

What do I do if my oscilloscope is frozen or hanging?

October 02, 2017

In some extreme hardware errors, the oscilloscope may become unresponsive or “hang” during the boot sequence.

Oscilloscope Hardware Reset

If your oscilloscope is frozen, will not boot, or appears to be unresponsive, you can attempt a hardware reset by following these instructions:

1. Disconnect all USB, LAN, and input cables. Leave the power cord connected.
2. Power cycle the instrument by pressing the power button.
3. Immediately begin pressing the MATH button repeatedly at a rate of 2 to 3 times a second while the instrument boots up.
4. If the instrument does not boot up properly, retry steps 2 through 4.

NOTE: If you continue to have problems, contact your nearest SIGLENT office for service.



North American Headquarters

SIGLENT Technologies America, Inc
6557 Cochran Rd Solon, Ohio 44139
Tel: 440-398-5800
Toll Free: 877-515-5551
Fax: 440-399-1211
info@siglent.com
www.siglentamerica.com/

European Sales Offices

SIGLENT TECHNOLOGIES EUROPE GmbH
Staetzlinger Str. 70
86165 Augsburg, Germany
Tel: +49(0)-821-666 0 111 0
Fax: +49(0)-821-666 0 111 22
info-eu@siglent.com
www.siglenteu.com

Asian Headquarters

SIGLENT TECHNOLOGIES CO., LTD.
Blog No.4 & No.5, Antongda Industrial Zone,
3rd Liuxian Road, Bao'an District,
Shenzhen, 518101, China.
Tel: + 86 755 3661 5186
Fax: + 86 755 3359 1582
sales@siglent.com
www.siglent.com/ens