

# KeysightCare for S79x0A Wideband Streaming Solutions

Solution services that accelerate your win



Testing modern radio-frequency and microwave critical communication systems requires realistic but controllable signal environments that stress designs to assure they survive in the field. The new Keysight S79x0A wideband streaming solutions enables quality recording of live signal environments and high-fidelity playback in a convenient, transportable chassis. Whether your work is on the bench, in a test chamber, or in the field, Keysight solutions delivers consistent results so you can stay on schedule, accelerate your time to market and stay within budget.

## KeysightCare for Solutions Support Services

As technology becomes more complex, small test problems accumulate and your workflow can break down. This breakdown can put your plans in doubt. KeysightCare for Solutions is your priority-one connection to your teams, providing committed turnaround times and access to technical experts. This premium service can help you stay ahead of the curve and accelerate the win.

High-performance, technology-specific test systems developed with a precise selection of instruments and software, are more complex than an individual instrument when it comes to service and support. It is not only important that each component is maintained to perform as it did the day it was purchased, but equally important that the system continues to work together providing the same accurate and repeatable results today and in the future.

KeysightCare for Solutions services goes beyond basic warranty, providing a priority-one connection between our resources and your teams. Whether receiving accelerated response times, keeping your test solution operating like the day you purchased it, or getting access to application experts, there is a KeysightCare for Solutions offering that is right for you. KeysightCare for Solutions delivers an industry-leading integrated support experience that combines hardware, software, and technical support services scaled to your unique business needs.

# Solution Service Description Summary

	KeysightCare for Solutions Warranty Plus*	KeysightCare for Solutions Assured	KeysightCare for Solutions Enhanced
	R-55T-001-X <sup>1</sup>	R-55U-001-X <sup>1</sup>	R-55V-001-X <sup>1</sup>
<b>Solution Technical Support (Hardware and Software<sup>2</sup>)</b>			
Keysight Support Portal	24x7 access to Knowledge Center, calibration certificates, service requests, and other asset details		
Remote technical support response times <sup>3</sup>	≤ 2 business days	≤ 4 business hours	≤ 2 business hours
<b>Solution Hardware Support</b>			
Repair service coverage	Return to Keysight	Return to Keysight	Return to Keysight
Repair service turnaround time <sup>4</sup>	No commitment	≤ 10 business days	≤ 7 business days
Solution Calibration service <sup>5</sup>			Keysight Instrument Calibration + Uncertainty + Guardbanding <sup>6</sup> Solution Operational Verification Return to Keysight
Calibration service turnaround time <sup>7</sup>			≤ 5 business days
Application of service notes	Safety and recalls	Recommended During service	Recommended Proactive
Preventative maintenance <sup>8</sup>			•
Proactive firmware release notification		•	•

\* Only offered for solutions where Assured and Enhanced support levels are not yet available.

1. When ordering, update with the relevant Solution Product Number (SPN) based on the length of service required (e.g.: -1, -2, -3, or -5 for 1 year, 2 years, 3 years, or 5 years).
2. KeysightCare Software Agreement required for software support.
3. Remote Technical Support response time is measured from the time you contact the Keysight Technical Support (KTAS) team to have an initial meaningful response from the case owner.
4. Turnaround time is an actual service-performing time and does not include shipping, customer processing, or trans-shipment time.
5. Solution Calibration for the Keysight S79x0A wideband streaming solution includes individual module calibration of the FieldFox, M9383A, and the M9300A. A solution-level operational verification will be performed once the module calibration is completed. If calibration of the M9203A digitizer is desired, then the 5-day TAT commitment is waived in the Americas only. Recommended re-calibration period is 12 months.
6. Guardbanding is not available or provided when the device has no associated specification — for example, when characterizing power sensors for calibration factor. Guard-banding deliverables may vary based on a country's accreditation body requirements.
7. Perform application of service notes during scheduled service events.
8. 3<sup>rd</sup> part products are excluded.

# Choice of KeysightCare for Solutions Support Services

Every KeysightCare for Solutions support option includes access to the KeysightCare Support Portal, the Knowledge Center, and technical support resources.

On the KeysightCare Support Portal you can find answers, manage service requests, and interact with experts who are familiar with the instruments and software you are using and the challenges you face. The Knowledge Center has thousands of technical articles and videos with programming examples based on real test and measurement scenarios, questions, and their resolution. Register or log in to the Keysight Support Portal at <https://support.keysight.com>.

KeysightCare for Solutions technical support services are a dedicated connection between Keysight's solutions support engineers and your teams. Through committed, accessible, and proactive engagement, we will help you maximize the return on your investment and ensure success.

- Single point of contact accessible by telephone, email or the KeysightCare web portal for technical support and scheduling service.
- Submit issues, ask technical questions, and create requests for service.
- Status updates that show progress from issue analysis through resolution.
- Fixes for verified defects and enhancement requests that have been accepted by the Keysight team and integrated into the standard releases.

## KeysightCare for Solutions Warranty Plus

Reduce risk and avoid project delays with technical support coverage for your Keysight Solutions. Get personalized technical support that offers a committed response from KeysightCare technical experts.

- Access to the Keysight Support Portal and Knowledge Center
- Technical support response in  $\leq 2$  business days

## KeysightCare for Solutions Assured

KeysightCare for Solutions Assured provides increased support to manage your application needs. When your engineers have questions, they need answers fast. KeysightCare Assured is a commitment to respond to your technical needs quickly. When unexpected repairs are necessary, you can count on a dedicated repair service turnaround time to get you back up and running.

- Access to the Keysight Support Portal and Knowledge Center
- Priority technical support response in  $\leq 4$  business hours
- Priority repair

## KeysightCare for Solutions Enhanced

When keeping your test plan on track is the top priority, you need dependable, accurate and repeatable results. KeysightCare for Solutions Enhanced provides fast answers for unexpected test challenges and includes a calibration service of choice based on the equipment's recommended calibration interval. Keep your project schedules on track and receive priority support and even faster turnaround times for repairs and calibration to optimize your equipment.

- Access to the Keysight Support Portal and Knowledge Center
- Premium priority technical support response of  $\leq 2$  business hours
- Premium priority repair
- Priority calibration

## Additional test Solution Services

- Customized training – ensures speed to first measurement and ongoing knowledge refresh
- Solution components loaners service – for an instrument/component replacement to keep your test systems running during repair or service.
- Resident professional – ensures the solution operates according to the warranted specification and minimizes test disruption or delays when removing sensitive data from service areas.

See the [Service Definition Tool](#) for services available for your Keysight solution.

## Accelerate your Win

Choose KeysightCare for Solutions Services to increase your system uptime with accelerated, committed repair and calibration service turnaround times, and proactive software updates, enhancements, and fixes. Additionally, for the most complex applications, solutions, and systems, maximize your test system utilization with KeysightCare's repair, calibration, and technical support.

To learn more about KeysightCare, visit us at [www.keysightcare.com](http://www.keysightcare.com).



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](http://www.keysight.com).

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