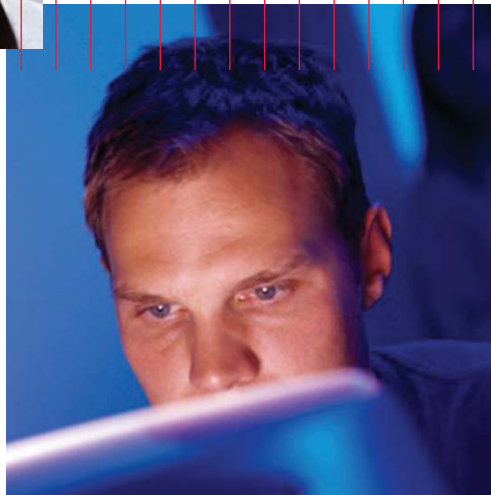
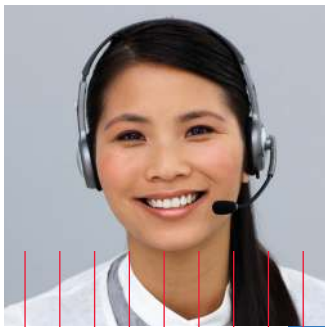


# Keysight Technologies

## EEs of EDA Customer Support

Making your job easier  
with worldwide  
technical support  
and resources



## Overview

Keysight Technologies, Inc. is committed to customer satisfaction. We are dedicated to providing the right software, support, and consulting solutions to increase your engineering productivity and advance your long-term success.

Whether you are a novice or an experienced user, Keysight EEsof EDA's customer support offerings are designed to help you every step of the way. They include: regular software and manual updates; world-wide technical support via phone, email and the web; and access to our Knowledge Center.

## Web-based support

The Keysight EEsof EDA support web site, featuring the Knowledge Center, is an around-the-clock resource for designers. The Knowledge Center contains thousands of support documents and hundreds of downloadable examples created by our support and application engineers to supplement the examples and documentation supplied with the software.

Hot-Fixes containing updates to previously released software versions are available for download within the Knowledge Center. The My Knowledge Center feature in the Knowledge Center enables you to submit and manage on-line support cases and any related defect and enhancement requests. A robust search function lets you quickly find available on-line solutions and sort by date. The Knowledge Center also includes free recorded Technical Info Sessions and introductory e-Learning Short Courses. You will need a valid support contract to access the Knowledge Center. For more information, visit [www.keysight.com/find/eesof-knowledgecenter](http://www.keysight.com/find/eesof-knowledgecenter)

## Worldwide phone support

Keysight EEsof regional technical support teams are experienced with all products and supported platforms. Teams are staffed with highly trained engineers; most have extensive design experience and hold advanced engineering degrees. Whether it's a hardware installation question or a complex circuit or system problem, your call is routed to a specialist whose goal is to get you back to work as quickly as possible.

## Local language support

Keysight EEsof EDA has dedicated support engineers in many countries to provide you with local language support, including English, Japanese, Korean, Mandarin, French, German, and Dutch. Phone support is available Monday through Friday worldwide (excluding regional holidays) during local business hours.

## Significant software updates

Keysight EEsof EDA regularly enhances and upgrades its design software. You can expect significant updates that include new features, user interface enhancements, defect fixes, Service Packs, and up-to-date application examples for today's design needs. By using the latest software technology as soon as it becomes available, you can keep your productivity at a maximum. See Keysight EEsof EDA's most recent software updates on the web.

[www.keysight.com/find/eesof-support](http://www.keysight.com/find/eesof-support)



## Solution services

Leverage Keysight's broad expertise through custom solution services. We offer services to speed your MMIC, RFIC, RF board/module, or system-level designs, including:

- **Device Modeling**  
We can quickly characterize and extract industry-standard models for your device, and then (optionally) provide test structure and device layout design services.
- **Process Design Kits**  
Let us create or extend your custom PDK elements or libraries.
- **High-Speed Digital**  
Leverage our expertise with developing and fine-tuning AMI models, or learn how to cut through gigabit design challenges with optimal use of Keysight EEs of tools for HSD applications.
- **Digital Pre-Distortion (DPD)**  
We can help automate measurement setup and execution through custom scripting and integration of third-party tools for control of equipment.
- **Simulation Assistance**  
Eliminate trial and error. Get expert coaching and learn best practices for complex circuits or systems.
- **Design Process Consulting**  
Let us perform an analysis of your design flow and make recommendations that will save you time and money.
- **Electronic System-Level (ESL)**  
Keysight consultants can help reduce the gap between design and test - as we work with you to integrate hardware measurements into system simulations.

**KEYSIGHT TECHNOLOGIES**

Products & Services | Technical Support | Industries & Technologies | About Keysight | myKeysight

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### Keysight EEs of EDA Customer Education and Services

Keysight EDA Customer Education tailors its training to your needs. Training on our products and services can do much more than make individuals on your team more productive; it can help entire groups become more productive. For maximum effectiveness, training must be realistic, available, and easy to come back to. Keysight EDA training meets these needs. Our focus is always on providing you with practical design tasks and working examples.

**Training Courses & Quick Start Videos**

For a listing of Keysight EDA Customer Education courses, please visit [www.keysight.com/find/eesof/class](http://www.keysight.com/find/eesof/class)

Keysight EDA also provides several Quick Start, web-based courses. These are short, 30 - 60 minute courses which are free of charge (Flash player is required).

- ADS Quick Start Registration
- The Basics of Using Momentum GX in Genesys

**Keysight EDA Training Solutions**

Keysight EDA Customer Education is committed to your success. Whether you are a single user of our software or you manage a company-wide workgroup, Keysight EDA Customer Education will be happy to design - with you - the most effective combination of training solutions for your organization. All classes are taught by engineers skilled in the application of our EDA tools. For hands-on classroom training, we provide powerful notebook computers and comprehensive student workbooks.

Keysight EDA training solutions include the following:

- Hands-on classroom training
- On-site classroom and one-on-one training
- Training content tailored to your needs
- Custom-designed training solutions
- Self-paced eLearning courses
- Live eLearning courses

**Services**

In addition to customer training, Keysight EDA provides a variety of consulting services ranging from start-up and design assistance to design kits. Let our experts help you with your design challenges. Services can range from one day to multiple days, or even months if necessary.

**Additional Information**

For additional information on our training or services, please contact us at [eesof\\_education@keysight.com](mailto:eesof_education@keysight.com)

Learn more about [Keysight EDA Software](#).

## Automatic case tracking

Every call we receive is important. Our integrated case tracking system helps ensure that you receive the individual care you deserve.

Each case is assigned a tracking number and given a priority based on its specific details. If research is required for your answer, the tracking system lets you easily request a status report on your call, either by phone or through the Knowledge Center. Our escalation process ensures critical issues receive proper attention and timely resolution.

## Customer education

Keysight EEs of EDA's Customer Education program offers classroom, live e-Learning, and on-demand e-Learning courses that demonstrate EDA software in a wide variety of applications. Training classes focus on in-depth software operation and design examples, as well as covering introductory and advanced microwave, RF, system, and signal processing design techniques. Students learn efficient and accurate design approaches. For course descriptions and class schedules, visit [www.keysight.com/find/eesof-class](http://www.keysight.com/find/eesof-class)

## Business support

When you need assistance with the following services, the Keysight EEsof EDA Business Support Center can help:

### Licenses

Request assistance with a new license redemption or renewal through Keysight Software Manager (KSM).

### Product shipments

Get a status report on the shipment you are expecting or ask questions about one you have received.

### Software updates

Ask us about the latest upgrade distributions and your eligibility.

## Technical support contact information

### Customer history

All the information you need on your software licenses and your support contract is located in KSM.

### Submit a case via My Knowledge Center

If you have a valid support contract, you can use My Knowledge Center to submit new cases as well as view and edit your existing cases.

### Send us email at [eesof\\_bsc@keysight.com](mailto:eesof_bsc@keysight.com)

Please include your CPU ID, along with the product name, product version, and operating system you are using.

### Call us

If you wish to speak to the support team directly, please dial one of the following numbers and ask to be connected to one of our Keysight EEsof support engineers.

**myKeysight**  
[www.keysight.com/find/mykeysight](http://www.keysight.com/find/mykeysight)  
A personalized view into the information most relevant to you.

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)

### Americas

Canada	(877) 894 4414
Brazil	55 11 3351 7010
Mexico	001 800 254 2440
United States	(800) 829 4444

### Asia Pacific

Australia	1 800 629 485
China	800 810 0189
Hong Kong	800 938 693
India	1 800 112 929
Japan	0120 (421) 345
Korea	080 769 0800
Malaysia	1 800 888 848
Singapore	1 800 375 8100
Taiwan	0800 047 866
Other AP Countries	(65) 6375 8100

### Europe & Middle East

Austria	0800 001122
Belgium	0800 58580
Finland	0800 523252
France	0805 980333
Germany	0800 6270999
Ireland	1800 832700
Israel	1 809 343051
Italy	800 599100
Luxembourg	+32 800 58580
Netherlands	0800 0233200
Russia	8800 5009286
Spain	0800 000154
Sweden	0200 882255
Switzerland	0800 805353
	Opt. 1 (DE)
	Opt. 2 (FR)
	Opt. 3 (IT)
United Kingdom	0800 0260637

For other unlisted countries:  
[www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)  
(BP-07-10-14)