

January 20, 2025

3920 Series Analog and Digital Radio Test Platform Service Transition

The 3920B Radio Test Platform revolutionized the radio test market and has been the industry standard for well over a decade. With its high-performance technical specifications and one-of-a-kind Automated Test Environment, the 3920B quickly became the service monitor of choice for OEMs and end-users around the world.

Effective July 1, 2025, VIAVI service centers will transition to Best Effort policy for Repair and Calibration.

Why the Change?

Component and PCBA shortages due to obsolescence/part availability

What does this mean for product owners?

After June 2025, hardware repairs will be conducted on a Best Effort basis, i.e., Service Centers will evaluate hardware failures to determine if economical repair can be completed.¹ Additionally, VIAVI will continue to perform calibration services for the foreseeable future.

What if my Equipment Cannot be Repaired?

Units deemed Beyond Economical Repair will be returned to the customer "as is."¹

The recommended replacement for the 3920B is the CX300 Communications Service Monitor. The CX300 builds upon the AvComm legacy of providing our customers with Best-In-Class radio test set products. Please visit the [CX300 web page](#) to learn more.

For additional information on VIAVI's Land Mobile Radio test sets, please contact avcomm.sales@viavisolutions.com or visit the VIAVI [Communications Service Monitors](#) web page.

For questions related to compatibility, please contact techsupport.avcomm@viavisolutions.com.



1. Each RMA will be subject to standard evaluation cost if BER (Beyond Economical Repair) due to spares shortages.

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