



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.

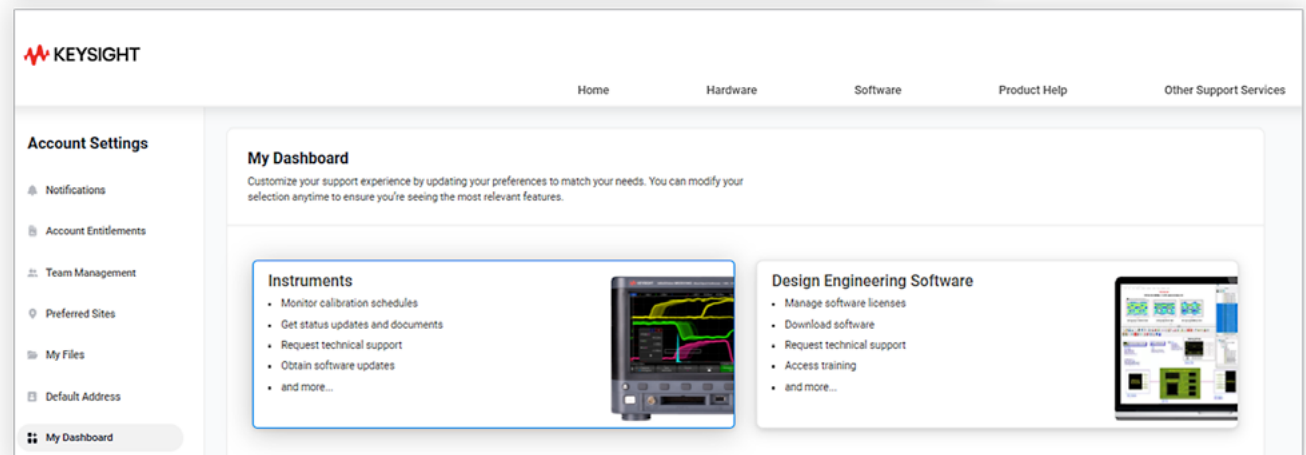
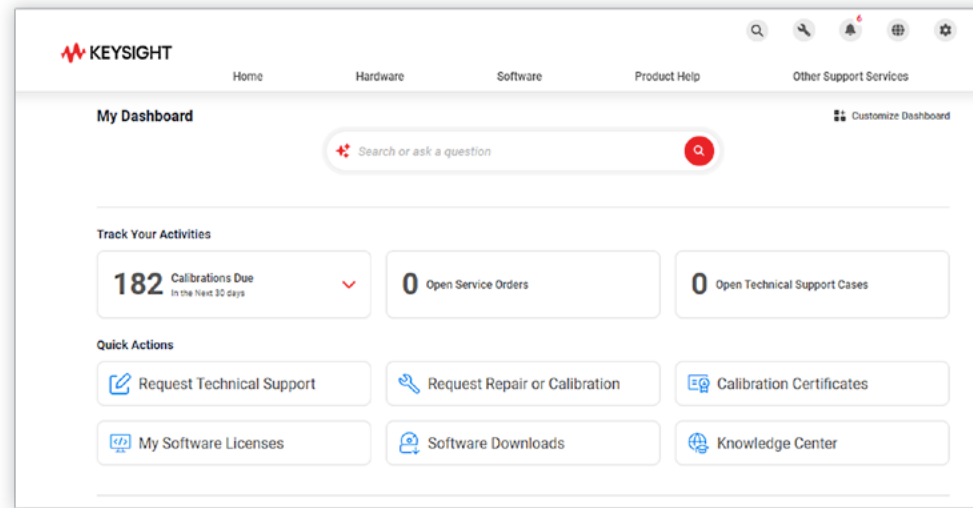




Start by customizing your dashboard

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

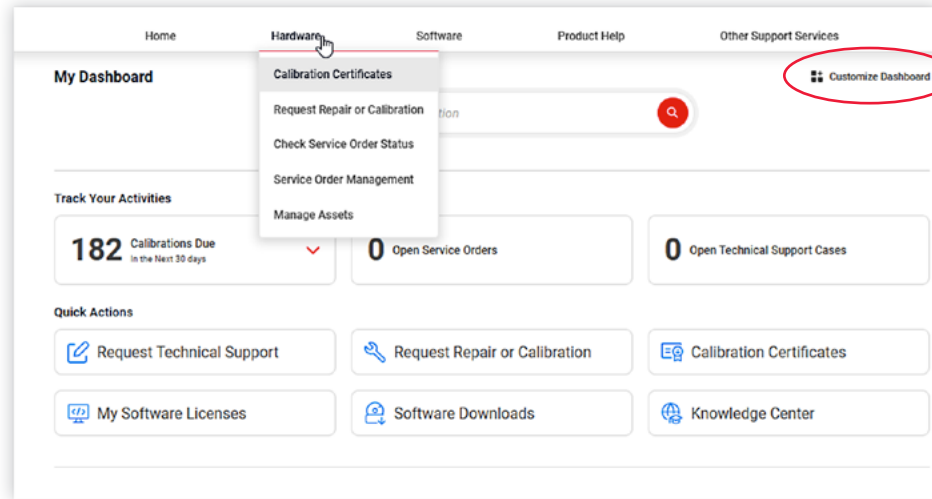
- Manage software licenses
- Download software
- Request technical support
- Access training
- And more...

1

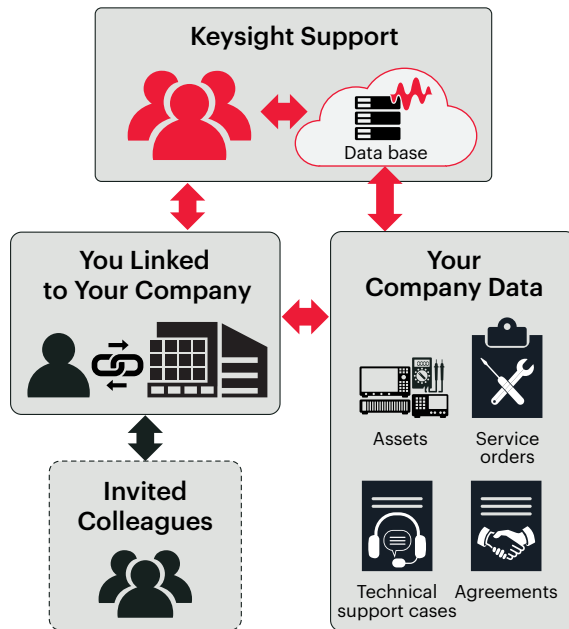
Link your company's assets

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](#).



My Filters	SELECT ALL	KEYSIGNATURE COVERAGE	PRODUCT	SERIAL NUMBER	INSTALLED LICENSES	HOST ID	CALIBRATION DUE DATE	ASSET NUMBER	ASSET TYPE	DESIGNATED LOCATION
<input type="checkbox"/> My Assets (0)	<input type="checkbox"/>	None	2435A Digital multimeter, 8.5 digit Keysight Technologies	MY43041826			4/22/2026		Hardware	ROSEVILLE,US
<input checked="" type="checkbox"/> Preferred Sites	<input type="checkbox"/>	None	3016-0027 Retractable High Power Doubler 40GHz, Ext... Keysight Technologies	3638					Hardware	ROSEVILLE,US
<input checked="" type="checkbox"/> Active Assets	<input type="checkbox"/>	None	E5042-62003 CPU mother board assembly, with image 85... Keysight Technologies	2690					Hardware	ROSEVILLE,US
Asset Type	<input type="checkbox"/>	None	E22576 USB/GPIB interface Keysight Technologies	MY82013114					Hardware	ROSEVILLE,US
<input type="checkbox"/> Hardware (12223)	<input type="checkbox"/>	None	N0910-60025 XTEST Station 1.85mm/ECAL Thru Keysight Technologies	541					Hardware	ROSEVILLE,US
<input type="checkbox"/> Software (87)	<input type="checkbox"/>	None	E4440-09185 Retractable Printed circuit assembly synth... Keysight Technologies	E444062837903001346				E444062837903001346	Hardware	ROSEVILLE,US
Service	<input type="checkbox"/>	None	N9042B VNA Signal Analyzer Extended Keysight Technologies	MY64210005			6/13/2025		Hardware	ROSEVILLE,US
<input type="checkbox"/> Past Due (2115)	<input type="checkbox"/>	None								
<input type="checkbox"/> Cal Due Date < 7 Days (90)	<input type="checkbox"/>	None								
<input type="checkbox"/> Cal Due Date > 30 Days (142)	<input type="checkbox"/>	None								
<input type="checkbox"/> Cal Due Date > 90 Days (363)	<input type="checkbox"/>	None								
Location	<input type="checkbox"/>	None								
<input type="checkbox"/> ANAHEIM,US (1)	<input type="checkbox"/>	None								
<input type="checkbox"/> ANDOVER,US (77)	<input type="checkbox"/>	None								



2

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.

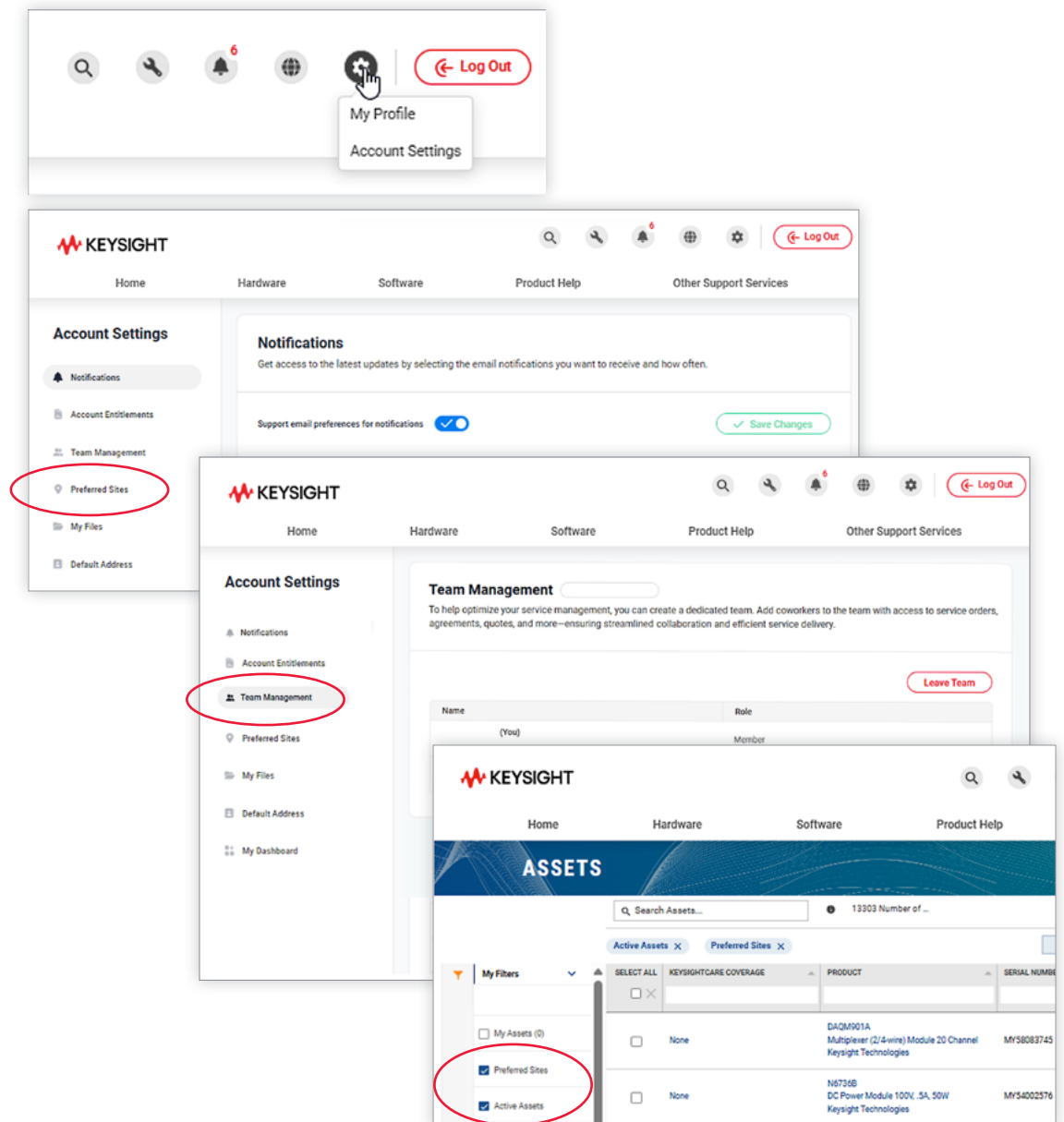
Configure Preferred Sites and My Files filters

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

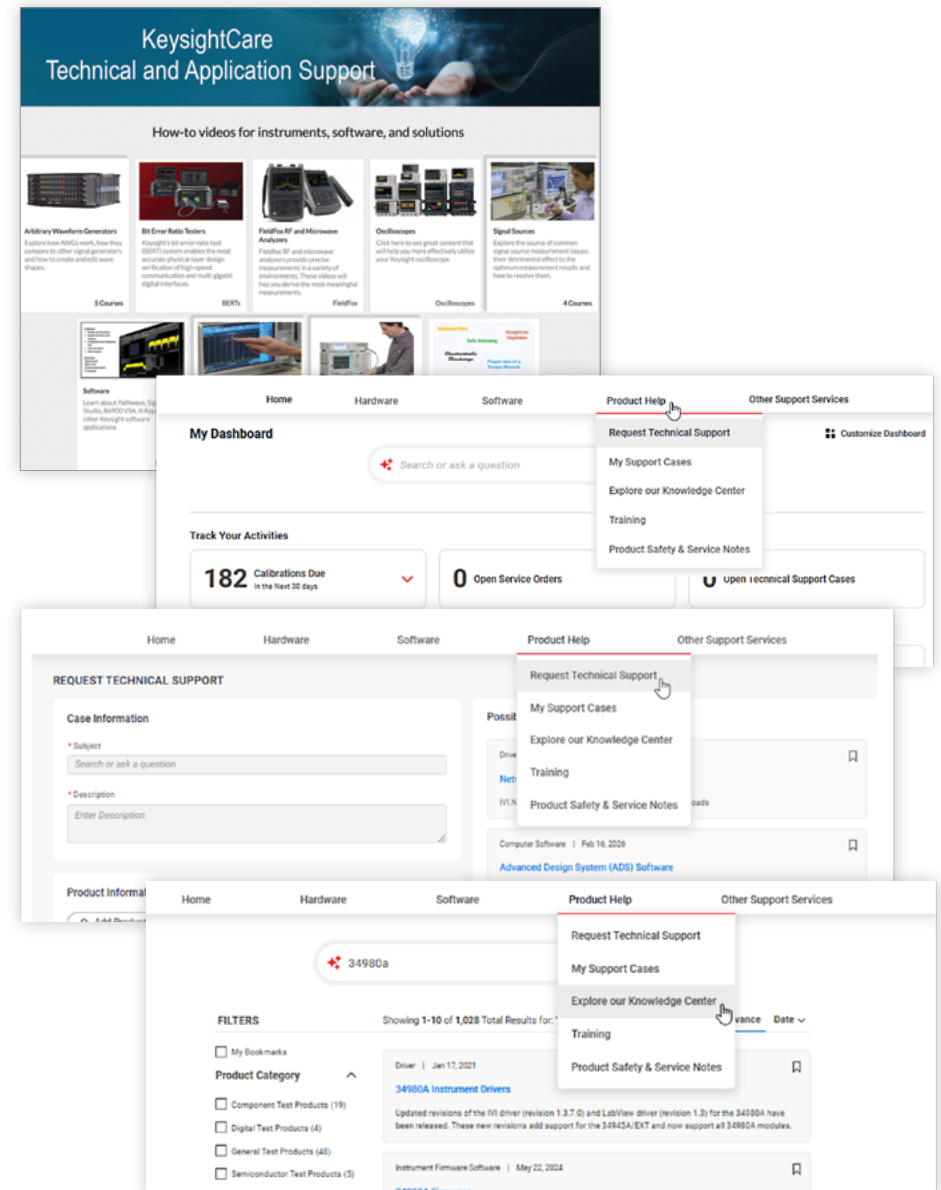
Software updates are available under the software menu, where you can select **Software Download Center** or **My Software Licenses**.

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.



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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 the 'ASSETS' header. A search bar (A) is located at the top left of the grid area, and a 'Column Selector' button (B) is at the top right. The grid itself has several columns: 'SELECT ALL', 'KEYSIGHTCARE COVERAGE', 'PROJECT NAME' (D), and 'SERIAL NUMBER'. The grid contains four rows of asset data. A filter sidebar (C) is on the left, and an 'Asset Actions' panel (F) is on the right. A specific asset in the grid is highlighted with callout E.

SELECT ALL	KEYSIGHTCARE COVERAGE	PROJECT NAME	SERIAL NUMBER
<input type="checkbox"/>	None	DAQM901A Multiplexer (2/4-wire) Module 20 Channel Keysight Technologies	MY58083745
<input type="checkbox"/>	None	N67 DC Power Module 100V, 5A, 50W Keysight Technologies	MY54002576
<input type="checkbox"/>	None	84905-69001 Refurbished Attenuator 50dB 3 section 5 vol... Keysight Technologies	M0364
<input type="checkbox"/>	None	33322-69020-DEF Attenuator 135DB 8GHz, Protected Supply, R... Keysight Technologies	M03730

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

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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.

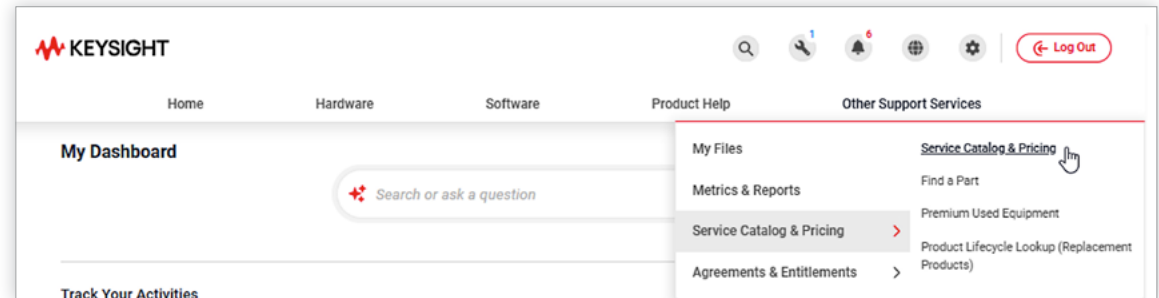
The image displays two screenshots of the Keysight portal. The top screenshot shows the 'CHECK SERVICE ORDER STATUS' page. It features a search bar, filters, and a list of service orders. The selected order, WO-01352818, is detailed in a right-hand panel, showing product information (Arbitrary Waveform Generator), status details (Quote approval required), service quotes, and contact details.

The bottom screenshot shows the 'Service and Warranty Status' page. It includes a search section with radio buttons for 'Model Number + Serial Number', 'Asset Number', and 'Service Order/Certificate Number'. The search results for Model Number N4692D and Serial Number MY6406007 show a Keysight Technologies ECAL module with a status of 'Supported' and a 'Created' service order (WO 01412655).

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Access service pricing

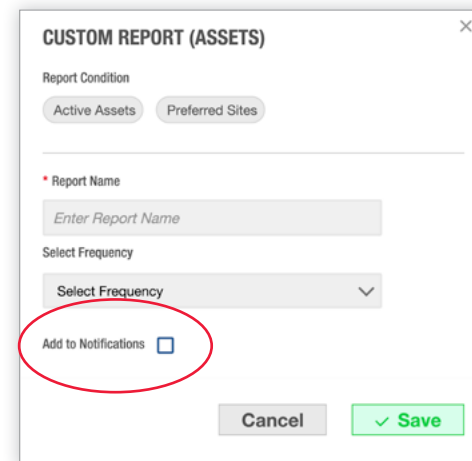
Quickly access KeysightCare, calibration, and repair pricing by selecting **Service Catalog & Pricing** from the header, then search for products in the lookahead field. Use the **Service Cart** to request a quote.



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Automate reports

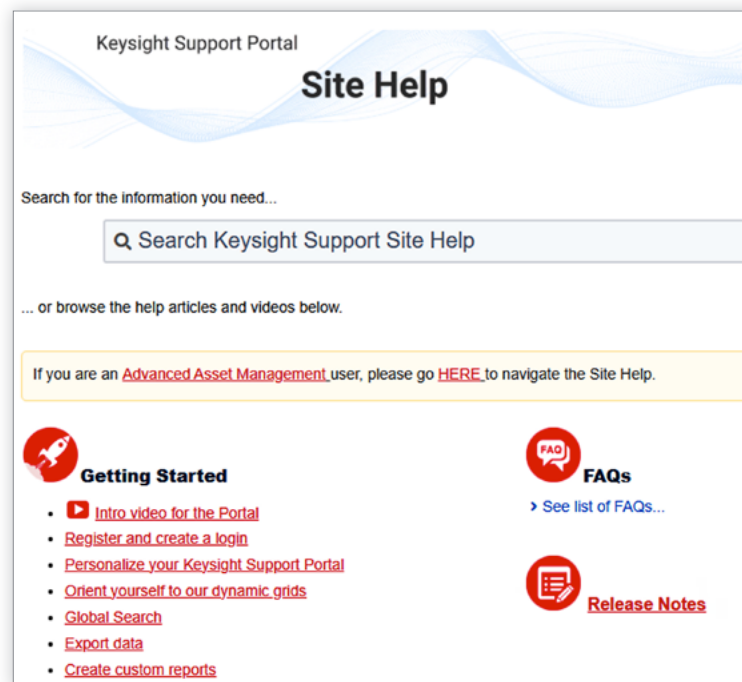
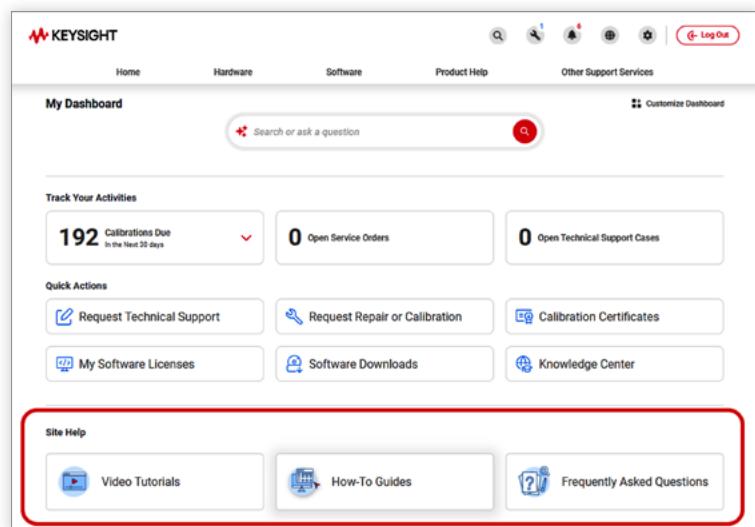
Use the **Create Custom Reports** button on any grid to set up regular emails containing the grid's information. For example, filter on a specific location, plus calibration due dates, to receive a monthly email of the report.

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 two radio buttons 'Active Assets' and 'Preferred Sites'; a 'Report Name' field with a placeholder 'Enter Report Name'; a 'Select Frequency' dropdown menu with a placeholder 'Select Frequency'; and an 'Add to Notifications' checkbox which is circled in red. At the bottom, there are 'Cancel' and 'Save' buttons.

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Additional Keysight Support portal resources

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



10

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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