



# Viavi Solutions™ On-Site Calibration for Cable Meters

## Mobilizing Superior Service

The Viavi on-site calibration service provides the most comprehensive service offering in the industry. The Viavi calibration adjustments, firmware updates, hardware upgrades, and minor repairs provide customers with exceptional original equipment manufacturing (OEM) expertise, product knowledge, reliable documentation, and solidly performing calibration equipment based on decades of producing many highly regarded products among service providers in the test and measurement industry. Viavi offers its staff of experts, proprietary access, and specialized testing processes to deliver a comprehensive level of services each time a unit is calibrated.

## Capitalizing on Unmatched Skill, Knowledge, and Equipment

### OEM Product Knowledge

Viavi technicians understand the hardware, firmware, and user applications for our industry-leading handheld, triple-play meters for cable operators. We know the important features required for proper calibration. Plus, we perform an operational check to ensure the inclusion of each meter's functionality, a service unique to Viavi.

### Automated Test Equipment and Procedures

Viavi uses automated test equipment and procedures specifically designed for calibrating its cable meters. We perform comprehensive testing that is unparalleled by other calibration providers. The Viavi automated test equipment (ATE) automatically updates the calibration due date in the software of the meter that enables viewing the meter's calibration due date.

### Key Features

- Enables calibration and adjustment
- Update firmware
- Upgrade hardware
- Perform preventative maintenance and repair

### Benefits

- Technicians with extensive OEM product knowledge
- Automated test equipment and procedures to speed up testing
- Professional adjustments, calibration, or repairs
- Timely firmware upgrades and notification of engineering changes

NOTE: For cable products only

### **Adjustment**

The Viavi proprietary calibration procedures prohibit third-party calibration vendors from performing calibration adjustments. Optionally, Viavi will provide adjustments with all calibrations.

### **Firmware Upgrades and Engineering Change Notices**

Viavi automatically loads firmware feature enhancements during calibration. Technicians also incorporate necessary engineering change notices (ECNs).

### **Depth of Preventative Maintenance and Repair**

The Viavi calibration service provides a proactive maintenance program for cable meters. Our technicians restore the cosmetic appearance, check the batteries, and clean each meter externally and internally. If a meter requires major repair, Viavi presents the customer with options, and if necessary, manages the entire process for returning the meter to the factory until it is functioning properly.

## **Making Your Calibration Decision Easy, Convenient, and Cost-Effective**

### **Simplified Logistics**

Eliminates the logistics of sending in units individually. A Viavi program manager works with you to ensure the success of your calibration program.

### **Direct Communication**

Provides direct engineering access for product operation, troubleshooting, and notification of out-of-tolerance units is a benefit only on-site calibration can provide.

### **Reduce Calibration Cost**

Eliminates costs for shipping and handling, maintaining equipment sparing inventory, as well as lost technician productivity when returning units for factory calibration.

### **Reduce Turnaround**

Meters are returned to technicians quickly, usually a couple of hours.

### **Nationwide Capability**

Whether you have one location or many dispersed across the United States, Viavi can meet your requirements.

### **On-Site Training**

Viavi can schedule on-site product or technology training to maximize your technicians' time during the on-site calibration event.

### **Pricing and Information**

To obtain a quote for on-site calibration, or to obtain more information regarding the Viavi on-site calibration service, contact your local Viavi sales representative or account manager, or send an e-mail to [onsiteservice.ind@viavisolutions.com](mailto:onsiteservice.ind@viavisolutions.com).

On-site calibration prices are based on the scope of work, including models, quantities, number of locations, calibration level, and duration of the calibration project. An additional charge of a mutually agreed upon amount will apply for upgrades and repairs not included with calibrations.



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