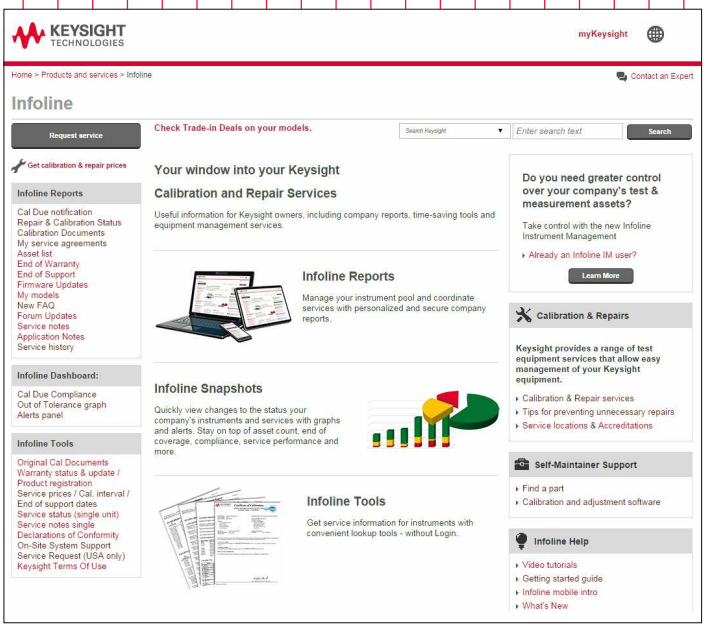
Keysight
Infoline Services

Quick Reference Guide



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

KEYSIGHT TECHNOLOGIES

Keysight Infoline Service – Free

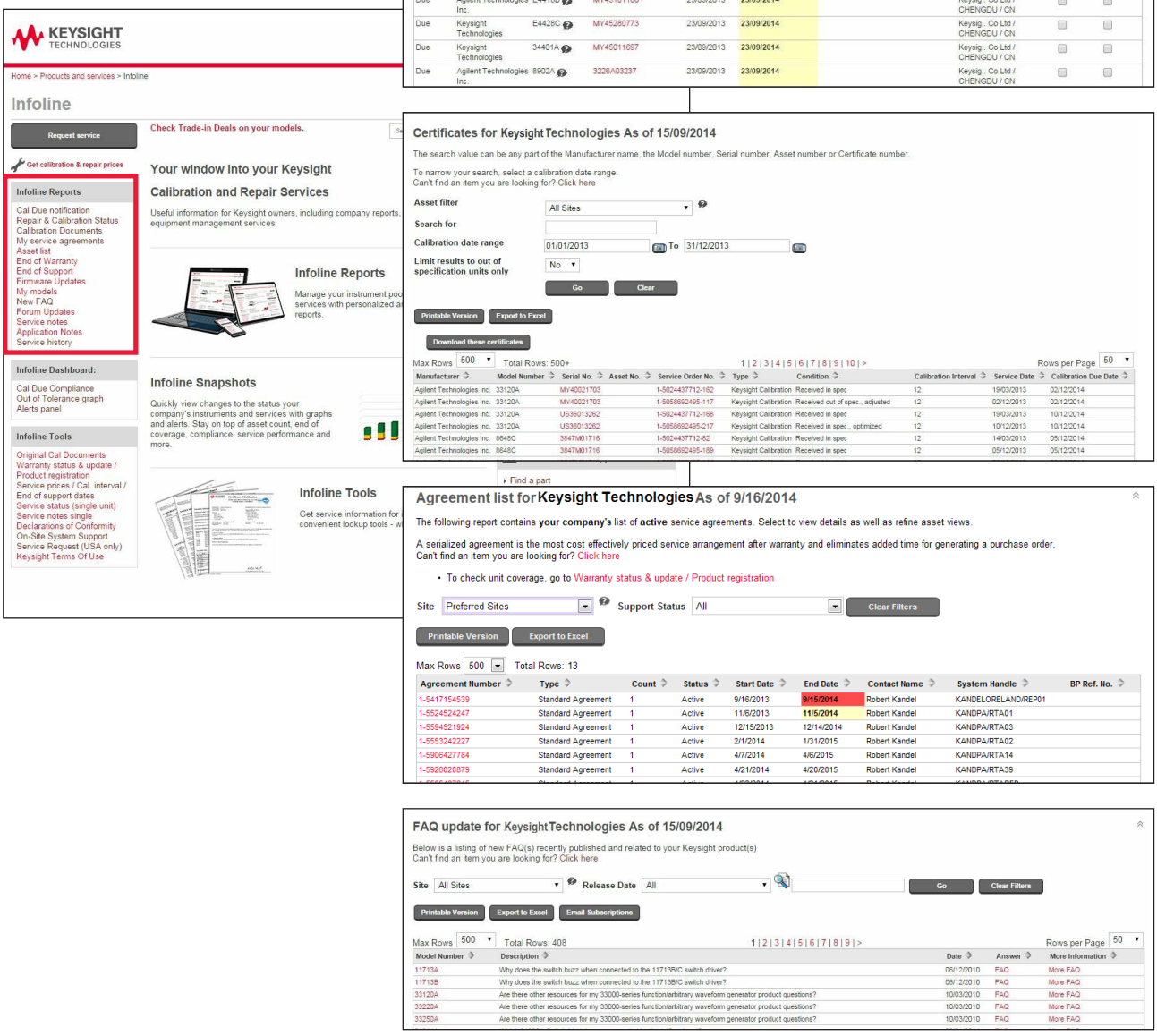
Your personalized and secure window into your Keysight calibration and repair services

- 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.



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

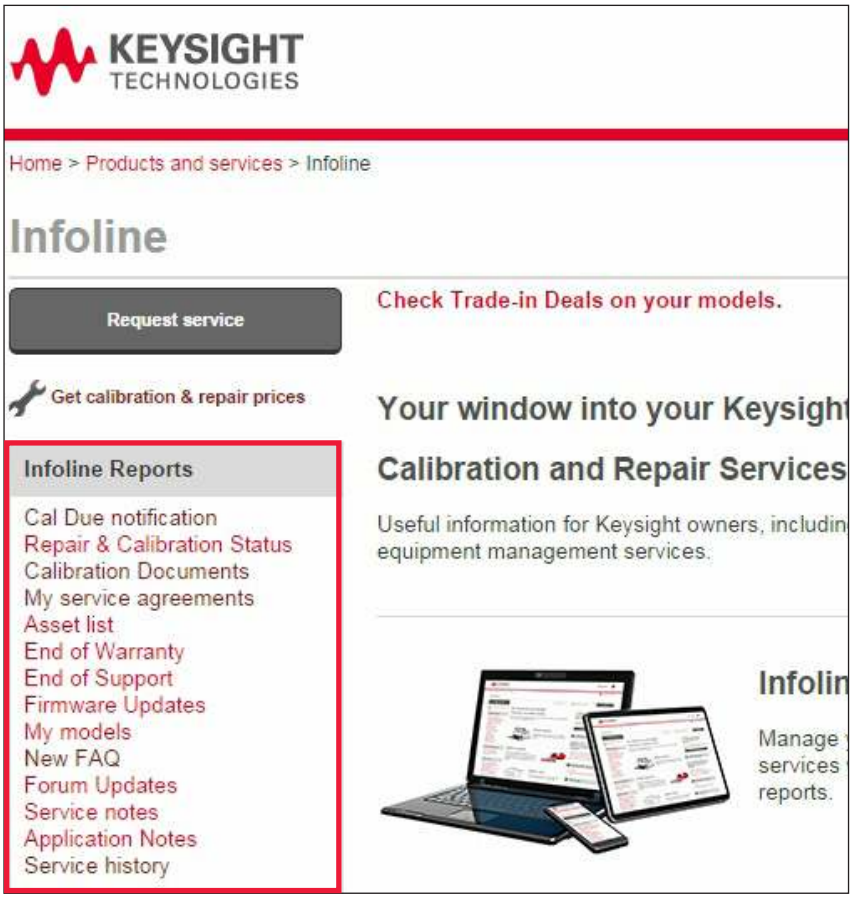
Your calibration certificates and measurement reports are all in one place to reduce your need for paper storage and save you time.

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.



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

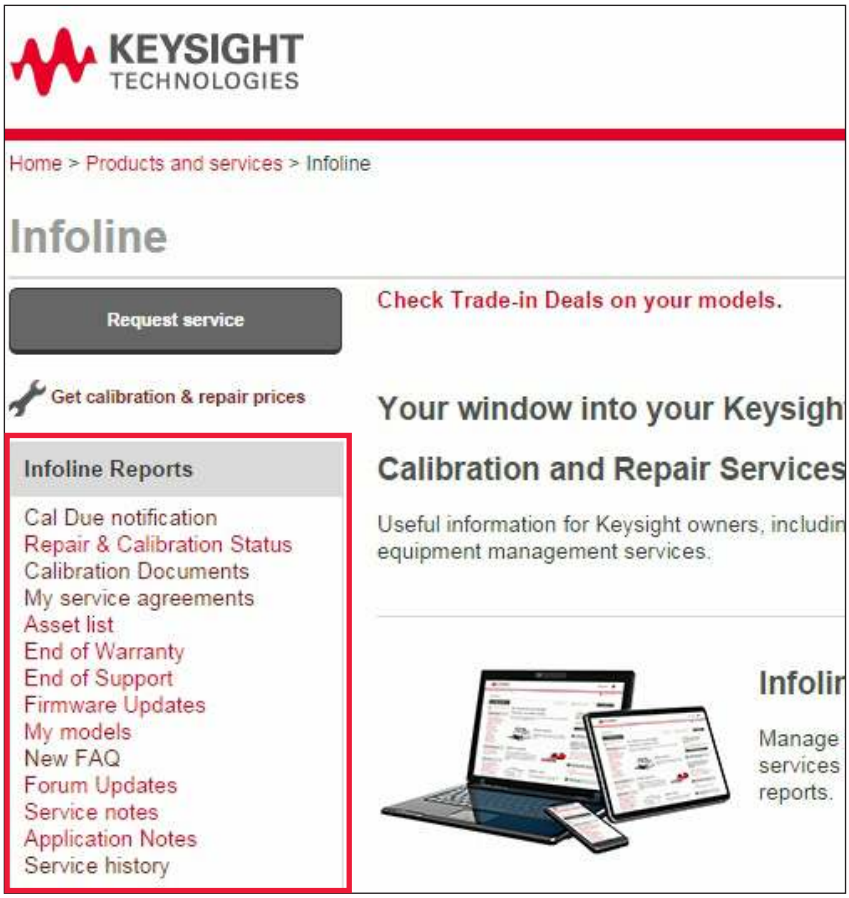
List of recent discussion topics related to your Keysight instruments.

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.

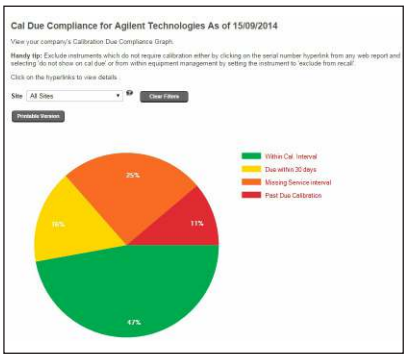


Infoline Snapshots

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

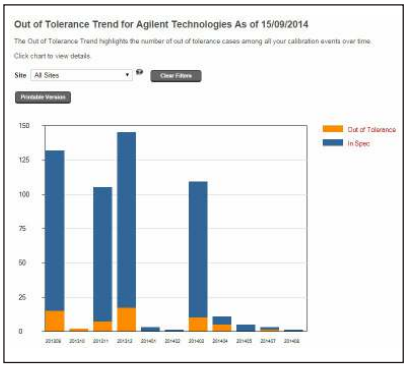
Cal due compliance graph

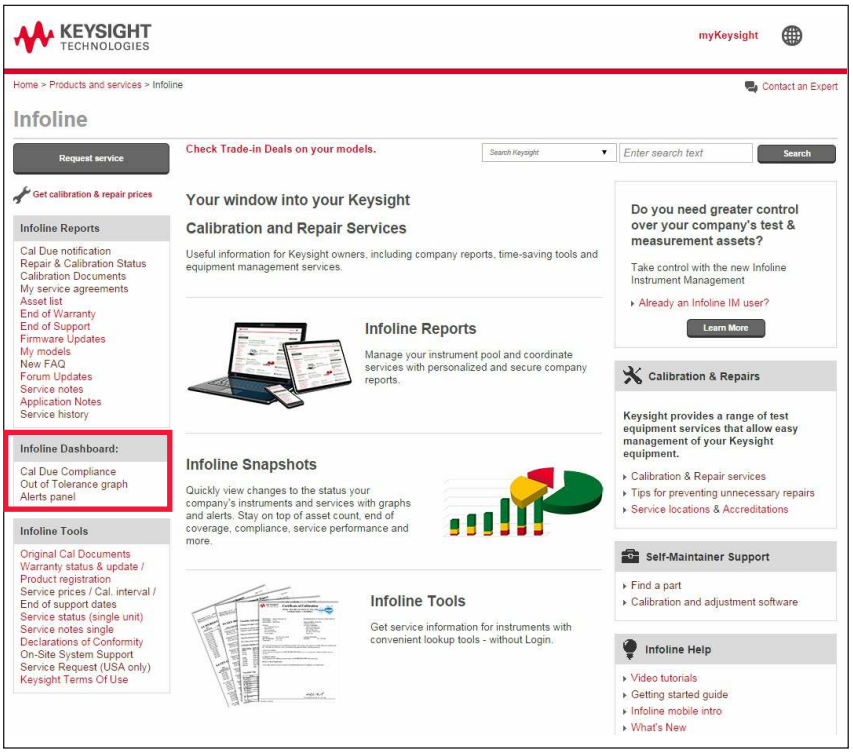
Quickly identify assets coming and past due for calibration to ensure compliance.



Out of tolerance graph

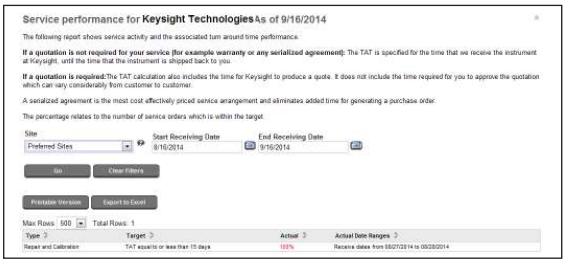
Manage out of tolerance cases among all your calibration events.





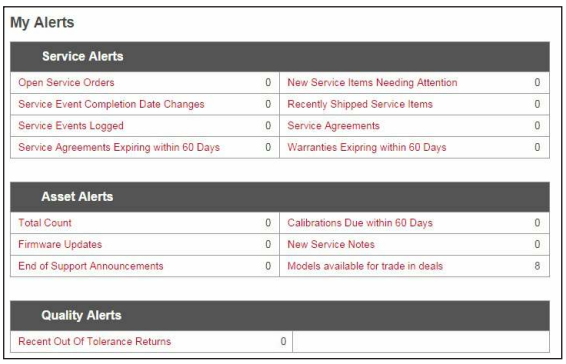
Service performance graph

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.



Infoline Tools

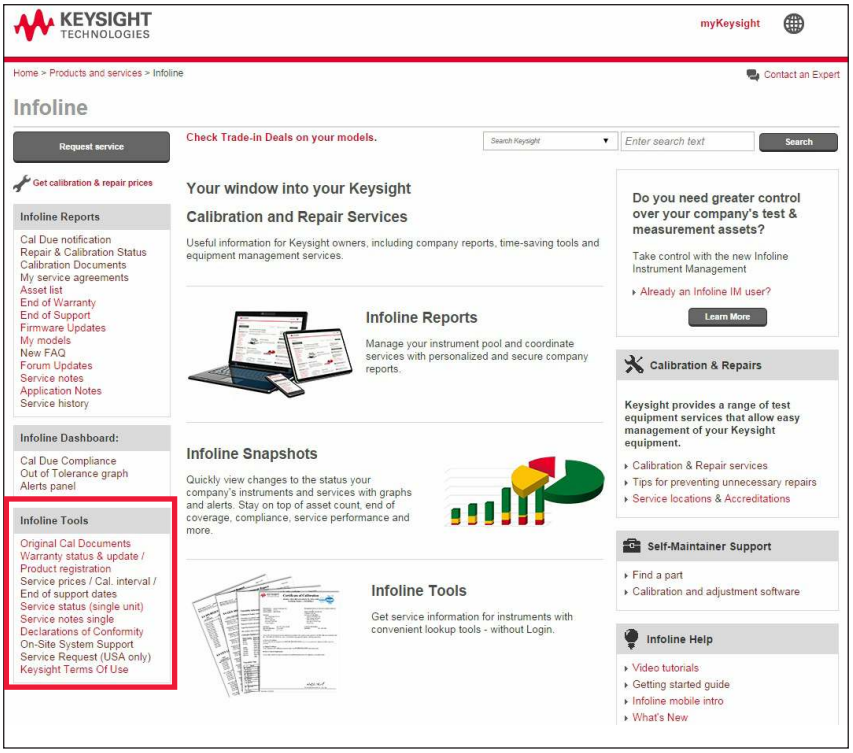
Quickly obtain service and support information for a single instrument without login

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

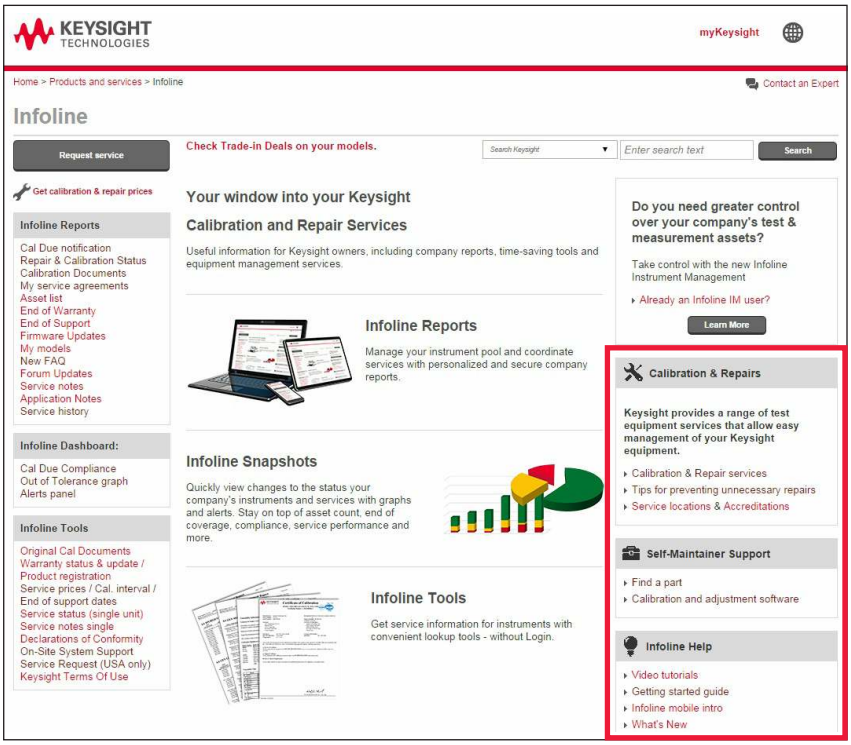
Access information about calibration and repair services. Read how to prevent unnecessary repairs. Find over 50 service locations around the globe. And view details of our ISO/IEC 17025 accreditations in over 30 locations around the world.

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.

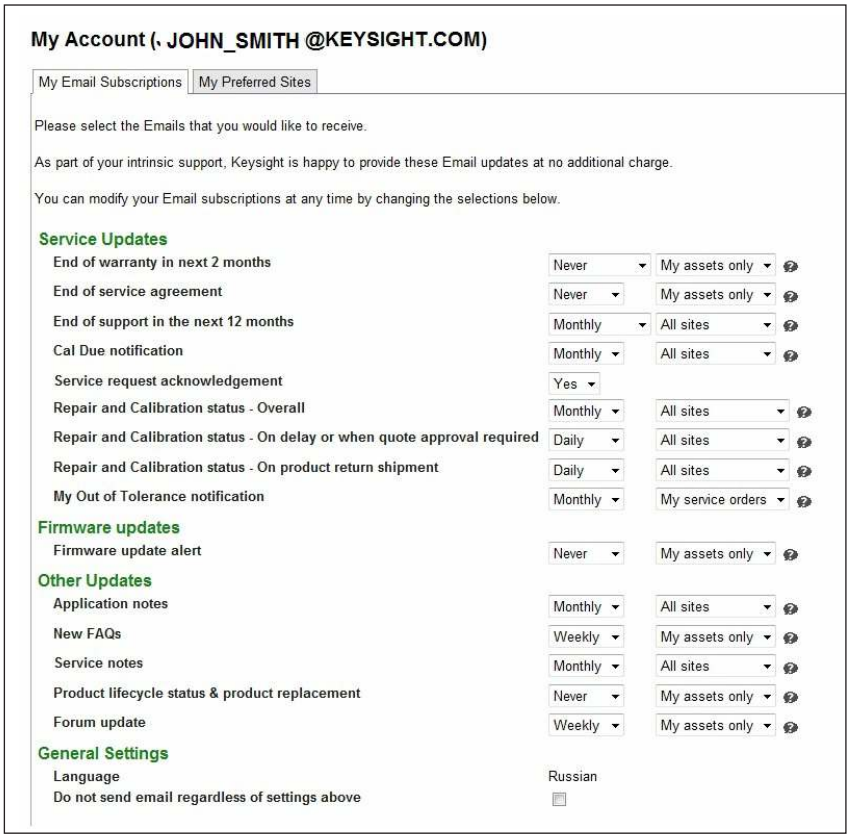


Product and support email subscription

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.



And there is more

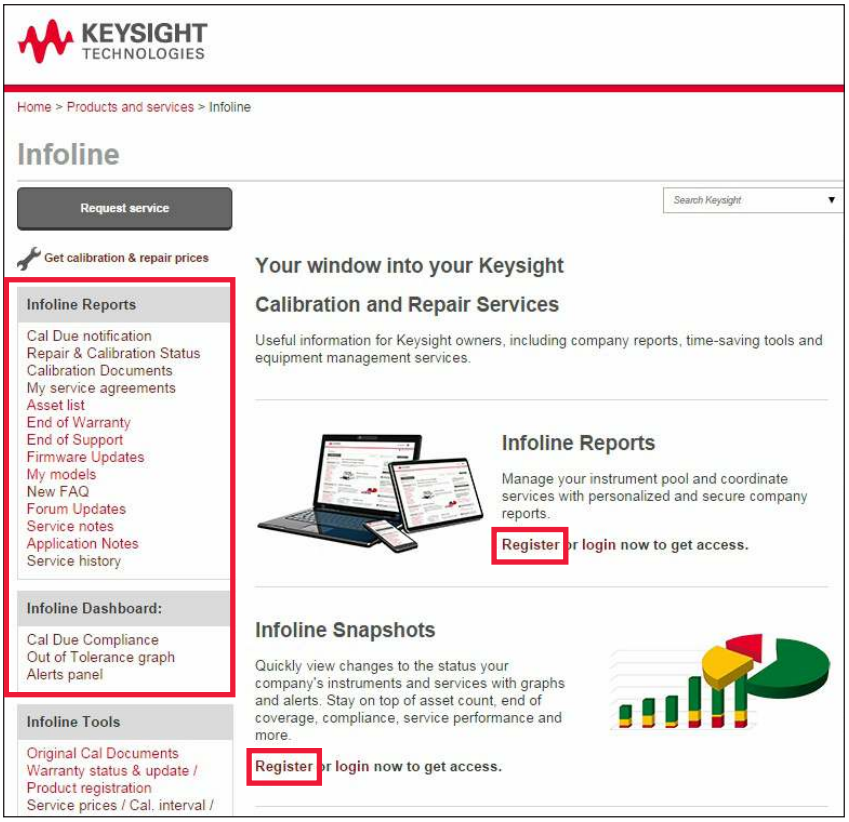
Infoline Instrument Management Services

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.

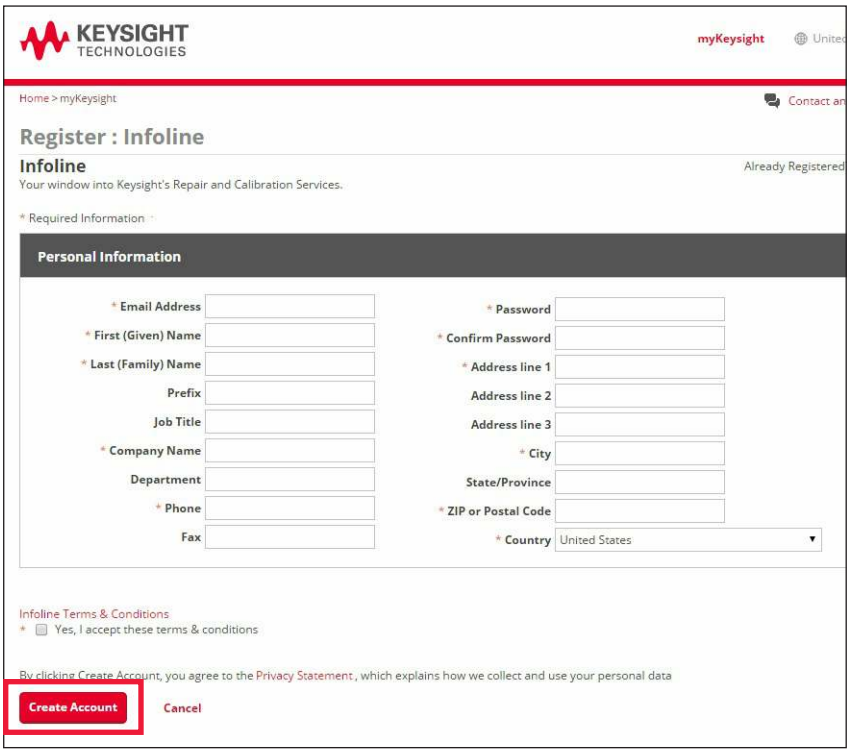
Access Infoline Reports and Snapshots

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

1. Click register.



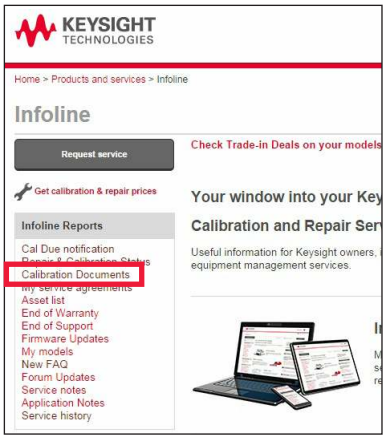
2. Enter additional information and create account.



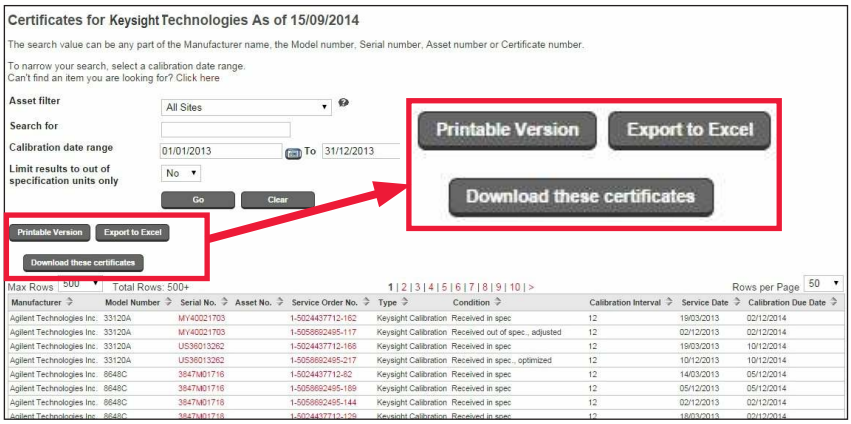
Get Calibration Documents

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

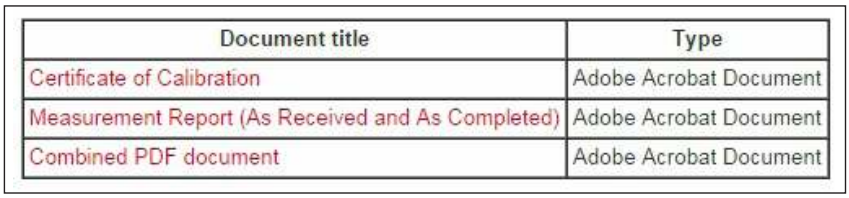
1. Click Calibration Documents.



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

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