



Keysight Support Portal 10 Tips to Get Started

Keysight Support — your one-stop personalized portal for all service and technical support needs



support.keysight.com

Manage Assets

- Access hardware and software details in one view
- Customize asset list to focus on most important information
- Manage calibration alerts and scheduling
- View service history and documents
- Launch service or support requests directly from Asset

Technical Support

- Submit technical support cases online
- See all technical support cases, even those created through email or by phone
- Access to:
 - Thousands of KeysightCare Technical Support articles
 - Product manuals, user guides, programming examples and more
 - Software downloads
 - Safety and service notes

Service Orders

- Create online calibration and repair requests
- Look up service order status and tracking information
- View available services and associated prices
- Download calibration certificate

Personalize

- Configure email notifications
- Create a team to share support cases and customized asset information

10 Tips for Getting Started

Whether you need to get up to speed quickly on making accurate measurements, speak with a technical expert, or request and monitor progress of instruments' calibration or repair, Keysight Support has you covered. Get answers or request services with a few quick clicks.

The tips that follow will help you set up your account to work best for you.

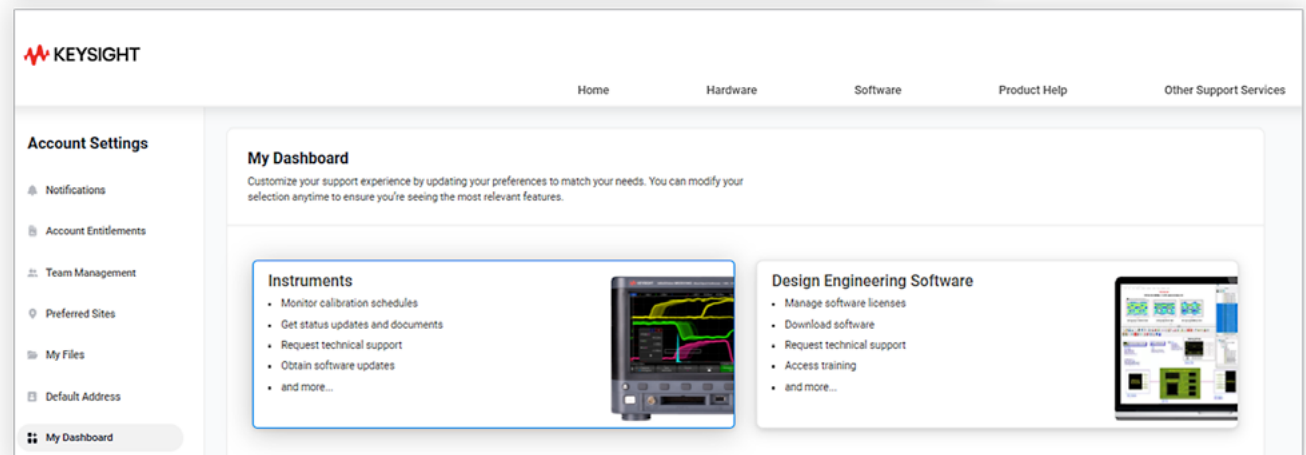
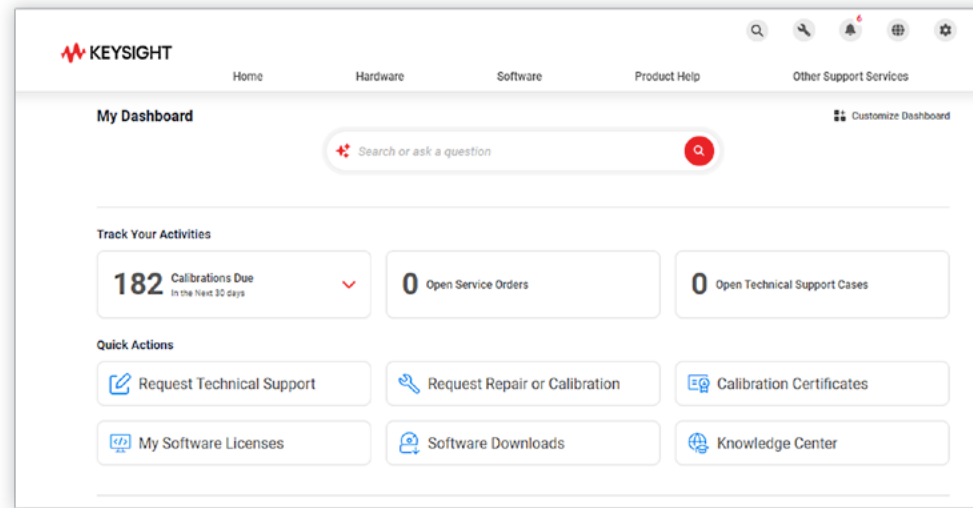




Start by customize your dashboard

On the Keysight Support home page, start by customizing your dashboard to fit your hardware or software business needs.

Highlight either **Instruments** or **Design Engineering Software** by clicking on them to customize the support tools that are available to you.



Instruments

- Monitor calibration schedules
- Get status updates and documents
- Request technical support
- Obtain software updates
- And more...

Design Engineering Software

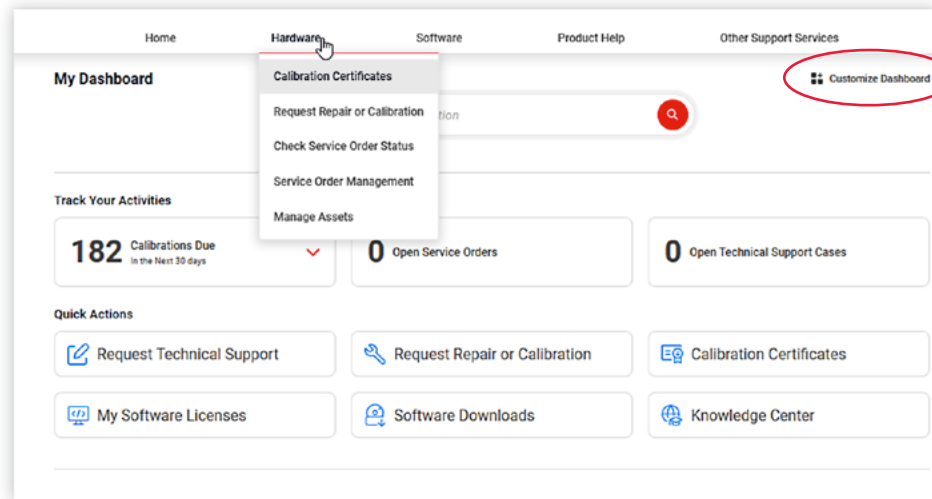
- Manage software licenses
- Download software
- Request technical support
- Access training
- And more...

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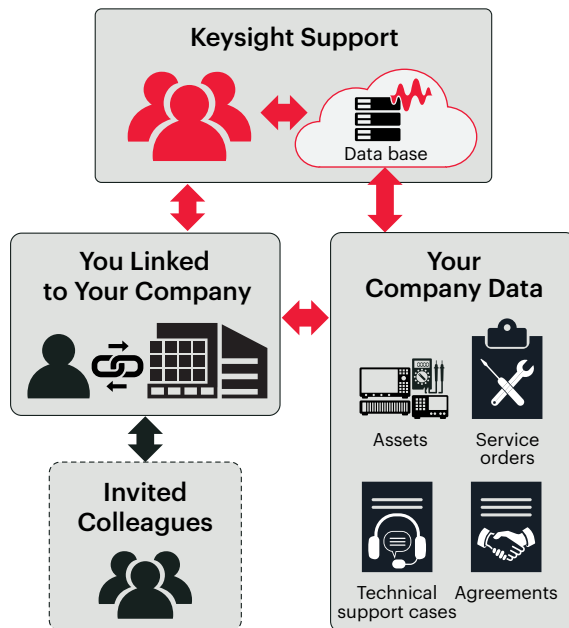
Link your company's assets

Create a login using your company email address. While you can use the portal right away, it will take 24 to 48 hours to associate all your company's assets, service orders, software licenses, and agreements to your account. Once associated, your home screen will show key data when you login.

If you don't see your data after 48 hours, please [contact us](#).



| SELECT ALL | KEYSIGDATE COVERAGE | PRODUCT | SERIAL NUMBER | INSTALLED LICENSES | HOST ID | CALIBRATION DUE DATE | ASSET NUMBER | ASSET TYPE | DESIGNATED LOCATION |
|-------------------------------------|---------------------|---|---------------------|--------------------|---------|----------------------|---------------------|------------|---------------------|
| <input type="checkbox"/> | None | 2435A Digital multimeter, 8.5 digit Keysight Technologies | MY43041826 | | | 4/22/2026 | | Hardware | ROSEVILLE,US |
| <input checked="" type="checkbox"/> | None | 3016-0027 Retractable High Power Doubler 40GHz, Ext... Keysight Technologies | 3638 | | | | | Hardware | ROSEVILLE,US |
| <input type="checkbox"/> | None | E5062-62003 CPU mother board assembly, with image 85... Keysight Technologies | 2690 | | | | | Hardware | ROSEVILLE,US |
| <input type="checkbox"/> | None | 822576 USB/PCI interface Keysight Technologies | MY82013114 | | | | | Hardware | ROSEVILLE,US |
| <input type="checkbox"/> | None | N0910-60025 XTEST Station 1.85mm ECAL Thru Keysight Technologies | 541 | | | | | Hardware | ROSEVILLE,US |
| <input type="checkbox"/> | None | E4440-09185 Retractable Printed circuit assembly synth... Keysight Technologies | E444062837903001346 | | | | E444062837903001346 | Hardware | ROSEVILLE,US |
| <input type="checkbox"/> | None | N9042B USA Signal Analyzer Extended Keysight Technologies | MY94210005 | | | 6/13/2025 | N9042B10005 | Hardware | ROSEVILLE,US |



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Use *Account Settings* to customize dashboard, notifications and shared information

Click on the **Settings** icon and select **Account Settings** to manage email notification types and frequency and select assets you want to receive them for.

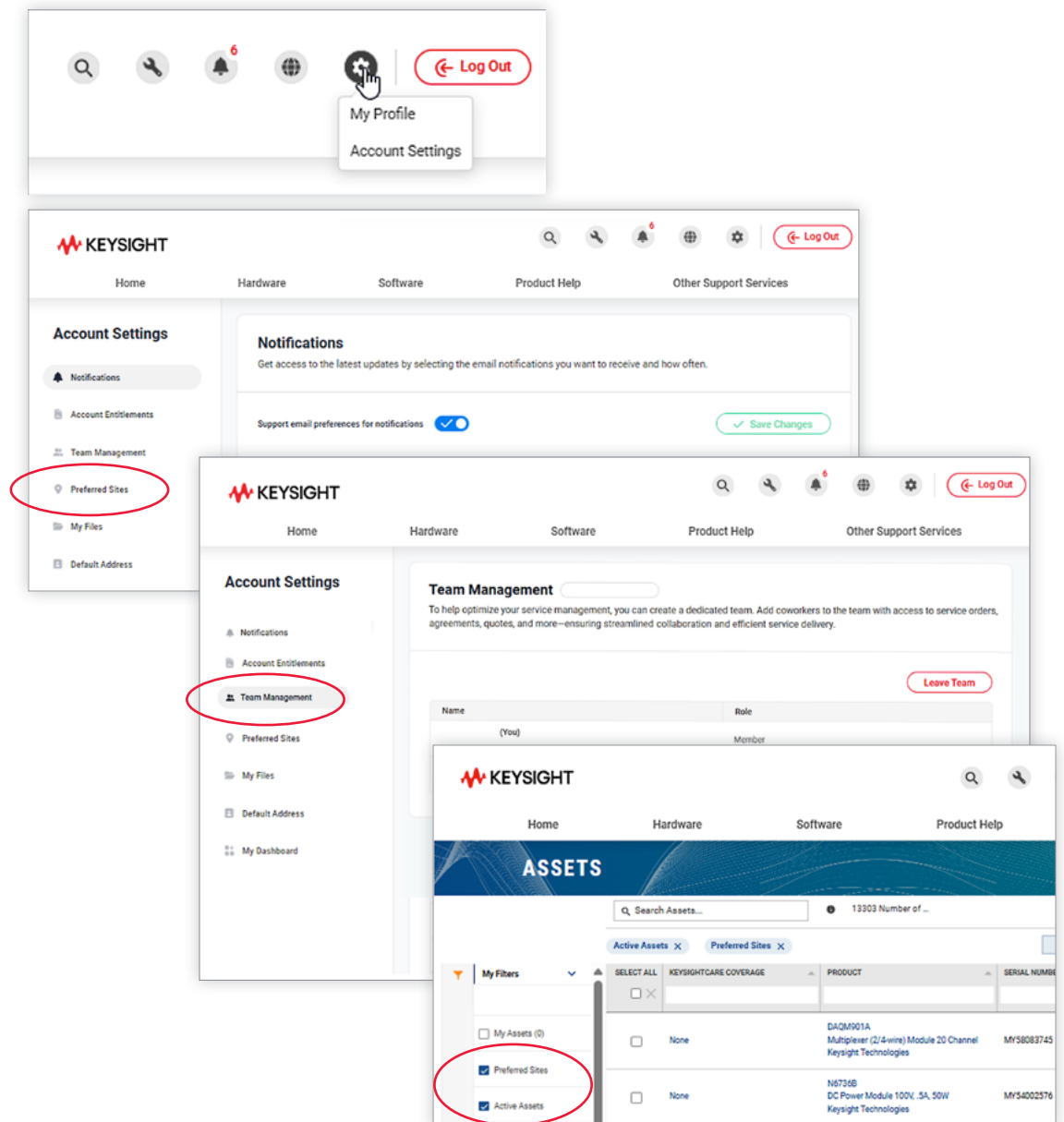
Configure Preferred Sites and My Files filters

Customize a selection of assets you want to view, whether they belong to your overall company or specific site location(s). Create a filter in **Account Settings Preferred Sites**. Then, select **Preferred Sites** on the grid pages to display assets assigned to your preferred site location(s).

Rather than viewing all assets at a site location, **My Assets** allows you to filter information to just specific assets. Add assets to **My Assets** by selecting the asset on the **Asset Grid** and using the **Assets Action** panel.

Team Management

In **Account Settings**, select **Team Management** to create a team enabling collaboration with your coworkers by inviting them to join. Members can share information for technical support cases, assets.



3 Get technical support

Keysight **Support** offers multiple ways to get technical support. Start with a Keysight Support portal generative AI search to access product specific or application information. Rich technical content is available simply by entering your question into the search.

Check out our technical video library

Explore our **Knowledge Center** under the **Product Help** menu to quickly browse our how-to videos covering a variety of instrument and application measurements.

Get the latest software, firmware and driver updates and redeem software licenses

Software updates are available under the software menu, where you can select **Software Download Center** or **My Software Licenses**.

Access exclusive technical content

Get technical content with quick links to additional information including training and PathWave software. Search over 30,000 technical articles and videos based on real-life test and measurement applications, backed by decades of R&D and test expertise to boost your knowledge instantly.

Create a support case

Choose **Request Technical Support** under **Product Help** and fill in the requested information. KeysightCare technical experts respond within a committed time. All communications are available in email and online for reference at any time.

The image displays four overlapping screenshots of the KeysightCare Technical and Application Support portal. The top screenshot shows a 'How-to videos for instruments, software, and solutions' section with categories like Arbitrary Waveform Generators, Bit Error Rate Testers, FieldFox RF and Microwave Analyzers, Oscilloscopes, and Signal Sources. The second screenshot shows the 'My Dashboard' with a search bar and navigation tabs for Home, Hardware, Software, Product Help, and Other Support Services. The third screenshot shows the 'REQUEST TECHNICAL SUPPORT' form with fields for Subject and Description. The bottom screenshot shows search results for '34980a' with filters for Product Category and a list of results including '34980A Instrument Drivers' and '34980A Firmware'.

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Grids are dynamic

Grids display assets, service orders, and agreements. Each grid is laid out similarly.

Customize grid data display

Choose from several special fields where you can enter custom information that can be viewed by your team.

Leverage filters

Use the quick filters to refine your selection. Create a custom filter using the **Save Filter As** grid button for frequently used views. The customized filter will appear in the **My Filters** section for future use.

Search at the page or column level

Type the item you are searching for into the grid or column search box to view the relevant results.

View and edit asset details

Select an asset and choose **View/Edit Asset Details** from the **Action Panel**. From there you can view the asset's KeysightCare coverage, service history, original sales information and more.

The screenshot shows the Keysight Assets management interface. At the top, there's a navigation bar with 'Home', 'Hardware', 'Software', 'Product Help', and 'Other Support Services'. Below this is a search bar (A) and a '13303 Number of...' indicator. A 'Column Selector' button (B) is located to the right of the search bar. Below the search bar are buttons for 'Active Assets', 'Preferred Sites', 'Save Filter As', 'Custom Report', and 'Export'. The main grid (D) has columns for 'SELECT ALL', 'KEYSIGHTCARE COVERAGE', 'PROJECT NAME', and 'SERIAL NUMBER'. The grid contains several rows of asset data, with one row (E) highlighted. On the left, there's a 'My Filters' panel (C) with options for 'My Assets (0)', 'Preferred Sites', 'Active Assets', and 'Asset Type' (Hardware, Software). On the right, there's an 'Asset Actions' panel (F) with options like 'View/Edit Asset Details', 'Certificates of Calibration', 'Request Technical Support', 'Request a Service', 'Service History', 'View Coverage', and 'Add to My Assets'.

A Search Bar

C Filters

E Grid Data

B Grid Buttons

D Column Search Headers

F Action Panel

Use the **Column Selector** button to customize your choice of several column types available then, search for values within any column. Members in your team will see information entered in these fields.

For example, enter "Test Rack 1 Echo Lab" as **Project Name** for all equipment in a single rack and filter on it to schedule calibration for all the equipment at the same time.

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Harness the power of the asset grid

Common tasks on the portal are simple and information is prepopulated when you use the asset grid. Simply select an asset(s), and scroll down or select options from the **Asset Actions** menu to perform an action.

Find calibration certificates

When you select a single asset's calibration certificate, the report is downloaded immediately. If you select to download multiple calibration certificates in the **Bulk Action** panel, the calibration certificates are accessible in **Account Settings/My Files**.

Request repair or calibration

For service requests, select **Request Repair or Calibration** under **Hardware**. Follow the prompts to provide the requested details and logistics information for the desired service(s)

Create a technical support case

Select a KeysightCare enabled asset and choose **Request Technical Support**. Provide the requested information for easy access to our technical experts.

Certificate of Calibration
KEYSIGHT ISO/IEC 17025:2017 and ANSI/NCSL Z540.1-1994
Certificate Number 221201-151235-962528
IAG-MRA ANAB ACCREDITED
Model Number: ELF-60D
Manufacturer: Keysight
Description: ELF Field Monitor
Serial Number: K71571-123

ASSETS
Home Hardware Software
Search Assets...
Active Assets Preferred Sites
SELECT ALL KEYSIGHTCARE COVERAGE
None

Certificate of Calibration
You have selected 3 Assets
Single PDF?
If you continue, you will receive an email with a link to your my files area of Account Settings to complete the file download, within next 2 hours
This download may include other calibration documents such as test data and addendums in addition to the calibration certificate. These files will be in the PDF format and contained within one zip for your convenience.
Cancel Submit

Asset Actions
View/Edit Asset Details
Certificate of Calibration
Request Technical Support
Request a Service
Service History
View Coverage

6

Manage service orders, history, and service documents

Under **Hardware** and **Check Service Order Status**, you can search specific service order number(s) to view the status, logistics information, or you can download associated service documents.

Service and warranty status lookup

Quickly find your asset's **Service and Warranty Status** by selecting **Hardware**, and clicking on the **Calibration Certificate** link. Search using the asset's model and serial number, asset number or service order number. When logged out, you can access original factory calibration documents, warranty and system information. Log in to the portal to access more details.

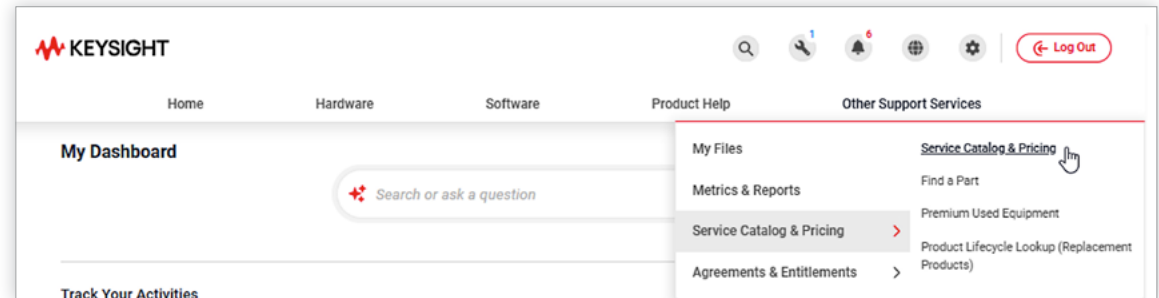
The image displays two screenshots of the Keysight portal interface. The top screenshot shows the 'CHECK SERVICE ORDER STATUS' page. The left sidebar lists several service orders with their status: 'Quote approval required', 'Closed', 'In Progress', 'In Progress and Scheduled', and 'Created'. The main content area shows details for Service Order Number: WO-01352818, including Product Information (Arbitrary Waveform Generator 14 Bit / 8Gsa/s and 12 Bit / 12 Gsa/s), Service Documents, Service Details, Status Details (Quote approval required), Service Quotes, and Contact Details.

The bottom screenshot shows the 'Service and Warranty Status' search page. It features a search bar with options to search by Model Number + Serial Number, Asset Number, or Service Order/Certificate Number. The search results display details for a Keysight Technologies N4692D, ECal module 40 GHz 2-port 2.92 mm, including its serial number (MY64060007), calibration due date (5/19/2026), manufacturer recommended calibration interval, and support status (Supported). Below the search results, there are tabs for 'Service Status / Cal Docs', 'Warranty Status & Agreements', and 'System Components'. The 'Service Status' section shows a table with columns for Service Order Number and Status, displaying WO 01412655 with a status of 'Created'.

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Access service pricing

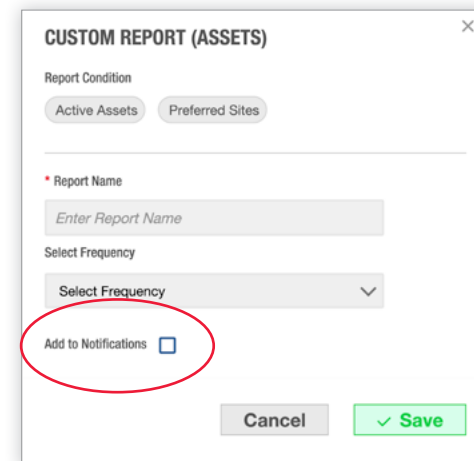
Quickly access KeysightCare, calibration, and repair prices by selecting the relevant products from the lookahead dropdown menu. Use the **Service Cart** to request a quote.



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Automate reports

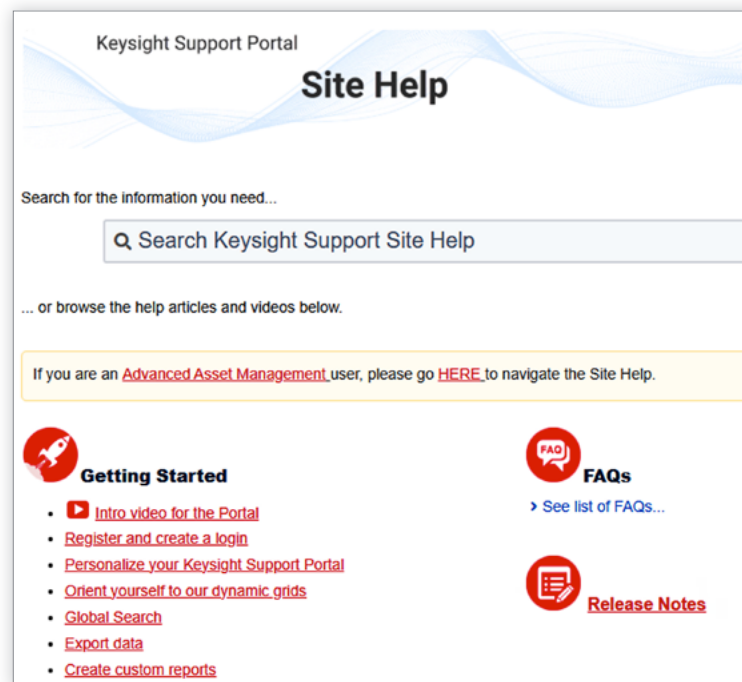
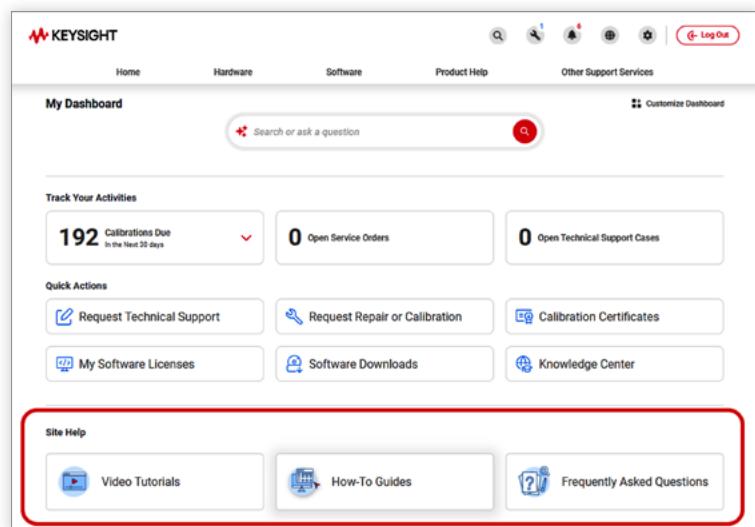
Use the **Create Custom Reports** button on any grid to set up regular emails containing the grid's information. For example, filter on a specific location, plus calibration due dates, to receive a monthly email of the report.

A screenshot of a 'CUSTOM REPORT (ASSETS)' dialog box. The dialog has a title bar with a close button (X). It contains several sections: 'Report Condition' with 'Active Assets' and 'Preferred Sites' buttons; 'Report Name' with a text input field containing 'Enter Report Name'; 'Select Frequency' with a dropdown menu showing 'Select Frequency'; and 'Add to Notifications' with an unchecked checkbox. At the bottom, there are 'Cancel' and 'Save' buttons. The 'Add to Notifications' checkbox is circled in red.

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Additional Keysight Support portal resources

Use the Site Help buttons for video tutorials, searchable site help and guided site tours.



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Enable KeysightCare benefits

- Committed turnaround time for repair and calibration
- Committed response on technical support cases
- Easily manage entitled service on KeysightCare assets

Learn More

<https://www.keysight.com/us/en/products/services/keysightcare-service-and-support.html>





Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.

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