America's [AXI](#) & [AOI](#) FAQ

More to come… This FAQ is a work in progress and is primarily America's Region Focused…

AXI:

I have a 5DX serial number. What Series of 5DX is this machine?

> The 5DX serial number is officially a 10 digit number found on a sticker in the lower left corner at the front of the system. It is common for people to refer to the serial number of a 5DX in only the last 3 or 4 digits of a serial number. For example system 652. Serial numbers that are below 500 are Series 2 systems or previous series and have reached official end of life so they cannot be supported by an Agilent Hardware contract. Serial numbers 500 – 699 are Series 3 machines. Serial numbers 700 and up are Series 5000 systems.

History of AXI…What is the difference between the systems?

> AIS is deeply familiar with the history of the various machines and upgrades. We can likely help you resolve your questions either quickly over the phone/email or after doing a bit of digging up of history…

How to obtain a Hardware Support Contract?

> Agilent indicates they will continue to provide support through the end-of-support product life cycle (7 years from obsolescence), including spare parts, time and materials services, contractual, and self-support options for Series 3 and Series 5000 5DX systems and for x6000 systems.   The 5DX Series 1 Series II, and Series 2 machines have reached official end of life and are no longer eligible for an Agilent hardware contract.
>
> To learn more call Agilent at 1-800-829-4444.
>
> There are 3rd party support alternatives for 5DX; however, in our assessment, none are price or performance competitive to Agilent.

How to obtain Software Updates?

> AIS provides a direct one-to-one update model for 5DX as explained on the AIS website per the 5DX Enhancements Page. Contact AIS at sales@axiaoi.com.
>
> Vitrox is the provider for x6000 system software updates. Please see the Agilent FAQ, which can be accessed via the AIS website home page.

How to obtain Software Support?

> AIS offers direct applications support on-site or via phone based consulting and provides tier 2 applications support for Agilent.
>
> If you have h/w support contract and have a question that can be addressed via phone or email, then AIS recommends utilizing the Agilent support contract.
> Agilent provides phone based applications support as part of their hardware support contracts.
> To learn more call Agilent at 1-800-829-4444.

How to obtain Hardware training?

Hardware training is provided by Agilent Technologies. To contact Agilent with respect to finding out more call 1-800-829-4444.

How to obtain Software/Programmer training? Which kind? Price?

AIS offers software/programmer training for all supported Agilent Inspection Systems. This includes SP50, SJ50, SJ5000, 5DX, and x6000 User training classes. All classes can be given on-site, at the AIS site, or at an off-site location near your facility. All classes are 5 day classes – except the 5DX class which is a 2 week course.

All classes are structured to includes 2-4 students. The price for the course depends on whether it is given on-site or at the AIS site. For a detailed quote for your site contact sales@axiaoi.com .

How to purchase or sell a used AXI system?

AIS can assist you. Please see the info on our website for details on our unique approach to taking the risks out of buying/selling Agilent Imaging products.

How to relocate my Agilent AXI system?

AXI systems represent an especially challenging combination of being both delicate and heavy. Systems must be properly prepared and carefully shipped to avoid creating future system reliability issues.

AIS utilizes Agilent's Hardware Support Team and Agilent's System Move Services to relocate our AXI systems and recommend them as a rather pricey but highly effective approach. We utilize Agilent skilled technicians to properly de-install, prep, ship, and properly re-install. We also use Agilent move services to provide an insured and experienced transportation service. A site prep meeting will be held with the customer and all the key delivery personnel to coordinate all aspects of the move.

AIS can provide additional services to ensure successful start-up and training.

What is the difference between a Series 3 and a Series 5000 5DX?

Hardware wise there is nearly no difference.   The Series 5000 shipped with a new controller – an IPC controller. The Series 3 shipped with the old Kayak controllers. A Series 3 should have had the controller upgraded to the IPC controller, as this was a free upgrade offered by Agilent at the time of release of the 8.x software update.

Can I get specifications sheet on the 5DX or the x6000?

Yes, AIS can send you a copy of the official Agilent specifications sheets. Send us an email at axi.tech.help@axiaoi.com and let us know which specification you would like.

AOI :

How to obtain a Hardware Support Contract?
Agilent indicates they will continue to provide support through the end-of-support product life cycle (7 years from obsolescence), including spare parts, time and materials services, contractual, and self-support options for Agilent AOI systems.

To learn more call Agilent at 1-800-829-4444.

How to obtain Software Updates?
Vitrox is the provider for AOI system software updates. Please see the Agilent FAQ, which can be accessed via the AIS website home page.

How to obtain Software Support?
Agilent provides phone based applications support as part of their hardware support contracts. To learn more call Agilent at 1-800-829-4444.

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Can I get a Specifications Sheet on the SJ50 or the SJ5000?

Yes, AIS can send you a copy of the official Agilent specifications sheets. Send us an email at aoi.tech.help@axiaoi.com and let us know which specification you would like.