VIAVI

MSQ-900 Firmware Upgrade Instructions

MSQ-900 users and MSQ-PC administrators: You must use MSQ-PC v1.2.25 (or higher) to upgrade your MSQ-900 with this firmware release.

If you do not have MSQ-PC software please CLICK HERE to download the software and follow the installation instructions. If problems occur during the installation or upgrade process, please contact the Technical Assistance Center (TAC) for help. **To maximize upgrade reliability, please ensure the MSQ-900 is charged or connected to power before attempting to upgrade.**

Download one of the MSQ-900 upgrade files below based on which language support is required, save, and unzip it to a known location on the same computer that will be running the MSQ-PC software.

· MSQ-900 Firmware file for English, German, French, Spanish, and Portuguese: msq900-v9-5-0-14-eu.zip

· MSQ-900 Firmware file for Chinese: msq900-v9-5-1-11-ch.zip

Please follow the detailed instructions below step by step:

1. Download one of the files above based on whichl anguage support is required and save to a known location on the same computer that will be running MSQ-PC.

2. Connect the MSQ-900 to the PC via USB cable, and enter "Computer" mode on the MSQ-900.

3. On MSQ-PC - Go to "Device" then click "Device update" or Press F7

4. Select the device to be upgraded according to its Serial number. (If only 1 device is connected this is unnecessary)

5. Next to the "Update File" field, browse to the location of the saved upgrade file (*.bsk file type). Select the upgrade file on the right side, and press OK.

6. Click"Start"to initiate the upgrade

7. Click"Yes"if you are sure you wish to upgrade.

8. You will be prompted to reboot the meter to begin the upgrade.

    a) If the MSQ-900 is connected to the charger, disconnect power and within 3-5 seconds reconnect the charger to the MSQ-900. Do not disconnect the USB cable.

b) If not connected to the charger, press and hold the power key on the device until it shuts off. Then, within 3-5 seconds, press and hold the power key until it turns on. Do not disconnect the USB cable.

9. The upgrade will be initiated, and progress will be shown in the upgrade dialogue box. Upon completion, the meter will reboot and an "upgrade complete" message will be shown in MSQ-PC.

10. **If the meter does not reboot or an error is shown on the MSQ-PC repeat steps 3 thru 9.**

11. **If you have any issues after re-trying to synchronize, please contact TAC.**

If you have any questions about when or why you would use this upgrade please contact TAC at the number below.

If you have any order related questions regarding the MSQ-900, please contact the JDSU Customer Care Center at:

1-866-228-3762 - United States
+1 317-614-8311 - Worldwide
E-mail the Customer Care Center for the Americas at
custserv@jdsu.com

For technical assistance please contact the JDSU Technical Assistance Center (TAC) at:

1-866-228-3762- United States
+1 317-614-8051 - Worldwide
E-mail CATV TAC at catvsupport@jdsu.com

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