get access.

Infoline Snapshots

Quickly view changes to the status your company's instruments and services with graphs and alerts. Stay on top of asset count, end of coverage, compliance, service performance and more.

Register or login now to get access.

2. Enter additional information and create account.

KEYSIGHT TECHNOLOGIES

myKeysight

Home > myKeysight

Contact us

Register : Infoline

Infoline

Your window into Keysight's Repair and Calibration Services.

Already Registered

* Required Information

Personal Information

* Email Address

* First (Given) Name

* Last (Family) Name

Prefix

Job Title

* Company Name

Department

* Phone

Fax

* Password

* Confirm Password

* Address line 1

Address line 2

Address line 3

* City

State/Province

* ZIP or Postal Code

* Country United States

Infoline Terms & Conditions

* Yes, I accept these terms & conditions

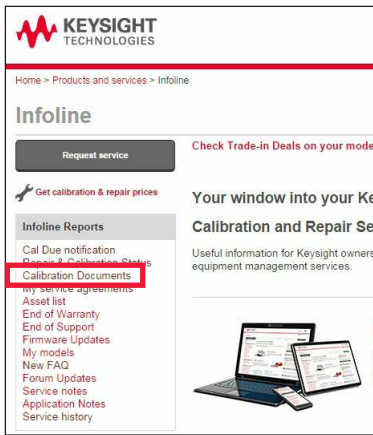
By clicking Create Account, you agree to the Privacy Statement, which explains how we collect and use your personal data

Create Account Cancel

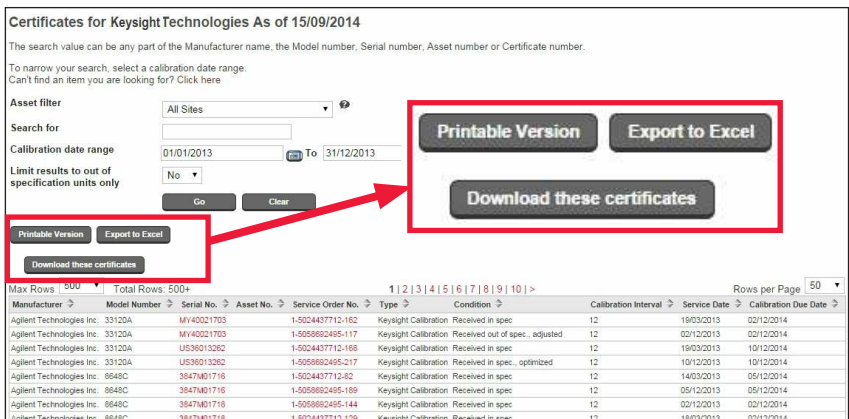
Get Calibration Documents

Ensure readiness for audits with proof of calibration and traceability in one place

1. Click Calibration Documents.



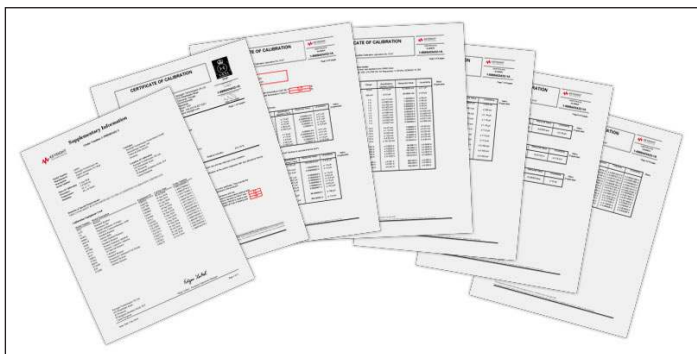
2. Search by model number, serial number, date range or more. For batch downloads click “Download these certificates.”



3. Click “service order no.” for serial number and service date of interest.

Document title	Type
Certificate of Calibration	Adobe Acrobat Document
Measurement Report (As Received and As Completed)	Adobe Acrobat Document
Combined PDF document	Adobe Acrobat Document

4. View calibration certificates and measurement reports.



Infoline login

Use your myKeysight login with your email address and password.

Problems?

Site feedback: Available at the bottom right corner of every web page.

Infoline is available in 10 languages

- English
- Simplified Chinese
- Japanese
- Traditional Chinese
- Korean
- Russian
- Portuguese
- German
- French
- Spanish
- Italian

Infoline support

- Contact an expert: Top right corner of every web page
- Site feedback: Bottom right corner of every web page

Keysight Services

www.Keysight.com/find/KeysightServices

Flexible service solutions to minimize downtime and reduce the lifetime cost of ownership



Expert Assistance

www.Keysight.com/find/Assist

View Keysight global service locations and local contacts

This information is subject to change without notice.

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www.keysight.com