



The 14-digit alpha-numeric serial number used on the CX300 follows a specific structure as illustrated in this example:

Serial Number: HSHJ0052924020

- **H** – Indicates the unit was built in Wichita
- **SHJ** – Refers to the assembly ID
- **005** – Represents the revision level
- **29** – Indicates the week the unit was built
- **24** – Denotes the year of manufacturing (2024 in this case)
- **020** – Identifies the unique serial number of the unit

Key Details:

1. **HSHJ Prefix:**

The CX300 undergoes testing in a standard configuration, commonly referred to as the “CX300 pre-build.” During this phase, the serial number prefixed with “HSHJ” is programmed into the CX300. All manufacturing test data and calibration certificates are linked to this pre-build serial number, which is why you will see "HSHJ" on the screen and in the certificate of calibration data.

2. **HSHH Prefix:**

Once the CX300 reaches its final top-level configuration, the serial number used for that final configuration is prefixed with “HSHH.” This is the serial number displayed on the serial label located at the bottom of the CX300. Additionally, all software options, customer service inquiries, and RMAs are linked to this "HSHH" serial number.

Important Note:

Despite the differences in the prefix ("HSHJ" for pre-build testing and "HSHH" for the final configuration), the unit remains the same. Both serial numbers share the same unique identifier—**020**—which indicates that they represent the same CX300 unit. The last three digits in both serial numbers are identical.

Please rest assured that the CX300 unit you have is fully functional and properly calibrated, despite the current serial number display difference.

If you have any further questions or require additional clarification please contact Techsupport.Avcomm@viavisolutions.us.