

VIAVI

ONT Product Services

VIAVI provides multiple ONT product service options based on the different customer needs. In addition to standard factory services, VIAVI also provides on-site services at customer locations, maximizing uptime of valuable test equipment.

VIAVI On-Site Service delivers the convenience of a highly skilled technician deployed directly to a customer location to improve equipment. The On-site Service offering eliminates extensive shipping and insurance charges that accumulate from sending equipment for routine maintenance. Combine this benefit with minimizing downtime and the result is an immediate return on investment.

Standards

Equipment is tested and calibrated to national standards and in accordance with ISO/IEC 17025:2005. VIAVI operates in accordance with standards of quality management system and processes which includes ISO 9001:2015 and TL9000 (Requirement Handbook 6.0). VIAVI Service Center Calibrations are performed within the same Quality Management System.

Calibration procedures are VIAVI Solutions developed and registered to ensure best practices and standards throughout the VIAVI Service Network. Service Reports include document control numbers for processes and procedures.

Available ONT Product Services

On-Site Verification

With this option, available in most regions, a VIAVI technician comes directly to the customer site and will perform an inspection, maintenance and functional test including a verification sticker and report.

On-Site Maintenance

In some cases, VIAVI can offer on-site maintenance which can entail firmware upgrades, minor repair services, cleaning and implementation of engineering changes. This highly specialized service can help to maximize equipment utilization by preventing time-consuming returns to the VIAVI factory.

Overview

- Factory Services for Repair, Maintenance, Calibration, Upgrade,
- Onsite Services Maintenance, Verification, Calibration
- Conduct a top-level functional test of the instrument to verify that functions that are vital to its use work as expected
- Perform instrument and module maintenance to extend product lifetime
- For optical instruments, inspect and clean all optics and verify that lasers and optical connections function properly
- Verify to traceable standards the measurement accuracy of test instruments
- Document procedure with a report of observations (including fiber inspection results), measurements and actions
- Update calibration dates and/or provide calibration label noting date of calibration, technician and due date for next calibration according to VIAVI recommendation or in alignment with customer interval
- Incorporate factory engineering changes, as necessary, to optimize instrument function, which may include such modifications as a component change or software updates
- Store documents and results within VIAVI for a minimum of 5 years

On-Site Calibration

On-site Calibration Services are currently available in many regions and provide an upgrade to the level of service received onsite services customers. With the On-Site Calibration, the customer receives all the same services as the On-Site Verification with the addition of calibration. Further, a calibration certificate will be provided that identifies as received/final condition of the product as well as the detailed test results for each product tested.



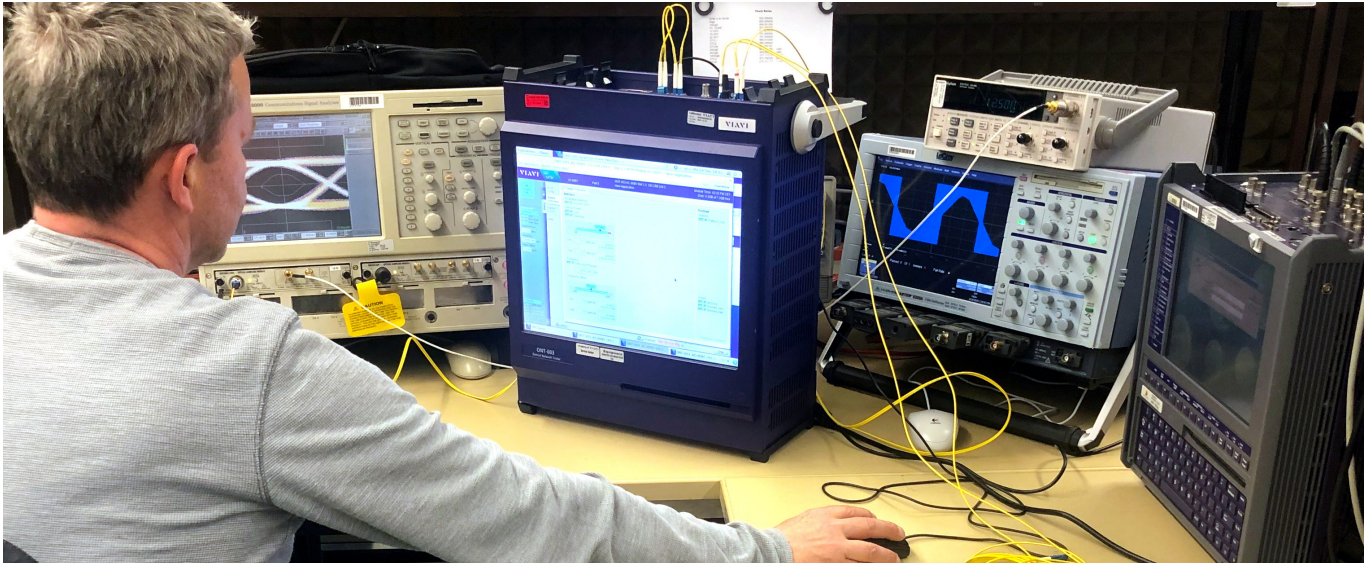
ONT Onsite Services Table

	On-site Verification	On-site Maintenance	On-site Calibration	Factory Services
ONT-6xx Mainframes				
ONT-601 incl. MTM	■	■	■	■
ONT-601 B incl. MTM	■	■	■	■
ONT-602 incl. 100G	■	■	■	■
ONT-603 mainframe with HEC	■	■	■	■
ONT-606 mainframe with HEC	■	■	■	■
ONT-612 mainframe with HEC	■	■	■	■
ONT-8xx Mainframes				
ONT-804	Planned	Planned	Planned	■
ONT-812	Planned	Planned	Planned	■
ONT-6xx Modules				
MTM	■	■	■	■
MTM-B	■	■	■	■
Module-E (without jitter modules)	■	■	■	■
100G	■	■	■	■
100G-CFP2	■	■	■	■
N-Port	Planned	Planned	Planned	■
400G-CFP8	Planned	Planned	Planned	■
ONT-8xx Modules				
800G	Planned	Planned	Planned	■
ONT-5xx Mainframes				
ONT-503 mainframe with Clock Module	■	■	■	■
ONT-506 mainframe with Clock Module.	■	■	■	■
ONT-512 mainframe with Clock Module	■	■	■	■
ONT-5xx Modules				
Module-E	■	■	■	■
100G	■	■	■	■

Comparison of Onsite Calibration vs Factory Calibration

Calibration	Factory	Onsite
Calibration of defined specs	■	–
Calibration of selected parameters (Key Spec's)	–	■
Functional test of all important specs and verify customer plugin optics	■	–
Documentation of measured values before adjustment	■	■
Documentation of measured values after adjustment	■	■
Adjustments and optimization in case of marginal performance	■	■
Out-of-Specs remarks in the calibration documents	■	■
List of working standards	■	■
Reference of calibration procedures	■	■
Calibration certificate, incl. "Out of Spec" and "Adjustment was necessary" remarks	■	■
Calibration report, includes Out of spec – remarks	■	■
Calibration report of used Instruments	■	■
Calibration label and seals	■	■
Maintenance	Factory	Onsite
Spec stability check (bit error free testing)	■	–
Application tests	■	■
Inspection connectors, adapters and optical surface	■	–
Small repairs or replacements	■	–
Service instruction update (HW)	■	–
Firmware/OS/Appl. SW update	■	–
Replacement of BIOS battery (if required)	■	–
Fan check	■	■
Cleaning	■	■
Safety check according VDE 0701-0702 only in Germany	■	■

Calibration Lab



North America
EMAIL: testpoint.support@viasolutions.com

EMEA
Tel: +49 71 21 86 22 73
EMAIL: emea.customercare@viasolutions.com

India
TEL: 1 800 103 5378
EMAIL: APAC.CustomerCare@viasolutions.com

China
TEL: 400 122 6542
EMAIL: APAC.CustomerCare@viasolutions.com

Singapore
TEL: 1 800 223 7070
EMAIL: APAC.CustomerCare@viasolutions.com



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

To reach the VIAVI office nearest you,
visit viasolutions.com/contacts.

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ontservices-br-opt-nse-ae@viasolutions.com
30190995 902 0620